

BULLETIN

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

VOL 05 ISSUE 25 | DECEMBER 16, 2005

GENERAL INFORMATION MEETING, WEDNESDAY, JANUARY 25

Join Mercy's leadership team on Wednesday, Jan. 25, as they present the next General Information Meeting. Please plan to attend one of the four meetings at 7:45 a.m., 10 a.m., 2 p.m. and 4 p.m. in Beh Auditorium. Watch the *Bulletin* for more details!

Happy Holidays

Wishing you and your family a holiday season that brings you a sense of joy and celebration! Due to the upcoming Christmas and New Year's holiday schedule, the *Bulletin* will not be published on Dec. 30. Look for the next issue of the *Bulletin* on Jan. 13.

Thank You,
Bulletin Editorial Staff

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MERCY AMBULANCE SERVICE GROWING

Since 2001, the Mercy Ambulance Service has been transporting patients between the Mercy system, private facilities and homes with the goal of maintaining a consistent service for the patient and saving the hospital money on inter-facility transports. The program has been so successful that there are now three Mercy ambulances in the community and the level of care has grown from basic to the critical care level. This means that the ambulance can transport any kind of patient, from neonates to critically ill. According to Dan Keough, Emergency Services Transport manager, "The Emergency Department is proud to offer this service to Mercy patients and look forward to its continued growth."

TRAVELING BILLBOARDS

As you travel the roads of the Des Moines area, you may have seen a Mercy ambulance that doesn't look like a "traditional" ambulance. Keough saw an opportunity to promote Mercy services through his program and initiated the first "ambulance wrap." The process is similar to a billboard, where a graphic is basically wrapped around a vehicle; and today, two of our ambulances are draped with the Children's Center at Mercy and the Iowa Heart Hospital at Mercy. Through the leadership of Joe Hupp, lead paramedic, these eye-catching vehicles travel the Des Moines metro streets every day and are present at numerous community events such as Race for the Cure, Des Moines Arts Festival, Fire in the Sky, World Food Festival, Beaverdale Fall Festival, and Jordan Creek Town Center Family Festival.

Keough says, "Our vehicles are used in a variety of ways.

Our primary use is to transport our patients, but our staff of special event paramedics also use the trucks as hubs at events to provide first aid and to promote Mercy Medical Center in the community. We are delivering the message that Mercy is here for you - always."

THE NUMBERS HAVE IT

This growing success is most evident in the numbers. According to Keough, within a year, the number of monthly runs has doubled - generating a 100 percent increase in revenue.

MERCY AMBULANCE WORKS FOR YOU

Mercy's Ambulance Service runs from 7 a.m. - 11 p.m., Monday through Friday and 9 a.m. - 5 p.m. Saturday and Sunday. Clinics and nursing units should call the dispatch center at x-32030 for any transport service.



The Mercy Ambulance team stands in front of the Children's Center at Mercy and Iowa Heart Hospital at Mercy ambulances. Front row (L to R): Cindi Fox, Rick Jennings, Amy Petersen, Meegan Frye and Dan Perkins. Back row (L to R): Dan Keough, Chris Hewitt, Dr. Gerdis, Matt Lohrman, Joe Hupp and Sharon Novinger. Not pictured: Teresa Nicholson, Larry Dennis and Becky Lee.

DON'T LET A HOLIDAY EMERGENCY STRESS YOU OUT - MERCY IS HERE FOR YOU

Emergencies happen when you least expect it - even during the holidays. Busy holiday schedules and traveling can certainly add additional stress should a health care need arise. If you or your family needs immediate attention, your colleagues at Mercy will be providing around-the-clock care.

We extend our appreciation to Mercy's dedicated staff that maintains these important services during the holiday season. We are lucky to have these committed individuals available when our community needs them most.

The following are places to receive emergency services during the holidays - and any other time when illness or injury strikes.

- **Mercy Emergency Department** - Central Downtown Campus
- **Mercy Capitol Emergency Department** - 603 E. 12th Street
- **Children's Emergency Center** - Central Downtown Campus (M-F: Noon to Midnight, 24 hours on Sat and Sun)

- **Mercy West Urgent Care** - 1601 NW 114th Street (M-F: 7 a.m. - 9 p.m.; Sat & Sun: 10 a.m. - 5 p.m.)
Dec. 24 & 31: 8 a.m. - Noon. Closed Christmas and New Year's Day
- **Mercy South Urgent Care** - 6601 SW 9th Street (M-F: 7 a.m. - 9 p.m.; Sat & Sun: 10 a.m. - 5 p.m.)
Dec. 24 & 31: 8 a.m. - Noon. Closed Christmas and New Year's Day
- **Mercy North Urgent Care** - 800 E First Street, Ankeny (M-F: 7 a.m. - 9 p.m.; Sat & Sun: 10 a.m. - 5 p.m.)
Dec. 24 & 31: 8 a.m. - Noon. Closed Christmas and New Year's Day
- **Mercy East Urgent Care** - 5900 E University Avenue, Pleasant Hill (M-F: 7 a.m. - 9 p.m.; Sat & Sun: 10 a.m. - 5 p.m.)
Dec. 24 & 31: 8 a.m. - Noon. Closed Christmas and New Year's Day

(The Campus, Indianola - Jefferson, Peds Central, and Urbandale Clinics also provide extended hours all year long)

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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Growth

PRESIDENT'S MESSAGE



Dave Vellinga
President & CEO

2005 has given the Mercy Family many reasons for celebration.

