Message from CEO

February is a month of celebrations across MercyOne. We are proud to have celebrated our second birthday as ONE on February 1. This celebration is in honor of the work of our colleagues – more than 20,000 strong – who continue to make an incredible impact to transform the health of our communities. As in all celebrations, we honored our Birthday Celebration with a system-wide Prayer Service, and we encouraged colleagues to share a photo on social media using the #IAmMercyOne to showcase why you are proud to be part of MercyOne’s circle. This was a great celebration, and we received many photos of our MercyOne family celebrating our birthday.

In addition, we also celebrate Heart Month. Cardiovascular care is one of the many points of pride for MercyOne with dedicated providers pioneering innovative therapies and personalized care for heart patients. Our MercyOne cardiovascular doctors and providers set the standard for comprehensive heart care and are nationally recognized for their diagnosis and treatment of heart disease.

And perhaps most importantly this month, MercyOne celebrated Black History Month. We live in a time where we are called to come together to heal our communities and to address the challenges we face in our nation today. The pandemic and ongoing protests for racial justice have focused the nation on the issue of systemic racism and its tragic impacts. We are committed to address this challenge and make a difference.

At MercyOne, our promise is to help each person have their best life. To stand by our promise, we are committed to address the challenges of racial disparities and health inequities by working in our communities to improve the health and outlook of everyone we serve. As health care professionals, our Mission extends to our broader communities by emphasizing the Catholic values we bring to caring for our patients every day, including compassion, reverence and justice.

Together, we must continue to find ways to unify our communities through our special ministry of mercy. As a start:

- MercyOne has adopted a charter to help guide and advance this work internally.
- We joined with the Catholic Health Association of the United States (CHA) in the Confronting Racism initiative to confront racism by achieving health equity.

While this month has been a time to celebrate and confirm our commitment to improve the health and wellbeing of our communities. We remain committed to continuing this important work throughout the year. We thank you for your commitment to our special Mission and our focus to help each person have their best life.

CEO and President
This is what Personalize Care and Innovate look like to me...

We often read about the understandable frustration of families unable to be with their hospitalized loved ones, but what great comfort it would be for them to know that in their absence, God provides people like Naomi, a nurse on the Critical Care Unit at MercyOne North Iowa to be a loving presence. The story below was relayed in Naomi’s DAISY award nomination:

We had a patient on our unit who was in the process of dying. Her family had been notified and her son was on his way. As I walked by the room, I saw the patient’s nurse, Naomi by the patient’s bedside. Naomi invited me in and asked if I’d like to sing with her as the patient was nearing death and her son had not yet arrived. We sang “Jesus Loves Me” as the patient peacefully passed away with Naomi changing the words to “Jesus loves you.” I cannot adequately express how moving it was to witness Naomi’s compassion in that moment when family was not able to be there in time.

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

Deena Zadow, a staff nurse at MercyOne affiliate Hancock County Health Services, came in on her day off to sit with an inpatient who experienced the loss of her husband and was unable to attend his funeral. Arrangements were made for her husband’s service to be live streamed into the patient’s hospital room. The patient and her family were so appreciative knowing she would have caring companionship during this time, allowing all of them to attend the funeral in person. The patient displayed tears while voicing how much she and her family appreciated our nurse’s attendance as well as that of our hospitalist Dr. Joseph Petersen and Jessica Gray, another staff nurse.

This is what Innovate looks like to me...

In January 2021, the Ronald McDonald House at MercyOne Children’s Hospital celebrated its first anniversary. The second House serving central Iowa and the tenth in the nation location within a hospital, the space includes 14 bedroom suites, a full-size kitchen and dining room, laundry room, play room and respite rooms to serve the families of patients who are receiving treatment. Through December 2020, the Ronald McDonald House at MercyOne Children’s Hospital served 153 families overnight, with the average stay lasting 12 nights. The longest stay during the past year was 125 nights.

