

Union Square Family Health Center, a Family Medicine site of the Cambridge Health Alliance located north of Boston, MA had a problem: after years of devoted service to a diverse community, doctors were burning out and leaving. Despite many changes and improvements to care, including use of registries, changing the role of the nurses to manage chronic diseases, and becoming a recognized Patient-Centered Medical Home (PCMH), the doctors were getting tired. Many of these additions were, in fact, more work for doctors, and charting often took hours after a busy day of seeing patients in the office.

A team-based care model was implemented as a sustainable solution to overwork. The practice redesigned their workflows with doctors and nurses to incorporate a team-based care approach where Medi-

People who enter our practice comment on how calm and happy everyone is. Patients frequently refer to staff as their “family.”

A joyful work environment elevates the energy level of everyone in it, and Union Square demonstrated their capacity for change and improvement work. Activated staff and patients bring suggestions to improve care and in how the clinic functions to leadership every day,