



Mercy Navigator

The *Mercy Navigator* is a publication to inform and update all employees on the steps that Mercy is taking to achieve Magnet Status from the American Nurses Credentialing Center. Since January 2004, members of Mercy's nursing team have been on an "Amazing Journey" to learn about the 14 Forces of Magnetism and integrate them into the organization. Mindful of the significant impact that Magnet Status will have on employees and patients, the Navigator team works to educate staff about this journey toward this designation and its importance to Mercy Medical Center.

Why pursue Magnet Status?

Patient Benefits:

- Better patient outcomes
- Consistent high-quality care
- Greater public confidence in care delivery
- Increased patient satisfaction
- Emphasis on evidence-based practice

Staff Benefits:

- Increased staff satisfaction
- Recognition of worth and quality of nursing
- Demonstration of the importance of nurses

- Increased collaboration within the work environment
- Enhancement of the following values: empowerment, pride, mentoring, nurturing, respect, integrity and teamwork

Organizational Benefits:

- Increased stability of staff
- Improved collaborative relationships
- Increased use of organization by health care plans
- Important to consumers
- Lower turnover of staff
- Strong market strategy

What is Magnet Status?

Magnet Status is recognition of a health care organization for providing the very best in nursing care through their professional practice. Magnet hospitals are health care facilities that have adopted system-wide measures to improve the work environment as a way to improve quality and, at the same time, boost job satisfaction, recruitment and retention (Romano, 2002).



The winner of the January Navigator word jumble prize drawing was Melissa Vander Schoor, Clinical Documentation. Melissa received a \$25 gift certificate to Mercy Gift House & Flowers. Congratulations, Melissa!



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Update on Mercy's Magnet Document

Nurses Week

A variety of activities are planned for Nurses Week this year, which will be recognized from May 6-12. The theme for this year – “Nursing through the Ages” – will be reflected through menus featuring generational food items at the Marketplace & Grille. Other activities include:

Monday, May 7

Vendor and Professional Organization Fair
East Tower Auditorium (8 a.m.-3 p.m.)

Tuesday, May 8

Blood Pressure Screening at Jordan Creek Mall Walkers Community Room, Jordan Creek Town Center (8:30-10:30 a.m.)

Comedic Entertainment by Lee Cole
East Tower Auditorium
(11:15 a.m. and 12:15 p.m.)

Wednesday, May 9

Finley Group Lecture and Q & A: “The 3 Rs, Depositions, Informed Consent, HIPAA and Documentation”
East Tower Auditorium
(11 a.m. – 1 p.m.)
Please bring your own lunch. Snacks will be provided.

Thursday, May 10

Doctors Breakfast for Nurses
Marketplace & Grille (6:30 - 9:30 a.m.)

Certification Tea
East Tower Auditorium (3:30 p.m.)

Friday May 11

Certification Tea
East Tower Auditorium (7:45 a.m.)

Public Safety Lunch and Learn
East Tower Auditorium (noon)
Please bring your own lunch.

Saturday May 12

Ice Cream Social
Delivered to units/floors
(1-3 a.m. and 1-3 p.m.)

** The comedian and the Finley Group lecture will be recorded and available for checkout for those who are unable to attend.*

After three years of hard work and dedication – including monthly meetings of the Magnet Steering and Navigator Committees – Mercy has submitted its completed Magnet document to the American Nurses Credentialing Center (ANCC) on Monday, March 26.

The document – which is comprised of nearly 15 inches of paper in 20 binders – will be read and scored by ANCC-selected appraisers, who are nursing executives and administrators from Magnet hospitals across the country. Within eight to 12 weeks, the Clinical Practice office should be notified if Mercy’s document scored within the “Excellent” range and if Mercy has been selected for a site visit, which is the next step in the Magnet application process.

If granted, the site visit will likely be a three-day event in which ANCC

appraisers will come to Mercy to meet with all levels of nursing staff and leaders to verify the validity of the documentation that was submitted. The visit is not only an opportunity for nurses to share their stories and experiences with the appraisers, but is also a chance to reinforce the idea that Mercy and its nursing staff are worthy of Magnet Status designation.

Following a site visit, the ANCC typically notifies an organization within two to four months of its final decision regarding Magnet Status designation. To maintain Magnet Status, organizations are required to submit annual reports and updates to the ANCC and completely re-apply for the designation every four years.

There are currently 238 organizations in the U.S. that are Magnet-designated facilities.



Mercy President and CEO Dave Vellinga joined the nursing team in celebrating another landmark on their “Amazing Journey,” the completion of the Magnet document. At the send-off celebration on March 26, Mercy nurses and administrators signed a letter of support to include with each copy of the Magnet document. Mercy will be notified within eight-12 weeks if a site visit has been granted.

Master of Science in Nursing: A partnership between Mercy Medical Center – Des Moines and the University of Iowa College of Nursing

In 2003, 23 Mercy nurses began their graduate education in a special cohort between Mercy Medical Center – Des Moines and the University of Iowa College of Nursing. The nurses represented a variety of specialties from across the organization, including Maternal/Child, Pediatrics, Pain Services, Diabetes, Ostomy/Wound Care, Pulmonary, Cardiovascular, Intensive Care, Trauma, Oncology, Perioperative Services, Information Systems, Managed Care, Performance Improvement, Mercy College and Mercy Clinics.