Having the Ronald McDonald House inside the hospital serves MercyOne’s Vision of setting the standard for personalized, radically convenient health services – allowing loved ones to provide support and comfort to some of our most vulnerable patients.

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

Stacey Clough, MercyOne corporate health supervisor, often delivers educational webinars to corporate clients and their employees. During one of these events, multiple employees from a corporate client provided positive feedback to the company for the quality and value of the webinar. The company benefits from such a great encounter as the sponsor of the event while also increasing the health literacy of their colleagues.
This is what Innovate looks like to me...

With only two full-time public health nurses in Clayton County, the MercyOne Elkader Medical Center team immediately recognized the opportunity to partner with Clayton County Public Health to be able to accomplish the phased vaccination plans laid out by the state. With quick thinking and a can-do approach, various MercyOne leaders and colleagues steered a Phase 1B Vaccine Planning Committee. The committee led the charge in the innovation of daily operations to develop processes and administer COVID-19 vaccines onsite. As a small hospital, that is not a clinic setting, administering vaccines on a daily basis has been quite an undertaking. Adjustments in various operations, schedules and processes were required, as well as within the EMR.

MercyOne Elkader Medical Center is now able to serve as a vaccination site in Clayton County for those individuals over 65 included in Phase 1B. Other neighboring medical facilities, including MercyOne affiliate Guttenberg Municipal Hospital & Clinics, have also stepped up to assist in vaccinating those in Phase 1B.

This collaboration will transform the health of our communities. We are happy to be able to partner with Clayton County Public Health to meet the needs of our community and offer hope to individuals ready to receive the vaccine as we all work to end the COVID-19 pandemic.

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

A dozen MercyOne Western Iowa Region colleagues were part of the first large-scale effort to vaccinate patients 65+ in Woodbury County.

Organized by the Siouxland District Health Department, MercyOne provided pharmacy and logistic support during a two-day effort to vaccinate more than 3,000 community members.

The process received instant positive community feedback.

“I am so proud of this community as [my husband] and I got our first COVID-19 shot this morning. The whole process was organized, competent and calming. We were greeted with smiles and patience from all the workers. We thank everyone involved in this wonderful event,” says community member Mary Madsen.

The MercyOne Western Iowa Team, led by Executive Director of Clinic Operations Rob Stowe, was also integral in scheduling vaccine appointments for hundreds of the participants attending the clinic.
This is what Personalize Care looks like to me...

More than 200 members of the Siouxland community have received bamlanivimab, or “BAM,” infusions to combat their COVID-19 symptoms since the therapy became available at MercyOne Siouxland Medical Center in November.

The therapy has proven incredibly successful for decreasing serious symptoms and reducing hospitalizations. That was certainly the case for Pam Lapke of Sioux City, who calls it a ‘gamechanger.’

“I was pretty much bed-ridden [before BAM therapy], couldn’t eat, at chills, high fever. Everything in my body hurt. It was a nightmare,” she says.

Pam’s immune system was compromised due to her medication to treat rheumatoid arthritis. That made her a good candidate for the bamlanivimab therapy, which she says worked almost immediately.

“My experience was very positive. I would absolutely do it again. I would recommend it to anyone that is in a situation and qualifies for the BAM infusion. It was painless. It was easy. It turned my COVID-19 experience completely around.”

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

Kayla Anderson, MercyOne Northeast Iowa Clinical Informatics Director, joined health experts in Black Hawk County on KWWL for a COVID-19 roundtable. The 30-minute discussion via Zoom discussed vaccine distribution and making sure the vaccine is available and getting to the right people as quickly as possible.

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

Pharmacy driver Ed McCarthy was making deliveries and noticed a regular patient was not answering his door. After making a few other stops, Ed returned to the patient’s home and when he still didn’t answer his door, Ed alerted a family member. The patient had suffered a medical emergency, and Ed’s quick attention and personalized patient care helped save a life.

~ Jessica Smith, MercyOne Dubuque, outpatient pharmacy

We are here to support you!

