New Patient Care Technician in Training Program

Patient care technicians (PCTs) play a key part in helping provide personalized care, especially for those patients admitted to the hospital. High demand for health care talent, combined with a reduced number of local educational programs, have created a recruitment gap for this vital role. Through a little ingenuity and a lot of collaboration, MercyOne Des Moines Medical Center is working to address this need.

The new Patient Care Technician in Training Program offers paid education and training (with benefits) to aspiring PCTs. Developed in collaboration with Mercy College of Health Sciences, the program includes 120 combined classroom, skills lab and clinical hours, as well as time dedicated to assisting clinical staff at MercyOne Des Moines Medical Center as they provide patient care.

Upon successful completion of the program requirements, participants are eligible for promotion to PCT.

The first cohort begins Monday, April 1. Find the position posted on the “Careers” section of MercyOne.org/desmoines (Patient Care Assistant, #2019-R0215441).

For more information and how to apply

Current colleagues who are interested in applying for the Patient Care Technician in Training Program may contact Human Resources at 515-247-3100, or recruiter Suzie Baumberger at 515-643-3109.

For applicants not currently employed by MercyOne, recruiting fairs are being held on Thursday, March 14, and Monday, March 25, from noon to 6 p.m. at 2525 E. Euclid Ave. in Des Moines. Interviews will be held on-site, with hired candidates able to complete paperwork, drug screen, etc., during the event.

Sustainable Growth and Efficiency

Child Life Specialists Month

MercyOne Children’s Hospital is proud to recognize our team of dedicated child life specialists during National Child Life Specialists Month in March. This team makes hospital visits easier for kids and their parents by providing distraction and support during treatment. Thank you for all you do for our pediatric patients and their families!

Front row (L-R): Rania Robb, Neonatal Intensive Care Unit; Taylor Armstrong, Pediatric Emergency Department; and Rebecca Gerecke, Medical Imaging. Back row (L-R): Caitlin Sturms-Salier, Pediatric Unit/Pediatric Intensive Care Unit; Lisa Fox, Medical Imaging, Cath Lab and Endoscopy; Avery Nisius, Pediatric Unit/Pediatric Intensive Care Unit; Erin Biegert, Pediatric Unit/Pediatric Intensive Care Unit; and Allison White, Medical Imaging.
United for Patient Safety

Each year the National Patient Safety Foundation sets aside time to highlight and recognize the importance of patient safety. This year, MercyOne Central Iowa will celebrate National Patient Safety Awareness Week March 10-16. A traveling safety cart with games and treats will be visiting various areas of central campus throughout the week, and a Patient Safety Table will be set up outside the Marketplace Grill on Friday, March 15, from 11 a.m. to 1 p.m. A webinar, “Nurturing the Caregiver: Discovering the Secrets to Reducing Stress while Caring for Others,” will be available for viewing in East Tower Conference Room 1 from 12-1 p.m. on Thursday, March 14.

As we recognize National Patient Safety Week and celebrate our success during the last few years, it is important to keep our goal in mind – zero events of preventable harm by 2020. Together, united for patient safety, we can accomplish this goal. All members of the MercyOne Family are encouraged to take a few moments to think about how they keep patients safe on a daily basis. A few examples of ways to keep patients safe are using two patient identifiers, making efforts to prevent falls and practicing good hand hygiene.

Every two years, we ask hospital colleagues to participate in a patient safety survey, helping examine our patient safety culture from your perspective. We use these results to plan, execute and evaluate our safety program and reinforce our strong culture of safety and caring for colleagues, patients and guests. Please check your email and complete this survey – your opinion is important!

Do you have questions about safety? Talk to a Safety Coach or contact a member of the SafetyFirst Core Team.

Every member of the Mercy Family is encouraged to take the Safety Pledge:

“I pledge to implement and follow practices that increase the safety of our patients and team. I am personally committed to practice our SafetyFirst error prevention techniques and incorporate them into my daily work habits.”
We each have our own individual reasons for why we work in health care, why we chose MercyOne to pursue our career, and why we are inspired to get out of bed every day. Our “why” gives meaning and sets us apart from everyone else. It’s our purpose and motivation to take action and make a difference. MercyOne colleagues were recently invited to share their #MyWhy stories as part of our 125th anniversary celebration.

**Gabby Clark, Outreach Coordinator, MercyOne Connect**

In my role, I am so blessed to work closely with both our amazing colleagues within the MercyOne system and the remarkable health care workers at facilities across the state that send patients to MercyOne Des Moines. I am lucky enough to spend my days coordinating education for referring facilities, visiting other locations and building relationships with health care workers at hospitals and clinics. The opportunity to promote the unique science and technology that we offer (hello, thrombectomy) and to advertise the unparalleled care that our colleagues give is something I am so thankful for. Being able to come to work every day to combine my faith, my passion for health care and my admiration for our colleagues is #MyWhy.

**Trish Steenhoek, Breast Imaging Navigator, Mammography**

What motivates me every day is knowing that I have the potential to make a difference in someone’s life. I am faced everyday with delivering both good and bad news to patients and their families. I want them to know that we at MercyOne are here to take care of them and be their advocate for all of their health care needs. I understand the importance of timeliness when patients are waiting for results to come back, and I do whatever it takes to alleviate their anxiety and fears when delivering the diagnosis. Our patients are #MyWhy.