Grand Avenue Family Medicine celebrates opening

The new MercyOne Grand Avenue Family Medicine Clinic, located at 1525 Grand Avenue in West Des Moines, hosted an open house and ribbon-cutting ceremony this past Tuesday. The event included tours and a short program with remarks from Dr. William Vandivier, senior vice president and president of MercyOne Medical Group; Suka Radia, MercyOne Des Moines Board chair; and Dr. Kim Leddin. Father Anthony Adibe led the group in prayer as he blessed the new building.

Pictured are MercyOne Grand Avenue Family Medicine leaders and providers (left-right): Chanin Cassens, clinic manager; Baylee Davidson, nurse practitioner; Dr. Kim Leddin; Dr. Ambrose Munro; Nellie Simon, nurse practitioner; and Kyle Robertson, clinic director.

New Ronald McDonald House coming to MercyOne

In January, MercyOne Children’s Hospital will welcome the second Ronald McDonald House in the Des Moines market.

Since 2011, MercyOne Children’s Hospital has been home to the state’s first Ronald McDonald Family Room, providing short-term sleeping accommodations, snacks and kitchen access, a family room, laundry room and more.

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 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.

“Ronald McDonald House’s mission is to enrich the quality of life for children and their families,” said Ronald McDonald House Central Iowa Executive Director Brenda Miller. “We keep families close by, providing a home away from home for families traveling to Des Moines to seek the critical medical care for their child that is not available in their home communities.”

The new Ronald McDonald House at MercyOne Children's Hospital is expected to open in January.
Recognizing the importance of integrity and compliance, every day

We may have different roles, but we’re all responsible for promoting compliance and ethical behavior with our patients, colleagues and community through MercyOne’s Integrity and Compliance Program.

As we wrap up MercyOne Compliance Week, I hope you’ve enjoyed this year’s activities, including the “Compliance Critters” contest. While we’ve had some fun, this year’s campaign theme, “See Something. Say Something,” is very serious. If you believe something is not quite right, tell your supervisor or compliance program leadership. Concerns can also be reported at any time to our independent Integrity and Compliance Line at 866-477-4661, or online at mycompliancereport.com (access ID: THO). If you wish, you may remain anonymous.

Our focus on compliance is not just for one week or one month, it’s an everyday matter. And so, you will continue to receive helpful reminders and information surrounding important compliance issues, including through the new monthly newsletter feature, “Sticky Scenario.”

At any time you have questions or concerns, please do not hesitate to contact me or Jody Gray, associate director. We are here to help you.

Thank you,
Laurel Fleming
Regional Integrity & Compliance Official/Privacy Official
MercyOne Central Iowa

Shine this Christmas

Help MercyOne Des Moines Auxiliary light its tree this Christmas by purchasing a virtual light or a package in honor or memory of a special someone – to be displayed for the holiday season. Package buyers will receive a commemorative ornament with purchase, and packages will be tagged with the honoree’s name.

The “Shining this Christmas” tree lighting ceremony will be held on Tuesday, Dec. 3, at 4 p.m. in the main lobby of MercyOne Des Moines Medical Center, with the MercyOne Choir on hand to provide entertainment.

Virtual lights and presents may be purchased at MercyOne Des Moines Gift House & Flowers, MercyOne Des Moines’ Starbucks and MercyOne West Des Moines Brew:
- Virtual lights: $3 each/name
- Group name/family/team lights: $25
- One small present: $25
- One medium present: $50
- One large present: $75

New Ronald McDonald House

Continued from first page

to open in January 2020. Colleagues are invited to attend an open house on Monday, Jan. 6, from 1-3 p.m. You can help support the Ronald McDonald House by collecting and donating pop tabs, preparing a meal or purchasing items from their Target registry.

Quality

Sticky Scenario

In December, Debra, a department manager, received a “tower of treats” – complete with cheesy popcorn, chocolates and peanut brittle – from a vendor with wishes for continuing a great relationship in the New Year. What should Debra do?

MercyOne colleagues should not accept gifts from vendors. If returning the gift is not possible, then Debra should remove identifying labels, share the gift with others in the department, and ask the vendor to not send gifts in the future, per the MercyOne Code of Conduct.