

# BULLETIN

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

VOL 05 ISSUE 23 | NOVEMBER 18, 2005

## NEW PROGRAM PROVIDES ENHANCED HEALTH CARE SERVICES AND ACCESS FOR UNINSURED



*Fulfilling the Mission:*

### MERCY'S COMMUNITY BENEFIT ENHANCEMENT STRATEGY



The brochure above is being distributed to local churches and social service agencies throughout the community. It highlights the Fulfilling the Mission initiative.

An estimated 20 million people in the United States are uninsured. In Iowa 168,000 people can't afford health insurance even though the majority of them are working.

To address the needs of the uninsured, Mercy Medical Center - Des Moines' Board of Directors and many Mercy leaders have been working together to develop a new initiative called "Fulfilling the Mission" to further improve Mercy's policies regarding care of the uninsured. The improvements made in Mercy's new policies are significant and greatly enhance the uninsured's access to affordable, high quality health care.

Throughout this process, Mercy has been collaborating with a coalition of churches in the metro area called AMOS, exploring existing challenges and potential solutions. AMOS leaders have said they are very pleased and supportive of Mercy's efforts to better serve people who lack health insurance. The *Des Moines Register* published a story which highlighted Mercy's efforts on this topic.

David H. Vellinga, President & CEO, says, "Mercy is making these changes because it is the right thing to do, and because we at Mercy are committed to the traditions of caring for the poor that have been a part of the Sisters of Mercy and our Mission in central Iowa for more than a century." Vellinga says, "Through our Fulfilling the Mission

program, we have an opportunity to make a substantial and positive impact on the health of people in need." The initiatives of Fulfilling the Mission are:

1. A new **Specialty Services Fund**. This initiative includes Mercy providing a minimum of \$1 million annually for five years, to create an endowment that will assist in bringing specialty services to people who are uninsured. Operations of the endowment will begin Jan. 1, 2006. Mercy will collaborate with physicians willing to join in this effort and provide additional free services for patients in this program. Additional details are still being finalized before the fund becomes operational in 2006.

2. **Enhanced Program for the Uninsured**. For the past two decades government has steadily reduced what it pays

hospitals and doctors, as compared to costs, and private insurance companies have pushed for larger and larger discounts from charges. As a result, the people remaining who pay full charges are those without insurance - often those with the least ability to pay. Mercy is addressing this problem by offering a substantial discount to those who are uninsured, cannot afford insurance, and do not qualify for free care.

3. **Expansion of the Financial Assistance Policy** and more proactive efforts to qualify patients for charity care prior to treatment. Changes to the policy include lowering the thresholds to qualify for financial assistance and changing admission and application procedures to ensure needs are identified at the time patients arrive for care or before.

#### 4. **Increased Support for Community Health Clinics.**

A key to helping people improve their health, and also to lowering health care costs overall, is to ensure that families have access to primary care services. Mercy has addressed this need in part by building strong physician organizations including Mercy Clinics, Inc. Mercy will further strengthen its commitment by supporting clinics outside the Mercy organization, such as Primary Health Care, a federally-qualified community health center

(FQCHC); LaClinica Medica, a private Spanish-speaking primary care clinic on the Mercy Capitol campus; and the free clinic at House of Mercy.

5. **Continued Community Engagement.** Understanding community needs is the first step in establishing any strategy for improvement. Mercy recognizes that community needs can shift rapidly and must be continually evaluated. Therefore, we commit to engaging the community in an ongoing dialogue to ensure that our initiatives truly match the needs of the community members we serve.

If you have any questions or concerns about Fulfilling the Mission, please contact any member of the leadership team.

*An estimated 20 million people in the United States are uninsured. In Iowa 168,000 people can't afford health insurance even though the majority of them are working.*

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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.

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# PRESIDENT'S MESSAGE



Dave Vellinga  
President & CEO

As the Thanksgiving holiday approaches, we should take a moment to reflect upon everything the Mercy Family has to be thankful for this year, and take a moment to congratulate each other for the extraordinary successes we have achieved this year.

