Q & A with Bob Ritz

Q: Mercy Health Network (MHN) has been around for a while. What is different about our relationships with Catholic Health Initiatives (CHI) and Trinity Health now?

A: MHN was established 20 years ago. For most of those 20 years, CHI directed the operations of the CHI-owned entities in Iowa including Mercy entities in Des Moines and Centerville, Newton, Iowa Heart Center and more; and Trinity Health directed the operations of the Trinity-owned entities in Iowa including Mercy facilities in Sioux City, North Iowa, Dubuque and Clinton. In this arrangement, MHN had two compliance systems, separate marketing teams, two quality systems, two contracting systems, etc.

CHI and Trinity Health believed neither had the geographic scale to compete successfully in Iowa, but they agreed the two ministries together would have a big impact on health care in the state and surrounding communities. Two years ago, the relationship was strengthened with a new company structure to provide more integration across the state. Now, each member (or “parent company”) shares in MHN’s overall success and ultimately both members benefit.

To compete effectively as one system, streamline decision-making and improve efficiency, MHN is integrating operations to create one compliance system, one marketing team, one quality system, etc. Under the new agreement, MHN has responsibility for Mission, Strategy, Clinical Operations and Quality, Marketing, Payer Relations, Physician Enterprise/Medical Groups, Accountable Care Organization (ACO) and other activities across the ministries of both organizations. These functions are now managed at the state level.

Much progress has been made on our journey to operating as one organization:

- Alignment on a unifying Mission
- Migration from 50 different performance metrics being measured across our market ministries to only 5 Key Results for this year which will measure our performance consistently across market ministries
- A unified Vision focused on quality, personalized care and convenience
- Migration from separate quality scorecard for CHI market ministries and Trinity market ministries with different metrics to one MHN quality scorecard with common metrics across all markets
- Formation of cross-state leadership structures for the MHN Medical Group governance
- Creation of the eastern Iowa region to support better collaboration and coordination of patient care. This alignment and increasing regional collaboration across the state will improve access and coordination of personalized care
- Extension of the ACO to all MHN markets

Work is in progress on our statewide strategic and financial plan, unifying statewide brand and co-creation of our unifying culture.

Have questions for Bob? Email MHNinfo@mercydesmoines.org.
Mercy Health Network (MHN) Culture Event a Big Success!

For the first time, more than 800 leaders from MHN market ministries and affiliate partners assembled together as one team. The purpose was a culture workshop focused on creating a bright future for our organization.

The MHN Culture Event was held August 15 with MHN leaders from across the state in attendance. The day was a testament to the synergy and commitment the organization has in becoming one. This work reinforces the awesome opportunity we have in front of us to unite and improve Catholic health care in Iowa.

The foundational work is necessary to foster a culture aligned with our operational and strategic plans, and the launch of a new, unified brand. The day’s presentations and discussions created strong connections to advance the culture shift necessary to move the organization and Mission forward. In addition, everyone committed to achieving the following 5 Key Results:

<table>
<thead>
<tr>
<th>Category</th>
<th>Metric</th>
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<tbody>
<tr>
<td>Consumer Experience</td>
<td>‘Would Recommend’ at the 75th Percentile by 2021</td>
</tr>
<tr>
<td>Team Engagement</td>
<td>Overall Engagement at the 75th Percentile by 2021</td>
</tr>
<tr>
<td>Quality</td>
<td>All cause unplanned 30-day readmission rate 14.8%</td>
</tr>
<tr>
<td>Sustainable Growth and Efficiency</td>
<td>Operating Margin 4.2%</td>
</tr>
<tr>
<td>Ambulatory Growth</td>
<td>3.4 million non-patient encounters generating revenue</td>
</tr>
</tbody>
</table>

MHN has more than 20,000 colleagues across the state. Each serves a unique and important role in delivering personalized, quality care to 30 percent of Iowa's population. You will be hearing more about MHN’s Vision and your role in contributing to the Key Results from your leaders. As we continue this important work, the next step is for supervisors from across the state to participate in a culture workshop. Supervisor workshops will occur between September and November. Plans are also being made for all colleagues to participate in culture workshops locally. Team workshops will occur between October and early January.

