

BULLETIN

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

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MERCY RECEIVES DIVERSITY AWARD



Mercy Medical Center–Des Moines was named the 2004 Greater Des Moines Partnership Diversity Award winner for large business at the Annual Partnership Dinner on Thursday, Jan. 27. The award recognized Mercy for nurturing an environment of inclusion both in the workplace and in the community. Previous Diversity Award recipients include The Des Moines Register, Principal Financial Group and Banker's Trust.

Receiving the Greater Des Moines Diversity Award illustrates the importance of Mercy's mission and values to our employees and to the community members we serve.

Dave Vellinga, President & CEO, explains, "This award is one of the most significant recognitions Mercy has received in its history. I'm proud and honored that our organization is one where people can prosper both professionally and personally."

MISSION ON THE MOVE – EMPLOYEES ANSWER THE CALL TO AID TSUNAMI VICTIMS



Volunteers bundled up to stay warm during the tsunami relief effort.

Recently more than 200 Mercy employees donated their time to volunteer for the tsunami relief effort. Organized by the Des Moines Radio Group, Dahl's Food stores and the American Red Cross, this day-long activity was broadcast on six radio stations encouraging people to give financial contributions to the relief effort.

"In speaking with the organizers of this event, it is very apparent that Mercy volunteers played an important role in the success of this relief effort," Laura Wenman, vice president, Mission Integration, said. "Mercy's Mission calls for us to provide for a healthy community – but in times like these, we all realize that the definition of 'community' extends to all those in need, even if they are thousands of miles away."

Despite the record-breaking low temperatures, the tsunami relief effort raised \$158,758 for the Red Cross International Relief Fund. Most people drove through and dropped off their donations, while others stopped to thank the volunteers or tell stories of how the tsunami

has personally affected them. Wayne King, president, Mercy Foundation, volunteered at one Dahl's locations where a Waukee 4th grade teacher and her husband delivered \$400 in coins her students had collected and counted earlier that day.

"The gift gave us a real emotional lift on a very cold day," King said. "It is great to be part of a large organization like Mercy that not only recognizes the importance of caring for others but encourages employees to get involved in outreach by organizing efforts like this."



Mercy volunteers were stationed at drive-thru collection sites at 11 different Dahl's locations to collect contributions.

SCHUMACHER ACCEPTS NEW CHALLENGE



Larry Schumacher, Mercy Medical Center's Executive Vice President and Chief Operating Officer, has announced his resignation effective March 4, 2005. Following his departure from Mercy, Schumacher will assume the role of President and

Chief Executive Officer at Via Christi Wichita Health Network in Wichita, Kansas.

"Larry has been a wonderful colleague and friend," said David H. Vellinga, President and CEO of Mercy Medical Center–Des Moines. "His leadership, especially in the areas of clinical quality and patient safety, will stand as a

memorable legacy for many years to come. I am confident he will be extremely successful in his new role at Via Christi. We will miss him."

As he reflected upon his tenure at Mercy, Schumacher expressed his gratitude for the positive professional experience and personal relationships.

"I have always considered it a great honor and responsibility to be a member of the Mercy Family," Schumacher said. "The wonderful medical, clinical and support services staff have been a personal joy for me to work with, as they are creative, dedicated and innovative. My successor will be privileged to work with this wonderful group that is dedicated to our mission and focused on the delivery of excellent quality patient care."

An opportunity to wish Larry well and acknowledge his many contributions will be scheduled for late February. Watch the *Bulletin* for further details.

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WHERE THE EXPERTS ARE
DES MOINES

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.

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Growth

PRESIDENT'S MESSAGE



Dave Vellinga
President & CEO

As the new year unfolds, many of us in the Mercy Family find ourselves busy with a variety of important tasks – planning for new services and improved facilities, Six Sigma projects to improve processes, new initiatives to improve information technology, and the day-to-day delivery of excellent patient care. Amidst all of these important undertakings,

it is easy to overlook the remarkable work being done by members of the Mercy Family to directly benefit the community we serve.

Guided by the core value of compassion, dedicated physicians, nurses and other staff members regularly give their time and talents to come to others' aid – whether offering free clinical services to those in need, or through involvement with community partnerships, service projects or other volunteering efforts. Even after several years at Mercy, I continue to be amazed at the generous, giving spirit demonstrated by members of the Mercy Family.

