

# SystemNewsletter

Your best life. Our one purpose.

## Message from the CEO

This month, we launched one of our most important surveys of the year, our 2022 Annual Engagement Survey. One of our strategic priorities at MercyOne is to establish One Inspired team, making MercyOne the best place to work and best place to provide care. This means, having the best culture. Therefore, your participation in the colleague, provider and physician Annual Engagement Survey is most important in achieving this goal.



**Monday, May 23, our colleagues and physicians across MercyOne were invited to provide feedback through our 2022 Annual Engagement Survey via an email from Press Ganey and reminders will be deployed weekly. Our Path Forward Begins with You.** This starts with your feedback. We need you to tell us what is working well at MercyOne and where we can continue to Improve Daily. The more specific and detailed you can be, the better!

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**For survey links and additional engagement survey details, see [page 12](#).**  
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This year we made changes to the survey to streamline the questions, and the total number of questions are significantly less. The survey should only take around two minutes to complete.

**All** survey results are anonymous and responses are tallied and processed by a third party.

Thank you for your commitment to our Mission and our Key Result of Team Engagement. I received and provided feedback on my survey – make sure you take yours too before the survey closes June 14!

MercyOne President and CEO

**MERCYONE**  
*Togetherness*  
**works here.**  
 Watch the latest [Works Here](#) videos

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

### 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 and Retention Workforce Strategy

Our focus on resolving our workforce challenge continues. We are actively working to reduce our reliance on temporary “traveler” staffing while ensuring we remain best positioned to serve our mission. Tactics here include reducing traveler wages as well as reducing the number of contracts. We are also working to actively re-recruit MercyOne colleagues from the past year who may have left MercyOne through a mailing to their homes, inviting them back to MercyOne. Reach out to someone you know, encourage them to come back to the MercyOne family.

**Questions on this work?**  
**Contact Jackie Luecht,**  
MercyOne Chief Human  
Resource Officer

- **Work Environment:** The Patient Safety Attendant Role is being added to reduce the need to pull nursing assistants from their roles to monitor self-harm or highly impulsive patients who need a bedside sitter.
- **Competitive Positioning:** We are extending the **Jump Start program** across all MercyOne locations to offer earn-as-you-learn opportunities for nurses and other key roles needed.
- **Applicant Flow and Sourcing:** Additional Sourcers have been hired to support MercyOne specific recruitment efforts. We are working with them for understanding of our MercyOne culture and brand as they intensify search efforts for all MercyOne markets.

## Joe & Lucy *Adventures in Integrity & Compliance*



# 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.

### Provider-Patient Matching

MercyOne's matching tool is the first of its kind in the state of Iowa and shows individuals in need of a primary care provider share how they view and take care of their health and what kind of expert they want to match.

Questions on this work?

Contact **Matt Dietz**,  
MercyOne Division  
Director of Digital and  
Virtual Care Strategy

### Virtual Triage

MercyOne launched its first artificial intelligence virtual triage chat bot. The chat bot will guide patients through questions which will lead them to scheduling an appointment or directing the user to an emergency or urgent care location, working through frequently asked questions with approved responses.

### Care Anywhere

As MercyOne works to activate a more robust virtual care delivery system, four project workgroups have kicked off with a fifth project beginning this spring.

The Virtual Triage and Symptom Navigation workgroup will implement an artificial intelligence chat bot on the MercyOne website that will allow patients to type in their symptoms and identify the appropriate location for where to receive care or via telehealth.

### Membership Model

Circle+ has launched Phase 2 of our operational plan which includes a limited go-to market campaign focused on providing a well-being support system to individuals allowing them to personalize their experience.

Our goals in Phase 2 are to measure operational capacity, establish a foundational program or base to expand upon, and reach 500 members during summer of 2022.



### 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.

# Strategic Plan Update

## 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.

## Ambulatory Network Plan

MercyOne has completed an assessment of each market and supporting study, and is focused on specific site selection and development in central Iowa.

Questions on this work?  
Contact [Dr. Hijinio Careeon](#),  
chief medical executive,  
MercyOne

## Operational Excellence

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

## Medicare Advantage

MercyOne PHSO has surpassed 16,655 members under value/risk-based Medicare Advantage.