We have already made great strides across the state to integrate in areas such as Mission, strategy, quality, brand, culture, and more. Please commit to reading the MHN Newsletter monthly and watching the quarterly CEO videos to stay informed of the incredible transformation underway.

A special thank you to the Culture Cabinet for its work in planning and organizing the event and for the work ahead to develop training, identify and lead processes, system and communication changes to ensure culture change is retained and sustained.

The MHN Culture Cabinet includes the following representatives: Heather Akers (MHN-Central Iowa); Mandy Corliss (Mercy-Des Moines), Mary Cownie (MHN), Kevin Elsberry (MHN and Mercy-Des Moines), Susan Davis (Mercy-Clinton), Mary Hendriks (Mercy-Sioux City), Amy Hetherton (Wheaton Iowa-Waterloo), Catherine Hillestad (MHN), Jackie Luecht (Mercy-North Iowa), Sue Meade (Mercy-Dubuque/Dyersville), Janell Pittman (MHN), Kelly Richards (Wheaton Iowa-Waterloo), Susan Schrader (Mercy-Des Moines), Mike Trachta (MHN), Laura Wenman (Mercy-Des Moines) and Colleen Walters (MHN). For questions, please email MHNCulture@mercydesmoines.org.
In July the State Health Facilities Council granted two Certificate of Need application approvals to MHN markets. Both of the initiatives will significantly advance health care in Iowa.

Mercy-Des Moines Received CON Approval for New Behavioral Health Hospital

With CON approval, Mercy-Des Moines can now move forward with its vision of improving access to mental health services.

Plans for the new behavioral health hospital will be finalized in the next few months, and construction is anticipated to begin in April 2019.

Mercy-Des Moines thanks the many supporters and advocates who came forward to help confirm the need for improved mental health care services in our state. Mercy-Des Moines leaders and physicians look forward to working with community partners to meet the needs of more patients and families, and serving the overall health needs of the community for generations to come.

If you have any questions, please contact Sandy Swanson at sswanson@mercydesmoines.org.

Mercy-Dubuque Received CON Approval for New Cancer Center

With CON approval, Mercy-Dubuque can now move ahead with development of a regional cancer center.

The Mercy Cancer Center in Dubuque will provide an unprecedented approach to cancer care in the region with an entire multidisciplinary team working seamlessly together for patients under one roof. The cancer center will be the first in the tri-state region to conveniently offer hematology/oncology outpatient services, including chemotherapy infusion and radiation oncology services in the same building. In addition, the center will offer an array of holistic and other cancer-related care.

The $25 million facility will be located in a new, two-story building to the east of the current hospital. Plans include breaking ground this fall and opening in 2020.

If you have any questions, please contact David Tatman at david.tatman@mercyhealth.com.

Idea to Try

Mercy-North Iowa Launched Walk with a Doc

Mercy Family Clinic-Forest Park in Mason City held its first Walk with a Doc event July 9. More than 20 clinic patients and Family Medicine residents participated in the event. The event was spearheaded by clinic providers Tonya Gray, M.D., Donell Timpe, M.D., and Jean Eichmeier, PA-C, as well as Clinic Manager Langdon Devine.

Each Walk with a Doc event begins with a short five-minute presentation on a specific health topic and then the group completes a 30-minute walk in the neighborhood around the hospital’s main campus in Mason City. Colleagues in the north Iowa area are welcome to join!

One of the participants said, “I haven’t exercised before and I told myself this is how I would start.” Dr. Gray said, "I enjoyed getting away from all the computer systems, and spending time just walking and talking with people about health."

