

# BULLETIN

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

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## JCAHO AWARDS MERCY CONTINUED ACCREDITATION

Mercy Medical Center - Des Moines received continued accreditation by the Joint Commission for Healthcare Organizations (JCAHO). During the site visit Feb. 28-March 4, nine JCAHO surveyors visited multiple Mercy facilities and renewed accreditation of Behavioral Health, Home Care and the hospital (which includes the main campus, Capitol, Franklin inpatient and ambulatory facilities). Additionally, JCAHO surveyors made an unannounced visit to Mercy North and issued accreditation of its Ambulatory Surgery Center.

This accreditation of multiple facilities is the result of an ongoing commitment to excellence and quality service exhibited by each member of the Mercy Family – working to serve our patients in the best way possible each day.

### INSIDE THIS ISSUE

ADDY Awards .....PAGE 2

Operation Shamrock .....PAGE 3

Hip Hop Benefit Concert ....PAGE 4



WHERE THE EXPERTS ARE  
DES MOINES

## A JOURNEY TO REMEMBER

### THE STORY OF ONE EMPLOYEE'S TRAVELS TO INDIA WITH MONEY RAISED BY MERCY EMPLOYEES – AS TOLD BY SOUNDARI SOLOMON, RN, 8-NORTH



*The "Miracle Baby": This young boy is alive today because of a trip to his aunt and uncle's house the day before the tsunami hit. His parents did not survive the tsunami.*

It never ceases to amaze me how the worst disasters manage to bring out the best in people. The recent tsunami is a perfect example.

I felt more and more depressed as the news about the tsunami unfolded. I am from Sri Lanka, where I lived for 17 years. I've walked

some of the beaches in India and Sri Lanka that were affected by the massive waves. I have family and friends living in countries that have been devastated. I felt both helpless and frustrated at my inability to help those who were suffering.

The support and well-wishes from my coworkers on 8-North and throughout Mercy have helped me sustain what has been a very difficult time. Through their efforts, a bake sale was held where \$1,140 was raised.

On Jan. 14, my family and I took the proceeds from the bake sale and began our journey to the southern part of India to help as many people as we could with what we had.

When we arrived, I was speechless. I had seen pictures on the television of the devastation, but to see it in real life was unbelievable. Whole beach areas that I had walked on barely more than a year ago were completely gone. It's as if they had never existed. What used to be houses were now piles of wood. People were gathered in temporary shelters set up by the government while others made their homes in churches.

As we searched for ways to distribute the relief money, we discovered that youth pastors and church volunteers maintain lists of items that tsunami victims either need or have asked for. Since these volunteers are in the thick of the disaster each day, they are great judges of what is truly needed.

As much as it pained us, we made the conscious decision to not give money directly to families that had asked merely for money. We wanted to help as specifically as possible whenever possible and that is just what we did.

(to be continued in the March 25 Bulletin)



*Government housing was built along the shorelines for victims of the tsunami.*



*Many families made their homes in churches that survived the tsunami's waves.*



*A large pile of wood represents what used to be home to a family in India.*

# 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

## Announcements

### OPTIFAST® RECOGNIZED BY NOVARTIS



The OPTIFAST® program at Mercy Center for Weight Reduction has been recognized as the No. 1 New OPTIFAST Program for 2004 by Novartis, a world leader in the research and development

of products to protect and improve health and well-being. In addition, the Mercy program is ranked 17th out of 450 national programs. OPTIFAST is a weight reduction therapy designed for people who need to lose 50 pounds or more and have a body mass index of 30 or higher. Pictured: Jenny Norgaard, program manager, accepts an award from Sue Reams, chief clinical dietitian, for her work with the OPTIFAST program.

### MCL RECEIVES ACCREDITATION

Mercy Clinical Laboratory has received a two-year accreditation from the College of American Pathologists, an accrediting agency approved by the Centers for Medicare and Medicaid Services. This accreditation is based on a site-visit conducted by a team of 10 inspectors last November. The inspection team visited the laboratories on Central Campus and Mercy Capitol including Respiratory Therapy, Nuclear Medicine, and nursing units conducting Point of Care Testing. In addition the team visited Mercy Mayo Laboratory and MCL satellite labs at Mercy West, Ankeny Diagnostic Center, Tower Medical Clinic, and Franklin. Congratulations to all Mercy staff involved in laboratory testing for the commitment to excellence which was evident during this accreditation process.

