

# System Newsletter

Your best life. Our one purpose.

## Message from the CEO

After careful consultation with the leadership teams of our national systems and MercyOne, we made the decision to make the COVID-19 vaccine a condition of employment for all colleagues, including colleagues who work at non-care sites, those who do not provide direct patient care, and those who work remotely. While we know this is difficult, we want what is best for our patients and colleagues across MercyOne.

As a leader in health care, we are charged with caring for the communities we serve. The best way to defeat this virus is vaccination. We are safer vaccinated than we are unvaccinated. Since the beginning of this pandemic, we have taken every precaution possible. We want to take this moment to thank all of you for your commitment to wearing masks, social distancing where



necessary and altering both professional and personal plans to ensure the safety of our families, colleagues, and patients.

On the topic of leaders in health care, we had the opportunity as ONE to celebrate five health care heroes for their outstanding dedication to health care. These winners were selected by their peers and were five of hundreds of nominations submitted by patients and colleagues across MercyOne. Congratulations to

Eleanor McDonald, Wendy Olson, David Asche, Bridget Saffold and Christine Schauer.

Work groups have been finalized for our People First Areas of Focus strategy to address staffing needs across MercyOne. Each region will be represented in this work to ensure all voices are heard. We will be providing weekly updates on this work. We know the importance behind this work and MercyOne is committed to these efforts across the system.

Thank you all for your commitment to the Mission of Mercy. Without each and every one of you – our work would not be possible.

President and CEO

### This month's features:

Click on the Key Result to read Focused Stories of how we are living our Mission, Values and Cultural Beliefs.



[Consumer Experience](#)



[Team Engagement](#)



[Quality](#)



[Ambulatory Growth](#)



[Financial Performance](#)

# Strategic Plan Update



**In alignment with our four strategic pillars, MercyOne is focused on advancing 23 initiatives to achieve our Key Results. Below please find updates focused on our strategic pillar of One Inspired Team, which is our number one priority.**

## One Inspired Team

MercyOne will attract and retain colleagues who embrace and live our Mission, Vision, Values and Cultural Beliefs.

On the backend of the COVID-19 pandemic, and now amidst a new variant, our colleagues have experienced a year of immense stress, trauma, attention and turbulence. Nonetheless, they – as always – handled this like the health care heroes they are. In light of this and recognizing the opportunity to appropriately transition, rebalance and take care of one another, MercyOne recalibrated its approach to One Inspired Team to determine how to best care for our caregivers. Currently, this is compounded by a health care workforce shortage, which has created a sense of urgency for MercyOne to proactively work to identify solutions to support our colleagues, create a compassionate, healing environment and rebuild their sense of purpose and meaning around our unique Mission.

Therefore, MercyOne is rapidly pulling together workforce strategy to focus on our People First. Each MercyOne region united on July 29, for a deep dive to understand current state across the system and to identify solutions to begin the work for nurse staffing. We recognize there are staffing challenges outside of nursing, however, nursing shortages are a nationwide concern. Our team is coming together as co-chairs are identified for the following focus areas the team identified:

- **Work Environment**  
[Linda Goodwin](#) System  
[Tracy Larson](#) Western Iowa
- **Competitive Positioning**  
[Jackie Luecht](#) System  
[Sue Meade](#) Eastern Iowa
- **Applicant Flow & Sourcing**  
[Helen Smith](#) Central Iowa  
[Suzanne Burt](#) Northeastern Iowa

- **Marketing & Communications**

- [Kassi Hoxmeier](#) System

- [Dan Tallon](#) Central Iowa

- **Leadership Development**

- [Joan Beard](#) Central Iowa

- [Julie Anfinson](#) Western Iowa

The co-chairs have formed committees which will divide into subgroups and add additional frontline team members for their insights. Regular discussions will occur among the cross-state, cross-functional teams, and updates will be provided system-wide on a weekly basis.

As this work advances through these teams to determine short-term, mid-term and long-term solutions, MercyOne is also having regular discussions with the Governor's Office, the Iowa Department of Public Health and Iowa Workforce Development related to ongoing COVID-19 issues, and staffing has become more urgent. Many of our leaders and colleagues have brought this to our attention to ask the State for help, while also sharing creative ideas to address the challenge. While we are evaluating all solutions, the most immediate focus is on a short-term fix for our nursing issues with the assumption we would have access to or consideration of dollars and regulatory relief. MercyOne is compiling a list of short-term ideas and working to understand if the Governor has the ability to help or if it will require an act of the Legislature, along with understanding how long it may take to implement.

