MERCY EXPERIENCE SESSIONS NOW UNDERWAY!

Mercy Experience sessions are in full swing! These sessions are designed to be a fun and engaging opportunity for all Mercy colleagues to learn more about creating a Remarkable Mercy Experience for everyone!

“This session takes us all to the next level and is a motivation to step it up,” said Dr. Valerie Stratton, reflecting the feelings of many of the attendees.

More than 2,000 Mercy colleagues have already participated in a Mercy Experience session, and it’s not over yet! By the first week of March, more than 6,000 Mercy colleagues will have taken part in a session!

“Mercy staff show their spirit as they receive a Mercy Experience T-shirt at a recent session.
To date, more than one-third of Mercy staff members have attended a session.

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“We are all Mercy, and we are what makes Mercy thrive,” said Cory Ohorilko, research team leader at Iowa Heart Center and member of the Culture Design Committee. “I am honored to have been part of building this framework that will drive our culture.”

The tools learned in these sessions will help all of us to create a Remarkable Mercy Experience for everyone!

Over the past four months, members of the Culture Design Committee have diligently worked to develop the program introducing Mercy’s new culture initiatives to take our customer service to the next level.

“Ann Mabota, a receptionist with Mercy Ear, Nose and Throat Clinic, said the session was “very informative and helpful.” She hopes people will buy in and “take it to heart.”

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Physician assistant joins Mercy East Family Practice and Urgent Care

Brittany Sanger, PA-C, recently joined Mercy East Family Practice and Urgent Care, as a physician assistant. Sanger earned her master of sciences degree in physician assistant studies at Des Moines University in 2014. Prior to joining the clinic, Sanger worked as a physician assistant in family medicine at Central Iowa Healthcare in Marshalltown, and as physician assistant in emergency medicine at Skiff Medical Center in Newton.

Mercy East Family Practice and Urgent Care is located at 5900 E. University Ave., Ste. 100. To schedule an appointment, call (515) 643-2400.

Starting this spring, we’re putting Mike to work!

Starting this spring, Mike Wegner, chief operating officer, wants you to put him to work in your department or nursing unit! Mike is making himself available one day each month for three hours to job shadow in an area at Mercy – any location, any shift. And, to show his appreciation, he’ll even buy pizza to end the shift!

Talk to your manager if you are interested in showing Mike what you and your fellow staff members do each day. Share your challenges. Celebrate your accomplishments!

Have your manager contact Linda Hagerty by email at lhagerty@mercydesmoines.org if your team is interested in putting Mike to work!

Mercy colleagues Live Up!

We spent the day at Mercy East and Mercy Medical Center and couldn’t have had a better experience! Start to finish! Every single person, procedure and interaction was handled professionally, thoroughly and compassionately! Needing medical attention is never something a person enjoys, but the staff, nurses and physicians made it all as pleasant as one could hope! Dr. Libby Naive and the ED doctor who tended to my daughter were top notch!

– Deanna

On Saturday, Jan. 30, a medical emergency was called for the Wellness Center pool. A woman suffered a seizure while swimming and was in significant distress. Dr. Cameron Allen, internal medicine resident, was in the pool with his family enjoying a day off when this incident occurred. Dr. Allen responded and was able to keep the woman’s head above water, thus protecting her airway. Public safety officers Wade, Barb and Austin also responded and pulled the woman from the pool. The code team stabilized her and she was subsequently taken to the Emergency Department for evaluation. I wanted to share this with you, not because it is unusual or extraordinary, but because it is typical of Mercy employees to jump in whenever and wherever needed. We are fortunate to have such exceptional people and I wanted to recognize them. Thanks.

– Jill, house supervisor