

BUMC INTERNAL MEDICINE ALUMNI TESTIMONIALS 2 0 2 0



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Chief Medical Information Officer at Boston Medical Center

As the CMIO, I am responsible for the vision and strategy of clinical information systems that impact patient care and research, and alignment with overall organizational priorities. I lead the optimization of the EHR (Epic Systems), as well as health IT efforts enterprise-wide around population health management, clinical decision support, regulatory requirements, safety and quality, reporting, and digital/virtual patient engagement. I am also the clinical lead for the implementation of

data analytics and complex care management platforms across the BMC Health System (BMCHS) as part of a MassHealth (Medicaid) ACO joint venture. I oversee research at Boston Medical Center as it relates to health IT systems, and conduct my own research on the integration of health information technology in care delivery to show improvements in quality and outcomes, and reduction in costs. I practice as a primary care physician in General Internal Medicine at BMC.

Most recently, I led the launch of the BMC virtual health strategy to engage our patients in virtual care. The implications of this for engaging our patients outside of our physical space are vast, but most importantly focus on ensuring that patients can access care where they are. The attention we are paying to the accessibility and usability of virtual care unique to our patient populations is a cornerstone of the BMC ethos - we are focusing on aspects of virtual care such as technology literacy, interpreter integration, and internet access as a determinant of healthcare outcomes that are not necessarily concerns in other institutions. Having trained at BMC and seeing the integral nature of these access issues in ensuring our patients obtain and remain healthy is part of why I am so dedicated to the work we do at BMC.

The clinical experience at BMC will prepare you for anything you will see, no matter where you go. The integration of addressing the societal issues that prevent our patients from achieving health and economic prosperity into their clinical care is unique to the way in which BMC addresses our patients. The camaraderie among housestaff and faculty alike is palpable; the recognition that you are not just a physician but also a human being with a life outside of the hospital permeates the way in which we all support each other.