Q: Can you share our Team Engagement results?

A: The importance of colleague, provider and team engagement cannot be overstated. This may be the most important measure of our Key Results, given the significant role MercyOne colleagues play in carrying out our Mission while advancing our Vision and working as a team to accomplish something bigger than any one of us. When people truly believe in what they do, the impact is incredibly positive.

This summer, all colleagues and providers were invited to participate in the annual engagement survey. The survey topics included questions about care quality, workplace environment, leadership, communication and much more. Collectively, these answers are used to calculate our Team Engagement score.

We are very appreciative of the 14,304 colleagues who took the time to complete the survey, as well as providing the candid information we received. Thank you for taking the time to share what is going well and where we have opportunities to improve. Your responses help us to have important conversations on how we can Improve Daily across MercyOne and within our teams.

Across the system, our overall colleague engagement score remained about the same as last year. Our percentile rank shows we scored better than 23% of hospitals across the nation which is well below our Key Result which is to score better than 75% of similar organizations on these engagement questions by 2021. We are working with the survey vendor to finalize department and market roll-up details for colleague engagement. This was the first time providers in all markets participated in a provider survey and those results are being finalized as well.

While only high-level results have been tabulated, we know we have considerable work to do to improve your experience at MercyOne. As the CEO of MercyOne, I own these results, as do our Executive Leadership Team, every leader, manager and colleague. We will all be asked to answer this question: "What can we do to improve the experiences our colleagues have when we serve at MercyOne?"

As we move forward, we will be approaching improvement efforts differently. One of the early themes noted in the data is that colleagues would like to be involved in decisions which impact their roles. As a result, we will be starting discussions about experiences you have had to shape your beliefs about what it is like to work at MercyOne. More information and tools will be coming out to support this effort in the coming weeks. Ultimately, we will work together to develop TEAM improvement plans.

We sincerely thank you for completing the survey and for your honest input. We look forward to sharing additional results and details and undertaking our important work together.

We are 100% committed to improving your experience as a member of the MercyOne Family, as is the entire leadership team. It is both an honor and privilege to serve with you.

Have a question for Bob? Email MercyOneInfo@mercydesmoines.org
Key Results

During our accounting year 2019, which is also called a Fiscal Year, MercyOne made significant progress on four of our five Key Results.

Consumer Experience
Consumer Experience is measured with surveys sent to our consumers. After a consumer receives care at one of our locations, they receive a survey asking several questions including if the person would recommend our services to their family, friends or others. Our consumer experience score combines care received at hospitals, emergency departments (ED) and clinic locations.

- MercyOne’s likelihood to recommend composite score exceeded target for FY19!
- All six regions have shown improvement for likelihood to recommend over their FY18 baseline. Significant progress has been made compared to last year in the ED and ambulatory settings. Continued focus is needed in the acute care setting, where overall results reflect opportunities
- Three of five regions achieved their FY19 target.

Team Engagement
Team Engagement is the commitment each colleague gives each day to help our patients live their best life and help MercyOne succeed. We can also think of team engagement as a way to measure the level of enthusiasm and connection our colleagues feel toward MercyOne. We measure team engagement through surveys sent to all employed colleagues. As part of the survey, colleagues are asked questions about whether they plan to stay with MercyOne, whether it is a good place to work, receive care and more. Our goal is to score better than 75% of similar organizations on these engagement questions.

- Across MercyOne our score remained about the same as last year. Our percentile rank shows we only scored better than 23% of hospitals across the nation, which is well below our Key Result.
- Colleague participation exceeded 80%. This robust feedback is incredibly helpful because it allows us to celebrate our successes (and keep doing more of them) and review our improvement opportunities and make things better.

Quality
We strive for quality in many areas and measure quality in many ways. For this Key Result, we focus on readmission rates for heart attack, heart failure, pneumonia, COPD (or diseases of the lungs) and total joint replacement for hips and knees. Our goal is to have our unplanned 30-day readmission rate at 14.8 percent or lower. This would mean we are treating our patients with reverence, respect and the quality of care they deserve to get them well and keep them from returning to the hospital. It also means we are being good stewards of our resources and avoiding costly penalties from payers like Medicare.

