

BULLETIN

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

VOL 05 ISSUE 9 | MAY 6, 2005

CHI Celebrates 9 Years of Excellence!

Gracious God, in union with our sisters and brothers across the country we pray for your blessing upon the ministry we share in Catholic Health Initiatives.

– Taken from The Catholic Health Initiatives Prayer

BARIATRIC PROGRAM CELEBRATES TWO YEARS

The Mercy Center for Weight Reduction celebrated two years of providing bariatric surgery on Saturday, April 23, at the Holiday Inn Downtown. More than 120 people (80 of those patients) enjoyed dinner, music and a short comedy routine by patient Jodi Van Hoosen. Of all the patients in attendance, a combined weight of 7,695 pounds has been lost - that's more than three tons! Congratulations to the Center for Weight Reduction patients and their families for their amazing success.



Mary Daughenbaugh (second from left) with boyfriend Rene, and Dawn Hanson with husband Robert, enjoy the evening as they celebrate the bariatric program two-year anniversary.

MERCY CONTINUES LEGACY OF CARE TO THE UNINSURED

According to www.covertheuninsuredweek.org, 45 million Americans have no health insurance, including more than eight million children. Here in Iowa, 329,000 people are uninsured, meaning they are living day-to-day without needed care.

As a Catholic health care organization, Mercy is guided by the example of the Sisters of Mercy. Since 1893, Mercy has been proud of, and committed to, the Sisters of Mercy mission of serving the poor and underserved. Our tradition is to embrace and serve all people regardless of their ability to pay.

All uninsured customers at Mercy have the option to speak with a financial advisor and/or fill out a charity care request form. In 2004, Mercy provided an estimated \$2.6 million in charity care. In 2005, that number is expected to rise to an estimated \$5.7 million.

Mercy also partners with local organizations in various community initiatives and coalitions dedicated to helping the uninsured, including the Health Access Partnership Board and Health Care Coverage for Kids Coalition.

Ron Askland, coordinator, Children's Center at Mercy, is chair of the Health Care Coverage for Kids Coalition. This coalition represents individuals and organizations within Polk County who have come together with the mission to coordinate efforts to educate and assist Polk County families in securing and maintaining health care coverage for the uninsured and underinsured children.

"This coalition is important because we are able to provide outreach and enroll children who otherwise would not have health insurance. Currently, 78 percent of eligible kids are enrolled in health care programs," Askland said.

Mercy provides residential programs and services for women and children in crisis (House of Mercy), a child development center, a medical clinic, a dental clinic, an outreach program, and an outpatient chemical dependency program to help the uninsured.

MARJORIE'S STORY

Marjorie Pike is 61. She is a diabetic who has vascular disease, chronic heart failure, a degenerative



With the help of Joann Burgett, RN, and the doctors and staff at the House of Mercy Free Clinic, Marjorie Pike is able to receive needed medical attention.

deterioration of the spine – which causes chronic back pain – and is uninsured.

Marjorie is unemployed and she and her husband of 30 years cannot afford to place Marjorie on his employer's health insurance.

In November 2004, Marjorie was living her life with no diabetes medications and her health was beginning to deteriorate. She had been experiencing frequent episodes of black-outs. She knew she needed to seek help, but didn't know where to turn. That is when she approached Joann Burgett, RN, House of Mercy Free Clinic, who she knew from church.

Joann and the House of Mercy referred Marjorie to Dr. Ben Johnson at the Iowa Heart Hospital at Mercy. She underwent surgery and received an ICD implant in February 2004.

"I thank God everyday for the House of Mercy," Marjorie said. "A lot of people are in the same boat that I was in. I didn't know where to turn. I am so thankful to the doctors and nurses here at the House of Mercy."

Now Marjorie receives her diabetes medicine on a regular basis, schedules regular health care appointments, and has not had a black-out since her surgery.

Annually, the House of Mercy Free Clinic distributes, free of charge, \$660,000 worth of prescription medication to those in need, including Marjorie's diabetes medications.



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



Five Year Employees 2005

HONORING YOUR MANY YEARS OF DEDICATED SERVICE TO OUR HOSPITALS AND CLINICS.

