

# SystemNewsletter

Your best life. Our one purpose.

## Message from the CEO

Summer activities are in full swing across MercyOne, and we are excited to see our colleagues spending time with family by taking needed paid time off and enjoying the summer weather. This season is always very busy with trips planned, celebrations and recognitions. This month, we observed Juneteenth and celebrated Pride Month. Next month we look to celebrate Independence Day and look forward to school starting back up.



Our efforts continue to focus on the workforce challenges. Multiple industries are still seeing staffing shortages and we know health care is no different. We are doing our

best and adding resources where needed to bring in additional colleagues. Looking ahead, please control what you can control. We know there are COVID-19 cases coming back into our care facilities, and we know our colleagues are feeling it. Each of you continues to create exceptional patient experiences, and for that we are grateful.

On behalf of the entire MercyOne leadership team, we are committed to you, our colleagues. Thank you for your commitment to our Mission and making MercyOne a great place to receive care, practice medicine and work.

MercyOne President and CEO

**Colleagues please:**

- Share job opportunities online [MercyOne.org/careers](https://MercyOne.org/careers)
- Leave an [Indeed Review](#)

**Check out what's new on [MercyOne](https://MercyOne.org)**

MERCYONE

*Together*  
**ness works here.**

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

### 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.

## Becoming ONE Trinity Health Regional Ministry

As we progress on our journey to one Trinity Health regional ministry, we continue to make progress towards closing, which is expected later this summer. Additional progress includes:

- more than 30 integration teams meeting - including on Culture and Mission - to plan how we can more closely align MercyOne and Trinity Health,
- preparing to transition Central Iowa colleagues to Trinity Health payroll and benefits in March 2023, and
- preparing to transition MercyOne Northeast Iowa and Elkader colleagues to Trinity Health payroll and benefits before January 2024.

We continue to update and add information as it is confirmed on the MercyOne intranet page. Please continue to send your questions to [MercyOneInfo@mercydesmoines.org](mailto:MercyOneInfo@mercydesmoines.org). Although we won't always have quick answers, please know we are committed to finding solutions together.

Send your questions to [MercyOneInfo@mercydesmoines.org](mailto:MercyOneInfo@mercydesmoines.org).

## Consumer-focused Integrated Care

MercyOne will provide reliable safe and personalized care for the individual and family by making it easy throughout a continuous care journey.

## Urgent Care Partnership – Premier Health and MercyOne

We are excited to share MercyOne has reached final approval for a partnership between MercyOne and Premier Health for urgent care services. MercyOne urgent care locations in MercyOne's Central Iowa, North Iowa, Western Iowa and Eastern Iowa regions are included, and over the past two weeks we have been working closely with current urgent care team members to share details and coordinate meetings with human resources to address their questions. Integration teams from both MercyOne and Premier Health are working together on the transition, which is expected to be complete this fall.


With MercyOne's recent announcement that Trinity Health will be our sole parent, along with Trinity Health's majority ownership stake in Premier Health, the partnership between MercyOne and Premier Health is a strategic move to guide growth and improve access to care in MercyOne regions.

Existing and future clinics included in the partnership agreement will remain branded MercyOne, with Premier Health managing day-to-day operations.

Questions on this work? Contact **Rob Heen**, President, MercyOne Medical Group





## Legislative Session 2022 Scorecard

The Iowa Legislature adjourned in May, and MercyOne is pleased to share its legislative scorecard. It was a challenging session as it relates to controversial topics as a result of COVID-19, but MercyOne used this opportunity to educate the Legislature on our role as a continued extension of the public health system, the importance of being able to manage our operations, especially clinical, and moreover, the ongoing challenges we continue to experience related to workforce and financial pressures related to labor and supply costs. Some of the issues below will carry over, as we know we have more work to do on medical malpractice, certificate of need and Medicaid improvements.

