

BULLETIN

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

VOL 05 ISSUE 7 | APRIL 8, 2005

HIPAA HIGHLIGHTS - TWO YEARS LATER

HIPAA SECURITY REGULATIONS EFFECTIVE APRIL 20, 2005

When HIPAA legislation came into effect in April 2003, there were three components: HIPAA privacy regulations, HIPAA regulations on the electronic data interchange for billing procedures (effective Oct. 2003), and HIPAA security regulations that will be effective April 20, 2005.

Prior to HIPAA, no generally accepted set of security standards existed in the health care industry. The HIPAA security rule contains standards that require the adoption of basic safeguards to protect electronic patient health information.

To meet HIPAA requirements for managing health information privacy and security, Catholic Health Initiatives (CHI) and Mercy have initiated 24 policies to ensure that technology resources are used in an appropriate and responsible manner. Some of these policies include: incorporating information security responsibilities into employee job descriptions, password management rules, workstation security, and requirements prohibiting users from attempting to compromise security measures.

All Mercy employees are required to complete the "IT HIPAA Course" on Healthstream by June 30, 2005. Please watch for more information from your managers as the new HIPAA security rules become effective. For further questions, contact Dennis Potter, ITS security coordinator, x-34046.

Penalties for breaking the HIPAA security rules include the following: maximum of ten years in jail and a \$250,000 fine for serious offenses for criminal penalties, maximum fine of \$25,000 per violation, and organization employee disciplinary actions including suspension or termination for serious violations.

Patient privacy has always been a top priority at Mercy Medical Center - Des Moines. All hospital staff – from our physicians to our payroll specialists – are dedicated to protecting our patients' privacy.

HIPAA is an acronym that stands for the Health Insurance Portability and Accountability Act of 1996. On April 14, 2003, hospitals throughout the United States became compliant with the new HIPAA privacy rule governing the use and disclosure of individually identifiable health information.

The new rules have touched every department, employee and contractor of this hospital and Mercy employees have been diligent in making sure the new regulations are being followed.

"Since the implementation of the new HIPAA privacy regulations in 2003, Mercy staff and physicians have been very aware of the regulations," said Pat McDermott, Mercy's compliance officer. "HIPAA continues to be a crucial component to all of our jobs and employees have shown the true Mercy spirit in following these regulations."

A BRUSH UP ON HIPAA

- If you, as a Mercy employee, are going to be admitted to the hospital and would like to receive visits from fellow co-workers, please let your co-workers know of your stay prior to being admitted. Before HIPAA, Mercy employees admitted to the hospital could be identified by a fellow co-worker. Now, co-workers cannot share that information with their peers unless the patient himself gives the "ok" to make his/her stay known. As a member of the Mercy Family, we want to show compassion and care to all staff members. If it is your desire to have guests, please inform co-workers of your stay.

- HIPAA does allow a verbal consent from the patient to release his/her information to family members/visitors.

- HIPAA allows for professional judgment of health care professionals. If the durable power of a patient requests health information, the health care professional can determine if this information is to be released based on his/her professional judgment.

- When faxing documents to Mercy departments, please use only the five-digit extension to ensure that all faxed materials containing patient information will stay inside the Mercy system. If you have a faxed number that is auto programmed, send a "dummy" fax first asking for the receiver to return the fax to make sure it gets to the appropriate destination.

If you have any questions regarding Mercy policies or HIPAA concerns, please contact Pat McDermott, Mercy compliance officer, x-34557.

INTERPRETATION SERVICES BRIDGES GAP OF COMMUNICATION

For Mercy Dietary employees Beth Williams and John Pagan, learning the latest information at a department staff meeting or discussing employee benefits with a representative from Human Resources is achieved with the help of Mercy Interpretation Services.

Both Beth and John are deaf; however, that has never stopped them from getting the resources they need to work at Mercy. Whenever clarification is needed between co-workers or mandatory employee information is needed to be communicated, a simple call from Dietary to Interpretation Services is made and an interpreter arrives to ease the communication between Beth, John, and their co-workers.

