About Mercy Medical Center

Mercy Medical Center – Des Moines
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Memberships and affiliation
Mercy Medical Center – Des Moines is an 802-bed acute care, not-for-profit Catholic hospital situated on three campuses (Central Campus, Mercy Franklin Center and Mercy Medical Center – West Lakes).

Memberships and affiliation
Mercy is a member of Catholic Health Initiatives, which is headquartered in Englewood, Colo. Mercy is also a member of Mercy Health Network – an integrated system of hospitals and health care facilities co-sponsored by Catholic Health Initiatives and Trinity Health, headquartered in Livonia, Mich.

Hospital services
Mercy Medical Center – Des Moines is an 802-bed acute care, not-for-profit Catholic hospital situated on three campuses (Central Campus, Mercy Franklin Center and Mercy Medical Center – West Lakes).

Hospital services
Founded by the Sisters of Mercy in 1893, Mercy is the longest continually operating hospital in Des Moines, and serves one out of every 10 Iowans. As a result, Mercy understands the health care needs of central Iowans and is committed to providing the best medical, emotional and spiritual care available to patients and their loved ones. Mercy also provides services and support to a network of critical access hospitals and health care facilities in 19 central Iowa communities.

Areas of excellence
Mercy’s areas of excellence include cancer services, heart and vascular services, neurology and neurosurgery, emergency medicine, orthopedics and rehabilitation, diabetes and endocrinology, medical imaging, birthing services, pediatrics, weight loss and nutrition services and a wide array of specialty and outpatient services.

The Mercy Family
With more than 6,900 employees and a medical staff of more than 1,000 physicians and allied health professionals, Mercy is one of the state’s largest employers and one of the Midwest’s largest referral centers.
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

Nursing excellence: caring professionals delivering patient-centered, family-focused care – every day in every way.

Fiscal year 2012 by the numbers

- Total admissions: 36,610 (adults, children and newborns)
- Total newborn births: 5,085
- Outpatient visits: 270,872
- Surgical procedures: 20,569
- Cath Lab procedures: 11,280
- Medical Imaging procedures: 254,409
- Laboratory procedures: 2,860,932
- Emergency Department visits: 73,898
- Number of nursing professionals: 1,600

Colleagues and Friends,

This has been an exciting year for nursing at Mercy. I am honored to share with you highlights of the achievements of our nurses over the past year.

Our focus continues to be patient-centered care and a number of changes have been implemented aimed at providing an excellent patient experience for every patient/family we serve. Nurse report at the bedside is now occurring, allowing for and encouraging patient/family participation in goal setting and communication with the nurses caring for them. Hourly rounds are conducted by nursing staff and assistive personnel. Staff in departments are also participating in employee huddles at the start of their work shift to discuss high risk issues and concerns for the upcoming shift as well as highlighting the quality/safety focus for the department. General communication and announcements are also shared with staff daily or twice daily.

As we continue to move forward with increasing complexity of care, nurses are seeking opportunities to improve practice at the bedside, sharing best practices and challenging one another. Unit-based teams and champions are the nucleus of nursing care improvement. Nurse-led projects in huddles, handoffs, pain management, fall prevention, teach-back, central line management, skin prevention measures and others have resulted in efficient and effective care. Areas of ongoing nursing inquiry include discharge planning, readmission prevention, patient flow and patient experience and will serve to instruct our practice in the future.

As the health care industry evolves and changes, nurses navigate through the challenges facing patient care delivery.

Looking toward an uncertain future in healthcare, we are poised for transformation, focused on integrating evidence-based practices into everything we do. In this effort, we advance safe, compassionate and professional patient care, ensuring the best possible patient experience and clinical outcomes. The focus on benchmarking nurse-sensitive outcomes continues to challenge staff and leaders to recommit to ongoing improvement.

Mercy does not stand alone in our efforts. Partnerships with our leaders and colleagues across Catholic Health Initiatives continue to support our clinical and leadership development. In addition, we work at the state and local level, providing leading-edge nursing education and nursing leadership development. These collaborative efforts all support continued innovation in patient care, communication, technology and nursing practice.

Our challenge is to build nursing to meet the needs of our patients and families of the future. This will require that we work to align technology, teamwork and a commitment to our values as we move forward, always focusing on providing excellent nursing care to the patients and families we serve each day.

Mary Brown, R.N., M.S.N.
Vice President and Chief Nursing Officer
Mercy nursing organizational chart
Congratulations to Mercy’s Great Iowa Nurse!

