Mercy Health Network Ministries Support Colleagues in Emergencies

Emergencies by nature are unexpected and can cause a tremendous financial burden. When they strike a colleague, the impact can be felt throughout an organization. Because of this, and knowing that Mercy-Dubuque's colleagues strive to care for each other, the Dubuque Mercy Health Foundation began a program in 2008 called REACH, which stands for Realizing Employee Aid Can Help.

The REACH Program is a financial assistance program funded solely by employee donations. The goal is to provide short-term financial assistance to employees who are dealing with an unforeseen financial need. Due to the success of the program, the committee has been able to award over $100,000 in grants since 2008.

"Many of our applicants have families and tight monthly budgets, so even one unexpected expense can put a colleague in a position of not being able to cover their basic needs," explains Sue Hafkemeyer, executive director of Dubuque Mercy Health Foundation. "The REACH fund has helped many employees over the years, allowing them to be able to stay on track financially."

"The fact that the REACH program has surpassed the $100,000 mark which speaks volumes of the generosity of our colleagues and their desire to care for each other," adds Hafkemeyer. "The REACH program is a great example of how Mercy's colleagues live out our mission day to day. Supporting our colleagues in times of need is a great example of our model of caring in the workplace."

Many MHN markets have created colleague assistance and disaster relief funds within their organizations. For more information about the program in your market, please contact the colleague below.

**Clinton**
Benevolent Fund
Theresa Rieger
riebert@mercyhealth.com

**Des Moines**
Employee Relief Fund
Laura Wenman
lwenman@mercydesmoines.org

**Dubuque**
REACH
Sue Hafkemeyer
susan.hafkemeyer@mercyhealth.com

**Mason City**
The Caring Fund
Jill Dean
deanj@mercyhealth.com

**Sioux City**
Spirit of Mercy Fund
Lea Greathouse
greathlj@mercyhealth.com

**Waterloo**
Associate Emergency Fund
Lisa Swanson
lis.a.swanson@mercyhealth.com
Spotlight on Patient Care Improvements

Innovative Pain Medicine Procedure is an Iowa First at Mercy-Des Moines

Three patients are enjoying relief from chronic unmanageable pain after receiving new technology implants designed to stimulate nerves in the dorsal root ganglion (DRG) area near the spine. The device blocks pain signals being sent to the brain. Daniel Moyse, MD, and Jolene Smith, DO, with Mercy Center for Pain Medicine, were the first physicians in Iowa to implant the devices.

The Food and Drug Administration (FDA) approved the DRG neurostimulators to treat chronic pain in the lower body which has not responded to other medical treatments. The patients who had the devices implanted have endured pain for several years and received other treatments and medications, including opioids, without relief. Drs. Moyse and Smith say DRG neurostimulators help bring more precision to the treatment of pain.

“We believe this therapy can offer patients improved functional outcomes, decrease opioid usage and decrease health care utilization, offering potentially significant long-term cost savings to both the patient and the health care system,” said Dr. Smith. “Abbott's DRG neurostimulation system allows us to accurately target pain in areas that are difficult to cover with conventional spinal cord stimulation,” said Dr. Moyse. “This gives patients relief and hope again.”

Mercy-North Iowa First in State with Self-Compression 3D Mammography

Mercy-North Iowa now offers 3D mammography at its Forest Park Imaging location. The new equipment provides patients with improved cancer detection and greater comfort during the imaging test.

Mercy-North Iowa is the first in the state to use mammography machines with a remote control that allows the woman to operate the device while it is compressing her breast. A certain amount of compression is still needed but being in control of the device can psychologically alleviate some of the discomfort a woman experiences.

"We know pain during the test is one of the reasons women are reluctant to get regular mammograms," said Gary Swenson, MD, director of breast imaging at Mercy-North Iowa. "When we decided to upgrade to a 3D mammography system, we chose the equipment based on the improved design that reduces the discomfort many women experience with mammograms. We have been very pleased with the performance of the new machines, both with the improved images and in the comfort level for patients."

