SPIRIT OF MERCY AWARD WINNER USES COMPASSION, LISTENING AS POWERFUL MEDICINE

Countless times a day, Mercy physicians and staff have the opportunity to improve lives through excellent medical care — delivered with reverence, integrity and compassion for each and every person. In an emergency situation, when patients are among the most vulnerable, a kind word and willingness to listen can be as important as the care the patient receives. Demonstrating this type of compassion is why Matthew Michelson was selected as the Spirit of Mercy Award winner for August.

Matthew shares his nursing skills between Skiff Medical Center and the Mercy Pediatric Emergency Department. Through his work, he delivers great care and helps relieve the concerns of anxious parents and patients. Colleagues shared how Matthew takes time to answer questions, and reassures parents of the quality care their child is receiving.

When it comes to going above and beyond, Matthew not only cares for patients, he also cares for their loved ones. His colleagues shared how Matthew recently helped arrange transportation for family members to go from Newton to Des Moines to be with a loved one who needed advanced surgery. Matthew recognized the importance of keeping the family together, and his compassionate assistance helped reduce stress during this tense emergency situation.

Working in two emergency departments has allowed Matthew to further develop his nursing skills. Skiff staff say he is quick to share what he learns to help improve care for patients, no matter where they seek help. Staff say he also advocates for patients, when needed to help ensure they receive the best care possible.

Whether he’s on the job or bringing in a meal for co-workers, colleagues say Matthew is someone who enjoys helping others. Matthew’s efforts have helped build a dedicated team and he encourages everyone to provide their best effort for every patient. He also encourages team members to ask questions and share knowledge with other team members. In the end, the winners are the patients.

Thank you, Matthew, for demonstrating the healing power of compassion and living the Mercy Values.

MERCY ROLLS OUT PROVIDER PROFILE VIDEOS

When searching for a doctor, it’s important for a patient to have the necessary tools to find a provider who best suits his/her situation. Many patients feel most comfortable with a primary care provider who has a personality similar to their own, while others seek out particular personality traits in a provider. Mercy is currently working to help people who are looking for primary care providers find a good fit by showcasing providers’ personalities through profile videos.

Mercy’s Public Relations and Marketing department is working with providers and clinic managers to produce videos of all pediatric, family medicine and internal medicine doctors, nurse practitioners and physician assistants. In the videos, provider are asked several questions such as how long they’ve worked with Mercy and why they chose to practice medicine, as well as outside-of-work interests. Once shot and edited, the videos will appear on each provider’s profile page on the Mercy website. Videos will also be used for Facebook marketing and other digital advertising.

So far, videos have been recorded for providers at eight clinics. Video shoots at several locations are currently scheduled, and they should all be completed by early 2018. The videos for Family Medicine Waukee, Pediatrics Waukee and Pediatrics West have been posted on providers’ web profile pages. See one of the completed videos here: mercy.dm/video.
Employees of Mercy Medical Center – Des Moines are invited to celebrate Mercy Day, with activities planned throughout the week of Sept. 24. This annual observation celebrates the opening of the original House of Mercy in 1827, where the Venerable Mother Catherine McAuley and a group of dedicated women first cared for the vulnerable women and children in Dublin, Ireland.

The Sisters of Mercy view their work as a sacred ministry. As such, the week of celebration will begin with Mass and a Blessing of the Hands. Every member of the Mercy family is welcome to participate.

A complimentary meal will also be served at various Mercy locations.

**MASS**

**MONDAY, SEPT. 25**

11:30 a.m. Our Lady of Mercy Chapel, central campus and West Lakes

**BLESSING OF THE HANDS OFFERED**

When observing Mercy Day, we also reaffirm our dedication to the service of others, especially those most in need. The Blessing of the Hands is a hospital tradition practiced around the world. The blessing is open to those of any religion. It is a brief prayer that is meant to open the heart and hands of those who provide healing. A Blessing of the Hands will be offered for all Mercy staff and physicians during the following times:

**SUNDAY, SEPT. 24**

Following 10:30 a.m. Mass, Our Lady of Mercy Chapel, central campus

**MONDAY, SEPT. 25**

7 a.m., noon, and 3 p.m., Our Lady of Mercy Chapel, central campus and West Lakes

**JOIN US IN CELEBRATION WITH MERCY DAY MEALS!**

All staff are invited to enjoy a free meal provided by Mercy in celebration of Mercy Day. Please select from one of the following scheduled times.

NOTE: Department meals may be ordered in advance for pickup by calling ext. 7-4206, or emailing sbol@mercydesmoines.org (Mercy central campus) or crehmer@mercydesmoines.org (Mercy West Lakes). All requests must be made by Sept. 22.

**CENTRAL CAMPUS**

Sunday, Sept. 24, East Tower Vending Area, 5-8 p.m.

**MERCY WEST LAKES**

Sunday, Sept. 24, Atrium, 5-8 p.m.

**MERCY NORTH**

Tuesday, Sept. 26, conference room, 11 a.m.

**MERCY WEST**

Tuesday, Sept. 26, former deli space on the main level, 11 a.m.

**SERVICE OPPORTUNITY**

In honor of the Sisters of Mercy vow of service, the Mercy Mission Advisory Committee will collect basic dental hygiene items for the children of Des Moines Public Schools from Sept. 18-25, 2017. This is a critical need for the health of children in our area. Full size toothpaste, floss and toothbrushes have been requested. Please see “Mercy News Briefs” for more detailed information.