

# BULLETIN

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

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## ARE YOU ATTENDING THE LIVING HISTORY FARMS EVENTS?

If you answered yes, the following are a few items to help you prepare.

1. You must have a ticket to enter.
2. The location is 2600 111th Street, Urbandale (just off Interstate 35/80 on Hickman Avenue).
3. Living History Farms closes to the public at 5 p.m.  
**To ease parking congestion, employees are encouraged to arrive at 5:30 p.m.**  
(This is different than the 5 p.m. start time stated on the ticket.)
4. The picnic meal will be served from 5:30 - 8 p.m.
5. The historic baseball game will be played from 6 - 8 p.m.
6. Horse and wagon rides will be available periodically from 6:30 - 8:30 p.m.
7. Historic buildings will be open from 5:30 - 8 p.m.

For those of you planning to attend, look forward to an enjoyable evening of fun, food and family as Mercy celebrates this year's high Employee Engagement (Gallup) scores.

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## HOUSE OF MERCY AT CAPITOL PARK PROVIDES LONG-TERM HOUSING FOR WOMEN AND FAMILIES

House of Mercy at Capitol Park, a new property located at 1240 E. 12th Street, will be called home to successfully recovering women and women with children. This location will provide community-based housing and supportive services to help women and families live as individually as possible in a permanent setting.

“House of Mercy at Capitol Park will offer residents an affordable, safe, therapeutically supportive place to live in the community,” said Todd Beveridge, director, House of Mercy. “Our hope is that families living in this facility will one day be able to own their own home as residents will be required to pay their own rent and hopefully establish a financial nest egg.”

The facility is set up into four wings – three wings containing three-bedroom apartments and one wing containing two-bedroom apartments. Each apartment contains an individual bathing facility and all residents share one common eating and dining area.

Residents need to fulfill certain criteria before they can be approved to live permanently at House of Mercy at Capitol Park. The criteria for residents include the following: have a documented disability, must have been homeless in the past, are currently either enrolled in an education program and/or are working, and are actively

involved in an outpatient after care program for their addiction.

Most of the residents who will move into House of Mercy at Capitol Park will come from one of House of Mercy's four transitional housing programs that provide housing and comprehensive supportive clinical services to parenting and non-parenting women for up to two years. House of Mercy's main campus (located at 1409 Clark) is home to ten programs including: dental care, primary medical care, homeless outreach, outpatient substance abuse counseling, school based programming, daycare, and transitional living services.



House of Mercy at Capitol Park will house successfully recovering women with children. The facility offers two- and three-bedroom apartments and a common eating area.

## COMMUNITY AND MERCY UNITE FOR SECOND PLAYGROUND BUILD DAY

Summer heat did little to wilt the spirit of more than 60 volunteers who worked at the House of Mercy to add to the refurbished children's playground. The playground was originally rebuilt from the ground up in 2003. The present build included volunteers from Mercy's Mission on the Move, Home Depot and House of Mercy residents and staff. Mercy Properties also lent a welcome hand with their expertise and power tools.

Three new pieces of equipment were installed and additional work was done to provide a safe place to play for the children of House of Mercy residents and the neighborhood.

This project was made possible by the commitment of funds from a number of groups, including – Mercy Auxiliary of Central Iowa, John R. and Zeldia Grubb Foundation, Dr. Ronald Bergman Foundation, the



Volunteers team up to build playground equipment at the House of Mercy.

Rotary Club of Greater Des Moines and the Copple Family. The children of House of Mercy and their neighbors thank you!

# 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

# COUNT DOWN TO ACIS



With less than two months until September 13, the Count Down to ACIS has begun. At the time of publication for this article we will be 60 days (41 business days) away from the ACIS Go-Live at Mercy Medical Center and the project teams, along with many others throughout the organization, are working to make sure this Go-Live is a success. As many of you are aware, training for all applications has begun or will be shortly. Super Users have been or will soon be identified in each department. These Super Users will ensure that all staff are trained on the application they need to perform their jobs. Do you know who your Super User is?

Besides Super User and end user training, many other activities are also being completed during the next couple of months. These include completion of testing, validation of the applications, documentation of policies and procedures, physician training, Go-Live preparations and a Mock-Live. A Mock-Live will be performed two weeks prior to the Go-Live within selected areas of the organizations. Two weeks prior means only 49 days or 30 business days to Mock-Live.

