Q: What have you learned in the last year that will impact MercyOne in the next year?

A: There are a number of things that come to mind, but I certainly have a greater understanding of, and appreciation for, the power of teamwork. When our team unites, we are able to achieve our goals in a very effective manner.

With the launch of the MercyOne brand and a significant amount of culture work completed this past fiscal year, we have all worked together more closely to focus on our five Key Results. With this collective focus, we have benefited from significant improvement on Consumer Experience, Quality and Sustainable Growth/Financial Performance. Currently, results from the Team Engagement survey are being calculated, but we are happy to share participation from colleagues in the survey increased substantially over last year. We appreciate those who took the time to provide input, as this feedback will guide us in celebrating what is working well and where to focus our future improvement efforts. The following page provides an update on where we stand with all of our Key Results.

With a planned merger recently being announced by UnityPoint and Sanford Health, we have also confirmed the growing trend involving mergers and acquisitions by large national and regional health systems continues. During this time of regional health systems merging, it is critical we remain focused on our Mission and advance our Vision to set the standard for a personalized and radically convenient system of health services. This means MercyOne will continue to recruit and support the best health care professionals in the region, and provide excellent, personalized care for our patients to improve the health of the communities we serve.

We understand the pace of change in health care is only accelerating. This is confirmed by consumer research and by what we experience daily in our own care facilities. Consumers expect health care to be as radically convenient and personalized as other aspects of their lives. Today, most of us are able to complete many of our daily needs in the palm of our hand (smart phone). This level of self-service convenience is the new standard and expectation for consumers of health care too. This transformation in consumer expectations challenges us to be more agile, flexible and innovative, which is why we have already started new telehealth programs across the state to expand access to care. In the coming year, we will also launch online scheduling and digital check-in, so as to provide more options for those we serve.

It is important to remember each of us demonstrates our Cultural Belief of Innovation by imagining and embracing bold new ideas to revolutionize health. At MercyOne, we will not only respond to consumers’ changing expectations, but also work hard to exceed their expectations. Likewise, innovation within our connected care system is already happening across the state. For example, multiple Innovative clinical trials by MercyOne Iowa Heart physicians are bringing new technologies and treatment options to those who have experienced heart problems.

The last 12 months has been an important year of foundational progress for MercyOne. This includes the continued growth of our ministries, the ongoing development of our 20,000 fellow colleagues and, most importantly, the growing circle of more than 3.4 million people we are privileged to serve. As we look to the future, we are confident in the personalized, excellent care you provide every day, and the strategic plan created from the input and insights of more than 500 colleagues. I am so proud of what our team has already accomplished, and I look forward to seeing what we can – and will – accomplish together in the coming year.

In the August newsletter, we will outline end of year results and continue to move forward. While we just entered a new fiscal year, several things remain the same for us at MercyOne — our Mission, Vision, Values and my personal honor to serve with each of you. Thank you for a very productive year last year, here’s to fiscal year 2020 being the year of continued progress on our bold vision.

Have a question for Bob?
Email MercyOneInfo@mercydesmoines.org
Jehovah’s Witness seek bloodless heart surgery with Dr. Ciuffo at MercyOne Siouxland

by Marcy Peterson

Dr. Giovanni Ciuffo, medical director of cardiothoracic surgery at MercyOne Siouxland Heart and Vascular Center, offers a minimally invasive heart surgery option. He is able to make a small incision between the ribs to get a look at the heart and can perform the procedure without breaking the breastbone. The process allows for a quicker recovery for the patient, minimal pain and often no need for a transfusion. The Sioux City Journal and KTIV TV recently profiled patients who traveled up to 10,500 miles to receive care from Dr. Ciuffo.

This bloodless surgical option appeals to members of the Jehovah’s Witness community, who do not accept blood transfusions because of their religious beliefs. The religious community appreciates Dr. Ciuffo’s 20 years of experience performing the bloodless heart surgery and are eager to send heart patients who are unable to find similar care in their local communities to MercyOne Siouxland.

Dr. Giovanni Ciuffo, has individuals from all over the United States and the world seeking his surgical talents. In June, Dr. Ciuffo performed heart surgery on two Jehovah’s Witness patients who traveled from as far away as Naples, FL and Australia.

NICU nurse provides Personalized Care at Waterloo Birth Center

by Kelly Jans

Lauren Sinnwell, a NICU nurse at Waterloo Birth Center, made one family’s long stay a little more sweet! Big brother, Spencer, had been visiting his baby brother with his parents daily for nearly two months and had formed quite a bond with a special NICU nurse. That nurse personalized care for this family by leaving notes for Spencer each night! Just one way that our nurses make a difference in the lives of our patients every day!

