During past trips to the Yucatan, 300-400 children were evaluated by physicians in the clinics each year, and 20-40 would be chosen to make the trip to Des Moines for surgery. This year, more than 350 patients were seen during the week-long clinics in February, and 20 children were selected for heart surgery in Des Moines. The patients, along with one of their parents, are brought to Mercy in groups of four to six children during the course of the year.

Today, the program is coordinated by pediatric cardiologists Dr. Thomas Becker, Dr. Stephen Mooradian and Dr. John Lozier from Pediatric Cardiology, PC. Each year, they organize the week-long trip, and oversee the management of the patients as they come to Mercy for their surgeries. It is truly a team effort.

In February, a team consisting of Dr. Becker; Dr. David Hockmuth from Iowa Heart Center; Dr. Ian Law, Dr. Natasha Gonzalez Estevez, and Mark Olson, PA, from the University of Iowa; and Mercy staff Elizabeth Schroeder, RN, pediatric nurse; Gary Tonemah, pediatric ultrasonographer; and Katherine Langan, interpreter; volunteered time to make the annual trip to the Yucatan and evaluate patients.

As the team left Iowa, final preparations for their arrival were being made by the Mexican government’s health agency. In Campeche and Merida, the children had been pre-screened, and examinations were scheduled. The parents and children from the previous year’s surgeries also prepared to show the doctors how much their health has improved.

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This month’s Spirit of Mercy Award winner is always focused on what is best for patients. Whether he’s directing and providing care at Mercy Clinics Family Medicine South, or working to improve the overall quality of care for Mercy Clinics’ patients, Dr. Tim McCoy shows a continuous commitment to his profession, colleagues and patients. Colleagues say his work is clearly guided by the Mercy Values.

Dr. McCoy is seen as an innovator – someone who is continually working to advance the quality of medicine. His commitment to excellence and preventive care help make each patient’s experience remarkable.

Co-workers say Dr. McCoy always puts his patients first. They say he knows their needs, and always finds the time for care.

Those who have been mentored by Dr. McCoy in a clinical setting view his warm and welcoming manner as a best practice. Dr. McCoy’s natural ability to show compassion is often passed along to colleagues who have added this important skill to their own practice of medicine.

Congratulations to Dr. McCoy on receiving the Spirit of Mercy Award!

ADMIT ONE: ANNUAL PERFORMANCE CULTURE ASSESSMENT

Your feedback is essential in informing and influencing our culture, as work continues to make Mercy a great place to work and receive care.

The Performance Culture Assessment (PCA) is your annual opportunity to share your opinion of what is going well at Mercy – and where there is room for improvement. The survey period starts April 16 and concludes May 7.

Each employee will receive an email from the HR Support Center (HROperations@catholichealth.net) with a link to the survey, along with password instructions, on Monday, April 16. Be sure to watch for this email (and not delete it).

NOW SHOWING: YOU!
The internal campaign around this year’s PCA features a fun movie theme where you are the star, including several new incentives for participating:

• A box of movie-style candy for every colleague who completes the PCA

• A celebratory party for each department with 90 percent or more colleagues completing the survey – including popcorn, treats and a complimentary Redbox pass for each member of the team

All individual PCA survey responses will be confidential. If you have questions, please speak with your leader or Human Resources.

SUE DEBARTOLO RECOGNIZED WITH DAISY AWARD

Sue DeBartolo, R.N., is Mercy’s newest DAISY Award recipient. She was surprised with the award at a ceremony March 22, on 9 South, with several of her family members, colleagues and Mercy nursing leadership in attendance. Sue was nominated by the family of a former patient to recognize the compassionate care she provided to the patient and her family while the patient was hospitalized.

Following is an excerpt from the nomination form: “There wasn’t one big thing that she did … but several little things that meant the world to our family. She always left the room with a warm and comforting smile to us, always asking what she could get for us. I would like her to know that she made the most difficult of our days a whole lot better with her smile and compassion. We will always remember that smile.”

Find out more about the award or submit a nomination at mercy.dm/daisy.

CONTACT US

The Bulletin is published weekly for staff and friends of Mercy Medical Center, 1111 6th Ave., Des Moines, Iowa 50314-2611

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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