- MercyOne’s readmission rate is better than target for FY19!
- MercyOne’s Composite readmission rate is in the top decile nationally.
- Three of five Regions have achieved their FY19 readmissions target.

Sustainable Growth and Efficiency
In this area we track the operating margin of MercyOne. This is the difference between the money we bring in and the money we pay out for things like salaries, benefits, supplies, equipment and power bills. We grow our revenue when we expand our services, provide great care so patients recommend us to their family and friends, introduce patients to other MercyOne providers when they need care and more. Our financial performance is important because strong performance is what allows us to reinvest in our organization. In addition, meeting and exceeding this Key Result ensures we have the resources necessary to care for the poor and most vulnerable.

- June operating margin of 1.9% is below our budget of 4.3% but represents a significant improvement over last year which was only 0.3%.

Ambulatory Growth
Ambulatory Growth refers to increasing encounters with consumers when they are not an inpatient. We do this through connections with consumers like wellness visits, specialty care from a provider in a clinic location, care provided in a patient’s home or via telemedicine.

- FY19 increased compared to last year but was below our FY19 target of 3,307,432.
Key Results

Thank you to our colleagues and teams impacting our Key Results!

This is how Personalize Care impacts Team Engagement

This is how Improve Daily and Own It impact Consumer Experience

This is how Improve Daily impacts Quality

This is how Be One impacts Financial Performance

This is how Be One impacts Ambulatory Growth

To allow for continued engagement, passion, and work as we evolve our Culture to BE ONE across MercyOne please use these tools in meetings, huddles etc. to keep the momentum going!

- **Focused Recognition Card**
  Use the Focused Recognition Card to recognize your colleagues across MercyOne.

- **Focused Storytelling Card**
  Here is a Focused Storytelling card for you and your colleagues to use in meetings, huddles, or any other group settings to make storytelling easier. Remember, Focused Storytelling should be told in 45 seconds or less AND should connect to a Cultural Belief and a Key Result. By including both, we create the experience that each one of us has an impact and influence on the Key Results.
St. John’s Bible on exhibit at MercyOne Des Moines

Earlier this month, MercyOne was loaned a rare Heritage Edition of The St. John’s Bible, a work of art which unites an ancient Benedictine tradition with the technology and vision of today. On permanent loan from Chuck and Janet Haas of Des Moines, the Bible is on display outside of Our Lady of Mercy Chapel at MercyOne Des Moines Medical Center. The St. John’s Bible is the first completely handwritten and illuminated Bible commissioned by a Benedictine Abbey since the invention of the printing press. It was commissioned by St. John’s University and the monks of St. John’s Abbey, located in Minnesota. The Heritage Edition is a fine-art reproduction of the original. It is one of a limited edition of 299 sets. Visitors and colleagues are invited to visit the display to learn more about The St. John’s Bible and to enjoy the healing environment it fosters.

Impacting Consumer Experience!
This is what Own It and Personalize Care look like to us...

A teenage patient recently visited MercyOne North Iowa’s Interventional Radiology department for a procedure. The staff were so moved by impressed with how much she had been through and what an outstanding young woman she is was, they wanted to do something nice for her. Radiology tech Jeff Johnstone remembered that she had requested music from a certain Christian rock group be played during her procedure. That particular group had an upcoming concert at the Surf Ballroom in Clear Lake. Jeff contacted the ballroom, which donated two concert tickets. Jeff personally picked up the tickets and sent them to the patient along with a card signed by the IR staff.

When Autumn’s water broke at just 28 weeks, she needed to be put on hospital bed rest until she could safely deliver her baby. Due to being unable to leave the hospital, she wasn’t able to have her baby shower as planned. However, colleagues at Waterloo Medical Center brought the shower to the birth center and she was able to celebrate this special time in her life with her family and friends, along with her new “family” from the birth center! Our colleagues saw a need and jumped in to personalize care for this patient who had spent more than a month on the unit. Thank you for going above and beyond to make Autumn feel at home! Facebook link

USB charging stations

To improve the experience for our consumers, visitors and colleagues, MercyOne Northeast Iowa and MercyOne North Iowa Medical Center have added USB charging stations at their facilities. Each station can charge up to eight devices at once and at full speed. The charging stations feature multiple types of charging cables to accommodate different types of devices.

