Mercy Medical Center–North Iowa Plans to Expand Behavioral Health Services

Mercy Medical Center - North Iowa recently announced plans to build a comprehensive inpatient and outpatient behavioral health center. The $10.68 million project will be in a new, two-story building next to the emergency department. Construction of the 27,200 square foot expansion is expected to begin the fall of 2017 with completion in 2019.

The new behavioral health center will increase Mercy North Iowa’s total number of acute psychiatric beds from 29 to 34. Semi-private rooms, currently only allow 22 patients at a time. The transition to all private rooms for adult patients will result in 11 more patients per day receiving inpatient behavioral health services.

The new construction will create space for a second patient “track” to support Intensive Outpatient and Partial Hospitalization. The expanded outpatient area will house an extra Clinical Psychologist. The Clinical Psychologist will provide psychological and neuropsychological testing.

A $900,000 donation from the Jan Again Foundation will support a Community Help Center at the entrance of the building.

"Watch the announcement and share the news [here](#)"

Q & A with Bob Ritz

Q: Bob, we are seeing increased patients with behavioral health needs coming to our emergency department because they are do not have access to the treatment they need. What is MHN doing to address this public policy issue?

A: This is one of the most challenging issues facing our health care industry nationally. The State of Iowa is no exception to the rapidity of demand for these critically important services while the resources for behavioral health continue to decline. The combination of provider shortages, low reimbursement and lack of appropriate levels of care has created a behavioral health crisis in our state. Recently, we shared our concerns with State Leaders and we offered some bold ideas with the Governor on how we may work with the State and other systems to address this growing issue. Mercy Health Network (MHN) is advocating for the creation of a network of comprehensive Behavioral Health services using collaboration, innovation, and sound business practices.

In addition to our advocacy and collaboration efforts, MHN is working hard to expand access to these services. Mercy Medical Center - Des Moines is starting a Psychiatry Residency to train psychiatrists with the goal of keeping them in our system. In this newsletter, you will also read Mercy North Iowa’s new Behavioral Health facility and options to deliver telebehavioral health support in communities with severe access gaps.

We are grateful for the outstanding work our Behavioral Health providers do in our communities. We are working hard to ensure they have the resources necessary to provide the best possible care we can across our MHN markets.

Have questions for Bob? Email them to [MHNinfo@mercydesmoines.org](mailto:MHNinfo@mercydesmoines.org).
Spotlight on Patient Care Improvements

Mercy–Des Moines Offers New Treatment for Acute Ischemic Stroke Patients

Mercy – Des Moines is the first in central Iowa to offer mechanical thrombectomy. This surgical procedure is a new, state-of-the-art treatment for acute ischemic stroke patients. Mechanical thrombectomy completely removes a blood clot from a person’s brain with a special instrument called a stent retriever. The procedure is considered a breakthrough in stroke treatment because it’s a quicker and safer treatment that results in improved outcomes for stroke patients, by providing them with greater independence and mobility. This procedure significantly reduces stroke-related disability and mortality. For more information, contact Terri Hamm, stroke coordinator, at THamm@mercydesmoines.org

New Goggles Make MRIs Easier for Kids

Cinemavision goggles are now available at Mercy Children’s Hospital & Clinics in Des Moines. These goggles allow young patients to watch a movie while having an MRI test.

Mercy – Des Moines is the first hospital in Iowa to offer this option which helps to reduce the need for sedation and relaxes children during the test. The Medical Imaging department was able to buy three pairs of goggles and renovate the waiting room with the help of a $187,000 grant from Variety – The Children’s Charity of Iowa.

For more information, contact Mike Wegner, Interim President, at mwegner@mercydesmoines.org

Innovative NICU Program Helps Babies and Families

The Integrated Neonatal Intensive Care (INIC) at Covenant Medical Center can keep parents and NICU babies together in a Family Birth Center suite without moving them to the traditional NICU. Families are supported in the suites with intensive care staff, doctors and equipment so they receive the same care as if they were in the actual NICU. This program aims to help families bond earlier with their baby, as well as lower the stress that comes from being separated from their baby when he/she needs advanced care.

