

# SystemNewsletter

Your best life. Our one purpose.

## Message from the CEO

It's hard to think we are officially through the month of November and Thanksgiving is behind us. In November, we paid tribute to our Veterans and gave thanks. Now, we enter December and the season of joy.



Time continues to move quickly as together we battle COVID-19, navigate vaccine requirements and address the ongoing workforce shortage.

As a part of our ongoing commitment to building One Inspired Team and reinforce our commitment to our MercyOne family, we have started to launch our recruitment campaign as One to highlight why our colleagues choose to "[Work Here.](#)" As these materials are finalized you will see videos, photos, interviews and more from your fellow colleagues. It is our Mission and Values that helps us attract and retain our colleagues at MercyOne.

We are grateful to serve with you in our MercyOne family. Together, we are committed to fulfill our Mission while being a healing presence to all we serve.

*Robert P. Klotz*

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](#)



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



### Colleagues please:

- Share job opportunities online
- Leave an [Indeed Review](#)

# Strategic Plan Update



In alignment with our four strategic pillars, MercyOne is focused on advancing 23 initiatives to achieve our Key Results.

Please see initiative specific updates below.

## One Inspired Team

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

## Workforce Strategy

As a part of MercyOne's ongoing commitment to building One Inspired Team and reinforce the commitment to the MercyOne family, a recruitment campaign has begun as One to highlight why MercyOne colleagues choose to "Work Here." As materials are finalized there will be photos, videos, interviews and more from colleagues across MercyOne. It is the MercyOne Mission and Values that help attract and retain colleagues.

[Click here to watch all the current videos](#) or click on any image below to watch a specific video.



Questions on this work?

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

# Strategic Plan Update

## 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.

### Membership Model

MercyOne's objective in the membership model strategic initiative is to join consumers, or members, on their personal health journey through a member's health model, assisting them with maintaining or improving their desired state of health and well-being through a provider-driven health care experience. This innovative approach to consumers will begin with a foundational program allowing consumers the ability to

have a personalized experience, including a health coach and the ability to share their data and information with their provider when seeking the expertise of our health system. A program manager began last week and a marketing campaign is in progress with a small pilot group kicking off before the end of 2021.

#### Questions on this work?

Contact **Troy Cook**, MercyOne Division Director of Business Solutions

## 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.

### Mobile Medical Unit

To advance MercyOne's Vision to set the standard for personalized and radically convenient health services, MercyOne is increasing focus on convenient care. The MercyOne Mobile Medical Unit was delivered last month and community engagement activities have been scheduled.

Read more about the MercyOne Mobile Medical Unit on [page 6](#).

#### Questions on this work?

Contact **Jennifer Faley**, MercyOne Eastern Iowa Communications Lead

## Operational Excellence

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

### TogetherSafe

MercyOne has embarked on a system-wide safety program, TogetherSafe, to achieve Zero Harm. Key provider lead engagement via quality committees and MEC's were completed last month and a Tableau dashboard has been designed and moves forward for leadership review along with a safety maturity gap analysis created. Future plans move forward for a cohesive communication rollout of TogetherSafe across MercyOne in early 2022.

Find more information on [Mercy.one](#).

#### Questions on this work?

Contact **Stephanie Baron**, MercyOne Vice President Quality and Safety

# Health Advocacy Update

## Federal Action

The House of Representatives approved the Build Back Better (BBB) Act. The 220–213 vote was largely along party lines, with all present Republicans voting against the measure.

This marks a significant step in what has been a months-long process toward passage of the BBB, which represents the social spending (or “soft infrastructure”) priorities of President Biden and Congressional Democrats. In addition to significant health care provisions, the legislation includes substantial investments in universal pre-K, affordable housing, an expanded child tax credit, and climate change initiatives.

