A moving example of Focused Storytelling

A good story is memorable. A great story also teaches us valuable lessons or inspires discussion with others. Storytelling’s ability to nurture such engagement is why Focused Storytelling is used at MercyOne, helping colleagues tie everyday experiences to our Cultural Beliefs and Key Results.

The following touching story was recently shared by MercyOne Des Moines Medical Center registered nurse Jenny Mackrill, who works as part of the Intensive Care Unit and the hospital’s Rapid Response Team.

“This is what Be ONE means to me…

Being on the Rapid Response Team, we had been working with a patient all day when her abdominal CT returned with an SMA clot and perforated bowel. She looked much better than what was really going on. She was alert and talking. Her vitals were stable. However, she needed OR stat.

“Acute care surgery told the patient and her husband that there was a pretty good chance when they open her up, her whole bowel would be dead without blood flow. On 6N, we were told to head down to the OR - they were ready. When getting down there, the OR was not yet set. We made the decision to detour to PACU and place lines before OR.

“It was crazy, but the staff helped as they could. They were amazing to work with, especially with us literally just showing up without them knowing. We all become one as we got lines placed.

“The most remarkable part was after I went to get her husband so he could see his wife one last time before OR, knowing the patient may never be able to talk to her family ever again. Two more family members had shown up, as had Pastoral Care. I took them all back to PACU. Prayers were had and lots of tears were shed. I know it is not the norm to have family in the PACU, but the staff continued their work, just as if it were. They let the family have their time as if it was just another day. It was greatly appreciated!

“The outcome of surgery was worse than expected. The patient was brought to the ICU and received comfort care. She never woke up enough to talk to her family again.

Her husband was so grateful for being able to see her one last time.

“They were amazing to work with, especially with us literally just showing up without them knowing. We all become one as we got lines placed.”

Jenny Mackrill

We became one as we gave personalized care for the patient. Thank you to PACU for allowing our team to come crashing in, providing helping hands without knowing what was going on, going against the norm, and living the MercyOne Mission. This is what Be ONE means to me…”

Consumer Experience

Surgery residents participate in SIM lab

General surgery residents recently had the chance to participate in an advanced endoscopic procedures simulation lab. Surgeon May Tee, MD, coordinated the event, which was held in MercyOne Des Moines’ surgery SIM lab on Aug. 22.

“Our goal was to provide exposure to advanced endoscopic surgical procedures for our surgical residents, as most endoscopic procedures in Iowa are actually performed by general surgeons,” Dr. Tee said.
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Surgery residents
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Procedures performed during the lab included endoscopic biopsy, polypectomy, and control of gastrointestinal bleeding with hemostatic techniques. “This advanced endoscopic procedures simulation lab also builds upon the work already done by Dr. Jan Franko, who acquired the GI endoscopy simulation system, which provides a virtual platform for trainees to gain basic endoscopic skills such as colonoscopy, gastroscopy and bronchoscopy,” Dr. Tee continued.

Boston Scientific, supplier for MercyOne Central Iowa endoscopy, provided the educational materials and offered training assistance for the activity.

Annual “Spirit of Giving” campaign

MercyOne Des Moines Foundation’s annual “Spirit of Giving” campaign will kick off on Monday, Sept. 16, to raise money to provide vital funding to ensure high-quality care for those we are privileged to serve. Colleagues should check their email for a link to give through a secure online platform. Donate to one of 12 highlighted funding areas, including three funds of focus: MercyOne Des Moines Cancer Center, nursing education and leadership, and employee relief.

Those who pledge by Friday, Oct. 18, will be entered to win fantastic incentives, like a paid day off, a ride with MercyOne Air Med, season tickets to the Iowa Barnstormers, gift cards and more. Join the Catherine McAuley Giving Circle – starting at just $5 per week or $10 per pay period – and earn more benefits.

Life changes – should your benefits?
Annual benefit enrollment, Oct. 16-Nov. 6

It’s easier to let your benefits continue as they are, year to year. But as life changes, your benefits may need to change, too. Your benefits today may not be the best fit for your needs next year. Our upcoming annual enrollment in benefits for 2020 is the time to make changes. Even if you choose to stay in the plans you have today, the health savings account (HSA) and the flexible spending accounts (FSAs) require you make an election each year.

Starting Sept. 25, set aside time to explore the Annual Enrollment section of the well-being pages on InsideCHI. You’ll find calculators, tools, tip sheets and more you can use to learn about all your options.

If you have a question, call the HR/Payroll Connection Contact Center at 844-450-9450, open Monday through Friday, 8 a.m.–8 p.m.

Announcements

Heather Campbell has been selected to serve as chief legal officer of MercyOne, succeeding Marcia Smith, who will retire on Oct. 31. Heather joined MercyOne Des Moines Medical Center in July 2017 as vice president and corporate counsel.

Linda Goodwin has been appointed chief nurse executive officer (CNEO) for the Iowa Division of CommonSpirit Health. She will be responsible for contributing best practices in the areas of nursing practice, patient care services, care coordination, advance practice clinicians, nurse education and nursing research. Linda will also be an advocate on behalf of Iowa Division nursing teams. In addition to her new division role, Linda will continue to serve in her current position as senior vice president, chief operating officer and chief nursing executive at MercyOne Central Iowa.