MercyOne is ONE!

Just one year ago, MercyOne officially unveiled our new brand to unite our 420 care locations across Iowa and the surrounding areas we serve.

It has been an exciting year working as one. Being ONE has allowed us to build a more united and connected system of care and services for the people and communities we are privileged to serve.

Since February 2019, together our 20,000 MercyOne colleagues have:
- Helped improve the lives of more than 3.3 million people
- Lived our Mission by contributing $95 million in community benefits across Iowa for the most vulnerable
- Welcomed more than 10,000 babies into the world
- Expanded MercyOne’s Circle of Care by adding affiliate partners
- Achieved three of our five Key Results
- Increased our market share to 29.1% – up nearly 1 point since becoming ONE
- Invested more than 30,000 hours in colleague trainings and leadership development to advance our Culture of accountability
- Made our locations easier for consumers to find and reinforced our connection by updating our signs. More than 65% of signs have been converted, and this work is ongoing as MercyOne signs continue to be installed across the state.

Feb. 1 – 8 we will host MercyOne’s birthday celebration. This is a celebration of each of you, our Mission, our progress and our future. Please join in the celebration.

Our incredible Circle of more than 20,000 colleagues is what has made our achievements possible. On behalf of the MercyOne Board of Directors, our leadership team and the 3.3 million people we helped this year, thank you for your unwavering commitment to our Mission and Vision and your passion for our patients – you are the power of MercyOne!

Join MercyOne Birthday Celebrations!

- **MercyOne Food Drive**
  Help us collect 20,000 items for our communities!

- **MercyOne Trivia**
  Test your knowledge at MercyOne.org/mercyoneweek.
  - Complete by Friday, Feb. 7 to be eligible to win a $25 MercyOne Store gift certificate.

- **Birthday Song Showdown**
  Gather your team and submit a video singing “happy birthday” to MercyOne.
  - Email your entry to MercyOneInfo@mercydesmoines.org by Friday, Feb. 7 to win a birthday celebration for your team, cake included!

- **Get Social!**
  Add our #PowerofMercyOne frame to your Facebook profile picture or find our filter on Snapchat.

- **#PowerofMercyOne Photo Contest**
  Smile in “selfies” or “groupies” and share using the #PowerofMercyOne on social.
  - Those featured in the winning photos will receive a $25 MercyOne Store gift certificate. Make sure your photo is set to public to be entered into the contest.
  - Don’t use social media? Email your photo to MercyOneInfo@mercydesmoines.org.

See the updates from across MercyOne at MercyOne.org/mercyoneweek.
Our Key Results focus our work as well as measure performance and progress toward our Vision to set the standard for 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.
- MercyOne’s composite score remained consistent in December at the 42nd percentile, below our target of 55th percentile.
- Congratulations to our North Iowa region for increasing their composite score by two percentile points!

### Team Engagement

Commitment each colleague gives each day to help our patients live their best life.
- Twenty-five physician focus groups were held across the state in December and January. The learnings from these discussions will inform our provider engagement strategy.

### Quality

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.
- MercyOne’s composite readmission rate is 9.9%, placing us in the top decile nationally as well as showing improvement over November 2019 and last year and surpasses our fiscal year 2020 goal.

### Financial Performance

You can think of it like your check book. At the end of the month you must have more than what you spend to fund benefit programs, raises, invest in facilities and clinical and non-clinical equipment.
- The November year-to-date operating margin was over budget by $7.7M.
- We have plans in place and are making adjustments to ensure we achieve our 2020 goal.

### Ambulatory Growth

Non-hospital visits, including: outpatient surgery, physical therapy, physician offices, clinics and home care.
- MercyOne visits have totaled 1,793,224 through December, tracking 4% above our goal.

Coming Feb. 10 – Pulse Survey

As part of our work to Improve Daily, all colleagues will receive an email invite for a short pulse survey. This feedback will be used to measure progress from our annual engagement survey. Individual responses and comments will be confidential.

Please look for additional information coming soon.
"WOULD RECOMMEND" AT THE 75TH PERCENTILE BY 2021
"WOULD RECOMMEND" AT THE 55TH PERCENTILE BY 2020

Here is what Personalize Care looks like to me

On New Year’s Eve MercyOne Des Moines Medical Center cardiovascular perfusionist Dane Pratt, was quietly reading to his patient, Parker Baker, in the Pediatric Intensive Care Unit (PICU). Parker’s mother snapped a photo of the special moment from behind. Little did anyone in the room know how far the one photo would travel in the next few days and the impact Dane’s kind act would have on people beyond our community lines.

