Message from CEO

MercyOne has always embraced change, but this past year with the ongoing challenge of COVID-19, each of you – our more than 20,000 colleagues and providers – rose to the occasion. As we think about change, we are currently transitioning from the beauty of fall to colder temperatures and snow – soon winter will be upon us. Just like with the seasons, we too have to change. Change is necessary in our organization to fulfill our Mission and advance our Vision.

One of MercyOne’s greatest strengths is our colleagues and physicians. When we come together to embrace change, we rapidly advance our Vision. We are currently engaged in many change initiatives to do so:

Our work to care for those with COVID-19 continues. It has impacted every aspect of our lives and our health system. We have innovated, adjusted and continued to prioritize personalized, excellent care through rapid decision making and amazing team work. This is what Be ONE looks like.

On Oct. 2, Project Forward work groups presented their final assessments and recommendations to the Project Forward Steering Committee and the executive sponsors. We continue to collaborate with the work group co-chairs to better understand and refine their recommendations. We will be reviewing the recommendations with MercyOne’s Executive Leadership Team later this week.

Additionally, we are working to expand the options our communities have for insurance coverage to improve their access to care. We have new partnerships with MediGold, a Medicare Advantage insurance plan, and Oscar, insurance plans for Affordable Care Act (ACA) individuals and families, this year and are partnering with them to promote health and wellness to the communities we serve.

We also have work underway by functional support service leaders to review the potential benefits of integrating functional support services to provide additional value to our colleagues and communities as we continue to become "One" health system. Service leaders are engaging colleagues, providers and leaders from all regions in the discovery process to ensure input. Areas included in this review are: advocacy, ambulatory care management, business solutions, finance, marketing and communications, medical group, quality and safety, and strategy and planning. We will continue to provide updates on this work as we learn.

As we all experience change (of the season, the plan, or a circumstance), it is how we respond which defines who we are individually and as an organization. MercyOne is proud of you, our colleagues and physician partners, for embracing change, for creating a new tomorrow, and for imagining a future that just eight months ago would not be possible.

CEO and President

Watch this month’s MercyOne CEO Update Video >

This month’s features:
Click on the Key Result to read Focused Stories of how we are living our Mission, Values and Cultural Beliefs.
Update

The “ideation” phase of Project Forward was extensive and very thorough. The Project Forward Steering Committee, four work groups, sub-groups and all of more than 200 MercyOne colleagues and providers across MercyOne who helped develop the recommendations did a great job of discovering opportunities and making recommendations to create a new future for MercyOne.

On Friday, Oct. 16, Bob Ritz and Mike Wegner received detailed explanations for the first 46 of the more than 100 recommendations presented to imagine a new future for MercyOne. The recommendations ranged from how to improve colleague and provider engagement to creating a new, centralized transfer center for MercyOne. The recommendations focus on the “why” these specific tactics would support our Key Results while advancing our Vision for the future.

This next phase of work will focus on assessing this first group of recommendations using a predetermined scoring system. We will also review the best phasing for the recommendations selected for implementation.

Project Forward was designed to collect as much information as possible from our MercyOne colleagues and providers to develop a new future plan to improve our performance. The advancing recommendations will become part of our system’s strategic plan.

We are extremely grateful to Stephanie Baron and Dr. Larry Volz for co-chairing the Project Forward Steering Committee; and for the members of the Steering Committee and work groups for the extensive work they have completed thus far to imagine a new future for MercyOne.

Racial Disparities and Social Inequities

MercyOne has committed to renewed focus on the racial disparities and social inequities present in our communities. We know addressing these fundamental issues is key to achieving health equity and is critical to our Mission of improving the health of our communities.

In support of this work, we have engaged with the Diversity and Inclusion leaders of both Trinity Health and CommonSpirit Health as well as a group of leaders within MercyOne to create the structural and operational framework for this work. Specifically, we are requesting the MercyOne Board adopt a resolution committing our organization and its local health system boards to the Catholic Health Association’s Confronting Racism by Achieving Health Equity Pledge and asking our Executive Leadership Team to do the same.

