Q & A with Bob Ritz

Q. What Will the New Fiscal Year Hold for MHN?

A: Our budget year is July 1- June 30. During the past year we made progress in the areas of integrating our operating systems, developed our new leadership team structure, initiated our strategic planning process, completed the development of our new brand strategy, began creating our unified culture together and we unified our Mission and Vision to continue the legacies of service in our ministries across MHN.

As we look ahead, our success as a unified system of health services will rely on our ability to adapt to the challenges of our industry. These same challenges are occurring nationally and across Iowa. We will be proactive in addressing these external factors and become more agile as an organization.

Currently, our Leadership Team is focusing on completing our statewide strategic plan. The focus of the plan is to achieve MHN’s Vision to set the standard for a personalized and radically convenient system of health services. Like our branding and culture work, the Strategic Plan is being developed to enable us to achieve our 5 Key Result Areas:

<table>
<thead>
<tr>
<th>Category</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consumer Experience</td>
<td>Would Recommend 75th Percentile by 2021</td>
</tr>
<tr>
<td>Team Engagement</td>
<td>Overall Engagement 75th Percentile by 2021</td>
</tr>
<tr>
<td>Quality</td>
<td>All cause unplanned 30-day readmission rate 14.8 percent</td>
</tr>
<tr>
<td>Sustainable Growth and Efficiency</td>
<td>Operating Margin 4.2 percent</td>
</tr>
<tr>
<td>Ambulatory Growth</td>
<td>3.4 million non-inpatient encounters generating revenue</td>
</tr>
</tbody>
</table>

Measuring the same Key Results across the state may seem like a simple thing, but it is important to know this is a shift in how we have looked at performance across the state. In the past, we have measured more than 50 things across our markets. In some cases, we had similar metrics, but they were calculated differently so we couldn’t compare performance. In some cases, markets had different metrics and priorities altogether. Having the same 5 Key Results across the state will help us to be consistent and focused.

The core of our strategic plan is to “Face the Market as One.” Unified branding, culture and strategy work are critical steps to becoming one system of health services. As we evolve, how we operate our organization, will continue to align around our MHN Key Results and consider closer geographic alignment between ministries, physician clinics and ambulatory care centers in our regions.

Have questions for Bob? Email MHNinfo@mercydesmoines.org.
Mercy Health Network Announces Formation of Eastern Iowa Region

At Mercy Health Network (MHN), we are striving to innovate and collaborate in ways which will create the best possible patient experience and outcomes. Therefore, on behalf of the MHN Board of Directors and executive leadership team, we are pleased to share our plans for a new leadership structure designed to create greater regional alignment and enhance collaboration among MHN’s ministries in eastern Iowa.

The new eastern region of Mercy-Dubuque, Mercy-Clinton and critical access hospitals in Guttenberg, Elkader and Dyersville is part of our strategic plan to reposition MHN ministries to face the market as one. We are excited about the impact on improved access and coordination of personalized care expected from this plan and from increased regional collaboration across the state.

As part of this, we are pleased to announce Kay Takes, President of Mercy-Dubuque, has accepted the opportunity to serve as President of the eastern Iowa region, in addition to her role at Mercy-Dubuque. Kay has been a transformational leader during her time at Mercy, serving in a variety of leadership roles since 1998, and was appointed president of Mercy-Dubuque in 2015. In this new structure, Kay will bring together the talent, expertise and resources of the region to achieve greater alignment, promote collaboration and better position all organizations for future growth and long-term success. Among Kay’s first priorities is the development of a regional leadership team.

Additionally, we are pleased to announce the promotion of Amy Berentes, Chief Operating Officer of Mercy-Clinton, who will serve as executive vice president of the Mercy-Clinton leadership team. Amy will report to Kay under this new leadership structure.

These changes were effective July 16. Please join us in congratulating Kay and Amy, as we welcome them into their new roles. We are confident they, along with other members of the regional leadership team, will serve MHN and the eastern Iowa region well.