In his three years working with MercyOne Des Moines Medical Center, Dane has checked out dozens of books from his local library and read to countless children alongside the quiet hum of the extracorporeal membrane oxygenation (ECMO) machine. As a perfusionist, Dane is trained to maintain, operate and record the output of the ECMO machine, which is also referred to as a heart-lung machine. Typically, patients who are going through an ECMO cycle have to be sedated, which is where the idea of reading to the youngest of patients stemmed for Dane. Learn more >

Dane’s actions improve our Consumer Experience.

This is what Personalize Care looks like to me.

MercyOne Northeast Iowa holds first Honor Walk

On the evening of Nov. 5, a man was honored by his family and hospital colleagues before being taken into surgery to donate his organs. Our team had the privilege of hosting Waterloo Medical Center’s first-ever Honor Walk, recognizing the final journey of a remarkable man who signed up for the Iowa Donor Network.

Colleagues from all areas of the hospital along with caregivers and friends silently lined the hallway from the Intensive Care Unit to the operating room to honor the man who selflessly gave the gift of life by donating his organs. The silent respect said more than words ever could. This solemn tribute was our way of thanking the man for being a true hero and hopefully providing comfort to his family when seeing the appreciation people have for what their loved one chose to do.

“We are very grateful to the family who made a very difficult decision during a difficult time. The Honor Walk represented our gratitude to them for making the decision which will benefit others for a lifetime,” says Stacey Smith, director of case management and chair of the MercyOne Northeast Iowa Organ, Tissue and Eye Donation Committee.

In an effort to honor the donor and raise community awareness about the importance of organ donation, Waterloo Medical Center flew a ‘Donate Life’ flag outside the hospital for three days.

Northeast Iowa joins Western Iowa and Central Iowa in Reverence for donors and their families with honor walks.

MercyOne Des Moines Ambulance Service Facebook live event

On Dec. 12, members of the MercyOne Ambulance Service ground crew participated in a Facebook Live event with KCCI, a central Iowa news station. During the broadcast, information was shared about the ground crew’s expertise, services offered and ambulances. The tour included the MercyOne Children’s Hospital’s ambulance, designed specifically to meet the needs of our youngest patients.

Watch now >
**Consumer Experience**

"WOULD RECOMMEND" AT THE 75TH PERCENTILE BY 2021
"WOULD RECOMMEND" AT THE 55TH PERCENTILE BY 2020

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**MercyOne Community Health Worker program celebrates second year**

MercyOne's Community Health Worker program has been connecting patients with needed resources for more than two years throughout Central Iowa. The program originated in 2016 through a grant from the Robert Wood Johnson Foundation with an equal match from Catholic Health Initiatives and has grown from four health care workers in two clinics to seven health care workers supporting seven clinics.

Personalized support resources are given to patients based on responses collected through a discreet screening form completed during their clinic visit. The form asks patients if they've had recent concerns regarding their financial status and accessing food, medication, housing or transportation. There are also questions asking about the patient's safety and if they have urgent needs. If a need is indicated, a community health worker provides the patient with information and assistance in gaining access to local health and social services.

“Personalizing Care means making sure the most vulnerable have opportunities for positive health outcomes; our community health workers ensure everyone gets access to essential services which are required to get and stay well,” said Emily Fletcher, MercyOne ambulatory care manager and leader for the integration of the Community Health Worker program. "To me, they truly embody our MercyOne Mission, especially our Values of Commitment to the Poor, Reverence and Justice."

As of September 2019, more than 12,000 screenings have been completed with nearly 20 percent, or 1,081 patients, indicating a need. Community health workers have successfully helped 993 patients find assistance.

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**Here is what Personalize Care and Be ONE looks like to me**

Savanna Richardson, a community health worker at MercyOne East Village Family Medicine Clinic, recently had a single mother of four children who was diagnosed with stage IV cancer. The patient's diagnosis made it difficult for her to work while receiving treatments, creating a need for food. Savanna worked with a local resource to make sure the family didn't go hungry.

As Christmas approached, the family had little hope of a celebration. Seeing Savanna's efforts, her MercyOne East Village colleagues helped make Christmas memorable by providing the family with a Christmas dinner, gifts and new clothing for each child. This will positively impact our Consumer Experience and Team Engagement.

This is what Personalize Care and Be ONE look like to me.
"WOULD RECOMMEND" AT THE 75TH PERCENTILE BY 2021
"WOULD RECOMMEND" AT THE 55TH PERCENTILE BY 2020

Now open: Ronald McDonald House at MercyOne Children’s Hospital

The Ronald McDonald House at MercyOne Children’s Hospital opened on Jan. 7.

Before the families moved in, members of the media, donors and leaders were invited to a ribbon cutting.

