

BULLETIN

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

VOL 05 ISSUE 3 | FEBRUARY 11, 2005

MERCY CEO PROUDLY ACCEPTS DIVERSITY AWARD



Several members of the Mercy Family along with Dave Vellinga, Mercy President & CEO, were in attendance at the Des Moines Partnership's 116th Annual Dinner which recognized Mercy as the winner of the 2005 Partnership Diversity Award for the large business category.

The Greater Des Moines Partnership Diversity Award recognizes businesses in the community that strive to create opportunity and embrace a corporate culture that includes diversity throughout the organization.



Martha Willits, President and CEO, Greater Des Moines Partnership, presents Mercy President & CEO Dave Vellinga with the 2005 Diversity Award.

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WHERE THE EXPERTS ARE
DES MOINES

PATIENT OVERCOMES GREAT ODDS



Tony Shafer works with a therapist twice a week at Mercy Riverside Rehab.

Tony Shafer is 24 years old and a third year Pharmacy School student at Drake University. Last year, he had two unexpected brain surgeries.

When asked what happened, "I don't really know," Tony said with an apologetic grin. "Something happened when I went to bed, possibly a seizure. I rolled off the other side, and no one found me for about a day and a half." Later at the hospital, after several tests, Tony was told he had suffered a stroke.

He spent several months at Mercy Medical Center, first, in the Intensive Care Unit, followed by weeks at Mercy Center for Rehabilitative Medicine (MCRM).

"Everybody did a nice job. The staff was so helpful," Tony said.

The stroke impaired Tony's long-term memory, so he only remembers very immediate happenings and information. This has been particularly challenging with school, he said. "Studying for exams is difficult, but I try to not lose sleep over it."

Tony said his stroke has kept him from enjoying things he used to do, like workout several times a week, yet he maintains a positive attitude and an enthusiastic smile. He said he finds great strength in the fact that he, with the aid of great therapists, has made significant progress – from a wheelchair, to walking with a walker, and then a cane – and now, walking unassisted. Tony continues to attend outpatient therapy twice a week at Mercy Riverside Rehab.

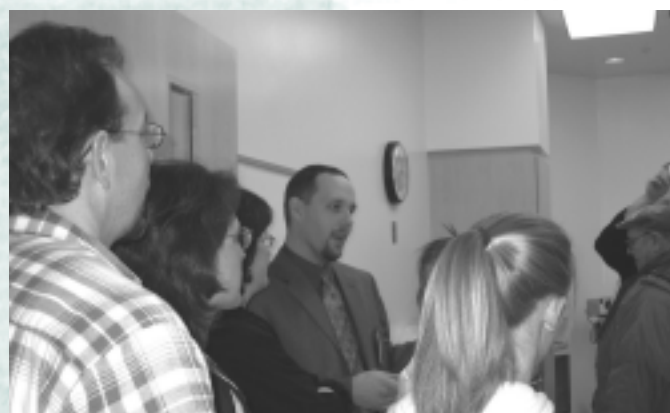
"Tony's infectious laugh warmed our hearts," said Joan Kiefer, the Center's social worker. "His family and friends were very supportive and visited him daily. Tony worked hard and never gave up."

Other staff members said they felt that Tony's determination, positive attitude and strong will persisted throughout his rehabilitation and will help him to continue to be successful in all that he does.

MERCY NORTH OPENS ITS DOORS TO ANKENY RESIDENTS AND MEMBERS OF THE MEDICAL COMMUNITY

Mercy President & CEO Dave Vellinga and Ankeny Mayor Merle Johnson welcomed members of the medical communities and Ankeny residents at the Mercy North opening celebration held the evening of Feb. 3.

Guests had the opportunity to tour the new facility and meet the Mercy North medical staff. Since opening last month, Mercy North has seen large volumes of patients, surpassing the expected opening month numbers.



Derek Hender, RN, director of the Mercy North Ambulatory Surgery Center, explains to visitors how the state-of-the-art equipment works and discusses the same-day surgical procedures that can be done at the facility.



Jennifer Twedt, pharmacy technician, answers a visitor's question at the Mercy North Pharmacy.

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

JDRF WALK FOR A CURE: MERCY EMPLOYEE TALKS ABOUT STRENGTH OF CHILD WITH JUVENILE DIABETES



Lauren Ward: Age 8

Age when diagnosed with Juvenile Diabetes: 7
Father: Ed Ward, Mercy ITS Department

Ed on Lauren's strengths:

My wife, Lynne, and I are very pleased with Lauren's attitude about having diabetes. She has assumed control over much of her care – gives her own shots – and has learned about counting carbohydrates and understanding what impacts her blood sugar levels.