Questions on this work?  
Contact [Derek Novack](#),  
MercyOne, President,  
Population Health Services  
Organization

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

MercyOne is excited to launch its new brand campaign – **Live Your Best life**. A lot has changed, and we have the opportunity to engage with consumers, colleagues, physicians, and providers to celebrate how we live our best life today – at work, with our families and in our community! The materials showcase optimism, togetherness and people living their best life every day!

This work promotes access to a system of primary care providers to keep you well; one team of highly-rated specialty care givers who provide expertise and compassionate, personalized care; and easy, convenient health care to help you **live your best life**. Be on the lookout for advertising and promotions near you!



Watch the TV commercial here

## Legislature adjourned sine die on its 89th General Assembly.

Below is a recap on legislation MercyOne engaged on this year:

- **HHS Budget/Medicaid:** The Legislature allocated \$1.5 billion to Medicaid to pay for rates and administration of the program through the MCOs. Hospitals did not receive a rate increase for in- or out-patient services, but \$1.5 million was allocated to establish a new tiered PIC rate. Additionally, the budget included language requiring health carriers to cover out-of-state telehealth providers, line items to create a psych residency program within UIHC, and a boilerplate division expressly allowing for DHS/IDPH alignment.
- **Medical Freedom:** A bill that would restrict hospitals' ability to require vaccinations and vaccine records (HF 2545) died in the House after a contentious subcommittee. The team worked extensively to ensure these provisions did not show up in other bills—including the HHS budget.
- **Right to Try:** HF 2203, which would allow patients on ventilators to request experimental drugs like Ivermectin, died in the Senate as it was not taken up by the HR committee. IMS and IHA each added amendments clarifying that no disciplinary actions could be taken against complying physicians and hospitals would not be required to credential outside doctors. We later saw this amendment in an early version of the HHS amendment, offered by the House, but the Senate removed the language in the negotiated amendment.
- **Temp Staffing Agencies:** Last week, the governor signed HF 2521, which establishes heightened requirements on staffing agencies with the Department of Inspections and Appeals and eliminates their use of non-compete agreements and liquidated damage clauses in contracts. The Standings bill (HF 2589) also included retroactive applicability to any and all of these contracts signed after January 1, 2019.
- **Tort Reform/Medical Malpractice:** The governor included tort reform generally in her Condition of the State as she highlighted workforce issues. Medical malpractice was introduced in companion bills in each chamber (HF 2279/SF 2275), which also included changes to unemployment and tort reform for the commercial trucking industry as a strategy to get the votes for all three. In the end, the House passed unemployment changes in a different vehicle as there were hold outs in the Republican caucus on tort reform.
- **Midwifery:** HF 2547, creating a license for lay midwives, passed the House by a large margin earlier this session, but died in the Senate after an amendment significantly pared back the language. The health care industry, including MercyOne, IHA, and IMS, expressed patient safety concerns.
- **Workforce:** In addition to income tax cuts from the beginning of session, the governor's workforce bill passed (SF 2383) passed in April. The bill had a section dedicated to healthcare workforce recruitment, which included changes to the Rural Primary Care Loan Repayment Program, the Health Care Professional Recruitment Program, and the Health Care Loan Repayment Program.
- **CyncHealth:** After much discussion with the House, no language passed mandating hospitals partake in data sharing, though ongoing discussions continue with the executive branch.
- **Certificate of Need:** Under the guise of increased access and lower costs, the Senate introduced SF 2255, which would've essentially eliminated certificate of need for all facilities except nursing homes. With the help of IHA, several CEOs testified to the unfairness elimination of the system would create. The bill died, but IHA has promised legislators discussion would continue over the summer.

## MercyOne Visit to Washington, D.C.

The week of May 9, Dr. Hijinio Carreon and Mary Cownie visited our nation's capital to visit with members of Congress, their staff and present on our existing health care workforce challenges. Given we have not visited since 2019, it was a great opportunity to meet face-to-face with these partners and more importantly, have one of our physician leaders to speak to the critical issues we are currently facing. Additionally, Chris Mitchell, president & CEO of the Iowa Hospital Association, also joined these conversations.

Our conversations began by explaining the tangible aftershocks of COVID to our state while mainly focusing on the nursing, physician and frontline staff shortage. All of these issues have been compounded by the pandemic, and now are creating greater financial challenges for our organization to fulfill its mission in the most efficient and effective way.