The INIC is one of very few in the United States. This summer Covenant Medical Center Received an “Innovative Program Award” at the National Association of Women’s Health, Obstetric and Neonatal Nurses (AWHONN) Convention.
New Family Medicine and Pediatrics Clinic Opens in Norwalk

Mercy Clinics opened a new family medicine and pediatrics clinic in the growing community of Norwalk in September. The new 14,500 square-foot facility at 9421 Market Place Dr. is conveniently located near Highway 28.

This marks the fourth facility Mercy Clinics has opened so far in 2017. Mercy Clinics Family Medicine Fort Dodge opened in January and Mercy Clinics Ottumwa opened in June. Mercy Ottumwa’s newly-built facility offers family medicine, internal medicine, urgent care and physical therapy services. A Mercy Quick Care clinic opened in the new Fourth + Court Hy-Vee store in downtown Des Moines. New clinics in Grimes and the Beaverdale neighborhood are expected to open in early 2018.

In addition, Mercy Clinics Family Medicine North has added internal medicine and sports medicine to its provided services.

Guttenberg Municipal Hospital Enters Management Services Agreement with Mercy Health Network

MHN proudly announced its new relationship with Guttenberg Municipal Hospital. On August 31st, the Guttenberg Municipal Hospital (GMH) Board of Directors unanimously approved the signing of a Management Services Agreement (MSA) with Mercy Health Network, effective October 1st, 2017. GMH will also join the Mercy ACO effective January 1st, 2018. GMH becomes the 43rd hospital formally affiliated with Mercy Health Network and is joining hospitals in Elkader, Dyersville, and Dubuque in the Northeast Iowa region.

Oakland Mercy Hospital to Offer Telebehavioral Health Services

Oakland Mercy Hospital received a grant for $824,000 from the Health Resources and Services Administration to put in place telebehavioral health services in the rural communities supported by:

- Oakland Mercy Hospital
- Baum Harmon Mercy Hospital
- Hawarden Regional Healthcare
- Pender Community Hospital

These Siouxland communities have an extreme shortage of mental health clinicians and lack access to behavioral health services. The behavioral health services will be provided in primary care clinics via telehealth.

The Mercy ACO, Mercy Health Network and the hospitals will work together to:

- Coordinate vendor contracting and equipment installation
- Secure providers
- Develop standardized protocols and processes across hospitals and clinics
- Coordinate community outreach to identify service gaps which the service may be able to fill.

For more information, please contact Anne Wright at awright@mercydesmoines.org

New Skilled Nursing Unit Opens at Mercy - Sioux City

A new skilled nursing unit now provides services to individuals requiring daily therapy, nursing intervention or observation, but who do not need the specialized care of a hospital setting. The average length of stay is 14–21 days.

The Sioux City team used the 7th floor of the North building to create 20 private patient rooms. The space has staff offices, a dining room, kitchenette, television area, exercise room and much more.

“The new space provides patients with a quick transition from hospital care to a supportive living environment with skilled care services,” said Chris Severson, Mercy Skilled Care Administrator. “The nursing staff is monitoring medical needs, watching for changes and early warning signs and communicating with physicians.”

For more information about the services provided at Mercy’s Skilled Care Unit, call 712-279-5697.
Rod Schlader Named Interim CEO at Mercy - Sioux City

The Mercy - Sioux City Board and MHN appointed Rod Schlader as interim CEO. Rod will continue his current role as Regional Chief Financial Officer. Schlader has more than 30 years of health care leadership experience serving in executive roles in Catholic health care in Iowa. He has served as Regional Chief Financial Officer since 2013. In 2012, Rod served as the interim President and Chief Executive Officer at Mercy Medical Center - North Iowa.

MHN, the Trinity Leadership Team and the Mercy Sioux City Board Leadership will begin a national search to fill the Mercy Sioux City CEO role immediately.

Mary Cownie Joins Mercy Health Network as Chief of Staff

In this position, Mary Cownie will provide strategic counsel and tactical liaison to the MHN leadership team on a wide range of projects, issues and activities. Key responsibilities include: developing and fostering relationships with a variety of constituencies statewide; project management and oversight; and coordinating CEO-led initiatives.

“We are excited to have Mary join our team,” says Ritz. “Mary’s community and statewide leadership experience uniquely positions her to strengthen Mercy Health Network’s relationships statewide. Her strategic and administrative counsel will benefit our organization moving forward.”