Thanks to Northeast Iowa colleagues Linda Lyons, director of Med-Surg and Shelly Burton, director of surgical services, and North Iowa colleague Beau Stubbe, manager of engineering, for being Innovative! This project an example of how we were able to move from C1 to C2.

Waterloo Medical Center Imaging transporter Tiffany Evan was clocking out and leaving for the day. She encountered an individual in the hallway that wasn’t feeling well and trying to find the Emergency Department. Tiffany ran to get him a wheelchair and took him to the other side of the building to the Emergency Department. The patient was nervous, so Tiffany waited with him until a family member arrived. This is what personalized care looks like, affecting our consumer experience. We are MercyOne!
MercyOne Clinton Medical Center initiates system-wide respiratory therapy Inspiration award

Nicole Gonner, BAS, RRT, CNM, MercyOne Clinton’s clinical supervisor of the Respiratory Care and EKG department, listens to and acts on feedback from her team. When the annual Press Ganey colleague satisfaction survey results indicated respiratory therapists felt they weren’t being recognized for the important work they do, Nicole decided to create a respiratory therapy award.

“I reached out to respiratory care leaders throughout MercyOne to see what they were doing,” she said. “We started meeting several months ago and surveyed our staffs to see what they wanted. Based on that feedback we decided to give out a quarterly award to a respiratory therapist nominated from any MercyOne facility. People submit nominations, I compile the information and the leaders decide on a winner. The first Inspiration award will be presented at the end of October during Respiratory Therapy Week.” Additionally, a MercyOne Respiratory Therapy Department of the Year will be selected each year from the four facilities where the award winners work.

Nominees should demonstrate the MercyOne Cultural Beliefs and by their actions impact our Key Results. Nominations are currently being accepted for the October 2019 Inspiration award. If you’d like to nominate a deserving respiratory therapist, email Nicole Gonner at gonnern@mercyhealth.com for a nomination form. Working to establish the award brought its own benefits, Nicole said. “It gave the RT leaders a chance to work together and to get to know each other. That was definitely a plus of creating this award!”

MercyOne Dubuque colleagues attend professional baseball game

The We Are MercyOne (WAM) Committee at MercyOne Dubuque organized a bus trip to Miller Park in Milwaukee on Sunday, July 28 for family and friends to attend a professional baseball game between the Milwaukee Brewers and the Chicago Cubs. About 30 people took advantage of the opportunity. It was an exciting game for Cubs fans. Kyle Schwarber hit a grand slam and a three-run homer to power the Cubs past the Brewers for the 11–4 win.

Stepping on Leader Training—Evidence Based Fall Prevention

As we work to improve our fall prevention efforts in Iowa, MercyOne is excited to be offering a Stepping On Leader Training in Clive Oct. 23-25. Applicants must attend ALL three days of the training. Please see the attached application for full details.

Applications are due Oct. 7 with notification of acceptance on Oct. 9.

MercyOne patients’ creative works take fair prizes

MercyOne Siouxland Skilled Care patients with memory challenges found a way to tap into their creative side with an innovative collage art project. Life Enrichment Coordinator, Angela painted an original piece of art to guide the patients in a creative exercise. She and four patients worked collaboratively to create a similar collage piece, called “Bird of Compassion.” Both works of art were awarded blue ribbons at the Plymouth County Fair.
Rectal cancer program highlighted in national publication from the American College of Surgeons

In his presentation at the recent ACS 2019 Quality and Safety Conference, Shankar Raman, MBBS, MS, MRCS, FACS, FASCRS, discussed the importance of accreditation in improving rectal cancer care outcomes for patients of community hospitals.

In “Establishing a National Accreditation Program for Rectal Cancer (NAPRC) in a community hospital,” Dr. Raman acknowledged that most rectal cancer care in the United States is delivered in hospitals with very low volumes and by surgeons who do not perform these operations frequently. The NAPRC aims to standardize the way rectal cancer care is delivered, eliminating variation in how these patients are managed throughout their care.