This year truly has been filled with blessings for Mercy. We welcomed new leaders and clinicians in key positions – full of energy and new ideas. We achieved remarkable improvements in quality of care, through projects such as Keystone, the 100,000 Lives Campaign, the Level I Heart Attack Program, and chronic care management projects; and we received wonderful accolades and recognitions for these efforts. We made huge steps forward in improving flow and access to patient information with the successful implementation of the first phase of our new clinical information system, ACIS. As a result of our Six Sigma projects, we've seen dramatic improvements in performance and quality in many areas. We have experienced the wonderful improvements in access to services and improved facilities resulting from our Mercy Momentum initiative, and continue to witness the construction progress on the East Patient Tower.

This year we also celebrated record-setting Gallup employee engagement scores and continued our pursuit of excellence through numerous initiatives, such as the pursuit of Magnet Hospital Status. We continued to improve patient care by adding amazing new technology – such as CyberKnife® located in Mercy Therapeutic Radiology Associates – and improved patient safety with the installation of all new infusion pumps.

All of these successes give us reasons to count our blessings. Perhaps, however, we should be most thankful for our shared commitment and ability to directly benefit those most in need of our assistance – the poor and vulnerable. Members of the Mercy Family continually

answered our community's call for help – whether volunteering to gather food items for Combat Hunger, buying clothing items for needy schoolchildren through the Shoes that Fit program, volunteering time with Mission on the Move community projects, or simply providing compassionate care to each person, at the moment he or she needs it.

We also responded as an organization, recently improving access to health care through our new multi-faceted strategy for addressing the needs of the uninsured in Polk County and Central Iowa. Titled “Fulfilling the Mission,” this new initiative has five major components:

- A new Specialty Services Fund,
- A new Discount Program for the Uninsured,
- Expansion of the Financial Assistance Policy,
- Increased support for Community Health Clinics, and
- Increased engagement with the community in understanding and addressing additional needs.

While this five-pronged strategy will not solve the problem of the uninsured, it is our hope that it will help ensure that people who are poor, without coverage and in need of services have significantly improved access to care.

As we reflect on the remarkable list of accomplishments above, and the many others that are not listed, we clearly have reasons to be thankful. However, I want to be sure you understand I am thankful most of all for YOU. Your tireless efforts, commitment to quality and performance, and compassion for people who are suffering are what make Mercy successful in every way, and allow us to continue to fulfill our Mission of healing and enhancing the health of the people and communities we serve. Thanksgiving simply reminds me to say how grateful I am for each of you and to ask God to continue to bless you, your families and your life of service.

*Best wishes for a happy and healthy Thanksgiving,*

## COMBAT HUNGER HIGHLIGHTS

Combat Hunger kicked off this week and on Tuesday, Nov. 15, STAR 102.5 set up a live remote from the West Entrance of Mercy Medical Center. Employees were encouraged to drive through to drop off their food donations for the Food Bank of Iowa. In addition, more than 50 employees volunteered their time on Nov. 17 and 18 to assist with this effort by collecting donations internally and at area Dahl's locations. Collection results will be published in the next issue of the Bulletin. Thank you to everyone who helped make the 2005 Combat Hunger food drive a success.



Mammography employees Carla Frye, Monica Clarkson and Sandy Fatino transport their donations to the West Entrance on a wheel chair.



Ryan Beaman and Matt Collins from STAR 102.5 help Tony Ford from the Food Bank of Iowa load the truck.

# ACIS UPDATE: PATHNET GO-LIVE DATE SET FOR NOV. 29

Once the turkey has settled, it will be time to get ready for the implementation of PathNet, the lab modules for ACIS Phase I at Mercy Medical Center. The new implementation date is set for Tuesday, Nov. 29. PathNet consists of five modules – AP, GenLab, BloodBank, Micro and Outreach.

Any lab implementation is a huge undertaking and PathNet has been no exception. Sandy Schuck, ACIS Project Manager says, “It is after many months of building and testing the new functionality and with great anticipation that we are pleased to announce we are ready to implement a quality product to our end-users.”

