

# BULLETIN

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

VOL 05 ISSUE 10 | MAY 20, 2005



## SIX SIGMA HITS MAJOR MILESTONE!

The hard work of the Six Sigma performance improvement teams has resulted in a positive financial impact of more than \$1,000,000 as of earlier this month. These dollars come from workflow improvements that resulted in reductions in supply expenses and waste, and from improvements in payment collections processes.

*Congratulations to all involved.*

## MERCY CARDIOLOGIST RECEIVES PRESTIGIOUS AWARD

Thomas Becker, M.D., pediatric cardiologist, Iowa Heart Hospital at Mercy, was the recipient of the 2005 Sir Thomas Carreras Award given by Variety Children's Lifeline. Dr. Becker was recognized for his work with children from the Yucatan, Campeche and Merida, Mexico.

For the last five years, Dr. Becker has led a team in the evaluation and selection of 30 children per year to travel back to Des Moines for their needed heart surgery. This team includes a pediatric cardiologist, pediatric heart surgeon, and Mercy and Iowa Heart Center nursing staff. In the last 25 years, more than 700 Yucatan children have received their surgery through this program supported by Mercy, Variety of Iowa and Variety Children's Lifeline.

During these medical missions, Lifeline doctors share their knowledge with their medical colleagues in the correspondent country. A rich resource of medical knowledge and equipment remain in the developing country, and the mission creates an integrated cross-cultural medical relationship.

The Sir Thomas Carreras Award, established in 1986, recognizes those physicians whose dedication and skill in



*Pictured (left to right), Salah M. Hassanein, Chairman, Lifeline Board of Directors; Thomas Becker, M.D.; Jody Reynolds, Chairman of the Board, Variety International Board of Directors; and Rev. Caroline Boehnke-Becker, M.D. at the Variety International Convention in Vancouver, British Columbia.*

the field of pediatrics is exceptional. This award, honoring the name of Sir James Carreras who served Variety International with great distinction as one of its former world presidents, is presented annually to the physician who has done outstanding work in the field of pediatric medicine during the previous year.

### INSIDE THIS ISSUE

- President's Message .....PAGE 2
- 10 & 15 Year Employees ....PAGE 3
- Experts for a Day .....PAGE 4

## REVOLUTIONARY MEDICINE: IOWA'S ONLY CYBERKNIFE®



**NOW TUMORS HAVE NOWHERE TO HIDE.**



Mercy Medical Center and The Iowa Clinic, P.C., have combined their expertise with leading edge technology to offer Iowa's only flexible stereotactic radiosurgery system (SRS). CyberKnife® is the only SRS system that utilizes robotic technology combined with image-guidance to administer precision radiation treatments to previously inoperable tumors without the need for rigid patient restraints or undo patient discomfort.

CyberKnife® has completed more than 18 treatments since its go-live in early April. CyberKnife® Radiosurgery Center of Iowa is located within Mercy Therapeutic Radiology Associates (MTRA), in the Mercy Medical Plaza at 411 Laurel St., Suite C-100. For more information, talk with your doctor or call CyberKnife® Radiosurgery Center of Iowa at (515) 643-5340.

*Above is an image that will be used in marketing efforts for CyberKnife®.*



# 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

May is a month that honors many people, including our mothers and those serving in the Armed Forces. At Mercy, we also honor another crucial and highly regarded group of our Mercy Family that has my highest regard – our nurses and nursing assistants – during “National Nurses Week.”

Our dedicated nursing professionals reflect the compassion and excellence rooted in our heritage. Mercy foundress Sister Catherine McCauley wrote, “We should undertake our duties with great courage; for infinite is the love God nears to souls who repose in his protection.” I too believe that nurses and the selfless work they perform hold a special place in the eyes of God.

This year we honored nearly 2,000 exceptional Mercy nurses for their outstanding care of the patients we serve. These dedicated professionals put in many hours going the extra mile to provide our patients with the best care possible – not only providing excellent clinical care, but also exhibiting the warmth and personal caring so characteristic of Mercy nurses. Even when faced with times of increased patient volume, the ever-challenging nature of clinical practice, rapidly changing technology, and intensifying demands upon them, members of our nursing staff continue to exhibit grace under pressure – keeping the needs of our patients always first in their minds. For their talents, sophisticated expertise and caring manner we are ever grateful.

During Nurses Week, we also honored our nurses who were named to 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.

Recipients from Mercy Medical Center-Des Moines were: Janis Adams, 9-North; Kim Carlberg, CHF Clinic; Jackie Frost-Kunnen, Administration; Susan Johnson Brown, Iowa Heart Hospital at Mercy Medical Center; Ann Valdez, Birthing Center; and Deborah Willyard, CHF Clinic.

