The annual enrollment period for Mercy colleagues will take place Oct. 10-31, with information regarding the health plan options available on Inside CHI beginning Sept. 26. This is the one time each year Mercy colleagues can make changes to benefit selections without experiencing a qualifying event – such as a marriage, addition of a child or work change.

This year, Mercy is making a change to the second provider level within the three-tier plan currently offered. The simplified provider network offers convenient access to high-quality, coordinated care at a lower cost from Mercy Health Network (MHN) providers in the Wellmark Value Health Plan. A chart showing this change is below:

<table>
<thead>
<tr>
<th>Level</th>
<th>2018</th>
<th>2019</th>
<th>Your Cost Share</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Mercy Des Moines ACO</td>
<td>Mercy Des Moines ACO</td>
<td>$</td>
</tr>
<tr>
<td>2</td>
<td>Wellmark Health Plan of Iowa</td>
<td>Wellmark Value Health Plan</td>
<td>$$</td>
</tr>
<tr>
<td>3</td>
<td>Out-of-Network</td>
<td>Out-of-Network</td>
<td>$$$</td>
</tr>
</tbody>
</table>

The Wellmark Value Health Plan is comprised of 45 hospitals, more than 1,500 primary care providers and approximately 7,320 specialists. Additional access to some non-Mercy Health Network providers is also available in this new provider network. The network will be the same for all Mercy colleagues, regardless of whether you are enrolled in the integrated high-deductible health plan or the integrated core health plan.

As you prepare to make your benefit selections for 2019, it is important for you to review the network of providers to verify the physicians, providers and facilities utilized by you and your family members are included in the new network. To search for providers and facilities, follow these steps:

1. Visit wellmark.com/finder
2. Select “find a doctor” or “find a facility”
3. Enter your location
4. Click on “select a plan” then choose the option to “select plan by name”
5. Choose the “Wellmark Value Health Plan HMO Network” option
6. Search in-network providers and facilities by name and/or specialty

To search for Level 1 Mercy Des Moines ACO providers, login to myWellmark at www.wellmark.com.

Iowa Heart transitions to FollowMyHealth portal

Iowa Heart Center recently transitioned to the FollowMyHealth® patient portal, the same portal utilized by Mercy Clinics. The new portal offers consistency and increased functionality to patients, enabling them to take a more proactive role in managing their care. The secure online website gives patients convenient, 24-hour access to personal health information from any device with an internet connection.

Users can view test and lab results, send and receive online secure messages, view medications and request prescription refills, schedule appointments, receive email care reminders and set up proxy accounts for dependent adults and children.

To enroll in the portal, patients simply need to provide their email address to registration staff, and then they will receive a personal email invitation. Patients who already have a FollowMyHealth account can go to iowahart.followmyhealth.com and request a connection to Iowa Heart Center.

Users can access medical information on the go by downloading the free FollowMyHealth portal app available in the Apple or Android store. Technical support is also available by calling (888) 670-9775 or emailing support@followmyhealth.com.
Rachel Anderson recognized with DAISY Award

Mercy’s newest DAISY Award recipient, Rachel Anderson, R.N., was honored with the award at a ceremony Aug. 6 in the 9th floor Cardiac Medical Intensive Care Unit, with several of her family members, colleagues and Mercy nursing leadership in attendance. Rachel was nominated by the daughter of a former patient to recognize the compassionate care she provided to the patient and family while the patient was hospitalized.

Following is an excerpt from the nomination form: “She would answer any questions we had, no matter how many times we asked. She was very caring and gentle with my dad and my mom. She had the utmost compassion for Mom’s feelings and a very positive attitude. Rachel deserves this award for her professionalism and strong work ethic. But she also deserves it for her compassion and her heart of gold. Rachel is definitely an angel.”

Find out more about the award or submit a nomination at mercy.dm/daisy.

Colleagues on 7 North were recently recognized by the Quality Management Team for their reduction in patient falls.

