

BULLETIN

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

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CYBERKNIFE® ARRIVES



CyberKnife® is an extremely precise technology that allows non-invasive cranial and extracranial radiosurgery to be performed on “inoperable” lesions. Mercy is pleased to announce that we will begin treating patients on our new CyberKnife® within the next several weeks. The CyberKnife®, located within Mercy Therapeutic Radiology Associates, is in the installation and calibration phase.

AMERICAN HEART WALK

The Iowa Heart Hospital at Mercy is a proud sponsor of this year's Heart Walk, scheduled for Saturday, April 16, at Living History Farms. If you are interested in participating, please call Bev Gedden, x-38554.



WHERE THE EXPERTS ARE
DES MOINES

STORIES OF THE HEART EMPLOYEES SHARE THEIR PERSONAL STORIES IN HEART MONTH AWARENESS DISPLAY

Mercy recognizes American Heart Month as a way to increase awareness of cardiovascular disease, the number one killer of men and women in the U.S. According to the American Heart Association, 70.1 million Americans have some form of cardiovascular disease, which includes – but is not limited to – diseases of the heart, stroke, high blood pressure and congestive heart failure.

NICKIE'S STORY

When Eric broke his arm a year ago, I never thought it would be the beginning of a medical event any parent would hate to face.

While skateboarding one day, Eric broke his arm and I took him to the Mercy Emergency Department. One of the nurses took Eric's blood pressure and noticed it was quite high for a 14-year-old. She advised me to keep an eye on it. We found ourselves in the Emergency Department two more times that year with broken bones and each time the staff would comment on Eric's high blood pressure. We decided to get it checked out.

Dr. Chandramouli performed an ECHO and MRA and

Four members of the Mercy Family are being recognized in the Marketplace & Grille for something they all have in common – their lives have been affected by cardiovascular disease. The testimonials below are just two heartfelt stories that are recognized through this Mercy display. We commend these volunteers who shared their story on behalf of the Mercy Family and the many other men, women, and children beyond our hospital walls who have faced this disease.

discovered Eric had coarctation of the aorta – something he was born with. I never knew he had this condition, but recalled Eric complaining of chest tightness and recurring bloody noses.

After Eric's surgery, we spent eight days in the PICU. I'm proud to say that today Eric is a happy, active 15-year-old.

My family is so grateful to the nurse in the emergency room who noticed Eric's condition. I'm also thankful to be associated with the Iowa Heart Hospital. Knowing the expertise of Drs. Chandramouli and Hockmuth gave me the piece of mind I needed to concentrate on Eric's recovery.



Eric Robbins and Nickie Hunter, RN, 9-South

TONIA'S STORY

When my husband started complaining about the roof of his mouth feeling funny, I didn't suspect it was his heart. But, when that feeling went into his jawline, I knew we had to go to the Emergency Room.

Once we arrived, the ER staff did a great job. An EKG was done immediately and a cardiologist quickly arrived. We were in the cath lab within an hour. Once in the cath lab, Dr. Iannone began working on Rick. During the procedure, Rick began to have more pain and developed a very fast heart rate. With my experience as a critical care nurse, I knew this could be life-threatening.

The cath lab called for more help and I was amazed how the cardiology team

responded. There was even someone asking me if I needed help. Thankfully, Dr. Iannone got Rick's arteries open and after three days in the hospital, Rick went home.

All of our children are very close to their father and have learned a lot from this experience. Ashley even wrote a paper about it and said, “I couldn't stop thinking about how my dad wouldn't be here if it weren't for Mercy Hospital, my mom and her employees. That day I felt so blessed.”

Even though it was a scary moment in their lives, my family has learned to become more health conscious and aware of the risk factors. Our healthy life is now a family affair.



Tonia, Rick, Andrea and Ashley Erickson (Daughter Amy is not pictured)

Tonia Erickson, RN, BSN, CCRN
Coronary Care Unit

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

PRESIDENT'S MESSAGE



Dave Vellinga
President & CEO

Life is about change. More importantly, it is about how well we adapt to changes in our lives and rise to meet the challenges we face. While change can bring some apprehension and concern for the future, it allows us to grow personally and professionally and brings new opportunity.

In the next couple weeks, the Mercy Family will experience a change in leadership as one of our respected colleagues – Larry Schumacher, Executive Vice President and Chief Operating Officer – leaves his position to assume a new role as President and Chief Executive Officer of Wichita's largest not-for-profit health system. While Larry will be greatly missed, I recognize and appreciate that Larry is ready for this new challenge and for the opportunities that await him in a CEO position.

This change in our Leadership Team provides us with opportunities as well. Our first objective will be to evaluate our current organizational structure and assess ways in which we can continue to enhance our working relationships. We believe that these next steps warrant thoughtful consideration about our future and the skills we need to enhance the complete experience of our patients.

To find the colleague that will meet our collective expectations, we have engaged the services of Witt/Kieffer, an excellent executive search firm with a proven track record in this field. We are moving forward aggressively in our search and have already begun a broad interview process to determine the profile of our ideal candidate. Though we anticipate there will be a significant number of qualified applicants, we want to assure you we will take the necessary time needed to find the appropriate person to carry our strategic initiatives forward.

