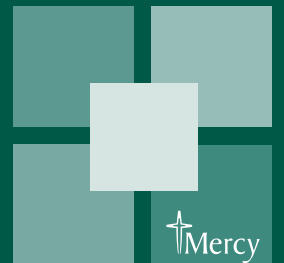


# NURSING ANNUAL REPORT 2009-2010



# Welcome



I am proud to share the highlights of nursing achievements in this annual report with you. As we celebrate our nursing profession and the fabulous individuals who practice, I encourage you to take a moment to reflect on nursing accomplishments at Mercy – Des Moines during the past year.

Individual nurses and groups are highlighted in this report and their contributions have been many and varied. While many outstanding Mercy nurses are not specifically noted in this report, it is the phenomenal teamwork and combined contributions of the entire nursing team which comprise our collective nursing care effort and allow us to live our mission every day at Mercy.

Our goal continues to be providing excellent care to each patient and family we serve and our focus on service and quality continues. Many evidence-based practices have been implemented, including hourly rounds, multi-disciplinary care rounds, use of white boards in patient rooms, focused work on fall prevention,

patient safety huddles, operating room safety, improved pressure ulcer prevention practices, and many others. It is our commitment to continuous improvement that will advance our professionalism and our commitment to serve through the person-centered care tradition and legacy of the Sisters of Mercy. These efforts will result in nursing excellence – for every patient, every day.

Thank you to our nursing staff for an outstanding year! Your ongoing professional commitment, flexibility and teamwork to transform care to meet the needs of our community will continue to move our nursing care to the ceiling of excellence!

**Mary Brown, R.N., M.S.N.**  
*Vice President and Chief Nursing Officer*

## MISSION

The mission of 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.

## VISION STATEMENT FOR NURSING AT MERCY MEDICAL CENTER

The nurses of Mercy Medical Center bring our Mission Statement to life in the practice of professional nursing that embodies our core values.

## REVERENCE

Working together, we create an environment that allows nursing to advance the mission of Mercy Medical Center through collaboration, mutual respect and trust. We will develop the next generation of caregivers and honor those who came before us.

## INTEGRITY

We are accountable for the practice of nursing at Mercy Medical Center, collectively and individually striving to continuously improve patient care and employee satisfaction. We commit to creating an environment that recruits and retains nurses who share and support these values.

