DAILY HUDDLES IMPROVE COMMUNICATION AND COLLABORATION

Many types of organizations utilize huddles to meet their own unique communication needs. Probably most familiar are sports teams, who use huddles to discuss an immediate strategy. The general concept is the same across all industries, though – to inform and collaborate. Organizations across the country have found this tactic beneficial for improving how colleagues communicate and interact with one another.

Huddles provide a valuable opportunity every day to meet face-to-face with colleagues and share key information which may impact each other’s day. It is a chance to review any process changes, follow up on issues from the day before, share success stories, address concerns and ask questions.

“Daily huddles at Mercy are symbolic of our commitment to be one team by sharing consistent information about each day,” said Mercy President Bob Ritz. “We are very excited to work as one Mercy to ensure our Mercy Experience is truly remarkable,” he added.

As of April 4, all areas at Mercy have started conducting daily huddles. “Daily huddles improve communication and increase a team bond,” said Pat Hunter, patient advocate.

According to the Institute for Healthcare Improvement, “huddles enable teams to have frequent but short briefings so they can stay informed, review work, make plans and move ahead rapidly.” In an organization with more than 7,000 colleagues, it is important to have constant and consistent communication.

The “Daily Huddle” is distributed to all huddle leaders. The publication provides important information and serves as a guide to facilitate departmental huddles.

PERFORMANCE CULTURE ASSESSMENT (PCA) SURVEY STARTS APRIL 25

When everyone participates, change happens . . .

Make note of the annual Performance Culture Assessment (PCA) coming April 25-May 9. On April 25, you will receive an email from HealthStream (our third party survey vendor) with a link to the confidential survey to be completed by May 9.

Watch “News Briefs” and the “Bulletin” for more information over the coming weeks, and be ready to share your thoughts.

Your input is important and valued as we work to create a Remarkable Mercy Experience, not only for our patients and visitors, but for our colleagues too!
Help us raise funds for Mercy Children’s Hospital & Clinics’ child life program with Dress Down to Live Up for Kids on April 29 and 30! For $5, staff members who work in areas where casual dress is allowed may wear jeans, a colorful scrub top or their Mercy Experience T-shirt. Departments’ dress codes will be determined by the department manager. With your donation, you will receive a sticker to wear, allowing you to Dress Down those two days. Jeans should be clean, in good care (i.e., no holes, rips or overly worn) and have an appropriate fit (i.e., not too tight or too baggy). Employees must be wearing the Dress Down to Live Up for Kids sticker to be eligible during the event, and stickers can be reused the second day.

Starting April 18, stickers may be purchased at the gift shops at Mercy’s central campus and Mercy West Lakes, Starbucks, West Lakes Brew or outside the Marketplace & Grille from 11 a.m.-1 p.m. (Monday through Friday) and from 5:30-7:30 p.m. (Wednesday, April 20, and Friday, April 22). Stickers may be purchased with cash, check or credit card; payroll deduction is only available at the gift shop and Starbucks locations. Donations can also be made on line at any time at https://foundation.mercydesmoines.org/dress-down-to-live-up-for-kids/. All funds will go to the child life program to purchase new toys, games, art supplies, movies and more for our pediatric patients.

EXCITING CHANGES TO SPIRIT OF MERCY AWARD ANNOUNCED

Due to the overwhelming enthusiasm toward the most recent Spirit of Mercy award, exciting changes have been announced moving forward.

Beginning May 2016, the Mission Advisory Council and the Staff Advisory Council will select a Spirit of Mercy winner each month! Any staff member can nominate a colleague by sharing stories of those who actively live the Mercy Values of Reverence, Integrity, Compassion and Excellence at work and in their daily lives.

Staff may use this link to connect to the fillable form: https://www.surveymonkey.com/r/NB7H53G, which is also available in MercyNet.

Nominations will be due on the 15th of each month, beginning today, and winners will be announced the following month. The monthly winners will then be eligible for the 2017 Spirit of Mercy Award announced at the annual Staff Recognition Dinner next spring.

We hope you will continue to share your amazing stories. Feel free to email Laura Wenman with additional questions.

DRESS DOWN TO LIVE UP FOR KIDS!

Service of Remembrance and Thanksgiving April 20

Each year in April we celebrate Donate Life Month to raise awareness of eye, organ and tissue donation and transplantation. Gather for this special service celebrating life through donation and transplant.

Ecumenical Service of Remembrance and Thanksgiving

Wednesday, April 20, noon-1 p.m.
East Tower Auditorium, Mercy central campus
Refreshments will be provided

Mercy partners to bring Healthy Kids Day to Grubb neighborhood

Mercy Children’s Hospital & Clinics will be partnering with the John R. Grubb YMCA to bring health and nutrition to kids in the Mercy neighborhood later this month. The YMCA Healthy Kids Day is a national event to promote health and well-being for kids, especially during the summer months when healthy habits may be forgotten. This year’s event will take place on Saturday, April 30, from 9 a.m. to noon, at the John R. Grubb Community YMCA, 1611 11th St., Des Moines.

This free and fun family event will focus on improving the health and well-being of kids, and there will be many indoor and outdoor activities for children ages 5-13 and their parents. Activities include: 1K Fun Run, meet Captain America and Super Girl from the Iowa League of Heroes from 9-10 a.m., open swim from 10:45 a.m.-noon, miniature ponies, Hy-Vee Healthy You mobile clinic, vision screenings and healthy snacks. Jump ropes and hula hoops will be given away while supplies last. Mercy Children’s Hospital & Clinics will be providing pedometers and offering tips for children and adults to include physical activity every day. Mercy and the Grubb YMCA will also be raffling 10 bikes, helmets and locks to participants at the Healthy Kids Day event. For information, call the John R. Grubb YMCA at (515) 246-0791.