Message from Bob Ritz

As ONE MercyOne, we adapt to our new environment of care to our Mission to transform the health of our communities. We appreciate your ongoing commitment to serve our patients!

Despite the challenges of a pandemic and a derecho, our teams continue to support each other. One expansion of care is our MercyOne Care Circle – a group of colleagues who have committed to lend a listening ear to those who are struggling and help them connect with resources.

We also continue to actively plan for our future through our work with Project Forward. Project Forward is entering its half way point with work plans for each objective to be submitted by October 1, 2020. The more than 200 providers and colleagues leading this work continue to seek input from those across MercyOne – please share your thoughts with them at MercyOne.org/ProjectForward.

We have also established goals to reach our Key Results for fiscal year 2021 to focus our work and measure our progress to advance our Vision to set the standard for a personalized and radically convenient system of health services. Each of us play an important role in achieving our Key Results through our daily work. Please see examples of how we all make an impact throughout this newsletter and continue share stories of the difference you and your team are making in the lives of our patients and each other.

You are important to our team, and we appreciate the care you provide to patients and communities!

CEO and President

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
Throughout the COVID-19 pandemic, MercyOne colleagues and providers have united to continue serving our Mission – to be a compassionate, healing ministry to transform the health of our communities – and preventing the spread of the infection for the safety of our colleagues and communities to save lives.

While much has changed, MercyOne remains committed to our Mission, Vision, Values and Cultural Beliefs. We also remain committed to our Key Results which focus our work and measure our progress to advance our Vision to set the standard for a personalized and radically convenient system of health services. We are taking many steps to ensure a strong future for MercyOne, including the innovative work underway with Project Forward.

For Fiscal Year 2021, which began July 1, our five Key Result focus areas are the same as last year.

In our new fiscal, or budget, year which began in July, we have established the following Key Results goals to measure progress towards our Vision. This year we are focusing on three month, or quarterly, goals to recognize the rapidly changing environment we are in due to COVID-19.

Working together as ONE is how we will achieve our Key Results.

<table>
<thead>
<tr>
<th>Key Results</th>
<th>Thinking about the Key Results</th>
<th>Fiscal Year 2021 MercyOne Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consumer Experience</td>
<td>The percent of consumers who would recommend MercyOne to their friends or family.</td>
<td>50%</td>
</tr>
<tr>
<td>Team Engagement</td>
<td>The commitment each colleague gives each day to help our patients, and each other, live their best life.</td>
<td>The MercyOne Annual Engagement survey is delayed until Spring 2021 due to COVID-19. We will share updated timing soon. Although it is not the right time to conduct our annual survey now, it is essential we stay connected and continue to understand the experiences of all in our MercyOne family. We know these are challenging times and want to hear your concerns – contact your leader or email <a href="mailto:MercyOneInfo@mercydesmoines.org">MercyOneInfo@mercydesmoines.org</a>.</td>
</tr>
<tr>
<td>Quality</td>
<td>The percent of patients who come back to any hospital within 30 days after being treated for a heart attack, heart failure, pneumonia, lung disease, or hip and knee replacement.</td>
<td>14.3%</td>
</tr>
<tr>
<td>Financial Performance</td>
<td>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.</td>
<td>Goals will be forthcoming following approval by the MercyOne Finance Committee.</td>
</tr>
<tr>
<td>Ambulatory Growth</td>
<td>Non-hospital visits, including telehealth, emergency department, outpatient surgery, physical therapy, physician offices, clinics and home care.</td>
<td>655,834</td>
</tr>
</tbody>
</table>

Share Focused Stories of how colleagues and providers are working to achieve our Key Results at www.MercyOne.org/Culture for a chance to win. Winners will be selected each week and featured in system-wide communications, including the monthly System Newsletter and bi-weekly MercyOne Update e-newsletter.
Weekly Update — August 24

Each week we will share highlights from Project Forward work at www.MercyOne.org/ProjectForward. We will also ask a question for your input – please visit and share each week!