The design of the new 3D mammography machines completely changes the patient’s stance from the traditional mammogram. Traditional mammogram machines have the patient grab handgrips, causing muscles in the arms and chest to tense. This can make it difficult to get high-quality images. It can also cause patient discomfort. The new machines allow a woman to lean on armrests. This relaxes her muscles to simplify positioning, compression and improve image quality. The image receptor is also thinner, so it doesn’t jab into a woman’s ribs.

There are clear benefits to 3D mammography over conventional 2D systems. "3D mammography provides images of the breast from many angles. These different angles help us see breast cancers earlier and provide better views through dense breast tissue," Swenson said. "Clearer images reduce the chance that a woman has to come back for a repeat test, something that can cause great anxiety. The ability to do all these things with the same small dose of radiation as 2D mammography makes 3D a better choice for most women."
Expanding Access to Care

Mercy Pediatric Clinic Offers Healthy Heroes Program for Kids

Mercy Pediatric Clinic of Iowa City and Coralville is offering a new program called Healthy Heroes. It focuses on childhood health and the prevention and treatment of obesity. The program is for children ages 3 to 17 with a body mass index (BMI) greater than the 85th percentile for their age, or with a strong family history of obesity and obesity-related health conditions.

The initial visit includes a one-to-one consult to discuss healthy body size, obesity-related medical conditions and necessary laboratory testing. The visit also includes a one-to-one consult with a registered dietitian, who focuses on mindful eating and healthy food choices.

Follow-up appointments stress the importance of physical activity, behaviors and emotions. The Healthy Heroes program helps with early detection, lifestyle intervention and wellness education to improve health and wellness for both patients and families.

Covenant Clinic to Open Family Medicine Clinic in Independence

Wheaton-Iowa announced plans for a new Covenant Clinic location in Independence. The family medicine clinic will have two health care providers along with visiting specialists.

"Covenant Clinic continues to focus on providing residents with access to high-quality care," said Jeff Halverson, Vice President of Covenant Clinic Physician Network.

The Independence office will join the Covenant Clinic network of family medicine and multi-specialty providers offering added services through Covenant Medical Center in Waterloo, Sartori Memorial Hospital in Cedar Falls and Mercy Hospital in Oelwein, as well as clinics in 14 rural communities including Arlington, Dysart, Evansdale, Fairbank, Gladbrook, Jesup, La Porte City, Oelwein, Parkersburg, Reinbeck, Shell Rock, Traer, Tripoli and Waverly.

Covenant Clinic was developed in 1994 to extend Wheaton Iowa's integrated network of providers and health care services. Today Covenant Clinic is comprised of nearly 200 primary care and specialty physicians, physician assistants, nurse practitioners and many health care and office professionals who share the common goal of providing quality health care services to people throughout Northeast Iowa.

The Independence location will open in summer 2018.

Mercy-Des Moines’ Growth Plan Includes New and Renovated Clinics

Mercy-Des Moines’ clinic system has provided primary and specialty care to thousands of Iowans for more than 30 years, and due to recent growth, Mercy Clinics is now serving even more patients in central Iowa as well as other regions of the state.

Mercy Clinics opened four new offices in 2017. Family Medicine Fort Dodge, a practice that includes two family medicine doctors already well-known in the community, opened in January. The clinic quickly established a significant patient base. Two nurse practitioners were added to the clinic’s medical team to serve the increased number of patients. Mercy Clinics Quick Care Court Avenue opened in the newly-constructed Hy-Vee store in downtown Des Moines in February. This convenient location provides another walk-in clinic option for people who live or work downtown.

Newly constructed clinics in Norwalk and Grimes brought needed family medicine and pediatric services to growing suburban communities. The Norwalk clinic opened in September and the Grimes location was completed in December. Each of these clinics currently employs three providers, with capacity to expand to four family medicine providers and four pediatric providers.

