CENTRAL CAMPUS ENJOYS NEW OUTDOOR SPACE NEAR WEST ENTRANCE

For the past several weeks, Mercy Properties has been renovating the outdoor area between Mercy’s West Entrance and 411 Laurel. Now complete, the new area has picnic tables, additional plants and flowers, a water feature and ample amounts of shade.

“Those of us at Mercy Properties want to dedicate this area to all staff of Mercy Medical Center who help to create an environment of rest, healing and rehabilitation for those we are privileged to serve,” said Diane Cummings, director of plant operations and construction.

“It’s their area to enjoy and to unwind,” she added.

Exceptional employees! We went to urgent care and were taken back to an exam room immediately due to the nature of our emergency. Doctors and nurses were right there to start evaluating my 2-year-old. The doctor was VERY descriptive of what would be necessary for my son, including the need to take him downtown to be monitored. Her team worked well together to take care of my son and keep me informed.

When we got downtown, they were expecting us and again took us right back to a room. The nurse practitioner came right in and explained what they would be doing. It was awesome to know my son was so well cared for and monitored so closely. Staff was great! Even the janitor pointed me in the right door when I stepped out for a moment!

(This is an actual note from a family member. It has been edited for space purposes.)
Mercy has received the Mission: Lifeline® Bronze Receiving Quality Achievement Award for implementing specific quality improvement measures outlined by the American Heart Association for the treatment of patients who suffer severe heart attacks.

Every year, more than 250,000 people experience an ST elevation myocardial infarction (STEMI) – the most deadly type of heart attack caused by a blockage of blood flow to the heart – which requires timely treatment. To prevent death, it is critical to restore blood flow as quickly as possible, either by mechanically opening the blocked vessel or by providing clot-busting medication.

The American Heart Association’s Mission: Lifeline program’s goal is to reduce system barriers to prompt treatment for heart attacks, beginning with the 9-1-1 call and continuing through hospital treatment.

In addition to receiving the Mission: Lifeline Bronze Receiving award, Mercy has also been recognized as a recipient of Mission: Lifeline’s Bronze-Plus award, which recognizes the hospital has reached an achievement score of 75 percent or greater for treating STEMI transfer patients within 120 minutes for at least one quarter.

“We commend Mercy Medical Center – Des Moines for this achievement award, which reflects a significant institutional commitment to the highest quality of care for heart attack patients,” said James G. Jollis, M.D., chair of the Mission: Lifeline Advisory Working Group. “Achieving this award means the hospital has met specific reporting and achievement measures for the treatment of their patients who suffer heart attacks and we applaud them for their commitment to quality and timely care.”

Mercy earned the award by meeting specific criteria and standards of performance for the quick and appropriate treatment of STEMI patients by providing emergency procedures to re-establish blood flow to blocked arteries when needed. Eligible hospitals must adhere to these measures at a set level for at least one consecutive 90-day interval.

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**ANNOUNCEMENTS & NEWS BRIEFS**

**Save the date – Mercy Field Day Oct. 15**

Mark your calendar now for Mercy Family Field Day on Saturday, Oct. 15, at Principal Park in downtown Des Moines. This day is designed for all Mercy staff and their families to come to Principal Park and have fun running races, competing in field day activities and sharing some good fun and laughter with their coworkers, their families and Administration. The day will start with the Des Moines Marathon Mercy Live Up Loop 5-Mile run/walk at 8 a.m., followed by the Mercy Junior Jog (children’s fun run) at 9:30 a.m. The free Mercy family activities will start at 10 a.m. and end at 3:30 p.m. Watch for more information to come.

**Let us know if you’ve caught someone Living Up!**

Keep sending your WOW stories, examples of staff living up, department features and daily huddle best practices to mercyexperience@mercydesmoines.org. We want to continue to share this information so staff can be aware of all the remarkable things going on at Mercy!