- Multiple Project Forward work groups hosted or are planning all day work sessions with their team members to ensure they are ready to present recommendations in October. Highlights from the working sessions as well as additional work this week includes:
  - Building from their discovery work, the colleague, provider, and consumer experience work group completed analysis of communication, coordination, personalization of care, and patient and family engagement during their all day work session. The team is pulling together data from company research and interviews as well as patient, colleague and provider interviews and feedback to understand and apply learnings to our work. The team will begin discussion on the overlap between engagement and experience this week.
  - Each of the four subgroups within the operating plan transformation objective continue to advance. Specifically, the service lines group began a data analysis of the current state and is discussing opportunities for improvement.
  - "We must determine what radically convenient means to our patients and be ready to do what they say. This means offering weekend, week night, early morning visits – with virtual health we can. Convenience is what steals patients." – just one of the provider quotes from the interviews the virtual care work group is completing to shape a plan positioning MercyOne as a virtual care leader.
  - The ambulatory optimizations team shared a facilities survey with clinic managers to identify key barriers in the ambulatory site, primary and specialty clinics. The team will begin developing a plan to address the barriers to improve MercyOne’s Key Results.

One barrier identified was finding a way to increase the time the provider has with a patient – share your ideas at www.MercyOne.org/ProjectForward on how to improve this aspect of care.

- Project Forward work groups continue to pull in the physician advisory group with providers from across MercyOne to gain provider input.

- Additionally, on Friday, Aug. 28 all Project Forward workgroups will present to senior leaders from across MercyOne to gain additional insights and feedback on the process. We will share outcomes form this meeting with you.

This is what Innovate looks like to me...

With a need for additional airborne rooms, we worked with our plant engineering department to convert a wing on our medical unit into completely negative pressure. It was a very teamwork-focused project. Environmental services was also part of the team handling the air units and getting them cleaned and out of the rooms once the main hallway was made airborne.

Our patients are reporting decreased noise and increased space due to removing machines from the rooms, which impacts our Key Result of Consumer Experience.

The workflow for our colleagues has improved because staff only have to don and doff when entering and exiting the hallway rather than at each room, which also saves on PPE. This improved workflow impacts our Key Results of Team Engagement and Financial Performance.

~ Jackie Bierman, MercyOne Dubuque, Clinical Director of Medical/Oncology and Acute Rehab/Skilled Units
This is what Innovate looks like to me...

On March 9, COVID-19 arrived in Iowa and few could have predicted its impact on the lives of Iowans as well as the businesses which support the state’s economy. MercyOne quickly adapted its hospitals and clinics across the state to meet the needs of patients battling COVID-19 and continues to prioritize health and wellness care for all patients.

In addition to serving patients in hospital and clinic locations, MercyOne expanded their business solutions services to meet the needs of essential workers during the first surge of the pandemic as well as those returning to work.

Fareway and Des Moines Area Regional Transit Authority (DART) were two companies with essential workers that reached out to MercyOne for support in COVID-19 testing their team members:

“At Fareway, we serology tested a group of colleagues whose roles include travel across our network of stores. Understanding if these colleagues had antibodies to the virus was an important baseline and removed uncertainty,” said Garrett Pklapp, executive vice president for Fareway Stores. “MercyOne helped us set clear expectations with our team of how to understand the test results.”

“We want to do everything we can to protect our employees and passengers and embarked on COVID-19 testing with MercyOne for our team early on,” said Erica Foreman, chief human resources officer for DART. “We approached testing as an opportunity to give our team a baseline and help to reduce our employees’ concerns. It is part of our commitment to protecting them and helping maintain transportation services to our community.”

Through Business Solutions services, MercyOne continues to expand our services to meet the needs of employers during COVID-19, including on-site testing, temperature and symptom screening for employers, training for nurses and other staff, as well as mental health and virtual health support among their traditional business service offerings.

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

Category 2 hurricane winds crossed Iowa on Aug. 10, leaving behind widespread destruction and debris. Colleagues at MercyOne Newton Medical Center were hit especially hard by the storm, which crossed large swaths of the community in minutes. From downed trees and power lines to destroyed cars, damaged homes and impassable streets, Newton residents faced a literal obstacle course with the additional challenge of no electrical power. While many of our colleagues faced personal challenges in their own homes, they did not hesitate to help their community rebound.

To meet immediate needs, MercyOne Newton colleagues set up showers, charging stations and laundry service, and organized grab and go meals for their colleagues to take home when meal preparation was not an option. Co-workers organized ride sharing and helped each other with child care duties so others could come to work. After their shifts, many then volunteered to help clean up lawns and clear branches.

In the midst of a disaster, our MercyOne colleagues rose to the challenge and shined brightly, supporting the Key Results of Team Engagement, Consumer Experience and Quality.
This is what Personalize Care looks like to me...

