Here is what Personalize Care look like to me...

Focused Storytelling Submitted by Chris Wright (via Jordan Behounek) Van Diest Medical Center:

“We have an isolation patient who has been in our care for many weeks. Our Medical/Surgical staff have worked hard to meet her comfort and socialization needs during this difficult time of enhanced visitor restrictions.

On a particularly nice day earlier this week, Melissa Vaughn, RN, donned isolation gear and took the initiative to walk outside with the patient to get some fresh air and sunshine. The sun was so bright, another staff member even provided a pair of sanitized sunglasses for the patient to wear.

Melissa demonstrated Personalized Care and Innovation as she advocated for her patient’s emotional well-being.

Chris’ story impacts our Key Result of Consumer Experience.

This is what Personalize Care look like to me.

June 2, 2020
Here is what Be ONE looks like to me...

Focused Storytelling Submitted by Debbie Deneff Mehlhop, MercyOne Des Moines:

“We may think that the contributions need to be HUGE but it is often little acts which make a big difference.

For example, Dee Simmons, PT, and I had the week of May 25 off with furlough. We were scheduled to work at the multi-discipline clinic for ALS in Johnston the following Monday. Our co-worker MaryJo McCleary notified us when an email was sent to say that the clinic site had been moved from Telehealth to in-person in Johnston. Dee and I would not have known of the change without MaryJo contacting us.”

Debbie’s story impacts our Key Result of Team Engagement.

This is what Be ONE looks like to me.

June 2, 2020
Here is what Personalize Care looks like to me

Focused Storytelling Submitted by Matt Hoffmann (via Jordan Behounek), Van Diest Medical Center:

“Physical Therapist Kevin Bultena gives personalized care to all of his patients, but one in particular stands out. A friend of mine had a recent surgery that would require rigorous therapy for her to heal.

Kevin was very direct with her on the post-op therapy plan, adjusting it to her exact needs. The patient expressed that she continues to receive physical therapy at VDMC because of how genuine and caring Kevin is.

He truly personalizes the message and care he gives to each of his patients.”

Matt’s story impacts our Key Results of Consumer Experience.

This is what Personalize Care looks like to me.

May 28, 2020
Here is what Own it! and Improve Daily look like to me

Focused Storytelling Submitted by Sharon Finch, MercyOne Newton Medical Center:

“Thank you Jen Maki and Nicole Woods from Surgery for letting me observe their collection technique for pre-op COVID-19 screen specimens.

This impacts Consumer Experience, Quality and Financial Performance by doing the collection right the first time so patients can have their surgical procedures done under current guidelines.”

Sharon’s story impacts our Key Results of Consumer Experience, Quality and Financial Performance.

This is what Own it! and Improve Daily look like to me.

May 28, 2020
Focused Storytelling Submitted by Sandra Christensen, MercyOne System Office:

“Yesterday MercyOne Des Moines identified they were very low on tracheotomy kits. Mike Trachta put a shout out to the rural CEO's to inquire about excess kits at the rural sites.

Three central Iowa sites responded with Mike and the CEO's of these affiliates agreeing to drive to a central point in Knoxville and gather the extra kits. What impressed me most was these Rural CEO's did this task themselves at the end of an already long week and day of serving their community.

This is demonstrated to me patent centered care and the power of MercyOne system!”

Sandra’s story impacts our Key Results of Consumer Experience and Quality.

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

May 21, 2020
Here is what Own it! looks like to me

Focused Storytelling Submitted by Jayne Goos, MercyOne Central Iowa:

“Our therapists who typically do lift training for new staff are currently furloughed due to the pandemic. Our newest physical therapist on staff, Amber Karsten, admirably volunteered to take on that task in the absence of her colleagues.”

Jayne’s story impacts our Key Results of Team Engagement and Quality.

This is what Own it! looks like to me.

May 19, 2020
Here is what Be ONE and Improve Daily look like to me

Focused Storytelling Submitted by Rebecca Johnson, MercyOne Elkader Medical Center:

“I rely on Susan for a lot! I always tell her that she can tell me to stop throwing things at her, but she always welcomes a challenge.

Susan was instrumental in helping us secure PPE donations from businesses in our service area. She reached out to a number of contacts, and didn't shy away from those who told her no. We were able to secure a number of gloves, masks, and other PPE items to help us in our fight against COVID-19.

In addition to that, she also cross-trained on the Accounts Payable process of completing a check run. This will allow us to have an additional resource for completing this task. I love Susan's willingness to learn and can-do attitude.”

Rebecca’s story impacts our Key Results of Team Engagement and Financial Performance.

This is what Be ONE and Improve Daily look like to me.

May 19, 2020
Here is what Personalize Care looks like to me

Focused Storytelling Submitted by Jane Willis, MercyOne Eastern Iowa:

“Recently, MercyOne Senior Care colleagues Dawn Britton and Megan Manson arranged an online jewelry fundraising party with a resident's family member who is a jewelry dealer in the Dyersville community. Over $1000 was raised. Each female Senior Care resident received either a pair of earrings or a bracelet, and male residents received a special care package.

Given the current visitation restrictions and social distancing mandates at Senior Care due to COVID-19, the gifts brought smiles and special joy to the residents.”

Jane’s story impacts our Key Result of Consumer Experience.

This is what Personalize Care looks like to me.
Here is what Own it! looks like to me

Focused Storytelling Submitted by Hillary Engbers, MercyOne Central Iowa:

“I'd like to recognize Nicole Woods for helping to Own our new process of drive-up COVID-19 testing for our presurgical patients. This helps keep our patients and our colleagues safe, while moving forward Ambulatory Growth.”

Hillary’s story impacts our Key Results of Consumer Experience, Quality, Financial Performance and Ambulatory Growth.

