

# System Newsletter

Your best life. Our one purpose.

## Message from the CEO

The regulatory approval process and other necessary steps to close the agreement for MercyOne to become a fully aligned regional health ministry of Trinity Health continue with projections to close soon. More than 30 integration teams continue their work to align MercyOne and Trinity Health operations.



As part of this work, MercyOne is transitioning from Key Results to using Balanced Scorecard measures that align with Trinity Health reporting. Fiscal year 2022 Key Results are complete (see these in the July System Newsletter) with baseline results being reviewed to shape MercyOne's fiscal year 2023 Balanced Scorecard targets. We expect to finalize these and will share in the coming weeks.

As we prepares to become a fully aligned regional ministry within Trinity Health, we are focused on growing our momentum to provide a welcoming and healing environment for our patients, their families and you – our colleagues and providers. We continue to seek your ideas to improve recruitment, onboarding, regular colleague touch bases, recognition and retention. What ideas do you have to contribute to our colleague experience?

- What are you hearing from your team members?
- What works well for you?
- What support do you need?

Please share ideas to [MercyOneInfo@mercydesmoines.org](mailto:MercyOneInfo@mercydesmoines.org).

We also continue to recruit new MercyOne family members. This includes hosting a Virtual Career Fair Thursday, September 22 – Monday, September 26 on Facebook. Please consider sharing the event with your friends on social media or by sending them the online questionnaire.

Those interested will fill out a short questionnaire sharing where they want to work, what departments they are interested in and their preferred contact method. A MercyOne recruiter will contact participants within 24 hours of submitting the form.

Thank you for your continued dedication to personalized care, especially for one another.

In service,  
Bob Ritz, President and CEO

MercyOne President and CEO



**"Live Your Best Life" Podcast's 100th episode – Listen Now**  
[MercyOne.org/podcast](https://www.mercyone.org/podcast)

### This month's features:

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



[Consumer Experience](#)



[Team Engagement](#)



[Quality](#)



[Ambulatory Growth](#)



[Financial Performance](#)

# Live Your Best Life Contest & Winners

## Live Your Best Life

When we say, "Your best life," that should include everyone serving our healing ministry, too. We ALL want to live our best lives, and where better than the Iowa State Fair? Leading up to and during the fair, we gave away tickets and parking passes to a MercyOne colleague from every region who shared photos on social media showing how you Live Your Best Life using #MercyOneLYBL and tagging MercyOne.

## August #MercyOneLYBL Winners!

- Ranae Pint, recruiter at MercyOne Central Iowa
- Jackie Nelson, food productions lead at MercyOne Clinton Medical Center
- Carla Robinette, outpatient rehabilitation at MercyOne North Iowa
- Nicole Riggins, registered nurse at MercyOne Waterloo Birth Center
- Wendy Johnson, population health outreach specialist at MercyOne Siouxland Medical Center

You can still win: The "Live Your Best Life" contest continues beyond the fair!

Enter today for one of several prize packages for "Best Life" experiences in the coming months, including tickets to sporting events and music experiences. Not on social? Visit [MercyOne.org/bestlife](https://MercyOne.org/bestlife) to upload your photo.



Ranae Pint



Carla Robinette



Wendy Johnson



Jackie Nelson

MERCYONE

Share photos.  
Win prizes!

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

#MercyOneLYBL



Share your photo on social or visit [MercyOne.org/bestlife](https://MercyOne.org/bestlife) to enter the contest.



# 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.

## MercyOne Ambassadors

We have officially kicked off the MercyOne Ambassador program in all five regions! The 14 ambassadors are inspiring and motivating others on social media to join our Mission at MercyOne. And, you may have already seen some of their content circling online - [like this video from Northeast Iowa](#) or [introduction post in Western Iowa](#). When you see our MercyOne ambassadors out and about, please thank them for the incredible work they are doing!

[Reach out to Tessa Trout](#) if interested in becoming MercyOne's next ambassador!



Learn more about becoming an ambassador at [MercyOne.org](https://www.mercyone.org)

# Thank you, MercyOne ambassadors!



**Julie Tuel**  
Central Iowa



**Kylie Streigle**  
Central Iowa



**Mackenzie Crist**  
Central Iowa



**Dianne Maravetz**  
Northeast Iowa



**Jewell Jones**  
Northeast Iowa



**Kris Marmie**  
Northeast Iowa



**Ali Robertson**  
North Iowa



**David Asche**  
North Iowa



**Hannah Obermeyer**  
North Iowa



**Barb Barnett**  
Western Iowa



**Johnson Roeun**  
Western Iowa



**Ashley**  
Eastern Iowa



**Kailee Latimer**  
Eastern Iowa



**Lillian Vorwald**  
Eastern Iowa



## 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.

## MercyOne medical centers and affiliates named High Performing by U.S. News & World Report

MercyOne's talented and dedicated doctors, clinicians and colleagues are top-rated by U.S. News and World Report. The annual Best Hospitals rankings and ratings are designed to assist patients and their doctors in making informed decisions about where to receive quality care for challenging health conditions or elective procedures.

