SPIRIT OF MERCY AWARD WINNER IS ALWAYS THINKING OF OTHERS

Living Mercy’s core values of reverence, integrity, compassion and excellence often involves putting the needs of others before your own. Going the extra mile to lend a helping hand is a part of daily life for this month’s Spirit of Mercy Award winner, Gregg Lagan.

For more than 20 years, Gregg has served as an account executive in Mercy’s Public Relations and Marketing Department, handling media relations.

In his role, he works with local and national media to gain coverage of news stories that put Mercy in the most favorable light. In everything he does, Gregg puts the needs of Mercy – including patients, colleagues and the organization overall – first.

Colleagues say Gregg sets a shining example for how to always do the right thing. If he runs into someone in the hallway, Gregg helps him or her find their way, even if he’s on his way home. If Gregg gets a phone call that doesn’t pertain to him, he finds the answer or personally connects them to the appropriate department. If a patient or visitor is going through a rough time and needs a helping hand, Gregg does whatever he can to make the situation a little better.

According to his colleagues, Gregg has consistently and quietly helped others for many years. He always puts himself in others’ shoes, and – without hesitation – tries to make their days brighter in whatever way he can. Gregg’s colleagues say he is an excellent example of the Spirit of Mercy and makes it his personal mission to do anything in his power to ensure patients and visitors receive the Remarkable Mercy Experience.

Selfless people like Gregg make Mercy a great place for patients to receive care and a great place to work.

MERCY RECOGNIZED FOR HIGHER QUALITY IN BARIATRIC SURGERY

Wellmark Blue Cross® and Blue Shield® has recognized Mercy Medical Center – West Lakes with a Blue Distinction® Center+ for Bariatric Surgery designation as part of the Blue Distinction Specialty Care program. Blue Distinction Centers are nationally designated health care facilities that show expertise in delivering improved patient safety and better health outcomes for bariatric patients, based on objective measures that were developed with input from the medical community. To receive a Blue Distinction Center+ for Bariatric Surgery designation, a health care facility must demonstrate success in meeting patient safety measures as well as bariatric-specific quality measures, including complication and readmission rates for laparoscopic procedures in sleeve gastrectomy, gastric bypass and adjustable gastric band. A health care facility must also be nationally accredited at both the facility and bariatric program-specific levels, as well as demonstrate cost-efficiency compared to its peers.

Quality is key: only those health care facilities that first meet Blue Distinction’s nationally-established, objective quality measures will be considered for designation as a Blue Distinction Center+.

“We’re extremely proud to receive this recognition for our weight loss surgery program,” said Dr. Mark Smolik, Mercy Bariatric Surgery Director. “Our team is committed to supporting our patients on the path to healthy living, as they achieve long-term control of their weight and improved quality of life. This distinction recognizes the high quality, compassionate care we provide.”
MERCY COLLEGE OF HEALTH SCIENCES ANNOUNCES
NEW PRESIDENT

Mercy College of Health Sciences Board of Directors has named Douglas J. Fiore, Ph.D., to serve as the College’s next president. Fiore will succeed Barbara Quijano Decker, J.D., who announced her retirement in August 2017 after 12 years of leading Mercy College. Fiore will work with Decker in a period of onboarding to enable a seamless transition. Effective June 10, 2018, Fiore will begin his new role as the President of the College.

Fiore’s selection followed an extensive, national search conducted by Greenwood/Asher & Associates, Inc., a national higher education executive search firm that provided support to the President’s Campus Search Committee.

"After thoughtful succession planning and a national search process, the board is pleased to have selected Dr. Fiore to lead Mercy College moving forward," said Glenn Lyons, chairman of the Board of Directors and co-chair of the search committee. "Dr. Fiore brings with him many years of higher education experience and joins us ready to accelerate Mercy College’s position as a national leader for excellence in the delivery and innovation of health sciences education.”

Fiore earned his Doctor of Philosophy degree in educational administration from Indiana State University, Master of Science in education from Purdue University and a Bachelor of Arts in education and speech arts and sciences from Hofstra University. Throughout his career he held leadership roles at several higher education institutions and in the public K-12 school system. Most recently, he served as the provost and vice president for academic affairs at Park University.

STORK AFFAIR BRINGS IN A CROWD

Mercy Medical Center – Des Moines hosted Stork Affair – a special event for expecting, planning and new parents – on Saturday, March 17. More than 500 people attended the event, which featured classes, tours of the obstetric units, a car seat inspection station, vendors and prizes.

As part of the event, BuyBuy Baby in West Des Moines sponsored the Dream Nursery giveaway. The grand prize – which included a crib, changing table, dresser and chair – was valued at $1,600. The winners of the Dream Nursery were Emily and Bret Whitaker from Ankeny. The couple is in the process of adopting and the new furniture will help them welcome their baby.

WHAT EXACTLY IS MERCY CONNECT?

Since its inception in 2014, Mercy Connect has been helping to facilitate incoming transfers to Mercy Medical Center – Des Moines from referring facilities across Iowa and the Midwest. Mercy Connect is staffed with nurses, nurse practitioners and physician assistants who initiate all incoming transfers to Mercy’s central campus and Mercy West Lakes. Connect clinicians collect pertinent patient information, help find a physician to accept the patient and work with Dispatch to help facilitate transport, when needed. Mercy Connect also takes information from clinics and long-term care facilities that are sending patients to the Emergency Department at Mercy’s central campus or Mercy West Lakes. Mercy Connect is staffed 24/7/365 and can be reached at 877-88-MERCY or 515-643-2071.

Want to learn more? Register now for the second annual Mercy Connect Forum! This CME/CEU event will take place on Friday, April 27, from 8 a.m.-4:30 p.m. in Mercy’s East Tower Auditorium. Hear from various speakers on numerous topics all focusing on the discussion of clinical conditions and treatments in health care relating to the evaluation, treatment and transfer of a patient for a higher level of care. Visit mercy.dm/connect-forum for more information including the schedule, speakers, course objectives and how to register.

CONTACT US

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If you are interested in submitting information to be printed in the Bulletin, send it to PR and Marketing or call 515-247-3050.

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