

# BULLETIN

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

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## LIVING HISTORY FARMS CELEBRATIONS ARE BIG HIT WITH EMPLOYEES AND FAMILIES

Thanks to all employees who took some time to enjoy the festivities at Living History Farms in recognition of Mercy's high employee engagement (Gallup) scores. More than 7,000 people took part in celebrations on Wednesday, July 20, and Tuesday, Aug. 9, where they had a picnic meal, horse and wagon rides and tours of the historic 1875 town of Walnut Hill.



Julie Weldon, Six Sigma, and her children, Sean, 7, and Megan, 4, tour the historic town of Walnut Hill.

### INSIDE THIS ISSUE

- CEO Column .....PAGE 2
- ICE Initiative .....PAGE 3
- Stork Affair .....PAGE 4



## RAPID RESPONSE TEAM NOW IN ACTION

Mercy has joined a campaign with the Institute for Healthcare Improvement to save 100,000 lives by reducing the number of unexpected inpatient deaths. The use of Rapid Response Teams (RRT) is one method to prevent cardiac and respiratory arrests. Most patients show signs of deterioration several hours before an arrest situation. The RRT is available to help identify these instances and give early treatment and interventions while decreasing the number of inpatient arrests.

The RRT does not replace the hospital's code team, but is available to assist the floor nurse with assessment, stabilization, communication and transfer to critical care if indicated. Education and mentoring is provided and the process is always a collaborative between the floor staff and RRT.

The RRT at Mercy consists of a critical care RN, respiratory therapist and Mercy One staff members – when available. Currently, the team may be called between the

hours of 1 p.m. to 1 a.m. Monday-Wednesday. Plans to provide 24-hour coverage are in the near future.

Other hospitals that have implemented Rapid Response Teams have seen a decrease in the number of cardiac arrests and deaths, intensive care and hospital bed days among the survivors of cardiac arrest, and a decrease in the number of inappropriate transfers to ICU – therefore, keeping patients on their discharge plan and reducing costs to patients and the hospital.

Nikki Jarding, staff nurse, ICU; Jenny Platz, trauma coordinator; and Sarah Town, CRN, ICU; have helped put Mercy's RRT program together. Other contributions have been made by Mary Brown, patient safety officer; Dr. Michael Witte, ICU medical director; Gary Smith, Respiratory Therapy; and Jeff Johnston, Mercy One. The team said they are excited for this additional resource to be available to inpatients as we strive to make Mercy Medical Center an even safer place for all our patients.

## MERCY PHYSICIAN COMMENDED FOR GIVING PATIENT NEW BEGINNING ONE PATIENT'S STORY

Gastric bypass has made a big change in my life. For five long years I have suffered with many sicknesses, including diabetes with blood sugars of 400-600.

I was using 650 units of insulin daily, had chronic infections throughout my body, took antibiotics months at a time, was on IV antibiotics, had home nurse care and stayed in an Iowa City hospital 10 to 15 days at a time alone, while my husband worked and took care of my children in Des Moines. I missed out on so much with my children.

I had three very close calls with kidney failure and more. I came to the point when I was told gastric bypass was my only hope, I had less than one year to live and that it was a big risk undergoing the surgery. But surgery was the lesser of two evils. With many nights praying and talking with my family, we decided to go for it. It took



Jeannie before surgery

four months for insurance to approve it. We made a big step and I came through with no complications.

I now have a new life to hold on to. I am still gaining strength from a history of sickness, but I have a much better quality of life. I go to the mall with my daughter, I go to church, and I cook and clean with joy. Before surgery, I would have to decide if I would go to the mall and stay in bed the next three days, or even end up in the hospital. It took all the energy I had and my body couldn't fight the infections anymore.

I was on 22 medications before surgery and it affected my thought process. It took all I had to write letters. I now write letters and even figure the checkbook.

With the knowledge God gave Dr. Smolik, he helped me gain my life and family back. I'm very thankful for a new beginning.

–Jeannie Kenens, gastric bypass surgery patient



Jeannie after surgery

# 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

Recently, many of you and your families braved the intense heat to join us in celebrating our wonderful Gallup Employee Engagement scores at Living History Farms. These evenings of relaxed fun were an excellent opportunity for me and other members of the leadership team to thank you for the great work you do every day, and to celebrate the successes we have achieved together during the past year.

As we now have entered a new fiscal year, I'd like to share with you our organizational goals – so every member of the Mercy Family knows where we are headed in the months ahead. Of course Mercy has many goals related to its strategic and operating plans – all aimed at ensuring continued progress in achieving our vision of transforming the patient experience and promoting healthier communities.