PRIORITY	OUTCOME	NOTES	NEXT STEPS
<b>Health Care Workforce</b>		In addition to sweeping income tax cuts and relief for retirement accounts that passed earlier this session, the governor's workforce bill ( <a href="#">SF 2383</a> ), which had a division dedicated to health care, passed in April. The bill included expansion of the Rural Primary Care Loan Repayment Program, the Health Care Professional Recruitment Program, and the Health Care Loan Repayment Program.	Continue to work with the Legislature and Executive Branch to advocate for additional funds and regulatory relief to make employment and retention in the health care industry easier.
<b>Medical Malpractice</b>		MercyOne continued to work with Iowa Medical Society (IMS) and the larger coalition to secure the votes in the House for a cap on noneconomic damages in medical malpractice cases. With support from the health care industry, the governor's office also made tort reform part of her overall legislative agenda, specifically regarding workforce.	Depending on the outcome of this year's election cycle, the coalition may be at the ready to work through the hard cap discussion again next session.
<b>Temp Staffing Regulation</b>		The lobby team worked to support the Iowa Health Care Association in efforts to regulate temp staffing agencies in the state. <a href="#">HF 2521</a> , which establishes heightened requirements on these agencies with the Department of Inspections and Appeals and disallows use of non-compete agreements and liquidated damage clauses in their employment contracts, was signed by Governor Reynolds on May 17. Language for retroactive applicability to all contracts signed on or after January 1, 2019, was also included in the final standings package, HF 2589.	Monitor rulemaking through American Association for Respiratory Care (ARRC) and any possible opposition from staffing agencies during next session.

# Health Advocacy Update

Questions on this work?  
Contact [Mary Cownie](#),  
MercyOne Chief of Staff

PRIORITY	OUTCOME	NOTES	NEXT STEPS
<b>Medicaid</b>		MercyOne supported several measures regarding Medicaid, including language in the health and human services budget establishing a tiered psych rate and limiting timelines for lookbacks by the managed care organizations.	Continue to monitor Medicaid oversight and progress. Consider rate increases as part of next year's advocacy agenda.
<b>Defeat Medical Freedom &amp; Right to Try legislation</b>		MercyOne helped defeat two policy ideas related to COVID-19 that would have been harmful to the industry: eliminating hospital vaccine mandates and allowing patients the right to request and have administered drugs like Ivermectin.	Continue to oppose these ideas as burdens to the administration of health care overall in addition to liability concerns.
<b>Defeat changes to Code that would allow lay midwives to expand scope</b>		HF 2547, legislation which would have created a license for lay midwives, was defeated in the Senate after testimony from MercyOne and the broader health care lobby expressing patient safety concerns. Legislators in favor relied on workforce and rural access arguments.	Shed light on continued improvements to access or potential improvements that do not sacrifice patient safety, particularly regarding the specific components of HF 2547.
<b>Certificate of Need</b>		This session, the Senate introduced SF 2255, which would've eliminated certificate of need for all facilities except nursing homes. With the help of IHA, several CEOs testified to the unfairness complete elimination of the system would create. The bill did not advance, but MercyOne and other partners have promised to remain diligent to finding a compromise in the interim.	Participate in interim conversations with industry partners and the Legislature to determine if there is compromise moving forward.
<b>Work with the Executive Branch to secure travel nurse funding</b>		Throughout the COVID-19 pandemic, the team has worked with the governor's office to ensure goals were aligned regarding the state's declaration of emergency and MercyOne's staffing capabilities. Securing one-time funding for temporary staff is one crucial example.	Continue to establish MercyOne as the thought leader with the Executive Branch through relationship building.

# Diversity, Equity & Inclusion

## Happy Pride!

Pride is the celebration of the self-affirmation, dignity, equality, and increased visibility of lesbian, gay, bisexual, and transgender (LGBT) people as a social group. This month, we invite you to explore how LGBTQ+ individuals and allies around the world celebrate the vibrant Queer community.

After two years of social distancing and gathering restrictions, it feels especially important to gather together in person. We're focusing on when, why, how, who, and where we celebrate Pride.

## IT STARTED WITH STONEWALL.

Pride is celebrated in the month of June mainly because of the Stonewall Riots beginning in the early morning hours of June 28, 1969. The riots lasted seven days—they were protests against police brutality toward the gay and transgender people of New York City.

## WE SEE PROGRESS.

Pride is also a celebration of change. There have been some major shifts toward LGBTQ+ equality in the past 20 years: we've seen the repeal of the [Defense of Marriage Act](#) and [Don't Ask Don't Tell](#), and the Supreme Court ruling in the Obergefell v. Hodges case that afforded same sex couples the right to marry.