Mock-Live is a time for each project team on all applications to work with selected departments to perform a trial run through the processes that will be implemented before the Go-Live occurs September 13. During this two-week period, which starts August 29, the teams will select patients who they will be performing dual process-

es (meaning they will use both current systems and the future Cerner systems that will be used for ACIS). This will be a great opportunity for team members and staff to work through issues that may arise at Go-Live. At a temporary station near the cafeteria during the Mock-Live, August 29-September 12, employees will also have the opportunity to test their ACIS sign-on ability with the help of staff.

Watch for updates on the Count Down to ACIS during the next 60 days. Many long hours have been put into the design, build and testing of all applications and as we move toward the implementation of these – including Power Chart, Document Imaging, PathNet, SurgiNet, FirstNet, Enterprise Scheduling and EMPI – the excitement builds. September 13 is right around the corner. Are you ready?

For ACIS related questions, please call Sandy Schuck, ACIS project manager, at x-33047.



# SIX SIGMA PROJECTS - SETTING RECORDS

## PROJECT TITLE: HOME HEALTH CARE DAYS IN ACCOUNTS RECEIVABLE IMPROVE CLAIM PAYMENT CYCLE TIME

Research revealed that Mercy Home Health accounts receivable (AR) exceeded the national and regional benchmarks. At the onset of the project, Home Health days in AR was 144 compared to the national and regional benchmarks of 35 days and 54 days, respectively. The “Days in AR” business calculation gives an indication as to how quickly claims are being paid and the age of accounts receivable.

The Project Team analyzed the issues causing slow payments, write-offs and recall of payments and developed the following recommendations:

1. Revamp the claim submission process to be more streamlined and accurate.
2. Set claim submission goals and guidelines for processing.
3. Develop a new doctor order process to obtain signatures.
4. Modify centralized documentation and communication tool to report all claim issues.
5. Update the follow-up process for accounts older than 180 days. These claims will be monitored and worked at least every 30 days.



Front Row (L-R): Joyce Lillis, Process Owner; Diane Anderson; and Linda Glasford. Back Row (L-R): Elizabeth Foley; Shelly Barryhill, Lorene Kopaska; and Gary Kimberlin, Black Belt. Not pictured: Sheryl Barnes, Project Champion.

### Results:

- Days in accounts receivable for Home Health has reduced by 38 percent to a record 88 days.
- Record amounts of claim payments were received in April.
- Accounts receivable have been reduced by 30 percent.
- Project savings of \$38,565 were achieved prior to completing the project.
- Estimated first year project savings is estimated to be \$221,000.

Congratulations to the Home Health staff. Their hard work and diligence to the project have made these improvements possible.

# Announcements

## AWARDS GIVEN FOR LEADERSHIP AND CAREGIVER OF THE YEAR



John Cortesio, Jr.



Nisveta Slibasic, C.N.A.

Congratulations to the following recipients of awards presented by the Iowa Association of Homes and Services for the Aging: John Cortesio, Jr., a partner with the Bradshaw Law Firm and previous member on the Board of Directors of Bishop Drumm and the Bishop Drumm Foundation, was honored for Excellence in Leadership. Nisveta Slibasic, C.N.A., Bishop Drumm, received the "Caregiver of the Year" award. Nisveta has worked at Bishop Drumm for more than six years.

## MERCY PHYSICIAN INITIATED TO MEDICAL SOCIETY



Congratulations to Jose Angel, M.D., Mercy Central Internal Medicine, for being selected as this year's University of Iowa initiate to Alpha Omega Alpha, the Honorary Medical Society.

## NEWS BRIEFS

### NATIONAL BALLOON CLASSIC

Children's Center at Mercy will once again sponsor the Purple People Eater hot air balloon at the National Balloon Classic in Indianola, July 29 – Aug. 6. The Pediatrics Unit will be selling raffle tickets for five balloon rides during the event. Tickets are \$5 each and can be purchased in the Peds Unit. Please call x-73300 for more information. Also, be on the lookout for the Purple People Eater as he may be making a visit to Mercy in August!

### LOSS OF MERCY FAMILY MEMBER

**Carol Kaiser, RN, Cath Lab, passed away recently. Carol had been a Mercy employee for 29 years. She had just received her Masters Degree in Theology. She will be greatly missed by her peers and co-workers in the Mercy Family.**

### CALLING ALL PHOTOGRAPHERS

Today is the last day to submit your best photos into the 2006 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. Deadline for entries is today, July 15. 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

## SAFE KIDS HONORS MERCY EMPLOYEES

Congratulations to Elaine Walter, Clinical Resource Nurse, Pediatrics, and Ron Askland, Children's Center Coordinator, for receiving the "Friend of Safe Kids" award from the Safe Kids Coalition in Des Moines. Elaine and Ron were awarded this honor for their tireless work and volunteer efforts for the Safe Kids Coalition.



