

BULLETIN

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

VOL 05 ISSUE 11 | JUNE 3, 2005

MERCY JOINS LOCAL HOSPITAL, COMMITS TO BEING 100% TOBACCO-FREE IN 2006

Q: When does the tobacco-free policy go into effect?

A: July 1, 2006

Q: What does campus-wide tobacco-free mean?

A: That means that there will be no use of tobacco on property owned or leased by Mercy Medical Center – Des Moines. This will include employees, volunteers, physicians, contractors, visitors and patients.

Q: Why now?

A: We know from Centers for Disease Control (CDC) data that one in five deaths are related to tobacco. Every day, we see the harmful effects of tobacco use in our patients. As a health care provider, it is important to model healthy behaviors and eliminate “triggers” – like smoking areas – that make smoking cessation difficult. To maintain these areas is to give approval of tobacco use, which is not the message we want to send.

Q: How will the policy be enforced?

A: The policy is still being developed, but will be enforced under the same guidelines as other organizational policies. Once the policy is approved, employees will have ample time to study it and ask questions.

Q: What kind of support is Mercy offering to employees who use tobacco?

A: We are considering alternatives such as free smoking cessation classes and vouchers for nicotine replacement therapies. More information will be shared as these plans are finalized.

Q: What will Mercy do to inform patients and visitors of this new policy?

A: Signage, education materials near every entrance, internal promotion, advertising, websites, job postings and media coverage will be used to educate employees and the public about our new policy.

Employees, physicians, volunteers, patients and visitors have one year to prepare for the implementation of a new tobacco-free policy. Effective July 1, 2006, the new policy will prohibit tobacco use on property owned or leased by Mercy Medical Center – Des Moines, including all buildings, vehicles, walkways and parking lots.

The goal of this initiative is to provide an environment that is healthy for those who visit and work at our facilities. As a health care leader in our community, we are obligated to not only treat disease but to promote the prevention of illness. By announcing it now, we have the opportunity to have 13 months to plan, educate and implement.

Dave Vellinga, President & CEO, says, “The health risks associated with smoking are becoming increasingly more apparent and are gaining more public attention. As a health-promoting organization we should lead by example. We appreciate that this policy will be difficult and for

this reason the hospital will do all it can to support our physicians, employees, patients and visitors.”

Mercy Medical Center is not alone in this effort. Iowa Health System – Des Moines is also participating in this project and will implement a tobacco-free policy simultaneously. Broadlawns Medical Center is also considering joining us in establishing a tobacco-free campus.

Robyn Wilkinson, Senior Vice President, Chief Human Resources Officer, explains, “We have developed a task force of employees from both hospitals who have been participating in the planning process since February. They have given valuable feedback to ensure we meet the needs of our patients and employees leading up to and during the implementation of a tobacco-free environment.”

Look for more information in the future as smoking cessation programs begin and policies are finalized.

MISSION ON THE MOVE



Mission on the Move volunteers were not afraid to get in the dirt and help enhance the landscape around the John R. Grubb YMCA.

Mercy volunteers put on their green Mission on the Move T-shirts and got out the gardening tools and paint to enhance the environment of the John R. Grubb YMCA, located at 1611 11th Street. The Wellness Center, which serves families residing in our Mercy neighborhood, received a fresh coat of paint around the entire track and a new blue stripe in the fitness area. While outside, volunteers worked on enhancing the landscaping by planting bushes and putting tree rings with mulch



Joan McCleish, Mercy College, and her son, Steven help paint the Wellness Center located in the John R. Grubb YMCA facility.

around 25 trees. Thanks to all the volunteers who donated their time for this Mission on the Move project.

“Mercy did an unbelievable job,” said Winston Spencer, Jr., executive director, John R. Grubb YMCA. “Our building is beautiful and we are extremely pleased.”

“The Mercy volunteers were always looking to do more,” said Kaleb Cooper, assistant director, John R. Grubb YMCA. “We showed them what to do and they accomplished everything with very little assistance.”



