Message from Bob Ritz, MercyOne CEO: A Season for Thankfulness

On behalf of the MercyOne Board of Directors, Executive Leadership Team and System Office Colleagues, please accept our best wishes for a very happy Thanksgiving and for a joyous holiday and Christmas season. As we enter this special time of year, it is a great opportunity to reflect on all which we are thankful for at MercyOne.

We are thankful for our Mission, Vision and Values.

At MercyOne, we are thankful to be part of the most incredible system of committed, talented and compassionate colleagues across Iowa and the surrounding areas.

We are thankful for the opportunity to carry on the legacy of the religious women who founded many of our ministries, some more than 100 years ago.

We are thankful for the opportunity to serve 3.4 million people each year through our wide-reaching system of services.

We are thankful to represent our Members – CommonSpirit Health and Trinity Health, who have entrusted us to provide access to excellent care and services across our network.

We are thankful for the care and service provided by our 20,000 colleagues each day.

And, we are thankful for you. It is you who bring our special purpose to life, to help those in need and to uphold our commitment to help each person live their best life possible.

Thank you for all you do, and we wish you a very happy Thanksgiving.

Have a question for Bob? Email MercyOneInfo@mercydesmoines.org.
Key Results

Our Key Results focus our work as well as measure performance and progress toward our Vision to set the standard for a personalized and radically convenient system of health services. System wide progress on the Key Results is featured here each month.

To view your region’s progress, see your local communications.

**Consumer Experience**
Would you recommend this hospital/clinic to your friends/family?

- MercyOne’s composite score remained stable in October at the 43rd percentile; under our target of 55th percentile and our baseline of 46th percentile.
- Four of our five markets improved consumer experience this month.
- Congratulations to the Eastern Iowa region who is now exceeding target by one percentile ranking!

**Team Engagement**
Commitment each colleague gives each day to help our patients live their best life.

- Colleague engagement is at the 23rd percentile based on our fiscal year 2019 survey results.
- Provider engagement is at the 7th percentile based on our fiscal year 2019 survey results.
- Survey scores were shared with each region for distribution. All regions are creating plans to address improvement opportunities identified in colleague and provider surveys.

**Quality**
The percent of patients who come back to any hospital.

- MercyOne’s composite readmission rate is 11.8%, placing us in the top decile nationally as well as showing improvement over last year and surpassing our fiscal year 2020 target.
- Four of our five regions have improved since last year and have already achieved their fiscal year 2020 target.

**Financial Performance**
Ratio showing how much is earned for each revenue dollar.

- October was a great month for MercyOne’s financial performance. As a system we beat our budget by 1.1%. While we are still behind for the year, we are encouraged by October performance.
- Inpatient and ambulatory growth were strong, leading to a favorable operating margin for the month to plan and prior year.

**Ambulatory Growth**
Non-hospital visits, including: outpatient surgery, physical therapy, physician offices, clinics and home care.

- Fiscal year 2020 visits totaled 1,216,458 through October, favorable to our fiscal year 2020 year-to-date target of 1,149,581.
- Visits to our non-hospital locations are 6% higher than our goal for this point in the year.
**Consumer Experience**

"WOULD RECOMMEND" AT THE 75TH PERCENTILE BY 2021
"WOULD RECOMMEND" AT THE 55TH PERCENTILE BY 2020

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**MercyOne Dubuque and Dyersville introduce Military and Veterans Health Program**

MercyOne Dubuque and Dyersville recently introduced the Military and Veterans Health (MILVET) program. The MILVET program launched in October, and colleagues held ceremonies in Dubuque and Dyersville on Nov. 8 to officially introduce the program.

The goal of the MILVET program is to provide high quality, compassionate and culturally competent care to military service members, veterans and their families. Through this program, MercyOne’s colleagues received training to better understand the physical, emotional and spiritual impact of operational deployments on service members and their families, and to better respond to health concerns and challenges unique to the military community.

The hospital’s patient admission process has been updated so that military members are identified upon arrival and care is provided with a more in-depth understanding of their needs.

