

# SystemNewsletter

Your best life. Our one purpose.

## Message from the CEO

As we near the end of February, we reflect on all the celebrations and positive outcomes of the short month. We celebrated Black History Month, an important and meaningful time in the history of this great nation. We celebrated our third year as MercyOne. We recognized Heart Month, and many of you had your own personal



Click here to watch the [CEO Update from Bob Ritz](#)

reasons to celebrate in your lives. We can also see the days are longer and the temperatures are moderating, perhaps Spring is close when new life takes hold around us.

We are also experiencing a fairly significant decrease in COVID-19 cases throughout our health system and perhaps a slight ease on our colleagues. We know the work is not done yet – in fact, we have plenty of work still to do to navigate through this pandemic and begin to recover across our ministry.

Thank you for remaining committed to our Mission of Mercy, as together we continue to manage through this most unique and challenging time. Each of you have remained steadfast in taking excellent care of patients and their families while continuing to protect the health of the communities we serve.

It is truly an honor to serve with you.

President and CEO



Check out what's new on [MercyOne](#)



### Colleagues please:

- Share job opportunities online [mercyone.org/careers](https://mercyone.org/careers)
- Leave an [Indeed Review](#)

### 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. We will include a dashboard with updates as part of each board meeting packet and feature specific updates below.

## One Inspired Team

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

## Recruitment

MercyOne's nursing recruitment campaign launched in late January with a focus on showcasing the amazing nurses in our ministry. [See their stories here.](#) Additional stories are being gathered.

Questions on this work?

Contact [Jackie Luecht](#),  
MercyOne Chief Human  
Resource Officer

## Innovation & Transformation

MercyOne will explore and invest in innovative ways to improve delivery of care to meet our patients where they are and when they need it.

## Partnered Provider Network

MercyOne and Genesis Health System are pleased to announce they have [entered an agreement for Genesis to join MercyOne's Partnered Provider Network.](#)

Questions on this work?

Contact [Derek Novack](#),  
MercyOne President -  
Population Health Services

## Consumer-focused Integrated Care

MercyOne will provide reliable safe and personalized care for the individual and family by making it easy throughout a continuous care journey.

## Nexcore Facility Plan

Our MercyOne Wide Facility Plan continues to move forward. In partnership with Nexcore we have completed all market facility assessments. The assessments will be moving forward to the executive leadership team for review and prioritization. The team continues to work with Nexcore to finalize the facility design concept.

Questions on this work?

Contact [Rob Heen](#),  
MercyOne President -  
Medical Group

## Operational Excellence

MercyOne will achieve operational efficiencies and assess new growth opportunities to deliver maximum value across the system.

## Tele-Neurology

Tele-Neurology is moving forward across the MercyOne system and will be present in both emergency neurology and general routine patient neurology. MercyOne Eastern Iowa is proceeding with their respective implementation teams in both Clinton and Dubuque. Clinton's expected go-live date is scheduled to be late April and Dubuque following as estimated in mid-May.

Questions on this work?

Contact [Matt Dietz](#),  
MercyOne Division Director  
of Digital and Virtual Care  
Strategy

## State Update

The MercyOne team has been hard at work as the Legislature continues to move at a fast pace as consideration on numerous bills have implications for the health care industry.

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### EMERGENCY PROCLAMATION

The state Public Health Proclamation expired on February 15. We have been working with the Governor's Office and IDPH to determine additional solutions to address licensure and are pleased the Board of Nursing and Board of Medicine have addressed this so certain providers can continue to practice in the state of Iowa.

### WORKFORCE

Governor Reynolds' workforce bill, which includes expansion of loan repayment programs related to health care and incentives high school registered apprenticeships, was introduced in both chambers. The team is currently understanding its overall impact to MercyOne, but is generally supportive at this point yet not registered at this point.

### TEMP STAFFING REGULATIONS

HSB 638 and SF 2210 are bills offered by the Iowa Health Care Association to increase transparency for and regulations of the temp staffing industry. The bills would require registration with the state and increase oversight under the Department of Inspections and Appeals. MercyOne spoke in favor of both bills this week as they moved through subcommittee.

