

BULLETIN

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

VOL 05 ISSUE 22 | NOVEMBER 4, 2005

GOBBLER GIVEAWAY

The Sisters of Mercy, Dave Vellinga and the Executive Staff would like to announce Mercy's eighth annual "Gobbler Giveaway" on Wednesday, Nov. 16, from 7 a.m. - 5:30 p.m. The pick-up area for hospital employees will be located at the Mercy Education Center parking lot (4th & University). A drive-thru lane will be available. Please do not park in the Ed Center parking lot.

Mercy West Clinic employees – please contact your supervisor for pick-up times at your facility.

Mercy Clinic employees – please contact your supervisor for pick-up details.

Bishop Drumm, Mercy Capitol and Mercy Franklin employees – please check with your supervisor for pick-up times at your facility.

Coupons have been distributed with the Nov. 4 paycheck. If you receive your check through the mail, please contact your manager to receive a coupon. You must have a coupon to receive a turkey. Wednesday, Nov. 16, is the ONLY day the turkeys will be available. If you have questions, please contact your supervisor.

INSIDE THIS ISSUE

AACVPR CertificationPAGE 2

Combat Hunger.....PAGE 3

PICU DonationPAGE 4


WHERE THE EXPERTS ARE
DES MOINES

MERCY NURSE PARTY OF FAMILY TRADITION

For patients Doug and Becky Taylor, a unique family tradition began when their first daughter was born at Mercy.

Teri Oman, RN, Labor/Delivery, helped with the birth of Heather – the Taylor's first daughter born in November 1983.

"We had many good nurses that day," said Doug and Becky Taylor. "But Teri was our favorite and we never forgot her."

In 1985, Becky Taylor gave birth to their second daughter, Sherri. And guess who was the nurse – Teri Oman.

"When our daughter Sherri was born a couple years later, we asked for Teri and were lucky enough to get her again," noted the Taylors.

Then six years later in 1991 with the birth of their son, Travis, Teri Oman was right there by their side to welcome him into the world.

And 14 years later, on Aug. 2, 2005, Teri helped deliver the Taylor's very first grandchild.

"It's such a privilege to take care of moms and their babies," said Teri. "I have kept in touch with the Taylor family all these years and it's been particularly special for me to be a part of their family."

A unique tradition has continued with the Taylor family as they hope that if and when their next grandchild will come along, Teri will be by their side for yet another one of the special moments in their lives.



Teri Oman, RN, labor/delivery, with Heather Taylor in 1983.



Teri Oman, RN, labor/delivery, holding the Taylor's first grandchild in 2005 while the baby's father, Rigo, looks on.

NEW CAMPAIGN TO FOCUS ON CONSUMER CHOICE AWARD

Consumers have chosen Mercy Medical Center – Des Moines as a national leader in delivery of overall quality health care. Mercy is honored to receive Des Moines' only 2005/06 Consumer Choice Award given by the National Research Corporation (NRC).

Starting Sunday, Nov. 13, an ad campaign will run in the *Des Moines Register* and *Des Moines Business Record* allowing Mercy to share the results with our community. In addition to being recognized as the hospital of choice, Mercy was also first choice for:

- Best Overall Quality
- Best Doctors
- Best Nurses
- Best Reputation/Image

In addition to the newspaper ads, you will also see the campaign on banners in our parking lots, posters

throughout the facility and on metro buses, and hear broadcasts on several different radio stations during weather and traffic reports.

"Consumers play an integral role in selecting their health care," said Dave Vellinga, President & CEO. "I am proud and honored that Mercy was chosen as a winning facility and commend the Mercy Family for their consistent delivery of quality health care."



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

CARDIAC & PULMONARY REHAB PROGRAMS RECEIVE CERTIFICATION

Mercy Medical Center has been awarded national certification for its cardiac and pulmonary rehabilitation programs by the American Association of Cardiovascular and Pulmonary Rehabilitation (AACVPR).

Certification by the AACVPR recognizes cardiac and pulmonary rehabilitation programs that are reviewed rigorously by a national board and meet specific requirement for standards of care.

Certification speaks highly for the quality of the program and the staff. "Our patients are receiving excellent services to reduce their risk of recurring conditions and improve their quality of life," said Sandy Birchem, D.O., Cardiac Rehabilitation medical director. "We are very proud of our program, and national certification is an excellent stamp of approval."

"Pulmonary rehabilitation offers the most comprehensive approach to management of what is a complex illness than any other single intervention available to the medical profession," said Steven Berry, M.D., Pulmonary Rehabilitation medical director.

The goal of AACVPR program certification is to assure the facility is meeting the essential standards of care described in the 4th Edition Guidelines for Cardiac Rehabilitation and Secondary Prevention Programs.