Spotlight on Patient Care Improvements

New Cardiovascular Center Formed at Mercy Iowa City

July 9, Mercy Iowa City’s Cardiology clinic, Mercy Cardiology, and Iowa Heart Center began providing care as Iowa Heart Center – Iowa City. Procedures and hospitalizations will continue to be at Mercy Iowa City.

Bringing together the expertise and resources of both organizations will grow services throughout Johnson and Linn Counties and southeast Iowa.

Mercy’s current providers, who include John Mehegan, M.D., Michael Hajdu, M.D., Ankur Vyas, M.D., Edward Melcher, ARNP and Annalisa Morgan, ARNP, will be joined by other Iowa Heart Center providers. All current outreach clinics in Muscatine, Fairfield, Mount Pleasant and Fort Madison will continue without interruption.

Mercy Iowa City is a Watson Top 50 Cardiology Hospital, one of only 50 hospitals nationally to have received this designation for quality. By integrating its Mercy Cardiology program with Iowa Heart Center, the new Iowa Heart Center – Iowa City will include more providers and range of services while continuing the outstanding service and outcomes patients expect from the entire cardiology team at Mercy Iowa City.
Sioux City Adds Controlled Air Purifying Respirator (CAPR) Equipment

Mercy-Sioux City has new equipment for protection against infectious organisms that may be carried through the air. This new equipment protects the health of our colleagues treating patients with extremely contagious diseases.

These patients receive care in negative pressure rooms which are specially equipped with an air ventilation system designed to protect caregivers from infectious diseases.

New special helmets are now being used to replace N-95 masks that came in several different sizes and types to fit all colleagues needing this protection. With the new helmets, one size fits nearly everyone, and it allows the patient to see the caregiver's entire face, which is beneficial for communication purposes and overall patient and family satisfaction. A battery pack powers the helmet to provide positive air flow through the device, protecting the caregiver's respiratory system from the organism.

Thoracic Surgery Now Being Performed at Mercy-Des Moines

Mercy-Des Moines is now offering robotic-assisted thoracic surgery using the daVinci® Xi Surgical System. Board-certified cardiothoracic surgeons at Mercy-Des Moines and Iowa Heart Center are performing minimally invasive lung cancer surgery, as well as lobectomies, anterior and posterior mediastinal mass removals, diagnosis for interstitial lung disease and thymectomies, with the daVinci robot.

Traditional chest incisions are known to be painful, but with the daVinci Xi system features—including wristed instruments, 3D-high-definition visualization, intuitive motion and an ergonomic design—surgery can be performed through four smaller incisions. Surgeons use the robotic system to "translate" hand movements into smaller, more precise movements of tiny instruments inside the patient’s body. The immersive 3D-high-definition vision system provides a highly magnified view, virtually extending the surgeon's eyes and hands into the patient.

Mercy-Des Moines is positioned to be the leader in robotic thoracic surgery in central Iowa. Patients benefit from reduced postoperative pain, lower risk of infection or other complications, quicker recovery, minimal scaring and shorter hospital stays.

New Medication Drop Box Available at Mercy-Des Moines

Through the efforts of pharmacies and the Pain Center, Mercy-Des Moines is the first hospital in central Iowa to offer patients and the general community a safe, secure location for disposal of expired or unused medications. The new Mercy Medication Drop kiosk is located in the lobby at the main entrance of Mercy-Des Moines.

Items dropped into the receptacle are stored securely under 24-hour surveillance until the container is full, and then incinerated off-site. All medications, including schedule II-V controlled substances, can be disposed. Schedule I controlled substances and other illegal or dangerous substances are not permitted.

“We are excited to offer this option for proper medication disposal so they don’t accidentally get used by someone they weren't intended for,” says Jessica Nesheim, PharmD, BCPS, Mercy-Des Moines Emergency Medicine Clinical Pharmacy Specialist. “This is another way Mercy-Des Moines helps keep patients and others safe.”