The reason so many of these accomplishments are celebrated now is this: just 50ish years ago, being LGBTQ+ was not only illegal, but the American Psychiatric Association (APA) considered same sex attraction a mental illness.

A brave speech by Dr. John Fryer at the 1972 National Psychiatric Association's national convention helped lay the groundwork for a change in thinking, not just for the APA, but for lawmakers and the courts as well.

Check out this article and video about Dr. Fryer's historic speech:

['I am a homosexual. I am a psychiatrist': How Dr. Anonymous changed history \(nbcnews.com\)](#)

[Learn more about the Stonewall Riots in this video from the History Channel.](#)

## WHO CAN CELEBRATE PRIDE?

That's easy to answer: anyone can! Since Pride is a joyous celebration of the contributions the LGBTQ+ community makes to society, anyone can celebrate, whether they're a member of the LGBTQ+ community themselves or an ally!

### Some ways to celebrate Pride as an ally:

- Understand Pride's history
- Be aware of the space you occupy
- Respect the identity of others
- Maintain the work year-round

# Diversity, Equity & Inclusion



## Juneteenth - America's first new federal holiday in 40 years

In June 2021, Congress passed a resolution establishing Juneteenth as a national holiday; President Biden signed it into law on June 17, 2021.



**WATCH: The celebration of the first federally observed Juneteenth | Good Morning America (GMA)**

### Celebrating Juneteenth: Honoring Galveston's Trailblazers

**Hosted by Trinity Health Diversity, Equity, and Inclusion**

Join us as we commemorate Juneteenth by honoring Galveston's Trailblazers and celebrate freedom and the emancipation of slavery.

This one-hour webinar which was hosted on Wednesday, June 15, with a special short film screening of Juneteenth 1865-2021.

**WARNING: This program contains extremely powerful and sensitive imagery.**

The film looks back at the meaning of Juneteenth and its history in southeast Texas.

Speakers include:

- Mario Brunetta, Vice President, Mission Services, Trinity Health
- LaRonda Chastang, Vice President, Diversity, Equity, and Inclusion, Trinity Health
- Chanel Coleman, Recreation Therapist, Trinity Health Mid-Atlantic
- Angela Whitley, Vice President, Health Information Management, Mercy Health System

[Click here to watch the recording of the webinar](#)



# Consumer Experience

“WOULD RECOMMEND”

## This is what Innovate looks like to me ...

MercyOne Central Iowa has recently renovated its ambulance headquarters to include a new MercyOne Communications Center. The 4,800 square foot expansion allows for all of MercyOne’s EMS operations and training to be centralized in one place including:

- MercyOne Des Moines Ambulance ground team and billing
- MercyOne Air Med flight team and statewide administration
- MercyOne Community Paramedicine
- MercyOne Communications Center dispatch

“With the new MercyOne Communications Center, we are able to talk to multiple units across Iowa via a newly upgraded, state-of-the-art radio, phone and computer system,” says **Lamar Hudson**, manager of MercyOne Des Moines Ambulance services. “Prior to this we were spread over three locations, so being in one place and investing in the technology is really going to streamline our efficiency to get crews and patients where they need to be.”

An open house for the new facility was held on June 1 at 1271 8th St. in West Des Moines.



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

MercyOne Dubuque, MercyOne Clinton and MercyOne Dyersville all hosted a Memorial Day event in honor of the services and sacrifices of our nation’s men and women. MercyOne was honored to be joined by Dubuque American Legion Post 6, Dyersville American Post Legion 137, and AMVETS Post 28 Clinton as they presented the colors and played the Taps.

Children of the MercyOne Dubuque, MercyOne Clinton and MercyOne Dyersville Child Development Centers participated in a parade as the color guard made their way to the flag pool.





# Consumer Experience

“WOULD RECOMMEND”

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

One of the highlights of the health care week celebration and activities at Van Diest Medical Center, an affiliate of MercyOne, is to give back to the communities we serve. With family practice clinics located in Webster City, Jewell, Stratford and Fort Dodge, we worked with the city recreation departments and city offices to direct our efforts where they were needed most in these communities. We had a total of 18 volunteers and two family members participate in cleaning up garbage and debris throughout the respective communities, with over 10 bags of garbage collected.



