Pottinger honored with The DAISY Award®

Jenny Pottinger, RN, is MercyOne Central Iowa’s most recent recipient of The DAISY Award®, and was nominated by a patient for whom she provided care while working on the 5th Floor at MercyOne West Des Moines Medical Center.

“Jenny was so compassionate and caring, yet professional when doing exactly what she knew I was needing...calming my fears and maintaining my physical well-being,” the patient noted in the nomination. “I was feeling down – Jenny sat and listened to me through the tears, all of the time her personality showing through and I felt I had gained a friend.”

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.

Find out more or submit a nomination at MercyOne.org/daisy.

MercyOne Integrity & Compliance

Help! Where do I find the policy?

Sticky Scenario:
Sherri is a new nurse manager with MercyOne. She is opening the mail one day, when she receives a subpoena from a local law firm. The subpoena requests the medical records for a specific patient be sent to them within the next 20 days. This is the first time Sherri has ever received a subpoena and she isn’t sure what she should do. Sherri would normally ask her director for assistance, but the director is on vacation for the next two weeks.
The Integrity and Compliance community page on the intranet is full of great resources, including Compliance and Privacy policies, Information Security policies and contact information – including the link to report compliance issues anonymously, and a variety of educational articles and presentations.

The correct answer is (C). As a MercyOne Central Iowa colleague, Sherri should visit the new Integrity and Compliance community page on the MercyOne Central Iowa intranet to see if there is a policy to guide her next steps. By accessing PolicyLink using the link provided and searching “subpoena,” she will be directed to the policy, “Notification of Investigations and Legal Proceedings—MercyOne.” The policy states, “The receipt of a subpoena or document request for non-routine matters received from a government investigator shall immediately be directed to the local Integrity and Compliance official.”