“Our hospital, MercyOne Des Moines Medical Center, became the first non-pilot program to receive accreditation in the country, thereby demonstrating that community cancer programs can receive accreditation if they have the right structure, implement processes for optimizing patient care, and collect data to measure and improve performance,” said Dr. Raman. “We hope that our community hospital receiving accreditation and being one of the earliest programs in the country to achieve this honor will inspire and encourage other physicians and hospitals invested in optimizing rectal cancer care to pursue accreditation. This will improve the outcomes for our patients and elevate the standard of rectal cancer care across the country.”

NAPRC Chair Steven Wexner, MD, PhD(Hon), FACS, FRCS(Eng), FRCS(Ed), FRCSI(Hon), Hon FRCS(Glag), said the NAPRC was designed to improve rectal cancer care outcomes for patients throughout the country regardless of hospital size, type, or geographic location in which they are treated.

“This excellent presentation clearly demonstrated that NAPRC standards can be met and accreditation achieved in community hospitals outside of the main urban areas,” said Dr. Wexner.

Click here to congratulate Dr. Raman on the publication and accreditation.

U.S. News & World Report recognizes MercyOne Des Moines, Siouxland Medical Centers

Two MercyOne hospitals have been recognized by U.S. News & World Report, with MercyOne Des Moines Medical Center being named a Best Regional Hospital in central Iowa for the eighth consecutive year. MercyOne Siouxland Medical Center was recognized as high performing in colon cancer surgery and heart failure.

MercyOne Des Moines ranks number one in the Des Moines metro area and second in Iowa in the recently-released 2019-2020 rankings. The annual Best Hospitals rankings, now in their 30th 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. In addition to its top ranking in the Des Moines metro area, MercyOne Des Moines is recognized as high performing in eight categories:

1. Abdominal Aortic Aneurysm Repair
2. Aortic Valve Surgery
3. Heart Bypass Surgery
4. Heart Failure Care
5. Chronic Obstructive Pulmonary Disease (COPD)
6. Colon Cancer Surgery
7. Hip Replacement
8. Knee Replacement

“We are extremely proud of the quality of care provided by our world-class physicians, clinicians and colleagues on a daily basis,” said Karl Keeler, president of MercyOne Des Moines. “We are committed to our patients and their families, and we will continue our pursuit of developing innovative care processes to deliver the best quality personalized care available.”

For the 2019-2020 rankings and ratings, U.S. News evaluated more than 4,500 medical centers nationwide in 25 specialties, procedures and conditions. In the 16 specialty areas, 165 hospitals were ranked in at least one specialty. In rankings by state and metro area, U.S. News recognized hospitals as high performing across multiple areas of care.
MercyOne Northeast Iowa collaborating with University of Northern Iowa for behavioral health study

MercyOne Northeast Iowa is collaborating with the University of Northern Iowa to conduct a research project focused on behavioral health. The goal of this study is to collect information on how therapies like tai chi and trauma-sensitive yoga impact a broad range of behavioral health symptoms, such as post-traumatic stress disorder (PTSD), depression, anxiety and stress. Clinicians often recommend these classes for people with a broad range of behavioral health symptoms. This program is an ideal option for patients who have experienced trauma and are receptive to learning new methods to address symptoms related to the effects of the trauma. The 12-week program began in mid-August. Participants are taking part in either tai chi or trauma-sensitive yoga, in addition to meeting with a behavioral health counselor. Another group of individuals is not take part in either program and will only meet with a counselor. Individuals completed an assessment before the 12-week session began, they will complete an assessment at the end of the 12 weeks, and a follow-up assessment approximately one month after the program concludes. More information about this study is available at uni-study.uni.edu.

