

# System Newsletter

Your best life. Our one purpose.

## Message from the CEO

April has been a busy month. From celebrating the Easter holiday to the announcement we shared together as One – we know we have a bright future, and we can't wait to see what's next!

We also continue our efforts to recruit and retain our colleagues. These efforts would not be possible without two main ingredients – our Culture and Mission. The combination of our Mission and Culture unites us as One in transforming the health care of our communities. Our focus will continue to address our workforce challenges.

This month we shared exciting news to create a more united and strongly connected MercyOne. [Trinity Health](#) and [CommonSpirit Health](#) have signed an agreement for **Trinity Health to become the sole owner of MercyOne.** This agreement includes Mercy College of Health Sciences as well as Home Care.

Three years ago, we began advancing our vision to become One MercyOne to help each person have their best life possible, including you, our MercyOne colleagues. We are excited to partner with Trinity Health to help us achieve this vision.

**We know each of you are likely wondering what this news means for you personally.**

- The goal of this agreement is about making **MercyOne stronger and more unified so we can grow and care for more people in our communities—it is well recognized MercyOne colleagues and our medical staff are key to making that happen.**
- Trinity Health is committed to **building upon MercyOne's successes.**

- The announcement is about sharing our plans—**your job, pay, and benefits (time off, health insurance, etc.) remain as they are today.** Our MercyOne colleagues who are not employed by Trinity Health today will transition to be employed by Trinity Health at a future date. As we begin the detailed work of preparing to transition all MercyOne colleagues to Trinity Health employment, we are committed to ensuring pay and benefits remain similar. (Years of service statement) We will share updates with you well in advance of any change.

- The **MercyOne name and logo will remain.**

There will be change, but please know the MercyOne leadership team is committed to providing each of you regular updates as we continue down this journey. We want you to be as up to date as possible, and we are committed to including those updates in all of our regular communication touch points including our weekly MercyOne and posting the latest information on [MercyOne](#) – where you will find more info and FAQs.. We will be adding answers as additional details are confirmed.

Additionally, you can reach out to your leader or email [MercyOneInfo@mercydesmoines.org](mailto:MercyOneInfo@mercydesmoines.org) at any time. **We want to hear your questions and concerns.**

Thank you for your continued support and dedication to our patients, communities and fellow colleagues.



MercyOne 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 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:** We are adding a Patient Safety Attendant Role to reduce the need to pull nursing assistants from their roles to monitor self-harm or highly impulsive patients who need a bedside sitter. In collaboration with one of our community college partner, NIACC, the role was designed and a training program was developed.
- **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.
- **Marketing and Communications:** We are preparing to launch a MercyOne Ambassadors program to elevate our colleagues’ voices on social media as well as working to build a touchpoint journey for our orientation process to help welcome and retain new colleagues. We are also extending the learnings and best practices from the nursing advertising campaign to other recruitment outreach for high need roles.
- **Leader Development:** Following a pilot in Western Iowa, plans are underway to implement sacred time from 7-9 a.m. daily for leaders to round and connect with their teams. Additionally, work to define nursing leader support positions continues including system-wide leadership development resources.

# 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

Meeting your health goals is easier when you have the right doctor. When it comes to establishing a connection with an expert you trust, MercyOne's new [matching tool](#) removes the guesswork - take the quiz, view your matches, and schedule an appointment.

MercyOne's matching tool is the first of its kind in the state of Iowa. By taking a short quiz, 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. Then, the innovative matching tool shows primary care providers in their area accepting new patients.

#### Questions on this work?

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

### Virtual Triage

In May, MercyOne will launch its first artificial intelligence virtual triage chat bot. With the addition of the chat bot on MercyOne.org, patients can receive prompts to guide them through a series of questions to ensure Personalized Care is delivered.

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. This chat bot will have multiple language ability, integration with: provider locations, direct booking sites, virtual care services and a built and maintained system of clinical term mapping to ensure the correct message is delivered based on the patients' needs.

The digital advancements through virtual triage and the addition of the MercyOne chat bot ensures we continue to provide radically convenient care. Further advancements continue through the chat bot and will be announced when released.