### NEW MANAGER APPOINTED TO INFECTION CONTROL



Congratulations to Jan Tippett, BS, MS, CLS-Microbiology, for being appointed to the position of Manager of Infection Control and Epidemiology. Jan was most recently a Resource Technologist in Microbiology and has assumed her management role as Laura Griffith pursues a new role in Denver, Colo.



To my Mercy Family,

With all of the friends that I've made through the last seven years since I moved to Iowa and started working at Mercy, it is difficult to express adequately my sentiments about leaving. You have supported me through my professional and personal life. You have genuinely cared for patients with integrity and compassion that has made me proud to be a member of the Mercy health care team. Through my tenure in Infection Control, we have faced together the fears and anxiety of anthrax, smallpox, West Nile virus, SARS, and monkeypox. It has been a privilege to serve in this capacity that hopefully gave us a few more answers and just as importantly, a few more questions, on how to prevent infections, save lives and enjoy the journey along the way. As my own journey continues, taking me on a new path to Denver, Colo., I will genuinely miss all of you. Thank you for the opportunity to work with you through the years and I look forward to our paths crossing again in the future.

Sincerely,

Laura Griffith

Manager, Infection Control

## MERCY PUBLIC RELATIONS & MARKETING WINS GOLD IN ADVERTISING AWARDS COMPETITION

Mercy Public Relations & Marketing won two gold Addy Awards at the American Advertising Awards Competition. The Mercy Birthing Center marketing pieces, developed in collaboration with Innova Ideas and Services of Ames, took home the gold in the Sales Promotion Category and the Mercy Children's Center ambulance took home the gold in the Out-Of-Home Category. Addys are the advertising industry's largest and most representative competition, recognizing and rewarding creative excellence in the art of advertising.



Public Relations and Marketing Account Executives, Amy Baker and Daphne Christensen, received gold Addy Awards in recognition of their marketing materials for the Mercy Birthing Center and the Children's Center at Mercy ambulance.

# OPERATION SHAMROCK GIVES EMPLOYEES OPPORTUNITY TO REACH OUT TO TROOPS OVERSEAS

The Mercy Administration boardroom was filled with piles of individually wrapped licorice, packages of M & M's, razors, magazines, books, DVDs, and a whole array of items donated by Mercy employees to send to our troops overseas as part of the most recent Mission on the Move project - Operation Shamrock.

"One hour of my time is one small thing to do to brighten someone's day who has been fighting for my freedom," Amanda Fletcher, Mercy Foundation, said. "It is great that Mercy participates in projects that extend our mission into the community."

Fletcher, along with 40 Mercy employees, volunteered time to collect, package into boxes and ship out the donations. More than 150 boxes were sent to not only Mercy employees currently stationed overseas, but also to families of employees.

"This mission project makes me feel like there are a lot of people out there that care," said Mary Jane Blair, Central Internal Medicine, whose daughter, a 2nd Lieutenant in the Army and recent West Point Military Academy graduate, is currently stationed just 50 miles north of Baghdad. "My daughter is very far from home and the fact that people are back home thinking of her is very special to her."



Lynne Kinseth, Mercy Cancer Center, packages a box of goodies during Operation Shamrock.



Amanda Fletcher, Mercy Foundation, chooses items to place in a box to be packaged and sent overseas.

## NEWS BRIEFS

### INTERPRETATION SERVICES MOVES LOCATIONS

Interpretation Services has moved to Level 1 of the West Building, where Medical Imaging Administration was most recently located. Medical Imaging Administration relocated to within the Medical Imaging Department.

### RUAN NEUROSCIENCE CENTER TO OFFER HEADACHE SEMINAR

Val Stickel, RN, MS, MSCN, neuroscience coordinator, and Mark Puricelli, DO, a neurologist specializing in headaches, will host a free headache seminar on Saturday, March 19, from 9-11 a.m. in the Des Moines Register Community Room at Jordan Creek Town Center. People who suffer from frequent headaches are encouraged to attend to learn more about this condition and what can be done to decrease the disruption in their lives. Space is limited to 90 participants. For reservations, call Valerie Stickel, x-32529.