Additionally, three outpatient pharmacies—located at Mercy West in Clive, Mercy North in Ankeny and the main lobby of the central campus—all offer medication disposal for expired or unused non-controlled substances during business hours. Prescription and over-the-counter medications that can be turned in include: pills, tablets, capsules, ointments, creams, lotions and powders, Inhalers and nebulizer solutions, liquid medicines, solutions and suspensions.
Announcing the MHN Culture Cabinet

Together, we are all a part of ONE Mercy Health Network team. As we come together to face the market as one, much work is underway to unify our brand which means how we present ourselves to consumers and patients, co-create a unified culture and plan for new sources of growth with system-wide strategic and financial planning.

While culture is one focus area, it is the most important to make MHN a successful organization. Culture and how we live our Core Values defines how we do our work, how we relate to each other and how we relate to everyone we serve. To further the unified Mission takes focus on evolving the cultures which currently exist within our ministries. As this work cascades into your ministries, there will be many opportunities to have your voice heard and to participate in the creation of a unified Mercy Health Network.

So far the MHN’s executive leadership team (market presidents and cross-ministry functional leaders) have established a single set of Key Results to evaluate performance consistently across markets and senior leaders from all ministries joined together as one team for working sessions to plan for the future of MHN. In August all managers and directors from across MHN will join with their market leaders to discuss culture shifts necessary to move our organization forward, learn tools to enable those shifts and align around a plan to restore our operating performance and advance our vision of setting the standard for a personalized and radically convenient systems of health services. These are bold aspirations which will need everyone’s engagement to achieve success. Over the next 6-12 months, everyone in the organization will have the opportunity to participate in this exciting culture work.

A dedicated group of volunteers from across markets has come together to champion this work. The Culture Cabinet will develop and organize training workshops, facilitate system changes to sustain culture shifts and build the tools to retain our unified culture. Please reach out to a Culture Cabinet member from your ministry site if you have an interest in helping with this important work.

- Heather Akers, MHN-Central Iowa, Network HR Leader
- Julie Anfinson, Mercy-Sioux City, Director, Human Resources
- Mandy Corliss, RD, LD, Mercy-Des Moines, Director, Mercy Experience
- Mary Cownie, MHN, Chief of Staff
- Susan Davis BSN, RNC-EFM, Mercy-Clinton, Patient Experience Coach
- Kevin Elsberry, MHN, Interim Chief Human Resources Officer and VP Human Resources Mercy-Des Moines
- Mary Hendriks, Mercy-Sioux City, Director, Mission Integration
- Amy Hetherton, Covenant Medical Center-Waterloo, Director, Marketing and Communications
- Catherine Hillestad, MHN, Administrative Fellow and Interim CEO Bloomfield Hospital
- Mary Jo Kavalier, Sartori Memorial Hospital, Vice President – Administrator
- Jackie Luecht, Mercy-North Iowa, Director/Chief Human Resources Officer
- Sue Meade, Mercy-Dubuque/Dyersville, Vice President, Support Services and Human Resources
- Janell Pittman, MHN, Vice President, Marketing and Communications
- Kelly Richards, Covenant Health Center-Waterloo, Chief Nursing Officer
- Susan Schrader, Mercy-Des Moines, Organizational Development/Human Resources ** Project Manager – MHN Culture Initiative
- Mike Trachta, MHN, Senior Vice President – Network Affiliates
- Colleen Walters, MHN, Chief Mission Integration Officer ** Executive Sponsor for Culture Work
- Laura Wenman, Mercy-Des Moines, Vice President, Mission Integration and Ethics
Expanding Access to Care

Mercy-Des Moines Opens New Clinic for Lung Cancer Patients

Tuesday, June 5, Mercy-Des Moines opened a new clinic designed to give lung cancer patients comprehensive treatment and support more quickly and conveniently. The new clinic, located in Mercy Medical Plaza on the central campus, offers a multidisciplinary approach to the evaluation and management of lung masses and lung cancer.