This is what Own it! looks like to me.

May 13, 2020
Here is what Own it! looks like to me

**Focused Storytelling Submitted by Brenda Smith, MercyOne Central Iowa:**

“Anna Layton has demonstrated a great example of Owning It, by learning the process involved with our drive-up screening. As we ramp up services, the demand for this offering may increase as well, so having additional colleagues on hand ready with knowledge on how to assist is very valuable.”

Brenda’s story impacts our Key Results of **Consumer Experience, Team Engagement, Quality, Financial Performance and Ambulatory Growth.**

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

May 13, 2020
Here is what Personalize Care and Own it! look like to me

Focused Storytelling Submitted by Ryan Meyer, MercyOne Northeast Iowa:

“A group of colleagues came together to make it possible to offer virtual visits for some of our therapy patients. Angie Westendorf did all the research for payers, coding and application for the different disciplines.

Then she, Jon Heine and a few therapists jumped on webinars to educate themselves on how to do therapy virtually. Angela Conrad, who led the virtual visits initiative in Northeast Iowa, was a huge help in getting the team set up with accounts to enable virtual visits. Most of the virtual visits are happening with Speech Therapy in EDI, along with physical therapy and some neuropsychology appointments. They are averaging just over 100 appointments each week. Bob Johnson played an integral role in supporting his team in getting this initiative going!

Being able to resume some of these services via virtual visits positively impacts our key results of Ambulatory Growth and Consumer Experience.

Ryan’s story impacts our Key Results of Consumer Experience, Team Engagement and Ambulatory Growth.

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

May 14, 2020
Here is what Personalize Care looks like to me

Focused Storytelling Submitted by Charlotte Feckers, MercyOne Northeast Iowa:

“We have a patient that does not like the Ensure drink we provide and we were unable to get the "lite" that she will drink. She is in need of protein and nutrition. One of the nurses came to tell me that Dr. Sachdev went out and purchased "lite" Ensure to bring back to this patient. I know he does other things like this for our patients, but we don't catch them.

It warmed our hearts to see one of our providers take time to do something so kind for our patient.”

Charlotte’s story impacts our Key Result of Consumer Experience.

This is what Personalize Care looks like to me.

May 14, 2020
Here is what Personalize Care looks like to me

Focused Storytelling Submitted by Colleen Meggers, MercyOne Clinton:

“I took my mother-in-law to see Dr. Nickles at MercyOne Clinton. We were screened at the front door. We were greeted with a friendly cheerful voice making us feel welcome. The receptionist had taken time to have everything she needed for our visit.

The staff and Dr Nickles were thorough in the exam and care of my mother in law. As we looked at options for her care, Dr. Nickles offered the home health services and therapy to assist her recovery. He offered to complete the follow up visit through telehealth due to her age and weakness. He offered to even do it after I got off work which would have been after hours for him. I was so impressed with his compassion and personalized care to not only meet the patients needs but the families need. He installed confidence as he explained the telehealth procedure and how easy it was to complete the visit from a home with no internet.

At the end of the visit, I went to get the vehicle. The ambassador brought her outside in the wheelchair and proceeded to assist her into the vehicle. I was so impressed and thankful for the help. I think you can see that Dr. Nickles and colleagues demonstrated ALL the Cultural beliefs in one visit. Thank you so much for all that you do everyday. Much appreciated.”

Colleen’s story impacts our Key Result of Consumer Experience.

This is what Personalize Care looks like to me.

May 4, 2020
Focused Storytelling Submitted by Jayne Goos, MercyOne Newton Medical Center:

“In celebration of May 1, one of the team members of our Physical Medicine & Rehabilitation department brought in May Day baskets. It was a sweet gesture dedicated to raising staff morale and greatly appreciated.”

Jayne’s story impacts our Key Result of Team Engagement.

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

Focused Storytelling Submitted by Theresa Britt, MercyOne Waterloo:

“The Radiation Oncology team at MercyOne Waterloo Cancer Center shared May Day baskets with their cancer patients to brighten their day and keep their spirits high. Who doesn't love a Cutie orange and some chocolate...all delivered with a big air-hug!!”

Theresa’s story impacts our Key Results of Consumer Experience and Team Engagement.

This is what Personalize Care looks like to me.

May 4, 2020
Here is what Personalize Care and Own it! look like to me

Focused Storytelling Submitted by Nikki Haan, MercyOne Northeast Iowa:

“We had a patient in our ICU that needed to be intubated.

Dr. Hinze, one of our general surgeons, was not on call that night and was at home, but came in to do the intubation and offered to take call the rest of that shift.”

Nikki’s story impacts our Key Results of Consumer Experience, Team Engagement and Quality.

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

May 7, 2020
Here is what Personalized Care looks like to me

Focused Storytelling Submitted by Charlotte Feckers, MercyOne Northeast Iowa:

“Eddie Hatcher from respiratory care and his two children used removable chalk to paint thank you and hearts on all of the car windows in the parking lot. It was the nicest thing to come out to my car at the end of a long day and feel like someone really cared about all the work we are doing.

Thank you to Eddie for always being kind and considerate and for making our day just a little brighter!

Charlotte’s story impacts our Key Result of Team Engagement.

This is what Personalized Care looks like to me.
Here is what Own it! looks like to me

Focused Storytelling Submitted by Stephanie Alexander, MercyOne Newton Medical Center:

“We have had a number of donations from community members and local businesses, dropping off meals and treats for our staff during this pandemic.

Kaylin Browning, of our Emergency Department, has done a great job of documenting through photos as staff enjoying these generous donations, and then sending those photos on to the PR department so that public recognition can be given to the donors.”

Stephanie’s story impacts our Key Results of Consumer Experience and Team Engagement.

