Q: What can you tell us about this year’s colleague engagement survey?

A: You are each valuable to this organization, each bringing unique talents, experiences and ideas to your job every day. We want to know what is working and where there are opportunities—and we need your help to understand this information and bring it to light. The survey is being sent to colleagues at the end of May and will be available until June 19. Based on prior survey feedback, there are new questions about quality, safety and resilience. We’ve also added questions for registered nurses, physicians and advanced practice providers.

Throughout this past year, you have worked together to significantly improve Quality, Consumer Experience, Finances and Ambulatory Growth. This survey is one more important way for you to help us evaluate our progress and identify what we can do to make MercyOne stronger.

This is a great step forward in Being One. With more than 20,000 colleagues, we hope to receive meaningful data that can be thoughtfully reviewed and used to update processes, enhance teamwork and improve the experience of our patients and their families.

It’s important we hear from each and every one of you. Your thoughts and opinions will help impact changes which will allow us to better meet the diverse needs of our consumers and personalize their care. The information also helps MercyOne better meet your needs because part of Personalize Care is also taking care of our colleagues. When we all feel connected and supported, we can then share our gifts and talents in transformative ways.

We thank you in advance for taking time out of your busy work day to complete our colleague engagement survey.

Thank you for all you do. It is an honor to serve beside you.

Have a question for Bob?
Email MercyOnInfo@mercydesmoines.org
Our Key Results measure our performance and progress in achieving our vision to set the standard for a personalized and radically convenient system of health services. Since we aligned our five Key Results, we have made significant progress on nearly all measures, yet work remains to achieve our goals. More than 20,000 colleagues will see the results of our work on our MercyOne scorecard. Local scorecards are also available, allowing you to track progress for your region with updates provided in your internal communications.

Impacting our Key Results begins with understanding what they are and how you can positively impact them. In each newsletter, you will see a deep dive into one of the Key Results. Previously, we’ve shared Consumer Experience, Team Engagement and Quality. This month, we focus on Sustainable Growth and Efficiency.

**Sustainable Growth and Efficiency**

**What is it?**

Simply put, sustainable growth and efficiency is about being good stewards of our resources so we can reinvest in our organization. We measure our ability to reinvest in our organization by tracking operating margin. The two important pieces of operating margin include revenue (how much money we bring in for our services) and expenses (what we spend to deliver those services). We grow our revenue when we expand our services, provide great care so patients recommend us to their families and friends, introduce patients to other MercyOne providers when they need care, and more. We also grow our revenue when we provide quality care and receive quality payments. The cost to provide care includes everything from our medical supplies to salaries, rent paid for office spaces, linen services, electricity, etc.

**Why is it important?**

When the revenue we bring in for our services is more than the total we’ve incurred to provide those services, we are able to reinvest in such items as hiring more staff, purchasing new equipment that improves treatments and outcomes for our patients, and building state-of-the-art facilities that encourage health and well-being.

**How are we doing?**

- March year-to-date operating margin was 2.3%. While we are behind budget of 4.2%, we have improved significantly over last year.
- Sometimes, payers (like insurance companies, Medicare and Medicaid) deny payments or underpay for services delivered. The payment compliance team, revenue cycle colleagues and clinical operations have been working together to reduce denials and underpayments. This year, this joint effort resulted in approximately $15 million in recoveries from payers.

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**Everyone in our organization can positively impact Sustainable Growth and Efficiency.** These are some examples:

- An environmental services colleague cleans rooms to keep infection rates low, reducing length of stay.
- An individual reaches out to MercyOne colleagues in other markets to identify improvement opportunities in pursuit of best practices.

How do you and your team impact Sustainable Growth and Efficiency? For a chance to win one of five MercyOne jackets, email MercyOneCulture@mercydesmoines.org with your story.
AROMATHERAPY TRIAL IS SWEET-SMELLING SUCCESS

The MercyOne Siouxland post anesthesia care unit and same-day surgery unit recently completed a trial on the use of aromatherapy for patients to reduce the distressing side effects of surgery.

The inhalation aromatherapy patches were administered by registered nurses trained on the application process. The patches, developed with 100 percent essential oils, are scented with lavender (to reduce anxiety) or orange-peppermint (to reduce or prevent nausea). The small squares can be used for both pediatric and adult patients and can be sent home with patients since the scents last 8 to 24 hours.

