MercyOne Community Health Worker program celebrates second year

MercyOne's Community Health Worker program has been connecting patients with needed resources for more than two years, growing from four community health workers providing services in two clinics, to seven community health workers in seven clinics throughout the Des Moines metro area, including one in Centerville. The program originated in 2016 through a grant from the Robert Wood Johnson Foundation, with an equal match from Catholic Health Initiatives (CHI).

Personalized support resources are given to patients based on responses collected through a discreet assistance screening form completed during their clinic visit. The form asks patients if they've had recent concerns regarding their financial status and accessing food, medication, housing or transportation. There are also questions asking about the patient's safety, and if they have urgent needs which require immediate attention. If a need is indicated, a community health worker will provide the patient with information and assistance in gaining access to local health and social services.

"'Being one' means making sure everyone has equal opportunities for health outcomes, with our community health workers ensuring everyone gets a fair chance," said Emily Fletcher, MercyOne ambulatory care manager and leader of the integration of the Community Health Worker program. "To me, they truly embody the MercyOne message."

As of September 2019, more than 12,000 screenings have been completed since the clinics first started handing out the forms in December 2017, with nearly 20 percent, or 1,081 patients, indicating a need. From that number, community health workers have successfully helped 993 patients find assistance.

Samaraha Button recognized with The DAISY Award

Samaraha (Naz) Button, RN, is MercyOne Central Iowa's newest recipient of The DAISY Award®. She was honored with the award during a ceremony on Dec. 19, with colleagues from the heart surgical team and nursing leadership in attendance.

Naz was nominated by her supervisor to recognize the compassionate and remarkable care she recently provided to a patient and family. The following is an excerpt from the nomination from her supervisor.

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Samaraha Button recognized
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“Naz was participating in the care of a cardiac surgery patient in the PICU procedure room. The infant in the procedure room was a cardiac surgery patient from the Yucatan program. Unfortunately, this patient was being removed from ECMO after undergoing a cardiac surgery procedure days prior. The mother of the patient only spoke Spanish. Naz’s first language is Spanish and she began conversing with the mother.

“Through the conversation, Naz was able to identify a need for a Spanish speaking priest. Naz used her community contacts to assist with the care and the passing of an infant, providing as many comfort measures as she had available. Her professionalism, extraordinary kindness and profound empathy were felt by everyone caring for the infant. Naz illustrated all five MercyOne Cultural Beliefs of Own It, Innovate, Personalized Care, Be One and Improve Daily.”

The DAISY (Diseases Attacking the Immune System) Award® is an international recognition program that honors and celebrates the skillful, compassionate care nurses provide every day. MercyOne Central Iowa implemented The DAISY Award® program in April 2017 to honor our nurses, who consistently provide compassionate and remarkable care while demonstrating clinical excellence. Winners are presented with a certificate, pin and a hand-carved stone sculpture entitled, “A Healer’s Touch.” Everyone in the honoree’s unit is also treated to cinnamon rolls.

New Ronald McDonald House opens next week

Next week, MercyOne Children’s Hospital will welcome the second Ronald McDonald House in the Des Moines market. MercyOne colleagues are invited to attend an open house on Monday, Jan. 6, from 1-3 p.m.

The new Ronald McDonald House will be located on 4 North of MercyOne Des Moines Medical Center. It will include 14 bedroom suites, a full-size kitchen and dining room, laundry room, play room and respite rooms.

Families of patients who are age 21 and younger and are receiving treatment at MercyOne Children’s Hospital are welcome to stay at the Ronald McDonald House. Families are referred by a social worker, nurse, child life specialist or doctor. Once a family is referred they can stay as long as their need exists.

If you would like to help the Ronald McDonald House, please consider donating:

• Pop tops
• Individually packaged Easy Mac or fruit snacks
• Purchased items from their Target registry

All items can be delivered to 4N.

Welcome new providers

Sydney Anderson, DNP
MercyOne Iowa Heart Center-Ottumwa

Matt Hill, PA-C
Des Moines Neurosurgery

Stephen Hoelscher, MD
Ankars Family Practice and Urgent Care Clinic Internal Medicine

Karen Kemp-Glock, DO
Des Moines Midwives

Ha Phan, MD
Des Moines Hospitalists

Gardar Sigurdsson, MD
MercyOne Iowa Heart Center

Michelle Thornton, DNP
MercyOne Iowa Heart Center Interventional and Structural Heart Services

Congratulations...

• Ashley Fee, Nursing Education, and Nathan, on the birth of their daughter Everley Marie on Dec. 12.