Mercy Iowa City Introduces Advanced Interventional Cardiology Suite

Mercy Iowa City, an affiliate of MercyOne, completed installation of the Phillips Healthcare Azurion7 FlexArm imaging system, a comprehensive cardiovascular X-ray lab used in a full range of diagnostic and therapeutic procedures including peripheral vascular cases. This is the second of two Cardiac Catheterization suites at Mercy Iowa City which have been updated with all new state-of-the-art equipment in the last year. A third suite is planned to be redone later this year. The innovative FlexArm system is the first one in Iowa.

The new system features a ceiling mounted C-arm housing an X-ray tube and flat detector which can be positioned anywhere within the operating room for easy surgical patient access, nimble imaging angulation, versatile system parking and a full range of viewing angles. The suite also features high resolution LCD monitors to view live and stored clinical images. Its low dose X-ray exposure is safer for patients and colleagues.

“Both our patients and clinicians will benefit from the speed, low-dose levels and outstanding image quality of this new X-ray system,” explained Allen Smith, CNO for Mercy Iowa City. “It will allow our physicians to complete a variety of diagnostic and interventional procedures faster, which means the patient is off the table and on their way to recovery and discharge much sooner.”

Otto Schoitz Foundation helps fund new bus for Inpatient Rehabilitation

The Otto Schoitz Foundation recently awarded MercyOne Waterloo Medical Center with $31,235 to fund half the cost of a new passenger bus for our Inpatient Rehabilitation Transportation Project. The new bus will accommodate four patients in wheelchairs, eight additional passengers and one driver.

The bus, which averages 400 patient trips annually, takes patients recovering from stroke, brain and spinal cord injuries, burns and amputations to restaurants, grocery stores, museums, banks and more to help them continue living life.

“The rehabilitation services provided by MercyOne are vital to the health and well-being of our community,” said Shelli Panicucci, Otto Schoitz Foundation Director. “A key component of rehabilitation is learning to re-integrate into the larger community. This vehicle will transport patients and their families on their paths to recovery, and we are proud to offer our support!”

The project is a free service for patients. In addition to funding from the Otto Schoitz Foundation, Witham Auto Centers and Signs By Tomorrow are partnering with the MercyOne Waterloo Foundation to make the project happen.
“Your Best Life” podcast: Preparing for Baby

If you’re having a baby or planning for pregnancy, find out what to expect each trimester and on delivery day, managing pain and more.

Download now at www.MercyOne.org/podcasts.

Have a topic idea? Email podcast@mercyhealth.com.

New Year, New Look at Monroe County Hospital & Clinics

Monroe County Hospital & Clinics (MCHC), an affiliate of MercyOne, recently launched a new brand identity. Inspired by the MercyOne logo and colors, the MCHC Board of Trustees and Administrative Leadership Team decided it was time to update the MCHC logo as well.

After careful consideration, MCHC chose their new logo as a representation of their lifelong commitment in providing health care services for patients while continuing the strong relationship with the community. The light green color unifies MCHC with MercyOne.

More colors to layer up this winter now available in our MercyOne Colleague Store

Order these and many other items at MercyOneStore.com.

Email Lea Greathouse at greathlj@mercyhealth.com with ideas for the store.
Spiritual Care serves “Tea for the Soul”

While often wonderful and rewarding, our work can also become demanding environment which can be physically and emotionally draining. MercyOne Northeast Iowa Spiritual Care created a “Tea for the Soul” program as a way to provide care for our colleagues. Team members can stop in, relax and feel cared for while enjoying a cup of tea and treats provided by the Spiritual Care team. Tea for the Soul’s relaxing environment is healing and restorative; a chance to nurture and acknowledge the efforts of our colleagues, plus help them unwind from a stressful event or day. Supportive services and resource materials are also available.

“Away from the business of work and life, and the stress which comes with it, Tea for the Soul provides a sacred space that refreshes, renews and re-invigorates our weariness,” said Father Solomon Farinto.

Additional MercyOne locations offer spiritual support, including:
- MercyOne North Iowa’s mindful medication sessions each Wednesday
- Mercy Iowa City’s daily mass

Joni Ernst’s staff visits Dallas County Hospital

On Dec. 9, leaders from Dallas County Hospital, a MercyOne affiliate, met with Senator Joni Ernst’s Regional Director, John Hollinrake. The group discussed rural health care policies and health care access in Dallas County.

“Health care is constantly changing and rural health care is necessary in our community. We want to be sure we have the support to continue to provide care close to home,” stated Angela Mortoza, Dallas County Hospital & Family Medicine Clinics CEO.

MercyOne Dubuque celebrates babies’ first Christmas

Colleagues at the MercyOne Dubuque Birth Center ensured the magic of Christmas was felt by our newest families. Babies in the birth center and NICU were gifted with stockings and hats to celebrate their first Christmas.

