Interventional Radiology Technologist’s focus on personalized care earns patient trust

If a patient and family meet Andrea Knoll, they are in need of care for a serious health condition. Interventional radiology (IR) care is very complex and often a high-stress environment. Andrea has the gift of compassion and the ability to instill confidence by educating patients and colleagues before and during care. She bonds with patients, offering Personalized Care; this is one of the many reasons Andrea is our latest Spirit of Mercy Award winner.

Colleagues say Andrea builds a bond quickly with her patients — letting them know “we’ve got this” and that she will support them throughout their care. This can-do attitude recently reassured a patient in need of a liver transplant. Following the transplant procedure, the patient and family returned to MercyOne Des Moines. The patient thanked Andrea for her efforts and care that, in his words, “helped me get a second chance at life.”

Andrea’s acceptance of responsibility for each patient’s experience is also having a positive impact within the IR department. Her support of colleagues during the learning of new care processes, and making herself available whenever there is a need, is appreciated. Colleagues say the individual confidence of team members and Team Engagement have grown. Interventional radiology physicians feel this has resulted in excellent patient care.

Thank you, Andrea, for your attention to detail and passion in coordinating the care of our patients. Thanks also for helping strengthen the care we offer — by contributing to the strengths of your colleagues and MercyOne Des Moines.

It’s the bee’s knees!

Good news for our consumers suffering from knee pain – not only is it treatable, but it is also less expensive to have knee replacement done at MercyOne Des Moines! We are the area hospital to offer the lowest cost knee surgery – as much as $16,000–$32,000 (depending on severity) less than our local competitors. That’s enough money for our patients to pay for a vacation to enjoy their new knees!

In addition, consumers will likely get out of the hospital sooner, as the average length of stay at MercyOne Des Moines is also less than our competitors.

The key to an effective and efficient knee replacement process is to determine the cause of knee pain and the extent of its damage – which all starts with a simple exam and diagnosis by one of our expert orthopedic specialists. Our goal is to:

- Relieve pain.
- Improve mobility.
- Get patients back to enjoying life.

Consumers don’t have to live with knee pain, and they can find out they’re at risk for needing knee surgery by taking our Joint Replacement Health Risk Assessment.

Take our Joint Replacement Health Risk Assessment at MercyOne.org/desmoines/health-and-wellness!
You asked...

Asking questions helps us learn, understand and share the most accurate and up-to-date news and information about MercyOne. We are excited to introduce this new regular feature in "The Bulletin," and address some of our colleagues’ most recent queries.

During the March 2019 MercyOne Central Iowa Colleague Forum, a colleague asked:

“When a patient shares a concern when completing the survey about their experience at MercyOne, what is done to ensure the issue is addressed? Is the patient contacted for more information, if needed, or given an update on what has been done in response to the concern?”

According to Chief Medical Officer Dr. Charles Keller, when we receive information from the patient satisfaction survey, or any other source, we make every effort to recognize the positive feedback and opportunities for improvement. Feedback is regularly shared with all involved at MercyOne, including employed and non-employed physicians and advanced practice clinicians, ancillary teammates, our partners in the clinics and elsewhere, etc.

Often times, sources are anonymous, including those who provide comments through the patient experience surveys distributed by Press Ganey. This means we can follow-up with individuals only when they provide identifiable information. Regardless of the source, we do our best to follow up with patients and families to inform them of the importance of their feedback and how we addressed their concerns. We have found that many of the people who contact us share our passion for excellent patient experience, and we’ve invited a number to be part of our patient and family advisory council.

PCU moves to new home on 6 South

The Progressive Care Unit (PCU) has moved to a newly renovated location on 6 South, effective April 23. The new space has nine beds and will eventually expand to 20 beds. Rooms have been modified to provide a safer environment for patients, with fewer ligature risks and the ability to be viewed by both nurses’ desks.

The PCU is a step-down Intensive Care Unit, providing care for a wide variety of patients. The nurse to patient ratio is 1:3. Admissions come from the three intensive care units and the emergency department; some patients who require closer monitoring are also transferred from the med/surg or telemetry floors. The unit serves as another safe area for behavioral health patients if there are no inpatient beds available and if the Clinical Decision Unit is full.

The department’s phone number remains 515-247-3600. The tube station number has changed to 163.

Test drive the da Vinci® Surgical Robotic System

MercyOne colleagues will have the rare opportunity to preview the most advanced platform for robotic surgery – the da Vinci® Robotic System – May 6-8 at MercyOne West Des Moines Medical Center. During this special three-day preview, you can get behind the controls of the technology that is transforming lives with smaller incisions, less pain and a faster recovery.

Test Drives and Open House
MercyOne West Des Moines Medical Center, Level 1, Atrium

- Monday, May 6
  10 a.m.–6 p.m.
- Tuesday, May 7
  9 a.m.–6 p.m.
- Wednesday, May 8
  9 a.m. to 6 p.m.

Also, community educational sessions will be held focusing on lung cancer/thoracic procedures and hernias. These will take place in the Cownie Conference Room at MercyOne West Des Moines Medical Center.

- Ganga Prabakar, M.D, cardiothoracic surgeon, will speak on Monday, May 6, at 6 p.m. on “Innovations in Thoracic and Lung Cancer Procedures.”
- Dennis Whitmer, D.O., general surgeon, will give a presentation about hernias and how they are treated on Tuesday, May 7, at 6 p.m., and will offer free hernia screenings immediately following.
Nine MercyOne Central Iowa nurses named to Great Iowa Nurses list

MercyOne Central Iowa is proud to announce nine of our registered nurses have been named to the 2019 list of 100 Great Iowa Nurses, including honorees from MercyOne Des Moines Medical Center, MercyOne Centerville Medical Center, MercyOne Comfort Health Center for Women and Mercy College of Health Sciences.

