

SystemNewsletter

Your best life. Our one purpose.

Message from the CEO

'Tis the Season – all is calm, all is bright. Perhaps it seems odd I would open my December letter to our MercyOne family with these thoughts; however, it is the most joyous season of the year, and we need to enjoy it. All is calm as our MercyOne family has maintained a steady hand at navigating the challenging times we are in across the health system. All is bright – we have 20,000 amazingly talented and caring colleagues and physicians who together help each person we serve have a brighter future.



Click here to watch the [Holiday Message from Bob Ritz](#)

This Christmas, perhaps more than ever, our MercyOne family deserves the merriest of Christmases. We have been very busy for the past 22 months navigating through a prolonged global pandemic while also taking care of all patients. The periodic COVID-19 surges tax our colleagues, yet our care teams have extended our Mission of Mercy being the healing presence our communities, patients and their families have needed. Our MercyOne family has stayed the course and answered the call in a most impressive way.

While we enjoy this Christmas season and the positive energy it brings, I would be remiss if I did not share the challenges the health care industry is facing. MercyOne is no exception. We are navigating the combined forces of a prolonged pandemic, increasing COVID-19 patients.

We have the will and courage to address these challenges. We will work together as one strong and committed MercyOne family. All is calm, and all is bright.

May your New Year be filled with peace, joy, happiness and good health. Thank you for all you do to advance our ministry forward in these exciting times.

It is truly an honor to serve with you.

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. We feature specific updates below.

One Inspired Team

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

Culture

MercyOne has updated a number of our culture tools, which can be found at MercyOne under resources and templates. These items include a new meeting agenda template as well as an updated Focused Recognition Card. Both of these tools incorporate our MercyOne Values and should be used moving forward. The Culture Cabinet continues to evaluate the culture tools available and make decisions based on representatives from across the system.

Questions on this work?
Contact [Jackie Luecht](#),
MercyOne Chief Human
Resource Officer

Workforce Strategy

Workforce continues to be our primary focus. Our system-wide, cross-functional team has been focused on identifying solutions to support our colleagues and decompress the impact the workforce shortage is having on our hospitals and clinics. MercyOne has developed the framework for a workforce plan which includes five areas of focus, coupled with short and long-term tactics in each focus area. The focus areas include:

- Work Environment
- Competitive Positioning
- Applicant Flow and Sourcing
- Marketing and Communications
- Leader Development

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.

Virtual Care

MercyOne's strategy to create a more robust virtual care system continues. Research and exploration steps move forward as the next phase of Hospital@Home progresses. Once a final plan is in place for this strategy, implementation of our Care Anywhere will begin.

Questions on this work?
Contact [Janell Pittman](#),
MercyOne Chief
Marketing and Digital
Strategy Officer

Health Advocacy Update

Federal Action

In late November, 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 was 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.

BBB health-related highlights include:

- **Medicaid:** Highlights include: Providing for more stable coverage in Medicaid by making one-year postpartum coverage a permanent requirement and 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 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 to help ensure they get covered.
- **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.
- **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.
- **Public Health Infrastructure:** 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

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.

State Update

In early November, MercyOne held regional advocacy discussions to inform our agenda as we head into the 2022 session. These were held virtually in each market, as well as with our rural CEOs. Common themes were:

- **Workforce:** The health care workforce shortage is at an all-time high, and Iowa's health care industry has not been spared from growing pressures from COVID-19 and the increased use of temporary staffing models. To that end, MercyOne is advocating for the state to develop a health care taskforce to bring together the diverse stakeholders in Iowa; 100% loan forgiveness for health care workers; incentives for nurse faculty, preceptors and continued education; and enhancing existing programs for work-based learning, such as registered apprenticeships.
- **Medicaid:** MercyOne continues to advocate for a strong Medicaid program and supports improvements to help our providers better serve Iowa's Medicaid population at all levels of care. These include, but are not limited to, ensuring adequate payment, creating a workable timeline for denials and appeals, establishing additional guidelines for oversight, and creating uniform credentialing and prior authorization processes.
- **Medical Malpractice:** MercyOne is partnering with a group of providers and provider associations in advocating for a hard cap on non-economic damage awards in medical malpractice lawsuits. Today, only a soft cap exists, which has allowed juries to make disproportionate awards in excess of the lifetime cost of care. Further amplified awards could bankrupt small providers and decrease access to care across our state.