**If you have an idea to help us Innovate and support our One Inspired Team, please share it with [Jackie Luecht](#).**

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# Strategic Plan Update

The **Diversity & Inclusion Council** continues to meet monthly. Jacquie Easley has been named the MercyOne Divisional Director of Diversity & Inclusion for MercyOne. Jacquie will share the role with her current duties as Director of Diversity for MercyOne Central Iowa. Jacquie will provide strategic direction for MercyOne and serves as an advisor, strategic leader and partner for this work. The Council is planning a virtual Diversity & Inclusion Summit for MercyOne scheduled for the Mercy Week in September. Unconscious Bias training for senior leaders has been completed in all markets. Racism in Public Crisis education will begin in August for managers.

The **Human Experience Action Team** has shifted several of its focused areas to support workforce needs but continues to advance our people first focus including providing materials for leaders to engage their teams in discussions to improve engagement following sharing of the survey results, advancing internal communications channels, and focused work to enhance cultural foundations.

## Transformation

### Digital & Virtual Tools

The focus continues on radical convenience, and one way of doing so is implementing online scheduling for our patients. This new effort is live in all primary care clinics in Western, North and Central Iowa as well as MercyOne Iowa Heart. Additionally, our Care at Home strategy is being developed to differentiate who we are and deliver a relationship to improve health.



#### Be ONE

I benefit from and strengthen MercyOne.

#### Personalize Care

Your experience. My responsibility.

#### Own It!

I own my actions to deliver our key results.

#### Improve Daily

I make improvements every day for those we serve including each other.

#### Innovate

I imagine and embrace bold new ideas to revolutionize health.

# Health Advocacy Update

## State Update

MercyOne hosted Senator Chuck Grassley, Senator Joni Ernst, staff of Governor Kim Reynolds and Iowa Workforce Development the week of August 23. MercyOne's Virtually Integrated Care team discussed the progress, current state and future of our virtual care model program with the lawmakers, specifically how it could help nurses and care teams to reduce workloads, improve team engagement and increase patient safety and experience.

Due to the progression of the program during the COVID-19 pandemic, this innovation has been expanded to include the ICU and the 7 North and 7 South floors of MercyOne Des Moines Medical Center. To further develop this

program, MercyOne leaders have called upon Iowa's legislative leaders to offer their support.

During their visit, MercyOne outlined the backstory behind the program, toured the facility, and hosted a question and answer session with the guests. As an added bonus, the senators and governor's staff were able to connect one-on-one with MercyOne virtual nurses and patients on the other side of the screen. The patients spoke highly of the program, discussing how virtual care has positively impacted their hospital stay.

Overall, the group discussed the



**Senator Joni Ernst**

future of virtually integrated care at MercyOne and how it impacts patient experience, nurse retention and innovation. Our team highlighted the need for support for health care workers as well as additional support and innovations to meet the hiring shortages.

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## Federal Update

### RURAL EMERGENCY HOSPITAL DESIGNATION

For approximately 18 months, MercyOne along with the Iowa Hospital Association (IHA) and other health systems advocated for operational relief for our rural affiliates so they could right-size their services to fit the needs of their communities.

The Consolidated Appropriations Act, passed last December, establishes a rural emergency hospital (REH) designation under the Medicare program that will allow certain existing facilities to meet a community's need for emergency



**Senator Chuck Grassley meets with MercyOne's Virtually Integrated Care team.**

and outpatient services without having to provide inpatient care. Emergency services would be provided 24 hours a day, 365 days a year, and communities would have

the flexibility to align additional outpatient and post-acute services with community needs.

Last week, MercyOne met with Senator Grassley's staff to continue to work through this legislation and the rulemaking process to ensure this legislation can be implemented successfully. The team discussed aspects of the designation such as scope of services offered, licensure, health equity, care coordination, quality and payment provisions. MercyOne is beginning to meet regularly with the IHA, the AHA and other systems to consolidate feedback prior to sharing with the federal government.



# Consumer Experience

“WOULD RECOMMEND”

## This is what Personalize Care looks like to me ...

MercyOne welcomed Major League Baseball to MercyOne Dubuque Cancer Center ahead of the Field of Dreams game on August 12 in Dyersville, Iowa. Commissioner Rob Manfred was joined by MLB Chief Operations and Strategy Officer Chris Marinak, Adnan Virk from MLB Network, and former MLB All-Stars and World Series Champions Nick Swisher and AJ Pierzynski from FOX Sports.