### Build Back Better health-related highlights include:

- **Health Care Workforce.** The legislation makes a number of health care workforce investments, including funding for medical schools and nursing schools, Health Professions Opportunity Grants, graduate medical education, the National Health Service Corps and the Nurse Corps, maternal health support, and nursing home worker training grants, among other provisions. While funding is set to begin in 2022, the impact of the provisions will not produce immediate relief for providers because of the very nature of the education pipeline.
- **Medicaid.** Providing for more stable coverage in Medicaid by making one-year postpartum coverage a permanent requirement and similarly making continuous eligibility for children permanent; a 3% increase in Federal Medical Assistance Percentages (FMAP) for states that newly expand Medicaid for 2023, 2024, and 2025; a permanent Medicaid DSH cut of 12.5% for states that have failed to expand Medicaid and whose residents gain coverage through the new ACA coverage gap proposal described below.
- **Children’s Health Insurance Program (CHIP).** The bill would permanently authorize CHIP, require states to extend 12-months continuous eligibility to children and pregnant/post-partum women on Medicaid, and allows states the option for expansion of eligibility. These changes will allow for more stability and predictability in the program.
- **Affordable Care Act (ACA).** The legislation would strengthen the ACA by extending the subsidy reforms from the American Rescue Plan through 2025. These reforms greatly reduce premiums for people below 400% of poverty and extend premium reductions to people of all incomes so that no one pays more than 8.5% of their income for health insurance premiums through the ACA. It would also address the coverage gap in the 12 states that have not expanded Medicaid so that their residents below 138% of poverty can gain coverage through no-premium ACA health plans through 2025. It also maintains a continuous open enrollment period during this time.
- **Drug Pricing.** The bill provides for Medicare prescription drug pricing reforms that address the drug benefit design and drug pricing. The Part D redesign provision would address drug costs for older Americans with Medicare Part D coverage by limiting patients’ spending annually with an out-of-pocket cap of \$2,000. With regard to prices, drug manufacturers of drugs covered under Medicare Parts B or D would be required to provide rebates to Medicare if the drugs’ price increases outpace the increase in the rate of inflation in a given year. The bill would also direct the HHS Secretary to negotiate prices for a selection of drugs, including insulin and other high-cost drugs that are no longer subject to market exclusivity. While BBB provides for negotiation for a smaller number of drugs than in previous proposals from House Democrats, these BBB efforts are significant in that they provide for Medicare negotiation.
- **Public Health Infrastructure.** BBB would also make public health infrastructure improvements, through investments in community health centers, pandemic preparedness, and state, local and tribal public health infrastructure grants. Pandemic preparedness would include funding for adequate testing capacity, testing platforms as well as mobile units and clinics. We anticipate these funds will provide relief at the state and local level, by providing grants to public health departments and Federal Qualified Health Centers.

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# Health Advocacy Update

## Federal Action continued from page 4

- **Medicare.** BBB would expand Medicare to cover hearing benefits, beginning in 2023. Efforts to expand Medicare to also cover dental and vision benefits—a longtime priority of progressive Democrats—were included in an earlier version of the House’s BBB draft, though were dropped as part of negotiations to lower the bill’s price tag.

Build Back Better now moves to the Senate for consideration, where it is expected to be taken up at some point after the Thanksgiving recess. It is important

to note that the text of BBB is expected to change before reaching the Senate floor. This is due to ongoing negotiations in the tightly divided 50–50 Senate and the need to have all 50 Senate Democrats—both progressives and moderates—on board in order to pass the bill, along with the procedural rules related to the budget reconciliation process that BBB is being considered under (i.e., the Byrd rule, which prevents extraneous provisions without a budgetary impact from being included in reconciliation bills). Given that changes are anticipated in the Senate, should the Senate pass its version of BBB it will need to go back to the House for a final vote before reaching the President’s desk.

## State Update

In November, MercyOne held regional advocacy discussions to inform our agenda as we head into the 2022 session. These were held virtually in each region, as well as with our rural CEOs. The common themes that rose to the top were workforce, medical malpractice, Medicaid and telehealth. We are continuing to work through these details and feedback, and will be finalized in the coming weeks.