MercyOne North Iowa’s private room conversion nearing completion

Completion of the final phase of converting all semi-private patient rooms to private rooms on 4W, 5W and 6W will occur in early September. Upon completion, 76 state-of-the-art patient rooms designed for optimal safety and comfort will be available to patients and family members. Work on the $7.9 million project began in June 2015. View room renderings here.
Innovative combination of surgery and wound care available at MercyOne Siouxland Medical Center

by Marcy Peterson

MercyOne Siouxland Wound Center has collaborated with a local vascular surgeon to apply an innovative approach to meet Siouxland’s wound care needs.

The Wound Center has found that diabetic patients have hard-to-heal wounds and they need advanced care. The Center and vascular surgeon, Dr. Chad Laurich, have joined forces to help the healing begin by helping ensure healthy blood circulation.

“If we can get better blood supply to a wound it really enhances our ability to heal wounds and preserve limbs and keep people walking and healthy overall,” says Dr. Paul Johnson, the medical director of the Wound Center.

Dr. Johnson has seen numerous patients throughout the years, many of whom, have “sores and wounds on their toes, feet, or legs.” These sores take on average take up to three weeks to heal. “If the time exceeds three weeks and there is no healing, that’s when medical help should be sought.”

Dr. Laurich says, “Diabetes causes a lot of blockage in the arteries, neuropathy and vascular disease in a bad pattern. The small vessels in the knee and down to the foot see significant impacts.”

“Most of what we do these days is shave that blockage out. Depending on how the blockage looks and what kind of plaque is there. But after we’ve gotten a lot of that bulk or blockage out, then we usually treat it with an angioplasty, shave the big stuff out and dilate it nicely with a balloon,” says Laurich.

The innovative combination of surgery and wound care helps the patients get on the road to recovery and enables the ulcer or wound to heal at a quicker rate.

Annual Adaptive Water Ski Clinic

by Adam Amdor

Each year MercyOne Northeast Iowa’s Therapeutic Recreation department and the Waterhawks Ski Team host a fun-filled adaptive water ski clinic at Eagle Lake in Evansdale. Individuals with spinal cord impairment come from all across the state and use a special water ski to enjoy a day on the water! This year 14 skiers, along with their families, friends and loved ones, took part, several participating for the first time.

MercyOne Des Moines House Supervisor Trish Bolander’s 17 year old son Matthew participated in the event. Trish joined Ryan Meyer and Kelly Richards when they taped the MercyOne Minute.

Matthew can be seen waterskiing in the video.

MercyOne Mission

MercyOne serves with fidelity to the Gospel as a compassionate, healing ministry of Jesus Christ to transform the health of our communities.
MercyOne Waterloo Medical Center offers rib fixation surgery

by Adam Amdor

MercyOne Waterloo Medical Center recently became one of the only hospitals in northeast Iowa to offer rib fixation surgery. This surgery is a relatively new procedure for patients who have multiple rib fractures and are unable to tolerate deep breathing, coughing or other exercises to prevent pneumonia. The surgery involves making an incision and placing a metal plate with screws over the rib fracture. When patients have rib fixation surgery, they use less pain medicine and are able to be transferred out of the ICU and transferred home faster.

MercyOne Children’s Hospital receives donation of freezers and a continuous supply of freezer pops

by Sarah Todd

Having some sense of normalcy is important for our patients, but especially important for our pediatric patients. MercyOne Children’s Hospital has a new resource to help kids feel like...well, kids!

Recently, representatives from Hy-Vee, the Jel Sert Company and American Childhood Cancer Organization (ACCO) donated two freezers full of ice freezer pops to the pediatrics unit and pediatric emergency care departments. The freezer pops will be used to help children endure treatments while keeping them hydrated. MercyOne is one of 10 children’s hospitals in the Midwest participating in the “Take a Pop, Share a Smile” program started in 2010 by primary sponsor Jel Sert, a national food and beverage manufacturer, and ACCO. Jel Sert donates freezers and ice pops to hospitals and provides ongoing refills and service to the freezers. To date, Jel Sert has placed freezers in more than 140 facilities across the country and has provided more than one million treats.

Click here https://www.acco.org/jelsert/ for more information.

