

# BULLETIN

The Bulletin is a bi-weekly publication for employees and friends of Mercy Medical Center

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## ACIS TESTING, SNEAK PREVIEWS UNDERWAY

### Phase I

The following are some of the key features of ACIS Phase I which benefit clinicians and hospital staff:

- **Electronic Clinical Result (PowerChart)** allows for real-time access and viewing of clinical information (lab results, radiology reports, transcribed documents, as well as search information by patient name or medical record)
- **Emergency Department Tracking (FirstNet)** enables triage nurses, Emergency department physicians and staff to electronically coordinate patient movement and information, resulting in an at-a-glance summary of all the patients in Emergency
- **Information Management/Deficiency Tracking (Health Information Management and ProFile)** identifies and tracks chart deficiencies such as incomplete and missing clinical reports and information, and notifies physicians electronically
- **Laboratory (PathNet)** enables lab orders and results to be viewed while the patient is in the hospital; integrates lab instrumentation and automates laboratory processes
- **Surgery (SurgiNet)** automates resource and equipment ordering, inventory and operating room management, and facilitates surgery scheduling
- **Enterprise Scheduling Management** creates and maintains a master schedule tracking a patient's status in all departments

### Training slated for mid-2005

As the "build" phase nears completion, testing of Mercy's new Advanced Clinical Information System (ACIS) is underway.

ACIS is a system that will enable health care providers to progressively, over time, move toward a computerized patient record that supports electronic medication administration, computer-based physician order entry (CPOE), and clinical tools that aid in decision making.

Phase I of ACIS will enable Mercy's clinicians to receive secured, electronic access to patient medical records and diagnostic results, expediting patient care while reducing medical errors, record duplication and scheduling issues.

"ACIS will provide us with online viewing of patient information and moves us one step closer to a complete computerized electronic patient record," said Cristina Thomas, Mercy's chief information officer, who is spearheading the program.

A "test drive" by the design and build team, led locally by ACIS Program Manager Sandy Schuck, has begun on all applications to ensure the system is working properly. Prior to activation, training on ACIS components implemented in Phase I will be scheduled for clinicians and other staff who will use the system.

Mercy is one of five Catholic Health Initiative organizations implementing ACIS, now in Phase I of three phases. Phase I will "activate" or become operational in 2005. Phase II of ACIS is estimated to be fully implemented and operational by the end of fiscal year 2007.

"ACIS brings patient information to the clinician faster and aids greatly in care team communications by providing real-time, critical patient care information," Thomas said. "One of the primary benefits of this first phase is the ability of clinicians to access patient records and lab results electronically while the patient is in the hospital."

## PHYSICIAN VOLUNTEERS TO SERVE

Colonel James H. Bartlett, M.D., Medical Center Anesthesiologists, State Air Surgeon, Iowa Air National Guard, recently departed for a six-week volunteer tour of duty to support Operation Iraqi Freedom. Bartlett will be a critical care physician on board military transports evacuating injured military personnel from Iraq to military hospitals in Germany. *We will keep Dr. Bartlett, his family, and all Mercy Family members involved in Operation Iraqi Freedom in our thoughts and prayers.*



## CHILDREN'S CENTER BENEFITS FROM GENEROUS DONATION



(Back, L to R): Members of the Children's Center at Mercy – Erin McPhearson, Lisa Fox, Bala Napa, M.D., and Jan Mackey – are shown with members of the Des Moines Area Quilter's Guild.

Quilts of all variations – long, short, multi-colored, solid and striped – were recently donated to the child and infant bereavement program at the Children's Center at Mercy.

"We were overwhelmed by this generous gift," said Jan Mackey, social worker, Children's Center at Mercy. "The quilts were gorgeous and we were so grateful for the amount of time and work that went into this gift."

Handmade and donated by the Des Moines Area Quilter's Guild, the 42 quilts will be used for deceased infants and children to help families in the grieving process.

