Virtual Scribe Pilot Saves Physician Time, Increases Number of Patients Seen and Improves Billing

Mercy Clinics in Des Moines is excited to share the results of a pilot using Google Glass to support virtual scribes. Seven providers participated in the initial test with many reporting the outcome as “life-changing.”

Dr. Bill Vandivier, Family Medicine Physician and Ambulatory IT Physician Chair for Mercy Clinics in Des Moines, leads the initiative and also serves as Interim President of Mercy Clinics. He says, “We have seen wins on all sides.”

- Providers state that they have spent well over 50% less time charting after hours and quality of life has significantly improved
- Care teams were able to see 16% more patients per month
- Charges per visit increased by 19%
- Patient survey data showed an increase in perceived engagement with providers and improved satisfaction because providers are more on time

The virtual scribes are provided via a relationship with California-based Augmedix. The scribes see and hear the patient encounter via video and audio streaming and can text questions to providers via Google Glass. Average implementation is 90 days. During Mercy Clinics’ implementation, all of the notes were being completed by the virtual scribes by the middle of the second month.

The program’s goal is to go live with around 50 new providers in the next six months. For more information contact Dr. Bill Vandivier at WVandivier@mercydesmoines.org.

Idea to Try

Asking, “How can I help you feel better?” led to bright spots for a patient during a two month hospital stay.

“When I was transferred out of the ICU to a floor, I wanted my hair washed. At first, all I was given was a dry shampoo cap that did not work very well. My tech, Kellie Rush, could tell that I was very unhappy and asked how she could help me feel better. I told her I’d like to wash my hair with real soap and water. It was very difficult with all of the attachments I had, but she rigged up a basin and drainage system in my bed. On the days that I was not her patient, she came in and washed my hair for me, and when she didn’t work on the weekend, she showed the weekend staff how to do it. Seeing her with the bath supplies in her arms was one of the highlights of my day. She did this the entire time I was in the hospital. Kellie helped make my very painful and lengthy stay bearable.” — A grateful patient at Mercy–Des Moines
Spotlight on Patient Care Improvements

Mercy Air Care and LifeServe Blood Center Partner to Carry Blood onboard the Helicopter

Mercy Air Care in Sioux City now works with LifeServe Blood Center to carry Type O-negative blood on the Mercy Air Care helicopter. Type O-negative blood can be administered to patients of all blood types. The blood is kept in a special cooler on the helicopter. If the blood is not used it is returned to hospital stores, so the blood is not wasted.

Starting a blood transfusion before a patient arrives at the hospital can mean the difference between life and death for some critically injured patients. Data shows a person who has suffered significant trauma stands a better chance of survival after receiving blood immediately. Before this partnership, the crew could only administer fluids and control blood loss.

Mercy Air Care serves a mostly rural area in western Iowa, southeast South Dakota and northeast Nebraska. They transport patients suffering traumatic injuries to Mercy–Sioux City. Mercy–Sioux City is the region’s only Level II Trauma Center. A typical call involves responding to a motor vehicle accident. Having the ability to take blood to the scene of the accident significantly improves the survival chances of a person who is lying in the car, possibly bleeding to death, while the rescue squad is trying to extract him/her from the vehicle.

Mercy Air Care began serving the Siouxland area in 1987 and is committed to adapting to meet the needs of every patient they transport. As new technologies emerge, the Mercy Air Care team is continually improving the air ambulance service with the goal of a better outcome for each and every patient.

Mercy Iowa City is the First in Iowa to Offer a New Option for Bariatric Surgery

Mercy Iowa City is the first facility in Iowa to offer the ReShape® Integrated Dual Balloon System. It is a non-surgical weight loss procedure approved by the FDA for people with mild to moderate obesity. This first-of-its-kind option is for adults with a BMI of 30-40 and a related health condition who haven’t succeeded with diet and exercise alone, and do not want or do not qualify for bariatric surgery.

“We currently offer bariatric surgery to patients with a BMI greater than 40 or greater than 35 with comorbidities,” said Shireesh Saurabh, MD, Metabolic and Bariatric Surgery Program Medical Director. “There is a large patient population with a BMI between 30-40 who have been struggling with their weight, and until now, had limited options. It is a great option for someone who wants to lose 25-50 pounds.”