This is what Own it! looks like to me.

April 29, 2020
Here is what Own it! looks like to me

Focused Storytelling Submitted by Kim-Anh Nguyen, MercyOne Central Iowa:

“On April 19, it has been a very boring Saturday afternoon staying home with nothing to do because of COVID-19. I wanted to find something meaningful to do. I immediately thought of a friend, the owner of “Best Fit Tailor” – I could team up with him to do something good helping people during this pandemic time, making masks.

I told him that I would go to the stores to purchase some good materials and flex bands for him to make masks. I went to different places - a total of seven places - and I found nothing, absolutely nothing.

I called him up to let him know that I failed, I could not even find one yard of materials after four hours of searching and apologized that I have disappointed him. In return, he told me not to worry since he would be able to find some leftover materials to make masks. My friend helped make 50 masks to donate to MercyOne. Thank God for your help making it happen. Thank you for your generosity.”

Kim-Anh’s story impacts our Key Result(s) of Quality.

This is what Own it! looks like to me.

April 24, 2020
Here is what Personalize Care and Own it! look like to me

Focused Storytelling Submitted by Ann Moylan, MercyOne Central Iowa:

“Kudos to Sue Baldwin PT and Morgan Hoover PT: while manning the MOWDM ED Temperature station on Sunday, a family gathered in the parking lot to support a dying family member. Sue and Morgan had the idea to get some bottled water for them and delivered it to provide some comfort. They showed personalized care to a family in a difficult situation.”

Ann’s story impacts our Key Result of Consumer Experience.

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

April 26, 2020
Here is what Own it! and Improve Daily look like to me

Focused Storytelling Submitted by Katie Pope, MercyOne Elkader Medical Center:

“In preparation of a patient surge in relation to COVID-19, planning and action wheels immediately began to spin. Gen, one of our Radiology colleagues, graciously exemplified Own It! and Improve Daily to organize an easy to use supply listing for each supply/linen storage closet on our Med/Surg-Inpatient floor. This will help any colleague (clinical or non-clinical) to assist in gathering supplies needed when caring for patients.

There is now an easy to use alphabetical supply listing in these closets, as well as the corresponding cart and shelf number to locate each item.

Thank you Gen for assisting in improving a system that will help colleagues save time not only during a patient surge, but anytime in the future! In doing so, Gen has impacted the Key Result of Team Engagement!

Katie’s story impacts our Key Result of Team Engagement.

This is what Own it! and Improve Daily look like to me.

April 27, 2020
Here is what Be ONE looks like to me

Focused Storytelling Submitted by Tony Marquis, MercyOne North Iowa:

“Girl scout troop 20089 from Mason City donated six cases of cookies to the colleagues working with COVID patients. This will drive team engagement!”

Tony’s story impacts our Key Result of Team Engagement.

This is what Be ONE looks like to me.

April 28, 2020
Here is what Personalize Care looks like to me

Focused Storytelling Submitted by Anna Bacon, MercyOne Elkader Medical Center:

“With the new process of having patients wear a masks, some patients struggle putting them on. This morning I watched Susan offer Personalized Care to a patient who was having a very hard time with his mask.

She went over and spoke so kindly to him and helped him put on his homemade mask. He was so grateful and appreciative of her assistance. It’s really the small things that make patients feel special and cared for. Susan's daily actions make a positive impact on the Consumer Experience!

Anna’s story impacts our Key Result of Consumer Experience.

This is what Personalize Care looks like to me.
Focused Storytelling Submitted by Kyle Roberson, MercyOne Central Iowa:

“I received the following compliment from one of our Briarwood patients:

I absolutely adore my nurse Lori Dehaan (PA-C Brandon Mitchell's nurse) at MercyOne Briarwood in Ankeny! She is one of two reasons I drive from West Des Moines to Ankeny for my primary care. Brandon is the other reason! They are the VERY best team I have ever seen. I so appreciate their knowledge, professionalism and the feeling of family when I'm there. They know me, and that's worth a lot! Overall Assessment I always recommend MercyOne Briarwood in Ankeny whenever anyone asks who I see for primary care!”

Kyle’s story impacts our Key Result of Consumer Experience.

This is what Personalize Care looks like to me.

May 1, 2020
Here is what Be ONE and Personalize Care look like to me

Focused Storytelling Submitted by Avery Davis, MercyOne Central Iowa:

“I have been given the opportunity to assist the ambulatory health coaches in the PHSO in making post-discharge transition calls to patients who have just been hospitalized. I called a patient to check in on them and answer any questions that they may have.

The patient and son could only sing praises of how safe and cared for they felt at MercyOne Des Moines seeing all of the precautions in place. They thanked us for the wrap-around care and how many people have reached out to them in these busy times to ensure they understood their care and new diagnoses. I loved hearing how much they and their family were grateful for how much we can Be ONE!”

Avery’s story impacts our Key Results of Consumer Experience and Quality.

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

Focused Storytelling Submitted by Jo Ann Little, MercyOne Central Iowa:

“Last Saturday, I was on my way to work at Mercy One's Fever Clinic. I had plenty of time that morning so I thought I'd stop by Highland Bakery on the way and pick up some pastries for my co-workers. As I arrived there, there was a line, as I had expected. I was only in line for a few seconds when a gal at the front of the line, asked if I was nurse, and I responded "Yes" and was told I didn't belong at the end of the line. I belonged at the front of the line. As I walked to the front of the line, the entire line of patrons, gave me a standing ovation. As I entered the bakery, the owner quickly met me and remembered me from earlier this fall.

I asked for her help as I had never been to this bakery and wanted help finding the best treats for my co-workers. The owner helped me find treats to go. As I stood in line, she asked if I needed a coffee and what size. Before I could answer, a gentleman from behind me stated to "give her a large!"

