



Dr. Chu

ATRIUS PEDIATRICIAN

Cassandra Chu is a dynamic, young pediatrician at Harvard Vanguard in Kenmore Square. Cassandra completed her residency at Children's Hospital Boston two years ago and is adjusting to her new career on the “other side of the wall” as a primary care physician.

MOTIVATIONS

- Dr. Chu wants to ensure that all the patients under her care receive the best health care possible.
- She's confident that between her knowledge and the resources available at Atrius and CHB, her aspiration is a readily achievable goal.

BEHAVIORS

- **Busy.** As part of a large practice, Dr. Chu sees up to 20 patients a day, divided between morning and afternoon sessions.
- **Multitasking.** At any time, Dr. Chu juggles between examining an infant, answering the questions of new parent, quickly responding to her inbox, and waiting for return calls from specialists. It is not atypical for her to have 4 or 5 windows open: an Epic window for her current patient, one for her next patient, one for a complex patient who is hospitalized, plus UpToDate and Google.
- **Agile at CHB.** A graduate of Children's residency program, Dr. Chu knows many of the fellows and attendings that she refers to, and feels that she gets excellent responses from them.
- **Insider.** When a CHB neurology administrator tells her there are no appointments for 3 months, she knows to use to the neurology nursing line to get a more reasonable answer.
- **High Expectations.** Since getting an iPhone, Dr. Chu increasingly expects that the systems she uses should be intuitive and elegant. She's too busy to spend time learning how to use a cumbersome system.

OBSTACLES

- **Time Delays.** A fax discharge summary often arrives two or three days after a patient's follow-up phone call.
- **Managing Problem Lists.** Dr. Chu's practice participates in an initiative to keep problem lists up-to-date. She has to manually transcribe information from faxes or scanned reports into her Epic record.
- **Closing the Scheduling Loop.**