Ahmann, Anne
Allen, Jo
Anderson, Jessica
Anderson, Kim
Anderson, Major
Angus, Richard
Barrett, Jean
Barrett, John
Bartley, Rozella
Bednarz, Lynette
Beidler, Sandra
Benitz, Gladis
Bergman, Paul
Bernal, Chree
Bingham, Shelly
Bitz, Jeffrey
Blaess, Andrew
Bockert, Thomas
Borchert, Lewis
Bridges, Donna
Bringleston, Theresa
Brown, Rodney
Brown, Theresa
Brummer, Stacey
Bunner, Elizabeth
Burg, Sara
Burke, Kimberly
Cain, Kelli
Cam, Kimberly
Cambron, Norma
Campbell, Jill
Carlson, Debra
Carrigan, Janet
Cheek, Rose
Chehati, Brenda
Christensen, Heather
Climpson, Pamela
Cordero, Paula
Cowden, Joni
Crewse, Virginia
Dahlberg, Heather
Daniel, Connie
Davidson, Julie
Davis, Jill
Davis, Mary
Davis, Sharon
De France, Patricia
Demarco, Patricia
Doan, Thuong
Donovan, Bette
Dotson, Jane
Douglas, Debra
Duitch, Jeffrey
Duitsman, Barbara
Edwards, Tammy
Elliott, Rita
Enger, Mary
Erichsen, Traci
Erickson, Deann
Essink, Kendra
Everly, Ellen
Faeth, Jennifer
Finnerty, Edward
Fitzgerald, Kathleen
Fonsi, Thursday
Fox, Renee
Friedman, Joanne

Frost, Robin
Galvan, Shirley
Gbara, Solomon
Geistler, James
Gillaspie, Sarah
Glenn, Carol
Gomez, Geri
Gordon, Jason
Gordon, Jody
Gottner, Bernard
Graesch, Raymond
Greenwell, Aaron
Greer, Charles
Grover, Rosemary
Gustason, Janelle
Gustofson, Dawn
Haglan-Lynch, Colleen
Hall, Lynn
Hanke, Lisa
Hansen, Hugh
Harlan, April
Harmening, Daron
Hauk, Joelle
Hayes, Carolyn
Hedrick, Nicole
Heimer, Dawn
Herring, Paul
Herron, Leyda
Hildreth, Sandra
Hoff, Tracey
Holdefer, Carolyn
Hook, Malinda
Howell, Kristine
Hrubes, Heidi
Hubbard, Shawna
Hutchins, Sandra
Inman, Anita
Jacobs, Billie
Jensen, Janine
Jewell, Terri
Jimenez, Jose
Jiron, Michelle
Johnson, Carl
Kacher, Dawn
Karsjens, Tiffany
Kauffman, Nichole
Keegel, Sharon
Kellner, Lauri
Kennedy Kurth, Erin
Kern, Christine
Kern, Lory
Kilker, Erika
Kinkade, Mary
Kirschbaum, Janet
Kluesner, Lorie
Klunder, Lindsey
Koch, T. Jean
La Fary, April
Laki, James
Landers, Joann
Lantz, Cristin
Lathrum, Kim
Leach, Lori
Leimer, Lisa
Lenhart, Katherine
Lewis, Kari
Lewis, Robert

