Culture Corner

Thanks to all who have been through Culture Training! We have made a significant investment in time and resources to simultaneously create the strategic plan, brand and culture which will move the organization forward to an exciting future! Make it a personal goal to be able to recite the Key Results from memory. Are you there yet? This may be a way to help you remember the Key Results:

**Come Together Quickly, Success Awaits!**

*Come – Consumer Experience*

*Together – Team Engagement*

*Quickly – Quality*

*Success – Sustainable Growth and Efficiency*

*Awaits – Ambulatory Growth*

Keep practicing and think about how your work impacts the 5 Key Results!

### Key Results

<table>
<thead>
<tr>
<th></th>
<th><strong>Consumer Experience</strong></th>
<th>“Would Recommend” at the 75&lt;sup&gt;th&lt;/sup&gt; percentile by 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Team Engagement</strong></td>
<td>Overall engagement at the 75&lt;sup&gt;th&lt;/sup&gt; percentile by 2021</td>
</tr>
<tr>
<td></td>
<td><strong>Quality</strong></td>
<td>All cause unplanned 30-day readmission rate 14.8%</td>
</tr>
<tr>
<td></td>
<td><strong>Sustainable Growth and Efficiency</strong></td>
<td>Operating Margin at 4.2%</td>
</tr>
<tr>
<td></td>
<td><strong>Ambulatory Growth</strong></td>
<td>3.4 Million non-inpatient encounters generating revenue</td>
</tr>
</tbody>
</table>

Have a story to tell? Please email [MHNCulture@mercydesmoines.org](mailto:MHNCulture@mercydesmoines.org).
Enhancing the Emergency Department

KEY RESULT: CONSUMER EXPERIENCE

For many, the Mercy Emergency Department (ED) in Des Moines is their first choice when life-saving care is needed, making it the busiest in the state. On any given day, Mercy’s ED staff serve patients from rural and urban areas with a wide variety of backgrounds and who speak more than 20 different languages. Add the hectic environment of emergency care and challenges can mount for staff and patients alike.

To help enhance and improve the consumer experience, Mercy-Des Moines offers additional patient and visitor information and education in the ED waiting area, using a new approach.

A helpful, easy-to-read flyer is given to patients and visitors to review while waiting. This piece covers important reminders, guidelines and information about how Mercy’s expert staff determine the order patients are seen in.

In early January, a new series of videos have been shown in the EDs waiting area. These dynamic clips were created to be entertaining, while also reinforcing the key messages included in the patient flyer. Once available, the videos will also feature subtitles in both English and Spanish.

You can check out two of the videos here:
“When visiting the Emergency Department” https://youtu.be/uhbL9cz1b2M
“What to Expect” Dr. Hijinio Carreon https://youtu.be/Ejz8UUAssCw

Expanding Access to Care

Mercy-Dubuque Breaks Ground on Comprehensive Cancer Center

KEY RESULT: CONSUMER EXPERIENCE

Mercy officials, colleagues, community leaders, and supporters celebrated the groundbreaking of the Mercy Cancer Center in Dubuque Tuesday, Dec. 11. The $25 million project will bring unprecedented comprehensive cancer care to one location. The groundbreaking began with an invocation from Archbishop Michael Jackels and several key presenters spoke about the community's need for a comprehensive cancer center.

Overlooking the Mississippi River, the Mercy Cancer Center will be a new 40,000 square foot, two-story facility connected to the current hospital. Medical oncology services will be located on the upper level, and radiation oncology services will be located on the first floor. The entire care team will be available under one roof to meet face to face with patients. The cancer center will offer:

- Physicians specializing in radiology, pathology, surgery and medical and radiation oncology.
- Clinical trials which will bring leading-edge care close to home.
- Nurses with oncology certification and extensive experience.
- Oncology patient navigators who guide, counsel and advocate for patients every step of the way.
- Professional radiation oncology staff who plan and deliver treatment with state-of-the-art equipment.
- An inpatient palliative care provider poised to help patients manage symptoms.
- Registered dietitians who provide helpful information on nutrition and support during treatment.
- Physical and occupational therapists to help patients regain strength and manage treatment side effects.

