

BULLETIN

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

VOL 05 ISSUE 8 | APRIL 22, 2005

CELEBRATING NURSES AT MERCY

Our thanks to all members of the Mercy Nursing Team for your dedication and quality care that deserves our utmost praise and recognition. We salute your expertise, hardwork, and commitment to Mercy.

All members of the Mercy Nursing Team are encouraged to celebrate Nurses Week, Friday, May 6-Friday, May 13. Please turn to page three of the Bulletin, for a complete list of events.

TRUE SIGNS OF THE SPIRIT OF MERCY



Richard A. P. Sison and the men and women of the 447th Expeditionary Communications Squadron expressed their gratitude to Mercy employees for the packages sent to them during Operation Shamrock.

Through a *Mission on the Move* project held in late February, deployed soldiers from across the globe received care packages from Mercy employees. Following are just a few excerpts of the many thank you letters received. Thanks to all members of the Mercy Family that participated.

...I want to thank you so much for the boxes of goodies I received from Mercy. I shared the boxes with the other nurses in my barracks, and also took some of the items to the hospital to share with the patients.

I am working at US Military Hospital Kuwait, which is at Camp Arfijan. The people I am working with are great. Camp Arfijan is probably one of the best places that I could have been assigned

Again, thanks to everyone for the treats.

- Carol Hillman

Director, Mercy OR, left for Kuwait in November 2004

... I wanted to thank you on behalf of my unit on the two boxes you sent us here in Iraq. It was very nice for all of you at Mercy to donate. Our soldiers' favorite time of the day seems to be "mail time" because of donations like this. We have about 10 months left on our tour. We are doing well and hopefully the time will pass quickly and we can be home with our families soon. Thanks again for the goodies and please let everyone at Mercy know that we appreciate what they did.

- SFC Brad Erickson

... On behalf of the men and women of the 447th Expeditionary Communications Squadron, I would like to express my appreciation and gratitude for your benevolence. Your gift packages were more than generous and the troops will be enjoying your kind donations for weeks to come. It means a great deal to have organiza-

tions showing their support for what the men and women of the United States Air Force are doing.

- Richard A.P. Sison

Lt. Col, USAF Commander, 447th ECS

...Thank you very much for the care package. On behalf of the soldiers of Alpha Company and all of us here in the 463rd EN BN we appreciate the support and prayers.

- SGT. Forsgrean, Anders J.

...Thank you so much for your thoughtful care package. It was almost as if you knew me. I enjoyed all of the items and shared with my battle buddy. Although this is my first contact with Mercy, I feel that you folks are always doing good things.

- Stephen P. Dolson

... I would like to convey my most sincere gratitude toward your staff. I greatly appreciate the time and effort you spent on us. I would like to thank you for the work you do as well. We are both working to improve society. I like that you honor your heritage. My family roots come from Ireland and I would love to go their one day. Again, thank you so much for your support.

- Stephen Moreland

USMC

... On behalf of my daughter, Megan, I would like to thank Mercy Administration and the Sisters of Mercy for the wonderful box that was sent to her overseas. She is an active duty Lance Corporal in the USMC. She received her box and was overwhelmed with gratitude. She was very impressed with my employer and so am I.

- Linda Rogers, RN,

Mercy HomeCare



MARK YOUR CALENDAR

The next *Mission on the Move* service days will take place Friday, May 20, and Saturday, May 21.

Details regarding the specific projects and sign up procedure will follow next week.



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

PRESIDENT'S MESSAGE



Dave Vellinga
President & CEO

Being a part of the Mercy – Des Moines Family gives me reasons to be proud each day.

Our latest achievement, however, is especially significant due to a new Hospital Compare Web site initiated on April 1. Consumers now have the opportunity to view our outstanding performance results for the first time, empowering them with information to make educated decisions about where they receive their health care.

The federal Hospital Compare program, created by a partnership including AMA, CMS, JCAHO, and Centers for Medicare and Medicaid Services, rates hospitals' performances on 15 widely accepted quality measures for treating heart attack, heart failure and pneumonia. The survey allows consumers to compare local hospitals with each other, with other hospitals throughout the state, and with national standards.

I am very pleased to share that Mercy's performance in the areas of heart attack, heart failure, and pneumonia were nothing short of outstanding. We can all take great pride in the fact that Mercy met or exceeded national and state averages for best practice care in every category where Mercy data was available. This achievement pays tribute to the excellent skills of our physicians and to the dedication of all our clinical staff in exceeding patient expectations of quality care.

Mercy participated in this survey voluntarily because members of Mercy's leadership team and myself strongly believe that consumers should have input in the method of treatment they receive as well as the medical center where they receive their health care. Tools like Hospital Compare help Iowans when making health care decisions. I see these sites offering meaningful comparative data as a monumental step forward for improving quality and patient safety through consumer education and empowerment.

