

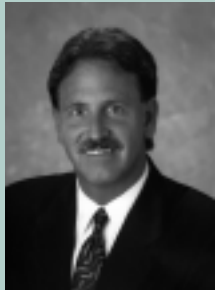
BULLETIN

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

VOL 05 ISSUE 15 | JULY 29, 2005

LATE BREAKING NEWS: NEW EXECUTIVE VICE PRESIDENT & COO TO JOIN MERCY

The Mercy Leadership Team is pleased to announce that Peter Makowski has accepted the position of Executive Vice President and Chief Operating Officer of Mercy Medical Center – Des Moines.



Peter is currently the President and Chief Executive Officer at Mercy Medical Center - Sioux City. Under his leadership in Sioux City, Mercy received numerous accolades, including the 2005 JD Power and Associates designation as a Distinguished Hospital. Peter's credentials include several distinguished administration roles in both Catholic and for-profit health care administration.

Peter is expected to begin his new role at Mercy Medical Center - Des Moines in mid-September. Watch for more details on his appointment in an upcoming *Bulletin*.

EMPLOYEES AND THEIR FAMILIES BRAVE THE HEAT TO “LIVE IT UP” AT LIVING HISTORY FARMS



Employees and their families filled the horse and wagon rides throughout the night.

toric sites.

Kids and adults alike made stops at the General Store, Drug Store, Blacksmith, and Cabinetmaker in the 1875 town of Walnut Hill. If they ventured up the road a little further, they found an air-conditioned break during a tour of the Flynn Home, a horse and wagon ride and a picnic meal. Employees and their families could also take a moment to either relax and watch a historic base-

On Wednesday, July 20, Living History Farms was full of Mercy employees and their families who took an evening to brave the hot weather, spend some time together and tour the his-

ball game or take a turn and try to hit a homerun before leaving the farms.

A special thank you goes out to all Mercy employees for attending this celebration in honor of Mercy's high Employee Engagement (Gallup) Scores. Thank you also to Mercy Administration for making this celebration possible for employees.



Kids line up to have a chance at bat during a historic baseball game.

CHILDREN OF EMPLOYEES EXPERIENCE MERCY FOR A DAY

More than 130 children of Mercy employees attended “Bring Your Child to Mercy Day” activities on Thursday, July 21. Kids enjoyed hands-on activities in nine different Mercy departments, including: SPD, Tech

Services, Medical Imaging, Kids ER, and the Wellness Center. A big thank you to everyone who helped make this event successful, including Human Resources—both at the Central Campus and Mercy College.

INSIDE THIS ISSUE

CEO ColumnPAGE 2

Mercy Franklin GrantPAGE 3

Patient Safety Enhancements .PAGE 4



WHERE THE EXPERTS ARE
DES MOINES



Kids shake hands with Bandit, also known as Bandito (“El Magnifico”), a pet therapy dog. While visiting the Yucatan patients at The Children's Center at Mercy, the kids enjoyed him so much they added the name El Magnifico, meaning “magnificent bandit.” Bandit is owned by Callie Barnard, Mercy Franklin.



Kids gather around to get a rub-on tattoo before the day's activities begin.

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

Thank you for the incredible response we had to the Employee General Information Meetings held on Wednesday, July 13. To each of you who attended, I appreciate your time, attention and commitment to Mercy. The energy and enthusiasm were contagious, and I appreciate the genuine interest brought forth by those who asked questions and participated in conversations about ways to improve our organization. Many enhancements to the way we deliver health care have been accomplished, and many more are being pursued. I am truly thankful for the cooperation and teamwork demonstrated throughout the organization.

If you were unable to attend one of the four meetings, I encourage you to view the video that was taken during one of the sessions. You can check out this tape from the library on the Central Campus.

Many accomplishments and key strategies were touched on during the meetings. I'd like to take this opportunity to discuss in greater detail just a few of the important initiatives taking place in the coming weeks and months.

Our Advanced Clinical Information System (ACIS) efforts continue to gain steam as we prepare for our Phase 1 "Go Live" in September. One of our Catholic Health Initiatives (CHI) member organizations, St. Vincent Health System in Little Rock, was the first of five to implement the Cerner clinical applications and is successfully up and running. We look forward to adding to this success as the second organization to go live. As this process continues, many of you will be involved in extensive training sessions and mock implementations over the next several weeks which will help identify and resolve process and workflow issues. As our organization

moves into this paperless method of providing and documenting care, we can look forward to increased operational efficiency, improved clinical decision-making and higher levels of patient and provider satisfaction.

