Insights to improvement: more patients asked to share about their care

Mercy takes a proactive approach to gathering patient opinions and ideas, ensuring we provide the best possible care for those we serve, and make improvements every day.

Patient feedback ties to Mercy’s Key Result of “Consumer Experience.” Our target set for fiscal year 2019 is to achieve a 50th percentile score for patients’ willingness to recommend Mercy to friends and family. Mercy Health Network (of which Mercy Medical Center – Des Moines is a member) is working to help all markets reach the 75th percentile by 2021.

This year, Mercy is committed to increasing the number of patients from whom we request feedback. To accomplish this, leaders have enlisted the help of Press Ganey®, a national firm specializing in patient experience measurement and performance analytics. Moving forward, patients who are discharged from the hospital, visit the Emergency Department or receive care at an outpatient clinic will receive a survey. The survey may be sent by text message, email or U.S. Mail.

“By reaching out to patients to ask their opinions, we are able to identify and address potential issues in a timely way, and reinforce service excellence,” said Mercy’s Director of Patient Experience Mandy Corliss.

Data and insights from survey responses are shared quarterly with Mercy leaders and staff across the organization, helping guide decisions surrounding processes, care methods, recommendations for standard work, etc.

“The experience a patient has, from the first contact with Mercy to the last, influences the overall perception of Mercy as an organization and the quality of care we provide,” said Corliss.

How you can help

- Ensure we have the correct email address and phone number on file for every patient to enable better communication with our patients, including when requesting feedback.
- Own the patient experience by taking personal responsibility to make a difference at every interaction with our patients and their families.

Second Occupational Health Clinic to open in November

Mercy Clinics is excited to expand its occupational health services with the opening of a second location this November. The new clinic, located at 2525 E. Euclid Ave. in Des Moines, will open to patients Nov. 14.

Mercy’s occupational health services include post-offer physicals, annual exams, medical surveillance, work injury treatment and specialty exams and services for local organizations’ workforces. With the addition of the second location, Mercy Clinics will now offer occupational health services in both West Des Moines and on Des Moines’ east side, providing extra options and convenience for central Iowa workers and employers.

An open house and ribbon cutting event will be held on Tuesday, Nov. 13, from 4-5:30 p.m.
Physical Medicine & Rehabilitation aims to lessen patient’s pain

As central Iowa’s largest board-certified physiatry group, Mercy Physical Medicine and Rehabilitation (PMR) strives to help patients get on the path to improved function and less pain through conservative treatment options. The PRM physiatrists help patients develop a plan of care that helps to manage pain, maximize function and improve quality of life.

Since moving to a new location within Mercy Health & Fitness Center a little more than a year ago, there have been a couple of additions to the clinic to make the services more integrated – a nurse navigator and a pharmacist.

Lisa Martin, RN, BSN, CRRN, PMR’s nurse navigator, works closely with physicians to coordinate treatment plans, offer resources, and provide education to patients and families. Martin also advocates for patients by helping to translate complex medical information into language they can understand and apply, thus making the overwhelming more manageable.

Kevin McVey, PharmD, PMR’s clinical pharmacist, works closely with physicians to provide input on medication use and dosing, ensuring medications are safe and effective. McVey also reviews patient’s medications and health problems and determines whether the prescribed medications are optimally meeting patient’s needs and goals of care.

PMR treats the whole person, not just the problem area. Patients in need of specialized back, neck and musculoskeletal care can be referred to Mercy PMR by calling (515) 358-9461. Learn more at www.mercydesmoines.org/Mercy-Neuroscience-Center/Physical-Medicine-Rehabilitation.

Mercy’s Medical Services Professionals (MSP) work behind the scenes who make certain the credentials of all physicians and practitioners who are providing patient care are correct and have been verified. National Medical Staff Services Awareness Week, Nov. 4-10, is a special time dedicated to recognizing the professionals who are responsible for providing this vital service.

You can join in the celebration on Wednesday, Nov. 7, from 10 a.m.-1 p.m. during an open house in the newly renovated office area, located across the hall from the main elevators on Level A. Refreshments will be served.

Above: Members of Mercy’s Medical Services Professionals team are dedicated to making certain all patients receive care from practitioners who are properly educated, licensed and trained in their specialty. Pictured from left to right in the back row: Michael Martinez, Debra Jones, Judy Taber, and Susan Volz. Pictured from left to right in the front row: Renee Van Ginkel, Natalie Brincks, Dr. Charles Keller, Amy Dillon and Sara DeBrecht. Not pictured: Lisa Hall, Jocelyn Hermanson, and Laura McKellar.

Mercy Children’s Hospital & Clinics’ Neonatal Intensive Care Unit (NICU) team made a variety of Halloween costumes for our tiniest patients this week. Pediatric patients and their siblings also got in the Halloween spirit by dressing up and trick-or-treating through the hospital with the child life specialists.