

SystemNewsletter

Your best life. Our one purpose.

Message from the CEO

This month we celebrated Mercy Day. This is a truly special day we recognize the legacy of our ministry dating back to when it began in 1827 when Catherine McAuley started her mission with the opening of the House of Mercy in Dublin, Ireland. The community of the Sisters of Mercy was officially developed just a few years later.

As we celebrated Mercy in September, we held three sessions of our inaugural Diversity, Equity and Inclusion Summit.

Thank you to those who were able to attend the Diversity, Equity and Inclusion Summit. We held these sessions to help address health equity to all we serve and discussed how we can partner for health equity in the communities we serve. If you did not have a chance to tune in for the live sessions, all of the sessions are available to view by following the links below.

[Colleague Panel Recording](#)

[Community Panel Recording](#)

[Closing Session Recording](#)

Our work groups continue to work hard on our commitment to One Inspired Team. Many of you

have provided feedback and we want to express our sincere gratitude for your input – we want to ensure every voice is heard and our work moving forward will benefit the most important MercyOne community, you, our colleagues.

Thank you for your unwavering commitment to the betterment of MercyOne. With our colleagues, leaders, providers and physicians all working together as ONE, we will be an unstoppable force in our communities. Thank you for making last week a memorable Mercy week.



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. Below please find updates focused on our strategic pillar of One Inspired Team, which is our number one priority.

One Inspired Team

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

Recruitment and Retention Updates

WORK ENVIRONMENT

Innovative Models of Care:

- Identifying three recommendations to implement from inputs from across MercyOne
- Advancing Virtual Nurse business case to extend this innovation across MercyOne

Creative Scheduling:

- THANK YOU to the more than 100 leaders who responded to the survey who shared ideas and successes in innovative scheduling ideas; inputs will be used to determine ideas/innovations to pilot

COMPETITIVE POSITIONING

- Review of retention and recruitment incentives complete which will shape short and long-term improvements that are most motivating to colleagues
- Assessment of surrounding states/ competitive states is complete to understand current state recruitment and retention incentives for receiving an education in Iowa and staying here. An audit of these programs is the next step for understanding.
- List of existing funding sources and programs developed (federal and state)
- Ongoing discussions with the State of Iowa and Iowa Hospital Association to shape potential collaborations

APPLICANT FLOW AND SOURCING

- Last week's MercyOne Virtual Nursing Open House resulted 37 applicants!
- Hiring four sourcing positions for recruitment across MercyOne – positions to be posted by September 28 on MercyOne.org/careers
- Extending relationships with nursing colleges to develop relationships with students (Virtual chat with Mercy College; NIACC strategy improvement)

MARKETING AND COMMUNICATIONS

Dedicated support for workforce strategy:

- Prioritizing mar/comm support for workforce needs, pausing other work to show reverence for our MercyOne family

Internal & external campaigns to re-recruit our colleagues

- Advertising concept for system-wide campaign finalized; looking for nursing colleagues to feature from across MercyOne
- Creating dedicated nursing careers page at MercyOne.org

LEADERSHIP DEVELOPMENT

- Feedback complete from nursing leaders – advancing creation of standard work for nursing leaders based on input (defining what work can be delegated and where support is needed)

Questions on this work?

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

[Continued on page 3](#)

Strategic Plan Update

The **Diversity & Inclusion Council** continues to meet monthly. Jacquie Easley has been named the MercyOne Divisional Director of Diversity & Inclusion for MercyOne. Jacquie will share the role with her current duties as Director of Diversity for MercyOne Central Iowa. Jacquie will provide strategic direction for MercyOne and serves as an advisor, strategic leader and partner for this work. The

Council held a virtual Diversity & Inclusion Summit for MercyOne during Mercy Week in September. Unconscious Bias training for senior leaders has been completed in all markets. Racism in Public Crisis education will begin in August for managers.