The stockings and hats were lovingly created by birth center team members who formed a “crafting committee,” and this was their first project with plans to create additional gifts for our babies and families throughout the year.
Team Engagement

OVERALL ENGAGEMENT AT THE 75TH PERCENTILE BY 2021

COLLEAGUE ENGAGEMENT AT THE 39TH PERCENTILE BY 2020;
PROVIDER ENGAGEMENT AT THE 30TH PERCENTILE BY 2020

Be ONE

To make our locations easier for consumers to find and understand our deep connection, we are updating our signs.

Share your team’s photo with your new MercyOne sign on Facebook using the #SignsOfMercyOne hashtag.

If featured in the System Newsletter, your team will receive treats.

This is what Personalize Care for each other looks like to me

“I've traveled the majority of my career and when I was ready to stop traveling, I KNEW I wanted to join the team at Mercy Iowa City, an affiliate of MercyOne. I was a traveler here in 2001, and it's such a good hospital where everyone is friendly.” - Wendy Heath, Mercy Iowa City ICU nurse

This improves our Team Engagement.

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

Focused Storytelling extensions

Focused Storytelling is a great way to share how our MercyOne Culture is shifting. To amplify your story, please share using the

Focused Storytelling Capture Form here >

View stories others have shared here >
Being ONE with our community

MercyOne North Iowa Medical Center’s 2018-2020 Community Health Needs Assessment (CHNA) identified “Healthy Foods Not Available” as a top unmet need. To address this need, the Community Health and Well-being team cultivated a new relationship with Healthy Harvest of North Iowa and the North Iowa Local Food Coalition. Through this relationship, Healthy Harvest was able to hire a Food Access Coordinator to oversee the work.

As a result, the group reached nearly 3,500 North Iowa residents connecting them with local, fresh, healthy foods through 30 vendors in seven communities.

The group hosted a food cart at fairs, farmers’ markets, an orchard and many other local food events. With the cart, local chef volunteers demonstrated in-season recipes from salsa and soup to healthier sweets and handed out recipe cards to all attendees.

This is a great example of how MercyOne North Iowa demonstrated our Cultural Belief of Be ONE with community partners to address a social determinant of health.

MercyOne Dubuque mourns loss of former president and CEO, Sister Helen Huewe

The Dubuque community lost a great leader Jan. 11 with the passing of Sister Helen Huewe, OSF. Sister Helen was president and CEO of Mercy – Dubuque from 1986 – 1997.

Sister Helen spent 40 years in health care, primarily in the Dubuque area. She worked as a nurse aide and registered nurse before entering hospital administration at Dubuque’s Xavier Hospital, a hospital which consolidated with MercyOne in the early 1980s. She served in various administrative capacities, culminating as president and CEO.

"MercyOne and the Dubuque community are both better places because of Sister Helen’s leadership," Kay Takes, president of MercyOne Eastern Iowa Region. "She was an inspiration, a relentless advocate, and a kind heart. We greatly mourn Sister Helen's loss but know her incredible impact will live on."

January Compliance Scenario: Service Animals

Sharon, an outpatient clinic nurse, calls a patient to the exam room. The patient brings her dog with her. The dog isn’t wearing a vest. Sharon, not wanting to scare other patients or contaminate the exam room, asks that the dog remain in the waiting area. Was Sharon correct in how she handled the situation?

If the dog is a service animal, then Sharon should have handled the situation differently. Under the American with Disabilities Act, MercyOne is prohibited from discriminating against individuals with disabilities and, with a few exceptions (e.g., sterile areas), requires we allow people with disabilities to bring their service animals in exam rooms, patient rooms and anywhere else where the public and patients are allowed to go. Service animals are not required to wear a vest, ID tag or specific harness.

Colleagues may ask only two specific questions: Is the dog a service animal required because of a disability? What work or task has the dog been trained to perform?

MercyOne colleagues must accommodate the service animal unless the animal is out-of-control or is not housebroken. Colleagues should refrain from petting and interacting with the service animal and address conversation directly to the patient.

Please review your local Pet Visitation-Service Animals policy and Own It! to provide Personalized Care to positively impact Consumer Experience.
MercyOne 2020 Bundled Payments for Care Improvement Advanced programs

MercyOne is continually looking for ways to fulfill our Vision to set the standard for personalized and radically convenient system of health services. This includes investing in innovations to improve care coordination and reduce expenses to improve consumer experience.

As part of this effort, MercyOne’s Population Health Services Organization is expanding participation in the Bundled Payments for Care Improvement Advanced (BPCIA) program offered by the Centers for Medicare & Medicaid Services (CMS) for 2020.

BPCIA programs are voluntary payment models offered by CMS which reward participating Accountable Care Organizations (ACOs), like MercyOne, improving care quality for specific diagnostic cases and managing costs within a 90-day time period.

