

## Speaker Profile

## Michael Schiesser MD

A gifted and engaging speaker, there are few doctors as skilled to lead organizational change with practical education.

Dr. Schiesser's tireless advocacy to reduce medication complications has influenced thousands of CME participants, State Legislators, and helped the Seattle Times earn the 2012 Pulitzer Prize. An addiction specialist with roots primary care, Dr. Schiesser's easily shares a practical method for transforming provider frustration into an organized system for prudent population management. An avid storyteller, he engages audiences with a system of tools full of fresh empowerment and solid workflow efficiencies. He is a trusted leader who can positively transform an organization's experience with complex patients, and the safety of the outcomes. Dr. Schiesser's wisdom is a "must have" for any organization seeking to provide better care at lower cost.

### **More about this speaker:**

Dr. Michael Schiesser is an addiction specialist with Evergreen HealthCare, and serves on the quality committee for Evergreen Health Partners, the first clinical integration network in Washington State. He has served for seven years on the risk management and education committee for Physician's Insurance, A Mutual Company, where he authored live and online CME in opioid management for the largest physician-owned liability carrier in the Northwest. Dr. Schiesser has served on numerous state committees, including serving as a founding member of WA State Attorney General's prescription drug task force, expert panel for State Agency Medical Directors, and Department of Health Prescription Monitoring Implementation Committee.

Dr. Schiesser's Latest Course is for primary care executive leadership- Prudent Care Blueprint: *The Case for Informed Accountability in Health Care*. This work captivates learners into considering how health organizations can contribute to bridging a more functional and safe doctor-patient relationship. His accredited Continuing Medical Education audiences for original authored work have numbered in the thousands.

As a live radio host, and frequent media contributor, Dr. Schiesser is an articulate advocate for sensible strategies to support organizations and providers in prudent clinical care, uniquely contrasted within the economic constraints of primary care delivery. He is a recognized leader who delivers his ideas in an enthusiastic, organized and energetic presentation.

Dr. Schiesser speaks, writes, and consults on issues of controlled substance management in primary care, and opioid addiction. He has been recognized for his views on making primary care delivery more safe, satisfying and efficient; and he was voted one of Seattle's Top Docs by Seattle Magazine, and recognized by Regence Blue Shield for clinical quality. Dr. Schiesser is a Past President for the Washington Society of Addiction Medicine, and serves on the governance of Physician's Insurance, A Mutual Company. Dr. Schiesser has been speaking to audiences of physicians, executives, and patients the U.S. for over 15 years.

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This speaker's topics include:

- ***Informed Accountability: Expectations, Safety, and Satisfaction***
- ***Transforming Controlled Substance Management in Primary Care***
- ***Understanding Risk in the Management of Chronic Pain***
- ***Recognizing and Responding to Addiction in Primary Care***
- ***Meaningful Use: Technology Integration as a Patient Safety Initiative***

### **Dr. Michael Schiesser – Most Requested Presentations**

#### **ControlRx - A Transformation in Controlled Substance Management in Primary Care**

Are your health providers feeling overwhelmed by patient behaviors relating to medications prone to abuse? Are your care environments clogged by recurring crises that defy attempts to predict, manage, or effectively contain? These issues impact patient satisfaction ratings, patient safety, staff burnout, and the bottom line. Is there an efficient system of support that can be embraced by the provider community that provides as much administrative ROI as it re-enforces prudent and reasonable care? In this talk Dr. Schiesser will unlock the seven steps any organization can employ to move from improvised and unsatisfying patient care to resource efficient, universal, proactive management of a high prevalence patient safety risk domain.

#### **Informed Accountability- Expectations, Communication, and Satisfaction**

Do the modern realities of patient satisfaction bear any relationship to provider satisfaction, clinical outcomes, or organizational efficiency? Does our pressure to produce “satisfied patients” place the physician in a professional conflict of interest? Nowhere is this question more relevant than within the sub-population of patients with unrecognized addiction, otherwise treated for pain. Patient demands, pressure, and irrational narratives consistently present ethical dilemmas, compromise risk principles, and leave providers reaching for the “easy button” as a way out. Shifting from habitual deference to the patient to a more authoritative stance can arouse anger, verbal abuse, and frivolous complaints. An existing video based patient education system for communicating care expectations is demonstrated as an example of “Informed Accountability”. Dr. Schiesser introduces a working model for enhanced patient satisfaction, provider satisfaction, and efficient quality care.

#### **Meaningful Use: Technology Integration for Patient Safety and Population Health**

Citing Washington State as an example, Dr. Schiesser outlines how one state achieved benefits that emerged from 100% live integration among hospital emergency departments to deter prescription medication abuse, and the opportunities available in generating meaningful use of prescription data platforms, efficient automated data queries through application interfaces, and the capacity to influence cost effective clinical outcomes and population cost control as health systems migrate from fee-for-service payments to value-based incentives. Health systems focused on clinical integration will uncover opportunities for gain-sharing within a high cost population.