Representatives of Catholic Health Initiatives have expressed their appreciation for the time, energy and dedication of all staff working to make ACIS a success. I personally want to thank and congratulate our IT department, educators and all clinicians and support staff involved with this tremendous undertaking that will move us into the future of health care in so many ways.

Six Sigma also continues to bring success to our organization from project identification through project completion. I recognize the commitment these projects demonstrate and the effort required to bring about the successes you have accomplished. I'm hopeful everyone involved with current (and future) projects is able to find satisfaction in the outstanding improvements being realized through these amazing teams. Improved quality and financial performance are reflections of the work being done through Six Sigma. Our success today positions us well for the future, providing the necessary resources to reinvest in our facilities, equipment and technology, and to provide even greater care and support to the underserved of our community.

As we continue our efforts to fulfill our Mission and carry out the work and vision of the Sisters of Mercy, I encourage your continued support of these and all of the strategic initiatives underway. I also ask for your feedback and open dialogue regarding any issues or concerns you may have. Most importantly, I congratulate you on your successes, commend you for your efforts and thank you for your commitment to Mercy and to the patients, families and communities we serve. Because of you, we truly are redefining the future of healing.

Best wishes,

GRILLIN' WITH MERCY CEO DAVE VELLINGA



Mercy President & CEO Dave Vellinga has fun with the crowd and wears a cooking apron to enhance the BBQ atmosphere.

Thank you to those employees who came to "Dave's Backyard BBQ" for the latest employee general information meeting. Employees who attended had the opportunity to sample some great barbecue food and get the latest updates on the following six pillars that provide the framework for Mercy's strategic plan: People, Physician Relationships, Quality, Information, Performance, and Growth.

MCAP WEATHERS A WATER PIPE BREAK

On Sunday, July 17, Mercy Capitol employees discovered a water pipe break on the west side of the third floor. It is estimated that water was spouting out for more than one and a half hours – dripping on Home Care (2nd Floor), Administration (1st Floor), Medical Records and Medical Imaging (Ground Floor). According to Sara Droblich, Mercy Capitol administrator, staff did a wonderful job of protecting equipment and records in the midst of water pouring down on them.

An all day clean-up process began when employees from Maintenance and Environmental Services arrived. ServiceMaster soon followed and began the process of drying out the walls and ceiling by pumping HOT air into the ceiling, during a time when Des Moines was experiencing record-setting temperatures outside. Thank you to everyone who helped with the clean-up and to all the staff who had their work space damaged and had to endure the hot temperatures. Your positive attitude and determination are to be commended.

MERCY FRANKLIN CHILD/ADOLESCENT PROGRAM RECEIVES MUCH-NEEDED EQUIPMENT

With the help of the Carol White PEP (Physical Education Program) Grant and the ISU Extension, Mercy Franklin has joined two local schools to help elementary and middle school kids become more active and decrease the incidence of childhood obesity.

Lovejoy Elementary School, Moulton Extended Learning School, and the Child/Adolescent Mental Health Unit at Mercy Franklin received two Playstation 2 games, where players can race each other on stationary bikes while watching the race on a television screen; two elliptical machines; and two Dance Dance Revolution games, where players have to listen to the beats prompted on the television screen and follow the beat pattern with their feet.

“We are really excited about this new equipment,” said Barb Cassler, RN, Unit Director. “We have never had anything like this before and it will be great to incorporate a physical fitness component into our treatment plans.



Nicole Dopp, recreation therapist, and Terry Severin, services coordinator, have fun racing each other on the Playstation 2 game.

The entire staff at Mercy Franklin made an effort to get the equipment up and running and to paint the room for the equipment so it would be a nice addition for the patients.”

The staff of the Child and Adolescent Program at Mercy Franklin work together to offer children/adolescents and their families a comprehensive program of therapeutic services. Inpatient, partial hospitalization, intensive outpatient hospitalization, substance abuse, and family involvement are offered to meet each person's individual need.

Inpatient, partial hospitalization, intensive outpatient hospitalization, substance abuse, and family involvement are offered to meet each person's individual need.

SMOKING CESSATION OPPORTUNITIES TO BE OFFERED

Mercy Medical Center and Iowa Health-Des Moines, along with their affiliated clinics and facilities, will be implementing a new policy that will make our campuses entirely tobacco-free by July 1, 2006.

