

System Newsletter

Your best life. Our one purpose.

Message from the CEO

We didn't roll out party hats and streamers, but it's a new year here at MercyOne. Our new fiscal year began July 1, bringing opportunities to innovate and improve our health care delivery system. Yet we also face significant challenges across MercyOne and the broader health care industry.



As we look back on fiscal year 2022, which ended June 30, it was the most challenging year in our recent history. Multiple COVID-19 surges, tremendous shortage of people to serve in our ministries and rapid inflation combined to create a significant strain on MercyOne resources. In moments like these, we must all honor our role as a steward of our shared resources which are essential in carrying out our Mission. We thank you for your dedicated support as we face our challenges and celebrate our accomplishments together.

As part of this work, we continue to advance toward becoming One Trinity Health regional ministry. When we announced in April MercyOne would become a full member of Trinity Health, we mentioned our goal was to complete our agreement this summer. We are still on track and working to finalize all open items. Thanks to all the work from our combined teams (Trinity Health, CommonSpirit and MercyOne), we have made incredible progress in just a few months. We expect to complete this transition later this summer. Through our unity, there is power that continues to help us be the healing ministry of Jesus Christ to transform the health of our communities.

As we move to the new year, fiscal year 2023, please know how grateful we are for each member of our MercyOne family. It is you who make us who we are. It is truly both an honor and privilege to serve with you.

In service,

Bob Ritz, President and CEO

MercyOne President and CEO

MERCYONESM

Together
ness works here.

▶ Watch the latest [Works Here](#) videos

Check out what's new on [MercyOne](#)

This month's features:

Click on the Key Result to read Focused Stories of how we are living our Mission, Values and Cultural Beliefs.



[Consumer Experience](#)



[Team Engagement](#)



[Quality](#)



[Ambulatory Growth](#)



[Financial Performance](#)

Strategic Plan Update



One Inspired Team

Innovation & Transformation

Consumer-focused Integrated Care

Operational Excellence

One Inspired Team

MercyOne will attract and retain colleagues who embrace and live our Mission, Vision, Values and Cultural Beliefs.

Workforce Strategy update

Our focus on resolving our workforce challenge continues. We are finalizing a plan to stabilize our MercyOne workforce while addressing issues of open positions, increased cost of use of outside agency staff, and reduced bed and service capacity. Our plan will focus on opening and sustaining capacity to serve our communities.

Workgroups on recruitment and retention continue, with highlights including:

- Evaluating models of care previously implemented to understand what worked and what other models, investments and barriers we can address to help bring additional health care workers to MercyOne. Additionally, MercyOne Western Iowa is participating in the Trinity Health Nurse Aide second cohort scheduled to start in August 2022.
- Partnering with Iowa Workforce Development to build a MercyOne Apprenticeship and ultimately increase workforce supply
- Improving the onboarding experience, standardizing Talent Acquisition processes
- Elevating colleagues' voices on social media through the new MercyOne Ambassadors program
- Applying learnings from our nursing ad campaign to recruitment for high need roles
- Including change management in leadership development

Questions on this work?
Contact [Jackie Leucht](#),
MercyOne System Chief
Human Resource
Officer

Operational Excellence

MercyOne will achieve operational efficiencies and assess new growth opportunities to deliver maximum value across the system.

Care Anywhere

MercyOne's transfer system and its supporting functions has a name – MercyOne Link. The steering committee felt strongly the name displayed the objective to connect, or link, care together for patients.

Meetings continue to build understanding of the current state and to define future steps for transferring patients into MercyOne and among our ministry. Technology systems are in process to support a consistent, streamlined effort.

The next priority is developing a governance structure and consistent scorecard for MercyOne.

Questions on this work?
Email [Jennifer Phillips](#),
Division Director Access-
Patient Logistics

Strategic Plan Update

Innovation & Transformation

MercyOne will explore and invest in innovative ways to improve delivery of care to meet our patients where they are and when they need it.

Care Anywhere

As MercyOne works to activate a more robust virtual care delivery system, the Digital and Virtual Care Team is focusing on six current initiatives:

1. Patients can now use an artificially intelligent symptom-checking chat bot on the MercyOne website in partnership with Gyant.
2. A platform called Vital ER is in use in Central Iowa to close acute care gaps such as discharge follow up and scheduling with primary care. Implementation in other regions will begin pending Trinity Health contract legal review and financial approval.
3. Remote patient monitoring teams are working to develop the organizational structure to provide remote patient monitoring equipment to chronic care patients, including but not limited to congestive heart failure, COPD, diabetes, neurology, behavioral health and high-risk pregnancy. The goal is to provide remote patient monitoring to 1,600 patients over the next two years.
4. Implementaton of new TeleStroke and TeleNeurology programs in Clinton and Dubuque is nearly complete, estimated to go live in August.
5. New patient online scheduling is being re-enabled in Central Iowa in late July. Online scheduling will also go live for all patients in Clinton, likely in August.
6. Our Patient-Provider Matching tool is expanding to include pediatric providers and MercyOne is collaborating with Medical Associates in Dubuque to incorporate its providers into the program.