If you have any questions about the diversity, equity and inclusion work please contact, [Jacquie Easley](#).

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.

Virtually Integrated Care

MercyOne hosted Senator Chuck Grassley, Senator Joni Ernst, staff of Governor Kim Reynolds and Iowa Workforce Development the week of August 23. MercyOne's Virtually Integrated Care team discussed the progress, current state and future of our virtual care model program with the lawmakers, specifically how it could help nurses and care teams to reduce workloads, improve team engagement and increase patient safety and experience.

To further develop this program, MercyOne leaders have called upon Iowa's legislative leaders to offer their support. As an added bonus, the senators and governor's staff were able to connect one-on-one with MercyOne virtual nurses and patients on the other side

of the screen. The patients spoke highly of the program, discussing how virtual care has positively impacted their hospital stay.

Our team highlighted the need for support for health care workers as well as additional support and innovations to meet the hiring shortages.



Questions on this work?

Contact [Linda Goodwin](#), MercyOne Vice President of Clinical and Operational Integration and Transformation

PatientBond

To advance personalized care, MercyOne is partnering with PatientBond, an organization which has developed psychographic modeling and algorithms to match patients and providers (imagine Match.com but for patients and providers). The work is beginning in the Northeast Iowa region where primary care providers will complete a 27-question survey to establish their personal psychographic segment. Patients will

complete a brief 12 question online survey that is shown to identify a person's psychographic segment with more than 90% accuracy. Based on their results, patients will be shown a list of MercyOne providers who share the same psychographic segment and projected compatibility. This will advance our Vision to set the standard for personalized and radically convenient care.

Questions on this work?

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

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.

To advance MercyOne's Vision to set the standard for personalized and radically convenient health services

MercyOne is increasing focus on **convenient care in the ambulatory setting**. The initial step in this work was a review of our current clinic facilities and now recommendations are being developed to advance Ambulatory Growth in each region. The regional reviews are complete and were supported by NexCore, a national expert in clinic development. Following the review, a plan is being developed which will encompass recommendations for existing sites, potential

new sites, standard facility design concepts and site selection as needed. Plans will be presented to medical group leadership and regional presidents for initial feedback.

Questions on this work?
Contact [Rob Heen](#), MercyOne Medical Group President

Operational Excellence

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

TogetherSafe

MercyOne is embarking on a system-wide safety program – TogetherSafe – to advance our goal to become a Zero Harm organization with a high reliability environment. Previously, there was limited MercyOne cross-system alignment and interface with regard to patient and colleague risk management, safety programming and safety reporting. MercyOne has established this as our Quality Key Result for fiscal year 2022 and is now using consistent safety reporting taxonomies. Training for all

colleagues is underway.

Questions on this work?
Contact [Stephanie Baron](#), MercyOne Vice President Clinical Quality and Safety

MercyOne has been named an Iowa Top Workplace in for 2021!

The list was released this month, and we are one of 130 companies which made the list this year. Being named a top Iowa Workplace is an honor, especially because the recognition is based on direct feedback from our colleagues. A random selection of more than 500 colleagues across MercyOne took the survey to be recognized as a Top Workplace.



MercyOne is a 2021 Top Workplace!

Health Advocacy Update

State Update

Iowa's special session to address redistricting has been set for Tuesday, October 5. After proposed maps were released by the Legislative Services Agency (LSA) on September 16, the Temporary Redistricting Advisory Commission has held three public hearings to receive comments from Iowans, many of whom have expressed support for Iowa's nonpartisan system and the maps as they are proposed.

On October 5, Iowa legislators will have the opportunity to vote this map up or down without the possibility for amendment. If the map fails, LSA has up to 35 days to create a new one, which is then also subject to vote

without amendment. If the second map also fails, the Legislature can amend a third map as it is offered by the same agency.

An added layer to this timeline, because of a delay in Census numbers due to COVID-19, is whether or not the Iowa Supreme Court will step in. Chief Justice Susan Christensen indicated in a press release on September 15 that the Court will readdress this issue on December 1, should the process take that long.