The Reshape® Integrated Dual Balloon is inserted in the stomach during a short outpatient procedure. The balloon stays in for six months and serves as built-in portion control so patients’ may feel full and less hungry. During this time and for the six months after removal, patients receive frequent in-office diet and exercise coaching sessions with a Mercy registered dietitian.

Contact Sara Maduka, Program Director at sara.maduka@mercyic.org or 319.688.7693 for details.

Mercy Earns Nuclear Medicine Accreditation

Mercy Medical Center–Dubuque has been awarded a three-year term of accreditation in nuclear medicine as the result of a recent review by the American College of Radiology (ACR). Nuclear medicine is a branch of medical imaging that uses small amounts of radioactive material, ingested by the patient, to diagnose and treat a variety of diseases, including many types of cancers, heart disease and certain other abnormalities within the body.

The ACR gold seal of accreditation represents the highest level of image quality and patient safety. It is awarded only to facilities meeting ACR Practice Parameters and Technical Standards after a peer-review evaluation by board-certified physicians and medical physicists who are experts in the field.
Mercy Supports Leadership Development across the Network

Did you know? There are six leadership development programs across MHN’s owned ministries. We recognize developing leaders is one of the most important jobs we have as an organization. Each market ministry has initiated programs to support the development of supervisors, managers, directors and senior leaders. These programs offer new leaders resources for effective hiring, communication, budgeting, coaching, feedback and stress management. New leaders also network with other departments to increase teamwork and break down silos. As part of the programs, seasoned leaders get to meet and mentor future leaders and share their experiences.

**Mercy–Des Moines** offers the New Leader Onboarding program. This is a new program launched in 2017 and currently has 100 leaders participating. The program offers online resources, as well as classroom and live webinar sessions. Starting next month they will host quarterly networking breakfasts or lunches to allow leaders to collaborate, and discuss best practices and challenges.

**Mercy–Dubuque** partners with Iowa Hospital Association’s “Health Care Worker Resilience and Quality Improvement Webinar Series.” Over the past year, all leaders participating in the program completed a Benchmarks® 360 Assessment and created a development plan as part of a strategic goal related to leadership development.

**Mercy–North Iowa** offers a process for onboarding and developing new leaders in a one-on-one experience with a development plan, known as a flight path, customized to the needs and level of experience of the new leader. They create a month-to-month plan that is presented to new leaders during their first week. Each month the plan is reviewed to check on progress and set the next month’s plan. Every competency on the flight path has an identified “owner” who will coach the new leader. For each flight path, the competency is categorized by when the training is needed: Right Away, When Ready and Just in Time.

**Wheaton Iowa** offers a “New Leader Cohort” program. Students of the most recent session committed to monthly group meetings from September 2016 to June 2017. Wheaton leaders celebrated alongside the latest New Leader Cohort at their graduation ceremony.

**Mercy–Clinton** offers the Essential Skills for New Leaders (ESNL) program. One recent graduate says, “ESNL not only gave me a chance to learn about leadership and the Mercy organization, but also helped me to learn more about myself. Having a core group of colleagues going through this class together helped me build relationships throughout the organization that are still very beneficial today. I feel very honored to be able to say I got to take part in the ESNL leadership journey.” - Justin Nylin, RN, BSN, CCRN, house supervisor with Mercy-Clinton

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**Our Core Values**

Reverence  
Integrity  
Commitment to the Poor  
Compassion  
Excellence  
Justice  
Stewardship
Expanding Access to Care

New Inpatient and Outpatient Behavioral Services Construction Begins at Mercy–North Iowa

The leadership team, Sisters of Mercy, donors, board and construction partners of Mercy–North Iowa broke ground on a new behavioral health center earlier this month. The new facility will increase the total number of behavioral health beds to 34. There will be two adult units and one unit treating adolescents. The new center will result in 11 more patients per day receiving inpatient behavioral health services. The building will also have a community help center to help prevent the need for inpatient admissions. The community help center will host education sessions and make outpatient referrals easier.