On hand to welcome the group were the dedicated care team members at the MercyOne Dubuque Cancer Center and Medical Associates, MercyOne President and CEO **Bob Ritz**, MercyOne Executive Vice President and Chief Financial Operations Officer **Mike Wegner**, MercyOne Eastern Iowa Region President **Kay Takes**, and MercyOne



**Commissioner Manfred and former MLB All-Stars Nick Swisher and AJ Pierzynski surprised patients Joel Schambow and Kristie Foxen and their families with tickets to the Field of Dreams game. (Credit: MLB Advanced Media)**

Eastern Iowa Vice President of Patient Care Services and Chief Nursing Officer **Bob Wethal**.



View a recap of the MLB visit at: <https://fb.watch/7DIq5z4HkD/>

“Thank you for all you do here in Dubuque and at MercyOne. I’m so excited to be here and I can’t wait to see the patients,” said AJ Pierzynski during opening remarks at the cancer center.

The MLB guests visited and took photos with patients throughout the cancer center and then surprised two families with ticket packages to the exclusive game.

“What an awesome experience it was to be able to take part in gifting families with tickets to the Field of Dreams,” said Jessica Kennedy, resource nurse specialist at MercyOne Dubuque Cancer Center.

“Truly an awe-inspiring moment to see MLB and MercyOne coming together for patients in our community. I know this was a dream come true for both families! I am certainly proud to be a part of the MercyOne family!”

“What an honor to be able to take part and witness a little piece of joy and normalcy for our patients and their families during their cancer journeys,” said Amy Oldham, lead radiation therapist. “Our patients and their families were exceptionally grateful, and their smiles (even in masks) are really what it’s about.”



**MLB guests visited with many patients. Pictured here is Nick Swisher with our patient, Harry.**



# Consumer Experience

“WOULD RECOMMEND”

## This is what Be ONE and Personalize Care look like to me ...

MercyOne was onsite at the Field of Dreams from August 5 – 14 to provide emergency medical services. During that time, staff cared for workers with injuries such as lacerations, burns, debris in eyes, falls from scaffolding and heat exhaustion.

“On game day, the outside temperature was about 90 degrees with a heat index of 105,” said **Katie Harris**, emergency department clinical coordinator at MercyOne Dubuque, who led efforts at the field. “We were anticipating see ankle and foot injuries from walking on the uneven parking lot and cornfields and heat exhaustion. We were right on target with our anticipations. We saw a few ortho injuries but mostly



ABOVE: **MercyOne North Iowa flight crew**



LEFT: **MercyOne Dubuque emergency department physician Dr. Nick Edwards, Eastern Iowa President Kay Takes, MercyOne Dubuque emergency department clinical leader Katie Harris**



**Members of MercyOne Elkader Ambulance Services with Governor Reynolds**

heat exhaustion. After walking through the parking lot, through the movie site and then the corn maze to the stadium, many people were dehydrated, dizzy and exhausted.”

Staff stayed busy hydrating and cooling patients and evaluating them more in depth if needed. MercyOne ambulances were used for transport to local hospitals when necessary. The team consisted of MercyOne emergency department nurses and hospital staff, ED physicians, paramedics, EMTs and radiology techs, along with a MercyOne flight team and helicopter from MercyOne North Iowa and ambulance crews from MercyOne Elkader and MercyOne Northeast Iowa.

### Here are some thoughts from staff who were there:

“I don’t think any of us walked in there thinking we would be as busy as we were. We evaluated and treated numerous people, and we provided transport for four patients. Regardless, the excitement of everyone just being there was contagious. Meeting Kevin Costner, Maddie Poppe, Governor Kim Reynolds and many others just added to the excitement. We always say we are “Iowa Nice” and we are “Iowa Proud,” but on this day we were able to showcase it. Not just for those in attendance, but for the many people who tuned in to

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# Consumer Experience

“WOULD RECOMMEND”

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watch. Iowa really put on a show and definitely showed everyone why the question “Is this heaven?” is even asked. I am proud of our MercyOne Elkader Ambulance Service. We were able to provide seven EMS members and two ambulances for this event. As a fan of the Field of Dreams movie, of baseball, and a yearly visitor to the movie site, this truly was a once in a lifetime experience and it will be hard to top.” – **Billie Jones**, NRP, Paramedic, MercyOne Elkader Medical Center