During this holiday season, I would like to take a moment to thank each and every member of the Mercy Family for the gift you are to this organization. Because you put forth your best efforts each day for the betterment of those we serve, Mercy has had a remarkable year.

Together you tackled new initiatives like the pursuit of Magnet Status and implemented more patient safety enhancements, such as the installation of new Alaris IV pumps. You worked diligently to improve our processes through numerous Six Sigma projects and successfully completed the first phase of the ACIS implementation. Each of these significant accomplishments greatly enhances the service we provide to our patients and their families.

As we continually work to improve our patient experience, Mercy Momentum – the most comprehensive retooling of the Mercy system in more than three decades – continues to pick up steam in ensuring that the health care needs of Iowans are met for many years to come. In the past year, we improved patient's access to care with the opening of new facilities at Mercy North, Mercy East and 330 Laurel. We recently celebrated the opening of the new Patricia Claire Sullivan Center at Mercy College, as it expands to meet the growing need for health care professionals. On our main campus, construction of the new East Patient Tower is progressing smoothly and is expected to open in August 2006. The

six-story addition – housing the Ruan Neuroscience Center, new critical care units, a women and infants center, including an expanded NICU, and education and conference facilities – will offer greatly enhanced facilities and state-of-the-art medical services in an atmosphere of improved privacy, accessibility and comfort.

As these projects are completed, the space vacated by the services moving into the new addition will be renovated, allowing for enhancements of all the existing nursing units in the main campus. Patients and visitors entering our main lobby in the months ahead will experience a whole new look as renovations and expansion of the Emergency and Admitting Departments continue.

While all of these accomplishments are great reasons to celebrate, the holiday season reminds me that what I am most grateful for is you. This year, as tragedy hit our Southern neighbors affected by hurricanes and members of the armed forces were put in harm's way overseas, members of the Mercy Family showed their true spirit. You did not hesitate to volunteer for relief missions, you gave generously of your time and talents, and continued to better the broader communities that we serve. Thank you for keeping the Mercy spirit and spirit of the holiday season alive throughout the year.

As I close, I want to end 2005 with my wishes to all of you for a blessed holiday season. We at Mercy come from many faith traditions, and the diverse festivities that occur during this time period are reasons to celebrate the special gifts of family and friends. May we find 2006 to be a time of peace – in our homes, here at Mercy and around the world.

Happy holidays to you all,

SIX SIGMA COMMUNITY MEETING

On Oct. 28, Six Sigma practitioners were recognized for their successes and learned ways they can improve their projects. Team members recognized during this meeting included:

- Laurie Dickinson, Gary Kimberlin, Kelli McCarty (Centerville), Kathryn Meyer, Kayla Negrete, Kelly Walker, and Keith Wachter for completing all requirements for certification as a Black Belt by Breakthrough Management Group
- Monica Gordon and Karen Gamerdinger for certification as Green Belts by Breakthrough Management Group
- Kathy Goetz and Angela Freeman (Monroe County Hospital) for passing all Black Belt Certification exams
- Mary Bosch, Chris Buettner, Dave Hickman and Leigh Roerig for completion of all Green Belt Certification exams
- Karen Kinsey, Megan Maher, Mike Rohlf and Jerel Merial for completing one or more projects since the last community meeting
- Kelly Roberts for completion of Six Sigma Black Belt training

- Jeff Jutting for completion of advanced training in “Change Leadership” and in “Lean for Transactional Business Process”
- Peg O'Connor for receiving the Certificate of Achievement from the Iowa Quality Center and for completion of three additional projects

In the spirit of continuous improvement, all Green Belts and Black Belts that attended also participated in educational sessions on the use of statistical and process flow simulation software, construction of on-line surveys, and team building activities.



President & CEO Dave Vellinga and Executive Vice President & COO Peter Makowski present Black Belt Peg O'Connor with the Certificate of Achievement from the Iowa Quality Center.

REFLECTIONS OF EXCELLENCE

Dear Mercy Medical Center:

A few months ago, my husband and I welcomed our first child together. Sari Estelle was born at 8:21 p.m. thanks to my amazing doctor and an incredible staff at Mercy.