Each of these individuals performs their respective roles with exceptional skills, professionalism and compassion for those we serve. They are shining examples of nursing at its best and deserve our gratitude for their leadership.

In the coming months, you will see and hear more about “Our Amazing Journey,” which is part of our initiative to become a Magnet Hospital. One aspect of this journey includes Nursing Shared Governance, whose structure allows and supports nurses to guide, direct and be actively involved in decisions about nursing practice and patient care. The Nursing Shared Governance structure is made of councils that are meeting regularly to make decisions based on research and evidence-based practices for our patient care environment. The care we deliver requires the sophisticated expertise of a talented team, and we feel incredibly fortunate to partner with such distinguished nursing colleagues in this endeavor.

While we honor our nursing professionals during May, let us not forget this month also marks the celebration of “National Hospital Week.” Each of you provides a distinct service in your role at Mercy, and each of you contributes immensely to the quality of our patient care and Mission. On behalf of the leadership team and the Sisters of Mercy, I am honored to thank you for sharing your extraordinary gifts with the Mercy Family, and with the patients, families and communities we serve. As Sister Catherine McCauley often closed her writings, “May God preserve and bless you all.”

Best wishes,

## NEWS BRIEFS

### SPECIAL CELEBRATION FOR CANCER SURVIVORS

Come out to Adventureland Park on Sunday, June 5, from 10 a.m. to 10 p.m. for a special day honoring cancer survivors. Admission will be covered for each cancer survivor and up to three family members or friends. There will be a picnic at 4 p.m. in the park. Watch for signage around the park for exact location. You must call ahead and reserve tickets for this event by Friday, June 3. Tickets will not be available the day of the event for those who have not called ahead to reserve. Call the Mercy Cancer Center, x-38206, to reserve your tickets.

### MERCY DEPENDENTS RECEIVE SUMMER TUITION DISCOUNT

Mercy employees' whose dependents are interested in starting or continuing their college education while home for the summer are eligible to receive a 75 percent discount off tuition to specific courses within the Division of Liberal Arts and Sciences at Mercy College. There is no limit on the number of eligible dependents who may qualify. To be eligible, employees of the

interested dependent will have been employed by Mercy for at least six months prior to the start of the applicable class. For more information, contact Emily Holliday, HR coordinator, Mercy College, x-36640.

### CALLING ALL PHOTOGRAPHERS

Time is fast approaching for submission of pictures for the Third Annual Mercy Calendar Photo Contest. Photographs should visually demonstrate the Mercy Values of Reverence, Integrity, Compassion and Excellence. Health care photos are an option, but not required. Entries will be received from June 1 through July 15. Entries must be horizontal (landscape) prints and can be 4 x 6, 5 x 7, or 8 x 10. Vertical photographs will be automatically disqualified. Entry materials and rules are available in Pastoral Care, Main 2, or in Public Relations, A-Level, across from McDonald's. Night shift employees can obtain materials and hand-in entries with the night safety officer located inside the Emergency Department. For more information contact Pastoral Care, x-73238.

# ORGAN DONATION COLLABORATIVE IN FULL FORCE

In September 2004 Mercy joined with the Department of Health and Human Services, organ procurement organizations, and 200 hospitals nationally to increase organ donation rates through the National Organ Donation Breakthrough Collaborative. The goals of the collaborative include increasing the average conversion rate of eligible donors, increasing donations and increasing the number of transplantations.

Since the collaborative was initiated nationally in 2002, there has been a 19 percent increase in organ donation across the country. At Mercy we have almost 50 patients awaiting a kidney or kidney/pancreas transplant. In the state of Iowa there are more than 300 patients awaiting various organ transplants.

The most recent data has shown Mercy has a 100 percent referral rate, 100 percent approach rate, 50 percent consent rate, and 50 percent donation rate, which is an increase since Mercy joined the collaborative.

Mercy's collaborative home team is implementing many best practices that have been proven effective at hospitals that have the highest consent rates nationwide.



Timothy Kuhn (far right) with his family, including his father, Phil Kuhn, (third to the left). Phil Kuhn received his first kidney from his sister in 1993 and his second from his son, Timothy, in 2004.

The Spirit of Mercy has been evident through the hard work of Mercy physicians and staff to ensure that all families are given the life-changing opportunity for organ donation.

