



AMERICA'S
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Charles Williams, MD

Vice Chair for Clinical Affairs and Quality Division of Family Medicine
Boston Medical Center

Charles Williams serves as Vice-Chair for Primary Care Development and Innovation for the Department of Family Medicine at Boston University School of Medicine and as Medical Director of the Boston HealthNet (BHN), the network of 15 community health centers affiliated with Boston Medical Center. His main passion at work is quality and systems improvement. He is increasingly interested in sustainability, in its broadest meaning –considering everything from environmental impact to life-work balance for individuals. He has experience with practice re-design, including implementation of open access, a project redesigning the referrals process at Boston Medical Center (AHRQ 2008) and helping practices at Boston Medical Center achieve NCQA Level 3 PCMH recognition.

As Vice-chair, his primary duties are guiding growth and development of the Family Medicine practices across the BHN network, serving as department Quality Lead, managing privileging, and serving as a liaison with the Community Health Center practices.

As the Medical Director of BHN, his focus is on improving the quality of care across the entire network which serves approximately 225,000 primary care patients with the goal of optimizing the health in a sustainable way. He is currently helping to lead further practice transformation of the Patient Centered Medical Home efforts at BMC and in the CHCs through the state's Primary Care Payment Reform Initiative

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