For our elected officials, the main purpose was for them to recognize access to care is being impacted today, and will erode as time goes on without regulatory and/or

financial relief. This was supported by numerous personalized stories across MercyOne that illuminated the unfortunate impact to lowans already, whether it be longer wait times or inability to access a specialist in their community.

Finally, we discussed the possible solutions, both short-term and long-term. First, financial relief is critical. Whether they refill the Provider Relief Fund or save us from future Medicare cuts, this is key to our ability to stabilize. For the long-term, immigration and Graduate Medical Education are important elements to the conversation, but we need to reassess our landscape in light of COVID-19 as some of the same problems are now different, or worse, and may necessitate new, creative solutions. Most of the challenges we have run deep and will simply not be fixed overnight, but require a collaborative approach to address these problems in a sustainable way.

## 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.

# Diversity, Equity & Inclusion

## Welcome to Asian American and Pacific Islander (AAPI) Heritage Month!

Throughout the month of May, we invite you to learn about the Asian American and Pacific Islander culture which is represented in our fellow colleagues, our patients and residents, and the communities we serve.

In 1978, a joint congressional resolution established Asian/Pacific American Heritage Week. In 1992, Congress expanded the observance to a month-long celebration that is now known as Asian American and Pacific Islander Heritage Month. According to [Google Arts & Culture](#), Asia is the largest and most populous continent, home to 48 countries. Approximately six percent of the U.S. population or over 20 million people of Asian and Pacific Islander descent live in the United States, representing a wealth and diversity of cultures and experiences.

## Why We Should Know: Diversity Is Our Strength

We explored the diverse geography of the Asian American and Pacific Islander heritage. According to a report by the [Pew Research Center](#),

Asian Americans and Pacific Islanders make up a population of 22 million people from more than 20 countries and over 50 ethnic groups. This diversity spans a wide region from East and Southeast Asia and the Indian subcontinent to islands in the central Pacific. Chinese Americans comprise the largest group in the AAPI community at 24%.

We stand in solidarity with AAPI communities nationwide, and we acknowledge the need for spaces of grace, healing, connection, celebration, and community, not just during AAPI Heritage Month, but throughout the year.



### EAST ASIA:

East Asia is made up of the following countries: Taiwan, Macau, Hong Kong, China, North Korea, South Korea, Japan, and Mongolia. East Asia covers approximately 6,640,000 km<sup>2</sup> (2,560,000 sq. mi.), or 15% of the continent. It is home to more than 1.6 billion residents as of 2018. ([Facts about East Asia](#)) East Asia has cold winters and warm summers. Most of the rainfall occurs during the warm summer months, rather than during the winter months. This creates a plentiful water supply during growing seasons, resulting in two and sometimes three crop cycles per year. Due to the warm and wet growing season, rice is the primary cereal crop grown in East Asia. The northern part of China has wheat-based agriculture, while the southern part of China has rice-based agriculture. ([Columbia University: East Asia Climate](#)) The primary religions found in East Asia are Confucianism, Buddhism, and Taoism. Here is a list of Festivals celebrated:

The Dragon Boat Festival, also often known as the Tuen Ng or Duanwu Festival, is a traditional and statutory holiday originating in China. Chinese New Year is an important Chinese festival celebrated at the turn of the Chinese calendar. Chinese New Year is not the same as the New Year that is on January 1. Korean New Year is the first day of the Korean lunar calendar. Obon (お盆) or just Bon (盆) is a Japanese Buddhist custom to honor the spirits of one's ancestors. The Mid-Autumn Festival is a harvest festival celebrated by ethnic Chinese and Vietnamese people. Shichi-Go-San (七五三, literally "Seven-Five-Three") is a traditional rite of passage and festival day in Japan to celebrate the growth and well-being of young children (three and seven-year-old girls and three and five-year-old boys). Hanami (花見, literally "flower viewing") is the Japanese traditional custom of enjoying the transient beauty of flowers. From the end of March to early May, "Sakura" blooms all over Japan, and around the first of February on the island of Okinawa. ([East Asian Festivals](#))



# Consumer Experience

“WOULD RECOMMEND”



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

**Denise** works at the MercyOne Home Medical Shop in Mason City. A patient came in wanting to buy a new sock aid and showed Denise the one she was replacing, which had a worn-out strap. The patient used the equipment daily, but the item was out of stock. Denise offered to take the old sock aid home and was able to make a temporary repair by sewing the strap back together. Way to go Denise!