MercyOne evaluated the program offerings from the CMS and voluntarily elected to participate in the following 2020 programs:

- MercyOne Waterloo Sepsis
- MercyOne Waterloo Outpatient Percutaneous Coronary Intervention
- MercyOne Des Moines Sepsis
- MercyOne North Iowa Renal Failure
- MercyOne North Iowa Cellulitis
- MercyOne North Iowa Urinary Tract Infection

The 2020 MercyOne BPCIA program goals are to improve patient treatment success and reduce hospital readmissions. This will be achieved in each program by:

- Empowering patients to use Advanced Care Planning to control their care decisions
- Increasing access to home health
- Optimizing CMS waiver opportunities to enable BPCIA patients’ eligibility for services to improve their healing environment, including increased coverage for telehealth visits, postdischarge home visits and earlier eligibility for a skilled nursing facility transfer

Please share questions with Erin Volz, bundled payment program manager for MercyOne.

“This Side Up” Onesies Raise Awareness of SIDS at Knoxville Hospital & Clinics

All infants who are seen for well child exams at Knoxville Hospital & Clinics, a MercyOne affiliate, are now receiving a free “This Side Up” onesie as an educational effort to raise awareness of Sudden Infant Death Syndrome (SIDS) and SIDS prevention.

Unsafe sleeping environments attribute to most infant SIDS deaths. The “This Side Up” onesie is one way to educate parents the safest way for their infant to sleep is on their back.

This idea began when primary care physician, Dr. Marty Errthum attended the State Medical Examiner Conference where one of the presentations discussed infant deaths due to SIDS. State Medical Examiner, Dr. Dennis Klein remarked if he had a grandchild, he’d have them wear a onesie that says “this side up” on the front to remind parents infants should always be sleeping on their backs. The lightbulb went on for Dr. Errthum. Back at work, she Owned It and contacted the Knoxville Hospital and Clinics Auxiliary to see if they’d be interested in purchasing the first 100 “This Side Up” onesies.

MercyOne providers, stricter pharmacy guidelines set to save lives

A mandate effective Jan. 1 by the Iowa Legislature and Governor Reynolds now requires electronic transmission from prescriber to pharmacy of controlled and non-controlled substances.

In addition, the Iowa Board of Medicine requires any Iowa physician and their designated agents who prescribe opioids to register with a Prescription Monitoring Program. This directive is designed to help address what is commonly known as “doctor shopping,” or when a patient attempts to see multiple medical providers in hopes of securing more opioids.
MercyOne Ruan Neurology receives prestigious award from MS Moments

On Dec. 11, 2019, MercyOne Ruan Neurology Care received the Lifetime Achievement Award from MS Moments for supporting the organization’s success during the last four years. This award acknowledges the unwavering, consistent commitment of MercyOne providers to go above and beyond for families living with multiple sclerosis (MS) by speaking at educational dinners and educating throughout Iowa, the U.S. and the world, displaying an infectious love for MS Moments and its mission.

MS Moments’ mission is to provide financial assistance in the form of grants to Iowans and their immediate family members for free health club access, acupuncture, medical massage, technology assistance and other resources.

Interventional Radiology offers plethora of non-surgical options for area patients

Dr. Neal Khurana, recently named the Medical Director of Interventional Radiology at MercyOne Siouxland, is providing patients with options for many surgical procedures which have not been available at MercyOne Siouxland Medical Center previously, including:

- Gallbladder issues
- Non-surgical treatment for gynecology patients with fibroids
- A non-invasive treatment for spine fractures
- Options for urologists with patients who have enlarged prostates.

Khurana says there are plethora of IR procedures available for patients suffering from problems with dialysis, liver, biliary disease, kidney, prostate and uterine issues, vascular issues and minimally invasive treatment for some cancers.

"The best thing about IR is the possibilities are limitless with the imaging machines and types of catheters and devices available," says Dr. Khurana.

New IR equipment brings new procedures to Siouxland

MercyOne Siouxland Medical Center is debuting a new Interventional Radiology (IR) suite. The suite will feature new Siemens IR equipment installed this month. The first procedures will be scheduled in February.

The complex machines have the ability to move from head to toe on the patient in several dimensions and directions allowing the patient to be more comfortable and giving physicians the ability to see from several angles and safely do the procedure. The new machines feature software which allow 3D mapping of vessels, 3D reconstructions of images and allow overlay of older scans/images onto the live shot.
MercyOne North Iowa Owns It to prevent wheelchair injuries

To improve consumer experience and quality, MercyOne North Iowa recently updated wheelchairs in their care locations to reduce and prevent patient and colleague injuries. There were several variations of wheelchairs in use – many of which were older and had parts which did not always work well.

More than 150 colleagues Owned It by contributing feedback, thoughts and input on the new Stryker Transport Chair. Additionally, MercyOne Des Moines demonstrated Be ONE by providing support and information on their experiences with Stryker chairs. Further data and research were collected to understand the lifespan and durability of Stryker chairs.

