



## The Office of the Future

New tools and technologies for  
primary care transformation



## Introductions

**Tom Agresta, MD, MBI**  
CIPCI Informatics Leader  
Professor of Family Medicine  
University of Connecticut

**Catherine MacLean**  
CIPCI Research Associate

**Carolyn Tusa**  
MS4, Family Medicine Interest Group Leader  
University of Connecticut

AAFP NATIONAL CONFERENCE

## Disclosures

The presenters have no financial relationships or affiliations with commercial interests.

Demonstrations include examples of tools that are available, but CIPCI does not endorse or have financial interests in any vendor or product.

The presentation does not include any discussion of unapproved or investigational uses of products or devices.

AAFP NATIONAL CONFERENCE

## Goals and Objectives

Participants will be able to:

- Describe several innovative concepts identified with the Office of the Future.
- Describe how innovative technology, teamwork, and workflow changes can enhance patient engagement and clinician satisfaction.
- Consider how Office of the Future innovations can be leveraged in their future practice environment.

AAFP NATIONAL CONFERENCE

## Introduction to Office of the Future



[cipci.org/future](http://cipci.org/future)

## CIPCI

### Our Mission

Deliver practical value for patients, providers, and payers by transforming primary care in ways that are palpable and sustainable.

### Our Aims

- Serve as a trusted partner and resource
- Involve patients and patient perspectives
- Improve training for primary care providers
- Increase retention of primary care providers
- Help practicing providers manage change

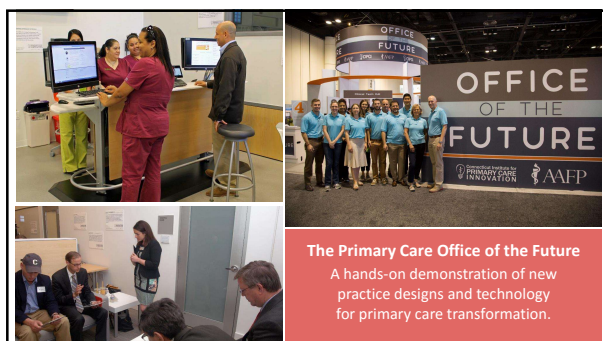
AAPF NATIONAL CONFERENCE

## quadruple aim



Bodenheimer, T., & Sinsky, C. (2014). From triple to quadruple aim: care of the patient requires care of the provider. *The Annals of Family Medicine*, 12(6), 573-576.

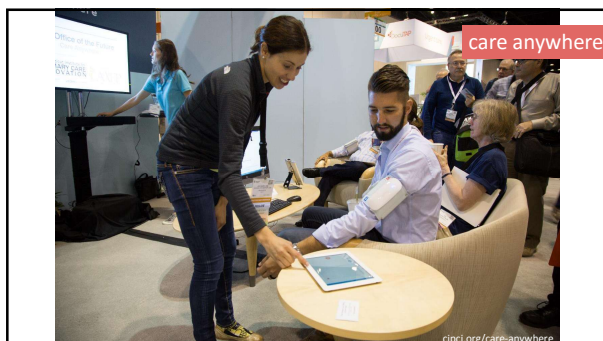
AAPF NATIONAL CONFERENCE



## Video



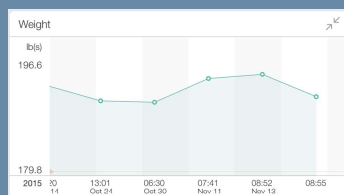
AAPF NATIONAL CONFERENCE



## Patient steps on scale at home

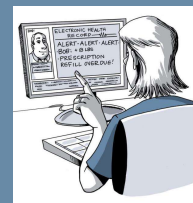
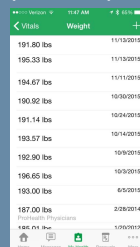


Weight is transmitted to mobile app  
via Wi-Fi or Bluetooth



Mobile app connects  
to patient portal

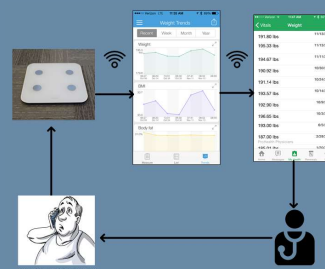
Office team can view  
and set up alert in EHR