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

MercyOne joined the Iowa Donor Network in their Donate Life Month Campaign during the month of April. The goal of the campaign is to inspire Iowans to register as donors by educating our community about the importance of organ, eye and tissue donation.

The MercyOne Des Moines Medical Center critical care team experienced a groundbreaking moment earlier this year. The team assisted in facilitating an international transplant, when a lung donor in the CMICU had the opportunity to help a patient all the way in Canada.

This is the first time an organ in Iowa has been donated internationally.

“It’s important that we’ve been able to continue to give the gift of organ donation to families, even during the pandemic. This would not be possible without our critical care staff and providers,” said **Julie Tuel**, market director of critical care services at MercyOne Central Iowa.



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

The Employee Advisory Committee at Van Diest Medical Center, an affiliate of MercyOne, recently held a Non-Perishable Goods Drive this spring called “Planting the Seed.” The hospital partnered with Youth & Shelter Services (YSS) in Webster City to help their clients who are aging out of foster care make a fresh start in their own new homes.

The staff at VDMC donated an assortment of household items including toiletries, cleaning supplies, laundry soap, dishes, bed sheets, and gift cards for gas and groceries, for young adults to establish homes of their own. The staff at YSS were so excited when the items were delivered and already had several clients in mind that could put these items to good use right away.



# Consumer Experience

“WOULD RECOMMEND”



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

Colleagues at the MercyOne Siouxland Child Advocacy Center had a busy month in April as we recognized Child Abuse prevention month. Several community groups wanted to take part of projects that benefited the center. That includes Holy Cross students who made tie blankets for kids who are victims of child abuse. They are used when they come in for appointments.

The Dakota Valley High School student council also collected books from the student body for teenagers at the center. Students in high school and middle school donated 182 new books.



Photo of operations team: Dr. Adam Gliniewicz, Dr. Shankar Raman, Dr. Devon Peightal, Amber Eastwood, Melissa Colon and Lexi Koerselman

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

MercyOne Richard Deming Cancer Center achieved a major milestone April 12 when the first patient was treated with intra operative radiation (IORT) during major surgery for rectal cancer. IORT allows for collaboration between surgery and radiation oncology to treat patients with radiation in the operating room during surgery.

This is the first time in Iowa IORT has been utilized outside of breast treatment. MercyOne physicians plan to utilize the new device on sarcomas, colorectal and pancreas treatments.

MercyOne surgeon **Dr. Shankar Raman** says, “This is a technology that can help patients achieve high

success rates in difficult to treat cancers found in tough locations. The investment in this technology makes MercyOne stand out from the crowd and continuously elevates the standard of care in Iowa.”

Dr. Adam Gliniewicz, radiation oncologist, expertly led the intra operative radiation team with support from industry personnel and operating room colleagues.

The patient is doing well and was able to go home a few days after the operation.

The IORT equipment was purchased from philanthropic funds during the recent MercyOne Richard Deming Cancer Center campaign.

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

**Anne** from North Iowa Palliative Care, was the perfect RN to provide comfort and care for a family and a patient at the end of life. She is a true Palliative Care angel. Her understanding of the process of death helps to educate families on what is happening with their loved ones.

This helped the family know what to expect and use the time they had together wisely. It is Anne’s compassion that makes her a great nurse.





# Consumer Experience

“WOULD RECOMMEND”

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

**Richard Olson** from Garner, IA, served his country in the Army and then after a break came back to service in the Air Force. MercyOne North Iowa was honored to host the Quilt of Valor ceremony to honor his contributions to his country.



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

The MercyOne Population Health Services Organization (PHSO) grant team has some exciting news to share. The Centers for Disease Control and Prevention (CDC) has implemented findings from the PHSO grant work and have included the information on their [tool kit](#). These resources are available for providers and patients and help reduce the risk of falling. The collaborative materials can be found on the [webpage](#) on the right under “Key Resources.”

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

MercyOne Air Med partnered with LifeServe Blood Center, Iowa’s largest nonprofit community blood center, to coordinate community blood drive events in cities with Air Med helipads on Friday, May 13 – which led to impacting over 700 lives.

### THE EVENT PRODUCED SOME AMAZING RESULTS:

- 214 blood donations
- 48 first time blood donors
- 234 units of blood collected
- 702 lives saved

“We had a great turnout and the generosity of Iowa blood donors is amazing,” said MercyOne Air Med Flight nurse **Sara Meyer**. “The event proved anyone can make a

difference. We had a couple who came to see a sick relative. They saw our blood drive and both donated before their visit.”