Patients can now make a single appointment and be able to see multiple specialists all in one location. By combining these services during the same outpatient visit, extra travel time, expense and time away from normal activities is eliminated. The experienced patient care team includes pulmonologists, medical oncologists, radiation oncologists, thoracic surgeons and others from Mercy Cancer Center, CIC Associates, Iowa Heart Center, Medical Oncology & Hematology Associates and Mercy-Des Moines. These providers work collectively to offer a compassionate, comprehensive consultation and individualized treatment plan for each patient.

In addition to the time-saving benefit to patients, Mercy Lung Cancer Clinic offers these benefits:

- Providers work together and with patients and their families to develop the treatment plan best suited for each patient
- Mercy Cancer Center's state-of-the-art treatment options such as the daVinci® Surgical System for minimally invasive lung cancer resection, the CyberKnife® stereotactic radiosurgery system, and targeted medical therapies
- A nurse navigator to help coordinate cancer testing and treatments, and link patients to support networks and community services
- Easy access to education and support services offered by Mercy Cancer Center
- One referral by the primary care physician or office staff
- Reduced amount of time between diagnosis and treatment

The Mercy Lung Cancer Clinic is designed for treatment of patients who have previously received a lung cancer diagnosis. Patients will need a referral from their primary care provider.

Learn more at mercydesmoines.org/cancercenter/lung-cancer-screening.

Mercy Rehabilitation Hospital Now Open

Thursday, June 7, Mercy Rehabilitation Hospital held a ribbon cutting ceremony to commemorate the opening of the brand-new facility, located across from the Mercy West Clinic building in Clive. The first patients were seen Tuesday, June 12.

Mercy Rehabilitation Hospital is a state-of-the-art, 50-bed inpatient acute rehabilitation hospital dedicated to the treatment and recovery of individuals who have experienced the debilitating effects of a severe injury or illness.

As Iowa’s first and only freestanding rehabilitation hospital, the new inpatient rehabilitation hospital provides comprehensive inpatient rehabilitation services which help patients recover and return home with the highest level of independence possible. Call 515-381-6559 to make a referral or schedule a tour, or visit mercydesmoines.org/mercyrehabhospital to learn more.

Leaders from Mercy-Des Moines, Kindred Healthcare – Mercy’s joint partner in the Rehabilitation Hospital – and the Mayor of Clive prepare to cut the ribbon.
Covenant Medical Center Receives Gift

Covenant Foundation, Inc. made a donation of nearly $3 million to Covenant Medical Center. The gift will be used to fund numerous projects in the hospital system and is a result of generous donations from colleagues, providers, public donors and the Otto Schoitz Foundation.

"Covenant Foundation is now more important than ever based on health care conditions identified among those we serve," said Foundation Board of Trustees Chair Don Temeyer. "We are blessed and extremely thankful to all of our gracious donors to be able to provide this gift to Covenant Medical Center."

"We are committed to providing high-quality health care, and appreciate the support of so many in our community who believe in our Mission," said Jack Dusenbery, president and CEO of Wheaton Iowa. "The ongoing generosity of donors allows us to reinvest in our operations."

The $2,841,708 donation will provide funding for the following projects:

- $1,050,000 for cardiology renovations and technology upgrades
- $900,000 for a new Covenant Clinic in the community of Independence, a new market, in a location near Highway 20
- $360,000 for the addition of a behavioral health room, equipment and technology in Covenant Medical Center's emergency department
- $231,308 to fund upgrades to Covenant Clinic Pediatrics space in the Covenant Professional Office Building
- $230,100 for technology upgrades in Covenant Medical Center's Family Birth Center, including nine fetal monitors and the purchase of three new birthing beds, two epidural carts, a transport ventilator, medical gases, a courtesy ice machine, and new carpet
- $70,300 for a repurposed area specifically designed for podiatry

Pictured left to right front row: Foundation board members Dawn Pilipchuk-Kruth, Kim Fettkether, board chair Don Temeyer, Wheaton Iowa CEO Jack Dusenbery, board member Nancy Weber.