MercyOne locations were recognized as Best Hospitals in Iowa for 2020-21 as announced by U.S. News & World Report. MercyOne Des Moines ranks number one in the Des Moines metro area and second in Iowa, while MercyOne Siouxland ranks sixth in the state.

Additionally, a number of MercyOne medical centers received high performing recognition in Cardiology and Heart Surgery, including Abdominal Aortic Aneurysm Repair, Aortic Valve Surgery, Heart Bypass Surgery and Heart Failure Care. Awarded MercyOne recipients include:
- MercyOne Des Moines Medical Center
- MercyOne Siouxland Medical Center
- Mercy Iowa City

MercyOne medical centers listed as high performing in Pulmonology and Lung Surgery, including Chronic Obstructive Pulmonary Disease (COPD), include:
- MercyOne Des Moines Medical Center
- MercyOne Siouxland Medical Center

MercyOne medical centers selected as high performing in Cancer Care, including Colon Cancer Surgery and Lung Cancer Surgery, are:
- MercyOne Des Moines Medical Center
- MercyOne North Iowa Medical Center
- MercyOne Siouxland Medical Center

MercyOne medical centers listed as high performers for Orthopedics Care, including Knee Replacement Surgery and Hip Replacement Surgery, include:
- MercyOne Des Moines Medical Center
- MercyOne North Iowa Medical Center
- Mercy Iowa City

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

MercyOne has partnered with MediGold, a Medicare Advantage insurance plan, in order to enhance our delivery of personalized and excellent care to Medicare beneficiaries in the Central and North Iowa regions. MediGold offers affordable and easy to use health coverage to seniors and other Medicare beneficiaries. MediGold insurance plans will be available later this year for coverage beginning Jan. 2021.

A partnership with MediGold is part of MercyOne's ongoing efforts to continually innovate and transform the health of the communities we serve. Creating this additional option for our community members will improve their access to affordable, high-quality health care from MercyOne providers and facilities.

You may have questions or get asked questions about this exciting partnership. Please reach out to MediGoldCommunications@mchs.com.

Please look for additional communications and activities in the weeks and months to come including presentations, promotional material and more.

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

Our Partner in Education, Hansen Elementary, reached out to MercyOne Northeast Iowa seeking assistance with their Return to Learn Plan, including pediatric cloth masks for students. Deb Carlo – a retired colleague, current volunteer, and gifted seamstress – was asked if she would donate her time, talent, and materials for this project. Deb graciously accepted and made 56 children-sized cloth masks and dropped them off at Hansen Elementary. By doing this, she positively impacted our Key Results of Consumer Experience and Team Engagement.
This is what Own It! looks like to me...

Dr. Pazhoor, an adult hospitalist at MercyOne North Iowa, was concerned patients on 5W in Mason City were receiving labs later than what he would have liked. Kathy Biggs, director of the lab, and team Owned It! by implementing a phlebotomy swarm process where all phlebotomy colleagues focus on one unit at a time before moving to the next area. Each unit takes approximately 30 minutes to complete before moving to the next.

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

After their baby spent 50 days in the Neonatal Intensive Care Unit (NICU) at MercyOne Des Moines Medical Center, parents of the child expressed their appreciation for the compassionate care provided to the baby and family by Allessandra “Allie” Smith, RN, when nominating her for The DAISY Award™.

“Allie is the biggest reason my family was able to endure our long stay in the NICU. She treated us with respect and made sure we felt confident, comfortable and in control as often as possible. Allie would advocate on our behalf with the doctors, and check in with us about how we felt about the course of treatment. She was with us through difficult times and many small happy moments. We cannot thank Allie enough for everything she did for us during our stay in the NICU.”

Allie’s dedication to ensuring compassionate, personalized care to her patients and their families positively impacts Consumer Experience.

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

After recognizing the needs of a patient, the MercyOne Waterloo OB/GYN clinic came together to gather donations of clothing, food and household items for the patient. She was so appreciative and left with a grateful heart!

This impacts our Key Results of Team Engagement and Consumer Experience.

~ Amy Spooner, manager, Waterloo OB/GYN

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

Mindy Baker, a registered nurse who works in the ED at MercyOne North Iowa, flawlessly evaluated, recognized and intervened to save a patient who suddenly coded while she was at the bedside. Mindy stepped up and did not miss a beat! She called for help and started CPR on the patient right away. By doing this, she positively impacted Consumer Experience and Quality.

