MercyOne Des Moines partners to improve health, transform 6th Avenue Corridor community

The bedrock of MercyOne Des Moines Medical Center, like the Sisters of Mercy, is based on service. For more than 125 years, we have cared for those most in need, and their communities. This commitment is most visible inside MercyOne and in the change occurring in our neighborhood — the 6th Avenue Corridor.

“We are extremely proud of the 6th Avenue Corridor and the progress being made,” said MercyOne Central Iowa Vice President of Planning & Business Development, Sandy Swanson. “The 6th Avenue Corridor is our home and we are proud of the rich cultural diversity and heritage this area provides. It is why we take part in annual cleanup efforts through our Mission on the Move program. We also serve on the 6th Avenue Corridor Board to work more closely with our neighbors. We learn about their needs and we have an opportunity to improve the physical neighborhood and overall quality of life.”

The newest addition to the Corridor will be bus shelters incorporating designs from international artist Sheena Rose. Designs were selected after a competitive review process led by the Greater Des Moines Public Art Foundation. Reviewers felt Rose’s designs captured the urban nature and vitality of the 6th Avenue Corridor district. Artwork will be embedded into the glass panels that make up the shelters.

“People are sometimes surprised to learn that neighborhoods surrounding the 6th Avenue Corridor are the most culturally and ethnically diverse neighborhoods in Iowa,” said Breann Bye, executive director of the 6th Avenue Corridor Urban Neighborhood Main Street Program. “For decades, this Corridor has welcomed many immigrants and today is home to African American, Latino, White and Asian-Pacific peoples. All play a strong role in the history and future of the area. Sheena Rose’s artistic vision has captured the energy and resiliency of our community. It will be an enduring celebration of all that makes this part of our city so special.”

We’ll provide a look at additional activities on 6th Avenue in a future issue of “The Bulletin.”

Rose is currently refining her designs, which will then be produced and installed as bus shelters in three phases. Look for the first five bus shelters to be installed later this spring between College Avenue and the Des Moines River as phase one of the streetscape project is completed.
**MercyOne Integrity & Compliance**

**Sticky Scenario**

Imagine yourself traveling in a foreign country where you don’t speak the language and you need medical care. It could be terrifying! Now think of the many MercyOne patients who have hearing or visual impairments, or who have limited English proficiency, and the anxiety they must feel.

MercyOne ensures these patients (and/or their companions) receive Personalized Care in accessing health care services through language or other necessary assistance, provided at no cost.

MercyOne colleagues should determine as soon as practical whether a patient or companion is in need of language services, auxiliary aids or alternative formats for communicating. While this typically takes place during scheduling, pre-admissions or the admissions process, a patient’s need for help may arise at any time.

If a patient requests assistance, or if you believe it may be necessary, contact your manager. MercyOne provides qualified interpreters primarily through video remote devices, or over the phone interpretation. In-person American Sign Language (ASL) interpreters may be available if use of such devices is impractical.

Ron admits patients in the MercyOne Emergency Care department. A patient who is hearing impaired arrives alone with severe back pain around noon. MercyOne does not have an ASL interpreter on site. What should Ron do?

ASL interpreters are available through video remote technology (VRT). Ron should offer this to the patient.

If the patient states he/she does not want to use the VRT, generally, MercyOne’s legal obligations are fulfilled by providing VRT. There may be situations, however, where technology, including over the phone service, may not be appropriate and an in-person interpreter is needed. Requests for ASL interpreters can be made Monday through Friday during business hours by calling 515-257-8255, or contacting the hospital’s house supervisor after hours and weekends. These requests should be documented.

Check out MercyOne’s policy, “Persons with Vision, Hearing, Communication and Language Barriers” (54.1.09) for additional information. With questions, please contact:

- **Jacquie Easley, Director, Community and Diversity Services**
  MercyOne Des Moines and West Des Moines Medical Centers

- **Brenda Smith, Integrity & Compliance Official/Privacy Official**
  MercyOne Centerville Medical Center

- **Stacy Raines, Integrity & Compliance Official/Privacy Official**
  MercyOne Newton Medical Center

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**Coming next week:**

**New intranet to replace MercyNet**

Beginning Wednesday, Feb. 26, “MercyNet” will retire and a new-and-improved intranet will take its place. With user-friendly navigation, the latest news and updated information and resources will be easy to access.

Built on the Microsoft SharePoint platform, the site offers numerous benefits to help drive Team Engagement:

- **Single sign on.** Once you have logged into another network application (e.g., InsideCHI), you won’t need to sign into the new intranet.

- **One source.** Find timely organizational announcements, upcoming events and service information in one place.

- **Community flexibility.** Content is categorized by community, with each community managed by department site owners. Communities can be customized to suit each department’s needs.

- **Collaboration.** Documents can be stored in Microsoft Office file formats (.docx, .xlsx, .pptx, etc.) and each version can be checked out, updated and checked in – saving time and email storage space for projects requiring collaboration.

If you currently have documents stored on “MercyNet” and need to have them migrated to SharePoint, please contact **Kathy Ford**. If you don’t have a department presence on MercyNet, but are excited about SharePoint and its benefits, watch for upcoming communications about how to receive assistance in potentially establishing a presence on the new site.