Questions on this work?
Contact [Janell Pittman](#),
MercyOne Chief
Marketing and Digital
Strategy Officer

Welcome to MercyOne

Lillian Dittrick joined MercyOne as Vice President of Payer Strategy on July 11. She brings extensive experience with Accountable Care Organizations, provider networks, data analytics, value based care models, medical economics, population health, risk stratification and predictive modeling.



Contact Lillian at lillian.dittrick@trinity-health.org.

Our Values

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.

Reverence

We honor the sacredness and dignity of every person.

Federal Advocacy

MercyOne is urging leaders and colleagues to enlist their representatives as bill co-sponsors to support Reps. Madeleine Dean, D-Pa., and Larry Bucshon, M.D., R-Ind., who introduced the Safety from Violence for Healthcare Employees (SAVE) Act of 2022, legislation that would extend to health care workers federal protections against workplace violence, similar to those afforded to aircraft and airport employees.

Call your member of Congress in Washington, D.C. and tell them to support and co-sponsor the SAVE Act! Dial the number for your member of Congress and use the scripted outline if it makes you feel more comfortable. Make sure your representative knows it should be a federal crime to assault or intimidate a hospital employee if it interferes with your ability to perform your duties.

Clinton

Representative Mariannette Miller-Meeks
202-225-6576

Des Moines

Representative Cindy Axne
202-225-5476

Dubuque, Waterloo/Cedar Falls

Representative Ashley Hinson
202-225-2911

Sioux City, Mason City

Representative Randy Feenstra
202-225-4426

PHONE SCRIPTING

Hi, my name is _____ and I live in _____.

I work in the health care industry as a _____ with MercyOne. I'm calling to encourage my representative to support and co-sponsor the SAVE Act – Safety from Violence for Healthcare Employees. This legislation would protect health care workers like me against workplace violence, similar to the federal protections for aircraft and airport employees. Please support the SAVE Act!

Compliance Corner

Joe & Lucy *Adventures in Integrity & Compliance*



Diversity, Equity & Inclusion

Personalizing care for patients with disability

According to the Centers for Disease Control and Prevention (CDC), one in four adults in the United States lives with a disability. It is important to share different perspectives and resources related to the disability community, which impacts our colleagues, families and those we serve. Before we embark on any journey, we need to understand some basics.

What is a disability?

Disability can take many different forms, some you may not recognize. Disability can be caused by or related to many organs or body parts and will generally inhibit a person's level of participation in one or many areas of life.

The effects of disability can be categorized in three forms: body structure and function, physical activity and participation. Disabilities impact people in different ways, even when one person has the same type of disability as another person. Disabilities can be visible or invisible. Disabilities can affect a person's:

- Vision
- Hearing
- Thinking
- Learning
- Movement
- Mental health
- Remembering
- Communicating
- Social relationships

Not every disability is permanent. A temporary disability affects you for a short period of time. These conditions usually affect your ability to do everyday activities for a few days, weeks or months, but typically result in an eventual recovery. This includes illnesses or injuries that temporarily prohibit someone from performing daily activities to their usual capacity.

These can include but are not limited to:

- Broken limbs
- Pregnancy
- Concussion
- Hand injuries
- Medical/mental health treatments
- Recovery after surgery
- Back injuries

Common barriers experienced by people with disabilities

Nearly everyone faces hardship at one time or another. But for people with disabilities, barriers can be more frequent and have a greater impact. The World Health Organization (WHO) describes barriers as "factors in a person's environment that, through their absence or presence, limit functioning, and create disability." These aspects include:

- A physical environment that is not accessible
- Lack of relevant assistive technology (assistive, adaptive, and rehabilitative devices)
- Negative attitudes of people toward disability
- Services, systems, and policies that are either nonexistent or that hinder the involvement of all people with a health condition in all areas of life.



Consumer Experience

“WOULD RECOMMEND”



Lab manager Sharon Finch shows the spacious lab renovation.

This is what Improve Daily looks like to me ...

Renovation at the MercyOne Newton lab is underway to bring significant improvements for patients and colleagues. The patient waiting area is significantly larger and more private, and the entrance to the lab is now right off the main lobby. One small blood draw room has been replaced by two large ones and the number of bathrooms has also doubled.