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

A young mother came to Mercy Iowa City’s cafeteria on Aug. 13 during the derecho blackout, to find out she and her child couldn’t enter because of visitor restrictions. She realized she should have called ahead to ask. She had her toddler with her and mentioned she only wanted to get him a cup of milk. Within moments, a colleague delivered a carton of milk to her outdoors.

She said, “It was completely unprompted and incredibly kind! I just wanted to write and say how grateful I was for the gesture, and how lucky Iowa City is to have such a fine hospital. The work you are doing to take care of COVID patients is remarkable. Keep ‘clapping’ them out! Thank you for the milk.”

~ Margaret Reese, Mercy Hospital Foundation, an affiliate of MercyOne

“WOULD RECOMMEND”
This is what Own It! looks like to me...

Dianne Sweeney, a business support services colleague at MercyOne Dubuque, donates her time to keeping our grounds beautiful. Most days, she works from 12–6:30 p.m. and then pulls weeds after her shift until dusk. She has done this for many years. On one recent evening, she also came to the aid of a woman in our parking lot who was in distress. Dianne called 9-1-1 and our security team to help the woman.

This impacts the Key Result of Consumer Experience.

~ Wendy Winger, MercyOne Dubuque

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

During the time a patient was hospitalized in Mercy Iowa City’s ICU, her husband died. Due to her hospitalization the patient was unable to attend his funeral. The family asked if there was any way they could hold a memorial service so the patient could be included. Nurses on the unit made arrangements for the family to hold a simple outdoor memorial service the patient could watch from her room.

~ Jeremy Ovington, ADON, RN, BSN

Please share the below MercyOne articles on your social media accounts to help bring attention to these important services:

• Don’t Wait – Schedule your Cancer Screening Now
  According to a study, during the COVID-19 pandemic appointments dropped sharply for patients being screened for breast cancer (94 percent), colon cancer (86 percent) and cervical cancer (94 percent). We know the sooner cancer is detected and treated, the better the outcome, said David Tatman, executive director of the MercyOne Dubuque Cancer Center. [Share now >]

• #MaskUpMercyOne
  Share a photo of you “masking up” outside of work on social media using the hashtag #MaskUpMercyOne to encourage others to wear their mask. You can see your photo on the COVID-19 Colleague Hub.

Register now >
This is what Personalize Care, Own It! and Be ONE look like to me...

When the Aug. 10 derecho storm hit Clinton, Iowa, MercyOne Clinton Home Medical Equipment Director Annette Zemek was amazed by the dedication and compassion shown by her team, saying:

“I said to a group of my team members, ‘You know this means we aren’t going home at 5 p.m., right?’ One of them said, ‘Just tell us what to do.’ I am humbled by their faith in me, and awed by their dedication and sense of responsibility and caring for our patients. They worked without complaining into the wee hours of the morning, returning to the store and asking ‘What’s next?, and not ‘Are we done yet?’”

They prioritized calls, worked in teams of two, in the dark with no street lights, used flashlights and cell phones to look for house numbers, dodged downed trees and power lines, and still at 2 a.m. were answering calls with ‘MercyOne Clinton Home Medical Equipment, how can I help you?’

I had to send some of them home to get some sleep because they would have stayed even longer than their 18-hour day if we needed them. None of them had power at their homes, some had children or elderly parents who were sitting in the dark and some had tree damage to their homes. And still, they came to work for 18, 16 or 14 hours a day this week to keep our patients supplied and reduce traffic to the hospital.

As of Friday, Aug. 14, the Home Medical Equipment team had made 250 home oxygen deliveries and driven hundreds of miles since the storm hit.

One of the recipients of this dedicated, personalized care was Laura Flint, whose husband, Thomas, is on oxygen: “I call them my angels, because they delivered tanks of oxygen at one in the morning,” she said. “Today we needed to go to Iowa City and they delivered an extra tank, regulator and cannula. We couldn't have gotten through this week without those gals. They were true angels through all of this.”

The Clinton angels were helped by another group of angels from MercyOne Dubuque: “MercyOne Dubuque Home Medical Equipment has been our lifeline through this providing us with invaluable equipment and support,” Zemek added. “They took responsibility for our patients in Jackson County, which has helped us manage our Clinton County patients. Every patient we have inside the city of Clinton had no power after the storm came through. Dubuque colleagues have been in constant contact to help, and we could not have kept all our patients safe without their support. We are incredibly grateful that we are ONE.”

