Every day, volunteers play an essential role in helping Mercy to effectively run our health care system and offer rave-worthy support to patients. While every volunteer is appreciated, some are – in a word – historic.

Jim Stessman is one such example. For 32 years, Jim has been assisting Mercy in a number of extraordinary ways. With the help of his wife, Alicia, Jim has offered support and non-medical translation services for children and their mothers coming to Mercy from South America for surgery.

Additionally, Jim and Alicia in past years have opened their home for the children, along with their parents, to rest and recover. And their kindness didn’t stop there. As a former Catholic priest, Jim has a keen understanding of Mercy’s core values of reverence, integrity, compassion and excellence. As a result, he and Alicia take the visiting families to Mass, pick them up and return them to the airport, teach them proud American traditions and much more.

When it comes to exemplifying what it means to live up, Jim and Alicia prove that volunteering is yet another way to impact the lives of the patients we serve, to make the world a better place. Thank you, Jim and Alicia, for your amazing compassion and support.

Discover more ways to LIVE UP at LIVEUP.com
A LIVE UP MOMENT . . .

TO THE MANY ANGELS ON OUR THIRD FLOOR (PEDIATRICS):

My heart is overwhelmed and filled with great appreciation for the care and hospitality you showed me during our seven-week stay . . . My 10-year-old daughter was recently diagnosed with a small bowel obstruction which, in turn, became a resection. I don’t know where to start with the THANK YOUs. Dr. McClure, Dr. Reddy. Thank you so much. Dr. Kumar, the warmth and caring compassion you show for our babies is beyond all measure and you will forever have a place in my heart. I will always be eternally grateful. To the many nurses – all the Meagans and all the Ashleys – Jana, Jamie, Lindsey, Kamryn. The list could go on and on – all the techs, Jordan and lastly Erin. What would parents do without the Child Life staff? In my eyes you will forever be acknowledged for something you do so WELL. Again, no one is forgotten – all is within my heart. We are finally at home and doing well.

Thank you from the bottom of our hearts!
Garla & Sarena

ANNOUNCEMENTS AND NEWS BRIEFS . . .

MERCY NICU WELCOMES NEW DIRECTOR

Dawn Schwartz, MSN, ARNP, IBCLC, NNP-BC, has been promoted to director of the Variety Neonatal Intensive Care Unit (NICU) at Mercy. Dawn transitioned to the role in late September, after serving as the neonatal nurse practitioner coordinator at Mercy West Lakes since 2010, and the neonatal transport team coordinator for Mercy NICU since 2013.

Dawn is a graduate of Mercy College of Health Sciences and began her career at Mercy as a RN in the NICU in 1995. She graduated from the University of Missouri in Kansas City with a Master of Science in Nursing-Neonatal Nurse Practitioner degree in 2008. She is also an internationally board certified lactation consultant. Throughout her career, Dawn has received extensive neonatal nursing experience at various NICUs, including: Children’s Mercy in Kansas City, HCA Midwest Health in Kansas City, Phoenix Children’s Hospital, and San Diego Children’s Hospital.

Dawn will continue to coordinate the neonatal transport team in addition to her new role. Her office is located in the NICU, on the fourth floor of the East Tower, and she can be reached at 358-4050.

MGMA RECOGNIZES LEANN PAULSEN AS LEGISLATIVE LIAISON OF THE YEAR

Medical Group Management Association (MGMA) recently presented awards to medical practice executives, a physician executive and a healthcare organization for making outstanding contributions to the profession at the MGMA 2014 Annual Conference. Among the award recipients was LeAnn Paulsen, clinic manager at Mercy Surgical Affiliates. The Legislative Liaison of the Year Award recognized LeAnn as a medical practice professional who has provided outstanding leadership in advocacy.

LeAnn’s hard work has helped MGMA advance federal advocacy priorities, including reforming the Medicare payment system. Additionally, she has led Iowa MGMA’s (IMGMA’s) legislative efforts and spearheaded IMGMA Lobby Day at the Iowa State Capitol. LeAnn has testified on behalf of IMGMA at House/Senate subcommittees and helped lead the charge to reform Medicaid reimbursement for translation and interpretive services.

“MERCY NEWS” AND “BULLETIN” SCHEDULES CHANGED DUE TO THANKSGIVING HOLIDAY

Due to the Thanksgiving holiday next week, “Mercy News Briefs” will not be distributed on Thursday, Nov. 27, and the “Bulletin” newsletter will not be published on Friday, Nov. 28. We will return to our usual weekly schedule on Monday, Dec. 1.