## This is what Personalize Care looks like ...

**Dr. Cindy Huwe**, a provider at MercyOne Northeast Iowa Family Medicine and Residency, recently saw things from the patient’s perspective when she needed an emergency appendectomy.

Dr. Huwe was impressed with the compassionate care and timely attention from the dozens of MercyOne colleagues who helped her during her stay. She said more than 20 people helped care for her, but as a physician, she knows that at least 50 more individuals were involved behind the scenes!

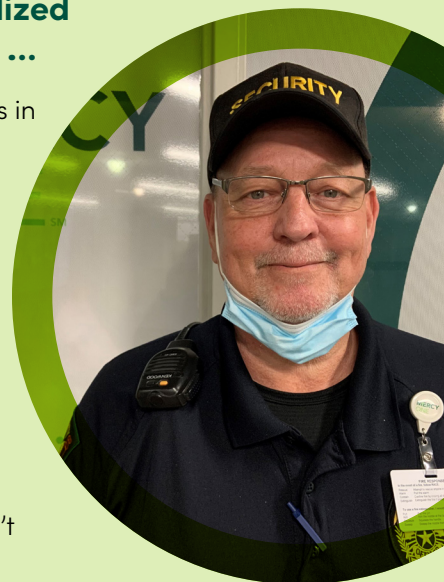
## This is what Be One looks like to me ...

MercyOne Clinton and MercyOne Dubuque awarded scholarships to area students looking to pursue their passion in the health care industry. MercyOne Clinton Foundation has awarded \$22,000 in scholarships (ranging from \$200 to \$1,500) and MercyOne Dubuque Medical Center awarded \$2,500 (\$500 per scholarship).

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

**Mark Bumstead** who works in security at MercyOne Siouxland Medical Center, was able to help a veteran patient. They were being brought into the Emergency Room and were confused and had dementia. Colleagues tried everything to get the patient to come out of the transport van and into a wheelchair but they couldn’t coax them.

Mark found out the patient was past military. He used behaviors, lingo and the shared experience of serving to get the patient out of the van so he could be evaluated.







# Consumer Experience

“WOULD RECOMMEND”

## This is what Innovate looks like to me ...

The world premiere of A Musical Blessing, an original musical composition commissioned for MercyOne Richard Deming Cancer Center was revealed on May 24 at the Salisbury House and Gardens, 4025 Tonawanda Dr., Des Moines.

The musical piece explores the journey of a cancer patient and was composed by Nolan Gasser, a critically acclaimed composer, pianist, author, and musicologist and most notably the architect of Pandora Radio’s Music Genome Project.

The MercyOne Richard Deming Cancer Center, which opened in January, features compassionate whole-person care that includes integrative medicine programming to provide cancer patients with supportive care including music therapy, art therapy, acupuncture and massage therapy.

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



MercyOne North Iowa had a patient in the operating room who experienced a very complicated medical procedure. His loved one, a former colleague who retired from a long career at MercyOne, was extremely distraught and emotional. She was here alone and asked if **Jamie Williams** was working that day. It was indeed Jamie’s day off however, when we called her and told her what was going on she dropped what she was doing and came in to work.

She sat with this patient’s wife during some of the most stressful hours of her life. Many times, Jamie, as well as our other nursing supervisors are the unsung heroes of the hospital, usually doing important work behind the scenes and building relationships with colleagues and patients. This is just one example of the impact of these relationships and of how Jamie goes above and beyond every day. Thank you for all you do for our patients and colleagues Jamie!



## This is what Improve Daily looks like ...

MercyOne Northeast Iowa launched its Military and Veterans Health Care to the public in mid-June. MercyOne providers and colleagues are now trained to better respond to health concerns and challenges unique to the military community. Hospital and clinic patient admission processes have been updated so military members are identified upon arrival. Personalized care is provided with a more in-depth understanding of veterans’ often complex needs.