There is more space for storage, equipment and visiting pathologists, and the department manager will have a more centrally located office. This large project was made possible by funds raised through the MercyOne Newton Foundation.

This is what Own It! looks like to me...

MercyOne Urbandale Internal Medicine took part in the Know Diabetes by Heart Initiative in 2021 and was recently awarded the Gold Award for providing high quality care to patients with diabetes. The purpose of the program is to reduce the risk of heart attack, stroke and peripheral artery disease in patients with diabetes.

[Read more about the Gold Award here.](#)



This is what Innovate looks like to me ...

[North Iowa Behavioral Health](#) nurse **Sherri** noticed that her patient had an implanted port device and recognized that the patient would need to continue his regimen of weekly transfusions for cancer care. She spoke with patient’s provider and was able to facilitate an escort to the Cancer Center for his infusion while still a patient with Behavioral Health. Sherri’s investment in radically convenient care impacted the patient’s experience.



This is what Be ONE looks like:

During a recent election day in Western Iowa, Terry, who was in the hospital at MercyOne Siouxland Medical Center, was worried he wouldn’t be able to cast his vote. When staff learned that he wanted to, they started making some calls; checking to see how he could before the polls closed.

Thanks to some due diligence, two volunteers from the polls came up to get his vote. Terry said,

“I feel it’s everyone duty to vote. I was worried that I wouldn’t be able to when I ended up in the hospital. But, I’m thankful my wife and the hospital staff looked into how I could do just that.”



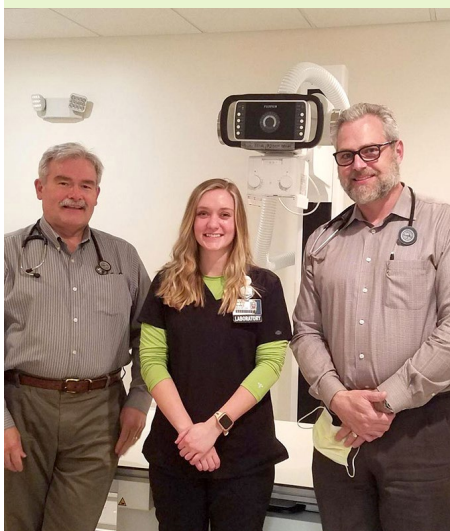
Consumer Experience

“WOULD RECOMMEND”

This is what Personalize Care and Innovation look like to me...

MercyOne DeWitt Family Medicine announced the latest upgrade and innovation for patients in the community of DeWitt with the new Fuji Clinical X-ray! This newest technology in X-ray imaging replaced old equipment and allows a wide range of high-quality images of the chest, spine, extremities and more.

“Our new X-ray complements our top-tier standard of care,” says **Dr. Steven Fowler**, who provides family medicine in DeWitt. “We are a full-service clinic specializing in modern, compassionate care for the whole family, and when we need images to help in the diagnosis and treatment of your symptoms, we can do it right here in the clinic.”



This is what Innovate looks like to me ...

High school students at the Sioux City Career Academy have some new equipment for their patient simulation lab thanks to a donation by MercyOne Siouxland Medical Center.

Our team learned the health sciences program was looking for equipment and stepped in to offer some that no longer met current patient care specifications.

Thanks to MercyOne’s donation, the Career Academy was able to save thousands of dollars which can now be used for other student supporting materials and program expansion.



Even though the move was a bit of work for them, they were thrilled to have the equipment.

Wear the MercyOne brand

New items available on the MercyOne Store

Find items at [MercyOneStore.com](https://www.mercyonestore.com)





Consumer Experience

“WOULD RECOMMEND”



This is what Improve Daily looks like to me ...

MercyOne North Iowa SHIP-SMP, was recently recognized by Governor Kim Reynolds for the second year in a row. Congratulations to our fine group of volunteers and colleagues who help seniors navigate the complexities of insurance options.



Principal Financial Group CEO Dan Houston talks to the MercyOne Children’s Hospital Heart Superheroes during a press conference.

This is what Be One looks like to me...

MercyOne Children’s Hospital served as a Tournament Charity Partner at the Principal Charity Classic held the first weekend in June in Des Moines. Our eight superheroes, who experienced life-saving pediatric cardiac care at MercyOne Children’s Hospital, had an amazing day being part of the event. They met PGA Tour golfers, participated in a press conference with Principal Financial Group CEO Dan Huston, and were honored in the opening ceremonies. MercyOne Children’s Hospital thanks Principal Charity Classic for this amazing opportunity. [To learn more about our Heart Superheroes, watch here.](#)



Colleagues please:

- Share job opportunities online [MercyOne.org/Careers](https://www.mercyone.org/Careers)
- Leave an Indeed Review

This is what Personalized Care and Be One looks like to me...