"Military service personnel, veterans and their families were receiving care in our hospital, but we often had no knowledge of their service," said Kay Takes, president of MercyOne’s Eastern Iowa Region. "With this program, we hope to create an environment which honors our military veterans and their families to provide more holistic care."

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**Veteran Celebration held at MercyOne Siouxland**

MercyOne Hospice of Siouxland recognized seven in-care veteran patients and their spouses with a pinning ceremony on Nov. 11. Veteran volunteers from Hospice provided pins and words of thanks to our celebrated patients.

"It’s an honor to say thank you for your service," said Val Owens, volunteer coordinator at Hospice of Siouxland.

Skilled Care colleagues presented a blanket, as a lasting hug, to each of the veterans at the celebration.

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**Signs of MercyOne**

Share your team’s photo with your new MercyOne sign on Facebook using the #SignsOfMercyOne hashtag.

If featured in the System Newsletter, your team will receive treats.
Neighborhood Pharmacy coming to Corydon

Wayne County Hospital, a MercyOne affiliate, is bringing a neighborhood pharmacy to the community of Corydon in early 2020. With this innovative addition, Wayne County Hospital will be improving care coordination and offer radically convenient solutions for their patients including extended pharmacy service hours, a “meds to beds” program and prescription delivery.

This program will also help improve quality by minimizing re-admissions through consumers taking their medication home after discharge.

MercyOne Clinton, North Iowa and Northeast Iowa are also using the “meds to beds” program.

New Ronald McDonald House coming to MercyOne

On Dec. 20, the new Ronald McDonald House at MercyOne Children's Hospital in Des Moines will open to families. Helping enrich the quality of life for children and their families, the Ronald McDonald House will include 14 bedroom suites, a full-size kitchen and dining room, laundry room, play room and respite rooms.

Families of patients who are age 21 and younger and are receiving treatment at MercyOne can be referred to the house by a social worker, nurse, child life specialist or doctor. Once a family is referred, they can stay as long as their need exists.

Colleagues are invited to attend an open house on Thursday, Dec. 19, from 1-3 p.m. If interested, you can help support the new Ronald McDonald House by purchasing items from their Target registry.

Voice of Our Consumer: Personalizing Care!

“Beth and Kelsey were so nice. That was the first thing my kids said to me as we left MercyOne late this afternoon.

Beth and Kelsey were my kids’ nurses. They answered every question...I think there were about 1,700 of them. They granted every request...that included every wish for more pudding to taking a walk down the hall. They handled my son’s sass with grace. They both were genuine, patient and compassionate. They went above and beyond.

Our kids were deathly afraid of their surgeries today. They didn’t like the needles, the medicine or the pain they felt when they woke up. But the only things they remembered were Beth and Kelsey.

THANK YOU. I hope you and EVERY nurse knows how much you matter to our community.

Shout out to Dr. Erhardt too! We knew our kiddos were in great hands with him.”

Amanda, mom in Northeast Iowa
New Iowa City Nursing Learning Center

Mercy Iowa City, a MercyOne affiliate, has dedicated a new clinical teaching space to provide hands-on training experience for nurses who are orienting to the hospital. The Nursing Learning Center was made possible through collaboration between the Nursing and Education departments to improve consumer experience.

The Mercy Iowa City Hospital Foundation provided the support necessary to purchase a training manikin which offers many learning experiences. The center, formerly a classroom, has been transformed into a patient room where nurses receive hands-on experience in starting IVs, what to do in medical emergencies, how to document their care and review skills before they transition to their units.

Dynamic Day at the Annual Legal Update

On Oct. 25, more than 70 MercyOne critical access hospital leaders gathered for the annual Human Resources Legal Update at MercyOne Iowa Heart Center. Jo Ellen Whitney, attorney with Davis Brown Law Firm who specializes in employment and labor relations law, shared regulatory updates and offered guidance on many trending topics. Additionally, attendees were able to ask colleagues for input on challenges facing their organizations.