#### 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.

Dr. Hijinio Carreon was named one of 88 chief medical officers of hospitals and health systems to know in 2022, as selected by [Beckers Hospital Review](#). Dr. Carreon is the only Iowa-based health leader to be recognized and we are thankful to have him in the MercyOne family.

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

## Operational Excellence

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

MercyOne Iowa Heart Center received recognition from the Society of Vascular Surgery, Vascular Quality Initiative (VQI) for outperforming regional and national benchmarks for vascular care.

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

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## MercyOne to become fully aligned member of Trinity Health

Earlier this week we announced exciting news that will create a more united and strongly connected MercyOne. [Trinity Health](#) and [CommonSpirit Health](#) have signed an agreement for Trinity Health to fully acquire all facilities and assets of MercyOne. [Read the announcement here >](#)

We know you likely have questions and are wondering what this news means for you personally. Here is what we can tell you today:

- The goal of this agreement is about making MercyOne stronger and more unified so we can grow and care for more people in our communities – MercyOne colleagues, physicians and providers are key to making that happen.

- Trinity Health is committed to building upon MercyOne's successes. MercyOne will remain and grow as a regional health ministry of Trinity Health's national system.
- The announcement was about sharing our plans—your job, pay, and benefits (time off, health insurance, etc.) remain as they are today.
- We (Trinity Health, CommonSpirit, and MercyOne) promise to communicate throughout the process and share more as details are finalized.

This is a complex process with many details remaining to be worked out. Now that an agreement has been signed, we begin the regulatory

approval process and other necessary steps for transfer of ownership, which is expected to be finalized this summer. We will share updates with you throughout the process.

We want to hear your questions and concerns. We have launched a dedicated resource page on our intranet – [MercyOne](#) – where you will find more info and FAQs. Additional Q&A sessions will be held in the coming weeks and months, and you can reach out to your leader or email [MercyOneInfo@mercydesmoines.org](mailto:MercyOneInfo@mercydesmoines.org) at any time.

# Health Advocacy Update

Questions on this work?  
Contact [Mary Cownie](#),  
MercyOne Chief of Staff

## State Update

The statutory 100th day in the Legislature was this month, marking the last day legislators are paid per diems to be in session, passed on April 19th with no planned adjournment in sight. The lobby is awaiting leadership negotiations between the chambers to solidify final policy pushes (on education, taxes, and unemployment to name a few) and budget numbers (including those related to Medicaid). It is anticipated that these negotiations may take a few more weeks.

Governor Kim Reynolds announced recently the state would officially be closing the state's institution for severely disabled lowans. The Glenwood Resource Center was designed to provide residential services for lowans with intellectual and developmental disabilities, but was the subject of a Department of Justice (DOJ) investigation in 2019 and 2020 that found abuses.

The Iowa Department of Human Services released a [timeline](#) for the next two years which outlines a resident transition plan. Information about the DOJ's investigation into



GRC can be found [here](#). MercyOne will be monitoring this plan to understand the impact to our system.

Congresswoman Mariannette Miller-Meeks visited MercyOne Newton last week, and met with hospital leaders and board members from the community. The Congresswoman shared an update about Washington, D.C., followed by a discussion with questions and answers from attendees.

Topics ranged from the hospital participating in the Rural Demonstration program to Medicare reimbursement rates to ongoing workforce challenges. The

Congresswoman looks forward to continuing to work with us to address some of these ongoing challenges.

[HF 2573](#), creating an opioid settlement fund within the state, has made its way through the Iowa House and through Senate committee. The bill would create a fund, outside of the general fund, for all moneys paid to the state as a result of national opioid settlements, except those earmarked for certain purposes through settlement. Moneys from this fund may be appropriated by the Legislature only for purposes of abating the opioid crisis financial pressures.

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MercyOne  
gear



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# Consumer Experience

“WOULD RECOMMEND”

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

One morning a mom came into MercyOne Tripoli Family Medicine seeking aid for her baby, who was coughing and short of breath.

**Haleigh Pagel, ARNP, Whitney Schmidt and Matt Sowle, PA-C**

determined the child needed emergency care. Matt asked Hayleigh to provide a nebulizer treatment and oxygen while Whitney called 911 and a nurse gathered supplies.