Sr. Corita said of the ground breaking, “Catherine McAuley, the founder of the Sisters of Mercy, must be smiling. One can only exercise mercy where there is a need. Daily, the national news carries stories of violence and injury where mental health disease is determined to be the cause. Our efforts will help alleviate these incidents in the north Iowa area and help ease the task of care giving for family members.”

Congratulate the team and watch the ground breaking here. Mercy - North Iowa Facebook Page

New Mercy–Dubuque Cancer Center Announces Executive Director

In August, Mercy–Dubuque announced plans for a new $25 million cancer center. David Tatman will be the center’s executive director. Most recently, Tatman served as the director of the cancer center at Mercy Medical Center in Mason City, Iowa. He has extensive experience including serving as the director of the Colorado Blood Cancer Institute at Presbyterian/St. Luke’s Medical Center in Denver, Colorado; manager of cancer support services at the Hall-Perrine Cancer Center at Mercy Medical Center in Cedar Rapids, Iowa; and manager of the pediatric blood and bone marrow transplant program at the University of Iowa.

He is a member of the American College of Healthcare Executives (ACHE) and the Iowa Cancer Consortium. He co-founded and currently serves on the Board of Directors for the Aiming For A Cure Foundation, which has raised $2.3 million to support pediatric oncology programs. He has authored or co-authored 36 manuscripts published in peer-reviewed scientific and medical journals.

The center will offer a hematology/oncology outpatient clinic with both chemotherapy infusion and radiation oncology services. These services, along with an array of holistic and other cancer-related services in the same building, will be more convenient for patients and families, and will be a first for the area.

Weight Loss Program Growing, Moves

The Midwest Institute of Advanced Laparoscopic Surgery, Covenant Clinic’s weight loss program, has expanded at Sartori Memorial Hospital in Cedar Falls. The new second floor suite offers more space for increased patient care and pre-surgery weight loss management services. The program will also begin offering the gastric balloon procedure later this year.

Leadership Positions Across the Network

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<thead>
<tr>
<th>Location</th>
<th>Position</th>
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<tbody>
<tr>
<td>Clinton</td>
<td>• Director of Perioperative Services&lt;br&gt;• Director of Quality Performance &amp; Care Management</td>
</tr>
<tr>
<td>Des Moines</td>
<td>• Chief Nursing Officer&lt;br&gt;• Pediatric Nursing Director&lt;br&gt;• Physician Recruitment &amp; Engagement Leader (Central Iowa)</td>
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<tr>
<td>Dubuque</td>
<td>• Director of Supply Chain Management&lt;br&gt;• Director of Home Care</td>
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<tr>
<td>Iowa City</td>
<td>• Director of Medical Records&lt;br&gt;• Director of Radiology</td>
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<tr>
<td>Mason City</td>
<td>• CEO - Hansen Family Hospital (Iowa Falls)&lt;br&gt;• CEO - Palo Alto County Health Services (Emmetsburg)</td>
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<tr>
<td>Waterloo</td>
<td>• Vice President of Medical Affairs</td>
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**AWARDS, ACCOLADES & CELEBRATIONS**

**Mercy Medical Center–Clinton** received a Blue Distinction Center+ Maternity Care designation in the area of maternity care.

The Blue Distinction Centers+ recognition is awarded by Blue Cross and Blue Shield companies. Organizations must deliver quality care and better overall outcomes for patients, while also meeting key requirements for cost-efficiency.

The goal of the Blue Distinction Specialty Care program is to help consumers find both quality and value for their specialty care. The program encourages health care professionals to improve the quality and delivery of health care. This is the second year that Mercy–Clinton maternity care has received the designation.

**Mercy Home Care (North Iowa)** has been recognized as being in the Top 100 of all home care agencies in the United States for 2016 by Home Care Elite. Mercy Home Care submits financial, quality and outcome data to CMS for all episodes of care and this information is used to determine Elite status.

**Mercy Iowa City** celebrated its 144th anniversary of the founding of the Sisters of Mercy in 1831 and the affiliation with Mercy Health Network. Many community members attended along with employees and Sisters from Cedar Rapids, Omaha, Chicago and Michigan. Bishop Zinkula performed a blessing of hands throughout the hospital.