## Grassley Town Hall

On November 22, MercyOne hosted Senator Charles Grassley at Mercy College in downtown Des Moines to discuss the above legislation and next steps, along with several other important issues. Specifically, MercyOne colleagues encouraged the Senator to address the ongoing price gouging behavior we are experiencing by staffing agencies. In addition, MercyOne discussed a myriad of other workforce issues and possible solutions that Senator Grassley and his peers can help support for health systems across the country. Other topics such as Medicare sequestration, 340b, immigration and the Rural Emergency Hospital designation.



## MERCYONE

### 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.

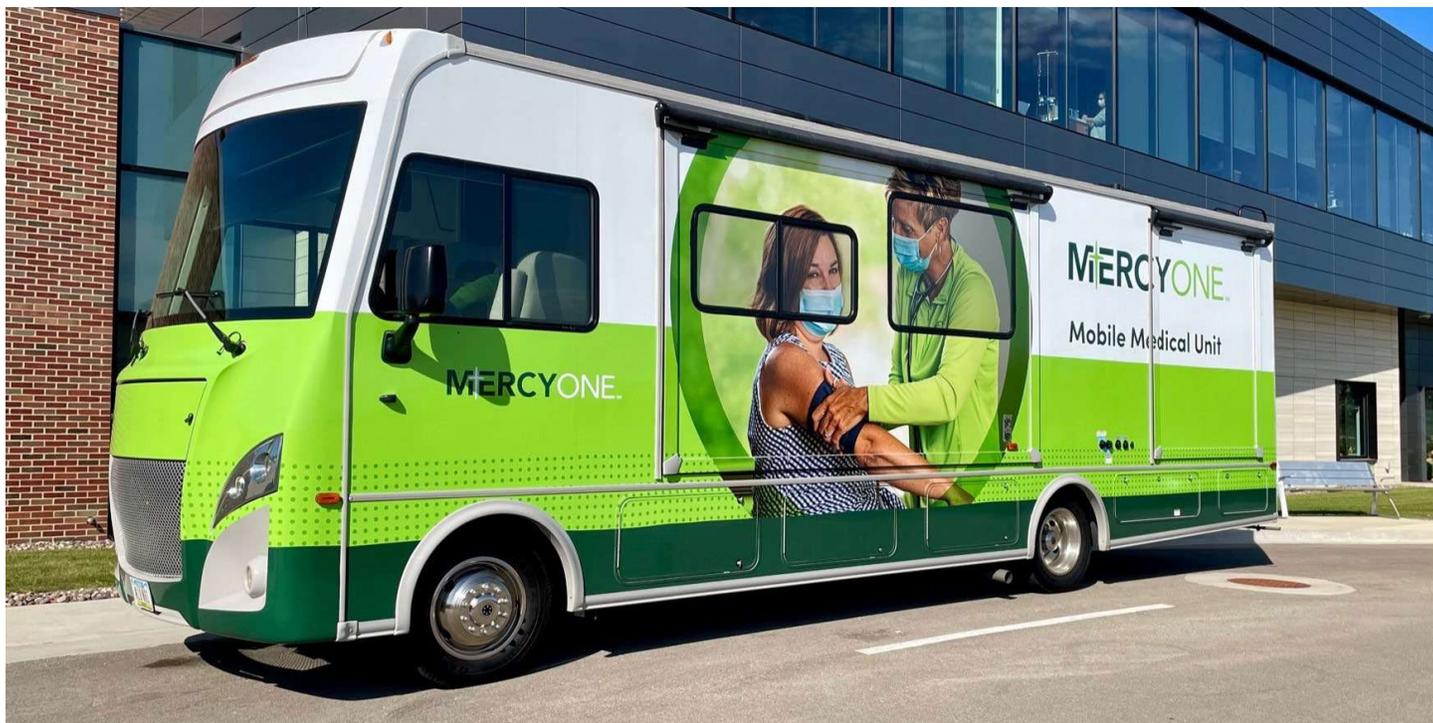
#### Reverence

We honor the sacredness and dignity of every person.



# Consumer Experience

“WOULD RECOMMEND”



Housed within a 31-foot RV, the handicap-accessible mobile medical unit includes two full exam rooms, a waiting area, bathroom, air conditioning, solar panels and a power awning.

