

BULLETIN

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

VOL 05 ISSUE 21 | OCTOBER 21, 2005

GULF COAST RESIDENTS DEVASTATED BY HURRICANE NOW CALL MERCY HOME

For Jean Giddings and Carla Hosch, the Gulf Coast was home. Jean was a lifelong resident of New Orleans and worked as a certified nursing assistant in the Neurology department at Charity Hospital. Carla was a transplanted Iowan from Creston who lived in Long Beach, Miss., and worked at East Jefferson Hospital as a registered nurse.

The destructive winds of Hurricane Katrina tore their worlds apart. The storm left Jean with next to nothing. Carla and her family were able to escape far enough to safety until the storm passed. When she returned, Carla found their home in livable condition, but she had fled from five hurricanes and this was enough.

Mercy Medical Center and members of the Greater Des Moines Partnership had been watching the events unfold in the Gulf Coast States. They wanted to offer assistance and opportunities to people displaced by the storm. A program called Bridging the Gap was created to match 100 evacuees with jobs in the Des Moines metro area and Mercy had the first match. Jean is now working in Mercy's Coronary Care Unit and Carla is a member of the Flex Team who started her first nursing assignment at Mercy in the Emergency Department.

"I'd heard from a friend that Iowa is a nice place," said Jean. "I came to Des Moines and people wanted to help and there was a job for me. Everyone I have met and worked with has been warm, hospitable, compassionate and outgoing."

Carla echoed those same sentiments, "I am so happy and everyone has been so nice and understanding and accommodating of my situation. I had wanted to come back but I didn't think it would take a hurricane to get me here. Having a job will help get things back to normal."

Mercy President & CEO Dave Vellinga said he believes Bridging the Gap is a natural fit and helps Mercy carry out our Mission and Values. "The hurricanes that battered the

Gulf Coast States left behind destruction of not just property, but of human lives," said Dave. "Homes and businesses can be rebuilt. We also have an obligation to help rebuild the lives of individuals and families that were torn apart. Bridging the Gap allows Mercy, our colleagues in the business community and the Greater Des Moines Partnership to do what Iowans do best – pull together to come to the aide of people in need."

To Jean and Carla we say welcome to Iowa – and to the Mercy Family.



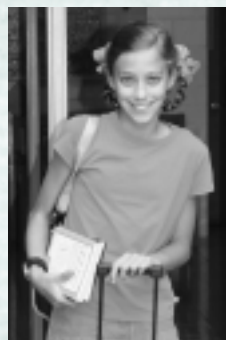
Pictured left to right, Dave Vellinga, President & CEO; Jean Diggs, CNA, now working in Mercy's CCU; Carla Hosch, RN, a member of Mercy's Flex Team currently working in the Emergency Department; and Mary Bontrager, executive vice president, Greater Des Moines Partnership.



PASTORAL CARE WEEK

"Healing Wisdom" is the theme of National Pastoral Care Week, which is Oct. 23-29. At Mercy you will have an opportunity to learn more about the vital role Pastoral Care plays not only for our patients but in the lives of the Mercy Family. The week will be observed at Mercy Central Campus, Mercy Capitol and Mercy Franklin Center.

HALLOWEEN IS MORE THAN CANDY FOR ONE 10-YEAR-OLD GIRL



Talia Leman, 10, begins T.L.C. for victims of the recent hurricanes.

Talia Leman, 10, daughter of Dr. Bernard Leman, Iowa Digestive Disease Center, is encouraging kids everywhere to trick-or-treat for donations to raise \$1 million for hurricane relief efforts

"I feel I need to help them out," said Talia.

Talia's idea, called T.L.C (trick-or-treating for the Levee Catastrophe) stemmed from all the exposure she saw on television, heard on the radio, and learned about in school regarding the victims of the hurricane.

"Reading the newspaper, talking with my mom and my principal – who is also my social studies teacher – made

me feel sad and wonder what I could do to help," she said.

Hy-Vee Food Stores heard Talia's call and decided to join the effort.

"Talia came to us with her business plan written out on notebook paper," said Ruth Comer, assistant vice president of communications, Hy-Vee. "We were impressed with her initiative and willingness to think beyond herself and want to help kids in another part of the country that have lost almost everything."

Hy-Vee will print Talia's message on more than eight million orange grocery bags distributed to 221 stores in seven states.

HOW YOU CAN GIVE TO T.L.C.

You can pick up an orange trick-or-treat bag at all Hy-Vee Food Stores locations. After Halloween, take the money back to the Hy-Vee location nearest you and they will write a check to the American Red Cross. For more information, call (515) 267-2893.