Care Circle team members are available in each region. Contact Spiritual Care to coordinate.

We also have several NEW VIDEOS to help you take a break by trying a new recipe or work out.
This year Knoxville Hospital & Clinics, a MercyOne affiliate, is celebrating 40 years of dedication and growth in our current facility. From our humble beginnings in a two-story house to our newly renovated facility, we have come a long way since opening our facility on Feb. 12, 1981. Some notable accomplishments over the past four decades include:

• Critical Access Hospital designation in 2002;
• a $15 million renovation and construction project in 2014;
• becoming the first medical facility in Iowa in 2017 to perform total and partial knee replacement surgery using NAVIO robotics-assisted technology; and
• recognition as a 2020 Top 100 Critical Access Hospital by The Chartis Center for Rural Health.

As Knoxville Hospital & Clinics reflects on our past 40 years in our facility, we can’t help but be excited about investing in our community’s future. The hospital is currently fundraising for an exciting – and necessary – renovation to our emergency room which will increase colleague workspace and provide additional private rooms for patient care, with a focus on mental health. We recognize we wouldn’t be where we are without our staff and celebrated our success and accomplishments with them on Feb. 9 with Scratch cupcakes.

Through funds made available by an anonymous donor, Van Diest Medical Center, an affiliate of MercyOne, has established a Patient Sunshine Fund. This fund is used to bring cheer and to brighten the stay of an inpatient or skilled nursing patient who is in our care.

Partnering with Hy-Vee in Webster City, small flower bouquets, balloons and/or chocolates were delivered to patients staying in the hospital over the Valentine’s Day weekend with the donation made possible through the Patient Sunshine Fund. The deliveries brought tremendous smiles as caregivers shared the love with patients. What a wonderful way to warm the hearts of patients and personalize their stay!

Dr. Pattee completed a telehealth visit on a nonmobile patient. Following the telehealth appointment, it was recognized the patient needed a face-to-face visit. To meet the needs of the patient, Dr. Pattee reached out to Tabetha Gehrke, nurse practitioner, within the population health department. This is what Be One and Personalize Care looks like impacting our Key Result of Consumer Experience.

~ Jessica Reams, Patient Centered Medical Home Director, MercyOne Northeast Iowa
This is what Be ONE looks like to me...

Rebecca McIntosh, scheduler at MercyOne Comfort Health Center for Women, created a large dreamcatcher, which features 20 gold metal feathers for the year 2020, as well as an actual feather for everyone who has passed from COVID-19 in Iowa. The large open space on one side of the dreamcatcher represents hope for the future and looking forward for all Iowans. The dreamcatcher is both a dedication and a reminder, to help carry on the dreams of those who have been lost.

When McIntosh brought her dreamcatcher to the office, it quickly became a conversation starter.

“This dreamcatcher is meant to be a memorial not only for those who have died, but for all of us,” said McIntosh. “I want it to serve as a reminder of the men and women who were individuals, with unique dreams. We can stop and take a minute to reflect on their stories, and also carry on for them, and for Iowa.”

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

Sheila Paterno, RN with MercyOne Des Moines Medical Center’s Labor and Delivery Unit, was recently recognized by a new mother to whom she provided care. As result, Paterno was honored with The DAISY Award®. Part of the patient’s nomination read:

“I had the worst pregnancy possible and was terrified of childbirth. My nurse calmed my nerves and continued to make sure I was comfortable and calm all day. She talked to both my partner and me about her own experiences, and her time being a labor and delivery nurse. She distracted us from our worries and went above and beyond what I expected of my nurse. She was scheduled off before my son was born, and she stayed to see his birth through with me, which said a lot about her character and her love for her job. My delivery experience was 100 times better than my pregnancy experience, and I truly believe I have my wonderful nurse to thank for that!”

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

A patient arrived to the wound care clinic in late January wearing lightweight PJ pants, a short-sleeve shirt, and two blankets wrapped around him. The patient had no family or financial means. In their true compassionate nature, our wound care colleagues are collecting clothing and personal items to donate to this man.