This innovative trial revealed the patches were effective in reducing anxiety and preventing nausea and will now be implemented as a regular, best practice.

NEW IN-HOSPITAL RONALD MCDONALD HOUSE AT MERCYONE DES MOINES MEDICAL CENTER

Ronald McDonald House Charities of Central Iowa has announced the official start of renovations on 4 North to create a new in-hospital Ronald McDonald House at MercyOne Des Moines Medical Center. When finished, the space will have 14 rooms for families of seriously ill children who are far from home and undergoing long-term treatments in the neonatal intensive care, pediatric intensive care or pediatric units. The current Ronald McDonald Family Room will close when the new space opens.

MercyOne Des Moines Auxiliary has announced a $70,000 fundraising campaign, asking members and others to consider a $70 donation. To donate to this initiative, please visit www.foundation.mercydesmoines.org/auxiliary-rmh.

MCRHC SENIOR LIFE SOLUTIONS RECEIVES AWARD

A MercyOne North Iowa affiliate, the Mitchell County Regional Health Center (MCRHC) Senior Life Solutions (SLS) program has received the 2018 Program of the Year award, placing the program in the top three nationwide. Award recipients demonstrated outstanding patient care, excellent execution of compliance regulations and strong community engagement.

Award recipient SLS Director Jessica Hallett, RN, BSN, said, “We are thankful for the community support and honored to be recognized. We look forward to ongoing education about our program across Mitchell County communities as we continue to grow.”

The program involves intensive outpatient group therapy designed to provide compassionate and empathetic care to adults 65+ who are struggling with symptoms of depression and anxiety. The staff includes a board-certified psychiatrist, licensed social workers, registered nurse and other professionals dedicated to the emotional well-being of seniors in the community.

Anyone can refer an individual to the program. For more information, contact Jessica Hallett at 641-732-6190.
HEALTH RISK ASSESSMENTS PROVIDE TOOL FOR CONSUMERS TO IDENTIFY RISKS

Consumers now have access to resources to find out their risk level for breast cancer, heart attack, joint replacement or stroke. MercyOne Central Iowa recently acquired Health Risk Assessments for these four conditions, allowing individuals to be proactive and better prepared for the possibility of needing highly specialized health care in the future.

The assessments ask a short series of questions about a person’s health and lifestyle. The application then generates a report about the individual’s risk level based on the answers. The reports can be emailed, so the information is readily available for a person’s next primary care visit where providers can Personalize Care.

Visit MercyOne.org/desmoines/health-and-wellness to use the tool.

MERCYONE NORTH IOWA BEHAVIORAL HEALTH CARE OPEN HOUSE JUNE 8

The MercyOne North Iowa Behavioral Health Care team invites colleagues to opening events for the new $10.6 million Behavioral Health Center. On Saturday, June 8, from noon to 5 p.m., the public is invited to an open house and tours with a dedication ceremony at 2 p.m.

This new facility is Personalizing Care, which will impact our Key Results of Consumer Experience, Quality, and Ambulatory Growth.

MERCYONE DES MOINES HOME CARE RECOGNIZED FOR ITS PERSONALIZED CARE

MercyOne Des Moines Home Care has been named a HomeCare Elite winner for 2018. HomeCare Elite identifies the top 25 percent of all Medicare-certified agencies in the country.

Providing home services in Des Moines and surrounding communities, MercyOne Des Moines Home Care has received the “elite” recognition five times. Offering a full line of services such as nursing, home health aides, homemakers, physical therapy, occupational therapy, speech therapy and social work, the team at MercyOne Des Moines Home Care is committed to providing exceptional, compassionate care in the home, tailored to each patient’s specific needs.

The National Research Corporation and DecisionHealth honor the top-performing home care and hospice agencies measured by five categories: quality of care, best practice implementation, quality improvement and consistency, patient experience and financial performance.

KUDOS ON CONSUMER EXPERIENCE SCORES

Consumer Experience results continue to improve this year throughout MercyOne. Current results for our clinic locations show an improvement from the initial baseline of the 10th percentile to the 52nd percentile. All markets are currently above the 46th percentile, which is remarkable improvement. Kudos to our colleagues!
**Team Engagement**

OVERALL ENGAGEMENT AT THE 75TH PERCENTILE BY 2021

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**MERCYONE SIOUXLAND HOLDS TRAUMA CERTIFICATION FOR PROVIDERS**

During the Advanced Trauma Life Support (ATLS) program held April 25–26, colleagues from MercyOne Siouxland Medical Center instructed participants on a concise approach to assessing and managing injured patients, including mock scenarios.