Elaine Walter



Ron Askland

## FOUNDATION VIDEO WINS FIRST PLACE



The 2004 Spirit of Mercy video, titled "Strength in Numbers," has won first place in the category of "Best Corporate Video for an Internal Audience," from the Iowa Motion Picture Association. The video was co-written by Ryan Orr of

dphilms production company of Rock Island, Ill. and Erin Lonergan, director of Annual Giving, Mercy Foundation. It was produced by dphilms.

obtain materials and hand in entries with the night safety officer located inside the Emergency Department. For more information, contact Pastoral Care, x-73238.

## WEIGHT LOSS OPTIONS

The Mercy Center for Weight Reduction offers the OPTIFAST and OPTITRIM programs for individuals wanting to lose weight. Both programs offer personalized support to help participants identify stressors, eating triggers and habits that contribute to weight gain. If you or someone you know is serious about weight-loss and have not experienced lasting success, feel free to attend a weekly seminar held every Thursday evening at Mercy Capitol. Registration is required. Call x-30606 to sign up.

## HEROES OF SERVICE

To the "Angels of Mercy" in ICU at Mercy Medical Center:

Thanks so much to all of you for your TLC, your support and help for our son who was your patient after his horrible car accident. We appreciate everything you did for our family during those stressful days.

Sincerely,  
Grateful Parents

# WELLNESS NEWS

The Wellness Center is offering a new self defense class, Shotokan Karate, on Thursdays, from 7-8 p.m., in the gym. Non-contact Shotokan Karate teaches and maintains emphasis on self-defense. In this martial art, the individual strives for self-protection and perfection. For more information, contact Michael Macrides at 210-6296.

Are you a runner? Join the Wellness Center jogging club on Tuesdays and Thursdays from 11:30 a.m.-noon. The group will jog every Tuesday and Thursday through July. Meet in the Wellness Center. All employees are welcome to join. To sign up, e-mail rstensrud@mercydesmoines.org or call 247-3066, ext. 6!

If it's too hot outside to exercise, try the air-conditioned, Wellness Center lunch time gym classes. Wellness Center membership or a guest pass is required to attend. Call 247-3066 ext. 6.

## HUMAN RESOURCES

### COMING SOON FOR YOUR PROTECTION: A NEW MEDICAL MEMBER ID NUMBER

Catholic Health Initiatives (CHI) and Wellmark are committed to protecting members against identity theft. As part of that commitment, a unique member identification number will replace the Social Security number on all member communications, including the medical plan ID card, Explanation of Benefits (EOB), forms and member letters.

The unique member ID number, a combination of seven numeric digits and two letters, will apply to both your medical coverage through Wellmark and your pharmacy coverage through Medco.

On or around Aug. 1, 2005 you will receive a new CHI Medical Plan ID card with your new member ID number. It is very important that you present your new ID card with your medical plan ID number at your physician's office and when filling prescriptions at your pharmacy.

- The new cards will be effective as soon as you receive them. Information you'll receive along with your new cards will remind you to destroy your old cards immediately and begin using the new ones.
- You can use either your Social Security number or your new member ID number when calling the CHI Medical Plan Customer Service Team or logging onto Wellmark's Web site, [www.wellmark.com](http://www.wellmark.com). For more information on this change, make sure to visit Wellmark's Web site, [www.wellmark.com](http://www.wellmark.com), and select the Member Section tab.

# WOW TIDBITS

- Wow, it's finally here. Working on Wellness 4U (WOW 4U) began July 1. It's time to sign up.
- All 2005 IMPACT members will receive an interest form in the mail. Fill out the form and return to WOW 4U on W-2 to receive the sign up packet. Complete the sign up material and return to WOW 4U to receive a free T-shirt.
- If you were not in IMPACT last year and want to get involved in WOW, go to MercyNet, click on communities and WOW 4U and click on the interest form. Download this form, fill it out and send it to WOW 4U on W-2. Or send an e-mail to WOW4U@mercydesmoines.org. The WOW 4U hotline is 643-8800.
- The first WOW 4U activity begins July 18. H2O-Power packets have gone to all previous IMPACT members. All new WOW 4U members will receive the packet with sign up. This is your opportunity to earn WOW Bucks. Remember you must be a current WOW 4U member to earn WOW Bucks.