In addition to these new practices, Mercy Clinics Ottumwa moved to a newly-built facility in June, expanding to provide family medicine, internal medicine, geriatric and physical therapy services. An urgent care will be added in 2018.

Two additional new clinics are slated to open in 2018 and remodeling projects are planned for three existing clinics.

<table>
<thead>
<tr>
<th>Mercy Health Network Core Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reverence</td>
</tr>
<tr>
<td>Integrity</td>
</tr>
<tr>
<td>Commitment to the Poor</td>
</tr>
<tr>
<td>Compassion</td>
</tr>
</tbody>
</table>
Awards and Accolades

Mercy-Des Moines and Iowa Heart Center Earn Distinguished Three-Star Rating for Heart Bypass Surgery

Mercy-Des Moines and Iowa Heart Center have earned the distinguished three-star rating from The Society of Thoracic Surgeons (STS) for patient care and outcomes in isolated coronary artery bypass grafting (CABG) procedures. This rating denotes the highest category of quality. It places Mercy-Des Moines and Iowa Heart Center among the elite for heart bypass surgery in the United States and Canada.

The rating system is one of the most sophisticated and regarded measures of quality in health care. It rates the benchmarked outcomes of cardiothoracic surgery programs across the United States and Canada. The program uses a combination of quality measures for specific procedures performed by an STS Adult Cardiac Surgery Database participant.

“The three-star ranking is the highest possible ranking and indicates a low mortality rate as well as high-level performance on a number of other measures,” said David Hockmuth, MD, cardiothoracic surgeon and medical director of cardiothoracic surgery at Mercy-Des Moines and Iowa Heart Center. “It is the result of a long-term team commitment on the part of our surgeons, advanced practice clinicians, cardiac anesthesiology nurses and administrators here at Mercy-Des Moines and Iowa Heart Center, and we are all very proud of this achievement.”

The STS National Database was established in 1989 as an initiative for quality improvement and patient safety among cardiothoracic surgeons. The database includes three components: the Adult Cardiac Surgery Database (ACSD), the Congenital Heart Surgery Database (CHSD), and the General Thoracic Surgery Database (GTSD).

“The Society of Thoracic Surgeons congratulates STS National Database participants who have received three-star ratings,” said David M. Shahian, MD, chair of the STS Council on quality, research, and patient safety. “Participation in the database and public reporting demonstrates a commitment to quality improvement in health care delivery and helps provide patients and their families with meaningful information to help them make informed decisions about health care.”

Sartori Memorial Hospital Earns 2017 Guardian of Excellence Award

Sartori Memorial Hospital is a winner of the 2017 Guardian of Excellence Award® from Press Ganey. The Guardian of Excellence Award recognizes health care organizations with top performance in clinical quality.

The award is a nationally-recognized symbol of achievement in health care. The award honors programs who sustained performance in the top five percent of all Press Ganey clients for each reporting period during the course of one year.

"I am so proud of the providers and health care professionals at Sartori Memorial Hospital," said Mary Jo Kavalier, site administrator for Sartori Memorial Hospital. "They strive to meet the high-quality standards set forth in the industry, and this validates their hard work!"

"We are proud to partner with Sartori Memorial Hospital," said Patrick T. Ryan, CEO of Press Ganey. "This award is a testament to the organization’s leadership in delivering patient-centered care. By achieving and sustaining this level of excellence, Sartori continues to show its commitment to reducing patient suffering and advancing the quality of health care.”

Mary Jo Kavalier with Guardian of Excellence Award
**Awards and Accolades (continued)**

**Decker, Chapman Honored for Their Service**

Bishop Richard Pates presented six individuals with the Pro Ecclesia et Pontificia, a high papal honor given to the laity in gratitude for their extraordinary service to the Catholic Church. Two of the recipients, Dr. Barbara Quijano Decker and Stephen Chapman, have long been members of the Mercy-Des Moines family.