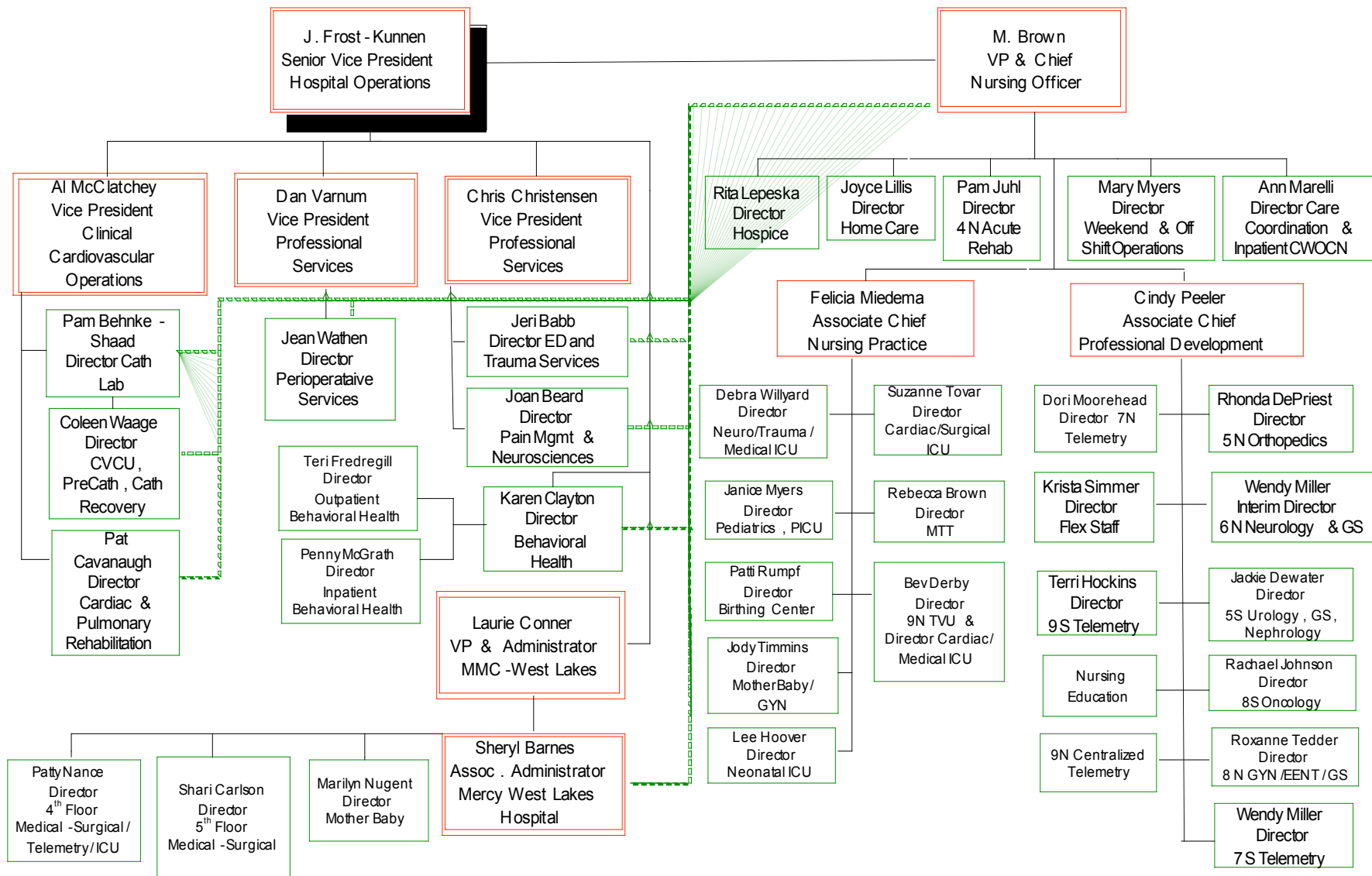
## COMPASSION

Our primary responsibility is to provide care to our patients and families that is safe, effective and sensitive to their faith, culture, developmental stage and health status.

## EXCELLENCE

Our defining characteristic is professionalism. We are empowered by our collective wisdom and knowledge to make decisions about the practice of nursing at Mercy Medical Center. Our decision-making structure promotes the advancement of nursing, the development of leadership and the shared responsibility for nursing practice by nurses.

# Mercy Nursing Organizational Chart



# Commitment to Quality

## SEDATION TEAM EXPANDS SERVICES TO PROVIDE OPTIMAL PATIENT CARE



Sedation team Clinical Nurses Deb Fatino, RN(left), and Mary Sadler, RN(right), provide sedation for a patient prior to a procedure. The team provided care in 851 adult and pediatric patient cases in 2009.

As the first and only central Iowa hospital to have a dedicated, interdisciplinary sedation team, Mercy continues to expand its services in order to meet the needs of a vast patient population that requires sedation for diagnostic, imaging and other invasive and non-invasive procedures. The team includes two registered nurses, an anesthesiologist and a child life specialist to help better relax children prior to and during pediatric procedures.

## MERCY CELEBRATES NURSES' WEEK WITH MANY EVENTS AND A CAKE DECORATING CONTEST

Each year across the nation, we celebrate National Nurses Week. The festivities begin on May 6 and end on May 12, which is Florence Nightingale's birthday. In 2010, the theme looked toward the future of a healthier tomorrow -- Nurses: Caring Today for a Healthier Tomorrow.



The planning committee organized many different activities for nurses throughout the week including a Doctor's Breakfast for nurses, a certified nurse Recognition Tea, an ice cream social, several educational programs, a Healthier Tomorrow health fair and a Careful Nursing Carnival. The Carnival culminated with a cake decorating contest at Mercy's Central Campus and cookie decorating at Mercy West Lakes. One entry in the cake decorating contest is shown. In addition, many unit-based activities and recognition events were held.

## HOME HEALTH SERVICES CELEBRATES 25 YEARS AS PART OF THE MERCY FAMILY

Mercy's commitment to patients' health and well-being doesn't end when they leave the hospital or doctor's office. There are times when an individual may need health care in the comfort of his or her own home. For the past 25 years, Mercy's Home Health Services Department has delivered high quality, compassionate care to patients living throughout central Iowa. More than 48,500 patient visits were made by Home Health Services staff this past fiscal year.

