Mercy Medical Center – Des Moines is now partnering with VITAL WorkLife to provide an Employee Assistance Program (EAP) to all Mercy colleagues and their family members. The EAP benefit includes a comprehensive array of telephonic and in-person counseling and web services that can be accessed 24-hours a day, seven days a week, 365 days a year. This program replaces the EAP offered through the Catholic Health Initiatives (CHI) Healthy Spirit program provided by Beacon Health Options.

Free counseling and coaching services available through VITAL WorkLife can help with a wide variety of issues, including, but not limited to:

• Marital and relationship problems
• Depression, stress and anxiety reduction
• Drug and alcohol abuse/chemical use assessments
• Parenting and child concerns
• Anger
• Grief and loss
• Interpersonal conflict—at work or home
• Legal and financial problems
• Burn out
• Professional mentoring/peer coaching

All of the VITAL WorkLife EAP services can be utilized by you and any member of your family – including spouse or significant other, children, regardless of age or location. All services are completely free and confidential, and Mercy will not know who uses the services, when or for what reason(s).

To access your new EAP benefit, visit VITALWorkLife.com and click “member login.” To get started, enter the username: mercyiowa and password: member. You can also call 800-383-1908 for immediate assistance.

Additional information about the VITAL WorkLife EAP will be mailed to your home in the coming weeks.

Ensuring a clean and safe environment for patients is a top priority of the Environmental Services department at Mercy. To help in this effort, special robots Wall-E and Rosie are utilized to aim bursts of ultraviolet (UV) light throughout cleaned rooms — adding another layer of protection for patients with lowered immune systems.

Initially, the robots were used solely for rooms on 8 South for cancer patients and 5 South for transplant patients, but their role has been expanded to include rooms in the Cardiac Surgical Intensive Care Unit (CSICU) and other locations as well.

“The robots are available 24/7 and they’re used for almost 100 room cleanings each week,” says Environmental Services Manager Rich Angus. “It takes about 15 minutes longer to clean a room, but it’s time well spent to give peace of mind.”

Infection Prevention says the robots are a great addition to our safety toolbox. This team will continue to study and monitor their effectiveness in focused areas.

Environmental Services Supervisor Victor Fermin with infection prevention robot Rosie.
Spirit of Mercy Award Winner Committed to Excellence and Service

In an age of rapidly developing technology, big data and ever-changing rules and regulations in health care, it’s a plus to have someone who enjoys and excels at handling major challenges. These are some of the qualities that describe our Spirit of Mercy Award Winner Ron White.

Ron has dedicated more than 43 years to Mercy, and serves as the information coordinator for Mercy Pharmacy. Colleagues describe Ron as an amazing and gifted person who plays a key role in keeping the Pharmacy on track with the latest technology — embracing change and managing the unexpected — without disrupting other major projects. Ron is considered a great resource for IT projects, not just for Mercy, but also at the national level for Catholic Health Initiatives (CHI) and other CHI entities.

Co-workers say Ron has a knack for making the technology do the work. He’s led several efforts to meet new CMS billing requirements. In one case Ron found a function at another CHI entity that was impacting efforts at Mercy in Des Moines, which could have had an adverse effect on receiving correct reimbursement for our highest dollar medications. Ron worked with CHI Compliance, CHI Information Management, other CHI entities and rural affiliates on a solution. He then produced a thorough explanation on correcting and managing the issue.

Colleagues appreciate Ron’s caring and compassion for his co-workers. He’s never too busy to help. He also freely shares his knowledge including the importance of assembling the right team — and keeping that team focused to achieve great things.

Congratulations, Ron, on your Spirit of Mercy Award. Your commitment to excellence and your colleagues are great examples for present and future members of the Mercy Family.

New Mass Messaging System

Mercy now has access to a mass messaging system, providing the capability to reach various email groups, or all users if necessary. Messages will be from Alertus, and will come in one of three formats: ticker, pop-up box or full-screen. Messages will temporarily interrupt computer screens, but will not affect the documents open on your computer.

Types of messages to be sent out through this system include: facility alerts, security alerts, system outages and weather alerts. Medical alerts will not be sent using this system.

Everyone is encouraged to view examples of message screenshots to familiarize yourself with the new messaging system. When you see one of these messages, there is no need to be alarmed or to contact the IT help desk. Instead, when a message is sent out, please read and acknowledge it by either clicking the ‘Acknowledged’ or ‘Dismiss’ button, or the ‘X’ in the upper-right hand corner. If you do not acknowledge the message, it will continue to run for the amount of time allotted. Please note, some messages may not have this option depending on their importance.

Any questions can be directed to Scott Finken, SFinken@mercydesmoines.org, or Brenda McGraw, BMcGraw@mercydesmoines.org.

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.

Follow Us:

@MercyDesMoines

Manager of Pharmacy Services, Stephanie Lingen, Pharmacy Information Services Coordinator Ron White and Director of Pharmacy Services Greg Young celebrate Ron’s Spirit of Mercy Award.