MercyOne Ottumwa Family and Internal Medicine Clinic has expanded its services to include pediatrics care. The Ottumwa clinic joined the MercyOne family in 2013 as an internal medicine clinic. The clinic later added family medicine services, offering established care for patients age 14 and up and acute care for patients age 12 months and up. Now, four of the clinic’s providers are offering routine primary care for patients of all ages.

“We realized there was a need for additional health care options for children in the Ottumwa area, and we have providers with family medicine experience and interest, so expanding our services was a great fit,” said Liz May, director of operations for MercyOne Central Iowa’s clinic system.

Enrique Cardenas, M.D., Ashley Bland, ARNP, Sierra Dovico, ARNP, and Heather Easton, ARNP, are the four providers now seeing patients age newborn and up.

“Adding pediatric services is a benefit to area families,” said Lisa Bitner, the clinic’s manager. “If a parent or family has an established relationship with a certain provider, that provider can now offer care to the entire family, which can really enhance the provider/patient relationship.”

Appointments can be made by calling the clinic at 641-683-0800.

Connie Thompson recognized with DAISY Award

Connie Thompson, R.N., is Mercy’s newest DAISY Award recipient. She was presented the award at a ceremony May 6, with several of her family members, colleagues and nursing leadership in attendance. Connie, who works in Labor and Delivery, was nominated by a patient, to recognize the kind and compassionate care she provided during a very difficult and emotional labor experience.

The nominator, who was pregnant with twin daughters who passed away in utero, wrote, “We were admitted and labor induced to deliver our precious angel girls. While in the hospital, we had many great nurses. We were blown away by how well we were treated and how compassionate each nurse cared for me, the twins and my husband. From the time Connie walked into our room, we could tell she shared our heartache. Connie cared for us through delivery and into that morning. The compassion that she showed through the delivery and the way that she cared for me in the worst day of my life, truly shows the kind of character Connie exhibits in her life. Although the worst day of our lives, Connie wanted to make sure we had memories to remember our precious angels. Even though she was off the next day, Connie came back to visit us. She spent time with us talking through

Continued on next page
DAISY Award  Continued from first page

things, and being a listening ear. Connie always brought a sense of peace. No one ever imagines having to go through heartache like this, but Connie was just the one we needed beside us in our journey."

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.

Coming this summer: new Educational Assistance Program

To attract and retain top talent while helping colleagues reduce financial burden, MercyOne Central Iowa will soon roll out the new Educational Assistance Program (EAP).

MercyOne Central Iowa colleagues can receive payment on student loans taken for continuing education. The new program is an enhancement to the prior Mercy Scholars program.

The total amount for which a colleague is eligible depends on the degree and educational institution, with lifetime educational assistance available of up to $50,000. Payments are made in January and July annually, upon completion of six months of employment at MercyOne.

<table>
<thead>
<tr>
<th>Degree</th>
<th>Mercy College of Health Sciences</th>
<th>Other Institutions</th>
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</thead>
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<tr>
<td>Associates/Certificate</td>
<td>$10,000/year</td>
<td>$3,000/year</td>
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<tr>
<td>Bachelors</td>
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<td>Masters</td>
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To be eligible, a colleague must maintain at least part-time employment status with MercyOne Central Iowa, and work in a position that has been determined is difficult to recruit, a leadership position, or other position approved by Administration.

As part of the application process, colleagues must show proof of graduating, as well as student loan statements (you must have taken a formal loan in order to participate). Those who have previously participated in the Mercy Scholars program are not eligible for the new EAP, nor are colleagues who have previously accepted another type of bonus (e.g., sign-on, retention).

The full description, online application and instructions for the MercyOne Central Iowa EAP will be posted to MercyNet in the “Corporate Policy Manual.” Watch for updates in “News Briefs.”

Multidisciplinary Lung Cancer Clinic saves patients time

Lung cancer patients can receive comprehensive treatment and support quicker and more conveniently than ever before, thanks to the MercyOne Des Moines Lung Cancer Care Clinic. Previously diagnosed patients can make a single appointment and see multiple specialists all in one location during the same outpatient visit, eliminating extra travel time and time away from their normal activities. Sixty-four patients have been seen at the clinic, which opened in June 2018.

The comprehensive team of providers includes pulmonologists, medical and radiation oncologists, thoracic surgeons and others from MercyOne Des Moines Cancer Center. These providers work collectively to create an individualized treatment plan for each patient.

In addition to the time-saving benefit to patients, the Lung Cancer Clinic also provides the following benefits:

• State-of-the-art cancer treatments such as the da Vinci® Surgical System for minimally invasive lung cancer resection, CyberKnife® stereotactic radiosurgery system, and targeted medical therapies including immunotherapy treatments.

• Lung cancer nurse navigator to help coordinate testing and treatments while connecting patients to support networks and community services.

• Reduced amount of time between diagnosis and treatment.

Consumer Experience