"We're celebrating 25 years of caring," said Joyce Lillis, director of Mercy Home Health Services. "Our nurses, therapists, social workers and aides are among the best and provide the kind of care you would want for your family members and friends if they needed it."





## ANGELS OF MERCY GIVEN SPECIAL RECOGNITION

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In the spring of 2009, Mercy Foundation launched a new employee recognition program, called Angels of Mercy, to give patients and their loved ones a way to honor staff members who go above and beyond to provide exceptional care.

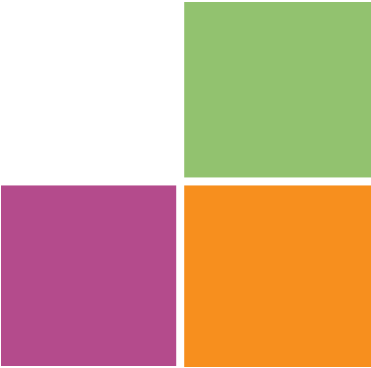
Using a brochure available in patient rooms, waiting areas and at information desks located throughout the organization, patients and families who receive excellent care can make a contribution in an employee's name to Mercy Foundation. After a donation is made in their honor, employees receive an acknowledgement letter and a special Angels of Mercy pin.

Congratulations to the nursing staff members honored this fiscal year through the Angels of Mercy program:

Jana Backman, RN, 5 South  
Montana Bailey, patient care tech, 5 South  
Jeana Baker, RN, NICU  
Kelsey Barber, RN, Mercy West Lakes  
Melissa Berry, RN, NICU  
Andrew Bormann, RN, NICU  
Mary Bormann, RN, Mercy West Lakes  
Sue Boyd, RN, NICU  
Josh Brinegar, patient care tech, 5 South  
Kodi Kay Callies, RN, NICU  
Donia Campbell, RN, NICU  
Meghan Carrico, RN, flex team/NICU  
Gina Carzoli, RN, 5 South  
Dallas Chapman, RN, NICU  
Kelly Chess, RN, NICU  
Rene Chiaramonte, RN, NICU  
Angie Christenson, RN, Emergency & OP

Rhonda Cloninger, RN, Emergency & OP  
Jodi Conrad, RN, ICU  
Erica Cope, RN, Radiation Therapy  
Cherri Coy, RN, NICU  
Shawnda Cozad, RN, NICU  
Brianna Damstetter, RN, NICU  
Bette Donovan, RN, NICU  
Holly Durbin, RN, NICU  
Laura Duvall, RN, NICU  
Dena Duve, RN, NICU  
Lisa Elwell, RN, NICU  
Julie Endres, RN, 9 North  
Kahala Fales, RN, NICU  
Jan Fick, RN, NICU  
Cindy Fuson, RN, NICU  
Kim Gaul, RN, ICU  
Jana Harmon, RN, NICU  
Michelle Harvey, RN, Emergency  
Crystal Hoffman, RN, NICU  
Lindsey Hogan, RN, NICU  
Melody Hutton, RN, NICU  
Jessica Ingwersen, RN, NICU  
Libby Jennings, RN, NICU  
Vonnie Jobe, LPN, NICU  
Roberta Judd, RN, NICU  
Joannie Kenneally, RN, Labor & Delivery  
Amy Kenyon, RN, NICU  
Matt Klein, RN, 9 North  
Katie Lenhart, RN, NICU  
Paula Love, RN, Mercy West Lakes  
Holly Mathias, RN, 5 South  
Charity Mattes, RN, NICU  
Holli McKeever, RN, NICU  
Stephanie Metheny, RN, NICU  
Karen Metzler, RN, NICU  
Sarah Minnich, RN, NICU  
Tara Moenkhaus, RN, NICU  
Deb Neve, RN, Labor & Delivery  
Marilyn Nugent, Nursing Director, Mercy West Lakes  
Kathy Olmstead, RN, 8 South  
Rachael O'Mara, RN, CTSICU  
Jennifer Mockus, RN, SICU  
Jen Owens, RN, ICU  
Julie Pals, RN, NICU  
Joy Parks, RN, Mercy Cancer Center  
Emily Paxton, RN, Mercy Cancer Center  
Angela Plum, RN, NICU  
Janet Reid, RN, NICU  
Carolyn Ricker, RN, 6 North  
Cherie Roed, RN, 5 South  
Maribeth Roemmich, RN, NICU  
Jill Rolling, RN, NICU  
Paula Ryan, unit coordinator, 9 North  
Jeff Saffley, RN, Emergency & OP  
Dorine Sales, RN, NICU  
Jeanne Sandquist, House Supervisor