Lindahl, G. Mark
Lockman, Catherine
Loughry, Donna
Lueder, Erica
Lundquist, Sheryl
Lundy, Julie
Lynch, Sheresha
Machamer, Angela
Malag, Maria
Mallory, Carla
Mangrich, Kristine
Matheny, Tiffany
Mc Cleary, Mary Jo
Mc Donald-Boyle, Sandra
Mc Pherson, Erin
McCarthy, Lindsay
McDougal, Tammy
Mehltretter, Noelle
Meinecke, Donna
Miedema, Felicia
Mitchell, Steven
Moore, Maggie
Morck, Darla
Morgan, Carrie
Mortensen, Luke
Moser, Vivian
Munden, Brenda
Murphy, Lynne
Murray, Jennifer
Murry, Heather
Myers, Saundra
Nadarevic, Romina
Neil, Kristina
Neville, Richard
Norris, Mark
Norris, Nancy
Novak, Ann
Olson, Lou
Oswalt, William
Pajic, Dula
Parker, Janice
Parsons Erickson, Karen
Peck, Craig
Peterson, Yvette
Pickerell, Janet
Pooch, Christa
Powell, Kari
Powell, Virginia
Price, Darlene
Probasco, Amber
Randall, Jennifer
Ransom, Brandi
Reese, Michelle
Reiff, Teri
Reinholdt, Deanna
Reis, Tracy
Rhoades, Susan
Rinehart, Jacqueline
Robertson, Lynne
Rosheim, Christine
Roum, Diane
Roush, Ted
Ruiz, Guillermina
Russell, Luann
Rutherford, Theresa
Safley, Jeffrey
Sandquist, Jean

Sandvig, Michelle
Savage, Sheila
Scheel, Nancy
Schlagel, Janaan
Selinger, Sarah
Shafer, Lynn
Shaffer, Jo Ann
Shepard, Jeffrey
Shobe, Sue
Sliva, Paul
Smith, Carol
Smith, Catherine
Smith, Laurette
Smith, Phillip
Smith, Susan
Smith, Thomas
Smoldt, Leeann
Sporrer, Kris
Steinfeldt, Krystal
Stevens, Mark
Stevens, Susan
Stewart, Sarah
Stock, Tammy
Stocker, Lindsey
Stocker, Marcy
Stoutenburg, Joyce
Stoutner, Amy
Stratton, Emily
Strickland, Lynda
Taber, Judy
Tegtmeier, Lisa
Thompson, Gayle
Thompson, Mallissa
Timmerman, Amy
Titus, Stephanie
Towels, Warren
Trease, Leasha
Tweedt, Richard
Tyler, Ilana
Uemura, Valerie
Underwood, Julia
Van Auken, Nichcole
Van Erdewyk, Susan
Vanderkwaak, Vicki
Vickery, Kimberly
Von Bon, Jeanine
Wallace, Catherine
Watts, Sherri
Weddingfeld, Michelle
Weliver, Nicole
Wendelboe, Marjorie
Wheeler, Lois
Whipple, Tiffany
Whyte, Teresa
Wiggs, Robert
Wile, Stephanie
Willer, Alayna
Williamson, George
Witt, William
Woody, Rosemary
Yates, Sheryl
Yochum, Mary

Please look for 10, 20, 25, 30, 35, and 40 year honorees in the next issue of the Bulletin.

GENEROUS DONATION TO PEDIATRIC PATIENTS

As part of a service-learning project, a group of Southeast Polk High School (SEP) students made and delivered blankets and hats to our patients in the Pediatric Unit. The cozy, fun gifts helped put a smile not only on the children's faces, but also on the faces of the SEP students. In November 2004, another group of SEP students donated their home-made blankets to the Yucatan patients at Mercy. We would like to thank the SEP students for their generous gifts and dedication to Mercy.



Students from a clothing class at Southeast Polk High School sewed blankets and hats for pediatric patients at Mercy.

INTERPRETATION SERVICES

THE FACTS:

- **LOCATION** – Level 1, near the West Elevators
- **PHONE** – (515)247-8255 (v) or 643-7446 (tty)

THE INTERPRETATION SERVICES TEAM:

- David Jones, Manager
- Staff of 22 interpreters (full and part-time)
- Full-time American Sign Language (ASL) interpreter (Mercy is the only hospital in Iowa with a full-time ASL interpreter on staff)
- Community Interpreter Training Coordinator

THE EXCELLENT SERVICES

Mercy Interpretation Services provides access to in-person and telephonic interpreters for 11 different languages including: Spanish, Bosnian, ASL, Vietnamese, and Arabic. Since 2001, Interpretation Services has provided free interpretation services to its patients, providers and employees; assistive equipment such as specialized sound monitors; translated signage, literature, medical forms, and informational sheets to reflect languages other than English; and offers cultural competency interpreting and outreach programs to health care providers and the community.