"We are here so everybody can speak their native language," said Interpreter Peggy Chicone. "English is a second language to many people and we help ease the flow of communication and clear up any misunderstandings."



(Pictured left to right) John Pagan and Beth Williams receive directions from their supervisor Rhonda Talton with the help of ASL interpreter, Peggy Chicone (pictured near right).

Look for more information on resources available through Interpretation Services in an upcoming *Bulletin*.



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.

1

People

2

Physician
Relationships

3

Quality

4

Information

5

Performance

6

Growth

WALK AMERICA AMBASSADOR CHILD SPENDS OVER FOUR MONTHS IN MERCY NICU

Clay Warner was born at Mercy on Jan. 1, 2001. His mother, Melissa Warner, was just 23 weeks pregnant. He weighed 1 pound 1 oz. and lived his first four months in Mercy's Neonatal Intensive Care Unit (NICU), most of which were on a ventilator.

When Clay was born, he was given a drug called Surfactant (whose research was funded by the March of Dimes) to open his lungs so that he could breathe. A few weeks into his life, he incurred a grade-four brain bleed which ultimately required him to have numerous major surgeries to replace the shunts in his brain. Between six and nine months, he was in and out of surgery every three to seven days and had a total of 19 surgeries.

Clay's mother, Melissa Warner, expresses her gratitude to Mercy for the care of her son. "We do not know why I developed pre-clampsia," said Melissa Warner. "And although we wish Clay did not have to go through all he did, we cannot express how fortunate we feel that we were in the hands of the staff at Mercy. The physicians and nurses quickly became not only our clinical team, but our advocates, confidants, friends and family. 'Where the Experts Are' goes for all the employees at Mercy who made a difference in our stay – from the doctor's who utilized their skills to care for Clay to the valet attendants who inquired about him daily."

At age four, Clay has cerebral palsy, a feeding tube and will always have two shunts in his brain. Clay has continued to defy all medical odds – to say he is a miracle is an understatement. He is the joy of his families life.



Join the Warner family as they walk for their son, Clay Warner, the Ambassador Child for March of Dimes' WalkAmerica on Saturday, May 7, at Raccoon River Park. To become a member of the Mercy team, contact Linda Wade, x-34910, or Gina Penn, x-36627.



SIX SIGMA UPDATE: THE TEAM'S RECOMMENDATIONS FOR IMPROVEMENT HAVE BEEN IMPLEMENTED, NOW WHAT?

A major difference between Six Sigma and other improvement methodologies is what happens after the team has completed its recommendations for improvement. For many other methodologies, this is the end of the improvement process.

In Six Sigma, the "Control Phase" of the DMAIC (Define, Measure, Analyze, Improve and Control) improvement cycle develops and implements action plans that assure the improvements are implemented and yield the planned improvements.

The team pictured to the right, led by Master Black Belt Jeff Jutting, worked to improve the process of collecting co-pays for outpatient services in several departments. If patients don't pay these co-pay charges when services are received, Mercy has to generate a bill to collect the co-pay that is required by our insurance.

The team identified key issues needing improvement to increase the frequency of collecting the co-pay at the time of service. They developed **Team Recommendations** – proven through pilots and trials – to improve these issues. A **Transition Plan** was developed to implement the recommendations. A **Control Plan** was then developed to make sure these improve-



(Pictured left to right) Back row: Jeff Jutting, Performance Improvement; Natalie Henderson, PR & Marketing; Carla Kauzlarich, Admitting; Teresa Garles, Ambulatory Surgery. Front row: Karen Hardy, Mercy Mayo; Rachel Baker, Admitting; Monica Clarkson, Medical Imaging; and Kristi Book, Riverside Rehab. (Not pictured): Ann Rice, Patient Accounts; Diana Evans, MCL; Tork Hook, Payor Contracting; Pat McDermott, Administration; Chris Christensen, Medical Imaging; Irene Bartlett, Rehabilitation Services; Lona Love, Admitting; and Jean Hanson, Pain Control Center.

ments were implemented consistently. **Monitoring** will continue for 12 months to make sure the improvements continue to work and, if not, will show what to do to get the process back on track.