## WELLNESS NEWS

Congratulations to the winners from the 50 Ways to Wellness promotion:

- Mary Jane Hopkins – Gift Certificate to New City Market
- Willie Oswalt – Heart Rate Monitor
- Randall Lynch – Barnes and Noble Gift Certificate
- Lorraine Schaffer-Underwood – Stress Relief Basket

SilverSneakers® – a new class for older adults (65 +) – will start June 1 in the Wellness Center gym on Wednesdays and Fridays from 1 - 1:45 p.m. Have fun and move to the music through a variety of exercises designed to increase muscular strength, range of movement and activity for daily living skills. Hand held weights, elastic tubing with handles and a ball are offered for resistance. A chair is used for seated and/or standing support. Wellness Center membership is required to participate. For more information, please call x -73066, press 6.

## 10 & 15 Year Employees 2005

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

### 10 Year Honorees

Alleman, Sarah  
Anderson, Karen  
Aubrey, Robert  
Ayers, Letitia  
Bair, Gail  
Barrett, Jody  
Bartsch, Bette  
Beardsley, Jennifer  
Best, Anita  
Birkey, Lowell  
Blount, Susan  
Bodkins, Julie  
Bollhoefer, Claudia  
Breitenkamp, Jan  
Brock, Jeffery  
Brown, Faye  
Busby, Linda  
Carico, Judy  
Carra, Anthony  
Carra, Janice  
Cooley, Linda  
Cresta, Mary  
Cummings, Denise  
De Fino, Clara  
Denniston, Shannon  
Devnich, Kevin  
Diaz, Marilyn  
Domazet, Edina  
Downey, Lydelia  
Duoblys, Susan  
Evans, Rachel  
Finnemore, Mary  
Garrett, Karen  
Gebhart, Cheryl  
Guevara, Patricia  
Haines, Susan  
Hanson, Elizabeth  
Harbert, Joanne  
Hilsabeck, Tracy  
Hines, Dana  
Hoch, Anita  
Hoffman, Timothy  
Hoover, Lee  
Huebner, Vicki  
Huen, Chante  
Huffman, Timothy  
Hup, Jean  
Hutchison, Susan  
Hutton, Jean

Imsirovic, Suvada  
Ingram, Thomas  
Johnson, Cynthia  
Jones, Alonzo  
Jones, Jody  
Joyce, Kathleen  
Junod, Patricia  
Jury, Kelli  
Kapsch, Joleen  
Kempf, Kristine  
Kindred, Sara  
Klosterman, Angela  
Kottke, Brett  
Land, Rachel  
Lau, Teresa  
Le, Jack  
Lewis, Gail  
Luong, Canh  
Marquardt, Valerie  
Mc Conville, Leah  
Meckley, Judith  
Mielk, Cathy  
Milligan, Janet  
Mitchell, Kara  
Mooers, Tamara  
Moore, Beverly  
Mullin, Rosemary  
Murrane, Mary  
Nelson, Jeanette  
Nelson, Tamara  
Neunsinger, Thomas  
Nguyen, Phuong  
Nguyen, Yen  
Nichols, Sandra  
Nowels, Kelly  
Oakley, Carmella  
Olander, Mary  
Pals, Kelli  
Peckham, Terri  
Peterson, Carol  
Pezolt, Adela  
Pingel, Tammy  
Price, George  
Pullin, Judy  
Recapuna, Belen  
Rees, Sheila  
Richards, Ardith  
Rigley, Karen  
Riley, Gemmaline  
Rounds, Taylor  
Salter, Marilyn

Sanburg, Tracy  
Sanchez, Stephanie  
Sandfort, Gretchen  
Scheidegger, Amy  
Schuck, Sandra  
Seiler, Karla  
Seymour, Sheri  
Shaeffer, Kathy  
Siriwardena, Susan  
Skretta, Dorothy  
Slifka, Kimberly  
Smith, Dale  
Smoldt, Alison  
Smothers, Todd

Walker, Kelly  
Warner, Julie  
Watson, Mary  
Wehrle, Scott  
Weldon, Julie  
Wheeler, Raynee  
Windsor, Lolita  
Ziesman, Melissa