On life with a child with Juvenile Diabetes:

Let's face it, juvenile diabetes affects everybody in the family. Parents have to assist and/or monitor blood sugar levels, dietary intake, and activity far more than usual. We cannot leave home without our testing supplies and nutritional supplements to help offset insulin reactions. Siblings have to learn about diabetes care so that they can help provide the necessary care.

Diabetes has become part of our lives. Families that accept this fact should do very well in assisting their child with their constant treatment.

On number of years participating in JDRF Walk:

This will be our second year to participate in the walk. Lauren was most recently a Youth Ambassador at Mercy for the JDRF kickoff with the Mercy team captains.

On supporting JDRF:

We support JDRF because it directly affects our family. Additionally, you cannot find a better organization to support. Their mission is to cure a specific disease that affects millions of our youth around the world.

If you want to become a member of the Mercy Team for the 2005 JDRF Walk for a Cure on March 5, contact Gail Reyhons, Patient Accounts, x-38679, for more information.

Announcements

NEW CEO JOINS WAYNE COUNTY HOSPITAL



Mercy would like to welcome Brian D. Burnside to the position of CEO/Administrator for Wayne County Hospital in Corydon – a Mercy Health Network facility. Burnside was most recently Assistant Chief Executive Officer/Chief Operating

Officer for Moberly Regional Medical Center in Moberly, Miss. Please welcome Brian to the Mercy Family.

MERCY CAPITOL NAMED BARIATRIC CENTER OF EXCELLENCE

Congratulations to Mercy Capitol for being one of three hospitals in the state recognized by Wellmark Blue Cross and Blue Shield as a Bariatric (weight-loss) Surgery Center of Excellence. The award honors well-integrated programs that help promote patient safety and provide cross-functional team support to bariatric surgery patients.



ANNUAL HEALTH FAIR INCORPORATES INFORMATION AND FUN



Pat Cavanaugh, coordinator, Cardiac Prevention and Pulmonary Rehab, discusses blood pressure screening results with Randy Craft, Purchasing, at the IMPACT 4U Health Fair.

The Seventh Annual IMPACT Health Fair was held on Feb. 4 with over 500 employees attending and 24 Mercy departments showcasing information on health. Thank you to all who participated in making this year's event a success.



SIX SIGMA UPDATE: DECREASING PATIENT RETURNS TO ICU



Members of the Six Sigma Team who are working to decrease patient returns to the ICU include: (Front, L to R) Anita Hoch, ICU, and Jennifer Owens, ICU; (Back, L to R) Diane Stanton, 6 North; Jill Huygens, House Supervisor; Jeri Griffiths, 7 North; Tim Fribley, RT; and Monica Gordon, Six Sigma green belt, Patient Services. Not pictured: Jackie Frost-Kunnen, senior vice president and chief nursing officer, and Dr. Michael Witte, medical director, ICU.

“The two most critically ill patients in the hospital are those in critical care units and those just coming out of critical care,” Dr. Michael Witte informed the Six Sigma Team, led by Six Sigma green belt, Monica Gordon, and project champion and senior vice president and chief nursing officer, Jackie Frost-Kunnen. This team looked at process changes to decrease the number of times patients had to return to the Intensive Care Unit (ICU).

Data was collected and analyzed related to the quality of care for ICU patients at Mercy. The data, compared to similar hospitals nationwide, showed a higher rate of patients returning to the ICU.

This led to the development of a team of health care providers assigned to study processes of patient transfers

out of the ICU through the first hours and days following the transfer. Then, efforts were focused on patients who required a return to the ICU.

The team discovered that the definition of a “stable patient” was different for staff in the ICU and staff outside the ICU. Different assessment processes were needed and the benefits of more standardized care were realized. A checklist was implemented that addresses patient stability before leaving the ICU and a new standard order was set for use after the transfer. The Flex Team is now utilized to assist with the care of these more critical patients after leaving the ICU.

PROVEN RESULTS

- Project efforts have resulted in decreasing the patient returns to ICU from a rate of 7.8 percent down to 3.7 percent. This results in better outcomes for the patients and reduced length of stay.
- The team was successful in developing better patient care processes due to the mix of those involved, from direct patient care providers through upper management.
- The project allowed for team members to get a multi-disciplinary approach to problem solving. The Six Sigma methodology provided support through each phase, and allowed each person part ownership.

For comments, questions or to submit a Six Sigma project idea, contact Dan Varnum, x-38746; Jeff Jutting, x-35316; or Keith Wachter, x-35344.