I continued in the line to cash register and got out my cash to pay. The owner told me to put away my money as the gal in front of me was purchasing my items today. I won't lie, it humbled me to small grateful tears. I thanked the woman and told her that I appreciated her being extra kind to me and all of us. She responded that this was just something small gesture and wanted to show how she and the public so appreciates what we are doing on a daily basis. You see news spots throughout the nation, with simple acts of kindness. We all know they are out there. But its really special and hits the heart when it happens to you.”

Jo Ann’s story impacts our Key Results of Consumer Experience and Team Engagement.

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

April 17, 2020
Here is what Be ONE, Improve Daily and Innovate look like to me

Focused Storytelling Submitted by Karalynn Brunkhorst, MercyOne Eastern Iowa:

“In the days since we have had our world turned upside down, I am so glad to work at a place where teamwork is a value placed high up on the list. Going into isolation rooms can be time consuming, in the sense that if items are forgotten or needed we have to take off our protective equipment, grab said items and then place the PPE back on in the right order.

The belief of Be ONE has been seen tenfold since the first COVID-19 patient. My coworkers are so understanding when I call to ask them to grab something and bring it to me. We all benefit from helping each other out. The updates about this virus change on the daily it seems, my coworkers are Improving everyday with coping with the difference in protocols and adapting to this new world we now work in. Plus so many have proposed possible ideas we can implement to better the care we give to our patients. Such as 15 feet IV tubing to each into the hall so we do not always have to gown up or using video calls to check in on the patient more often. This is Innovation in a time where we need it the most. and this is what MercyOne means to me.

"Tough times never last, but tough people do." -Robert Schuller”

This is what Be ONE, Improve Daily and Innovate look like to me.

Karalynn’s story impacts our Key Results of Team Engagement and Quality.

April 21, 2020
Here is what Personalize Care looks like to me

Focused Storytelling Submitted by Michelle Wright, MercyOne Northeast Iowa:

“Jo Caloud in Nuclear Medicine organized Hearts for Health Care to display in our department.

These hearts are scattered throughout the department and are a sign of support and hope for colleagues and patients.”

Michelle’s story positively impacts our Key Results of Team Engagement and Consumer Experience.

This is what Personalize Care looks like to me.

April 21, 2020
Here is what Own it! looks like to me

Focused Storytelling Submitted by Kayla Anderson, MercyOne Northeast Iowa:

“Val Bovy and Laura Rogers of MercyOne Northeast Iowa Informatics Department have been making and distributing button headbands and other gadgets for protecting ears with constant mask use. The two have distributed 180 headbands and 50 gadgets to ED, ICU, 2G, 3G, 4G, Peds, ASU, Housekeeping, Dietary, and Admissions workers at Waterloo Medical Center.”

Kayla’s story impacts our Key Result of Team Engagement.

This is what Own it! looks like to me.

April 21, 2020
Here is what Be ONE looks like to me

Focused Storytelling Submitted by Jessica Reams, MercyOne Northeast Iowa:

“The PHSO Health Coaches at MercyOne Northeast Iowa are calling COVID-19 positive patients, as well as PUIs, to ensure they have the care they needed. The list is growing and becoming difficult to keep up. North Iowa has graciously offered to BE ONE, and assist us with follow ups. Thank you North Iowa!”

Jessica’s story impacts our Key Result of Consumer Experience.

This is what Be ONE looks like to me.
Here is what Personalize Care looks like to me

Focused Storytelling Submitted by Ali Robertson, MercyOne North Iowa:

“Before shifting our appointments to telemedicine when Dr. Mardan saw a patient, he does a lot of drawing to help illustrate veins for patients and also showing them their radiology pictures to help with patient education.

Since shifting almost all of our patients to telemedicine, Dr. Mardan brought in a white board into his office so he could still draw pictures for patients, and he even takes his webcam off his computer to show the radiology pictures to patient so they still are getting the same education as if he was in the exam room with him.”

Ali’s story impacts our Key Results of Consumer Engagement and Quality.

This is what Personalize Care looks like to me.

April 22, 2020
Here is what Personalize Care looks like to me

Focused Storytelling Submitted by Rita Konrardy, MercyOne Northeast Iowa:

“A MercyOne employee whom had been temporarily placed in the labor pool as a Caravan driver, stopped and bought flowers for a cancer patient she was picking up. It was this ladies last day of chemo, and she wanted to celebrate her success!!”

Rita’s story impacts our Key Result of Consumer Experience.

This is what Personalize Care looks like to me.
“Today at MercyOne Newton we had our monthly orientation for new employees. Infection Preventionist Chris Larson opted to Own It by stopping by with five face masks for our new staff, ensuring they are able to be safe from their very first day here. What a tremendous way to support Team Engagement!”

Heather’s story impacts our Key Results of Team Engagement and Quality.

This is what Own it! looks like to me.
Here is what Be ONE, Own it! and Improve Daily look like to me

Focused Storytelling Submitted by: Mel Williams, MercyOne Des Moines

“I work at MercyOne Des Moines and during this time the main thing that is very noticeable is the cleanliness of the hospital. Every shift I work, the floors, carpet are clean and vacuumed; the guest bathrooms are clean, restocked and generally smell nice; things are neat and tidy in the common areas; Patients come and go from the ED and EVS gets the rooms ready for the eventual next incoming patient. These hard working, behind the scenes men and women are as much the unsung heroes of this frontline battle as the RN's, RT's, and MD's are. Surely, they have the same worries and fears about the safety of their families during this time, nevertheless, they are here, in the trenches with the rest of us, doing their very best making our safety and sanitation priority number one so that patients can receive the very best care while they are at MMC. So thank you to everyone in EVS for all of your hard work every day and every night helping us Be One at MercyOne!!”