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

MercyOne Eastern Iowa is taking its circle of care on the road with the launch of a mobile medical unit. The unit will transport a dedicated team of MercyOne caregivers who will provide services to people with limited access to health care, including those with physical and financial barriers in urban and rural communities in the region.

“Consistent with our wonderful Mission and Values, we want to ensure everyone has access to care,” said **Kay Takes**, president of MercyOne Eastern Iowa. “Our goal with the mobile medical unit is to eliminate barriers by bringing convenient and personalized care to people, where they are.”

Some of the services offered through the mobile medical unit include vaccinations, brain health screenings and identifying risks for stroke, diabetes, cancer and more.

“The launch of the mobile medical unit brings our care full circle. It’s a reflection of our history and legacy of the Sisters of Mercy who were the pioneers of caring for people where they are,” said **Malissa Sprenger**, vice president of Mission integration for MercyOne Eastern Iowa. “We are extending their legacy by ministering to people who have difficulties accessing care due to financial and other barriers, in an innovative and impactful way.”



The mobile medical unit’s first community outreach was providing COVID-19 vaccinations for the 5-11 age group.



# Consumer Experience

“WOULD RECOMMEND”

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

### Katzmann Breast Care team works together to decrease time for mammography results

It is well proven that mammography saves lives. Yet, no woman looks forward to having a mammogram. The MercyOne Katzmann Breast Care team and the Diagnostic Imaging Associates radiologists are going out of their way to make mammograms as stress-free as possible in several ways including decreasing the amount of time patients or their physician have to wait for test results.

For most women, their screening mammograms are normal each year. Even so, sometimes waiting for test results can create anxiety. The radiologists utilize a system called

Magview to send out mammography reports as soon as they are read and signed by the radiologist. Over 90 percent of screening mammograms are read and sent to the primary care provider the very same day.

For diagnostic patients, women with a history of breast cancer or lump, same day interpretation is critical. Breast Imaging Navigator, **Trish Steenhoek**, helps to successfully bridge the gap between physicians and technologists and patients for scheduling additional follow-up and reporting results. And it has been greatly appreciated by all parties.

“When the radiologist reads a mammogram for a patient that indicates the need for additional work-up and possible biopsy, they can give this information to our Breast Imaging Navigator, who schedules both of those appointments on the same day. Being able to complete diagnostic

imaging and a biopsy the same day is very helpful in reducing time between diagnosis and treatment. It also removes a stressor for the patient as well so they don't have to wait additional 3-4 days for test results,” shared Dr. Susan Beck, Katzmann breast surgeon.

Radiologist, **Dr. Sandy Ruhs**, reports “The Katzmann surgeons and nurses have been our biggest advocates for this process. We work extremely well together, tag-teaming our efforts so the patients benefit with fewer appointments and less time in between identifying an ‘issue’ such as a lump or breast discharge and actual diagnosis. Our efforts have resulted in a more streamlined work-up and follow-up for patients needing additional follow-up or surveillance. We’ve managed to make the hand-off from imaging and biopsy to surgeon nearly seamless.”



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

**Lauren Dunn** might not be a familiar face at MercyOne Siouxland Medical Center. But she's blessing the organization through an important initiative for our nation's heroes.

Lauren, wife of MercyOne clinical engineering manager **Josh Dunn**, volunteered to be a trainer for the Military and Veterans Health Care Initiative which launched this month.

Lauren is a veteran of the Air Force and

says she wanted to volunteer because she knows how important it is to have health care workers who understand the personalized needs of military members and their families.

“I use these services and I see the lack of quality care that veterans often can get. A lot of times health care workers don't understand what veterans are currently going through, because they don't know what we've been through. So, it's critical that health care workers understand what makes us who we are,” Lauren shared.





# Consumer Experience

“WOULD RECOMMEND”



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

MercyOne System Office and PHSO colleagues volunteered in November to help package meals for children in need with Meals from the Heartland!

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

“My wife gave birth to my daughter in April. When we got to the birth center, we were instantly greeted by a smile hidden behind a mask but the warm welcome and bubbly personality made us feel like we were in the right place. We later found out that our nurse’s name was **Diane** and that she had been helping deliver babies longer than we were alive!