Left to right back row: Board members Brian Sayer, Tony Thompson, Dr. William Kasten, Tara Thomas, Dr. Brian Sims, Becky Mudd, Tammy Bedard, Dan Keagle, and Wheaton Iowa VP of Operations Ryan Meyer. Not Pictured: Board members Dave Bowling, Jim Coloff, Shirley Dunlap, Stacy Folkers, Amber Schuchmann and Steve Thorpe.
Covenant Rehabilitation Hosts Successful Adaptive Water Ski Clinic

Covenant Medical Center's trained rehab staff partnered with the Waterhawks Ski Team to host their annual Adaptive Water Ski Clinic for participants with spinal cord impairment. Participants came from all across the state and used a special water ski designed for those with mobility limitations. It was a hot, sunny day, which made for a great day to be on the water!

Covenant Cancer Treatment Center Educates Community about Radon

As part of Covenant Medical Center's focus on impacting cancer rates in the community, Covenant Cancer Treatment Center is educating local home owners about the effects of radon and importance of checking the levels in homes. Jill Baker, Cancer Program Coordinator, has been presenting to various employers, organizations and groups at the University of Northern Iowa and Hawkeye Community College about the harmful effects of radon, especially in connection with lung cancer. The kits are offered to participants along with information about what to do if their home tests at a level above 4.0 picoCuries/Liter (pCi/L) and contact information for certified mitigators. The results of these in home tests are being collected and used to gauge the impact.

"People are eager to understand radon in the home and its effects," says Baker. "We have distributed 100 kits to date, and look forward to providing more kits and education to area residents."

An estimated 400 deaths per year in Iowa are caused by radon-induced lung cancer, which is about the same number of Iowans who die in traffic accidents annually. A recent U.S. EPA survey found that 7 in 10 homes in Iowa contain radon concentrations above the EPA's radon action level of 4.0 pCi/L. In Black Hawk County, nearly 35 percent of homes tested are above 4.0 pCi/L. More information about radon can be found at canceriowa.org.

Providers Across the Network

<table>
<thead>
<tr>
<th>Family Practice</th>
<th>Internal Medicine</th>
<th>Neurosurgery</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brian Scott, M.D.</td>
<td>Logan Walker, D.O.</td>
<td>Brianna Mau, ARNP</td>
</tr>
<tr>
<td>Ankeny</td>
<td>Urbandale</td>
<td>Waterloo</td>
</tr>
</tbody>
</table>

Pain Management

Justin Elwood, M.D.
Waterloo
Mercy Iowa City Doctor Gives Back Locally and Abroad

Dr. Thomas Novak looks at his role as a doctor more as a vocation — a calling — than a job.

Dr. Novak, a family practice physician at Mercy Family Medicine in West Branch, a clinic of Mercy Iowa City, has been caring for families for 30 years. He enjoys getting to know the whole family and understands that what happens to one family member impacts everyone else in the family.

And, on a bigger scale, “what happens to one person impacts the community,” he said.

Because some people lack access to the basic needs such as proper medical care, Novak feels that being in a position where he can provide those basic needs means that he should.

“We all need to find something we can do to give back,” said Novak, 59, of Iowa City.

That belief is what drove Dr. Novak to open a monthly foot clinic in the Iowa City Catholic Worker House this year.

Each month, Dr. Novak and other volunteers offer free foot care services for those who are homeless or otherwise lack access to resources. These services include foot exams, callus and nail trimming as well as consultations on ingrown nails and foot circulation.

The idea came from Dr. Novak’s daughter, Nicole Novak, a postdoctoral fellow at the University of Iowa who saw foot clinics in action during her work with the Catholic Worker House in Ann Arbor, Michigan.

Dr. Novak also volunteers at the Iowa Harm Reduction Coalition, an Iowa City-based nonprofit which provides drug users with clean injection materials to avoid infections like hepatitis C and HIV.