In the course of their daily work, nurses can make a huge impact on the patients they care for. This year’s 100 Great Iowa Nurses were honored at a special gathering at Veteran’s Memorial Auditorium, organized by area nursing and community leaders. One Mercy Medical Center – Des Moines nurse was selected for the honor this year – Benjamin Shaffer, RN, 7 South. Honored nurses are selected from a pool of hundreds of candidates and represent many sectors of health care and are selected based on their demonstrated concern for humanity, a significant contribution toward the nursing profession and leadership through mentoring.

People

NURSING IS BOTH AN ART AND A SCIENCE.

The nursing profession draws dedicated and caring people with a variety of skills, interests and backgrounds together, working in any number of settings. Mercy Medical Center – Des Moines pays tribute to our nurses and the many roles they play in the health care system – advocate, leader and caregiver. At Mercy, our nurses play an essential role in improving patient outcomes, coordinating care and reducing health care costs across the organization. Guided by the principles of Careful Nursing, they provide knowledgeable, skilled and compassionate leadership, assuring the best possible care for our patients and their families every day, in every way.

Pain Service director elected to national board of directors

Joan Beard, MSN, RN-BC, director of Pain Services, Palliative Care and Sedation, has been elected by the American Society for Pain Management Nursing (ASPMN) to its Board of Directors through September 2014. Joan is one of six ASPMN director representatives participating in year-round projects with the focus of fostering excellence in pain management nursing.

Ben Shaffer, RN, 7 South

Joan Beard, MSN, RN-BC
Nurse first at Mercy to graduate from nursing leadership program

Rachel Evans, RN, MS, CNL, RNC-NIC, C-NPT, clinical resource nurse in the NICU, recently completed her master’s degree in nursing leadership at Grand View University. The Clinical Nurse Leader, or CNL is a new nursing role developed by the American Association of Colleges of Nursing (AACN). The CNL role seeks to improve the quality of patient care and to better prepare nurses to thrive in the health care system. In practice, the CNL oversees the care coordination of a distinct group of patients. This master’s degree-prepared clinician puts evidence-based practice into action to ensure patients benefit from the latest innovations in care delivery. The CNL evaluates patient outcomes, assesses cohort risk and has the decision-making authority to change care plans when necessary.

ICU nurse embodies Mercy spirit

Rosie Cunion, RN, is the embodiment of the Mercy spirit. Born at Mercy, she later graduated from the Mercy School of Nursing with a nursing degree in 1966. She landed her first job in Mercy’s Intensive Care Unit and this year, more than 45 years later, she retired as a bedside nurse, still in Mercy’s ICU. Rosie spent her entire career caring for some of Mercy’s most critically ill patients.

“I began my nursing career during the time when our wonderful nuns and priests daily occupied the halls of Mercy and patient rooms,” Rosie said. “Their presence instilled respect and compassion for our patients and one another – a gentle presence.”

Health care changes have been nearly constant over the years, yet Rosie’s smile and loving compassion never faded. She has always been proud to be a part of Mercy and credits the organization with preserving this gentle healing environment. “My life as a ‘bedside’ nurse has come to an end, but what an exciting and privileged journey,” she said.

Angels of Mercy honored

Mercy Foundation’s Angels of Mercy program gives patients and their loved ones a way to honor staff members who go above and beyond to provide exceptional care. After a contribution is made in honor of a Mercy employee, the honoree receives an acknowledgement letter and special Angels of Mercy pin.

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

- Alex Boon, RN – Labor and Delivery
- Jacci Borchers, RN – 7-South Telemetry
- Farah Capman, RN – 7-South Telemetry
- Hermien Creger, ARNP – Kidney Care
- Jennifer Finley, RN – 8 South Oncology
- Cassie Freml, RN – CMICU
- Marcia Krois, RN – Mother/Baby
- Karen Lees, RN – Childbirth Education
- Karen Lester, RN – 5 North Orthopedics
- Dana McQuiston, RN – CMICU
- Sarah Minnich, RN – NICU
- Jennifer Mockus, RN – CTSICU
- Roxy Nealey, RN – 5 North Orthopedics
- Mary Otis, RN – West Lakes ICU
- Mary Pedersen, RN – 3 North Pediatrics
- Julie Phippen, RN – 5 North Orthopedics
- Ana Pope, RN – Mother/Baby
- Amanda Richer, RN – Radiation Oncology
- Monica Roy, RN – Labor and Delivery
- Gail Sauvage, RN – West Lakes ICU
- Deanna Smith, RN – Mother/Baby
- Marcy Stocker, RN – 8 South Oncology
- Teri Thomas, RN – CMICU
- Jennifer Tomlinson, RN – Mother/Baby
- Heather Tuttle, RN – CMICU
- Alice Uhlman, RN – 5 North Orthopedics
- Terri Wildt, RN – 5 North Orthopedics
Nurses advance through clinical ladder

