

# BULLETIN

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

VOL 05 ISSUE 6 | MARCH 25, 2005

## Happy Doctor's Day

Wednesday, March 30, 2005

Our thanks to you for your quality care that deserves our heartfelt and highest praise.

We salute your hard work, dedication and commitment to our hospitals and clinics. You are appreciated.



## Happy Easter

Sunday, March 27, 2005

The Sisters of Mercy wish you and your family a joyous Easter season.

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WHERE THE EXPERTS ARE  
DES MOINES

## A JOURNEY TO REMEMBER

This article is continued from the March 11 Bulletin telling the story of Soundari Solomon, RN, 8-North, who traveled to India with money raised at a bake sale by her fellow Mercy employees. This money was used to aid victims of the tsunami.

In working with the youth pastors and church volunteers who maintained lists of items needed by the tsunami victims, we were put in touch with six families that we supplied with clothes, school uniforms for the children, rosaries, Bibles and even a wheelchair to help a young girl stricken with polio.

As we soon discovered, we ran into other families and children along the way who needed our help, including one family who had lost its only means of income – a fishing boat. Our funds allowed us to deliver them a new fishing boat the next week. The matriarch of that family was so grateful that she showed up a few days later and tried to give us a selection of seafood that had been caught with their new boat. We accepted her gracious gift and tried to give her bus money to get back home. It took several minutes and many attempts to get her to take the very small amount that was offered.

We visited the girl's section of an orphanage, holding several hundred children and some handicapped adults who had grown up in the orphanage and had nowhere to go. We gave the orphanage art supplies and money to handle the health care expenses of the adults so that the existing resources could be best focused on the children.

We visited villages where children were temporarily housed for absorption into the orphanage system. We distributed crayons and coloring books, and photocopied the images in the coloring books when it was clear that there were not going to be enough to go around. The children loved to color and what was amazing is that they all drew in bright, happy colors. There were so many smiles in the midst of all this pain. If you didn't know better, you'd think these kids were just visiting a day camp and would soon be going home.

In what seemed like a short journey, we soon found ourselves on our way home. We had helped out as much as we could with what we had and our discovery was simple: People were starting to get on with their lives. Lives were lost, lives were shattered, and yet life has a way of managing to go on. They don't forget, they just accept.

*I want to thank all of my Mercy Family members for the kindness, concern, and prayers you've offered during this time.*

– Soundari Solomon, RN, 8-North



Young children received art supplies and coloring books from Soundari's travels to India.



(Pictured far right), Soundari Solomon, RN, 8-North, stands with the grateful family that received a new fishing boat with money raised by Mercy employees.



Amidst their surroundings, children were all smiles as they showcased their colorings.

# 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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People

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Growth

# PRESIDENT'S MESSAGE



Dave Vellinga  
President & CEO

Serving as the president and CEO of Mercy - Des Moines is a rewarding experience, often filled with a variety of emotions. Examples of these emotions include heartache for the victims of disease or injury who enter our doors; happiness for the patients and families who leave to go home; excitement for the mothers and fathers welcoming new babies into the world; concern for the growing challenges facing our society in providing medical care; hope for the future arising from wonderful improvements in technology and care processes; and pride in the work that you do – wonderful, compassionate, dedicated service provided to our patients, families and communities.

Never have my emotions been more intense than two weeks ago, when the local news media chose to publish a state inspection report that was four months old, and which contained findings of deficiencies – all of which had been addressed in November 2004. While I take issue with the news media and how the report was characterized, my intense emotions were not directed there. Likewise, they were not directed at the Iowa Department of Inspections and Appeals, which did exactly what it is supposed to do – find and report problems so that they can be quickly and thoroughly addressed. This is how the process is supposed to work, and this is exactly what was done.

Rather, my emotional response was one of concern for you and others, as I will explain further below, and one of gratitude, as heart-warming support was expressed by so many patients, family members, physicians, staff and members of the community.

My concern was for our patients and families, who might be unnecessarily frightened by what they saw or heard in the media. I also was concerned for Mercy, as an organization, because it relies on and cherishes its outstanding reputation built over 110 years. But mostly, I was concerned for you, the members of the Mercy Family.

I know how hard you work, every day, to deliver the best care to Mercy's patients and families. I know about the many honors and recognitions you have earned for Mercy by demonstrating our high quality of care. Several times every day I walk past the overcrowded display of plaques and trophies Mercy has received, thanks to your efforts. In addition, I know how thorough and exhausting the recent survey was by the Joint Commission on Accreditation of Healthcare Organizations, and I know the results showed that the issues identified by the state inspectors four months ago were shown to have been completely addressed – again thanks to your efforts.

