Message from the CEO

As spring awakens and energizes us, we are reminded what new life looks like, and we imagine new opportunities for the future. It is a great time to refresh.

As part of my personal refresh, I visited each of our MercyOne regional ministries to check in with our colleagues, physicians and providers to discuss how they are doing and to understand how the pandemic has affected our MercyOne family.

Each time I visit our ministries I am reminded of the amazing purpose we share. Based on my visits, I can say our Mission of Mercy is alive and well after a long and ongoing battle against COVID-19. As we see positive signs with lower infection rates and fewer hospitalizations, we also see our vaccine program growing to protect Iowans. These visits were a wonderful opportunity to understand how our MercyOne family is doing.

We talked about three specific questions:

- What did we experience over the past year we want to ensure we maintain going forward?
- What did we experience over these past 12 months we want to make sure we never experience again?
- What is keeping our colleagues up at night?

As we looked back over the past year and what we want to continue to ensure we maintain a positive outlook, we heard stories about incredible teamwork, fast-paced innovation, flexibility and everyone serving a unified Mission as just a few of the most positive takeaways.

As we discussed things we never want to experience again, the stories about patients we lost with no family members next to them were some of the most difficult to hear. We heard touching stories from our colleagues who served as the patients’ family members. They shared how hard this has been for them and their patients and families. We also heard how difficult it was to close non-emergent services during the early phase of this pandemic. These stories consistently concluded in, "never again".

Continued on page 5

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

Diversity and Inclusion
The inaugural meeting of the MercyOne Diversity & Inclusion Council was held on March 4. Colleagues from across the regions engaged in introductory conversations specific to purpose and work which will be guided by the Council's Charter. The Council will meet monthly and identify a work plan to improve diversity and inclusion across MercyOne.

Additional deliverables in support of the Diversity and Inclusion Work Plan include:
- Identification of resources and strategies to increase the diversity of local health system boards, consistent with the demographics of the respective communities in which they serve
- Communication of expectations to markets on recruitment of diverse candidates through use of these strategies and resources
- Completion of Unconscious Bias training in all markets by April 2021 as part of education to reduce bias across MercyOne
- Review and selection of Human Resources policies and best practices of our two Members to determine those to be adopted across MercyOne; and
- Development of a monthly monitoring system to assess progress

While a comprehensive Diversity and Inclusion Plan is in development, our MercyOne ministries continue to be actively engaged in improving our commitment to positively impact the diversity and inclusion of MercyOne and our community efforts.

Innovation & Transformation
MercyOne will explore and invest in innovative ways to improve delivery of care to meet our patients where they are and when they need it.

Digital and Virtual Health
The Digital Health team continues to focus on three streams of work: improving convenience, expanding access to clinically appropriate telehealth, and advancing a digital health strategy to create a competitive advantage for MercyOne.

Online scheduling is live in all primary care clinics in Western, North and Central Iowa as well as MercyOne Iowa Heart. A platform has been chosen to implement in Northeast Iowa and is tentatively scheduled for implementation in the first quarter of FY2022. The implementation timeframe for Eastern Iowa will be determined once the Electronic Health Record implementation schedule is complete.

We are excited about consumer adoption of online scheduling. One clinic has 16% of visits being booked online compared to goal of 2.5%.

Current work to expanding clinically appropriate telehealth access focuses on gathering provider intentions for offering telehealth in their practice including identifying technology needs and process barriers. More than 500 providers have already responded with 97% saying telehealth is appropriate for their practice in some way.
Transfer System

Since the development of its first system-wide strategic plan, MercyOne has focused on improving network integrity across Iowa as many patients currently leave the system through hospital and ambulatory transfers.

Through a centralized transfer system, MercyOne will establish a coordinated approach to reduce the number of patients transferring out of the system. By building the easiest, fastest and most reliable system to coordinate care for those we serve, MercyOne will provide a personalized and radically convenient experience for our patients, physicians, providers and colleagues.