The nurses listed here have demonstrated their expertise delivering care to patients, and their ongoing professional development in nursing. In recognition of these efforts, they have maintained or advanced to the next step in the clinical ladder at Mercy. Congratulations!

**The following nurses have advanced to Level IV:**

Vanessa Brody – 5 South
Laura Carlberg – 9 North-TVU
Logan Clausen – Peds/PICU
Ashley Connell – 8 South
Nadira Dhanaswar – CSICU
Sally Hardy – Main OR
Barbara Johansen – 5 North
Karen Love – 8 South
Jenny Mackrill (Mikesell) – NTMICU
Jana Rus – 7 North
Anna Valdez – Birthing Unit

Ivy Bonnstetter – NTMICU
Jacci Borchers – 7 South
Barbara Bostwick – NICU
Elizabeth Brant – Emergency Room
Jodi Broich – 9 South
Jessica Brower – Mercy Franklin-Adult Mental Health
Julie Brower – 5 North
Laura Brown – NICU
Megan Brown – NICU
Lacey Bruning – Flex
Taressa Burgess – Mercy Franklin-Adult Mental Health
Carolyn Burt – Main OR
Kay Buys – 5 South
Lynette Carr – Mother-Baby
Mary Chelleen – 5 South
Shirley Chelleen – Ambulatory Surgery
Kelley Chess – NICU
Renee Chiaramonte – NICU
Glenda Clark – Mercy West Lakes Ambulatory Surgery
Maria Colwell – 5 South
Kimberly Coppick – 7 North
Shari Cordes – PACU / PAR
Jessica Corkrean – 9 South
Heather Cotner – 7 North
Sally Coyle – Mercy West Lakes Surgery
Shawnda Cozad – NICU
Jessica Creason – PACU / PAR
Janet Crosser (Reid) – NICU
Janelle Curry – MTT
Heidi Curtis – 5 South
Brianna Damstetter – NICU
Leah Daniels – NTMICU
Shanna Danielson – Peds/PICU
Jaime Davis – Main OR
Darrah Dawson (Van Wyke) – 8 South

**The following nurses have advanced to Level III:**

Jill Abraham – Ambulatory Surgery
Karen Aeschliman – Endoscopy
Jenna Akin – Mother-Baby
Erica Allen – Peds/PICU
Kathleen Anania – Center for Pain Medicine
Tarah Anderson – NICU
Kathy Anthony – Birthing Unit
Sheila Bailey – Cath Lab
Tracy Bain (Hoffman) – NTMICU
Lindsay Banker – Peds/PICU
Rosemary Barkhurst – Inpatient Rehab
Callie Barnard – Mercy Franklin-Adult Mental Health
Melissa Batt – NTMICU
Kathy Bederstadt – Ambulatory Surgery
Sherri Biederman – Mercy West Lakes Cath Lab
Kelsey Bieghler – CSICU
Lowell Birkey – Mercy One
Jennifer Bixby – 8 South
Danielle Blakeslee-Wilson – 7 North

