MERCY CLINICAL LABORATORY INVESTS IN NEW BARCODE TRACKING SYSTEM

Mercy Clinical Laboratory (MCL) services more than 300 facilities and processes samples from about 1,600 patients each day. With most patients having multiple samples sent to the lab at one time, this equates to processing more than 5,000 samples daily!

When it comes to ensuring the specimens are accounted for, it’s something that MCL – and their couriers – take very seriously. By investing in a new Barcode Specimen Tracking system, MCL is able to not only track specimens electronically, but also document the route of each courier, manage the supply requests from various facilities and assist clients with calls or any problems that may occur. In short, the system allows for detailed tracking ability from the client’s location through to drop off at MCL.

Each courier has a hand-held device to navigate his or her routes that also provides special instructions, as needed. The process created has immensely helped MCL pursue a higher patient and client satisfaction. By decreasing the probability of specimens unaccounted for, MCL is decreasing patient/client costs and actively pursuing the highest quality in specimen transport.

The Barcode Specimen Tracking system was implemented in February and, as of today, all routes are up and running with this new technology. MCL and courier leadership continue to fine-tune processes for optimal tracking and workflow. MCL leadership said they appreciate the input of clients, which has allowed them to make slight modifications to ensure the system works efficiently and effectively. This feedback has been invaluable in improving service to our clients and patients.

If you would like to learn more, contact Mona Dinnauer, outreach manager, at (515) 643-4933.

LIVING UP MAKES DIFFICULT TIMES A LITTLE BETTER FOR FAMILIES

A note from Sonja

My grandma was transferred to your hospital in critical condition and we drove up from Arkansas to be with her. We had to take her off of supportive care. I think she was in the surgical ICU and all the doctors who dealt with us and all the nurses were just fantastic – very caring and never in a hurry. They also took time to make sure we had all the information and understanding we needed. Thanks so much for making a difficult situation easier to deal with.
How well are we communicating?

Tell us how we’re doing. We need your thoughts on internal communication at Mercy. Do you feel informed? What do you like to hear about most? What would you like to hear more of? Please take five minutes of your time today to take a quick survey and let us know. The survey will be closed after today. The survey can be found at: https://www.surveymonkey.com/r/mmcinternalcomm. Thank you!

Discounted Adventureland tickets available starting April 18

Discounted Adventureland tickets will be available starting Monday, April 18, at the following times and locations:

- **Mercy central campus** – Monday, April 18, through Friday, April 22, from 7-8 a.m., 11 a.m.-1 p.m. and 4-5 p.m., in front of the Marketplace & Grille
- **Mercy Clinics** – Clinic staff should contact their clinic manager or Clinics Administration to order tickets.
- **Mercy West Lakes** – available at West Lakes Brew the week of April 18.
- **Iowa Heart Center** – off-campus staff should contact their Clinic Manager to order tickets.

Tickets cost $25 each (a $19 savings per ticket), and children three years and younger are admitted FREE. You may use your ticket any one day during the 2016 Adventureland season and you will have access to Adventure Bay (a fun-filled water park with 13 water slides, a large wave pool and a lazy river) and the amusement park. A new roller coaster – “The Monster” – will open in June.

Tickets will be available on a first-come, first-served basis. Payment for tickets is required at the time of purchase – no tickets will be held – and all sales are final. Payroll deduction is not available. Make checks payable to Mercy Medical Center. A Mercy or Iowa Heart identification badge is required to purchase tickets. For more information, contact Human Resources at 247-3100.