Q: We have heard a lot about Key Results. How are we doing?

A: Thanks to all of you for your hard work and collaboration we are seeing improvement on all key metrics currently being reported.

Throughout this newsletter you will be examples of how Being One, Personalizing Care, Owning It, Improving Daily and Innovating are helping us to achieve our Key Results.

- **Consumer Experience:** Increased by 4 points from the October reporting period, which was the largest increase this budget year. The biggest gain in our combined score was in physician office visits: this year, physician office Consumer Experience scores increased significantly in Clinton, Des Moines and Waterloo. Sioux City has tripled its Acute Care consumer experience percentile ranking since July.

- **Quality:** After ending last year at 15.1%, the readmission rate of 14.5% has already surpassed the year-end goal of 14.8%. North Iowa, Clinton and Dubuque have exceeded this goal since July.

- **Sustainable Growth and Efficiency:** Our ability to reinvest in our organization is measured by operating margin and it is up to 3.7%, which is within 0.6% of reaching the year-end goal of 4.3%.

- **Ambulatory Growth:** Our growth in patient encounters happening outside the hospital is at threshold for the second consecutive month, and the third overall this fiscal year. Of note, Dubuque was above its year-to-date target each month from August through November.

Have questions for Bob? Email MHNinfo@mercydesmoines.org.
Mission-driven organizations often exhibit a shared vision, collaboration, clear communication, diversity of thought, commitment to learning, freedom of expression, trust and a sense of belonging. When these qualities exist, chances are good the organization is a high performing one.

MHN is mission-driven, and continually improving our organization is definitely the goal! One important and easy way to unify our culture is through storytelling! Why? Because storytelling opens the door to enhanced relationships and builds a momentum which helps people accomplish extraordinary goals. Those who work in health care build very special bonds and know each other at a level far beyond title, role, or resume. Building trust and alignment through storytelling shifts attitudes and changes a culture. Storytelling is not a new phenomenon: since the beginning of time, people stood around the fire and shared stories. After all, their very survival depended on it and so did the emotional well-being of the tribe.

Below are just a few examples of greatness which are beginning to change the cultural landscape throughout MHN market ministries and impact our Key Result of Consumer Experience!

OWN IT…

• Rabecca Jansen, a medical assistant at Iowa Heart Center, recently witnessed a rollover accident on her way to work. Rabecca responded immediately and helped the man out of his car and to safety. She stayed with him until the police arrived. She then gathered items from the accident, spoke with officers on the scene, and helped him make necessary phone calls. At one point, Rabecca discovered the man was from out of town and was actually on his way to Mercy – Des Moines. Once at Mercy, Rabecca escorted him to his destination. The man was very appreciative that Rabecca stayed with him, and helped him through his stressful morning. Even when “off the clock,” Rabecca represented Mercy and our commitment to providing a positive CONSUMER EXPERIENCE.

That's what OWN IT looks like to Cory Ohorilko, Laurel Clinic Supervisor at Iowa Heart Center!

• A new rug was recently installed in the main lobby at Mercy – Clinton. One end tended to roll up a bit because it was new. An EVS colleague and volunteer were concerned it may be a trip hazard. They worked together to test the area out of concern for those entering the hospital, especially for those with a walker. They saw a problem and solved it instead of ignoring the problem! They were committed to ensuring an excellent CONSUMER EXPERIENCE!

That's what OWN IT looks like to Susan Davis, Patient Experience Coach, Mercy – Clinton.

PERSONALIZE CARE…

• A patient came in for an Ultrasound and expressed how great his experience was in the Emergency Department at Sartori Memorial Hospital just days before. He recalled his arrival around midnight and thought he was having a heart attack. The nurses that night were angels that saved his life, and he will be eternally grateful for the care he received. He had nothing but great things to say about the personalized care he received.

That's PERSONALIZING CARE looks like to Rachel Schares, Radiology Supervisor at Sartori Memorial Hospital.