### CERTIFICATE OF NEED

SF 2255, which passed Senate Human Resources this month, would eliminate the certificate of need process for hospital services, facilities, and equipment. MercyOne is currently registered against and is triaging potential amendments.

### MEDICAL FREEDOM (ANTI-VACCINE)

HSB 647, dubbed the Medical Privacy and Freedom Act, cleared subcommittee in the House in February after much testimony from Informed Choice Iowa members. The bill disallows businesses from refusing to hire or firing a person or requiring a face mask or testing based on the person's medical treatment status. The team is working through this bill and several others related to vaccines to determine their viability through the funnel deadline. Moreover, our interpretation is this bill is not viable under federal law per CMS guidance.

### TORT REFORM

This medical malpractice bill attempts to remove language in the current law that would prohibit juries from awarding non-economic damages beyond \$250,000 when egregious medical errors occur. HF 2279 cleared the funnel deadline, having passed party line out of House Labor. The Senate version, SSB 3093, is pending consideration in Senate Commerce. The MercyOne team is registered in favor of both bills.

# Diversity & Inclusion

## Black History Month

Black History Month is a celebration of achievements by Black Americans which is honored nationally every February. It is a time to recognize the monumental role Black Americans played in U.S. history. Since 1976, every U.S. president has officially designated the month of February as Black History Month. Other countries around the world, including Canada, Ireland, and the United Kingdom, also dedicate a month to celebrating Black history.

## Social Construction of Reality

Black History Month is not only a celebration of past achievements, but also an acknowledgement of the work Black Americans continue to do to help the country realize its promise of democracy and equality.

### READ

[How 4 history-making Black politicians are paving the way for future generations](#)

The intersections of housing, education, wealth, employment, representation, and health narrates

a story that describes the current state of [inequity](#). The impact is pervasive and deeply embedded in our society affecting where one lives, learns, works, worships and plays.

## What is Black American Culture?

Black American culture is represented in food, music, fashion, art, history, literature, and much more. These are just a few examples of where Black Americans have pioneered and influenced American culture.



## Mental Health in Black Communities

What happens at the intersection of mental health and one's experience as a member of the Black community? While the experience of being Black in

### READ

[Racial Trauma: Mental Health Americas](#)

America varies tremendously, there are shared cultural factors that play a role in helping define mental health and supporting well-being, resiliency and healing. However, another part of this shared experience is facing racism, discrimination and inequity that can significantly affect a person's mental health. Being treated or perceived as "less than" because of the color of your skin

can be stressful and even traumatizing. Additionally, members of the Black community face structural challenges accessing the care and treatment they need. – National Alliance on Mental Illness

## LIFTING UP BLACK VOICES

Check out this list of must-reads by Black authors:

- "The Sellout" by Paul Beatty
- "The Fifth Season" by N.K. Jemisin
- "Beloved" by Toni Morrison
- "Their Eyes Were Watching God" by Zora Neale Hurston
- "Invisible Man" by Ralph Ellison
- "Americanah" by Chimamanda Ngozi Adichie
- "Parable of the Sower" by Octavia E. Butler
- "Sing, Unburied, Sing" by Jesmyn Ward
- "Go Tell It on the Mountain" by James Baldwin
- "Girl, Woman, Other" by Bernardine Evaristo



# Consumer Experience

“WOULD RECOMMEND”



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

Regional Media presented **Dr. Jill Johnson**, family medicine provider at MercyOne Clinton Medical Center, with a gold medal award and certificate for “Best Doctor of Sauk Valley, 2021.” Out of thousands of votes from community members, Dr. Johnson was voted top doctor out of all the providers.

