MercyOne Air Med plays a vital role in emergency medical transport across Iowa. In 2020, approximately 1,400 patients were transported by MercyOne Air Med for care. With a flight team of a registered nurse and paramedic on board, the Bell 429’s speed of 180 miles per hour allows rapid transport when minutes count. MercyOne Air Med assisted Air Methods in the design of the patient care cabin to optimize safe care delivery when in route to a medical center. The design feature will make additional advancements in emergency transport possible.

“Critically ill medical and trauma patients are in their moment of greatest need when we land,” shared MercyOne Des Moines and Knoxville Air Med Medical Director, Dr. Andrew Terry. “Our flight teams provide exceptional care, from trauma and advanced cardiac care, to the safe transport of children and premature infants.”

MercyOne Air Med will have five Bell 429 helicopters available in Iowa. MercyOne Air Med in Mason City and MercyOne Air Med in Sioux City also provide emergency transport capability statewide and in bordering states. The 429s in Des Moines and Knoxville will be customized to MercyOne green later this year. A new reserve MercyOne green helicopter is available when an aircraft is being maintained.
**Screenings lead to more successful treatment options**

Lung Cancer accounts for 25 percent of cancer-related deaths in the U.S. and causes more deaths than the next three cancers combined for both men and women. Yet, lung cancer screening rates in the United States remain lower than screening rates for breast, colon, and prostate cancers.

Since the inception of the Lung Cancer Screening Program nine years ago, MercyOne Des Moines Medical Center has been committed to increasing the early detection of lung cancers and improving the care of patients with lung cancer in Central Iowa. As the program grew, the Lung Cancer Screening Team sought out IT solutions that would facilitate improved care and help increase participation in the program.

"This data allows us to quickly see findings through automated communications, leading to prompt outreach to patients and providers for expedited work-up for patients."

- Kacey Strovers, Lung Cancer Screening program coordinator

The MercyOne team began working with Thynk Health, a software solutions company to adapt and customize the Thynk Health Lung Cancer Screening platform for the MercyOne program. Thynk Health securely integrates with MercyOne’s existing hospital systems to identify at-risk patients and extract critical clinical information from data through deep learning and artificial intelligence. Analyzing medical history and demographics, Thynk Health is able to flag patients at a higher risk of lung cancer.

"This data allows us to quickly see findings through automated communications, leading to prompt outreach to patients and providers for expedited work-up for patients," shared Kacey Strovers, the Lung Cancer Screening program coordinator.

**Commitment to patient access to care results in Spirit of Mercy Award**

Selfless, team player, helpful and caring are words frequently connected with MercyOne Medical Group – Central Iowa AEHR coordinator Nathan Bunce. His commitment to providing enhanced access to ambulatory care is completed with Reverence, Integrity, Compassion and Excellence, according to colleagues, who named Nathan the latest Spirit of Mercy Award Winner.

MercyOne Medical Group leaders say Nathan is "a critical component of success for MercyOne with his tireless work on the Phreesia project." They share, "His work is 100 percent behind the scenes, but the hundreds of thousands of clinic patients receiving care yearly are positively impacted by his service."

As the AEHR coordinator, Nathan is credited with setting up the more than 50 MercyOne Central Iowa clinics with the digital check-in system. For patients, Phreesia made it easier to schedule appointments and follow their care. The clinics also benefit from better patient information and data that will continue to improve care processes. Leaders indicate Nathan owned the project, which also included moving two larger clinics to provider-based billing (PBB.)

MercyOne Medical Group leaders say colleagues benefit greatly from Nathan’s frequent clinic visits and his consistent availability to answer questions or resolve concerns. Colleagues are appreciative of his innovative problem solving, which has helped remove potential barriers, so work can be done seamlessly without patient disruption.

Congratulations Nathan on your Spirit of Mercy Award and thank you for your selfless service to our patients, colleagues and organization.
Thank you, nurses!

Happy National Nurses Week

In honor of National Nurses Week, we want to recognize the talented and remarkable ambulatory nurses across MercyOne Central Iowa. Whether on the front lines delivering care or behind the scenes coordinating care, developing and driving quality programs, or helping our patients navigate through the system, your compassion and expertise bring our mission to life, for your colleagues and for our patients.

Thank you for everything you have given and continue to give during this difficult and unprecedented year. Your ability to navigate any challenge with grace and expertise, to provide outstanding care, and to heal those in need day after day is truly a gift. You are at the heart and soul of who we are and what we do.

We invite nurses across MercyOne to share their favorite team photos and share why they were called to serve. Please click these links to the photo collage.

You Said It, We Did It!

Take a look at just a few of the initiatives MercyOne has completed since our last Colleague & Provider Engagement Survey, based on your feedback and suggestions.

- **Discounted Adventureland Tickets**: Discount tickets offered annually for summer enjoyment at the Adventureland amusement park.

- **Student Nurse Tech Program**: Program designed to employee nursing students in support roles while offering experience that supplements their education.

- **Leader rounding**: Department leaders and administration rounding on colleagues and getting feedback on the work environment and MercyOne.
Jamie Bandstra granted DAISY Award®

MercyOne nurse, Jamie Bandstra, RN, has been named a DAISY Award recipient.

Jamie, who works on 5 South, was nominated by a patient to recognize the wonderfully compassionate care she provided to the patient.

A patient, who nominated Jamie, stated, “I came in last fall to have my prostate removed due to cancer, I had a few complications and a “routine” procedure turned out to be 11 days in the hospital. I had my ups and downs as they say, some long nights staring at the ceiling wondering about what’s going on with me, missing my home, missing my family and even missing my dog. I know you probably hear so often that nurses make their patients feel like they are their favorite patient, but I honestly feel Jamie did spoil the sin out of me. Whatever I wanted; she did her best to take care of it. The last day I was her patient, I told her ‘my wife and I would really like to take you to out dinner to show our appreciation for everything you did to make my time in the hospital go as well as it did.’ We will get together when the time is right.”

The DAISY (Diseases Attacking the Immune System) Award® is an international recognition program that honors and celebrates the skillful, compassionate care nurses provide every day. MercyOne Central Iowa implemented The DAISY Award® program in April 2017 to honor our nurses, who consistently provide compassionate and remarkable care while demonstrating clinical excellence. Winners are presented with a certificate, pin and a hand-carved stone sculpture entitled, “A Healer’s Touch.” Everyone in the honoree’s unit is also treated to cinnamon rolls.

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

Highlighting You

#IAmMercyOne

Health Care Week
May 9–15, 2021

Hope for the Future

The week will celebrate We are ONE. #IAmMercyOne

Colleagues are asked to reflect on:

O - Ourselves and others. How have we relied upon others and the divine and how will that help me in my search for wholeness and fullness of life?

N - Newness. How do we renew ourselves in order to serve others with innovation?

E - Empowerment. What are the sources of my strength and power? How do those sources help me to care for myself?

All MercyOneStore.com purchases will feature free shipping the week of the event.

Prioritize your health

You’re busy so just click, schedule and go!

Visit MercyOne.org and book the most convenient time for you.

Team Engagement