Federal Action continued from page 4

- **Medicare:** Expand Medicare to cover hearing. 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.

The BBB has moved to the Senate for consideration, where it is expected to be taken up any day now. The BBB will most likely change before reaching the Senate floor, due to ongoing negotiations in the tightly divided 50-50 Senate and the need to have all 50 Senate Democrats 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.



Consumer Experience

“WOULD RECOMMEND”

This is what Innovate looks like to me ...

The first of December marked an important “birthday” for MercyOne West Des Moines Medical Center. The new state-of-the-art obstetrics unit, which opened last December, has been very successful, with more than 500 new babies delivered in 2021. The deliveries include sixteen sets of twins and 59 NICU admits, per numbers recorded through November 8.

The obstetrics unit, located on the top floor of the facility, features two



Jeremy and Natalie with new baby Jace.

state-of-the-art obstetrical surgical suites dedicated for cesarean section procedures, as well as five private labor and delivery suites with a Level II Neonatal Intensive Care Unit (NICU). The NICU, which can offer care to infants down to 32 weeks’ gestation, has four individual rooms that can care for up to eight infants and in-house neonatal providers there 24/7 to care for all infants in both the NICU and the newborn nursery.

Dr. Perry Osborn, Medical Director for MercyOne West Des Moines Women and Infants’ Care shared, “Patients appreciate the option of delivering their babies in West Des Moines and being able to stay closer to home. And while most families don’t need a Level II NICU, having one just down the hall brings peace of mind in the event of the unexpected.”

Recent patient, Brittany and her husband James, couldn’t agree more. Their daughter surprised them five weeks early. They delivered at



West Des Moines and were thrilled with their whole experience. They said, “The staff was incredible. We always felt confident that our daughter was in great hands!” View their full story [here](#).

MercyOne Neonatologist, **Dr. Cary Murphy** said, “The great success in the first year proves the services are needed and greatly appreciated in West Des Moines.”

One local couple, Natalie and Jeremy, chose the West Des Moines unit to deliver two of their children this last year. They welcomed Jace last December and another boy joined their family.

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

Congratulations to **Miranda Sovich, RN**, the most recent Daisy Award recipient in MercyOne Northeast Iowa! A patient and two of his family members nominated her for the exceptional care the patient got while in the ICU for a heart issue.

“Unfortunately, at age 85 and 83 my parents are not healthy, and we spend a lot of time interacting with the medical community. In all the years of doing this I have never run across a nurse that was so sincere in her care for a patient. She is truly amazing,” wrote the patient’s son.





Consumer Experience

“WOULD RECOMMEND”

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

The Ginter Family Thanksgiving started 55 years ago in Dubuque by Joe and Donna Ginter when they invited five men to dinner who had nowhere to go on Thanksgiving. After losing Donna in 2013, her family continues to carry on their tradition. Hundreds of volunteers help prepare over 2,000 meals to be either delivered to homes or for those who can gather to enjoy each other’s company. This year, several of our colleagues, along with President **Kay Takes**, joined the goodwill by bringing the MercyOne Mobile Medical Unit to the Ginter Family Thanksgiving and offering COVID-19 and influenza vaccinations.

“Working at the Ginter Family Thanksgiving was a remarkable way to give back to the community on a holiday of giving thanks,” said Jessica Smith, MercyOne outpatient pharmacist. “Those who received



vaccine that day were people who hadn’t heard about vaccine opportunities in the community or didn’t have a way to get to any of the other vaccination sites. It was probably one of my more memorable Thanksgivings because it was spent in such a way of giving

back to the community. Serving there was an example of our Mission in action. That is one of the most important things to me about working for MercyOne is that we are demonstrating our Mission, and not just talking about it, but living it every day.

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

After 33 days in the intensive care unit battling COVID-19, Craig got to say goodbye to staff at MercyOne Waterloo Medical Center! He was ready to go home but thankful the care he received. “I’ve had wonderful people taking care of me,” he said.

[Click here to watch the heart-warming video!](#)

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

MercyOne North Iowa Behavioral Health nurse, Nancy Latham goes above and beyond for all of her patients, especially individuals on the adolescent unit. Nancy develops and brings crafts for the adolescents to have fun with during the evening to unwind before bedtime. One patient refused to participate in therapeutic recreation because he didn’t like to make crafts. Nancy found a craft that the patient liked, and he joined the group with a smile and was excited to tell oncoming staff the next day all about it.