MercyOne Transfer System Advisory Council was formed with physicians, providers and leaders from across MercyOne locations in January 2021 with plans to advance to implementation this year with a centralized system located in Central Iowa. In support of the Transfer System Advisory Council, the following work groups have been established to support key goals of the transfer system:

- Acceptance Protocols: Establish a limited number of appropriate clinical acceptance pathways, including auto-accept rules, to govern common transfers across MercyOne
- Future Operations & Workflows: Determine standard operational procedures and processes as it relates to the key components of the transfer system, such as acute transfers, bed management, etc.
- Scope of Services: Determine the services offered to providers and colleagues across the state through a thoughtful, phased approach (e.g., virtual care, EMS dispatch)
- Communications: Determine ongoing communications to key stakeholders across MercyOne throughout implementation and launch
- Technology: Manage Teletracking transition, along with other key technology considerations as we move to one transfer system
- Clinical Services Inventory: Perform full inventory of MercyOne services and providers, including nursing and equipment capabilities, and evaluate best method for provider and colleague awareness
- Dashboards & Analytics: Determine key performance measures and goals for MercyOne Transfer System, effective dashboards and ongoing analytics needs to optimize network integrity
- Service Line Strategy: Determine best approach to engage like providers and build relationships across MercyOne to create trust and confidence in our high-quality services and outcomes

Systemness – One Medical Group

Dr. Raman has been nominated for and has accepted the role of Chair of the MercyOne Medical Group Governance Council (MGGC). Dr. Raman is the first Chair of the Medical Group Governance Council.

The MGGC meeting structure has been modified to promote MGGC member discussion and decision making. The meeting format focuses on operational performance, updates in industry trends, review and decisions on Medical Group strategies and tactics.

Current MGGC focus includes a uniformed approach to consumer experience, a plan to advance provider communication, digital at-home strategies, plans to advance telehealth and primary care reactivation.
End of 2021 Legislative session on the horizon

Iowa lawmakers are negotiating tax policy and next year’s budget in an effort to shut down the 2021 session in the coming weeks. The Legislature’s scheduled end is Friday, April 30, but it appears unlikely lawmakers will complete their work by then, pushing the 2021 session into overtime.

In a sure sign adjournment is getting closer, committees on both sides are advancing appropriations bills. Agreement between House and Senate GOP leaders on overall spending has so far been elusive, but key lawmakers are working behind the scenes to find agreement in particular budget areas.

Tax issues also remain unresolved. Senate Republicans are advancing legislation that would fully implement income tax cuts passed in 2018, but it is unclear at this point what a final tax package will include.

From a health care standpoint, Senator Costello introduced the Senate’s version of the HHS budget late last week. The House introduced its own budget, indicating the chambers are not on the same page. Though there is little policy in the current version, we expect to see more added.

As budgets begin to take shape, the lobby team is working hard to ensure conversation continues on MercyOne priorities as legislators look to adjournment:

**M E D I C A I D**
Days Waiting Placement: The team is awaiting House floor action on the Days Waiting Placement study bill to identify pitfalls for providers in attempting to place inpatient psych patients in long term or more appropriate care settings.

**M E N T A L H E A L T H**
Funding change: SF 587, changing the MDHS region funding stream from property taxes to a state appropriation, passed the Senate on April 7. The team is unsure of this bill’s future in the House, but we assume mental health will be at the forefront of appropriation/tax negotiations.

**M E D I C A L M A L P R A C T I C E**
Both chambers have bills, capping noneconomic damages at $1,000,000, ready for floor consideration. We are continuing to work with the coalition to push for debate in the House as soon as possible.

**E M E R G E N C Y M E D I C A L S E R V I C E S**
The team is hearing EMS will be part of a future tax proposal, but we have not seen language. The essential service bill died in the second funnel, as Sen. Smith failed to move it forward in state government.

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**M E R C Y O N E . T M**

Share your reasons to smile

Take the Colleague and Provider Engagement Survey | April 26–May 17

Take the survey and get this mask!
Johnson and Johnson COVID-19 Vaccine

In alignment with the state of Iowa, CDC and FDA, MercyOne has paused administration of the Johnson & Johnson COVID-19 vaccine following reports of six cases of an extremely rare but severe type of blood clot in individuals after they received the Johnson & Johnson vaccine. Our commitment is to the safety, health and well-being for our communities, and this decision was made out of an abundance of caution as the CDC and FDA continue to review the Johnson & Johnson vaccine adverse event cases.

People who have received the Johnson & Johnson COVID-19 vaccine who develop severe headache, abdominal pain, leg pain, or shortness of breath within three weeks after vaccination should contact their health care provider. Health care providers report all vaccine adverse events to the Vaccine Adverse Event Reporting System.

MercyOne continues to administer the Pfizer and Moderna COVID-19 vaccine. We continue to encourage all who are eligible to receive a Pfizer or Moderna COVID-19 vaccine as together we work to end the COVID-19 pandemic. Find vaccine information in your county here.

Message from the CEO
Continued from page 1

In discussing what keeps us up at night, we heard stories about our colleagues who have been frightened for their long-term well-being due to the uncertainties of the prolonged pandemic with the stress and strain personally and professionally. Our colleagues also shared tragic stories about colleagues we lost. These were very challenging to discuss, and they will leave imprints on our hearts.

