ABM HEALTHCARE HONORS DOREEN RICHMOND WITH THE 2016 OPERATIONAL EXCELLENCE AWARD FOR FOOD & NUTRITION SERVICES

Doreen Richmond, director of Nutrition & Food Services, was recently awarded the 2016 Operation Excellence Award for Food & Nutrition Services by ABM Healthcare.

In a statement from ABM Healthcare, Doreen “leads by example, working alongside her staff every day in a fast-paced, highly-productive environment. Her department at Mercy…is one of the most productive in the food & nutrition (FNS) industry. They consistently are measured in the single digit quartiles for productivity. Despite this very productive workload, the staff in the Food and Nutrition Services department is engaged and receives high marks for customer satisfaction.”

Combined, Mercy Marketplace & Grille and the West Lakes Café are one of the biggest health care FNS contracts – for both meals served and managed volumes – for ABM Healthcare. Annually, they serve more than two million meals.

Doreen was also recognized by ABM Healthcare for the willingness of her department to participate in numerous hospital, non-profit and community initiatives.

The Operational Excellence Award honors ABM Healthcare managers who have the highest standard of leadership and management skills throughout the year. The recipient must demonstrate a consistent and sustained commitment to excellence in his or her work above and beyond what is expected, be creative and adaptive to situations as they arise, and place the well-being of the customers, fellow associates, and the company as a priority.

Congratulations to Doreen on this great accomplishment!

Pictured left to right are: Mary Jo Kurko, Corporate Director of Nutrition Services; Doreen Richmond, Mercy Nutrition & Food Services Director; and Dennis Bowdy, ABM Regional Director Operations.

COLLEAGUE ENGAGEMENT SURVEY KICKS OFF ON MAY 31

In years past, the Performance Culture Assessment (PCA) survey has served as a tool to assess colleague and organizational engagement. This year, Mercy is conducting a short survey to assess our workplace culture and staff engagement. A link to the brief survey will be sent in waves to all Mercy colleagues on May 31. The survey will remain open until midnight on June 18. The survey consists of five questions and will take less than five minutes to complete. The link will be sent on behalf of Susan Schrader through SurveyMonkey. Mercy colleagues are encouraged to participate in this survey in order to help improve Mercy’s workplace culture.
Iowa Heart Center is recruiting patients to participate in the National Institutes of Health (NIH)-sponsored Trial to Assess Chelation Therapy 2 (TACT2) study. TACT2 will examine the use of intravenous chelation treatments in combination with oral vitamins in diabetic patients with a prior heart attack to determine if they reduce recurrent heart episodes, such as heart attacks, stroke, death and others, by removing toxins from the blood. Chelation is a process by which a medication, such as edetate disodium (Na2EDTA), can “grab” and remove toxic metal pollutants - like lead or cadmium - which are present in most individuals.

“This is the most exciting clinical research study I have participated in during my 30-year career as a cardiologist in Des Moines, said Dr. Philip Bear, D.O., Iowa Heart Center cardiologist and principal investigator of the trial. “If the study is positive, it will revolutionize the way we treat diabetics with previous heart attacks and coronary artery disease.”

Candidates for this study must be 50 years of age or older, have diabetes and experienced a prior heart attack. Providers or patients interested in learning more should contact the Iowa Heart Center research team at (515) 633-3842.

IOWA HEART CENTER PARTICIPATING IN NATIONAL INSTITUTES OF HEALTH TACT2 RESEARCH TRIAL

Happy EMS Week to the 80+ emergency medical professionals at Mercy! Our fleet includes eight ambulances and two helicopters, but when it comes to saving lives, it’s the expertise and care of our dedicated EMS colleagues we depend on most! Thank you for providing the first moments of care to our patients.