Thank you Nancy, for providing individualized care and showing compassion.



Consumer Experience

“WOULD RECOMMEND”

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

Whitney Hunter and **Meghan Zug**, both RNs, are recent co-winners of the DAISY (Diseases Attacking the Immune System) Award for Extraordinary Nurses. Whitney and Meghan, were nominated for the compassionate care they show their patient families and babies in the Mother-Baby unit.

The following is an excerpt from the nomination form:

“We had two nurses during our stay that were EXCEPTONAL and really made a huge difference for us. We are almost seven weeks postpartum, and we are still talking about how great they were. They were both incredibly kind, compassionate, and understanding during a super new/ scary/vulnerable time in our lives. We always felt like we had their full attention when they were with us, and weren’t rushing out to tend to someone else.”

Find out more about the award or submit a nomination at MercyOne.org/daisy.

The DAISY Award is an international recognition program that honors and celebrates the skillful, compassionate care nurses provide every day. MercyOne implemented the DAISY Award program to honor our nurses who consistently provide compassionate and remarkable care while demonstrating clinical excellence.



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

“I was admitted into the adult behavioral health unit at MercyOne North Iowa, which was the scariest occurrence of my life and I've never been more anxious. **Jessica**, the RN who admitted me to the unit, was so thoughtful and considerate. It really meant a lot to me that Jessica evaluated the whole picture and took the time to admit me privately, so I was not embarrassed. She was very contentious and took the time to welcome me and reassured me that I was safe now, and she was glad I came. As a result of my experience in the unit with great nurses like Jessica I am considering mental health as a career. I appreciate the care I got at MercyOne North Iowa from Jessica and the nursing staff.”



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

It’s been a little more than four years since the Tanzanian Miracle Kids were treated at MercyOne Siouxland Medical Center after their school bus crashed killing 35 people.

In October, the three graduated high school. But their time in Siouxland isn’t over. All three will be returning to Sioux City to attend college.

Even though more than four years has passed, they remain a part of our memory. Several colleagues who were a part of their treatment, sent them a [congratulatory message wishing them well](#) on their next endeavor.



Consumer Experience

“WOULD RECOMMEND”

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

Former MercyOne Children’s Hospital neonatal intensive care unit patient, Joanna Strong, visited the hospital this month to deliver homemade knitted hats for babies in the NICU. On every hat reads a special note, “Stay strong!! - Joanna”

Each year, Joanna and her parents drop by the hospital on her birthday to deliver special gifts. This year, Joanna celebrated her 10th birthday, making the trip that much more significant.

Joanna was a MercyOne NICU baby for 125 days. She was cared for by **Dr. Bhavsar** and **Dr. Murphy**, along with her nurses **Janet, Mary Beth, Carla, Rachel, Cheryl** and **Laura**.



Joanna Strong, above center, is shown with her mother and MercyOne Des Moines NICU colleagues.



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

Getting a shot can often be a scary experience for kids. So, to help ease some of those fears, MercyOne Siouxland Internal Medicine and Pediatrics Care nurse **Jane G.** decided to take a unique approach to personalizing care ... by singing.

“Sometimes if we sing, that can make it easier,” she says to her youngest patients. From Christmas songs to the ABC’s, Jane can pull about any song out of her pocket.

This is what Innovate looks like to me ...

MercyOne has partnered with Vital to roll out ERAdvisor, in emergency care locations in Des Moines and West Des Moines. The program went live on Monday, Dec. 13. ERAdvisor improves consumer experience by updating patients on their phones about their progress in the emergency department, giving patients up to date information at their fingertips.



Colleagues, please share why you work here by:

- sharing job opportunities with your social network [MercyOne.org/careers](https://www.mercyone.org/careers)
- Leaving an [Indeed Review](#)



Team Engagement

COLLEAGUE AND PROVIDER ENGAGEMENT

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

MercyOne Siouxland president **Beth Hughes** and MercyOne CEO **Bob Ritz** put on the aprons and teamed up for an event at our coffee shop, Code Brew.

Bagels with Beth + Bob + Brews was a great way to connect and have open conversations with our colleagues, while personalizing care for one another.