Have a story to tell? Please email MHNCulture@mercydesmoines.org.
**Spotlight on Patient Care Improvements**

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**Mercy – North Iowa Improves Patient Medication Compliance**

**KEY RESULTS: CONSUMER EXPERIENCE, QUALITY, SUSTAINABLE GROWTH & EFFICIENCY**

Not all patients discharged from the hospital fill the prescription orders provided to them. As a result, patients may fail to take medications which could enhance their recovery. When patients miss taking medications, this increases the risk of readmission. To overcome these important issues Mercy – North Iowa started a Meds-To-Go program.

Through this new program, which was modeled by a similar program in place at Wheaton Iowa, Meds-To-Go Pharmacy Technicians meet with soon-to-be discharged patients providing needed prescriptions before they leave the hospital. This eliminates the need to stop at a pharmacy on the patient's way home. Since some discharge medications are not commonly stocked at community pharmacies, the Meds-To-Go program also eliminates the possibility of the patient not being able to find a medication that is crucial in his/her recovery process.

By eliminating the barriers patients tend to struggle with when getting prescriptions filled, we are personalizing care and improving quality. Mercy – North Iowa is anticipating increases in compliance, helping the healing process. In addition, pharmacy revenues have increased due to the Meds-To-Go program.

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**Mercy Iowa City Joins the MHN Accountable Care Organization**

**KEY RESULTS: QUALITY, CONSUMER EXPERIENCE**

Mercy Iowa City will join the Mercy Health Network Accountable Care Organization (ACO) Medicare Shared Savings Program Jan. 1, 2019.

MHN’s ACO is a statewide organization comprised of physicians and other health care professionals dedicated to improving population health and individual patient care while conserving health care resources. MHN’s ACO is the largest ACO Network in Iowa with eight regional chapters and more than 3,500 primary care and specialist providers with an attributed membership of more than 300,000 covered lives.

Components of an ACO include health coaches, population health and risk management, care coordination and community health initiatives. This effort focuses on improving transition of care after hospital discharge, encouraging preventive services including annual wellness visits, avoiding unnecessary emergency room visits and hospital admissions along with improving care for patients with multiple chronic conditions. The program is designed to more closely connect hospitals, clinics and other community resources in order to more effectively care for patients at a lower cost.

Stephen Scheckel, MD, will serve as the ACO Medical Director, Jody Gunn, RN as Clinical Integrated Network Chapter Director, and Jennifer Graham, RN, and Patty Maxwell, RN, as ACO Health Coaches.

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**Mercy – Des Moines’ New Patient Welcome Packet Aims to Improve Consumer Experience**

**KEY RESULTS: CONSUMER EXPERIENCE, QUALITY**

Quality, compassionate care includes making it easy for patients to access services and feel comfortable while at Mercy. To that goal, a new patient welcome packet is now available for all patient floors at Mercy’s central campus (coming in early 2019 to Mercy – West Lakes) and was wholly created with patients’ needs top of mind.

With significant input from nursing staff, the packet includes useful information, organized to follow the patient’s time in the hospital – “During Your Stay,” “Services,” “Visitor Information,” “Preparing for Your Discharge” and “Billing and Insurance.”

Intentionally written and designed for ease of use, the packet uses simple language, helpful icons, section headings and page titles. One of the most notable updates is the “Your Discharge Checklist” section, which provides prompts to help patients and their family members identify questions and concerns about treatment and course of care. Phrasing is deliberate and supports questions asked in the (HCAHPS) satisfaction survey patients receive after discharge. For more information click [here](#).
Expanding Access to Care

Additional Occupational Health Clinic in Des Moines is Now Open
KEY RESULTS: AMBULATORY GROWTH, CONSUMER EXPERIENCE

Mercy Clinics in Des Moines has expanded its occupational health services with the opening of a second location at 2525 E. Euclid Ave. The new clinic opened to patients on Nov. 14.