When the ambulance arrived with just an EMT driver, Matt knew there was no time to wait for the paramedic, who was several miles away. That’s when he jumped into the ambulance with baby and mom and provided treatment until they reached a local hospital. Haleigh and the rest of the team stayed behind to see Matt’s patients and hers. Thanks to their team efforts, the baby made a full recovery! Haleigh, Whitney and Matt were recently recognized as Health Care Heroes during MercyOne Northeast Iowa Foundation’s [Heroes Among Us event](#), which you can watch here.



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

**Judy** is a social worker with MercyOne North Iowa Behavioral Health. When a patient presented with overwhelming circumstances, and no place to live, Judy knew the right thing to do.

Judy contacted the patient’s former landlord and worked to have the patient’s belongings put into storage. When the patient discharged, Judy packed up her car and drove those belongings to the patient’s new placement, hours away from Mason City. Judy went above and beyond to truly make a difference in the life of this patient! We appreciate the extra details and care Judy provided to ensure that her patient remained safe and healthy once they left MercyOne.

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

MercyOne is excited to launch its new brand campaign – **Live Your Best life.**

Much has changed in the past few years and we have an opportunity to engage with consumers, colleagues and providers to celebrate all the little ways we live our best life today – at work, with our families and in our community! This campaign showcases optimism, togetherness and people living their best life every day.

Live your best life will come to life on television, radio and billboard, as well as a multiple digital tactics. We will be engaging with consumers, colleagues and providers encouraging people to share moments of how they live their best life! You may even see an influencer affirming good health and MercyOne! Stay tuned for opportunities for you to participate!



# Consumer Experience

“WOULD RECOMMEND”

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

Sioux City Bandits fan Roberta received quite the surprise when three players stopped by MercyOne Siouxland Medical Center. They heard a recent injury had landed her in the hospital and she was not going to be able to attend many games this season.

They brought a special care package, wished her a quick recovery, and let her know we are all thinking of her. MercyOne staff were excited to help coordinate the surprise and also wish Roberta a quick recovery!

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

Lainey started speech and occupational therapy at MercyOne Waterloo Early Development Intervention at the age of two. Recently her family wanted to support MercyOne colleagues and the personalized care they provide to pediatric patients like Lainey. They fundraised by selling autism awareness shirts and raised enough money to purchase everything seen here! This generous gift provided therapy rooms with toys and games to help other young patients as they play and learn.





# Consumer Experience

“WOULD RECOMMEND”

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



Group of physicians attending the ceremony included Atul Chawla, MD; David McAllister, DO, Martin Aronow, DO; Magdi Ghali, MD; Mark Tannenbaum, MD; and in front Liberato Iannone, MD.

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.



Dr. Iannone witnessing the opening of the new lab at MercyOne Des Moines Medical Center.

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 Clinton Medical Center completed phase I of its emergency department expansion and remodel. Hospital officials and colleagues welcomed a small group of colleagues and stakeholders for a blessing of the completed space. The blessing was given by Chaplain Michael Hooker; and remarks were made by **Kay Takes**, MercyOne eastern Iowa president; **Melissa Bitner**, MercyOne Clinton Medical Center emergency department director; and **Amy Berentes**, MercyOne Clinton Medical Center chief operating officer.

“This project has been years in the making, and we are so excited complete this first phase and open the doors to our patients,” said Amy Berentes. “The emergency department addition and renovation has been carefully reimagined to provide the highest quality emergency care in a comforting and healing space.”

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

At St. Thomas Church in Sioux City, you’ll find a little food pantry. Last year, MercyOne Siouxland colleague **Holly Meis** purchased and started filling the little pantry with food every day.

“Food insecurity is a huge problem in Sioux City,” said Holly. “I wanted

to make a difference by providing an immediate source of food for people that might be going hungry.”

Holly said inside the little food pantry, you find items like peanut butter and jelly, macaroni and cheese, and when the temperatures are cooler, other perishable items.





# Team Engagement

COLLEAGUE AND PROVIDER ENGAGEMENT

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

Working as ONE, MercyOne Air Med is expanding its annual blood drive to all three service regions in May. **“Answering the Call to Save Lives” is May 13, from 9 a.m. - 4 p.m.** in Des Moines, Mason City and Sioux City. MercyOne Air Med is partnering with LifeServe Blood Center, Iowa’s largest nonprofit blood center and Air Methods, provider of MercyOne Air Med helicopters and pilots.