MercyOne Dubuque Colleague Recognition

MercyOne Dubuque honored 175 colleagues who are celebrating milestone anniversaries this year, including 23 who have been with MercyOne for 40 years or more. Colleagues were honored at a recognition banquet on Oct. 16. Colleagues were gifted yearbooks filled with comments and photos.

Kay Takes thanks Bev Petty for her 50 years of extraordinary service to MercyOne.
Make Our Jobs Outstanding Committee collects food for north Iowans in need

The Make Our Jobs Outstanding (MOJO) Committee at MercyOne North Iowa’s Imaging department hosts a food drive every October. This year the drive collected more than 900 items, weighing 661 lbs., which were donated to the local food bank.

Good sports

From August through November, MercyOne Central Iowa colleagues had fun during “Team Spirit Days,” sharing pride for their favorite high school, college or professional sports team every Friday, Saturday and Sunday.

Nominate a Great Iowa Nurse

Honor a nurse who exemplifies concern for humanity, dedication and leadership by nominating him or her to become one of 100 Great Iowa Nurses by Dec. 31.

Order these and many other items at MercyOneStore.com. Email Lea Greathouse at greathlj@mercyhealth.com with ideas for the store.
MercyOne is growing, and we want your help in finding perfect fits to join our family. Please see a highlight of MercyOne opportunities below:

- **Central Iowa**
  - Market Director – Supply Chain/Materials Management
  - Nursing Director – Behavioral Health
  - Market Director – Pharmacy
  - Mercy College – Director of Development
  - Market Vice President – Corporate Counsel
- **Dubuque**
  - Child Development Center Director
  - Director – Laboratory
- **North Iowa:**
  - Director – Post Surgical and Orthopedic Inpatient Units
  - Director – Birth Center and Pediatrics Inpatient Units
  - Regional Vice President – Kossuth County Regional Health Center
- **Siouxland**
  - Director of Health Information Management
  - Medical Records Director
  - Director of Case Management
  - Director of Critical Access Hospital (Oakland, Nebraska)
  - Director of Integrity, Compliance, Privacy and Risk Management
- **System Office**
  - Director – Web and CRM Strategy
  - Director – Cerner Community Works

See all MercyOne career opportunities at [MercyOne.org/careers/](http://MercyOne.org/careers/)

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**“Your Best Life” Podcast: The Dangers of Vaping**

Dr. Richard Deming from MercyOne Des Moines Cancer Center joined “Your Best Life” podcast to discuss the dangers of e-cigarettes and vaping, including an associated outbreak of severe lung disease in Iowa.

Have a topic you want to learn about? Email podcast@mercyhealth.com.

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**Van Diest Medical Center hosts Community Trick-or-Treat**

On Oct. 31, Van Diest Medical Center (VDCM) hosted their third annual community trick-or-treat with more than 350 children attending. Dressed in costumes, several team members volunteered their time at game and activity stations. The team partnered with Hy-Vee and Maharry Family Dentistry in Webster City to make this a healthy, community wide family event. Additionally, the VDMC Employee Advisory Committee hosted a bake sale, which raised more than $700 to support comfort care and patient care initiatives.
Quality

ALL CAUSE UNPLANNED 30-DAY READMISSION RATE OF 13.8%

MercyOne North Iowa introduces the da Vinci® Xi™ Surgical System

MercyOne North Iowa unveiled a new surgical robot, the da Vinci Xi Surgical System, in October 2019. The da Vinci Xi Surgical System is being used for a range of minimally invasive surgical procedures and has been optimized for multi-quadrant surgeries in the areas of gynecology, urology and general surgery.

With the da Vinci Xi, the North Iowa surgical department is improving consumer experience. The Xi operated on 32 cases in October, and is already outperforming the existing robot by 16 cases. The increased case number allows for a shorter patient wait time.

"Not only does this mean more surgeries for North Iowa, but this also means shorter hospital stays for our patients. Additionally, the set up time has decreased with the new technology which reduces overall surgery time," said Dave Ebel, surgical equipment technician (aka, ‘da Vinci Dave’) at MercyOne North Iowa.

MercyOne Central Iowa, Dubuque, Northeast Iowa and Siouxland also use the da Vinci surgical system.

