Personalizing care to meet the unique needs of those she serves

At MercyOne Beaverdale Family Medicine Clinic, physician assistant Mary Klemesrud has numerous clinical tools at her disposal. However, those who have experienced her care firsthand say the most powerful medicine is within her. This personalized and individual care is what makes Mary our August Spirit of Mercy Award winner.

A colleague who experienced Mary’s care says it best – “The Spirit of Mercy is not only within her, it is all round her so that it is felt by all who are as privileged as I to be served by her.” The colleague was new to Des Moines and was experiencing depression when she met Mary. The first impression was impactful. “When Mary opened the door and gave me her heart-warming smile, I knew I was in safe hands,” she said. From there, Mary learned about her newest patient, and set about bringing relief from a personal and clinical perspective.

Mary’s care is described as a blend of clinical skill with the values of the Sisters of Mercy. The colleague said fears of embarrassment about sharing her personal experiences were gone and true patient-centered care that met her needs began. She shared Mary has been an advocate for patients and instills a “feeling of inclusiveness” so they don’t feel alone when dealing with health issues.

Through her actions, Mary has helped others embrace the warm and caring nature the Sisters of Mercy intended for their healing ministry – now entrusted to us. She has demonstrated “acts of reverence can be simple, but those simple acts can move mountains in the lives of our patients, their families and co-workers.”

Thank you Mary for your examples of caring and for your dedication to living in the Spirit of Mercy daily.

Progressive Care Unit contributes to quality care

As a tertiary referral center, demand is high for emergency/trauma and critical care beds at MercyOne Des Moines Medical Center. A review showed these beds could be used more efficiently, and caring for patients no longer needing critical care was impacting operations.

“There were delays in admissions to the intensive care units, and delays or cancellation of surgeries,” said Julie Tuel, administrative director of critical care services. “In some cases, patients stayed in the emergency department for hours or days.”

Through innovation and tapping into leadership experience, another level of care was developed. After a complete remodeling of the former intensive care unit on 6 South, the new Progressive Care Unit (PCU) features nine rooms equipped with state-of-the-art beds for safety and enhanced monitoring. Additional nursing staff was hired, including former MercyOne nurses, critical care nurses and new grads. Tuel sees a solid blend of staff and experience. Each nurse cares for three patients, versus the five to six patient-to-nurse ratio on a med/surgical floor. For nurses considering critical care nursing, Tuel says the PCU is a good place to gain experience.

Already, the PCU appears to be having a positive impact. The length and frequency of holding patients in the emergency department is down.

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Progressive Care Unit  Continued from first page

significantly. Since the PCU opened in late 2018, it’s still too early to measure metrics like falls, infections and complications. However, Tuel says creating the unit was the right call.

“Absolutely, it goes back to getting the patients in the right bed at the time it’s needed,” she said. “If a patient still needs additional monitoring, this could help prevent a return to critical care or the hospital. Not everyone will use the PCU, but for those who do it could help in delivering a quality patient experience.”

Financial Performance

Improving lives of patients with MS

MercyOne Ruan Neurology Care and MercyOne Des Moines Riverside Rehabilitation have launched a new day program for those living with multiple sclerosis (MS), called MS Wellness Program: Empowering a Healthy Life. The program seeks to improve patients’ quality of life by providing a safe environment for physical activity, psychological support from peers and medical professionals, social activities, and health education for the participant and their family.

MS Wellness Program is a community-based program and takes place at MercyOne Health and Fitness Center in Clive. The program began Wednesday, July 31, 2019, and occurs once a week for the next 12 weeks.

Those with MS who are interested in enrolling in the program can contact their provider for a referral and an evaluation.

Funding for this program is provided by the MARS Foundation and Annie’s Ride.

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Ambulatory Growth

Welcome new providers

Announcements

Congratulations to...

Mary Sparks Thompson, RN, LISW, has been named CEO of the new Clive Behavioral Health. Mary will assume the role on a full-time basis beginning Sept. 3.

Sophia Ahmad, senior director of development of MercyOne Des Moines Foundation, has been selected to the Association for Healthcare Philanthropy’s (AHP) “2019 40 Under 40 List.” Honorees were chosen by a peer review committee and were evaluated on tangible fundraising results, field accomplishments and community leadership.

Shannon Cofield, president of MercyOne Des Moines Foundation, was appointed national vice chair of the 2020 CommonSpirit Health Philanthropy Education Summit, an annual two-day event bringing together staff and leadership from foundations across the system to cultivate skills, network with peers and celebrate accomplishments.

Bryson Crews, PA-C  MercyOne Des Moines Trauma/Acute Care Surgery

Rifali Patel, MD  MercyOne Des Moines Pediatrics Specialty Care Clinic (Pediatric Neurology)

Joseph Russo, DO  MercyOne Des Moines Hospitalists

Sumit Sehgal, MD  MercyOne Iowa Heart Center Fort Dodge

Muhammed Shittu, MD  MercyOne Iowa Heart Center Ottumwa

David Smith, DO  MercyOne Indianola Family Medicine and Urgent Care Clinic

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