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Implementation of a population health-based goal directed medical therapy program- Cardiac Kidney Metabolic Compass

The Mass General Brigham Population Health Services Organization (PHSO) is responsible for improving care for patients we serve through value-based care payment models, with the goal of enhancing quality and achieving better clinical outcomes. Hypertension, heart failure, chronic kidney disease and diabetes are chronic conditions and areas of focus to improve quality of care and clinical outcomes. We previously implemented pharmacist-led remote goal directed therapy medication management for hypertension and demonstrated improvements in hypertension control. In 2025 we adapted our model to include heart failure, chronic kidney disease and diabetes pharmacist-led remote monitoring and goal directed therapy medication management and have integrated care management supports for patients requiring in-person support during escalations of care. We are measuring over a 6-month period, pre-post intervention of impact on 1) hypertension and diabetes control; 2) admissions, readmissions and ED visits related to heart failure and chronic kidney disease; 3) implementation of goal directed therapy medication guidelines. We are also measuring total cost of care and patient experience with the chronic care management model, which aims to complement the care provided by frontline practices and expand access to guideline-based therapy across populations of patients with chronic conditions.

Biography

Mallika L. Mendu, MD, MBA, is Chief Population Health Officer for Mass General Brigham. Mallika leads the Population Health Services Organization, partnering closely with systemwide clinical and administrative leaders to set priorities and drive progress for the value-based care business. The PHSO identifies, develops, implements, and evaluates innovative care programs that improve quality, promote equity, and prevent avoidable hospitalizations, emergency department visits, and skilled nursing facility admissions or readmissions. We also provide patients with more choice in how and where they receive care. The PHSO works closely with frontline health care providers across the system, including care managers that help patients stay healthy and out of the emergency room, pharmacists that call patients to make sure they're taking the medications they need, and population health coordinators and community health workers that help patients manage chronic conditions.

Dr. Mendu completed her internal medicine residency at the BWH, her nephrology training at the BWH and MGH, and her MD and MBA degrees at the Yale School of Medicine and the Yale School of Management, respectively. She received her Bachelor's in Science from Brown University. She serves in the Department of Medicine, Renal Division, as a practicing nephrologist, clinical researcher, and associate professor, and conducts research related to quality, population health, equity and care delivery innovation. She has authored over 90 peer-reviewed publications and provides mentorship to trainees conducting research in health care delivery innovation.