The Mercy Cancer Center is scheduled to open in spring 2020. For more information, visit www.mercydubuque.com/cancer-center.
Mercy-Sioux City Opens New Clinical Decision Unit in Emergency Department

**KEY RESULT: CONSUMER EXPERIENCE**

Mercy-Sioux City opened a Clinical Decision Unit (CDU) in the Emergency Department (ED), the first of the year in a continued effort to improve personalized care for Siouxlanders.

In this unit, which opened Jan. 2, patients are treated and observed following their emergency room visit while Mercy physicians and staff continue to evaluate if the patient should be admitted to the hospital or if care can continue at home.

The CDU allows the ED staff the opportunity to provide constant and efficient care, both in terms of patient experience and health care dollars.

The unit is important to patients as it allows them thorough treatment, often times without having to be admitted into the hospital.

Van Diest Medical Center Opens Ketamine Clinic

**KEY RESULT: AMBULATORY GROWTH**

Van Diest Medical Center now proudly offers one of the only Ketamine clinics in Central Iowa. Initially developed as an anesthetic, Ketamine received Food and Drug Administration approval for use in 1970. More recently it has proven to be effective in treating individuals who suffer from depression, severe anxiety, post-traumatic stress disorder (PTSD), obsessive compulsive disorder (OCD) and other mental health concerns. Ketamine infusions are administered by fellowship-trained CRNA Shawn Tulp. The clinic at Van Diest Medical Center is a great service for residents throughout Central and North Iowa.

Hawarden Opens Urgent Care Clinic

**KEY RESULT: AMBULATORY GROWTH**

Hawarden Regional Healthcare is now providing Urgent Care services to the community. The Urgent Care clinic, which opened Dec. 26, is located at the hospital, 1111 Eleventh St. in Hawarden.

Urgent Care clinic hours are 5-8 p.m. Monday through Friday and 12-5 p.m. Saturday and Sunday.

Hospital Administrator, Jayson Pullman says "When talking with the public, we found there was a need for after hour services in the area. The community is receiving these additional medical services with open arms."

For more information, call 712-551-3100.

Partners in OB/GYN Joins Covenant Clinic

**KEY RESULT: AMBULATORY GROWTH**

As of January 1, 2019, providers who have worked as a private practice in Partners in OB/GYN are now part of Wheaton Franciscan Healthcare-Iowa and Covenant Clinic.

Marilyn Hines, MD, Connie Rasmussen, ARNP, Jane Keller, ARNP, Susan Bredman, PA-C, along with their nurses and support team, will join Olanike Alonge-Obe, MD and the Covenant Clinic Midwives. This group – now called Covenant Clinic OB/GYN – will provide obstetric, gynecological, and midwifery care to women at two locations.

Covenant Clinic OB/GYN is located on the fourth floor of the Outpatient & Women’s Center in Suite G4500 and at 432 King Drive in Waterloo.
Innovate - I imagine and embrace bold new ideas to revolutionize health

The impact technology has on health care is undeniable. The federal government and Iowa state government each passed new legislation in 2019 which recognizes and supports technology’s role in health care access, delivery and outcomes. Payers have begun to follow suit, as well. For example, as of this month, private payers in Iowa are required to cover telehealth visits to the same extent as in-person visits.

In future newsletters, we will be discussing new concepts, technologies and delivery models which are impacting health care. We hope the inclusion of this information sparks ideas, excitement, conversation and action. In many cases, these technologies can increase access and improve operations, and most importantly, allow care teams to focus on what they do best: use the human connection to provide outstanding care to our consumers.

What is Digital Health?

**Digital Health for Dummies** – John Nosta, Forbes, May 19, 2013

For a quick primer on digital health, read this early article from 2015.

**The Most Significant Moments In Digital Health In 2018** – Shari Buck, Forbes, Dec. 19, 2018

You’ll be hearing about these “moments” in 2019, too.

**Microsoft and Walgreens pair up amid fierce competition to deliver digital health care** – Casey Ross, Statnews, Jan. 15, 2019

In the era of unlikely mergers in health care, Microsoft and Walgreens are the latest “it” couple. The article also supports the idea that partnership is key for any health care-related endeavor.