I encourage you to become familiar with the new tool by visiting Hospital Compare online at www.hospitalcompare.hhs.gov.

While we are elated with our present standing, it is also crucial that we continue to strive for ongoing enhancement of patient care. It is our goal to maintain or raise the bar even further. Today's patients are savvy consumers who research major decisions such as where to receive their health care. We want patients to choose Mercy because we are their best and preferred option.

I thank each of you for everything you have done, and will do in the future, to make Mercy one of the finest hospitals in the nation. Your hard work and dedication to the patients, families and communities we serve have not gone unnoticed.

Best wishes,

NEWS BRIEFS

SCHOLARSHIP PROGRAM OFFERED TO THOSE WITH AN INTEREST IN HEALTH CARE

The Iowa Hospital Association (IHA) has created a scholarship program designed to fill specific Iowa hospital workforce shortage needs. Scholarships of up to \$6,000 (\$3,000 per year for a maximum of two years) are available to help recruit students interested in a health care field to obtain scholarships to help cover costs of their health care education/training. In exchange for that support, the recipient must be willing to commit to working one year in an Iowa hospital for each year of scholarship award. For more information, contact Deb Bagnall, Education Services, x-38678.

EDUCATIONAL COURSE OFFERED ON BUDDHIST RELIGION

"Buddhist Religion as it Relates to Patient Care," will be offered to nurses, social workers, and all health care professionals who may work with Buddhist patients, on Thursday, May 5, from 12-1 p.m. in Beh 3. This program is designed to increase awareness of the Buddhist culture and how it impacts health care workers to promote excellence in health care. For questions, please contact Linda Anderson, x-34200, David Huhn, 201-9668, or Tomsie Smith, 201-8984.

SUMMER SCHOOL-AGE PROGRAM

Mercy Child Development Center (MCDC) is accepting registrations for the 2005 Summer School-Age Program. The program will run June 13 through Aug. 26, 2005. The curriculum includes arts and crafts, outdoor recreation activities, field trips, and swimming for children ages five through eight. Enrollment is filled on a first come first serve basis. Please call MCDC, x-39090, for more information.

COVER THE UNINSURED WEEK

According to www.covertheinsuredweek.org, 329,000 people do not have health insurance in Iowa. That is 11.3 percent of the population. Cover the Uninsured Week is May 1-8, 2005. Health Access Partnership (which includes Mercy Medical Center), Healthcare Coverage for Kids Coalition, and Iowa Covering Kids and Families, are sponsoring a town hall meeting to bring together advocates and stakeholders for a discussion about Iowa's uninsured and the response Polk County is taking to address the issue. The session will be on Monday, May 2, from 10 - 11 a.m. in the Medical Education Center at Des Moines University, located at 3200 Grand Avenue. For more information, contact Beth Jones, 242-6382.

Announcements

DR. GRAEVE RECOGNIZED BY HEALTHY POLK 2010

Dr. Janet Graeve has received the Healthy Polk 2010 award, which is given to individuals or groups in the community that show excellence in moving Healthy Polk 2010 initiatives forward. Dr. Graeve was nominated by the Healthy Polk Steering Committee to be recognized for the outstanding work she has done with the Trim Kids program. The Trim Kids program is designed to assist overweight children in achieving a healthy lifestyle and weight. Dr. Graeve has donated a great deal of time to this effort on a volunteer basis.



VALERIE STICKEL RECEIVES QUALITY AWARD

Valerie Stickel, RN, MS, MSCN, Mercy Ruan Neuroscience Center, was the winner of the Pfizer Quality of Care Award for the state of Iowa, which recognizes health care professionals who demonstrate respect for people and the community, integrity, a focus on patient care, and a commitment to making Iowa a better place. Valerie has been instrumental in developing the multiple sclerosis education group, which is the largest group of its kind in the state of Iowa and is involved with many community boards including the National Multiple Sclerosis Society and the Epilepsy Association of Iowa. Valerie was most recently recognized as the 2002 Volunteer of the Year by the Multiple Sclerosis Society and was featured as an "Unsung Hero" in the *Des Moines Business Record*.