## Colleagues please:

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



# Consumer Experience

“WOULD RECOMMEND”

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

I received a phone call this morning from a woman in Waterloo who wanted to share how **Lexi**, MercyOne AmeriCorps Community Health Worker (CHW) at MercyOne Bluebell Road Family Medicine, created a positive consumer experience for her and her family member.

The woman is the primary caregiver for a family member with a neurological disorder. She can't lift much weight herself and relies on a transport chair when transporting her family member to medical appointments. Unfortunately, the chair had recently broken. She has utilized MercyOne Waterloo Home Medical Equipment in the past and always has a very positive experience. She reached out regarding a transport chair. Unfortunately she cannot afford a new chair, and the options available through medical equipment were too wide and heavy for her. The medical equipment team connected her with Lexi to explore what resources might be available.

Lexi provided her with the Salvation Army Free Clinic (SAFC) as a resource since they often have

donated medical equipment available. The patient called SAFC, but they were closed for the week. The transport chair was needed urgently for an upcoming appointment so Lexi offered to reach out to a contact at SAFC on her behalf. SAFC shared that they did have a transport chair available. The clinic was closed through the week but Lexi was able to arrange to pick up the chair the next day. She delivered the transport chair to a MercyOne location close to the patient's home, and the patient was able to pick it up the following day.

The woman reached out to Lexi on a Wednesday and picked up her transport chair on Friday. She also shared that Lexi connected her with an additional resource, Love Inc. She is going to connect with them to participate in a group for caregivers.

The woman shared that she immediately felt relieved as soon as she spoke with Lexi. That Lexi was so gracious and kind and was going to help her through this. She shared that MercyOne is more than number one to her.

Thank you Lexi for exemplifying our cultural beliefs each and every day.



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

“My husband collapsed and had CPR for 45 minutes. So, he had lots of chest pains and he was reluctant to move. **Jennifer Perera** got him to do activities even though he tried to tell her he had done them when she wasn't around. She knew better and was stern yet, caring. She always has a smile!”

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



Simply being there for our patients can make a world of difference in their stay. One patient saw that firsthand with Western Iowa colleague **Melissa Welty**. Here's what she had to say:

“I had to have surgery, and everything went smoothly. But I wanted to take the time to send a shoutout to the nurse who took care of me: Melissa. She was very compassionate, knowledgeable, and supportive and made sure I had everything I needed and was pain free. She went above and beyond for me.”



# Team Engagement

COLLEAGUE AND PROVIDER ENGAGEMENT



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

MercyOne Waterloo Medical Center's Colleague Health and Safety team is taking a creative approach to safety education! Colleagues posed in hand sanitizer, needle, and coronavirus costumes. These costumes are a fun way to remind our colleagues just how important education of communicable diseases and needle sticks are. Keep an eye out for our new blood drop costume coming soon!

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

National Emergency Medical Services (EMS) Week is a time to honor the work of everyone in EMS. To recognize the value and accomplishments of EMS teams throughout Hamilton County, both career and volunteer, Van Diest Medical Center (VDMC), an affiliate of MercyOne, hosted an appreciation grill out. It was an opportunity for us to serve area EMS personnel and first responders and thank them for all they do to care for our communities and residents. The hospital's new ambulance was delivered earlier the same week; it was a terrific opportunity to have it on display the night of the event.



## Wear the MercyOne brand

New items available on the [MercyOne Store](#)

Find items at [MercyOneStore.com](#)





# Team Engagement

## COLLEAGUE AND PROVIDER ENGAGEMENT

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

**Tom** is an RN with MercyOne North Iowa OR and does a lot of work with our heart team. He can be found here all hours of the night and weekends and he is a constant support for our surgical staff. We want to recognize him for his dedication and commitment to excellent patient care.



At MercyOne, when we say patient care, we are also referring to taking care of our patients' families. Recently, a patient's loved one was really struggling and Tom told her he would stay with her as long as he needed to until another family member could come and support her. After over 12 hours of standing in the OR he followed the patient up to the ICU where he continued to support his team and the patients loved one. When it was determined the patient needed to be transferred and the family member needed to drive to another hospital by herself that night; Tom took the time to map quest her trip and print out step by step instructions. He knew how overwhelmed she was and wanted to do anything he could to take away some of her stress. This is just one example of many that Tom has displayed over the years of compassion and stewardship. Thank you, Tom for all you do for our colleagues and our patients!

