A circle of support for colleagues

The COVID-19 pandemic has added a new layer of uncertainty to our lives that may result in surprising mental and physical effects we’ve not experienced before.

The MercyOne Colleague Circle of Care program provides support, encouragement and comfort to help staff and providers persevere in the healthiest manner possible by offering a variety of ways to relax, restore, learn and laugh.

“We are so grateful for the opportunity to support our colleagues and express our appreciation for the commitment they display to those in their care,” said Laura Wenman, chief mission officer, MercyOne Central Iowa. “We know each person, regardless of their role, faces additional uncertainty working on the front line.”

A video series of at-home activities was recently introduced to colleagues to help unwind, as traditional ways of reducing stress may not currently be available. The brief, easy-to-follow content covers everything from beginner yoga and cross training, to cooking and craft projects that can be shared with friends and family. (Find an archive of videos and other resources shared, on the MercyOne Central Iowa intranet by selecting the Mission tab under “Tools and Resources.”)

Elements of the creative and multifaceted program are also popping up in unexpected ways, such as carts full of healthy snacks, self-care items

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2021 annual benefit enrollment
Oct. 29–Nov. 18

Your benefits support your health and well-being, protect your family financially, and help you meet personal goals. With many options available, the combination of benefits you choose can make a meaningful difference in your life, and the life of those you love.

Annual benefit enrollment is the one time each year colleagues can make changes to benefit selections without experiencing a qualifying event, such as a work change, marriage, or an add (or drop) of dependent coverage. It’s up to you to take action, review your current elections, and make necessary changes to ensure you have the benefits that work for you.

If you are currently contributing to a health savings account (HSA) and/or flexible spending accounts (FSAs) – or you would like to in 2021 – you must re-enroll to elect your contribution amount for next year by Nov. 18, 2020. Contributions to the HSA and FSAs do not automatically continue from year to year.

Get started:
- MyBenefits serves as the 2021 benefits site for all CommonSpirit Health employees.
- Call 844-450-9450 and select option 1 for live support with your benefit-related questions.
- Review information about your current 2020 benefits on the well-being pages on InsideCHI.
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and spiritual resources for colleagues making the rounds in hospitals and clinics. Informational materials and tools about resilience, managing stress and finding balance are also being shared with colleagues and providers, supplementing the wellness resources available through MercyOne Central Iowa’s employee assistance program (EAP) partner, VITAL WorkLife.

“Even in times before COVID-19, it takes an amazing amount of resilience to participate in the sacred ministry of health care,” said Wenman. “These carts, and the special activities we can sponsor thanks to the generosity of the MercyOne Des Moines Foundation, let us reinforce we are mindful of the spiritual, physical and emotional needs of those we serve with every day.”

Team Engagement

MercyOne Integrity & Compliance

Sticky Scenario: “Double check”

Nurse Tammy is assisting Patient Jones who is being discharged. Nurse Tammy picks up Patient Jones’s discharge papers off the printer, and hands them to him. About an hour later, Patient Jones calls to say he also received some papers for Patient Johnson. As it turns out, Patient Johnson’s papers were at the printer when Nurse Tammy collected Patient Jones’s papers – she accidently collected both sets of documents. Nurse Tammy instructs Patient Jones to throw away Patient Johnson’s papers and, per Patient Jones’s instruction, she faxes the correct discharge papers to Patient Jones.

Accidentally handing, mailing or faxing papers to the wrong person account for more than 40 percent of HIPAA incidents at MercyOne Central Iowa. Taking a few extra steps to double check protects privacy and improves the patient experience. Keep the following tips in mind to help minimize privacy violations due to human error:

• Use the “print locked copy” feature when printing patient information. This helps minimize loose papers remaining at the printer, and the potential for them to be picked up by a colleague. If you don’t have this feature, be sure to pick up your documents immediately. Double-check that the documents you collect are only those you printed.

• When giving documents to a patient, double-check each page to ensure another patient’s information is not included. If it helps, highlight the patient name on each page.

• When mailing documents, double-check the address. Verify all pages placed in the envelope are for the correct patient.

• When faxing a document, double-check the number. Highlight the number to keep your eyes focused on only that number. When complete, scan the transmission form into the patient’s record.

If you make a mistake, inform your manager immediately – he/she will need to follow up on the matter by retrieving the information, obtaining an attestation from the incorrect recipient, and contact MercyOne’s Integrity & Compliance department.