

**MGH**  
**Ambulatory Practice of the Future**  
 Boston, MA

**Project Partners**

Anshen and Allen  
 Turner Construction

**Trends**

Attract and Retain  
 Building Brand  
 Collaboration  
 Wellness

**Solutions**

Furniture  
 Audiovisual  
 Architectural Systems



Computer touch down and informal lounge waiting area

**MGH designs an innovative primary care practice that places a premium on the patient experience and wellbeing.**

Ambulatory Practice of the Future is a patient-centered primary care practice for employees of Mass General and their adult dependents. This innovative practice supports prevention and wellness as well coordinated care for acute and chronic illness. The facility was designed to improve the experience for patients and providers as well as create a virtual practice where patients can interact remotely with their healthcare teams. Healthcare providers will work in teams, sharing the work of caring for patients in ways that maximize the skills of every team member.

**Guiding principles:**

- Create a patient-centric practice and an environment that encourages a proactive focus on health and life balance.
- Promote fulfillment and work/life satisfaction for caregivers.
- Integrate patients and family members into the care team.
- Strive to use the best clinical and technological evidence to inform care.
- Use technology to free people to do what only people can do.
- Measure the impact on healthcare outcome and satisfaction.

**Comprehensive solution.**

Upon entering the practice, you immediately experience the blend of comfort and technology integrated throughout the space. The expansive entrance encompasses waiting, touchdown and café areas, allowing patients to relax and watch media, connect to the outside world via the internet or enjoy the views while having a cup of coffee. The Clinical Core is the hub of the practice. The Steelcase Sync station and the surrounding workstations allow for collaboration as well as individual work. The exam rooms are situated along the perimeter. Doctors and patients transition from exams to medical discussions utilizing small conference area and dual displays to view data and medical images. To expand discussions and involve experts located throughout the world, staff utilizes videoconferencing capabilities within the multipurpose room. The administrative offices are comprised of individual workstations, a private office, a shared office and a collaborative area with integrated technology for information discussions.

The Ambulatory Practice of the Future is a thoughtful space that elegantly enhances the doctor/patient experience and promotes wellness.



Telemedicine Suite | Multipurpose Room



Exam rooms