Keeping you informed: MercyOne’s response to COVID-19

Coronavirus, or COVID-19, has been declared a pandemic by the World Health Organization— and, is now present in Iowa. That’s why MercyOne is continually monitoring the virus and will provide updates with pertinent information as it is readily available.

At MercyOne, as our plans evolve with the global situation, we are confident in our ability to deliver the care which has been a hallmark of our system for more than 125 years. Leaders are working closely and in collaboration with the Centers for Disease Control and Prevention (CDC), Iowa Department of Public Health (IDPH) and county health departments to ensure our clinical care is consistent with the latest guidelines, research and communication.

Thus far, three Process Change Alerts have been put into effect to protect our patients, families and you (our colleagues) during the global outbreak of COVID-19.

Visitor Restrictions in Place (Effective March 11, 2020)
In accordance with the direction provided by the Polk County Health Department, visitor restrictions are in place at all MercyOne Central Iowa hospitals with the following implementations:

• Must be 16 years of age and older (including sibling caregivers).

• Must remain in the patient’s room as appropriate.

• Must limit movement within the facility and avoid common areas.

• Must be free from illness such as fever, sore throat, cough, diarrhea, vomiting or runny nose.

Temporary Travel Restrictions (Effective March 11, 2020)
A temporary restriction on business travel via air and ground for MercyOne colleagues is effective through April 15, 2020. Video conferencing should be used as an alternative for in-person meetings.

In addition to the above Process Changes, Hospital Incident Command System (HICS) has been activated. HICS is designed specifically for hospitals in planned and non-planned events to aid and streamline emergency preparedness and response capability.

As we face this health care crisis, together we can serve as a healing presence in our community— instilling calm and continuing to help people care for themselves and their families.

Leaders: Please remember to share the above information and any new information regarding COVID-19 at your department huddles. We’ll be utilizing the same procedure as for The Joint Commission in disseminating Process Changes. As new information becomes available, look for future communications to share with your teams.

Colleagues: Visit the intranet or internet for the latest updates and information on COVID-19.
Jennifer Campbell recognized with The DAISY Award®

Jennifer (Jenny) Campbell, RN, is MercyOne Des Moines Medical Center’s February recipient of The DAISY Award®. She was honored at a ceremony held Feb. 19, with several of her colleagues and nursing leadership in attendance.

Jenny works in the Cardiac Care Unit (CCU), and was nominated by a patient to recognize the wonderfully compassionate care provided to the patient and her family. The following is an excerpt from the nomination:

“Jenny was my nurse. Never having heart problems before I was scared. Jenny’s skillful and compassionate manner helped calm me. I was sitting up in bed visiting with her when my heart stopped, her quick response in getting me the help I needed saved my life! Almost five months later, my sister was brought to the 9th floor with cardiac problems, and there was my ‘angel of Mercy.’ She recognized me as I rounded the corner. She was not only my sister’s nurse, but she watched over me to make sure I was handling the stress and not experiencing any heart issues myself. Jenny is truly a blessing to all who are fortunate enough to be in her care and more than deserving of The DAISY Award.”

“Jenny is truly a blessing to all who are fortunate enough to be in her care and more than deserving of The DAISY Award.”

– Jenny’s nominator

Find out more or submit a nomination at MercyOne.org/daisy.

On Monday, Feb. 24, MercyOne Beaverdale Family Medicine Clinic opened at its new location at 4326 Hickman Road, Ste. 100, in Des Moines.

The clinic offers a wide range of family medical services, including physical examinations, routine health screenings, immunizations and treatment of occasional and ongoing illnesses. Operating hours are Monday–Wednesday, 8 a.m.–7 p.m., Thursday, 8 a.m.–6 p.m., and Friday, 8 a.m.–5 p.m. A formal ribbon cutting ceremony is being planned.