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

The MercyOne Mobile Medical Unit is continuing to meet people where they are. A few of their stops in recent weeks included:

- The Veteran’s Freedom Center in Dubuque to provide vaccinations
- Sundown Mountain Resort in Dubuque to discuss concussion safety for skiers and snowboarders
- The Quality Inn Hotel in Clinton to provide vaccinations for the homeless population



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

MercyOne Newton Medical Center recently won the Newton Chamber of Commerce’s Community Rock Star Award for a large business. The award recognizes a business for their longevity in the community, community service (encouraging and allowing employees to volunteer) and for being a total community asset. Physical Medicine & Rehabilitation Manager **Robyn Friedman** and Foundation & Mission Manager **Leisa Zylstra** accepted the award on behalf of the hospital from **Amanda Price**, the chamber’s executive director.

## Patient Care Technician cohort classes retention rates at 100%

MercyOne Des Moines Medical Center wrapped up its eighth Patient Care Technician class for 2021 and has retained an overall staff retention rate of 86.2%, with 100% retention for the August, October and November classes.

The success is a direct result of developing the Patient Care Technician Education Team, which is led by MercyOne colleagues, **Amy Rockhold**, **Diane Roum** and **Nicole Willard**. A big shout out to Human Resources partners, **Helen Smith** and **Suzie Baumberger** and the MercyOne Central Iowa leadership team for the support to make such a program successful.



# Consumer Experience

“WOULD RECOMMEND”

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

MercyOne Dubuque Medical Center received a [Future Ready Iowa Employer Innovation Fund](#) award of \$44,760 to provide an accelerated, on-site surgical tech training program.

“In today’s environment, where every employer is competing for top talent, the Employer Innovation Fund award will help us attract and retain excellent people,” said Kay Takes, president, MercyOne Eastern Iowa. “We are excited to accept this support to offer effective on-the-job training and mentoring for colleagues aspiring to serve in these critical roles.”

The Future Ready Iowa Employer Innovation Fund awards grants to cover the cost of training and educational supplies, as well as to provide much needed wrap-around services addressing other barriers some lowans face when trying to obtain skilled training. Award amounts can range from \$1,000 to \$50,000.



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

MercyOne Newton Medical Center respiratory therapist **Julie Klein** already has a reputation as a skilled care provider for our patients. Less well known is that she is also a burgeoning artist. The hospital’s pulmonary function lab, recently

renovated, now features Julie’s own paintings, with the canvases donated by team lead Scott Pline and the frames built by Julie, as she enjoys woodworking as well. Thank you for this “breath” of fresh air, Julie!

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

Their story can be a difficult one to tell for children at the MercyOne Child Advocacy Center. But through therapy and artwork, they can know they are not alone.

MercyOne Child Advocacy Center therapist **Ali** and interviewer **Torri**, worked together to create this idea.

After their interview, each child chooses a sticker they feel represents them and places it on this piece of art. They’re then told the stickers are from other kids who have experienced similar things.

The idea is simple: let them know that they are not alone and other children have been through something similar. Together, they make a beautiful story of strength and healing.





# Consumer Experience

“WOULD RECOMMEND”



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

The MercyOne Newton Surgical Services department recently spent time giving back by volunteering at a community meal served at Discover Hope 517 Ministry. Those who helped serve were **Genevieve Langmaid, Jen Maki, Stacey Simbro, Sara Wilmesmeier** (with son Blake) and **Deb Van Gilst**. Genevieve, Sara and Deb helped provide food and supplies, as did **Hillary Engbers** and **Emma Williams**.

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

MercyOne North Iowa, registered nurse, **Jessica** models all the values and concepts that great nurses use every day.



Read more from her recent DAISY award nomination: Jessica goes above and beyond for her patients. Her character as a nurse has inspired me, and I hope to be an outstanding nurse

like her one day. As a result of my experience as a patient in the North Iowa Behavioral Health unit with great nurses, such as Jessica, I am considering mental health as my nursing specialty. Jessica calmed me down, considered my needs, looked out for me, went the extra mile, truly cared for us as patients, and made my experience positive and life changing. Her actions and kindness really inspired me.



## This is what Innovate means to me ...

**Heather** is a colleague working in informatics at MercyOne North Iowa. She’s always willing to do her best to think outside of the box to accommodate Nursing Orientation attendees. COVID-19 has added challenges such as trying to meet adequate staffing and keep our new hires safe via social distancing. Each nursing orientation brings on a new set of challenges that Heather is always willing to work through to make it the best experience for our new hires! As an outcome, our new hires that attend nursing orientation attend as soon as they are able and therefore the new staff are able to care for our patients sooner.