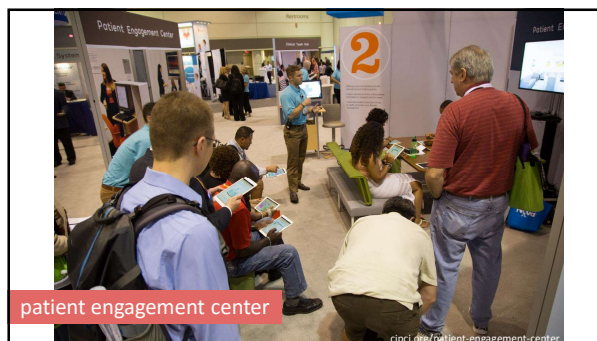
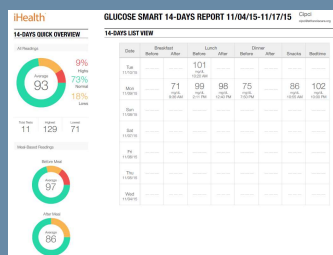
Office closes the loop by contacting  
patients with concerning numbers

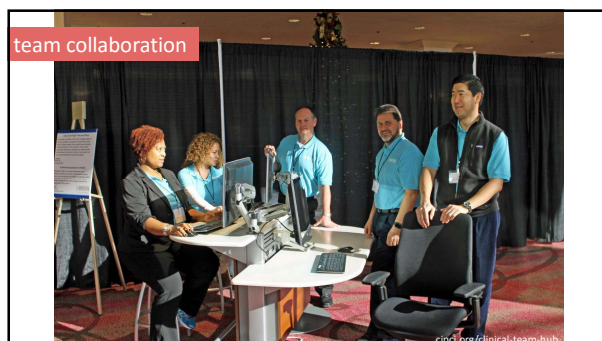
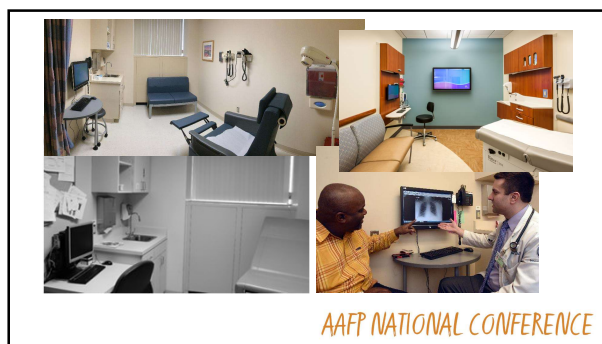


Patient-office communication loop



Patient can email or print reports if  
EHR integration is not in place





**Video**

## Office of the Future: Clinical Team Hub

Connecticut Institute for  
PRIMARY CARE  
INNOVATION

In partnership with  
**AAFP**  
STRONG MEDICINE FOR AMERICA

SAINT FRANCIS  
UCONN

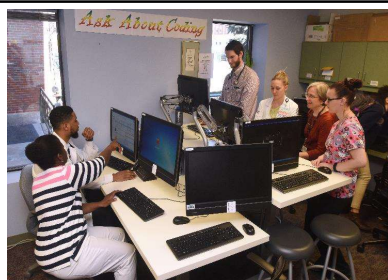
AAFP NATIONAL CONFERENCE

## Teams need a "Virtual Assistant"

Clinical decision support  
Automated medication  
refills

Charlie Handles Refill Requests  
Franklin handles requests

AAFP NATIONAL CONFERENCE



AAFP NATIONAL CONFERENCE

## Challenge Video



AAFP NATIONAL CONFERENCE

## Challenge for FMIG Leaders



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.

Use our discussion guide at your next FMIG event!

AAFP NATIONAL CONFERENCE

Learn more and watch  
the videos:

[www.cipci.org/future](http://www.cipci.org/future)



AAFP NATIONAL CONFERENCE

## Thanks to our partners



AAFP NATIONAL CONFERENCE

# Q&A



**Let your voice be heard!**

*Evaluate workshops on the NC app*

Click here 

**FMIG Leaders Workshop**  
Get Your Point Access

**Location** Room 2000  
**Date** Thursday, July 28, 7:00 AM  
**Duration** 1 hour 45 minutes

The FMIG Network Leadership Group will be working together to help you understand and evaluate the workshop. Please provide feedback on the workshop and your experience. This will help us improve the workshop and provide you with the best possible experience.

**Speakers**  
[List of speakers]

**AAFP NATIONAL CONFERENCE**

**Stay Connected**

 [www.facebook.com/fmignetwork](http://www.facebook.com/fmignetwork)

 @aafp\_fmig

Use #AAFPNC

**AAFP NATIONAL CONFERENCE**  
Family Medicine Network  
• Richard J. Smith