Dr. Brian Silvia, Orthopedic Surgeon at Medical Associates Clinic in Dubuque, recently completed his 2,000th robotic-assisted surgery at MercyOne Dubuque Medical Center! Dr. Silvia currently leads Iowa orthopedic surgeons in Mako robotic joint cases. The MercyOne Dubuque team celebrated his accomplishment. Congratulations, Dr. Silvia!





Team Engagement

COLLEAGUE AND PROVIDER ENGAGEMENT



MercyOne Central Iowa physicians, Dr. Mustafa Eldadah and Dr. Joseph McGargill, have a friendly competition at the provider exchange event held in June.

This is what Be One looks like to me ...

Thank you to all who were able to join the MercyOne Central Iowa for an evening to connect with your fellow MercyOne Medical Group physicians and providers. It was a great evening filled with networking, special presentations, food, drink and games!

A special thanks to our speakers for sharing their specialties and answering questions.

Dr. Eric Reynolds, Sports Medicine

Dr. Adekunle Ajisebutu, Sleep

Emily Flahive, Midwives

Dr. Vanitha Singaram,
Endocrinology

This is what Be ONE looks like to me ...

A bake sale at MercyOne Cedar Falls Medical Center raised more than \$2,600 for a local family raising money to build a playground in honor of their son.

Cooper Lins, 7, died earlier this year from a blood infection. He received care at the MercyOne Cedar Falls Medical Center emergency department before being transferred to University of Iowa Hospitals and Clinics.

To honor Cooper, his parents, Eric and Becky, are raising money to build an addition to the Southdale Elementary School playground. Cooper was a student at Southdale and the family loved to play on the playground during the summer.



“We wanted to donate to something to honor Cooper and his family. This gift will help fund something that serves our community for years to come,” said **Kirsten Baker, RN**, and one of the bake sale’s organizers. “We are so thankful for all the support we received, and, in the end, we surpassed our goal!”

Click here to learn more about the project: [Coopers Lins Memorial Playground – YouTube](#)

MercyOne brand guidelines & style guide – best practices

MercyOne Brand Guidelines and Style Guide are available on [MercyOne](#) for all team members to access when using the MercyOne brand or writing communications. Whether writing a letter, memo, newsletter article, news release, brochure or training manual, these guidelines ensure clarity and consistency in all written communications. The Style Guide includes a comprehensive list of terms unique to our organization, Mission and Culture. There are guidelines on logo use and misuse (such as using the wrong logo on the wrong color) and proper writing and misuse (such as abbreviating our name: for example, MOW would be improper writing of MercyOne Waterloo or writing healthcare as one word when MercyOne writes it as two words).

Reviewing the Brand Guidelines and Style Guide shows reverence to the brand, and allows us to align as an organization and communicate in a unified way. Take time to learn more (Improve Daily) by logging into [MercyOne](#) and download the MercyOne Brand Guidelines and MercyOne Style Guide.



Team Engagement

COLLEAGUE AND PROVIDER ENGAGEMENT

This is what Innovate looks like to me...

Interesting facts about recent residency graduations in Des Moines:

- It's the first time that MercyOne had graduates from all five programs.
- It was the first time that MercyOne had graduates in the psychiatry and cardiology programs.
- Eleven of the graduates will be staying with MercyOne Des Moines or the MercyOne system.



Internal Medicine Graduates

Internal Medicine Graduates include: left to right: **Dr. Josh Llorente, Dr. Trivian Nguyen, Dr. Erin Voelschow, Dr. Angela Park, Dr. Alex Miller, Dr. Jourdan Harkless, Dr. Tommy De Santis, Dr. Greg Pagnotta, Dr. David Tate** (missing from photo: **Dr. Jack Lin**)



Cardiology Fellow Graduates

Cardiology fellows include: **Dr. Kofi Osei** and **Dr. Tuncay Taskesen**.



Psychiatry Residency

Psychiatry residents include: (left to right) **Catherine "Tyler" VanMilligen, DO; Anthony Tabish, DO; and Mehdi Goodarzi, MD.**



Family Medicine Graduates

Family Medicine graduates include: (Bottom left to right) **Patrick Luft, MD, Fellipe Lima Nobre de Queiroz, MD, Ujwal Patel, MD, Garrett Risley, MD, Jaspreet Signh, MD and Yusuf Mohamed, MD.** (Back row left to right) **Chelsea Meir Lima Nobre de Queiroz, MD, Elizabeth Mathew, MD, Aditi Derashri, MD, and Jessica Briggs, DO.**



Team Engagement

COLLEAGUE AND PROVIDER ENGAGEMENT

This is what Improve Daily looks like to me ...

