

BULLETIN

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

VOL 05 ISSUE 24 | DECEMBER 2, 2005

HAPPY HOLIDAYS!

As we approach this season of blessed celebration, Mercy leaders are especially mindful of the gift each employee is to the Mercy Family. In recognition of your commitment to our Mission and the patients we serve, a special holiday gift is waiting for you! You will receive a holiday coupon with the Dec. 2 paycheck. Please use this coupon to redeem your holiday gift at the following times and locations:

Mercy Central Campus - Dec. 13

Holiday gifts will be available from 7 a.m. - 7 p.m. in the hallway outside the Marketplace & Grille on A-Level.

Mercy Capitol - Dec. 13

Gifts will be received with holiday meal.

Mercy Franklin - Dec. 14

Gifts will be received with holiday meal.

Bishop Drumm - Dec. 14

Gifts will be received with holiday meal.

Mercy Clinics, Inc.

Employees will receive their gifts at their individually scheduled holiday party.

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GENEROSITY OF MERCY FAMILY FELT IN DES MOINES AND NATION

The kindness of the Mercy Family has been felt not only in Iowa, but also around the country and the world this year. Throughout the year, Mercy employees have helped raised money for victims of tsunamis and hurricanes; and now, as the holiday season approaches, employees are providing food and clothing for those in need.

COMBAT HUNGER

During the recent Combat Hunger food drive, the Mercy Family collected nearly 20,000 pounds in food and cash donations for the Food Bank of Iowa. Overall, the Combat Hunger food drive – sponsored by Mercy Medical Center, STAR 102.5, the *Des Moines Register*, Dahl's Foods, MTA and the Iowa Motor Truck Association – raised 200,000 pounds of food throughout the Des Moines area for Central Iowans in need.

CLOTHE A CHILD

Besides needing food, many area children are in need of clothes to keep them warm this winter. Through Dec. 15, Mercy employees can stop by the Public Relations and

Marketing office to pick up a Shoes That Fit needs card. It is estimated that approximately 7,400 children in the Des Moines area are in need of proper clothing this winter.

Thank you to all members of the Mercy Family who have given their time and resources to help the less fortunate this year. Your generosity makes a difference in the lives of many people.



Volunteers from STAR 102.5 and Mercy Medical Center take Combat Hunger donations at the main encampment at Dahl's at 86th and Hickman.

MERCY CHEFS EARN TOP HONORS AT CHEF'S AUCTION FOR MARCH OF DIMES

Grace Bloomquist, executive chef and production supervisor at Mercy Medical Center, and Karen Knape, director of Food and Nutrition, had a vision. It was a vision that won five first-place trophies and one third-place trophy at the annual March of Dimes Chef's Auction on Thursday, Nov. 17. Mercy brought home three People's Choice awards for Best Decorations, Best Taste and Best Overall. They also won three awards in the judges' competition: first place in Best Presentation and Best Overall, and third place in Best Culinary.

The Chef's Auction is a friendly competition among some of Des Moines' finest chefs from Forty Three, The Art Center Restaurant, Des Moines Golf and Country Club, Embassy Club, Hotel Pattee, Iowa Health, Mercy, Sage and the West Des Moines Marriott. They are judged on their creativity and talent with food. This year Grace and Karen's vision for their entry was an Ellis Island theme. With the help of Joe Munford, Properties, the booth was built complete with a boardwalk and Ellis Island backdrop. Grace also traced the family history of our President & CEO Dave Vellinga, whose ancestors were Dutch immigrants, to feature in the display. The Catering staff gathered many artifacts during the past



Back row (L to R): Karen Nelson, Karen Knape, William "Duck" Brown and Iwan Williams. Front row (L to R): Iona Botkin, Heidi Young and Grace Bloomquist. Not pictured are Dave Mueggenberg and Gregg Thomas.

few months to add just the right touch. In addition to the beautiful display, they also featured delicious food from that era and won the judges over.

The Chef's Auction raises money to fund programs for research, education, community service and advocacy for March of Dimes.

Congratulations to the wonderful work of our chefs and catering services!

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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Growth

MERCY EMPLOYEE RETURNS FROM TOUR OF DUTY IN KUWAIT

Coordination, attention to detail, discipline and flexibility – these skills served Carol Hillman well in her role as director of Mercy's Surgery Department. In November 2004, those skills were needed thousands of miles away in the desert of Kuwait. Carol traded her green scrubs for desert brown camouflage as she stepped up as a commander with the Expeditionary Medical Facility Dallas.

Carol had been in the Naval Reserve for 18 years, but had never been called to active duty. "I was apprehensive at first because of the unknown aspects of war," said Carol. "Many of us were in the same situation. We would learn as a team how to provide medical care in a challenging environment."