The course, led by trauma-trained physicians from Siouxland, provided techniques that were comprehensive and easily adapted to fit a variety of emergencies and traumas. Attendees included physicians and other health care providers from all over the world.

The American College of Surgeons and its Committee on Trauma developed the ATLS course to provide systemic and concise training for the early care of trauma patients and mark abraham, MD, a surgeon and trauma instructor with the ATLS course at MercyOne Siouxland, sets up a scenario with a mock patient.

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**THIS IS WHAT OWN IT! AND IMPROVE DAILY LOOK LIKE AT MERCYONE NORTH IOWA**

Ordering after-hours imaging tests has been a frustrating experience for inpatient units at MercyOne North Iowa. The process to order tests after business hours was different than during, which caused delays for patients to receive tests and treatment. Colleagues at MercyOne North Iowa decided to Own It! and Improve Daily.

A team was formed to find ways to improve the process and consumer experience. The group discovered it was difficult for colleagues on the inpatient units to know when to use the after-hours process because the radiology department sent colleagues home early when they weren’t busy. The team also discovered each inpatient unit ordered radiology testing in slightly different ways.

The team worked with radiology to implement a new ordering process that could be monitored 24/7. Now, when a doctor on an inpatient unit orders a radiology test, the order is added to a worklist monitor that is continuously attended by on-call radiology colleagues.

Prior to these changes, an average of 17 exams per week did not get paged or took longer than 30 minutes to page. In the first two weeks of the new process, that number fell to 5 and then 4. Not completely satisfied, the team investigated the cause of those 9 delayed exams and discovered they were all for patients admitted from the emergency department who did not have a bed assignment when the order was written. The radiology technologist had trouble locating the patient to perform the test, causing delays. A new process immediately pages those orders, and the tech contacts bed management to obtain each patient’s room number.

The week after implementing this additional countermeasure, there were no delays in paging inpatient radiology exams. The problem-solving work done by this team will positively impact Consumer Experience and Team Engagement.
PARTNERS IN CARING AWARD RECOGNIZES COLLABORATION

The first Partners in Caring Award at Mercy Iowa City was presented to David Kusner, MD, PhD, infectious disease specialist. The award recognizes the collaboration between medical and nursing staff to achieve the best possible outcomes for patients. The award will be given annually to a member of the Mercy Iowa City medical staff who truly exemplifies a partnership in caring for colleagues and patients. Nominations for the award must be made by nurses.

The following physicians were nominated this year: John Bennett, MD, hospitalist; Kevin Watkins, MD, anesthesiology; Nathan Schneider, MD, general surgery; Ann Perino, MD, anesthesiology; Rick Shelman, MD, general surgery; Eric Stenberg, MD, emergency medicine; Mark Mysnyk, MD, orthopedics; and Dr. Kusner.

This award was made possible by a gift from Tom and Renee Clancy through the Mercy Hospital Foundation. Current colleagues, the Clancys wanted to find a way to foster the intra-professional working relationships between doctors and nurses to improve patient care and outcomes, strengthening our Cultural Belief of Be One. Tom is the interim chief nursing officer at Mercy Iowa City, and Renee is a compensation consultant in human resources.

THIS IS WHAT BE ONE AND IMPROVE DAILY LOOK LIKE

While huddles at MercyOne Central Iowa have proven effective in driving department goals, colleagues have expressed a desire for information to be shared from teams, to senior leadership, and back. Over the past several months, a team from across the organization has been involved in evaluating how concerns are communicated, specifically through daily huddles. Feedback, along with analysis of industry best practices, helped leadership create a process that more closely aligns with our culture and goals.

In mid-April, clinical and non-clinical areas of MercyOne Des Moines and West Des Moines Medical Centers began implementing a new management structure. Guided by the Performance Excellence team, the new structure focuses on increased accountability; problem solving; escalation of concerns; and integration of objectives across many departments, service areas and locations.

Department huddles continue to be held daily and at least once per shift, using a standardized approach to review factors influencing goals related to our Key Results, safety and quality.

A “tier one” huddle includes managers and department directors who meet in-person or communicate with service leaders. The group reviews activities supporting MercyOne’s five Key Results and conducts action planning based on reporting submitted to the Incident Response Improvement System.

