KEY RESULT AREA: Consumer Experience

Improving the consumer experience with the Mercy Remarkable Experience Fund

People are often at their most vulnerable when in the hospital. Unfamiliar surroundings without the comforts of home, combined with discomfort caused by health concerns, can create additional anxiety for those we serve. To help Mercy providers care for our patients at the highest level, Mercy Foundation recently announced the launch of the Remarkable Mercy Experience Fund.

Established by a $50,000 lead gift from Community Choice Credit Union, the fund will allow Mercy to address a wide variety of inpatient basic essentials, such as over-the-counter pharmacy items, outerwear, shoes, haircuts, gas money and more.

“Community Choice understands our community’s need and is proactively addressing it. We are so pleased Mercy’s mission to serve the underserved can be met in such a meaningful way,” said Mercy Foundation President Shannon Cofield.

KEY RESULT AREA: Consumer Experience

Coming Soon: New Mercy Comfort Menu

As a key member of the health care team, the patient is a vital contributor in designing a treatment plan to reach his or her comfort goals. In addition to the Remarkable Mercy Experience Fund, Mercy is expanding our selection of comfort options available to patients, helping alleviate discomfort, control pain and promote relaxation.

Later this fall, a new Mercy Comfort Menu will be rolled out across many of the hospital’s inpatient units and will feature a wide variety of current and newly-offered comfort items, personal care products and relaxation methods from which patients may select. These comfort measures are designed to support patient well-being, with the added benefit of possibly reducing the use of opioids and other medications that may cause unwanted side effects. Items will be made available for health care team members to provide to patients at no cost, further improving the patient experience.

KEY RESULT AREA: Team Engagement

Mercy’s outpatient pharmacies benefit patients, colleagues

Mercy has three outpatient pharmacies—at Mercy’s central campus, Mercy North in Ankeny and Mercy West in Clive—to serve patients and Mercy colleagues. If you participate in Mercy’s health insurance plan, you can save on co-pays when you use a Mercy pharmacy.

Mercy outpatient pharmacies are a convenient and cost-effective way to get the medications you need, whether it’s a one-time prescription after a visit to your medical provider or a maintenance medication that you get a 90-day supply of each time. The Mercy pharmacies will also mail prescriptions to Iowa addresses. If you’re on a spouse or parent’s insurance plan, you can still use Mercy’s pharmacies. They accept most major insurance plans.

The friendly staff at Mercy’s outpatient pharmacies can help you transfer any prescriptions being filled by other pharmacies. You can call the Mercy pharmacy that is convenient for you and request assistance. For a list of locations and hours, please visit www.mercydesmoines.org/for-patients/MercyPharmacy.
Mercy celebrates 35 years since opening of first clinic

August marked the 35-year anniversary of the opening of the first Mercy outpatient clinic at Valley West Mall. Since then, Mercy Clinics has evolved into Iowa’s largest multi-specialty clinic system, serving more than one million patients annually.

Mercy Clinics was created with the primary goal of providing convenient and accessible health care to central Iowans. During the last 35 years, Mercy Clinics have expanded services throughout the metro area, building new clinics and moving existing clinics to meet the health care needs of the community. Today, Mercy Clinics proudly operates more than 60 clinics – including 33 primary care (family medicine, internal medicine, pediatrics) clinics, 16 specialty clinics, six urgent care clinics, four quick care clinics and nine physical therapy clinics – in Polk, Dallas, Warren, Webster, Wapello and Guthrie counties.

Mercy Clinics continues to evolve to meet the needs of central Iowans, by adding clinics in growing communities and expanding options for health care delivery.

“Mercy Clinics has made a tremendous impact on the community over the past 35 years, said Sharon Phillips, vice president for Mercy’s primary care division. “Our outstanding doctors, APCs, nurses and support staff have provided care to thousands of families, serving millions of central Iowans. We are proud of the service and care we have provided, and excited to continue to grow to serve even more communities and more Iowans.”

A Joint Commission reminder: reporting safety or quality concerns

Any employee, physician or patient/family member who has a concern about the safety or quality of care provided at Mercy or its affiliates may contact The Joint Commission (TJC) to report the issue.

TJC encourages staff, physicians and patients to take the complaint to a manager, director or hospital leadership before contacting them. If this does not lead to a resolution, then take the complaint to TJC.

Online: Submit the new patient safety event online at jointcommission.org, using the “Report a Patient Safety Event” link in the “Action Center” on the homepage.

By fax: (630) 792-5636

By mail: Office of Quality and Patient Safety
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181

Keep in mind TJC does not address billing and/or payment issues or labor relations.

Please note: No disciplinary action will be taken against any employee or physician because he or she has reported a safety or quality concern.

Patients can find this information in the Mercy patient rights and responsibilities brochure, provided upon admission. Staff must know where to direct patients/families to report safety or quality concerns. Staff must also be prepared to discuss the process for reporting concerns to surveyors.