Ivy Bonnstetter – NTMICU
Jacci Borchers – 7 South
Barbara Bostwick – NICU
Elizabeth Brant – Emergency Room
Jodi Broich – 9 South
Jessica Brower – Mercy Franklin-Adult Mental Health
Julie Brower – 5 North
Laura Brown – NICU
Megan Brown – NICU
Lacey Bruning – Flex
Taressa Burgess – Mercy Franklin-Adult Mental Health
Carolyn Burt – Main OR
Kay Buys – 5 South
Lynette Carr – Mother-Baby
Mary Chelleen – 5 South
Shirley Chelleen – Ambulatory Surgery
Kelley Chess – NICU
Renee Chiaramonte – NICU
Glenda Clark – Mercy West Lakes Ambulatory Surgery
Maria Colwell – 5 South
Kimberly Coppick – 7 North
Shari Cordes – PACU / PAR
Jessica Corkrean – 9 South
Heather Cotner – 7 North
Sally Coyle – Mercy West Lakes Surgery
Shawnda Cozad – NICU
Jessica Creason – PACU / PAR
Janet Crosser (Reid) – NICU
Janelle Curry – MTT
Heidi Curtis – 5 South
Brianna Damstetter – NICU
Leah Daniels – NTMICU
Shanna Danielson – Peds/PICU
Jaime Davis – Main OR
Darrah Dawson (Van Wyke) – 8 South
Dawn Dawson – 5 North
Katie Dean – Peds/PICU
Renae Deaver – 7 North
Jennifer Demaray – Birthing Unit
Trisha DeTemmerman – Peds/PICU
Mala DeVore – CMICU
Jessica Dickey – PSE/ PSA
Kathy Dinsmore – Mercy West Lakes M/S/T
Rachael Doty – CSICU
Sarah Dreckman – Mercy West Lakes Surgery
Brenda Dunker – Main OR
Christine Dusenbery – Birthing Unit
Dena Duve – NICU
Erika Earles – Cath Lab
Kate Eckels – NTMICU
Lindsey Eschen – 8 North
Kari Farmer – NTMICU
Janice Fick – NICU
Lisa Firestine – 7 North
Angela Flickinger – Main OR
Lisa Freeman – 5 North
Megan Fries – 8 South
Judy Frizzell – CSICU
Kelli Gear – NTMICU
Anna Gerber – NICU
Julie Gerdes – PSE/ PSA
Christen Goede – 7 South
Amy Graham – Birthing Unit
Linda Gray – Mercy Franklin-Adult Mental Health
Brandy Green – NTMICU
Kimberley Grell – NICU
Laurel Griffis – Birthing Unit
Jeana Groeneveld – NTMICU
Beth Groteluschen – Mother-Baby
Haylee Grove – 7 South
Nicole Hall – Mercy West Lakes Surgery
Amanda Hamilton – NICU
Pam Hansen – Emergency Room
Sharon Hanson – NTMICU
Jana Harmon – NICU
Kathleen Harre – Mother-Baby
Jacquelyn Hart – NTMICU
Tori Haskin – 5 South
Karin Hasselblad – Main OR
Angela Hauser – Ambulatory Surgery
Kelcee Hawbaker – Mercy West Lakes M/S/T
Gina Havlicek – Mercy West Lakes 5
Mary Hayes – PACU / PAR
Courtney Held – NTMICU
Cheri Helps – PACU / PAR
Mary Joelle Henderson – Center for Pain Medicine
Patricia Hensley – NICU
Elizabeth Hess – Ambulatory Surgery
Elizabeth Hibben – 8 North
Angela Hill – Cath Lab
Trisha Hittenmiller – PACU / PAR
Crystal Hoffman – NICU
Lindsey Holechek – NICU
Cam Hollinrake – CSICU
Jody Horstman – Mercy West Lakes Ambulatory Surgery
Sara Huegerich – 5 South
Susan Huisman – Peds/PICU
Angela Illingworth – 7 North
Michelle Jacobson – NICU
Kaye Jarrett – Peds/PICU
Leigh Jensen – Mercy West Lakes Surgery
Allison Johns – 7 South
Maria Johnson – Peds/PICU
Chelsie Jones – PACU / PAR
Kate Jones – NICU
Gayle Kauzlarich – Mercy West Lakes M/S/T
Lauri Kellner – Birthing Unit
Polly Kellogg – Cath Lab
Katherine Popp – Mercy West Lakes Surgery
Brooke Pottorff – 6 North
Sandra Prevor – Birthing Unit
Megan Rasmussen – 5 South
Amy Recker – West 3 CC
Melissa Reschly – NTMICU
Angelia Robbins – 8 South
Sarah Roberg – Mother-Baby
Jessica Rodriguez – Endoscopy
Maribeth Roeemich – NICU
Jessica Rogers – PACU / PAR
Stephanie Rohlfesen – Emergency Room
Julie Rose – Birthing Unit
Carol Ross – Mercy Franklin-Adult Mental Health
Mark Ross – Inpatient Rehab
Megan Russell – Mercy West Lakes Ambulatory Surgery
Shelley Sanford – Main OR
Cynthia Sartin – Mercy West Lakes Birthing Unit
Charles Sauer – Main OR
Gail Sauvage – Mercy West Lakes ICU
Kimberley Schooley – Ambulatory Surgery
Kimberly Schou – 8 South
Megan Schultz – PACU / PAR
Valerie Schwartz-Bryan – NICU
Norma Seibert – NTMICU
Karla Seiler – NICU
Michelle Sevier – CMICU
Linda Shackelford – 8 South
Kara Shank – 7 North
Kimberly Sigwarth – CSICU
Ann Skutley – Mother-Baby
Jessica Smart-Waage – Mercy Franklin-Adult Mental Health
Amber Snelten – 8 North
Ashley Snodgrass – 8 North
Megan Spreacker – Peds/PICU
Molly Stafne – 7 North
Paula Stageman – Birthing Unit
Tonya Stewart – Emergency Room
Jeanie Stickman – Cath Lab
Marcy Stocker – 8 South
Candice Strickler – NTMICU
Jennifer Stutzman – Mother-Baby
Megan Summers – Mother-Baby
Emily Thole – NTMICU
Connie Thompson – Birthing Unit
Rachel Thompson – 7 South
Tara Thornton – NICU
Lily Tiao – NTMICU
Cynthia Todd – Birthing Unit
Kathy Trembly – 5 North
Alice Uhlman – 5 North
Marvin Van Der Wiel – Emergency Room
Angela Van Heukelom – 5 North
Amanda VanWyk – 7 North
Becky Vaught – CMICU
Elizabeth Walag – PSE/ PSA
Michelle Weddingfeld – Main OR
Pam Wehrman – Main OR
Jill Wheeler – NTMICU
Carissa Whitney – 9 South
Terri Wildt – 5 North
Meredith Willey (Lyon) – 8 North
Nicole Williams – MTT
Debra Williams-Crist – Flex
Lisa Wilson – Birthing Unit
Laura Wilwerding – 5 South
Eugene Yoder – NTMICU
Sarah Yurcek – NICU
Maria Zmolek – PACU / PAR
Katie Hanson – Mercy West Lakes 5
Excellence