All blood donations from the event will stay in Iowa. Blood supplies have been critically low because of heavier seasonal blood needs and the COVID-19 pandemic. The need for blood never stops, and we encourage everyone to continue answering the call to save a life.

Click [here](#) to read more.





# Consumer Experience

“WOULD RECOMMEND”

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

Patients receiving outpatient dialysis for acute and chronic kidney disease now have an improved facility for care. MercyOne Kidney and Dialysis Care relocated to a fully-remodeled area at MercyOne Clinton Medical Center Health Plaza in May.

MercyOne Clinton Medical Center provides personalized dialysis care for more than 50 patients, who spend four hours a day, three days a week receiving treatment to improve or manage their kidney health. In addition to safe, quality care, patients will benefit from a healing environment featuring a wall of windows providing a brighter atmosphere.



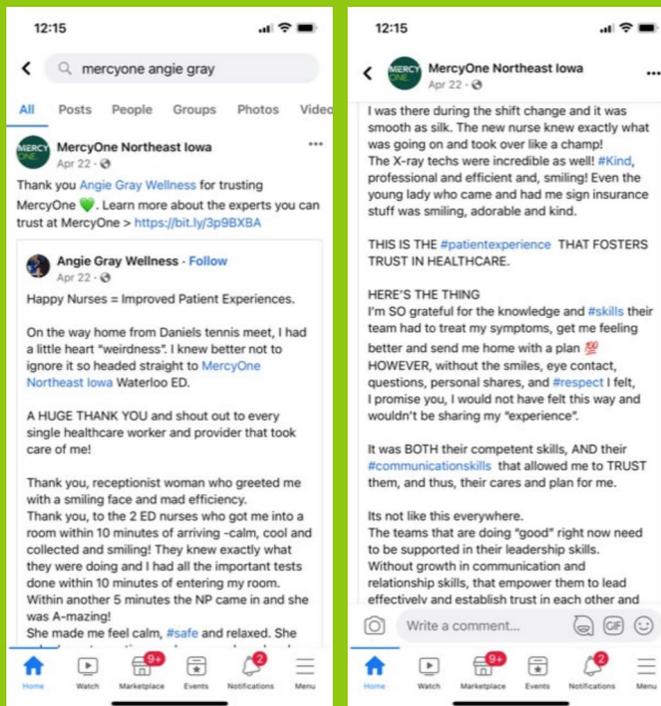
## This is what Personalize Care looks like to me ...

After a vehicle didn't move for six straight days from the MercyOne Oelwein Family Medicine parking lot, plant operations colleague **Mike Newsom** learned its owner was hospitalized and would soon be discharged. Mike noticed one of the tires had gone almost flat while the patient was receiving care. Mike took the time to fill up the tire so this patient wouldn't have to deal with a flat right as she was discharged.



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

When something didn't feel right with her heart, **Angie** headed straight for MercyOne Waterloo Medical Center. She later documented her experience on social media, mentioning her exceptional treatment starting with the emergency department receptionist and continuing with every nurse and provider. Beyond the skilled care, our colleagues' kind smiles and eye contact made Angie feel seen and built her trust in MercyOne.



### Integrity & Compliance Do's

- ✓ Protect the privacy and confidentiality of any PHI you receive
- ✓ Access PHI only for legitimate business purposes
- ✓ Access and disclose the least amount of PHI necessary to perform your job – minimum necessary
- ✓ Report privacy concerns to your Privacy Officer or the Integrity & Compliance Line

### Integrity & Compliance Don't's

- X Never share your username or password with anyone
- X Never post information about patients on social media
- X Never discuss PHI in public areas
- X Never send PHI by text – use the secure messaging app provided by MercyOne
- X Never access your own record – use the patient portal or HIM process instead



# Team Engagement

COLLEAGUE AND PROVIDER ENGAGEMENT



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

The “Quiet Zone” may be one of MercyOne Newton’s best-kept secrets! This is a sanctuary in which colleagues can take a 20-minute break to get away from it all. The thoughtfully decorated room includes spaces to rest, read, meditate or do yoga. And, as a special new addition, the room also features a brand-new, high-tech, full-body massage chair. MercyOne Newton strives to care for our colleagues, to help support their care for our patients.