The goals below are examples of selected, measurable goals that we will use to monitor and report our organization-wide progress. These goals are grouped into categories related to Mercy's Mission and the Strategic Plan areas of focus, or "Pillars." Working together, I have every confidence that we will meet or exceed these goals and continue to improve the Mercy experience for our patients, visitors, physicians and all members of the Mercy Family.

Examples of Mercy's goals for the fiscal year ending in June 2006 are:

### • Mission:

- 1) Help employees to better understand the relationship between their jobs and the Mercy Mission. Measure this by improving the "Top Box" score on the Gallup employee survey question, "The mission or purpose of my company makes me feel my job is important."
- 2) Improve workflow and other processes, resulting in multiple benefits to employees, patients, and many others. Do this by completing 50 Six Sigma projects.

### • People:

- 1) Demonstrate our respect for employees by completing performance appraisals on time. Achieve this by completing 95 percent of appraisals within 30 days of the review date.
- 2) Demonstrate our commitment to continuing education, and to assisting employees in complying with all laws and regulations related to their jobs. Achieve this by ensuring 95 percent of all eligible employees complete FY 06 required Compliance Education courses.

### • Quality:

- 1) Continue to improve quality and patient safety through the use of evidence-based practices. Achieve this by implementing an additional two to five

practices with the potential to reduce mortality.

- 2) Renew and increase our commitment to service excellence for patients and all who experience Mercy's care. Measure this by achieving either top quartile scores or 20 percent improvement in scores on the NRC/Picker Patient Satisfaction Survey rating for "overall quality" in three areas.
- 3) Help employees improve their performance by better informing them of expectations, goals and targets. Measure this by improving the Gallup employee survey score for the question: "I know what is expected of me at work."

• **Information:** Successfully implement Phase I of the Advanced Clinical Information System (ACIS). Measure this by achieving 50 percent of the Success Metrics by 30 days after the "go-live" of the new system. These success metrics include:

- 1) Resolving all high priority issues
- 2) Maintaining acceptable productivity in areas directly implementing ACIS modules (lab, surgery, scheduling ED, registration, medical records)
- 3) Reduction of duplicate patient record rate by 50 percent (clinic and hospital)
- 4) Surveys of ACIS users show satisfaction rate of greater than 80 percent
- 5) Physicians utilizing electronic signatures on 100 percent of medical records.

• **Performance:** Demonstrate good stewardship, assist in controlling health care costs and assist the organization in achieving the financial performance necessary to continue its success in the future. Measure this by achieving an operating margin of 3.8 percent.

• **Growth:** Increase Mercy's reputation for quality and service and improve patient and physician access to services. Do this by implementing a formal plan for improvements based on objective input from professionals outside the organization.

While these goals will challenge us all to push ourselves – to constantly strive for improvement and excellence – I have every confidence we will reach them. I am frequently humbled and inspired by the work ethic, professionalism, skill and dedication shown by the people with whom I am privileged to work. If you have any questions about these goals, or any of Mercy's many other initiatives and plans, please contact me or any member of the Leadership Team.

As we continue our efforts to fulfill our Mission and carry out the work and vision of the Sisters of Mercy, I thank you for your commitment to Mercy and to our patients, and encourage your continued support of our efforts to transform the patient experience and promote healthier communities.

Best wishes,

## NEWS BRIEFS

### WANT TO KNOW

#### MORE ABOUT RETIREMENT PLANNING?

Mercy Human Resources Department is sponsoring a Retirement Planning Open House on Thursday, Sept. 8, from 7:30 a.m. - 4 p.m. in Beh Auditorium. Employees will learn about planning for their future from participants—including Medicare, CHI Employee Savings Plan 403 (B), Wellmark-Senior Blue Plans, and SHIIP (Senior Health Insurance Information Program).

### SIX SIGMA LUNCH AND LEARN

Come to Beh 3 on Wednesday, Aug. 31, from 11:30 a.m. - 12:30 p.m. where Megan Maher and Laurie Dickinson, Six Sigma, will present "Define Tools" to help better understand the process of Six Sigma projects.

# DEPARTMENT SPOTLIGHT

## MERCY NORTH AMBULATORY SURGERY CENTER

### THE FACTS:

- Located at 800 E. First Street in Ankeny
- (515) 643-7600

### THE TEAM:

- Derek Hender, Director
- 14 FTEs, two OR Techs, one Inventory Tech, two HCARs, one Biller/Coder, 8 RNs

### THE SERVICES

Mercy North Ambulatory Surgery Center offers patients and physicians the option for same-day surgery closer to home in a center equipped with state-of-the-art surgical technology. Specialty areas include general surgery, ENT, Orthopedics, Podiatry and outpatient Pain Services. Mercy North Ambulatory Surgery Center is recognized as an approved facility by all major insurance carriers and is JCAHO accredited.