Mercy's Cardiac Program was established in 1980 and the Pulmonary Rehabilitation Program began in 1987. Both are located on the second floor in the West Building. For more information, contact Liz Quick, director, Cardiac Rehabilitation, x-73231, or Pat Cavanaugh, coordinator, Pulmonary Rehabilitation, x-73277.



Pulmonary Rehab Team: Front Row (L-R): Steven Berry, M.D., Pulmonary Rehab medical director; Pat Cavanaugh, R.N.; and Josh Stolpe. Back Row (L-R): Debbie Bennett, P.T.; Diane Harrigan, R.T.; Carol Borts, R.N.; and Ruth Gassmann, R.N.



Cardiac Rehab Team: Front Row (L-R): Kelly Tench, Ann Rowland, R.N.; Vicki Tronchetti, R.N.; LouAnn Burney, R.N.; and Josh Stolpe. Back Row (L-R): Liz Quick, director; Carol Borts, R.N.; Bev Gedden; Jessica Forman; Roseanne Hixenbaugh, R.N.; Ruth Gassmann, R.N.; and Pat Cavanaugh, R.N.

COMPASSIONATE SERVICE IN THE MERCY TRADITION

When Hurricanes Katrina and Rita blasted the Gulf Coast states, millions of lives were impacted. Through the generosity and commitment of Mercy Medical Center-Des Moines and Mercy Health Network employees, many of our colleagues had a direct impact in the recovery effort. Two medical teams served in the Gulf Coast states. One employee served two tours of duty with FEMA. In Iowa, Mercy employees raised funds and set up and staffed a shelter clinic at the fairgrounds for hurricane evacuees. We wish to recognize everyone who served as a representative of Mercy. On behalf of Mercy Administration and the Sisters of Mercy thank you for your sacrifice and healing efforts. Thank you also to everyone who privately provided help through faith based and community organizations.

MERCY AND MHN MEDICAL TEAM VOLUNTEERS

Nancy Cornelius, Kecia Cowden, Jeff Dumermuth, Suzanne Herzog-Lopez, Katie Hill, Dale Johnson, Dr. Vic Kaylarian, Ladd Kinzie, Brenda McGraw, Dr. Robert Moran, Robert Olson, Dr. Denis Reavis, Rose Richman, Dr. David Stilley, Matt Stuart, Jody Timmins, Sarah Tripp, Ken Vanlandingham, and Pat Waldorf

FAIRGROUNDS SHELTER CLINIC VOLUNTEERS

Suzanne Tovar, Dr. Robert Moran, Shari Fiori, Diane Wheeler, Kaine Goebel, Kelly Taylor, Joe Hupp, Dan Perkins, Dan Keough, Sharon Novinger, Larry Dennis, Teresa Nicholson, Nancy Cambron, Julia Brown, Mary Sue Crabtree, Patty Fogg, Jeri Babb, Dr. David Stilley, Roy Smith, Larry Robb, Bobbie Karpan, Deb Young, Diane Cummings, Angie Braathen, Connie Ten Napel, Gregg Daniels and Rich Angus

(we apologize for any names we may have missed)

"I just wanted to let you know how thankful and appreciative I am for the opportunity I was given to go to Louisiana and help the hurricane victims. I was on a mobile medical strike team. We traveled around the state to shelters and FEMA trailer parks providing primary care and administering immunizations. We also spent a few days in New Orleans setting up a make shift clinic outside of a hospital which had been destroyed by the flood. I witnessed the destruction and spoke with the displaced persons. The stories were heart wrenching, but the people were just so appreciative we were there and that we listened to them tell their stories."

- Jody Timmins, Mother Baby Unit

VOLUNTEERS ANSWER THE CALL FOR MISSION ON THE MOVE

Mercy volunteers brought out their painting gear to enhance the interior of the Willkie House for one of the most recent Mission on the Move projects Oct. 21-22.

The Willkie House, located at 900 17th Street, is an education/resource center devoted to youth development offering after-school and summer programs; adult-literacy education; programs teaching healthy behaviors in young males; and structured recreational leagues including basketball and baseball.

"The Mercy volunteers, administrators and staff were outstanding," said Ed Barnes, executive director, Willkie House. "What was completed by the volunteers in two days would have taken almost two weeks for us to complete alone. Not only was Mercy helping us to fulfill a need, but they were able to connect with our staff here and enjoy some positive fellowship."

On Oct. 22, Mission on the Move volunteers also spent some time at St. Josephs Emergency Family Shelter, located at 1535 11th Street, sorting and organizing items such as toiletries, food, linens and cleaning products that had been donated to the shelter.