See an interactive 360° of the da Vinci Xi >

Transcatheter Aortic Valve Replacement

MercyOne Dubuque is the first provider in town and the tri-state area to successfully perform a Transcatheter Aortic Valve Replacement (TAVR).

TAVR is a minimally-invasive option for patients diagnosed with severe aortic stenosis, a progressive disease that keeps the aortic valve from opening and closing properly.

Traditionally, valve replacement required open-heart surgery. But during the minimally-invasive TAVR procedure, a balloon-expandable bioprosthetic aortic heart valve is delivered via a catheter through a small incision in the groin. Once the new valve is in place and expanded, it pushes the old valve out of the way and takes over the job of regulating blood flow.

MercyOne Clinton surgeon performs first bariatric procedure

Following months of planning and preparation, Amar Chiruvella, MD, FRCSC, performed the first laparoscopic sleeve gastrectomy at MercyOne Clinton Medical Center in October, an important milestone in the medical center’s new bariatric program.

The new bariatric program fills an important health care need in the Clinton area. "Over the past decade, bariatric surgery has turned out to be one of the best tools to treat obesity and its associated symptoms," Dr. Chiruvella said. "In my opinion, while the decision to undergo surgery is definitely hard, living with obesity and its consequences is a lot harder."

Click here to learn if MercyOne Clinton's bariatric program is right for you.

First lumbar disc arthroplasty performed for MercyOne

One of MercyOne Central Iowa’s board-certified neurosurgeon Esmiralda Henderson, MD, performed the first lumbar disc arthroplasty (replacement) for the system on Oct. 24. This was also the first lumbar disc arthroplasty, using disc ActivL by Aesculap Medical, performed in the state of Iowa.

Lumbar disc arthroplasty helps retain segmental motion and reduces the likelihood patients will have to undergo another surgery.
New sutureless valve procedure performed at MercyOne Siouxland

MercyOne Siouxland Heart and Vascular surgeons began performing sutureless aortic valve replacement procedures in October. Dr. Giovanni Ciuffo, medical director for Cardiovascular and Thoracic Surgery, performed the alternative, minimally-invasive technique with the assistance of Dr. Stilianos Efstratiadis, medical director of Cardiology.

Dr. Ciuffo said the new valve sutureless system "allows you to deploy the valve in the aorta in the position where it needs to be, without having to use stitches. It sort of grabs the portion of the heart where it has to stay, and it becomes a part of it."

Dr. Ciuffo noted the sutureless valve was a perfect option for his patient, Mollianne Heikes. Since her surgery, Heikes is up and back to her active lifestyle.

"The medical staff was just great. I have nothing but good to say about this new procedure," says Heikes.

MercyOne Des Moines named Top 50 Cardiovascular Hospital

Congratulations to MercyOne Des Moines Medical Center for recently being recognized by IBM Watson Health as a winner of the 2020 50 Top Cardiovascular Hospitals award, part of the Watson Health 100 Top Hospitals® national benchmarks series (formerly known as Truven Analytics).

Healthgrades Honors

Across MercyOne efforts to impact Consumer Experience and Quality were reinforced recently by Healthgrades 2020 rankings, including:

Mercy Iowa City, a MercyOne affiliate:
- Five-Star Recipient for Treatment of Pneumonia for 2 Years in a Row
- Five-Star Recipient for Appendectomy in 2020
- Five-Star Recipient for Treatment of Sepsis for 4 Years in a Row

MercyOne North Iowa
- One of 100 Best Hospitals for Spine Surgery™ for 8 Years in a Row
- Recipient of the Spine Surgery Excellence Award™ for 8 Years in a Row
- Five-Star Recipient for Spinal Fusion Surgery for 10 Years in a Row
- Five-Star Recipient for Treatment of Stroke for 4 Years in a Row
- Five-Star Recipient for Treatment of Chronic Obstructive Pulmonary Disease in 2020
- Five-Star Recipient for Treatment of Bowel Obstruction for 5 Years in a Row
- Five-Star Recipient for Treatment of Sepsis for 16 Years in a Row
- Five-Star Recipient for Treatment of Pulmonary Embolism for 3 Years in a Row
- Five-Star Recipient for Vaginal Delivery for 2 Years in a Row

MercyOne North Iowa Medical Center achieves Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program® Accreditation

Meeting national quality standards for delivering safe, high quality metabolic and bariatric patient care, MercyOne North Iowa Medical Center was recently accredited a comprehensive center by the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program® (MBSAQIP).

