Reaching the summit: *Mercy’s goals for fiscal year 2019*

Before beginning a journey, it is important to have a destination in mind. Otherwise, how will you know when you’ve arrived? The same is true when it comes to realizing Mercy’s Vision. By defining success, we are able to chart the course to reach our goals.

During fiscal year 2019, Mercy will focus on five key result areas, with goals established for each. However, just as you cannot reach a mountain’s summit in a single step, achieving our targets will require preparation, planning and collaboration – in every department and at every level.

Referencing past performance and gathering input from colleagues, each Mercy department will develop goals that align to the five key result areas. For example, in the next several weeks, leaders will share results of the most recent Performance Culture Assessment (PCA) and ask team members to share ideas on how Mercy can continue to improve.

By everyone focusing on the same high-level goals, each individual or contribution has greater impact, as all of Mercy works as one – reaching the summit and celebrating our achievements, together.

### Key Result Areas

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<th>Fiscal Year 2019-2021</th>
<th>Checkpoints:</th>
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<td><strong>Consumer Experience</strong></td>
<td>9/30/18 (Q1)</td>
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<td>METRIC &amp; MHN GOAL</td>
<td>MERCY FY18 RESULTS</td>
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<td>&quot;Would Recommend&quot; 75th percentile by 2021</td>
<td>41st percentile composite</td>
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<td><strong>Team Engagement</strong></td>
<td>Overall engagement 75th percentile by 2021</td>
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<td><strong>Quality</strong></td>
<td>All cause unplanned 30-day readmission rate 14.8%</td>
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<td><strong>Sustainable Growth &amp; Efficiency</strong></td>
<td>Operating margin 4.2%</td>
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<td><strong>Ambulatory Growth</strong></td>
<td>3.4 million non-inpatient encounters generating revenue</td>
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Leading the charge on innovative heart failure research

Mercy and Iowa Heart Center recently became the first hospital in the country to enroll a patient in a new clinical trial, known as the Electrocardiography (ECG) Belt for Cardiac Resynchronization Therapy (CRT) Response trial. This study will evaluate a first-of-its-kind, noninvasive tool, the investigational ECG Belt Research System. The ECG Belt is designed to optimize CRT, a proven treatment for some heart failure patients. It is intended to help the cardiology team assess patients’ electrical heart activity in real-time, providing them with more clinical information about each individual patient.

“The aim of this technology is to give physicians immediate feedback that may impact clinical decision making at the time of implant and also during follow-up visits,” said Dr. Hounshell, electrophysiologist at Iowa Heart Center, the principal investigator in the study and the first to enroll a patient.

“By pairing CRT with the ECG Belt, we have the potential to provide a more personalized and noninvasive approach to help heart failure patients. I am proud to be a part of this important trial that may help more patients in our community.”

As regional leaders in cardiovascular care, the team of cardiologists at Iowa Heart Center is continuously exploring new technologies and the latest innovations to help patients live longer, healthier lives. Mercy and Iowa Heart Center provide new hope to people with all stages and types of cardiac conditions through advanced research and our involvement in clinical trials, including for patients with heart failure.

For more information about this study or other clinical research trials at Iowa Heart Center, visit www.iowaheart.com/services/research-center/ or call (515) 633-3842.

Congratulations to...

- Samantha Kruse, Rehab, and Kevin, on the birth of their son, Harrison Alan. Harrison was born on July 27 and was welcomed home by Quinn, 2.
- Laura Eslinger, Mercy Clinics Internal Medicine Urbandale, and Adrian, West Lakes 4th Floor, on the birth of their daughter, Ella Mae. Ella was born on Aug. 14 and was welcomed home by Evelyn, 2.

Sympathy to...

- Karla Rogen, Rehab, on the death of her brother.
- The family and friends of Mercy colleague, Lori Sheely, perioperative services clinical educator.
- Chris Spears, Medical Imaging, on the loss of his father.

Welcome new providers:

- Brian Scott, M.D. Mercy Clinics Family Medicine Briarwood
- Patrick Olen, M.D. Hospitalist
- Baylee Davidson, ARNP Mercy Clinics Family Medicine West Grand
- Natalie Christensen, ARNP Mercy Clinics Family Medicine Johnston
- Robert Kruse, M.D. Occupational Medicine
- Tagore Sunkara, M.D. Mercy Clinics Gastroenterology
- NyiNyi Kyaw, M.D. Hospitalist
- Sharon Squibb, ARNP Midwifery

School Spirit

Colleagues in Mercy’s Food and Nutrition department participated in the school supply drive, filling a prep table with crayons, pencils, notebooks and backpacks for local school students.

CONTACT US

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If you are interested in submitting information to be printed in the Bulletin, send it to PR and Marketing or call 515-247-3050.

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