Diane helped us from the first moment we found our room, to a back massage for my wife just moments before the true birth. Diane also mentioned starting a program to help new nurses manage the challenge of doing their official nursing jobs with all the charts and measurement as well as catering to the needs and wants of the patients/mothers.”

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

**Lynn Smith**, who survived lung cancer, presented MercyOne Waterloo Cancer Center colleagues with a white ribbon to honor her cancer journey as well as others going through a similar one. Smith was thankful for the exceptional care she received at MercyOne during an incredibly difficult time.

The White Ribbon Project promotes awareness about lung cancer by changing public perception of the disease. Lynn's main focus is sharing that anyone with lungs can get lung cancer, not just those who smoke or have other underlying conditions. Learn more about the White Ribbon Project.



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

MercyOne Pediatric Emergency Care has new medications to help patients with anxiety, pain



New technology, called Sentry Sedate, will soon be available for pediatric patients at MercyOne Des Moines Emergency Care. Sentry Sedate emits nitrous oxide, which lessens anxiety for minor procedures such as laceration repairs and starting IVs, benefiting patients who are worried or apprehensive about the procedures.

MercyOne Des Moines Pediatric Emergency Care, part of MercyOne Children’s Hospital, is the only pediatric emergency department in central Iowa to have this technology. It is anticipated to be available to patients in this winter.

This small, special moment, Whitney said, made all the difference to her and her son.



# Consumer Experience

“WOULD RECOMMEND”



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

### First for MercyOne in sleep apnea device implantation

MercyOne Iowa Heart Center cardiologist **Denise Sorrentino, MD**, her surgical team and sleep technologists performed a first for MercyOne on Wednesday, October 13 - implanting the first two **remedē® System** devices. **remedē® System** is a breakthrough implantable system that safely and effectively treats adults who have moderate to severe central sleep apnea (CSA). CSA is a serious breathing disorder that disrupts the normal breathing pattern during sleep and negatively impacts heart health.

The innovative system has been shown to improve sleep, oxygen levels and enhance overall quality of life where 87% of patients had a reduction in Apnea-Hypopnea Index, an indication of CSA, and 79% of patients had an improvement in quality of life.

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

### Long-COVID-19 treatment available at MercyOne

COVID-19 has both short and long-term effects for patients around the world. Recent evidence has shown symptoms can remain long after an acute COVID-19 infection, now referred to as long COVID-19. Long COVID-19 can affect all COVID-19 patients, from those with very mild symptoms to those with severe COVID-19 symptoms.

Like acute COVID-19, long COVID-19 can involve multiple organs and can

affect many systems including, but not limited to, the respiratory, cardiovascular, neurological, gastrointestinal and musculoskeletal systems. The symptoms of long COVID-19 include fatigue, dyspnea, cardiac abnormalities, cognitive impairment, sleep disturbances, symptoms of posttraumatic stress disorder, muscle pain, concentration problems and headache.

MercyOne providers in Central Iowa are working to offer treatment options to long COVID-19 patients. These providers will assess and treat



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

The Van Diest Medical Center, an affiliate of MercyOne, Employee Advisory Committee hosted a “Fall Fill It Up” non-Perishable Goods Drive. The committee encouraged colleagues to donate items to help those in need in our communities. VDMC employees Nancy Keane, Sue Walters and Amanda Westrum presented the donation to Outreach Specialist Jamie Flugstad of Hamilton County’s Upper Des Moines Opportunity (UDMO). UDMO is an organization dedicated to helping build stronger communities by addressing the effects of poverty on individuals and families.

long COVID-19 symptoms and work to improve long-term quality of life for affected patients.