“Considering I was a young EMT alongside of many experienced ER nurses, my confidence as a caregiver grew immensely from this event. The heat combined with the long walk to the MLB stadium made it obvious that heat

exhaustion was going to be our main concern. This was great experience for me as a pre-PA student. In the end, I am beyond thankful for the opportunity to help our baseball-loving community and even received many thanks after the game from those I assisted. My grandpa was a white Sox fan his whole life. He coached baseball for many years, and even played for the minor league Cubs team. He passed away in the spring of 2018. When I was offered the position at the MLB game, all I wanted was to tell him. Everything about that baseball game fell into place; the nostalgic intro, the beautiful sunset and the movie-like bottom of the 9th. I can’t help but think that he was very much present at that game. This experience has been life changing, and I have so many stories that I can’t wait to keep



retelling over the years. I will forever be grateful for that opportunity to represent MercyOne at the Field of Dreams.” – **Katelyn How**, emergency department tech with EMT certification, MercyOne Dubuque Medical Center

## This is what Innovate looks like to me ...

Coffee is coming back to MercyOne Siouxland Medical Center! Right now, the lobby is undergoing some



major renovations, including the soon to be home of our new coffee shop. While the location is not a secret, the name is. It was chosen from nearly 300 colleague submissions. Those same colleagues also helped select our house coffee.

Our new lead barista, **Morgan Branum**, brings with her years of experience in the coffee world including her experience as a coffee master. Coffee has been a part of her life since the age of seven. But her love of coffee doesn’t just stem from the drink itself. For Morgan, coffee means comfort. Growing up, her mom was sick and spent a lot of time in hospitals. So, Morgan spent a

lot of time in hospital coffee shops.

“Often times family members don’t want to miss an update,” said Morgan. “So, they don’t sleep, and they drink a lot of coffee. But coffee is this idea that even though your entire world is falling apart, you can get some sense of normalcy or comfort with the drink you have every day. It’s the constant.”

Morgan says the most fun and difficult part so far: keeping the coffee shop and house coffee name a secret. Those will be unveiled at the grand opening this fall!



# Consumer Experience

“WOULD RECOMMEND”

## This is what Own It! looks like to me ...



Coming in for an exam can be a scary experience, especially for the youngest patients. But to help make kids' time a little easier, **Cynthia Trierweiler**, who works at the MercyOne Dakota Dunes Lab, organized her 4-H group to make fleece tie blankets.

Now kids who come to the Child Advocacy Center can cover themselves up during their exam and are proved with a little extra comfort. They are then able to take the blankets home with them.

## This is what Be ONE looks like to me ...

Character Counts All-Star Iowan Evening sought out community members who went above and beyond this last year, throughout the adversity and challenges thrown their way.

Six Pillars of Character (trustworthiness, respect, responsibility, fairness, caring, and citizenship) were highlighted as key criteria in recognizing nominees and their efforts throughout Iowa's response to COVID-19 and the August derecho. Several of MercyOne Central Iowa's very own colleagues were nominated and

recognized at this event for their commitment and dedication throughout the COVID-19 pandemic.

These nominees included: **Emily Schaefer** (Covid-19 coordinator), **Adriana Mapes** (clinic administrator), Suzi Frein (north manager), and Ryan Wagner (hospital pharmacy). Both Emily and Adriana were able to attend the event, where the two all-stars were presented with medallions, amidst a crowd of more than 125 additional Iowans being recognized for their outstanding efforts this past year.

# Wear the MercyOne brand

## New items available on the MercyOne Store

Find items at [MercyOneStore.com](https://www.MercyOneStore.com)



Items may not meet dress code requirements, so colleagues are encouraged to refer to their organization's dress code for compliance before buying items if they intend to be worn at work.





# Consumer Experience

“WOULD RECOMMEND”

## This is what Personalize Care looks like to me ...

MercyOne Eastern Iowa colleagues were pleased to welcome RAGBRAI riders in July. DeWitt hosted an overnight stop, and riders dipped their tires in the Mississippi River at Clinton.

Colleagues staffed a tent in DeWitt to visit with riders, share information about our services and hand out MercyOne merchandise, including hot/cold packs, sunglasses and mini coolers.

“We had a great time,” said **Amy Manemann**, MercyOne Clinton executive assistant. “It was nice to be out in the community representing MercyOne in such a fun atmosphere!”