MercyOne is proud to celebrate nine colleagues pursuing health care education are 2022 recipients of Iowa Hospital Education and Research Foundation (IHERF) scholarships. These nine MercyOne colleagues are among just 60 total scholarships being awarded this year.

Each colleague will receive a \$3,500 scholarship to continue their career development at our hospitals. We congratulate and thank them for helping MercyOne live our Mission and Vision of transforming the health of our communities through the delivery of personalized care to every patient in need:

- **Jennifer Creekmur**, Nursing-MSN, MercyOne Des Moines Medical Center
- **Taylor Dusenbery**, Nursing-BSN, MercyOne Waterloo Medical Center
- **Katie Frerichs**, Nursing-DNP-Nurse Executive/Leader, Kossuth Regional Health Center
- **Elizabeth Hammond**, Nursing-BSN, MercyOne Des Moines Medical Center
- **Wendy Kimley**, Nursing-ADN, MercyOne West Des Moines Medical Center
- **Hannah Robertson**, Occupational Therapy, MercyOne Des Moines Medical Center
- **Maddison Shupe**, Physical Therapy, Franklin General Hospital
- **Marissa Stoeffler**, Nursing-MSN, Mitchell County Regional Health Center
- **Kylee Sweenie**, Nursing-BSN, MercyOne Clinton Medical Center



This is what Be ONE looks like to me ...

MercyOne Dubuque hosted its 43rd Annual MercyOne Golf Outing for colleagues and vendors!

Colleagues from MercyOne Clinton, MercyOne Dyersville and across Eastern Iowa made the trip to spend time with each other ...and for some friendly competition. Numerous prizes were raffled off with 19 different community sponsors.



MercyOne offers Live Your Best Life T-shirts for summer events

MercyOne is now offering a Live Your Best Life T-shirt for colleagues to wear during summer events, activities and celebrations! The new Live Your Best Life helps support and promote our organization and our Live Your Best Life contest! If you're working at an event, consider wearing the shirt and passing out our Live Your Best Life cards outlining details of the contest. You

can win too! Learn more at www.mercyone.org/bestlife. Wearing a MercyOne Live Your Best Life T-shirt while working or participating in summer events and activities reminds people we're here to provide the services they need to live their best life! However, any MercyOne shirt worn by a group of colleagues supports our brand, and we appreciate you showcasing your pride!



Quality

ALL CAUSE UNPLANNED 30-DAY READMISSION

This is what Own It looks like for a Siouxland family ...

“**Brett Rickord** did an exceptional job taking care of my dad and my family while here. The care and compassion showed as we made the difficult decision to end my dad’s suffering was above and beyond. The time and attention he paid was appreciated more than words can say. He found his calling as a nurse and for that we are eternally thankful.”



This is what Own It looks like to me ...

Congratulations to **Valerie Stickel-Diehl, RN, MS, MSCN**, neuroscience nurse educator at MercyOne Ruan Neurology Care, for being an inductee to the inaugural class of Giants of Multiple Sclerosis™. This induction to Giants of Multiple Sclerosis™ is a premier neuroscience award that recognizes and celebrates the pioneers, innovators and difference makers who have achieved landmark successes and have significantly contributed to the betterment of care for people with multiple sclerosis.



Val shares this award and credits her fellow team of certified members, a team unlike any other, developed and led by **Dr. Bruce Hughes**, neurologist. Apart from Val and Dr. Hughes, this team consists of physician’s assistants certified in multiple sclerosis (MS), **Danielle Harvey** and **Jacqueline Myers**; **Donna Gideon**, medication coordinator; **Jessica Gingrich**; physical therapists, **Dee Simmons** and **Esmie Holderman**.

MercyOne is the largest and most respected MS Center in Iowa.

[Learn more about what this induction means.](#)

This is what Own It! looks like to me ...

Six MercyOne medical centers earned Get With The Guidelines® and Mission: Lifeline® achievement awards from the American Heart Association. In all, locations received nine awards for our colleagues’ commitment to research-based guidelines for personalized treatment of heart disease and stroke. Researched-based care ultimately leads to more lives saved, shorter recovery times and fewer readmissions.

