The Next Chapter of Digital Transformation at Tufts Medicine

Tufts Medicine is working to deliver a more connected experience — for patients, clinicians, and the staff who support them every day. That means technology that helps us solve real problems, not just add capability.

Access to Care

Getting patients to the right place, faster

Patient Flow

Throughput that keeps care moving

Workforce Capacity

Protecting time for clinical work

Reliability & Experience

Care that patients and teams can count on

Innovation matters when it changes how care is delivered — and produces an outcome we can measure.





About Tufts Medicine

An integrated academic health system bringing together leading-edge research, medical education and exceptional care close to home.

- **The primary health system of Tufts University School of Medicine**
  - 46,800 inpatients
  - 1,084 licensed inpatient beds
  - 400,000 covered lives
- **3,500 physicians and advanced practice clinicians** across our network
- **Connected care across every setting:** academic medical center, community hospitals, outpatient practices, behavioral health and care at home
- **Advancing discovery and developing tomorrow's clinicians**, with 51 residency and fellowship programs across Tufts Medicine

A system that includes Tufts Medical Center, Lowell General Hospital, MelroseWakefield Hospital, Tufts Medicine Care at Home, Tufts Medicine Integrated Network and Tufts Medicine Behavioral Health Hospital.

The Reality From Which We Are Building

Understanding where we are today is critical context for any conversation about where technology can take us.
We are not starting from a clean slate.

TODAY

A System Still Coming Together

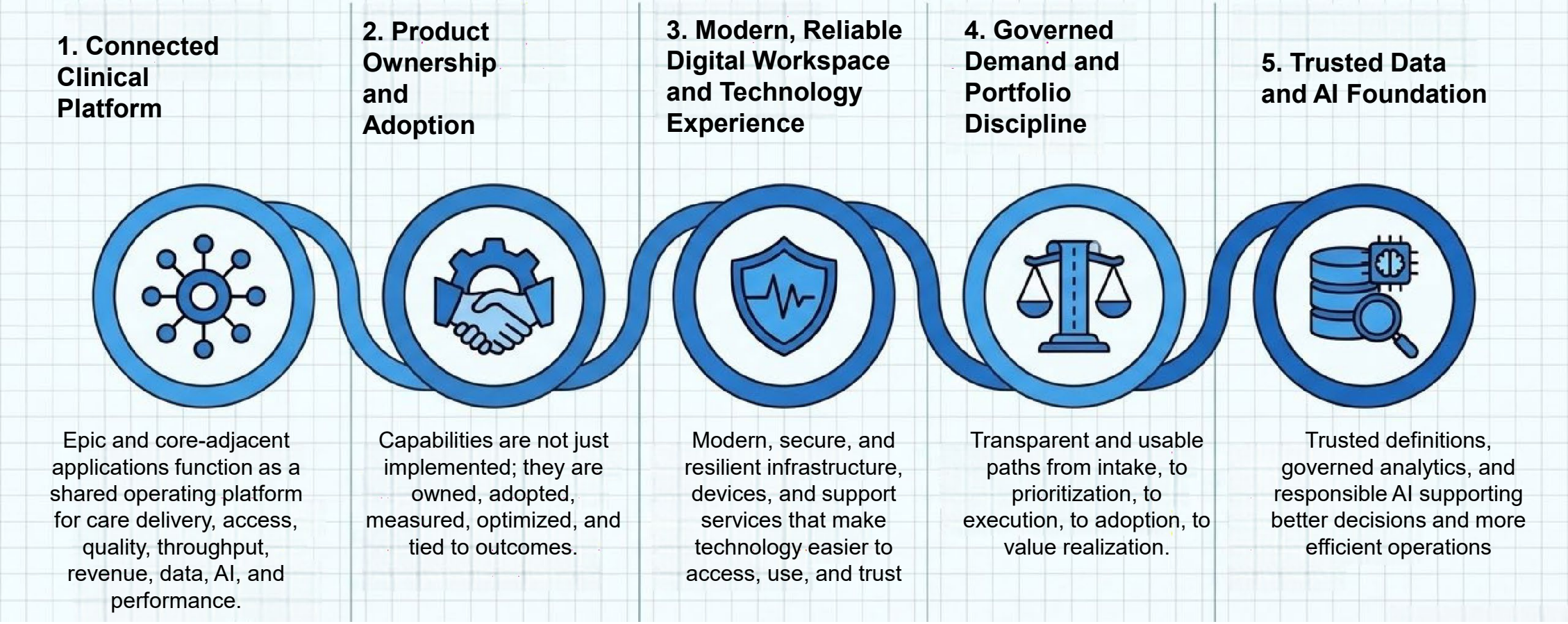
- Tufts Medicine is consolidating as one integrated system
- Significant technology debt and site-to-site variation
- More than 600 applications in active use
- Fragmented data and disconnected workflows
- Limited capacity to absorb another standalone solution

