Introducing MobileCare

Mercy Health Network (MHN) is excited to offer a new way to access health care day or night, from home, work or on-the-go. MobileCare, which launched in Des Moines in February and in North Iowa in March, is an online platform where visits with a physician are conducted through a secure video connection on a computer or mobile device. This new service is designed to diagnose and treat patients with minor illnesses, including cold and flu, sore throat, eye infections, cough and much more.

Recent trends in the health care industry show an increase in demand for virtual health care services. MHN recognized this as an opportunity to expand existing telehealth services, and organized a team of physicians, clinical leaders, market presidents, and telehealth and marketing staff to evaluate options for offering online physician visits.

This group chose to partner with Teladoc, a vendor known for implementing and managing telehealth programs across the nation.

MobileCare is provided by a team of physicians who are U.S. board-certified in internal medicine, family medicine, emergency medicine or pediatrics. These physicians can write prescriptions, if needed. If a patient has symptoms which cannot be treated via a video visit, the physician will direct the patient to visit his or her primary care provider, local urgent care clinic or the emergency room.

You can access MobileCare through the Mercy-Des Moines, Mercy-North Iowa or MHN websites, or you can search “MobileCare by Mercy” in the Google Play or App Stores to download the mobile app.

Q & A with Bob Ritz

Q: The senior leadership team was at an MHN meeting last week. What was the purpose of the discussion?

A: For the first time, the senior leadership teams from across the state, along with MHN executive leaders, joined together as one team for a working session to plan for the future of MHN. The session was very successful and set the stage for our work to foster a Culture aligned with our operating and strategic plans. Nearly 70 leaders actively engaged in the two-day workshop. The energy shared by our colleagues from around the state for our collective mission was very special.

Together we aligned on culture shifts necessary to move our organization and our mission forward. We also aligned on and committed to achieving the key results below.

<table>
<thead>
<tr>
<th>Category</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consumer Experience</td>
<td>Would Recommend 75th Percentile</td>
</tr>
<tr>
<td>Team Engagement</td>
<td>Overall Engagement 75th Percentile</td>
</tr>
<tr>
<td>Sustainable Growth and Efficiency</td>
<td>Operating Margin 4.5%</td>
</tr>
<tr>
<td>Ambulatory Growth</td>
<td>This metric is being finalized, but we know it will focus on nonhospital-based encounters which generate revenue.</td>
</tr>
</tbody>
</table>

I hope you saw the exciting work underway to unite MHN’s culture, brand and system-wide strategic and financial planning in the latest CEO quarterly video.

In the coming months, you will be hearing more about how we come together as a unified system of health services serving Iowa and surrounding communities. Together we will focus on both our current turnaround plan to restore our operating performance and advancing our vision.

Thank you for all you do to support our special mission. Our leadership team is grateful for the opportunity to serve with you.

Have questions for Bob? Email MHNinfo@mercydesmoines.org.
MHN Legislative Update

MHN hosted a Legislative Breakfast at the State Capitol Tuesday, March 27. This event provided an opportunity for MHN leaders from across the state to meet with legislators and discuss many of the health care issues being considered at the statehouse. We were fortunate to have over 50 legislators attend including Iowa House Speaker Linda Upmeyer and Senate President Charles Schneider. We are also grateful Gov. Kim Reynolds was able to attend.

Governor Signs Telehealth Bill

On March 29, Iowa joined over 30 other states when Gov. Kim Reynolds signed House File 2305 which requires health insurers to provide the same coverage for telehealth and face-to-face encounters in plans issued or renewed on or after July 1, 2018. MHN was an early proponent of telehealth services in Iowa.

MHN views this legislation as setting the framework for additional improvements serving our patients through telehealth and extending access to high quality health care to all parts of the state.

Leadership Opportunities

Des Moines
- Physician Recruitment and Engagement Leader (Central Iowa)

Iowa City
- Vice President of Revenue Cycle
Dr. Deming Selected to Lead American Cancer Society’s National Advocacy Effort

Richard Deming, M.D., will lead legislative efforts and advocacy initiatives as the board chair of the American Cancer Society Cancer Action Network (ACS CAN) throughout 2018. Dr. Deming is a radiation oncologist and medical director of the Mercy Cancer Center in Des Moines, and has been a member of the board of directors for ACS CAN since 2011. He said he sees this leadership role as an opportunity to further improve the lives of cancer patients and their families.

