Venerable Mother Catherine McAuley knew the power of education could change lives. The Sisters of Mercy routinely provided hope and knowledge to women and children in their care. Students were given the opportunity to learn values and develop life skills to improve themselves and their communities. These lessons continue today at Mercy College of Health Sciences under the guidance of educators like Dr. Jeannine Matz — our latest Spirit of Mercy Award winner.

A quality education doesn’t always come from a book. As the first general education faculty member at Mercy College, Dr. Matz shared her knowledge and a deep commitment to the school. Colleagues say the same commitment exists for her students and faculty.

Dr. Matz is described as a passionate advocate who nurtures her students if they hit a “rough stretch” in the classroom. She is known to recognize and provide compassion when the challenges are unexpected. Dr. Matz is also a motivator, who colleagues say makes positive impacts on students’ career aspirations. For example, when a pre-med student was prepared to end his quest to become a physician, Dr. Matz saw future promise. Thanks to the support given and opportunities shared by Dr. Matz, the student will enter medical school this fall.

A hallmark of higher education rests on the free exchange of ideas, including among faculty. As chair of General Education, Dr. Matz is said...
Multidisciplinary lung cancer clinic sees substantial growth

The MercyOne Lung Cancer Screening, Pulmonary Nodule and Lung Cancer Program provides innovative, comprehensive and compassionate evaluation and management to patients with newly diagnosed pulmonary nodules, lung masses and lung cancers. The program also works to detect lung cancer at its earliest stages, helping patients gain quicker access to life-saving care.

In 2019, the program experienced tremendous growth, with an increased number of patients receiving screenings, as well as a larger number of patients found to have early stage – thus potentially curable – lung cancers.

For 2020, program leaders plan to continue to increase the number of patients undergoing lung cancer screening and those referred to the MercyOne Lung Cancer Care Clinic through the introduction of new software with advanced algorithms. In addition, MercyOne will acquire a state-of-the-art robotic bronchoscopy system with the ability to biopsy smaller and previously inaccessible pulmonary nodules.

Lung cancer screenings of patients increased:
- 38% in 2019 v. 2018
- 162.5% in 2019 v. 2017

Number of new patients receiving screening increased:
- 76.2% in 2019 v. 2018

Spirit of Mercy Award winner
Continued from first page

to respect differing opinions. In decision making, she listens to each point-of-view. Colleagues indicate she expects “faculty to put forth their best efforts.” Colleagues have also benefitted from Dr. Matz’s compassion and understanding, “knowing she is there for them.”

Colleagues believe the MercyOne Values have helped make Dr. Matz an “important part of Mercy College’s past, present and future.” Upon graduation, students are prepared for the challenges of a health care profession. They also have experienced respect, integrity, compassion and excellence — ready to improve their communities, wherever life takes them.

Thank you Dr. Matz, for your dedication and carrying the Sisters of Mercy legacy forward as a winner of the Spirit of Mercy Award.

Welcome new providers

Shokkat Bashir, MD, AGAF
Clive Gastroenterology Care Clinic

Vinaya Gaduputi, MD, FACP
Clive Gastroenterology Care Clinic Care

Kimberly Maxson, ARNP
Iowa Heart Center West Des Moines

Kimberly McFee, PA-C
Iowa Heart Center Cardiothoracic Surgery

Announcements

Congratulations to...
- **Ben Jagow** from MercyOne Pharmacy, and Jacqueline Jagow, on the birth of their daughter Eleanor on Jan. 6, 2020.
- **Megan Ireland, RN**, from MercyOne Des Moines 5-South, and Zach Winders, on the birth of their daughter Evelyn on Dec. 31, 2019.
- **Mickie Bolander**, MercyOne Des Moines Radiology, and Tim Bolander, on the birth of their son Maxwell on Nov. 21, 2019.
Operations Outlook: MercyOne Des Moines Medical Center

“Operations Outlook” is a new special feature of “The Bulletin,” sharing timely and informative updates on operational progress at MercyOne Central Iowa.

Dear colleagues:

A few weeks ago, I experienced something that literally and figuratively brought me to my knees. The pain caused by a torn meniscus created a need for medical care and the compassion of my colleagues at MercyOne. As someone who prides herself on being healthy and active, the required X-rays, physician visits, use of assistive equipment, etc., can only be described as humbling.

I learned to appreciate in greater measure how our patients must feel when they come to us for help – vulnerable, frustrated, confused, and perhaps frightened. Becoming a patient brought me back to who I am and why I choose to work in health care. It also reminded me of the importance of honoring the Venerable Catherine McAuley and her devotion to, “the ease, comfort and cleanliness of the sick poor.”

In the business of our day-to-day work, we can become removed from our patients, the emotions they are experiencing, and the effect being sick or injured may have their spirit. I would like to challenge you to ask yourself, “What beliefs do I have about why our patients are at MercyOne?” Doing so may help you get to know our patients better and improve personalized care. After all, you never know when it may be you who is on the other side of the exam table.

Linda Goodwin
Senior Vice President, Chief Operations Officer,
Chief Nursing Executive
MercyOne Central Iowa

Right patients, right beds, right care
MercyOne Des Moines Medical Center averaged 2,308 total inpatient cases in January 2020 (not including newborns) – a 13.7 percent increase over last year. Our colleagues are doing tremendous work to Innovate and Improve Daily, helping MercyOne provide timely and appropriate patient care and service delivery:

• MercyOne hospitalists are assisting in quickly placing patients in beds, which helps improve patient flow through our busy Emergency Care Department.

• Performance Excellence and Patient Flow created automated acceptance protocols with the assistance of intensivists. This reduces delays in placing patients requiring care in the ICU and improves patient flow in other areas.

• Our partners from Conifer Health Solutions are making the registration process quicker and simpler for our patients, improving the overall admissions process.

• In March, a new 10-bed ICU will open on 3-South at MercyOne Des Moines Medical Center, increasing our capacity to provide specialized care for critically ill patients.

Increasing team engagement through collaboration
New opportunities for collaboration and collective decision making have been introduced for our colleagues to Be ONE:

• A shared governance structure for partnership, equity, accountability and ownership continues to be applied across MercyOne – including most recently, with colleagues representing MercyOne Pharmacy. This committee will initially focus on team engagement and culture.

• A physician focus group session was held earlier this month with members of the MercyOne Medical Staff to discuss current and future plans. Those in attendance offered constructive feedback to help improve physician engagement. The most common themes included communication, visibility of the leadership team and engaging in our decision making process.

• We are implementing formalized service line structures, each co-led by a leader from MercyOne Medical Staff and a clinical leader. MercyOne Central Iowa will work with colleagues across the system in growth areas, including pulmonology, critical care/trauma, surgery and lab.