WHERE WE ARE GOING

A Rationalized, Connected Platform

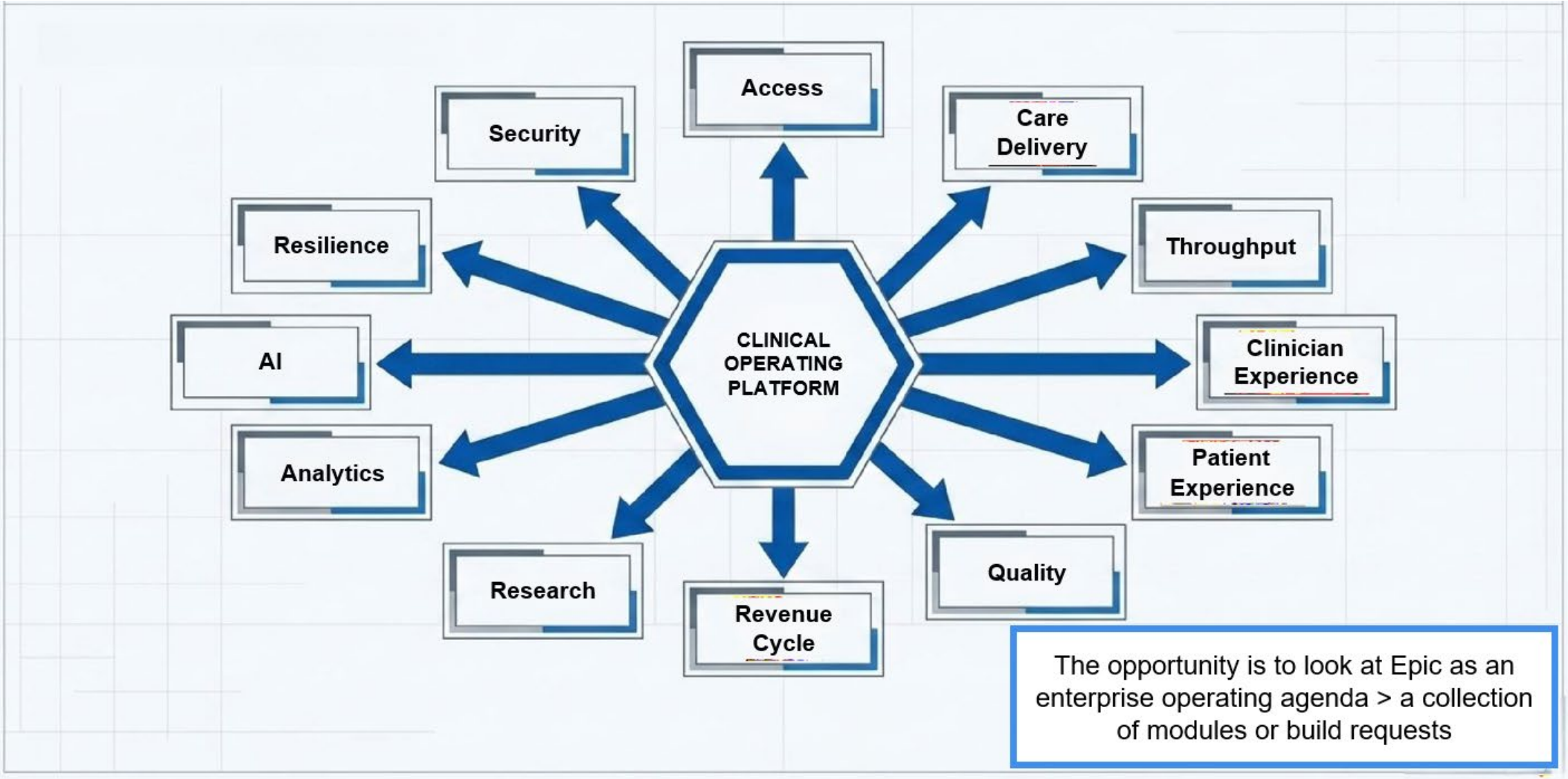
- Rationalized application portfolio
- Shared, trusted, governed data
- Connected clinical workflows across the system
- Clear clinical and operational ownership of each solution
- Technology that can be sustained at scale