Market directors and service-line leaders gather for a “tier two” huddle and review Key Results progress, updates on staffing, status of supplies, safety concerns, trending issues and potential concerns.

Executive leadership and representatives from the tier two huddle meet to review actions and updates, the Top 10 SafetyFirst list and other concerns. The Performance Excellence team is working with leaders at other locations to develop and implement similar management systems that engage colleagues and encourage our Be One and Own It! Cultural Beliefs. These changes will impact our Key Results.

UNIQUE WAY TO DISPLAY FOCUSED RECOGNITION CARDS

MercyOne Carlisle Family Medicine Clinic colleagues wanted a unique and exciting way to display their Focused Recognition cards, so receptionist Kayla Price put together a wonderful tree display. Thank you for this perfect example of Owning It and Innovating, Kayla.
MERCYONE DUBUQUE PROVIDES TRAINING TO AFFILIATE HOSPITAL
In April, MercyOne Dubuque Birth Center nurses Jan Knabel and Katie Wiederholt traveled to Guttenberg to provide training in obstetrical and neonatal emergencies to nurses and paramedics. Although Guttenberg Municipal Hospital no longer provides obstetrical services, the organization’s goal is to be prepared when a patient presents to the emergency department in labor or with obstetrical concerns.

Using the birthing and neonatal simulators, Knabel and Wiederholt replicated what it would be like when a baby is delivered and discussed immediate postpartum care and neonatal resuscitation and stabilization. This type of training shows Be One in action and Improve Daily, ultimately improving our Consumer Experience and Quality.

MERCYONE SIOUXLAND SKILLED CARE RECEIVES TOP CMS RATING
MercyOne Siouxland Skilled Care is the only Sioux City care center to be awarded a 5-Star rating by the Centers for Medicare and Medicaid Services (CMS) Nursing Home Compare.

The unit was awarded a star in each of the five categories: overall quality, health inspection, quality measure, staffing and RN staffing, based on data from a March report.

The CMS rating system helps consumers, their families and caregivers compare nursing homes more easily and identify areas consumers may want to ask questions about.

The 5-Star rating demonstrates the care, compassion and diligent work MercyOne Siouxland Skilled Care colleagues have for their patients.

“Having this 5-Star rating further validates our colleagues’ commitment toward quality care and keeping our residents at the center of everything. We incorporate our cultural beliefs—personalize care, innovation, own it, be one and improve daily—in everything we do with our residents,” says Christina Severson, skilled care administrator and director of nursing.

CNOR CERTIFICATION AT VAN DIEST MEDICAL CENTER
The Van Diest Medical Center (VDMC) surgery department earned the 2019 Certified Nurse, Operating Room (CNOR) Strong designation for the sixth consecutive year. To receive the CNOR Strong status, a hospital must have at least 50 percent of surgical nursing staff certified in the operating room.

VDMC currently has 75 percent of its surgical nursing staff certified, which is a great accomplishment. Earning the CNOR Strong designation represents a facility-wide commitment to nursing excellence and outstanding patient care of nursing best practices.

Nurses Jan Knabel and Katie Wiederholt from MercyOne Dubuque train staff at Guttenberg Municipal Hospital on proper neonatal care.

The Van Diest Medical Center surgical nursing team.
MERCYONE DES MOINES REACCREDITED AS CHEST PAIN CENTER WITH PCI

MercyOne Des Moines Medical Center recently received reaccreditation as a Chest Pain Center with Percutaneous Coronary Interventions (PCI) from the American College of Cardiology (ACC). The hospital first received this national accreditation in 2005 and was the first hospital in Iowa to receive it.

“This accreditation demonstrates MercyOne’s effective multidisciplinary approach in which the emergency department, cardiology and nursing staffs all contribute knowledge and expertise in the chest pain care process,” says Gary Hemann, DO, co-medical director of MercyOne Des Moines’ Chest Pain Center and emergency department. “The medical center’s Chest Pain Center reaccreditation is verification of MercyOne’s continued commitment to prompt, high-quality treatment of all patients with chest pain or other symptoms of a heart attack.”