## MERCY MEDICAL CENTER

### MISSION

The Mission of Mercy Medical Center–Des Moines and Catholic Health Initiatives is to nurture the healing ministry of the Church by bringing it new life, energy and viability in the 21st century.

Fidelity to the Gospel urges us to emphasize human dignity and social justice as we move toward the creation of healthier communities.

### Reverence

Profound spirit of awe and respect for all of creation, shaping relationships to self, to one another and to God, and acknowledging that we hold in trust all that has been given to us.

### Integrity

Moral wholeness, soundness, uprightness, honesty, sincerity, as basis of trustworthiness.

### Compassion

Feeling with others, being one with others in their sorrows and joy, rooted in the sense of solidarity as members of the human community.

### Excellence

Outstanding achievement, merit virtue; continually surpassing standards to achieve/maintain quality.

## MERCY STRATEGIES

Look for related articles about Mercy Strategies throughout this newsletter.

1  
People

2  
Physician Relationships

3  
Quality

4  
Information

5  
Performance

6  
Growth

## WOMEN'S CLUB TO BEGIN AT JORDAN CREEK



As the official health care sponsor of Jordan Creek Town Center, Mercy and Jordan Creek Town Center are proud to offer a new and exciting program just for women. *Celebrate You* is a unique club for all women over the age of 18.

Become a member and you can learn about the latest women's health information from a Mercy professional as well as get tips and advice on great new products including clothing, fashion and beauty from Jordan Creek retailers. Monthly meetings are held the last Thursday of each month at 5:30 p.m. in the Jordan Creek Community Room.

*Celebrate You* is a free club where members receive great

discounts to Jordan Creek retailers and most importantly, enjoy an entire club devoted just to you!

To become a member, contact Jordan Creek Management Offices, 224-5000, or visit the Guest Services Desk at Jordan Creek Town Center to fill out a registration form.

*Mark your calendar for Thursday, Jan. 27, at 5:30 p.m. as Margaret Verhey, M.D., cardiologist with the Iowa Heart Hospital, will present information on the CHARM Program and the popular Jordan Creek retailer, Williams-Sonoma, will demonstrate great cooking products! If you are not already a member of Celebrate You, you may join on Jan. 27.*



### General Information Meeting, Thursday, Jan. 20

Join Mercy's leadership team at the CEO Café for all the latest updates on Mercy happenings. Grab a seat at the hottest café in town and enjoy news – including updates on JCAHO, Mercy's financial health and more. Please plan to attend one of the four meetings to be held Thursday, Jan. 20. The meetings will be held at 7:45 a.m., 10 a.m., 2 p.m. and 4 p.m. in Beh Auditorium.

## Announcements

**Congratulations** to Mary Beth Gross, Pharmacy; Roy W. Overton, D.O., Mercy Geriatric Clinic; Jean Hutton, Pharmacy; Pam Juhl, Mercy Center for Rehab Medicine; Sandy Pray, Subacute; Bonnie McCoy, Subacute; Pam Nelson, Subacute; Jane DeGooyer, Pain Services; and Sue Fagg, Subacute; for presenting a poster at the 35th Annual Meeting of the American Society of Consultant Pharmacists held recently in San Francisco. The poster presented information on implementing pain management orders for orthopedic patients in a subacute facility.

**Mercy Home Care** was recently recognized by the Iowa Foundation for Medical Care (IFMC), Iowa's quality improvement organization, for their participation in the National Home Health Quality Improvement Initiative and an achievement of statistical significance for Improvement in Pain Interfering with Activity. Currently, only 12 percent of the eligible home health agencies in Iowa have met statistical significant improvement in their chosen target outcomes.



**Congratulations** to Leslie Garman for being appointed development director for House of Mercy. Leslie was most recently executive director for the American Heart Association. Please welcome Leslie to the Mercy Family.

# DEPARTMENT SPOTLIGHT

## THE CANCER CENTER 515-643-8206

### EXCELLENT SERVICES

The Mercy Cancer Center is a comprehensive cancer center dedicated to oncology patients. The Cancer Center's knowledgeable and compassionate care spectrum includes emotional and nutritional counseling for patients and family, educational programs, family risk assessment, breast prosthetics and bras, wigs and hats, complementary therapies such as massages, meditation, art and music therapy, and cancer awareness activities in the community.