~ Michele Lewis-Wright, MercyOne Clinton, wound care director

With the huge task of the moving the MercyOne Kimball Ridge Rehabilitation & Wellness departments, thank you for the countless hours so many people at MercyOne Northeast Iowa put in to make this happen! Colleagues from MercyOne Northeast Iowa wellness, rehab, facilities, maintenance, IT and EVS came together with a common goal – create an environment of health and wellness for our patients. It took a village to make this happen! Thank you so much!

~ Sheri Purdy, manager at MercyOne Northeast Iowa Rehabilitation and Wellness

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

“WOULD RECOMMEND”
MercyOne Celebrates YOU in Year 2

MercyOne Waterloo Medical Center purchased and has begun using the upgraded da Vinci Xi robot for minimally invasive procedures. The da Vinci Xi robot is the latest robot to continue to advance minimally invasive surgical procedures. Surgeons from both MercyOne’s general surgery and OB/GYN teams are already working with the new robotic system.

This is what Innovate looks like to me...

MercyOne Waterloo Medical Center purchased and has begun using the upgraded da Vinci Xi robot for minimally invasive procedures. The da Vinci Xi robot is the latest robot to continue to advance minimally invasive surgical procedures. Surgeons from both MercyOne’s general surgery and OB/GYN teams are already working with the new robotic system.
This is what Own It! looks like to me...

After 42 years of dedication and service to MercyOne and community, **Mary Jo Kavalier**, Site Administrator at MercyOne Cedar Falls Medical Center, is retiring March 2. Her accomplishments are vast and numerous, and she has touched so many people – both professionally, personally and within our community.

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

In early February 2021, MercyOne Central Iowa achieved the milestone of administering 10,000 COVID-19 vaccinations to colleagues, physicians, contractors and patients since the first vaccine was given on Dec. 15, 2020. In celebration, leaders surprised colleagues with free coffee, hot chocolate and snacks in the cafeteria at MercyOne Des Moines Medical Center.

This gesture was in recognition of the many colleagues who supported the COVID-19 vaccine effort as ONE, labeling and distributing vaccines, organizing and facilitating onsite vaccine clinics, and more.

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

**Kim Perry**, a longtime member of the MercyOne Siouxland Medical Center family is transitioning to a new role as Chief CRNA.

Kim’s career at MercyOne started almost 20 years ago as a CNA on 8SW during nursing school. She earned her bachelor of science in nursing (BSN) from South Dakota State University in 2006 and completed her Masters in Anesthesia from Mount Marty College in 2009. Kim is in the process of continuing her education to earn her doctor of nursing practice (DNP) and will graduate from Morningside University later this year.

“We have a phenomenal anesthesia team at MercyOne which I couldn’t be prouder to be a part of. Thanks to past and current providers of this team, I am the provider I am today. For that I will always be grateful and will pass the same guidance and support on to others,” Kim shares.

Kim is passionate about Personalize Care and collaborating with providers and colleagues. She is also excited to represent other Advanced Practice Providers on the newly formed MercyOne Siouxland APP Council.

“It takes a team; we collaborate to provide high quality, safe care to each patient, that is amazing,” Kim adds.

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

**Jenny Kulper**, RN, is weekend house supervisor at MercyOne Waterloo Medical Center. Jenny stands out. She has stepped in, on her weekend off, to help when the hospital is short staffed, has a very good grasp on clinical aspects and uses that to coordinate all the moving parts with traumas and she volunteers to assist in the small, necessary things like retrieving supplies. Jenny is being recognized as a culture champion in Northeast Iowa.
Selena Timmer, RN, excels are her job as physician liaison at MercyOne Waterloo Medical Center. She is a great communicator and goes above and beyond to solve systemic problems that arise. She stepped into the house supervisor role and even dusted off her scrubs to assist in nursing on the surgical floor. Selena is being recognized as a culture champion in Northeast Iowa.