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.

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People

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Physician
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Information

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Growth

PRESIDENT'S MESSAGE



Dave Vellinga
President & CEO

Of all the important work that we do each day as providers of health care, nothing is more important than the delivery of quality care for our patients. Clinical excellence, compassionate care and exceptional service are always our goals.

With this in mind, I am especially proud that, because of your dedication to these goals, Des Moines-area consumers have chosen Mercy Medical Center - Des Moines as a national leader in overall quality health care. Mercy was selected as Des Moines' only 2005/06 Consumer Choice Award winner, given by National Research Corporation (NRC).

This award is especially significant as we recognize that patients today are savvy consumers who have more information and options available than ever before. To be selected as Des Moines' top hospital for overall quality is a significant honor. In addition to receiving the best overall quality award, local residents named Mercy as their preferred choice hospital for the following:

- Best doctors
- Best nurses
- Most personalized care
- Best image/reputation
- Best community health programs

Des Moines-area consumers also chose Mercy as their preferred provider of the following services:

- Bariatric (weight loss) Surgery
- Heart Care

- Home Health Care
- Hospital Inpatient Stay
- Mental Health Services
- Neurology
- Outpatient Testing/X-Rays
- Outpatient/Same Day Surgery

This NRC Consumer Choice Award is the latest in a string of accolades Mercy has received this past year. For example, 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 a full three-year accreditation by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO). Recently the Chest Pain Center at the Iowa Heart Hospital at Mercy became Iowa's only chest pain center nationally accredited by the Society of Chest Pain Centers.

While we are elated with our present standing, it is crucial that we continue to strive for ongoing enhancement of patient care. It is our goal to "raise the bar" even further. We want patients to choose Mercy because we are their best and preferred option. It's our honor to be chosen for these awards, but is also our privilege to serve and our responsibility to continually improve.

I thank each of you for everything you have done to make Mercy one of the finest hospitals in the nation. Your unwavering dedication to clinical excellence and extraordinary patient care are commended and appreciated.

Best wishes,

HELPING YOU TO MAKE INFORMED HEALTH CARE CHOICES

Mercy Medical Center – Des Moines is helping to empower our health care consumers to make the best choices available when it comes to their care and the care of their loved ones.

"We believe that patient access to quality information allows the public to make informed decisions about their health care," said Dan Varnum, vice president, Performance Improvement. "We welcome the opportunity to share our statistics and report quality information on a regular basis. We are very proud of the quality services delivered by the physicians and staff here at Mercy every day."

With the recent recognitions Mercy has received regarding quality, our organization has launched a public campaign to inform consumers of our standards of care and those key indicators that prove that Mercy goes above and beyond to get the best results for our patients.

Be sure to look in the *Des Moines Register* today to view the first of the quality reporting ad campaign featuring

Mercy's performance in the treatment of heart attack, heart failure and pneumonia.

A second ad will publish in the Sunday, Oct. 23, edition of the *Des Moines Register* and will include a more comprehensive list of Mercy's latest quality awards and certifications.



An excerpt taken from the quality ad which appears today in the *Des Moines Register*.

DONATIONS HELP KEEP CHILDREN WARM

Mercy is partnering with local businesses to help children stay warm this winter through the Shoes That Fit program.

Running through Dec. 15, Shoes That Fit is a national organization that works with the community to identify elementary students in local schools with clothing needs and works to get those needs filled.

Last year, Shoes That Fit filled the needs of more than 6,200 children in 32 elementary schools.

HOW IT WORKS:

Des Moines' Mediacom has visited area schools and collected "needs cards" for children. These cards contain a description of one needed clothing item, size, gender of child, and age. The "needs card" will be distributed to those who are interested in purchasing an item for a child. All items will be collected and sent to the child in need.

HOW YOU CAN HELP:

Mercy Central Campus

- Any Mercy employee or department interested in obtaining a child's "needs card," contact Natalie Wilson,

PR & Marketing, x-38384, or pick up a needs card in PR & Marketing, A-Level, between 8 a.m. and 4:30 p.m. through Dec. 15.

- After fulfilling the card, items may be dropped off in PR/Marketing.

Mercy Capitol

- Any Mercy Capitol employee or department interested in obtaining and fulfilling a child's "needs card," please contact Karen Low, Administration, x-30700.
- After fulfilling a card, items may be dropped off in Administration, Level 1, by Thursday, Nov. 10, for pick-up on Friday, Nov. 11, and Friday, Dec. 2, for pick-up on Monday, Dec. 5

Mercy Clinics

- All interested employees, please contact clinic managers to obtain a "needs card."
- Items will be collected from clinic locations on Friday, Nov. 11, and Monday, Dec. 5.