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

Announcements

NEW BLACK BELTS ANNOUNCED



Craig Ruhl



Kelly Roberts

Mercy would like to welcome new Black Belts, Craig Ruhl and Kelly Roberts, to the Six Sigma Team. Craig Ruhl comes to Mercy from Maytag where he has been doing process improvement work for the past five years. Kelly comes to Mercy from Nydic Open MRI of America in West Des Moines where he was most recently general manager. Please welcome Craig and Kelly to the Mercy Family.

CCU DIRECTOR NAMED



Congratulations to Beverly Derby for being selected as the new CCU Director. Beverly has been a CCU Unit Manager for nearly nine years. Please welcome Beverly to her new role.

CARDIAC SURGERY CERTIFICATION ACHIEVEMENT

Congratulations to Julie Shannon, RN, BSN, CCRN, CNS, who received her Cardiac Surgery Certification from the American Association of Critical Care Nurses Certification Board. Julie is the first RN at Mercy to meet the requirements and pass the subspecialty exam.



MERCY NURSE NAMED IOWA EMERGENCY NURSE OF THE YEAR

Congratulations to Jeri Babb, Administrator, Emergency and Trauma Services, for being selected among her peers statewide as the Iowa Emergency Nurse of the Year. This award, presented by the Iowa Emergency Nurses Association (ENA), is given to a person who promotes the profession of emergency nursing through their daily practices.



Jeri has been an active member of ENA since 1993, serving in many capacities, and is currently on the State Trauma Committee, is chairperson for the Iowa Trauma System Advisory Council and is state chairperson for the Society of Trauma Nurses. Jeri has been with Mercy since 1991.

ADULT CRITICAL CARE DEPARTMENTS



A recent Critical Care Registered Nurse (CCRN) certification initiative, spearheaded by Mercy's adult critical care departments, has been a tremendous success. As a result of the efforts, 42 actively working CCRNs (a one-year increase of 27) are now employed in our adult critical care units. In February, Mercy celebrated this achievement with a luncheon for the CCRNs. In addition, a plaque has been displayed in the respective departments that recognize the staff for this professional achievement.

Pictured above are the 2005 CCRN recipients.

ACIS INTRODUCES POWERCHART®

When Mercy implements the Advanced Clinical Information System (ACIS) applications in early Fall, PowerChart® will be the central application through which clinicians and other users will view patient information stored in the clinical data repository. The following patient information will be viewable in PowerChart®:

- Lab results
- Radiology reports
- Transcribed documents, such as H&Ps and dictated consultations
- ED physician notes
- Operating Room records
- Scanned medical records

PowerChart® will become the foundation for a complete electronic medical record, which will be implemented over the next few years. PowerChart® will be available to

physicians and other clinicians via the Web. With the appropriate security access, physicians will be able to check on their patient's test results and sign off on medical records in the convenience of their home or office.

It is estimated that approximately 4,000 people who are involved in providing care for patients at Mercy will be users. To accomplish this enormous training initiative, PowerChart® Superusers will attend training sessions beginning in mid-July and will train others in their departments, and provide support for go-live in September.

If you have questions about PowerChart®, contact Sandy Schuck, ACIS Project Manager, x- 33047, or Felicia Miedema, Clinical Informatics Project Manager, x-74182.



MEDICAL NECESSITY TEAM PRODUCES SAVINGS

According to Medicare guidelines, a test must be “medically necessary” for Medicare to cover. If these rules are not followed, Mercy will “write-off” the test. Mercy wrote-off over \$300,000 for CT exams from Dec. 2002 - November 2003.

The Six Sigma team identified that Mercy was not getting the correct medical necessity information up front, which caused the large amount of write-offs. Data from Scheduling to Medical Imaging was measured and issues such as the following were found: 59 percent of CTs and MRIs that didn't meet guidelines were scheduled from five referring offices, the other 41 percent were from over 130 other offices. Also, the software tool (CareMedic) used to verify medical necessity was not being updated, so diagnosis information was based on old data.

Experiments were performed using a coder in the Outpatient Scheduling area. The coder was able to answer questions, while schedulers were on the phone with offices, as well as entering the necessary coding and billing information.