### DID YOU KNOW...

The Mercy Cancer Center reaches out to more than 25,000 lives a year. By hosting seminars at area schools, participating in health fairs, or providing lunch and learns to local businesses, the Mercy Cancer Center spreads their knowledge and care not only at Mercy but beyond the hospital walls.

### WHAT THE STAFF SAY...

"All of us are vulnerable," said Lynne Kinseth, director, Mercy Cancer Center. "We recognize that we are coming into someone's life at a vulnerable time. One of our main goals is to ease their journey."

"The Mercy Cancer Center is an excellent benefit Mercy offers to oncology patients," said Heidi Petersen, dietitian, Mercy Cancer Center. "Our comprehensive cancer center meets the needs of all patients and family members that we come across."

### The Facts:

- Located in the Medical Plaza, 411 Laurel, Suite A110
- 32-bed Inpatient Unit located on 8-South

### The Cancer Center Team:

- Lynne Kinseth, Director, Mercy Cancer Center
- Rachel Johnson, Director, 8 South
- Nutritionist, Family Risk Coordinator, Administrative Assistant, Cancer Registry Staff, RNs and PCTs.



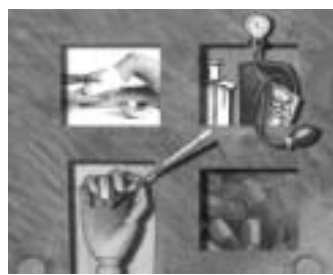
Members of the Mercy Cancer Center Team include: (Back, L to R) Lynne Kinseth, Kari Suhr, Debby Carlson, Leanne Haiwick and Marilyn O'Donnell (front, L to R) Heidi Petersen and Cindy Burgin.

### \$2 "Mercy Hope" Awareness Bracelets for Sale

Bracelets come in a variety of colors including yellow/general, pink/breast, light blue/prostate, royal blue/ovarian, gray/brain, teal/ovarian, green/blood-borne. Money raised will help to support the services provided by the Mercy Cancer Center.

Call x-38206 for more information.

## NEWS BRIEFS



### MINI-MEDICAL SCHOOL

Have you always wanted to go to medical school but didn't have the time or money? Sponsored by Des Moines University, Mercy and Iowa Health – Des Moines, this six-week program taught by local health professionals is designed to educate Iowans about new and emerging health-related issues and give those who are interested in health research, science and patient care the opportunity to gain valuable information into the medical profession.

Program topics include office visits, laboratory tests and prescription drugs, wellness, epidemiology, and autopsy and dissection. Dr. Jacoby, Mercy Ruan Neurology Clinic, will present "The Uncommon and the Common: From Neurological Diseases to Headaches" during one of the sessions Tuesday, Feb. 15. Classes meet every Tuesday from Feb. 1– March 8 from 7 to 9 p.m. at Des Moines University. Registration is required.

For more information, contact Nancy Thompson, director of Community Relations, Des Moines University, 271-1374, or e-mail Nancy.Thompson@dmu.edu. You can also register online at [www.dmu.edu/minimedicalschoo](http://www.dmu.edu/minimedicalschoo). Registration deadline is Jan. 26.

### CERTIFICATION PROGRAMS

Mercy School of Emergency Medical Services (EMS) certification programs have joined with the Mercy Scholars Program. Mercy School of EMS applications must be submitted to Angie Moore, Program Assistant, Mercy School of EMS. Mercy Scholars applications must be submitted to Human Resources. Applicants must meet Mercy Scholars guidelines, and limited participation is available. Questions regarding Mercy School of EMS may be directed to Angie Moore, x-37499. Questions regarding Mercy Scholars Program may be directed to Human Resources at x-73100.