MercyOne Siouxland receives top cardiology award

The MercyOne Siouxland Heart and Vascular Center has been recognized by The American College of Cardiology's Chest Pain-MI Registry with a Platinum Performance Achievement Award for delivering the highest quality in cardiovascular care in order to transform heart health in the tri-state area. MercyOne Siouxland is one of only 225 hospitals nationwide to receive the honor. The award recognizes MercyOne Siouxland's commitment and success in implementing a higher standard of care for heart attack patients and signifies that the Heart and Vascular Center has reached an aggressive goal of treating these patients to standard levels of care as outlined by the American College of Cardiology/American Heart Association clinical guidelines and recommendations. To receive the Chest Pain-MI Registry Platinum Performance Achievement Award, MercyOne Siouxland has demonstrated sustained achievement in the Chest Pain-MI Registry for eight consecutive quarters and has performed at the top level of standards for specific performance measures.
Quality

ALL CAUSE UNPLANNED 30-DAY READMISSION RATE 14.8%

MercyOne offers a minimally invasive, accessible detection of breast cancer for Siouxland patients

MercyOne Siouxland Medical Center and MercyOne Dakota Dunes Breast Care Center are the first in Siouxland to offer a MRI-directed minimally invasive biopsy procedure to help detect breast cancer at an earlier stage.

More MercyOne facilities receive recognition for diabetes education work

The American Diabetes Association (ADA) announced the recognition of MercyOne Siouxland Medical Center, MercyOne Primghar Medical Center and Hawarden Regional Healthcare for their work to prevent and cure diabetes and to improve the lives of all patients affected by diabetes, through the Education Recognition Program (ERP). The ADA's Education Recognition Certificate assures that educational services meet the National Standards for Diabetes Self-Management Education and Support and that through the ERP program, a staff of knowledgeable health professionals at the facility provide patients with comprehensive information about diabetes management. Linda Cann, MSEd, the ADA's senior vice president of professional services, said, "We applaud MercyOne Siouxland Medical Center, MercyOne Primghar Medical Center and Hawarden Regional Healthcare for their commitment to providing high quality, evidence based education and support for people with diabetes.

Two MercyOne hospitals earn accreditation in mammography

MercyOne Dubuque and MercyOne Dyersville have been awarded three-year terms of accreditation in mammography as the result of a recent review by the American College of Radiology (ACR). The ACR gold seal of accreditation represents the highest level of image quality and patient safety. Only facilities meeting ACR Practice Parameters and Technical Standards, after a peer-review evaluation by board-certified physicians and medical physicists who are experts in the field, receive this award. ACR assesses image quality, personnel qualifications, adequacy of facility equipment, quality control procedures and quality assurance programs. The findings are reported to the ACR Committee on Accreditation, which subsequently provides the practice with a comprehensive report that can be used for continuous practice improvement.

MercyOne Siouxland is pleased to begin a partnership with new radiology groups

Diagnostic Radiology, P.C. with President Robert Forbes, MD will be providing on-site readings. Diagnostic Radiology, P.C. is a 12 physician practice with multiple subspecialists based out of Omaha. MercyOne Siouxland has also contracted with Virtual Radiology Professionals of Minnesota, P.A. (vRad) to provide tele-radiology reads as back-up for Diagnostic Radiology, P.C. during the day and exclusive tele-radiology reads nights and weekends. vRad will also be the exclusive provider of tele-radiology at MercyOne Oakland, MercyOne Primghar Medical Center and Hawarden Regional Healthcare. vRad is one of the leading providers of tele-radiology services with over 500 board certified physicians and serving 30 percent of the hospitals in the U.S. MercyOne Siouxland has contracted with Minimally Invasive Therapeutics, PLLC to provide interventional radiology services until Oct. 1, when a new permanent interventional radiology provider will begin.

Quality

ALL CAUSE UNPLANNED 30-DAY READMISSION RATE 14.8%
MercyOne House of Mercy receives largest private contribution, to date

The caring legacy of Joseph and Dorothy Schuster will live on through a $492,000 estate gift—the largest private contribution made to MercyOne House of Mercy, to date and the foundation for the new Joseph and Dorothy Schuster Mental Health Center at MercyOne House of Mercy. Dorothy Schuster passed away in June 2018 at the age of 96. Her children desired the gift be used to support families who are struggling. “Joseph and Dorothy were incredible, loving, generous people,” said Dorothy’s daughter Audrey Off. “We’ve always been amazed by mom’s resourcefulness and strength and by Joe’s love and generosity. We are very excited about the new Joseph and Dorothy Schuster Mental Health Center and how it will transform the lives of individuals for years to come. The new mental health center will enable House of Mercy to provide an estimated 9,000 additional hours of appointment times for adults, children and families—more than double the current annual capacity of 1,700 clients. In addition to the Schuster gift, the mental health center is also being funded through a $100,000 leadership grant from the Community Foundation of Greater Des Moines, gifts from GuideOne Foundation and Prairie Meadows and other contributors.