During the evening of Monday, Nov. 28, through the early morning hours of Tuesday, Nov. 29, the PathNet, Integration, Technical and Power Chart Teams at Mercy will be working with staff, as well as on-site support staff from CHI and Cerner to make all necessary changes as we move from our current Classic Lab system to the PathNet Lab system. This move will require many steps, including cancellations of labs in the current system, changing of interfaces, switching over lab instruments and reordering of labs in the new system. Timelines of these steps are being finalized and communication of impact to the end-users during this time will be clearly

communicated prior to Nov. 28.

Once PathNet is live, end-users will find lab results in Power Chart. Paper copies will still be provided as they are today.

As with our initial Go-Live for the previous ACIS modules in September of this year, the ACIS Team will provide a command center where all end-user questions will be routed and answered. Users are asked to call the Help Desk, x-33060, option 1, for ACIS-related questions and option 2 for non ACIS-related questions.

Power Chart Super Users will once again be activated to support staff in their areas. Prior to the initial implementation more than 500 super users were trained on the Power Chart application, including searching/finding lab results. It is vital to the success of this project that all super users be available for support during this time. Reminders have been regularly sent out asking super users to continue accessing the application and training of staff. We appreciate your participation and again thank you for your assistance in making this implementation a success.

For any ACIS-related questions, please contact Sandy Schuck, ACIS Project Manager, x-33047, or e-mail at [sschuck@mercydesmoines.org](mailto:sschuck@mercydesmoines.org)

## NEWS BRIEFS

### HOUSE OF MERCY BOOK FAIR

Hundreds of books on a wide range of subjects – including the newest titles, award-winners, classics and children's books – will be available at the House of Mercy Book Fair held in the Mercy Atrium on Wednesday, Nov. 30 - Friday, Dec. 2, from 9 a.m. - 4:30 p.m., and at Mercy Capitol on Monday, Nov. 21, from 10 a.m. - 3:30 p.m. Proceeds benefit House of Mercy programs. Contact Beth Johnson, Mercy Foundation, x-38032, with questions.

### MERCY TREE OF LIFE

Mercy Foundation invites all employees, friends and visitors of Mercy to purchase an ornament in honor or in memory of a special loved one to place on the Mercy Tree of Life this holiday season. Ornaments can be purchased for \$15 each in the Mercy Gift Shop. Each ornament will be personalized and placed on the Tree of Life in the Main Lobby. All proceeds will benefit the Mercy Employee Relief Fund. A special service will be held in honor of your loved ones on Monday, Dec. 19, at 10 a.m. in the Mercy Chapel. Contact Beth Johnson, Mercy Foundation, x-38032 with any questions.

### SPIRIT OF MERCY WINNERS

Thank you to all employees contributing to this year's Spirit of Mercy Campaign. The Gift from the Heart level winner was Larry Wilcox, Transporters. Larry won a \$500 gift certificate to Jordan Creek Town Center. Winners of the \$100 gift certificate to Mondo's include: Teresa Kaltenheuser, Central Internal Medicine; Cyndy Crawford, Mercy Capitol; and Marcia Hoch, Indianola Clinic.

### MERCY SALON HOLIDAY OPEN HOUSE

Visit the salon at Mercy Capitol on Tuesday, Nov. 29, from 10 a.m. - 5 p.m., for great holiday discounts. A holiday open house will also be held at the salon on the Central Campus on Friday, Dec. 2, from 9 a.m. - 4 p.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:

- |                       |  |
|-----------------------|--|
| <b>Friday, Dec. 2</b> | Decorating & Filling Treat Bags<br>3-6 p.m.  |
| <b>Sunday, Dec. 4</b> | • Children's Craft Room<br>12-2 p.m., 1:15-3:15 p.m.,<br>or 2-4 p.m.<br>• Clean-Up Crew<br>4 - 5:30 p.m. |

### CORRECTION

In the last issue of the *Bulletin*, one of the Mission on the Move locations was inadvertently left out of the story that recognized the generous volunteers who worked throughout the weekend. In addition to the Willkie House and the St. Joseph's Emergency Family Shelter, Mercy volunteers were on hand at the **St. Mary's Outreach Center**, 1815 Hubbell Ave., Des Moines, where they painted the interior. The St. Mary's Outreach Center provides food and clothing to needy families throughout the community and has approximately 15,000 visits per year.