Participating providers include:

- **Dr. Ambrose Munro**, MercyOne Grand Avenue Family Medicine
- **Dr. Otto Shill**, MercyOne Ankeny Internal Medicine North
- **Brittany Blythe, NP**, MercyOne Ankeny Family Medicine
- **Dr. Geoff Dankle**, MercyOne Indianola Family Medicine



# Team Engagement

COLLEAGUE AND PROVIDER ENGAGEMENT

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

### MercyOne physician received prestigious fellowship

**Maria Guevara Hernandez, MD, FACP**, MercyOne Des Moines Internal Medicine and Resident Education, has received a Health Equity Fellowship at Baylor University. Dr. Guevara Hernandez is one of only two recipients from CommonSpirit Health to receive the prestigious honor.

Dr. Guevara Hernandez hopes the fellowship will help her and her colleagues address the needs of our growing diverse population, especially those traditionally underserved by the healthcare system and how to improve our cultural competency. MercyOne has a plan to help reduce barriers in order to create a healthier community and address those complex issues with research.

Dr. Guevara Hernandez says, "We know the risk and burden of chronic diseases is not shared equally amongst the members of our community, which impose health and economic consequences. My goal of pursuing a Health Equity fellowship at Baylor is pursuing a culture of inclusivity and reducing discrimination in our workplace and community. I dream of health equity becoming a part of our regular practice because our patients deserve better."

"I am passionate about addressing the social determinants of health that are conducive to our patients being admitted to the hospital and the barriers they face when they are discharged back to their communities. I want to learn how to



conduct research appropriately in order to generate and exchange solutions to actively work in social justice and transform health inequalities," she adds.

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

This October, MercyOne Northeast Iowa colleagues performed more than 50 free mammograms during its annual Free Mammo Nights. Free Mammo Nights provide free mammograms to women aged 40 years and older who have cost-related barriers to receiving their annual exam.



Twenty-seven women also received a free provider visit with their mammogram, and all women were taught how to self-exam their breasts for cancer. "It truly takes a village of people coming



together and meeting months in advance to be able to host these annual events," said **Kelly Flaucher**, supervisor of breast services. "Thank you to everyone that was able to help either behind the scenes or participate during the events – every role is extremely important!"



# Team Engagement

COLLEAGUE AND PROVIDER ENGAGEMENT



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

In October, during routine server maintenance, MercyOne Elkader Medical Center experienced a hardware malfunction that led to extended downtime and required a rebuild of some IT infrastructure. In the days following the malfunction, MercyOne Dubuque Medical Center IT colleagues, were able to assist Elkader IT colleagues through the rebuild processes. Assistance from Dubuque colleagues **Joe Billmeyer**, **Jason Burds** and **Dave Weig** sped up the recovery processes, getting MercyOne Elkader colleagues back up and running quickly!

We appreciate the support, information and time put forth to helping our fellow MercyOne colleagues!

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

Each month, colleagues at MercyOne Northeast Iowa raise money for local nonprofits by donating \$5 to wear jeans the first Friday of each month. MercyOne Northeast Iowa raised nearly \$900 in October for the Northeast Iowa Food Bank, which provides nutritious food to families and 168 partner agencies in a 16-county region. One in six people in northeast Iowa don't have enough to eat and MercyOne Northeast Iowa donations helped provide up to 3,500 meals.

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

**Stephanie Alexander**, PR & marketing coordinator for MercyOne Newton, got into costume (and the Halloween spirit!) for "reverse trick-or-treating," in which she toured the entire hospital and handed out nearly 200 full-size candy bars to colleagues, physicians, patients, visitors and anyone else with a sweet tooth!



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

### Central Iowa physicians to attend leadership academy

Several MercyOne Central Iowa colleagues have been selected to participate in the Duke CE Healthcare Leadership Academy. The workshop is designed for health care professionals seeking to lead in an effective way, evaluate themselves, improve communication, build relationships and motivate others.