The following process improvements have been made:

- A position, still located in Outpatient Scheduling, was moved from Medical Imaging to Medical Records and



Members of the Six Sigma Team include (Front Row): Mike Rohlf, Black Belt; and Cindy Neller, Medical Imaging. (Back Row): Donna Wildes, Patient Accounts; and Janine VonSchaumburg, Outpatient Scheduling. (Not pictured): Chris Christensen, Champion, Medical Imaging; and Carolynn Childs, Medical Records.

changed from a tech to a coder.

- A standard operating procedure was created for Outpatient Scheduling, including use of the software.
- Education with the top five physician offices is currently taking place.
- CareMedic is being updated monthly.

To date, more than \$219,742 has been saved. The schedulers, coder and physician offices are doing a great job of gathering the information needed.

20+ Year Employees 2005

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

Twenty Year Honorees

Alcoy, Faustino
Allen, Maureen
Bartlett, Irene
Beavers, Janice
Beveridge, Todd
Blair, Debra
Bomer, Dianne
Boyd, Susan
Brien, James
Brittenham, Michaelene
Brown, Linda
Brown, Mitzi
Brown, Sheila
Brumbaugh, John
Buttler, Kimberly
Carton, Gail
Coady, Ann
Cox, Lu Ann
Davey, Candy
Edwards, Stephanie
Ewing, Lori
Feeley, Tammy
Flickinger, Angela
Foldes, Michael
Freerksen, Kim
Hill, Angela
Hill, Sharon
Hoskins, Deborah
Johnson, Gayle
Joslin, Linda
Kellar, Lori
Lange, Karla
Larson, Kelli
Law, Susan
Leming, Pamela
Link, Sherryl
Mabie, Marie
Moore, Delores
Nealey, Roxanne
Negrete, Gina
Negrete, Kayla
Neller, Cynthia
Pack, Clifford
Pawlewski, Shelly
Pedersen, V. Ann
Perkins, Jacqueline



Seven employees from 5-North enjoy the 2005 Employee Recognition Dinner on May 12, at Des Moines Golf and Country Club. These women have 209 years of collective service to Mercy Medical Center. Front Row (L to R): Jody Toye (40 years), Verda Coulson (35 years), Karen Lester (31 years), and Cindy Pollard (30 years). Back Row (L to R): Candy Davey (20 years), Roxy Nealey (20 years), and Jan Duysen (33 years).

Pinkerton, Christine
Poortinga, Dale
Powell, Larry
Probasco, Diane
Ricker, Carolyn
Ross, Delia
Rowland, Ann
Rumpf, Patti
Schmitt, Christine
Schmitt, Connie
Schwartz-Bryan, Valerie
Scoonover, Tom
Scott, Jean
Sears, Ann
Shea, Timothy
Sheehan, Kim
Slagle, Ty
Smith, Theresa
Solomon, Gnanasoundar
Swieter, Angela
Swift, Tamara
Syverson, Linda

Szymczuk, Marsha
Thongsoum, Sivilay
Trepp, Terri
Wasson, Linda
Weber, Cheryl
Wickham, Vickie
Wilbur, Christina
Wilkins, Barbara
Williams, Kristy
Winders, Emily

Twenty-Five Year Honorees

Ahlers, Norma
Behnke Schaad, Pam
Best, Vicki
Bolie, Mavis
Brosseau, Rebecca
Brown, Lawrence
Burnight, Barbara
Busick, Cheryl

Chhouk, Samoeun
Cocks, Kenneth
Corio, Terri
Cox, Katherine
Cox, Rebecca
Danford, Betty
Denison, Patricia
Eastman, Fred
Eldridge, Judith
Essex, Lisa
Gilliatt, Patricia
Hand, Michael
Hansen, Donna
Hansen, Kay
Hanson, Jean
Hemann, Phyllis
Hewitt, Ronnie
Hoyt, Tamra
Isenberg, Barbara
Johnston, Polly
King, Peggy
Lang, Thomas
Lukavsky, Joan
Mc Donough, Teresa
Mc Kee, Mary
Meadowcroft, Edward
Mitchell, Diane
Nichols, Denise
Nicol, Amy
Parry, Donald
Reams, Sue
Rittman, Renee
Sadler, Mary
Stickman, Jeanie
Tingwald, Jean
Van Gorp, Michelle
Wadle, Louis
Wallace, Barbara
Way, Shirley

