The Bulletin

Spirit of Mercy Award Winner Demonstrates the Power of One

Whether direct or indirect, every MercyOne colleague can influence patient care. While we may not be at the bedside, we can improve the health care experience for a patient, family member or friend in one way or another. This is sacred work, and it is carried out daily by people like Spirit of Mercy Award winner Schweitzer Hsu.

Schweitzer is known for his commitment to excellence in preparing patient samples for testing and evaluation in the MercyOne Des Moines Laboratory. Results gathered here help guide the treatment and care a patient receives. The lab relies on collaboration, and colleagues believe Schweitzer embraces being part of a team. He is seen as a leader who wants everyone to succeed. Schweitzer is known for freely sharing his knowledge. When questions arise, technicians from the Laboratory and Pathology frequently come to get his input. Together they find a solution, which helps patients receive medications and procedures in a timely manner and improves the quality of care.

Colleagues notice Schweitzer’s pride and commitment to his work and others. He views everyone’s contribution as being vitally important. Thank you, Schweitzer, for showing us the benefit of working together as one in serving each patient who comes to us for care.

Team Engagement

Ash Wednesday is March 6

On Wednesday, March 6, the Roman Catholic and other Christian faiths will enter a period of reflection, prayer and self-sacrifice known as Lent. The focus of Lent is on Jesus’ ministry and death for our sins. His triumphant resurrection on Easter makes eternal life possible for those who believe in Him.

Mass and the distribution of ashes will be available at the central and West Des Moines campuses. Patients who would like to receive ashes can contact Pastoral Care at extension 7-3238 (central campus) or 201-9606 (West Des Moines Medical Center). Everyone is welcome to participate.

Distribution of Ashes at Our Lady of Mercy Chapel

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<th>MercyOne Des Moines</th>
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<td>7-7:30 a.m.</td>
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<td>After 11:30 a.m. Mass</td>
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<td>(Watch on Channel 4)</td>
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<td>3-3:30 p.m.</td>
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Vascular screening special

MercyOne Iowa Heart Center is offering discounted vascular screenings at all of its office locations that provide this service during March and April. Patients can schedule a comprehensive screening, which includes three vascular disease tests, for $75, down from $99.

The three screenings check the blood flow in your neck, abdomen and legs to detect any signs of blockages or vascular diseases. Iowa Heart Center vascular surgeon Dr. David Chew states, “Vascular screenings are essential because diseases need to be treated early. If you diagnose the disease early and implement aggressive risk factor control and lifestyle changes, you can actually reverse some of the disease processes.”

People who should be screened include those who are 60 years of age or older and have any of the following risk factors: high blood pressure, high cholesterol, current or past history of smoking, diabetes, previous heart attack or stroke, or those who have a family history of heart attack, stroke, aneurysm or vascular disease.

These painless, non-invasive and inexpensive screenings could save your life! Call the MercyOne Iowa Heart Center office at 877-914-3600 to schedule an appointment at the location most convenient for you.

Welcome new providers

Abdinoor Abdillahi, M.D. Gastroenterology Care
Caitlin Arey, ARNP MercyOne Iowa Heart Center
Tim Dykstra, M.D. Indianola Urgent Care Clinic
Heidi Ha, ARNP Hospitalist
Sarah Hudson, PA-C MercyOne Iowa Heart Center
Jamie Pinter, ARNP Des Moines Midwives

Leadership Updates

Pam Harrison, RN, MSN, has been named market director of emergency services. In this position, Pam is responsible for the direction and coordination of emergency services for MercyOne’s Des Moines, West Des Moines, Centerville and Newton medical centers — including strategic planning, budgeting, integration and achievement of organization goals. Pam most recently served as interim director of the Progressive Care Unit (PCU), which opened in November 2018 as the first and only PCU in the Des Moines area. In her role, she developed scope of service, guidelines and protocols for the innovative new unit, and hired an entirely new staff to provide care for the additional 12 hospital beds. Concurrently, she served as director, Cardiac Surgical Intensive Care Unit, since 2016.

Teri Reiff has been named market director of laboratory services for MercyOne Central Iowa. Teri, who previously served as laboratory director, will now coordinate, standardize and streamline laboratory services across the Central Iowa market to enhance the patient experience and improve the financial performance of the medical center and physician office laboratories. As a result of this expanded role and the opportunity to grow these services, the laboratory administrative structure has been re-organized to promote focused work to improve clinical operations and expand our reference laboratory business.

Andrea Jones has accepted the position of director – hospital services. Andrea has been in laboratory management since 2011, and most recently held the position of Laboratory manager. In her new role, Andrea will be responsible for the operational management and regulatory compliance of laboratory services supporting our inpatient and outpatient departments at Des Moines’ and West Des Moines’ hospitals.

Mona Dinnauer has accepted the position of director-outreach services. Mona has served as manager, outreach services since 2011, and in this role has successfully led key projects to position MercyOne Des Moines Laboratory as a prominent reference lab in central Iowa. As director, Mona will be responsible for managing and growing this revenue-producing business which includes more than 300 clients who are geographically located in a 100-mile radius of Des Moines. In addition, she will oversee development and maintenance of electronic order/results communication systems, oversee client relations, and have responsibility for all billing workflows related to the reference laboratory business.

Central Iowa
1111 6th Ave., Des Moines

MercyOne.org/desmoines