Passionate, loyal, fair, trustworthy and respectful. These are just a few of the words Mercy colleagues used to describe the latest Spirit of Mercy Award winner, Deb Bagnall.

In her current role, Deb serves as the manager of the Graduate Medical Education and Research department, where she interacts daily with residents, faculty, administrators and other staff members. Colleagues say Deb always treats every person she encounters with respect, and takes a genuine interest in helping others. Deb exemplifies integrity in every sense of the word, and consistently goes out of her way to ensure colleagues feel important and valued.

When faced with a challenge, Deb is known for going above and beyond to complete the task at hand, even when it means working long hours and putting the needs of others in front of her own. She finds a way to be a part of the solution, and encourages others to get involved to produce a positive outcome.

Deb’s colleagues said they admire her for leading by example. She’s earned the respect of others by never asking anyone to do something she wouldn’t do herself. Her positive attitude and perseverance through difficult situations set a shining example for those around her. Deb’s natural ability to demonstrate Mercy’s core values of Reverence, Integrity, Compassion and Excellence make her a well-deserving recipient of the Spirit of Mercy Award.

Congratulations, Deb!

FEEDBACK REQUESTED

New support teams from Unisys are now staffing the ITS Service Desk and providing end user computing support. Your feedback on the service you receive is needed to help identify any potential concerns and address service support issues. When your IT support ticket is closed, please take a moment to complete the customer satisfaction survey you receive via email. The ITS Service Desk team leads use survey information in daily monitoring, so your feedback can lead to immediate adjustments. Plus, ITS leaders regularly review support teams’ performance, and your feedback helps identify patterns that leaders need to address.

Remember, you can minimize your time on the phone by using My IT Support to open tickets, check ticket status or resolve issues via live chat. Questions or feedback? Email us or visit the ITS Managed Services Transition page.
INTERIM PRESIDENT FOR MERCY CLINICS ANNOUNCED

Kent Carr, M.D., M.M.M., C.P.E., chief physician executive for Mercy Medical Center – Des Moines and President of Mercy Clinics, announced this week that Bill Vandivier, D.O., has agreed to serve as Interim President of Mercy Clinics while a search is underway for a new leader. Dr. Vandivier will assume the role on a full-time basis effective Sept. 3.

Dr. Vandivier has served as physician chairman of the ambulatory IT committee since 2011, and will continue to spearhead IT improvements in his new role. This is especially important with the upcoming Allscripts 17.1 upgrade scheduled to take place in October. In addition to his work at Mercy, Dr. Vandivier has also had an important role with CHI as the leader of the Allscripts physician champions group.

As an active member of the Mercy Clinics Executive Governance Committee (EGC) and in his IT role, Dr. Vandivier has worked with almost every clinic in some capacity. He is very supportive of the efforts underway to improve the culture throughout Mercy Clinics and is dedicated to making Mercy Clinics the preferred practice for physicians, advanced practice clinicians and staff.

The search firm of Witt Kieffer is actively searching for a permanent President of Mercy Clinics to replace Dr. Kent Carr as he transitions to his new role as the leader of the Physician Enterprise at Mercy Health Network. This national search is scheduled to be completed before the end of the year.

DONATE BLOOD. SAVE LIVES!

Did you know every unit of donated blood can help save the lives of up to three different people? In fact, some of those people are patients here at Mercy. Each month, patients at Mercy use more than 1,300 units of donated blood products, including red cells, fresh frozen plasma and platelets. You can help maintain a stable blood supply by rolling up your sleeve and making a donation on Friday, Aug. 25. Mercy is hosting a blood drive from 9 a.m. to 3 p.m. in East Tower Conference Rooms 6 and 7.

To schedule an appointment, visit lifeservebloodcenter.org or email Jessica Kness at JKness@mercydesmoines.org. When you donate, please bring a valid form of identification, such as your donor ID card or driver's license.

NEW PERFORMANCE MANAGEMENT TOOL NOW AVAILABLE IN WORKDAY

During your FY17 performance evaluation with your supervisor or manager, you will learn (or have already learned) about the new Performance Management tools available to you in Workday. These new tools are used for setting goals, giving feedback and managing your overall performance to help you grow and develop professionally. New this year, all employees must enter their FY18 performance goals and milestones into Workday. Everyone should work with his or her supervisor or manager to determine these goals and align them with Mercy’s Living Our Mission Measures. Resources are now available in Learn & Grow to help enter your goals in Workday. Goals must be entered into Workday by Friday, Sept. 15, 2017, for all employees.

CONTACT US

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