The simple truth is that thanks to you Mercy is one of the finest hospitals in Iowa, which means it is one of the finest hospitals anywhere. Our patient outcomes – which in the end are what matter most – are outstanding

by any measure or comparison. That is why we receive recognitions such as being named a Top 100 Heart Hospital, receive five-star ratings for stroke care and heart failure, and are the first recipients in Iowa of the JCAHO Gold Seal of Approval for the care of diabetes, congestive heart failure and pneumonia. It is why Wellmark has named our Bariatric Surgery Program a “Center of Excellence” and why United Healthcare has named Mercy a “Cardiovascular Center of Excellence.” It is why two weeks ago we received from Healthgrades™, a national organization that rates hospitals, notice that Mercy – Des Moines has been rated in the top five percent of hospitals in the nation for clinical quality.

This, of course, is just the tip of the iceberg. You have accomplished so much more, in reducing wait times for injured patients, in shortening the time it takes for heart attack patients to get interventional treatment, in improving care and lowering costs through process improvements, and in better managing the care of chronically ill patients, resulting in dramatic reductions in their readmissions to the hospital and complications related to their conditions. The list goes on and on. The length of this list of accomplishments – your accomplishments – is precisely why the bad publicity of two weeks ago hurt so much. It hurt me, and I know it hurt you.

So where do we go from here? There is only one thing we can do, and it is exactly the same thing that we MUST do. True to the Mercy Spirit, it is exactly what you ARE doing. That is, we all are responding with an even stronger resolve to be the best, and to recapture any loss of public trust that may have resulted from this negative report and subsequent publicity. Going forward, we all must redouble our efforts to sustain the improvements we have made, to ensure every policy, procedure and regulation is followed without exception. We must continue improving quality and service through Six Sigma and other formal process improvement efforts, and through our continued personal commitments to be the best. We must make certain that we do everything in our power, every minute of every day, to ensure that no one ever again can find fault with the quality of our organization or our work.

I have had the honor of working with you in these efforts in the past, and I look forward to continuing this great work in the future. Thank you for everything you have done, and will do in the future, for Mercy and for the patients, families, visitors and communities it serves.

Best wishes,

## ○ *A Day in the Life of ACIS*

So, you're wondering what ACIS (Advanced Clinical Information System) means for our organization and the way we provide care? Let us walk you through a few scenarios that will create a better image of what this clinical information system is really all about.

### Day 1

**8 a.m.** – A patient named Betty arrives at Mercy's Emergency Department complaining of abdominal pain. The patient care access rep searches HealthQuest for Betty's registration information. This search goes to the **EMPI (Enterprise Master Person Index)**, which is a central repository for the storage of patient demographic information and creates one unique patient number across both HealthQuest and Practice Point Plus (Mercy Clinics' registration system).

**8:10 a.m.** – Dr. Jones signs onto **FirstNet** to look at Betty's past ED visits. FirstNet will also allow the ED staff to track Betty's information and movement through the ED electronically, both on individual computers and two 42-inch plasma tracking boards.

**9:30 a.m.** – After running a series of tests, Dr. Jones determines that Betty has appendicitis and needs surgery. The OR is notified and through **SurgiNet**, all pertinent resources including equipment, operating room, staff, anesthesiologist and surgeon are scheduled. SurgiNet will also provide a documentation tool for all surgeries performed at Mercy.

**1 p.m.** – After surgery, Betty is resting in her room. Dr. Wilson, her family practice physician, has stopped in to see her and accesses **PowerChart** where he retrieves patient information and medical history electronically. **PathNet** information, which includes lab order status and results, will be viewable by all clinicians throughout Betty's stay and in future visits.

### Day 3

Upon discharge, Dr. Wilson leaves orders for Betty to have follow-up outpatient tests. The schedulers are happy to assist Betty using **Enterprise Scheduling Management**. They are able to schedule appointments at times and locations that are convenient for Betty. A patient itinerary is provided to Betty listing her appointments, locations and care providers.

After Betty has been discharged, the Medical Records staff scans her chart into PowerChart through **Provision**, which includes all signed documents from physicians. Once the charts have been scanned, the Medical Records department uses the **ProFile** application to analyze which charts still need physicians' signatures. Physicians are notified in their In-Box via PowerChart that their signature is needed on unsigned documents. They can sign-off electronically, saving them a trip to Medical Records.