MercyOne provided the first aid tent in Clinton, which was a welcome site for some riders. Colleagues administered to six riders – from flushing out an eye, cleaning a scrapped knee to sending on to the medical center for stitches.

“It was rewarding to help serve our community and see all the bikers as they were finishing their journey. The riders easily recognized us and thanked MercyOne for being along the whole route,” said **Justin Nylin**, nurse supervisor in critical care, acute care and cardiac services at MercyOne Clinton. “I am proud to be a MercyOne colleague!”

## This is what Be ONE looks like to me ...

Van Diest Medical Center, an affiliate of MercyOne, had over 100 health care heroes and their family members sign up to walk in the 2021 Hamilton County Fair Parade in Webster City. This county-wide parade boasts the largest attendance and the hospital had its largest showing of support by caregivers and their families. The hospital’s theme for this year’s parade float was Health Care Heroes Lighting the Way. The group led the parade and had a great time engaging with community members, giving away lots of goodies and hospital swag. This was a terrific opportunity for our team to BE ONE.

## This is what Personalize Care looks like to me ...

Sparkle Run, a 5K run and walk which raises money for various charities and projects around Iowa, raised more than \$15,000 to support Child Life services at MercyOne Children’s Hospital.

The event is in memory of Erin Moomey, who passed away in 2013 of complications from Leukemia.





# Team Engagement

COLLEAGUE AND PROVIDER ENGAGEMENT



## This is what Personalize Care looks like to me ...

Congratulations to **Jennifer Tellin**, RN, MercyOne Northeast Iowa's most recent Daisy Award recipient! After learning about a patient's lack of transportation, Jennifer gave the patient a ride to the pharmacy to pick up medications and then home when they were recently discharged from MercyOne Oelwein Medical Center.

"Jenni is a stellar example of a compassionate and empathetic nurse," wrote her nominator.

"She has become a role model for other colleagues by her demonstration of the value-based behavior of commitment to the poor."

## Here is what Be ONE looks like to me ...

The first cohort of Emerging Leaders started at MercyOne Des Moines Medical Center. Participants were selected from various departments to participate in a leadership development program focused on building leadership skills, open up networking opportunities and provide an environment for collaboration for our future MercyOne leaders.



## This is what Be ONE looks like to me ...

"I just started as a PCA for MercyOne a week ago. During our first day of classroom orientation, one of the chaplains opened with what he called a "blessing of hands" prayer. It inspired me to write this poem. I hope it helps someone out there."

**Donnie Randolph**, Patient Care Assistant at MercyOne Waterloo Medical Center



### My Promise by Donnie Randolph

If you are needing help  
Someone to provide care  
I want you to know  
I will always be there

You will not be a number  
A barcode or disease  
And when you're needing strength  
I will be your Hercules

You're not an obligation  
A bother or a pest  
You're more than 'just a patient'  
You are MY cherished guest

I will always treat you  
With kindness and be just  
When you are in my care  
Know I'm someone you can trust

You can put your mind at ease  
Let your body rest and heal  
I will be your advocate  
Your protective "Man of Steel"

We may have only just met  
But you're now in my heart  
You will forever be a part of me  
Even after we depart

So if you are needing help  
For things you hadn't planned  
I'll be reaching out for you  
A gentle loving hand



# Team Engagement

COLLEAGUE AND PROVIDER ENGAGEMENT

## This is what Improve Daily looks like to me ...

This is in recognition of **Abby Beyer**, CCIS, MercyOne North Iowa.

She is my partner in crime. We agreed to leave our CCIS roles and take on the first of the surge at the bedside together, nightshift in October 2020. We learned what we needed of the ICU ropes together. I watched you grow, adapt and care for the sickest population of patients we've ever seen, with strength and nerve.

Your courage and willingness to learn gave me hope and confidence. From opening up a new COVID-19 wing at 8 p.m. on a Saturday and then filling it in 5 hours, to laughing until we cried at every obstacle we faced. You were and still are the embodiment of support and friendship. I never would have survived the past year without you.



“Lots of people want to ride with you in the limo, but what you want is someone who will take the bus with you when the limo breaks down.”

## This is what Personalize Care looks like to me ...

It was quite the award for MercyOne Siouxland Medical Center's **Marisa Hirschman**. She received her third Daisy Award and became the first in MercyOne Siouxland's history to win three times!