## ANNOUNCEMENTS

### MERCY EMPLOYEE ACCEPTS NEW ROLE



Congratulations to Ann Petersen for her appointment to the role of Service Excellence Coordinator. Ann's responsibilities include coordinating customer service information and programs that are used to guide Mercy leaders and employees in the enhancement of the patient's experience at Mercy. Ann has been a member of the Mercy Family since 2001. Ann completed her Doctorate in Physical Therapy in 2005 at Des Moines University. She also holds a Masters of Science Degree from Des Moines University.

### CRANIOFACIAL COORDINATOR NAMED



Congratulations to Mary Jo Staniger, RN, who recently accepted the position of Craniofacial Coordinator for the Center for Craniofacial Reconstructive Surgery at

Mercy. The Center, located at 330 Laurel, Suite 1200, provides diagnosis and treatment of craniofacial abnormalities, under the medical direction of W. Dale Franks, DDS, MD. Mary Jo has an extensive background in nursing through her service as a staff nurse, I.V. nurse, neurology team member in Surgery, Pre-surgery Assessment and Pediatrics.

### MERCY SCHOOL OF EMS DIRECTOR NAMED TO ADVISORY BOARD



F.R. “Fritz” Nordengren, director, Mercy School of EMS, was named to the Emergency Preparedness Board as part of a statewide initiative called Protect Iowa Health - which educates Iowans about the role of public health in emergencies and highlights the importance of personal preparedness. Fritz, along with 14 members of the board, will provide counsel on the public education program and assist with local marketing activities.

### EMPLOYEE RECOGNIZED FOR SUPPORTING REFUGEES



Kim Nguyen, Human Resources, was recently recognized by the Iowa Asian Alliance for her outstanding support and sponsorship of Asian refugees during the past

30 years. Kim attended a special ceremony that included a video presentation which showed actual footage of Vietnam refugees arriving in Iowa and then featured many saying thank you to Iowans on the 30th anniversary of their arrival.

## IT'S HOLIDAY TIME!

WOW 4U's holiday activity, called "Movin' Into the New Year," begins Nov. 21 and ends Feb. 12. This activity will help you move through the holidays while maintaining your weight. If you are currently a member of WOW 4U you will receive your packet via interoffice mail. If you are not a member, call x-38800 or e-mail [WOW4U@mercydesmoines.org](mailto:WOW4U@mercydesmoines.org).

## DECORATE THOSE HOLIDAY GIFTS

Package wrapping and holiday bow-making will be the final activity in the Sports and Leisure Series for this year. Jessica Forman, WOW 4U, Cardiac Rehab, will be demonstrating both of these techniques at noon in the classroom on W-2 on Thursday, Dec. 1. Practice making your own bows with ribbon provided.

## RECIPE MAKEOVERS

Wednesday, Dec. 21, features the final Nutrition Education Series Lunch and Learn for 2005. Plan to attend "Recipe Makeovers" with Alison Wendt, RD, at noon in the classroom on W-2. Basic recipe substitutions will be provided and you are encouraged to bring in a recipe to modify.

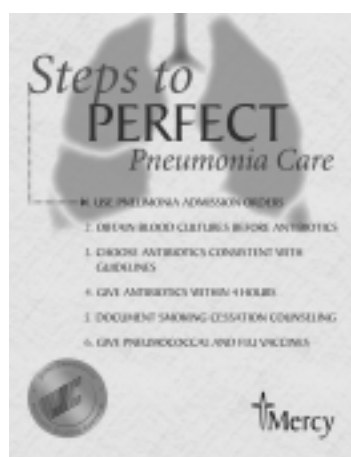
## WINNER ANNOUNCED

The winner of \$5 in WOW Bucks this week is Amanda Gregory, MMC Histology/Lab. Call x-38800 to claim your prize.