### 15 Year Honorees

Albertson, Susan  
Anderson, Joan  
Anderson, Jody

Cook, Robert  
Currie, Julie  
Czerwinski, Krystyna  
Danford, Kenna  
De Lanoit, Nancy  
Deaton, Patricia  
Deneff Mehlhop, Deborah  
Erickson, Cynthia  
Erickson, Tonia  
Farrell, Kristin  
Felton, Vicki  
Frost, Carolyn  
Gardner, Lynn  
Gatewood, Michelle  
Glasford, Linda  
Greenlee, Dale  
Groeneveld, Marilyn  
Hall, Kimela  
Hanson, Kimberly  
Hardy, Sally  
Harger, Wendy  
Harwood, Sherry  
Henry, Marie  
Hermann, Patricia  
Hibben, Elizabeth  
Higgins, Joyce  
Hillman, Carol  
Hirsch, Renee  
Jacobs, Marcella  
Jessen, Tracy  
Johnson, Brenda  
Keifer, Joan  
King, Julie  
Kinkaid, Delores  
Kinney, Judy  
La Velle, Michael  
Larsen, Carla  
Le, No  
Lewis, Jerry  
Lundstrom, Merry  
Mairs, Chane  
Manwiller, Scott  
Masters, Pete  
Masterson, George  
Matteson, Joy  
Mc Carl, Julia  
Mc Manus, Joe  
Mc Murray, Kathy  
Mensching, Robbin  
Most, Mistelle  
Moylan, Ann

Myers, Diana  
Nece, Esther  
Nichols, Stephen  
Noonen, Kristine  
Ohge, Robert  
Owen, Jennifer  
Parker, Anne  
Parker, Janine  
Peterson, Lorraine  
Pham, Thong  
Phillips, Charlotte  
Phippen, Julie  
Pierce, Margaret  
Pirkle, Lynn  
Potratz, Patricia  
Puetz, Michael  
Ragan, Patricia  
Rhoades, Martha  
Rice, Ann  
Rice, Ellie  
Roerig, Leigh  
Roethler, Mary  
Schmidt, Kathryn  
Schnell, Paula  
Shaw, Susan  
Sinn, Elizabeth  
Smith, Beulah  
Snider, Marlene  
Steffen, Linda  
Taylor, Rhonda  
Thomas, Mike  
Thompson, Julie Renee  
Tolson, Robert  
Tremmel, Nancy  
Vajgrt, Sue  
Van Ginkel, E. Renee  
Van Weelden, Angela  
Vaquerano, Oscar  
Vasquez, Betty  
Von Ebers, Jill  
Wagner, Mary  
Ward, Margery  
Webster, Melissa  
Westmeyer, Wendy  
Williamson, Amy  
Wilson, Bill  
Yost, Julianne



A group of Mercy employees enjoy a lunch in their honor for years of service.

Spray, Thomas  
Stevens, Stacy  
Strain, Theresa  
Stringer, Colleen  
Summers, Mary  
Surber, Feby  
Swain, Roberta  
Timmins, Jody  
Toller, Rebecca  
Tran, Nguyen  
Truong, David  
Vance, Michele  
Vanderkamp, Angie  
Wadden, Sarah  
Waggoner, Paul  
Walker, Kasey

Anderson II, Gordon  
Aringdale, Susan  
Aspengren-Alexa, Monika  
Baase, Marlea  
Barnett, Shawna  
Baumgarten, Debbie  
Bequeaith, Dixie  
Blanshan, Mary Lou  
Boylan, Connie  
Braband, Barbara  
Brandt, Teresa  
Carr, Donna  
Chase, Avril  
Christakos, Helen  
Clyce, Onata  
Collins, Tina

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

# IMPACT

## IT'S NOT TOO LATE TO SIGN UP FOR YOUR FREE HEALTH SCREENING

Free health screenings will be offered until Friday, June 10. Screening locations are available at Central Campus and at various clinic locations. For specific dates and locations, log onto the MercyNet, click IMPACT 4U, and Communities or call the Mercy Nurse, x-32584.

## SPORTS AND LEISURE SERIES CONTINUES

Mark your calendar and plan to attend the following Lunch and Learns provided by your friends and peers at Mercy:

- "Gardening" presented by Cheryl Fulton, Purchasing, on Tuesday, May 24, from noon to 12:30 p.m in Beh 3.
- "Camping and Backpacking," presented by Jim Green and Roger Wilson, IT, on Wednesday, June 8, from noon to 12:30 p.m. in Beh 3.
- "Fishing," presented by Chris Williams, Facilities and Support Services, and Josh Stolpe, Cardiac Rehab, on Tuesday, June 21, from noon to 12:30 p.m. in Beh 3.

Watch for more sports and leisure activities this Fall. If you are involved in a leisure activity that you would like to share, please send an e-mail to [IMPACT4U@mercy-desmoines.org](mailto:IMPACT4U@mercy-desmoines.org) or call the hotline at x-38800.

## LIGHTEN UP IOWA ENDS JUNE 8

Team captains please make sure to get your team information to Lighten Up Iowa and to IMPACT 4U. The winning team will be featured in the *Bulletin*. As soon as we have information about the Mercy and Iowa Health System competition we will share it with you.