Blood products are crucial to hospitals and EMS systems. When MercyOne Air Med helicopters launch on potential lifesaving missions, units of blood are on board. Recently, heavier seasonal blood needs and the COVID-19 pandemic tightened available blood supplies.

On May 13, LifeServe bloodmobiles will accept blood donations at MercyOne helipads in Central and Western Iowa, and donations in North Iowa will be at the LifeServe donation center. Potential donors can sign up online for a time, meet the flight teams and tour the helicopters. Food trucks will also be available to grab a bite after donating. All donors will receive an event t-shirt and special prizes will be given at each location.



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

For some patients, a trip to the hospital can bring with it a lot of nerves. But colleagues at MercyOne Siouxland on 6SE Medical/Nephrology helped give care to a very grateful patient.

Here’s what the patient said:

“I am incredibly grateful for the care I received. The CNA’s and nurses on the floor taking care of me were so wonderful. Every person I encountered was amazing and gave me the best care I’ve had. Michelle from the CATH lab team made me feel so comfortable as well. Thank you for treating me so well!”



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

Maybe it IS easy being green! The MercyOne Newton Radiology department showed team spirit and the luck of the Irish as they sported matching shamrock masks to celebrate St. Patrick’s Day and bring smiles to colleagues and patients alike.



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

MercyOne North Iowa nurses gather in an empty hallway in what was once a very busy COVID-19 unit. We are happy to see the smiles behind those masks as we celebrate the retreat of a world-wide pandemic.



# Team Engagement

COLLEAGUE AND PROVIDER ENGAGEMENT

## IHERF makes donation to hospital employees affected by tornadoes

The Iowa Hospital Education and Research Foundation has made a \$20,000 donation for two employees of Madison County Health Care System, an affiliate of MercyOne. The donation will help the hospital employees recover after a March 6 tornado destroyed or damaged their homes and property.

"On behalf of our employees affected by the tornado, I would like to thank IHERF for their thoughtfulness and generosity," Marcia Hendricks, CEO of Madison County Health Care System, said. "This will significantly help both families with their rebuilding and recovery processes."

"One of IHERF's goals is to help Iowa hospital employees during difficult times," said Ed Smith, IHERF board chair and CEO of St. Anthony Regional Hospital in Carroll. "This donation can't bring back items lost or destroyed by the tornado, but it is our hope the funds will help them recover and rebuild."



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

The Research and Project Management Team in the Population Health Services Organization (PHSO) department volunteered to make a baked potato bar with all the fixings, fruit and dessert for 13 families staying at the MercyOne Ronald McDonald House.

This team of six enjoyed planning and preparing the meal as part of a team bonding activity. Present for meal deliveries were **Angela Shannahan, Lori Galioto, Julie Weldon & Anita Leveke**. Absent from photo are **Jacque Heiter & Jodie Sevier**.



You're one of my favorite **PEEPS** to work with!

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

Members of the Employee Advisory Committee at Van Diest Medical Center, an affiliate of MercyOne, were recently inspired by comments shared by staff members in Department Huddles, expressing gratitude and appreciation for fellow co-workers. This inspiration led to a fundraiser called "Somebunny Appreciates You" in which staff members could purchase an Easter candygram or snackgram to send to another co-worker that shared their thankfulness with a fun message and a treat!





# Quality

ALL CAUSE UNPLANNED 30-DAY READMISSION

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

Van Diest Medical Center, an affiliate of MercyOne, earned the Certified Perioperative Nurse (CNOR®) Strong designation from the Competency & Credentialing Institute (CCI) for the eighth consecutive year. The CNOR Strong designation is given to facilities having at least 50 percent of its Operating Room nursing staff CNOR certified through training specific to their area of expertise.

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

When you hear the words “You have a blessed day now” at MercyOne Siouxland Medical Center, you know they came from one of our security guards, **Larry Blair**.

A little while back one visitor wanted to show Larry her thanks. She says he made her feel better during a very challenging and sad time: her mother passing away. She says it was Larry who brought some light to her life and his support and kindness meant the world. So she wanted to make his day a little brighter with a treat bag.