Announcements



MANAGER APPOINTED

Congratulations to Becky Edmondson, MS, RD, LD, for being appointed to the position of Pediatric Subspecialty Clinic Manager.

NEW CYBERKNIFE COORDINATOR

Congratulations to Nicole Hedrick, RN, BSN, OCN, for being appointed to the position of CyberKnife Coordinator for Mercy's CyberKnife Center. Nicole was most recently Unit Coordinator for 8-South.



NEWS BRIEFS

EAST CONSTRUCTION WEBCAM

With the help of Alliance technologies, visitors, patients, and employees can see a new image every hour on the East Wing Addition construction via a Webcam. Visit www.mercydesmoines.org and click on the Webcam link on the homepage or you may also access the image by clicking on the Mercy Momentum link.

SATELLITE TELECONFERENCE

Mercy is helping sponsor a satellite teleconference on Wednesday, April 20, from 12:20 - 3:30 p.m. in Beh 2. The teleconference, "Living with Grief: Ethical Dilemmas at the End of Life," will be moderated by Cokie Roberts, ABC News, and will feature nine different health care professional panelists. CEUs are available. Registration is required. Contact Education Services, x-35250, or e-mail at education@mercydesmoines.org. For questions or more information, call Tina Collins, x-35223.

ADVENTURELAND TICKETS

Tickets will be on sale Monday-Friday, April 25-29. Cost for the Mercy tickets is \$15.50 each. Children three years and younger are admitted FREE. Employees may use their ticket for one day during the entire Adventureland season. Payment for tickets is required at the time of purchase and payroll deduction is not available. Make checks payable to Mercy Medical Center. All sales are final and based on a first come first served basis. Sale times will be published in future issues of the *Bulletin*.

SEVERE WEATHER PRESENTATION

Join Jason Parkin, meteorologist with KCCI-TV Channel 8, as he presents a one-hour workshop focusing on severe weather patterns and responses to weather threats. This free workshop is for all Mercy employees and their family members. Workshops will be presented on Tuesday, April 19, at 2 p.m.; Thursday, April 21, at 2 p.m.; and Friday, April 22, at 6 p.m. Contact Education Services, x-35246, or e-mail education@mercydesmoines.org to reserve your seat today.

PASTORAL CARE RECEIVES SPECIAL GIFT

The following is written on a description next to the carving below, now located in Pastoral Care.



This carving of, "The Suffering Servant," is given in honor of Chaplain, John Harrell, & Chaplain, Bob Cook, in deep appreciation for all of their great spiritual help. They have gone the second and third miles in their self-less, Christ-like, giving to us and our patients. They have truly been the Mercy light that never goes out.

Pastoral Care during overnights is alive and well! We hope you will adorn the Chapel or the Pastoral Care offices with this beautiful piece of sculpture.

This carving is by Stewart Schmidt and is carved from a limb of one of the trees that was removed to make way for the new East Wing Addition.

- ED, ICU, and CCU staff

TAKING CONTROL OF YOUR DIABETES CONFERENCE & HEALTH FAIR

Join local health care professionals and national diabetes experts on Saturday, May 7, at the Polk County Convention Complex for Taking Control of Your Diabetes (TCOYD). TCOYD is a national organization that makes stops at various cities worldwide, bringing diabetes education into the community for a one-day seminar. Dr. Anuj Bhargava, Iowa Diabetes & Endocrinology Center, is the conference co-director and has been instrumental in bringing TCOYD to Des Moines. To register, go online to www.tcoyd.org. You may also call 1-800-998-2693 to register. Early registration (postmarked before April 29) is \$20 per person or \$15 with two or more registering. Registration postmarked after April 29 is \$25 per person or \$20 with two or more registering. Financial aid and CEUs are available.