MERCYONESM

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 & Inclusion

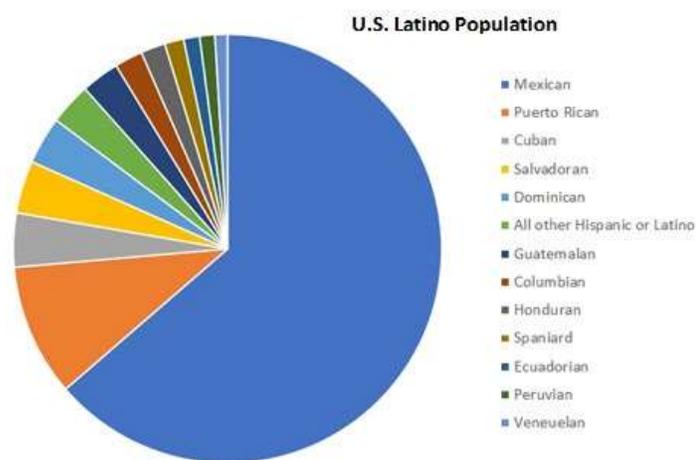
Hispanic Heritage Month

Each year, Americans observe National Hispanic Heritage Month from Sept. 15 to Oct. 15, by recognizing and celebrating the contributions and influence of Hispanic Americans to the history, culture and achievements of the United States. National Hispanic Heritage Month begins on Sept. 15 because it coincides with the national independence days for many Latin American countries. Join us in celebrating the colorful and fascinating background of Hispanic Americans.

WHO ARE WE, AND WHERE ARE WE FROM?

Hispanic, Hispanic-American, Latino, Latino-American, Latinx, Chicano, Afro-Latino, Tejano, Cuban-American, Mexican-American, Salvadorean-American, and many more.

Hispanics and Latinos are the two most frequently used terms of self-identification. Which one is correct? [Depends on who you ask](#), because ethnic self-identification is driven by generational, educational and geographical factors. One thing is true, however, Latinos are now the largest minority group in the United States. The following image represents the places of origin for the millions of Latinx people living in our country today. Many were born abroad and immigrated here, while a growing number were born and raised in the U.S. and have grown up in bicultural and bilingual homes.



YOUNG AND LATINO IN THE U.S.

For many young Latinos, navigating the balance between the culture of their parents and that of their friends and community. Those from this young generation struggle to develop their own identity; they try to stay connected to their roots while assimilating [what it means to be an American](#). Just like many other ethnic groups have experienced over the history of immigration of the U.S., these young bicultural and bilingual Americans are carving out a place for themselves in our society as they strive to blend the best of both cultures.

[READ MORE](#) about young Latinos carving out their own identity.

THE GROWTH OF LATINO PRESENCE AND IMPACT IN THE U.S.

According to a recent U.S. Census Report, Latinos have reached a record-high of 19% of the population at 62.3 million, making them the single largest minority in the U.S. It is important to note two important factors that will play a big role over the next decade:

- Latinos are among the youngest racial and ethnic group in the U.S.
- Latinos are and will increasingly become a critical foundation of support for the "New American Economy," with the U.S. Latino GDP already being the eighth largest in the world.



Team Engagement

COLLEAGUE AND PROVIDER ENGAGEMENT

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

To honor the 20th anniversary of the Sept. 11 terrorist attacks, 12 MercyOne veteran colleagues and members of Military and Veterans Health Care (MilVet) participated in a shadow relay to honor the memory of the 177 female warriors who have died in combat zones since that fateful day in 2001. The 177-mile shadow relay was sponsored by the Military Women's Memorial, Arlington, Virginia, and took place September 5-11.