The MercyOne Executive Leadership Team has completed Unconscious Bias training provided through Trinity Health. This same training has been scheduled for leaders throughout MercyOne.

We are also completing an assessment in each market of the existing committees and structures through which diversity and inclusion initiatives occur today. This will be used to develop the scope and direction for the MercyOne Diversity & Inclusion Council, led by Bob Ritz. This council will include representatives from each market, as well as other executive leadership from the MercyOne system office.

It’s time to choose your 2021 benefits!

From now until Nov. 12 is your opportunity to select the benefits you want for next year. Please refer to the enrollment guide for the information you will need to decide which benefits are right for you, as well as step-by-step instructions to guide you through the enrollment process.
MercyOne Dubuque recently received 31 “Email a Patient” messages for someone who was not a patient in Dubuque. Malissa Sprenger, vice president of mission integration for the Eastern Iowa Region, took the time to call other MercyOne locations to find where the patient was located. It turned out the family mistakenly shared the link with family and friends to Dubuque’s website instead of Des Moines. Malissa spoke with Melissa Jones in Des Moines to help deliver these heartfelt messages to the proper recipient.

Van Diest Medical Center, an affiliate of MercyOne, created the monthly VDMC C.A.R.E.S. Award in 2018 to recognize colleagues who go above and beyond, demonstrating our organization’s core values of Compassion, Accountability, Respect, Excellence and Service. In September, the VDMC C.A.R.E.S. Award was awarded to clinic team member Else Cochran. Else was nominated for providing excellent care while working each morning at the clinic screening desk, screening patients for elevated temperatures and COVID-19 symptoms. Else works hard to protect patients and staff, demonstrating grace and kindness under pressure and a diligence to do her job. Even with disgruntled patients, Else always remains calm and collected, giving excellent, patient-centered care.

Suzanne Bellinger, clinical nurse specialist at Waterloo Birth Center, put on the second annual Wave of Light event at Waterloo Medical Center. October 15 is National Pregnancy and Infant Loss Awareness Day and Wave of Light is an international demonstration to honor and remember any baby lost due to miscarriage, ectopic pregnancy, stillbirth, Sudden Infant Death Syndrome, fetal loss etc. The event streamed live via Facebook with about 100 people in attendance. Suzanne continuously serves her community to provide a healing space for those who have experienced infant or fetal loss. This impacts the Key Result of Consumer Experience.

Father Paul was visiting a wife and husband who were both current patients at MercyOne North Iowa recently. The wife came into the room and Father Paul asked if they would like their vows renewed. The couple said, yes! He renewed their vows, and the couple was very thankful. The Personalized Care Father Paul showed to the couple will improve Consumer Experience.
**This is what Innovate looks like to me...**

Diane Lincoln, clinical coordinator of respiratory care at MercyOne Dubuque, sees the loneliness and anxiety our COVID-19 patients often experience when in isolation and was looking for a way to brighten their day. She reached out to Malissa Sprenger, vice president of mission integration for the Eastern Iowa Region, about stocking a “Patient Spirit Cart.”

Our Colleague Care Circle Team stocked the cart with individually packaged blessed prayer shawls, bibles, missalettes, rosaries, caring crosses, adult coloring books and crayons, word searches, magazines, holy water and aromatherapy tabs. The cart is available to patients on the medical unit.

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

Colleagues in Northeast Iowa filled shoeboxes with school supplies, clothing and other items for school aged children in Nicaragua. In addition to the shoeboxes filled, six layette bags were filled with diapers, towels, washcloths, shampoo, a small manicure set for mom and other things. While the donations were limited due to COVID-19, our colleagues filled 38 boxes.

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

Amanda McNeese, registered nurse on the critical care floor at MercyOne North Iowa, has been working with a long length of stay patient and his family. His wife shared that she is very happy with the care Amanda has given her husband. She even gave him a haircut yesterday! Amanda’s willingness to go one-step further to make the patient’s stay with us better will improve Consumer Experience.