To earn MBSAQIP Accreditation, MercyOne North Iowa Medical Center met essential criteria for staffing, training, facility infrastructure and patient care pathways, ensuring its ability to support patients with obesity. The center also participates in a national data registry that reports on the quality of its surgical outcomes and identifying opportunities for quality improvement.
Coordinating care efforts to overcome sepsis

As MercyOne strives to improve quality and consumer experience, a MercyOne cross-market Sepsis Improvement Team (MOSIT) held its first meeting in October to support our cultural belief to Be One and our key strategies of effective care coordination and high reliability. Led by Stephanie Baron, vice president of quality and safety, the MOSIT is focusing on understanding, optimizing, aligning and learning from sepsis work across MercyOne to reduce variation and promote best practices.

A sepsis care coordination pilot is now underway with the MercyOne Population Health Service Organization (PHSO). The Central Iowa-based pilot began in September 2019 and is working to transition sepsis patients to a partnered skilled nursing facility to reduce:
- length of stay
- hospital readmission rates
- emergency department uses

As part of the pilot, the MercyOne skilled nursing facility health coach, Sherri Melloh, received an iPad to provide more personalized bedside care along with more accurate, in-depth documentation for sepsis patients.

The pilot will run through January 2020, and the PHSO team will be monitoring metrics to determine success and if extension to additional markets is valuable.

Questions about our MercyOne Sepsis Improvement Team? Contact Stephanie Baron at SBaron@mercydesmoines.org.

MercyOne Dubuque conducts study on harm reduction needs

In March 2019, the Dubuque County Board of Supervisors commissioned MercyOne Dubuque to conduct a harm reduction needs assessment. The county’s goal was to determine if there is a community need for a syringe-service program as well as if the community would support such a program.

MercyOne officials presented the results of the study to the Dubuque County Board of Health in September finding a significant usage of needles to inject drugs and, a 200% increase in diagnosis of hepatitis C in people under 40. Of the 34 respondents who were in treatment for opioid-use disorders:
- 88% said they have used a needle to inject drugs.
- 71% said they have shared needles.

“There have been 120 studies in the last 30 years about syringe-service programs and other harm-reduction initiatives,” said Matt Daughenbaugh, director of marketing at MercyOne Dubuque and member of the team who conducted the assessment. “The data is irrefutable that syringe-service programs stop the spread of infectious disease.”

While syringe-service programs are currently illegal in the state of Iowa, the assessment found that approximately 60% of community members show some degree of support for a syringe-service program if it were to become legal.

The Board of Health will work with the Dubuque County Supervisors and other stakeholders to determine the next harm-reduction steps in the community.

What is sepsis?

Sepsis is the body’s extreme response to infection which can rapidly lead to tissue damage, organ failure and death. Each year, more than 1.7 million adults in the U.S. develop sepsis and nearly 270,000 die.

Data shows readmissions, mortality, length of stay and cost of care are higher among septic patients compared to patients treated for other conditions.
Urgent Care Update: MercyOne and Premier Health Plan for Partnership

As we work to realize our vision of providing personalized and radically convenient health care services, MercyOne began reviewing strategic urgent care partnership opportunities.

On Nov. 6, MercyOne and Premier Health, a national urgent care provider, signed a nonbinding letter of intent to form a joint venture for urgent care services. The goals of the potential partnership with Premier Health are:

- To grow the MercyOne Urgent Care business by adding additional locations and serving more patients.
- Promote a coordinated care approach that involves connecting patients to the appropriate physician or specialty area.

In our search, Premier Health emerged as an ideal partner. They have decades of success providing quality urgent care services, as well as strong employee satisfaction and offer an exceptional patient experience. Through a strategic partnership, MercyOne would gain access to their best practices, state-of-the-art technology and unique patient access tools.

