Sending St. Nick Christmas wishes

Children at MercyOne Des Moines and West Des Moines Medical Centers can now send their wish lists directly to Santa Claus using special mailboxes located throughout our facilities.

The new “Letters to Santa” program reaches our youngest patients and guests, providing pre-printed letter templates that can be filled out during their stay, taking their minds of being in the hospital. Acting as Santa’s helpers, several MercyOne colleagues will respond to the children’s letters, helping to keep the season’s magic alive.

“Christmas is a magical time for children, and MercyOne Children’s Hospital is excited to provide this personalized care to our patients – even if they are spending time in the hospital during the holidays, they can still feel the magic. And we, Santa’s helpers, get to enjoy it, too,” said Kathy Goetz, market vice president, Women’s Services and MercyOne Children’s Hospital.

The new mailboxes are being placed at MercyOne Children’s Hospital, pediatric and neonatal intensive care units at MercyOne Des Moines, and both metro hospitals’ Emergency Care departments.

Kudos for quality

The MercyOne Des Moines Medical Center’s Neuro-Trauma Intensive Care Unit staff (pictured) were recently recognized for having zero central line associated bloodstream infections (CLABSI) since August 2018.

Since 2016, the MercyOne Des Moines Quality Management department has routinely recognized departments for excellent outcomes with quality metrics by delivering treats for the staff. Other departments that were most recently recognized are:

- Infection Prevention Team for reduction in colorectal surgical site infections.

- The General Surgery Team and the Pre-Surgery Team for initiation and implementation of Enhanced Recovery after Surgery (ERAS®) with significant reduction in colorectal surgery site infections.
In case you missed it!

On Thursday, Dec. 12, members of our ground crew of MercyOne Des Moines Ambulance Service participated in a Facebook Live event with KCCI. During the broadcast, information was shared about the ground crew’s expertise, services offered and details about the ambulances. The tour included the MercyOne Children’s Hospital’s ambulance, designed specifically to meet the needs of our youngest patients.

Watch a recording of this Facebook Live on our MercyOne Des Moines Medical Center Facebook page.

OptumRx in the New Year

Beginning Jan. 1, 2020, colleagues enrolled in the Catholic Health Initiatives (CHI) health plan will have a new pharmacy benefit manager – OptumRx. With OptumRx, you will still have access to a large network of retail pharmacies and the ability to fill maintenance medications through mail order services.

For the remainder of 2019, you will continue to fill your prescriptions at any MercyOne outpatient pharmacy, via CVS Caremark mail order, or at a CVS Caremark network pharmacy (based on plan design).

Before the new coverage begins, you may want to tell your doctor OptumRx will be your new pharmacy benefit manager beginning Jan. 1, 2020.

Find more information about your prescription drug coverage by logging in to InsideCHI.

Nominate a Great Iowa Nurse

Honor a nurse who exemplifies concern for humanity, dedication and leadership by nominating him or her to become one of 100 Great Iowa Nurses by Dec. 31.

www.greatnurses.org