*Plan ahead for the holidays. How will you avoid that annual weight gain? Will you walk more, eat less, or plan more family activities that are not related to eating? If you have a plan, even if you don't follow it exactly, you will have a greater chance of being successful in keeping that extra weight off.*

*Happy Thanksgiving from WOW 4U.*

# PERFECT PNEUMONIA CARE



*Look for this flier being posted throughout nursing units as a reminder of the steps needed to achieve perfect pneumonia care.*

“Perfect Care” for community acquired pneumonia (CAP) is the new standard of care for patients at Mercy Medical Center. What does Perfect Care mean? Perfect Care means that the hospital meets each Joint Commission on Accreditation of Healthcare Organizations (JCAHO) core measure for pneumonia on every

patient admitted with CAP. The core measures for pneumonia are processes of care that both JCAHO and Centers for Medicare and Medicaid Services (CMS) have developed based on large, multi-center studies and national guidelines for pneumonia treatment.

### The core measures include:

- Antibiotic administration within four hours of hospital arrival
- Antibiotic regimen consistent with guidelines

- Blood cultures before the initial antibiotic dose
- ABG or pulse oximetry within 24 hours of arrival
- Screening and administration of influenza and pneumococcal vaccines
- Smoking cessation advice or counseling for pneumonia patients who are smokers

Why is Mercy Medical Center going to achieve “perfect care” for our patients with pneumonia? Studies have shown that patients have improved outcomes, including decreased mortality, if these core measures are met and if pneumonia treatment guidelines are followed. In addition, our success or failure in meeting these core measures is made public on the Internet by CMS.

Mercy Medical Center's Pneumonia Care Improvement Team is working closely with doctors, nurses, pharmacists, respiratory therapists, and administrators of the hospital to ensure that all physicians, nurses and staff have the information and tools – including the Pneumonia Admission Order Form – available so that they can easily meet every core measure on every patient with pneumonia.

## OUR SYMPATHY

**Craig Newton**, Mercy Nurse, on the death of his brother.

**Leslie Erickson**, Mercy Court, on the death of his sister.

**Betty Erickson**, Mercy Court, on the death of her sister-in-law.

**Renee Van Ginkel**, Credentia Source, on the death of her mother-in-law.

**Judy Kinney**, ED Lab, on the death of her father.

**Maggie Nichols**, Hospice - Johnston, on the death of her mother.

**Dana Kinley**, Children's Emergency Center, on the death of her mother.

**Basil Hassan**, MD, Mercy/Mayo Geriatric Fellowship Program, on the death of his father-in-law.

## CONGRATULATIONS TO...

**Rochelle Williams**, 8 North, on the birth of her son, Quintin Tyler. Quintin was born Oct. 27 and has two siblings, Zerek, 5, and Kaelyn, 2.

**Heather Murry**, Medical Imaging, and Benjamin, on the birth of their daughter, Brooklyn Rae. Brooklyn was born Nov. 2 and has one sibling, Alyssa Nicole, 2.

**Arica Brinegar**, Rehab, and **Josh**, Rehab, on the birth of their son, Hewitt Cole. Hewitt was born Nov. 5 and is the first child for the Brinegars.

**Staci Josten**, W3RR, and Eric, on the birth of their son, Cale Matthew. Cale was born Nov. 6 and has one sibling, Zachary, 3.

**Shelley Bingham**, Birthing Center, and **Derrick**, Mercy One, on the birth of their son, Carter Ray. Carter was born Nov. 6 and is the first child for the Bingham.

**Michelle Juon**, Medical Imaging, and Kevin, on the birth of their twin sons, Grant and Bryce. Grant and Bryce were born Nov. 8 and are the first children for the Juons.

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