Mercy – Des Moines’ occupational health services include post-offer physicals, annual exams, medical surveillance, work injury treatment and specialty exams and services for local organizations’ workforces. With the addition of the second location, Mercy Clinics will now offer occupational health services in both West Des Moines and on Des Moines’ east side, providing extra options and convenience for central Iowa workers and employers.

Mercy Iowa City Blesses Land Where Rehabilitation Hospital to be Built
KEY RESULTS: CONSUMER EXPERIENCE, SUSTAINABLE GROWTH & EFFICIENCY

A Blessing of the Land ceremony was held Dec. 4 at the site of the future Mercy Rehabilitation Hospital being constructed in Coralville by Mercy Iowa City. The new hospital is expected to open in summer 2020. A formal groundbreaking will take place in spring 2019.

The facility will be a 40-bed, freestanding inpatient rehabilitation hospital providing at minimum three hours of rehab a day whether physical, occupational or speech, or any combination of those. Stays are limited to a maximum of 28 days.

Bishop Thomas Zinkula, Diocese of Davenport, blessed the land on which the new Mercy Rehabilitation Hospital will be constructed. Other speakers at the brief ceremony included Sean Williams, Mercy president and CEO; Tim Krumm, chair of the Mercy Hospital Board of Directors; Kim Casko, executive director of the Iowa City Area Chamber of Commerce; Cleve Haralson, Vice President Capital Development, Kindred Healthcare; and Colleen Walters, Chief Mission Integration Officer, Mercy Health Network.

From left, Tim Krumm, Kim Casko, Bishop Thomas Zinkula, Casey Greene, Sean Williams and Cleve Haralson join in the Blessing of the Land ceremony.

Virtual Visits at Van Diest Medical Center
KEY RESULT: AMBULATORY GROWTH

Van Diest Medical Center (VDMC) now proudly offers a virtual visit option for patients seeking Integrative Medicine services! This Cerner E-Visit option enables patients to have a virtual visit from any computer or mobile device with Iowa’s only Board Certified Integrative Medicine Physician, Dr. Suzanne Bartlett Hackenmiller, no matter their ZIP code. The E-Visit platform allows VDMC to provide convenient Integrative Medicine services to patients from all across the state of Iowa. Upon registering for a visit, the patient receives an email with information about their upcoming video appointment, including how to sign up for the patient portal and test their connection. From there, the patient can access their upcoming appointment, which will contain a link to their secure video visit. This program allows for quality health care services when and where they are most convenient for those patients seeking specialized Integrative Medicine services. As the first Critical Access Hospital in the state of Iowa and only the second CAH in the country to use this technology through Cerner Community Works, VDMC is using innovative approaches to expand access.
Ribbon Cutting for New Family Medicine Clinic in Allison

KEY RESULT: AMBULATORY GROWTH

Staff members at Covenant Clinic Family Medicine held a ribbon cutting and open house for community members in Allison on Tuesday, Dec. 4.

Allison mayor Jim Blockhus says community members are grateful to have the family medicine clinic in town to keep their residents from being forced to commute elsewhere.

The clinic is staffed by Kellie Waugh, DNP, ARNP, FNP-C. Waugh said, "I'm very excited to have the opportunity to launch a new site for Covenant Clinic," "I am eager to become acquainted with the area and grow both the practice and positive provider-patient relationships!"

Pictured from left: Steve Heeren, Lincoln Savings Bank; Allison mayor Jim Blockhus; Carol Rewerts, Lincoln Savings Bank; Jeff Halverson, Vice President of Covenant Clinic; Kellie Waugh, DNP, ARNP, FNP-C; clinic staff Courtney Frerichs, Gail Sinram, and Lisa Kramer; Ryan Meyer, Vice President of Operations and Jill Groth, Director of Clinic Operations

Mercy – West Lakes Robotic Surgery Event

More than 200 people participated in an event featuring the da Vinci robotic surgical system. Physicians, grateful patients, donors and board members got to participate in simulations. Students from Mercy College, Des Moines University, Southeast Warren and Waukee also learned about innovation at Mercy.