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

Betty Hall, long-time Mercy Iowa City volunteer, graciously offered to answer phones in the Community Relations office to help cover the increased calls to make appointments for Medicare Open Enrollment. This not only frees up staff but provides a friendly face to anyone who enters the department.

Betty has always gone above and beyond with her volunteer duties (Guest Lodging, Gift Shop and Senior Health Insurance Information Program, SHIIP, counselor) and this just proves more of her dedication to Mercy Iowa City. Betty’s knowledge of the SHIIP program gives clients who are calling a feeling of Personalized Care."

~ Denise Maier, Community Relations/Web Support
This is what Be ONE looks like to me...

Just in time for National Breast Cancer Awareness Month, MercyOne Siouxland is introducing innovative technology for identifying breast cancer while reducing the patient anxiety of waiting for results or unnecessary call-backs.

Clinical colleagues at the MercyOne Dakota Dunes Breast Care Center are training to use a new 3D stereotactic biopsy table.

“Historically a stereotactic biopsy is used to target microcalcifications,” said Dr. Adnan Qalbani, Medical Director. “Specs of calcium in the breast which can be the earliest signs of breast cancer known as DCIS. This new machine X-rays each specimen as it comes out. So as soon as I got it, I know I’m done.”

Dr. Qalbani says that means he can complete the biopsy sooner, which reduces the patient’s time on the table and the risk of complications.

“All in real-time I know I’ve got the target,” said Dr. Qalbani. “Each piece that gets sampled immediately gets X-rayed and I can see whether I’ve got those calcifications or not. Saves unnecessary surgeries and it makes their time on the table a lot shorter.”

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

Colleagues from Maternity and Infants Care and the Neonatal Intensive Care Unit at MercyOne Des Moines Medical Center demonstrate the Values of Compassion, Excellence and Reverence every day, as they support some of our most vulnerable patients and their families.

This dedication also includes participating as volunteers for MercyOne’s annual, “Walk to Remember,” which took place this year on Sunday, Oct. 11. The organized walk and memorial service supports parents who have lost their baby due to miscarriage, ectopic pregnancy, stillbirth or newborn death. Through organizing and volunteering to participate in “Walk to Remember,” these MercyOne colleagues are living our healing ministry.

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

With the absence of volunteers, MercyOne Northeast Iowa needed to come up with a way to get bulk mailings done without incurring unnecessary expenses. We considered having an external partner address, stuff and mail them. However, while collaborating on another project with the Accounting Department, we learned they had a machine capable of folding, stuffing and sealing envelopes.

This will improve the time it currently takes to hand fold, stuff and seal the pre-addressed envelopes. We print the addresses on the envelopes at the time we print the postal indicia on them, eliminating the need for labels and another step in the process. For now, we will print the envelopes and the correspondence for bulk mailings and take them to Accounting to be folded, stuffed and sealed. They will then be taken to the Volunteer Services manager for completion of paperwork and delivery to the Post Office. This will impact the Key Result of Financial Performance.
Consumer Experience

“WOULD RECOMMEND”

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

When a patient was feeling fearful and sad while recently admitted to MercyOne Des Moines Medical Center, Jenny Pottinger, RN, stepped up, supporting the patient’s emotional well-being during her stay.

The patient shared, “Jenny was so compassionate and caring, yet professional when doing exactly what she knew I was needing...calming my fears and maintaining my physical well-being. Jenny sat and listened to me through all the tears, all of the time her personality showing through and I felt I had gained a friend.”

Jenny Pottinger received The DAISY Award for demonstrating the Values of Excellence and Compassion when delivering Personalized Care.

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

A former patient emailed to share his experience at MercyOne: “It is one thing to have excellent qualified staff and quite another to have them be such caring people as well. I have been going through a trying time health wise and Dr. Volz not only has been a great surgeon but someone who my wife and I have found we can trust and rely on. He has been very kind, understanding, and inclusive while showing my wife the respect she deserves, and because I rely on her judgment, it has meant the world to me to experience the skill and genuine kindness of Dr. Volz to both of us.”