Compassionate care, education, love of God – these were the building blocks Catherine McAuley – foundress of Mercy Medical Center – used to incite change in Ireland when she opened the first House of Mercy there 185 years ago. Mother Catherine and the Religious Sisters of Mercy touched the world. Our nurses are empowered to continue her work – through compassionate service to those in need with eyes and hearts open to provide excellence, every day in every way.

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 the following nurses receive national certifications in 2011-2012.

**Callie Barnard**, Mercy Franklin – Psych & Mental Health Nursing, 2011
**Vanessa Brody**, 5 South – Medical/Surgical, 2011
**Sandy Caligiuri**, Pain Services – Pain Nurse Certification, 2011
**Donia Campbell**, NICU – RNC-NIC, 2012
**Sharon Campbell**, Endoscopy – CGRN, 2011
**Brianna Damstetter**, NICU – RNC-NIC, 2011
**Jane Degooyer**, Pain Services – Pain Nurse Certification, 2011
**Jennifer Demaray**, Birthing Unit – RNC Inpatient OB, 2011
**Shannon Erdmann**, Mercy Cancer Center – OCN, 2011
**Kristine Flater**, Bariatric Program – CBN, 2011
**Lindsey Geick**, 7 South – Cardiac-Vascular, 2012
**Anna Gerber**, NICU – RNC-NIC, 2011
**Jean Hanson**, Pain Services – Pain Nurse Certification, 2011
**Melina Harbour**, Neuro/Trauma/Medical ICU – CNRN, 2012
**Patricia Hensley**, NICU – RNC-NIC, 2011
**Katie Jones**, NICU – RNC-NIC, 2011

**Amy Kenyon**, NICU – RNC-NIC, 2011
**Jenny Mackrill**, Neuro/Trauma/Medical ICU – CCRN, 2011
**Heather Mills**, Emergency Department – CEN, 2012
**Chad Nelson**, Emergency Department – CEN, 2012
**Laura Obley**, NICU – RNC-NIC, 2011
**Christina Oswald**, NICU – RNC-NIC, 2012
**Marla Pesek**, Pain Services – Pain Nurse Certification, 2012
**Tracy Pohlman**, Bariatrics Program – RN-CBN, 2011
**Hallie Runyan**, Neuro/Trauma/Medical ICU – CCRN, 2011
**Cindy Sartin**, West Lakes Mother/Baby – RNC/Inpatient OB, 2012
**Karla Seiler**, NICU – RNC-NIC, 2011
**Tami Singleton**, Palliative Care – Palliative Care, 2012
**Amanda Thompson**, PICU – CCRN, 2011
**Eugene Yoder**, Neuro/Trauma/Medical ICU – CCRN, 2011
**Sarah Yurcek**, NICU – RNC-NIC, 2011
New pediatric unit opens with one-of-a-kind Ronald McDonald House Family Room