Recognition from Quality Management

Colleagues on 7 North were recently recognized by the Quality Management Team for their reduction in patient falls, including falls with major injury, from FY2017 to FY2018. Quality Management routinely recognizes departments for excellent outcomes with quality metrics by delivering treats for the staff.

Other departments recently recognized include:

- 6 North: 100 percent compliance with all stroke core measures
- Labor/Birthing: 100 percent compliance with elective delivery core measure
- West Lakes 5: 100 percent compliance with critical results documentation and timeliness
- 5 South: 100 percent compliance with Venous thromboembolism (VTE) prophylaxis for five months and 100 percent critical lab documentation
- 5 North: 100 percent compliance with VTE prophylaxis for four months
- NICU: 100 percent compliance with NICU central line care from June 2016-August 2017
- 7 South: Zero CLABSI & Zero CAUTI for calendar year 2017
- Medication Reconciliation Techs: 100 percent compliance with completion of patient’s home medication lists for six quarters
- Transitional Pharmacists: commitment to patient safety as they review patient’s discharge medication orders for any possible adverse drug events
- 100 percent compliance with immunization core measure for first month of flu season:
  - 8 North
  - 8 South
  - 9 South
Living the legacy: understanding the past to grow in the future

Twenty years ago, leaders from Trinity Health (formerly Mercy Health Services) and Catholic Health Initiatives (CHI) came together to pursue their shared vision to improve health care services within the communities they serve. When the two national health systems signed a Joint Operating Agreement, they formed one regional health system known as Mercy Health Network (MHN).

Today, MHN is an integrated system of hospitals, clinics and other health care facilities operating in seven metro regions in Iowa – including Clinton, Des Moines, Dubuque, Iowa City, Mason City, Sioux City and Waterloo/Cedar Falls. Although MHN has only been in operation since 1998, the founding history of each market dates or goes back several decades and remains an important part of the legacy MHN colleagues embrace each day. Understanding the unique past of each MHN organization is one of the first steps in recognizing the similarities that unite us in our Mission as we move into the future.

Several hospitals in MHN share a connection through their founding by the Sisters of Mercy. This religious order was started by the Venerable Catherine McAuley in Dublin, Ireland, in 1831, to serve the sick and poor. The first Sisters of Mercy arrived in the United States from Ireland in 1843 and went on to establish more than 30 hospitals, including Mercy Iowa City (1873), Mercy–Dubuque (1879), Mercy–Sioux City (1890), Mercy–Des Moines (1893) and Mercy–North Iowa (1916).

In 1860, Mother M. Clara Pfaender founded the Congregation of Franciscan Sisters, Daughters of the Sacred Hearts of Jesus and Mary, in Olpe, Germany. This group is credited with establishing the Wheaton Franciscan Healthcare system in Waterloo, which grew to include St. Francis Hospital (founded by the Wheaton Franciscan Sisters in 1912), Schoitz Memorial Hospital (founded by Otto A. Schoitz in 1904), Sartori Memorial Hospital (founded by Joseph and Theresa Sartori in 1914) and Mercy Hospital in Oelwein (founded by the Sisters of Mercy of Cedar Rapids in 1926). Schoitz Memorial Hospital and St. Francis Hospital eventually consolidated in 1986 to become Covenant Medical Center.

The King’s Daughters of the Agatha Circle established the Agatha Hospital Association in Clinton, opening Agatha Hospital in 1889. That same year, Father James R. Murray, a young Catholic priest, came to Clinton and began to inspire the parish community toward the formation of what would become St. Joseph Mercy Hospital. The two institutions joined their professional staff and services in 1989, forming Samaritan Health System. In 1998, Samaritan Health System joined MHN and in 1999, the name was changed to Mercy Medical Center–Clinton.

MHN organizations honor their heritages in a number of ways. Some hold a special Mass or conduct a Blessing of Hands to commemorate important milestones, while others display photos of their founders to serve as a constant reminder of their commitment to continue their legacy. Regardless of how history is celebrated, each organization contributes a remarkable story, and helps fulfill the founders’ commitment to continue the essential legacy of providing care in their communities.