MERCY EXPERIENCE REACHES ONE-YEAR MILESTONE

Take a moment to think back to one year ago, when you first learned about the Mercy Experience. You were among the nearly 8,000 Mercy colleagues who participated in the Mercy Experience culture transformation sessions. These sessions were designed to re-energize how we connect and interact with each other and our patients. The sessions also served as a starting point for our culture transformation work. Together, as one Mercy we continually focus on practicing service excellence to create the best place to work and receive care.

ONE YEAR LATER …

Although culture change is a gradual process, our culture is changing. During the past year, we have focused on improving and implementing three things: huddles, Call Cards and recognition.

One year ago, huddles were not a universal part of Mercy’s culture. Today, all areas, both clinical and non-clinical, huddle each day. This means more than 300 huddles are held daily, allowing every Mercy colleague the opportunity to gather with his or her team to discuss ways to create a Remarkable Mercy Experience, share information, work collaboratively, bring our Call Card to life and connect with one another. Huddles provide a vehicle for the Mercy Experience culture by also focusing on safety conversations, process improvements and ways to measure our progress. Mercy’s culture is now one of daily huddles.

Today, our Call Card is a tangible and visible sign of the actions expected to be demonstrated in order to create a Remarkable Mercy Experience. Every Mercy colleague wears his/her Call Card to serve as a common goal, vision and reminder of why we do the work we do.

Mercy’s culture, today, is one of recognizing the remarkable work of our colleagues. Spreading positivity and appreciation keeps us connected and motivated.

LOOKING FORWARD...

We will continue to build on our work around implementing daily huddles, Call Cards and recognition. Each of these now has a strong footing that indicates culture change has occurred and these efforts will continue because they are part of who we are.

As huddles continue, our Mercy Experience focus will focus on one part of the Call Card for the entire week – instead of a different topic each day. This will allow for greater understanding and expanded discussions. Also, look for future training opportunities related to connecting, communication and responsiveness.

JANUARY LIVEUP RECOGNITION SWEEPSTAKES WINNERS ANNOUNCED

Congratulations to those recognized through this new program.

Lindsey Klunder
Ryan Elson
Amanda Moore
Heather Ward
Katelyn Lefkow
Andrea Miller
Jacoby Stieler
Linzi Weston
Lori Greif
Cynthia Weis
Kimberley Mock
Maggie Koenigs
Tisha Murphy
Michelle Ferrell
Juliet Bles

To check out the website, please visit https://mercydsmliveup.isrewards.com. To log in, enter your username (Lawson #) and the preset password (“Mercy”) for initial sign-in. Once you log in to the website, click on the “Programs” tab and then “Recognition” to recognize a colleague.
NEW COMMUNICATION TOOL FOR ONECARE CENTRAL USER

If you use a CHI Electronic Health Record (EHR), have an iPhone and have access to InsideCHI (via login and password), a new tool is available for you! Valuable EHR information is now accessible via the new OneCare mobile app. With this app you can receive:

- Downtime notifications / Updates
- Information will be provided for Epic, Cerner, Meditech and Allscripts (AEHR and PPMS). For a brief overview of the app, a video is available at https://youtu.be/DLLD_YdeXAQ

DOWNLOAD THE APP

- If you have an iPhone, please go to the Apple Store. The app is currently available for iPhone usage only; an Android app is planned for after mid-2018.
- Enter “CHIOneCare” (all one word with no spaces) in the search function.
- Click Get and then Install to the right of the OneCare app.

CELEBRATE HEART MONTH

February is American Heart Month, and together Mercy and Iowa Heart Center (IHC) are leading the fight against heart disease – the primary cause of death for both men and women in Iowa and the United States.

Through its vision to offer state-of-the-art care, provide the highest quality service and access, and promote teamwork, accountability and efficiency, Iowa Heart Center providers and staff work to improve the cardiovascular health of Iowans and everyone they are privileged to serve.

Offering services at 10 offices locations (Ames, Ankeny, Carroll, Des Moines, Fort Dodge, Indianola, Newton, Marshalltown, Ottumwa and West Des Moines) and more than 25 outreach clinics across the state, Iowa Heart provides high quality, comprehensive cardiovascular care and advanced treatment options to patients and their families, close to home.

Iowa Heart Center includes physicians who subspecialize in areas of interventional cardiology, cardiac electrophysiology, interventional cardiology, structural heart disease, advanced heart failure, diagnostic cardiovascular imaging, congenital heart disease and cardiothoracic and vascular surgery. IHC’s wide breadth of experience, allows patients with the most complex and rarest form of heart disease to be treated.

By participating in research and clinical studies, the physicians advance knowledge in the prevention, diagnosis and treatment of heart and vascular diseases and continually improve the delivery of health care to patients.

Mercy and Iowa Heart center work together to reduce the risk of heart and vascular diseases and prevent cardiovascular events to improve the hearts and lives of those we serve.

WHAT’S UP?

OPEN FORUMS EXTENDED!

Additional Open Forum meetings have been scheduled for next week! Don’t miss this opportunity to ask questions and receive organizational updates from Mercy President Bob Ritz.

CENTRAL CAMPUS:
- Feb. 13, 11 a.m. – noon, East Tower Conference Room 1
- February 14, 9-10 a.m., East Tower Conference Rooms 6 & 7

WEST LAKES:
- Feb. 13, 11 a.m. – noon, Cownie Conference Room
- Feb. 14, 9-10 a.m., Physician’s Conference Room

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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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