



# Members Move Medicine: Placing patient at center of care

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**Staff News Writer**

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The AMA “Members Move Medicine” series profiles a wide variety of doctors, offering a glimpse into the passions of women and men navigating new courses in American medicine.

**On the move with:** Kori K. Krueger, MD, who is an internist and pediatrician at Marshfield Clinic Health System (MCHS).

**AMA group member since:** 2018

**What inspired me to pursue a career in medicine:** The ability to positively influence the lives of the patients, families and the communities we serve. Each patient has a unique story and needs. Developing a longitudinal relationship with patients and their families results in positive outcomes that are intensely satisfying for patients as well as the care team which drives energy and sustainability in practice.

**How I move medicine as a leader in my organization:** By bringing evidence-based practice resulting in improved patient outcomes to practice in a consistent and sustainable manner. MCHS is committed to innovation around value-based care to drive improved quality, safety, and patient experience at reduced cost for our patients, payers, employers and communities.

**Career highlights:** I have had the great pleasure of being on the board of directors for the Wisconsin Collaborative for Healthcare Quality (WCHQ) and serving as the board appointed chair of the Quality Performance Committee. I have recently been approached to take on additional leadership opportunities in WCHQ as well. In addition, I have regularly been asked to go to Washington, D.C. to provide expert input for members of the House, Senate, and for several special interest groups.

**Advice I’d give to those interested in pursuing a career in medicine:** This is an exciting and uncertain time to pursue a career in medicine. If an individual is driven to have a deeply meaningful career and be part of shaping the future of medicine as it moves from fee for service to value-based ideals, then this is a great opportunity to participate in and lead change.

**How my organization and I give back to the community:** The MCHS mission is to enrich lives through accessible, affordable, compassionate health care. The patient is placed at the center of our care delivery process. MCHS has active initiatives underway to drive improvements in quality through better outcomes and health of patients, improved safety practices consistent with high reliability in organization, improved experience of care for patients and families, and lower cost of care. We also partner with communities to address social determinants of health and barriers to needed health care. Other initiatives involve partnering with other parts of the community to drive healthy behaviors. An example of this is partnership in supporting the local YMCA.

**Aspect of my organization’s work that means the most:** It is exciting and fulfilling to be part of an organization which is deeply committed to value. As a physician, I have the opportunity to touch the



lives of one patient at a time. As chief quality officer, I have the ability to positively influence the lives of hundreds of thousands of people. This unique opportunity is humbling and incredibly satisfying.

**How my organization is shaping the future of medicine:** By taking ownership of the change needed to move from volume to value in care delivery processes. We are structuring the health care system of the future by leveraging innovative care delivery technology such as remote monitoring, virtual care and telehealth, care coordination for chronic disease and new team-based models of care delivery. We have also launched a successful home recovery care program where patients requiring hospital level care receive that care in their home with home nursing care and remote monitoring.

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