Have I Got Your Attention?
Personal and Organizational Implementation of Shared Decision Making

Patient Experience: Empathy + Innovation Summit
Cleveland Clinic/AMGA
May 19, 2014
Mercy Des Moines’ Team

- Dave Swieskowski, MD, MBA
  - CEO, Mercy ACO, Mercy Medical Center - Des Moines, IA
- Charles Keller, MD
  - Physician Lead, Shared Decision Making Project
  - Physician, Mercy West Family Practice & Urgent Care Clinic, Clive, IA
- Kelly Taylor, RN, MSN, CCM
  - Director Care Management/Quality Improvement, Mercy ACO

Disclosures

- Our Shared Decision Making project is supported by the Informed Medical Decisions Foundation  www.informedmedicaldecisions.org
- Physician Office-Based Health Coach Training is provided by Mercy ACO
Mercy - Des Moines

- Owned by Catholic Health Initiatives
- 627 beds in 2 hospitals
- Medical Staff - 1,045
- Employed physicians & Mid-levels - 545
- Total Acute Admissions - 31,592
- Visits to All Mercy Clinics - 1.4 M
- Payroll/ Net Revenues - $492M/ $901M

Mercy ACO

- LLC wholly owned by CHI Iowa – formed in Feb 2012
- 657 Provider participants
  - Employed – 470, Independent – 187
  - Primary Care – 289, Specialists – 368
- 26 adult primary care clinics & 6 pediatric clinics
- Approx 100,000 lives in shared savings contracts
How did I get here?
Background Information

- I am the middle of 9 children
- I had a few jobs before becoming a doctor
- Attended George Washington University School of Medicine
- I view medicine as a calling
- Medicine is the best way to use my God given talents to help others
- Goal as a physician is to help my patients lead the fullest life they possibly can
- In Primary Care we get to walk with them on their journey through life
What it Means to be a “Doctor”

“Billy and I are playing doctor. So far, I’ve kept him waiting three hours.”
“Doctor”

- **Doctor** originates from the Latin verb *docēre* 'to teach'
Medicine is Always Personal to the Patient
Time to Reassess (Again)
There is a spark of God in everyone, you just have to look to find it.

Dr. Jennifer Offer
Just when your plate feels full....
Mercy’s Basic Philosophy

- It takes a proactive, prepared practice team to effectively provide high quality chronic care for our patients

- Key Members at each clinic include a Provider Champion, the Clinic Manager, & the Health Coaches
  - Work on clinic strategies individually
  - Utilize the PDSA approach
  - Work together with other sites on best practices & shared learning