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

The Iowa Wild hosted its ninth annual Pink in the Rink Night on Friday, Feb. 11 in partnership with MercyOne and raised \$10,922.71 for cancer care and research.

More than 8,000 fans attended the team’s home game against the Grand Rapids Griffins at Wells Fargo Arena. Additionally, a portion of proceeds from the sale of game tickets and Chuck-a-Pucks benefitted the MercyOne Des Moines Foundation and patients at the new MercyOne Richard Deming Cancer Center.

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

MercyOne Dubuque Medical Center colleagues **Kara Nadermann**, pharmacist, director of pharmacy; **Jess Smith**, pharmacist, supervisor of Retail Pharmacies



for MercyOne; **Christina Schauer**, RN, director of Clinical and Professional Development/Education; and **Amanda Powers**, pharmacist coordinator of Clinical/Informatics-Pharmacy were the recipients of the 2022 365ink Impact Award, co-sponsored by the Community Foundation of Greater Dubuque and Premier Bank.



Kara, Jess, Amanda and Christina were honored for their amazing response in vaccinating our community during the COVID-19 pandemic. After overseeing the administration of several thousand shots, they did it all again when it came time to provide boosters, then again when the vaccine was approved for teens and children. Congrats and thanks for making us so proud!



# Financial Performance

## OPERATING MARGIN



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

A pair of generous grants has made possible the purchase of two new GE Coro 259cx Series maternal/fetal monitor systems for MercyOne Newton. The hospital received a \$14,935 grant from Variety – the Children’s Charity, as well as a \$5,000 grant from the Jasper Community Foundation.

“The new GE Coro series maternal/fetal monitor is appreciated by both patients and caregivers,” said **Dr. Hannah Heckart**. “The new monitor system is the most current technology and works with the walking fetal monitor which allows mothers to walk during labor while ensuring the baby is continuously monitored.”



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

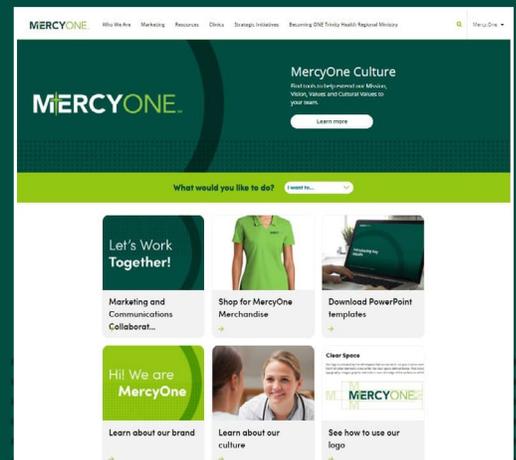
Congratulations to **Dr. Dennis Whitmer** for competing 1,000 robotic surgeries at MercyOne.

MercyOne Des Moines and West Des Moines have four da Vinci Xi robotic machines available for use. The Xi robotic platform can be used for general surgery, gynecology, thoracic surgery and urology.

## Check out what’s new at MercyOne

MercyOne is a great resource for colleagues to find up-to-date information and tools to help extend our Mission, Vision, Values and Cultural Beliefs to your team.

Go to **MercyOne** to fill out the Marketing and Communications Collaboration Form, download PowerPoint templates and learn about our brand and culture.



# Awards & Recognition

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

MercyOne Dubuque Medical Center's new internal surgical technician training program was recognized and featured in local media. The six-month program, which allows students to work as they become certified surgical techs, celebrated its first graduate – **Jerry-Jordan Kane**.

Kane was originally hired in the nutrition department at MercyOne Dubuque Medical Center. Now he is a surgical technician assisting with intensive procedures every day.

"I always knew I wanted to get into the medical field," said Kane. "I just didn't know what I wanted to do or what there was out there for me. ... Between being a single, full-time father and working a full-time job, going to a traditional college route – full time or part time – just wasn't working out with me and my schedule. But I knew this was what I wanted to do."

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

"They say that laughter is the best medicine and today I would agree, because my Nurse **Rachel** was a delight with her humor, wit, and laughter.