Due to the current pandemic, Van Diest Medical Center, an affiliate of MercyOne, was not able to host a Service Recognition Event as in previous years. This year, the hospital creatively utilized the tools available and held a Service Recognition Week with activities to celebrate the outstanding service of all caregivers in addition to recognizing those colleagues with service milestones. The week kicked off with a Service Recognition video, highlighting service award winners and featuring an assortment of drawings for colleagues.

The remainder of the week included a delicious catered meal; a chance for colleagues to take a wellness break and Spin the Wheel to earn a prize; and Thankful Thursday with each team member receiving a VDMC gift as a small token of our appreciation. Especially during a pandemic, it’s extremely important to celebrate and recognize our health care heroes who continue to serve our communities.

Kudos to those across MercyOne planning for and working the COVID-19 vaccination clinics this morning. In MercyOne Clive and Ankeny vaccine sites, several patients’ commented about how well organized it was and how professional everyone was during the process.

“Some asked how many weeks we had been doing this, and when I told them this was only the second day they were even more impressed on how smoothly it went. They were grateful for the call to come in and the chance to get in such a safe environment. They were impressed we even had a doctor in there to give shots and readily available if there were allergic reactions. So, job well done!”

~ Deb Hoskins, RN, BSN, MercyOne Central Iowa

Cathy Mielk, manager of our MercyOne East (Pleasant Hill) Office in Central Iowa continues to raise the bar in our efforts with COVID-19. When testing began, Cathy worked with her providers and colleagues to lead the medical group in both volume and strategies to test patients safely at their office. Now that we are vaccinating patients, Cathy and her team once again have worked together to implement strategies to administer as many doses, as quickly as possible to their patients. With her leadership, that team exhibits the “can-do” approach to challenging circumstances and develops processes and strategies to better serve our patients.
This is what Innovate looks like to me...

“I felt like I was going down so I told my daughter, I've got to do something. I'm going to try this,” says 96-year-old Otto Albrecht.

“My whole life changed. I am usually ‘go-go-go’, but I was getting tired just walking across my living room,” adds Donna Klemme, 75.

Donna and Otto are two of the first 12 patients to undergo a Transcatheter Aortic Valve Replacement, or TAVR, heart procedure at MercyOne Siouxland Medical Center.

Doctors told Donna that she had a condition called aortic stenosis, a narrowing of the aortic valve opening. When a heart valve can’t fully open and close like it should, it makes it harder for the heart to pump blood. That’s what was making Donna so tired.

Stilianos Efstratiadis, MD, FACC, FSCAI, Medical Director of Cardiology at MercyOne Siouxland Heart and Vascular Center, explained she would be a good candidate for TAVR. Unlike open heart surgery, TAVR uses a less invasive approach to replace a diseased aortic valve.

Dr. Efstratiadis, an interventional cardiologist, says, “In this procedure, we insert a catheter in the patient’s leg and guide it to their heart. A replacement valve is inserted through the catheter and guided to their heart. A balloon is expanded to press the valve into place.”

The procedure is an impressive collaboration between several teams in the Heart and Vascular Center that work to create the best personalized experience and outcome for each patient.

“Through the advancement of science and multiple studies, it’s actually been demonstrated that this type of therapy is actually not only safe, but as equally effective, and in some cases superior to open heart surgery,” says MercyOne Siouxland Interventional Cardiologist Dr. Glynne Edwards.

Patients may feel relief from their symptoms soon after their TAVR procedure, while others take a bit longer to get back to normal.

For Donna, it was almost immediate: “I was out of the hospital two days later, was back at home and able to cook for myself,” she says.

And Otto is back to living independently and getting around like he used to. “I feel pretty good. It’s helped me quite a bit,” he says.

“You have to have faith,” Donna shares. “I knew my doctors believed they could do it, and I trusted them. Everyone at MercyOne from the cleaning staff to the surgeons made my experience amazing.”