Last year alone, the value of community benefit services provided by Mercy totaled \$49.9 million. Included in this amount were \$2.7 million in charity care and nearly \$5.3 million in other uncompensated care and benefits provided to the poor and the community. These numbers speak volumes about our commitment to living the vision established by the Sisters of Mercy.

Earlier this month I had another chance to witness the generous Mercy spirit in action when, despite record-breaking low temperatures, members of the Mercy Family collaborated with our community partners in a citywide effort to assist tsunami victims. I am very pleased to announce that, because of the efforts of Mercy

volunteers and our partners – Des Moines Radio Group, Dahl's Food Stores and the American Red Cross – we raised \$158,758 to aid the victims of this tragic disaster. While we are not able to soften the devastating loss of loved ones, the proceeds raised will help to meet their basic needs of food, safe water and shelter. I would like to personally thank everyone who facilitated donations within their departments, assisted with the coordination, or braved those frigid conditions to help others. Working together, we were truly able to extend our Mission across the globe.

On a side note, we celebrate the extending of our Mission closer to home as Mercy North opened its doors Jan. 17. Because of the hard work and planning of several members of our Mercy Family, community members in Ankeny now benefit from a plethora of clinical services – including Medical Imaging, Urgent Care, Ambulatory Surgery, Family Practice and Pediatrics – close to home.

Without a doubt, members of the Mercy Family consistently demonstrate their commitment and passion for service. All of these commitments and achievements related to community service are yours. As a member of the Mercy Family, you make the commitment every day to do this important work – to advance the organization as a health care leader and to help us truly move from good to great.

As we begin this year full of promise, I want to thank you again for your role in delivering the quality services and programs Mercy is known for, and for every effort you make to improve them, and the quality of life, for those we serve. Your contributions – your enthusiasm, innovative ideas and dedication – ensure that Mercy will continue to be a leader in community service and clinical quality, and will continue to fulfill the mission of the Sisters of Mercy.

Dave

MERCY AMBULANCE SPORTS NEW LOOK

The bright reds, blues, yellows and purples of the Children's Center at Mercy have brightened up the outside of one Mercy ambulance. The new artwork was adhered to the ambulance to promote the Children's Center at Mercy and create brand awareness. The ambulance will continue to make adult, pediatric and neonatal transports. Look for the ambulance as it will make appearances at community events throughout the year, including the 2005 Des Moines Arts Festival this summer.



RN FLEX TEAM CELEBRATES FIVE YEARS

With a total of 704 years of nursing experience, the 68-member Flex RN team has something to celebrate.

Centralized Flex Staffing began in January 2000 with 11 RNs. Since then, patient care technicians, clerical positions, and patient companions have been added to the Flex Team that floats to more than 40 areas of the hospital providing care on an "as needed" basis.

The Flex RN Team has not only grown in numbers, but they have advanced care at Mercy. Flex RNs have been involved in Six Sigma projects, participated in pilot programs to be initiated housewide, were instrumental in the opening of Mercy Capitol and significantly decreased the need for "agency" staffing.

Flex RNs must have at least two years of experience in a hospital setting. Currently, Mercy has eight Flex RNs with 20+ years of experience, three RNs with 15-19 years of experience and 17 RNs with 10-14 years of experience. Twenty RNs have their BSN degree and three RNs are specialty certified.

"The RN Flex Team is a huge asset to patients and fellow nursing staff," said Jackie Frost-Kunnen, senior

vice president & chief nursing officer. "By having the RN Flex Team we believe we have made strides with quality of care, improving our bottom line and fiscal position and tremendous flexibility with patient volumes and our ever-changing acuity. Cindy Peeler's leadership of this endeavor, and pulling it all together has truly been a model for other facilities within CHI and the state of Iowa."



Members of the RN Flex Team gather for a celebration in their honor. (Front, L to R) Jeannie Smith, Kathy Oliveira and Jamie Fitzgerald-Dehning. (Back, L to R) Cindy Peeler, associate chief nurse for professional development and Flex Staffing; Katie Ireland, Raynee Wheeler, Gloria Miller, Krista Simmer and Tammy Churchill.