Mel’s story impacts our Key Results of Consumer Experience, Team Engagement and Quality.

This is what Be ONE, Own it! And Improve Daily look like to me.

April 14, 2020
Here is what Be One looks like to me

Focused Storytelling Submitted by: Linda Bell, MercyOne Des Moines

“MercyOne Des Moines ED staff, led by Denise Olson RN, have created a group known as Nurse Crossing that has collected money and purchased $50 gift cards to Fareway for the non-essential employees that have lost their jobs due to the impact of Coronavirus. We are grateful to still be employed and appreciate all those in the community do for us on a daily basis.”

Linda’s story impacts our Key Results of Consumer Experience and Team Engagement.

This is what Be ONE looks like to me.

April 14, 2020
“Recently a colleague of ours has stepped up to provide homemade masks for our employees. She has been innovative in finding ways to make them more comfortable for the long hours that they are required for. Catie has made over 50 masks; volunteering her hours for the safety of her GMHC family. Recently, I asked Catie if she would be willing to start making homemade isolation gowns. GMHC provided the fabric and our first gown was successfully made today.

Thank you Catie for strengthening GMHC by Being One and Owning It!.”

**Amy’s story impacts our Key Results of Team Engagement and Quality.**

This is what **Be ONE and Own it!** look like to me.
Here is what Be ONE looks like to me

Focused Storytelling Submitted by: Andrea Covington, MercyOne Northeast Iowa

“Collections and Receivable in MercyOne Northeast Iowa, donated essential non-food items to the Buchanan County Food Pantry to help in this time of need. Items stemmed from toilet paper, dish soap, diapers, laundry soap, cleaning products and hygiene products.”

Andrea’s story impacts our Key Result of Team Engagement.

This is what Be ONE looks like to me.

April 16, 2020
Here is what Own it! looks like to me

Focused Storytelling Submitted by: Jenna Rehnstrom, MercyOne Siouxland

“A friend contacted me following an appointment with one of our specialty physicians this week and writes: 'Shout out to MercyOne! I had to visit Dr. Joyce today and felt super safe. The checkpoints, masks, everyone washing their hands multiple times, telling me not to put my purse on the floor, etc. [I was] blown away by the precautions. I bet that's the safest place to be during a pandemic.'

I tie that to Consumer Experience and that's what Own It! looks like to me.”

Jenna’s story impacts our Key Result of Consumer Experience.

This is what Own it! looks like to me.
Here is what Own it! looks like to me

Focused Storytelling Submitted by: Jenna Rehnstrom and Amy Hynds, MercyOne Siouxland

“A former colleague reached out about their experience during a recent clinic visit. The patient felt completely safe and was blown away by the precautions being taken at the hospital noting it is probably the safest place to be right now.

Key Result: Consumer Experience.”

Jenna’s story impacts our Key Result of Consumer Experience.

This is what Own it! looks like to me.

April 16, 2020
Here is what Own it! looks like to me

Focused Storytelling Submitted by: Jesse T. (via Marcy Peterson), MercyOne Siouxland

“MercyOne Siouxland Medical Center had a colleague in the Radiology Department on maternity leave. The colleague reached out to her manager and asked what could she do for her colleagues?

The colleague has been making homemade masks for staff the last few weeks.”

Jesse’s story impacts our Key Result of Team Engagement.

This is what Own it! looks like to me.
Here is what Own it! and Innovate look like to me

Focused Storytelling Submitted by: Tim D. (via Marcy Peterson), MercyOne Siouxland

“MercyOne Singing Hills Family Medicine and Urgent Care managers and staff have been pulled in various directions getting a screening/testing site set up. They've done a remarkable and great job.”

Tim’s story impacts our Key Results of Consumer Experience and Team Engagement.

This is what Own it! and Innovate look like to me.
Here is what Personalize Care looks like to me

Focused Storytelling Submitted by: Radine Jones (via Amy Hynds), MercyOne Siouxland

“I wanted to share the positive Press Ganey survey comments from patients:

Grateful for doctors and nurses on 7SW. Kindness shown from all staff had me in tears and let me know I'm not alone in this process.

Enjoyed my stay.

The healing process went well. I had the best Emergency experience I've ever had in any ER.

I tie these comments to the Key Result of Consumer Experience.”

Radine’s story impacts our Key Result of Consumer Experience.

This is what Personalize Care looks like to me.

April 16, 2020
Here is what Own it! looks like to me

Focused Storytelling Submitted by: Doni nurse manager at MercyOne Siouxland Medical Center

“I would like to recognize EVS director Jon for taking time to sort through our dirty linen bags to help find a missing telemetry pack. It was found in the pocket of a gown in the last bag we looked at.”

Doni’s story impacts our Key Result of Team Engagement.

This is what Own it! looks like to me.
Here is what Own it! looks like to me

Focused Storytelling Submitted by: Christel Bermel, Clinical Outcomes Specialist for Patient Safety/Quality Services at MercyOne Siouxland Medical Center

“Congratulations to ICU, 7SW, 8SE and 6C for having no recorded falls in the month of March:

Key Results impacted include Team Engagement, Quality and Consumer Experience”

Doni’s story impacts our Key Results of Consumer Experience, Team Engagement and Quality.

This is what Own it! looks like to me.

April 16, 2020
Here is what Own it! looks like to me

Focused Storytelling Submitted by: Rob Stowe, MercyOne Siouxland

“There was a need at Occupational Health for telemed. TIS had a camera to that location within an hour. The distance we’ve come in the last few weeks getting telemed set up is remarkable. Steven Nielsen and Office Managers are Owning It.

Key Result: Team Engagement.”

