**KEY RESULT: Consumer Experience**

**Designed to deliver:** Mercy’s new patient welcome packet aims to improve patient experience

Quality, compassionate care includes making it easy for patients to access services and feel comfortable while at Mercy. To that goal, a new patient welcome packet is now available for all patient floors at Mercy’s central campus (coming in early 2019 to Mercy – West Lakes), and is wholly created with patients’ needs top-of-mind.

With significant input from nursing staff, the packet includes useful information, organized to follow the milestones of a patient’s time in the hospital – “During Your Stay,” “Services,” “Visitor Information,” “Preparing for Your Discharge,” and “Billing and Insurance.”

Intentionally written and designed, for ease of use the packet uses simple language, helpful icons, section headings and page titles. One of the most notable updates is the “Your Discharge Checklist” section, which provides prompts to help patients and their family members identify and note questions and concerns about treatment and course of care. Phrasing is deliberate and supports questions asked in the (HCAHPS) satisfaction survey patients receive after discharge.

A “Quick Guide” is included in the back pocket of the patient welcome packet, and highlights key points reinforced by Mercy nursing staff during the admission process. The design features a television station guide on the back, improving the likelihood the patient will keep the piece out and regularly reference it throughout his/her stay.

**KEY RESULT: Team Engagement**

**Save the Date!**

It’s time to get in the holiday spirit and celebrate the Christmas season with your Mercy colleagues! Be sure to mark your calendar for one of these holiday meals.

To-go orders will also be available for off-site departments to pick up. There must be a group of 10 people for these orders, which will be packed family style. Orders must be placed by 3 p.m. on Dec. 3 for the West Lakes campus and by 3 p.m. on Dec. 10 for central campus. To request meals for either location, call 247-4206 or email Rashell Thompson at Rthompson5@mercydesmoines.org.

**West Lakes campus:**
- Dec. 4 Lunch .................................................. 11a.m.-1:30 p.m.
  Dinner .......................................................... 5-7 p.m.
- Dec. 5 Overnight meal ............................. 4-5:30 a.m.
- Dec. 8 Weekend meal .............................. 11 a.m.-1:30 p.m.

**Central campus:**
- Dec. 11 Lunch .......................................................... 11 a.m.-1:30 p.m.
  Served in Auditorium
- Dec. 11 Dinner .......................................................... 5-7 p.m.
  Served in Marketplace & Grille
- Dec. 12 Dinner/Breakfast for 3rd shift ......... 1-3 a.m.
- Dec. 15 Weekend meal ............................. 5-7 p.m.
  Served in Marketplace & Grille
Test drive the da Vinci® Surgical Robotic System

Mercy colleagues will have the rare opportunity to preview the most advanced platform for robotic surgery – the da Vinci® Robotic Systems – Dec. 5-7 at Mercy Medical Center – West Lakes. During this special three-day preview, you can get behind the controls of the technology that is transforming lives with smaller incisions, less pain and a faster recovery. Don’t miss your chance to experience the advanced wristed instrumentation along with 3D simulation.

Open House and Test Drives
Mercy Medical Center – West Lakes, Level 1, Atrium
• Wednesday, Dec. 5, 9 a.m.-6 p.m.
• Thursday, Dec. 6, 8 a.m.-6 p.m.
• Friday Dec. 7, 8 a.m.-6 p.m.

On Thursday, Dec. 6, at 5:30 p.m. in the Cownie conference room at Mercy West Lakes, Dennis Whitmer, D.O., general surgeon, will give a presentation about hernias and how they are treated and will offer free hernia screening immediately following.

Blanket of Hope unites survivors

In April, breast cancer survivors, support teams and medical professionals came together at the Breast Cancer Symposium, hosted by Mercy Katzmann Breast Center, Mercy Comfort Health Center for Women and Mercy Cancer Center. During the event, attendees had the opportunity to write their name, or the name of a loved one, on a square of fabric.

Once the squares were collected, Rebecca McIntosh, who works at Mercy Comfort Health Center for Women, coordinated efforts to create the Blanket of Hope. This fall, a total of 57 fabric squares were quilted together by a group of volunteer quilters from Lutheran Church of Hope. The Hope Quilters spent many hours lovingly stitching the pieces of fabric together to create a beautiful design. The result was a stunning quilt to honor those whose lives have been affected by breast cancer.

In October, the breast cancer quilt was raffled off to one attendee from the Breast Cancer Symposium. The lucky winner was Ann McGonegle, a retired Mercy employee and 30-year breast cancer survivor.

Welcome new providers!
• Lauren Bennett, CNM, Midwifery
• Emily Burns, ARNP, Hospitalist
• Charles Goldman, M.D., Palliative Care
• Vuong Nayima, D.O., Hospitalist
• Renu Velisetty, M.D., Child/Adolescent Psychiatry

Congratulations to...
• Amy Oliver, Mercy Clinics Quick Care, and Joe, on the birth of their daughter, Isla Grace. Isla was born on Oct. 28, and was welcomed home by Ellie, 10.
• Melissa Forkner, 7 South, and Andy, on the birth of their daughter, Aubrey Marie. Aubrey was born on Nov. 5, and was welcomed home by Quentin, 2.

Sympathy to...
• Sandy Fatino, Pain Clinic, on the death of her father.