To become an accredited Chest Pain Center, MercyOne Des Moines engaged in a rigorous onsite evaluation by the ACC for its ability to assess, diagnose and treat patients who may be experiencing a heart attack. Hospitals that have earned this accreditation must have primary PCI (coronary angioplasty) available 24/7. PCI is a non-surgical procedure that opens narrowed or blocked coronary arteries with a balloon or stent to relieve symptoms of heart disease or reduce heart damage after a heart attack.

“This reaccreditation recognizes MercyOne Iowa Heart Center’s commitment and success in implementing a higher standard of care for heart attack patients across Iowa,” says Mark Tannenbaum, MD, chief physician officer of MercyOne Iowa Heart Center.

MERCYONE WATERLOO BREAST CENTER Launches New Breast Cancer Screening Program for High-Risk Patients

MercyOne Waterloo Breast Center has launched an innovative program designed for early recognition of patients at high risk of developing breast cancer.

“At the MercyOne Waterloo Breast Center, we provide a broad range of services. This now includes a physician consult, education—including preventive strategies—as well as more extensive screening for women who have a higher than average lifetime risk of developing breast cancer,” says Kelly Flaucher, Waterloo Breast Center supervisor.

High-Risk Clinic Coordinator and breast surgeon Scott Stoeger, MD, PhD, is spearheading the effort, along with colleagues at the MercyOne Waterloo Breast Center.

“The program starts with a screening appointment with a dedicated breast surgeon, which includes education about risk factors and an exam,” says Dr. Stoeger. From that consult, genetic counseling and testing may be considered, along with medical oncology counseling and continued screening.

“We are really able to individualize the program to meet the needs of the woman,” says Dr. Stoeger. “We go over health and family history and other risk factors and determine what services will provide the best care for each patient.”

Patients may call the MercyOne Waterloo Breast Care Navigator at 319-272-7084 to learn more or to enroll in the program.
MERCYONE IOWA HEART CENTER CELEBRATES PROGRAM MILESTONE

MercyOne Iowa Heart Center recently celebrated its 100th Watchman left atrial appendage closure (LAAC) implant, which reduces the risk of blood clots, stroke and death in patients with irregular heartbeats without long-term blood-thinning medications. Electrophysiologists Robert Hoyt, MD, and Troy Hounshell, DO, performed the procedure on March 28.

“We are among one of the first medical centers in the region to complete its 100th implant of this lifesaving device,” says Dr. Hoyt, who has been performing LAAC implants since 2011 as part of clinical trials. “This milestone is important to our program because it takes a team of people working together to offer this device for patients with atrial fibrillation who have problems taking long-term anticoagulants.”

The Watchman LAAC implant provides an alternative for patients with atrial fibrillation who take blood thinners on a long-term basis to help prevent blood clots and stroke. The implant acts as a safety net by closing off the left atrial appendage and catching harmful blood clots before they enter the bloodstream.

Candidates for the device include patients who have atrial fibrillation not caused by a heart-valve problem, are able to take short-term blood-thinning medications after the procedure, and are poor candidates for long-term blood-thinning medications. For more information, contact our Watchman education specialist at 515-229-7449.

MercyOne Iowa Heart Center implanted its 100th Watchman device on March 28. Pictured are colleagues who participated in the procedure. Back row, l to r: Dr. Robert Hoyt; Dr. Troy Hounshell; Jessy Blaker, EP tech; Scott Goodwin, EP RN. Front, l to r: Jana Trede, EP tech, and Tanya McLaughlin, RN, atrial fibrillation coordinator.
MERCY IOWA CITY REHABILITATION HOSPITAL GROUNDBREAKING

Mercy Iowa City held a formal groundbreaking on April 18 for its new 40-bed freestanding rehabilitation hospital to be located at 2801 Heartland Drive in Coralville. The rehabilitation facility is expected to open spring 2020, providing care for patients recovering from stroke, traumatic brain injury, spinal cord injury, amputation and other conditions.

“We are working with Kindred Healthcare on this joint venture to enhance the rehabilitation services offered to patients in the community and throughout Southeast Iowa,” says Sean Williams, president and CEO of Mercy Iowa City. “The facility will serve patients in need of comprehensive rehabilitation care by giving them access to state-of-the-art technology and treatment options to advance their recovery process.”

