

*The National Academies of*  
**SCIENCES • ENGINEERING • MEDICINE**

**BOARD ON HUMAN-SYSTEMS INTEGRATION**  
**DIVISION OF BEHAVIORAL AND SOCIAL SCIENCES AND EDUCATION**

***SEMINAR***

*The Next Generation of Patient Focused Care:  
Health Care System Integration for Coordinated Care*

November 1, 2018

Room 100, Keck Center, 500 Fifth Street  
Washington, D.C. 20001

The success of patient care in the future will depend upon a next generation system of care that draws upon systems science, knowledge from socio-technical systems theory, human factors and ergonomics, human-centered design and technological innovation to address coordination challenges across health care to create a patient experience that truly optimizes patient well-being. It will also depend on a patient-focused care approach that benefits all involved, patients, caregivers, clinicians, etc.

This seminar on health care system integration will explore topics such as:

- *Health care system design*
- *Patient family and caregiver perspectives for care coordination*
- *Simultaneously optimizing the patient journey and clinician workflow*
- *Future work by BOHSI/National Academies*

**1:00 p.m. Welcome, Introduction, and Overview on Human-Systems Integration in Health Care**

❖ Pascale Carayon, BOHSI Chair

**1:30 p.m. Panel 1: Patient and Caregiver Perspectives on Patient-focused Coordinated Care**

*This session will focus on challenges patients confront regarding coordination of care from both a caregiver and patient perspective. It will also address how patients and caregivers might be involved in the development and deployment of future healthcare systems to help mitigate these challenges*

*Questions the panel will consider: What are the most pressing issues regarding care coordination from the perspectives of patients and their caregivers? What are promising solutions for patient-focused coordinated care? What is the role of patients and caregivers in developing solutions?*

Moderator: Sara J. Czaja, Weill Cornell Medicine and BOHSI Board Member

- ❖ Karen Huss, NIH (confirmed)
- ❖ Lisa Marsh Ryerson, AARP Foundation (confirmed)

**2:20 p.m. Panel 2: The Future of Health Care Technology Solutions for Patient-focused Coordinated Care**

*This panel will examine the issues in designing and implementing health care technology solutions that improve patient-focused coordinated care. It will also explore how to encourage technological and sociotechnical innovation in the area of patient-focused coordinated care.*

*Questions the panel will consider: What is your organization doing now to advance the use of technology to improve patient care? What is your organization's long range plans for research in new technologies to advance next generation patient care? What opportunities does your organization see for collaboration with other technology companies, healthcare providers, and other stakeholders to advance patient care?*

Moderator: Edmond Israelski, AbbVie and BOHSI Board Member

- ❖ John-Paul Stephens, Abbott (confirmed)
- ❖ Anne Miller, Cerner (confirmed)

**3:10 p.m. Break**

**3:30 p.m. Panel 3: Challenges and Gaps for Optimizing Patient-focused Coordinated Care**

*The panel will discuss the main areas that need to be further explored in order to make a difference for patient-focused coordinated care. The panel will also review opportunities for human-systems integration and human factors approaches to address the challenges and gaps.*

*Questions the panel will consider: What are the main design, implementation, research and policy challenges that need to be addressed in order to significantly improve patient-focused coordinated care? How do we engage various stakeholders in identifying challenges and gaps and developing solution to support care coordination at the interface?*

Moderator: James Bagian, University of Michigan and BOHSI Board Member

- ❖ April Oh, Gurvaneet Randhawa, [Brad Hesse via Zoom] NCI (tentative)
- ❖ Shari Ling, CMS (tentative)
- ❖ Terry Fairbanks, MedStar (confirmed)
- ❖ Jeffrey Brady, AHRQ (confirmed)

**4:20 p.m. Seminar Wrap-Up**

- ❖ Francis T. Durso, Georgia Institute of Technology and BOHSI Board Member
- ❖ Pascale Carayon, BOHSI Chair

**5:00 p.m. Seminar Adjourned**