Cheryl Neill, M.S.Ed., BSN, consumer experience advisor and MilVet champion for MercyOne Northeast Iowa, helped organize the system-wide relay team. Cheryl previously served as a U.S. Naval Reserve Nurse Corps Officer.



Christina Schauer's sons and dog joined her for a walk and selfie to kick off the relay. Christina is the director of clinical and professional development and MilVet Champion at MercyOne Dubuque Medical Center. She served as a Combat Medic in the United States Army Reserve, which included a 1-year deployment to Iraq.

"Participation in this event provided an opportunity to become better acquainted with other women veterans and those who support the Trinity Health/MercyOne MilVet initiative in our state," Cheryl said. "We swapped 'sea stories' and shared events from our military service, further impacting team engagement. The 240+ miles created a few sore muscles among us but were minute in comparison to the ultimate sacrifice made by the 177 servicewomen. Stories about these women have been shared; they were selfless, kind and generous in their willingness to be on the frontlines fighting for our country and the freedom we are accustomed to. MilVet is our way of 'serving those who have served us.'"

The MercyOne MilVet team collectively walked, biked or swam 240.2 miles, placing 24 out of 83 teams. Participants included:

- **Alisa Brandes**, Trinity Health
- **Stefanie Eason**, MercyOne Eastern Iowa
- **Diana Harrington**, MercyOne Eastern Iowa
- **Becky Heagel**, MercyOne North Iowa
- **Tina Kluesner**, MercyOne Eastern Iowa
- **Sarah Milner**, MercyOne Eastern Iowa
- **Shanna Mueggenberg**, MercyOne Siouxland
- **Cheryl Neill**, MercyOne Northeast Iowa
- **Robertine Reimer**, MercyOne Eastern Iowa
- **Christina Schauer**, MercyOne Eastern Iowa
- **Krystin Sweetland**, MercyOne Northeast Iowa
- **Kaitly Tritz**, MercyOne Siouxland

Trinity Health developed MilVet to improve access to high quality, compassionate, respectful and culturally competent care for veterans. MercyOne Dubuque launched MilVet in 2019, and additional MercyOne regions aligned with Trinity Health are in the process of implementing this service during fiscal year 2022.



Team Engagement

COLLEAGUE AND PROVIDER ENGAGEMENT

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

It's a completely new experience for patients and colleagues when they enter MercyOne Siouxland Medical Center off the new main entrance on 5th Street in Sioux City.

Outdated flooring, paint and a temporary screening desk are gone, replaced by modern and permanent fixtures and finishes that move the downtown building nicely into the new decade.

Along with the beautiful esthetic updates, the most exciting addition has been the new coffee shop, which was unveiled in September.

Lynett Kayl from the Heart and Vascular Center and **Tyra Le** from 6SW both submitted "CODE BREW" back in July during a 'name the coffee shop' contest that included more than 300 submissions. For submitting the winning name, the pair wins one month of free coffee.



Tyra Le from 6SW and Lynett Kayl from the Heart and Vascular Center

"This is truly your coffee shop," said Western Iowa President **Beth Hughes** at the grand opening. "From the menu, to the name and everything in between - we did this with you in mind, and we can't wait for you to enjoy it."



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

MercyOne physicians earn Leadership certification

Several MercyOne physicians attended the Physicians Business Leadership Certificate Program in 2021, sponsored by the Iowa Hospital Association, Iowa Medical Society, Iowa Healthcare Collaborative and Iowa Academy of Family Physicians.

Those attending the virtual program included:

Christopher Etscheidt, MD; MercyOne Waukee Pediatrics Care

Jessica Zuzga-Reed, DO; MercyOne Des Moines Medical Center

Timothy McCoy, DO; MercyOne South Des Moines Family Medicine

Michael Fraizer, MD; MercyOne Iowa Heart Center

Ashton Nickles, DPM; MercyOne Clinton Specialty Care

The group developed fundamental leadership business skills; worked on improving execution, efficiency and effectiveness; and highlighted issues in crisis management and behavioral health program development.