Following research and feedback, the recommendation was to replace MercyOne North Iowa’s current wheelchairs with Stryker chairs. This process will take a few years to complete but will standardize the fleet of chairs to improve Consumer Experience and Financial Performance by preventing consumer and colleague injuries.

Congratulations to Dr. McAllister on completing 1,000 TAVRs

On Jan. 9, Dr. David McAllister and his team completed their 1,000th transcatheter aortic valve replacement (TAVR) at the MercyOne Structural Heart Center. Thank you to all colleagues who have participated in the referral process, everyone in the research department and who have helped us grow!

MercyOne Structural Heart Center hosted their first case in July 2011 and has continued to provide exceptional consumer experiences throughout their growth.

MercyOne Week Trivia Hints

Look for the link at MercyOne.org/mercyoneweek to enter for a chance to win a $25 MercyOne Store gift certificate.

1. Bob Ritz drove nearly 7,000 miles visiting our markets in our first year as ONE.
2. MercyOne has 420 care locations.
3. 25,900 people attended the first MercyOne virtual career fair.
4. Our podcast – “Your Best Life” has more than 1,000 downloads.
5. MercyOne will set the standard for a personalized and radically convenient system of health services.
6. MercyOne has five Key Results.
7. 1,100 MercyOne signs have been installed to help consumers find our care locations.
8. MercyOne is powered by 20,000 colleagues.
9. MercyOne has care locations in Iowa, Nebraska, South Dakota and Illinois.
10. Mother Catherine McAuley is the foundress of the Religious Sisters of Mercy
MercyOne Siouxland to open family medicine clinic in Moville

MercyOne Siouxland will open a primary health care clinic at 410 Main Street in Moville, Iowa. The new clinic is slated to open in early March with office hours on Monday, Wednesday and Friday.

“We are excited to increase our circle of care to include a location in Moville,” said Rob Stowe, MercyOne Siouxland executive director of Critical Access Hospitals.

Cardiac rehab now available at MercyOne West Des Moines

Located on the second floor of the cardiovascular testing suite, the cardiac rehabilitation program began on Jan. 6 at the MercyOne Iowa Heart Center West Des Moines. Services include monitored and supervised exercise, risk factor education and lifestyle counseling, and are available on Mondays, Wednesdays and Fridays.

“Adding a second location increases access, promotes participation and betters the patient experience for those living in the western communities,” said program manager Eric Larson. “Our goal is to help patients recover faster, feel better and reduce their risk.”

This new location joins MercyOne Des Moines, North Iowa, Northeast Iowa, Dubuque, Dyersville and Iowa City in offering cardiac rehab services.

New services added at Van Diest Medical Center

Van Diest Medical Center, an affiliate of MercyOne in Webster City, is now offering three new outpatient services to Personalize Care for their community. The new services include:

- Calcium Scoring for artery disease detection
- Lung Cancer Screening
- Peripheral Artery Disease (PAD) Program, a 12-week supervised exercise therapy program used to decrease pain in PAD patients

The opportunity to detect artery disease and lung cancer earlier allows for the development of a treatment plans best suited for the patient’s needs.

Offering expanded outpatient services allows Van Diest Medical Center and Clinics to improve our Consumer Experience by providing local and convenient care access.

MercyOne Dyersville adds CT services

MercyOne Dyersville expanded its radiology services to include CT services. Built around a new mobile workflow, Dyersville’s state-of-the-art CT scanner utilizes handheld tablet/remote technology to help staff spend more time in the room with patients during their exam.

Through the fundraising efforts of the Dyersville Health Foundation, more than $150,000 was raised for the purchase of the scanner. Community members were invited to an open house on Jan. 23 to tour the new CT suite.

MercyOne Grand Crossing Family Medicine will open in downtown Waterloo

“Our current MercyOne clinic in downtown Waterloo was forced to find a new home after an unexpected change in our lease,” said Jeff Halverson, vice president of MercyOne Medical Group-Northeast Iowa. “We were able to take advantage of a great opportunity to join this new development and continue to provide care downtown.”

“We are very excited to remain part of downtown Waterloo,” said Nicole Miller, ARNP. “With the many new residential properties nearby, visitors to downtown and easy access from major highways, we’re in a perfect spot to provide access to care.”
Here is what Personalized Care and Own It looks like to me

MercyOne Northeast Iowa had an infant in the INIC/NICU who needed a retinopathy of prematurity (ROP) exam. The normal practice is for the infant to be transferred by the Neonatal Transport Team to a higher level care facility, testing completed and then admitted to the other hospital until they are ready to go home.

This family wanted to have their baby transported back to MercyOne to allow them to spend time with the infant and care of their children at home. Typically insurance companies will only cover for the cost of the ambulance transport to the receiving facility and will not cover the return to MercyOne. This can cause financial hardship for families.