Dr. Novak said the group spoke to him as a way to improve the health of the community in an innovative way.

This past February, he joined Iowa MOST, a project through Rotary International which sends medical professionals and other volunteers to Huehuetenango, Guatemala, near the capital Guatemala City, once a year. The 2018 trip was the 13th year a team went into the region.

There, Dr. Novak acted as a pediatrician, caring for children in preparation for cleft lip and palate repair surgeries, as well as other ear, nose and throat and cataract surgeries.

“We just have to make sure we can keep them as safe as we can,” Dr. Novak said. “If there’s a kid who is too sick, we won’t do the surgery. So we have to decide if this is something we can address and we can get them healthy enough to do the surgery to start the treatment, or they have to come back next year.”

Dr. Novak said while cleft lip and palate surgeries are routine in the United States, it can be life changing for Guatemalan children. Children with these deformities are often ostracized by society.

“This condition is pretty routine in the U.S. But there, the odds of having this surgery would be none if we weren’t there,” said Dr. Novak.

Novak said he is committed to going back to Guatemala on the Iowa MOST team every year.
Celebrating Cancer Survivors

In celebration of National Cancer Survivors Day®, 137 cancer survivors and 430 guests took in an Iowa Cubs baseball game at Principal Park Saturday, June 9. Each year, Mercy Cancer Center in Des Moines invites cancer survivors to take part in a special event in honor of Cancer Survivors Day, a celebration of life held in communities worldwide. Mercy Cancer Center teamed up with John Stoddard Cancer Center again this year to invite survivors from both treatment programs to enjoy snacks and an Iowa Cubs baseball game with others from central Iowa.

More information about radon can be found at canceriowa.org.

Covenant Medical Center Teams with Variety—the Children's Charity to Host Bicycle Giveaway for Area Children

Wheaton Iowa and Covenant Medical Center partnered with Variety-the Children's Charity to give away nearly 60 new bicycles to children in need in the Cedar Valley.

Children from Big Brothers Big Sisters of Northeast Iowa received their new bicycles, helmets and bike locks Saturday, July 14, at Covenant Medical Center. The bikes, helmets and locks were provided through Variety's Bikes for Kids program, and are paid for by donors across the state. A donation of $100 provides a brand-new bike to a child who may have never owned a bike. Variety works with schools and community organizations like Covenant to award more than 1,500 bikes to children throughout the year.

Mercy-North Iowa Provides Opportunities for Adults with Disabilities

Each year, Mercy-North Iowa provides internship opportunities through Project SEARCH North Iowa. This partnership allows young adults with disabilities to gain work skills. Here are the latest Project Search interns celebrating their program graduation at Mercy along with Project Search Supervisors from NIVC Services.

To learn more visit: http://www.nivcservices.org/project-search.
Awards and Accolades

Two Hospitals Earn Mission: Lifeline® Silver Quality Achievement Award

Mercy-Dubuque and Mercy-North Iowa have earned the Mission: Lifeline® Silver 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 is dedicated to providing optimal care for heart attack patients,” said Robert Wethal, Chief Nursing Officer and Vice President of Patient Care Services at Mercy-Dubuque. “We are pleased to be recognized for our dedication and achievements in cardiac care.”

Every year, more than 250,000 people experience an ST elevation myocardial infarction (STEMI), the deadliest type of heart attack, caused by a blockage of blood flow to the heart that requires timely treatment. To prevent death, it’s critical to restore blood flow as quickly as possible, either by mechanically opening the blocked vessel or by providing clot-busting medication.

“Mercy-North Iowa is dedicated to improving the quality of care for our patients who suffer a heart attack. The American Heart Association’s Mission: Lifeline program is helping us accomplish this goal through nationally respected clinical guidelines,” said Samuel Congello, D.O., Interventional Cardiologist at Mercy-North Iowa. “We are proud of the dedication and achievements of our team that have allowed us to be recognized for this award.”