Following 10 months of construction, Mercy’s new pediatric inpatient unit opened for patients on Nov. 7, 2011. The new unit has 22 private rooms with private bathrooms, a family area, a playroom and Iowa’s first Ronald McDonald House Family Room.

“We are very excited for the opening of the new pediatric inpatient unit,” said Jan Myers, unit director for Pediatrics and Pediatric Intensive Care (PICU). “Many people have worked hard the past two years to make this a reality. We also feel very fortunate to have a Ronald McDonald House Family Room in our unit so parents can be closer to their hospitalized children.”

Consumers recognize Mercy as best hospital with best image, doctors and nurses

Mercy received the National Research Corporation’s Consumer Choice Award in fiscal year 2012. In addition to being named the Best Hospital in Des Moines, Mercy was also recognized locally as having the best image/reputation, the best doctors and the best nurses. Results of the survey were published in the Oct. 17, 2011, edition of “Modern Healthcare” magazine.

Top-right photo: Pictured for the ribbon cutting at the Ronald McDonald Family room are: Jim Pech, board member, Ronald McDonald House Charities of Central Iowa; Ronald McDonald; Jan Myers, Pediatric Unit director; Brenda Miller, executive director of Ronald McDonald House Charities of Central Iowa; David Hartman, board president of Ronald McDonald House Charities of Central Iowa; and Matt Walters, board member, Ronald McDonald House Charities of Central Iowa.

Bottom-right photo: The new pediatric unit on 3 North opened for patients on Monday, Nov. 7, 2011. The opening of the unit marked the completion of the first phase of the pediatric floor renovation.
West Lakes Emergency care especially senior-friendly

Mercy Medical Center – West Lakes’ Emergency Department rolled out a new service providing senior-friendly care for older patients in addition to the quality emergency care provided to patients of all ages. With the increasing population of older adults in the western metro communities, West Lakes set out to be the first hospital in the area to offer specialized care to meet their needs. When older patients present in the Mercy West Lakes Emergency Department, they are assessed to determine what special needs they require during their visit, including a fall risk assessment. All of the emergency department nurses have received Geriatric Emergency Nursing Education (GENE) training.

Center for Rehabilitative Medicine achieves re-accreditation promotes improved quality of life

Mercy Center for Rehabilitative Medicine provides recovery, hope and renewed life for patients who have suffered a stroke or other debilitating condition. The center was re-accredited by CARF International – the Commission on Accreditation of Rehabilitation Facilities in January 2012 – assuring quality, value and optimal outcomes centering on enhancing the lives of persons served.
Keeping babies born at Mercy warm and safe

In November, the nearly 450 babies born at Mercy Medical Center received a hand-knitted purple hat carrying a special message of prevention. The hats are distributed as part of a larger initiative – the Period of PURPLE Crying – a statewide program to help prevent Shaken Baby Syndrome.

The knitted caps are given to babies to help educate parents and other caregivers about the Period of PURPLE Crying. This is a normal, although frustrating, period of increased crying all infants experience in the first few weeks and months after birth.

BKB Memorial Golf celebration nets baby seats for NICU

More than $14,000 was raised at the Eighth Annual Bailey Katherine Bryant Memorial Golf Outing on Saturday, Sept. 24, at Toad Valley Golf Course. One hundred twenty six golfers and friends participated in the event, which included golfing, a dinner and raffle. Funds raised went toward Mercy’s Neonatal Intensive Care Unit (NICU) to purchase infant car seats for premature babies. Since 2005, $79,000 has been donated through the annual BKB Golf Outing. To learn more about how you can support this vital cause, visit http://www.bkbgolf.com/.
Evidence-Based Practice clinical quality indicators

Nursing staff members at Mercy are continually looking for ways to provide quality care to the patients and families we serve. This fiscal year, we spearheaded a number of initiatives and studies to assure our patients have the best experience possible when in our care.