She is a clear example of colleague engagement as she works with many to navigate through all the challenges. She is truly an asset to our organization and helping to make our new hires and current hires feel welcome!

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

MercyOne North Iowa physician, **Dr. Sondhi** makes time to keep families informed and involved in coordinating care. Even when his patients have a difficult diagnosis, he has great patient outcomes because of his caring nature and genuine concern as a doctor.





# Team Engagement

COLLEAGUE AND PROVIDER ENGAGEMENT

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

After a work accident, Rodney was able to give the gift of life to six individuals through organ donation. MercyOne Northeast Iowa was honored to pay tribute to Rodney through an honor walk, shown in this video provided by Rodney's family. "The greatest gift you can give in both life and death is yourself."

"The donation would not have been possible without the support of your nurses, physicians, and staff," said CEO of Iowa Donor Network Suzanne Conrad. "They provided the family with information and care during a very critical time and assisted us with the donation process." Please consider talking openly with your family about your wishes. Iowa Donor Network > <https://bit.ly/3rYJjw8>

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

At MercyOne Being One is something that we see every day. From EVS workers, to clinical staff, to supply chain members, our colleagues at MercyOne Siouxland Medical Center have stepped up and helped where needed.

Whether it's health coaches and clinical staff going out to Urgent Care or surgery team members going out to the floors, colleagues are doing what they can to help give our patients the best care possible.

"Being a nurse requires hard work and patience. Seeing the appreciation in someone's face, whether a colleague or a patient, for helping where needed, makes it all worth it," said **Jessi** in surgery.

"My job often allows me the flexibility to go help where I'm needed most, which recently was the infusion clinic," said **Kari K.** in education." I know every patient who gets it is one less patient who may need inpatient care."



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

MercyOne is proud to congratulate **Floria Henderson, MD, FACP**, the recipient of the 2021 Laureate Award, as given by the Iowa Chapter of the American College of Physicians. Dr. Henderson practices internal medicine at MercyOne Ottumwa Family and Internal Medicine.

Since 1987, the Laureate Award has been given annually by the Iowa Chapter of the American College of Physicians as a mark of honor and recognition for achievement of excellence in internal medicine in the State of Iowa.



Colleagues please:

- Share MercyOne job opportunities online [mercyone.org/careers](https://mercyone.org/careers)
- Leave an [Indeed Review](#)



# Ambulatory Growth

ENCOUNTERS GENERATING INCOME

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

Leaders of MercyOne Central Iowa gathered for a dedication and ribbon cutting event to commemorate the opening of the MercyOne Richard Deming Cancer Center on January 21, 2022.

The opening of the center realizes the vision of **Richard L. Deming, MD**, to create a center of excellence at the downtown Des Moines campus encompassing multidisciplinary, patient-centered compassionate cancer care for Iowans.



Deming is widely known as a Des Moines community leader, philanthropist and national leader in cancer care, survivorship, advocacy and research, who has served for more than 30 years as a MercyOne radiation oncologist.

The \$16 million center will offer comprehensive, personalized care where patients can meet with their cancer care team at the same time, in one place, to facilitate patient-centered cancer care. The center also features non-traditional and expanded cancer care, survivorship and outpatient palliative care

support services, including:

- Integrative medicine services including acupuncture, massage therapy, music therapy and art therapy to treat the whole person not just the disease or the symptoms
- Survivorship program with ongoing follow-up and supportive services for patients who have completed their cancer treatment
- Outpatient palliative care with support services that focus on improvement in the quality of life

Additionally, the center features an expanded clinical research office to facilitate an increased number of clinical trials. MercyOne patients will have access to cutting edge treatment options and can play a part in cancer treatment research and lifesaving medical breakthroughs.