### A SPECIAL RECOGNITION

The staff of Mercy North Ambulatory Surgery Center has surpassed the century mark for surgeries since opening in January. Within two months of opening, the units were set-up, the first cases were performed, an open house was held and the initial JCAHO survey was passed. What a great accomplishment for the staff at Mercy North.



*The OR nurses at Mercy North Ambulatory Surgery Center, including Renee Rittman and Teri Long, assist with the first surgery case in January 2005.*

## LIGHTEN UP IOWA

The Lighten Up Iowa competition ended in June and the *Bulletin* is happy to report that 528 members of the Mercy Family participated for five months to develop healthy lifestyles and eating habits. The competition was recognized in two divisions – weight loss and activity.

Mercy had 61 teams that participated and recorded a weight loss of 41,922 pounds and logged 124,325 miles of activity.

As you may recall, Mercy challenged Iowa Health System to see which organization could lose the most weight and log the most miles. The results revealed a tie – Mercy logged the most miles per participant and Iowa Health System lost the most weight per participant.

### Congratulations to the following Mercy team winners:

- **Skinny Wanna Bea's** lost the most weight. Team Captain: Jennifer Moore, Mercy Beaverdale Family Practice
- **Team buRN** walked the most miles. Team Captain: Sara Cross, Intensive Care Nursery



*Members of the Skinny Wanna Bea's team from the Mercy Beaverdale Family Practice Clinic include, L to R: Sheila Brown, Marilyn Powell, Jennifer Moore, Stacey McCrea, Margo Lierman and Dr. William Jagiello. Not pictured: Katie Thompson, Tiffany Kemp, Ashley Moore and Judy Love.*



## CELL PHONES HELP MEDICAL PROFESSIONALS FIND EMERGENCY CONTACT

The safety committee at Mercy is spreading the word about a nationwide EMS initiative that helps people who are involved in an emergency situation and also the emergency professionals caring for them. This initiative, known as ICE - In Case of an Emergency, allows the emergency medical professional to have access to emergency contact information via a contact in personal cell phones.

“This initiative is straightforward and simple,” said Denis Eikenberry, manager, Public Safety. “That is what is making it so effective.”

### HOW TO USE ICE

- On a cell phone, add the word, “ICE,” to the phone book or contact list. Under this listing, add the phone number of a person who has knowledge of your medical history (family member, etc.) in case of an emergency
  - If there is more than one person to contact, name the contacts, “ICE 1,” “ICE 2,” and so on
- “ICE is not only helpful for spouses who might go out for a run at night by themselves,” said Tony Biancalana,

director, Facilities & Support Services, “but it is also convenient for teenagers who are carrying a cell phone and don't have any ID on them or their parent's contact information already in their phone.”

At Mercy, new employees are learning of ICE in orientation and information will also be available at the upcoming Safety Fair on Oct. 26. Watch the *Bulletin* for more details on the upcoming Safety Fair.

### A NOTE FROM PUBLIC SAFETY

All areas' Emergency Preparedness Guides have been updated to reflect additional new criteria for Code Pink. The revised Code Pink will be communicated via overhead page with the following: M - male, F- female, under 12 months - infant, and over 12 months - age of child. For example, “Code Pink, location, F9” would mean female, nine years old. Please remember that a Code Pink may be called for any missing infant or child – the missing infant or child does not have to be a patient at Mercy. This additional criteria provides more information pertaining to the location of incident and narrows the description of the missing infant/child.

## PEDIATRIC CARDIOLOGY PICNIC

More than 200 people attended the Pediatric Cardiology Picnic on Sunday, Aug. 14, where previous heart patients and their families had the opportunity to reunite with their physicians, nurses and caregivers from the Children's Center at Mercy and Pediatric Cardiology, P.C.



*Trixie (the clown) entertains the children with wonderful balloon sculptures.*

# WOW TIDBITS

## SIGN UP FOR WOW 4U

The deadline to get sign-up information to WOW 4U on W-2 is Aug. 31. If you have not received your sign-up material, call x-38800 or send an e-mail to wow4u@mercydesmoines.org.

## THAT 70s PROGRAM

Get down, get funky and get healthy by participating in "That 70s Program," beginning Monday, Sept. 12. Watch for an information packet in interoffice mail.

## SMOKING CESSATION CLASSES

Smoking cessation classes are open to employees, families and the general public.

• Freedom From Smoking – held at Mercy Medical Center on Tuesday, Sept. 6 - Oct. 25, from 7:45-8:45 a.m. in the classroom on W-2 and at Iowa Health - Des Moines on Oct. 11 - Nov. 15 from 6-7 p.m. in the School of Nursing, Room 101. This class will be facilitated by Heidi Weiss from the American Lung Association. The cost is \$25 pre-paid. The \$25 is reimbursable to employees of Mercy or Iowa Health System who have 100 percent attendance.