Students from Dowling Catholic High School visited the da Vinci robotics surgical systems and simulators at Mercy - West Lakes.

Dr. Shankar Raman, surgical oncologist, used the simulator to demonstrate to guests how he would perform a surgery using robotic assistance.
Mercy – Des Moines Foundation Secures $92,826 USDA Grant to Expand Access to Care

KEY RESULTS: CONSUMER EXPERIENCE, QUALITY, AMBULATORY GROWTH

Mercy – Des Moines Foundation has been awarded nearly $93,000 from the U.S. Department of Agriculture for a project that will enable Mercy Health Network to expand telemedicine services at nine of its affiliate rural hospitals. The project, funded by a USDA Rural Development Distance Learning and Telemedicine Grant, will be used by Mercy – Des Moines to provide access to specialty medical services through interactive two-way audio and video technology.

Anne Hazlett, Assistant Secretary for Rural Development at the USDA, along with her USDA Rural Development Iowa colleagues.

Covenant Comprehensive Breast Center Provides Free Mammograms to Those in Need

KEY RESULT: CONSUMER EXPERIENCE

In an effort to serve those in need throughout the Cedar Valley, Wheaton Iowa's Covenant Comprehensive Breast Center hosted a Free Mammogram Night in November for those with a cost barrier to receiving their yearly screening mammogram. During the event, 17 women received mammograms.

"Women often don't take care of themselves because they are too busy taking care of other family members," says Kelly Flaucher, Supervisor of Mammography Services for Wheaton Iowa. "This event really empowered women to take care of themselves and to receive a much needed service without the burden of cost."

The cost of the mammograms was covered by the Black Hawk County Health Department's Care for Yourself Program, the Check the Girls Foundation and the Covenant Women's First Foundation. Translation services were provided, along with free provider appointments that were accommodated by Kristi Allison, CNM, from the Covenant Midwives and Women's Health Center.

All participants received training regarding breast self-examination, and many said they had never received that education before. They also received a small gift bag with information about mammography services and the breast surgery clinic.

"The women were all so grateful for the services provided during the event," says Flaucher. "Several said they skip their yearly mammograms because they have to pay for other medical services that their families need, so it was great to be able to take care of these women!"

The event was made possible by several colleagues and volunteers who came together as one! From registration, to nurses and committee members who helped plan the event, it was a true team effort to provide a much needed service to women in the Cedar Valley!
The Call to Serve

Mercy – Des Moines Annual Report Now Available

KEY RESULTS: ALL

The example set by the Sisters of Mercy 125 years ago inspires the dedicated team of highly-skilled professionals, talented physicians and amazingly-supportive staff of Mercy – Des Moines to come together every day to answer the call to serve and strengthen our community. Learn how Mercy – Des Moines answered the call to advance care and support the community in the 2017-2018 Annual Report.

The Healing Power of Music

KEY RESULT: CONSUMER EXPERIENCE

Music has arrived in the lobby at Mercy – Dubuque. Beginning Dec. 1, volunteers started playing piano music for visitors to create a welcoming environment and improve the consumer experience.

Mercy – Dubuque’s volunteer services coordinator, Linda Wiskus, says, "The music is creating an environment of comfort and peace and helps soothe anxious hospital visitors."

Wiskus said she has already received a lot of positive feedback. Visitors have said, "This music blesses my heart," and "It's improving my spirit."

Piano music is currently playing daily in the afternoons. Wiskus plans to continue this healing ministry into the New Year.

MHN 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.

MHN Vision

Mercy Health Network will set the standard for a personalized and radically convenient system of health services.
Covenant Medical Center Earns ACC Chest Pain Center with Primary Percutaneous Coronary Intervention Reaccreditation

KEY RESULT: QUALITY

Covenant Medical Center is proud to announce that it has been reaccredited as a Chest Pain Center with Primary Percutaneous Coronary Intervention (PCI) through the American College of Cardiology (ACC). ACC is an organization that offers U.S. and international hospitals access to a comprehensive suite of cardiac accreditation services designed to optimize patient outcomes. These services are focused on all aspects of cardiac care, including emergency treatment of heart attacks.