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

Severe winds of a derecho hit Iowa on Monday, Aug. 10, causing widespread property damage and power outages. In the wake of the storm, facilities for Senior Services of Polk County were impacted, including daily meal sites which serve adults age 60 and older. In response, the MercyOne Des Moines Medical Center Food and Nutrition team stepped up to prepare hot meals for three days with more than 1,100 meals each day. MercyOne was proud to “pay it forward” by supporting this much-needed community resource during a crisis, just as the community came together to support MercyOne throughout the COVID-19 pandemic.

Thank you to the MercyOne Des Moines Medical Center Food and Nutrition team for using this opportunity to enhance Team Engagement and improve Consumer Experience.
Epic Go Live Planned for January 2024 for MercyOne Eastern Iowa, North Iowa, Northeast Iowa and Western Iowa

TogetherCare took advantage of the pause in its implementation timeline caused by COVID-19 to make some improvements. Combining lessons learned from the January implementation of Wave 1 in Michigan along with input from leadership and colleagues across Trinity Health, an optimized timeline and plan were developed. MercyOne Eastern Iowa, North Iowa, Northeast Iowa and Western Iowa will now go live with Epic in January 2024.

The updated timeline for Epic go live is later than originally planned due to COVID-19; however, this is an opportunity for our ministries aligned with Trinity Health to benefit from go live learnings of the proceeding Trinity Health ministries.

Despite this change, we are committed to advancing a radically convenient Consumer Experience. For example, we recently began launching online scheduling in North Iowa and Western Iowa. Since launching online scheduling and virtual visits, MercyOne Singing Hills Urgent Care in Western Iowa has seen a double digital increase in visits impacting our Key Results of Ambulatory Growth and Consumer Experience.

We care about your experience and know you will have concerns. Share your questions with your leaders or email MercyOneInfo@mercydesmoines.org.

Please click here to view Frequently Asked Questions.

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

MercyOne Waterloo Patient Accounts collected items to donate to the Northeast Iowa Food Bank’s personal care drive. The team gathered things like toilet paper, soap and personal hygiene items.

This impacts our Key Results of Team Engagement and Consumer Experience.

~ Kristen Mather, manager, hospital patient accounts

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

Our unit recently hired a new nurse, and during the interview process, she told us she applied to work at Mercy Iowa City, an affiliate of MercyOne, because her mother had been a patient in our unit. This nurse was so impressed with the care we provide, she decided to leave her former job and join our team.

~ Christine Helbing, Nurse Manager of Endoscopy/SCU/PACU

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

Barb Coffman, ARNP, Mercy Family Medicine Williamsburg, facilitated cloth mask making in the Williamsburg area. Thanks to Barb, we have received many donations of cloth masks. Barb has also been making cloth masks and providing them to colleagues and providers in the Williamsburg clinic. By doing this, she has positively impacted our Key Results of Team Engagement and Consumer Experience.

~ Susan Elder, Clinic Operations Director-Primary Care/Outreach
This is what Personalized Care look like to me...

Personalizing care for yourself is important during challenging times. To help expand the support available to colleagues MercyOne has started the MercyOne Care Circle. The MercyOne Care Circle is a colleague group of behavioral health professionals and others who connect with team members in high-volume, high-stress areas to provide high-touch comfort and support real time.

The team, which has members in all MercyOne regions of the state, has been hosting conversations with colleagues and helping connect them with additional support resources. Care Circle outreach has been done in person as well as virtually or over the phone. If you’d like to connect with a team member, contact Mission/Spiritual Care.

Colleague Resources

MercyOne Employee Assistance Programs offer free, direct support to you and any person(s) living in your household. It is a 24/7, confidential resource, providing counseling, information and referral services to help address personal, family and work-related concerns.

- Trinity Health Colleagues: Contact Carebridge at 800-437-0911 or visit www.myliferesource.com. Use the Trinity Health access code: BKKR5

MercyOne Wellness Programs provide education, tools, and resources to support colleagues and their family members in achieving their well-being goals.

- CommonSpirit Colleagues: Register or log-in at www.CatholicHealth.net > wellness
- Trinity Health Colleagues: Register or log-in at http://mybenefits.trinity-health.org/lywl or via the Virgin Pulse mobile app

MercyOne Colleague Mental Health Resources

Re-invent your self-care

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

After a resignation on the MercyOne Northeast Iowa public relations team, Stephanie Duckert, marketing director at MercyOne North Iowa, called to offer support from her team to help manage the workload. That’s what Team Engagement looks like to me.