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

For Nurses Week, we blessed the hands of those who care for our patients at MercyOne Siouxland Medical Center by making a cross on their hands using blessed oil while the following prayer was said:



Heavenly Father, bless our hands to bless others. Gentle these hands as they offer comfort to patients and families in times of illness. Purify these hands to collaborate well for the good of those we serve. Strengthen these hands when the mornings are early, and the nights are late. Make these hands a channel of thy peace always. Amen.

Colleagues of all faiths and backgrounds could take part in the anointing of hands with many saying how that short moment, makes a world of difference to them.

## Why We Should Know: Diversity Is Our Strength



### SOUTH ASIA:

Surrounded to the south by the Arabian Sea, the Indian Ocean, and by the Himalayan Mountains to the north, lies the countries of India, Bangladesh, Bhutan, Maldives, Nepal, Pakistan, and Sri Lanka, making up the region often referred to as South Asia. The population of South Asia is about 1.891 billion or about one-fourth of the world’s population, making it both the most populous and the most densely populated geographical region in the world.

South Asia is home to eight major religions and several hundred languages. In 2010, South Asia alone accounted for approximately 98% of the world’s Hindus, 90% of the world’s Sikhs, 31% of the world’s Muslims, 35 million Christians, and 25 million Buddhists. There are multiple festivals celebrated in this region of the world. There are also opportunities for you to possibly experience some locally with people who immigrated from this region.

The countries of South Asia are known for their use of spices in their food and regional variances (and often city variances) make eating food from this region a true experience for any foodie. It is possible to eat the “same food” in name prepared by different people from different regions that taste completely different. Here are some dishes that you can try on your next trip to a restaurant that specializes in food from this region.



# Team Engagement

COLLEAGUE AND PROVIDER ENGAGEMENT

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

The MercyOne Dubuque Medical Center team saw a need and stepped up to the challenge. Over a three-week period, colleagues collected donations - diapers, blankets, socks and more, as part of the Magnet Champions' annual

Caring for Our Community campaign, which supports the mission of the MercyOne Dubuque Mobile Medical Unit. All items collected will help those most vulnerable in the community.



## The 2022 Annual Engagement Survey is officially live!

Make sure you check your email for an email from Press Ganey on how to take your survey. Our Path Forward begins with You. Your feedback helps us make MercyOne the best it can be!

If you can't find the email from Press Ganey – please use the below QR codes for the general link for colleagues and providers. For password information, FAQs, or additional promotional information on the Engagement Survey please visit [MercyOne!](https://www.mercyone.com)

# Path Forward begins with You

Colleague, Physician and Provider Engagement Survey

**May 23-June 14**

Colleague QR Code



Provider QR Code





# Quality

## ALL CAUSE UNPLANNED 30-DAY READMISSION

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

For eight years **Dawn Bain** has continued to grow in her career at MercyOne Siouxland Medical Center. She started as a CNA on the resource team and over the years went back to school to get her LPN and eventually RN.



“One of my nurses told me I should go back to nursing school. I told her I was too old (I was well into my 50s at that point). My manager “double dog dared me!” Well I couldn’t let that slide so the journey began. I went back to WITCC and with the help and support of my team I got my LPN while working full time and then my RN.”

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

MercyOne Des Moines Medical Center named a newly designed catheterization laboratory for **Liberato Iannone, MD**, a retired MercyOne interventional cardiologist.

**Dr. Iannone**, who served as the medical director of the cardiac catheterization laboratory at MercyOne Des Moines Medical Center, performed Iowa’s first coronary angioplasty at MercyOne in 1979. He led the advancement of interventional cardiology techniques publishing hundreds of research articles and trained several fellows and colleagues as a mentor and teacher.



The cath lab was renovated with capital funds and now showcases a new, high quality, low dose radiation Philips Azurion system and integrated imaging/hemodynamics and IVUS capabilities.

MercyOne patients benefit from this innovation by having access to a lower dose radiation and higher quality images of their heart.

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

MercyOne Iowa Heart Center is among the top in the region when it comes to vascular care. That’s according to the 2022 spring Society of Vascular Surgery, Vascular Quality Initiative (VQI) registry results, which shows MercyOne exceeds regional and national benchmarks.

The VQI registry measures a number of criteria, including long term follow-up, discharge medication guidelines, length of stay initiatives, post-operative complications, along with many other benchmarks. Nearly 70 other regional vascular centers and over 800 national vascular programs report to this registry.