We also talked about the future and, specifically, how we are going to move forward as we experience a lower number of patients. No question, our new normal will require change.

The list of experiences is long and full of different perspectives, but there was one unifying perspective in every conversation: Our MercyOne family rose to the occasion, answered the call and did everything possible, regardless of their roles, to protect Iowans and save lives. We became a stronger team, compelled to do whatever was necessary to support our purpose. We heard both the gut wrenching and the uplifting – and we heard about pride. My visits were selfish yes, but they offered a true reflection of the character, commitment and compassion of what it means to be MercyOne. There truly is power in One.

Our primary concern right now is for our colleagues, physicians and providers. There is a need for conversation, an opportunity to share and discuss experiences and to begin a healing process for what has tugged at our very core for the past year.

Together, will continue to gain strength and use our learnings to make our ministry even stronger.

President and CEO

New content available at Mercy.One

Mercy.One is a great resource for colleagues to find the digital tools you need. From Zoom backgrounds, LinkedIn header image, PowerPoint templates, and more! Go to Mercy.One, choose "downloads" and "templates" to find all the MercyOne digital templates you need.
On March 31, a water main break caused a portion of West Des Moines to be placed under a boil advisory. MercyOne West Des Moines Medical Center, MercyOne Iowa Heart Center West Des Moines and MercyOne Des Moines Bariatric Surgery facilities were impacted.

Through collaboration, quick response and a continued focus on doing what was best for patients, MercyOne leaders and staff created a plan to ensure uninterrupted service, while following the strict safety guidelines provided by the Iowa Department of Public Health and the Iowa Department of Natural Resources.

For approximately 48 hours, city water was not safe to use. Instead, hundreds of bottles of water were brought in for hand washing, drinking, cooking, eye wash stations and wound care. Additional supplies of hand sanitizer and Sani-Cloth wipes were also delivered for cleaning hands and surfaces.

“As we’ve seen repeatedly this past year, a good crisis brings out our best. This has held true as MercyOne West Des Moines Medical Center responded to a temporary lack of water. Facilities, Perioperative Services, Infection Prevention, Environmental Services, Nutrition Services, Nursing, ancillary and medical staff – essentially every area and department was impacted and actively worked to coordinate and continue safe care,” said Phil Harrop, chief operations officer, MercyOne Central Iowa. “Surgeries and deliveries continued. Communication with key stakeholders was on point. I could not be more proud of the individual and collective responses and commitment to excellence displayed by the Central Iowa team.”

Taking personal responsibility for the safety and wellbeing of patients and fellow colleagues, those involved and effected by this crisis situation contributed to supporting the Key Results of Consumer Experience, Ambulatory Growth and Team Engagement.

MercyOne North Iowa’s Cardiac Step-Down Nurse, Brianna Holstad and social worker, Megan Rodgers took extra time during a patient care conference to advocate for a patient with mental and physical challenges. The patient’s elderly mother was present for the conference and was very concerned for her son. Megan and Brianna advocated to physicians to further understand what was medically occurring with patient, as well as advocated for psych to get involved to support the patient’s declining mental health.

As we were wrapping up with next steps, the patient’s mother turned and said, “I don’t have much time left here. I am on hospice care. It means so much to get him in a better place before I go.” Their advocacy for this patient positively impacted Consumer Experience and Quality.
This is what Innovate looks like to me ...

National Donate Life Month is recognized in April, during which MercyOne Central Iowa partnered with the Iowa Donor Network to honor the wishes of organ donors through hosting a Donate Life flag raising ceremony at MercyOne Des Moines and West Des Moines Medical Centers on April 1, 2021. Prayers of thanksgiving were offered for donors, their families and our colleagues.

During the past year, 103 Iowa organ donors generously gave 300 organs for transplant; 22 of the donors came from MercyOne Des Moines and MercyOne West Des Moines, saving or enhancing 48 recipient’s lives. Thousands more lives were healed by the gifts of 886 tissue donors in Iowa, with 78 coming from MercyOne Des Moines and MercyOne West Des Moines.

By continuing to learn from the discovery of new treatments, and by collaborating with the Iowa Donor Network, MercyOne revolutionizes health and supports the Key Result of Consumer Experience.

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

Seasonal allergies or COVID-19? In a podcast, Facebook post and MercyOne Minute, MercyOne Northeast Iowa board-certified allergist Dan Dalan, MD, shared information about allergy skin tests, shots, and breathing tests and touched on COVID-19 precautions. The easiest way to prevent seasonal allergies is to avoid your known triggers. Dr. Dalan and colleague Felipe Javier, MD, offer patients the option of telehealth visits instead of coming in to the office.