Valerie Schwartz Bryan, RN, NICU  
Linda Shackelfard, RN, 8 South  
Carol Smith, RN, CCU  
Vicki Smith, RN, Flex Team/NICU  
Marcie Steiner, RN, 5 South  
LeAnn Subbert, RN, NICU  
Linda Syverson, RN, NICU  
Emily Thole, RN, ICU  
Connie Turner, RN, NICU  
Kristin Udelhofen, RN, NICU  
Laura Van Roekel, RN, 9 North  
Luann Warner, Clinical Resource Nurse,  
Mercy West Lakes  
Diane Weehler, RN, CTSICU  
Heather Weishaar, RN, 5 South  
Kalynn Wenck, RN, NICU  
Dawn Wilbur, RN, NICU  
Kim Woolums, RN, NICU  
Eugene Yoder, RN, ICU and Rapid Response Team





## MERCY DELIVERS MORE BABIES THAN ANY OTHER IOWA HOSPITAL IN 2009, BREAKS FOURTH CONSECUTIVE RECORD

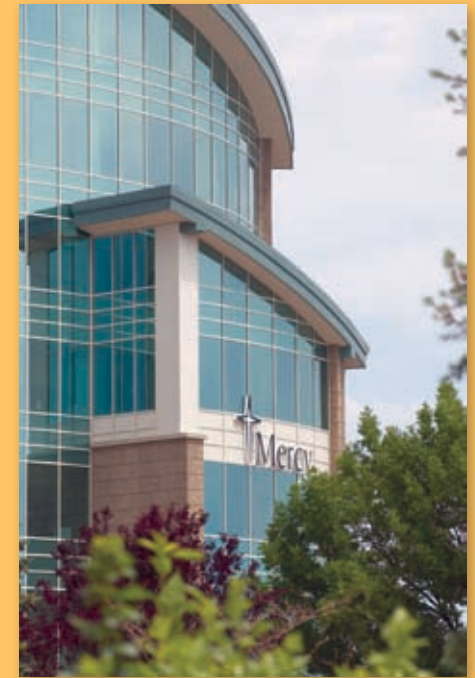
For the fourth year in a row, Mercy set a record for the number of babies born at a single Iowa hospital. Between Jan. 1 and Dec. 31, 2009, the Mercy Women & Infants' Center delivered 5,066 infants – including 133 sets of twins, nine sets of triplets and the first set of quadruplets born at Mercy in a decade. The busiest month during the year was in May of 2009, welcoming a record-setting 464 babies throughout the month. Of the new births that month, 239 were boys and 225 were girls, including 11 sets of twins and two sets of triplets.

## MERCY MEDICAL CENTER – WEST LAKES OPENS

After years of planning and construction, Mercy Medical Center – West Lakes opened on September 8, 2009, with Emergency Department staff treating their first patient within the first 20 minutes.

Mercy West Lakes was built as a replacement hospital for Mercy Capitol and was West Des Moines' first full-service community hospital. The new hospital offers a wide array of services – including 24/7 emergency care, birthing services, surgery, cardiovascular services, orthopaedics, medical imaging and other ancillary services.

Mercy West Lakes is a 239,000-square-foot facility set on a 17-acre campus at 1601 60th Street in West Des Moines. It is licensed for 146 beds and has approximately 140 nursing staff members working there.