Here's what one patient's family had to say, "Marisa was such a blessing for my father. She was with him for the first part of his stay. Her confidence and compassion eased our minds. We knew dad was in safe hands when we weren't with him. If she had a concern, she didn't hesitate to contact the doctor and she did it with such compassion. She cared about what she was doing, and she didn't make it feel like it was her."





# Team Engagement

COLLEAGUE AND PROVIDER ENGAGEMENT

## This is what Personalize Care looks like to me ...

This is in recognition of **Britney Meyer**, CCIS, At MercyOne North Iowa. The patient letter below best describes her recognition:

“This is a long overdue thank you to you from both Keith and I for the wonderful care you gave us when we were in with COVID-19. You were our ray of sunshine! You were and are just the very best – with your happy attitude and made us feel so well cared for. You went the extra mile many times to make sure we were comfy. It makes me shed a tear every time I think about our stay at

MercyOne North Iowa and how fortunate we were to have you as our nurse. You were a blessing to us, and we just want you to know how grateful we were! You seemed to have an abundance of energy - when I know you would have loved to catch a break. I always looked forward to seeing your smiling face after your days off.”



# Financial Performance

OPERATING MARGIN

## This is what Innovate looks like to me ...



Funds from the 2021 MercyOne Newton Gala were designated for the purchase of a new Skytron EZ Glide operating table for Surgical Services. The table cost nearly \$39,000 and was fully funded through proceeds from the Gala. The new table replaced an older table that was at the end of its equipment life and has many new benefits for both patients and caregivers, including improved positioning, and patient accessibility as well as enhanced safety features. Not only is this table vital to daily operations, this table also accommodates the necessary needs for orthopedic surgeries that will be completed by **Dr. Darin Larson**, who will be joining the surgical team this fall.



### This is what Personalize Care looks like to me ...

How can we better care for patients? It's the goal on our minds as health care providers. At MercyOne Siouxland Medical Center, that meant updating and renovating our emergency department as well as bringing on **Dr. Steven Warrington**, chair of emergency medicine.

Dr. Warrington has been with MercyOne for a couple of months now and has already helped make changes to better personalize patient care. That includes getting our most critical care patients seen a little bit quicker.

"The ones having an active heart attack, the ones having strokes, minutes and seconds matter in their lives," said Dr. Warrington. "It's important that we expedite their care



so that those extra minutes aren't wasted.

Dr. Warrington has also started work with MercyOne Siouxland Medical Center's medicine team to get patients up to rooms quicker so they can be more comfortable as their care starts.

### This is what Personalized Care looks like to me ...

The Emergency Medical Services Team at Van Diest Medical Center, an affiliate of MercyOne, passed out cold bottled water to area residents during the hot temperatures last week, reminding community members of the importance of staying hydrated and keeping cool this summer! The emergency medical services team enjoys doing this at least once every summer, allowing the team to get out into the community and make connections with area residents.

**VDMC EMS handing out waters via the ambulance.**



### This is what Be ONE looks like ...

MercyOne Oelwein Medical Center was recently recognized by the Lown Institute Hospitals Index as the hospital with the biggest community health investment in Iowa. The Lown Index Community Benefit metric measures hospital spending on charity care, community health initiatives, and service of Medicaid patients.

"We are very proud and humbled by this distinction and it motivates us to continue to find ways to make an impact, and promote health and well-being," said hospital site administrator **Jill Groth**.

In Oelwein, MercyOne contributed \$315,853 in community benefit during the 2019-20 fiscal year.

MercyOne Oelwein Medical Center has been active with Community Care financial support for eligible patients, free Care-A-Van transportation for MercyOne patients to their appointments, and a partnership with the Northeast Iowa Food Bank to host a monthly mobile food pantry which serves nearly 200 households each month. MercyOne also offers a yearly free mammogram screening event for low-income women, speaking engagements and trainings.



# Ambulatory Growth

ENCOUNTERS GENERATING INCOME

## This is what Improve Daily looks like to me...

MercyOne West Des Moines Medical Center is having a baby boom. Since opening last December, the obstetric floor hit a milestone of delivering their 300th baby on July 4.

Baby William, was not only number 300, but also crowned the 4th of July baby at the medical center. The little firecracker's parents are MercyOne colleague, Jacqueline and her husband, Josh.