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

Over a period of nine weeks MercyOne Northeast Iowa administered 450 doses of COVID-19 vaccines at clinics held at Jubilee United Methodist Church Freedom Center. These clinics were walk-in clinics where no appointments were scheduled and vaccinations were administered on a first-come first-serve basis.

The clinics were intended to help the underserved and those without the means to schedule appointments and to help close the vaccine equity gap. Jubilee United Methodist Church Freedom Center Pastor and Building Administrator Abraham Funchess, Jr., and MercyOne colleague Bridget Saffold, BSN, RN, were instrumental in distributing posters and communicating about the clinics in the neighborhoods near the Freedom Center. This is a great example of how MercyOne Northeast Iowa demonstrates our Cultural Belief of Be ONE with community members.
**Consumer Experience**

“WOULD RECOMMEND”

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

On Wednesday, April 14, MercyOne Centerville Medical Center held a special community event to reflect, honor and remember the first patient hospitalized with COVID-19. After a short ceremony, illuminated lanterns to mourn those lost and celebrate those who survived were released.

“Whether they were at the tail end of this journey that is life, or somewhere along that journey, we are saddened for the emptiness that this virus has caused us. In that same vein, it has humbled us with the new perspective of the fragility of life, and yet reminded us all of what is truly important – each other,” said Matt Johnson, president of MercyOne Centerville.

During his remarks, Chief of Medical Staff and Family Physician for MercyOne Centerville, Dr. Ryan Arnevik said,

“To take a step back and to watch the way that our staff has acted is to see a group united in caring, courage and compassion. Together, we have felt the heat of the PPE, the pain of a disappointing outcome, and the indescribable joy from saving lives.” View a video and photos from the event on the MercyOne Centerville Medical Center Facebook page.

The commitment, compassion and strength of MercyOne colleagues during the COVID-19 pandemic, as well as the support of – and by – the community, improves the Key Results of Consumer Experience, Ambulatory Growth and Team Engagement.

**This is what Own It and Personalized Care means to me:**

A patient had been discharged from MercyOne North Iowa Emergency Department and refused nursing home placement and left. He was planning to return home which is located just down the street from the Air Med crew quarters. Jim Pepper, from North Iowa Air Med team, noticed the patient was having difficulty walking and could not get into his house. His only help was from his mother who was elderly and ended up yelling for help as his mother was not strong enough to help him walk.

Jim responded to the calls for help and spent 45 minutes assisting the patient into the house, going to the bathroom and answering questions from the mother who was upset. By taking the time to help a member of our community, Jim had a positive impact on customer experience.
This is what Innovate and Own It! look like to me ...

We are excited to announce Ashley Allers, Director of Revenue Cycle and Integrity, Compliance & Privacy Officer at Van Diest Medical Center, an affiliate of MercyOne, has been selected to sit on the National Association of Healthcare Revenue Integrity (NAHRI) Advisory Board!

The NAHRI Advisory Board is a composed of a group of health care revenue professionals whose mission is to enhance revenue integrity through standards, advocacy, networking and the promotion of shared knowledge and resources. The board is made up of professionals from all over the country who bring a wide range of experience and expertise to the health care revenue integrity field.

Ashley is an asset to the board bringing nearly ten years of health care experience in management, revenue cycle, chargemaster, and Cerner EHR implementation. She holds her CRCE, CRCS, and CRIP certifications from the American Association of Healthcare Administrative Management (AAHAM) and CRCR through the Healthcare Financial Management Association (HFMA).

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

As health care professionals, we may wonder if we really make a difference in the lives of those we are called to serve. A letter from the family member of the recent patient to colleagues at MercyOne Siouxland Medical Center tells this story loud and clear. Jackie, whose mother was a patient at MercyOne writes:

"I just wanted to thank everyone for the wonderful care my mother received during her stay. We had a lot of worries and everyone made sure we were fully informed and at ease. From the staff in Emergency to all the staff on 6SW, all were just awesome. Monica was her nurse and she was, it’s hard to put into words, she treated my mother with respect and dignity, just like she was her mother. Her student nurse will make an excellent nurse and I would like her instructor to know what an awesome job she did.