Beth and Bob could be heard calling out drink orders or seen pouring a steaming cup of black coffee. They decide to leave the fancy drinks to the barista experts.

[Check out their skills here.](#)



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

Every December, a Christmas tree is placed at the entrance of MercyOne Dubuque Medical Center. On this tree are dozens of angels that represent children who are in need. Colleagues take an angle from the tree and buy a Christmas gift for that child.

The Angel of Mercy Tree is a favorite holiday tradition in Dubuque, and our team's generosity is witnessed every year. This year was no different, as noted by Bryce Parks, who leads the local Toys for Tots program: "What a wonderful surprise from the generous folks at MercyOne Dubuque Medical Center! This load will go a long way for the kids of the tri-states."



Team Engagement

COLLEAGUE AND PROVIDER ENGAGEMENT

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

MercyOne Newton Medical Center was filled with festive activities surrounding the Thanksgiving holiday in November. Emergency Department Manager **Tami Fairbanks** dressed up in a head-to-toe turkey costume as part of MercyOne's annual Turkey Toss, and all five members of the senior administration team donned hairnets and gloves to personally dish out a delicious holiday meal to all staff.



This is what Innovate looks like to me ...

MercyOne Iowa Heart Center has been honored in recent publications and received recognition stemming from involvement in the Midwest Consortium, led by **Dr. Daniel Shivapour** and **Dr. Mark Tannenbaum**. The Consortium is composed of several large cardiology sites and provides a comprehensive database with a broad geographic representation of 20,000 consecutive patients.

MercyOne was cited in Incidence and Long-Term Outcomes of Stroke Patients Presenting with ST-Segment Elevation-Myocardial Infarction: Insight From the Midwest STEMI Consortium, Journal of the American Heart Association and the Initial Findings From the North American COVID-19 Myocardial Infarction Registry, Journal of the American College of Cardiology.

The 32nd Annual Scripps Interventional Cardiology meeting recognized the North American COVID-19 ST-Segment Elevation Myocardial Infarction (NACMI) Registry as one of the Top 10 Interventional trials/publications of the year.

Kudos to the Iowa Heart Center.



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

As a fun way to raise money, the Van Diest Medical Center (VDMC) Employee Advisory Committee, an affiliate of MercyOne, hosted a "Santa Pie Face" fundraiser during the month of December.

A total of ten leaders from across the organization volunteered for the event and were paired off against another leader. Staff had the opportunity to cast their votes for which five VDMC leaders should get a fluffy white pie in their face to look like jolly Saint Nicholas by contributing extra change and bills

to their respective money jars.

Between each pair of volunteers, the five leaders with the most money in their jars was treated to a whipped cream beard, with their opponent delivering the pie (to their face!). The fun event was recorded Live via Teams Meeting, with a video of the fun highlights shared with all staff. The fundraiser generated a total of \$366.24 with proceeds used to support employee events and special patient projects such as the purchase of toys for our younger patients in the hospital.





Team Engagement

COLLEAGUE AND PROVIDER ENGAGEMENT



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

It's a great thing to like your coworkers – but you really level up when you

Like your co-departments, too! The MercyOne Newton Medical Center IT team recently showed appreciation to their Radiology colleagues with sweet treats.



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

MercyOne Northeast Iowa colleagues stepped up in a big way this holiday season through our annual Adopt-a-Family program.

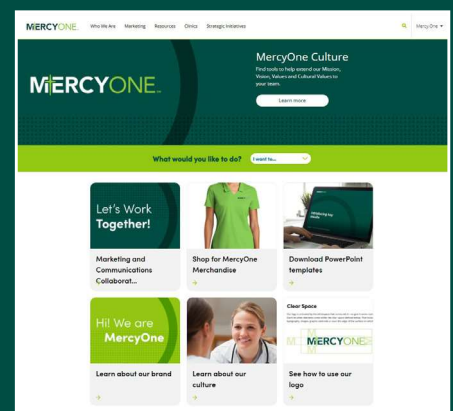
- More than 18 departments at MercyOne Waterloo Medical Center and Medical Group offices adopted families from 5 schools in the Waterloo area
- MercyOne Cedar Falls Medical Center and the MercyOne Bluebell Road Health Plaza adopted 3 families
- MercyOne Oelwein Medical Center adopted 7 families and 1 resident in their senior care unit

Thank you to ALL who helped coordinate, purchased gifts or donated money to make the holidays a little brighter for families in our communities!