### INCLUDED IN THE NEXT ACADEMY ARE:

**Esmiralda Henderson, MD**, Neurosurgeon, Chair of Neuroscience, Medical Director of Neurosurgery

**May Tee MD, MPH, FACS**, Hepato-Pancreato-Biliary Surgeon and General Surgeon

**Duane Abbott, MD, HM, IM**, Faculty - MercyOne IM Residency

**Joe Carrington, DO, MHA**, Pulmonary/Critical Care

**Andrew Terry, DO, FACEP, EM**, Medical Director MercyOne Aeromedical Program

**Ryan Arnevik, DO**, Family Medicine, Chief of Staff, MercyOne Centerville Medical Center



# Team Engagement

COLLEAGUE AND PROVIDER ENGAGEMENT

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

**MercyOne physician named president of the Iowa Academy of Family Physicians**



**Laura Bowshier, MD**, MercyOne Waukee Family Medicine, was installed as President of the Iowa Academy of Family Physicians at the virtual IAFP Business Meeting and Officer Installation held October 29,

2021. Dr. Bowshier will serve a one-year term as IAFP President and will represent the IAFP at state and national family medicine leadership and legislative events.

The IAFP is a statewide professional association, founded in 1948. The organization is comprised of more than 90% of Iowa's doctors who specialize in the practice of family medicine, the medical specialty that is concerned with the total health care of the individual and family.



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

**MercyOne partners with Iowa Workforce Development to thank health care heroes**

**Dr. Timothy McCoy**, MercyOne South Des Moines Family Medicine, participated in an Iowa Workforce Development video thanking essential workers for their service during the pandemic.

[Watch video here](#)

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

MercyOne North Iowa leaders gathered at the main entrance to thank colleagues as they arrived to work. The project, called Appreciation Alley, was put on by Colleague Care Circle.



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

MercyOne Siouxland Medical Center honored colleagues and patients who have served in the U.S. Armed Forces with a small internal ceremony. MercyOne colleagues **Phil Anderson** (Army) and **Keith Westhoff** (Navy) from clinical engineering, **Jesica Hanson** (Marines) from administration, **Josh Dunn** (Air Force) from clinical engineering, and **Dr. Paul Johnson** (Coast Guard) spoke about the branches of our military with which they are connected.



Throughout the month of November, colleagues who are service members were invited to pin a picture of themselves to a display in the main lobby of MercyOne Siouxland Medical Center.



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

MercyOne Waterloo Medical Center hosted three different food trucks October 28 for a colleague appreciation day. It may have been rainy and cold, but colleagues came out in droves to enjoy Hurts Donuts, Boyd's Bar and 1st Base BBQ.



# Ambulatory Growth

ENCOUNTERS GENERATING INCOME

## This is what Innovate and Improve Daily look like to me ...

Van Diest Family Health Clinic, and affiliate of MercyOne, is pleased to share we have been awarded the Rural Health Clinic Vaccine Confidence Grant in the amount of \$200,000 for four clinic locations including Webster City, Stratford, Jewell and Fort Dodge.

The purpose of the grant is to support vaccine confidence and outreach in rural communities. The program's objective is to protect those most at risk of COVID-19, advance health equity, and improve healthcare by offering support and resources to medically underserved rural communities. Goals of the grant project include:

- Tailoring efforts and work plan to the needs of rural communities and focus on populations with gaps in vaccination coverage in rural areas

- Providing consistent, fact-based public health messaging for rural residents to make informed decisions about their health and COVID-19
- Increasing and sustaining vaccine confidence, accessibility, and vaccination rates for COVID-19 and other infectious disease beyond the end of the period of performance

The clinics will be using grant funds to promote awareness and confidence in all vaccines, with tailored messages to specific groups of patients. In addition, we are increasing our staff's knowledge and understanding of all vaccines, so they are better advocates and resources for those who may have hesitancy or questions. We are developing a program to perform patient outreach and education

specifically targeting patients of all ages who are due or eligible for vaccines. This one-on-one education is important for reducing hesitancy when it comes to vaccines and for helping patients get back on track with their preventative health activities.

We will also be working with public health and other community groups to provide vaccine education and to address concerns that community members may have. This collaboration will be instrumental in reducing vaccine hesitancy within our communities.

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

Life doesn't slow down when you go after what you want. **Kristen Miller**, who is a mammographer and sonographer at MercyOne Dakota Dunes Breast Care, knows first-hand.

Kristen recently completed her coursework to get her ultrasound certification and passed her boards. On top of this coursework, Kristen was pregnant with her second child, had a toddler at home, and worked fulltime while studying.



