MercyOne Des Moines named Top 50 Cardiovascular Hospital by IBM Watson Health

MercyOne Des Moines Medical Center was recently named one of the Watson Health Top 50 Cardiovascular Hospitals by Fortune/IBM Watson Health®, making it the only hospital in central Iowa to earn this recognition.

“Excellence in cardiac and vascular care is a legacy of MercyOne Des Moines Medical Center,” said President Karl Keeler. “The integrated care provided by our physicians, surgeons and colleagues at MercyOne Iowa Heart Center is second to none. Their ongoing commitment to research and our patients sets them apart, in providing access to the latest treatments and care available.”

The annual study serves to highlight the top-performing cardiovascular hospitals in the United States based on publicly available clinical, operational and patient satisfaction data and measurements. It compares nearly 1,000 U.S. hospitals with cardiovascular service lines and shows “the winners delivered better outcomes while operating more efficiently and at a lower cost.”

Special delivery: MercyOne West Des Moines Women & Infants’ Care opens

On Tuesday, Dec. 1, the MercyOne West Des Moines Women & Infants’ Care Center welcomed patients with an official opening. The new obstetrics (OB) unit features private birthing suites, postpartum suites and a newborn nursery which includes a Level II Neonatal Intensive Care Unit (NICU).

“We’re thrilled to be able to once again deliver new babies at MercyOne West Des Moines,” said Chief Operations Officer of MercyOne West Des Moines Medical Center and Vice President of MercyOne Central Iowa Phil Harrop. “As the metro’s western suburbs continue to grow and more families move to the area, it’s critical MercyOne meets their health care needs close to home. We know that as families begin thinking about where to deliver their babies, having a NICU and on-site specialty care can provide peace of mind.”

Read more about the new facility.

“…once again deliver new babies at MercyOne West Des Moines.”
  - Phil Harrop

Consumer Experience
MercyOne Integrity & Compliance  Sticky Scenario: “Tis the season”

For days, nurses worked tirelessly caring for a patient with COVID-19 on the unit Ron supervises. The patient recovered and was released from the hospital. To express appreciation to the nurses, the patient and her spouse provided holiday cash gift cards valued at $100. Ron thought, “Everyone has been working so hard, this would be a great way to boost morale – especially during the holidays.” Ron thanked the patient and asked for the cards to be dropped off at the front desk.

Did Ron do the right thing?

While Ron had good intentions, MercyOne policy prohibits the acceptance of cash or cash “equivalents” from grateful patients. Ron might have suggested that the patient make a cash donation to the MercyOne Des Moines Foundation in honor of the nursing team.

While COVID-19 may change the way in which we celebrate the upcoming holiday season, gift giving will continue to be a way to show gratitude. As health care professionals, we need to be careful about giving and receiving gifts to colleagues, vendors and patients. Please keep the following guidelines in mind:

- As a general rule, giving and receiving gifts from vendors is not allowed. However, you may accept occasional gifts (i.e., no more than one or two times annually) of perishable or consumable goods, such as food, candy or flowers. These gifts need to be broadly shared among a department or with colleagues. The gifts should be of modest value – less than $100. If you or your department receive consumable goods from a vendor, please remove the vendor’s name and then share it with your colleagues. If you or your department receive an unsolicited, non-consumable gift (e.g., cash), please donate it to the MercyOne Des Moines Foundation.

- Giving gifts to providers who may refer patients to MercyOne, or receiving gifts from providers to whom MercyOne refers patients, is not allowed. These gifts might be seen as “payment” in exchange for patient referrals, which can violate the Anti-kickback Statute or Stark Law.

- It’s okay to give gifts to colleagues (and to receive gifts from colleagues), as long as the gifts are purchased with personal funds.

- COVID-19 has changed our rules with respect to receiving gifts from grateful patients. Individual colleagues are not permitted to directly accept gifts from patients or patient families. However, we recognize the extraordinary efforts from our clinical teams during this challenging time. Grateful patients may arrange for the delivery of gift cards, care packages or restaurant-prepared/pre-packaged food by various organizations within the community (e.g., Walmart and Costco). Gifts delivered from these organizations directly to departments are acceptable. Gift cards, care packages or food deliveries donated by organizations should be given to colleagues on a random basis and not based on an individual’s level of performance. There is no conflict of interest and they are not considered taxable compensation.

Sharing her story

This year, more than 100 newborn babies at MercyOne Des Moines Medical Center will receive a knitted or crocheted hat, thanks to a generous donation in honor of Amber Gray. Gray passed away in 2014 due to complications from influenza, even after receiving the flu vaccine. Each year, her family donates beautiful hats in Gray’s honor, with her story and information about the flu included.

Compliance Week winners

Thank you to all who participated in the Compliance Week quiz contest, Nov. 1-7. Congratulations to quiz drawing winners Lynda Lamberts, Revenue Cycle, and Bethany Nizzi, Pathology, pictured with MercyOne Central Iowa Market Director Integrity and Compliance/Privacy Official Laurel Fleming.