Tufts Medicine Information Services
Strategic Destinations

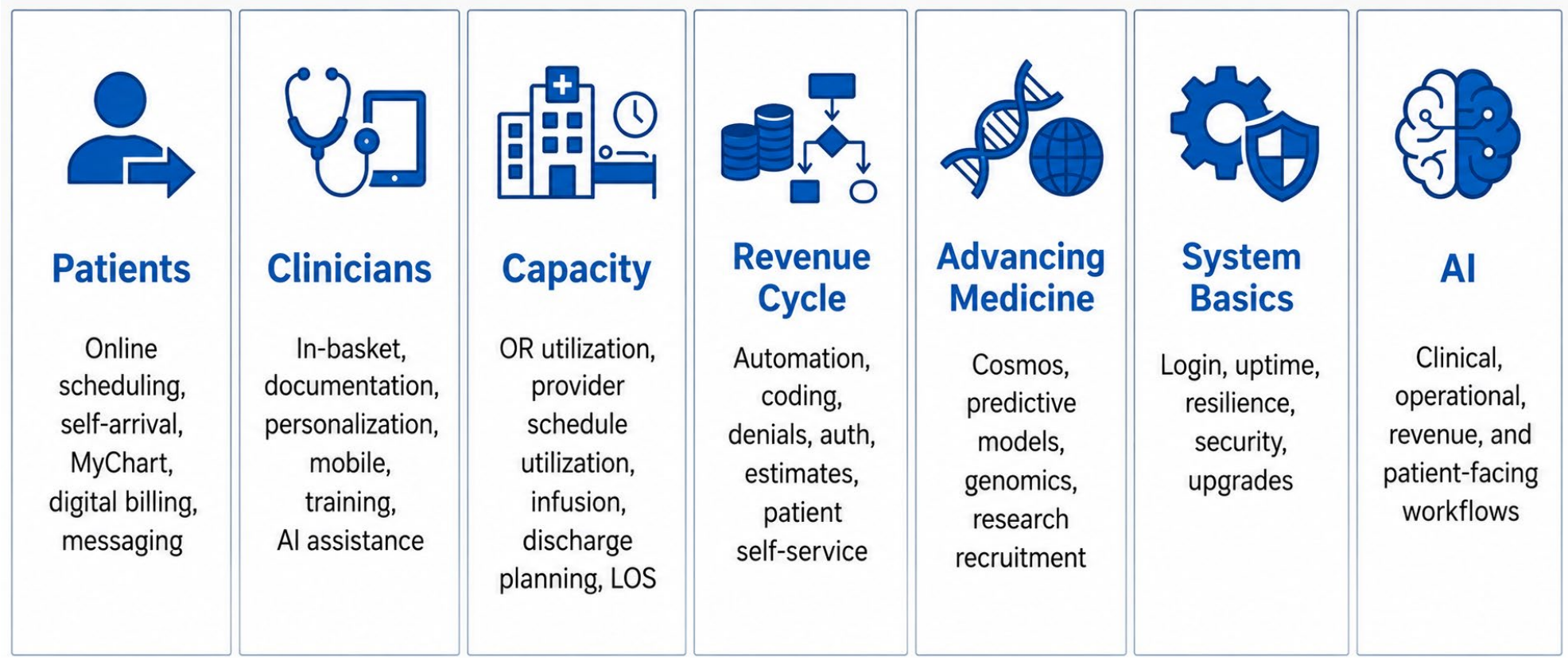


The destinations include both portfolio anchors (where we are investing to create enterprise value) and operating disciplines (how we govern demand, execute work, and sustain value after implementation).