### INTERPRETATION SERVICES GRANT

Interpretation Services has received a \$5,000 grant that will be used to coordinate and present a six-part educational series specifically focused on three chronic diseases most likely to affect Iowa's deaf/hard of hearing population titled, *Informing Iowa's Deaf/Hard of Hearing Community about Heart Disease, Depression, and Diabetes: An Educational Series about Understanding Health Risks and Accessing Resources*.

Please call Interpretation Services, x-78255, for a schedule of topics and dates.

### WINTER SAFETY REMINDER

Always remember to be safe when venturing out in the snow and ice. If possible, wear non-skid boots to prevent falls and bundle up with layers to protect skin from the cold.

## WELLNESS NEWS

The New Year gives us an opportunity to set goals, no matter where we are in the fitness spectrum. Almost everyone can take fitness to another level. What fitness achievements would give you the greatest feeling of triumph and satisfaction?

Here are some ideas on possible goals:

• **Compete in an event.** If you're a walker, sign up for a fund-raising walk once a month. If you're a cyclist or a runner, get a schedule of races by checking with local stores specializing in these sports.

• **Try something that you've always been curious about.** If you've stood at the door, watching others at group exercise classes, it's time you stepped through the threshold. The Mercy Wellness Center offers a variety of classes at various times.

• **Work on your weakest link.** What aspect of your fitness needs help? Is it strength, flexibility, or balance? Chances are, it's the one you spend the least time on. Neglecting the weakest component of your fitness may actually be what's holding you back from realizing more of your athletic potential.

*If you are interested in becoming a Wellness Center member, call x-73066.*

## MARTIN LUTHER KING, JR. DAY CELEBRATION

"EVERYBODY CAN BE GREAT, BECAUSE EVERYBODY CAN SERVE."

– Dr. Martin Luther King, Jr.

Martin Luther King, Jr. Day will be observed this year on Monday, Jan. 17. Mercy will feature a display in front of the cafeteria offering a perspective on Martin Luther King's life and works.

"This year let us celebrate Dr. King and his spirit. On this day we commemorate Dr. King's great dream of a vibrant, multiracial nation united in justice, peace and reconciliation; a nation that has a place at the table for children of every race and room at the inn for every needy child. We are called on this holiday, not merely to honor, but to celebrate the values of equality, tolerance and interracial sister and brotherhood he so compellingly expressed in his great dream for America." (*The Meaning of the Martin Luther King, Jr. Holiday* by Coretta Scott King)

In honor of Dr. King, The King Center has asked Americans to celebrate the national holiday by participating in service projects in their community. During his lifetime, Dr. King sought to forge the common ground on which people from all walks of life could join together to address important community issues. Service, he realized, was the great equalizer.

# IMPACT

## TIDBITS

**Health Trip** – This IMPACT 4U activity will run January, February and March. Health Trip includes physical activity, fitness, nutrition and weight loss. There is something for everyone.

**Lighten Up Iowa** – This is team activity involving physical activity and/or weight loss which runs from January to June. You do not have to be an IMPACT 4U member to participate in Lighten Up Iowa. Teams can have 2-10 team members. The entry fee is \$10 per person and includes a Lighten Up Iowa T-shirt and weekly activity/nutrition tips. Get your team together and choose a team captain. Mercy and Iowa Health Systems are sponsoring a “friendly” competition between our two facilities. Get involved and help support our team!

**CHARM Program** – Plan to attend the first 2005 IMPACT 4U Lunch and Learn presented by Margaret Verhey, M.D., cardiologist with Iowa Heart Center, on Tuesday, Jan. 18, at noon in Beh 2.

**Know Your Nutrients** – The first of the Nutrition Education Series for 2005 will be held on Wednesday, Jan. 19 at noon in the classroom on W-2.

**Health Fair Scheduled** – Mark your calendars for the annual IMPACT 4U health fair scheduled for Friday, Feb. 4, from 11 a.m.- 3 p.m. in Beh.

**“I” Bucks Winner Announced** – The winner of \$5 in “I” Bucks this week is Nancy Herndon, Parking. Call x-38800 to claim your prize.