**How do we know what really works in health care** – Freakonomics Radio, July 22, 2016

This podcast episode focuses on a low-tech approach – the randomized control trial – to testing hypotheses about health care delivery and outcomes.

Mercy-Des Moines Celebrates 125 years

**KEY RESULT: TEAM ENGAGEMENT**

On Dec. 8, 1893, the Sisters of Mercy first opened the doors of Mercy Hospital in Des Moines, providing much-needed health care services and loving care to the residents of Des Moines. During the first year, 221 patients were served in the hospital’s temporary location – a mansion known today as Hoyt Sherman Place – with two private rooms and a ward for five patients.

Much has happened since our founding: recessions, wars, baby booms, technology growth and the never-ending evolution of health care. Throughout it all, the guiding principles upon which Mercy was built 125 years ago remain today and pay tribute to the lasting legacy of the Sisters of Mercy.

In celebration of the 125th anniversary and in honor of our journey, a special, “Celebrating 125 years of Mercy” section has been added to Mercy’s website, featuring:

For more information, visit [mercydesmoines.org/125years](http://mercydesmoines.org/125years).
Leadership Announcements

Mercy-Sioux City Named Jesica Hanson as Vice President of Finance

Jesica Hanson has joined Mercy-Sioux City as Vice President of Finance. Hanson has over 20 years of health care finance leadership and operations experience. She served as the Central California Service Area Regional Chief Financial Officer for Dignity Health in Bakersfield, Cal. from 2011-2016. After relocating to Sioux City in 2016, she continued to support Dignity Health by working remotely as a consultant.

Hanson has extensive experience in business plan development, revenue cycle analytics, operating and capital budgeting processes, and long range financial planning. She has a Bachelor of Science Degree in Business and Economics from George Fox University and is a Certified Public Accountant.

MHN Named Jodie Roettger as Vice President of Finance

Jodie Roettger has joined MHN as Vice President of Finance. Roettger has more than 15 years of management experience in multi-hospital health systems, home health care and health care supplier organizations. Roettger served as controller for North Memorial Health Care in Robbinsdale, Minn., where she was responsible for accounts payable, regulatory filings, reimbursement, general ledger, financial analysis and financial statement preparation.

Roettger is a CPA and received her Bachelor of Arts in Accounting from the University of Northern Iowa and her master's in Business Administration from the University of Iowa. Her financial experience, strong process improvement orientation, dedication to high quality work and outstanding customer service align perfectly with MHN.

MHN Named Sara Eide as Vice President of Community Health and Well-being

Sara Eide has accepted the position of Vice President of Community Health and Well-being. Eide has been a member of the MHN team since March 2011. She had previously served as the Director of Advocacy at the state and federal levels, working directly with senior executives at both Catholic Health Initiatives (CHI) and Trinity Health on advocacy agendas and policy formation. Eide has done a wonderful job advancing MHN’s position in the advocacy arena.

In her new role, Eide will help MHN achieve its mission-focused goal of improving the health of our community. Both CHI and Trinity Health have invested extensively in community health and well-being initiatives, committing to improving the overall health of the population. Working with our Members, she will guide how MHN and our affiliated organizations identify opportunities, develop plans, and execute them to address the pressing social determinants of health. We are pleased that she will take on this new responsibility for MHN.

Awards and Accolades

Teresa Mock, MD, Completes National Fellowship Program

KEY RESULTS: TEAM ENGAGEMENT, AMBULATORY GROWTH

Teresa Mock, MD, MBA, Senior Vice President Mercy Clinics at Mercy-North Iowa has graduated from the Carol Emmott Fellowship. Mock was among 18 women from 15 health organizations nationwide selected for its class of 2018. The Carol Emmott Fellowship is a one-of-a-kind program for accomplished professionals who have demonstrated potential to ascend to senior executive and board-level roles. The fellowship is tailored to expand the connections and experiences that top leadership candidates require to have the most influence in improving health for all. Fellows are nominated by their sponsoring organization and compete for acceptance into the program with a proposed impact project that transcends their current role to advance an area of health. Congratulations, Dr. Teresa Mock!
Awards and Accolades (continued)

December 8 Proclaimed Spirit of Mercy Day in Iowa

KEY RESULT: TEAM ENGAGEMENT

Saturday, Dec. 8, 2018, was proclaimed Spirit of Mercy Day, in commemoration of the 125th anniversary of Mercy-Des Moines. The official proclamation was signed by Iowa Governor Kim Reynolds at the capitol, with several of Mercy’s senior leaders on hand.