They treated us like family. That’s what Mercy One is. It’s just like family. From the time you walk through the door until you leave, everyone you meet is so friendly. Please extend our deep appreciation to all your staff." - Jackie

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

We would like to recognize Hanna Lawson, CMA/Telemetry Tech/Unit secretary in our Van Diest Medical Center Med/Surg Department for going above and beyond for a patient, truly representing the meaning of personalize care. We have a patient who has been at our facility for 270 under a court order. The patient started under a skilled level of care, but then transitioned into a respite level of care. Hanna has taken the patient’s soiled clothing it, and returned it to the patient’s room. Hanna patient, whose family members live quite hospital. Hanna did this for nearly a year recognition.

Hanna’s actions truly show the compassionate provides daily. Hanna’s commitment to our values, work, and dedication to our patients does not unnoticed! That is why she received our March 2021 MercyOne Van Diest Medical Center C.A.R.E.S. Award. This monthly award goes to a MercyOne Van Diest Medical Center employee, physician or volunteer who demonstrates our core values and goes above- and-beyond as a caregiver.
Consumer Experience

“WOULD RECOMMEND”

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

MercyOne Clinton Wound Care earned the 2020 Going the Distance award, issued by RestorixHealth, an organization that specializes in the development and management of comprehensive wound healing. The Going the Distance award acknowledges outpatient wound healing centers that have achieved or exceeded nationwide patient outcome standards within a set period of time during 2020.

“Our wound clinic staff bring a wealth of talent to wound healing, and that fuels a positive impact on our patients’ outcomes,” said Amy Berentes, Executive Vice President and Chief Operating officer at MercyOne Clinton. “Amidst a pandemic, their dedication to healing is a sign of resilience and strong work ethic. We are proud to be recognized as ‘Going the Distance.’”

MercyOne Clinton Wound Care applies proven wound care practices and advanced clinical approaches, including wound products, dressings, antibiotics, and hyperbaric oxygen therapy, to help heal patients who suffer from chronic wounds.

“There’s no better feeling than being able to tell patients who have been dealing chronic ulcers for many months that their ulcer is healed,” said Ricky Maddox, MD, general surgeon for MercyOne Clinton and medical director of the Wound Care clinic. “I’m proud of the team and the excellent care they provide.”

On April 16, we celebrated National Healthcare Decisions Day (NHDD) to inspire, educate and empower the public and providers about the importance of advance care planning. Advance care planning is the process of making and documenting informed decisions about your future medical care in the event you are unable to speak for yourself.

MercyOne Affiliate Monroe County Hospitals & Clinics has utilized federal HRSA grant funding to improve advance care planning throughout Monroe County, Iowa. They have developed an educational website with several tools for patients to utilize to personalize their living wills for the purpose of providing patients the medical care they choose (mchalbia.com/yourchoice). This NHDD, the program launched a self-guided video for those patients who would like to start advance care planning on their own. This is what Personalize Care looks like to me and these innovative initiatives support the Key Results of Consumer Experience and Quality.
Team Engagement

COLLEAGUE AND PROVIDER ENGAGEMENT

This is what Personalize Care looks like to me …

For their safety and the safety of others, hospitalized patients recovering from COVID-19 at MercyOne Des Moines Medical Center are not allowed in-person visits from loved ones. Care team members provide valuable support and compassion through their regular interactions. Maxine Mendoza, RN, with the Labor and Delivery unit, goes above and beyond to deliver Personalize Care by volunteering to visit the COVID-19 intensive care unit, helping Spanish-speaking patients and their families connect. A recent honoree of The DAISY Award, Maxine’s colleague and nominator wrote about a specific patient:

“His family is very far away and unable to speak much English. Maxine has been going to visit him routinely so that he has someone at MercyOne with whom he can interact with more often. The compassion and generosity Maxine has demonstrated over these past few months has been instrumental in the care of these patients. She has truly made a difference …”

Maxine’s dedication to providing compassionate, personalized care positively impacts the Key Results of Consumer Experience and Team Engagement.

This is what Improve Daily looks like to me …

The Virtual Care Center at MercyOne Central Iowa recently celebrated their one year anniversary! The team spent the day reminiscing on the first few crazy weeks when the center started and shared their celebration with nursing educators, virtual nurses, directors, and others in the center. Happy Anniversary!

