Annual Engagement Survey to take place May 29–June 19

Feedback from colleagues and providers is essential in informing and influencing MercyOne’s culture. By gathering your opinions and ideas, leadership can prioritize and drive change, ensuring MercyOne continues to be a great place to work and receive care.

The annual MercyOne Colleague and Provider Engagement Survey is your opportunity to give feedback on what’s going well in your work environment, and where there is room for improvement. This year’s survey period starts Wednesday, May 29 and concludes Wednesday, June 19.

We want to hear from as many colleagues and providers as possible. Our participation goal for this year is to achieve at least 90 percent survey completion across the organization.

MercyOne colleagues and providers* will receive an email from Press Ganey®, the survey administration firm (noreply@surveys.pressganey.com), on Wednesday, May 29, with a link to the survey and instructions on how to participate. Be sure to watch for this email (and not delete it).

This year’s survey includes new questions about quality, safety and resilience, and should take 15 minutes or less to complete. All individual survey responses will be confidential. If you have questions, please speak with your leader or Human Resources.

Growing as ONE
The internal campaign around this year’s engagement survey ties to the theme, “Growing as ONE,” as colleagues and providers are jointly accountable in supporting the MercyOne Key Result of Team Engagement.

Once you have completed the engagement survey, let your manager know you have completed it, and receive a choice of king-size candy options. Departments achieving the goal of 90 percent participation or above will also be treated to a team celebration.

*MercyOne colleagues and providers hired before Feb. 14, 2019, are eligible to participate in the survey.
New fresh food vending option for colleagues and guests

A new fresh food vending area has been added in the East Tower on Level A, just down the ramp from the Marketplace & Grille. Market Fresh vending now offers made-fresh daily sandwiches and salads, baked goods, prepared soups and entrees, beverages, snacks and more.

“We’ve had requests from colleagues who work overnight and want fresh options when the cafeteria isn’t open,” said Doreen Richmond, director of nutrition services. “We worked with Administration to bring in this new type of vending for our colleagues and guests. MercyOne Des Moines Medical Center is the second hospital in the country to have this.”

Since the cases are available 24/7, access to fresh food is convenient. Items can be purchased with a credit card, debit card or a Smart N Go Market scan card. The scan cards are only available for employee use and are located in the vending area. They can be loaded with a balance using cash or a credit card. After they are loaded, users have the option of adding a fingerprint scan so they don’t have to carry the scan cards.

Stop by the Market Fresh vending area on your next meal break to see the options available!

Expanded pain management services now available

MercyOne Des Moines Pain Management has expanded pain management services at its location in the MercyOne Ankeny Health Plaza, now offering both patient evaluations and pain management procedures. In addition to the Ankeny location, MercyOne Des Moines Pain Management offers a wide variety of pain services in Des Moines and Newton. Treatments include pain of any origin, including:

- Low back pain
- Failed back surgery syndrome
- Inflammatory pain disorders
- Joint pain
- Radiculopathies
- Fibromyalgia
- Neck pain
- Cancer-related pain
- Complex regional pain syndrome

Patients are referred to MercyOne Des Moines Pain Management by their family provider or other specialist by calling 515-247-3150.

Announcements

Kristin MacDonald
Kristin MacDonald, MSN, RN, has been named Labor & Delivery/ OBED/Antepartum Unit Nursing Director and will assume that role June 17. Kristin has been a nurse for 34 years and brings 18 years of nursing leadership and education experience to this position. Kristin’s skillset and background include OB education, simulation, residency program development, perinatal safety and outcomes program work and multi-department leadership in obstetrics. Kristen has spent the majority of her career in Eastern Iowa and most recently was a nursing supervisor at Unity Point Des Moines.

Emily Bialas
Emily Bialas was recently named director of the MercyOne Health & Fitness Center. She has with been Power Wellness, the company that manages the center, since April 2017. Over the past two years, Emily has been the medical integration coordinator, fitness supervisor and most recently the interim center director. She has a Bachelor of Science in Kinesiology and Health with an emphasis in Health Fitness Management from Iowa State University.

The MercyOne Health & Fitness Center is hosting a “Hello to Summer” open house on Saturday, June 1, from 9 a.m. to 1 p.m. For more information about the event and center offerings, visit www.mercyhealthfitness.com.