Our case management colleague Owned It by finding a way to ensure the baby received the testing needed and have the baby return to MercyOne. The Case Manager worked with our accounting and community health and well-being teams to ensure costs were covered for the transport back to MercyOne. This impacted our Consumer Experience and our Financial Performance.

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

Here is what Be ONE and Improve Daily look like to me

MercyOne Clinton has seen huge expense increases associated with moving chemo and infusion procedures from the North Health Plaza to the hospital. In December, teams put together a multi-disciplinary workgroup of colleagues from MercyOne System Office, MercyOne Clinton, MercyOne Dubuque and MercyOne Mason City to understand why this was happening. The team met on a daily basis for several weeks and continue to meet twice per week.

Everyone involved in the workgroup is engaged and focused on ONE goal... helping Clinton improve their financial viability. The team has discovered charging issues, purchasing issues and have even applied to change status from SCH to DSH for 340B. This will improve Financial Performance.

This is what Be ONE and Improve Daily mean to me.

Here is what Own It looks like to me

MercyOne North Iowa clinics have been focusing on collecting co-pays from patients at the time of service, colleague Mel Pedelty noticed a patient who comes into MercyOne North Iowa Dermatology Care every week had never paid his co-payment amount for any of his services. She decided to have the difficult conversation with him. Through the conversation, she found out that he actually had a Health Savings Account but didn't know how to use it. She helped him learn and now he pays at the time of service. This will positively impact Financial Performance.

This is what Own It look like to me.
Strategic Plan Update

Just one year ago, MercyOne completed its first ever system-wide strategic plan. As we began our work, our Champions, Key Accountability Leaders and their respective teams developed action plans to bring our Vision – to set the standard of a personalized and radically convenient system of health services – to life. The action plans created by our teams outlined how we will achieve our strategic goals.

Below is a brief outline of how key areas of our Strategic Plan are progressing:

Engage Colleagues
- We continue to ensure our Mission, Vision, Values, Key Results and Cultural Beliefs are part of our daily work to further embed our Culture.
- Our talent management work has focused on standardizing our hiring process and improving the candidate’s experience, along with leveraging partnerships with higher education programs in order to proactively build our pipeline for high demand jobs and/or skill sets to allow our organization to further Innovate.

Advance Digital Health
- We continue to expand digital check-in using Phreesia across MercyOne Central Iowa to improve Consumer Experience and Financial Performance. 42 clinic locations are now live. The launch of digital check-in is scheduled to begin in Western Iowa and North Iowa in March.

Develop One Medical Group
- A MercyOne Governance Council has been formed to define our statewide medical group, and the council approved a statewide physician employment agreement.

Implement a MercyOne brand
- MercyOne has increased our market share the past two quarters by nearly 1 point to 29.1%.
- More than half of our signage has been replaced to help consumers find our locations and showcase our united system of care.

Optimize Operational Performance
- We have integrated with both CommonSpirit and Trinity Health Revenue Excellence Teams and have established performance metrics for acute care and provider revenue cycle performance.

Improve Payment Strategies for MercyOne
- A plan has been presented to and approved by the MercyOne Finance Committee to improve our payment strategies with several payers.

Advance MercyOne Population Health Services Organization
- Our Population Health Services Organization’s (PHSO) work is growing as we recognize the continued need focus on value of care. Our recent focus has revolved around creating value-based care models, updating our Medicare Shared Savings plans with our partners and refining our post-acute network requirements.

Increase Network Integrity
- Work to make it as easy as possible for colleagues to keep patients within our MercyOne network for their health and wellness services is underway. A key growth opportunity for this strategy is developing one centralized transfer center. In order to rapidly advance this work, we are bringing on a partner to help model the appropriate functional scope for our system and to develop a timeline, a supporting business plan and future organizational structure to ensure success.
Health Policy

2020 MercyOne Health Policy Agenda

Iowa lawmakers dropped the gavel on the 2020 legislative session on Jan. 13, pledging to address challenges that include a shortage of skilled workers and limited access to affordable child care.

MercyOne has representatives at our capitol working each day to promote our Mission and Vision as ONE health system. Our focus areas, or agenda, this session includes:

- **Telehealth Payment Parity**
  MercyOne supports new legislation to ensure telehealth services are reimbursed at the same rate as in-person visits. This will help improve the number of telehealth services we are able to offer, increasing access to care for our patients.

- **Medical Malpractice**
  We are partnering with a group of providers and provider associations to support the addition of a hard cap for non-economic damages awarded in medical malpractice lawsuits. We believe this will help ensure rural Iowans are not at risk of losing their local care facilities.