Thirty Year Honorees

Anderson, William
Barta, Jean
Bennett, Debra
Boucher, Ardyth
Brown, Anna
Cole, Sue

Frizzell, Judy
Garles, Teresa
Hogan, Deborah
Hutchins, Gloria
Koch, Julie
Marinero, Mary
Mattiussi, Margaret
Mc Coneghey, S. Ruth
Miller, Gloria
Mosby, Karen
Murphy, Anne
Nekvinda, Toni
Pohren, Mary
Pollard, Cynthia
Primmer, Rita
Ragan, Joan
Sandquist, Marie
Staniger, Mary
Starr, Terri
Sutter, Lu Ann
Thompson, Rhonda
Thomson, James
Turner, Constance
Underwood, Virginia
Walag, Elizabeth
Weaver, Mary

Thirty-Five Year Honorees

Alexander, Patricia
Carter, Cindi
Coulson, Verda
Hanson, Nancy
Irwin, Kathryn
Jaques, Jan
Lenze, Charles
Mead, Patricia
Olson, Joann
Rosenberg, Pamela
Slauson, Teresa
Yzen, Christine

Forty Year Honorees

Lukenbill, Linda
Toye, Judith

MERCY MEDICAL CENTER SPONSORS FAMILY FESTIVAL

Mercy Medical Center will be the presenting sponsor of the 2005 Family Festival held every Tuesday night from 5-8 p.m. beginning June 7 through August 2 at the Lake District at Jordan Creek Town Center.

Bring the family out for a fun evening featuring clowns, face painters, jugglers, and the following entertainers every week at the Amphitheater, located in the Lake District:

June 7 - Des Moines Symphony Academy and Instrument Petting Zoo

June 14 - Des Moines Playhouse

June 21 - Iowa Youth Chorus

June 28 - Ballet Theater of Des Moines

July 5 - Rock In Prevention

July 12 - Blank Park Zoo and Isiserettes Drill & Drum Corps

July 19 - Des Moines Playhouse (Featuring Scenes from Beauty and the Beast)

July 26 - Des Moines Symphony (Brass Quintet playing Disney Songs)

August 2 - Mad Science

Be sure to come out on Tuesday, June 7, where the Mercy One helicopter will be present and members of the crew will be on hand to take pictures of kids in the pilot seat. For more information, contact Natalie Henderson, PR & Marketing, x-73050.

YOUNG STUDENTS HOLD BENEFIT GARAGE SALE FOR CLASSMATE



The students are pictured here with Lynne Kinseth, director of the Mercy Cancer Center (Front row, L to R): Katelyn Paulsen, Elli Beardsley, Anna McKricky, and Sammy DeHaai. (Back row): Sydney Zachar and Colin Skellenger.

A group of second grade students at West Des Moines Westridge Elementary have made a very powerful donation to the Mercy Cancer Center. One of the student's brothers has cancer. The student wanted to raise money to help her brother and those people who lose their hair to cancer treatment, so she and her classmates held a garage sale, sold some of their toys, and raised \$145.50. They have requested that the money be spent on hats and turbans.

IMPACT

WOW 4U SET TO BEGIN

Working on Wellness (WOW 4U) will begin on July 1 as IMPACT 4U will be completed June 30. Sign up for WOW 4U will begin in July. Watch for more information in Tidbits and on MercyNet. As IMPACT 4U ends, the current "I" Bucks also expire. WOW 4U Bucks will begin in July.

HEALTH SCREENING DATES REMAIN

The following three dates remain to get your free health screening: Tuesday, June 7, at Terrace Hill; Thursday, June 9, in Beh; and Friday, June 10, in Beh. Call the Mercy Nurse, x-38668, to schedule your health screening in Beh.

SPRING/SUMMER SPORTS AND LEISURE SERIES CONTINUES

The sports and leisure series is a great way to enjoy the expertise of your fellow Mercy employees, even if you are not into camping, backpacking or golfing. Don't miss the next lectures in the series:

• June 8 at noon in Beh 3

Jim Green and Roger Wilson, IT, will be discussing camping and backpacking.