The 54,000-square-foot facility will include 40 beds; gymsnasiums outfitted for high-tech therapy devices and treatments; a dedicated traumatic brain-injury unit complete with monitored rooms, specialized beds and patient lifting equipment; and separate therapy and dining spaces. The hospital will also have a unit exclusively for stroke patients; rooms specially equipped for bariatric patients; and private, family-friendly rooms with sleeper chairs. Patients will have access to an apartment setting where they can practice daily-living tasks before they return home, and pet therapy and community re-entry programs will help ease the transition back to home.

MercyOne Central Iowa also opened a rehabilitation facility with Kindred Healthcare, and it is receiving wonderful reviews from the community and exceeding expectations.

We know Mercy Iowa City will Own It! and improve our Key Result of Sustainable Growth and Efficiency through this new rehabilitation hospital.

PHILANTHROPY EFFORTS SUPPORT MERCYONE NEW HAMPTON RENOVATION PROJECT

MercyOne New Hampton recently completed a $6 million renovation project, which involved building a 1,500 square-foot addition to the emergency department (ED). The project also included new private inpatient rooms and an improved registration area. The ED was renovated to increase security to the corridors, add bathrooms to exam rooms, create a psychiatric exam room and improve patient privacy and safety.

To improve efficiencies and provide a better consumer experience, the project addressed several design and process issues. The inpatient rooms, built in 1967, lacked sufficient space and privacy for patients and their families. The small spaces limited colleagues’ access to patients in their beds and bathrooms. The plan involved renovating 10 rooms, and MercyOne New Hampton decreased the overall bed count to match the industry trend of 27 percent decreased inpatient hospital stays statewide, which coincides with MercyOne’s Key Result of Ambulatory Growth.

MercyOne New Hampton held a “quiet campaign” to raise the needed $1 million of philanthropy support, which involved a series of personal meetings with potential donors. An open house is planned for June 4 from 9 a.m. to 10:30 a.m. (no RSVP required), which will include public tours of the renovated areas.
NEW INFUSION CENTER AT MERCY IOWA CITY IMPACTS AMBULATORY GROWTH

On May 6, Mercy Iowa City opened its new Mercy Infusion Center and Medical Oncology Clinic to patients. The infusion center was made possible by gifts to the Mercy Hospital Foundation, which is funding the facility in its entirety.

The Mercy Infusion Center cares for patients receiving medications through a port or intravenously who are currently being treated at Mercy Medical Oncology or in other areas of the hospital for other medical conditions. The new infusion center features 6 semi-private bays and 4 private treatment rooms.

Providing radical convenience to the community, the center will be expanding its hours to include evenings and weekends. Free parking and valet service at the hospital's main entrance offers Personalized Care to patients and their families.

Improving efficiency with a patient-centered approach, the new location will be more comfortable for patients, families and friends. The clinic is accessible via a skywalk, and the infusion center is located directly in the hospital. Covered parking, multiple waiting areas, the gift shop, cafeteria and free Wi-Fi are all readily accessible.

MERCYONE VISION
MercyOne will set the standard for a personalized and radically convenient system of health services.
MercyOne Ministries Living Our Mission

MERCYONE NORTH IOWA INSPIRES ALL TO DONATE LIFE

MercyOne North Iowa partnered with Iowa Donor Network to inspire the community to donate life during April, National Donate Life Month. Donor mom, Wendy Luft, shared her experiences and celebrated those alive today due to the organ donations from her 15-year-old son Logan Luft. The event shined a light on the many individuals who are still waiting for organs, and it honored donors and their families. MercyOne colleagues were encouraged to spread the lifesaving message of donation in order to inspire others to register as organ, eye and tissue donors.

SUPERFOOD COOKING EVENT HELPS EDUCATE COMMUNITY ABOUT HEALTH AND WELLNESS AT VDMC

Van Diest Medical Center (VDMC) partnered with Webster City Hy-Vee to host its first Superfood Cooking Event for the Hamilton County community. The event featured integrative medicine physician Suzanne Bartlett Hackenmiller, MD, and VDMC dietitian Kristi Zwiefel, RD, LD, along with Hy-Vee team members. As part of Dr. Bartlett Hackenmiller’s specialty, she takes into account the whole person, including all aspects of a patient’s lifestyle, while Zwiefel uses her expertise in food and nutrition to advise patients on what to eat to lead healthier lives and/or achieve specific health-related goals.