I honestly can't say enough about three magnificent women: Cindy Todd, in Labor and Delivery and in the Mother/Baby Unit, Lynnette Carr and Jill Hayes. In all honesty, these ladies are responsible for my awesome experience at Mercy.

I'm fortunate to have a wonderful OBGYN, Dr. Belsheim, whom I trust completely and who took excellent care of me. I don't know what I'd do without such a great doctor! My doctor obviously plays a critical role, but so do these nurses. It was Cindy, Lynette and Jill that I spent most of my time with that made the experience overall as good as it possibly could've been.

From the moment my husband and I walked into the birthing center and I met Cindy, I knew I was in good hands. Cindy helped me through one of the hardest experiences of my life. My husband was certainly my rock and a tremendous support system. But, I really can't say enough about Cindy's bedside manner, knowledge of her job and ability to guide me through the labor process, and just overall care for me. She instantly bonded with me and knew when to treat me as a friend and when to treat me as a patient. That was just the right mix in that situation and I appreciated all of her guidance and care for me. I always felt she had my best interests in mind to keep me and my baby healthy and never felt like she wasn't accessible. She is absolutely incredible and Mercy is very lucky to have such an amazing nurse on your team.

After recovery, we got to room 309 where Lynnette was waiting for us. At this point, we had been up for a good 20 hours and Lynnette just stepped right in and made sure we had everything we needed - even things we didn't know to ask for! Her sweet nature coupled with her nursing experience put us so at-ease that I didn't know how on earth I was going to care for my daughter without Lynnette once we got home! She taught us a lot those first few days without telling or ordering us what to do.

By the time we headed home, Lynnette had armed us with a great start on how to care for a newborn. Lynnette was there for me whenever I needed her and I know she was so busy that whole weekend with many patients.

On the opposite shift that weekend was Jill Hayes. Jill is just a natural! She definitely set me on the right path of being a new mom. She'd sit with me and answer all of my silly questions. Being a mom doesn't come naturally for everyone - especially me. Jill really understood that and guided me to be comfortable with this new role. She had some incredible advice and completely made herself available to us. She is very good at what she does and I was just thankful that our paths crossed. It's evident that Jill loves the time she spends with new moms and their newborns, and we were so lucky to have her there for us!

When my clients have a good experience with people on my team, I am always happy to hear about it. Many times it's easier to pass along negative experiences and not take time to pass along the positive ones. Though it's taken me some time to write you, I really wanted you to know of the great experience I had.

Many thanks again. I truly hope that everyone passing through Mercy's doors for care is fortunate enough to have as good of an experience as possible. Thanks to a great team, I certainly did.

Best regards,
Mara White



Jill Hayes, RN, Mother/Baby Unit, holds Sari Estelle.

NEWS BRIEFS

SMOKING CESSATION

If you are interested in kicking the habit, try an upcoming cessation class. The eight-week class can be taken at Mercy, Iowa Health, or Broadlawns and attendance is on your own time. The next series of classes begins the second week of January and are open to employees, families and general public. Call Bev Gedden at x-74310 for more information or to sign up.

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.

BUS PASS INCREASE

Effective Jan. 2, 2006, the cost for MTA bus passes will increase. Monthly passes for Des Moines will cost \$35, the Ankeny commuter pass will cost \$50, the Altoona commuter pass will cost \$50, and the premium pass will cost \$45. Mercy Medical Center will continue to subsidize these at 50 percent. Bus passes are available for purchase through the Cashier, located in the Mercy Medical Center main lobby.

CORRECTION

In the last issue of the *Bulletin*, the "Mercy Chefs Earn Top Honors" article had an incorrect name printed. Heidi Young should have been Heidi Hymen. Congratulations to Heidi and all our Mercy chefs.

WELLNESS NEWS

WELLNESS CENTER

Wellness Center Holiday hours:

Closed on: Saturday, Dec. 24
Sunday, Dec. 25
Monday, Dec. 26
Saturday, Dec. 31
Sunday, Jan. 1
Monday, Jan. 2

Need Holiday Gift Ideas?

For the fitness conscious, we have:

- Wellness Center Guest Passes: \$5/day or \$15/5 days
- Gift Certificates: Massage or reiki from \$30-\$75
- Wellness Center Memberships: various prices
- T-shirts: long sleeve \$10, short sleeve \$8
- Wrist blood pressure cuffs: \$50
- Resistance Tubes: \$7.50
- Dynabands: \$5
- Yoga Mats: \$15
- Racquetballs: \$4
- Jump ropes: \$5

Personal Training:

- Without Fitness Assessment \$35
- With Fitness Assessment \$40

Multiple sessions:

- 4 sessions \$100
- 12 sessions \$250

Payroll deduction or WOW Bucks are available for employees.