West Des Moines unit manager, **Mary Hick** says, "To realize we reached the predicted first year goal of 300 deliveries in only seven months, is amazing. It has been such a blessing to share such experienced, wonderful nurses from downtown, which allowed us to provide high quality care to all our patients. I'm so excited to see what the upcoming months will bring."

The department held a small in-house celebration to commemorate the goal on July 13.

## This is what Own It! looks like to me ...

As new cases of COVID-19, especially the Delta variant, continue to rise across Iowa, MercyOne Siouxland's **Dr. David Ens** joined a panel of other medical experts in August for a town hall discussion.



Dr. Ens discussed the need for our community to get vaccinated and helped ease some concerns around the vaccine. He also stressed the importance of masking as the Delta variant continues to become more prevalent.

"As a physician who has worked firsthand with this vaccine's development, I feel it is important to relay information concerning the vaccine so people will feel confident in receiving it," said Dr. David Ens, South Sioux City Family Medicine.

## MercyOne Oelwein Medical Center ranked highest in Iowa for community investment

The Lown Institute Hospitals Index show the hospital in each state with the biggest community health investment. In Iowa, that hospital is MercyOne Oelwein Medical Center. Thank you to MercyOne Oelwein Medical Center for their commitment to the care and well-being of their community!

Read the full article [here](#).

# Mercy.One Updates

VISIT [MERCY.ONE](https://mercyone.org) FOR DIGITAL TEMPLATES

## Directional sign templates available on Mercy.One

[Mercy.One](https://mercyone.org) is the best resource for colleagues to find the digital tools needed. One of the most recent updates include new directional sign templates for download. Go to [Mercy.One](https://mercyone.org) choose “downloads” and “templates”.



### NEW EMAIL SIGNATURE:

FirstName LastName, Certifications  
MercyOne  
Title/Specialty  
Identifying pronouns (Optional)

**T:** 123-456-7890 (– Direct Line)  
**C:** 123-456-7890  
**F:** 123-456-7890 (Optional)  
[emailaddress@mercyone.org](mailto:emailaddress@mercyone.org)

Entity/Location Name  
Address Line 1  
Address Line 2

MercyOne.org

## Reminder to update your email signature

MercyOne has a unified email signature to ensure consistency and professionalism in the way we are represented internally and externally. Our unified email signature helps ensure all of us are easily contacted and available for collaboration as ONE.

Please follow the templated guidelines for updated email signatures found on [Mercy.One](https://mercyone.org).

# System Updates

## MercyOne colleagues receive IHERF scholarships

Three colleagues have each been awarded a \$3,500 scholarship from the Iowa Hospital Education and Research Foundation (IHERF), which is supported by the Iowa Hospital Association (IHA).

The following three colleagues are among 60 students from Iowa who

received assistance this year from IHERF Health Care Careers Scholarship Program:

- **John Bieber**, MercyOne Des Moines Medical Center
- **Beth Hammond**, MercyOne West Des Moines Medical Center

- **Paisley Herbst**, MercyOne Dubuque Medical Center

Congratulations to these three colleagues! For additional information please see [here](#).

## MERCYONE<sup>SM</sup>

### Our Values

#### Integrity

We are faithful to who we say we are.

#### Commitment to the Poor

We stand with and serve those who are poor, especially the most vulnerable.

#### Compassion

Solidarity with one another, capacity to enter into another's joy and sorrow.

#### Excellence

Preeminent performance, becoming the benchmark, putting forth our personal and professional best.

#### Justice

We foster right relationships to promote the common good, including sustainability of the Earth.

#### Stewardship

We honor our heritage and hold ourselves accountable for the human, financial and natural resources entrusted to our care.

#### Reverence

We honor the sacredness and dignity of every person.

## Our Mission

MercyOne serves with fidelity to the Gospel as a compassionate healing ministry of Jesus Christ to transform the health of our communities.

