



Mercy Clinics: Worthy of Acclaim

BY DONALD W. FISHER, PH.D., PRESIDENT AND CHIEF EXECUTIVE OFFICER

At the recent Institute for Quality Leadership Annual Conference in Dallas, AMGA presented the 2008 AMGA Acclaim Award to Mercy Clinics, Inc. for its initiative, "The Medical Home: Adding Value to Our Gains, Managing Growth, Expanding Our Reach."

This exemplary initiative uses the six Institute of Medicine (IOM) Aims for an Ideal Health System to improve the healthcare delivery system in primary care settings throughout the organization. Mercy Clinics' long history of continuous quality improvement and high level of leadership involvement were instrumental in creating an environment in which changes in culture and workflows were successfully spread across various provider offices. The result was significant improvement in clinical care for patients with chronic illness and increased access to care. Mercy Clinics has demonstrated once again that it

requires vision, innovation, and hard work to truly transform patient care.

On March 3, 2009, Dr. David Swieskowski, Vice President for Quality at Mercy Clinics, will be describing the initiative at the AMGA 2009 Annual Conference, March 1-4 in Las Vegas. Industry leaders from across the U.S. will be gathering for an incomparable learning experience, and you won't want to miss out on this opportunity to network with the best and brightest in health care.

A very special lineup of keynote speakers has been assembled this year. Dr. Donald M. Berwick, president and CEO of Institute for Healthcare Improvement (IHI), a national leader in healthcare quality and improvement issues, will kick off the conference with the keynote address. Additionally, renowned Fortune 500 leadership coach Marshall Goldsmith, groundbreaking author Malcolm Gladwell

(*The Tipping Point* and *Blink*), and former Arkansas Governor and Republican Presidential Candidate Mike Huckabee will explore issues related to navigating change, inspiring your team, making creative decisions, developing innovative strategies, and having a positive impact on your community's awareness of and approach to epidemic chronic diseases, including obesity and diabetes.

In addition to these dynamic keynote speakers, the conference will provide peer-to-peer breakout sessions from leaders of the nation's top healthcare delivery systems (such as Dr. Swieskowski from Mercy Clinics).

This is your opportunity to join the country's most prominent industry thought leaders as they chart the future of health care in the U.S. Make your plans today. For more details, see page 35 or visit www.amga.org.