Dr. Decker has served as president of Mercy College of Health Sciences (MCHS) since April 2006. During her tenure, she has led the college to higher standards for professional health practitioners, earning widespread organizational respect within the industry. She has also renewed the college’s Catholic identity through institutional evolution and the hiring of faculty to put in place this vision. MCHS students learn, as health care professionals, to treat the entire person, body and soul, with Christian mercy and love.

Chapman is not only successful in the corporate world but has also given his time and talents in community service. For nine years, Chapman served as chair of Mercy-Des Moines' Board of Directors. During that time he led Mercy Momentum initiatives which included the building of the East Tower addition at central campus and Mercy-West Lakes. He invested endless hours of quality time in volunteer service to Mercy, paying special attention to its Catholic character. Chapman’s legacy to Mercy continues today through the Spirit of Mercy Award. This is one of the highest honors bestowed upon Mercy colleagues for their dedication to serving our Mission, community and all those we are privileged to serve.

**Mercy Cancer Center in Mason City Receives Prestigious Certification**

Mercy Cancer Center in Mason City received re-certification by the Quality Oncology Practice Initiative (QOPI®) Certification Program. This three-year certification is for outpatient hematology-oncology practices that meet nationally recognized standards for quality cancer care.

QOPI® is an oncologist-led, practice-based quality assessment program designed to promote excellence in cancer care by helping practices create a culture of self-examination and improvement. More than 900 oncology practices have registered for the QOPI® program.

This certification is one of the first programs of its kind for oncology in the United States. The program was expanded internationally in 2016. Oncologists can achieve certification by participating in a voluntary comprehensive site assessment against specified standards which are consistent with national guidelines. The quality certification program seal identifies those practices that not only scored above the threshold on the key QOPI® quality measures, but also met chemotherapy safety standards established by American Society of Clinical Oncology and the Oncology Nursing Society.

**Mercy Iowa City Earns Top Five-Star Rating from CMS for Second Consecutive Year**

Mercy Iowa City has received a top five-star rating from the Centers for Medicare and Medicaid Services (CMS) for the second consecutive year. Mercy Iowa City is one of only 337 hospitals nationwide, and one of four hospitals in Iowa, to receive a five-star rating from CMS.

“We are pleased to receive this ranking for the second consecutive year,” said Shane Cerone, Interim CEO of Mercy Iowa City. “This affirmation recognizes the exceptional care patients receive from the physicians and staff at Mercy Iowa City.”

This recognition places Mercy Iowa City among the top 10 percent of hospitals in the nation.
**The Call to Serve**

**Mercy and Healthy Homes Improve Children’s Health in Des Moines**

Healthy Homes Des Moines (HHDSM) is a new health prevention program designed to improve health and housing in the community. Mercy Children’s Hospital and Clinics is one of the many partners that supports this initiative.

The success of HHDSM relies on collaborative efforts between schools and medical providers. Together they identify children who are missing school and making increasing numbers of visits to school nurses, clinics or emergency departments because of breathing issues. The Polk County Health Department uses this information to request a visit to the student’s home. Often, there are repairs done to improve the living environment. Following the repairs, families receive cleaning supplies and education to help maintain their houses. As a result of the improvements, students have missed fewer classes and made fewer visits to the doctor.

Mercy Children’s Hospital and Clinics Outreach Coordinator Melissa Brunia says the program fits Mercy’s Mission. “By working with our medical colleagues in Des Moines we are improving the health of children and our community,” says Brunia. “Programs like HHDSM can be an effective model for other communities. It could also help in determining the role social factors like housing play in a person’s health.”

In the first phase of the program, schools and health providers made 137 referrals.

**Mercy-SiouxCity’s Child Advocacy Center Receives Support for Victims**

The Mercy Child Advocacy Center sees more than 800 victims of abuse, from infants to age 18, each year. Each child receives a stuffed animal to comfort them when they are at the center. There was a critical need for stuffed animal donations, so Susan Fey, President of Mercy’s Auxiliary and head of Angels in Blue, organized a Comfort and Joy Stuffed Animal Drive. She reached out to local businesses and organizations throughout December for donations.