Team Engagement

COLLEAGUE AND PROVIDER ENGAGEMENT

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



In honor of National Suicide Prevention & Awareness Month (in September), Van Diest Medical Center, an affiliate of MercyOne, along with Senior Life Solutions, hosted multiple events throughout the month to help raise awareness on this very important and stigmatized topic.

Some events included a program featuring local Behavioral Health experts on our weekly Focus on Health Radio Program as well as a virtual Empower Half Hour Facebook Live video presentation featuring our Van Diest Family Health Clinic Behavioral Health Therapists. Other events included a "Wear Green Day" on World Suicide Prevention Day. Stickers were also sent to our local Meals on Wheels recipients with mental health resources for seniors highlighting our Senior Life Solutions program. The team at VDMC enjoyed coming together to spread hope to those affected.

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

Emma Ambler, RN, in pediatrics has been regularly helping out in the MercyOne Waterloo Medical Center's Emergency Department. Ambler has been helping with

critical pediatric cases in addition to doing partial or full shifts to help with staffing issues.

"She does this with a smile and a fantastic attitude. She's amazing with pediatric patients but also just as caring and compassionate with adult patients. She is an absolute

asset to the organization and has been a much-needed bonus for the emergency department."

To make all this more amazing, she has been doing this while she is 9 months pregnant, getting ready to deliver in mid-September.

Wear the brand

New items available on the MercyOne Store

Visit www.MercyOneStore.com to find items for you and your family.



Items may not meet dress code requirements, so colleagues are encouraged to refer to their organization's dress code for compliance before buying items if they intend to be worn at work.

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

Alyssa Hildebrand and Tami Fairbanks

from the MercyOne Newton Emergency Department were among the staff



members who tried their hand at some pretty intense butter sculpting during the hospital's recent employee "State Fair" event. Other fun features included fair-themed foods, a photo-based pet show, and a "best of" garden produce contest.



Consumer Experience

“WOULD RECOMMEND”

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

At the end of August, 13 U.S. soldiers were killed in Afghanistan. Our colleagues at MercyOne Siouxland Medical Center knew that they wanted to carve out some time to honor them.

Jessica Rohan and Stephanie Lynch created a table display in our cafeteria to honor those heroes who sacrificed everything. Both come from military families and know the pain, worry and pride that comes with being the loved ones of those who have served.

“To honor them, is to honor us,” said Rohan. “We hope that those who have come through our dining room, were able to take a moment to give thanks and appreciate them.”

A small table was also set up for anyone interested in leaving a message or prayer for the families.



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

The following story was shared on behalf of **Dr. Brad Wilcox** from MercyOne Central Iowa:

There was a COVID-19 patient at MercyOne Waterloo who needed a higher level of care but needed to be put on ECMO before being transferred. There was not a provider in Waterloo who could put the patient on ECMO, so the MercyOne helicopter in Mason City flew a doctor in, **Dr. Dante Dali**, who put the patient on ECMO. The patient was then transported by MercyOne Air Med to MercyOne Des Moines for their additional care.

This is what Personalize Care and Improve Daily look like to me ...



The emergency department expansion project is progressing on schedule. The foundation is in place and walls will be going up soon. The project will result in a larger and higher functioning department to improve experience for patients and their families and is expected to be completed in fall 2022.



Consumer Experience

“WOULD RECOMMEND”

This is what Innovate looks like to me ...

Each year at the end of summer, teachers, parents and students all begin their back to school preparations.



Anthony Wubben, LMSW

Whether it's a child going to Pre-K for the first time or a student attending their freshman year of high school, we know there's a lot to prepare for to make the school year the best it can be.

To help make sure area families had the tools and resources they may need to start the school year off right, Van Diest Medical Center, an affiliate of MercyOne, featured a "Support Your Student" series twice per week on our social media channels. These posts offered helpful mental health tips for parents and family members to use to help ease the anxieties their student/s may have starting the new school year. Each post was provided by Behavioral Health Therapist **Anthony Wubben, LMSW.**

SUPPORT YOUR STUDENT
Tips to help your child with back-to-school anxiety.