A group of volunteers helped spruce up the interior of the Willkie House during a recent Mission on the Move project.



(L to R): Mercy volunteers Mary Bosch, Julie Shannon and Mary Myers help sort through items at a local emergency shelter.

NEWS BRIEFS

BREAKFAST WITH SANTA TO BENEFIT HOUSE OF MERCY

Register your children for a special Breakfast with Santa at Jordan Creek Town Center on Saturday, Dec. 3, at 8 a.m. in the Food Court located on the Upper Level of Jordan Creek. All proceeds will benefit the women and children at the House of Mercy. You and your child(ren) will enjoy breakfast provided by Panera Bread, Anderson Erickson and Chick-fil-A; extra time with Santa Claus; and a special holiday gift. Entertainment includes a performance of "The Gingerbread Boy" by the Des Moines Playhouse and carolers from "The Best Christmas Pageant Ever." All participants must register for this event by Wednesday, Nov. 30. The entrance fee is \$8 for adults and \$5 for children. To register, call 440-MALL.

ENJOY HOLIDAY GIFT WRAPPING?

Any employee with a knack for holiday gift wrapping is encouraged to volunteer at a gift wrapping station and coat check at Jordan Creek Town Center during the holiday season. Sponsored by the Mercy Auxiliary of Central Iowa, with proceeds benefiting Mercy College of Health Sciences students, volunteers are needed between 12-4 p.m. and 4:30-8 p.m. weekdays and from 12-5 p.m. Sundays between Dec. 8-24. Please contact Joyce Skidmore, x-30802, or e-mail jskidmore@mercydesmoines.org if interested.

CORRECTION

In the last issue of the *Bulletin*, the time for employee flu shots on Tuesday, Nov. 8, was listed incorrectly. The correct times employees may receive their flu shot on Tuesday, Nov. 8, is from 7-10:30 a.m.

VOLUNTEERS NEEDED

On Sunday, Dec. 4, from 12:30-4 p.m., Mercy College will be filled with more than 1,000 employees and children attending the Employee Children's Christmas Party. It takes a lot of volunteers to make this party a success. Please call or e-mail Donna Yergler, Networking, x-30729 or Tina Collins, Education, x-35223, by Tuesday, Nov. 22, if you would like to volunteer. All volunteers will receive a free T-shirt.

Areas of Greatest Need:

- | | |
|-------------------------|---|
| Friday, Dec. 2 | Decorating & Filling Treat Bags 3-6 p.m. |
| Saturday, Dec. 3 | Decorating 9 a.m. - 12 p.m. |
| Sunday, Dec. 4 | • Children's Craft Room 12-2 p.m., 1:15-3:15 p.m., or 2-4 p.m. • Misc. Helpers and Face Painters 12-2 p.m. or 2-4 p.m. • Clean Up Crew 4 - 5:30 p.m. |

MERCY JOINS COMMUNITY TO COMBAT HUNGER

Only a couple weeks remain before the start of the Combat Hunger food drive at Mercy. Resources at the Food Bank of Iowa have been depleted in order to help those in need after the recent hurricanes, but the need for nutritional assistance is also increasing right here at home. More than 267,000 Iowans – most of whom are children and older citizens – struggle to meet the need of having food as a basic means of survival and rely on the Food Bank of Iowa for assistance.

Mercy employees are encouraged to support this effort by contributing non-perishable food items or cash donations to meet our goal of 25,000 pounds. Each food item donated equals one pound and every dollar donated equals two pounds. Items that the Food Bank of Iowa needs include non-perishable food items (i.e., boxed meals, cold cereal, 100 percent fruit juice, any canned foods); paper products (i.e., paper towels, plates, toilet paper and tissues); diapers and baby wipes.

As part of the Combat Hunger food drive, *Star 102.5* will be doing a live remote during the Big Ken and Colleen in the Morning Show on **Tuesday, Nov. 15**, from 7-9 a.m., at the West Entrance of the hospital. Employees are encouraged to drive through with their donations during that time.

Mercy employee volunteers are needed to collect items internally and at other Mercy sites, 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, please contact Sarah Todd, Public Relations and Marketing, x-38368. If your department needs a donation box, please contact Ty Slagle in SPD at x-73954.

ANNOUNCEMENTS



MERCY HEALTH NETWORK EMPLOYEE RECEIVES HONOR

Ernie Brees, PA-C, Wayne County Hospital, was honored as the Iowa Physician Assistant of the Year during a ceremony at the Iowa Physician Assistant Society Fall Conference held in Cedar Rapids on Oct. 14. Ernie has worked in Corydon for the past 19 years as part of the Wayne Family Medical Center staff.