Our patient went on to praise the team in Same Day Surgery and PACU saying “particularly Holly Meis wasn’t just professional, but personally very caring. You should be very proud of your staff.”

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

We attend sessions with our daughter and our mental health therapist in Waterloo. When we learned appointments were being cancelled at the start of this pandemic, I was concerned we would regress in our progress with our daughter and her behaviors. I was also concerned with the added stress children have right now, losing their structure and some security, and not having this behavioral health touchpoint would be yet another loss of safety and security.

Thankfully we were set up with our therapist for a telehealth visit. The visit went great. I felt our therapist engaged our daughter just as effectively remotely as we experience in person. Since our daughter was at home, she could show our therapist some things that are special to her and have positive dialogue and connect in ways we didn’t in the office. We are so thankful these services can continue virtually and will even consider this type of visit post-pandemic!

~ A MercyOne Waterloo telehealth patient

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

Our virtual nurse was able to prevent a transfer from MercyOne Des Moines Medical Center using telehealth. We have a patient who needed a specialized plastic surgeon who is located in Mason City. Our providers here were not sure of what the best plan of care would be for this patient and were preparing to transfer the patient. We were able to get the surgeon into the room with the internal medicine resident team. The surgeon was able to fully assess the patient, via telehealth, and gave recommendations for care, stating the patient did not need to transfer. He also took the time to give education to our residents with the patient and nurse. This ensured a complete plan of care encompassing all of the patient’s needs, and the residents received education. All of this occurred within 15 minutes.

~ Dr. Joel Ward, MercyOne Des Moines
This is what Innovate looks like to me...

The MercyOne Northeast Iowa human resources team created a virtual event: Colleague Appreciation 2020: A celebration of 5 to 50 years. In the absence of a physical event the human resources team relied on technology to honor and recognize 366 of our colleagues hitting a milestone year in their careers at MercyOne. We had a MercyOne Minute and a Virtual Service Awards Banquet video.

We would like to congratulate Joyce Dierks on her impressive 50 years as a MercyOne colleague. Many other colleagues have a few more years to go before they reach the golden anniversary.

- 4 have been at MercyOne 45 years
- 16 marked 40 years
- 16 marked 35 years
- 28 have been at MercyOne 30 years
- 20 marked 25 years
- 41 celebrated two decades
- 47 marked 15 years
- 43 are 10-year colleagues
- 150 marked a five-year anniversary

Thank you to all colleagues for their dedication whether it be for five or 50 years. This impacts the Key Result of Team Engagement.

This is what Innovate looks like to me...

A patient was prescribed an oral hazardous drug which needed to be administered daily via the patient’s peg tube for her cancer treatment. MercyOne North Iowa Cancer Center nursing team, including Kelsey Jensen, Mandy Kruse and Leslie Taylor, collaborated with Anna Shook, clinical pharmacist, and Alicia Helm, dietitian, to learn a safe technique to administer this medication as well as the precautions. They worked together to learn the process and taught the patient this routine while having a home health nurse observe. They did a great job to ensure the drug is administered safely with the best possible outcome for this patient’s cancer diagnosis. This will impact Consumer Experience and Team Engagement.

Content to Share

Breast Cancer affects 1 in 8 women in the U.S.

Through yearly mammograms and breast awareness, women can take necessary steps to lower their risk. Schedule your mammogram today!

Share now >

Good health includes mental health

If you or a loved one are experiencing sadness or feeling down, alone or worrying more than usual, we encourage you call us.

Share now >
This is what Own It! and Be ONE look like to me...

“It gives me immense pride Monroe County Hospital & Clinics, an affiliate of MercyOne, has been recognized as the #1 Top Workplace in the medium-size business category by The Des Moines Register. Our employee’s dedication to our patients and overall organizational culture is beyond valued. I thank every employee for their efforts. They each add value to our company and our patient’s lives, and it is a privilege to work with them and to have them as part of the MCHC team.” said Veronica Fuhs, CEO of Monroe County Hospital & Clinics.