## WOW 4U

"IMPACT 4U" becomes "Working On Wellness 4U" (WOW 4U) on July 1. Beginning July 1, WOW 4U Bucks will become available. Spend your "I" Bucks now as the current ones will expire June 30, 2005.

## WINNER ANNOUNCED

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

# MERCY CHILD DEVELOPMENT CENTER CHILDREN WERE MERCY EXPERTS FOR A DAY

"I liked seeing the magnet by the machine (MRI)."

– **Marcus Rosenbeck, 5**  
Mom – **Kristen, Rehab**

"My favorite part was when I layed down in the ambulance." – **Joe Briddle, 5**

Mom – **Beth Briddle, Mercy College**

"My favorite part was going to old McDonald's."

– **Brian Foster, 5**  
Dad – **Ernie Foster, IT dept.**



On a tour of the Pediatrics Unit, Medical Imaging, Mercy Ambulance, and Mercy One, 46 Mercy Child Development Center (MCDC) kids had the opportunity to experience what it was like to have a cast on their finger, find out what an X-ray is all about, learn about bike safety, and play with medical equipment.

## FREE STROKE SCREENINGS TO BE OFFERED

Every 45 seconds, someone in America has a stroke. It is the leading cause of severe, long-term disability.

Valerie Stickel, RN, coordinator of the Mercy Ruan Neuroscience Center, and Michael Jacoby, M.D., a stroke specialist at the Ruan Neurology Clinic, educate patients about what they can do to prevent stroke and the treatments available if they have a stroke. To promote Stroke Awareness Month, they are offering a free screening for

employees and guests of Mercy on Wednesday, May 25, from 10 a.m. - 1:30 p.m., in the Marketplace & Grille. Participants will learn how to prevent a stroke, how to recognize the risk factors, the symptoms of a stroke, and what to do in the event of a stroke. Everyone will receive a blood pressure check, personal consultation and a risk assessment form to keep and share with their family physician. No registration is required.

## OUR SYMPATHY

**Mary Dunham**, Home Health, on the death of her sister-in-law.

**Lisa Storey**, Dietary, 9-South and Peds, on the death of her grandmother.

**Pam Climpson**, Medical Staff, on the death of her nephew.

**Kathy Estling**, Wound Care Services, on the death of her mother-in-law.

**Laurie Adams**, Home Care, on the death of her father-in-law.

**Nancy Lindaman**, Home Care, on the death of her father-in-law.

**Virginia Riley**, PDC, on the death of her aunt.

**Chris Fausch**, MCL West, on the death of her mother-in-law.

## CONGRATULATIONS TO...

**Stephanie Wagler**, Flex, and Justin, on the birth of their daughter, Sophia. Sophia was born April 26 and has one sibling, Emma, 2.

**Cristina Carlson**, Cardiac SICU, and Tyler Holtorf, on the birth of their son, Trevor Jon. Trevor was born April 29 and is the first child for Cristina and Tyler.

**Reagan Barry**, Mercy West, and Benjamin, on the birth of their son, Jackson Benjamin. Jackson was born April 29 and is the first child for the Barrys.

**Misty Al-Bakri**, Cytology Lab, and Basim, on the birth of their son, Yousef. Yousef was born May 2 and has two siblings, Mohammed, 22 months, and Ashley, 14.

**Brian Gebhart, D.O.**, Surgery resident, and Tori on the birth of their daughter, Avery Olivia. Avery was born May 4 and is the first child for the Gebharts.

**Ellen Sanchez**, 9N Central Telemetry, and Apolinar, on the birth of their daughter, Abagayle Grace. Abagayle was born May 4 and has two siblings, Javier, 4, and Isabella, 2.

## BULLETIN

VOL 05 ISSUE 10 | MAY 20, 2005

The Mercy *Bulletin* is published bi-weekly for employees and friends of Mercy Medical Center, 1111 6th Ave., Des Moines, Iowa 50314-2611.

### Editorial staff

Natalie Henderson ..... Editor  
Heather Hyatt.....Designer  
Lisa Crandall .....Contributor  
Gregg Lagan .....Contributor  
Amy Baker .....Contributor  
Daphne Christensen .....Contributor  
Sarah Todd .....Contributor  
Laura Vanden Bosch .....Director

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.

  
**Mercy**  
MEDICAL CENTER  
DES MOINES

A member of Mercy Health Network

1111 6th Ave. • Des Moines, IA 50314-2611  
[www.mercydesmoines.org](http://www.mercydesmoines.org)

Nonprofit Org.  
U.S. Postage  
PAID  
Des Moines, IA  
Permit N0. 4111