“I’m hopeful I can use my role as board chair to advocate for a state and country with less cancer,” said Dr. Deming. “Prevention of cancer, improved access to health care, funding for research, smoke-free workplaces – these are all issues addressed in the halls of Congress, state capitols and city councils across the nation that affect the way people will experience cancer in the future. I’m proud to lead the board of an organization making a positive difference for our patients and our country.”

Mercy-Dubuque Nurses Present Project at American Nurses Association Conference

Mercy-Dubuque nurses Kali Blocklinger, BSN, RN, CMSRN, and Kelly Tranel, BSN, RN, CMSRN, presented their Courage in Innovation project, “An Un-Isolated Incident: Protecting Staff from Cytotoxic Medication,” at the American Nurses Association Quality and Innovation Conference in Orlando, Florida, in March. Courage in Innovation is a program at Mercy-Dubuque where nurses complete projects to implement innovative, evidence-based improvement in nursing systems and practice.

Kali and Kelly work on the surgical services unit and became interested in learning more about clinicians’ exposure to cytotoxic medications. Nurses on the unit encounter many patients who take oral chemotherapy drugs, and their project involved measuring nursing perception of safety in regards to handling these medications. Kali and Kelly provided staff education about the risks of handling these medications and the bodily fluids excreted by patients taking the medications. They also worked very closely with the pharmacy to create a daily report to identify these patients as needing chemotherapy isolation precautions.

Presenting their research project at the national conference was an honor for them.

"We had a wonderful experience at the conference where we were able to share our poster and network with nurses around not just the country, but the world," said Kali. "It was a highlight for us to meet a nurse from North Carolina who participated in one of the studies we used as a major reference for our project. It affirmed some of the excellent work we are doing in Dubuque and opened our eyes to some new ideas."

Kelly said, "The conference was centered around quality and innovation. It was inspiring to hear what other hospitals are doing, but just as great to be able to share our project and the innovations occurring at Mercy-Dubuque."

National Recognition

Dr. Richard Deming

Mercy-Dubuque Nurses Present Project at American Nurses Association Conference

Kali J. Tranel, BSN, RN, CMSRN, and Kali Blocklinger, BSN, RN, CMSRN, present their poster at the American Nurses Association Quality and Innovation Conference.
Expanding Access to Care

Wheaton, Iowa to Open Clinic in the Community of Allison

Wheaton, Iowa will ensure rural Iowans access to health care by opening a Covenant Clinic Family Medicine location in the community of Allison. The clinic will be located at 502 Locust Street and is scheduled to open this summer. The announcement means community members who have received care at this same location in the past can continue receiving care in their hometown.

"We look forward to continuing to provide health care services in this community," said Jeff Halverson, Vice President of Covenant Clinic. "Our goal is to maintain local access to a Family Medicine provider for comprehensive health care, to people of all ages emphasizing disease prevention, health promotion and referrals for specialized needs." Covenant Clinic services will encompass a traditional rural primary care scope of practice, including on-site laboratory and radiology services.

Spotlight on Patient Care

New da Vinci Xi® Surgical Robot Benefits for Patients

Mercy-Des Moines recently remodeled an operating room to accommodate a new da Vinci Xi® surgical robot, enabling surgeons and the surgical team to accomplish minimally-invasive surgery in areas they have not been able to in the past.

The da Vinci Xi® surgical robot offers new technology. It features an overhead instrument with four arms designed to provide anatomical access from virtually any position, longer instrument shafts designed to allow surgeons to probe further, and sharper and more defined 3D vision.

This new technology not only benefits surgeons, it also makes surgery easier for patients. Because the da Vinci Xi® surgical robot is minimally-invasive, patients tend to have quicker recovery times resulting in a shorter length of stay and less postoperative pain than traditional surgery.

The robot has several surgical applications including surgical oncology, urology, gynecology, thoracic and colon/rectal cases. While many of these cases could have been performed in other operating rooms with larger, more invasive procedures, by utilizing the new da Vinci Xi® surgical robot, these cases are now able to result in the same, and often better, outcome allowing patients to get back to their lives much sooner.

Our Mission

Mercy Health Network serves with fidelity to the Gospel as a compassionate, healing ministry of Jesus Christ to transform the health of our communities.