## MERCY FACTS

- Total admissions: 36,827
- Total patient days (adults, children and newborns): 166,740
- Emergency department visits: 71,830
- Surgeries (procedures): 17,949
- Cath lab procedures: 13,640
- Radiology procedures (all campuses): 257,892
- Home Care patient visits (including infusion and Hospice): 48,569
- Visits to Mercy Clinics: 877,040

# Awards, Accreditations and Honors

## MERCY RECEIVES PATRIOT AWARD FOR SUPPORT OF THE MILITARY

Over the years, the Mercy Family has been blessed with dedicated staff members who also serve in various branches of the United States military. As a “thank you” to Mercy for its support of those who are called to duty, the Employer Support of The Guard and Reserve presented Mercy Medical Center and Tim Huffman, RN, manager of Perioperative Services, with the Patriot Award in a small ceremony at Mercy on Friday, March 5. Mercy and Tim were nominated by Major Sally Hardy, RN, BSN, MSN, CNOR, an open heart surgery nurse at Mercy.



“The Patriot Award is a way to say thank you to my boss and employer for their support,” said Sally. “They allowed me to complete my military duty with support, encouragement and appreciation.”

Sally is in her sixth year with the Iowa National Guard 132nd Fighter Wing, which is based in Des Moines. Her routine responsibilities include providing immunizations and ensuring her group is ready to deploy at a moment’s notice, but she recently volunteered for a tour of duty in Iraq so a young mother – also a nurse – could be home for the holidays with her son and daughter.

## MERCY RUAN NEUROLOGY CLINIC EARNS PRESTIGIOUS NATIONAL MS CERTIFICATION

After undergoing a thorough review by the National Multiple Sclerosis Society, the Mercy Ruan Neurology Clinic was certified as an affiliated clinic – meaning it meets the organization’s strict guidelines for providing the highest quality care to patients with multiple sclerosis (MS) and focuses on the experience of the patient through clinical services and support groups. The Mercy Ruan Neurology Clinic is the first clinic in Iowa to earn this prestigious certification.

## MERCY NURSING PROFESSIONALS NAMED TO THIS YEAR'S LIST OF 100 GREAT IOWA NURSES

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We have all met outstanding nurses whose courage, competence and commitment to patients and the nursing profession stands out above the rest. The 2010 100 Great Iowa Nurses were honored on May 2 – to kick off the beginning of Nurses' Week – at the sixth annual celebration in Des Moines, organized by nurse and community leaders. Honorees were selected based upon their demonstrated concern for humanity, a significant contribution toward the nursing profession and leadership through mentoring.

**In all, seven nurses from Mercy Medical Center – Des Moines were honored.**



**MONICA GORDON, RN, MSN**  
CLINICAL SAFETY COORDINATOR



**LOWELL BIRKEY, CLINICAL NURSE**  
MERCY ONE



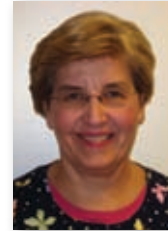
**ROSEANNE HIXENBAUGH, RN**  
CARDIAC REHABILITATION



**MILDRED KAUFMAN, RN, BSN**  
VASCULAR TEAM COORDINATOR  
MERCY HEART HOSPITAL



**DEE DEE KENNEDY, RN, BSN, CHPN**  
CLINICAL SUPERVISOR  
MERCY HOSPICE – JOHNSTON



**CANDACE NEES, RN, MS, CCRN**  
ICU



**JULIE WELDON, RN, MSN**  
EDUCATION COORDINATOR  
NURSING EDUCATION

## MERCY WINS CONSUMER CHOICE AWARD FOR ELEVENTH CONSECUTIVE YEAR

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For the eleventh year in a row, consumers surveyed in the Des Moines market have named Mercy Medical Center – Des Moines the best in terms of overall quality and image. Mercy was also recognized as having the Best Doctors, Best Nurses and Best Image/Reputation in Des Moines. As a result, the National Research Corporation (NRC) has recognized Mercy as one of the nation's top hospitals with its prestigious 2009/10 Consumer Choice Award.



# Professional Development

## NURSING STAFF RECEIVE CERTIFICATIONS

Based on national standards of care, nursing certifications demonstrate a nurse's dedication to the profession and recognize their knowledge in a particular nursing specialty. Mercy is proud to have 44 nurses receive national certification in 2009-2010.

