

SMOKING CESSATION CLASSES

The next smoking cessation program begins at Iowa Health System on Tuesday, Oct. 11, and ends on Tuesday, Nov. 15. The class will meet from 6 - 7 p.m. in the School of Nursing at Iowa Methodist, Room 101. Cost is \$25 and is reimbursable if you attend all of the classes. Subsidized nicotine replacement is also available for employees. Pre registration is required. Call Bev at x-74310 to sign-up.

THE NEW FOOD GUIDE PYRAMID

The WOW 4U Nutrition Education series continues on Wednesday, Oct. 9, from 12-12:30 p.m. on W-2 with information on "The New Food Guide Pyramid."

WOW T-SHIRTS

For those of you who have not received your WOW 4U T-shirts, they are on order. An e-mail will be sent when the order arrives to let you know how to get your shirt.

WINNERS ANNOUNCED

The winner of \$5 in WOW Bucks this week is Barb Good, Processing. Call x-38800 to claim your prize.

OUR SYMPATHY

Marie Henry, Mercy Indianola Clinic, on the death of her grandfather.

Lisa Crandall, Public Relations and Marketing, on the death of her father.

CONGRATULATIONS TO...

Leisha Huyser, W3CC, and Ryan, on the birth of their twins, Clayton Lee and Carly Paige. Clayton and Carly were born on Sept. 19 and are the first children for the Huysers.

Angela Lehrmann, 6 North, and Chad Gutierrez, on the birth of their daughter, Ariaiah Antonia. Ariaiah was born Sept. 27 and is the first child for Angela and Chad.

Lisa Hick, Mercy Capitol - 3 North, and Haven, on the birth of their son, Brayden Michael. Brayden was born Sept. 28 and has one sibling, Henry, 20 months.

STORK AFFAIR 2005

On Saturday, Sept. 17, 1,500 expecting moms, dads and even grandmas attended the 14th Annual Stork Affair at Mercy. Thank you to everyone who helped make this year's event so successful. More than 633 guests attended our Educational Expo while Mercy's car seat technicians were busy checking and installing 76 car seats. Guests also had the opportunity to stroll through our exhibitor hall, receive great baby giveaways and register for a \$1,000 grand prize shopping spree to Babies 'R' Us. The open house in the Perinatal Diagnostic Center, Birthing Center, Mother Baby Unit, NICU and Pediatrics gave our guests the opportunity to meet our staff and ask questions. Mark your calendars for the spring Stork Affair, scheduled for Saturday, March 11, 2006.



Sandi Anderson and her daughter, Freedom, are all smiles as Kristal Chapman, Babies "R" Us promotions coordinator, and Paul Pasutti, assistant store manager, award her with the \$1,000 grand prize shopping spree to Babies 'R' Us.

CELEBRATING HISPANIC HERITAGE

Since 1968, National Hispanic Heritage Week has been celebrated in September in recognition of the culture and traditions of U.S. residents who trace their roots to Spain, Mexico, and the Spanish-speaking nations of Central America, South America, and the Caribbean. On Wednesday, Sept. 28, Mercy employees enjoyed special cuisine in the Marketplace & Grille to celebrate National Hispanic Heritage Week.



Christine Kern, SPD, (left) won the pinata prize at Hispanic Heritage Day, presented by Jacqueline Easley, Diversity/Employee Services Coordinator.

HUMAN RESOURCES NEWS

NEW EMPLOYMENT APPLICATION PROCESS

Through our continued efforts to serve our customers, the Human Resources Department is currently implementing a new web-based employment application process. This new system will help us improve our recruiting efforts by using the Internet to communicate with applicants and hiring managers in a timely manner. We are looking forward to the new functionality and will keep you updated on our progress of implementation.