• Subsidized nicotine replacement is available to employees attending smoking cessation classes.

## FOOTBALL FEVER

Plan to attend the Lunch and Learn on Tuesday, Sept. 6, at noon in Beh 2. Mike Remer, IT, will help us become informed football watchers.

WOW 4U and the Wellness Center are sponsoring "Football Frenzy" beginning Aug. 24 with trivia contests, food, prizes and more. Plan to attend the open house in the Wellness Center on Friday, Sept. 9, and wear your favorite Iowa school shirt.

## WOW 4U WINNER

The winner of \$5 in WOW 4 U Bucks this week is Debbie Furnish, Cath Lab. Call x-38800 to claim your prize.

# WE'RE EXPECTING YOU!

Mercy will be filled with guests attending the 14th Annual Stork Affair on Saturday, Sept. 17, from 9 a.m. - 2 p.m. The Stork Affair will include an open house in the Birthing Center and Children's Center, an educational expo with great speakers providing information on topics including baby safety, parenting and raising a baby with pets. There will also be an exhibitor hall featuring displays by Mercy departments and various businesses dedicated to the latest and greatest baby products in the Medical Plaza Atrium (both upper and lower levels). And don't forget to bring your car seat to our Car Seat Safety Check in the West Parking Ramp.

In order to make this year's event a success, we need volunteers to help us out! If you are interested in volunteering at Stork Affair, please contact Amy Baker, Public Relations, x-74228. This is your opportunity to help out and see what makes Stork Affair so exciting! Volunteers will receive a free T-shirt.

## EDUCATIONAL EXPO

### 9:30 a.m.

**Breastfeeding - The Best Milky Way for Baby**, Angela Swieter, RN, IBCLC, ICPE, Mercy Lactation Consultant

**Basic Training for New Dads - Tools for a Successful Start**, Mike Gatzke, Boot Camp for Dads Instructor

### 10:15 a.m.

**Calming a Fussy Baby**, Angela Swieter, RN, IBCLC, ICPE, Mercy Lactation Consultant

### 11 a.m.

**Emergency 411 - How to Keep Your Baby Safe**, Dr. Tom McAuliff, Medical Director, Children's Emergency Center at Mercy

### 11:45 a.m.

**Plenty of Love - Raising Baby with Pets**, Dr. Sara Lagan, Veterinarian, Hubbell Animal Hospital

### 12:30 p.m.

**Eating For Two - Tips for Healthy Eating During Pregnancy**, Lisa Tegtmeier, RD, LD, Mercy Clinical Dietitian

### 1:15 p.m.

**Calming a Fussy Baby**, Angela Swieter, RN, IBCLC, ICPE, Mercy Lactation Consultant

## OUR SYMPATHY

**Karla Kipper**, Medical Imaging, on the death of her stepfather

**Katie Dudak**, Mercy Franklin, on the death of her father

**Cynthia Burton**, Medical Imaging, on the death of her sister

**Claudia Roven**, Mercy Franklin, on the death of her mother

**Mary Sukowatey**, Ruan Neurology Center, on the death of her mother

**Betty Mitchell**, Information Technology, on the death of her father

**Richardine Jackson**, Mercy Franklin, on the death of her uncle and brother

**Thomas Ingram**, Mercy Franklin, on the death of his father

**Suvada Imsirouic**, Environmental Services, on the death of her grandmother

## CONGRATULATIONS TO...

**Heather Sander**, CHF, and Brian, on the birth of their daughter, Andrea Carlin. Andrea was born July 5 and has two siblings, Michelle, 11, and Jacob, 6.

**Heather Pride**, Cath Lab, and Russel, on the birth of their daughter, Sydney Anne. Sydney was born Aug. 3 and is the first child for the Prides.

**Bridget Sickles**, MRI, and Josh, on the birth of their son, Mason David. Mason was born Aug. 5 and is the first child for the Sickles.

**Missy Starr**, 3 South, and J., on the birth of their daughter, Addison Clark. Addison was born Aug. 7 and is the first child for the Starrs.

**Judi Pries**, Mercy West Ambulatory Surgery, and Scott, on the birth of their daughter, Kelsey Faith. Kelsey was born Aug. 10 and is the first child for the Prieses.

**Marcie Steiner**, 5 South, and Scott, on the birth of their son, Luke Hayden. Luke was born Aug. 13 and has two siblings, Taylor, 7, and Maddie, 5.

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If you are interested in submitting an article, letter to the editor or Reflections of Excellence note, please send it to Natalie Wilson, Public Relations and Marketing Department, or call 247-3050.



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