Learn more about **MercyOne Richard Deming Cancer Center** at [mercyone.org/rdcc](https://mercyone.org/rdcc)

## Wear the MercyOne brand

New items available on the [MercyOne Store](https://mercyonestore.com)

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





# Ambulatory Growth

ENCOUNTERS GENERATING INCOME

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

Van Diest Medical Center, an affiliate of MercyOne, partners with area law enforcement to host Seniors and Law Enforcement Together (SALT) Meetings every other month. At the February meeting, Health Coach and Registered Nurse Holly Carter-Larson spoke about the recommended vaccinations for adults 50 years and older. She also reviewed Medicare Annual Wellness Visits as a benefit that seniors should take advantage of each year.



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

Bomgaars in Webster City held a night of festive fun and fall shopping just for ladies. Bomgaars joined with local hospitals and cancer centers to raise awareness of women’s health issues and passed along a 20% discount for the ladies in attendance

that evening. A donation of the evening’s total sales was pledged back into the community to help local agencies. The local store in Webster City selected Van Diest Medical Center, an affiliate of MercyOne, to be the recipient of their donation, and we received a check in the amount of \$510.77 from the event. The funds from the Ladies’ Night will be used to support the hospital’s Infusion Center Renovation Project.

## Cultural Beliefs

### 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.



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

When the MercyOne Population Health Services Organization was awarded an AmeriCorps grant, it provided the perfect opportunity to initiate the MercyOne AmeriCorps Community Health Worker program in our Northeast Iowa Market.

AmeriCorps provides federal funding and people power to help communities tackle their toughest challenges. AmeriCorps members volunteer to do work that serves the community. In return they receive a living stipend and educational credits which can be used to pay for a range of education expenses, including repayment of student loans.

In December, AmeriCorps member **Lexi Yost** was welcomed to the team by MercyOne Bluebell Road Family



Medicine in Cedar Falls. Lexi will be working with clinic staff to provide social needs screening to patients. Examples of social needs include the ability to access healthy food, transportation, affordable housing and medication. Patients who indicate that they have unmet social needs may partner with Lexi to

prioritize their needs, set goals, and identify community resources that will be of most benefit.

When asked about her new role, Lexi states, "It has been rewarding to work alongside providers and connect patients to resources that will improve their overall health."

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

MercyOne Northeast Iowa Family Medicine and Residency recently recruited participants for a clinical trial on a new Alzheimer's medication. The TRAILBLAZER-ALZ 3 study is testing whether a new drug can slow down or even prevent the symptoms of Alzheimer's disease.

"We're excited to take part in this study. Learning more about the efficacy of this new drug could help countless Americans who have yet to be diagnosed with this disease," said **Dr. Jim Hoehns**, clinical pharmacist and research director at MercyOne Northeast Iowa Family Medicine and Residency. "This study is evaluating a medication for preclinical Alzheimer's disease. These are individuals with no current symptoms, but who are at greater risk of cognitive decline in the future."

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

**Keesha Beauchene** was our latest Daisy Award Winner at MercyOne Siouxland Medical Center. She was nominated by a fellow colleague.

"Keesha has done an amazing job as a new RN on the behavioral unit, serving with compassion in challenging situations. She goes above and beyond in her role for patients and colleagues. She is appreciated!"





# Quality

## ALL CAUSE UNPLANNED 30-DAY READMISSION

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

MercyOne is proud to announce that a manuscript by surgeon, **Dr. Mayin Lin**, whose research focus is heavily rooted in addressing health care disparities, has been accepted and published in the Journal of American College of Surgeons.



The study and manuscript evaluated the role of Medicaid expansion on diagnosis of rectal cancer.

"I found that Medicaid expansion after January 1, 2014, had important impacts on increasing Stage II and III rectal cancer diagnoses, use of neoadjuvant therapies, and decreased mortality for patients with Medicaid. My findings support increasing health insurance coverage to improve Medicaid patient outcomes in rectal cancer care," said Dr. Lin.

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

For many moms, bringing your child to the emergency room can be a stressful experience. But thanks to the amazing care from our colleagues in Fast Track, one mom's experience was a positive one, when a nurse noticed that something a little more serious was wrong.