In the proposed joint venture, specific, existing MercyOne urgent care clinics, as well as future clinics, will remain branded MercyOne Urgent Care with Premier Health managing day-to-day operations.

The locations planned for inclusion in the partnership are:

- **Central Iowa Urgent Care Centers:** MercyOne Clive Urgent Care; MercyOne South Urgent Care; MercyOne Pleasant Hill Urgent Care; MercyOne Ankeny Urgent Care; MercyOne Indianola Urgent Care
- **Northeast Iowa Urgent Care Centers:** MercyOne Waterloo Urgent Care; MercyOne Bluebell Road Urgent Care and MercyOne Oelwein Urgent Care Center
- **North Iowa Urgent Care:** MercyOne Mason City Urgent Care
- **Clinton Urgent Care:** MercyOne Clinton Urgent Care

What’s next?
The organizations now enter into the due diligence process to explore a strategic partnership in greater detail. Meetings are being held around the state with urgent care colleagues to hear concerns and answer questions.

Following the due diligence process and approval from regulatory agencies, the joint venture partnership is expected to be finalized by January 2020. Each organization will have 50/50 joint ownership and equal representation on the joint venture’s board of directors.

Where can I go for more information?
You can find frequently asked questions and answers here. If you have additional questions, please email mercyone@phcurgentcare.com.

Premier Health and MercyOne leaders are scheduling sessions to hear from urgent care team members in all markets.

MercyOne North Iowa Cancer Center expansion underway

Renovations are now underway on the MercyOne North Iowa Cancer Center. The Cancer Center is increasing its footprint by nearly 60% to increase access for cancer, rheumatology and infectious disease patients, among others.

In 1992, MercyOne North Iowa Medical Cancer Center opened to support one radiation oncology provider and two medical oncologists.

Today, serving a 14-county area, two radiation oncologists and seven medical oncology providers use the same space, while also caring for many different types of patients needing infusion services. In addition to space limitations, the existing layout limits the ability to set the standard for personalized and radically convenient system of health services.

The new center is planned to be complete by December 2020. During construction, the MercyOne North Iowa Medical Cancer Center continues to run at full capacity, keeping our entire team engaged in defining temporary workflows.
Grand Avenue Family Medicine celebrates opening

The new MercyOne Central Iowa Grand Avenue Family Medicine hosted an open house and ribbon-cutting ceremony on Nov. 12.

Pictured are MercyOne Grand Avenue Family Medicine leaders and providers (left-right): Chanin Cassens, clinic manager; Baylee Davidson, nurse practitioner; Dr. Kim Leddin; Dr. Ambrose Munro; Nellie Simon, nurse practitioner; and Kyle Robertson, clinic director.

MercyOne Culture

Our Mission

Mission, Vision, Values, Cultural Beliefs and Key Results posters of varying sizes are available.

If you would like posters for your work area, please contact your local marketing or Culture leaders or email culture@mercyonedesmoines.org.

Our Mission

MercyOne serves with fidelity to the Gospel as a compassionate, healing ministry of Jesus Christ to transform the health of our communities.

Ambulatory Growth

3.4 MILLION NON-INPATIENT ENCOUNTERS GENERATING REVENUE

DECEMBER 2019

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Medicare Open Enrollment Ends

--- INFLUENZA VACCINATION WEEK ---

*All MercyOne colleagues must have their flu shots.

Holy Day of Obligation: Feast of the Immaculate Conception

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New Year’s Eve

Holy Day of Obligation: Feast of the Immaculate Conception

Ronald McDonald House Open House

Merry Christmas!
MercyOne Northeast Iowa providers, clinic recognized for achieving Medicare Annual Wellness Visit goals

Three providers and one department were recognized during the MercyOne Northeast Iowa Provider Meeting on Nov. 19 for completing the most Medicare Annual Wellness visits in fiscal year 2019. Completion of Medicare Annual Wellness visits is one of seven key indicators measured for the Medicare Shared Savings Program (MSSP) performance.