• June 21 at noon in Beh 3

Tony Biancalana, Facilities, and Mary Schreurs, Mercy Clinics, will discuss golfing.

LIGHTEN UP IOWA DRAWS NEAR

Lighten Up Iowa ends on Wednesday, June 8. All teams should get their team weight and accumulated miles to Lighten Up Iowa and to IMPACT 4U by Wednesday, June 15, to be eligible for prizes.

WINNER ANNOUNCED

The winner of \$5 in "I" Bucks is Eileen Paulus, Mercy Home Care. Call x-38800 to claim your prize.

TRINITY HEALTH INTERNATIONAL SEEKS CONSULTANTS FOR NIGERIAN PROJECT

Trinity Health International (THI) is seeking applications from Trinity Health employees to conduct a short-term consultancy for a hospital in Nigeria. Built in 2003, the hospital has approximately 600 beds, but will start inpatient services in mid-2006 at 112 beds. THI is currently in the process of negotiating an agreement to manage the hospital for a period of three years. In the meantime, however, an interim agreement for the commissioning of the facility has been agreed upon. Through this agreement, THI will commission the outpatient diagnostic services for phase one of the hospital by July 1, 2005.

Objectives of the project are the following: develop the human resources needed for the first phase of operations; prepare the physical facility, laboratory services, and radiology services; develop the maternal/child health program; further develop clinical services, outpatient pharmacy, and initial administrative services.

THI is seeking specialists from the following areas: Human Resources, physical plant and Maintenance, Laboratory, Radiology, Finance, physicians, nursing, Pharmacy, Biomedical Engineering, Public Relations/Development, and Operations/Administration.

Portions of this consultancy will take place in Ibadan and Lagos, Nigeria, while other portions will take place in the U.S. All applicants should be aware that there is a high rate of "crimes of opportunity" in Nigeria. THI and the hospital will be implementing several security procedures to ensure the safety of participants.

Chris Williams, vice president, Facilities and Support Services, will be leaving this month to travel to Ibadan, Nigeria, where he will help to ensure that proper facility procedures and policies are in order for the first phase of the Nigerian Project. "I am excited to do something different than health care in the U.S.," said Chris. "This will be an interesting challenge for me and I look forward to it."

Interested persons should submit an "Application for International Service" to Patricia Williams, director, at www.trinityhealthinternational.org by clicking on "Job Postings." Questions must be submitted in writing via email to williamp@trinity-health.org.

OUR SYMPATHY

Rhonda Tomes, Patient Accounts, on the death of her sister.

Mikelyn Mease, Mercy Therapeutic Radiology Associates, on the death of her great-grandmother.

Sharon Phillips, Clinic Administration, on the death of her father-in-law.

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

Kay Kinney-Lewis, ICU, on the death of her granddaughter.

Shannon Enslein, Rehab Services, on the death of her grandmother.

Steve Wade, IT Department, on the death of his sister.

Melissa Felt, HomeCare, on the death of her mother-in-law.

Cheries Dupee, Social Services, on the death of her husband.

CONGRATULATIONS TO...

Jodi Lewis, 5 North, and Scott, on the birth of their twin boys, John and William. John and William were born March 16 and are the first children for the Lewises.

Michelle Maas, Pediatrics, and Chad, Public Safety, on the birth of their son, Riley Benjamin. Riley was born May 15 and has two siblings, Christian, 4, and William, 2.

Cherise Helom - Ingram, Surgery, and Carlos, on the birth of their daughter, Kiah. Kiah was born May 11 and has one sibling, Joshua, 11.

Nancy Kelly, Radiology, on the birth of her son, David. David was born May 23 and is the first child for Nancy.

VOLUNTEER AT DES MOINES ARTS FESTIVAL

Want to be a part of the 4th best arts festival in the nation? Children's Center at Mercy is once again sponsoring the Des Moines Arts Center's Children's Art Activity at the Des Moines Arts Festival. If you would like to volunteer, please call Amy Baker, PR & Marketing, x - 74228.

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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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