Commit to the MHN Mission. Complete the Mission Module on LEARN (CHI) or Healthstream (Trinity) by June 1, 2018.
Idea to Try

Mercy-Sioux City's Mission Services Offers Busy Bags for Children at Hospital

Busy Bags are now available through Mission Services for children who are spending time at Mercy-Sioux City, whether with a hospitalized family member or as patients themselves. Chaplain Deb Jordt thought the Busy Bags would be a way for children to pass the time and focus on creative activities while putting a smile on their faces. Colleagues assembled donated crayons, stickers, coloring books and children's books and volunteers who spent time assembling the bags.

New Providers Across the Network

**Family Practice**

Alexis Poduska, PA-C
Urbandale

**Internal Medicine**

Sidharth Jain, M.D.
Waterloo

**Neurological Surgery**

Deborah Schutz, ARNP
Des Moines

**Trauma Surgery**

Bridget Dull, ARNP
Des Moines
Mercy Home Care in North Iowa Named a Top Agency of the 2017 ABILITY | HomeCare Elite®

Mercy Home Care in North Iowa was named a Top Agency of the 2017 HomeCare Elite®, a recognition of the top-performing home health agencies in the United States. For 12 years, HomeCare Elite has annually identified the top 25 percent of Medicare-certified agencies and highlighted the top 100 and top 500 agencies overall.

“The team at Mercy Home Care has demonstrated an impressive ability to deliver great patient care,” said Christine Lang, Senior Director for ABILITY Network. “The highly skilled clinical professionals are very dedicated. The quality team tracks, measures and interprets data to support the delivery of care. Together they have earned this recognition as one of the top home care agencies in the country.”

Connie Morrison, Director, Mercy Home Care, credits a balance of outstanding performance in the areas of attaining financial goals and providing quality outcomes with the agency’s ability to achieve recognition as one of the HomeCare Elite.

HomeCare Elite agencies are determined by an analysis of performance measures in quality outcomes, best practices implementation, patient experience (HHCAHPS), quality improvement and consistency, and financial health. In order to be considered, an agency must be Medicare-certified and have data for at least three outcomes in Home Health Compare. Out of 9,000 agencies considered, 2,268 are recognized on the 2017 HomeCare Elite winners list overall.

Dr. Myrie Achieves Certification in Neurocritical Care

Denville Myrie, M.D., FACS, Mercy-Des Moines Trauma Services, has received certification in the field of neurocritical care from the United Council of Neurologic Subspecialties (UCNS). Through passage of the certification examination, Dr. Myrie is recognized as a UCNS Diplomate, the highest certification achievement in his field.

The designation of UCNS Diplomate indicates Dr. Myrie passed a comprehensive written examination to demonstrate competency and skills in neurocritical care. Through this voluntary certification process, Dr. Myrie has proven a commitment to meeting the standards of the subspecialty field and to providing high quality subspecialty care to critically-ill neurological patients.

Mercy-West Lakes Recognized for Higher Quality Care in Bariatric Surgery

Wellmark Blue Cross® and Blue Shield® recognized Mercy-West Lakes with a Blue Distinction® Center+ for Bariatric Surgery designation as part of the Blue Distinction Specialty Care program. Blue Distinction Centers are nationally designated health care facilities that show expertise in delivering improved patient safety and better health outcomes for bariatric patients.

To receive a Blue Distinction Center+ for Bariatric Surgery designation, a health care facility must demonstrate success in meeting patient safety measures as well as bariatric-specific quality measures. A health care facility must also be nationally accredited at both the facility and bariatric program-specific levels, as well as demonstrate cost-efficiency compared to its peers.

Quality is key: only those health care facilities that first meet Blue Distinction’s nationally-established, objective quality measures will be considered for designation as a Blue Distinction Center+.

“We’re extremely proud to receive this recognition for our weight loss surgery program,” said Dr. Mark Smolik, Mercy Bariatric Surgery Director. “Our team is committed to supporting our patients on the path to healthy living, as they achieve long-term control of their weight and improved quality of life. This distinction recognizes the high quality, compassionate care we provide.”
Leadership Announcements

Beth Hughes Selected as Mercy-Sioux City President

Beth Hughes has been selected as the new president of Mercy-Sioux City. Hughes currently serves as the vice president of hospital operations and strategy at The Advis Group in Mokena, Illinois. Hughes will begin her new role at Mercy-Sioux City in early May. Upon her arrival, she will work with interim president Rod Schlader to ensure a smooth transition. Schlader will continue to serve as a member of the finance leadership team supporting several ministries.

Hughes’ extensive leadership experience and dedication to a culture of excellence aligns perfectly with the Mission, Vision and Values of Mercy. Her proven track record of growth in an environment of intense competition will serve Mercy well.