- **Dr. Brian Sankey** was the provider with the highest number of Annual Wellness Visits in FY19.
- **Kristi Brownell**, ARNP, was the provider with the greatest percent improvement of Annual Wellness Visits from FY18–FY19.
- **Dr. Lydia Mustafic** was recognized for the greatest improvement in the number of Annual Wellness Visits from FY18–FY19.
- **Arlington Family Medicine, Fairbank Family Medicine and Oelwein Family Medicine** were recognized as having the greatest percent improvement of Annual Wellness Visits completion from FY18–FY19.

Mobile Check-in now available in Central Iowa

MercyOne Medical Group–Central Iowa and MercyOne Iowa Heart Center introduced mobile self-registration, appointment check-in and payment for 14 clinics the week of Nov. 11. These improvements in consumer experience were made possible with the implementation of Phreesia, a digital patient intake management system.

Mobile check-in allows patients to receive a text or email three days before their appointment with a link to complete online registration. The patient can use any smart device to complete their registration – which includes demographics, history, billing and insurance information – before their appointment. The system also prompts the patient for their copay or outstanding balance, and obtains consents electronically.

If the patient does not have a smart device, the clinics offer a secure tablet to allow patients to register, check-in or pay copays and balances in the waiting room.

In the first week of use 94% of patients were using Phreesia, and clinics saw:

- 30% of patients pre-registered for their appointment before arriving
- 84% of copays were collected at the time of the appointment
- 17% of balances were collected at the time of the appointment

By the end of 2019, 33 MercyOne locations will be using mobile check-in with many more planned across the state for early 2020.

Mobile Check-in Benefits

In addition improving consumer experience, expected outcomes include:

- Easing workload of front office
- Reducing patient check-in time
- Increasing collection of co-pay and past due balances
- Enhancing outreach to patients with specific gaps in their care
- Efficiently capturing consent forms
- Reducing paper waste
2020 MercyOne strategic priorities

A strategic plan is important for all organizations, as it serves as our roadmap. Just like when you travel, evaluating progress to your destination is impossible without a plan.

MercyOne’s strategic plan has been designed to fulfill our Mission and Vision. To successfully implement, the plan will require all of us to live our Values and Cultural Beliefs. The plan reaches across all markets and helps ensure we achieve our Key Results.

As we prepare to enter our second year of Being One, improvements and further prioritizations were made to our strategic plan. These were identified through input shared by more than 500 members of our MercyOne family, including colleagues and physicians.

In addition to continued focus on engaging colleagues, we have selected the following growth priorities for 2020:

2020 MercyOne strategic growth priorities

1. Develop a single, centralized transfer center utilizing one call number across the system, initially the focus will be hospital-to-hospital transfers. This strategy is designed to make it easier for colleagues and patients to stay within MercyOne for their next level of care.

2. Develop MercyOne primary care and specialty care growth plan, while continuing to advance our new statewide urgent care model.

3. Develop one MercyOne Medical Group.

4. Implement digital check-in and online scheduling to enhance our consumer experience.

5. Advance commercial payer diversification strategies with new strategic partnerships.

6. Develop a MercyOne telehealth platform.

7. Develop an initial MercyOne Membership Model framework.

The most important part of MercyOne is you. The priorities above help us achieve our Key Results, which each of you impact. Together we are stronger, and your support and dedication are what make MercyOne great.

What are the top things to know about our strategic plan?

Learn by watching now >
Van Diest Medical Center recognized for 20 Years of Service award

Van Diest Medical Center (VDMC) was recently recognized for outstanding commitment and service with a Governor’s Volunteer Award. Presented in a ceremony on Sept. 27, the award honors those who have given the precious gift of their time to meet essential needs across our state. VDMC was nominated by the Senior Health Insurance Information Program (SHIIP) as a group with 20 years of service length.

In addition, volunteer SHIIP counselor Dalene Schlitter was recognized by SHIIP as a 5 year individual length of service award winner.

Thank you for your dedication to consumer experience, Van Diest Medical Center and Van Diest Family Health Clinic of Jewell!