MercyOne Des Moines Medical Center

- Stroke Gold Plus with Target: Stroke Honor Roll and Advanced Therapy

MercyOne Dubuque Medical Center

- STEMI Receiving Gold Plus
- NSTEMI Gold Plus
- Stroke Gold Plus with Target: Type 2 Diabetes Honor Roll

Mercy Iowa City

- Stroke Gold Plus with Target: Stroke Honor Roll Elite and Target: Type 2 Diabetes Honor Roll

MercyOne North Iowa Medical Center

- Stroke Gold Plus with Target: Type 2 Diabetes

MercyOne Siouxland Medical Center

- NSTEMI Gold
- STEMI Receiving Center Gold Plus
- Heart Failure Gold Plus with Target: Heart Failure Honor Roll and Target: Type 2 Diabetes Honor Roll
- Iowa Mission: Lifeline® Regional Award

MercyOne Waterloo Medical Center

- STEMI Referring Center Bronze



Financial Performance

OPERATING MARGIN

This is what Improve Daily looks like to me ...

Three MercyOne Northeast Iowa nurses will receive a scholarship to help them pursue additional education. Recipients of the Nancy Weber Scholarship get \$1,000 to put toward their Bachelor of Science in Nursing.

Congratulations to the following MercyOne colleagues:

- **Kristin Becker, RN**, outpatient care
- **Meghan Heinz, RN**, surgery
- **Amanda Dix, RN**, emergency department

"All three recipients are looking at how they can best advance the



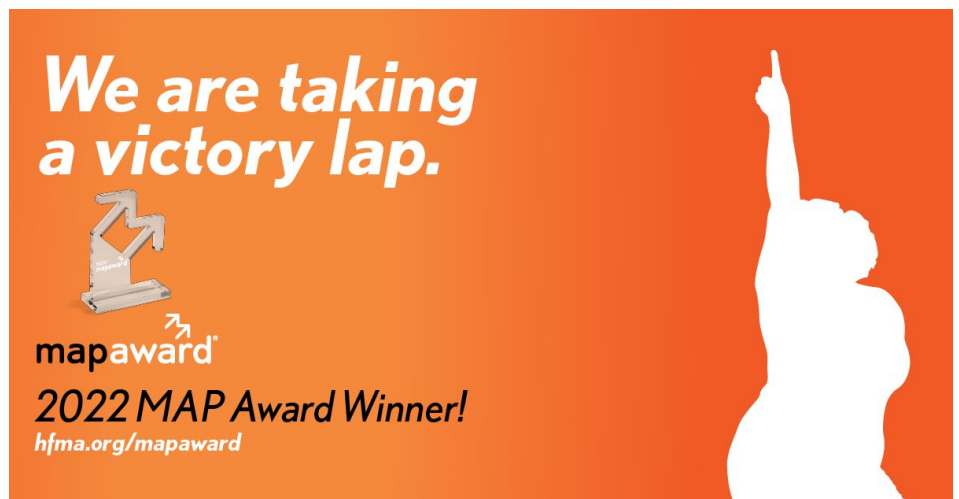
nursing practice, which is what we need to do as nurses," said **Nancy Weber**, who started an endowment eight years ago to provide these funds. "Nurses spend the most time with our patients, and we need to do everything we can to provide safe, quality care. The things they're doing are amazing."



Before retiring, Weber worked at MercyOne for more than 40 years, including in the role of chief nursing officer. She now sits on the MercyOne Waterloo Foundation board. Nancy Weber Scholarship funds are given annually and are made possible through the MercyOne Waterloo Foundation.

This is what Own It! looks like to me ...

Van Diest Medical Center, a MercyOne affiliate in Webster City, is a recipient of the 2022 MAP Award for High Performance in Revenue Cycle, sponsored by the Healthcare Financial Management Association. Van Diest Medical Center is one of three Critical Access Hospitals nationwide to receive this year's award, meeting industry-standard revenue cycle benchmarks, implementing patient-centered recommendations and best practices embodied in the association's Healthcare Dollars & Sense® initiatives and achieving outstanding patient satisfaction. Van Diest



Medical Center received this award two years in a row and is only the second hospital to receive this award more than once.

Congratulations to the Van Diest

Medical Center Revenue Cycle team for their hard work and dedication as well as all colleagues for owning their role to achieve this national recognition.



Ambulatory Growth

ENCOUNTERS GENERATING INCOME



Pictured in the operating room is general surgeon Dr. Timothy Mayfield, surgical tech Marissa Wonders, and registered nurse Linzi Van Wyk.

This is what Improve Daily looks like to me ...

MercyOne Newton Medical Center operating room colleagues are celebrating the recent installation of their Stryker equipment upgrade, the latest improvement in laparoscopy offerings. According to surgery manager **Hillary Engbers**, this upgrade will improve the visualization quality for surgeons when performing laparoscopy cases, including general surgery, gynecological procedures and arthroscopic sports medicine procedures. The new Stryker equipment benefits patients and is essential to growing laparoscopy surgical services.