## 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.

## Cultural Beliefs

### Be ONE

I benefit from and strengthen MercyOne.

### Personalize Care

Your experience. My responsibility.

### Own It!

I own my actions to deliver our key results.

### Improve Daily

I make improvements every day for those we serve including each other.

### Innovate

I imagine and embrace bold new ideas to revolutionize health.



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

Electrophysiologists at MercyOne Iowa Heart Center performed their 500th WATCHMAN Left Atrial Appendage Closure Implant procedure at the end of April. This implant is a treatment for patients who have non-valvular atrial fibrillation.

Atrial fibrillation (A-Fib) is a heart condition where the upper chambers of the heart (atrium) beat too fast and with irregular rhythm (fibrillation). Twenty percent of all strokes occur in patients with A-Fib, and A-Fib-related strokes are more frequently fatal and disabling.

“It is an incredible accomplishment for our team to reach this milestone,” said **Troy Hounshell, DO**, MercyOne Iowa Heart Center electrophysiologist and medical director of research. “Our team has worked diligently to become leaders in this life-saving technology, implementing both the WATCHMAN and WATCHMAN FLX devices and being part of early research trials bringing them market.”

For patients with A-Fib who are at risk for stroke but are unsuitable for blood thinners, the WATCHMAN implant is an alternative to reduce their risk of AF-related stroke. It closes off the LAA to keep harmful blood clots from forming in it and potentially causing a stroke. By closing off the LAA, the risk of stroke is reduced and, over time, patients stop taking blood-thinning medication.



MercyOne colleagues, **Tanya McLaughlin, Brittni Moke, Dr. Troy Hounshell**, MercyOne electrophysiologist, who performed the 500th case, **Jessy Blaker, Bre Sullivan, Jocelyn Mishler, Minnie Jones** and **Jordan Anderson**.

“We are the top implanter in the state and are a leader regionally and nationally for our quality outcomes,” said Dr. Hounshell. “We continue to pioneer this therapy to eliminate the need for lifelong blood thinners for our patients.”



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

MercyOne Des Moines Medical Center’s patient hospitality lounge celebrated its 1,000th patient on Thursday, April 28. Celebrated patient, Candice Bacon, received a glass hummingbird to mark the occasion.

The lounge provides value to patients and the health system by helping to reduce length of stay. It also allows incoming patients to be settled in their rooms more quickly. Discharged patients and their loved ones benefit from a more convenient departure.

This new process allows for the rooms to be cleaned and opened for new patients requiring acute care.

**Missy Mozena, RN, Candice Bacon, and Brenda Sullivan, BS, RT.**



# Financial Performance

OPERATING MARGIN

## This is what Innovate looks like to me ...

MercyOne opened a new home medical shop in Albert Lea, Minnesota.

“We look forward to continuing our commitment to the area by adding our home medical shop to the list of services MercyOne has to offer.” said **Connie Morrison**, director, MercyOne Home Medical Equipment. “When you come in, we’re available to help you on the spot. We are here to be sure when you leave, you’ve got the right equipment to make your home life easier, and you’ll know exactly how to use it. If we don’t have what you need at the shop, we can still get what you want using our system-wide MercyOne resources.”



## Live your best life.

### Share photos. Win prizes!

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

1. Share on social media with #MercyOneLYBL and tag MercyOne
2. Make sure your post privacy is set to public for a chance to win!



Social not your thing? Visit [MercyOne.org/bestlife](https://www.MercyOne.org/bestlife) to enter the contest.



# Awards & Recognition

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

Multiple MercyOne Northeast Iowa colleagues recently received the Governor's Volunteer Award for their dedication to bringing compassionate care to the Cedar Valley.

Congratulations to:

- Medical assistant **Tiffie Greer**, who distributed diabetic care packages during the height of the COVID-19 pandemic
- Medical assistant **Lischelle Oliver**, who volunteered at community vaccine clinics and health screenings
- MercyOne Care-A-Van drivers, who give free transportation to Black Hawk County residents to and from medical appointments



## This is what Own It! and Personalized Care looks like to me ...

MercyOne Dubuque Medical Center has been recognized on Newsweek's list of America's Best Maternity Hospitals 2022 for providing high-quality, patient-centered maternity care from pregnancy to labor and delivery and postpartum care.