WOW TIDBITS

HOLIDAY ACTIVITIES

Watch for the upcoming holiday activity, "Movin' Into the New Year." This activity is designed to encourage exercise and weight maintenance before, during and after the holidays. The activity begins Nov. 21. All current WOW 4U members will receive a packet through interoffice mail.

WANT TO BECOME A WOW 4U MEMBER?

Join WOW 4U and be a part of the great upcoming activities and stay on top of your health. Just send an e-mail to WOW4U@mercydesmoines.org or call the WOW 4U hotline at x-38800. It's never too late to join.

HOLIDAY EATING

Prepare for the upcoming round of holiday parties by attending the next Nutrition Lunch and Learn on Wednesday, Nov. 16. Beth Honz, Nutrition Services, will discuss, "Holiday Eating," at noon in the classroom on W-2.

TAKE CARE OF YOUR SMILE

Join Dr. John Vespa as he discusses, "Dental Care and Cosmetics," on Wednesday, Nov. 9, at noon in Mercy Hall.

DIABETES SCREENINGS

Diabetes affects approximately 14 million Americans. In Iowa alone approximately 150,000 people have diabetes and half of them don't know it. Plan on participating in the diabetes screening in Beh on Nov. 10. Nurses from the Diabetes Institute will be performing screenings from 7-8 a.m., 11:30 a.m.-1 p.m., and from 3-4 p.m. Screenings will be provided at Mercy Capitol on Nov. 9 from 11:30 a.m.-1 p.m. It will take only a few minutes of your time. Join us for the Lunch and Learn on Nov. 10 at noon in Beh 2 to learn more about diabetes and its effects.

UNIQUE HOMEMADE CHRISTMAS GIFT

The next Sports and Leisure Series session will demonstrate the techniques of making fleece blankets. The class will be presented by Terri Trepp, EHS, at noon on W-2.

WINNER ANNOUNCED

The winner of \$5 in WOW Bucks this week is Fay Thompson, Environmental Services. Call x-38800 to claim your prize.

PERFORMANCE IMPROVEMENT SHOWCASED SIX SIGMA PROJECTS

The Six Sigma Performance Improvement Fair on Thursday, Oct. 20, featured brief overviews of 13 current projects and included several interactive exhibits where employees had an opportunity to learn more about key Six Sigma concepts – such as how variation in processes impacts results, and how to differentiate defects in processes from defective processes. These projects came from a cross-section of the organization, including direct patient care areas, Patient Accounts, Human Resources, Materiel Management, Medical Imaging, Emergency Department, Home Medical Supply, and Surgery. Additional projects were highlighted in a PowerPoint slide show during the event.



Sholeh Varzegar, Mercy College, looks at displays during the Six Sigma Performance Improvement Fair on Oct. 20.

PATIENTS OF MERCY PHYSICIAN REMEMBER SON WITH DONATION

Ryan and Holly Miller's six-month old son, Alan, died in January 2005 after his second heart surgery at the University of Michigan. To celebrate his first birthday, the Miller's had a celebration and asked people to donate a new age-appropriate toy for a one-year-old. The Millers donated all the toys they received to Mercy's Pediatric Intensive Care Unit (PICU).



(Pictured L to R), Ryan Miller, Dr. Mooradian, pediatric cardiologist, and Holly Miller pose with three wagons full of toys to be used by future PICU patients. The Miller's son was a patient of Dr. Mooradian, Peds Cardiology, P.C.

OUR SYMPATHY

Peggy Davis, Environmental Services, on the death of her mother.

Michael Davis, Environmental Services, on the death of his grandmother.

Jann Lydic, House of Mercy, on the death of her mother.

Cathy Zust, House of Mercy, on the death of her grandmother.

Jim Green, Information Technology, on the death of his father-in-law.

Cindy Neller, Medical Imaging, on the death of her grandmother.

Lisa Nelsen, Laboratory, on the death her brother.

Terry Severin, Mercy Franklin Center, on the death of her brother-in-law.

Nikki Severin, Mercy Franklin Center, on the death of her uncle.

James Taylor, Plant Operations, on the death of his father.

CONGRATULATIONS TO...

Sarah and **Sean Cummins**, Nuclear Medicine, on the birth of their daughter, Maya Marie. Maya was born Oct. 8 and is the first child for Sarah and Sean.

Monica Goodlett, Flex Team, and Garrison, on the birth of their son, Josiah. Josiah was born Oct. 11 and is the first child for Monica and Garrison.

Traci Hornback, Beaverdale Clinic, and Mike, on the birth of their daughter, Alissa Marie. Alissa was born Oct. 19 and has one sibling, Samantha, 12.

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