Consumer Experience
"WOULD RECOMMEND" AT THE 75TH PERCENTILE BY 2021

Consumer Experience around the state

- Work in MercyOne North Iowa continues two main tactics: improving the consumer experience from the emergency department to the inpatient admission process and how to retrieve and act upon immediate feedback from consumers.
- MercyOne Des Moines has completed one month of the new 10-week “MercyOne Personalize Care” program in the ED, a physician/staff patient communication program to sustain and support the culture work to improve Consumer Experience scores and Team Engagement. There has been excellent participation and engagement from physicians and staff.
- MercyOne Dubuque is participating with Trinity Health in their MILVET program, a population health initiative designed to improve the care experience for veterans, as the pilot site for all MercyOne. Training will begin in August 2019.
- The Consumer Experience Coach in MercyOne Siouxland is shadowing colleagues in all clinical areas to better understand their work environments to increase colleague and consumer awareness of MercyOne’s commitment to the consumer experience.

MercyOne Vision

MercyOne will set the standard for a personalized and radically convenient system of health services.
Manning Regional Healthcare Center to receive “best practice” recognition for celebrating an impressive milestone—934 patient days without a fall (as of July 12, 2019)

by Linn Block, RN, BSN, MHA

Manning Regional Healthcare Center (MRHC) colleagues began an extensive research project analyzing previous falls at MRHC and other facilities. The project included researching ways the falls could have been prevented. Based upon findings, the hospital developed, approved and executed new procedures, expanded standardized fall risk assessments, staff education and increased awareness of fall risk factors throughout the facility.

The Agency for Healthcare Research and Quality (AHRQ) estimates that annually between 700,000 and 1,000,000 people in the United States fall in a hospital setting—nearly one-third being preventable. These falls result in bone fractures or other significant problems that negatively impact patients’ health and increase health care utilization costs.

“We really feel the biggest factor that has helped us reach this milestone is the implementation of our No-Pass Zone policy,” said Michelle Anderson, RN, BSN, director of nursing at MRHC. “This means no colleague, regardless of their position, can pass a patient room with a call light or fall alarm going off. Colleagues have been educated on this process and they understand the need to enter the room and stay with the patient until a clinical staff member can assist.”

Andersen adds that many people have misconceptions about which patients are at risk for falling, what scenarios pose the most threats and how those risks can be mitigated.

“In the hospital setting, any of our post-surgical patients, individuals with confusion, or someone who’s recently added or changed medication is at a higher risk of falling,” said Andersen. “And, a lot of times people just get in a hurry and that creates a higher risk as well. We assess each patient on admission and every shift using the Morse fall scale.”

Andersen notes that MRHC’s care coordinator Kathy Freese and Nursing House Supervisor Robin Heaton have both championed MRHC’s fall prevention message both internally and in the community. Freese also spends considerable time educating patients and their families on ways to reduce their fall risk at home upon discharge from the hospital—especially elderly individuals who pose the highest risk of falls. In fact, the Center for Disease Control and Prevention (CDC) has found that falls are the leading cause of both fatal and nonfatal injuries among older adults. Unfortunately, one out of every 10 falls causes an injury that requires hospitalization. Many of these older adults need significant time to recover and are never able to live independently again.

“Our fall prevention program is about impacting the public, not just people that walk through our hospital doors,” said Andersen. “We want to encourage people to ask their health care provider about a fall risk assessment, or to contact Kathy about tips to reduce falls. For example, Kathy can meet with individuals who have not been hospitalized but want to learn more about better techniques to utilize grip bars, positioning when getting out of bed, or ways to help a family member walk more safely.”

“Everyone at MRHC wants to help increase awareness and reduce the risk of falls throughout our communities,” Andersen added.

This means no colleague, regardless of their position, can pass a patient room with a call light or fall alarm going off.

~ Michelle Anderson, RN, BSN
Team Engagement around the state

- The MercyOne Dubuque We are Mercy (WAM) committee is "Being One" with their colleagues in Clinton, Elkader, and Guttenberg, as well as with their partners at Medical Associates Clinics in both Dubuque and Clinton by inviting them to join the group at a July social event.

- MercyOne North Iowa is conducting focused work on their organizational strategy to "enhance, accelerate and deepen the Mercy Way Leadership system to have a greater impact on Key Results." Tactics include: broadening the leadership system to include competencies for financial acumen, HR and "soft skills", the development of a system to prioritize daily and longer-term problem solving and improvement, and the development of a process for identifying, developing and placing potential leaders.

- The Employee Activity Council at MercyOne Siouxland supported the Wellness Coaches in hosting a Wellness Fair. Internal and external vendors were present, instructing and encouraging healthy habits to attendees. The event was well attended and generated interest.