Rob’s story impacts our Key Result of Team Engagement.

This is what Own it! looks like to me.

April 16, 2020
Here is what Be ONE and Personalize Care look like to me

Focused Storytelling Submitted by: Kelly F., MercyOne Siouxland

“MercyOne Siouxland Internal Medicine and Pediatric Care are awesome to work with. The MOS Wound Center waiting room was overflowing with patients and we had a need for social distancing space. The clinic agreed to share their waiting room with the Wound Center.”

Kelly’s story impacts our Key Result of Team Engagement.

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

April 16, 2020
Here is what Be ONE looks like to me

Focused Storytelling Submitted by: Vernon, MercyOne Siouxland

“Thank you to the MercyOne Siouxland facilities and marketing team for help with cafeteria setup to encourage social distancing. Colleagues now have a clear idea of where they can sit to enjoy their lunch/dinner.”

Vernon’s story impacts our Key Result of Team Engagement.

This is what Be ONE looks like to me.

April 16, 2020
Here is what Personalize Care looks like to me

Focused Storytelling Submitted by: Rob Stowe, MercyOne Siouxland

“I'd like to give a shout out to Katie Conway, RN, in Hartley. The clinic is temporarily closed and they are getting calls from Hartley residents concerned that their clinic is being impacted. Katie is fantastic deescalating phone calls and is doing everything in her power to make sure patients are informed and will come back when clinic back open.

This impacts our Key Result of Consumer Experience.”

Rob’s story impacts our Key Result of Consumer Experience.

This is what Personalize Care looks like to me.

April 16, 2020
Here is what Be ONE and Personalize Care look like to me

Focused Storytelling Submitted by: Leah Daniels, MercyOne Central Iowa

“What started out as an assignment for my son’s kindergarten class, soon became a showing of community gratitude, love, and admiration. I had asked the parents’ of these students to decorate some hearts for healthcare workers so they could practice their cutting skills and writing. Soon, my front stoop was full of hearts from students and other community members. We have started decorating a wall in our unit with our kids drawings, these hearts, and thank you letters! The joy this brings to see we are supported, cared for, and appreciated as we go into work with a bit of anxiety of what we will face for the day. I have so much love and support to share with other units/departments and feel this is a huge moral booster for the MercyOne family fighting on the frontlines.”

Leah’s story impacts our Key Results of Consumer Experience and Team Engagement.

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

April 2, 2020
Here is what Own it!, Improve Daily and Personalized Care look like to me

**Focused Storytelling Submitted by: Doug Akers, MercyOne Central Iowa**

“Our team has been working for over a year to replace the Medical air compressors at the main. Hundreds of hours of planning have been spent to accomplish this and we had a seamless transition that required a medical air shutdown. This is not an easy task to accomplish when so many patients rely on Medical Air. It shows the dedication it takes to insure the safety of our patients. This what Owning it, Improve daily, and Personalized care looks like to me.”

Doug’s story impacts our Key Results of Consumer Experience, Team Engagement and Quality.

This is what **Own it!, Improve Daily and Personalized Care** look like to me.

March 25, 2020
Here is what Be ONE, Personalize Care, Own it!, Improve Daily and Innovate look like to me

Focused Storytelling Submitted by: Emma Clausen, MercyOne Central

“I am a Medication History Tech. Up until today we have been able to obtain med histories with COVID19 patients via phone. Today, I had a patient, who was being tested for COVID19, on a high risk medication and was unable to obtain all necessary info with the patient or his wife via phone. I called and spoke with the patient’s nurse on flex, Mallory, and she told me to come to the floor and I could see the patient. Mallory was patient with me and did an awesome job of explaining what PPE I needed to put on. I had specific questions to ask the patient and needed to take note of his dosing but would not be able to take paper in the room and back out with me. Mallory stood outside the room and listened to my conversation with the patient and wrote down all the info I needed. She then carefully explained to me the proper way to remove my PPE and what needed to be sanitized when I left the room. Not only was Mallory patient & helpful, she made me feel comfortable in a new situation. Thanks to Mallory, I was able to verify & document accurate information for the patient’s high risk medication.”

Emma’s story impacts our Key Results of Consumer Experience and Quality.

This is what Be ONE, Personalize Care, Own it!, Improve Daily and Innovate look like to me.

March 25, 2020
Here is what Personalize Care and Own it! look like to me

Focused Storytelling Submitted by: Lisa Ridge, Van Diest Medical Center

“This is what Personalized Care and Own it looks like to me. Mari Jo is Nurse Manager of the Medical Surgical Department at Van Diest Medical Center. As the hospital CEO I was the administrator on call for the weekend. The census started to climb. Our Average and staffed for census is about 10. We increased to 14 with higher acuity patients. When calling to check on the unit, I learned Mari Jo, on a Saturday came in and worked for 10 hours as the Nursing Assistant. The fact that Mari Jo came into work to help wasn't the amazing part of the story and in fact she does this frequently. She OWNED IT and did it without even giving it a second thought. She smiled and was happy to help her team. She even told stories about her shower experience with the patient all while laughing. Mari Jo is a wonderful Nurse Manager and the hospital is lucky to have her. She owned our cultural beliefs of Personalized Care and Own it!”

Lisa’s story impacts our Key Results of Consumer Experience, Team Engagement and Quality.

This is what Personalize Care and Own it! look like to me.
Here is what Be ONE looks like to me

**Focused Storytelling Submitted by: Ruth Sturch, MercyOne Oelwein**

“Donations including N95 masks and local restaurants dropping off food to healthcare workers. Also tonight as our workers left their shift, the area homes residents rang bells and had signs of "thank you" written on them as we drove away. Made me cry tonight. **Everyday we answer questions and concerns of our patients. Treat them with care and provide the most compassionate care there is.** They see it. They love us. We might not get to hear it from them which we don't need or expect...so hearing those bells literally warmed my heart. I love this town.”