Provided by:
Anthony Wubben, LMSW
Behavioral Health Therapist

- Help your student focus on what they can control, incorporating safe and healthy skills as soon as they feel the anxiousness or fear (i.e. breathing exercises, drawing, walking)
- Establish a routine and stick to it, including before/after school, practices, homework and bedtime

For further support, schedule an appointment with Anthony today!

vandiestmc.org 515.832.7800 VAN DIEST Family Health Clinic member of MERCYONE 2350 Hospital Drive Webster City, IA 50595

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

MercyOne Siouxland Medical Center unveiled its newly renovated behavioral unit in September. This service has long been offered in the Siouxland area. However, the previous adult unit was transformed into geropsychiatric in July.

The newly renovated behavioral unit at MercyOne Siouxland Medical Center will continue to provide comprehensive treatment options for adults with behavioral illnesses such as anxiety, bipolar disorder, and depression. Services include psychiatric, group, individual, and activity therapy.

The Midwest is very limited in their services for any type of behavioral health. It's a very underserved population. There is this mentality in the Midwest that you deal with it or you get over it and move on. But now it's coming to the forefront, especially

nationwide, and people are realizing, it's ok to get help.

The new behavioral unit has been remodeled to provide a psych-safe environment including a door within a door, known as a wicket door, and a partial enclosure of the nursing station. MercyOne Siouxland Medical Center will be able to house 11 adult patients and an additional 16 geropsychiatric patients.



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.



Consumer Experience

“WOULD RECOMMEND”



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

During a recent telehealth visit at MercyOne North Iowa, **Dr. Timpe** noticed a patient wasn't her same joyful self. Dr. Timpe took her personal time after her clinic day to go to the patient's house and see how she was doing. When she arrived, she realized the patient was still in her pajamas and in bed. Dr. Timpe helped get the patient dressed and took her out to eat. While driving

the patient home, she noticed something was still off, and she asked the patient to come back to her house with her to stay the night. The patient ended up staying the entire weekend so Dr. Timpe could help the patient regain the joy and happiness she had prior to COVID-.

Dr. Timpe loves God and loves people, and she shows it on a daily basis with her patients.



This is what Innovate looks like to me ...

Work has begun on installing a new CT Scanner system for the Radiology Department at MercyOne Siouxland Medical Center. It will replace one of the older scanners currently in use.

Jesse Thomas, director of radiology services at MercyOne Siouxland Medical Center said this new scanner brings higher technology, more safety features, and better quality for our patients.

The new scanner will offer an advanced low-dose technology and is ideal for patients of all sizes. The technology also produces high-quality images to help physicians make a more confident diagnosis.

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

A patient recently submitted the following comment:

“I just wanted to give a quick shoutout to **Sammie**. He works in the lab at MercyOne North Health Plaza in Clinton. He was great today. I barely even felt the needle during my lab appt. He talked me through the entire process and was so friendly and professional. Just wanted to let you know how much I appreciated it and hope you can let him know and possibly recognize him for it. As someone who has some anxiety regarding needles, I appreciate it. Thank you.”

This is what Own It! and Personalize Care look like to me ...

Brenda Schellhorn, RN, OCN, recently took time to sit down and talk with a scared young man to teach him about lung cancer. He stopped into MercyOne Waterloo Cancer Center after he found out his aunt, who lives out of state, was diagnosed with lung cancer. He wanted to better understand the disease and learn more about what his aunt would be dealing with. He also happened to be hard of hearing, needing to read lips to be able to communicate. Brenda sat down and spoke with him about lung cancer, giving him resources in addition to sources to continue his research.