So as we look to a future with optimism and excitement, we acknowledge it is also a bittersweet moment. I believe all who worked with Larry appreciate his service to Mercy and will join me in thanking him for the many talents he has shared with us all. We congratulate Larry and thank him for the many gifts he has bestowed upon the Mercy Family. We send him off with our blessings for a safe journey, and wish Larry the best as he begins this exciting new stage of his career.

Announcements



Congratulations to Kim Christian, RN, 6 North, for passing her Medical Surgical Certification.

Congratulations to Jeff Jutting and Peg O'Connor for recently receiving Black Belt certification through BMG (Breakthrough Management Group). In order to receive this specialized certification, Jeff and Peg had to successfully complete a series of training sessions and related exams, as well as detailed project completion criteria.



PHYSICIAN GROUP DONATES MONEY FOR EDUCATION



(Pictured L to R), Dr. William Wickemeyer, Dr. Stephen Smalley, Jackie Frost-Kunnen, Dr. Liberato Ianonne, and Sr. Maurita Soukup, vice president, Clinical Quality, Iowa Heart Hospital.

On Monday, Feb. 14, the physicians of Iowa Heart Center donated \$20,000 to the Mercy Foundation to be used for nursing education. This is the second year the Iowa Heart Center has donated money to this cause. Jackie Frost-Kunnen, senior vice president for Patient Care Services and chief nursing officer, accepted the check on behalf of Mercy.

DEPARTMENT SPOTLIGHT

PATIENT ACCESS

EXCELLENT SERVICES

Patient Access provides many resources to make sure patients are properly registered and have all the information they need to get to the appropriate place for an upcoming test or procedure. Patient Access consists of outpatient schedulers, health care access representatives, cashier, Main Information Desk in the Main Lobby, financial counselors, and utilization nurses – just to name a few. The 110 employees in Patient Access are often the first face-to-face contact patients have with Mercy.

WHAT IS A HEALTH CARE ACCESS REPRESENTATIVE (HCAR)?

HCARs make up the majority of staff members in Patient Access. HCARs are responsible for the accurate collection of patient information during registration/admitting. Just recently, the results of a Six Sigma project – based on the accurate collection of demographics – led to a new system of categorizing HCARs by three levels based on their accuracy – Level 1, 2, and 3. Periodic audits are done to patient files to determine accuracy and placement of a HCAR in a specific level.

HCARs register anywhere from 25 to 50 patients a day. They are flexible and trained on a broad spectrum to register in various areas including inpatient, outpatient, surgery and ER.

WHAT THE STAFF SAY...

“Patient Access plays a vital role to ensuring accurate patient information upon arrival,” said Lona Love, director, Patient Access. “Our entire staff, including our HCARs, are very detail-oriented and trained to deal with many situations.”

“My job is always changing,” said Lolita Windsor, HCAR, Level 2. “I enjoy seeing new people and having the training to register patients in different outlets.”



(Pictured L to R), Tiffany Morris, Carrie Stackhouse, Lisa Weiland, Stephanie Sanchez and Alisha Galbreath are just a few health care access representatives in Patient Access.

BRIGHT COLORS WELCOME PEDIATRIC PATIENTS TO MEDICAL IMAGING

Pediatric patients visiting Medical Imaging will prepare for their test or procedure in a new, brightly colored room. One room in MRI on A-Level and another in Radiology on Level 1 received a more child-friendly atmosphere not only by having walls painted with fun colors, but by also having a TV/VCR and DVD installed.

Nancy Cambron, ARNP, Medical Imaging, was instrumental in the face-lift of these rooms. “I appreciate Mercy for recognizing the need to focus on pediatrics,” Cambron said. “Everybody was very receptive to making these rooms more functional for children.”

Jolene Vos, child life specialist, has had the opportunity to take advantage of these rooms. As a child life specialist, Vos visits about 8-10 pediatric patients a day where she uses toys, books and various techniques to build a trusting relationship with the child so the child can adjust as best as possible with his or her upcoming test or procedure. She also practices coping techniques and introduces medical equipment to help ease the child's fears.

“These rooms are great because they allow children to feel more at ease in an unfamiliar, and possibly scary,

environment,” Vos said. “They also create a more confidential space for me to prepare children and their parents for tests or procedures and for their recovery afterward.”



Jen Woods, RN, Pediatrics, prepares Lauren Gumm for her upcoming procedure in the newly decorated rooms.

SMOKING POLICY REMINDER

Mercy Medical Center, Mercy Capitol and Mercy Franklin are dedicated to providing a smoke free environment for all patients, employees, visitors and staff.

Mercy's corporate policy states that smoking in Mercy facilities, in Mercy-owned vehicles, and outside entrances to any Mercy building is prohibited except for the designated areas listed below.

All employees share the responsibility of enforcing this corporate policy. Thank you for taking the time to help continue to make our campus safe and inviting to everyone.