Mercy-Des Moines One of Five Hospitals in Nation to Earn Rectal Cancer Program Accreditation

KEY RESULT: QUALITY

Mercy Cancer Center in Des Moines has earned a three-year accreditation from the National Accreditation Program for Rectal Cancer (NAPRC), a program launched in 2017 by the American College of Surgeons (ACS). Mercy is one of just five hospitals in the nation to earn this accreditation, and the first non-pilot hospital to be accredited.

Shankar Raman, MD, director of Mercy’s Rectal Cancer program, led efforts to be one of the first hospitals in the nation to earn accreditation. He worked with Mercy Cancer Center Director Tim Hackbart and Program Coordinator Jodi Wilson, ARNP, to put in place the accreditation requirements. To earn the voluntary accreditation, the cancer center met 19 standards, including the establishment of a rectal cancer multidisciplinary team (RC-MDT) that includes clinical representatives from surgery, pathology, radiology, radiation oncology and medical oncology.

“This accreditation emphasizes Mercy’s team approach to cancer care. It ensures our patients receive coordinated and comprehensive treatment options for the best possible outcomes,” said Hackbart.

“Rectal cancer is an extremely complex disease and it takes collaboration between highly skilled doctors and allied professionals from various disciplines following a streamlined approach and best practice to deliver high quality care to keep patients front and center of all we do,” said Dr. Raman. “This accreditation demonstrates that Mercy Cancer Center is one of five hospitals in the country which have met the rigorous standards, and that patients with rectal cancer will get optimal care here.”

“When a cancer center achieves this type of specialized accreditation it means that its rectal cancer patients will receive streamlined, modern evaluation and treatment for the disease. Compliance with our standards will assure optimal care for these patients,” said David P. Winchester, MD, FACS, Medical Director of ACS Cancer Programs.

For more information, please visit www.facs.org/quality-programs/cancer/naprc.

Van Diest Medical Center Recognized at Night of Philanthropy

KEY RESULT: CONSUMER EXPERIENCE

The Enhance Hamilton County Foundation held A Night of Philanthropy in which Van Diest Medical Center (VDMC) was recognized for its commitment to giving back to the communities it serves by colleagues donating their time and service to area community causes. Hospital staff members have donated more than 275 total volunteer community service engagement hours since the beginning of the fiscal year. Accepting the award on behalf of VDMC were administrative team members: Chief Financial Officer Alice Heinrichs, Chief Nursing Officer Amy McDonough, Senior Director of Marketing and Public Relations Lori Foster, Chief Executive Officer Lisa Ridge and VDMC board member Darcy Swon.
Covenant Medical Center’s AirCare crews act quickly when minutes could make a difference for trauma patients.

A group of Cedar Falls High School students got the emergency responders’ rooftop perspective earlier this month, stepping onto Covenant’s helipad and climbing into the helicopter while flight crew members talked about their work.

The 11 Center for Advanced Professional Studies (CAPS) students spent the whole week experiencing many aspects of the Wheaton Franciscan Healthcare system at Covenant Medical Center and Cedar Falls’ Satori Memorial Hospital.

What really captured the attention of one group, though, was being on the helipad. They learned that every flight leaving the hospital includes a pilot, paramedic and nurse. Crews work 24-hour shifts and face some difficult medical situations.

The rooftop visit caught the attention of senior Sabrina Frazier, who also tried on a flight helmet complete with visor, microphone and night vision goggles. Frazier was already interested in the nursing field, but now she has a new focus: “I’d like to be a flight nurse,” she said later.

CAPS is all about connecting students with professionals in the field they’re learning about, typically to work on real projects for them. Along with the medical and health services strand, the program includes manufacturing, engineering and technology; business communications and design; and education. This is the first year of the medical program.

---

**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.*