WHEN TO USE FACILITY ONE VS. FAST TEAM

Putting in a work request has never been easier! A new email system, Facility One, is now available for non-emergent facilities/maintenance work requests. The system allows you to create new work orders and receive updates on existing work orders through your email.

Instructions for how to submit a work order, and the work order form you need to complete are both located on MercyNet in the Assigned Links section. If you have questions, you can refer to the Facility One FAQ document, also found on MercyNet.

When you submit the form, your email request will be verified by Facility One. Once your email is verified, you’ll be able to receive email updates on your status of your request. You can also view your current request and search for previous maintenance requests. Facility One also allows you to submit additional information after your initial request has been submitted. All inquiries sent to Facility One are routed directly via email to all of the Facility One coordinators and to Doug Akers, manager of Facilities Services.

When requests are received by Facility One, they are promptly assigned to a staff member. The person assigned to the task is sent a text message containing the work order information, and each request is prioritized based on the level of severity. All of this will typically take place within just a few minutes.

Moving forward, Facility One should be used for all requests that are not considered an emergency. The only exceptions are work requests for TVs, which should continue to be directed to Bio Med, and work requests for telephones, which are handled by the IT Helpdesk.

Emergency work order requests should continue to be directed to the Fast Team by calling 643-2781. Examples of emergency situations include power outages, water leaks, clogged toilets, tube stations out of service, elevators out of service or any maintenance concern that has caused an injury, or tripping hazard, and any situation that involves objects that may fall from the wall or ceiling (tiles, lights, etc.)

If you have any questions or concerns, please contact Doug Akers at dakers@mercydesmoines.org.

MERCY EARNs CONSUMER CHOICE AWARD BY NATIONAL RESEARCH CORPORATION

Mercy Medical Center – Des Moines has been 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.

Continued on next page...
CONSUMER CHOICE AWARD

...continued

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.

DONATE BLOOD JANUARY 27

Mercy is holding a blood drive from 9 a.m. - 3 p.m. on Friday, Jan. 27, in the East Tower Auditorium at Mercy central campus. Please consider donating as the current area blood supply is low. Schedule your appointment online at www.lifeservebloodcenter.org or contact Jessica Kness at JKness@mercydesmoines.org. Please bring a valid form of identification, such as your donor ID card or driver’s license.

DOWNLOAD THE MERCY APP TODAY

The Mercy App is available on both the Apple App Store for iPhone and iPad users and the Google Play Store for those with Android devices.

The app is designed to help patients find any doctor in the Mercy system, or the nearest hospital or clinic. The app also contains maps of Mercy’s central campus and Mercy Medical Center – West Lakes to assist patients and visitors in finding their way around the hospitals.

The “Ask a Nurse” function gives users advice on non-emergent health questions and users can easily access important national hotline phone numbers for services such as poison control and suicide prevention.

The Mercy App is also a great tool for staff members! With the Mercy App, all Mercy-affiliated doctors’ credentials, phone numbers and locations are at your fingertips.

Watch for more features to be added to the app in the near future!

WHAT’S UP?

TAKE THE CHI AND DIGNITY HEALTH CULTURE SURVEY

Remember to take the CHI and Dignity Health Culture Survey! As a possible alignment of our ministries is explored, part of the discernment process includes an assessment of how well our respective organizational cultures fit together. The survey launched Tuesday morning, Jan. 17, and will be open through Tuesday, Jan. 31.

CHI and Dignity Health launched this survey to gather and assess its employees’ views of their organization’s culture, as well as the desired future culture of a potentially-combined organization.

To take the survey, please visit https://ohiosurvey.com/wix/p48527483.aspx.

The culture survey will ask you a series of questions about our organization, and it is important to answer from the perspective of your current role. The survey should take about 30 minutes to complete. All survey responses are strictly confidential.

We highly encourage you to participate and offer your candid thoughts in the CHI and Dignity Health Culture Survey, as it’s strongly believed that this is an important investment for every one of us.

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.

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