Ruth’s story impacts our Key Results of [Consumer Experience and Team Engagement](#).

This is what Be ONE looks like to me.  

March 25, 2020
Here is what Be ONE and Own it! look like to me

Focused StorytellingSubmitted by: Amy Hetherton, MercyOne Northeast Iowa

“Our Volunteer Services department has really stepped up during this crisis. Our SHiIP coordinator, Barb Burns is driving our Care-A-Van to give patients free rides since she's not scheduling appointments; our volunteer coordinator has no one to schedule, so she's making water barrier mats for home health; and our manager is assisting with coordination of door screening, at our front desk where patients/visitors entrance, etc. She even picked up/dropped of a colleague from their home with car trouble so she could come to work and serve - so proud of this team!”

Amy’s story impacts our Key Result of Team Engagement.

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

March 25, 2020
Here is what Be ONE looks like to me

Focused Storytelling Submitted by: Amy O’Rourke, Adair County Health System

“Be ONE at Adair County has been taken to a new level as employees have stepped up to help out other departments in need during the pandemic. They are working in departments that normally they wouldn't. Our new world has become Surgery nurses helping purchasing, Cardiac Rehab helping triage, Specialty Clinic helping Public Health. We are also working closely with our MercyOne colleagues to coordinate efforts across the state. By doing this we have positively impacted our key result of Team Engagement and allowed Adair Co Hospital to continue to serve our community.”

Amy’s story impacts our Key Result of Team Engagement.

This is what Be ONE looks like to me.

March 26, 2020
Here is what Improve Daily looks like to me

Focused Storytelling Submitted by: Terri Whyle, MercyOne Central Iowa

“This is what Improve Daily looks like to me. Dixie Ferguson (MRI manager) delivered hand written notes to all of her neighbors explaining that she works at MercyOne and is going to work every day. She said she was happy to stop and pick any items they needed so they could stay home. This affects Consumer Experience. This is what Improve Daily looks like to me.”

Terri’s story impacts our Key Result of Consumer Experience.

This is what Improve Daily looks like to me.

March 26, 2020
Here is what Be ONE, Own it! and Improve Daily look like to me

Focused Storytelling Submitted by: Sheryl Mortenson, Palo Alto County Health System

“This is what Be One, Own it, and Improve Daily looks like to me. At Palo Alto County Health System I see everyone pulling together to prepare for this COVID 19 threat. Our ER provider Amber Houge PA-c has collaborated with Sherry Myers our Respiratory Therapists to acquire new supplies to help prevent the spread of this disease and treat those affected. Our nursing and paramedic leaders Brandi Nelson, Liz Reedy, and Sheryl Darling are working hard to prepare staff with mock codes and in-services on proper use of PAPRS and AIR Mates. Department leaders meet daily via video conference so our Incident Command can keep us informed of the ever changing status of the COVID 19 outbreak. I am proud to work at PACHS here in Emmetsburg Iowa. These are uneasy times, we all feel it in our guts, but together we will weather this storm. This is what Be One, Own It, and Improve daily looks like to me”

Sheryl’s story impacts our Key Results of Consumer Experience, Team Engagement and Quality.

This is what Be ONE, Own it! and Improve Daily look like to me.

March 26, 2020
Here is what Be ONE, Personalize Care, Own it!, Improve Daily and Innovate look like to me

Focused Storytelling Submitted by: Susan Stallwood, MercyOne North Iowa

“Recently a friend had a toddler who loves eating Honey Nut Cheerios but she could not find them. I had a friend call from the store and ask if I needed anything so remembering the toddler I said Cheerios and she was able to find them for the toddler so she got her some at no charge. It's nice to see people who really don't know each other reaching out to help their community.”

Susan’s story impacts our Key Result of Consumer Experience.

This is what Be ONE, Personalize Care, Own it!, Improve Daily and Innovate look like to me.
Here is what Be ONE, Own it! and Improve Daily look like to me

Focused Storytelling Submitted by: Julie Paup, MercyOne Cedar Falls Medical Center

“I am scheduling our Door Checkers at the Cedar Falls Medical Center. One of our employees was scheduled to work at one of the doors and came to me to give up her spot in order for another colleague to earn hours during low census. This is what BE ONE, OWN IT and IMPROVE DAILY looks like to me!”

Julie’s story impacts our Key Result of Team Engagement.

This is what Be One, Own it! and Improve Daily look like to me.
Here is what Be ONE and Own it! look like to me

Focused Storytelling Submitted by: Derek Novak, MercyOne PHSO

“This is what Be One and Own It! Look like to me. In the past week the PHSO and Chapter Leadership collaborated to pivot MercyOne Care Management across Iowa to reach out to those most vulnerable during this time, those that are identified as High Risk and our Medicare Members. These calls ensure our members needs remain met during this time including; ensuring they do not have any medical concerns COVID19 related, ensuring they have needed medications, and they making sure other needs such as food, support and mental health are addressed.

Just one of many stories shared from Care Management as part of these calls includes a call with a high risk member of Medicare age that received a call from his health coach and was so appreciative she called to check on him. It was shared that for the past week his family had been asking him to please stop going to the mall to walk. When he mentioned this to his Health Coach, she encouraged him to think of alternatives in his home. The day following it was shared that he did take this advice and rather than go to the mall, he walked up and down stairs several times as well as walked around his basement, and while not the same it did work as an alternative. This work is sure to contribute not only to improved outcomes but also our consumer experience.”

Derek’s story impacts our Key Result of Consumer Experience.