"... For nurses to have a light heart and total focus on patient care during these stressful and tiring times of Covid-19 is rare, and as my wife and I both appreciated Rachel's superb level of attention and witty humor that we received from Rachel, we wish to nominate this very positive and highly skilled nurse for the Daisy Award," said her patient.

The Daisy Award acknowledges extraordinary nurses who go above and beyond. Congratulations to Rachel Barkau, RN, MercyOne Waterloo Medical Center, on your well-deserved Daisy Award! This is what Own It! looks like.



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

MercyOne North Iowa registered nurse, **Angie** provides great care not only for her patients, but for family members as well.

When a pediatric patient was in for an infusion, Angie noticed the patient's mom had a bandage on her hand because she had a surgery the day prior. Angie was quick to offer an icepack and a pillow. While this may have only taken a few minutes of Angie's time, she left a huge impact with both mom and daughter.



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

The Iowa Medical Society (IMS) Board of Directors has named MercyOne physician, **Jessica Zuzga-Reed**,

DO, FAAP, as its selection for the IMS President-Elect in 2022-2023. She will serve as the President-Elect until April 2023, then will be elevated to IMS President. Dr. Zuzga-Reed currently serves as the Chair of the IMS Board of Directors.

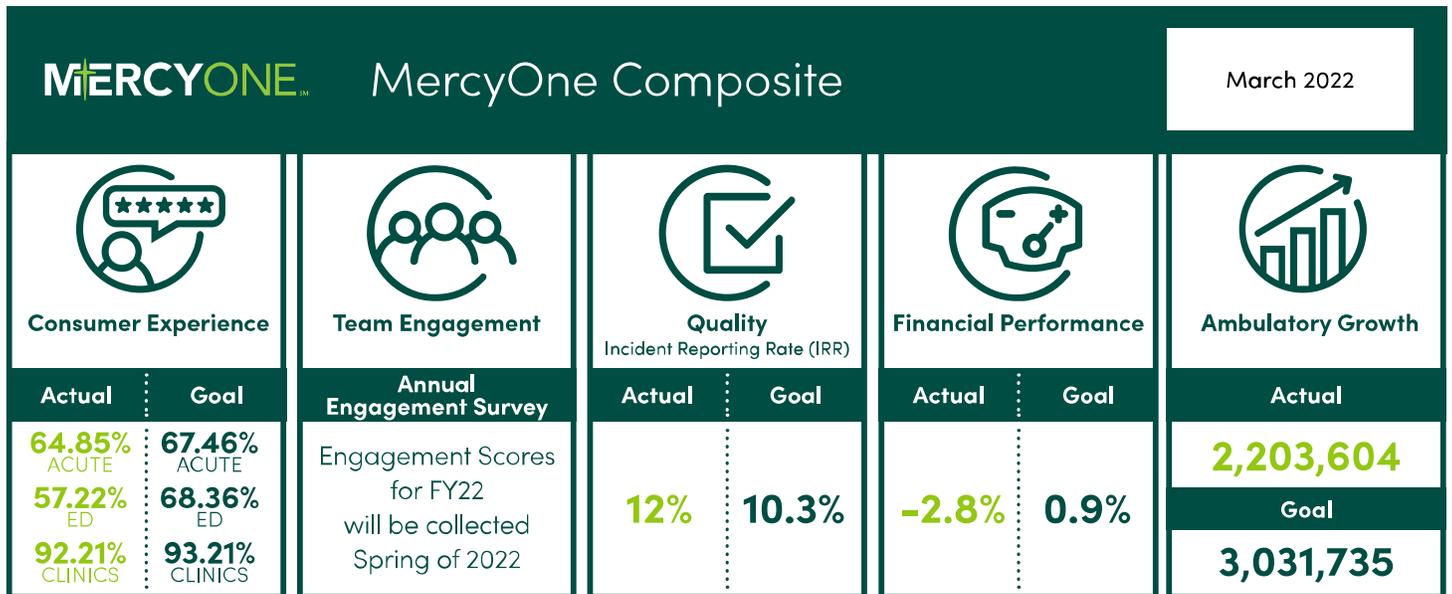
Dr. Zuzga-Reed is a pediatric critical care physician at MercyOne Children's Hospital in Des Moines.



# 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.