OUR MERCY VOLUNTEERS: LIVING UP, MAKING A DIFFERENCE

Volunteers play a vital role in creating a Remarkable Mercy Experience each day. In fact, our organization has more than 300 volunteers who, in fiscal year 2016, donated an incredible 16,040 service hours in support of our patients, families, guests and colleagues.

Volunteers at Mercy – who range in age from 14 to 93 – carry out a variety of activities, including: flower and mail delivery; serving as eucharistic ministers to our Catholic patients; assisting patients and visitors to find their way; staffing information desks; supporting office staff; working with patients and staff on select nursing units; working in the gift shops; carrying out the pet visitation program; and numerous other special projects.

While Mercy recognizes volunteers each year during National Volunteer Appreciation Week in April, it is important to pay tribute to the important role they play and for the vital tasks they undertake each day.

Take a few moments this week – and every week – to thank a Mercy volunteer for his or her selfless hours of service in support of our organization and the patients and families we care for.

Volunteers at Mercy Live Up every day to provide a Remarkable Mercy Experience to everyone we are privileged to serve. Volunteer Alice Bergstrom (top photo) helps brighten the days of our patients and their families. Kristen Krueger (right photo) volunteers her time in the pediatric unit and playroom of Mercy Children’s Hospital & Clinics. Keith Hildreth (far right photo) can be found at the Main Entrance of Mercy central campus, where he greets hundreds of guests each week as he volunteers his time.
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.

**MERCY CLINICS SUPPLIES FIRST AID AT NATIONAL BALLOON CLASSIC**

The National Balloon Classic in Indianola has been an annual Iowa tradition for more than 40 years, and Mercy has played an integral role in the summer event for more than 20 years. While Mercy Medical Center – Des Moines serves as a corporate sponsor of the event, Mercy Clinics manages the first aid station at the balloon field.

Approximately 35 staff members from various Mercy Clinics locations volunteer for front-line duties at the first aid station. In addition, clinics administration staff work behind the scenes, putting supplies together and recruiting and scheduling volunteers. Physicians and other clinic staff certified in CPR serve as first aid providers.

Those who volunteer usually work one shift lasting four to five hours. The first aid station provides treatment for approximately three visitors per shift, with scrapes and cuts being the most frequent treatment need.

“Providing staff for the first aid station gives Mercy Clinics a chance to show our support for the local community and also gives our volunteers an opportunity to do something extra in a different setting,” said Sharon Phillips, Mercy Clinics’ chief operating officer.

**WHAT’S UP?**

**Back-to-school supply drive underway**

Remember the thrill of sharp pencils, fresh crayons and new folders? You can make this excitement possible for children in our community by donating to our annual back-to-school supply drive.

Most-needed items include folders, wide-ruled spiral notebooks, wide-ruled notebook paper, #2 pencils, glue sticks, 16-count crayons, colored pencils and child-sized scissors. All items are welcome and appreciated!

We will be collecting items through Aug. 8, with drop-off sites at the loading docks at both Mercy central campus and Mercy West Lakes. Clinics can schedule individual pick-up through the courier, to take place on Aug. 9. Once all items are gathered, they will be distributed to our partner schools – Holy Family and Hiatt schools – and the school supply “closet” within West Des Moines Human Services.

Working together, we can have an amazing impact on those who need our help. Let’s show these students and their families what it means for the Mercy Family to Live Up!

**TAMMY AT QUICK CARE LIVING UP!**

A note from a satisfied clinic patient

I strolled into the Quick Care on Ingersoll around the closing time. Tammy, the provider on duty, could have easily turned me away, but she didn’t. She was happy to see me and went through quite a bit of paperwork with me since I’d never been to Mercy before.

Tammy soon began asking me questions about my illness and quickly explained to me something previous providers had not mentioned – that I don’t really have asthma; I have something called reactive airway disease.

Tammy explained exactly what each medication she prescribed was for (I love this!) and how I should take them. She also explained why she wasn’t prescribing antibiotics – an excellent explanation, by the way. To be honest, Mercy is very lucky to have an employee like Tammy.

**CONTACT US**

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