SICK LEAVE BUY BACK

October is the month for Sick Leave Buy Back. Employees with Sick Leave balances may cash up to 40 hours with no minimum balance required. This amount is calculated by taking employees' base rates of

pay times the number of hours designated and divide by two. Differentials and other premiums are not applied. Employees receive one hour of compensation for every two hours of sick leave. Return request forms to Human Resources by Wednesday, Oct. 12, for the paycheck of Friday, Oct. 21. Remember, Sick Leave Buy Back may be directed to 403B (TSA) accounts. Please see Human Resources for the appropriate forms.

ANNUAL BENEFIT ENROLLMENT FOR JANUARY 1 - DECEMBER 31, 2006

Annual Benefit Enrollment will occur Monday, Nov. 7 - Friday, Nov. 18. Enrollment materials will be distributed to eligible employees with the Friday, Nov. 4, paychecks.

BULLETIN

VOL 05 ISSUE 20 | OCTOBER 7, 2005

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

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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.


MERCY MEDICAL CENTER
DES MOINES

A member of Mercy Health Network

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VOL 05 ISSUE 20 | OCTOBER 7, 2005



Peter Makowski, new executive vice president and COO, Mercy Medical Center – Des Moines, takes time to collect tickets and greet employees at the Mercy Day festivities held on Friday, Sept. 30, in the Marketplace & Grille.

MERCY WELCOMES NEW EXECUTIVE VICE PRESIDENT AND COO

The newest member of the Mercy Leadership Team, Peter Makowski, arrived at the end of September. He not only brings years of health care experience to his new role, but also views Mercy Medical Center – Des Moines as a great place to be.

Makowski is the new Executive Vice President and COO of Mercy Medical Center – Des Moines, and was most recently the CEO of Mercy Medical Center-Sioux City. Under his leadership in Sioux City, Mercy received numerous awards and recognition, including the 2005 JD Power and Associates designation as a Distinguished Hospital. Peter credits the success of his team to the Preferred Culture initiative they developed.

“We named it F.I.S.H., which stands for ‘faith-inspired service and healing.’ As a result of the initiative, a number of exciting things happened,” Makowski says. “Our Gallup scores went up consistently each year I was there and our patient and customer satisfaction also soared.”

Born and raised in the Midwest, Makowski received his education and early health care administration training in California. While attending Whittier College he met his wife of 26 years, Cyndi. When the position in Sioux City became available, they decided to move their family, which includes daughters Jaqui, 15, and Alli, 8, to the Midwest. Makowski said he remembered the Midwestern values he had growing up and wanted his children to have the same

experience.

“I very much missed the Midwest. In my opinion, California is pretty hectic and is not necessarily the best place to raise a family,” says Makowski. “I was really looking forward to coming back to the Midwest and exposing my kids to what I’d been exposed to growing up.”

When the COO position at Mercy Medical Center – Des Moines became available, Makowski said he saw it as an opportunity to work more closely with Dave Vellinga, President & CEO.

“While I was in Sioux City, I really had a great time working with Dave. I think he and I share similar leadership traits and goals for health care, and have a strong sense of serving the mission and values of Mercy,” Makowski says.

He also said he sees the size of the organization in Des Moines as full of opportunity. Makowski said he believes the Des Moines area has potential for further partnership and collaboration among health care providers and the community.

“The thing I really want to do is carry out the legacy of Sister Catherine McAuley. In my opinion, that is why we’re here,” says Makowski. “She had such a deep, profound mission for serving people, especially the underserved. My hope is that we can continue to build upon her legacy.”

HURRICANE RELIEF UPDATE

On Monday, Oct. 3, Mercy Health Network (MHN) answered the call from the Department of Health and Human Services to prepare for deployment of 43 doctors and nurses to Louisiana to help staff a medical shelter for victims of the recent hurricanes.

At the time the *Bulletin* was printed, MHN employees from Mercy Medical Center – Clinton, Mercy Medical Center – Des Moines, Mercy Medical Center – Dubuque, Mercy Medical Center – North Iowa and Mercy Medical Center – Sioux City were on stand-by to help lead the medical relief mission that will be stationed for two weeks in Louisiana.