NEWS BRIEFS

MERCY CREDIT UNION DINNER

The Annual Mercy Credit Union dinner and meeting will be at Prairie Meadows on Friday, Feb. 18, at 5:30 p.m. Tickets are \$10 for members and \$15 for non-members. Tickets may be purchased at the Mercy Credit Union. If you are interested in becoming a member of the Credit Union board, call Jean Hass, manager, Credit Union, 243-2132, for more information.

DAFFODIL DAYS

The American Cancer Society honors people with cancer all across the nation with Daffodil Days. Orders may be placed by calling Becky, Therapeutic Radiology, x-38780, by Feb. 18. The cost of one bunch is \$7. Gift of Hope bouquets are a \$15 donation. The daffodils will be delivered the week of March 7-11. Checks should be made payable to the American Cancer Society.

2005 HEART WALK

The Iowa Heart Hospital at Mercy is a proud sponsor of this year's 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. Join the following team captains and become eligible for prizes: Debra Fisk, Cheryl Fulton, Joan Huss, Joyce

McEwen, Roxanne Ragsdale, Janet Robert-Andersen, Kelly Tench, Linda Wade, and Lisa Crandall. 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.

HIGH SCHOOL TOURNAMENT TRAFFIC

- State Wrestling – Feb. 23 - 26**
- Girls Basketball – March 7 - 12**
- Boys Basketball – March 14 - 19**

With the upcoming tournament traffic, Mercy Department of Public Safety will be monitoring ALL Mercy parking lots and areas for tournament parking and traffic issues.

Crocker Street building access will be set up with two of the three drives closed off. Access and exit to the Crocker building will be at the northeast drive.

Mercy Department of Public Safety encourages employees to car pool during the tournaments to help minimize the number of vehicles to the Mercy Campus area.

For questions, please contact the Department of Public Safety, x-73111.

FEBRUARY IS BLACK HISTORY MONTH

WWII TUSKEGEE AIRMAN TO SPEAK

You're invited to attend a Lunch and Learn, “The Iowa Tuskegee Airmen,” presented by Dr. James Bowman, Ed. D., WWII Tuskegee Airman, and former assistant superintendent of the Greater Des Moines Public Schools on Friday, Feb. 11, at 11:30 a.m. in Beh 1. The cafeteria has planned a special Black History Month menu for the day which includes red beans and rice, baby back ribs, and andouille chicken.

MARTIN LUTHER KING DISPLAY

The following information is related to the Martin Luther King display that was recently featured outside the Marketplace & Grille.

Answers to the Martin Luther King trivia questions are:

- Rosa Parks became famous on a **bus in Montgomery, Ala.**
- **Lyndon B. Johnson** signed the first major civil rights act of this century
- Martin Luther King has been compared to **Mohandas Gandhi**
- **Medgar Evers** was killed five years before King's assassination
- King was arrested in 1956 for **driving too fast**
- **Ronald Reagan** signed the law creating the Martin Luther King holiday
- King delivered his “I Have a Dream” speech at the **Lincoln Memorial**
- The first sit-in protest was held at a **Woolworth's lunch counter in Greensboro, N.C.**
- Martin Luther King, Jr. was assassinated in **1968**
- The first Martin Luther King, Jr. national holiday was observed in **1986**

WINNER ANNOUNCED

Virginia Powell, Administration, is the winner of the book of Martin Luther King's speeches.

PRAYER REQUESTS

Throughout the year, the chaplains pray in a special way for employees in specific areas of the hospital. Please join the Pastoral Care Department in prayer for our colleagues in the following departments:

- Mercy East Family Practice/Urgent Care
- Mercy South
- Pediatrics - Central
- Mercy East Pediatrics
- Capitol Internal Medicine
- Beaverdale Clinic
- Central Internal Medicine
- Surgical Affiliates
- WDM ENT Clinic
- Campus Clinic
- Family Medicine of Urbandale
- Johnston Clinic
- Geriatrics
- Mercy West
- Telemedicine
- House of Mercy
- Mercy Park Apartments
- Kidney Stone Center
- Bishop Drumm
- Mercy Franklin
- Nursing Administration
- Iowa Heart Hospital

IMPACT

TIDBITS

NEXT STOP ON HEALTH TRIP

Health Trip participants are now touring Weightville, W. Va. Enjoy the trip by continuing to exercise and improve nutritional habits. Track your progress by keeping up with your log sheets. The January log sheets should all be in to IMPACT 4U.

LIGHTEN UP IOWA GOING STRONG

Lighten Up Iowa is going great! Activity for Health Trip can be used for Lighten Up Iowa and vice versa. Mercy currently has more than 40 weight loss and activity teams. Team captains must get their team information, team name and number of participants, to IMPACT 4U. Teams may report monthly team weights and activity to Lighten Up Iowa and to IMPACT 4U.