Watch future issues of the Bulletin for more information. The anticipated go-live date for Phase I at Mercy Medical Center – Des Moines is Sept. 2005. If you have questions or comments before training begins in your area, please contact Sandy Schuck, Mercy IT, at x-33047.

**M**ercy/Mayo Family Medicine Residency has been approved for a Geriatric Fellowship sponsored by Mayo Clinic to start July 1, 2005.

The fellowship will be one clinical year with two positions available. Dr. Carol Kuhle will be program director and Dr. Yogesh Shaw will be the other Mercy/Mayo core faculty.

With its location, aging demographics, and outreach to rural communities, Mercy is a prime location to train fellows in the care of elderly population. Mercy is blessed with a wealth of excellent adjunct faculty who have been instrumental in the development of the program.

Dr. Kuhle extends her gratitude to Administration and all the involved physicians and their office managers, who helped write the application.

## IS MERCY MEDICAL CENTER THE BEST PLACE TO WORK IN CENTRAL IOWA?

**M**ercy Medical Center has been nominated as a "Best Place to Work in Central Iowa" organization. This new competition is presented by the *Des Moines Business Record* to determine and recognize the best nine companies to work for in Central Iowa.

The Best Places to Work program consists of an online survey where employees are asked questions that gauge company leadership, employee satisfaction and other factors.

### TO HELP MERCY MEDICAL CENTER ACHIEVE THIS DESIGNATION, PLEASE:

1. Take some time to complete the survey (it takes about eight minutes)
2. To access the survey, log on to MercyNet where a link has been set up, or go directly to the survey Web site:  
[www.qmrinc.com/bestplaces](http://www.qmrinc.com/bestplaces)
3. Use the Organization Code  
**BRWX35616**

For more information, please call Laura VandenBosch, Public Relations & Marketing, x-38225, or Barbara Decker, Human Resources, x-38216.

Deadline is March 31.

\* The survey is strictly confidential and is based on third-party, statistically sound methodology from Quantum Market Research (QMR).

## NEWS BRIEFS

### PERFORMANCE IMPROVEMENT FAIR

Come to Beh 2 on Friday, April 1, between 7 a.m. and 5 p.m. to get up-to-date information about Mercy's Six Sigma projects.

### THE JOURNEY TO EXCELLENCE

Tim Porter - O'Grady, EdD, PhD, FAAN, will present, "The Journey to Excellence: Shared Governance & Nursing Practice for a New Age," on Tuesday, April 12, from 4 - 7 p.m. (registration begins at 3:30 p.m.) and Wednesday, April 13, from 9 a.m. - noon (registration begins at 8:30 a.m.), at the Mercy Education Center. This workshop is for Mercy nursing professionals and health care providers with an interest in shared decision making in the health care environment. For questions, call Rita Stackhouse, x-38762. Registration is required for this free event by calling the Mercy Nurse at 2-HEALTH. CEUs are available.

### EMPLOYEE DISABILITY RESOURCE GROUP

Impact 4U, the Employee Disability Resource Group, Education Services and Diversity Services are offering a program for all employees. "Disability Etiquette 101" will be offered Friday, April 15, from 12 - 1 p.m. in Beh Auditorium. Melissa Johannsen, Rehabilitation Counselor, Iowa Division of Vocational Rehabilitation Services, will present the program covering disability awareness, communication and sensitivity.

Feel free to bring your lunch. Register via e-mail at [education@mercydesmoines.org](mailto:education@mercydesmoines.org) or call x-35250.

### WALK AMERICA

March of Dimes will host Walk America on Saturday, May 7, at Raccoon River Park in West Des Moines. Registration begins at 8:30 a.m. Participants may either walk or run as an individual or team. Every participant needs a pledge form. If you are interested in becoming a member of the Mercy team, please contact Linda Wade, x-34910, or Gina Penn, x-36627.

# IMPACT

## TIDBITS

### HEALTH TRIP

Health Trip wraps up March 31. Make sure and get your March log sheet and your post survey to IMPACT 4U on W-2 by Monday, April 11, in order to earn your "I" Bucks.

### WHOLE GRAIN GAME

The "Whole Grain Game" wraps up on March 31. All log sheets are due by Monday, April 11. Make sure your pre- and post-surveys have been returned to IMPACT 4U.

### LIGHTEN UP IOWA CONTINUES

Team captains be sure and get your monthly logs to IMPACT 4U and to Lighten Up Iowa. Dieting Divas, Mercy Child Development Center, with Theresa Strain as captain, were the winners of the prize drawing in February. Every month IMPACT 4U will draw from among all teams reporting their activity for that month to IMPACT 4U.