### COLLECTION SITE HELD FOR HOUSE OF MERCY CRAFT DONATIONS

A collection site will be available by the Marketplace & Grille on Friday, March 18, from 11 am. – 1 p.m. for the following items that will be used with parenting activities for the House of Mercy: construction paper, glitter, glue, popsicle sticks, yarn, craft eyes, cotton balls, buttons, ribbon, paint (finger and washable), big paper rolls, pipe cleaners, paint brushes (1/2 to 1 in.), and small totes or stackable bins to store items in. You may also drop off donated items to the House of Mercy, 1409 Clark Street, or Mercy Foundation, Level 2. For questions, call Lynn McCormick, x-36512.

### DONATE STETHOSCOPES TO COUNTRIES AROUND THE WORLD

To celebrate Doctors Day on March 30, the Polk County Medical Society Alliance is collecting new or gently used stethoscopes that will be donated to the AMA Foundation's Worldscopes program. The AMA hopes to send 100,000 stethoscopes to countries around the world where medical supplies are scarce. Collection baskets are located in the Medical Staff Lounge, A-Level, and the Volunteer Office, Level 2. For questions, contact Becky Bryant, 225-1113.

### HOP...HOP...HOP... EASTER BASKET CONTEST & AUCTION

Departments (please pick one contact person) or individuals interested in preparing and donating an Easter basket for children according to a specific age group or gender, please contact Susan Smith at [scsmith@mercydesmoines.org](mailto:scsmith@mercydesmoines.org). Leave the following information: contact name, department name, e-mail and phone number, age category you want to make a basket for (0-2 yrs, 3-5 yrs, 6-8 yrs, 9-11 yrs, 12-14 yrs, or 15-17 yrs), and the gender you would like to make a basket for. If you do not have e-mail, call x-34524 and press "1" to leave a message with the above information.

The top winners in each age category, as well as categories for creativity, most unusual, most useful, most fun, greatest effort, and teamwork will be auctioned in a silent auction. Proceeds will be used to support children's services including the child life program at Mercy. Deadline to sign-up for the contest is Friday, March 18.

## WELLNESS NEWS

### NEW CLASSES IN THE WELLNESS CENTER

Interested in working out? Try one of the new Mercy Wellness Center classes:

#### GYM

##### Fitness Mix

3:45 – 4:15 p.m. on Tuesdays

A mix of cardio (step or low-impact), stability ball, bands, yoga, and strength.

##### Ab Blast

3:45 – 4 p.m. on Thursdays

Quick 15-minute class focusing on abdominal and low back exercises.

#### POOL

##### Water Aerobics

7 – 7:45 p.m. on Tuesdays

A low impact intermediate water workout that includes cardio, toning and stretching.

Membership is required to attend classes.

For questions, call x-73066, press 6.

## CHARITY EVENT WITH IOWA CUBS

Have the recent days of spring-like weather have you antsy to hear the phrase "Play Ball?" If so, mark your calendars for Friday, June 3, as Mercy teams with the Diocese of Des Moines and the Iowa Cubs for a special benefit game.

The event, designed to support Catholic Charities, will be called "Step up to the Plate." Through our sponsorship, Mercy has an excellent opportunity to join with others to extend a Mission closely in concert with our own. In the past year alone, Catholic Charities assisted more than 20,000 people in need through programs such as St. Joseph's, its local family shelter; through St. Mary's Outreach Center, which provides emergency food, clothing, and rent assistance; through counseling and pregnancy services; and through the Refugee Ministry. What a fun way to combine our forces to do good for others!

Watch the *Bulletin* for more details about tickets and ways you can participate – but for now, we encourage you to set the evening aside for this worthwhile cause – and to watch our own Dave Vellinga throw out the first pitch!

# IMPACT

## TIDBITS

### WHOLE GRAIN GAME HAS BEGUN

All IMPACT 4U members should have received the "Whole Grain Game" activity packet in the mail. If you did not receive your activity packet, send an e-mail to IMPACT 4U or call x-38909. Also, the Marketplace & Grille will now be keeping "eight grain" bread on hand. Eight-grain bread is higher fiber bread and completely whole wheat.

### NEXT STOP ON THE HEALTH TRIP

Health Trip participants are now in Las Veggies, Nev. The log sheet from Weightville, W. Va., should be to IMPACT by today, March 11.

