JUST WHAT IS THE JOINT COMMISSION (TJC)?

Everyone in the Mercy Family has likely heard about The Joint Commission (TJC), but perhaps not everyone fully understands what it is, what it does and why it is an important part of assuring we live up to our Vision to provide a Remarkable Mercy Experience to every person we are privileged to serve.

About The Joint Commission

TJC is an independent not-for-profit organization that accredits and certifies nearly 21,000 health care organizations/programs in the United States. Accreditation by The Joint Commission is recognized throughout the world as the symbol of an organizations’ commitment to quality health care. Organizations voluntarily pursue and participate in the accreditation process.

Founded in 1951, TJC is the largest accrediting organization in the health care industry. It is governed by a 32-member Board of Commissioners made up of physicians, administrators, nurses, community members, quality experts, educators and others.

Working together, Mercy and The Joint Commission can assure our patients receive the best quality health care possible.

How does it work?

In order for Mercy to earn and maintain The Joint Commission’s Gold Seal of Approval®, Mercy submits itself for an on-site survey by a Joint Commission survey team at least every three years. Mercy was last surveyed in March of 2014, and anticipates another visit by surveyors in the early part of 2017. All surveys are unannounced, so an organization is never sure when surveyors will arrive.

While conducting an on-site survey, the Joint Commission team randomly selects patient medical records to evaluate compliance with specific national standards. In the process, surveyors talk to the doctors, nurses, and other staff who interacted with the particular patients. Surveyors also observe doctors and nurses providing care, and often speak to the patients themselves.

As part of our ongoing readiness, watch for additional information about how Mercy and The Joint Commission work together with one goal in mind – extraordinary, state-of-the-art, quality care for every person we are privileged to serve.

MEDICAL LIBRARY STAFF CREATE A REMARKABLE MERCY EXPERIENCE

To Jeanette and Marcie:

Thank you so much for allowing the library to be our “second home” during our time at Mercy! We both looked forward to seeing the two of you every morning. Your friendliness and willingness to help us made us feel very welcome! Thank you again!

- Anna and Aubrey (Pharmacy residents)
Mitzi Brown, Microbiology

Mitzi Brown, MLS (ASCP) – the July recipient of the Spirit of Mercy Award – is a medical technologist in the Microbiology Department of Mercy Clinical Laboratory. Her primary responsibilities in this role are to perform testing to identify causes of infectious disease and to assist clinicians to determine appropriate courses of treatment.

Through the years, Mitzi has learned that the most enjoyable, rewarding parts of her job are two-fold: to contribute to the care of patients, of course, and to mentor and share her experience and knowledge with the colleagues and students she works with.

“It is important to demonstrate Mercy’s core values (reverence, integrity, compassion, excellence) daily in order to inspire others to do the same,” she said. “Living these values elevates us all.”

Mitzi has been a part of the Mercy Family for 31 years. In her time away from work, she enjoys spending time with her family or relaxing with a good book.

A WARM WELCOME TO THE MERCY FAMILY

Christopher Baltzell, PA
Mercy Clinics Family Medicine Adel

Enrique Cardenas, M.D.
Mercy Ottumwa Medical Clinic

Whitney Ceretti, PA-C
Iowa Diabetes and Endocrinology Center

Kayla Egli, D.O.
Mercy Clinics Family Medicine North

Jason Noble, PA-C
Mercy Clinics Family Medicine Perry

Kandace Walker, M.D. (pediatrician)
Mercy Clinics Family Medicine Indianola

WHAT’S UP?

Live Up, save lives, donate blood next Friday!
Mercy is holding a blood drive from 9 a.m.-3 p.m. on Friday, Aug. 26, at its central campus location, Conference Rooms 1 and 2. Please consider donating as the current area blood supply is low. At Mercy’s June blood drive, 49 donors were registered (including ten first-time donors!) and 43 units of blood were collected.

Schedule your appointment online at www.lifeservebloodcenter.org or contact Jessica Kness at JKness@mercydesmoines.org. Please bring a valid form of identification, such as your donor ID card or driver’s license.

Celebrate retirement with Dr. Dale Andres
Mercy staff members may soon miss hearing the familiar question, “What’s to report?” from Dale Andres, D.O., who is retiring from active practice this month. Dr. Andres has been with Mercy Medical Center – Des Moines for 11 years, and started Pathology Associates of Central Iowa in July 2005. In his retirement, Dr. Andres plans to spend time in Arizona and traveling.

Join in celebration of Dr. Andres’ retirement at a special tea in his honor on Thursday, Aug. 25, in East Tower Conference Room 1, from 10 a.m.-noon.

CONTACT US

The Bulletin is published weekly for staff and friends of Mercy Medical Center, 1111 6th Ave., Des Moines, Iowa 50314-2611

If you are interested in submitting information to be printed in the Bulletin, send it to PR and Marketing or call 515-247-3050.

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