JEWELRY SALE

Come to Briar Cliff on Thursday, April 28, from 9 a.m. - 6 p.m., and Friday, April 29, from 7 a.m. - 4 p.m., for Mercy Auxiliary's Alter's Gem Jewelry sale.

MERCY WEST TO HOLD FERTILITY INTRODUCTORY SESSION

Couples struggling with infertility or a wide range of women's health care issues may benefit from NaProTECHNOLOGY offered by Creighton Model FertilityCare System. Private, individual instruction tailors this system to personal cycles. Plan to attend the introductory session on Tuesday, April 12, at 7 p.m. in the Conference Room of the Katzmann Breast Clinic at Mercy West. Cost for the session is \$35. You may also visit www.fertilitycare.org or call Julie Craven, BSN, CFCE, 270-5033, or Betty McGehe, ARNP, NFPNPI, FCPI, 961-8098, for more information or to register.

HEART WALK

There is still time to join the Mercy team for this year's walk, scheduled for Saturday, April 16. Call Bev Gedden, x-38554, to sign up. Donations are also being accepted.

APRIL IS ORGAN DONATION MONTH - POWER OF WORDS AFFECT DONATION

Words have the power to hurt and heal; to encourage or create despair; to promote understanding or contribute to misconception. That has never been truer than in dealing with the sensitive subject of organ, eye and tissue donation.

Last May, the Donor Family Council of the Association of Organ Procurement Organizations (AOPO) approved the use of new terminology about donation. They reasoned that avoiding words and phrases that cause concern among donor families and the general public will not only increase understanding, but acceptance of the donation process.

Although the word "harvest" has been widely used in the medical community for years, "recover" is a more appropriate word.

Words mean everything when a donor family is dealing with the shock and grief over the death of a loved one and words may make the critical difference when someone is trying to decide whether or not to become an organ, eye and tissue donor.

Are you a donor? Check your license or state ID card. If the organ donor box is checked, or a red heart appears under your photo, you are already a part of the LifeShare Donor Registry. If not, and you would like to become a donor, go to www.lifeshareregistry.org. You may also call 800-826-LIFE.

IN MEMORIAM OF POPE JOHN PAUL II



As the Mercy Family recognizes the legacy of Pope John Paul II, let us find renewed vigor for our healing ministry by turning to the very words of John Paul II: "As you courageously affirm and implement your moral obligation and social responsibility to help those who suffer, you are, individually and collectively, living out the parable of the Good Samaritan. . . . In the changing world of health care, it is up to you to ensure that this kindness and love of God our savior remains the heart and soul of Catholic health services" (1987 Address to the Catholic Health Care Ministry).

TIDBITS

HEALTH TRIP AND THE WHOLE GRAIN GAME

Both activities are now completed. All log sheets and pre- and post-surveys should be to IMPACT 4U by April 11.

LIGHTEN UP IOWA REACHES HALF-WAY MARK

Keep up the good work with Lighten Up Iowa. Captains, make sure to get your monthly information to Lighten Up Iowa as well as IMPACT 4U. Remember, we are competing with Iowa Health System this year.

LIGHTEN UP IOWA SUPPORT ACTIVITIES

Join us for "Vitamins, Minerals and Omega 3s" at noon in the classroom on W-2 on Thursday, April 14. On Thursday, April 21, Peggy Palmer Johnson, Social Services, will present "Caring for the Caregiver" at noon in the classroom on W-2.

TAKE THE STAIRS DAY

Wear your Lighten Up Iowa T-shirt and relieve the stress of tax day by taking the stairs on Friday, April 15.