### LIGHTEN UP IOWA GOING STRONG

As of mid February, Iowa Health System had 43 teams with a total of 342 participants and Mercy has 57 teams with a total of 482 participants. Team captains remember to get monthly activity and weight numbers to IMPACT 4U. A monthly drawing will be held among all teams reporting and prizes will be awarded to all team members of the winning team.

### "EAT MORE FRUIT AND VEGGIE" DAY

March 23 is "Eat More Fruit and Veggie Day." Wear your Lighten Up Iowa T-shirt and receive free fresh fruit when you visit the cafeteria. Advisors will be contacting individual clinics to discuss details.

### "I" BUCKS WINNER

The winner of \$5 in "I" Bucks this week is Penni Heuermann, Admitting. Call x-38800 to claim your prize.

### RECIPE CONTEST WINNERS

All winning recipes will be featured in the Marketplace & Grille throughout March.

- **March 8, Vegetable Brown Rice, Mary Wagner, Mercy Urbandale**
- **March 15, Pineapple Cake, Karen Low, Mercy Capitol**
- **March 22, Southwestern Green Chili, Lona Love, Patient Access/Admitting**
- **March 29, Mango Chicken Salad, Patty Will, Microbiology**

## GALLUP SURVEY MEASURES EMPLOYEE ENGAGEMENT

Mercy employees participate in the Gallup Employee Opinion Survey as a way to evaluate employee engagement which affects the strength of the workplace. This year the Gallup Survey is scheduled for April 4 - 18. Gallup is a survey conducted via touch tone phone that addresses 12 questions relating directly to retention of employees, productivity, customer satisfaction, safety and profitability.

The following are five basic principles behind the decision to conduct this annual survey of employees:

- Our mission calls us to develop and sustain satisfying work relationships shaped by our values
- The quality of our work relationships directly affects the quality of our service
- Employees who are engaged are more likely to help create a group of customers who are loyal
- Improving the quality of our service involves investing in employees and a healthy culture
- Employee engagement measurement and IMPACT planning based on survey results is essential to create a strong workplace

The focus of the survey process is on stimulating and cultivating an engaged work force that is committed to becoming the "Workplace Community of Choice" and an organization that offers something more to its patients, employees, and all its customers.

### BASICS OF THE GALLUP SURVEY

- Measures the strength of the corporate culture at the work unit level
- Surveys all employees
- Gives individual workgroups an opportunity to build on their strengths and at the same time work on areas for improvement
- Gives workgroups an opportunity to work together to develop IMPACT plans that work for their specific departments.

After employee surveys have been administered, managers will meet with their staff to discuss results and work together to develop IMPACT plans.



### HIP HOP CONCERT BENEFITS HOUSE OF MERCY

Local hip hop artist, Robert Tolson Jr., a.k.a. Horizon; son of Mary Ann Tolson, House of Mercy, and Robert Tolson Sr., SPD, recently held a benefit concert where all proceeds from the event went to House of Mercy. More than 40 people attended the concert and donated three non-perishable food items for admission. Pictured above (L to R) Mike Golden; Mary Ann Tolson; Lynn McCormick, director, House of Mercy; and Robert Tolson, Jr.

### MARCH IS NATIONAL SOCIAL WORK MONTH

During the month of March, social work professionals are being recognized across the nation for National Social Work Month. The Social Services department at Mercy provides a wide array of services to patients and families, including: psycho-social assessments, emotional/social/legal/financial assistance, counseling, post-hospital planning, information/referrals and more. Look for posters displayed around Mercy to honor Social Work Month.

## OUR SYMPATHY

**Dr. Yen Lester**, Cosmetic & Reconstructive Surgery, on the death of his mother.

**Bob Wiggs**, Information Technology, on the death of his grandmother.

**Kari Lewis**, Patient Accounts, on the death of her grandfather.

## CONGRATULATIONS TO...

**Renée Pagel**, Pharmacy, and Doug, on the birth of their twins, Nolan and Isabella. Nolan and Isabella were born Jan. 31 and have one sibling, Madeline, 2.

**Heather Clark**, 5 South, and Charles Anderson, on the birth of their daughter, Charlena Nicole. Charlena was born Feb. 25 and has two siblings, Charlie, 11, and Samantha, 4.

**Shannon Denniston**, Mercy Home Care-Hospice, and Brant Cunningham, on the birth of their daughter, Mercedes Abigail Jo. Mercedes was born Feb. 28 and has two siblings, Tyler, 6, and Hunter, 4.

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