Consumer Experience

“WOULD RECOMMEND”

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



Sara, speech therapist at MercyOne North Iowa was treating a patient in our outpatient clinic for several weeks after a stroke. Sara noted that the patient had some significant changes in ability to perform tasks during the treatment session. She reported this information immediately not only to the family member present, but to the patient's primary care physician. Sara's patient was admitted to the hospital and was found to have some significant changes requiring urgent medical care.

Congratulations Sara, for identifying a life-threatening change and pursuing immediate help for the patient.

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

“I brought my five month old daughter to MercyOne North Iowa Emergency Department and she was later transferred to the pediatric unit. **Jamie** was our nurse, and it was such a great feeling to see her! My husband and I remembered her because she was incredible in assisting us with our daughters first day of life. My husband and I still talk about how well she treated us and tended to our baby. Once again, she made this Mom who was tired and anxious feel like a human again. I will never forget how she made me feel and we appreciate everything she did for us.”

Virtual IMT Marathon Discounts



MercyOne employees and their family members receive a registration rate of \$10 for the MercyOne 5-Mile Run & 1-Mile Walk by entering the discount code: **dmmmercystoneemployee**

MercyOne employees receive a complimentary Kids Run entry with each discounted 5-Mile Run & 1-Mile Walk entry by entering the discount code: **kidsrunwithmercystone**

MercyOne employees receive a \$10 discounted race entry into the Marathon, Half Marathon, and 5K Road Race by entering the discount code: **dmmmercystonesaveten** or Marathon Relay (\$50 per team) with code: **dmmmercystonehesavefifty**

[Click here to register for any of the virtual options IMT Des Moines Marathon races are offering.](#)



Financial Performance

OPERATING MARGIN

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

MercyOne Des Moines Medical Center earns national recognition for stroke

MercyOne Des Moines Medical Center has received the American Heart Association's | American Stroke Association's Get With The Guidelines®-Stroke Gold Plus with Advanced Therapy Achievement Award for its commitment to ensuring stroke patients receive the most appropriate treatment according to nationally recognized, research-based guidelines.



U.S. suffers a stroke every 40 seconds, and nearly 795,000 people suffer a new or recurrent stroke each year. Early stroke detection and treatment are key to improving survival, minimizing disability and speeding recovery times.

[Get With The Guidelines-Stroke](#) was developed to assist health care professionals to provide the most up-to-date, research-based guidelines for treating stroke patients.

"MercyOne Des Moines Medical Center is honored to be recognized for our dedication to helping our patients have the best possible chance of survival and after a stroke," said Terri Hamm, MercyOne stroke coordinator. "Get With The Guidelines makes it easier for our teams to put proven knowledge and guidelines to

work on a daily basis to improve outcomes for patients."

Each year, program participants apply for the award recognition by demonstrating how their organization has committed to providing quality care for stroke patients. In addition to following treatment guidelines, participants also must provide education to stroke patients to help them manage their health and rehabilitation once at home.

MercyOne Des Moines Medical Center has also met specific scientific guidelines as a Primary Stroke Center by The Joint Commission and is rated as ["High Performing" in stroke by U.S. News & World Report](#). Hospitals with this rating are significantly better than the national average.



Ambulatory Growth

ENCOUNTERS GENERATING INCOME

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

First for MercyOne in DBS device implantation

Esmiralda Henderson, MD, board-certified neurosurgeon, who specializes in deep brain stimulation (DBS), and her surgical team performed a first for MercyOne- implanting the first SenSight Directional Lead and Percept BrainSense Battery.

This battery along with the lead has the ability to sense brain activity to provide further insight to

our neurologists for the treatment of symptoms associated with Parkinson's, essential tremor and epilepsy. The lead has a 1-3-3-1 electrode configuration to more precisely direct the stimulation, while its burr-hole device has a 14.7 percent lower profile for patients' comfort.

Kudos on this innovation to improve patient outcomes.