![One of the generous donations to the drive.](image)

There was an outpouring of stuffed animals and toys from the community. The drive also brought an awareness of the services the Mercy Child Advocacy Center provides to the abused children in the region.

**Leadership Positions across the Network**

**Des Moines**
- Chief Nursing Officer
- Physician Recruitment and Engagement Leader (Central Iowa)
- Vice President, Chief Medical Officer

**Dubuque**
- Director of Clinical and Professional Development
- Director of Home Care

**Waterloo**
- Vice President of Medical Affairs

**Iowa City**
- Director of Human Resources
Leadership Announcements

Mike Wegner Named SVP of Operations/Chief Financial Officer of Mercy Health Network

Mercy Health Network announced Mike Wegner has accepted the position of Senior Vice President of Operations/Chief Financial Officer (CFO). In this dual role, Wegner will assume full responsibility for the financial performance, reporting, and long-range financial planning for MHN and affiliate organizations.

Wegner follows Steve Kukla in the role of CFO. Kukla served in health care leadership roles for 30 years and announced his plans to retire last year. Kukla has been a true leader in helping bring MHN to its present state and also paving the way for the future. Wegner and Kukla have already begun the transition.

Wegner is an accomplished health care executive, most recently serving as the interim president for Mercy-Des Moines. Wegner has made significant contributions to improving the financial performance of the organizations he has had the privilege to serve. He has served as interim president since June 1, 2017, and will officially assume his new responsibilities at MHN after Karl Keeler assumes the role of President at Mercy-Des Moines.

Mike Trachta Named SVP of Network Affiliates of Mercy Health Network

Mike Trachta has assumed the role of Senior Vice President, Network Affiliates. He will continue to work with MHN-central Iowa affiliate hospitals. Trachta will partner with regional leaders on the central Iowa vice president of network critical access hospital operations role.

Trachta will lead MHN-wide network development efforts and affiliate hospital management. He will be responsible for the services and support provided to community hospitals with formal relationships with MHN. He will also be responsible for further developing an effective network of aligned rural hospitals, physicians and services as a part of MHN’s clinical integration and population health strategies.

New Arrivals Welcomed by Lullaby at Mercy Iowa City

The idea to celebrate the arrival of a newborn baby with a brief lullaby came from Mercy Idea Central, a new online system where colleagues can suggest and vote on ideas to improve care, reduce expenses and increase volume. The idea proved popular!

Now when colleagues and guests hear a few seconds of Brahms Lullaby over the sound system, they know a new family member has arrived. Usually, it’s the dad or support person who pushes the button, but big brothers and sisters can do it too.

Idea to Try

New Arrivals Welcomed by Lullaby at Mercy Iowa City

The idea to celebrate the arrival of a newborn baby with a brief lullaby came from Mercy Idea Central, a new online system where colleagues can suggest and vote on ideas to improve care, reduce expenses and increase volume. The idea proved popular!

Now when colleagues and guests hear a few seconds of Brahms Lullaby over the sound system, they know a new family member has arrived. Usually, it’s the dad or support person who pushes the button, but big brothers and sisters can do it too.

Delivery Room tech Jen Schnoebelen and Kristin Aunan, RN, point to the new “Lullaby Button” in the Labor and Delivery unit at Mercy Iowa City.
# New Providers across the Network

## Family Practice
- **Bethany Grant, ARNP**
  - Rockford
- **Teresa Ward, ARNP**
  - Des Moines

## Internal Medicine
- **Prakash Sharma, MD**
  - Waterloo

## Surgery
- **Brianne Larsen, ARNP**
  - Des Moines
- **Sara Van Lennep, ARNP**
  - Des Moines
- **Jodi Wilson, ARNP**
  - Des Moines

## Trauma Services
- **Shari Fiori, ARNP**
  - Des Moines

## Radiology
- **Marc Burrell, MD**
  - Sioux City