"We are truly honored to be one of just 350 hospitals recognized nationwide as a Newsweek 2022 Best Maternity Hospital and one of just 161 hospitals to receive the highest 5-ribbon ranking," said **Kay Takes**, president of MercyOne Eastern Iowa. "I am so proud of our maternal & child services team, and all of our providers and colleagues who are passionately committed to delivering an excellent patient experience at MercyOne."

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

It was an exceptional honor for MercyOne Western Iowa nurses recently as they were awarded one of the Spirit of St. Francis awards from Briar Cliff for their work during the COVID-19 pandemic.

The award honors individuals who exemplify the Franciscan spirit of service and concern for others through contributions to society and a value-centered professional and/or family life.

Our MercyOne nurses showed exemplary Franciscan spirit of service, sacrifice and concern. It shined through as they walked alongside many patients and their families during dark hours, while also providing hope to survivors of the pandemic.

**Becky Olson** (PACU), **Veronica Olachea** (ICU) and **Jennifer Eaton** (Resource) were representatives for the award. **Mary Jane Mortensen-Dillavou** (8SW) also represented the group and walked in with the Board of Trustees and faculty as an honored guest.

The award included a St. Francis statue and a yellow rose for each representative.



# Awards & Recognition



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

**Dr. May Tee**, a surgeon at MercyOne Des Moines Surgical Group, was honored as the guest speaker at the Strands of Strength 10th Annual Spring Luncheon on May 18. Dr. Tee was recognized for the superb care given by MercyOne teams as guarantors of progression, care and excellence.

Strands of Strength is a Central Iowa event that provides wigs to cancer patients who have lost their hair due to treatment. The wigs help patients feel better and rejoin the community confidently.

## Check out what's new at Mercy.One

Mercy.One is a great resource for colleagues to find up-to-date information and tools to help extend our Mission, Vision, Values and Cultural Beliefs to your team.

Go to **Mercy.One** to fill out the Marketing and Communications Collaboration Form, download PowerPoint templates and learn about our brand and culture.



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

Baylor College of Medicine recognizes MercyOne internal medicine physician, **Dr. Maria Guevara Hernandez**, as number three on the Whova Leadership Board at the 5th Annual Health Equity Summer Research Summit.

The theme for this year's summit was Academic-Community Partnerships: Change Agents for Advancing Health Equity. This conference is open to physicians and other health care professionals who are dedicated to workforce diversity in the health and biomedical sciences. The summit addresses current health equity research, training, clinical care and outreach to offer an opportunity for connecting with partners and allies working in the field of health equity to reduce health disparities.

Dr. Guevara Hernandez is an internal medicine specialist and on the faculty of the Internal Medicine Residency Program at MercyOne Des Moines Medical Center.



# Awards & Recognition



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

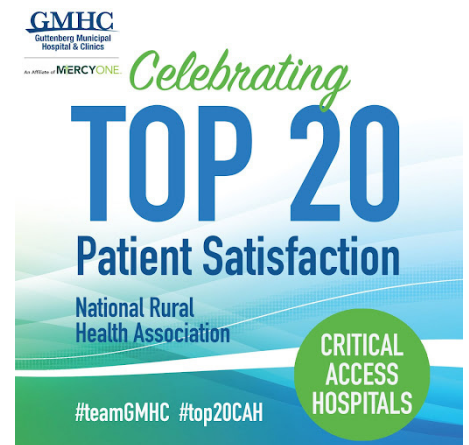
**Jeri Babb**, MSN, RN, CCRN, TCRN, MercyOne Central Iowa market director of trauma, was awarded the Iowa Emergency Nurses Association's (ENA) Career Achievement Award at its annual conference in April. Throughout her 30 years of involvement with Iowa ENA, she has held the office of council president, treasurer, member-at-large, and chaired many committees and workgroups. Jeri was recognized for her years of leadership and dedication to advancing emergency and trauma nursing across the state. She is celebrating 32 years at MercyOne Des Moines Medical Center.