Walk with a Doc is a worldwide program started in 2005 by Dr. David Sabgir, a cardiologist in Columbus, Ohio. Frustrated with his inability to affect behavior change in the clinical setting, Dr. Sabgir invited his patients to go for a walk with him in a local park one Saturday. Since that first event, Walk with a Doc has grown to more than 300 chapters. For information on how to start a Walk with a Doc program, contact Langdon Devine at Langdon.devine@mercyhealth.com.
Spotlight on Patient Care Improvements

Mercy-Sioux City Offers the World’s Smallest Pacemaker

Mercy-Sioux City is now one of the first hospitals in Iowa to offer the world’s smallest pacemaker for patients with bradycardia. The Micra® Transcatheter Pacing System (TPS) is a new type of heart device, approved for Medicare reimbursement which provides patients with the most advanced pacing technology at one-tenth the size of a traditional pacemaker.

Mercy-Sioux City and MHN are leaders in advancing quality heart care for Iowans. Iowa Heart Center electrophysiologists at MHN member hospital Mercy Medical Center-Des Moines, participated in research involving the Medtronic Micra TPS. Their successful results were added to data leading to FDA approval of the device that was implanted by Dr. Roque B. Arteaga Amen July 11, 2018.

Comparable in size to a large vitamin, physicians at Mercy-Sioux City have elected to use Medtronic’s Micra TPS because, unlike traditional pacemakers, the device does not require cardiac wires (leads) or a surgical “pocket” under the skin to deliver a pacing therapy.

The Micra TPS is the first and only transcatheter pacing system to be approved for both 1.5 and 3 Tesla (T) full-body magnetic resonance imaging (MRI) scans and is designed to allow patients to be followed by their physicians and send data remotely via the Medtronic CareLink® Network.

200+ Smart Beds Move into Mercy-Des Moines

Throughout the month of June, Mercy-Des Moines replaced more than 200 aging hospital beds with state-of-the-art Centrella™ Smart+ beds from Hill-Rom®. Delivered to various critical care, medical, surgery and telemetry floors on the central campus, the new beds are purposefully designed to address patient safety and satisfaction, with features that also benefit a patient’s care team.

The new beds allow caregivers to check the safety status for fall risk at a glance by viewing the icons projected onto the floor when side rails are not set to facility protocol; the bed exit alert is on or off; or the bed is not in the lowest position. The new beds also provide verbal safety prompts to caution caregivers and patients.

Other key features include:

• A USB port for charging a patient’s personal mobile devices and a storage area to keep them within easy reach

• A motion-activated nightlight to illuminate the path, along with lighted side rail handgrips to help guide patients to and from bed

• One-button assistance for standing and moving the bed into a chair position

• Support surfaces that manage pressure and moisture, helping prevent wounds and promote healing

• An Advanced Slideguard® feature to help the patient stay in position when the head of the bed is moved up or down

Several of the beds replaced during the recent upgrade were donated to Mercy College of Health Sciences for use in its skills lab, while others were moved out of service.

As additional capital funds become available, remaining units will also receive updated equipment.
New Program Helps Pediatric Heart Patients Document Their Journey

If you happen to walk through the Pediatric or Pediatric Intensive Care Units at Mercy Children’s Hospital & Clinics in Des Moines, you’ll likely see patients wearing strands of colorful beads. Each bead has a special significance for pediatric heart patients because they are Beads of Courage, which help children around the world share their own stories of courage during treatment for serious illness.

Thanks to funding provided by the 2017 Principal Charity Classic, Mercy initiated the Beads of Courage program in May. Staff at Mercy Children’s Hospital & Clinics and Pediatric Cardiology were trained on how to get each patient started with their strand and a prescription card, which documents each reason – including blood draw, clinic visit, test/scan, etc. – a child may receive a bead. Each of the special beads are made with safe, quality materials.