Donations of money are also welcome. Checks can be made out to Shoes That Fit. All cash and checks can be returned to PR & Marketing by Dec. 15.

HOLIDAY TURKEY CERTIFICATES

Certificates will be distributed with the Nov. 4 paycheck. Turkey pick-up is Wednesday, Nov. 16.

DON'T LET THE FLU BUG BITE!

Beginning Wednesday, Nov. 2, Employee Health Services (EHS) will be offering free influenza vaccinations to all Mercy employees. The Iowa Department of Public Health (IDPH) and the Centers for Disease Control and Prevention (CDC) recommend that anyone who has a serious, long-term illness or weakened immune system, is 65 years of age or older, or is a health care worker should receive the vaccine.

Influenza is spread from infected persons to the nose or throat of others. Symptoms can include fever, cough, sore throat, headache, chills, muscle aches and fatigue. It is highly encouraged that those employees who work as direct patient care providers receive an influenza vaccination during the first week of the campaign – as supplies may be limited. All employees must bring their Mercy identification badge in order to receive a vaccination.

INFLUENZA VACCINATION SCHEDULE

<u>When</u>	<u>Where (Main Campus)</u>	<u>Time</u>
Wednesday, Nov. 2	Conference Room 1	9 a.m.- 4 p.m.
Thursday, Nov. 3	Beh 2	9 a.m.- 4 p.m.
Friday, Nov. 4	Beh 3	9 a.m.- 4 p.m.
Monday, Nov. 7	Conference Room 1	8 a.m.- 2 p.m.
Tuesday, Nov. 8	Beh 2	7 a.m.-10:30 p.m.
Wednesday, Nov. 9	Beh 3	7:30 -11 a.m.
Thursday, Nov. 10	Beh 1	7-10:30 a.m.
Friday, Nov. 11	Employee Health	6:30 a.m.- 4:30 p.m.

WEIGHT LOSS EXPERT VISITS DES MOINES

National weight loss expert Barry Miller, M.D., of Flint, Mich., visited Mercy Medical Center on Monday, Oct. 10, to discuss obesity and achieving success with weight loss during a free weight loss seminar for the general public. The event was hosted by the Mercy Center for Weight Reduction. Dr. Miller is the owner of IMC/Center for Weight Management and is a national speaker on topics of obesity and weight loss.



Pictured L to R, Jenny Norgaard, RD, Mercy Center for Weight Reduction; Barry Miller, M.D., IMC/Center for Weight Management; Steve McLoone, Novartis Nutrition-OPTIFAST; and Michael Sutcliffe, M.D., Mercy Clinics, Inc., OPTIFAST Medical Director.

MERCY SUPPORTS RACE FOR THE CURE

Thank you to the Mercy staff, friends and family who supported the 2005 Des Moines Race for the Cure. The Race had its most successful year yet with more than 16,600 participants and volunteers. Mercy had the largest corporate team for the eighth straight year with more than 800 participants. These individuals contributed more than \$17,000 in entry fees and donations. Funds raised by the Susan G. Komen Foundation Race for the Cure support funding of mammograms for those uninsured or underinsured in Central Iowa, and grants for breast health education and research.



Mercy's name is visible as Race for the Cure participants use the bright green bags given out from Mercy's sponsorship tent (5,000 bags were distributed).

WOW TIDBITS

THAT '70s PROGRAM ENDS TODAY

We hope you all got in the groove and remembered the '70s while easing into a healthier lifestyle. To earn WOW 4U Bucks, your log sheet and pre and post survey must be to WOW by Monday, Oct. 31.

WOW 4U T-SHIRTS HAVE ARRIVED

If you signed up for WOW before Aug. 31 and have not received your T-shirt, please stop by W-2 in the WOW office and pick up your shirt. If you are at an off-site location, your advisor will get your shirt to you.

NOVEMBER WOW ACTIVITIES

- Thursday, Nov. 3, Dr. Puricelli, Mercy Ruan Neurology Clinic, will present, "Is it a Headache or is it Migraine?" at noon in Beh 1
- Wednesday, Nov. 9, Dr. John Vespa, will discuss "Dental Care and Cosmetics" at noon in Mercy Hall.
- Thursday, Nov. 10, "Diabetes Screening" and Lunch and Learn at noon in Beh
- Wednesday, Nov. 16, Nutrition Education continues with "Holiday Eating" at noon in the classroom on W-2
- Friday, Nov. 18, the Sports and Leisure Series continues with instruction from Terri Trepp, EHS, on making tie fringe blankets at noon in the classroom on W-2
- Thursday, Dec. 1, Jessica Forman will demonstrate bow making and Christmas package wrapping at noon in the classroom on W-2

WINNER ANNOUNCED

The winner of \$5 in WOW 4U Bucks this week is Susan Van Erdewyk, Mercy Child Development Center. Call x-38800 to claim your prize.