We applaud the dedication of all employees who have helped in previous medical mission teams to the Gulf Coast Region and who will be providing their medical knowledge and skills in the near future.

Look for more coverage on the relief effort in an upcoming issue of the *Bulletin*.

MERCY RECOGNIZED AS CONSUMER CHOICE AWARD WINNER



We are proud to announce that Mercy Medical Center – Des Moines is being recognized as the exclusive 2005/06 Consumer Choice Award winner by the National

Research Corporation (NRC). The designation was announced in the September issue of *Modern Healthcare*.

The designation was based on the favorable ratings Mercy received to the following questions: “What is your first choice hospital/facility for 1) best overall quality, 2) best image and reputation, 3) best doctors and 4) best nurses.” Researchers from NRC ask questions of local residents and then base the award on the positive responses regarding consumer perception.

“Consumers play an integral role in selecting their health care,” said Dave Vellinga, President & CEO, Mercy Medical Center – Des Moines. “I am proud and honored that Mercy was chosen as a winning facility and com-

mend the Mercy Family for their consistent delivery of quality health care.”

Of the 3,000 winning hospitals named by consumers in the study, Mercy ranked highest in our metropolitan area. NRC Healthcare Market Guide has significant expertise in this area and has surveyed more than 200,000 households representing 400,000 consumers in 48 states and the District of Columbia.

This consumer choice award is the latest in a string of accolades Mercy has received this past year. Earlier, Mercy had outstanding performance on the quality process measures reported on the federal CMS “Hospital Compare” Web site, Solucient® named Mercy a Top 100 Heart Hospital, Mercy received a five-star rating from Healthgrades for stroke and cardiovascular care and received full three year accreditation by the Joint Commission on Accreditation of Healthcare Organizations.



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

MERCY'S IOWA HEART HOSPITAL FIRST IN IOWA TO RECEIVE CHEST PAIN CENTER ACCREDITATION



Medical Center is the first accredited Chest Pain Center in Iowa.

"We are extraordinarily pleased with this accreditation and it further demonstrates that the Iowa Heart Hospital at Mercy Medical Center is a leader in cardiac services in Iowa. Not only does it reflect our commitment to quality patient care, but this also highlights our focus on community education," said David Stilley, M.D., medical director, Emergency Department. "This is a great example of the high level of care and competence our staff demonstrates in serving our patients."

The Iowa Heart Hospital at Mercy's Chest Pain Center has demonstrated its expertise and commitment to quality patient care by meeting or exceeding a wide set of criteria and completing on-site evaluations by a review team from the Society of Chest Pain Centers. Key areas

The Society of Chest Pain Centers has granted the designation of Accredited Chest Pain Center to Mercy Medical Center – Des Moines for receiving full accreditation from the Accreditation

Review Committee. Mercy

in which a Chest Pain Center must demonstrate expertise include:

- Integrating the Emergency Department with the local emergency medical system
- Assessing, diagnosing, and treating patients quickly
- Effectively treating patients with low risk for acute coronary syndrome and no assignable cause for their symptoms
- Having a functional design that promotes optimal patient care
- Ensuring Chest Pain Center personnel competency and training
- Maintaining organizational structure and commitment
- Continually seeking to improve processes and procedures
- Supporting community outreach programs that educate the public to promptly seek medical care if they display symptoms of a possible heart attack

The Society of Chest Pain Centers (SCPC), headquartered in Columbus, Ohio, is an international professional society focused on improving care for patients with acute coronary syndromes and related maladies.

OCTOBER IS BREAST CANCER AWARENESS MONTH

This year, more than 210,000 women and 1,600 men will be diagnosed with breast cancer.

October is National Breast Cancer Awareness Month and the staff at Mercy's Mammography Centers – located at Central Campus, Mercy West Diagnostic Imaging and Mercy North Diagnostic Imaging – are reminding everyone about breast health.