“Time and time again, our team is setting the standard of excellence for all,” said **Jordan Jeon**, Vice President and Chief Administrative Officer of MercyOne Iowa Heart Center. “We could not be more proud of the entire team and their contribution to our organization, dedication to our patients, and commitment to the pursuit of achieving unparalleled excellence in their field.”

This month we also celebrated National Nurses Day and week! Words cannot describe the sincere appreciation we have for our nurses across MercyOne!

Thank you, MercyOne nurses, for your dedication to our Mission and helping to transform the health care of our communities. Happy National Nurses Day!





# Financial Performance

## OPERATING MARGIN

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

The MercyOne human resource team in Northeast Iowa leveled up their social media presence! Colleagues recorded on-camera videos promoting their career fair – without any prompting from marketing and communications! The videos were shared widely on Facebook, spreading the word about opportunities at MercyOne. Click on the images to view the short videos.



### Why We Should Know: Diversity Is Our Strength



#### SOUTHEAST ASIA:

Southeast Asia is comprised of eleven countries squeezed between the Indian Ocean and the Pacific Ocean. They are Indonesia, Malaysia, Singapore, the Philippines, East Timor, Brunei, Cambodia, Laos, Myanmar (Burma), Thailand, and Vietnam. The entire region is in the same time zone, GMT+8. Known for its idyllic islands, endless beaches, plenty of resorts, tasty cuisine, world-class restaurants, and diverse cultures, Southeast Asia is one of the best vacation destinations on the planet. It has everything you need to have a luxurious holiday on a budget.

Due to its location on and around the equator, Southeast Asia stays warm throughout the year, with midday temperatures of 30°C (86°F) on most days. The majority of Southeast Asia is generally inexpensive for travel except for Singapore, a beautiful but fairly expensive country. You can live on an average daily budget of about \$50–60/day for two people and about \$35–40/day for solo travelers. Southeast Asia is a perfect region for coffee lovers! Cited Resource: [Asia Highlights, Mar. 1, 2022.](#)

### Wear the brand

Items available on the MercyOne Store

Visit [www.MercyOneStore.com](http://www.MercyOneStore.com)



## Joe & Lucy Adventures in Integrity & Compliance



# Awards & Recognition

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

MercyOne celebrates these Northeast Iowa colleagues, named three of Cedar Valley's 15 best nurses. **Traci Hewitt** treats patients in need as a chemotherapy infusion nurse. **Crystal McCarty Peters** is an Intensive Care Unit nurse, but moves to other departments in need. **Yolanda Wilson** provides excellent care as a registered nurse. Each of you demonstrates what it means to be ONE!



Traci Hewitt



Crystal McCarty Peters



Yolanda Wilson



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

The MercyOne Dyersville Senior Care team was recently recognized for putting the safety of their patients, colleagues and community first! The Telligen Blue Ribbon in COVID-19 Vigilance Award was presented to MercyOne Dyersville Senior care for their commitment to having high vaccination and booster rates for colleagues and in the community. Their focus on policies and procedures, staff education and commitment to infection prevention were also determining factors.

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

Congratulations to MercyOne Siouxland Daisy Award Winner, **Courtney Doellinger**.



One colleague said, "I was in a bad accident, and I had to take a 42-hour bus ride home to Florida. Courtney got me food for two days, explained my meds and took the time to explain my plan. This hospital really took care of me, and Courtney took time out of her day to help me."

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

**Dr. Muhammed Shittu**, MercyOne Iowa Heart Center interventional cardiologist, has been recognized as an Inspiration Award recipient for CommonSpirit Health.



The Physician Enterprise has created the CommonSpirit Health Physician Enterprise Vision Awards involving several categories including Inspiration, Innovation, Compassion, Patient Experience, Quality and Academic Excellence.

This month we celebrated National Health Care Week and **Together as ONE, our future is bright**. From food trucks, to \$10 t-shirts, we all celebrated around MercyOne as ONE with all of our health care colleagues.



# Awards & Recognition

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

Registered Nurse **Audrey Estlund**, who works in the Cardiac Rehabilitation Department of Van Diest Medical Center, an affiliate of MercyOne, was recently honored with The DAISY Award.