## Some results from IMPACT 2005 activities:

- 1,186 participants participated in IMPACT activities
- A total of \$21,329 in "I" Bucks was spent at various Mercy venues
- Mercy in Motion had 495 participants
- Holiday Trimmings had 266 participants
- Health Trip had 167 participants with a 10 percent improvement in weight and 20 percent improvement in physical activity level
- Whole Grain Game had 234 participants with 30 percent improvement in consumption of whole grains
- Numerous employees participated in the lunch and learns and nutrition education
- The "sports and leisure" series began with employees sharing their expertise on a variety of fun topics
- WOW 4U is returning to a monthly nutrition education format. The first in this series is "Getting Your Child to Eat the Healthy Way" on Wednesday, July 20, at noon in the classroom on W-2.
- The winner of \$5 in new WOW-Bucks is Tom Lang, Maintenance. Tom, call 643-8909 to claim your prize.

## TCOYD BRINGS HOPE AND MOTIVATION TO DIABETICS

Through the efforts of Conference Co-Director, Dr. Anuj Bhargava, Iowa Diabetes & Endocrinology Center; Mercy Medical Center; and a planning committee representing various health care and business organizations throughout Iowa, Taking Control of Your Diabetes (TCOYD), a national diabetes conference and health fair, made a stop in Des Moines at the Polk County Convention Complex.

More than 700 people attended TCOYD, a day-long event featuring a health fair; morning and afternoon sessions, including workshops with diabetes health experts; and hands-on sessions where guests could sit down one-on-one with diabetes specialists and get answers to their individual questions.

Guests also enjoyed a banquet luncheon with special guest speaker, Douglas Cairns, a diabetic pilot who flew solo around the world in 159 days, who offered hope and motivation for people with diabetes.



Members of the TCOYD planning committee. Back Row: Rosemary Ambrosion, Jill Gonder, Dawn Gustofson, Linda Pitts, Nita Garrett-Hoffman, Natalie Henderson, Sue Freeman, Anuj Bhargava, MD, and Ed Hertko, MD. Front Row: Diana Wright, MD, Rebecca Brannan, Gloria Bernstein, Sheryl Rolfe, Geri Gomez, Jackie Perkins, and Monica Brill.



## JOINT CAMP CELEBRATES ONE YEAR

Mercy Center for Joint Replacement celebrated its first anniversary by hosting the First Annual Joint Camp Reunion on Thursday, June 30, at Raccoon River Nature Lodge. Attendees came from all over the state to enjoy great food, fellowship and fun - but, most importantly, the opportunity to "dunk" Guy Bush, physical therapist. Proceeds from the dunk tank will assist patients with the costs associated with medical equipment needed for the transition home.



## CANCER SURVIVOR'S DAY

We thank you, Mercy - from all of the cancer survivors who attended the wonderful National Cancer Survivor's Day event hosted by Mercy Cancer Center at Adventureland Park on June 5. It was the most beautiful day of the year! I enjoyed spending the day with my family and other survivors. Thank you - Phyllis Christensen, cancer survivor

## OUR SYMPATHY

**Tracy Sanburg**, Mercy/Mayo, for the death of her grandmother.

**Dr. Ben Gaumer**, Mercy Indianola Clinic, on the death of his father-in-law.

**Sharmin Lathrop**, Mercy Indianola Clinic, on the death of her father.

**Lisa Opfer**, Mercy Sleep Center, on the death of her cousin.

**Cortney Floyd**, Patient Access/Admitting, on the death of her father-in-law.

**Roxanne Ragsdale**, Patient Access/Admitting, on the death of her father-in-law.

**Jane Wittman**, Mercy North Urgent Care, on the death of her mother.

**Eileen Kerr**, Patient Access/Admitting, on the death of her father.

**Kelli Barrett**, Information Technology, on the death of her father.

## CONGRATULATIONS TO...

**Monica L. Berenguel**, MRI, and Bill Zanders, on the birth of their son, Samuel. Samuel was born June 26 and has two siblings, Joshua, 3, and Gabriella, 1.

**Joan Jensen**, Nutrition Services, and Jon, on the birth of their daughter, Mikayla Kathryn. Mikayla was born June 28 and has one sibling, Kaylyn, 18 months.

Jessica and **Jason McInville**, CT, on the birth of their son, Carter. Carter was born July 1 and has one sibling, Preston, 3.

**Leah Hemmingsen**, Rehab, and Mike, on the birth of their son, Kellen Thomas. Kellen was born July 4 and is the first child for the Hemmingsens.

**Jamie Nicholson**, Mercy Child Development Center, and James, on the birth of their daughter, Randi Lynn. Randi was born July 7 and has one brother, Noah, 22 months.

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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  
 Amy Baker .....Contributor  
 Daphne Christensen .....Contributor  
 Lisa Crandall .....Contributor  
 Gregg Lagan .....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.



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 www.mercydesmoines.org

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