**Shannah Baldwin**

Birthing Unit – FM, 2009

**James Boyd**

7 North – RN-BC Gerontological Nursing, 2010

**Kay Buys**

5 South – Med/Surg, 2009

**Carol Byrd**

8 South – OCN, 2009

**Lynne Chandlee**

Wound Services – CWOCN, 2009

**Logan Clausen**

Peds/PICU – CPN, 2009

**Andrea Cline**

7 North – RN-BC Gerontological Nursing, 2010

**Ashley Connell**

8 South – OCN, 2009

**Jodie Conrad**

N/T/M ICU – CCRN, 2009

**Kecia Cowden**

Care Coordination – ARNP NP-C, 2010

**Janelle Curry**

Maternity Triage & Treatment Unit – Inpatient OB, 2009

**Patricia Durand**

Hospice – CHPN Hospice and Palliative Care, 2009

**Rachel Evans**

NICU – Neonatal Transport, 2009

**Kari Ford**

Peds/PICU – CPN, 2009

**Megan Grove**

C/S ICU – CCRN, 2009

**Jessica Hannusch**

West Lakes 4 ICU – CMS RN, 2009

**Pamela Hansen**

Emergency – CEN 2010

**Danette Hanson**

Palliative Care – CPHN Hospice & Palliative Nursing, 2010

**Lindsey Hogan**

NICU – Neonatal Transport, 2009

**Timothy Huffman**

OR – CNOR, 2010

**Erin Jenkins**

West Lakes 4 ICU – CCRN, 2010

**Katie Klipping**

Birthing Unit, Inpatient OB, 2009

**Suzanne McIntosh**

Hospice – CHPN Hospice & Palliative Nursing, 2009

**Doralyn Moorehead**

7 North – Gerontological Nursing, 2010

**Jenny Myers**

Birthing Unit – Inpatient OB, 2009

**Jennifer Nutt**

8 South – OCN, 2009

**Mary Otis**

West Lakes 4 ICU – CPAN, 2009



**Kizzie Peterson**

Birthing Unit, Inpatient OB, 2009

**Paula Ryan**

C/M ICU – CCRN, 2009

**Sara Sass**

West Lakes 4 ICU – CCRN, 2010

**Josephine Sereg**

Birthing Unit – Inpatient OB, 2009

**Linda Shakelford**

8 South – OCN, 2010

**Angela Shanahan**

7 North – Gerontological Nurse, 2009

**Donita Sutter-Barr**

Birthing Unit – Inpatient OB, 2009

**Aaron Tester**

Cardiac Cath Lab – TNCC, 2009

**Cindy Todd**

Birthing Unit – Inpatient OB, 2009

**Jennifer Tomlinson**

Lactation – IBLCE, 2009

**Alissa VanMeetersen**

C/S ICU – CCRN, 2009

**Luann Warner**

West Lakes Mother Baby – Electronic Fetal Monitoring, 2009

**Michelle Whitt**

Birthing Unit – Inpatient OB, 2009

**Lisa Wiggins**

Pain Services – Pain Nurse Certification, 2010

**Deb Williams**

Flex – CCRN, 2010

**Erica Yoder**

Peds/PICU – CPN, 2009

**Abby Young**

C/S ICU – CCRN, 2009

## LIZ MAY ACCEPTS POSITION WITH MERCY CLINICS

Liz May, former director of Nursing and associate administrator at Mercy Capitol, accepted a new position as director of Rural Physician Operations for Mercy Clinics. In her new position, Liz is responsible for facilitating the development and operations of rural clinics and acts as a resource on clinic operations to members of Mercy Health Network – Central Iowa. Liz has been a member of the Mercy Family for 30 years and has served as a staff nurse, clinical nurse and assistant head nurse on 5 South, as well as intake coordinator for Mercy Home Care, director of Subacute Care and interim nursing director of Story County Medical Center.

## NURSES' ARTICLE PUBLISHED IN NATIONAL JOURNAL

Congratulations to Eileen Hansen, Joan McCleish, Joah Hogan and Connie Clark! Their article, entitled, "Getting to Know You: Development of an RN-to-BSN Online Orientation," was published in the November 2009 issue of the Journal of Nursing Education.

## CHANGES IN LEADERSHIP FOR 5 NORTH - ORTHOPAEDICS

Rhonda DePriest, RN, BSN, was named unit director on 5 North (Orthopaedics.) Rhonda has served as a unit coordinator on 5 North for several years. Rhonda is replacing Shari Carlson, who accepted a position as nursing director for 5th Floor Medical-Surgical/Telemetry/Orthopaedics at Mercy West Lakes.