## 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.



# Quality

ALL CAUSE UNPLANNED 30-DAY READMISSION



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

**Lexa Starbeck, APRN**, from MercyOne North Iowa, has a passion for caring for her patients. By combining Lexa's genuine and caring approach with new and innovative scientific testing, Lexa has been able to offer an improved way to treat her patients who are commonly prescribed medication to treat depression, anxiety, and other psychiatric conditions. Lexa sought out new technology through genetic testing, known as a pharmacogenomics testing. With this innovative way of treating patients, Lexa truly take a holistic approach to the care she provides and strives to offer her patients the best care and technology available to help them achieve their best life.

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

It was a new record of efficiency for MercyOne Siouxland Medical Center's **Katherine Schwedler**. She recently received the Daisy Award for her fast action with a stroke patient. She was able to get him to CAT scan, assessed by a neurologist, prepped, and administered the blood clot dissolving medication with 23 minutes! Our goal is 45 minutes.

Here's what one colleague had to say, "Every minute she helped to save additional brain cells. She exemplifies calmness under pressure and is a role model to all of us on how to handle a stroke alert."



# Give the gift of MercyOne!

Find the perfect MercyOne item online at:

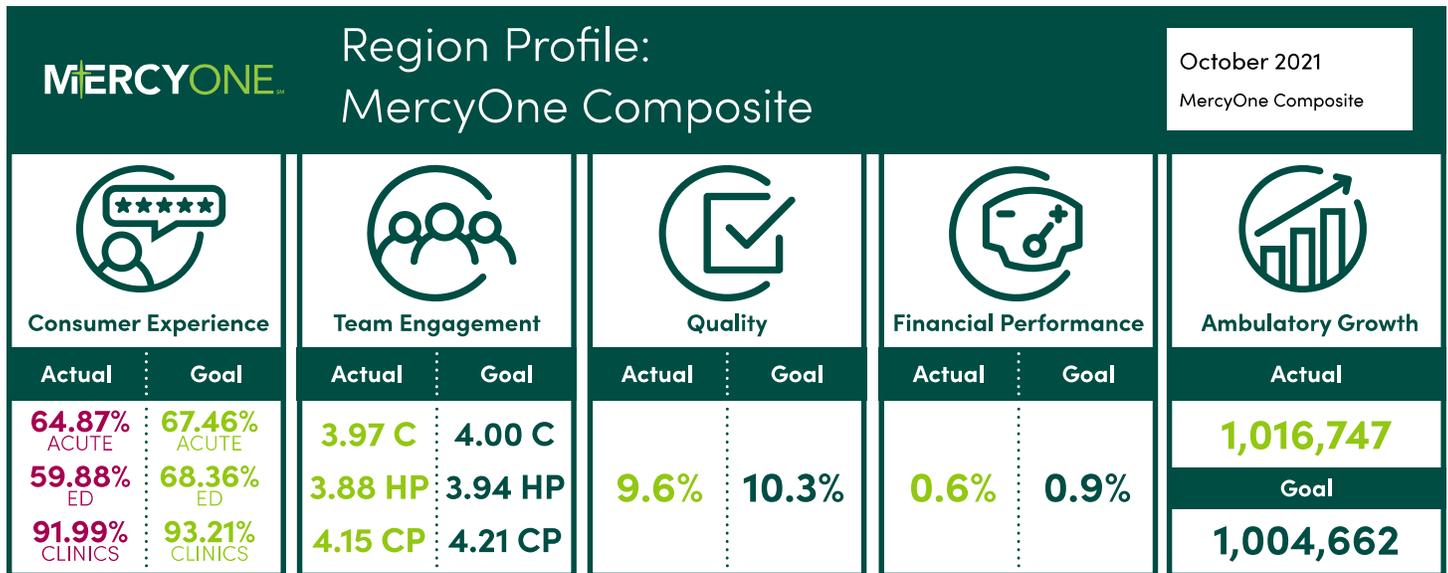
[MercyOneStore.com](https://www.MercyOneStore.com)



# 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.