Beads of Courage has been available to hospitals nationally and internationally since 2005. Mercy Children’s Hospital & Clinics is the first pediatric hospital in central Iowa with this special program for pediatric heart patients. Since May 15, 48 children at Mercy have been enrolled in the program. Due to its popularity, Mercy Children’s Hospital & Clinics is looking for volunteers to sew bead bags so the children have a special place to keep their beads and strands.

To find out more about Beads of Courage or find instructions for making bags, visit beadsofcourage.org or contact Ashley Sunderman at asunderman@mercydesmoines.org.

Spotlight on Patient Care Improvements (continued)

Mercy-Clinton Opens New Labor, Delivery, Recovery and Postpartum (LDRP) Rooms

Mercy-Clinton recently opened three LDRP rooms in the first of a two-phase project to update the Birth Center. The renovated suites are designed to create a family-center experience for the mother and her family. With LDRP rooms, mother stays in the same room throughout her stay in the hospital. The spacious rooms allow families to stay together and promote patient satisfaction. The enhanced amenities include an air-jet whirlpool tub, shower, bath and warmer for the infant, comfortable overnight accommodations for the family and ample storage for the various supplies needed during each stage of the birth process.

"We are excited to open these rooms to keep the family unit together," said Colleen Meggers, Director of the Maternal Child Unit, adding "the rooms are designed with a focus on keeping the baby with the mom instead of in the nursery. This allows the mother and family to bond and become familiar with the baby’s cues and with what the baby needs."

The new LDRP rooms opened on the first of July with the first baby born the week of July 9.

Click Here for a virtual tour
Mercy Day Celebrations

As Mercy Health Network further aligns under a single shared Mission, Core Values and Vision to better unify Catholic health care in the service area in which we serve, Mercy Week activities will include participation by all four Iowa Bishops in the Celebration of Mass on Mercy Day, Sept. 24, 2018, at the times/sites listed below.

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Activity</th>
<th>Bishop</th>
<th>Location</th>
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</thead>
<tbody>
<tr>
<td>Monday, Sept.</td>
<td>Noon</td>
<td>Mass</td>
<td>Most Rev. Archbishop</td>
<td>Leiter Room</td>
</tr>
<tr>
<td>24, 2018</td>
<td></td>
<td></td>
<td>Michael Jackels</td>
<td>Mercy-Sioux City</td>
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<td>24, 2018</td>
<td></td>
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<td>Richard Pates</td>
<td>Mercy Iowa City</td>
</tr>
<tr>
<td>Monday, Sept.</td>
<td>4:30 p.m.</td>
<td>Mass/Missioning of Sean Williams</td>
<td>Most Rev. Bishop</td>
<td>Atrium</td>
</tr>
<tr>
<td>24, 2018</td>
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<td>Thomas Zinkula</td>
<td>Mercy Iowa City</td>
</tr>
<tr>
<td>Monday, Sept.</td>
<td>Noon</td>
<td>Mass</td>
<td>Most Rev. Bishop R.</td>
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<td>24, 2018</td>
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<td>Walker Nickless</td>
<td>Mercy-Sioux City</td>
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Why do we celebrate Mercy Day?

Mercy Day is celebrated each year and centered on Sept. 24, the anniversary of the date on which Catherine McAuley (1778-1841) established the House of Mercy in Baggot Street, Dublin, Ireland, in 1827. Four years later, Catherine founded the Sisters of Mercy. While the Sisters of Mercy is not the only religious congregation to establish health care in Iowa and surrounding areas, it is the name that Mercy Health Network bears and so we celebrate and recommit to the call to live as an organization of compassion and mercy especially for the poor and vulnerable.

Every day we have the opportunity and privilege to reflect Mercy in action to those we serve and to those with whom we serve. Sister Mary Corita Heid, RSM, who serves the ministry of health care in a variety of leadership positions at Sioux City, Dubuque and Mason City as well as the Mercy Health Network of Iowa Regional Board, said, “Mercy cannot be exercised unless there is a need.”