HEALTH SCREENINGS FOR ALL EMPLOYEES

Health screenings will be offered for all employees free of charge again this year. This is a wonderful benefit and a great way to track your health progress. Call Mercy Nurse to schedule at Mercy Campus, Franklin, Capitol and Mercy West. To screen at any other location, call that clinic. Health screen dates and times are available on Mercy Net, Communities, and IMPACT 4U.

SAVE THE DATE

On May 19, Dave Vellinga, President & CEO, will be leading a walk around the "Mercy Mile." Wear your Lighten Up Iowa T-shirt and join in the fun. We would like to have a "mile" of walkers. Watch the Tidbits for more details.

"I" BUCKS WINNER

The winner of \$5 in "I" Bucks this week is Phyllis Longden, Medical Records, Mercy Capitol. Call x-38800 to claim your prize.

HIPPITY HOPPITY

Nearly 44 Easter baskets were created for the Third Annual Easter Basket contest at Mercy. Eighteen baskets were auctioned off in a silent auction while the others were given to patients in Pediatrics over the Easter weekend. A big thank you goes out to all departments participating in the contest and auction. Congratulations to the following:

Ages 3-5

1. Most Creative: Patient Accounts
 2. Best Theme: Sleep Center
 3. Most Useful/Practical: Capitol Dietary
- Best in Show: Patient Accounts - "Princess Toy Box"

Ages 6-8

1. Most Creative: Rehab
2. Best Theme: Patient Accounts
3. Most Useful/Practical: Tie between ET; Mercy North Peds

Ages 9-11

1. Most Creative: Wound Center
2. Best Theme: North/West Medical Imaging
3. Most Useful/Practical: Plant Operations

Ages 12-14

1. Most Creative: Mercy Home Services
2. Best Theme: Ambulatory Surgery
3. Most Useful/Practical: North/West Medical Imaging

Ages 15-17

1. Most Creative: Iowa Heart
2. Best Theme: North/West Medical Imaging
3. Most Useful/Practical: Performance Improvement



Jolene Vos, Child Life Specialist, presented 18-year-old Renee Zuck with an Easter basket from the contest.



3RD ANNUAL BREAST CANCER SYMPOSIUM

WEDNESDAY, APRIL 20, 2005

Mercy Cancer Center and the Katzmman Breast Center are proudly sponsoring the 3rd Annual Breast Cancer Symposium to be held on Wednesday, April 20.

This one-day seminar, designed to explore current treatments and issues involving breast cancer, will be held at the West Des Moines Marriott Hotel, 1250 Jordan Creek Parkway.

For more information and to register, please call the Mercy Cancer Center, x-38206, or Katzmman Breast Center, 222-7830.

Breast cancer survivors are encouraged to participate. All health care professionals and individuals interested in the care and treatment of patients following a diagnosis of breast cancer are welcome to attend.

There is a \$30 registration fee for the general public; \$50 for health care professionals with CEUs; \$100 for physicians. The fee includes tuition, materials, lunch and refreshments. Scholarships are available.

OUR SYMPATHY

Joann Burgett, House of Mercy, on the death of her mother.

Renee Hodgkins, Laboratory, on the death of her mother.

Martha Rhoades, Mercy Therapeutic Radiology Associates, on the death of her mother.

Becky Miner, Mercy Therapeutic Radiology Associates, on the death of her grandmother.

Marge Ward, Patient Accounts, on the death of her mother-in-law.

Jennifer Ludwick, CCU, on the death of her grandmother.

CONGRATULATIONS TO...

Jen Randall, Flex Team, and Jake, on the birth of their twin girls, Kiersten and Ciera. Kiersten and Ciera were born March 16 and are the first children for the Randalls.

Tracie Harrison, Home Hospice, and **Dr. David Harrison**, Mercy North, on the birth of their twins, Nicholas Paul, and Katherine Olivia. Nicholas and Katherine were born March 17 and are the first children for the Harrisons.

Beth Chapman, Mercy West Physical Therapy, and Rob, on the birth of their son, Thomas Jake. Thomas was born March 24 and is the first child for the Chapmans.

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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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