- At Cedar Falls Medical Center one of our evening environmental services staff, Sara Fleshner noticed an unusual noise in sterile processing when cleaning that area. She immediately contacted the house supervisor, Maureen Beckman. It was determined to be a small steam leak in the instrument washer. Maureen contacted the plant operations staff Scott Shea. He promptly came and he and Tony Jaynes worked to remedy the situation. Sara demonstrated the Cultural Belief of Own It by acting on a potential problem. This resulted in excellent team engagement by the house supervisor, environmental services and plant operations teams and surgical services leadership. A quick resolution was accomplished and it prevented impact to patients and/or colleagues. That's what team engagement looks like to Mary Jo Kavalier.

Senator Charles Grassley visits Mercy Iowa City

by Margaret Reese

Iowa Senator Charles Grassley and members of his staff visited Mercy Iowa City on July 3. During the visit they toured:
- Mercy Iowa City Hospice Care
- Wound and Vein Center
- Infusion Center
- Central Surgical
- Emergency Department

Sen. Grassley answered questions from colleagues and met with media representatives following the tour. Sen. Grassley said he was very impressed with the hospital and everyone he met.

MercyOne Dubuque Medical Center welcomes retail pharmacy colleagues

The restructuring of MercyOne Pharmacy (formerly Mercy Family Pharmacy) is underway. After many years of the outpatient/retail pharmacy being managed by a contracted vendor, the decision was made to move into a fully-equipped model in which all of the colleagues working for MercyOne Pharmacy are employed through MercyOne Dubuque and will be under the leadership of Kara Nadermann in her role as director of pharmacy, which now includes inpatient, outpatient and nursing home pharmacy services.

“We are excited to welcome these colleagues to the MercyOne family and are confident this change will ensure we are well-positioned for the future and can continue to provide high quality pharmacy services for our patients,” said Kara Nadermann.

This restructuring will enhance medication management across the continuum of care.
Awards for stroke and heart care

by Jennifer Faley and Jessica Van Wyk

MercyOne medical centers in Dubuque, Mason City and Des Moines received the American Heart Association/American Stroke Association’s Get With the Guidelines® Target: Stroke Honor Roll Gold Plus Quality Achievement Award. The award recognizes the hospitals’ commitment to ensuring stroke patients receive the most appropriate treatment according to nationally recognized, research-based guidelines based on the latest scientific evidence.

Dubuque, Mason City and Des Moines each earned the award by meeting specific quality achievement measures for the diagnosis and treatment of stroke patients at a set level for a designated period. These measures include evaluation of the proper use of medications and other stroke treatments aligned with the most up-to-date, evidence-based guidelines with the goal of speeding recovery and reducing death and disability for stroke patients. Before discharge, patients should also receive education on managing their health; schedule follow-up visit, as well as other care transition interventions.

Additionally they received the association’s Target: Stroke® Honor Roll Award. To qualify for this recognition, hospitals must meet quality measures developed to reduce the time between the patient’s arrival at the hospital and treatment with the clot-buster tissue plasminogen activator (tPA) the only drug approved by the U.S. Food and Drug Administration to treat ischemic stroke.

According to the American Heart Association/American Stroke Association, stroke is the number five cause of death and a leading cause of adult disability in the United States. On average, someone in the U.S. suffers a stroke every 40 seconds and nearly 795,000 people suffer a new or recurrent stroke each year.

This is what Own It and Personalize Care look like to us.

During a follow-up call, a MercyOne health coach learned her patient was experiencing increased shortness of breath and swelling in her arms and legs. The health coach informed the patient’s primary care provider and arranged an appointment for the patient early the next morning. She was able to find an affordable nebulizer for the patient and followed her closely through phone calls between appointments. The personalized care management provided by the health coach allowed the patient to avoid a hospital readmission, affecting our Key Results of Consumer Experience and Quality.

MercyOne medical centers in Dubuque and Mason City have received the Mission: Lifeline® Gold Receiving Quality Achievement Award for implementing specific quality improvement measures outlined by the American Heart Association for the treatment of patients who suffer severe heart attacks.

Every year, more than 250,000 people experience a ST elevation myocardial infarction (STEMI), the deadliest type of heart attack, caused by a blockage of blood flow to the heart that requires timely treatment. To prevent death, it’s critical to restore blood flow as quickly as possible, either by mechanically opening the blocked vessel or by providing clot-busting medication.

The goal of the Mission: Lifeline program is to reduce system barriers to prompt treatment for heart attacks, beginning with the 9-1-1 call, to EMS transport and continuing through hospital treatment and discharge. The initiative provides tools, training and other resources to support heart attack care following protocols from the most recent evidence-based treatment guidelines.