Wheaton Iowa Welcomes Matthew Sojka, M.D. as Vice President of Medical Affairs

Wheaton Iowa has selected Matthew Sojka, M.D., as vice president of Medical Affairs. In this role, Dr. Sojka will help all staff and physicians provide high-quality, high-safety care in all settings and ensure patients have the opportunity to obtain care in the right setting at the right time. Dr. Sojka will also work to reduce cost and avoid preventable admissions and will provide resources to engage staff and providers to allow them to meet their goals.

"Dr. Sojka has a vast array of experiences and qualifications, coupled with his passion and energy, which align with the Mission and goals of our health system," said Jack Dusenbery, president and CEO of Wheaton Iowa. "We are happy to be adding him to our leadership team."

Linda Goodwin Selected as Chief Nursing Executive and Chief Operations Officer at Mercy-Des Moines

Mercy-Des Moines has selected Linda Goodwin to serve as Mercy-Des Moines’ chief operations officer (COO) and chief nursing executive (CNE). Goodwin will join Mercy-Des Moines June 1, 2018.

In this newly created dual position, Linda will fill roles currently held by previous COO Mike Wegner and interim chief nursing officer Kathy Goetz. In her CNE role, Linda will lead nursing on all Mercy-Des Moines’ campuses, including the central campus, West Lakes, Centerville and Skiff.

Goodwin currently serves as regional group chief nursing officer for Centura Health System’s Mountain North Denver Region. In this role, Linda is responsible for regional executive nursing leadership in six hospitals, including a level one trauma center in Denver, Colorado.

Along with leading quality, safety and service outcomes for the region, she serves as the administrative lead for multiple services including rehabilitation, respiratory, perioperative, flight and emergency.

Mercy College of Health Sciences Announces New President

Mercy College of Health Sciences has selected Douglas J. Fiore, Ph.D., to serve as the college’s next president. Effective June 10, 2018, Fiore will begin his new role as the president of the college.

Fiore earned his doctor of philosophy degree in educational administration from Indiana State University, Master of Science in education from Purdue University and a Bachelor of Arts in education and speech arts and sciences from Hofstra University. Throughout his career he held leadership roles at several higher education institutions and in the public K-12 school system. Most recently, he served as the provost and vice president for academic affairs at Park University.
Mercy-Centerville President Announces Retirement

Clint Christianson, President of Mercy-Centerville, has announced his plans to retire from the hospital Aug. 15, 2018, after 21 years in the Mercy system.

Under Christianson’s leadership, Mercy-Centerville experienced significant growth and became one of Iowa’s most successful rural hospitals. The hospital acquired the former Centerville Medical Clinic and consolidated it with the hospital's physician clinic under one roof, also obtaining rural health clinic status. By dramatically strengthening finances, the hospital is positioned for a significant multi-phase building and renovation project — the first phase, a new medical clinic for 15 practitioners. Work will begin this spring and is slated for completion at the end of the year.

“It’s been an honor and privilege for me to carry on the Sisters of Mercy Mission in the community,” Christianson said. “This hospital has an incredible heritage of service — 118 years — and it is personally meaningful to be part of it and work alongside our dedicated colleagues.”

Sharon Winkel Joins as Senior Contracting Consultant

Sharon Winkel has joined MHN as the senior contracting consultant. Winkel brings industry experience in the areas of provider contracting, credentialing and quality management. Winkel has worked for commercial and government payers, as well as Iowa health care systems in various leadership roles. As senior contracting consultant, Winkel will partner with MHN colleagues to support our value of financial stewardship through the transition of contracting under the MHN system enterprise, advancing value based arrangements that promote population health and organizational shared savings, and driving payer engagement that supports MHN strategies. The success of these contracting efforts by the payer strategy group means thousands of Iowan’s will continue to receive quality care from MHN providers across the state.

MHN Values

Reverence
We honor the sacredness and dignity of every person.

Integrity
We are faithful to who we say we are.

Commitment to the Poor
We stand with and serve those who are poor, especially the most vulnerable.

Compassion
Solidarity with one another, capacity to enter into another’s joy and sorrow.

Excellence
Preeminent performance, becoming the benchmark, putting forth our personal and professional best.

Justice
We foster right relationships to promote the common good, including sustainability of the Earth.

Stewardship
We honor our heritage and hold ourselves accountable for the human, financial and natural resources entrusted to our care.