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

MercyOne Siouxland Medical Center is excited to unveil its newly renovated wound center and additional hyperbaric oxygen chamber.

MercyOne Siouxland Medical Center has the only advanced wound care center in the region, which provides specialized, state-of-the-art evaluation and treatment of a variety of wounds.

MercyOne Siouxland Wound Center is also the only area hospital to offer hyperbaric oxygen therapy for the most serious wounds. It's a medical treatment where a patient breathes 100 percent oxygen while in a pressurized chamber. Large doses are dissolved into blood or body tissues at these pressures.

"One of the most exciting improvements is the addition of a third hyperbaric oxygen chamber," said Mike Garrett, ARNP, at MercyOne Siouxland Wound Center. "The chambers are critical to help



salvage limbs from being amputated in the really difficult, non-healing wounds. We're helping to save people's legs or feet and we are really maximizing our potential with this third chamber."

MercyOne Siouxland Medical Center's updated wound center also included improvements to the waiting area and additional privacy for patients, changing areas and privacy doors.



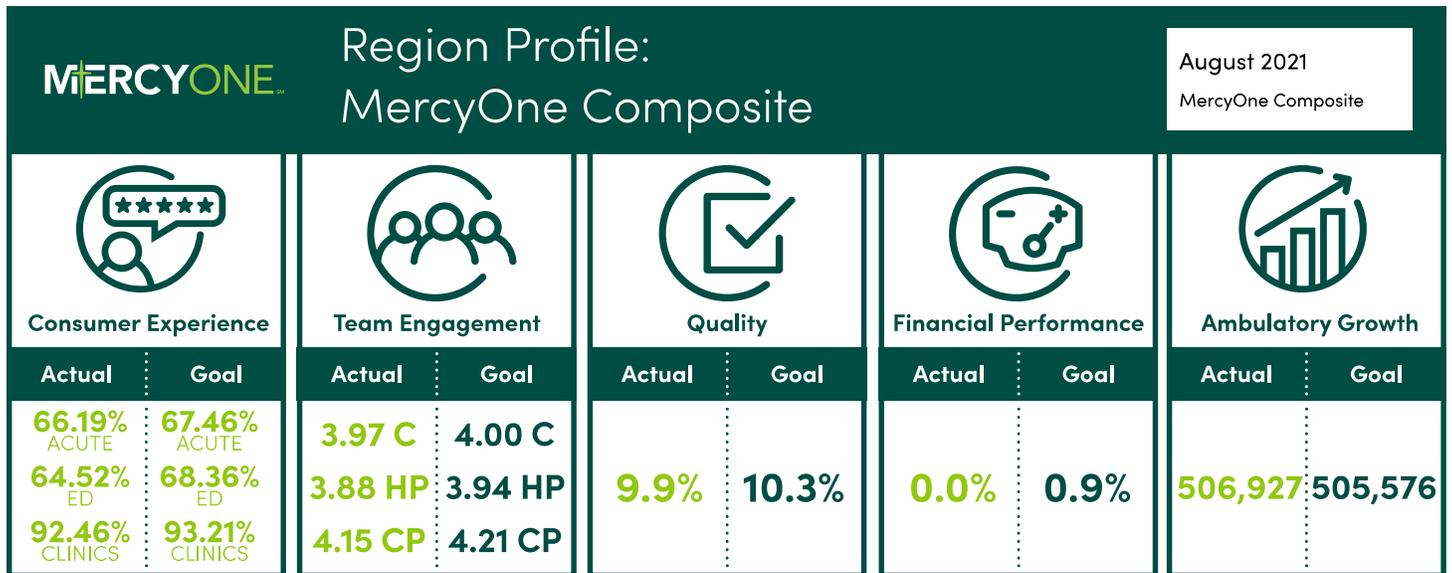
MercyOne is your first stop for all things MercyOne!

Templates, Zoom backgrounds, greeting cards, and more. Find it all on MercyOne!

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.