100 GREAT IOWA NURSES

Congratulations to the following nurses for being named on the list of "100 Great Nurses of Iowa." This achievement recognizes outstanding nurses whose courage, competence, and commitment to patients and the nursing profession stands out above all others:

Mercy Medical Center-Des Moines recipients:

- Janis Adams, 9-North
- Kim Carlberg, CHF Clinic
- Jackie Frost-Kunnen, Administration
- Susan Johnson Brown, Iowa Heart Hospital at Mercy
- Ann Valdez, Birthing Center
- Deborah Willyard, CHF Clinic

Mercy Health Network recipients include:

- Dona Cleveland, Belmond Medical Center
- Rebecca Gluesing, Mercy Medical Center (MMC) - Clinton
- Margaret Kamalini Kumar, MMC-Clinton
- Joyce McDermott, MMC-Dubuque
- Eileen McSperrin, MMC-Dubuque
- Kathleen Schuster, Ringgold County Hospital
- Ruth Shaffer, Franklin General Hospital
- Kay Takes, MMC-Dubuque
- LeMetta Wynn, City of Clinton (formerly with MMC-Clinton)
- Fran Zichal, Central Community Hospital

NURSES WEEK EVENTS, MAY 6 - 13

In celebration of Nurses Week, we want to invite all members of the Mercy Nursing Team to attend and enjoy the following events that are in celebration of you! *Individual clinics will also recognize Nurses Week.*

Friday, May 6

- 11- 12:30 p.m. Magnet Question & Answer Session, Main 5 Classroom
Members of the Magnet Steering Committee will be available to answer questions.
- 2 p.m. Mercy College Graduation, Hoyt Sherman Place
- 4 - 5 p.m. Storytelling, Main 5 Classroom
Beh Auditorium will be transformed into a casual setting where people can gather, enjoy treats and share stories of their nursing experience. Come to meet people, share stories, or just to enjoy the company of your peers.

Saturday, May 7

- 1-2 p.m. Magnet Question & Answer Session, Main 6 Classroom
- 2-3 p.m. Storytelling, Main 6 Classroom

Sunday, May 8

- 1-3 a.m. Ice Cream Social - Briar Cliff
- 1:30 - 3:30 p.m. Ice Cream Social - Briar Cliff
- Ice cream will be distributed by supervisors at Capitol, Franklin, and Mercy Hospice

Monday, May 9

- 8-10 a.m. & 11a.m.-1 p.m. "Blessing of the Hands," Main 5 Classroom
Performed by Julie Shannon, Cardiac SI. Take a few moments to be appreciated for all you do. Your hands touch and bathe and are scrubbed endlessly as you care for patients. This special ceremony only takes 10 minutes.
- 10-11 a.m. & 3-4 p.m. Legal Documentation Update, Beh 1 and 2

Tuesday, May 10

- 8-10 a.m. & 2-3 p.m. "Blessing of the Hands," Main 7 Classroom
- 11a.m.-1 p.m. Magnet Question & Answer Session, Main 7 Classroom

- 2-3 p.m. Nursing Practice Council, Beh 1
- 2-5 p.m. Storytelling, Beh 2

Wednesday, May 11

- 8 a.m. - 4 p.m. Professional Nursing Fair, Beh 1 and 2/ Mercy Capitol McAuley Room
Drop by and gather information about organizations you may want to become part of in the future. You will also have the opportunity to talk with vendors about upcoming new products and receive samples as well as patient education materials.

Thursday, May 12

- 8-10 a.m. Storytelling, Main 5 Classroom
- 8-9:30 a.m. "Blessing of the Hands," Mercy Capitol
- 10 a.m. - 12 p.m. "Blessing of the Hands," Mercy Franklin
- 1-3 p.m. Magnet Question & Answer Session, Main 5 Classroom
- 3:30-4:30 p.m. Certification Tea, Beh 1 and 2
Jackie Frost-Kunnen, Senior Vice President of Patient Care Services and Chief Nursing Officer, invites individuals that hold a specialty certification to this tea.

Friday, May 13

- 7:45-8:45 a.m. Certification Tea, Beh 1 and 2



Members of the 7-North nursing team take time for a photo during Nurses Week 2004 events.

ENHANCED SERVICE FOR CHI MEDICAL PLAN CUSTOMER SERVICE TEAM

Beginning May 2005, the Catholic Health Initiatives (CHI) Medical Plan Customer Service Team's enhanced phone system will offer 24-hour access to member benefits and eligibility information.

By calling the toll-free CHI Medical Plan Customer Service number, 1-800-432-5586, you can learn the following:

- Status of a medical claim
- Dates of eligibility for you or a family member covered under the plan
- Deductible, copayment, coinsurance and coinsurance maximum or other benefit information

In addition to accessing information, you can also order the following:

- Additional ID cards
- Medical claim form
- Copy of a claims summary
- Certificate of creditable coverage

You can view your benefits online at www.wellmark.com through the Blue Connection package. At the end of April 2005, CHI members will receive a letter introducing the CHI Medical Plan Customer Service Team's enhanced phone system.

HEALTH SCREENS SCHEDULE

This is a benefit for all employees (full, part time, and prn). Spouses may screen for \$50. To register for the Central Campus, Mercy West, Mercy Capitol or Mercy Franklin, call the Mercy Nurse, x-38668. To register at any other location, call that specific location. Components of screenings include collection of physical data, body composition analysis, health risk appraisal and medical history, and a comprehensive blood profile.