This is what Personalize Care looks like to me ...

Health coaches are using coloring and activity books to educate children and families about the importance of immunizations. As part of a \$200,000 Vaccine Confidence grant, Van Diest Family Health, an affiliate of MercyOne, are continuing outreach in rural communities through the summer. In addition to tailoring messages to specific populations of patients, Van Diest colleagues are providing one-on-one education to help patients get back on track with preventive health.



This is what Personalized Care looks like to me ...

MercyOne Siouxland is excited to welcome **Mohammed El Baba, MD**, to the team at MercyOne

Siouxland Heart and Vascular Center as our new full-time electrophysiologist.



Dr. El Baba completed his heart failure specialty at the University of Iowa and his electrophysiology fellowships at University Hospitals Cleveland Medical Center and Rush University Medical Center in Chicago.

"I wanted to be a doctor ever since I was in high school," he said. "But my love of the heart started when I was in medical school. To have a hand in making patients feel better, to see that suffering ease, is the greatest reward."

Dr. El Baba is passionate about electrophysiology, heart failure, AFIB and arrhythmias. He is skilled at performing procedures including WATCHMAN, Micra pacemakers and other cardiac devices.



Ambulatory Growth

ENCOUNTERS GENERATING INCOME

This is what Own It! looks like to me ...

Fifteen middle and high school students recently got a behind-the-scenes look at MercyOne Waterloo Medical Center. The inaugural VIP Backstage Pass to Health Careers Camp showed students a variety of careers from environmental services to lab, respiratory and nursing.



Students had the chance to explore the hospital boiler room, learn about mental health care services and even dissect a pig heart.

“Involved colleagues went above and beyond for the campers, especially when strain has been felt on the health care system,” said **Traci Ludwig**, a social worker at MercyOne. “My daughter attended and had daily fun while also seeing the inner workings of a health care system. Thank you for solidifying my daughter’s interest in health care!”

Eighteen high school students will join us for the next camp from Aug. 8-12.

Thank you to the MercyOne Waterloo and Cedar Falls Foundations and Otto Schoitz Foundation for bringing this awesome experience to Cedar Valley students free of charge!



This is what Innovate looks like to me ...

Happy anniversary! MercyOne Albert Lea Family Medicine and Specialty Care opened in July 2021. Today, in addition to primary health care, MercyOne offers onsite specialty and supplemental care. Patients also have access to MercyOne Albert Lea Preferred Health Care, and MercyOne Home Medical Shop. “We’re proud of the partnership we’ve built with the Albert Lea community,” said **Rod Schlader**, president, MercyOne North Iowa. “We couldn’t be happier to be here in Albert Lea, providing the patient centered care that’s needed and we look forward to building on the positive momentum of this first year.”

MERCYONESM

Share photos.

Win prizes!

Send a photo and story of how you Live Your Best Life!

#MercyOneLYBL

Awards & Recognition

This is what Own It! means to me ...

MercyOne surgeon **Shankar Raman, MD**, has been invited by the American Society of Colon and Rectal Surgeons Program to moderate the ASCRS 2023 Annual Scientific Meeting, June 3-6, 2023. The meeting is the largest meeting of colorectal surgeons in the Americas. Congratulations, Dr. Raman.

This is what Own It means to me...

MercyOne recently won gold in Best Hospital and Best Cosmetic Surgery and silver in Best Cancer Treatment Center and Urgent Care/Walk-in Clinic from Des Moines' People's Choice! Thank you to everyone who voted.

This is what Improving Daily and Personalized Care looks like to me ...

MercyOne Dubuque Medical Center received national recognition and numerous awards for its commitment to providing high-quality cardiovascular care and patient experience.

MercyOne Dubuque earned the 2022 Outstanding Patient Experience Award™ by Healthgrades. This marks the 15th consecutive year they have been recognized with this award, making them the longest-standing award recipient in Iowa. Hospitals receiving this award are ranked among the top 10% in the nation for outstanding patient experience.

But that's not all! MercyOne Dubuque also received three American Heart Association Get With the Guidelines and Mission: Lifeline achievement awards for demonstrating commitment to following up-to-date, research-based guidelines for the treatment of heart disease and stroke, ultimately leading to more lives saved, shorter recovery times and fewer readmissions to the hospital.

This is what Innovate looks like to me ...

MercyOne chief marketing and digital strategy officer **Janell Pittman** is one of 50 innovative chief digital officers to know in 2022, as selected by Becker's Hospital Review.