This is what Own It! & Be ONE look like to me …

Ahead of Doctor’s Day, Codie Hansen, RN, MSN, MBA, Manager of the Mercy Family Medicine clinics in Iowa City and Coralville, went above and beyond to celebrate such a special day of gratitude for our providers. Codie wrote each provider’s name on a colored paper, and asked the staff to write something positive about each provider, highlighting their leadership, behavior, skillset and interactions with colleagues or patients. She laminated them and surprised the physicians with these messages! Hearing this story of positivity and togetherness helps bring our Mission to life! That’s what Own It! and Be ONE mean to me! – Jane Davis, Director Clinic Operations, Primary Care Iowa City

This is what Be ONE & Own It! look like to me …

The Nursing Leadership team at Mercy Iowa City demonstrated Own It! (Courtney Curtis, Rachel Fatzke, Penny Yenter, Mary Koedam, Danielle Holbrook and Melanie Masbruch) We had a couple of very busy days in the early part of April, with a peak census of 105 patients on one day. This team worked together to ensure we had patient care needs covered, which lead to a number of managers providing direct patient care themselves on off-shifts. – Kim Volk, VP of Patient Care Services and Chief Nursing Officer

Return to page 1
This is what Innovate looks like to me …

MercyOne Dubuque’s Magnet Champions sponsor an annual Caring for Our Community (CFOC) campaign. As a hospital, MercyOne Dubuque has supported local non-profit organizations for the last 18 years through CFOC.

This year’s campaign supported the Urban Bicycle Food Mission Dubuque (UBFMD), a volunteer group that prepares and delivers (by bicycle) fresh food items to those in the community who are food insecure or homeless. UBFMD’s signature fresh food item is burritos, and provide healthy snacks, sandwiches and personal care items whenever possible.

Through the generosity of our colleagues, MercyOne Dubuque was able to support UBFMD with the donation of dozens of bags filled with personal care and food items, as well as a monetary gift. In addition, several of our colleagues accompanied UBFMD during a food delivery to administer the COVID-19 vaccine to those who wished to receive it.

Follow UDFMD at facebook.com/UBFMDQBQ to witness and support the incredible work they’re providing.

This is what Be ONE looks like to me …

MercyOne Northeast Iowa volunteers are returning to serve our consumers, their families and colleagues! Volunteers are excited and eager to return to the hospitals after their roles were put on hold in March 2020. Colleagues are eager to see them and the presence of volunteers in our corridors again will be a welcome sign that life is starting to return to normal after the COVID-19 related disruption the last year.

This is what Personalize Care looks like to me …

MercyOne Newton has just celebrated the one-year anniversary of their Quiet Zone for employees. This designated room is designed to help staff recharge, retreat and unplug. Colleagues are able to “get away from it all” for 15-20 minutes by resting, reading, meditating or using available equipment for stretching or yoga.
This is what Own It! looks like to me ...

Recently, Jon Holliday, Network Technician at MercyOne Elkader Medical Center has been exemplifying Own It! and Improve Daily. The hospital is in the implementation phases of onboarding the Vocera Smartbadge hands-free communication system throughout the hospital. The behind the scenes work Jon has completed on this project has been astounding. Each day has brought forth new tasks for Jon and he has handled nearly all of them as the facilities sole network technician. Whether it be climbing up ladders to run new wiring through the ceiling, setting up new wireless access points, completely configuring the network and badges, troubleshooting glitches, inventorying the badge systems, and working collaboratively with Vocera technicians for hours weekly, Jon has done it all! The Vocera technicians that have been working alongside Jon have also given testament and praise to the work he has been able to do as a nearly stand-alone IT department.

His actions over the past month will directly improve the Key Result of Team Engagement as colleagues will be able to communicate seamlessly with each other through smart badges. His work will also impact the Key Result of Consumer Experience, as colleagues will be able to spend more time with patients and less time making phone calls.

This is what Innovate looks like to me ...

Each year the Women's Leadership Network of Dubuque honors women in the tri-states through the Women of Achievement Awards. The awards recognize and honor women who provide significant contributions in their professional or community roles. Awards have been given in six categories, but this year, a seventh category was created due to the nomination of a team at MercyOne Dubuque. Christina Schauer, Kara Nadermann, Amanda Powers, Jessica Smith, and Nicole Beck were awarded the first ever Women of Achievement Teamwork Award for their efforts in vaccinating our community against COVID-19.

This group has devoted days, nights and weekends to provide efficient and seamless vaccine scheduling and clinics for our colleagues and community, and the feedback has been incredible. With the process they developed, MercyOne Dubuque has been able to vaccinate 40 patients every ten minutes, and over 15,000 patients have now been vaccinated as a direct result of their efforts. As stated during the awards ceremony, “At a time when our community needed them most, this group of women stepped up to assist in a way that was not only innovative but inspirational.”

Amanda Powers, Jessica Smith, Kara Nadermann, Christina Schauer and Nicole Beck (not pictured) received the first ever Women of Achievement Teamwork Award.
Kirsten was a patient at MercyOne Waterloo Medical Center who was a registered organ donor.

Kirsten’s family shared how her decision to say ‘yes’ to organ and tissue donation has impacted their lives.