Check out what's new at Mercy.One

Mercy.One is a great resource for colleagues to find tools to help extend our Mission, Vision, Values and Cultural Beliefs to your team.

Go to [Mercy.One](#) to fill out the Marketing and Communications Collaboration Form, download PowerPoint templates and learn about our brand and culture.





Ambulatory Growth

ENCOUNTERS GENERATING INCOME

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

MercyOne Siouxland is excited to welcome two new physicians to our Heart and Vascular Center.

Mir Rauf Subla, MD,

FACC, FSCA, the new Medical Director of Cardiology, is

quadruple board-certified in internal medicine, critical care medicine, cardiology and interventional cardiology.



“Every patient I see is a new book, is a new education for me, and is a little bit different,” said Dr. Subla. “It’s interesting to see a new patient, how they present with the same disease process but different symptoms, different presentations, and figuring out their course of treatment. When I

am able to help them and see that huge relief for my patient and their family, that’s really satisfying. That’s what medicine is all about.”

Gary Chan, D.O., Ph.D., is the new full-time general cardiologist. Dr.

Chan’s passion is to improve patient care to help prolong people’s lives and reduce patient suffering.



“At a young age, I discovered medicine is far from perfect,” said Dr. Chan. “However, I believe more can be done. I want to go above and beyond in medicine to help do just that.”

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 Improve Daily looks like to me ...

Colleagues in the MercyOne Siouxland Heart and Vascular Center CATH lab recently surpassed goals for treating two STEMI's.

The first patient came by MercyOne Air Med from Pender and went directly to the CATH lab for a percutaneous coronary intervention (PCI). The goal from first medical contact to our CATH lab PCI is 120 minutes. Our team surpassed that with 107 minutes!

Our colleagues also set a new goal with the second STEMI patient, improving on the PCI goal of 90 minutes for EMS... by getting the patient to CATH Lab and PCI in 47 minutes!



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

The Van Diest Medical Center Foundation, an affiliate of MercyOne, launched a 'Give With Your Heart' Capital Campaign to raise money for the hospital's Infusion Center Renovation Project. The Foundation believes this renovation will have a significant impact for patients receiving infusion services for years to come and supported the campaign with a lead-off gift of \$50,000 – which is half of the total goal the hospital is hoping to raise for the project.

The total space in the Infusion Center will be expanded to double the current size (1,110 square feet) upon project completion. The newly remodeled space will feature nine individual private bays, allowing room for family members to sit with loved ones during their infusion treatments. One of the patient bays



will accommodate a bed for those receiving longer treatments. The most welcome enhancement is the addition of a private bathroom to be located inside the Infusion Center. The renovation will also improve several employee workflow issues, allowing more space for equipment, wheelchairs, and real-time charting to occur at the patient's side. Direct visibility to all patients, a designated

medication prep area, and having a single entrance into the center will further enhance efficiencies and improve patient safety.

The project bidding is scheduled to occur after the first of the year with construction to begin shortly thereafter. Project completion is slated for late Spring of 2022.

This is what Innovate means to me ...



After two years of construction, a multi-million-dollar expansion of the MercyOne North Iowa Cancer Center is complete. Part of the expansion was made possible with a \$1 million gift from the Tomson Family Foundation to honor O. L. "Bud" Tomson, brother of O. Jay Tomson, who passed away from pharynx cancer in 1986 at the age of 62.

The cancer center expansion, which began in August 2019, will allow for additional services and space for providers to improve access for area cancer patients. Located on the first floor of the building, the infusion center, which is also used to treat non-cancer patients, has increased the number of treatment chairs from 14 to 24. The center's first floor also features an expanded radiation oncology area as well as a new lab, pharmacy and boutique.



Financial Performance

OPERATING MARGIN



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

MercyOne Newton Medical Center couldn't have been more proud to have their very own hospitalist **Mary Robinson** be recognized by MercyOne as an Outstanding Nurse Practitioner of the Year. The lengthy nomination form described Mary with words such as "phenomenal," "outstanding," "hardworking," "wonderful" and "kind." MercyOne Newton is honored to have their patients in the care of such a remarkable provider and is grateful to have her contributions to the medical community so widely acknowledged.