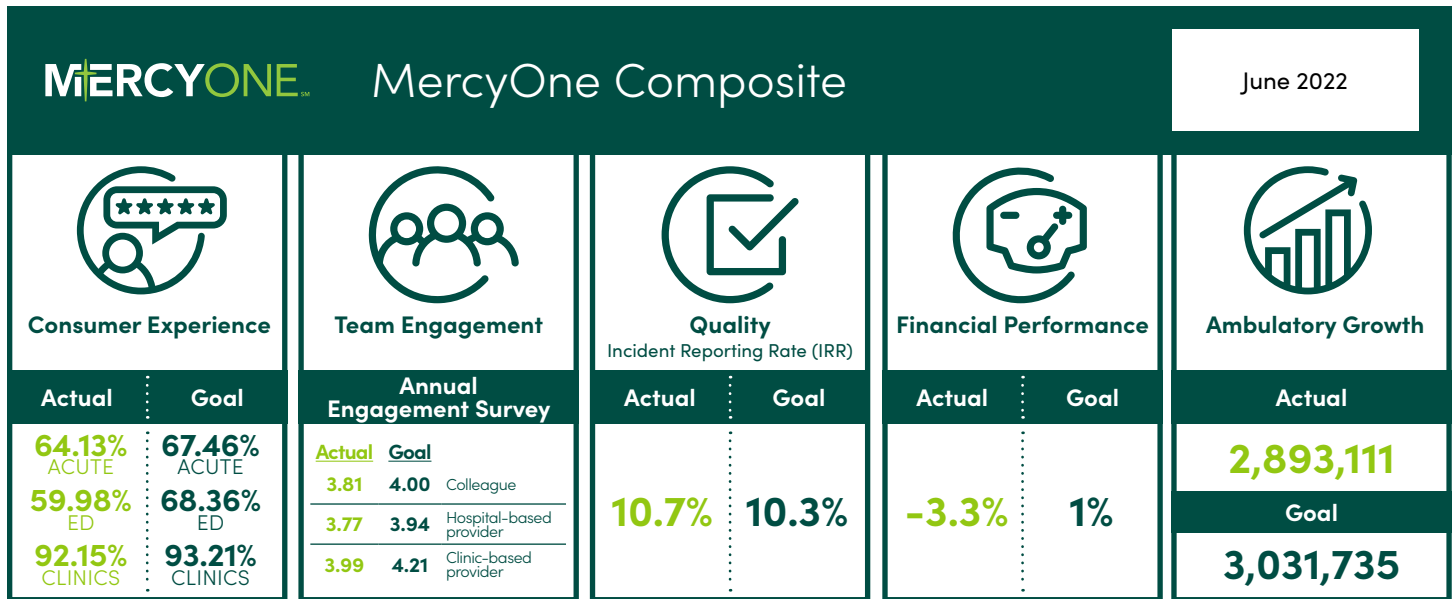
Becker's notes the growing importance of digital leaders during this time of change. Since taking leadership of marketing and digital strategy in 2017, Ms. Pittman says MercyOne has embraced everything from "digital front door services including online scheduling, virtual triage, and patient portals to expanding access to care with primary and specialty care telehealth visits, connection to patient wearables to helping provide care for patients with acute needs at home by offering remote patient monitoring." Congratulations, Janell!



Key Results

Our Key Results focus our work as well as measure performance and progress toward our Vision to set the standard as a personalized and radically convenient system of health services.

System-wide progress on the Key Results is featured here each month. To view your region's progress, see your local communications.



Consumer Experience

Percent of consumers who would recommend MercyOne to their friends or family



Team Engagement

MercyOne's Team Engagement is measured by an Annual Engagement Survey, which for fiscal year 2022 was a pulse survey with 15 questions for colleagues, physicians and providers. This includes engagement for MercyOne colleagues and physicians. The surveys were conducted in May 2022 for all colleagues and physicians/providers. The physicians/providers survey was divided into two distinct groups including hospital-based physicians and clinic-based physicians. Overall, MercyOne's Colleague Engagement totaled 3.81 compared to goal of 4.00.



Financial Performance

Think of financial performance like a check book. At the end of the month we must have more than what we spend to fund benefit programs, raises, invest in facilities and clinical and non-clinical equipment.



Quality - Incident Reporting Rate (IRR)

MercyOne has a new Quality Key Result in fiscal year 2022: Incident Reporting Rate (IRR). As MercyOne builds a system-wide safety program, TogetherSafe, the IRR Key Result will (1) heighten awareness and engagement in the importance of reporting patient safety events (2) drive focus to an objective measure of success as we progress this strategy and (3) support our Improve Daily culture building an aligned cross-state improvement plan around safety.



Ambulatory Growth

Non-hospital visits, including telehealth, emergency department, outpatient surgery, physical therapy, physician offices, clinics and home care.