HUMAN RESOURCES NEWS

OVERVIEW OF CHANGES FOR PLAN YEAR JAN. 1 - DEC. 31, 2006.

Catholic Health Initiatives Medical Plan:

- Minimal cost increase for participants of approximately five percent
 - No plan design changes
 - In-Network CHI 100 percent facility enhanced benefit level to include Mercy West Endoscopy, LLC; Mercy Terrace Hill Surgery Center, Mercy North Diagnostic Imaging, and Mercy North Ambulatory Surgery Center
- Health Care Flexible Spending Account:** A new grace period, which extends the deadline for incurring health care flexible spending account expenses.

Vision Service Plan: Enhanced coverage for eyeglasses and contact lenses.

Long Term Disability: No change for participants who elect 50 percent coverage option. Plan cost increase for participants who elect 60 percent or 66 2/3 percent coverage options.

More information will be provided in the enrollment packets distributed with the Nov. 4 paychecks. Annual Open Enrollment will be conducted Nov. 7 - 18. Participants who would like to keep their current coverage do not need to re-enroll. Benefit elections will carry-over with the exception of flexible spending accounts. Participants must enroll in these benefits each year.

NEW APPLICATION PROCESS AT MERCY

Effective Nov. 1, 2005, Human Resources is implementing a new employment application system in which all internal and external applicants must apply online for open positions. The system provides access to positions on a daily basis from any computer via the Internet.

Enhancements of the new on-line application system include receiving timely communication regarding status of applications, new positions posted daily, and detailed job summaries and qualifications available for applicants' review.

Applicants may apply for any open position from the comfort of their own home, in the Human Resources office (Mon-Fri 7:30 a.m. - 4:30 p.m.), or from any computer with Internet access. Detailed instructions on how to apply will be available in Human Resources and designated hospital and clinic locations.

After Nov. 1, 2005 all applications must be completed online. Please contact Human Resources, x-73100, if you have any questions regarding this new process.

OUR SYMPATHY

Carolyn Lull, Patient Access, on the death of her father-in-law.

Dr. Mark Collison, Mercy West Internal Medicine Clinic, on the death of his father-in-law.

Jason Proctor, Medical Imaging, on the death of his grandmother.

Stephanie Swanson, Mercy/Mayo, on the death of her grandfather.

Tom Scoonover, Mercy Properties, on the death of his mother.

Theresa Sullivan, Laboratory, on the death of her grandmother.

CONGRATULATIONS TO...

Kim Grell, NICU, and **Bill**, on the birth of their daughter, Elizabeth Maye. Elizabeth was born Sept. 15 and has three siblings, Jack, 3 ; Katie, 23 months; and Sydney, 23 months.

Laura Stolte, Mercy/Mayo, and **Fred Pepin**, on the birth of their son, Colton Jacob. Colton was born Sept. 29 and is the first child for Laura and Fred.

Julie Wrage, Mercy Capitol - ICU, and **Shane**, on the birth of their son, Reece Henry. Reece was born Oct. 3 and has two siblings, Sydnee, 7, and Micaela, 5.

Rubin Philip Majok, Housekeeping, and **Elisabeth Deng**, on the birth of their daughter, Nyadeng Rubin. Nyadeng was born Oct. 5 and has eight siblings, Ajak, 23; Adela, 21; Majok, 19; Nyanray, 17; Angela, 14; Agok, 12; Mandela, 11; and Monjok, 5.

Tracy Hostetter, Mercy North Family Practice/Urgent Care, and **Brian**, on the birth of their son, Benjamin David. Benjamin was born Oct. 6 and has twin siblings, Jackson and Samuel, 20 months.

Tracie Baker, Admitting, and **Kirk**, on the birth of their daughter, Jenna Johanna Rae. Jenna was born Oct. 6 and has three siblings, Drake, 7, Parker, 5, and Kassie, 3.

Brooke Waugaman, 5-North, and **Drew**, on the birth of their daughter, Noel Richardson. Noel was born Oct. 8 and has one sibling, Isaiah, 5.

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