Dubuque and Mason City earned the award by meeting specific criteria and standards of performance for quick and appropriate treatment through emergency procedures to re-establish blood flow to blocked arteries in heart attack patients coming into the hospital directly or by transfer from another facility.
Studies at MercyOne Iowa Heart Center evaluate investigational procedure to lower blood pressure

by Amy Bentz

Cardiologists at MercyOne Iowa Heart Center are conducting a pair of studies to evaluate investigational devices to learn whether they are safe and effective treatment options to lower the blood pressure of certain patients with uncontrolled blood pressure (hypertension). The studies are evaluating the impact of renal denervation with and without antihypertensive medications.

The 40–60 minute procedure delivers energy to the nerves in the kidneys which help regulate blood pressure. Regulating the nerves may help the kidneys better manage blood pressure. The principal investigator is Magdi Ghali, MD, interventional cardiologist, and the sub-investigator is Randy Rough, MD, cardiologist. To participate in the study, patients must meet study criteria including age, blood pressure (systolic blood pressure 150–180 mmHg; diastolic blood pressure >90 mmHg), medication requirements and be willing to complete the required testing and follow-up visits.

The Medtronic Symplicity™ Spyral catheter and Symplicity G3™ generator are being evaluated. The small percutaneous catheter and controlled treatment delivery generator provide 8 watts of energy to ablate the renal (kidney) sympathetic nerves with the goal of helping to lower blood pressure.

The SPYRAL HTN-ON MED study will evaluate the effect of renal denervation on blood pressure in the presence of antihypertensive medication.

The SPYRAL HTN-OFF MED study is designed to isolate the effect of renal denervation on blood pressure reduction. These are both blinded trials to eliminate the placebo effect, meaning some patients will only have renal angiography.

Call Jennifer Young, RN, research coordinator, at 515-633-3841 with any potential patients or questions regarding this trial at MercyOne Iowa Heart Care.

New provider partnership underway at MercyOne Siouxland Medical Center

MercyOne Siouxland Medical Center leaders are pleased to begin a new clinical partnership with Schumacher Clinical Group (SCP) to provide hospitalists and emergency department provider services. The new hospitalist group, which started July 1, consists of more than 20 providers and will bring coverage by a nocturnist to MercyOne Siouxland for the first time. Hospitalist coverage includes four physicians and three advanced practice providers during the day and one physician and one advanced provider at night.

In addition, MercyOne Siouxland is pleased to continue its long relationship with the current group of talented emergency physicians who will now join SCP, along with four additional physicians.

SCP has the experience and resources to continue our work of transforming care in the region. This new model will allow our providers to have the resources and support they need to ensure exceptional care for our patients,” says Dr. Larry Volz, MercyOne Siouxland Chief Medical Officer. “We will be providing nearly twice the number of providers to care for our patients as well as having a hospitalist physician and nurse practitioner in the hospital 24 hours a day. This change will allow our providers more time to focus on providing personalized and high quality care to our patients.

SCP is one of the largest health care partners in the country, with more than 7,500 providers to help care for more than eight million patients annually with innovative, patient-centered solutions covering the entire continuum of care.
MercyOne Population Health Services Organization (PHSO) is improving care management

by Erin Kongsaug

MercyOne’s nationally acclaimed Care Management Program ensures coordinated care across the continuum to improve quality, increase satisfaction and contain costs for our high-risk patients. Community health workers, social workers, health coach assistants and health coaches support these patients in the primary care setting, while social workers, utilization management nurses, case managers and post-discharge care managers are available to patients during inpatient admissions and transitions of care. Consisting of more than 200 care managers, all colleagues have been trained on shared decision making, motivational interviewing and addressing social determinants of health. This training prepares the team for high-risk patients as they navigate the health care system and chart a path to better health.

For patients with multiple chronic diseases, MercyOne health coaches offer an intensive level of service including (at least) monthly contact, a comprehensive care coordination plan, and management of all transitions of care and direct phone and email access to the health coach.

These strategies have led to success in value-based contracts. Most recently, MercyOne’s final 2018 Wellmark Shared Savings performance reimbursement exceeded expectations by over $900,000. This success reflects the ability of our targeted intervention to improve care while lowering costs.

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.

Sustainable Growth and Efficiency around the state

• MercyOne West Des Moines has created a subcommittee focused on reducing Length of Stay (LOS) for ortho patients undergoing knee and total hip replacements. Pre-op teaching has been changed to address post-op concerns and post-op group teaching has been eliminated to improve earlier discharges.

• MercyOne Dubuque conducted a record 47 surgical cases in one day (compared to the last 9 nine years when the current OR computer was installed).

