

THE LINK

◆ Your APF Care Alliance ◆

A partnership of patients, family members, and providers that promotes innovation and the optimization of the care experience for all.



The LINK is a new quarterly newsletter, written by patient members of the Care Alliance, to be the voice of patients and staff, and to improve communications between us all. You, the patient, are the most important link in your health care, and we want you to be an informed and active participant! Here you will find out what's happening in your medical home—get to know your care team, learn health and wellness tips, and understand the impact of changes at the MGH and Partners.

Meet Ben Crocker, Medical Director

Ben Crocker, MD, has been the Medical Director of the APF for three years. Did you know that he climbs big mountains (Kilimanjaro),



Ben Crocker, MD, Medical Director of the Ambulatory Practice of the Future

has run marathons for fun and fund-raising (Boston), loves genealogy and a capella singing, and one of his favorite foods is home-made arugula, beet, and goat cheese pizza?

Ben has clinical training and expertise in team-

based care, point-of-care technologies and health coaching in primary care. He has also been instrumental in introducing innovative

medical technologies at the APF and Mass General. And, Ben co-founded the APF's Innovation Learning Program, which seeks to improve patient care with technology.

He went into medicine (MD from University of Massachusetts) and completed his residency in internal medicine at Boston Medical Center (as chief resident!), including an additional year of instruction and research in India.

Ben is passionate about how teams leverage technology to enhance the patient experience and operations of clinical care. The most important thing about delivering care to MGH employees is to help them see their challenges not as “problems,” but as opportunities for improving health and wellness.

Health Coaching Corner

APF has two Wellness Coaches—Sarah Sherwood and Quentin Nichols—who can help you reach your health goals, from finding work-life balance and reducing stress, to losing weight and managing a chronic illness. You can meet with Sarah or Quentin in person, or conduct your appointment over the phone. If you are interested, let your care team know at your next appointment or send a message through Patient Gateway.

Open Notes are available again

Having access to your medical record is a unique and valuable tool, now available in your Patient Gateway account. It enables you to see visit notes and summaries, test results, and much more. Log in and click on “Health Information” to see all of the options in your Health Record. If you do not have a Patient Gateway account, you can create one at <https://patientgateway.partners.org>.

It's all about the team!

Joy in practice...connection to patients...value of patient engagement, collaboration, and teamwork. These are all features that make the APF unique. So, you might ask, “What does APF do to create this atmosphere?” Here are some key practice principles:

- ♦ Develop shared care plans with patients that reflect patient preferences and values
- ♦ Hire staff and providers who complement each other and serve their patients well
- ♦ Work in a physical space designed to promote team collaboration and communication
- ♦ Use coaches to understand and support patient health and wellness goals
- ♦ Focus on delivering the highest level of service to their patients

Our thanks to Dr. Ishani Ganguli for suggesting and contributing to this newsletter. She now works at Brigham & Women's, where she is sharing her spirit and the values of the APF!

What is the Care Alliance PFAC?

Patient and Family Advisory Councils (PFACs), like the APF's Care Alliance (CA), are made up of volunteers who have a variety of experiences with Mass General. At the APF, CA members include patients who are employees and family members of employees. We participate in monthly meetings and help shape APF programs, services, and even new facilities.

Your Care Alliance members

Nancy Davis, Ann Erwin, Bob Evans, Jarrett Maggio, Paul O'Leary, Julie Martin, Pam Rahn

With Gratitude

Thanks to our recently retired board members—Win Hodges, Rebecca Petersen, and Stephanie Geohagen—who dedicated years of service to make the APF what it is today.

Contact Us

Please share your experiences or concerns with us, as well as ideas for articles in the LINK, at apfcarealliance@partners.org.