NEWS BRIEFS

SPIRIT OF MERCY CAMPAIGN

As continued from the Jan. 14 *Bulletin*, the following employees donated to the Spirit of Mercy Campaign at the "Gift From the Heart" level: Deb Bagnall, Mary Brown, Lona Love, Mary Meyer and Felicia Miedema.

2005 HEART WALK

The Iowa Heart Hospital at Mercy is a proud sponsor of this year's 2005 Greater Des Moines Heart Walk, scheduled for Saturday, April 16, at Living History Farms. You may sign up to be a Mercy team walker or team captain. Money raised is used for lifesaving medial research and education. If you would like to become a walker or are interested in forming a team, call Bev Gedden, Cardiac Rehab, x-38554.

HUMAN RESOURCES UPDATE

WATCH YOUR MAILBOX

Employee Compensation and Benefits Profiles are being mailed to your home and should arrive next week. This important document was developed as a personalized annual summary of all pay and benefits that Mercy provides to you, including the 2005 Employee Benefits Profile as well as the 2004 Employee Compensation Profile. Once you receive your packet, please read through it carefully. If you have questions, please call Human Resources at 247-3100.

PTO HOURS

As a reminder, there are a maximum number of PTO hours that employees can carry over each fiscal year. Employees must not exceed their PTO carry over maximum as of July 1, 2005. Employees may find their PTO balance(s) located at the bottom of their paychecks. Most employees have already met their 25% Reduction Target for Old PTO banks.

Employees who have not yet reached their target will be notified by their manager, and must meet their goal by July 1, 2005.

NEW PATIENT SATISFACTION SURVEY FOCUSES ON VOICE OF PATIENTS



To succeed in our mission we need to put our customers (patients and their families) first. Knowing what patients prefer is a powerful tool to gain this loyalty. All

members of the Mercy family are responsible for creating the positive patient experience at Mercy. When done well, an environment will be created where patients and their families are satisfied and loyal to our hospital.

In November of 2004, Mercy's new patient satisfaction survey was introduced. It is a mailed survey that will be randomly sent to more than 6,400 patients this year. The survey incorporates questions around eight Dimensions of Care, including: coordination of care, information and education, continuity and transition to home, physical comfort, emotional comfort, respect for patient preferences and involvement of family and friends.

Surveys will be distributed to patients from most inpatient areas of Mercy Central Campus and Mercy Capitol as well as Emergency Services. Outpatient areas surveyed will include outpatient surgical services, Medical Imaging, Outpatient Testing, Cath Lab, Katzmann Breast Center, Pain Center, Wound Care and mental health services at Mercy Franklin.

In the ever-changing health care environment it has never been more important to focus our efforts around the patient experience. We have a great opportunity as well as responsibility ahead to hear and understand our patients as never before.

Leader training for this survey will be conducted in February 2005. Look for more information about the survey in future Bulletins. For further questions, call Leigh Roerig, Customer Satisfaction Coordinator, x-38250.

VOLUNTEERS NEEDED!

Become a member of the Mercy Employee Phone Panel for the 2005 Variety Club Telethon.

As a member of the phone panel, you'll help raise money for Variety – The Children's Charity of Iowa. Variety's mission is to help disabled and disadvantaged infants and children receive the best health care available. With Variety's support, Mercy has been able to greatly expand its pediatric services to help children in our community.

Family members are also welcome to volunteer. All volunteers must be 18 years of age or older.

To sign up, please clip this coupon and return it to Mercy Foundation by Friday, Feb. 11. For more information, call Beth Johnson, Mercy Foundation, x-38032.

→ Saturday, March 5, 2005 • 9 – 10 p.m. • Palace Theater, Adventureland Park

Yes, I/we want to be a part of the Mercy Employee Phone Panel!

Name(s): _____

Department: _____ Mercy Phone: _____

Adult T-shirt size(s)*: Medium (quantity ___) Large (quantity ___)

X-Large (quantity ___) XX-Large (quantity ___)

*T-shirt order will be based on size selections, therefore no size substitutions will be allowed.

IMPACT

TIDBITS

How are you doing on your Health Trip? Don't forget to get your January log sheet to IMPACT 4U by Feb. 10. The answers to the Aerobiquerque, New Mexico, crossword puzzle are in your packets. Keep working on your log for Weightville, West Virginia.