In total, 18 registered nurses from across MercyOne’s statewide system and its affiliated facilities were named to the list. The 2019 honorees represent the health system’s diverse services and specialties, and have demonstrated outstanding commitment to providing the high-quality, compassionate and personalized care for which MercyOne is known.

More than 500 nurses were nominated for this honor, with recipients selected based on the meaningful, lasting contributions made to their patients, colleagues and the nursing profession, and being viewed as mentors to other nursing professionals. Honorees are also cited for their courage, competence and commitment to the field of nursing.

“Every Day, MercyOne has the privilege of serving thousands of patients and families through an integrated system of clinics, hospitals and specialized care services. The expertise, professionalism and empathy consistently demonstrated by MercyOne’s exceptional nursing colleagues ensure the best possible outcomes for each patient,” said Bob Ritz, MercyOne president and CEO. “It is with great pride that we recognize this year’s honorees of the 100 Great Iowa Nurses, as they continue our legacy of healing ministry.”

MercyOne is a proud sponsor of the 100 Great Iowa Nurses statewide program, a collaboration of the Iowa Nurses Association, Iowa Nurses Foundation and the University of Iowa College of Nursing. This year’s 100 Great Iowa Nurses will be recognized on Sunday, May 5, at the Iowa Events Center in Des Moines. This is the 15th anniversary of the program, and is an annual prelude to National Nurses Week, which officially begins on May 6 and ends on May 12, the birthday of Florence Nightingale.

For more information about 100 Great Iowa Nurses, visit greatnurses.org.

2019 MercyOne Central Iowa Honorees

- Dee Elliott, MercyOne Des Moines Medical Center
- Amanda Fry, MercyOne Comfort Health Center for Women
- Wanda Gaither, MercyOne Des Moines Medical Center
- Judith Lackore Monroe, Mercy College of Health Sciences
- Anne Murphy, MercyOne Des Moines Medical Center
- Stephanie Pollard, MercyOne Des Moines Medical Center
- Mary Schemmel, Mercy College of Health Sciences
- Tonya Stewart, MercyOne Des Moines Medical Center
- Jill Zintz, MercyOne Centerville Medical Center

More Honorees

In addition, the following nurses from affiliates of MercyOne and from the MercyOne integrated system of clinics, hospitals and specialized care services were also among the honorees this year:

- Jennifer Archer, Monroe County Hospital and Clinics, an affiliate of MercyOne Central Iowa
- Terri Cronbaugh, Mercy Hospital Iowa City, an affiliate of MercyOne
- Lynn Fellinger, Davis County Hospital, an affiliate of MercyOne Central Iowa
- Cori Foley, MercyOne Dubuque Medical Center
- Julie Hodne, Manning Regional Healthcare Center, an affiliate of MercyOne Central Iowa
- Justin Nylin, MercyOne Clinton Medical Center
- Kelly Richards, MercyOne Waterloo Medical Center
- Jesse Watters, MercyOne North Iowa Medical Center
- Barbara Williams, MercyOne New Hampton Medical Center
Nurses’ Week special events

During National Nurses Week, which we celebrate May 5–11, MercyOne Des Moines and West Des Moines Medical Centers offer special recognition to our nurses and the many roles they play – caregiver, advocate, teacher, encourager. By delivering high-quality, compassionate and personalized attention, MercyOne nurses strengthen the circle of caring for the patients and families we serve.

**May 5–May 11**

**Strike a Pose** - Selfie stations outside of Market Grille on central campus and in the West Des Moines atrium

**Therapy dogs** will have an increased presence throughout the week

**Focused Recognition cards** will be available at each event for recognizing deserving nurses. Those receiving recognition will be eligible for prize drawings on Friday.

**Sunday, May 5**

**100 Great Iowa Nurses Celebration**, Iowa Events Center

**Snacks delivered** to units, 7:30 p.m.

**Monday, May 6**

**Nursing staff** are welcome to wear MercyOne T-shirts

**Hot Chocolate and Coffee Station**, 7:30-10 a.m., outside of Market Grille on central campus (provided by Community Choice Credit Union)

**Food Trucks:**

- Central campus – 5th Street, outside of the West Entrance
  - Mediterranean Grill, Roadside Tacos, Top Bun, Rescue BBQ & Burgers, 11 a.m.–1:30 p.m.
  - Rescue BBQ & Burgers, Up in Smoke, 5–7 p.m.

- West Des Moines – In front of hospital
  - Curbin’ Cuisine & Up in Smoke, 11 a.m.–1:30 p.m.
  - Curbin’ Cuisine, 5–7 p.m.

**Tuesday, May 7**

**Doctors’ breakfast for nursing staff** provided and served by MercyOne Medical Staff, 6:30–9:30 a.m., at Market Grille on central campus and Café at West Des Moines

**Snacks delivered** to units, 7:30 p.m.

**Wednesday, May 8**

**Resource Fair**, 10 a.m.–2 p.m., outside of Market Grille on central campus.

**Thursday, May 9**

**Careful Nursing Cookie Decorating**, 12–3 p.m., main tower classrooms 5 & 7 on central campus; West Des Moines atrium

**Snacks delivered** to units, 7:30 p.m.

**Friday, May 10**

**Unit-based activities** to be announced by unit directors

**Focused Recognition Prize Cube drawing**, 12 p.m., central campus (provided by Community Choice Credit Union)

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**Enjoy food trucks on campus Monday, May 6!**