Destination 1: Epic is not just an EHR; it is our clinical operating platform



The connected platform opportunity spans the entire enterprise



What It Takes to Interface Safely and Sustainably

Promising technology becomes dependable care only when these four conditions are met.

1. Interoperability & Workflow

Can the solution exchange the right information with Epic and other systems — and surface an action where clinicians actually work, rather than requiring a context switch?

2. Safe Use of Data

What data is required to operate the solution? Where does it go, who can access it, and is it retained or reused in ways that create downstream risk?

3. Algorithmic Risk

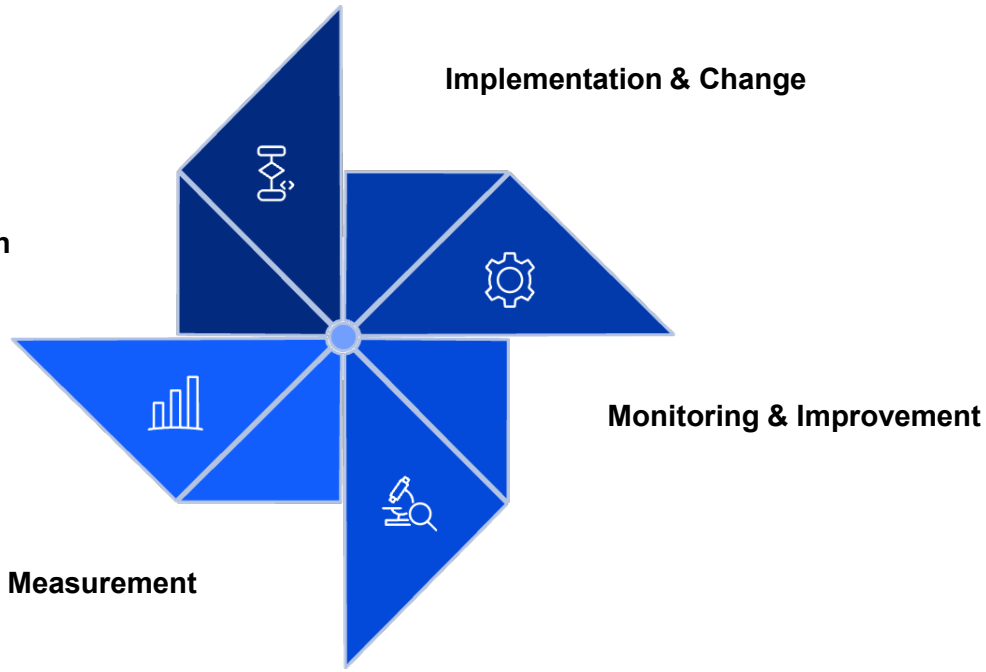
What clinical decision does the algorithm influence? How is its performance validated at implementation — and how is it monitored and reassessed over time?

4. Operational Ownership

Who supports the solution day-to-day, responds to failures, manages upgrades, and funds its continuing operation after go-live?

From Implementation Project to a Product Partnership

With more than 600 applications already in our environment, we need partners who help make solutions work in practice — not just at pilot. A successful pilot shows that a technology can work. A partnership shows whether it can become part of care.



A Meaningful Partner Helps Us:

- Design with clinicians, patients, and operational teams — not just for them
- Integrate into existing workflows rather than running alongside them
- Train users and actively respond to adoption barriers
- Monitor safety, performance, and integration health post-go-live
- Continue improving the solution after launch
- Share accountability for outcomes that are measured and reported

We cannot take ownership of every solution's integration, adoption, support, and optimization on our own.

Current Areas of Focused Technology-Enablement (illustrative)

Enterprise (Epic and Third-Party)



Ambient Documentation

Voice-captured notes that give clinicians (ambulatory + inpatient) time back



AI-Assisted Radiology

Imaging reads supported by validated algorithms + read prioritization



Revenue Cycle & Pharmacy

Automated prior authorization and claims workflows



Coding & Documentation

Accurate capture that protects documentation integrity



Data & Operational Intelligence

Trusted data that drives day-to-day operations

Targeted via the Tufts Analytics Platform (TAP)



Dementia

Molecular-to-clinical platform linking pathways to progression risk



Breast Cancer

Earlier detection in screening and personalized treatment planning



Brain Bleed

Rapid imaging triage for suspected intracranial hemorrhage