This past March, Interpretation Services initiated a 24-hour call system with Spanish interpreting staff, which provides enhanced access to interpreters over the weekend and evening hours.

DID YOU KNOW...

- In April 2005, interpreters provided services for more than 900 patients in 19 different languages, and involving a total of more than 1,300 hours.
- With the help of a grant from the Sisters of Mercy of the Americas, Mercy was able to replicate its Department of Interpretation Services at Mercy Medical Center–North Iowa.



Nada Anic provides Bosnian interpretation for a patient at Mercy.



SIX SIGMA PROJECTS GOING STRONG

**PROJECT TITLE: HOME MEDICAL EQUIPMENT:
IMPROVE DISCHARGE REFERRAL PROGRAM**

Six Sigma research showed that about 20.6 percent of Mercy patients need home medical equipment (HME). A large number of discharge referrals were being made to outside providers rather than Mercy Home Respiratory Care and Medical Supply (MHRCMS). This project focuses on evaluating the low number of discharge referrals to MHRCMS.

Through an analysis to help evaluate the low referral rates, the team developed the following recommendations:

- 1) Creation of a form to combine standardized patient qualification and improved physician ordering for home oxygen. Dr. Liu has approved this form to be presented at the Forms Committee in May.
- 2) A standardized referral procedure has been developed for HME items.
- 3) The Care Coordination department has developed the “Interdisciplinary Care Plan” to assist with discharge planning during the patient’s hospitalization.
- 4) An intake coordinator liaison from MHRCMS will be involved in discharge planning for patients requiring multiple HME items.

- 5) The team has also recommended development of improved marketing of MHRCMS services.
- 6) Education of all staff on changes in process.

Results:

Referrals to MHRCMS have increased by more than 200 percent with about \$58,000 in net revenue. This project has been a great example of Mercy departments improving patient care by working together as a team.



Back Row (L-R): Mike Barish, Process Owner; Cathy McDaniel; Peg O’Connor, Black Belt; and Jan Mackey. Front row (L to R), Patti Abram, Ann Marvelli, Candy Davey, and Carol Wynn. Not pictured: Sheryl Barnes, Project Champion.

LEARN ABOUT ISLAMIC RELIGION AS IT RELATES TO PATIENT CARE

This program, on May 18 from 12-1 p.m. in Beh 3, is intended to increase awareness of the Muslim culture, the understanding of differences and how it impacts health care workers. Social worker and nursing CEUs are available. For questions, call Linda Anderson, x-34200 and Sr. Jeanine Salak, x-73238.

HEALTHY OPPORTUNITY

The Mercy Center for Weight Reduction is hosting a Health & Wellness Resource Night on Tuesday, May 17, from 5-7 p.m. at Mercy Capitol (next to cafeteria). The event is free and open to the public. No registration is required.

MAY IS STROKE AWARENESS MONTH

The Ruan Neuroscience Center will be hosting a stroke prevention event Wednesday, May 25, in the cafeteria. Employees can get their blood pressures checked and find out more about stroke prevention. Look for more information in the next issue of the *Bulletin*.

JDRF WALK SUCCESS

Congratulations to more than 250 members of the Mercy JDRF Team for raising more than \$20,700 to support research for juvenile diabetes. Mercy employees, families, and friends made up 37 teams for the 2005 JDRF Walk to Cure Diabetes held in March.

STRETCH THOSE BIKE MUSCLES

This year, more than 1,000 Iowans will leave their car at home and ride their bikes to work on Friday, May 20, in recognition of “Bike to Work Week.”

“Riding your bike is not only useful for our environment, it also allows me to have a faster commute without all the traffic,” said Jared Kline, Mercy pharmacy technician, who rides his bike to Mercy everyday.

Begun in 2003, “Bike to Work Week” helps encourage people to consider bike commuting.

Register online at www.bikeiowa.com by 3 p.m. Thursday, May 19, to be eligible for prizes given away to registered participants. You may also call Jared Kline, 991-6080, with further questions.

