Spirit of Mercy winner makes first impressions count

As the saying goes, “You only have one chance to make a first impression.” MercyOne's Environmental Services (EVS) department works to make our facilities inviting to our patients, families and community. EVS provides a vital service and it is where you’ll find our latest Spirit of Mercy Award winner, Scott White.

As a supervisor, Scott’s colleagues see him as a coworker who demonstrates compassion, integrity and excellence daily. He is often by his colleagues’ sides, inspired by the Cultural Belief of “Be One” to achieve the goal of making MercyOne Des Moines Medical Center welcoming.

Autumn is an important time of year, as MercyOne begins hosting prospective medical residency candidates for tours and interviews. Attracting quality residents depends on strong educational offerings and clinical opportunities. The condition and appearance of a space can also be a factor in deciding to train here. Scott’s nominator shared how Scott recently committed himself to making sure the facility was ready for the upcoming visits.

“Our carpeting in the residency areas needed a good cleaning. Scott knew the importance of making a good impression and said he would be in on the weekend to do the job. Scott gave his weekend to work alongside his colleagues. He was committed to completing the work necessary...to make the first impression a good one. This is something Scott and EVS do daily.”

Scott has provided support in other ways to serve our organization and visitors. He often assists when there are audio-visual (AV) needs, recently helping during MercyOne Stork Affair.

Thank you, Scott, for your many contributions and living the MercyOne values. Your colleagues see the example you provide in delivering a good impression of MercyOne.

On the go, new system allows mobile check-in

Streamlining registration and ensuring patient information is accurate is about to get a whole lot better. MercyOne Medical Group – Central Iowa and MercyOne Iowa Heart Center will soon introduce electronic registration and appointment check-in through implementation of Phreesia, a patient intake management system.

Using their personal mobile devices or a “PhreesiaPad,” mobile check-in will allow patients to complete pre-visit registration ahead of their appointment, at their convenience. Whether a patient checks-in prior to a visit or upon arrival at a clinic, the intake process (or what Phreesia refers to as the “interview”) is the same and will ask the patient to verify or enter basic information including demographics, medical, surgical and family history, along with billing and insurance information. The system will also prompt patients for their co-pays and/or outstanding balance, and obtain consents electronically.

Continued on next page
First lumbar disc arthroplasty performed for MercyOne

MercyOne Central Iowa’s board-certified neurosurgeon Esmiralda Henderson, MD, performed the first lumbar disc arthroplasty (replacement) for the system on Oct. 24. This was also the first lumbar disc arthroplasty using disc ActivL by Aesculap Medical performed in the state of Iowa.

Lumbar disc arthroplasty is a newer procedure, proven to help retain segmental motion. It eliminates motion at the operative level and is associated with a five year re-operation risk of 10-15 percent (meaning patients are less likely to have to undergo another surgery), as well as a 30-80 percent risk of adjacent segment disease. Symptoms needed for this procedure are lower back pain, with symptoms of radiculopathy (nerve pain or numbness).

New clinic expands circle of care

MercyOne Grand Avenue Family Medicine Clinic opened its new location at the end of September, and is ready to celebrate.

MercyOne colleagues are invited to an open house on Tuesday, Nov. 12, from 5-7 p.m. Guests will have an opportunity to meet the clinic’s providers and tour the new building. The new clinic is located at 1525 Grand Avenue in West Des Moines, next to Sacred Heart Catholic Church.

In addition to creating an improved patient experience, expected outcomes include:

- Reducing patient check-in time
- Increasing collection of co-pay and past due balances
- Improving workload of front office
- Enhancing outreach to patients with specific gaps in care
- Efficiently capturing consent forms
- Reducing use of paper

Mobile check-in Continued from first page

Patients will receive a text or email three days prior to their appointments with a link to complete the online registration process. MercyOne will also use the option of sending a text to the patient’s mobile device upon arrival for a scheduled appointment if they haven’t already registered. If the patient elects not to use a personal device, a PhreeisaPad will be offered.

“Further advancing our digital capabilities is something that has been requested by providers. We are excited to start with this digital registration tool and are planning for other digital capabilities in the near future,” said Sam Ayres, vice president of operations, MercyOne Medical Group – Central Iowa.

The first set of clinics go live with the new system on Nov. 12, with others coming on board this winter.

Consumer Experience

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It’s Turkey Toss time!

In gratitude for their dedication and service, MercyOne Central Iowa is pleased to provide a free turkey to each of our colleagues. Be sure to get a coupon from your direct manger, and confirm your designated pick up location, date and time.

It’s Turkey Toss time!