Watch for information regarding other Mercy Day and Mercy Week activities planned in your ministries including walking the “Mercy Mile,” a wellness walk with your local President. For more information, contact your local Mission Leader or Colleen Walters, Chief Mission Integration Officer, at cwalters@mercydesmoines.org.

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.
Awards and Accolades

Mercy Iowa City Selected for 100 Great Community Hospitals by Becker’s Hospital Review

At the end of July Mercy Iowa City learned that it had been named a 100 Great Community Hospital by Becker’s Review. The national list includes independent community hospitals as well as facilities affiliated with large health systems of 550 beds or fewer. Hospitals were recognized for their clinical quality, operational excellence and economic impact on the surrounding areas. "This honor is a recognition of the excellent medical staff, wonderful colleagues and continuing dedication of our entire team," said Sean Williams, President and CEO.

In announcing this recognition, Becker’s said that Mercy Iowa City draws patients from throughout southeast Iowa and is the only hospital in Iowa to receive the 2018 Joint Replacement Excellence Award from Healthgrades, to have achieved a five-star rating from CMS in both 2017 and 2018, an “A” rating from Leapfrog, and in May was awarded the Stroke Gold Plus Quality Achievement Award by the American Heart Association and American Stroke Association.

Becker’s editorial team selected hospitals for inclusion based on outside rankings and ratings organizations including IBM Watson Health 100 Top Hospitals, iVantage Health Analytics and The Chartis Center for Rural Health’s Top 100 Rural & Community Hospitals, CareChex ratings, Leapfrog Group grades, Healthgrades awards and CMS stars, among others.

Mercy Breast Center of North Iowa Designated Certified Quality Breast Center of Excellence

For the fourth year in a row, Mercy Breast Center of North Iowa has been recognized as a Certified Quality Breast Center of Excellence in the National Quality Measures for Breast Centers Program (NQMBC™). During its annual recertification process, Mercy's Breast Center received this distinguished honor, which is the highest level of certification from NQMBC™ and represents a commitment to provide quality breast health care to patients in its community.

“We are very proud of the high standard of care our physicians, nurses and technologists have established while serving patients in an environment that truly does make the patient and their family the top priority,” said Rod Schlader, Interim President, Mercy-North Iowa. “Residents of northern Iowa and southern Minnesota are fortunate to have such high quality care close to their homes.”

Measuring and comparing quality performance is essential in assessing patient care and allocating resources where improvement is desired. In today’s dynamic health care industry, breast centers are faced with providing quality care while simultaneously keeping costs under control. The center’s staff must not only be familiar with existing standards of care, but must also be aware of new advances in technology. Mercy-North Iowa actively ensures it provides the best possible quality care to breast patients in its community.

Mercy Iowa City Achieves Platinum Performance Achievement Award from the National Cardiovascular Data Registry

Mercy Iowa City has received the Platinum Performance Achievement Award from the National Cardiovascular Data Registry's ACTION Registry for the seventh consecutive year. “This award is yet another example of the outstanding quality patient care at Mercy Iowa City,” said Sean Williams, President and CEO. “I would like to thank our Mercy Cardiovascular providers and colleagues for their continued commitment to high quality care for our patients.”

Mercy Iowa City is recognized as a Watson Health 50 Top Cardiovascular Hospital and recently integrated with Iowa Heart Center to create a premier cardiovascular center named Iowa Heart Center – Iowa City.
Mercy-Sioux City Receives Three Get With The Guidelines® Gold Plus Quality Achievement Awards

Mercy-Sioux City has received the American Heart Association’s (AHA) Get With The Guidelines® Gold Plus Quality Achievement Awards in Heart Failure Care, Mission: Lifeline STEMI and NSTEMI. In achieving these three awards, the AHA recognizes the hospital’s commitment to ensuring heart attack and heart failure patients receive the most appropriate treatment according to nationally recognized, research-based guidelines founded in the latest scientific evidence.