On the Mercy campus, bike racks are located at the West entrance by the picnic tables and East ramp, on the orange level by the elevators.

IMPACT

WALK WITH DAVE VELLINGA, CEO

National Employee Health and Fitness Day is May 19. We will celebrate at Mercy by walking the "Mercy Mile" with our CEO, Dave Vellinga. Meet in the West Lobby at 10:55 a.m. to begin walking at 11. We are looking forward to bright, sunny, mild temperatures that day. Let's have a mile of walkers. Maps available on Mercy Net and will be sent via e-mail.

"RIDE YOUR BIKE TO WORK" WEEK, MAY 14-21

Watch for more information on this fun activity, such as shower availability and parking your bike.

HEALTH SCREENINGS

Have you signed up for your free health screen? Call the Mercy Nurse or your Mercy clinic to sign up. Check out Mercy Net for dates and times.

LIGHTEN UP IOWA CONTINUES

Lighten Up Iowa continues until June 8. Keep up the good work with your activity and weight loss. Captains need to submit team information to Lighten Up Iowa and to IMPACT 4U.

LIGHTEN UP IOWA LUNCH & LEARNS

"Coping with Emotions," presented by Peggy Palmer-Johnson on May 12 and "Leading a Balanced Life" on May 19 with Carol Throckmorton. Both Lunch and Learns are at noon in the classroom on W-2. Everyone is welcome.

"I" Bucks expire June 30.

The winner of \$5 in "I" Bucks this week is Susan Ruhnke, Iowa Heart Hospital. Call x-38800 to claim your prize

3RD ANNUAL BREAST CANCER SYMPOSIUM

The 3rd Annual Breast Cancer Symposium, an educational conference sponsored by Mercy Cancer Center and Katzmann Breast Center, was held on Wednesday April 20. Approximately 130 attendees participated in the event filled with educational speakers, as well as, informational exhibits.



A group of participants enjoy an educational seminar at the 3rd Annual Breast Cancer Symposium.



NATIONAL LAB WEEK

Employees from Mercy Clinical Laboratory (MCL) enjoyed games, treats, and various events as they celebrated National Lab Week the last week of April. Pictured are team members from MCL Billing, "Team Incredible," as they work on a game to unscramble letters into words through a microscope.



Gift House & Flowers
 20% off
 one time purchase on a single item
 offer expires 5/31/05.

OUR SYMPATHY

Shawna Barnett, CCU, on the death of her grandfather.

Karen Low, Capitol Administration, on the death of her mother.

Gail Reyhons, Patient Accounts, on the death of her mother-in-law.

Joe Hummel, M.D., Mercy/Mayo resident, on the death of his grandfather.

Laura Nunez, Patient Accounts, on the death of her daughter.

Donna Yergler, Networking, on the death of her niece.

Clint Christianson, Centerville, on the death of his father.

CONGRATULATIONS TO...

Michelle and David Herbst, Medical Center Anesthesiologists, on the birth of their son, Benjamin Walter. Benjamin was born April 14 and is the first child for the Herbstes.

Sara Plucar, MCDC, and Shawn, on the birth of their son, Tyson Nicholas. Tyson was born April 15 and has one sibling, Ashton, 5.

Darcie Curtis, Medical Records, and Terry, on the birth of their son, Nathaniel Terrence. Nathaniel was born April 17 and is the first child for the Curtises.

Michelle Cochran, Home Care, and Dale, on the birth of their son, Samuel. Samuel was born April 20 and has two siblings, Roni, 5, and Maddy, 2.

Deanne and Benjamin Moody, Children's ER, on the birth of their son, Isaiah Benjamin. Isaiah was born April 21 and has two siblings, Kathelina, 4, and Alana, 11 months.

LeeAnn Smoldt, Flex Team, and Curt, on the birth of their son, Jonathan Thomas. Jonathan was born April 25 and has four siblings, Sam, 4, Megan, 4, Kari, 13, and Kami, 16.

Elizabeth and Frank DiTomaso, Surgery, on the birth of their daughter, Olivia Frances. Olivia was born April 26 and is the first child for the DiTomasoes.

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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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