Get to know **Sandy Swanson**

When Sandy Swanson comes to work, she brings along a sense of gratitude: “We were all called to health care for a particular reason. The key is to remember that reason – every day.”

Sandy’s inspiration for pursuing a career in helping others came when she was still a student. “My grandmother had cancer when I was in college. She went through chemotherapy, then hospice care. I witnessed firsthand the impact a dedicated community of caregivers can have in making such an experience a dignified journey.”

Since joining Mercy in 2001, Sandy has been involved in identifying, designing and implementing changes that position Mercy to best serve our market, and the future needs of the community.

As vice president of Planning and Business Development, Sandy focuses much of her time on overseeing Mercy’s strategic plan and helping drive the organization forward in achieving targets for each of our five key results: consumer experience, team engagement, quality, sustainable growth and efficiency, and ambulatory growth.

“I am proud of the way the organization has embraced our key results. As we continue to talk about and plan our work around them, the momentum grows,” she says.

Sandy also plays a central role in helping Mercy achieve our longer-term vision. She guided efforts last summer to gain community support and approval from the State Health Facilities Council for Mercy to build a new behavioral health hospital in Clive. She manages the overall planning of Mercy’s Master Campus Plan, while keeping her finger on the pulse of industry trends.

“Since the Master Campus Plan was created in 2015, a lot has changed. Patients’ needs are different than they were just three years ago, and technology that might have been cutting edge has already been replaced,” says Sandy. “Virtual care has become a bigger part of our plans, as we look to technology to help make care more accessible to our patients in the future.”

“While not all of us are in a clinical role, I take great pride in the things we do together at Mercy to improve the health and well-being of others. We have an opportunity to touch lives through our work, and that’s a wonderful gift.”

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**KEY RESULT: Team Engagement**

**Maximizing Mercy update**

Since reintroducing the Maximizing Mercy initiative in early September, Mercy has recognized many areas where ongoing cost savings will help the organization achieve the target for the key result area of sustainable growth and efficiency.

“Maximizing Mercy is more than just a project – it is a comprehensive effort to redefine the partnership between clinicians and Supply Chain to develop a clinically effective, yet financially sustainable operating model that will allow us to navigate the ever-changing health care environment and serve our community for another 125 years,” said Market Vice President of Supply Chain, Jim Funk.

To date, Mercy has realized the following savings:

- $80,000 by adjusting when and how we use premium underpads
- $7,000 by using patient slippers with tread only on the bottom
- $100,000 by adopting a gold standard for lap appys and lap choles
- $22,000 by replacing some skin creams with lotions
- $150,000 by using an IV start kit with a standard securement dressing hospital wide

These five changes will save Mercy $359,000 during the next year and beyond. Look for details on additional cost-savings projects in future Daily Huddle communications.

If you have an idea for Maximizing Mercy, email Jim Funk, jfunk@mercydesmoines.org.
Mackenzie Fullerton recognized with DAISY Award

Mackenzie Fullerton, R.N., was honored with the DAISY award at a ceremony Oct. 15 in the 9th floor Cardiac Medical Intensive Care Unit, with several of her family members, colleagues, Mercy nursing leadership and the award nominator in attendance. Mackenzie was nominated by the husband of a former patient to recognize the compassionate and remarkable care she provided to the couple.

Following is an excerpt from the nomination form: “During my wife’s stay, all of the nurses were absolutely phenomenal. However, Mackenzie stood out to me above all others. Even though my wife was not responsive, Mackenzie made the concerted effort to speak to my wife as if she was in a lucid state, and to tell her what she was doing as she went about the unenviable tasks of what nurses do for patients day in and day out. She would ask me if there was anything she could do for me, as I was visibly shaken and upset. She helped explain my wife’s medications to me and listened to me tell anecdotes about our life and our plans. I will always remember the kindness, caring and true compassion Mackenzie showed my wife and me during her final days.”

Find out more about the award or submit a nomination at mercy.dm/daisy.

Reporting workplace violence

Health care settings can be stressful for patients, visitors and colleagues, alike. Unfortunately, this stress can trigger violence. Those who work in health care are four times more likely to be victimized than workers in private industry.

Altered mental states, long wait times, “bad news” about a diagnosis, etc., can all contribute to what the U.S. Department of Labor defines as workplace violence: acts or threats of physical violence, harassment, intimidation and other threatening or disruptive behavior.

Across the industry, violence against health care professionals is grossly underreported, with many caregivers reluctant to disclose incidents involving patients whose reactions they believe are unintentional, or out of their control. However, not reporting these incidents may actually contribute to the issue.

“What with increasing violence occurring in hospitals, it is important that staff are able to recognize and understand that violence, in any form, is not acceptable,” said Sheryl Barnes, Mercy’s director of accreditation and regulatory services.

All episodes of violence or credible threats to a Mercy colleague warrants notification to leadership, to the Public Safety department and, as needed, to law enforcement. Colleagues are also required to create an incident report using the online Incident Reporting Information System (IRIS) on MercyNet.

“We expect staff to report these types of occurrences just as they would any other untoward or unanticipated event,” said Barnes. “This helps us monitor the type(s) and frequency with which violent incidents are occurring, and develop strategies to further strengthen quality improvement, risk management, performance excellence and patient satisfaction, with the end goal of providing highly reliable, quality care.”

SAVE THE DATE

Celebrating a season of gratitude at Mercy Colleague Forums

Central Campus, East Tower Auditorium
Tuesday, Nov. 13: 7:45 a.m. | 10 a.m. | 12:30 p.m. | 3:30 p.m.

West Lakes, Cowrie Conference Room
Monday, Nov. 19: 7:30 a.m. | Noon | 3:30 p.m.