### JCAHO ANSWERS

The following are answers to the JCAHO Quiz distributed electronically to employees in preparation for the JCAHO survey in Spring 2005. Quizzes will be distributed to employees twice a month until Spring 2005.

Across	Down
3. VRE	1. Negative Pressure
5. Surgical	2. MRSA
7. Gown	4. Community
8. Hepatitis C	6. recap
10. Herpes Zpster	9. AFB
11. Spore	12. Red bag
15. Droplet	13. PPD
16. Wash	14. Atlanta
18. Contact	17. Hepatitis B
19. Nosocomial	

# SIX SIGMA GRADUATES

Six Sigma recently held a graduation ceremony for Wave II green and black belts. *Congratulations to the following graduates!*

*Front row, seated, (L to R):*

- Kelly Taylor**, Mercy Clinics Inc., Green Belt
- Laurie Dickinson**, Six Sigma Team, Black Belt
- Irene Bartlett**, Rehab Services, Green Belt
- Maggie Hamilton-Beyer**, MHN-Des Moines, Green Belt
- Angela Freeman**, Monroe County Hospital, Albia, Black Belt
- Jerel Mercial**, Medical Imaging, Green Belt

*Back Row, Standing, (L to R):*

- Dave Hickman**, Mercy Health Network, Green Belt
- Christine Bailey**, Surgery, Green Belt
- David Swieskowski, M.D.**, Mercy Clinics Inc., Black Belt
- Kathy Goetz**, Six Sigma Team, Black Belt
- Leigh Roerig**, Customer Satisfaction Coordinator, Green Belt
- Mary Bosch**, Performance Improvement, Green Belt
- Jean Doerge**, Six Sigma Team, Black Belt
- Chris Buettner**, Cath. Lab, Green Belt
- Kelli McCarty**, Mercy Centerville, Black Belt
- Kayla Negrete**, Six Sigma Team, Black Belt
- Chris Christensen**, Medical Imaging, Green Belt
- Megan Maher**, Six Sigma Team, Black Belt
- Gary Kimberlin**, Six Sigma Team, Black Belt



Six Sigma Graduates

## THANK YOU TO MERCY PROPERTIES & MAINTENANCE!

With the recent mix of winter weather, a sincere “Thank You” is extended to Mercy Properties and Maintenance crews for all their hard work in making sure our campus parking lots, roads and sidewalks are cleared out for both employees and patients.

## OUR SYMPATHY

- Penni Heuermann**, Admitting, on the death of her mother.
- Ruth Head**, MCL, on the death of her father.
- Sam Usovsky**, MCL, on the death of her grandmother.
- Renee Bernhardt**, Admitting, on the death of her grandfather.
- Thelma Roush**, Admitting, on the death of her husband.
- Deirdre Garcia**, Emergency, on the death of her father.
- Carol Yapple**, ER, on the death of her brother.
- Donna Mobley**, ER, on the death of her brother.
- Chris Fausch**, MCL West, on the death of her father-in-law.

## CONGRATULATIONS TO...

- Ande Francis**, Capitol ICU, and **Skip**, Renal Care Group, on the birth of their son, David Michael. David was born Dec. 22 and has four siblings, Levi, 14, Tyler, 13, Heidi, 6 and Molly, 5.
- Nikolina Radocaj**, 9N, and Miroslav, on the birth of their son, Aleksandar. Aleksandar was born Jan. 1 and is the first child for the Radocajs.
- Michelle Erickson**, Home Health & Hospice, and Paul Hobson, on the birth of their daughter, Ashlee Elizabeth. Ashlee was born Jan. 3 and has three siblings, Brandon, 5, Nicole, 5, and Jamie, 3.
- Anne Marie Vaughan**, Home Care, and Kevin, on the birth of their son, Aidan Michael. Aidan was born Jan. 4 and has two siblings, Benjamin,6, and Nicholas,4.

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**If you are interested in submitting an article, letter to the editor or Heroes of Service column, please send it to Natalie Henderson, Public Relations and Marketing Department, or call 247-3050.**



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