MercyOne Iowa Heart centers across the state and MercyOne Dubuque also offer the TAVR procedure.
Funds from the 2020 MercyOne Newton Gala and a donation from Gates Corporation have funded the purchase of a C-MAC video laryngoscope for the Emergency Department, shown here with Dr. Neal Naik. The C-MAC assists with accurate and efficient placement of an endotracheal tube that supports both breathing and ventilation. While this piece of equipment had been on the department’s wish list for some time, purchasing it in 2020 proved to be very beneficial. The C-MAC provides a high-resolution visualization of the patient’s airway, which helps caregivers intubate more quickly. This has become even more important during the pandemic as MercyOne Newton has seen an increase in patients with respiratory issues.

Dr. Youssef Nasr, a heart failure specialist, and the MercyOne North Iowa Heart Center team have worked together to reduced readmissions for heart failure patients in North Iowa by performing a new procedure, CardioMEMS. This procedure is the first and only clinically proven heart failure monitor system to significantly reduce heart failure hospital admissions and improve quality of life. The CardioMEMS System, reduces the number of in-person appointments needed to collect and assess a patient’s current health, minimizing in-person contact and the potential for transmitting or getting the virus. It also allows health systems to continue to provide important patient care while maintaining the health and safety of colleagues and other high-risk patients seeking treatment.


“Clive Behavioral Health began as a vision of MercyOne leadership several years ago to expand access for inpatient behavioral health services in our community,” said MercyOne Central Iowa President Karl Keeler. “The opening of the new hospital represents a continuation of MercyOne’s Mission to transform the health of our community.”
Federal Update
MercyOne continues to work with Senator’s Ernst and Grassley, having regular phone calls and town halls to stay in constant communication as things evolve in D.C. We are working on a town hall with Congresswoman Axne and holding introductory phone calls with Congressman Feenstra and Congresswomen Miller-Meeks and Hinson.

As the next COVID-19 bill evolves, we will be focusing on key areas for MercyOne such as vaccine and testing support, 340B relief, provider relief fund stability and telehealth fair payment.

Finally, we were pleased to have Senator Grassley and others work on finding a path forward a rural emergency hospital designation. We are modeling this policy, and working with the American Hospital Association (AHA) and Iowa Hospital Association (IHA) around the rulemaking process to ensure we build a financially viable path for our hospitals.

State Update
MercyOne continues to focus on the following priorities:

Medical Malpractice
A bill that caps noneconomic damage awards in medical malpractice cases at $1,000,000, advanced out of subcommittee last week. MercyOne had two physicians attend and testify at the subcommittee hearing, and it passed out of the committee later in the week. MercyOne continues to engage colleagues on this issue.

Emergency Medical Services
A bill allowing counties to declare EMS and essential service has already made its way out of House Ways & Means without obstacle. It is pending floor debate.

Medicaid
A bill on Medicaid oversight and a bill mandating a study on administrative days (days waiting placement) passed out of subcommittee this week. The team is eyeing an amendment on the days waiting placement study to instead establish a per diem.

We are also working to put certain COVID-19 relief measures into place permanently:
- Telehealth payment parity
- Background checks – allow employment after submission but pending completion
- Professional licensure – streamline processes across professional licensing boards to allow out-of-state professionals who are licensed and in good standing to work in Iowa for a defined period of time prior to obtaining Iowa license.

MercyOne is also pleased to see the Governor’s commitment to solving the childcare issues we see across our state, along with her recommendation of funding for mental health. We looking forward to continuing to monitor these issues.

Finally, there is ongoing conversation around visitation rights, and MercyOne is staying closely engaged on this issue is it is important to understand a balance between a patient’s rights and the need for MercyOne to appropriately manage its clinical operations.
Key Results

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.

![Region Profile: MercyOne Composite](image)

- **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 checkbook. 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](http://www.MercyOne.org/Culture). Stories will be featured in system-wide communications, including the monthly System Newsletter and bi-weekly MercyOne Update e-newsletter.