“Kirsten had a really big heart and a really big laugh. She was an adored daughter, granddaughter, niece, cousin, friend, and mom to two little boys. All her life she enjoyed taking care of others. We knew she was registered to be an organ donor. After her accident, we were so grateful when we received the news that she was able to donate her organs. It meant that not only could we honor her wish to be a donor in the event something should happen to her, but also that something good and hopeful could come from our greatest loss.

It brings us comfort to know that Kirsten lives on through others. We know she would be pleased to have been able to give the greatest gift of all, the gift of life! We look forward to meeting her recipients someday. We continue to hope for good health and an improved quality of life for them, and their loved ones as well.

We are so proud of Kirsten for her choice to be a donor. Organ donation truly is a miracle, not just for the recipients and their loved ones, but it has been a miracle for us, too. Our beautiful girl lives on, making life possible for others. She leaves a legacy of giving, and we know she would be happy about that.”

– Brad, Renee, Dayton, and Zander

MercyOne Waterloo Medical Center colleagues played a crucial role in Kirsten’s donation process. Iowa Donor Network would not be able to meet its mission of working together to transform lives through organ and tissue donation without the support and collaboration of professionals like the ones at MercyOne Waterloo Medical Center.

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

MercyOne Siouxland Medical Center has a Sharps Committee formed with the goal of reducing sharps injuries at the hospital by 50% in 2021.

The dedicated team, which includes colleagues from surgery, emergency, ICU lab, safety and employee health are leading efforts across departments to reduce and limit this type colleague injury through improved communication and interdepartmental mentoring.

Safety Manager Jerry Walker says, "Our members are very enthusiastic and come up with great ideas they are implementing within their high-risk areas. This is already made a positive impact reducing our Sharps injuries for the current year. They are truly engaged as a team and are also creating a very positive safety culture within their departments."

Education is a key component of reducing sharps injuries, including educating colleagues about the correct process when exposed to blood or body fluid and how that experience is reported.

"What really makes this committee special is that it is a colleague organized and led committee," adds Shanna Mueggenberg, surgery manager. "These colleagues prove that you do not need to be in an official leadership position to Own It! and implement positive change at MercyOne."
This is what Innovate looks like to me ...  
MercyOne Siouxland Medical Center partnered with the Iowa Donor Network to hold a flag-raising ceremony marking April as Donate Life Month.

The mission of Donating Life is close to the hearts of colleagues at MercyOne Siouxland, which is why the entire senior team attended the ceremony.

Mary Olhausen, nurse manager of the ICU, shared how special it is for her and her team, to be with families whose loved ones have chosen to be organ donors.

"We were also the first hospital in our region to adopt the Honor Walk tradition, where colleagues line the hallway between our ICU and the operating room, to honor patients leaving our care to give the ultimate gift," Olhausen shared.

"It's the way we look at giving that gift of life," said Iowa Donor Network Coordinator John Jorgensen. "95 percent of Iowans say they support helping others, but only 77 percent are registered and so we try and encourage people to say yes."

600 Iowans are currently waiting for a life-saving organ transplant.

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

Recently, MercyOne's Western Iowa region celebrated National Nutrition Month by highlighting the work of our Nutritional Care colleagues and the importance of focusing on good nutrition habits.

One of our MercyOne Siouxland Medical Center dieticians shared her feelings about what she is most proud of over the past year.

"Going through a pandemic and still being able to come to work and provide nutritional care for our patients and staff makes me very proud of what I do.

If I can be part of the healing process of a patient or just overall put a smile on someone's face because they get to eat, I'm proud to be part of that! I love my job and am proud to work at MercyOne!"

This is what Own IT! and Be ONE look like to me...

MercyOne Northeast Iowa completed a successful Epic upgrade in April. Thanks to the Clinical Informatics team, super users and everyone involved in the preparation and go-live. Colleagues came together to test, train, prepare and ultimately Own IT! during this upgrade.
This is what Be ONE and Innovate look like to me...

MercyOne Northeast Iowa held a virtual hiring event on Saturday, April 10 from 9 a.m.-1 p.m. to recruit candidates to the MercyOne circle of care. Human Resources Recruitment Representatives Jamie Caesar, Dena Perez and Kris Marmie were available to answer questions and interview participants.

Individuals who registered at MercyOne.org/virtualhiring received a Zoom link via email to use on April 10. This link gave them access to a general meeting room and a private room where interviews were conducted. Colleagues, including respiratory therapist Michael Yaddof, Andrew Tisue, RN, and Mariah Mulligan, EMT, shared their experiences about working at MercyOne Northeast Iowa.