Whether you are just thinking about it, are ready to stop tobacco use or have quit and are trying to stay that way, the following resources are currently available to you:

- **Quitline Iowa** – offers free, individual online or telephone counseling. Contact www.quitlineiowa.org or call toll free 1-866-822-6879.
- **American Lung Association** – offers a tobacco quit line and call center. Contact www.lungusa.org or call 1-800-586-4872.
- **Freedom from Smoking Classes** –
 - Each class session meets weekly for eight weeks
 - Classes will be offered monthly, alternating between the MMC and IH-DM campuses

- Classes will be held at:

Mercy Medical Center (MMC) beginning Sept. 7-Oct. 26, from 7:45-8:45 a.m., in the Classroom on W-2 and Iowa Health-Des Moines (IH-DM) beginning Oct. 11-Nov. 15, from 6-7 p.m., in the School of Nursing, Room 101.

Employees may attend at either campus. Costs for these group classes, held at either MMC or IH-DM are \$25 for the eight-week session. Please call Bev Gedden, Cardiac and Pulmonary Rehab, x-34310, or IH-DM Wellness, 241-6911, to sign up and/or receive more information.

- Other resources and class schedules/locations are available at www.quitlineiowa.org.
- A Lunch and Learn program, titled “General Tobacco Information,” will be presented by Heidi Weiss, American Lung Association, on Tuesday, Aug. 23, from 12-12:30 p.m. in Beh 3.

SMOKING CESSATION SURVEY

In order to best accommodate our employees during the transition to becoming a tobacco-free hospital, we want to hear from you. Please take a minute to fill out this survey and return to Cardiac Prevention on W- 2 when finished. There is a place to fill in your name and department, however, you may leave this space blank if you would prefer.

1. Are you interested in attending a smoking cessation program? _____ Yes _____ No

2. If yes, what time of day would be most convenient for you?

Morning _____
 Noon _____
 Afternoon _____
 Evening _____
 Other _____

Name _____ Department _____

NEWS BRIEFS

FREE SKIN CANCER SCREENING

Free skin cancer screenings will be offered to the public on Wednesday, Aug. 3, from 3-7 p.m. at Mercy East Family Practice/Urgent Care Clinic, located at 5900 E. University Avenue in Pleasant Hill. For more information or to schedule an appointment, call 515-247-FLAG (3524).

MERCY FRANKLIN LUNCH AND LEARN

“The Latest Update in Treatment of Dementia in the Elderly,” will be presented by Robert Bender II, M.D., on Wednesday, Aug. 3, in the Mercy Franklin Center Gym, located at 1818 48th Street. To register, contact Deb Ristau, 271-6160. For questions, contact Callie Barnard, 271-6129.

IMPORTANT ANNOUNCEMENT FOR ALL EMPLOYEES

Any employee who has concerns about the safety or quality of care provided in the organization may report these concerns to the Joint Commission Accreditation of Healthcare Organizations (JCAHO). No disciplinary action will be taken against an employee because they have reported safety or quality of care concerns to JCAHO. Any employee may contact JCAHO by telephone or e-mail as follows:

- 1-800-994-6610
- 1-630-792-5642
- complaint@jcaho.org

REFLECTIONS OF EXCELLENCE

Reflections of Excellence are positive comments received in the form of letters, poems, or notes from patients at Mercy. We want all employees to see the impact that you and your coworkers have on your patients everyday.

“To the wonderful nurses of CTSICU, just to let you know how appreciated you are! Each one of you is a special blessing!”

“In case you sometimes go home at night wondering if you have done anything right for the day or if anyone appreciated what you are doing, the answer is “yes.” We truly appreciate your having been there for us and we thank you from the bottom of our hearts!”

- To the 5-South Staff

“8-North is a unit to be proud of. I had the best, most compassionate care I could have ever imagined. I thank you!”

WOW TIDBITS

H2O-POWER ACTIVITY IS OFF TO A RUNNING START

Remember, decaffeinated and non-alcoholic beverages count toward your total of 64 oz. per day. If you would like to get involved in H2O-Power, log onto MercyNet and click on communities and WOW 4U.

WOW 4U

You should have received your WOW 4U sign-up packet in the mail. Complete the material and return to WOW 4U on W-2 by Aug. 31 to get your free WOW T-shirt. If you haven't received your packet, e-mail WOW4U@mercydesmoines.org or call the hotline at x-38800 and leave a message. Sign-up for WOW 4U anytime by logging onto MercyNet and downloading the interest form under WOW 4U. Fill it out and send to WOW 4U on W-2.

