You said it, we did it

New management structure rolls out

While huddles at MercyOne Central Iowa have proven effective in driving individual departments’ goals, colleagues have expressed a desire for timely information to be better shared from teams, to senior leadership, and back.

Over the past several months, a team from across the organization has been involved in evaluating how information and concerns are communicated, specifically through the daily huddle structure. This extensive feedback, along with analysis of industry best practices, helped leadership create a new process that more closely aligns with our culture and goals.

In mid-April, hospital clinical and non-clinical areas of MercyOne Des Moines and West Des Moines Medical Centers began implementing a new management structure. Guided by the Performance Excellence department, the new structure focuses on increased accountability, problem solving, escalation of concerns and integration of objectives across our many departments, service areas and locations.

A tiered approach

Department huddles continue to be held daily and at least once per shift, using a standardized approach to review factors influencing goals related to Key Results, safety and quality.

A “Tier One” huddle is now held before 9:15 a.m., Monday through Friday, where managers and department directors meet in-person or communicate with their service leader. In addition to reviewing activities supporting MercyOne’s five Key Results, during this huddle the group conducts action planning based on reporting submitted to IRIS.

Market directors and service line leaders gather for a “Tier Two” huddle at 9:15 a.m., Monday through Friday, and review progress of Key Results, updates on service line staffing, status of equipment and supplies, safety concerns, trending issues and concerns to be escalated.

At 9:30 a.m. each weekday, executive leadership and a representative from the Tier Two huddle meet to review actions and updates related to the Key Results, the Top 10 SafetyFirst list and other current safety concerns, as well as items escalated from the Tier Two huddle.

The Performance Excellence team is working with leadership at MercyOne Medical Group, MercyOne Newton Medical Center and MercyOne Centerville Medical Center to develop management systems that best meet the needs of each.

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Celebrate nurses!

Celebrate MercyOne Central Iowa nursing staff throughout Nurses Week, May 5–10. Check News Briefs and next week’s Bulletin for the schedule of events.
MercyOne Des Moines Home Care recognized

MercyOne Des Moines Home Care has been named a HomeCare Elite winner for 2018! HomeCare Elite identifies the top 25 percent of all Medicare-certified agencies in the country and highlights the top 100 and 500 agencies overall, along with the top agencies of the year. Out of 8,898 agencies considered, only 2,223 were recognized as HomeCare Elite.

Providing home services in Des Moines and its surrounding communities, this is the fifth time MercyOne Des Moines Home Care has been recognized as “elite.” Offering a full line of services such as nursing, home health aides, homemakers, physical therapy, occupational therapy, speech therapy and social work, the team at MercyOne Des Moines Home Care is committed to providing exceptional care in the home, tailored to each patient’s specific needs.

Welcome new providers

Jillana Lefler, ARNP
MercyOne Clive Pulmonary Care Clinic

Stacey Hurst, ARNP
MercyOne Clive Pulmonary Care Clinic

Ellen Starkey, ARNP
MercyOne Iowa Heart Center

Behavioral Health Hospital groundbreaking May 2

MercyOne Central Iowa and Universal Health Services (UHS) will hold a ceremonial groundbreaking on Thursday, May 2, at 2 p.m., for the new 100-bed Clive Behavioral Health Hospital. This behavioral health facility is a partnership between MercyOne and UHS to address the growing, unmet need for accessible, high quality behavioral health services. The new hospital will be located at 1450 NW 114th Street in Clive, next to the MercyOne Clive Health Plaza and across from the MercyOne Rehabilitation Hospital.

Consumer Experience

Congratulations to...

- Katelyn Bovinett, NICU, and Sean, on the birth of their daughter, Willow Grace. Willow was born March 27 and was welcomed home by Lydia, age 7, Sheldon, age 3, and Zeke, age 2.

- Ashley Westphal, Clive Physical Therapy, and Will, on the birth of their son Theodore. Theodore was born March 29.

- Laura Abels, D.O., East Village Family Medicine, and Tyler, on the birth of their daughter, Belinda. Lindy was born April 1.

- Letha Patterson, Pre-Surgical Evaluation, and Brandon, on the birth of their son, Jacob Dean. Jacob was born April 7 and was welcomed home by Lucas, age 19 months.

- Crystal Begley, CSICU, and Josh, on the birth of their son, Luke Aaron. Luke was born April 12 and was welcomed home by John, age 3.

- Jennifer Messersmith, Grimes Family Medicine, and Andy, on the birth of their daughter, Margo Renee. Margo was born April 15 and was welcomed home by Audrey, age 3.

Sympathy to...


- Laura Vanden Bosch, Public Relations & Marketing, on the death of her father.