Here are important tips to remember:

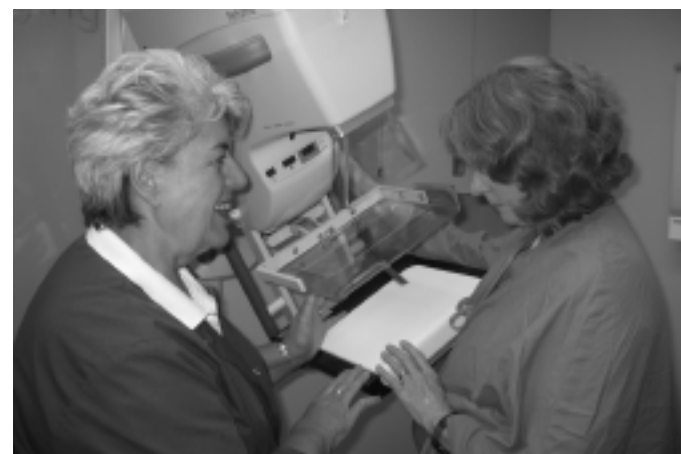
- Perform a breast self exam (BSE) every month.
- Have a clinical exam by a nurse or doctor once a year.
- Have a baseline mammogram between the ages of 35-40. Have an annual mammogram every year after the age of 40.

When having a mammogram, it is important that you find a facility that specializes in mammography. Since compression is necessary to obtain good images, some patients may experience discomfort. That's why Mercy's Mammography Centers use a MammoPad®, a soft foam pad placed on the tray receptor. This provides each patient with a softer, warmer and more comfortable mammogram.

Mercy's Mammography Centers also provide free

mammograms in partnership with Polk County/Race for the Cure. To find out if you qualify for a free mammogram, call the Polk County Health Department at (515) 286-3798.

To schedule a mammogram at one of Mercy's Mammography Centers, please call Mercy Medical Center at 247-3045, Mercy West Diagnostic Imaging at 222-7550, and Mercy North Diagnostic Imaging at 643-7676.



Terry Graber, Mercy Mammography staff technologist, explains the benefits of a MammoPad® at the Central Campus location.

NEWS BRIEFS

TRINITY HEALTH INTERNATIONAL (THI) SEEKS ASSISTANCE

THI is seeking a radiology manager and primary care physician to provide training and development services at ARAMED Centre in Ibadan, Nigeria. This assignment will involve a minimum three-week site visit and all expenses – including salary (up to a maximum limit) – will be paid. For further information, please visit the THI Web site at www.trinityhealthinternational.org. Assignment is scheduled to take place between mid-October and late November.

RACE FOR THE CURE REMINDER

Remember to stop by the Mercy Cancer Center table tomorrow – Saturday, Oct. 8 – at the Race for the Cure at Principal Park to have a picture taken of your group. Any questions, call Heidi Petersen, Mercy Cancer Center, x-38206.

READY TO WALK A MILE?

Education Services will be offering a 60-minute workshop for all employees on Thursday, Oct. 13, from 12-1 p.m. in Beh. Employees will share their experiences and

be challenged to think about their own perceptions on understanding, working with and respecting those with disabilities. To register, e-mail education@mercydesmoines.org.

COMBAT HUNGER

Mercy will be participating in the Combat Hunger project Nov. 14-18. This year's goal is to raise 25,000 pounds in food and money donations. Mercy employee volunteers are needed to collect items internally, as well as collect donations at area Dahl's locations on Nov. 17 and 18. To sign up your department to participate or to volunteer to collect donations, please contact Sarah Todd, Public Relations and Marketing, x-38368. Clinic managers will be contacted directly about participation.

FREE WEIGHT LOSS SEMINAR

You still have time to sign up for the free obesity lecture, sponsored by the Mercy Center for Weight Reduction. The program is scheduled for Monday, Oct. 11, at 6 p.m., in the Mercy Education Center. Learn information about the latest medical facts in obesity and listen to a former gastric bypass surgery patient. Call x-30606 to register.