The Top Workplace program is based on employee feedback from third-party surveys that cover various facets of workplace culture such as how connect employees are and their level of satisfaction.

In addition to being ranked first, this is MCHC’s fifth year in a row on the Top Workplace list! MCHC also won the top award out of all organizations for having the “most clued in senior leadership.”

“Our senior team is dedicated, focused and continually seeking understanding of our teams and how we interact and care for our patients,” said Fuhs.

This is what Be ONE and Own It! mean to me...

Fred Witt, MT, Lab, serves as a lab supervisor at Mercy Iowa City, an affiliate of MercyOne. Recently we showcased our new Panther testing machine to multiple local media outlets.

Fred volunteered for every media visit coordinated by public relations to demonstrate and thoroughly explain the process it takes to run the machine and get results. His patience, ability to clearly communicate something so complex and his willingness to go above and beyond made it very easy for the reporters to do their jobs. We are incredibly thankful for his leadership and commitment to showcase the high quality level of care they will receive.

~ Aaron Scheinblum, Communication Strategist

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

On Oct. 5 colleagues at MercyOne Waterloo Medical Center took a pause from their duties and routines to silently line the hall to the OR as an organ donor was transported for organ recovery. This was our way of showing respect to the donor and support to the family.

The Donate Life flag was raised at MercyOne Waterloo Medical Center to acknowledge this gift of life to others through an organ donation.
This is what Innovate looks like...

Mary Schneider, MD, performed her 200th robotic surgery at MercyOne Siouxland Medical Center on Oct. 1.

The medical center continues to lead the region in minimally invasive surgery, surpassing 2,500 robotic surgery cases last month in addition to minimally invasive intervention radiology procedures (added in February of 2020) and transcatheter aortic valve replacement (TAVR) heart procedures.

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

Managing the demands placed on us during the ongoing COVID-19 pandemic, both personally and professionally, can be challenging. As we think about the future, it is critical our MercyOne colleagues and providers are strong and in good health. In gathering resources for the MercyOne Colleague Circle of Care, staff at MercyOne Health & Fitness Center in Clive created a series of brief videos for colleagues to share with their loved ones to encourage positive mental and physical health.

This series of videos includes yoga for beginners and cross training for beginners. By sharing training and talents to benefit the well-being of others, our colleagues at MercyOne Health & Fitness Center are positively impacting Team Engagement.

MediGold and Oscar Partnership

Nearly 1 in 10 Iowans do not currently have health insurance, and this number is anticipated to increase with those who lost coverage along with their employment during the COVID-19 pandemic. To help expand access to care, MercyOne is expanding partnerships with insurance providers, including:

MediGold is a Medicare Advantage insurance plan which MercyOne is partnering with to expand insurance coverage options for Medicare eligible community members in the Central and North Iowa regions.

Medicare Open Enrollment through Dec. 7: Remind family and friends who are 65 and older who enroll in Medicare to consider MediGold.

Visit MediGold.com or call 1-800-964-4525 to learn more.

Oscar will be offered as Affordable Care Act (ACA) individual and family health insurance plans in 23 Iowa counties during the upcoming Open Enrollment period which begins Nov. 1.

Iowa residents in the following counties will be able to purchase Oscar Individual and Family health plans which include affordable coverage of MercyOne's network of high-quality providers and services: Black Hawk, Cerro Gordo, Dallas, Dubuque, Jasper, Madison, Marion, Plymouth, Polk, Warren, Woodbury, Jackson, Jones, Buchanan, Delaware, Bremer, Chickasaw, Butler, Floyd, Hancock, Franklin, Mitchell, and Worth.

Visit HiOscar.com/providers or call 1-855-672-2788 to learn more about Oscar.
This is what Be ONE looks like to me...