Upcoming activity and weight loss support, held in the classroom on W-2:

- **“Making Food Choices That Support Weight Loss and Exercise,”** *Wednesday, Feb. 16 at noon, and Thursday, Feb. 24, at 4:30 p.m.*
- **“Nutrition and Your Health,”** *Thursday, Feb. 17, at noon.*
- **“Meal Planning and Preparing Food Healthfully,”** *Wednesday, Feb. 23, at noon.*

KNITTING DEMONSTRATION

The Sports and Leisure Series continues on Thursday, Feb. 17, at noon in the classroom on W-2. Suzanne Tovar, C/TSICU, will be demonstrating the technique to knit an “eyelash” scarf.

The winner of \$5 in “I” Bucks is Heather Neal, Admitting. Call x-38800 to claim your prize.

Happy Valentine's Day from IMPACT 4U.

JCAHO QUIZ ANSWERS

Down	Across
1. Advance	6. DELETED FROM PUZZLE
2. PHI	7. Consent
3. Frowning	8. Physician
4. Shift	9. Imagery
5. Four	10. Pain Clinicians
	11. Living Will

EXPRESSIONS GROUP PROVIDES FELLOWSHIP AND SUPPORT

The Center for Craniofacial Reconstructive Surgery at Mercy hosts a quarterly Expressions Support Group for families of a child with cleft lip/palate. This group provides families the chance to share experiences and offer one another helpful suggestions and support throughout the stages of the surgery/treatment experience.

The Center for Craniofacial Reconstructive Surgery at Mercy is a team of doctors and other health care professionals committed to providing diagnosis, treatment, education and support to patients and families. The need to seek treatment at the Center may be due to a birth defect or could be the result of a head or face injury. The team is lead by W. Dale Franks, Jr., DDS, MD, craniofacial surgeon. For more information, contact Daphne Christensen, PR & Marketing, at x-38745.



Mary Jo Staniger, Mercy Pediatric Subspecialty Clinic, holds Dylan Christensen (son of Chris, Medical Imaging, and Daphne, PR & Marketing) during the group's most recent meeting.

WORLD DAY OF HEALING

Since 1992, Pope John Paul II has celebrated World Day of the Sick on Feb. 11, the day on which the Church celebrates the feast of Our Lady of Lourdes. Catholic Health Initiatives calls this celebration World Day of Healing.

On Feb. 11, 1858, Our Lady appeared to a 14-year-old peasant girl named Bernadette Soubrious. Two weeks after the beginning of her appearances, Our Lady of the Grotto made a new spring of water well up at the site. Millions of people have been to Lourdes since these apparitions and thousands have been healed of physical, emotional, and spiritual illnesses by drinking water from the spring or bathing in it. People who visit the shrine of Our Lady of Lourdes often take water from the spring to others who are sick and cannot make the pilgrimage themselves.

There are three consistent themes we honor in this celebration. First, it reminds us all to pray intensely and sincerely for those who are sick. Secondly, the celebration invites all people of faith to reflect and respond to human suffering. Lastly, this day recognizes and honors all persons who work in health care ministry.

Pastoral Care will distribute a Prayer for the Sick and a Prayer for Caregivers as the culmination of a nine-day focus on prayer for the tsunami victims, for peace, for the sick, and for people who work in health care. Take a moment or two to remember the sick and the suffering everywhere and to celebrate your personal efforts to mitigate pain in the world.

OUR SYMPATHY

Mary Lou Robb, Environmental Services, on the death of her father.

Paul Gibbons, IT, on the death of his mother.

DiJana Ordagic, CBO, on the death of her father-in-law.

Ed Ward, IT, on the death of his grandmother.

CONGRATULATIONS TO...

Rachel Hoopes, ICU, and **Ernie**, on the birth of their son, Dillon Alexander. Dillon was born Jan. 7 and has three siblings, Josie, 7, McKayla, 5, and Cole, 20 months.

Jaimee Lapham, Mercy Campus Clinic, and **William Jr.**, on the birth of their daughter, Kylee Faith. Kylee was born Jan. 22 and has two siblings, Nick, 12, and Chris, 9.

Sundae Anderson, CTSICU, and **Bob**, on the birth of their son, Jace. Jace was born Jan. 26 and has two siblings, Spencer, 5, and Trever, 1.

Nancy Nelson, 5 South, and **Chris**, on the birth of their son, Corran Michael. Corran was born Jan. 31 and is the first child for the Nelsons.

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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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