Regional Health Services of Howard County bringing an advanced health care option to the region

Regional Health Services of Howard County, a MercyOne North Iowa affiliate, began offering Genius™ 3D mammography exams in Cresco this month. With early detection being key, 3D technology is proven to be a more accurate mammogram in the fight against breast cancer compared to 2D alone.

MercyOne Values

Reverence
We honor the sacredness and dignity of every person.

Integrity
We are faithful to who we say we are.

Commitment to the Poor
We stand with and serve those who are poor, especially the most vulnerable.

Compassion
Solidarity with one another, capacity to enter into another’s joy and sorrow.

Excellence
Preeminent performance, becoming the benchmark, putting forth our personal and professional best.

Justice
We foster right relationships to promote the common good, including sustainability of the Earth.

Stewardship
We honor our heritage and hold ourselves accountable for the human, financial and natural resources entrusted to our care.
Work begins on $8.4 million Hancock County Health System remodeling project

Hancock County Health System (HCHS), a MercyOne North Iowa affiliate, is moving forward with an $8.4 million remodeling project which includes the expansion of the Surgical Services department as well as updating and increasing the square-footage of the Emergency Department.

This project will help HCHS realize the MercyOne Key Results of Consumer Experience, Sustainable Growth and Efficiency and Ambulatory Growth.

“We are more than thrilled about the growth in services that this renovation will allow us. Meeting the increasing needs of our entire county and area is extremely important to us because we take very seriously our promise of being ‘Your Health Care Partner for Life,’” said Laura Zwiefel, CEO/CNO, HCHS.

Work on the first of four phases began in late July with completion of the entire project slated for December 2020.

This project will allow HCHS to:

- Relocate and expand Surgical Services to the third floor. The project includes building two major operating rooms, two procedure rooms and four same-day-surgery rooms. “Our goal is to grow our surgery cases and expand to offer new types of surgical procedures, such as orthopedic surgeries,” Bonnie Wilhite, surgical service director said.
- Expand Emergency Department (ED). This expansion will include building two trauma rooms, four private exam rooms, a centralized nursing station, a designated decontamination room and create a secured unit with locked doors for enhanced patients and staff safety. “When I was recruited to work at HCHS, remodeling the ED was a dream, now that it’s a reality, I am thrilled for our staff and especially for our patients,” said Dawn Peterson, MD, HCHS, ED medical director.

Other positive features of this project include:

- Remodeling the Main Atrium Lobby. The current main entrance will remain as such but also become the main entrance for the Emergency Department and the registration point for those coming for outpatient services, including surgery. This provides patients with one access point for those seeking hospital services, which will be staffed 24/7.
- Construction of a new front door/canopy. A new vestibule will replace the current one and create a pull-up zone with canopy outside with and heated sidewalks to help with snow removal for patient comfort and safety.
- Relocating Senior Life Solutions (SLS), an outpatient program for people 65 and better who are facing issues common with growing older. The project would relocate SLS from the third floor to the first floor to create easier access in and out of the facility.

“I personally want to thank our board of directors for their continued support of HCHS; the HCHS staff who have completed their due diligence to ensure our organization continues to be strong and viable and also the outpouring of community support from all corners of the county and beyond,” Zwiefel said. “We live and work in great communities around the entire county which HCHS has been a part of since 1953. We want to ensure that we remain the provider of choice.”
MercyOne Ministries  Living Our Mission
MERCYONE SERVES WITH FIDELITY TO THE GOSPEL AS A COMPASSIONATE, HEALING MINISTRY OF JESUS CHRIST TO TRANSFORM THE HEALTH OF OUR COMMUNITIES

Mercy Iowa City donates linen
For more than 20 years, colleagues in the Linen department at Mercy Iowa City have partnered with local organizations to re-purpose tons of linen no longer usable for patients. Linen colleague Terri Lee Doehrmann has coordinated this effort for many of those years and her work was featured in an article in the Cedar Rapids Gazette on Aug. 5. [https://www.thegazette.com/subject/news/community/mercy-iowa-city-hospital-donate-linens-quilts-20190806](https://www.thegazette.com/subject/news/community/mercy-iowa-city-hospital-donate-linens-quilts-20190806).