**Mercy–Sioux City Hosts Retreat and Refresh Stroke Camp**

**Mercy–Sioux City** hosted a Retreat and Refresh Stroke Camp during September. Inspiration Hills Camp in Inwood, Iowa was the site of the camp. Volunteers from the area helped caregivers and stroke survivors enjoy the beautiful surroundings and their time together.

The goal of the camp is to help stroke survivors and caregivers improve their quality of life. Campers connected with others in similar circumstances to learn and gain strength from one another. It allowed survivors and therapists an opportunity to share knowledge and have fun outside the hospital setting.

Survivors and caregivers enjoyed music, storytelling, and many more activities. Said one caregiver, “I truly didn’t realize just how weary I was getting until taking part in the weekend. I loved every minute of the weekend. It brought such comfort to my aching heart to be with others who truly understand what our family is going through. The laughter and tears are part of the healing process. I went home re-energized and ready to tackle daily life again.”
Colleagues in Oelwein are helping “Food Insecure” Families in Their Community

Mercy Hospital in Oelwein has partnered with the Northeast Iowa Food Bank for the past two years to assist “food insecure” families in Fayette County with a Mobile Food Pantry. This collaboration has provided families access to food each month at the Oelwein Community Plaza. The hospital’s nutritious foods initiative combined with the food bank’s donations and generous community volunteers has served 141 households and 364 individuals in homes.

Wheaton Iowa Volunteers Recognized at Governor’s Volunteer Awards

The Governor’s Volunteer Awards regional recognition ceremonies were held throughout the state with more than 600 awards presented by Governor Kim Reynolds and Lt. Governor Adam Gregg. The awards event was held in Cedar Falls on Friday, September 1 honoring more than 15 active Wheaton Iowa volunteers. It is estimated that more than 31,000 hours of service, with an economic impact of more than $727,000, were provided by this year’s honorees.

New Care Providers across the Mercy Network

Cardiology
- Moses Kim, MD
  Des Moines
- Ketan P. Koranne, MD
  Electrophysiology
  Mason City
- Jennifer J. Torgerson, ARNP
  Wheaton

Dermatology
- Heather Ciliberto, MD
  Iowa City
- Amanda Wendel, MD
  Iowa City

Emergency/Trauma Services
- Jeff Sisul, ARNP
  Des Moines
- Clint Smith, ARNP
  Des Moines

Gastroenterology
- Shoba Theivanayangam, MD
  Iowa City
### New Care Providers across the Mercy Network

<table>
<thead>
<tr>
<th>Geriatric Services</th>
<th>Neurology</th>
<th>Primary Care</th>
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<tbody>
<tr>
<td>Lindsay Miklo, DNP Des Moines</td>
<td>Keith Kohout, DO Des Moines</td>
<td>Cory Bryant, PA-C Des Moines</td>
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<tr>
<td>Emily Goldsberry, ARNP Des Moines</td>
<td>Paul Boeke, MD Iowa City</td>
<td>Sierra Dovico, ARNP Des Moines Ottumwa</td>
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<td>Valerie Knedler, ARNP Des Moines</td>
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<td>Sabrina Taylor, DO Des Moines</td>
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<td>Anne Therese Lim, MD Des Moines</td>
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<td>Nicholas Mancuso, MD Iowa City</td>
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<td>Andrew Stahl, MD Iowa City</td>
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<td>Yu-Hsuan Wang, DO Des Moines</td>
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<td>Emily Goldsberry, ARNP Des Moines</td>
<td>Michael Zachar, DDS Iowa City</td>
<td>Susan Meyer, ARNP Iowa City</td>
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<th>Pulmonary/Sleep Medicine</th>
<th>Urology</th>
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<tr>
<td>Benjamin F. Erhardt, MD Wheaton</td>
<td>Ethan Emmons, MD Iowa City</td>
<td>Ashley Umoren, ARNP Iowa City</td>
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<td>Mahesh Mohan, MD Wheaton</td>
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