Mercy-Sioux City earned the AHA Get With the Guidelines® Heart Failure Gold Plus Quality Achievement Award by meeting specific quality achievement measures for the diagnosis and treatment of heart failure patients at a set level for a designated period.

The goal of the AHA’s Mission: Lifeline program is to reduce system barriers to prompt treatment for heart attacks, beginning with the 911 call, to EMS transport and continuing through hospital treatment and discharge. Mercy-Sioux City earned STEMI and NSTEMI awards by meeting specific criteria and standards of performance for the quick and appropriate treatment of heart attack patients by providing emergency procedures to re-establish blood flow to blocked arteries when needed.

2018 Nancy Weber Nursing Scholarships Presented

The 2018 Nancy Weber Nursing Scholarships were recently presented to Emily Harken and Dianne Maravetz. Harken and Maravetz are both pursuing their Bachelor of Science Nursing (BSN) degrees.

Harken, currently a nurse in the Covenant Medical Center Operating Room, is attending the University of Iowa to obtain her BSN. She says getting her BSN will allow her to achieve her ultimate goals of getting her Certified Nurse Operating Room (CNOR) and Registered Nurse First Aid (RNFA) certifications.

"My passion lies in the OR, so I'm getting my BSN to enhance my knowledge in that field and the nursing field in general," says Harken. "I'm very grateful to be a recipient of this scholarship as I continue to pursue another goal in my nursing career!"

Maravetz is currently the Manager of Covenant Home Health and is pursuing her BSN degree through Upper Iowa University. She feels that getting her BSN will help better prepare her to teach and train the next generation of nurses.

"I'm very thankful for Nancy Weber and this scholarship," says Maravetz. "It will help me immensely as I pursue my BSN and continue to expand and develop my knowledge and skills."

The Nancy Weber Scholarship Fund is set up to provide additional education for Wheaton Iowa colleagues wanting to pursue their BSN degree. All applicants must be registered nurses.

Nancy Weber, center, presents scholarships to Emily Harken, left, and Dianne Maravetz, right, who are both pursuing their BSN degrees.
Leadership Announcements

Mercy-Sioux City President Beth Hughes Commissioning Ceremony

The Commissioning Ceremony for Beth Hughes, President of Mercy-Sioux City, was held Tuesday, July 17.

Bishop R. Walker Nickless opened with prayer, followed by scripture readings by Sr. Dolores Preisinger and Dr. Larry Volz. Also participating in the service were board chairman Milt Avery, board member Sr. Michon Rozmajzl and Father Anthony Nwudah.

Beth joined Mercy-Sioux City in May as the new president. She was previously vice president of operations and strategy at the Advis Group in Mokena, Ill. She brings more than 27 years of experience in health care and a long list of accomplishments to Siouxland. Before joining the Advis group, she served in leadership positions at several other health centers in Boston, Mass., and Chicago, Ill.

Doug Davenport to Serve in Dual Chief Financial Role at Mercy Iowa City and Wheaton Iowa

Doug Davenport joined Mercy Health Network as chief financial officer for Mercy Iowa City in July of 2017. In his short time with Mercy Iowa City Doug has partnered with the Mercy Iowa City leadership team to refinance debt, significantly improve financial performance during FY2018 and grow volumes. Doug will now also serve as chief financial officer for Wheaton Iowa in Waterloo, Cedar Falls and Oelwein.

Mary Jane Hunt Named Central Iowa Network Nursing Leader

Mercy Health Network (MHN) announced Mary Jane Hunt has accepted the Network Nursing Leader position for central Iowa.

Mary Jane brings a wealth of rural clinical leadership experience with her and has a strong understanding of MHN. She has served as Chief Clinical Officer at MHN affiliate Knoxville Hospital and Clinics since 2011 and previously served as the Chief Nursing Officer for MHN affiliate Decatur County Hospital in Leon, Iowa.

Recently, she had been splitting her time between duties in Knoxville and serving as the MHN-CI Interim Network Nursing Leader. MHN is thrilled to have her join the central Iowa team on a permanent, full-time basis.