A portion of Audrey's DAISY Award nomination read, "Although I have not known Audrey long, it is obvious that she is an asset to Van Diest Medical Center, the nursing profession, her team, and all her patients in Cardiac Rehab. Audrey has built strong relationships with her patients, and in return her patients have come to trust her and look forward to their hour-long sessions with her and others in their cohort. Audrey has sought out ways to continue to improve the care her patients receive by collaborating with other resources such as the dietitian and the pharmacy department to incorporate



additional education related to nutrition and/or medications. She also continues to seek out ways to stay on the forefront of Cardiac Rehab, ensuring she has up-to-date references and education to support her patients. She celebrates the accomplishments of her patients when they 'graduate' from the program while continuing to share with them additional services that could support healthy living."



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

MercyOne's **Dr. Suzanne Bellinger** accepted the Innovation in Health Care Award for her efforts to personalize care for women experiencing fetal loss. Dr. Bellinger's Hope and Healing Pregnancy and Fetal Loss program educates colleagues to provide more consistent, sensitive care. For example, nurses now notify perinatal coordinators when a patient is treated for a miscarriage so a personalized follow-up phone call can be made. Bereavement bundles and miscarriage kits are available for patients. Dr. Bellinger credits colleagues in emergency departments, urgent cares and clinics – places where women may seek care for a miscarriage – for owning this opportunity to personalize care. She hopes to expand Hope and Healing statewide and even nationally. Thank you to the Iowa Organization of Nursing Leadership for honoring Dr. Bellinger.



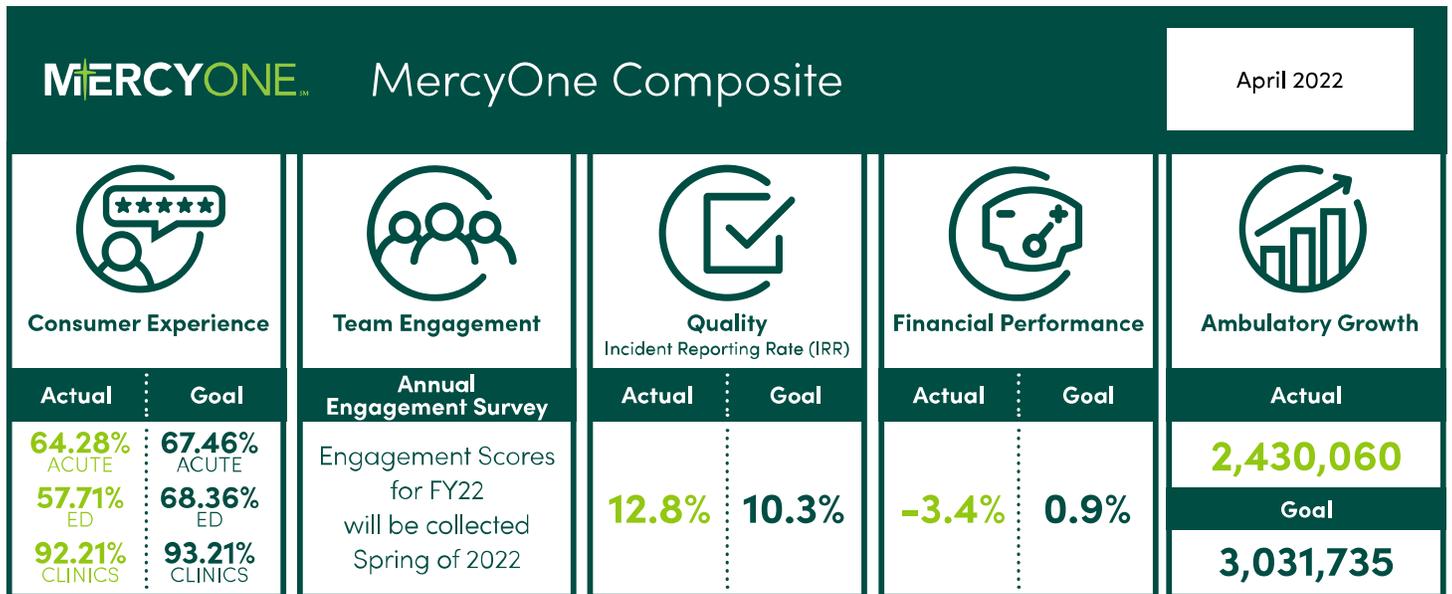
## COLLEAGUES PLEASE:

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

# 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.