A Mercy Iowa City Internal Medicine physician, Dr. M. Craig Champion, recently celebrated his 50-year anniversary working with the MercyOne affiliate. He was honored with a card shower where dozens of colleagues sent congratulatory cards to Craig to commend him on his amazing achievement.

Craig also shared his milestone with two of his clinic colleagues: Dr. Frederick Ovrom who hit his 30-year anniversary and Dr. Greg Bozek who celebrated his 40-year anniversary! I am not surprised by the support from our colleagues for these physicians, but it showed an overwhelming community feel at our community hospital. This is what Be ONE looks like to me!

~ Jane Davis, BSN, RN, Director Clinic Operations

This is what Be ONE and Own It! looks like to me...

At a care conference for a patient who had been discharged but was at risk for readmission, Lacey Matthews, physical therapy supervisor, Owned It by doing some inquiries about the patient, including following up with outpatient therapy. Lacie even offered to connect with patient’s primary care provider as well to ensure follow up. We appreciate Lacey and her team and the insight they provide, including Owing their follow up action items. By doing this, Lacey and her team positively impact Team Engagement, Quality and Consumer Experience.

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

All colleagues and providers play an important part of the Compliance and Integrity/Privacy program at MercyOne. Keeping everyone informed and up-to-date on the latest guidance and information is an ongoing effort, and one Laurel Fleming, MercyOne Central Iowa regional director, Integrity & Compliance/Privacy Official, takes very seriously.

To help providers continue to Improve Daily, Laurel has developed the ongoing series, “Integrity & Compliance Notes,” which provide information related to commonly asked questions and direction on how to handle common situations. Examples include, “The Complete Hospital Record,” and “EMTALA.”

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

MercyOne Cedar Falls Medical Center celebrated four consecutive months without a serious safety event. This achievement reflects a culture of safety and reliability. We are proud of how colleagues have embraced and fostered an organizational culture centered on safety. This is a testament to the daily focus our team puts into caring for and protecting our patients and each other. This has positively impacted our Key Results of Team Engagement and Quality.
This is what Own It! looks like...

MercyOne Siouxland Heart and Vascular Center physicians and colleagues are celebrating seven awards, distinctions and certifications earned in 2020. Awards include honors for heart failure care from U.S. World and News Report and the American Heart Association as well as a triple certification for non-invasive cardiology by the Intersocietal Accreditation Commission for Echocardiography and certification of the cardiac and pulmonary rehabilitation programs by the American Association of Cardiovascular and Pulmonary Rehabilitation.

This is what Innovate looks like to me...

Earlier this year, a steering committee made up of representatives from various departments at MercyOne Des Moines Medical Center began implementing the phased approach to Virtually Integrated Care℠, in which bedside nurses pair with a nurse located in another location within the hospital virtually to provide increased patient support and improved care, as well as improve collaboration and efficiencies among all members of the care team. Now in the project’s six month, virtual nurse Cari Taylor shared just one example of how the innovative solution is making a meaningful impact in the lives of our patients:

“I helped a patient connect with his family. There were more than 20 people – kids, grandkids, great grandchildren, and fur babies – connected through our virtual program. To watch them interact was priceless for me, and for the patient. What an amazing opportunity I have to brighten a patient’s day and connect them with family all over the state and world. It reminds me every day what is important and helps block out the chaos going on around us. I’m thankful for the opportunity to be part of something bigger and better than myself.”

As a virtual nurse at MercyOne Des Moines Medical Center, Cari is positively impacting our Consumer Experience.

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

Logan Murry, PharmD, is a relief pharmacist at Mercy Iowa City, a MercyOne affiliate, is currently working on his PhD. Recently he was recognized with the Zada Cooper Student Leadership Award at the University of Iowa’s College of Pharmacy.

Logan was recognized by his peers for consistently going above and beyond leadership and service standards, something we see every day he comes to work with us at Mercy Iowa City! We are very lucky to have him as a colleague while he continues his education. That is what Own It! looks like to me.