Dates and locations

Mercy Central Campus

- April 28: Beh, 6-9:30 a.m.
- May 6: Beh, 6-9:30 a.m.
- May 18: Beh, 2:30 p.m.
- May 20: Beh, 6-9:30 a.m.
- May 24: Beh, 6-9:30 a.m.
- June 9: Beh, 6-9:30 a.m.
- June 10: Beh, 6-9:30 a.m.

Mercy West (ENT Clinic, Suite 230)

- April 29: 7-10 a.m.

Mercy South

- May 3: 7:30-9 a.m.

Bishop Drumm

- May 5: 7-8:30 a.m.

Mercy Franklin

- May 10: 7-9 a.m. @ gym

Mercy Riverside

- May 11: 8-9 a.m.

Mercy Crocker

- May 12: 7-8 a.m.

Mercy North

- May 13: 7-9:30 a.m. @ conference room
(call 643-8100 to register)

Mercy Capitol

- May 17: 6:20-10 a.m. @ Board Room

House of Mercy

- May 19: 7:30-9 a.m. @ Open Conference Room, 3rd floor

Mercy Indianola Jefferson

- May 25: 7-9 a.m.

Urbandale Clinic

- May 27: 7-8 a.m.

Family Medicine of Urbandale

- May 27: 8:20-9 a.m.

Mercy Johnston

- June 1: 7:15-8 a.m.; Arthritis, 8:30-9:30 a.m.

Mercy East

- June 3: 7:30-8:30 a.m.

Terrace Hill

- June 7: 7-8 a.m.

Please call Cardiac Prevention, x-74310, for further questions.

TEAM APPROACH TO HIRING

Beginning in May, Mercy Medical Center will introduce a new Team Interview process for departments interviewing and hiring employees for open positions. This process is based on the behavioral interviewing concept which uses techniques to identify individuals who “can do, will do, and will fit” the job. The basis of the team interview is having one or more staff members, along with the supervisor, interview the candidates using pre-determined questions that fit the core competencies identified for the job. These questions prompt interviewees to answer the questions with examples of past experience—determining how they will behave in the future.

Mercy Human Resources Department has been piloting this process with a few teams throughout the

organization. Susan Lathrop, R.N., CPNP, Family Health Coordinator, Developmental Follow-up Program said, “We found this behavioral, peeling the onion, process to be very helpful and the staff on the team are thrilled to be a part of this process. They take it very seriously and have done a wonderful job with it.”

Mercy hires 70 to 80 people per month to work for the organization. Team involvement is an important piece in the selection of a new hire. Brian Bowman, Employee Recruitment manager explains, “By having members of the staff help with the interviewing process we hope to find the best candidate for the job and improve retention.”

Additional information will be shared with department managers.

A BIG THANK YOU TO ALL MERCY VOLUNTEERS

Hope you had a chance to recognize our Mercy volunteers during Volunteer Recognition Week, April 17-23. Mercy volunteers are all around – in clinics, helping out when our Yucatan patients, caring for premature infants in NICU, delivering flowers, or helping nursing staff with clerical work. Mercy has a total of 362 volunteers that have given 30,640.5 hours this year alone.



Jim Neu, Mercy volunteer since 1992, and Laura Riggle, Mercy volunteer since 1990, are just two of the many dedicated volunteers at Mercy.

OUR SYMPATHY

Jackie Breese, CBO, on the death of her grandmother.

Jenny Slight, CBO, on the death of her niece.

Ann Gorden, CBO, on the death of her father-in-law.

Barb Nation, Rehab Services, on the death of her father.

Pam Davis, MCDC, on the death of her brother.

Marilyn McCarthy, Laboratory, on the death of her father.

Pamela Fisher, Mercy Home Hospice, on the death of her grandmother.

Jan Wilkinson, Mercy West Family Practice/Urgent Care Clinic, on the death of her mother.

Cynthia MacDougal, Rehab, on the death of her father-in-law.

CONGRATULATIONS TO...

Jenny Naylor, 3N, and Jeff, on the birth of their son, Gabriel Michael. Gabriel was born March 29 and has one sibling, Olivia, 3.

Lori Yanacheak, Pharmacy, and Michael, on the birth of their daughter, Rebecca Marie. Rebecca was born March 30 and has one sibling, Jacob, 2.

Kara Donley, Pediatrics, and Charles, on the birth of their daughter, Abigail Jo. Abigail was born April 6 and has two siblings, Grace, 4, and Carter, 2.

Joleen Kapsch, Wellness & Rehab, and Keith, on the birth of their son, Benjamin Keith. Benjamin was born April 8 and has three siblings, Adam, 7, Joey, 4, and Matthew, 23 months.

Katie Ireland, Flex Staffing, and Scott, on the birth of their daughter, Abigail Marie. Abigail was born April 12 and is the first child for the Irelands.

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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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