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

MercyOne Waterloo Medical Center has been recognized as High Performing in Maternity Care (Uncomplicated Pregnancy) by U.S. News & World Report. This is the first time U.S. News has published a list of Best Hospitals for Maternity.

To be recognized among the Best Hospitals for Maternity, hospitals had to excel on multiple quality metrics that matter to expectant families, including complication rates, C-sections, whether births were scheduled too early in pregnancy, and how successfully each hospital supported breastfeeding. Only one-third of the hospitals evaluated by U.S. News for maternity care earned a 'High Performing' rating.

"We're excited to receive this designation that confirms what we already know – women in the Cedar Valley don't need to go far to get high-quality, personalized care," said **Kymm Ehler**, director of women and children's services at MercyOne Northeast Iowa. "We make sure that mom and baby are well cared for."

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

The Clinton County Development Association (CCDA) completed its financial commitment to MercyOne Clinton Medical Center to help pay for its new linear accelerator. The CCDA recently presented a \$200,000 check to MercyOne Clinton Foundation Executive Director **Julie Dunn**, completing the CCDA's commitment of \$500,000 for the linear accelerator.

"Several members of the CCDA

commented about how the radiation therapy service has helped their family members with cancer treatments," said Julie Dunn. "The CCDA has made a tremendous impact in Clinton County with grants to area non-profit organizations, and their assistance is greatly appreciated."

MercyOne Clinton Foundation provided \$2 million toward the \$6 million project, along with more than 900 individual donations and pledges, which included grants, business and individual gifts.

Wear the MercyOne brand

New items available on the [MercyOne Store](#)

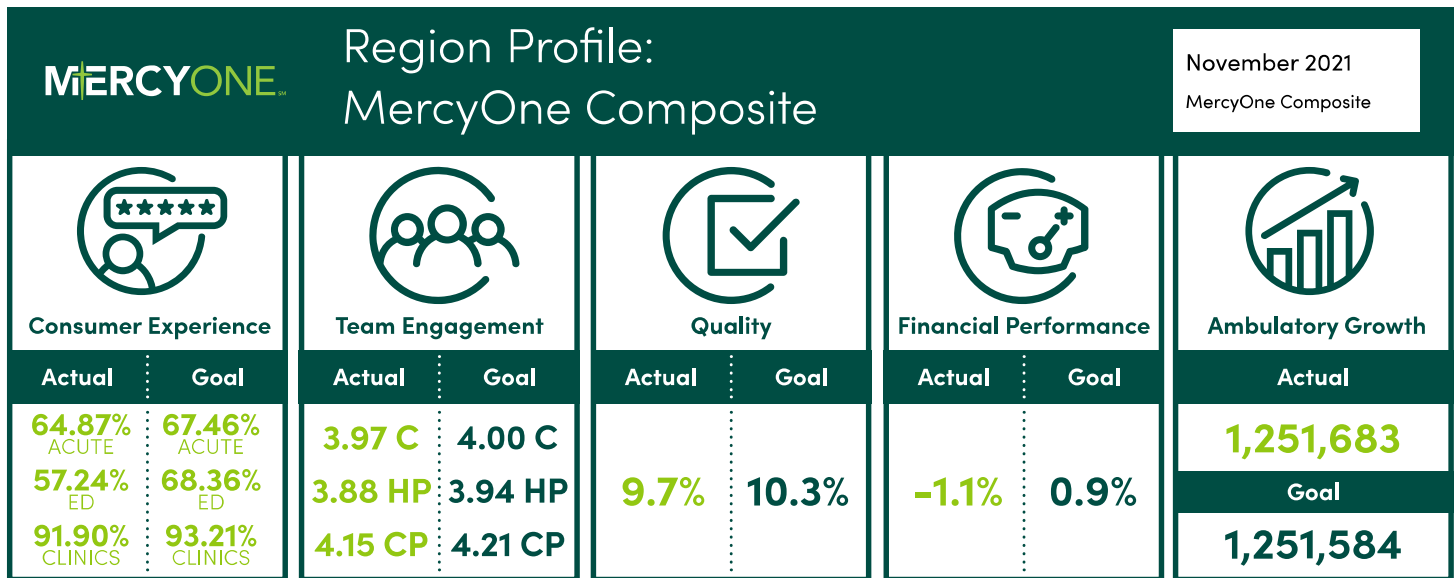
Find items at [MercyOneStore.com](#)



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.