Smoking is permitted in these designated smoking areas:

- West & valet smoking shelters
- SICU smoking shelter
- Mercy Office Plaza, south of building, ground level
- University Office Plaza, exterior locations
- Mercy Capitol, north of dock by gazebo

NEWS BRIEFS

NEW MTA BUS PASSES AVAILABLE AT CASHIER

Beginning March 1, MTA will have a new look for weekly and monthly bus passes. These passes are designed to make boarding quick and easy. The new MTA cards will be available at the cashier in the Main Lobby on Level 1. For questions, call the Des Moines MTA, 283-8100.

GALLUP SURVEY

This year's annual Gallup Survey will be held April 4 – 18. Look for more information in upcoming issues of the *Bulletin* or from your manager.

GREAT EXPECTATIONS

This event for expecting parents will be held on Saturday, March 5, at 8:30 a.m. Attendees will enjoy speakers, a luncheon, and an open house in the Birthing Center. You must register for this free event by calling 643-MOMS.

IMPACT

TIDBITS

HEALTH TRIP STOP

For those in Health Trip, your tour of Weightville, West Virginia, is just about complete. Make sure to get your completed log sheet to IMPACT 4U by March 10.

HEALTH FAIR A SUCCESS

A big "thank you" to all who participated either as a vendor or visitor at the IMPACT 4U health fair on Friday, Feb. 4. For a list of door prize winners sign onto MercyNet, click on Communities and then IMPACT 4U.

LIGHTEN UP IOWA UPDATE

Mercy has 41 weight loss teams and 39 activity teams with a total of 391 participants. Iowa Health system has 35 weight loss and 23 activity teams with a total of 276 participants. It's not too late to get on a team or captain your own team. Go to LightenupIowa.org and download the participant information. Team captains need to get team mileage and team weight to IMPACT 4U and Lighten Up Iowa on a monthly basis.

TAKE THE STAIRS DAY

To encourage and reward taking the stairs, IMPACT 4U will sponsor an unofficial "Take the Stairs Day." "I" Bucks will be handed to those taking the stairs from A-level on Tuesday, March 8, between 12 and 1 p.m.

GRAIN GAME

The "Great Grain Game" begins on March 1. This IMPACT 4U activity encourages eating more whole grains and has helpful information to determine if food contains whole grains or not.

FRUIT AND VEGGIE DAY

Plan ahead to wear your Lighten Up Iowa T-shirt on "Eat More Fruit and Veggie Day," March 23. Everyone wearing a Lighten Up Iowa T-shirt will receive free fresh fruit from the cafeteria.

WINNER ANNOUNCED

The winner of \$5 in "I" Bucks this week is Danita Heath, MTRA. Call x-38800 to claim your prize.



CELEBRATING BLACK HISTORY MONTH

Dr. James Bowman, Ed.D., WWII Tuskegee Airman, recently visited Mercy and spoke to employees on multi-cultural educational issues and black military history during a special Lunch and Learn for Black History Month.

THE BULLETIN EDITORIAL STAFF WANTS TO HEAR FROM YOU

Did you overcome a personal battle or achieve an award? Do you have a story you want to share that will benefit other *Bulletin* readers or do you want to honor a coworker for something that deserves recognition? If so, we want to hear about it.

Sharing these stories will help to build a connection between all of us and allow others to see what great things employees are doing everyday.

If you are interested in submitting stories or story ideas to the *Bulletin*, please contact Natalie Henderson, editor, x-38384, or e-mail nhenderson@mercy-desmoines.org.



Claudia Simmer enjoys seeing her mom, Krista Simmer, Flex Team, featured in a recent Bulletin article.



- Literally speaking, Six Sigma is the 18th letter in the Greek alphabet, sigma, represented by σ . It is also the symbol for standard deviation, a measure of variance
- Our projected annual financial impact through Six Sigma = \$3,260,000
- We have 40 active process improvement projects

OUR SYMPATHY

Teri Oman, Birthing Center, on the death of her mother.

Ann Becke, Birthing Center, on the death of her father-in-law.

Sheila Marean, Birthing Center, on the death of her stepmother.

Renie Taylor, Patient Accounts, on the death of her mother.

Linda Glasford, Mercy Home Care, on the death of her father.

Rafaela Vidal, House of Mercy, on the death of her mother-in-law.

Heather Majewski, C/TSICU, on the death of her grandfather.

Claudia Bollhoefer, C/TSICU, on the death of her father-in-law.

Kris Flater, Iowa Kidney Stone Center & Laser Eye Center of Iowa, on the death of her father.

Kelly Cline, Patient Accounts, on the death of her grandmother.

CONGRATULATIONS TO...

Amy Sparks, Social Services, and **Chad** on the birth of their son, Colton Lee. Colton was born Feb. 2 and is the first child for the Sparkses.

Shelly Ouverson, PAR/PACU, and **Todd**, on the birth of their son, Gage. Gage was born Feb. 7 and has one sibling, Justice, 21 months.

Heidi Hagberg, West 3 CC, and **Nathaniel**, on the birth of their daughter, Halle Elizabeth. Halle was born Feb. 9 and has one sibling, Clayton, 2.

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