Central Line Associated Bloodstream Infection – Julie Weldon, RN, MSN, and many multi-disciplinary teams worked toward reducing the number of patients developing a central line associated bloodstream infection during their hospital stay. The goal for this clinical quality indicator was to show a 40 percent reduction, which was successfully achieved.

Falls – Monica Gordon, RN, MSN, clinical safety officer, facilitated a multi-disciplinary effort focused on decreasing fall rate by 10 percent. With initiatives to conduct hourly rounding, bedside shift report, unit education and daily progress at staff huddles, this goal was reached on 7 North and 7 South.

Hospital-Acquired Pressure Ulcers – Tamra Hoyt, RN, BSN, WOCN, successfully led the effort to decrease the incidence of hospital-acquired pressure ulcers by initiating an innovative unit-based Skin Champion Program and implementing supply changes including use of different under pads and lifting sheets.

Pain Management – Joan Beard, RN, MSN, principal site investigator, studied pain management for patients at Mercy. Pain assessment, unit-based projects to improve pain management and scripting for bedside conversations led to improvements in selected areas.
Innovation

The health care industry is defined by change, with new programs, strategies and guidelines emerging almost daily. Mercy is a leader on the forefront of this change, developing and implementing innovative solutions to the challenges of the industry while maintaining the best possible quality of care for the patients and families we serve.

Mercy’s DiaBEATes Champions – helping others better control their disease

A new group of innovative diabetes champions are taking an active role to improve the care of diabetes patients during their stay at Mercy Medical Center. Members of this group are called “DiaBEATes Champions” because, as the name suggests, they are waging a battle against a disease which affects over 25 million Americans. One goal of this group is to increase the diabetes management skills of direct-care registered nurses throughout the hospital. Each of the now 38 champions have attended the Adult Diabetes Management Program as well as monthly meetings to improve professional practice standards related to diabetes management. Currently, most units at Mercy and Mercy West Lakes have two DiaBEATes champions to serve as a resource for staff and aid in improving patient outcomes.

Mercy’s commitment to fragile babies recognized by Pediatrix Medical Group

Mercy’s Variety Neonatal Intensive Care Unit (NICU) was recognized for its innovations in patient safety and quality by Pediatrix Medical Group – an organization employing neonatologists across the nation, including those at Mercy. The Mercy NICU team was awarded the 2011 Quality Improvement Award for its dedication to premature and sick babies and its involvement in the 100,000 Babies Campaign, a three-year quality initiative sponsored by Pediatrix which aims to improve the care provided to premature babies across the nation. The campaign is one of only 10 neonatal quality improvement programs in the U.S. approved by the American Board of Pediatrics, and Mercy was one of the five pilot sites to launch this multi-year quality initiative. This work of Mercy NICU physicians and staff was featured in a Wall Street Journal article about the national 100,000 Babies Campaign.
**Mercy forms innovative accountable care organization**

Mercy Medical Center – Des Moines proudly announced the formation of Mercy ACO (Accountable Care Organization) in February 2012. The formal announcement came more than 10 years after Mercy administrative leaders, physicians, nursing leadership and clinics embarked on a journey together to build a new health care model focused on providing enhanced medical services while improving overall health and lowering costs for all patients.

**Mercy reshapes organization to meet patient needs and evolving health care environment**

In an effort to maximize quality patient care with the needed flexibility for today’s health care delivery, Mercy Medical Center – Des Moines announced a reorganization which has integrated clinical and administrative functions across the organization. After input from many levels, including nursing, a shared leadership model was developed which aligns operational functions across the Mercy enterprise. Under the plan, seven physician leaders were selected to partner with an administrative colleague. Together each two-member team, or “dyad,” is accountable for the performance of their respective areas.

**Kelly Taylor named to CMS Innovation Advisors Program**

The Centers for Medicare & Medicaid Services (CMS) selected Kelly Taylor, RN, MSN, to participate in its new Innovation Advisors Program (IAP). More than 900 health care experts from across the nation applied for the IAP program, with just 73 individuals chosen to participate during the first year. Taylor is the only Iowan selected to participate. The initiative, launched by the CMS Innovation Center in October 2011, will help health professionals deepen skills to drive improvements to patient care and reduce costs. The IAP program will be crucial to the efforts of transforming the healthcare system and will use the individual Innovation Advisors to test and refine new models to drive delivery system reform. Taylor works with the CMS Innovation Center to test new models of care delivery within Mercy and its surrounding communities. She also creates strategic partnerships to find new ideas and share them regionally and across the United States.