Mercy Medical Center – Des Moines’ central campus and Mercy West Lakes are the first centers in the nation to earn accreditation in cardiac electrophysiology (EP) by the Intersocietal Accreditation Commission (IAC). The three-year accreditation applies to testing and ablation, chronic lead extraction and device implementation.

“We are extremely proud to be the first facility to earn this accreditation,” said Denise Sorrentino, Iowa Heart Center electrophysiologist. “It was a true team effort and shows that quality patient care is our priority.”

Accreditation by IAC indicates Mercy has undergone an intensive application and review process, and is found in compliance with the published standards of IAC. Comprised of a detailed self-evaluation, followed by a thorough review by a panel of medical experts, the IAC accreditation process enables both critical operational and technical components of the applicant facility to be assessed, including representative case studies and their corresponding final reports.

The training and experience of the cardiac electrophysiology specialist performing the procedure, the type of equipment used and the quality assessment metrics each facility is required to measure all contribute to a positive patient outcome. IAC accreditation is a “seal of approval” patients can rely on as an indicator of consistent quality care and a dedication to continuous improvement.
MERCY EARNs CONSUMER CHOICE AWARD BY NATIONAL RESEARCH CORPORATION

Mercy Medical Center – Des Moines was named a 2016/2017 Consumer Choice Award recipient by National Research Corporation (NRC) for the 18th consecutive year. The annual award identifies hospitals across the United States that health care consumers choose as having the highest quality and image.

“At Mercy, our commitment to providing patients with the best health care experience possible in their time of need is unwavering. We are proud to serve central Iowans and to earn this award based on our community’s feedback. It’s a tremendous honor,” said Bob Ritz, president of Mercy Medical Center – Des Moines.

“For each of the past 20 years, winning hospitals have provided outstanding experiences that have transcended their four walls to build consumer preference, loyalty and trust in their markets. We are honored to congratulate this year’s winners on a job well done,” said Brian Wynne, vice president of business development at NRC.

Winners are determined by consumer perceptions on multiple quality and image ratings collected in the company’s Market Insights survey, the largest online consumer health care survey in the country.

National Research surveys more than 300,000 households in the contiguous 48 states and the District of Columbia. Hospitals named by consumers are analyzed and ranked based on Core Based Statistical Areas defined by the U.S. Census Bureau, with winning facilities being ranked the highest.

A complete list of winners can be found at nationalresearch.com/ConsumerChoice.

VISITORS TO MERCY CHILDREN’S HOSPITAL BRING SMILES AND GIFTS FOR YOUNG PATIENTS

On Wednesday, Nov. 9, brand ambassadors from the Love Your Melon team at Iowa State University visited the kids in Mercy Children’s Hospital & Clinics. Patients received Love Your Melon hats and special light-up bracelets, which were a big hit with the kids!

CONTACT US

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If you are interested in submitting information to be printed in the Bulletin, send it to PR and Marketing or call 515-247-3050.

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Joint replacement program highlighted in “Becker’s Hospital Review”

Mercy’s Joint Replacement Program was recently highlighted in “Becker’s Hospital Review” as one of ten hospitals taking their total joint replacement programs to the next level. Mercy has worked to improve the total joint replacement program to better serve patients. Initiatives in data analytics, bundled payments, quality improvement and patient satisfaction programs have led to a better standard of care for joint replacement patients.

In addition, the orthopedic team developed a new approach to offer the patient a coordinated, one-stop shop for joint replacement. This includes working as a comprehensive team consisting of orthopedic surgeons, nursing staff, orthopedic educators, care coordinators, therapists and pharmacists to develop a specialized care plan for each unique patient. To learn more, visit mercy.dm/ortho.

Jolly Holiday Lights ticket sales underway

Jolly Holiday Lights tickets are available to Mercy Medical Center staff for $5 per carload, with proceeds benefitting Make-A-Wish Iowa. The event runs now through Jan. 1, and is open from 5:30-10 p.m. each night at Adventureland in Altoona. Please see “Mercy News Briefs” for ticket purchase details.