## MERCY'S PRE-HOSPITAL STROKE PROGRAM SHARED AT INTERNATIONAL CONFERENCE



Terri Hamm, RN, Mercy stroke team coordinator, and Brian Helland, assistant chief with the Clive Fire Department, presented "Emergency Services Feedback: Closing the Loop, Increasing Knowledge" at the American Heart Association/ American Stroke Association International Stroke Conference in San Antonio, Texas, on Feb. 24.

The presentation featured how Mercy developed pre-hospital stroke protocols with the assistance of area emergency medical services (EMS) providers. Using the protocols, trained EMS providers can start

evaluating patients for stroke en route to the hospital and notify the hospital of the situation.

The International Stroke Conference provides education in stroke advancements for neurologists, neurosurgeons, neuroradiologists, endovascular specialists, emergency medicine specialists, nurses and many other health care professionals from the United States and around the world.

Terri was also honored this year with a "From the Heart" award from the Greater Des Moines division of the American Heart Association (AHA). Terri was recognized as the Medical Professional of the year during the AHA annual Heart and Soul event at the downtown Marriott.

## PAIN CLINICIAN NAMED TO STATE NURSING BOARD

Sandy Caligiuri, RN, nurse clinician in the Pain Management Center at Mercy, has been appointed to the Iowa Association for Nursing Continuing Education board (IANCE) as the consumer representative. The board is a subcommittee of the Iowa Board of Nursing.



## PROFESSIONAL MIX

Number of RNs: 1,720  
Average age: 40 years  
Average years of service: 10

Number of LPNs: 14  
Average age: 51  
Average years of service: 19

Number of PCTs: 362  
Average age: 31  
Average years of service: 4

## MERCY NURSING HONOR GUARD SALUTES THOSE WHO DEDICATED THEIR PROFESSIONAL LIVES TO NURSING

Members of the Mercy Nursing Honor Guard attend funeral and memorial services of current and retired Mercy nurses and Mercy College of Health Sciences graduates to pay tribute to their colleagues and honor them for dedicating their lives to the nursing profession.



*Pictured above (L-R): Anna Valdez, Carol Davis, Kathy Cox, Julie Schomer, Annie Negrete, Ronnie Hewitt, Kathy Anthony and Anne Pederson.*

At a family's request, the Nursing Honor Guard pays tribute to any current or retired Mercy registered nurse, licensed practical nurse or Mercy College of Health Sciences graduate whose funeral or memorial service is within a 50-mile radius of Des Moines. Dressed in traditional white uniforms and caps with vintage wool red-and-navy capes, generously donated by the Mercy Auxiliary of Central Iowa, members of the Nursing Honor Guard stand guard at the nurse's casket during visitation as well as at the beginning and end of the funeral service. The group recites "A Nurse's Prayer" during the service or at the grave site and, at the end of the service, places a single carnation – a symbol of the nurse's dedication to his or her profession – on the casket.



## MERCY NURSE PROVIDES EARTHQUAKE RELIEF IN HAITI

Like the Sisters of Mercy before her, Emergency Management Coordinator Brenda McGraw, RN, left familiar surroundings and comforts of home to deliver compassionate health care to people in dire need. On

Jan. 23, 2009, Brenda boarded a plane to Haiti, where the need for emergency health care following the magnitude 7.0 earthquake on Jan. 13.

As a member of Iowa Disaster Medical Assistance Team (DMAT) One, Brenda and two other DMAT members from eastern Iowa were called to duty by the federal government for a two-week assignment. As a member of this group, she had also previously been called to duty following Hurricanes Ivan and Katrina and the North Dakota floods.

## NURSING UNIT SERVES MEALS AT LOCAL SHELTER

Staff on Mercy's orthopaedic unit, 5 North, reach out beyond the walls of Mercy to prepare and serve a meal each quarter at Central Iowa Shelter (formerly Churches United Shelter) in Des Moines. Volunteers from the unit donate all the items or money needed for the meal and then meet at the shelter to prepare the food from scratch and serve anywhere from 90 to 110 hungry individuals.

"We really love this project," said Rhonda DePriest, 5 North unit director. "The involvement of our staff speaks volumes about their level of compassion and concern for those who are less fortunate."