~ Amy Hetherton, director, marketing and communications
**This is what Personalize Care looks like to me...**

Jacob Duben, our bundle payment health coach, called a patient to follow up post op outpatient stent placement to see how he was doing at the end of his 90-day BPCI episode. The patient expressed immense gratitude to Jacob as Jacob had encouraged the patient to attend cardiac rehab.

The patient was reluctant to attend cardiac rehab originally. Jacob spent time providing education and encouragement, and the patient agreed to go a couple of times to ensure he was clear to resume physical activity and exercise. When the patient attended cardiac rehab, he was noted to be in atrial fib during the rehab session and was started on Eliquis. He will undergo TEE with cardioversion soon.

The patient stated he is very thankful for Jacob’s service with the following comment: “you may have prevented me from having a stroke.”

~ Jessica Reams, director, clinical integration network patient engagement

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

Congratulations to MercyOne North Iowa’s Skilled Nursing Unit, who received 5-star ratings in all categories – the highest of ratings from Medicare (CMS).

All long-term care sites are rated in five categories: overall quality, health inspections, quality measures, staffing and nurse staffing. It is very rare to achieve a 5-star rating in all five categories.

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

MercyOne was recognized by the American Heart Association for outstanding cardiac care when seconds count.

MercyOne Siouxland Heart and Vascular Center again received the Mission: Lifeline® Gold Plus Receiving Quality Achievement Award for implementing specific quality improvement measures outlined by the American Heart Association for the treatment of patients who suffer severe heart attacks.

Additionally, MercyOne North Iowa Medical Center and MercyOne Dubuque Medical Center have received the Mission: Lifeline® Gold Receiving Quality Achievement Award.

The American Heart Association’s Mission: Lifeline program’s goal is to reduce system barriers to prompt treatment for heart attacks, beginning with the 9-1-1 call, to EMS transport and continuing through hospital treatment and discharge.

MercyOne organizations in Iowa earned the award by meeting specific criteria and standards of performance for quick and appropriate treatment through emergency procedures to re-establish blood flow to blocked arteries in heart attack patients coming into the hospital directly or by transfer from another facility.
This is what Own It! looks like to me...

Dr. Patrick Oben of MercyOne Central Iowa took action to support the Key Results of Consumer Engagement and Quality through the launch of a regular patient experience webinar. Targeting physicians and providers, the series features other health care experts at MercyOne as guest hosts, with content focusing on the objectives of:

- Understanding and embracing the clinical value of the patient experience.
- Recognizing the critical place the experience and well-being as health care providers occupies for the patient experience.
- MercyOne’s commitment and resources available to support and improve the MercyOne experience of every patient and every provider.

Each week, Dr. Oben’s latest webinar is distributed to all MercyOne Central Iowa medical staff via email, with an archive of past editions available on the MercyOne Central Iowa intranet. Listen to the Aug. 12 webinar, hosted by Dr. Oben with special guests Dr. Andrew Zeff, director of Hospitalist Service, and Misty Hatfield, manager of Adult Hospitalist Service for MercyOne Des Moines Medical Center.

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

MercyOne Ottumwa Family and Internal Medicine Clinic recently received accreditation as a Rural Health Clinic (RHC). The exemplary provider accredited status is only granted to those health care providers who demonstrate outstanding patient care practices and compliance to comprehensive Safety-Honesty-Caring® quality standards as verified and validated by the Medicare-authorized national health care accreditation organization—The Compliance Team, Inc.

The Exemplary Provider accreditation process is a comprehensive, continuous quality improvement program in which rural health clinics demonstrate 100% compliance to the Centers for Medicare and Medicaid Services’ (CMS) rigorous Conditions for Certification dealing with patient services, infection control, diagnostic tests and pharmaceutical services. The rural health clinic accreditation is valid for a 3-year period. This recognition positively impacts Quality and Consumer Experience.

For the second time, MercyOne Dubuque and Mercy Iowa City, an affiliate of MercyOne, have been named to the list of 100 Top Hospitals by IBM Watson Health. To determine the hospitals included on the list, IBM Watson Health researchers evaluated 3,134 short-term, acute care hospitals using publicly available clinical, operational and patient satisfaction data and metrics.