While maintaining the excellence that has been the University of Iowa's

tradition, the College of Nursing made continuing education more accessible to nurses by providing a mix of live classes, ICN seminars and web-based learning. Students led a variety of patient-centered projects, which not only met or exceeded course expectations, but also benefited the patients Mercy serves on a daily basis.

All 23 nurses graduated in December 2005 and maintain leadership roles in the Mercy system, including those of clinical specialist, nurse manager and nurse educator.



Twenty-three Mercy nurses participated in a special cohort between Mercy Medical Center – Des Moines and the University of Iowa College of Nursing to earn a Master of Science degree in Nursing. The graduating class of December 2005 is pictured above. Front row (L-R): Patricia Dunning, Dr. Janet Williams, Dr. Diane Huber and Teresa Doolittle. Second row (L-R): Barbara Cochrane, Julie Weldon, Tracy Jurgensmeier, Dr. Patricia Clinton and Felicia Miedema. Third row (L-R): Brenda Dolan, Jennifer Platz, Nikki Jarding, Sarah Town and Dr. M. Patricia Donahue. Fourth row (L-R): Becky Brown, Cathy Smith, Kristin Johnson, Wendy Miller and Jamie Fitzgerald-Dehning. Fifth row (L-R): Deb Willyard, Karen Gamerdinger, Theresa Smith and Kelly Taylor. Back row (L-R): Jane DeGooyer, Sonja Ranck, Susie Sanford and Vickie Wickham.

Forces of Magnetism

Force 8 – Consultation and Resources

Adequate consultation and other human resources are available. Knowledgeable experts, particularly advanced practice nurses, are available and used. In addition, peer support is given within and outside the nursing division.

Force 11 – Nurses as Teachers

Nurses are permitted and expected to incorporate teaching in all aspects of their practice. Teaching is one activity that reportedly gives nurses a great deal of professional satisfaction.

Force 14 – Professional Development

Significant emphasis is placed on orientation, in-service education, continuing education, formal education and career development. Personal and professional growth and development are valued. In addition, opportunities for competency-based clinical advancement exist, along with the resources to maintain competency.

Quotes from Level III RN's:



"I was already fulfilling most of the requirements – I just had to put it all on paper. Achieving a Level III validates all the hard work

and effort we do for our patients and for our profession. The bonus is great, too."

Mendi Schmelzel, RN, BSN (NICU)



"I feel the clinical ladder is a great way to recognize the work I do inside and outside of Mercy. It's a great way to say 'thank you'

for the extra things I do. I do them because I enjoy what I do, but, at the same time, it's nice to be recognized."

*Sheila Coffman, RN, BSN, CRRN
(Acute Rehab 4 West)*

Climbing the Professional Development Ladder

Mercy's Professional Development Ladder encourages every nurse to take the initiative for professional growth and development in his or her clinical field. Being active in pursuing professional growth enhances quality of care, improves patient outcomes, promotes nursing satisfaction and ensures retention of quality bedside nurses. In addition, nurses who progress up the ladder earn a monetary bonus.

Information about the Professional Development Ladder is posted on MercyNet (under "Nursing" and "Shared Governance"), and additional

details about eligibility, requirements and a schedule of informational sessions will be released soon.

In addition, the Retention and Recruitment Committee and several Level III RNs are currently working to create a Professional Development Portfolio Preparedness Class. This class will outline expectations of portfolios and guide nurses through developing a portfolio for submission. The classes will be scheduled from May through October, and CEU credits will be available. Please look for more information in coming issues of the *Bulletin* and the *Navigator*.

Mercy Professional Development Ladder Level III Nurses:

Sundae Anderson
Jessica Bair
Shannah Baldwin
Kelsey Barber
Sandy Beidler
Beth Berg
Sherri Biederman
Emily Blackford
Diane Bruecken
Kay Buys
Linda Carey
Laura Carlberg
Lynette Carr
Mary Chelleen
Tammy Churchill
Sheila Coffman
RoseMarie Cunion
Deb Cunningham
Susan Curry
Patricia Decker
Teryl Dickinson-Talone
Kathy Dinsmore
Elizabeth DiTomaso
Helen Dvorak
Kristen Ernsperger
Kari Farmer
Judy Frizzell
Wanda Gaither
Sarah Gillaspie
Sally Ann Hardy
Tammy Hardy

Nicole Hedrick
Elizabeth Hibben
Jodi Hill
Rena Hooper
Chante Huen
Stacey Hurst
Barb Johansen
Kristin Johnson
Debra Johnston
Staci Josten
Rhonda Kaale
Ronda Kaldenberg
Rebecca Knight
Heather Krug
Ann Lawson
Emily Leggett
Nancy Leman
Karen Lester
Rebecca Liggett
Kristin McAreavy
Mary McKee
Arisa Miller
Kim Mock
Jennifer Mockus
Erin Morris
Anne Murphy
Connie Ten Napel
Michelle Neyens
Jennifer Nutt
Kathy Olmstead
Amanda Olson

Janet Pickerell
Darlene Price
Stephanie Rohlfsen
Megan Russell
Shelley Sanford
Jodi Sargent
Mendi Schmelzel
Julie Schomer
Val Schwartz-Bryan
Ann Sears
Kelly Settle
Lisa Shockley
Roberta Simmons
Carol Smith
Kim Smith
Gnanasoundar Solomon
Marcy Stocker
Lisa Taylor
Elizabeth Thayer
Kathy Trembly
Julie Tuel
Anna Valdez
Sara Van Effen
Mary Watson
Diane Weehler
Shawn West
June White
Amy Williamson
Marcie Wilson
Julie Wrage