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

March 28, 2020
Here is what Be ONE looks like to me

Focused Storytelling Submitted by: Lisa Forsyth, MercyOne North Iowa

“Amy Friese, 4E clinical leader, used her days off to make an inspiring video montage of our staff to the song "Rise Up." We are showing at our huddles every day and that will positively impact our team engagement.”

Click to watch - https://www.facebook.com/watch/?v=893758794419026

Lisa’s story impacts our Key Result of Team Engagement.

This is what Be One looks like to me.
Here is what Personalize Care and Own it! look like to me

Focused Storytelling Submitted by: Susan Davis, MercyOne Clinton

“Harbor Freight has donated two large pallets of PPE to Clinton. This consists mainly of gloves and some face masks. We are appreciative and feel this displays Personalized Care on the part of Harbor Freight, as THEY are demonstrating "your experience-my responsibility" and they "Owned It." Amazing.”

Susan’s story impacts our Key Result of Consumer Experience.

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

April 2, 2020
Here is what Personalize Care looks like to me

Focused Storytelling Submitted by: Tim Hackbart, MercyOne Des Moines

“The cancer center received a phone call from a person from Columbia. She was visiting Iowa and is not currently able to return to Columbia due to COVID-19. She had finished cancer treatment back in Columbia several months ago but was taking ongoing medication as part of her treatment. She was running out of that medication and needed assistance. She also needed a translator to speak with our team. One of our cancer navigators, Kim Carstens, jumped right into action. Kim worked with a translator and found a physician who would be able to view the patient's medical records and get her the medication she needed until she is able to safely return to her home country.”

Tim’s story impacts our Key Result of Consumer Experience

This is what Personalize Care looks like to me.

April 6, 2020
Here is what Be ONE and Personalize Care look like to me

Focused Storytelling Submitted by: Hillary Engbers, MercyOne Newton Medical Center

“I have been very stressed out with my no daycare situation during the COVID-19 situation with my husband ready to start farming in the field. A director of our admin team overheard this and said her daughter is looking for some babysitting while home from college. This helps me to be at work and help where needed as well as care for my children while I'm gone. This is what a true MercyOne team is all about, caring for each other as well as our patients.”

Hillary’s story impacts our Key Result of Team Engagement

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

April 6, 2020
Here is what Personalize Care looks like to me

Focused Storytelling Submitted by: Leisa Zylstra, MercyOne Newton Medical Center

“Scott Pline, Respiratory Therapist, had a conversation with a nurse on the inpatient floor who shared that she was having difficulty finding diaper wipes given the coronavirus situation. That following weekend Scott was at Sam's Club and found a large box of diaper wipes which he purchased so that he could offer them to fellow Newton colleagues who were in need. This act of kindness and compassion impacts Team Engagement.”

Leisa’s story impacts our Key Result of Team Engagement

This is what Personalize Care looks like to me.

April 8, 2020
Here is what Own it! looks like to me

Focused Storytelling Submitted by: Melissa Doehrmann, MercyOne Newton Medical Center

“With the current situation with coronavirus, MercyOne Newton has put a high priority on ensuring that all front line staff have been fit tested for the N95 masks. Deb Mills, Employee Health, has owned this process by identifying staff who need to be tested and working extended hours to make sure all staff complete the fit testing. This directly impacts Team Engagement and Quality.”

Melissa’s story impacts our Key Results of Team Engagement and Quality

This is what Own it! looks like to me.

April 8, 2020
Here is what Own it! looks like to me

**Focused Storytelling Submitted by: Stacy Raines, MercyOne Newton Medical Center**

“For the past few weeks, screening patients at the entrances has been a team effort with numerous people from the hospital screening individuals. One day when there was a break in coverage, Kassi Whitson, from Patient Access took it upon herself to screen a patient when he was registering for services. Ensuring that this patient received the same screening as other patients impacts Quality and Consumer Experience.”

**Stacy’s story impacts our Key Results of Consumer Experience and Quality**

This is what Own it! looks like to me.

April 8, 2020
Here is what Be One looks like to me

Focused Storytelling Submitted by: Laurie Conner, MercyOne Newton Medical Center

“MercyOne Newton has always worked closely with the Newton Clinic, but has been working even closer with them during the COVID-19 pandemic. They have been a great partner as we have worked to establish policies and procedures for screening patients. This partnership and the services they are providing the Newton community impacts Quality and Consumer Experience.”

Laurie’s story impacts our Key Result of Consumer Experience and Quality

This is what Be ONE looks like to me.

April 8, 2020
Here is what Be One looks like to me

Focused Storytelling Submitted by: Dr. Amy McEntaffer

“I am a physician at The Iowa Clinic and travel between both major health systems in Des Moines. Recently, I had experienced a pretty frustrating and sad day at work. I had many things on my mind. I was also on call and incredibly busy with patient care.

I came to MercyOne for a delivery and then about 1630 went to get some food in the cafeteria. When I went to checkout, the cashier informed me that the physician lunch tickets were only good until 1330 which I hadn't realized. My money was in my car out in the parking lot. I know this does not sound like a big deal but I had had a particularly challenging day. The gal behind me must have heard my exacerbated sigh and noticed my broken spirit. She told the cashier to charge my meal to her instead. I was extremely appreciative. I know that my lunch/supper troubles seemed small but they were just enough to bring me to near tears after a bad day. Her kind gesture really boosted my spirit and made me feel hopeful regarding the world in general. It really meant more to me than just a meal. I was able to catch her name.

I'd like to recognize Kathy Goetz for being a shining example of MercyOne cultural beliefs. It seems we are in the same department so I look forward to working with Kathy in the future. Thanks for making my day!”

Dr. McEntaffer’s story impacts our Key Result of Team Engagement

This is what Be ONE looks like to me.