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

MercyOne Volunteer Services Manager Kim Rottinghaus and Volunteer Services Coordinator Julie Paup, hosted three days of "Volunteer Appreciation Drive-Thru" during Appreciation Week April 19-24. Volunteers received an appreciation gift, treat and personal THANK YOU!

Kim and Julie also used the week to reach out to new volunteers and encourage those who want to serve to contact them for opportunities to volunteer with MercyOne Northeast Iowa in one of the volunteer assignments currently approved. Our volunteers’ safety and well-being is top priority. Some areas will be off-limits to volunteers, those include COVID-19 units, ED, ICU, etc. Volunteers must meet vaccination and health assessment requirements prior to returning. We are grateful they are willing to continue to serve others and support the MercyOne Mission!

We are also extremely thankful for the volunteers who have been assisting with the COVID-19 vaccination PODs.

Personalize your Facebook profile for Health Care Week

Add a frame to your Facebook profile picture to celebrate Health Care Week May 9-15.

To add a frame to your profile picture:

- Go to www.facebook.com/profilepicframes.
- Search for MercyOne Health Care Week.
- Click use as profile picture to save.

Take the Colleague and Provider Engagement Survey!

April 26-May 17

Share why you love working at MercyOne and how we can improve Daily! When everyone participates, change happens!

Your input is important and valued as we work to create an exceptional MercyOne experience, not only for our patients and visitors, but for our colleagues and providers too. Ask your manager if you have questions or concerns about the survey. Survey feedback is always confidential!
This is what Own It! looks like …

MercyOne Siouxland Occupational Health and Western Iowa pharmacy colleagues helped vaccinate 180 Palmer Candy Company Team Members this month at two on-site COVID-19 vaccination clinics.

Palmer Candy leaders shared that being able vaccinate their Team Members at work increased the amount of people who participated.

Hanna Reinders, the HR Director at Palmer shared, "We felt that obviously, it is so much easier for team members to get their vaccinations on sight rather than having to go off-site to do it. this way if you make it more convenient, we felt more people would be more apt to do it."

"I want to be a part of the solution, not the problem," shared Tommy Dawdy, the head of sanitation and maintenance at Palmer Candy Company.

"Today I got vaccinated, my 2nd round! I think it is a great thing, Marty has always looked out for us he has since day one and it is really good that he looking to protect the company the community keeps us all as safe as we can be."

According to Palmer Candy, about 60% of their workforce has volunteered to get vaccinated through this program.

As of April 16, MercyOne Siouxland Occupational Health had administered more than 2,500 vaccines to community members in on-site employer clinics.

This is what Innovate looks like to me …

MercyOne is expanding online scheduling capabilities throughout the system. The digital/virtual team continues to work with regions to expand online scheduling as a radically convenient option for current patients and colleagues. Sites in Central Iowa, including Centerville and Ottumwa; Western Iowa, including Oakland and Primghar; and North Iowa now have online scheduling available.

MercyOne Northeast Iowa now offers online scheduling for Urgent Care locations and is evaluating expanding to family medicine locations throughout the region.
Financial Performance

OPERATING MARGIN

This is what Innovate looks like to me ...

For 16 years the Heroes Among Us breakfast has honored individuals who have shown exceptional courage and love for others, the environment and our community; while generating more than $400,000 for new equipment, technological upgrades and more for MercyOne Waterloo Medical Center and MercyOne Cedar Falls Medical Center.

Proceeds from this year will fund COVID-19 relief efforts. These individuals remind us that everyone, no matter age, strength, or background can make an impact.

Quality

ALL CAUSE UNPLANNED 30-DAY READMISSION

This is what Innovate looks like to me...

Congratulations to the following six MercyOne Northeast Iowa colleagues who graduated from the Nurse Residents program in March:

- Van Phan
- Taylor Friis
- Cindy Kranda
- Alana Vest
- Ashley Reinking
- Megan Heinz

In the program, participants met monthly to discuss various nursing topics, participated in simulations, skills fairs and completed an evidence-based project. Thank you for your hard work and dedication to Improve Daily!
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.

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**Consumer Experience**
Percent of consumers who would recommend MercyOne to their friends or family

**Team Engagement**
Commitment each colleague gives each day to help our patients – and each other – live their best life.

**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.

**Financial Performance**
Think of financial performance like a check book. At the end of the month we must have more than what we spend to fund benefit programs, raises, invest in facilities and clinical and non-clinical equipment.

**Ambulatory Growth**
Non–hospital visits, including telehealth, emergency department, outpatient surgery, physical therapy, physician offices, clinics and home care.

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.