Each day Terri Lee sorts clean linen and removes irreparable, worn, or stained blankets, sheets, towels, patient gowns, scrubs, mammography capes and more from the shelves until a 200-pound bin is full. The linen is donated every couple of months to church groups in Iowa City and Cedar Rapids who cut and remake the linen into bandages, baby and children's clothes, quilts and more that are donated to organizations in Iowa, Africa, Central and South America. Linen from Mercy Iowa City has benefited patients of Tandala Hospital in the Democratic Republic of the Congo for two decades. Every piece is used to benefit someone, keeping materials out of the landfill.

One volunteer group in Iowa City creates about 400 quilts a year for Lutheran World Relief, an international organization focused on sustainable development and disaster relief and recovery.

MercyOne Northeast Iowa donates defibrillator
MercyOne Northeast Iowa recently donated a new automated external defibrillator (AED) to help keep players safe at the Hoing-Rice Softball Complex in Waterloo. Family medicine provider Sheena Kremer, ARNP, heard about the need for an AED while playing in a summer league at the complex. She brought the idea to the medical center and was able to present the device, along with Mary Ferrell, director of cardiopulmonary services, during senior league games at the complex in July. “We are so grateful for MercyOne’s support. Their colleagues heard about our need and stepped up to the plate to keep us well equipped for cardiac emergencies,” says Jake Schaefer, Waterloo Softball Association President. “It’s something we hope we never have to use, but we’re grateful to have this device on hand should the need arise.” Hoing-Rice Softball Complex, part of the Waterloo Softball Association, hosts more than 140 adult, senior and youth recreational softball and baseball teams five nights a week from April–September.

MercyOne Clinton donates school supplies
Led by Executive Chef/Operations Manager Dan Bond and the Nutrition Services team MercyOne Clinton colleagues collected school supplies during the “Christmas in July” school supply drive. On Aug. 7 two large boxes of school supplies were donated to the Clinton High School Leo Club and Clinton County Office of Community Action of Eastern Iowa.

Director donates time, skills in Africa
“Feeling God leading her,” Misty Dulin, MercyOne Primghar Medical Center director, recently traveled to Tanzania in East Africa on a mission trip. During the trip, Misty assisted with pre- and post-op education as well as assisted in surgeries—teaching surgical nursing procedures. Misty provided delivery and postpartum education; delivered a baby and seized the opportunity to help educate the local medical staff. Misty says, “I am very thankful for the health care technology in the United States. We are extremely fortunate and we do not even realize it.”
Manning Regional Healthcare announces CEO retirement and successor

After serving as chief executive officer at Manning Regional Healthcare Center (MRCH) since 2012 and an impressive 44-year career in health care, John O’Brien, has announced his retirement effective Sept. 1. Linn Block, RN, BSN, MHA, has been appointed his successor.

When O’Brien assumed leadership at MRHC planning was underway for a new 62,000 square foot replacement hospital. Under O’Brien’s guidance, that vision became a reality as the “new” MRHC opened in May 2014, ensuring a strong foundation for quality health care services for years to come.

MercyOne Senior Vice President of Network Affiliates Mike Trachta commended O’Brien for his many years of service within the Mercy system.

“His dedication to Manning—both the hospital and the community—is outstanding,” said Trachta. “We wish him and his wife Chris a wonderful and healthy retirement.”

According to Trachta, Linn Block is a seasoned health care veteran and well positioned to transition into her new role as CEO. With more than 28 years of experience in health care, the past 12 at the director level, she has served as MRHC’s Chief Nursing Officer since 2015. “I am excited to welcome Linn to the CEO role,” said Trachta. “She brings a wealth of previous experience, outstanding leadership skills and a deep understanding of the organization.”

