

# The Primary Care Office of the Future FMIG Discussion Guide

## You Are The Chosen Ones!

Traditionally, medical students are not meant to innovate. They are trained to learn existing knowledge well, and to blend in with existing workflows. They are trained to not make a ripple in the rotation, but to accept the status quo as the definite norm.

We think differently. Medical students are the perfect innovators, because they're observant and curious. They have a fresh and unique perspective to question the status quo, because they haven't yet been indoctrinated into the system. They can therefore design systems that work for providers and patients alike, and push the frontier towards a visionary future.

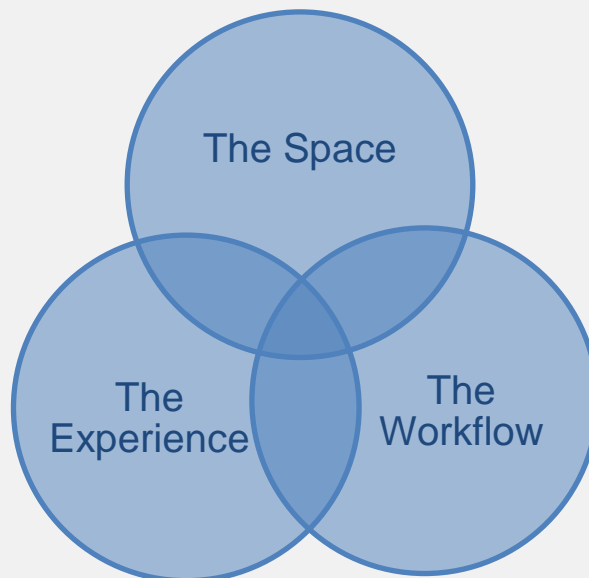
It is in this spirit that we at the Connecticut Institute for Primary Care Innovation (CIPCI) present this exercise in innovation. We hope it changes your perspective on what's possible and helps you to think big. Onward!

## So, What The Heck Are We Supposed To Do About It?

We don't like rules. We don't like to play by the rules. But we have to offer you *some* direction:

1. This should take you roughly 60-90 minutes to complete. Any shorter and you risk limiting creativity. Any longer, and medical students worry they should be studying instead (we know, we've been there).
2. There are no bad ideas. There are only ideas. Everything gets considered.
3. Forget convention and restraints. Don't make things necessarily practical, make things work. Many of the world's best ideas were thought to be crazy before they became successful.
4. Use us as your home base. Start by visiting [cipci.org/future](http://cipci.org/future). Take a virtual tour through the different aspects of the Office of the Future as seen as a headlining presentation at AAFP's FMX in 2016 and 2017.

## Time for action!



## Design the Space

- Get a big piece of paper, or a whiteboard, whatever you have. Draw a blueprint for your ideal primary care office, including the layout of the space and/or individual rooms. Make sure each aspect has a purpose. Ask “why?” to everything. If you don’t have a reason other than “that’s how it is everywhere else”, reconsider your idea.

## Design the Workflow

- If you were a patient, how would you like the visit optimized to be most efficient for you? Likewise if you’re a provider? Draw a process map showing what the ideal workflow would be to make everyone’s life easier, from the patient to the provider to the support staff.
- Who would you want in your Office of the Future? Certainly you would need a primary care provider to administer the care, but who else would you want to support the workflows and the space?
- What kinds of technology would you need to supplement your workflow and make it efficient?

## Design the Experience

- How will your ideas contribute to the health of your patients? Does each area directly or indirectly benefit the patient?
- How will you share your innovations with other providers? How do you spread the word, and spread excitement?
- Why will patients want to come to your practice in particular, if they have the choice?
- How will you measure the quality of the care and the service you are providing?

## Once you’ve finished...

Send pictures, summaries, process maps, whatever you have to us! If we think your plans are particularly good, we will reach out and connect you with people that either want to hear more or want to implement your design. [CIPCI@stfranciscare.org](mailto:CIPCI@stfranciscare.org) is where we live.

Also, reach out to your clinical professors and faculty mentors. They probably don’t think this way very often, and they will surely be floored by your radical common sense.