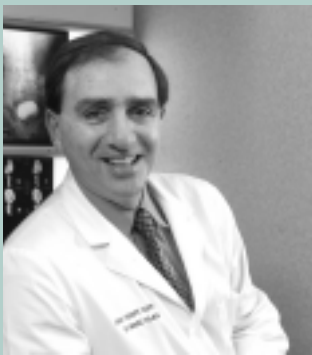
DEDICATION OF PATRICIA CLARE SULLIVAN CENTER

Mercy College of Health Sciences joined more than 290 Mercy Family members, friends and community members for a dedication and blessing of the 38,000 square foot facility that will house additional classrooms, a library, lecture hall, science laboratories, a computer classroom, and a 16-bed nursing arts laboratory.



Patricia Clare Sullivan addresses the crowd on Thursday, Sept. 22, at the dedication ceremony.

FACES OF ACIS



Dr. Marc Klein, M.D.

Dr. Marc Klein, M.D., cardiologist at Iowa Heart Center, says that although they are currently using ACIS in a limited manner in looking up old records, he and his staff are looking forward to clinical data compiling in the electronic medical record so that they can review information electronically. Being able to sign off charts electronically from his office has been a real convenience for him as he no longer needs to travel to Medical Records to sign off charts.



Nancy Losenicky

Nancy Losenicky, Mercy Diabetes Institute, says "The new ACIS scheduling has made my job so much easier. Before I was making extra copies of forms and asking patients many questions to make sure we had the correct patient. Now, with the ACIS system, the patient is already in the system 99.9 percent of the time and the information is already there. The system automatically prints the information needed for the Admitting staff to register each patient. I'm so happy to welcome the ACIS system to Mercy. I really love this system."

Mercy SIX SIGMA GRADUATION

The Wave III Green Belt class completed their Six Sigma training Thursday, Sept. 22. Mercy Medical Center now has 34 employees who have completed the three-week Green Belt training course on the Six Sigma Performance Improvement Methodology. Each of these new Green Belts are teamed with a Black Belt to lead a performance improvement project related to their area. With the addition of these projects, there are now 86 active Six Sigma projects within the organization.



Front, L to R: Jackie Perkins, Wound Center & Diabetes Institute; Deb Bagnall, Education Services; Lori Rathbun, Perioperative Services; Sholeh Varzegar, Mercy College; Middle, L to R: Deb Leyda, Centerville; Christy Cownie, Administration; Gina Negrete, Admitting; Lynda Wilson, Iowa Heart Hospital; Deb Young, SPD; Ron Askland, Children's Center. Back, L to R: Jane Koffman, Albia; David Jones, Interpretation Services; Laura Nunez, Patient Accounts; Amy Barth, Sleep Center; Cindy Neller, Medical Imaging; Dennis Delker, Albia and Jim Carle, Albia. Not Pictured: Deane Baldwin, Medical Imaging; Brenda McGraw, Emergency Services; Jim Strother, Information Services; Jim Green, Information Services; and Dr. Rob Hatchitt, Emergency Services.

EDUCATION SESSIONS ON MEDICARE PRESCRIPTION COVERAGE

Special one-hour sessions are currently being held for participants to learn more about Medicare Prescription Coverage Part D. Participants will also have access to enrollment materials and information. Please see the dates below for the upcoming meetings.

MEDICARE PRESCRIPTION COVERAGE MEETINGS

- Oct. 11 Mercy Capitol McAuley Room
603 East 12th Street
West Entrance East 12th Deli
3 - 4 p.m.
- Oct. 12 Mercy Capitol McAuley Room
603 East 12th Street
West Entrance East 12th Deli
7 - 8 p.m.
- Oct. 18 Mercy Franklin Center Gym
1818 48th Street
10 - 11 a.m.
- Oct. 19 Mercy Franklin Center Gym
1818 48th Street
2 - 3 p.m.