Kossuth Regional Health Center celebrating 70th birthday

Kossuth Regional Health Center (KRHC), a MercyOne North Iowa affiliate, kicked off 70 years of service with a birthday celebration at the Kossuth County Fair during the first week of August. Everyone who began their life at KRHC was invited to celebrate their birthday with us.

KRHC’s booth at the fair featured newspaper articles and photos from the past 70 years. Many visitors to the booth enjoyed reminiscing about physicians and other staff who have served this community and more than 200 added their name and birthday to the historical time line. A group photo of anyone born at KRHC was taken at the fairgrounds.

Additional celebrating will continue in the fall, with an opportunity to revisit the history and key milestones of KRHC’s past.
New Providers Across Our Network

**ANESTHESIOLOGY**
Edward P. Cutler, ARNP
MercyOne Newton Medical Center
Coby Thompson, MD
Mercy Iowa City

**CARDIOTHORACIC SURGERY**
Jessica L. Wilson, PA-C
MercyOne Iowa Heart Center Des Moines

**CARDIOVASCULAR DISEASES**
Sumit Sehgal, MD
MercyOne Iowa Heart Center Fort Dodge
Muhammed Shittu, MD
MercyOne Iowa Heart Center Ottumwa
Rudhir Tandon, MD
Iowa Heart Center, Iowa City

**EMERGENCY MEDICINE**
Rhett Lacey, PA-C
Mercy Iowa City
Timothy Witalka, MD
Mercy Iowa City
Karl Anderson, DO
Mercy Iowa City

**FAMILY MEDICINE**
Dawn M. Kleve, ARNP
MercyOne Jesup Family Medicine
Nimalka P. Jayatilleka, MD
MercyOne Regency Family Medicine
David Smith, DO
MercyOne Indianola Family Medicine and Urgent Care Clinic

**GENERAL SURGERY**
Paul C. Pierson, DO
Mercy Iowa City General Surgery

**HEART CARE**
Robert Brewer, MD,
Iowa Heart Center, Iowa City
Spas Kotev, MD
Iowa Heart Center, Iowa City

**HOSPITALIST**
Geetha Bendi, MD
MercyOne Des Moines
Shipeng Wei, MD
MercyOne Des Moines

**INTERNAL MEDICINE**
David A. Smith, DO
MercyOne Indianola Family Medicine Clinic/MercyOne Indianola Urgent Care Clinic

**INTERVENTIONAL CARDIOLOGY**
Muhammed K. Shittu, MD
MercyOne Iowa Heart Care Ottumwa

**NEUROLOGY**
Kyle Jorgensen, MD
Mercy Iowa City Neurology
Rifali V. Patel, MD
MercyOne Des Moines Pediatric Neurology and Psychiatry Care

**ORTHOPEDIC SURGERY**
Austin J. Ramme, MD
Steindler Orthopedic Clinic

**PALLIATIVE CARE**
Suellen Marsh, ARNP
MercyOne Des Moines

**PEDIATRICS CARE**
Rifali Patel, MD
MercyOne Des Moines

**PHYSICAL THERAPY**
Rachel Putney, PT
MercyOne Ankeny Physical Therapy Clinic

**PSYCHIATRY**
Darby Little-Cooper, MD
Mercy Inpatient Psychiatry and Mercy Iowa City Behavioral Health

**PULMONARY DISEASE**
Anas J. Al-Khateeb, MD
MercyOne North Iowa Internal Medicine

**TRAUMA SURGERY**
Bryson E. Crews, PA-C
MercyOne Des Moines Trauma Center

Four new providers welcomed to Palo Alto County Health System in July

- Carol Peirce ARNP, has joined Palo Alto County Health System (PACHS) Behavioral Health Clinic as a Psychiatric Nurse Practitioner.
- Jordyn Harman, ARNP, has joined the Emmetsburg and West Bend Family Medicine Clinics.
- Jason Patton, MD, and Johnathan Sticca, MD, are seeing family medicine and obstetric (OB) patients in the Emmetsburg, Graettinger, and West Bend Family Practice Clinics. By offering OB services in all three clinics throughout the county, new moms and dads will not have to travel as far for their appointments. Additionally, PACHS will better support surrounding counties that no longer offer full OB services.