### LIGHTEN UP IOWA AND IMPACT 4U SUPPORT

Support activities for Lighten up Iowa and IMPACT 4U continues on Thursday, March 31, with "Taking Exercise to the Next Level," to be held in the classroom on W-2 at noon. Everyone is welcome to attend.

### TAKE THE STAIRS DAY

Plan ahead for Take the Stairs Day on Friday, April 15. Everyone is invited to wear your Lighten Up Iowa T-shirt that day and take the stairs.

### HEALTH SCREENINGS

Mercy will be paying for a health screen for all Mercy employees this year. This is a wonderful benefit for all of us and we need to thank Administration for supporting all of us in our quest for improving our health. Watch for more information on dates, times, etc.

### "I" BUCKS WINNER

The winner of \$5 in "I" Bucks this week is Jill Sudak-Allison, Mercy Franklin, EAP. Call x-38800 to claim your prize.

## GALLUP EMPLOYEE ENGAGEMENT SURVEY

### APRIL 4 - 18, 2005

### MAKE THAT IMPORTANT CALL

1-800-335-5904

#### The Survey Questions:

- How satisfied are you with Mercy Medical Center-Des Moines as a place to work?
- Do I know what is expected of me at work?
- Do I have the materials and equipment I need to do my work right?
- Do I have the opportunity to do what I do best every day?
- In the last seven days, have I received recognition or praise for good work?
- Does my supervisor, or someone at work, seem to care about me as a person?
- Is there someone at work who encourages my development?
- At work, do my opinions seem to count?
- Does the mission/purpose of my company make me feel my job is important?
- Are my associates committed to doing quality work?

- Do I have a best friend at work?
- In the last six months, has someone at work talked with me about my progress?
- This last year, have I had opportunities at work to learn and grow?
- When I have to address an ethical issue, appropriate resources are available to me.
- My annual evaluation is completed in a timely fashion.
- It is clear to me that decisions within the organization are based on its mission and values.
- All of the people with whom I work, such as co-workers, managers, administration, and physicians treat me with respect.
- My team has made progress on the goals set during our Q12 IMPACT Planning session.

#### Answer Scale:

5 = **Extremely Satisfied/Strongly Agree**

1 = **Extremely Dissatisfied/Strongly Disagree**

Have your packet with you when you call as it includes your confidential pin number, a copy of the questions, and your manager's identifying code. Survey should take no longer than 15 minutes to complete. Packets will be distributed beginning April 4 when phone lines open.

## 2005 HEART WALK

Join the Mercy team by participating in this year's Greater Des Moines Heart Walk, scheduled for Saturday, April 16, at Living History Farms. Each participant on the Mercy team who raises \$20 or more will receive a commemorative Mercy T-shirt to wear during the walk.

Money raised is used for lifesaving medical research and education. The Iowa Heart Hospital at Mercy is a proud sponsor of this year's event. Sign up to become a walker today by calling Bev Gedden, Cardiac Rehab, x-38554.

## MARCH IS DIABETES ALERT MONTH

### Who's at RISK for Diabetes?

Your risk goes up as you get older, gain weight, or if you do not stay active regularly. Diabetes is more common in African Americans, Latinos, Native Americans, Asian Americans, and Pacific Islanders. Risk factors include:

- Having high blood pressure (above 140/90)
- Having a family history of diabetes
- Having diabetes during pregnancy or having a baby weighing more than nine pounds.

*If you have any of the above risk factors or questions about diabetes, call Mercy Diabetes Institute, x- 30850, and we will assess your risk for developing diabetes and answer your questions.*

## OUR SYMPATHY

**Jill Gregg**, Rehab Services, on the death of her grandmother.

**Lynne Garner**, Rehab Services, on the death of her grandmother.

**Sister Jeanine Salak**, Pastoral Care, on the death of her aunt.

**Priscilla Collins**, Medical Imaging, on the death of her mother.

**Luke Perrin**, MD, Mercy/Mayo, on the death of his grandfather.

**Christopher White**, MD, Mercy/Mayo, on the death of his mother-in-law.

**Kelly O'Neal**, Medical Imaging, on the death of her brother.

## CONGRATULATIONS TO...

**Stacy Anderson**, 7-South, and Aaron Dooley, on the birth of their son, Ethan James Vulcano Anderson. Ethan was born March 4 and is the first child for Stacy and Aaron.

**Maggie Nugent**, Subacute Rehab, and Jason, on the birth of their son, Thomas Steven Nugent. Thomas was born March 14 and is the first child for the Nugents.

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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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