Mary says, “I have long been a supporter of the good work Mercy Health Network does around Iowa and surrounding communities, so I am honored to be joining the team.”

Awards, Accolades & Celebrations

Mercy – North Iowa received Mission: Lifeline® Bronze Quality Achievement Award for implementing specific quality improvement measures outlined by the American Heart Association for the treatment of patients who suffer severe heart attacks.

Mercy - Centerville received a 2017 Patient Safety Excellence Award from Healthgrades. The designation recognizes superior performance in hospitals that have prevented the occurrence of serious, potentially avoidable complications for patients during hospital stays. The distinction places Mercy-Centerville among the top 10 percent of all short-term acute care hospitals reporting patient safety data.

Mercy Iowa City awarded several distinguished honors:
- Received 5 stars for quality from Centers for Medicare and Medicaid Services (CMS) for 2017
- Received the 2017 Press Ganey Guardian of Achievement Excellence Award for reaching the 95 percentile for each reporting period for the award year for Patient Experience in the Emergency Department
- Received the American College of Cardiology’s NCDR ACTION Registry Platinum Performance Achievement Award for 2017, one of only 193 hospitals nationwide to do so

Leadership Positions Across the Network

- Dubuque
  Director, Supply Chain Management,
  Director, Home Care
- Leon
  Director, Nursing - Decatur County hospital
- North Iowa
  CEO/Vice President - Hansen Family hospital - Iowa Falls
  CEO/Vice President - Palo Alto County Health Services - Emmetsburg
- Sioux City
  Director, Radiology
- Waterloo
  Vice President Medical Affairs
Making a Difference

Covenant Foundation Gives Back Through the Shoe Box Project

The Covenant Foundation joined the Waterloo Downtown Rotary Clubs in their annual international project Nicaragua Shoebox Project. The shoe-boxes contain toys, toiletries, educational items and clothing. The “shoeboxes” are given out at 12 schools in the city to children who live in a world of poverty. To receive a box a child must remain enrolled in school for one academic year. For many, it will be the first present they ever receive and it lets them know that somebody, somewhere cares.

Minela Obic, a patient account analyst at Covenant Clinic, knows firsthand what it’s like to receive one of the boxes. As a child in the early 1990s, she was in the middle of the Bosnian War. She received a donation box when she was six years old. “I cannot explain to you the feeling that you get when you open that box. Something so little can bring so much joy to you.”

Interested in Helping Fellow Colleagues, Affected by Hurricanes Harvey and Irma?

The news of devastation left by hurricanes Harvey and Irma have many asking how we can help. Below please find options available through CHI and Trinity. If you have any questions, please contact your local mission leader.

- CHI has created an employee assistance fund for employees affected by the flooding. Donations can be made at https://www.chistlukeshealth.org/disasterrelief
- Trinity Health recognizes that we are blessed with caring and compassionate colleagues who may wish to assist with the ongoing relief effort for those impacted by hurricanes Harvey and Irma. The American Red Cross has sent out requests for volunteers for certain specialties. If the area remains a disaster zone for the length of time anticipated there might also be a need for volunteers to replace those already on site. It may be the case that the need for volunteers extends into the coming weeks and months ahead. To prepare to provide such assistance we are requesting that any colleague who is willing and able to assist in the disaster relief efforts contact their mission leader and complete a volunteer form and have it approved by their manager. The Trinity Health System Office will coordinate with the American Red Cross as they identify particular needs for health care personnel. Trinity colleagues who follow the Trinity Health process and volunteer through the American Red Cross will be given up to 9-days (pro-rated based on the colleagues FTE status) either through a PTO or a floating holiday credit.

Idea to Try

Take a look at how patients and visitors see you when they come to your unit or department. How do you greet and make patients and visitors feel welcomed and appreciated that they have chosen Mercy for their care?

Mercy Clinton started an initiative called Leadership Ambassadors to provide a more welcoming environment. Leadership Ambassadors supports the Mercy Clinton service standard of creating a welcoming environment. Senior leaders, directors and supervisors rotate schedules to take time to greet people as they enter the front door of the North Campus. In addition to proactively creating a welcoming environment, it connects leaders directly with those we serve and with our volunteers who also help patients and visitors at the entrance. Patients and visitors have commented how nice it is to be greeted warmly and assisted in finding locations.