Carol was part of a 375-person team that started arriving in December 2004 at U.S. Military Hospital Kuwait at Camp Arifjan. This was a base with 10,000 soldiers and other personnel located southwest of Kuwait City. "We arrived at night and it was cool, but the first thing you noticed in daylight was everything was brown. The colors of Iowa were something that I really missed," Carol said. December was the cool season in Kuwait and Carol said that made it easier to get acclimated. "When things heated up it wasn't unusual to reach 120 to 125 degrees and then there was the wind. The sand storms were often and terrible. It made keeping surgical equipment sterile a daily challenge," she said.

Carol said the OR was like something out of the television series M.A.S.H. There were two temporary buildings used as OR suites and tents that branched off of the suites. The tents were used for recovery and surgery prep. "This setup was designed for mobility in case we had to move in a hurry," Carol said.

Many of the surgeries performed were elective surgeries, but there were also traumas that included combat wounds. Carol recalled one trauma that required every hand available. "We had a soldier that tangled with a tank. He was helicoptered in and it took five surgeons, three anesthesiologists and three surgical teams to repair his injuries and save his life," she recalled. "Fortunately, not every day was this dramatic. We would work about eight to ten hours a day, six days a week. We'd usually handle eight to nine cases a day, which was a lot given our environment."

Carol said flexibility was a key skill. One of the biggest differences between Mercy and the desert was that you couldn't get needed supplies overnight. This took a lot of planning, inventory management and teamwork. "What



Carol Hillman, interim administrator of Perioperative Services, stands next to a sign that was created by her team at the U.S. Military Hospital Kuwait at Camp Arifjan.

impressed me most was our ability to work together. We all had different skills and came from different sized medical facilities. We truly learned from each other and we supported one another. Our staff knew we had a job to do and we would do it to the best of our ability."

Carol said Mercy's Values also helped her during her tour of duty. She remembers a soldier in his 20s who was diagnosed with a malignancy in his esophagus. The value of Compassion kicked in as she sat with him and explained what this meant and the type of treatment he might be facing. "He was so far away from home, alone and afraid. Although that was all I could do, I felt that it made him realize that people cared and were concerned about him."

Being so far from home, Carol said she truly appreciated the cards, letters and packages from Mercy. Her husband got her a subscription of the *Des Moines Register*. "That paper was well read," said Carol. "It was passed around quite a bit. There was a hunger for information. We had the Internet available to us, but the paper was part of home."

Having worked in a desert OR, Carol said she has a deeper appreciation of OR suites, equipment and technology she has to work with at Mercy. Many team members felt the same way about their hospitals.

After her tour of duty in the desert, Carol returned to Mercy Medical Center. She's now settling into the role of interim administrator of Perioperative Services. She is responsible for overseeing facilities at Mercy, Mercy Capitol and the ambulatory surgery centers on the Main Campus, Mercy West and Mercy North.

"The experience was worth it and I met a lot of medical professionals that became good friends," said Carol. "But I'm glad to be home."

NEWS BRIEFS

MEDICARE PRESCRIPTION DRUG COVERAGE MEETING

Mercy Medical Center will hold a special Medicare information session on Dec. 19 in Beh Auditorium from 10-11 a.m. If you cannot attend, you may call Mercy's volunteer Senior Health Insurance Information Program counselors at (515) 643-2425 to make an appointment or obtain information on Medicare Plan D.

BECOME A WEIGHT LOSS SUCCESS

The Mercy Center of Weight Reduction offers OPTIFAST® and OPTITRIM® for people who want to lose weight. The programs offer personalized support to help participants identify stressors, eating triggers and habits that contribute to weight gain. If you or someone you know is serious about weight-loss and have not experienced lasting success, feel free to attend a weekly seminar held Thursday evenings at Mercy Capitol. Registration is required. Call x-30606 to sign up.

MERCY'S GREAT AMERICAN SMOKEOUT

On Thursday, Nov. 17, people across the nation were asked to stop smoking for the day in recognition of the American Cancer Society's Great American Smokeout. Mercy joined in the celebration with information tables and snacks for employees and visitors throughout the day. Some employees even enjoyed watching the 1960 movie, "Cold Turkey", during their lunch break.

Robyn Wilkinson, Senior Vice President of Human Resources and Chief Human Resources Officer, said, "The Great American Smokeout was an excellent opportunity to explain our upcoming tobacco-free campus policy and provide support to those who are quitting smoking or thinking about quitting. Mercy understands the difficulties employees face when trying to quit and it is our goal to provide as much information and support needed to understand and make this transition a smooth one."

