



## Areas where IT supports the dimensions of Patient-centered Care\* at Cambridge Health Alliance

### *Values, preferences, expressed needs*

- Ambulatory EHR (EpicCare)
  - advance directives
  - ED care plans
  - permanent comments
  - implemented for Housecalls program
- language needs support systems

### *Coordination and Integration*

- Integration of ambulatory/inpatient systems
- Electronic referrals and reports
- Disease registries
- Tools for Patient Navigators
- Assigned inbaskets
- Cc'd charts
- Alerts (pager, email, inbasket) for
  - ADT events
  - missed appointments
  - missing dictations
  - Overdue events
- Discharge instruction/summary process
- Affiliate Link to connect outside providers

### *Information, communication, education*

- After-visit summary
  - medlist
  - patient information
  - upcoming appts
- Shared computer screen
- Patient information libraries
- Patient portal (MyCHArt)
- Results reporting

### *Physical comfort, emotional support, involvement of family & friends*

- PCP involvement with hospitalization
- Distributed clinics with single EHR
- Proxy access to MyCHArt
- Teams
- Patient advisory input
- WiFi for patients and visitors

\*The Institute of Medicine's 2001 report, [\*Crossing the Quality Chasm: A New Health System for the 21st Century\*](#)



# Lessons learned

- Technology is only one of several supports for our workflows
- Patients have workflows that need support too.
- Those workflows and their challenges may not be apparent to us. Neither may the solutions that emerge from patients and families.
- Our favorite technologies may not be our patients’.
- Our technologies have their needs and preferences that can compete with patients’.
- While improving the “formal” system, attend to the “informal” system and the interface between the two.