SPIRIT OF MERCY AWARD WINNER GUIDES AND SUPPORTS PATIENTS DURING THEIR TIME OF NEED

When a woman has a mammogram and her initial results raise more questions than answers, she is put in immediate contact with breast imaging navigator Trish Steenhoek. Trish’s ability to help women during what can be a stressful time by delivering reverent and compassionate care is why she was selected as the latest Spirit of Mercy Award winner.

Trish is central Iowa’s only breast imaging navigator and her Mercy Values are as much healing tools as the diagnostic technology she and her colleagues use to monitor breast health. The women in Trish’s care need additional testing and possibly a biopsy. Uncertainty and concern are often part of this stage of care, but Trish works to smooth the process. She takes care of everything, from scheduling, to completing medical forms and ironing out financial details. She is there to answer questions, and her talents help remove some of the fear of the unknown.

Colleagues say Trish is one of the most compassionate people they know. They say when she took the navigator position she truly made it her own. Trish excels on the clinical level and has the ability to see and anticipate a patient’s human needs as well. Trish is said to be quick with a kind word and action. She supports and advocates for her patients — and she also doesn’t hesitate to share in a prayer or the occasional tear. Patients are welcome to reach out to her at any time if they have questions or concerns — and she always tries to be available.

Patients say they welcome Trish’s giving nature and her professionalism. Colleagues shared how she finds a way to minister to each patient in an impactful way. This could be a special handwritten note, flowers or home-made baked goods. They say her patients are sometimes surprised by these acts of kindness, but are appreciative. Patients often share their thoughts with Trish too. Samples of comments show the impact she makes, like: “You were meant to help people — to say you go above and beyond is an understatement,” or “I appreciate you and I’m so grateful for all you do,” and “I can tell you one thing — I will be a better person because of you.”

Through her “human touch” and the Mercy Values, Trish has provided an example we can all use at Mercy and in our daily lives. Take the time to listen, hold a hand or share an experience — because it can mean the world to someone — and possibly change things for the better.

OPEN HOUSE FOR FORT DODGE CLINIC

On Thursday, Oct. 26, physicians and staff from Mercy Clinics Family Medicine Fort Dodge will host a public open house to welcome community members to the facility. The open house will take place from 4:30-6 p.m., with members of the Fort Dodge Growth Alliance performing a ceremonial ribbon cutting at 5 p.m. The new clinic is located at 119 Avenue O West in Fort Dodge. Everyone is welcome to attend!
MERCY COLLEAGUE FORUMS SCHEDULED FOR OCT. 26

On Thursday, Oct. 26, Interim President Mike Wegner will lead a series of open forums to share the latest organizational news. Each session will celebrate our successes and provide information on new things planned for the next year, including the latest on the master campus plan, an update on the search for administrative leadership, and an update on Mercy’s involvement with Mercy Health Network.

Times and locations for Mercy Colleague Forum events are listed below:
- Mercy central campus, East Tower Auditorium
- Mercy West Lakes, Cownie Conference Room
  7:45 a.m. | 10 a.m. | 2 p.m. | 4 p.m.
- Mercy – Centerville, Telemedicine Conference Room
  2 p.m.

PASTORAL CARE WEEK, OCT. 22 – 28

Each day our patients, their families, our physicians and colleagues experience the spiritual power of healing made possible by our dedicated chaplains. Through their tireless efforts of prayer and service — our Pastoral Care chaplains represent Catholic, Christian and other faiths and are available 24-hours a day in-person or by making a request through our staff.

During the week of Oct. 22, we will celebrate national Pastoral Care Week and ask for God’s blessings on our chaplains during special masses. This is a great opportunity to meet the chaplains and learn more about why we are truly blessed to have the spiritual services and support they provide.

Mass, Our Lady of Mercy Chapel at Mercy central campus and Mercy West Lakes
Monday, Oct. 23, 11:30 a.m.

Meet the Chaplains, Mercy central campus, Market Place and Grille
Tuesday, Oct. 24, 11 a.m.-1:30 p.m.
Friday, Oct. 27, 11 a.m.-1:30 p.m.

Meet the Chaplains, Mercy West Lakes, The Café
Thursday, Oct. 26, 11 a.m.-1:30 p.m.

HALLOWEEN FUN
WITH MERCY CHILDREN’S HOSPITAL & CLINICS

Night Eyes at Blank Park Zoo
Oct. 19, 20, 26 and 27, 5:30-8 p.m.
Oct. 21, 22, 28 and 29, 1-8 p.m.
Admission is $6 for everyone ages one year and older at the gate or $5 for zoo members.

Parents and children are invited to wear costumes and trick-or-treat at the zoo. Staff from Mercy Children’s Hospital & Clinics will be on-site to give out treats!

Trick-or-Treat at Jordan Creek Town Center
Tuesday, Oct. 31, 6-8 p.m.
Younkers court (lower level)
Event includes fun games, activities and treats for kids. Some stores at Jordan Creek will also hand out treats.

Children hospitalized at Mercy Children’s Hospital & Clinics will also enjoy some Halloween fun! Players from the Iowa Wild and the Iowa Wolves will visit the Pediatric and Pediatric Intensive Care Units on Tuesday, Oct. 31.

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.

WHAT’S UP?

EMILY CAPPs, PCT, and Omar Pedraza Ramirez greeted guests at the new Infusion Center open house on Oct. 14.