IBM Watson praised the hospitals’ operations and efficiency and said if all the health care facilities in the country followed their lead it would save 106,000 lives and reduce health care costs by $8.3 billion. This recognition reflects the Key Results of Financial Performance and Quality.
This is what Innovate looks like to me...

While facing the threat of COVID-19 (and before), MercyOne Central Iowa enlisted the help of a very special technology to keep colleagues, patients and visitors safe. Affectionately named after the Disney Pixar movie, “WALL-E” is a robotic cleaning device which uses ultraviolet light to clean hospital rooms after a COVID-19 patient leaves. The wave lengths of light are able to penetrate through the substance of microbial organisms and, basically, destroy the DNA.

WALL-E and a second robot, “Rosy” (named after a character in “The Jetsons” cartoon), stepped up during the pandemic, especially as health care systems experienced a shortage of personal protective equipment (PPE), positively impacting the Key Result of Quality.

Watch the July 15, 2020, news story about WALL-E on the TV ABC-5 website.

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

Dusthaff Persaud, Ed. D, MBA, PA-C, Mercy Family Medicine Muscatine, has been a true champion when it comes to telehealth in the Mercy Clinics. He paved the way for “best practices” for telehealth for Mercy Iowa City, an affiliate of MercyOne. His enthusiastic engagement encouraged the colleagues at the clinic to follow his lead. He took the ball and ran with the process, refining it for patients. He also provided training and best practices to his colleagues. By doing this, he has positively impacted our Key Results of Team Engagement, Consumer Experience and Ambulatory Growth.

~ Susan Elder, Clinic Operations Director-Primary Care/Outreach

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

A patient recently reached out to let us know what an outstanding job Tiffany McEwan did on a recent virtual visit. The patient noted: “I have to brag quickly about one of your nurse practitioners: Tiffany McEwan. I had a telehealth visit with her for migraines and oh my gosh...she went above and beyond. She took her time talking with me...even called me back with additional research she did for me. AMAZING! Just wanted to pass that along.”

This impacts our Key Results of Consumer Experience and Ambulatory Growth.

~ Jeff Halverson, vice president, MercyOne Medical Group Northeast Iowa
Rob Heen joins as President of MercyOne Medical Group

Rob Heen joined MercyOne as President of the MercyOne Medical Group on July 21. He and Dr. Kent Carr will lead the MercyOne Medical Group, where Dr. Carr serves as Chief Executive Officer.

Rob brings 18 years of progressive management experience in multi-specialty clinics, including The Iowa Clinic, where he served as the Chief Operating Officer from 2010 – 2019. Most recently, Rob served as Chief Operating Officer for the Mercy Springfield Clinic in Springfield, Missouri.

Van Buren County Hospital welcomes Garen Carpenter as Chief Executive Officer

Garen Carpenter joined Van Buren County Hospital, an affiliate of MercyOne, as Chief Executive Officer on July 31.

A native of Iowa, Garen Carpenter brings nearly 15 years of experience to his role as chief executive officer. His experience includes both rural and urban health care environments including emergency care, specialty care and family medicine. Carpenter previously served as the interim chief executive officer of Van Buren County Hospital from 2013 to 2014.

“I am excited to serve Keosauqua and the surrounding communities here in Van Buren County,” said Carpenter. “The team has a strong history of providing exceptional care, an unwavering dedication to the community, and a vision for ensuring expanded access to care for our patients.”

Troy Cook joins MercyOne as Division Director of Business Solutions

Troy Cook recently joined MercyOne as Division Director of Business Solutions. Cook leads new and existing partnered employer health strategies across Iowa, including current offerings of employee wellness programs, executive health, on-site screening services, occupational health, and partnered benefit design, among other services. He has led the new COVID-19 services and will work to develop new service offerings and programs, to enhance quality as well as cost management for our employer partners.

Cook has more than 25 years of experience serving companies ranging from Fortune 100 firms to small family-owned businesses. As a past president of the Iowa Association of Health Underwriters, he has extensive understanding of health care, benefits and public policy solutions to generate positive results in a competitive environment.

SHARE STORES OF COLLEAGUES LIVING OUR CULTURAL BELIEFS

Our colleagues are working to provide personalized, excellent care to the patients we serve. Please share a Focused Story about how a colleague has lived our Cultural Beliefs.

Share now >