**Rebecca Sapp**, RN, MercyOne Des Moines Emergency Department, received the Iowa Emergency Nursing Frontline Staff Award. Nominated and selected by her peers across the state, she is recognized for providing exceptional care, being a resource to other staff, and the "nurse you would want caring for your family." Becky started her career as a PCT and has been a nurse in the MercyOne Des Moines emergency department for 10 years.



## This is what Personalize Care and Own It! looks like to me ...

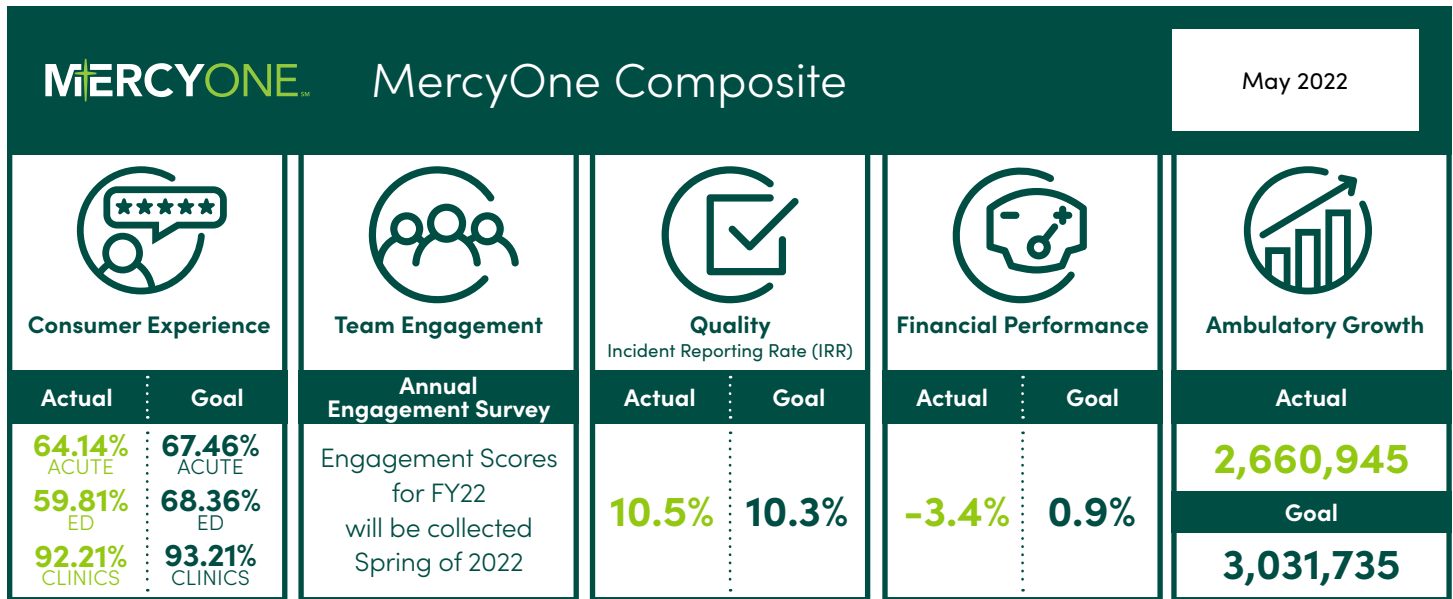
Two affiliates of MercyOne have earned critical access hospital honors from the National Rural Health Association (NRHA) and the Chartis Center for Rural Health. Kossuth Regional Health Center is a 2022 Top 20 Critical Access Hospital for overall performance, while Guttenberg Municipal Hospital and Clinics is recognized as a best practice recipient for patient satisfaction.



# 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. This includes engagement for MercyOne colleagues and physicians. Last year, MercyOne did not conduct the Annual Engagement Survey due to the COVID-19 pandemic. The fiscal year 2021 survey was conducted in April/May 2021 for all colleagues and physicians/providers. The physicians/providers survey was divided into two distinct groups: hospital-based physicians and clinic-based physicians. Overall, MercyOne's Colleague Engagement totaled the 38th percentile compared to the 23rd percentile in fiscal year 2019.



### 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.