MercyOne Siouxland physician receives honor from Greek Orthodox Church

Accomplished interventional cardiologist and a well-known philanthropist Dr. Stilianos Efstratiadis was invested by his All-Holiness Ecumenical Patriarch Bartholomew to Archon Hypomimneskon of the Ecumenical Patriarchate of Constantinople.

The award is the highest honor that can be bestowed by the Greek Orthodox Church upon a lay person.

Dr. Efstratiadis is the Medical Director of Cardiology at MercyOne Siouxland Medical Center.

MercyOne Siouxland Gala held Nov. 2

During the MercyOne Siouxland Gala on Nov. 2, the MercyOne Siouxland Medical Center Foundation presented the 2019 Dr. George G. Spellman Annual Service Award to Dr. Dale Holdiman.

Dr. Holdiman, internal medicine physician, has served the Siouxland community and MercyOne for more than 40 years.

During his many years of service, Dr. Holdiman has served as a member, president-elect and president of the MercyOne medical group, chairman of the bylaws committee, member of the Iowa Board of Medical Examiners, Medical Director of Home Health and Medical Director of Hospice of Siouxland.

Named after the late Dr. George G. Spellman, a longtime Sioux City physician, the award recognizes community members or groups whose generosity with their time, talent and treasure exemplifies our MercyOne values.

MercyOne Siouxland Gala proceeds will enhance the Siouxland community’s healthcare needs and support the new hybrid operating room.

Rural finance leaders receive certification

Two MercyOne critical access hospital finance leaders recently owned it to become Certified Health Finance Professionals (CHFP) by the Healthcare Finance Management Association (HFMA).

Amy McLaughlin, chief financial officer at Manning Regional Healthcare Center, and Rebecca Johnson, controller with MercyOne Elkader Medical Center, completed a multiple part exam designed to confirm understanding of the competencies and knowledge required for health care finance professionals.

The pair join many MercyOne finance team members in earning the designation showcasing excellence and quality in our industry.

Congratulations Amy and Becky!
Kudos

Curtis receives Excellence in Leadership Award

The 2019 Iowa Hospital Association Excellence in Leadership Award was presented to Scott Curtis, vice president of network development with MercyOne North Iowa. This award is presented annually to an outstanding Iowa hospital or health system executive who shows achievement in local, state and national health care affairs, leadership among peers and contributions to the community.

In his nearly 20-year career as hospital CEO and administrator, he has made many contributions for the advancement of the hospital as well as for the success of rural health care.

Congratulations, Scott!

Mercy Home Health Care named Top 100 of the 2019 ABILITY HomeCare Elite

Mercy Iowa City Home Health Care, a MercyOne affiliate, was recently recognized as a top-performing home health agency in the U.S. for consumer experience and quality. The team was named to the Top 100 of the 2019 HomeCare Elite, a top 25 percent designation.

“Being recognized as a top home health provider is extraordinary, and recognizes our team’s focus on patient care,” said Sean Williams, president and CEO. “Our home health colleagues repeatedly demonstrate their remarkable commitment to providing high quality care and patient experience.”

New Leaders

Dr. Hijinio Carreon started as chief medical officer for MercyOne Central Iowa on Oct. 14, after serving as interim CMO since August 2019.

Dr. Neal Khurana has been named chief medical officer of Interventional Radiology at MercyOne Siouxland Medical Center. Board certified by the American Board of Radiology and a member of the Society of Interventional Radiology, Dr. Khurana received his medical degree from the Chicago Medical School at Rosalind Franklin University. He completed his Diagnostic Radiology residency and fellowship at Rush University Medical Center in Chicago.

Dr. Sasha Khosravi has been named chief medical officer (CMO) of the new Clive Behavioral Health facility. He will assume the role on a full-time basis beginning in summer 2020.

Scott Alderman has joined Mercy Iowa City, a MercyOne affiliate, as Chief Information Officer. Scott was previously Vice President IT Operations and Service Management at SCL Health in Denver, Colo, and before that at Jewish Hospital Healthcare Services in Louisville, Ky.