“We are very proud to have received reaccreditation from the ACC,” says Mary Ferrell, RN, BSN, Covenant Cardiopulmonary Services and Intensive Care Unit Director. "This reaccreditation emphasizes our high level of expertise in dealing with patients who present with symptoms of a heart attack and solidifies our commitment to patient care."

Hospitals that have earned ACC Chest Pain Center with Primary PCI Accreditation have proven exceptional competency in treating patients with heart attack symptoms and have primary PCI available 24/7 every day of the year. PCI is a nonsurgical procedure that opens narrowed or blocked coronary arteries with a balloon or stent to relieve symptoms of heart disease or reduce heart damage during or after a heart attack.

To meet accreditation criteria, Covenant Medical Center has streamlined its systems from admission to evaluation to diagnosis and treatment all the way through to appropriate post-discharge care and recommendations and assistance in patient lifestyle changes. In addition, Covenant Medical Center has formal agreements with other facilities that regularly refer heart attack patients to its facility for primary PCI.

Hospitals with this accreditation also serve as a point of entry into the health care system to evaluate and treat other medical problems, and they help promote a healthier lifestyle in an attempt to reduce the risk factors for heart attack.

To become an accredited Chest Pain Center, Covenant Medical Center engaged in rigorous evaluation by ACC for its ability to assess, diagnose and treat patients who may be experiencing a heart attack. To the community served by Covenant Medical Center, this means processes are in place that meet strict criteria aimed at:

- Reducing the time from onset of symptoms to diagnosis and treatment
- Treating patients more quickly during the critical window of time when the integrity of the heart muscle can be preserved
- Monitoring patients when it is not certain that they are having a heart attack to ensure that they are not sent home too quickly or unnecessarily admitted to the hospital

“It's extremely important for people to pay attention to the early signs of a heart attack,” says Dr. Richard Valente, Cardiologist and Medical Director of the Chest Pain Center at Covenant Medical Center. "The sooner a heart attack is treated, the less damage there is to the heart and the better the outcome for the patient."

Covenant Medical Center’s reaccreditation reiterates the organization’s full-range of care for cardiac patients, including emergency department, catheterization lab, a quality assurance plan and community outreach program, along with a strong relationship with dispatch and emergency medical systems. By remaining an accredited Chest Pain Center, Covenant Medical Center has maintained its exceptional quality of care for cardiac patients and has demonstrated its commitment to higher standards. Mercy – Des Moines and Mercy Iowa City are also accredited as a Chest Pain Center with PCI by the ACC.
# New Provider Across the Network

## Behavioral Services
- **Tori Dow, LMHC**  
  Mason City

## Cardiology
- **Shelby Cranston, DNP**  
  West Des Moines

## Cardiology
- **Stephanie Wearmouth, PA-C**  
  West Des Moines

## Endocrinology
- **Jeremiah Nelson, MD**  
  Mason City

## Gastroenterology
- **Peter Grubel, MD**  
  Des Moines

## Gastroenterology
- **Essam Tellawi, MD**  
  Clive

## Hospitalist
- **Danielle Brodersen, ARNP**  
  Des Moines

## Internal Medicine
- **Melissa Meyers, MD**  
  Ankeny

## Internal Medicine
- **Lauren Bennett, ARNP**  
  Des Moines

## Occupational Medicine
- **Jeff Henson, MD**  
  Des Moines

## Palliative Care
- **Charles Goldman, MD**  
  Des Moines

## Surgical Oncology
- **Rushin Brahmbhatt, MD**  
  Des Moines

## Family Medicine
- **Luan Montag, PA-C**  
  Mason City

## Neurosurgery
- **David Roberts, PA-C**  
  Des Moines

## Family Medicine
- **Kirby Singleton, PA-C**  
  Waukee

## Neurosurgery
- **Lauren Bennett, ARNP**  
  Des Moines