- **Medicaid**
  MercyOne supports improvements to the existing state Medicaid system in order to help our providers better serve Iowa’s Medicaid population across all levels of care.

- **Emergency Medical Services**
  We welcome the opportunity to study the access to emergency medical services further so we can identify a comprehensive solution to overcome the lack of available medical transportation in Iowa.

- **Tobacco-21**
  As a population health matter, we support increasing the minimum age of purchasing tobacco products to 21. This will reduce the number of young persons who smoke and will lower addiction rates and health care costs for Iowans into adulthood.

We will be actively working to advance these five issues as well as monitoring all topics which impact health and access to care.

We will be engaging with many of you to help show our representatives how these topics impact our work to provide quality and compassionate care to the patients we are privileged to serve.

Look for advocacy updates here each month.
New Leaders

Grekoff named Senior Vice President of MercyOne Medical Group - Clinton

Ryan Grekoff is joining the MercyOne Clinton Medical Group as Senior Vice President on Feb. 3. In this role, Ryan will provide administrative leadership for employed physician and provider services in our Clinton market and work to integrate medical services to deliver personalized care. In this role, he will serve as a member of our eastern Iowa regional executive team.

Ryan comes to MercyOne from Cedar Rapids, Iowa, where he most recently served as Director of Clinic Operations with MercyCare Community Physicians since 2014. Prior to his work with MercyCare, he was an administrative fellow and then manager of the Logistics Center at St. Joseph’s Mercy Oakland in Pontiac, Michigan.

He earned a Bachelor of Arts degree in biology from the University of Northern Iowa and a Master of Health Administration degree from the University of Iowa. He is board certified in Healthcare Management as a Fellow of the American College of Healthcare Executives (ACHE); is certified as a Six Sigma Black Belt by the International Quality Federation; is certified in Lean for Healthcare; and has achieved EPIC Ambulatory Patient Access Director-Level Certification.

MercyOne Siouxland welcomes new Foundation Development Officer

MercyOne Siouxland Medical Center welcomes Lisa Niebuhr as foundation development officer. Lisa brings more than 20 years of development experience, working previously as the Development and Enrollment Management Director for Gehlen Catholic School in LeMars, Iowa, and the Alzheimer’s Association. At MercyOne Siouxland, she will be responsible for working with community members and organizations that wish to support MercyOne.

Congratulations to Dr. McAllister on completing 1,000 TAVRs

On Jan. 9, Dr. David McAllister and his team completed their 1,000th transcatheter aortic valve replacement (TAVR) at the MercyOne Structural Heart Center. Thank you to all colleagues who have participated in the referral process, everyone in the research department and who have helped us grow!

Vazquez joins as Chief Medical Officer for MercyOne Population Health Services Organization

As Chief Medical Officer for MercyOne Population Health Services Organization (PHSO), Dr. Ernesto Vazquez will provide clinical leadership to support population health strategies and clinical integration across MercyOne’s system of health services. He will work to enhance clinical services and programs and serve as a medical liaison for physician-to-physician evidence-based guidelines to enhance care quality as well as cost management. As CMO, Dr. Vazquez will join our MercyOne PHSO leadership team.

Dr. Vazquez has been a member of the MercyOne family since 2011, serving patients in the MercyOne Clive Family Medicine Clinic and is a member of the MercyOne Clinics quality committee.
New Providers

Central Iowa
- Sydney Anderson, DNP
  MercyOne Iowa Heart Center-Ottumwa
- Matt Hill, PA-C
  MercyOne Des Moines Neurosurgery
- Stephen Hoelscher, MD
  MercyOne Ankeny Family Practice and Urgent Care Clinic Internal Medicine

- Karen Kemp-Glock, DO
  MercyOne Des Moines Midwives
- Ha Phan, MD
  MercyOne Des Moines Hospitalists
- Gardar Sigurðsson, MD
  MercyOne Iowa Heart Center
- Michelle Thornton, DNP
  MercyOne Iowa Heart Center Interventional and Structural Heart Services

Siouxland
- Ali Novin, MD
  MercyOne Siouxland Physical Therapy and Rehabilitation

Opportunities

MercyOne is growing, and we want your help in finding perfect fits to join our family. Please see a highlight of MercyOne opportunities below:

Clinton
- Chief Nursing Officer

Northeast Iowa
- Vice President of Finance
- Site Administrator – Oelwein Medical Center

Siouxland
- Director of Case Management
- Director of Critical Access Hospital (MercyOne Siouxland in Oakland, Nebraska)
- Director of Integrity, Compliance, Privacy and Risk Management
- Executive Director of Network Operations
- Executive Director of Clinically Integrated Network
- Director of Patient Access for Sioux City

System Office
- Division Director – Business Solutions and Member Services
- Director – Cerner Community Works

See all MercyOne career opportunities at MercyOne.org/careers/