GARAGE SALE

WOW 4U is sponsoring a "garage sale" of old IMPACT 4U T-shirts, towels, pedometers and other miscellaneous "stuff." Stop by the table in front of the Marketplace & Grille on Tuesday, Aug. 9, or Thursday, Aug. 11, from 11 a.m. - 1:30 p.m. to find a bargain.

FUN WELLNESS ACTIVITIES AHEAD

Plan to participate in one or more of the following upcoming wellness activities:

- On Wednesday, Aug. 3, from 7-8 a.m., stop in the Wellness Center to get your blood pressure checked.
- On Thursday, Aug. 4, Weight Watchers at Work will have an Open House from 7:30-8 a.m. in the classroom on W-2.
- Attend the Lunch and Learn on Tuesday, Aug. 23, from 12-12:30 p.m. in Beh, titled "General Tobacco Information, Addiction and Cessation." This Lunch and Learn is informational for tobacco users and non-users alike.
- The first Freedom from Smoking Cessation class begins Sept. 6 from 7:45-8:45 a.m. in the classroom on W-2. This is an eight-week program for employees and non-employees. The cost is \$25.

WOW BUCKS WINNER

The winner of \$5 in WOW Bucks this week is Donna Brickett, Peds/PICU. Call x-38800 to claim your prize.

NEW IV PUMPS IN PATIENT CARE AREAS WILL ENHANCE PATIENT SAFETY

Mercy is in the process of implementing new IV Pumps in patient care areas using the Alaris® System.

Cardinal Health, the Alaris System (formerly known as the Medley™ Medication Safety System) and Guardrails® safety software provide an IV safety net at the bedside. This "smart pump" system promotes the use of best practices through a computerized decision support system at the point of care, including: standardizing medication concentrations, pre-defining drug dose limits and utilizing care-specific medication profiles all contributing to increased safety with IV-administered drugs.

Development and uploading of the drug libraries is

nearly complete. Mary Beth Gross, manager, Mercy Pharmacy, and nearly 100 nurses, pharmacists and physicians have been instrumental in this process.

Training begins Aug. 2. On the "go-live" date of Aug. 15, nursing staff and Alaris consultants will work together to change each patient receiving IV therapy from the current IV pump to the new Alaris System.

Many thanks to Pharmacy, Nursing, Medical Staff, Purchasing, Information Technology, Clinical Engineering, Nursing Education, SPD, Education Services, and the Alaris project team for the many hours each has contributed to this leap forward in patient safety.

ARTS FESTIVAL BRINGS OUT CREATIVITY IN KIDS

Children's Center at Mercy was a proud sponsor of the children's art activity at the Des Moines Arts Festival. Children got to see artists Andy Warhol and Matisse up close with the help of Des Moines Playhouse actors in the dramatic play of "inside the artists studios." They also participated in three art activities that included an artsy portable portfolio, Matiste colorful cut-out creations and Warhol's Shoe Stamping Workshop.

Mercy Emergency/Trauma Services also provided first aid for the festival.



Kids share the stage with Des Moines Playhouse actors at this year's Des Moines Arts Festival.

OUR SYMPATHY

Kim Meyer, Mercy First Step, on the death of her grandfather

Jerel Mercial, Medical Imaging, on the death of his father

Kate Mercial, Surgery, on the death of her grandfather

Kristina Campbell, Admitting, on the death of her grandfather

Dennis Potter, Information Technology, on the death of his father-in-law

Jean Walker, Mercy Hospice - Johnston, on the death of her mother

Sharon Phillips, Clinic Administration, on the death of her nephew

Mary Schreurs, Clinic Administration, on the death of her father

Kimberly Woolums, Medical Imaging, on the death of her mother-in-law

CONGRATULATIONS TO...

Jo Kajewski, Cath Lab, and **Chris**, on the birth of their son, **Abrym Jonathon**. Abrym was born July 12 and has one sibling, Dayne, 5.

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Editorial staff

- Natalie Wilson Editor
- Heather Hyatt.....Designer
- Amy BakerContributor
- Daphne ChristensenContributor
- Lisa CrandallContributor
- Gregg LaganContributor
- Sarah ToddContributor
- Laura Vanden BoschDirector

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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1111 6th Ave. • Des Moines, IA 50314-2611
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