IT'S T.I.M.E. UPDATE

Earlier this year, Tobacco-free In a Medical Environment (T.I.M.E) – an initiative to make healthcare organizations in the Des Moines area tobacco-free – was announced. Mercy Medical Center has partnered with Iowa Health - Des Moines, Broadlawns Medical Center, Des Moines University and Wesley Retirement Services to become entirely tobacco-free organizations on July 1, 2006.

WHAT IS BEING DONE TO MAKE THE TOBACCO-FREE TRANSITION A SUCCESS?

Brochures and printed materials are being distributed around Mercy campuses and clinics. Smoking cessation

classes have begun and will continue through Dec. 2006. Posters are being placed throughout the facilities as a visual reminder of our commitment to a healthy, tobacco-free environment.

For those wishing to quit using tobacco, consider enrolling in a smoking cessation class. The classes along with nicotine replacement therapies are being offered to employees, their family members and the general public. Each class session meets weekly for eight weeks, and classes are offered at convenient times at Mercy, Iowa Health and Broadlawns. Employees may attend classes at either campus and participation is on your own time. Reimbursement for the class fee and nicotine replacement therapy is available to employees who attend all eight classes. The next series of classes begin in January. Call x-74310 for more information.



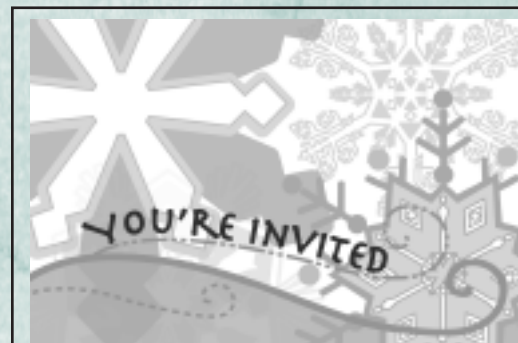
Great American Smokeout (Pictured L to R): JoAnn Humphreys, Mercy College; Terri Trepp, Employee Health; and Susan Ruhnke, Iowa Heart Hospital; stand by a poster with the signatures of hundreds of employees and visitors, who signed in support of those quitting smoking, those thinking about quitting and Mercy's implementation of a tobacco-free environment.

"GOBBLER" APPEARS FOR SECOND YEAR



Employees who came to the Main Campus for the 2005 Gobble Giveaway were greeted by a life-sized turkey. This is the second year this "character" made an appearance – providing some Thanksgiving fun to those who utilized the drive-through pick-up. Thank you to all employees who braved the frigid temperatures to help distribute turkeys to employees.

On behalf of all employees, thank you to Dave Vellinga, President & CEO, the Sisters of Mercy and the Executive Staff for the generous Thanksgiving gift.



EMPLOYEE CHILDREN'S CHRISTMAS PARTY

Sunday, Dec. 4
12:30 - 4 p.m.

Mercy College of Health Sciences
928 Sixth Avenue, Des Moines, Iowa.

Holiday Shows at 12:45
and 2:15 p.m.

ANNOUNCEMENTS

HOLLYWOOD ENCOUNTER



Valerie Stickel, R.N., Mercy Ruan Neuroscience Center case manager, had the opportunity to meet actress Teri Garr during the Women Against Multiple Sclerosis luncheon, held in Davenport on Sept. 27. Garr has had roles in "Mr. Mom," "Close Encounters of the Third Kind," and as Phoebe's mother on the TV show "Friends." She was diagnosed with MS in 1999, and tours the country to encourage people with MS, and their families, to live positive lives while getting treatment. As case manager at the Mercy Ruan Neuroscience Center, Valerie Stickel educates and works with MS patients and their families.

CARDIAC CARE AT MERCY RECEIVES NATIONAL RECOGNITION

Mercy Medical Center has been designated a UnitedHealth PremiumSM cardiac specialty center by UnitedHealthcare. This designation recognizes the quality of care an institution provides, such as hospital

and physician capabilities – including quality process, adherence to evidence-based approaches, compliance with nationally-recognized guidelines and broad capabilities to handle cardiac illness. United Healthcare endorsed Mercy Medical Center as meeting or exceeding these nationally-recognized standards of care.

NEW CEO/ADMINISTRATOR OF DAVIS COUNTY HOSPITAL IN BLOOMFIELD

Congratulations to Deborah Lyn Herzberg for recently accepting the position of CEO/Administrator for Davis County Hospital in Bloomfield, beginning Jan. 9, 2006. Deborah has more than 20 years experience in the health care field, most recently as the Chief Operating Officer of Clarinda Regional Health Center. Deborah, an Iowa native, received her Nursing Degree from Iowa Methodist School of Nursing, her Bachelor of Arts Degree from Buena Vista University and was awarded her Masters of Science in Healthcare Administration from Bellevue University.