• The ER physicians and Hospitalist group (SCP) will be utilizing Dragon Medical One to reduce transcription costs at MercyOne Siouxland, and additional provider groups are being considered for DMO utilization.
MercyOne Des Moines opens first Urgent Care clinic in the area just for kids

Recently, MercyOne Des Moines Pediatrics Urgent Care Clinic became the first after-hours urgent care just for kids in the Des Moines area. Located at 330 Laurel St, Suite 2100, in Des Moines, the new clinic shares space with MercyOne Des Moines Pediatrics Care.

“It is exciting to have MercyOne be the first health care system in Iowa to offer a dedicated urgent care for kids,” said Nivedita Krishnan, MD, medical director of the new clinic. “No matter what time of year, kids have illnesses and emergencies after the offices of their regular providers are closed for the day. Whether your child is an existing MercyOne Pediatrics Care Clinic patient or is seen by other providers in the community, we’re here to help evenings and weekends.”

Similar to MercyOne’s adult urgent care clinics, the new pediatric urgent care treats non-emergent illnesses.

Dr. Krishnan and Allison Stewart, ARNP, provide care at the clinic Monday–Friday, from 5-10 p.m. and weekends, from 8 a.m.-4 p.m. Young patients do not need appointments and they are seen on a walk-in basis.

New pulmonary function testing unit at MercyOne Elkader Medical Center makes access more convenient for patients

by Patti Wacker

As MercyOne’s Vision calls us to set the standard for a personalized and radically convenient system of health services, we look to the future, asking how we can better serve our communities. In an effort to do so, we are continuously working on achieving our Key Results. Recently the question has been asked, “How do you and your team impact Ambulatory Growth?” Exemplifying the spirit of Own It!, Sheila Less, cardiopulmonary rehabilitation specialist, responded, “Here at MercyOne Elkader Medical Center, we are impacting Ambulatory Growth by purchasing a Pulmonary Function Testing unit and letting the clinic next to our facility know the great news so they can send their patients in need of testing to our facility! We now have everything ready for this, so we are excited to see what we can do this fiscal year! Patients are now able to receive a pulmonary function test in Elkader, rather than having to travel outside the community to obtain this service. In addition to Ambulatory Growth, the addition of pulmonary function testing improves Consumer Experience, as well as Sustainable Growth and Efficiency.

The pulmonary function equipment was purchased with funds from the Central Community Hospital Foundation, which is a 501(c)3 nonprofit organization formed to provide appropriate avenues of funding for MercyOne Elkader Medical Center’s patient services, capital expenses and equipment needs. This purpose aligns directly with MercyOne’s Key Results.

Transcranial Magnetic Stimulation—specialized treatment for depression

MercyOne South Des Moines Behavioral Health Care Clinic offers Transcranial Magnetic Stimulation (TMS) therapy, an FDA-approved safe and effective non-drug depression treatment for adult patients who have not satisfactorily responded to traditional medication and therapy. It provides benefits without the side effects often associated with antidepressant medication. Depression is a serious illness that can disrupt an individual’s professional, social and physical health.

The clinic is among a limited number of facilities in Central Iowa offering this breakthrough option for those suffering from treatment-resistant major depression disorder.

MercyOne utilizes NeuroStar TMS therapy. While the patient is awake and alert, NeuroStar TMS Therapy stimulates areas of the brain that are underactive in depression. Each treatment takes just under an hour and patients have therapy administered five days a week for approximately six weeks. Patients can return to their normal activities immediately after treatment.

When the MercyOne Des Moines Psychiatry Residency Clinic opens in September, it will also offer TMS therapy, providing even more options for Central Iowans in need of treatment.
Mercy Iowa City partners to improve health care in rural Iowa

by Margaret Reese

In July, Mercy Iowa City, an affiliate of MercyOne, and the not-for-profit organization Rural Health and Safety of Eastern Iowa established a formal partnership to provide health screenings and farm safety education throughout much of Mercy’s service area. Mercy will provide clinical support for screenings while the Rural Health and Safety volunteers provide farm safety and injury prevention education. This summer, initial events will include the Iowa State Fair and the Cedar, Washington, Muscatine, Louisa and Johnson County Fairs. Other events will include youth camps, community events, outreach to under served areas and more. A large trailer, fully furnished and stocked to serve as a medical clinic, makes it possible to provide services anywhere.

Leadership announcements

Stephanie Baron, System Vice President, Quality and Safety

Stephanie Baron has accepted the position of Vice President, Quality and Safety. In this role, Stephanie will provide effective strategic vision, leadership and direction from a quality and consumer experience perspective in the overall management of our organization.

Stephanie will be charged with engaging, motivating and empowering colleagues and clinicians to enhance quality and safety, advance outcomes, and drive performance excellence.

Stephanie was selected following a national search and interview process, which included members of MercyOne leadership, clinical leaders and quality colleagues from our markets.

