Creating a Remarkable Mercy Experience for our patients and guests is not just a one-time event – it requires a sustained effort to make continued and workable changes throughout the organization. Here is just one example of the type of things departments are doing to ensure we provide a remarkable experience to everyone we are privileged to serve at Mercy.

When patients are in the hospital for heart surgery, a large number of staff come to the room to provide care and check on their progress. Because of this steady stream of people, the Cardiovascular Surgery team at Iowa Heart Center Laurel has started providing each patient with a card, complete with his/her surgeon’s photo on it. This allows patients to have a visual reminder so they can recognize their surgeon upon entering the room.

Since implementing this change, the team has received a great deal of positive feedback from patients who appreciate the effort to continually improve their patient experience at Mercy. If your department is working hard to develop Mercy

Experience best practices and you would like others to hear about it, please tell us your story at www.mercyexperience@mercydesmoines.org.

IMPROVEMENTS DESIGNED TO HELP CREATE A Remarkable Mercy Experience matter.

With the always changing and current advancements in cardiac surgery, we as a group want to continue to make changes to our practice to provide the best experience for our patients and make them feel confident and comfortable while under our care.

– Kaylene Rogers, Cardiovascular Surgery, Iowa Heart Center Laurel
Mercy Carlisle Family Practice Clinic hosting open house

Mercy Carlisle Family Practice Clinic moved to a new location last month. To celebrate, the clinic will be hosting an open house for the public on Wednesday, June 15, from 4-6 p.m., at 2755 South Gateway Dr. in Carlisle, near Highway 5 on the west side of town. A ribbon cutting ceremony is scheduled for 4:30 p.m. The public is invited to stop by and meet the staff, tour the new building and enjoy refreshments. Providers at Mercy Carlisle Family Practice Clinic are: Jennifer Olson, D.O., JoEllen Heims, D.O., Marvin Huff, D.O., and Jessica Rogers, ARNP.

Mercy Campus Medical Clinic closing on June 30

Mercy Campus Medical Clinic in the Mercy Medical Plaza (411 Laurel) will be closing on June 30. In the future, this location will become an internal medicine clinic. Watch for more information to follow. The Mercy Campus Medical Clinic providers will be seeing patients at other Mercy Clinics’ locations. Please call the provider’s new clinic location directly to schedule an appointment.

Dr. JoEllen Heims  Mercy Carlisle Clinic  (515) 989-3221  
Dr. Ronnie Hawkins  Mercy East Village Clinic  (515) 643-0833  
Dr. Kevin Moore  Mercy West Grand Clinic  (515) 226-0112  
Dr. Susan Kennedy  Mercy West Grand Clinic  (515) 226-0112  
Elizabeth Gudgel, ARNP  Mercy West Family Practice  (515) 222-7000

Dr. Bertroche joins residency program faculty

Sharon Bertroche, M.D., has joined the faculty of the Mercy Family Medicine Residency Program effective June 1. Dr. Bertroche comes to Mercy from Cedar Rapids, where she worked at Mercy Care in Marion. Dr. Bertroche has more than 27 years in the family medicine field, and will be practicing in the clinic, in obstetrics and in the inpatient setting as a faculty member. She has an interest in community advocacy and development and enjoyed being involved in many organizations in the Cedar Rapids area.

Nominations for Spirit of Mercy Award due June 15

Due to the overwhelming popularity of the Spirit of Mercy Award at Mercy, we are now selecting a Spirit of Mercy winner each month! The deadline for June nominations is Wednesday, June 15. Nomination forms are available on MercyNet, or you can access the survey here: https://www.surveymonkey.com/r/NB7H53G. Hard copy forms are also be available in Public Safety and Administration on central campus and in Administration at Mercy West Lakes and Mercy – Centerville.

Free “Live Healthy, Cook Healthy, Be Healthy” programs coming in June

Mercy Weight Loss & Nutrition Center is pleased to offer healthy living classes this month, taught by weight loss and wellness experts. Programs are free of charge and open to the public. All classes are held on Tuesdays at 5:30 p.m., and are at located at the YMCA Healthy Living Center™ (12493 University Ave., Clive) unless otherwise noted.

“Getting Balanced with Tai Chi”  
Tuesday, June 14, 5:30 p.m.  
Presented by Sherry Levin  
YMCA Healthy Living Center

“Know your Pulses . . . Beans, Chickpeas & Lentils”  
Tuesday, June 28, 5:30 p.m.  
Presented by Katie Paulson, MS, RD, LD  
Mercy Weight Loss & Nutrition Center

New Better Choices, Better Health workshop starting in July

This FREE workshop is for all people with chronic health conditions and their loved ones. Topics discussed include healthy eating, physical activity, weight management and more! Contact Stacey at sclough@mercydesmoines.org or at (515) 643-8632 to sign up.

The next class is at:
- The Shores at Pleasant Hill, 1500 Edgewater Dr., Pleasant Hill
- Tuesdays, starting July 19, and ending on August 30 (the week of Aug. 9 will be skipped)
- Time: 1-3:30 p.m.

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.