"I brought my six-month-old son into the ER a little while back because he rolled off the bed and hit his head pretty hard. I'm a first-time mom and was very frantic about it.

From the moment I walked in, your staff was patient and understanding. During our exam in the ER, my son happened to have a coughing fit. The lady who was doing the exam became concerned and asked my permission to listen to his breathing. I let her know he was exposed to RSV but that his pediatrician wasn't concerned. The woman said she would test him anyway and turns out he tested RSV positive. So, THANK YOU MercyOne for going above and beyond with your medical care. It really felt like she listened to my concerns."



**"So, THANK YOU MercyOne for going above and beyond with your medical care."**

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

MercyOne Northeast Iowa Environmental Services Director Randy Vorland was recently elected to the Association for the Health Care Environment (AHE) Advisory Board. Randy will serve a three-year term.

AHE is a professional membership group of the American Hospital

Association. AHE is the organization of choice for professionals responsible for caring for the patient and resident care environment across all care settings. AHE advances members' ability to establish and maintain care environments that are free of environmental surface contamination and that support safety, service, and efficient and effective operations.

**Wear the brand**

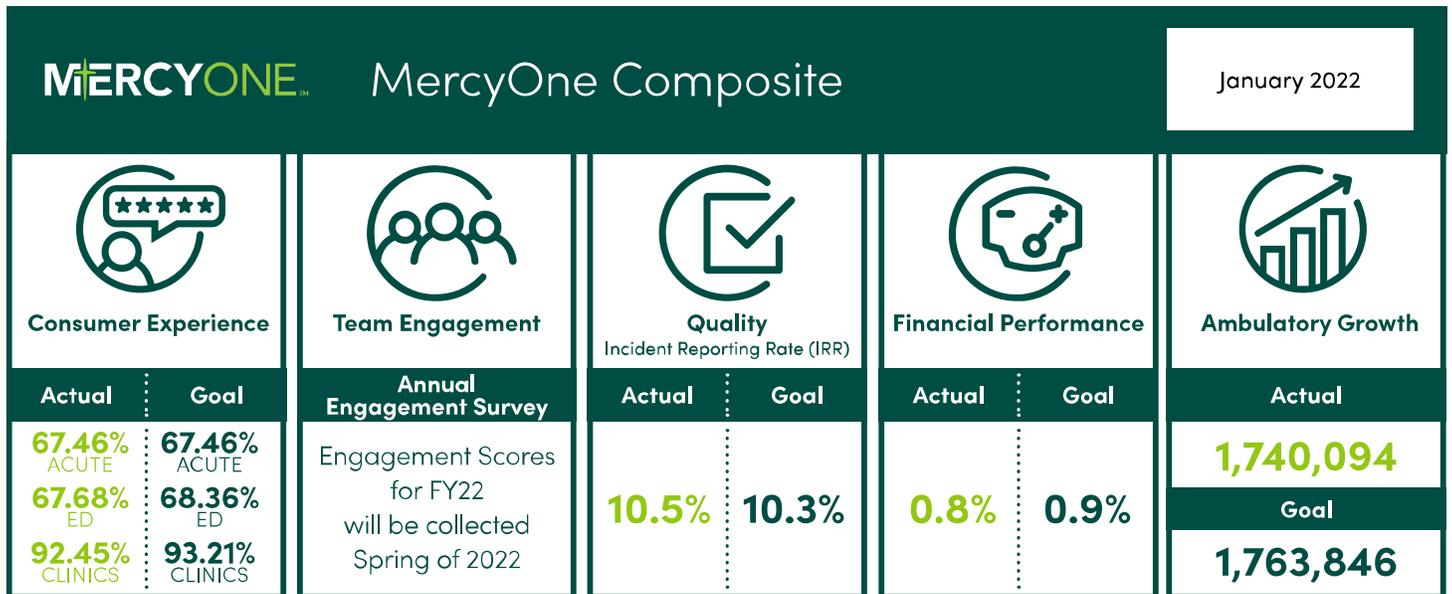


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# Key Results

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.



### 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 - Incident Reporting Rate (IRR)

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.