Stephanie has more than 25 years of clinical experience in multi-hospital health systems. Most recently, she served as vice president of performance improvement for Mission Health System in Asheville, NC, where she was accountable for the planning and execution of quality, operational and experiential initiatives. Prior to this position, Stephanie worked 15 years at LifeBridge Health System in Baltimore, MD. There, she served as a specialty-based educator, operations consultant and a director in project management.

Stephanie received her Bachelor of Science in nursing from The Ohio State University and earned her Master of Science in nursing from University of Phoenix.

Stephanie’s first day was July 15. Join us in welcoming Stephanie to MercyOne.

Eastern Iowa Region welcomes Karen Billany

Karen Billany is the new accreditation, patient safety and risk management coordinator for the MercyOne Eastern Iowa Region and she will be splitting her time between Clinton and Dubuque. She is responsible for planning, administration and monitoring for consistent readiness of all regulatory requirements and as risk manager promoting a culture of safety, proactively mitigating risks and actively investigating incidents to identify improvement opportunities.

Karen, who hails from Cottingham, East Yorkshire, England, previously worked in the National Health Service in England as a registered nurse, and also worked as charge nurse, director of nursing, clinical governance, quality and risk manager and strategic lead for acute care.

Karen likes horse riding, cycling, reading, cooking, traveling and is an avid supporter of Liverpool Football Club. She also enjoys watching the Cubs but says that she is not up to speed with the rules yet!
Medical Staff Credentialing Coordinator retires
by Jenna Rehnstrom

Kathy Petersen played it by the numbers. After 48 years, she picked 7-1-2019 for a retirement date.

During her tenure she witnessed the merger of St. Joseph and St. Vincent hospitals, the building of a new medical center and helped envision the process of moving hundreds of patients from St. Joseph into the new medical building.

MercyOne is grateful for the dedication and years of service Kathy provided.

New North Iowa colleague receives scholarship from the Iowa Hospital Education and Research Foundation

Annie Zwiefel of Burt, who is pursuing her master’s degree in nursing at Walden University, received a $3,500 scholarship from the Iowa Hospital Education and Research Foundation (IHERF). She is among 52 outstanding students from all over Iowa to receive assistance this year from IHERF. Brett Antczak, CEO, for Palo Alto County Health System, a MercyOne Iowa affiliate partner, presented the award to Annie. Annie will be joining the medical staff there later this fall after completing her master’s degree program.

Celebrations/Kudos

Quality around the state

- MercyOne North Iowa’s newly formed Readmissions Team will be reviewing the case manager interviews of all readmissions to categorize them into one of the following categories: newly diagnosed, disengaged, end of life and the identification of a main influence in a patient’s care as identified by the patient.
- MercyOne Northeast Iowa continues to reduce their readmission rate by actively reviewing every readmission.
- Following implementation of the multidisciplinary readmission team in Siouxland, the readmissions rates for the time period of January – May 2019 decreased by 4.6% for COPD, 5.9% for Heart Failure and 4.6% for Pneumonia.

Ambulatory Growth around the state

- ENT schedules for MercyOne Dubuque providers have been filled for the first two months.
- MercyOne West Des Moines is collaborating with MercyOne Centerville’s Weight Loss Program to strengthen their program and relationship with the Bariatric Surgery program at WDM. The team is also executing a marketing plan for the bariatric program: direct mail, social and digital media.
## New Providers Across Our Network

### ANESTHESIOLOGY
- Dixie Bakken, ARNP  
  Newton Medical Center CRNA
- Michael Prescher, MD  
  Clinton North Health Plaza

### AUDIOLOGY
- Gary Eno, MD  
  Clinton North Health Plaza
- Angela Mollenhoff, AuD, CCC-A  
  Waterloo ENT/Allergy Care

### CRITICAL CARE MEDICINE
- Dori Sevde, ARNP  
  Siouxland Medical Center Critical Care

### EMERGENCY MEDICINE
- Alex Farrell, APRN  
  Siouxland Medical Center Critical Care

### FAMILY MEDICINE
- Dawn Kleve, ARNP  
  Jesup Family Medicine
- Mary Maddasion, ARNP  
  Clinton North Health Plaza
- Mel Marilim, MD  
  Clinton North Health Plaza
- Joseph Monahan, DO  
  Clinton North Health Plaza
- Mara Peth, PAC  
  Clinton North Health Plaza
- Kristie Rice-Melvin, ARNP  
  Clinton North Health Plaza
- Brian Zimmerman, PAC  
  Clinton North Health Plaza
- Serena Arancibia, PAC  
  Clinton Urgent Care
- Shelby Lueders, PAC  
  Clinton Urgent Care
- Sharon Marguglio, ARNP  
  Clinton Urgent Care
- Darcie Scott, ARNP  
  Clinton Urgent Care
- Nicole Sheffield, ARNP  
  Northwood Family Medicine
- Chelsea Speer, PAC  
  Clinton Urgent Care
- Laura Thayer, PAC  
  Clinton Urgent Care
- Steven Fowler, MD  
  DeWitt Family Medicine
- Peter Laureijis, MD  
  DeWitt Family Medicine
- Stephen Harrison, MD  
  Fulton Family Medicine

