MercyOne Des Moines Medical Center ranks number one in Des Moines, second in Iowa

For the ninth consecutive year, MercyOne Des Moines Medical Center has been recognized as a Best Hospital by U.S. News & World Report, ranking number one in the Des Moines metro area and second in Iowa.

In addition, MercyOne Des Moines earned recognition as high performing in eight categories: Abdominal Aortic Aneurysm Repair, Aortic Valve Surgery, Heart Bypass Surgery, Heart Failure Care, Chronic Obstructive Pulmonary Disease (COPD), Colon Cancer Surgery, Hip Replacement and Knee Replacement.

“The care delivered by our physicians, clinicians and colleagues on a daily basis is outstanding,” said Karl Keeler, president of MercyOne Central Iowa.

“During this time of the COVID-19 global pandemic, our health care heroes raised the bar higher to ensure high-quality care for all patients, in a safe environment. Working as one, their innovation has developed new care processes that will serve us well into the future. I could not be prouder of their commitment to our patients and their families.”

MercyOne locations across Iowa recognized
MercyOne Siouxland Medical Center also made the U.S. News & World Report list, ranking sixth in Iowa, and was joined by MercyOne North Iowa and Mercy Iowa City in earning recognition as high performing in several categories.

The annual Best Hospitals rankings and ratings, now in their 31st year, are designed to assist patients and their doctors in making informed decisions about where to receive care for challenging health conditions or for common elective procedures. For the 2020-21 rankings and ratings, U.S. News & World Report evaluated more than 4,500 medical centers nationwide, in 16 specialties, and 10 procedures and conditions.

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ICYMI: “WALL-E” robot helps clean during COVID-19 pandemic

In case you missed it, last week ABC-5 featured WALL-E, a special cleaning device that uses ultraviolet lights to clean hospital rooms after a COVID-19 patient leaves.

“The wave lengths of light are able to penetrate through the substance of microbial organisms and, basically, destroy their DNA,” said Dr. Ravi Vemuri, chief infection prevention officer at MercyOne Central Iowa.

Affectionately named after the Disney Pixar movie, WALL-E (along with Rosy, a second robot named after a character in “The Jetsons”), stepped up during the pandemic, especially as health care systems experienced a shortage of personal protective equipment (PPE). Watch the July 15, 2020, news story on the ABC-5 website.

Making connections through M.A.S.K.

Research shows more than 90 percent of communication is based on the combination of body language, voice and tone. The usage of face masks can negatively impact the perception of caregiver empathy, increase difficulty in building relationships, and decrease patient/family engagement. For more effective communication, remember to M.A.S.K.:

M – Make eye contact. Eye contact can be a source of acknowledgment and signals you are focused on that individual.

A – Articulate and elevate. Voice and tone impact understanding. Talk a little slower and articulate your words. Elevate your voice (don’t yell).

S – Smile so it reaches your eyes. A smile can give the perception of compassion, warmth and trustworthiness.

K – Know and say the person’s name. Using someone’s name helps to create a personal connection, and can signal courtesy and respect.

Congratulations to...

Robert Gavora, market director of Planning, Business Development and Strategic Planning, for recently graduating from the DSM Fellowship Program, organized by the Greater Des Moines Partnership. The mission of the program is to enhance organizational workplace diversity, give participants access to opportunities that will accelerate their professional experiences and help them establish lasting connections to retain them in the community.

Be a hero!

Support the MercyOne Des Moines Auxiliary by becoming a member! Purchase a 2020-2021 membership at any MercyOne retail location. Online renewals are also available on MercyOne.org/desmoinesfoundation/give/auxiliary/membership.