The 21 attendees enjoyed a delicious three-course meal featuring numerous “superfoods,” including fresh mixed greens with honey mustard vinaigrette, grilled garden veggies and roasted garlic salmon. The group learned how to prepare a delicious anti-inflammatory meal as well as the health benefits of the superfoods. Participants received recipe cards for each item prepared throughout the evening, all while enjoying featured wine selections. The event was a success, and the hospital plans to host similar events with Hy-Vee.

Through these efforts of bringing the community together with MercyOne medical and nutrition experts, we can promote health and wellness and help those with chronic or acute illnesses manage their diseases better through education of food and lifestyle.
“SENIOR” PROM DEMONSTRATES COMPASSIONATE CARE FROM MERCYONE NEW HAMPTON

MercyOne New Hampton and Senior Life Solutions hosted a “senior” prom for community members 60+. The goal of the event was to give older adults who may be struggling with life transitions or experiencing difficulties the opportunity to connect with one another in a safe and fun environment. Attendees enjoyed music from the 50s, 60s and 70s as they mingled with others and reminisced about the “good ol’ days.” Many couples wore formal attire, including tuxedos and gowns complete with boutonnieres and corsages. There was no cost to attend, and donations were accepted for the dinner, raising $600 for the Chickasaw County Salvation Army. Because the event was so successful, plans are underway to host a sock hop.

When we help people connect with others in their community, it improves their health and well-being. It gives people strength and confidence to trust others and not be afraid to ask for help when needed. These types of events can improve our Key Results of Consumer Experience and Ambulatory Growth by helping our aging population live fuller, more independent lives with stronger human connections to others.

MERCYONE VALUES

<table>
<thead>
<tr>
<th>Value</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reverence</td>
<td>We honor the sacredness and dignity of every person.</td>
</tr>
<tr>
<td>Integrity</td>
<td>We are faithful to who we say we are.</td>
</tr>
<tr>
<td>Commitment to the Poor</td>
<td>We stand with and serve those who are poor, especially the most vulnerable.</td>
</tr>
<tr>
<td>Compassion</td>
<td>Solidarity with one another, capacity to enter into another's joy and sorrow.</td>
</tr>
<tr>
<td>Excellence</td>
<td>Preeminent performance, becoming the benchmark, putting forth our personal and professional best.</td>
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<tr>
<td>Justice</td>
<td>We foster right relationships to promote the common good, including sustainability of the Earth.</td>
</tr>
<tr>
<td>Stewardship</td>
<td>We honor our heritage and hold ourselves accountable for the human, financial and natural resources entrusted to our care.</td>
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MERCYONE DYERSVILLE CELEBRATES 50TH ANNIVERSARY

April 24 marked the 50th anniversary of MercyOne Dyersville. An open house celebration was held the evening of Tuesday, April 23. President Kay Takes discussed the hospital’s history and delivered heartfelt appreciation for the staff and community, noting the strong community partnership during the last 50 years. The Rev. Dennis Quint, pastor in the Spires of Faith Cluster, is a frequent visitor to the hospital, often checking in on parishioners and community members who are hospitalized. He offered a blessing of praise and thanks for the hospital, patients and staff. Also in attendance were community members Terry Besler and John Hermsen, who were both born on the very first day the hospital opened.

NORTHEAST IOWA PODIATRIST EARNS MINIMALLY INVASIVE CERTIFICATION

Foot and ankle surgeries have traditionally meant patients have a standard surgery where a long incision is made on the foot. Recent innovations allow more foot and ankle conditions to be treated with minimally invasive foot surgery techniques. This means patients have fewer complications, reduced pain and quicker healing time. Patients are able to bounce back more quickly than with traditional surgery.

The PROstep minimally invasive surgery system provides a greater opportunity for truly minimally invasive surgery. Travis Tidwell, DPM, is currently the only certified podiatrist in the Northeast Iowa service area who can perform minimally invasive foot and ankle surgery using the PROstep system. Dr. Tidwell is committed to using this technique whenever possible to get his patients back to enjoying their lives. Common instances where this technique is used include bunion removals and repairing flat feet. Dr. Tidwell’s certification creates an innovative opportunity at MercyOne Waterloo Podiatry.
New Providers across Our Network

FAMILY MEDICINE

Sheryl Hansel, MD
Cedar Falls

Vijaya Subramanian, MD
Siouxland

PULMONARY CARE CLINIC

Stacey Hurst, ARNP
Des Moines

Jillana Lefler, ARNP
Des Moines

CARDIOLOGY CARE

Ellen Starkey, ARNP
Des Moines