~ Shawn Davidson, Pharmacy Manager
**Financial Performance**

**OPERATING MARGIN**

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

Rose Chaperon, PhD, MSHL, HLRM, Mercy Iowa City’s Vice President Revenue Cycle, was recently published in HealthTech Magazine for her experience and knowledge as it relates to technology and its effect on using remote workers and services. She explained how remote workers, defined as those who do not need to be onsite to perform their job functions, have grown increasingly popular in rural areas due to the impact of the COVID-19 pandemic and as high-speed internet service continues to increase. We are incredibly lucky to have her as a colleague, as she clearly showcases ways we can continue to provide high quality care while continuing to grow as an organization.

~ Sean Williams, President and CEO

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**Ambulatory Growth**

**Financial Performance**

**OPERATING MARGIN**

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

Aaron Flugum, CEO at MercyOne New Hampton, reported the OB Shared Care program is going very well with MercyOne North Iowa. Dr. McCambridge, director of MercyOne North Iowa Family Medicine Residency, and the residents have already delivered one baby and are currently seeing 13 new patients. This partnership between the two ministries will positively impact Ambulatory Growth.

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

MercyOne Siouxland Medical Center is pleased to welcome Robert Ruelaz, MD, FHRS, to the Siouxland Heart and Vascular Center to provide cardiac electrophysiology.

Dr. Ruelaz comes to MercyOne from the California Cardiac Institute in Glendale and performs device implantations including pacemakers, cardioverter defibrillators, subcutaneous cardioverter defibrillators, cardiac resynchronization therapy devises, and loop recorders. He also treats ventricular tachycardia (V-tach) and supraventricular tachycardia as well as performs atrial fibrillation ablations.
MercyOne continues to be actively engaged with our federal and state delegations. This ongoing communication has been critical given the partnership between federal and state governments and health systems across the country.

On the federal side, MercyOne benefited greatly from the CARES Act. Given the revenue loss we have experienced, these dollars have ensured continuity of services, along with the ability to sustain the strength of our system as we manage a dual operating model. There is money remaining in the Provider Relief Fund created by the CARES Act, and our hope is to ensure health systems receive an equitable distribution of this sum. But, there is new guidance from HHS related to the Provider Relief Fund in which the definition of revenue loss is changed. This could bring challenges in the future if MercyOne hospitals need to return stimulus dollars. We continue to work with the congressional delegation on this issue, and have received feedback. HHS updating the new definition to give providers more flexibility.

Moreover, MercyOne has advocated in support of the 340B program which requires drug manufacturers to sell outpatient drugs at a discount to safety-net providers. Unfortunately, some pharmaceutical companies are choosing to no longer participate in this program, which could affect several MercyOne facilities and the patients we serve.

Depending on the above and our future financial condition related to COVID-19, we are also asking for consideration of the Medicare Advanced Payments to be forgiven to help support our ongoing COVID-related expenses and losses. Additionally, telehealth has become a critical vehicle for the delivery of care, and we hope fair payment by Medicare, along with the removal of regulatory barriers, can be made permanent.

In collaboration with the other Iowa health systems, we continue to have weekly calls with Congressional delegation staff. Over the past few months, we have also had MercyOne Town Halls with Senator Chuck Grassley to hear updates from Washington, provide updates on Iowa and influence sound policy moving forward.

From a state standpoint, we continue to work with the Governor’s Office and IDPH to collaborate as we address COVID-19 in Iowa. With the election upon us, we are waiting to develop our state advocacy agenda until we have a better picture of the legislative landscape and where our focus should be moving into the January session.

We are very grateful for the support of our Congressional Delegation, the Governor and the State Legislature, as they have provided much needed relief during COVID-19. MercyOne will continue to stay engaged with our policymakers as we are facing many future unknowns and must ensure our hospitals, clinics and colleagues remain strong so we can continue to deliver high-quality, accessible and personalized care to Iowans.
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.

**Share Focused Stories** of how colleagues and providers are working to achieve our Key Results at [www.MercyOne.org/Culture](http://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.