Sartori Health Care Foundation Receives a $4,000 Donation

The Sartori Health Care Foundation received a $4,000 gift from Cheryl Fleshner who worked at the Sartori Memorial Hospital lab for 32 years. Fleshner made the gift through Sartori Health Care Foundation’s Guardian Angel program in honor of colleagues who touched her life over more than three decades of service. The entire Sartori Memorial Hospital lab staff, along with other colleagues including Jennifer Davenport, Cathy Schmit, Heidi Miller and Ken Millar (Admissions); Jeff Snodgrass (Materials); Penny Lang (Radiology) and Jodi West (HIM) received Guardian Angel wings. Cheryl’s gift will support the Sartori lab.
Iowa Hospital Association Awards Scholarships to MHN Colleagues

The Iowa Hospital Association’s (IHA) Iowa Hospital Education and Research Foundation (IHERF) has awarded $182,000 in scholarships to college students from all parts of Iowa. Among those receiving a $3,500 scholarship are McKenzie Christeson, from Mercy-Des Moines. Along with, Dena Kaufman and Katherine Mulder, colleagues from Mercy-Dubuque. Christeson is a patient care technician pursing a nursing degree from Des Moines Area Community College. Kaufman is a patient care technician on the psychiatric services unit who will earn a Master of Physician Assistant Studies degree from the University of Dubuque. Mulder is a certified nursing assistant on the surgical services unit who is working toward a BSN degree from the University of Dubuque.

Since its inception 14 years ago, the IHERF scholarship fund has provided support to about 34 students each year. This year that number was increased to 52.

IHA established the IHERF Health Care Careers Scholarship Program in 2004 to help address the ongoing shortage of health care professionals and encourage young Iowans to establish or continue their careers with Iowa hospitals. The first scholarships were awarded in 2005 and more than 450 students have now benefited from the program. To date, the scholarship program has provided more than $1.4 million in direct support to students.

Iowa hospitals also benefit from the scholarship program. In exchange for financial support, students receiving scholarships agree to work one year in an Iowa hospital for each year they receive an award. Today, 250 past scholarship recipients are working in hospitals across the state.

Leadership Announcements

Phil Harrop Named Chief Operating Officer for Mercy-West Lakes

Mercy-Des Moines is pleased to announce J. Phil Harrop, PhD, FACHE, as Chief Operations Officer (COO) for Mercy-West Lakes and Vice President Mercy-Des Moines, effective July 29, 2018.

In this position Phil will focus primarily on the West Lakes campus and lead the development and delivery of short and long-range plans addressing quality, colleague engagement, patient satisfaction, and growing overall inpatient and outpatient services.

Phil’s proven leadership experience and personal values make him a wonderful asset to the Mercy family. Since 2012 he has served in various leadership roles within the Saint Alphonsus Health System, a Trinity Health organization. Currently, Phil is president and CEO of Saint Alphonsus Medical Center in Baker City, Oregon, with responsibility for the overall performance of the 25-bed critical access hospital and its affiliated clinics. While in this role he also served as executive director and COO for Saint Alphonsus Medical Center in Nampa, Idaho, for five years, leading hospital operations on two campuses.

New Director of Clinic Operations for Covenant Clinic Psychiatry

Wheaton Iowa is pleased to announce Angela Conrad as its new director of clinic operations for Covenant Clinic Psychiatry. Conrad has been part of the Wheaton Iowa system for more than 20 years, and stepped into her new role as a clinic director at the beginning of June. As director of clinic operations she will oversee psychiatry and counseling services at Covenant Clinic offices in Waterloo, Cedar Falls, Evansdale, Oelwein and Waverly.

Conrad is originally from Des Moines and earned her undergraduate degree from the University of Northern Iowa and her Master of Social Work degree from the University of Kentucky. In addition to her LISW designation, Conrad has earned a Patient Experience Professional certification from the Patient Experience Institute. In her professional career, she worked in maternal care, home health, oncology, renal dialysis and patient experience.