MERCY EMPLOYEE AND HURRICANE SURVIVOR WELCOMED

Bishop Joseph L. Charron, C.P.P.S., visited Mercy Medical Center on Nov. 4 and took some time to comfort and welcome Hurricane Katrina survivor Jean Diggs of New Orleans. Jean was offered a job at Mercy and now works as a CNA in CCU.

WOW TIDBITS

HOLIDAY ACTIVITIES

All WOW 4U members should have received the "Movin Into the New Year" activity through interoffice mail. If you haven't received your packet, send an e-mail to WOW4U@mercydesmoines.org or call the hotline at x-38800 and we will get a packet to you. "Movin Into the New Year" is also posted on MercyNet.

"Movin Into the New Year" incorporates activity and strength training in an effort to maintain weight control during the holidays and into the New Year. Recently, WOW 4U has received many questions regarding strength training. In an effort to answer questions and meet your needs, a Lunch and Learn on strength training will be held in early December. Watch for more information about date, time and location.

LUNCH AND LEARN

Wednesday, Dec. 21, features the final Nutrition Education Series Lunch and Learn for the year. Attend "Recipe Makeovers" with Alison Wendt, R.D., at noon in the classroom on W-2. Basic recipe substitutions will be provided and you are encouraged to bring a recipe to modify. Please join us and give your favorite recipe a facelift for the New Year!

WINNER ANNOUNCED

The winner of \$5 in WOW Bucks this week is Carol Jones, CTSICU. Carol, call x-38800 to claim your prize.

NATIONAL ANTI-METH AD CAMPAIGN LAUNCHED AT HOUSE OF MERCY

The national war against methamphetamine production and abuse took center stage recently at the House of Mercy on Tuesday, Nov. 22. The White House Office of Drug Control Policy & Partnership for a Drug Free America unveiled a new multimedia ad campaign designed to show the impact meth use has on everyone, especially people who don't even use the drug. Public Service Announcements (PSAs) depict scenes such as a baby being affected by her mother who is using the drug. Like second hand smoke, meth can cause a host of health problems.

Des Moines is the first city in Iowa to receive the PSAs. A combined partnership between local, state and federal agencies, as well as community support, has led to tougher laws that restrict materials needed to produce meth, including taking pseudophedrine off of store shelves.

During the new ad unveiling ceremony and news conference, Governor Tom Vilsack and Congressman Leonard Boswell praised the efforts of law enforcement in Iowa and programs like those offered by House of Mercy that help women overcome meth addiction.

Tonya Parks, a resident at House of Mercy and a recovering meth addict, described how House of Mercy's program helped her. She said she was still smoking meth when she was pregnant. Tonya had her daughter taken away until she sought treatment. She put things in perspective when she said, "I gave my daughter life, but by losing her and coming to House of Mercy she saved mine."



House of Mercy resident Tonya Parks shares the story of her success in fighting meth addiction.



MERCY COLLEGE SHOWCASES NEW SULLIVAN CENTER

Mercy College of Health Sciences welcomed more than 100 guests at a Business After Hours event on Thursday, Nov. 10, held in conjunction with the Greater Des Moines Partnership to showcase the new Patricia Clare Sullivan Center. An official ribbon-cutting took place just outside the new Sullivan Center to commemorate the ties that exist between the College, the benefactors and the community. Pictured (L to R): Dave Vellinga, President & CEO of Mercy Medical Center; V. Eloise Bruce, Mercy Auxiliary President; Barbara Q. Decker, MCHS Interim President; Dianne Liepa, Senator Harkin Representative; Martha Willits, President of Greater Des Moines Partnership; and Bill Knowles, Chairman of MCHS Board of Directors.

OUR SYMPATHY

Mary Schreurs, Clinic Administration, on the death of her mother-in-law.

Amy Nicol, Admitting, on the death of her father-in-law.

Lanica Bruce, CTSICU, on the death of her grandmother.

Amy Baker, Public Relations and Marketing, on the death of her uncle.

Gloria Hutchins, 5-North, on the death of her husband.

Marge Mattiussi, Mercy Home Care, on the death of her mother.

Sam Usovsky, MCL, on the death of his grandmother.

Linda Thoren, Print Shop, on the death of her husband.

CONGRATULATIONS TO...

Emily Blackford, 3 South - Pediatrics, and Joseph, on the birth of their twins, Peyton Genevieve and Brodie Daniel. Peyton and Brodie were born Nov. 12 and are the first children for the Blackfords.

Kimberly Hembry, Mercy Health Network, and John, on the birth of their daughter, Alexa Marie. Alexa was born Nov. 16 and has one brother, Andrew, 3.

Belynda Dingman, Transplant Services, and Joel, on the birth of their son, Lukas Gary. Lukas was born Nov. 21 and has three siblings, D.J., 10, Isabelle, 7, and Izec, 1.

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