Dave Mohr Named Mercy Health Network’s System Director of Payer Strategy

Dave Mohr has been named Mercy Health Network’s System Director of Payer Strategy. He has been serving as the interim leader and has done a terrific job from both a strategic and operations standpoint in the short time he has been on board.
Substance abuse is on the rise in Iowa, and hospitals, workplaces and families are struggling to address the effects of addiction. Deaths from heroin overdose rose 1,900 percent in Iowa between 2003 and 2013, according to the Iowa Counterdrug Task Force. In addition, the Iowa Department of Public Health reports the number of marijuana-related emergency department visits rose from 455 in 2006 to 4,101 in 2016.

A greater concern in the health care industry is that doctors and nurses account for one of the highest rates of addiction in the workforce (Substance Abuse In Health Care, n.d.). In fact, it is estimated that 10–15 percent of health care professionals will misuse substances during their lifetime and rates of prescription drug abuse and addiction are five times higher among physicians than the general population, with especially high rates of benzodiazepine and opioid abuse. (Hazelden Betty Ford, n.d.)

The Recovery Center at Manning Regional Healthcare Center (MRHC), an MHN affiliate, is prepared to support and serve those who struggle with addiction.

“For nearly four decades, we have offered consultation and evaluation as well as detoxification, residential and outpatient care based upon each individual’s recovery needs and treatment plan,” said Recovery Center Director Eric Weinkoetz. “Whether you’re a manager, front-line colleague or medical professional, you are not alone. We understand your struggles and have medically-trained professionals who will evaluate your needs and chart your path to recovery.”

Located 90 minutes from Des Moines, this state-of-the-art treatment facility offers unique accommodations/services. “Being attached to a health care facility allows our clients’ health to be monitored closely during the recovery process and provides immediate access to health care professionals during an emergency,” added Weinkoetz.

“We encourage integration into everyday life and support the therapeutic value of being connected to a rural community,” said Weinkoetz. “The Center’s serene setting on the outskirts of town is complemented by our close proximity to nature allowing for an escape from the distractions of everyday life. Utilizing this peaceful environment has been extremely beneficial for individuals who seek help.”

As an affiliate of MHN, clients are at ease knowing Mercy HIPAA safeguards are in place to protect each individual, and Recovery Center staff work closely with Mercy physicians to ensure a smooth transition during and after treatment.

The Recovery Center at MRHC is here to help you, your family, staff and patients overcome these startling statistics and achieve a drug-free workplace.

To learn more about the referral process, inpatient, outpatient and consulting services these trusted experts provide, contact the Recovery Center at (712) 655-2300 or find out more online at www.mrhcia.com/mfrc-about.
Providers Across the Network

**Cardiology**
- Glynne Edwards, D.O.
  Dakota Dunes
- Michele Plunkett, ARNP
  Mason City
- Miranda Brower, ARNP
  Primghar
- Timothy Horrigan, M.D.
  Waterloo
- Jackie Kuchta, ARNP
  South Sioux City

**Gastroenterology**
- Zinka Sarchet, PA-C
  Clive

**Family Medicine**

**Hospice & Palliative Medicine**
- Amy Callaghan, D.O.
  Sioux City

**Infectious Disease**
- Sandra Leticia Crosara, M.D.
  Mason City

**Mercy Health Network Mission Statement**

*Mercy Health Network serves with fidelity to the Gospel as a compassionate, healing ministry of Jesus Christ to transform the health of our communities.*
Providers Across the Network (continued)

Internal Medicine

Ali Aziz, M.D.
Waterloo

Bindu Goel, M.D.
Des Moines

Patrick Oben, M.D.
Des Moines

Surgery

Solomon Ondoma, M.D.
Mason City

Scott Stoeger, M.D.
Waterloo

Midwifery

Sharon Squibb, ARNP
Des Moines

Neurology

Courtney Seffker, PA-C
Des Moines