### FAMILY MEDICINE
- Kimberly Teats-Garrison, PAC  
  Fulton Family Medicine
- Ava Valdez, PAC  
  Morrison Family Medicine
- Mark Woods, MD  
  Morrison Family Medicine
- Ojash Raval, DO  
  South Des Moines Family Medicine Clinic

### GENERAL SURGERY
- Thomas Helmsworth, MD  
  Waterloo General Surgery
- James Olney, MD  
  Clinton North Health Plaza
- Jeffrey Neitzel, DO  
  Des Moines Trauma Center

### HEART CARE
- Saadi Albaghdadi, MD  
  Clinton North Health Plaza

### HOSPICE AND PALLIATIVE MEDICINE
- Lois Pirozek, ARNP  
  Siouxland Medical Center Palliative Care

### HOSPITALIST
- Joseph Russo, DO  
  Des Moines Hospitalists

### INFECTIOUS DISEASE
- Sarah Springer, ARNP  
  Clive Infectious Disease Care Clinic
# New Providers Across Our Network

## INTERNAL MEDICINE
- **Suheil Barakat, MD**
  - Clinton North Health Plaza

## INTERVENTIONAL CARDIOLOGY
- **Qaiser Rasheed, MD**
  - Clinton North Health Plaza

## MARITAL AND FAMILY THERAPY
- **Amy Muller, LMFT**
  - Cedar Falls Behavioral Health Care

## MEDICAL ONCOLOGY
- **Anoop Aggarwal, MD**
  - Clinton North Health Plaza

## NEPHROLOGY
- **Anis Ansari, MD**
  - Clinton North Health Plaza

## NEUROLOGY
- **Ashok Nakhasi, MD**
  - Clinton North Health Plaza

## OBSTETRICS AND GYNECOLOGY
- **Jodi Kilburg, ARNP**
  - Clinton North Health Plaza
- **Anthonie Lopez Cortes, MD**
  - Clinton North Health Plaza
- **Billie Tack, ARNP**
  - Clinton North Health Plaza
- **Kami Tubbs, ARNP**
  - Clinton North Health Plaza

## ONCOLOGY
- **Anna LeVan, APRN**
  - North Iowa Cancer Center

## OPHTHALMOLOGY
- **Brad Borgwardt, MD**
  - Clinton North Health Plaza

## ORTHOPEDIC SURGERY
- **Xerxes Colah, MD**
  - Clinton North Health Plaza
- **Guy Sullivan, PAC**
  - Newton Orthopedic Care

## PEDIATRICS CARE
- **Virgilio Corpuz, MD**
  - Clinton North Health Plaza
- **Charles Powell, MD**
  - Clinton Specialty Care
- **Allison Kjormoe, ARNP**
  - Waterloo Medical Center Newborn Assessment Clinic

## PODIATRY
- **William Nickles, DPM**
  - Clinton North Health Plaza

## PULMONARY DISEASE
- **Paul Manning, MD**
  - Clinton North Health Plaza
- **Suchitra Pilli, MD**
  - Siouxland Medical Center Critical Care

## RHEUMATOLOGY
- **Anwer Rasheed, MD**
  - Clinton North Health Plaza

## SLEEP MEDICINE
- **Stephen Grant, MD**
  - Clive Sleep Medicine Clinic

## UROLOGY
- **Margaret Wolf, MD**
  - Clinton North Health Plaza
- **Kevin Birusingh, MD**
  - Urology Center of Iowa
- **Stephanie Courson Pothoven, DO**
  - Urology Center of Iowa
- **Brian Gallagher, MD**
  - Urology Center of Iowa
- **Richard Glowacki, MD**
  - Urology Center of Iowa
- **Mark Kellerman, MD**
  - Urology Center of Iowa
- **McCabe Kenny, MD**
  - Urology Center of Iowa
- **Ryan Schulte, MD**
  - Urology Center of Iowa
- **Trevor Wild, DO**
  - Urology Center of Iowa

## VASCULAR SURGERY
- **Laura Nelson, PAC**
  - Iowa Heart Center West Des Moines