The Sisters of Mercy are known for being well traveled and living a life of service. Many emigrated from Ireland — serving in foreign places like Des Moines — often providing for the health and educational needs of the most vulnerable among us. Vlasta Mujanovic, pharmacy technician at Mercy West Lakes, also emigrated, however, she left Croatia because of war. Vlasta arrived in Des Moines with the help of a religious organization. Unable to speak English, she embarked on a new life and vocation; finding a home at Mercy.

With the aid of her religious sponsors and classes at DMACC, Vlasta mastered English, studied to become a pharmacy technician and was hired at Mercy West Lakes. In addition to her pharmacy duties, Vlasta volunteers to help other Mercy employees who might need assistance with English and completing required LEARN education by computer. She also worked with friends and others wishing to learn new job skills. Managers say Mercy West Lakes gained another excellent pharmacy tech because of her giving spirit – which includes knitting and crocheting beautiful, handmade sweaters and booties for her colleagues’ newborn babies.

Co-workers say they have learned a lot from Vlasta, her life-experiences and her actions. They have witnessed how she carries the Spirit of Mercy forward, saying, “living the Spirit of Mercy is not a once in a lifetime experience. It is who you are daily.”

Congratulations on your Spirit of Mercy Award Vlasta and for your shining example of living the Mercy Values each and every day.

Join Mercy Physical Medicine & Rehabilitation and On With Life, Inc., on Friday, June 23, for the inaugural Brain Injury Conference! Faculty will discuss the latest treatments in the recovery, presentation and long-term issues surrounding brain injuries. This is a CME/CEU event. Registration is $25 and the deadline to register is today, June 16. For information on the conference, visit mercy.dm/braininjuryconference.
NEW OTTUMWA CLINIC OPENS NEXT WEEK

Mercy Clinics’ new state-of-the-art facility at 522 N. Hancock St., in Ottumwa will open to patients on Tuesday, June 20. The 32,800 square-foot clinic will house family medicine, internal medicine and physical therapy. Urgent care services will be offered beginning this fall. The new clinic facility was made possible, in part, thanks to a grant award from the Ottumwa Regional Legacy Foundation. The Foundation committed $600,000 to the project, which covered the cost of several important clinical technologies.

“This new clinic will provide modern, patient-centered space to grow our practice in a 21st century environment. Our expanded services will provide better quality and access to local health care for our patients. My partners and I look forward to the opportunity to grow and improve health care for Ottumwa and the surrounding area,” said Dr. Peter Reiter, medical director of Mercy Clinics Ottumwa.

Approximately 19 new staff members—including physicians, nurse practitioners, physician assistants and other medical professionals—will be added to the clinic’s current staff of 38 throughout the next few years. Iowa Heart Center’s Ottumwa office will remain in its current location at 1005 Pennsylvania Ave.

MERCY WELCOMES NEW INTEGRITY AND COMPLIANCE OFFICER

Nancy Ruzicka has joined Mercy Medical Center – Des Moines as the Director of Integrity, Compliance and Privacy Officer. Nancy has more than 30 years of experience in the regulation of health care providers – including the management and administration of the Medicare certification program, CLIA program and hospital licensure program for the State of Iowa. She also has thirty-five years of experience as a practicing pharmacist in a retail environment.

Prior to joining Mercy, Nancy worked for 14 years as the Director of Regulatory Compliance at UnityPoint Health. In this role, Nancy was the regulatory consultant to four tertiary, nine regional, two community and 18 managed critical hospitals on issues relating to Medicare certification and hospital licensure issues in a three state Midwest region (Iowa, Eastern Illinois and Southern Wisconsin). She also performed system-wide education and audits on Medicare certification and applicable state licensure for hospitals, home health agencies, hospice, rural health clinics and other Medicare certified entities in a three state Midwest region.

In addition, Nancy has been responsible for compliance with EMTALA requirements (Emergency Medical Treatment and Active Labor Act), including internal audits and education for both employed and non-employed physician groups. She has developed and presented state-wide CEU programs for the Iowa Hospital Association on general Medicare Conditions of Participation for Hospitals and Critical Access Hospitals and the Emergency Medical Treatment and Labor Treatment Act during the period of 2003-present.

The Iowa Hospital Association Executive Academy 2017 graduates included a few familiar faces!

Congratulations to Leisha Barcus, director, Mercy Comfort Health Center for Women; Jan Myers, director, inpatient services at Skiff Medical Center; Nikki Nigg, administrative leader, orthopedic service line; and Felicia Miedema, director of nursing, on this great accomplishment!

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