SHOES THAT FIT

Thank you to everyone who contributed to the Shoes That Fit program. Mercy Medical Center employees filled approximately 1,200 needs cards for children in Des Moines who need proper clothing this winter.



WOW TIDBITS

IT'S HOLIDAY TIME!

How are you doing with "Movin Into the New Year"? Remember to keep your log updated weekly. This time of year can be so hectic. Take time to take care of yourself and do something nice for someone else.

RECIPE MAKEOVERS

Plan to attend the WOW 4U Lunch and Learn on Wednesday, Dec. 21 at noon in the classroom on W-2. Allison Wendt, R.D. will be presenting "Recipe Makeovers". Bring your favorite recipe for a "makeover".

NEW YEAR'S RESOLUTIONS

It's almost that time of year when many of us are looking for assistance in making healthy lifestyle changes; usually called New Year's resolutions. Think about joining WOW 4U, if you haven't already. WOW 4U offers you one on one, personal assistance, group support in various activities and incentives. Check it out by calling x-38800 or find information on MercyNet under communities and WOW 4U.

LIGHTEN UP IOWA

In addition to WOW 4U you might consider joining Lighten Up Iowa (LUI). LUI is a team-based program designed to help make positive changes during the course of five months to help you move towards a healthier lifestyle. LUI will encourage participants during the program by giving them physical activity ideas and tips on healthy eating and proper nutrition. LUI is slated to begin Jan. 18, 2006 and conclude May 31. Go to www.lightenupiowa.org for more information or to register your team.

WINNER ANNOUNCED

The winner of \$5 in WOW 4U Bucks this week is Rodney Lacey, WW3RR/Heart Partners. Rodney call x-38800 to claim your prize.

A safe and joyous holiday to all from WOW 4U.

SCHOOL OF EMS STUDENTS TO TRAIN IN UNIQUE AMBULANCE

With the help of a creative idea and some excellent carpenter skills, a storage area at the Mercy School of EMS was converted to replicate the back of an ambulance.

"This will be a great addition for our students," said George Vannatta, program coordinator, Mercy School of EMS. "It has everything that a normal ambulance would have except wheels. It is a great way to provide a more cost-effective and efficient way to train our paramedic and EMT students."

The mock ambulance features simulated gauges for oxygen, suction and radio controls; ivy hooks; cabinets for storage of supplies; a bench seat and seat for the medic; cot mounts; and even a pull-out stair that serves as the bumper from a real ambulance, in which students will have the ability to practice loading and off-loading patients. One unique feature is the walls. Each wall of the ambulance is a dry-erase board that students and instructors can utilize while in training.

Joe Munford, Mercy Properties, was the handyman behind this project. He worked for two months to make this idea come alive. "It has been a fun project to work on," said Munford. "I went by the measurements of the Mercy ambulance and began from there."

The mock ambulance is used in the EMT Basic and Paramedic Programs. There are roughly four to five ses-

sions offered between these two programs per year. More than 100 students who attend these year-round programs will benefit from the convenient location of the mock ambulance.

"During the winter, safety is an issue when loading up a group of students to drive out on the roads in a real ambulance to train," said Vannatta. "Being able to use the mock ambulance year-round is another reason why this is so great for the students."



Students Amy Kelley and Jessica Phillips take instructions from (standing) Lisa Bistline, program coordinator, Mercy School of EMS, while in the mock ambulance.

OUR SYMPATHY

Deanna Knowles, Mercy North Urgent Care, on the death of her father.

Debbie Calkins, Medical Imaging, on the death of her father-in-law.

Max Mackrill, Medical Imaging, on the death of his mother-in-law.

Rachael Johnson, 8-South, on the death of her mother.

Cindy Peeler, Flex Staff, on the death of her father-in-law.

Sue LaPlant, Mercy Home Care, on the death of her mother-in-law.

Amy Graham, Mercy Indianola Clinic, on the death of her grandfather.

Jennifer McKenzie, Mercy Indianola Clinic, on the death of her grandfather.

Angela Toms, Mercy/Mayo, on the death of her father.

CONGRATULATIONS TO...

Annie Lemer, Pediatrics, and Brant, on the birth of their son, Brock John. Brock was born Nov. 28 and has one sister, Ellie, 8.

Krista DeWitt, 3-North - Mother/Baby, and Matt, on the birth of their daughter, Hayden Elizabeth. Hayden was born Dec. 5 and is the first child for the DeWitts.

Melissa Thomas, 8-South, and Barry, on the birth of their daughter, Isabella Rose. Isabella was born Dec. 6 and has three siblings, Sierra, 14, Conner, 10, and Jordan, 8.

Lori DeHaan, Mercy North Family Practice/Urgent Care, and Mark, on the birth of their daughter, Mallory JoAnne. Mallory was born Dec. 8 and has one sister, Ella, 17 months.

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