Are you involved in Lighten Up Iowa? It's not too late to join a team or be a captain. For more information log onto LightenUpIowa.org or call x-38800.

IMPACT 4U Annual Health Fair is scheduled for Friday, Feb. 4, from 11 a.m. – 3 p.m. Plan to attend for lots of fun and information!

The new Sports and Leisure series continues on Tuesday, Feb. 1, at noon in Beh 3 when Janice Carpenter, Financial Operations, will be demonstrating "European Stitching". On Thursday, Feb. 10, at noon in Beh 3, Joan Huss, Iowa Heart Hospital, will be discussing "Computer Tips."

IMPACT 4U is sponsoring weekly support sessions for all employees, and more specifically, for Lighten Up Iowa participants. All the following sessions will be held in the classroom on W-2:

• **Thursday, Feb. 3, 12-12:30 p.m.**

Weight Management: What does it really take to lose weight?

• **Wednesday, Feb. 2, 4:30 - 5 p.m., & Thursday, Feb. 10, 12-12:30 p.m.**

Choosing the aerobic exercise that's right for you

• **Wednesday, Feb. 9, 4:30 - 5 p.m., & Thursday, Feb. 17, 12-12:30 p.m.**

Nutrition and Your Health

The winner of \$5 in I-Bucks this week is Bill Anderson, Plant Operations. 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.

- | | | |
|------|-------|-------|
| 1) A | 6) C | 11) B |
| 2) C | 7) C | 12) C |
| 3) C | 8) A | 13) B |
| 4) A | 9) C | 14) B |
| 5) A | 10) C | |

Bonus Question answer is B

CAFÉ THEME SERVES UP FUN



At the latest general information meeting, employees snacked on French cuisine at the CEO Café while the Mercy leadership team presented information centered around the six pillars of Mercy's strategic plan. The general information meeting presentation is available on MercyNet for those who were unable to attend.



Maitre d' Gregg Lagan, PR and Marketing, hands out prizes to employees on a silver platter.



Joe LeValley, senior vice president, Planning and System Development, presents the latest updates on Mercy at the CEO Café.

NETWORK NEWS

MADISON COUNTY HEALTH CARE SYSTEM

Madison County Health Care System, located in Winterset, Iowa, includes Madison County Memorial Hospital and thirteen speciality clinics.

Madison County Memorial Hospital, a critical access hospital, offers 25 licensed beds for acute care as well as swing bed services for rehabilitating patients.

Thirteen specialty clinics include general surgery, plastic, urological, orthopedic, ENT and podiatric surgeries and the operation of two rural health clinics along with Madison County Home Care, Middle River Hospice, The Bridge Counseling Center and Chronic Disease Management.

Recent additions have included a state-of-the art emergency room, completed in March of 2003.

Marcia Harris, CEO, and her management team are especially proud of the fact the health care system is able to fulfill their mission of providing a continuum of care to the residents in their rural communities.

OUR SYMPATHY

Jerry Bernhardt, Pastoral Care, on the death of his father-in-law.

Carol Knowling, Medical Records, on the death of her father.

Keith Oliver, Mercy Capitol Maintenance, on the death of his father.

Lisa Nelsen, MCL, on the death of her grandmother.

Kim Edgecomb, PDC, on the death of her grandfather

Amy Barth, Mercy Sleep Center, on the death of her grandfather.

Eric Johnson, Mercy Sleep Center, on the death of his mother.

Wendi Peterson, Mercy Child Development, on the death of her grandfather.

CONGRATULATIONS TO...

Sarah Roth, Flex Team, and Joseph, on the birth of their daughter, Samantha Kay. Samantha was born Dec. 31 and is the first child for the Roths.

Lori Murray, Mercy Urbandale Clinic, and Brad, on the birth of their daughter, Destiny Ann. Destiny was born Jan. 7 and has two siblings, Dustin, 6, and Dawson, 3.

Stacey Reynolds, Mercy Capitol Internal Medicine, and Andrew, on the birth of their son, Zachary Dean. Zachary was born Jan. 12 and is the first child for the Reynolds.

Monika Pritchard, Peds ER, and Chip, on the birth of their daughter, Teja Teresa. Teja was born Jan. 17 and has three siblings, Marija, 8, Elizabeth, 8, and Charlie, 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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