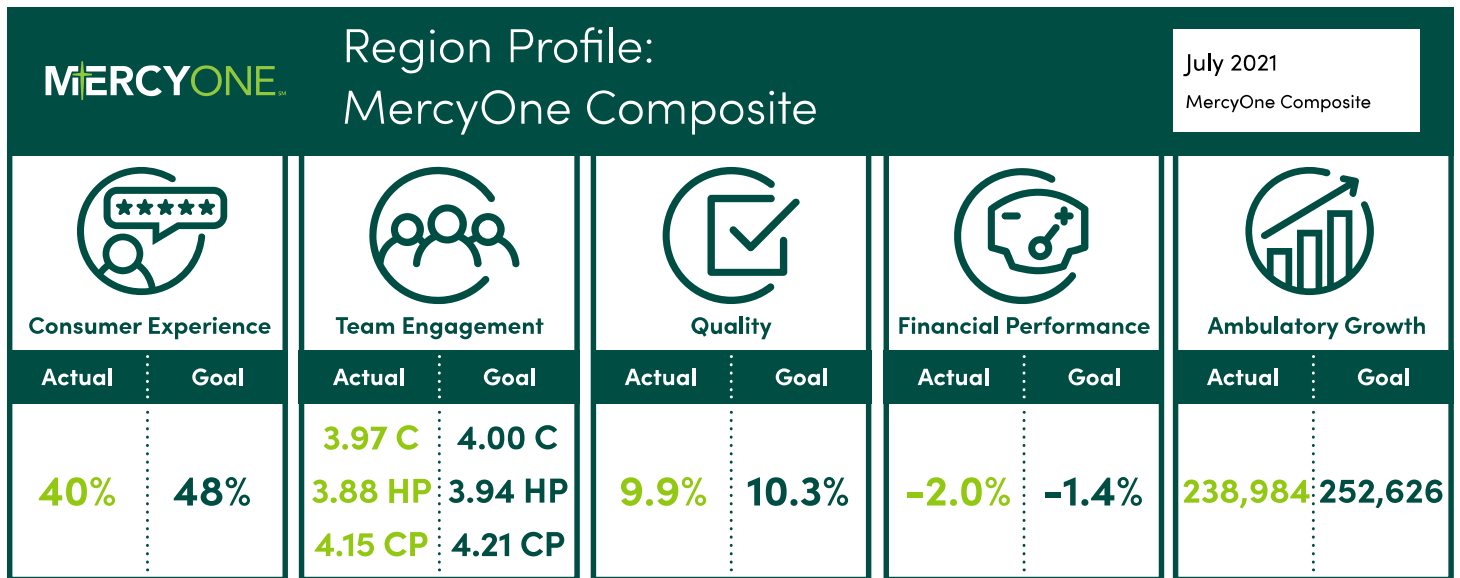
For more than 140 years, Catholic women and religious communities have run health care institutions in Iowa. These health ministries have evolved to become MercyOne. Today we are an integrated system of clinics, hospitals and wellness facilities. We are motivated by an unwavering commitment to the health and wellness of those we serve.



# Key Results

Our Key Results focus our work as well as measure performance and progress toward our Vision to set the standard as a personalized and radically convenient system of health services.

System-wide progress on the Key Results is featured here each month. To view your region's progress, see your local communications.



C = Colleague  
HP = Hospital Provider  
CP = Clinic Provider



### Consumer Experience

Percent of consumers who would recommend MercyOne to their friends or family



### Team Engagement

MercyOne's Team Engagement is measured by an Annual Engagement Survey. This includes engagement for MercyOne colleagues and physicians. Last year, MercyOne did not conduct the Annual Engagement Survey due to the COVID-19 pandemic. The fiscal year 2021 survey was conducted in April/May 2021 for all colleagues and physicians/providers. The physicians/providers survey was divided into two distinct groups: hospital-based physicians and clinic-based physicians. Overall, MercyOne's Colleague Engagement totaled the 38th percentile compared to the 23rd percentile in fiscal year 2019.



### Financial Performance

Think of financial performance like a check book. At the end of the month we must have more than what we spend to fund benefit programs, raises, invest in facilities and clinical and non-clinical equipment.



### Quality

MercyOne has a new Quality Key Result in fiscal year 2022: Incident Reporting Rate (IRR). As MercyOne builds a system-wide safety program, TogetherSafe, the IRR Key Result will (1) heighten awareness and engagement in the importance of reporting patient safety events (2) drive focus to an objective measure of success as we progress this strategy and (3) support our Improve Daily culture building an aligned cross-state improvement plan around safety. MercyOne's fiscal year 2022 IRR composite baseline was 9.6 events reported per 1000 adjusted patient days. Our fiscal year 2022 IRR composite target is an increase of 7.5% or 10.3% events reported per 1000 adjusted patient days. For the month of June, MercyOne's number of safety events per 1,000 adjusted patient days totaled 9.9% compared to goal of 10.3%.



### Ambulatory Growth

Non-hospital visits, including telehealth, emergency department, outpatient surgery, physical therapy, physician offices, clinics and home care.