MercyOne Des Moines Medical Center ranks No. 1 in the Des Moines metro with 11 High Performing procedures and conditions recognitions. Receiving High Performing recognition are:

- MercyOne Cedar Falls Medical Center – Hip fracture
- MercyOne Des Moines Medical Center – Aortic valve surgery, COPD, colon cancer surgery, diabetes care, heart attack care, heart bypass surgery, heart failure, hip replacement, kidney failure, knee replacement, stroke
- MercyOne Dubuque Medical Center – Hip fracture
- MercyOne North Iowa Medical Center – COPD, kidney failure, stroke
- MercyOne Siouxland Medical Center – COPD, heart failure, kidney failure
- Mercy Iowa City – Hip replacement, hip fracture care, knee replacement
- Wayne County Hospital – Pneumonia care

Thank you to every MercyOne colleague and MercyOne affiliate for delivering exceptional personalized care!

## MercyOne nationally recognized for high-quality cardiovascular and stroke care

MercyOne is proud to celebrate six medical centers recently recognized with Get With The Guidelines® and Mission: Lifeline® achievement awards from the American

Heart Association. In all, locations received nine awards for their 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

We are blessed with very talented cardiologists, cardiovascular surgeons and specialists, neurologists and care teams for every patient we are privileged to serve.

Questions about these accomplishments? Go in depth at [MercyOne.org](https://www.mercyone.org).

## Urge congress to improve health outcomes and affordability by expanding total cost of care payment models

MercyOne is dedicated to transforming care delivery through alternative payment models (APMs). MercyOne physicians, nurses, community health workers and administrators are working hard to improve patient care outcomes and make care more affordable and accessible for all. New payment models that reimburse providers accepting accountability for their patients' total cost of care are critical to keeping costs down.

### HERE'S WHAT YOU CAN DO

Congress can expedite the shift to new payment models. Let your members of Congress know ensuring affordable, high-value health care for all allows us to care for the common good.

### IT'S SIMPLE AND EASY

Your time is valuable! You're busy caring for patients and serving our communities. Your action takes less than two minutes. Simply **using your phone's camera scan the QR code**. It will take you to a link where you can learn more and take action. Then, **type in your name and home address and hit submit**. The process is quick, secure, confidential and effective.



### MercyOne's performance in these models illustrates we are a national leader in population health.

- Consistently among the top performing Medicare ACOs nationally.
- Our ACOs produce year-over-year improvements in quality, patient experience and clinical outcomes.
- Our national ACOs both achieved a quality score greater than 97% in the most recent performance year.

Generating more than \$200 million in reduced health care expenditures since 2012.

## Compliance Corner: Investigations

### What Happens after you call the Compliance Line

A lot happens during a MercyOne Integrity & Compliance Line investigation, ranging from research and interviews to meetings and planning. To protect the reporter and preserve colleague confidentiality, you might not hear much about the investigation or outcomes, so here is a glimpse into what happens after you call the hotline.

**Step 1:** Triaging the report to the right investigator

**Step 2:** Establishing what happened

**Step 3:** Clarifying what normally happens

**Step 4:** Determining what the procedure requires (if applicable)

**Step 5:** Revealing why it happened (this time)

**Step 6:** Verifying how we were managing the risk in the first place

### Investigation Complete: Now What?

#### Integrity & Compliance Officer or other investigator:

- Evaluate evidence found during investigation and provide response to reporter
- Provide written response to reporter
- Recommend appropriate education or corrective actions

# Diversity, Equity & Inclusion

## The visible and invisible wounds of gun violence

"The moment it became real for me is when you see the grieving family. I believe that is true for most health care workers," said Dr. Hinijio Carreon, MercyOne's chief medical officer. Discussing the visible and invisible wounds of gun violence, Dr. Carreon shares how gun violence affects MercyOne colleagues and the communities our Ministry is on a Mission to serve.

View the recorded webinar for thought provoking perspective on different types of trauma, causes of gun violence and how to serve those most vulnerable.

**Watch:** [The Visible and Invisible Wounds of Gun Violence](#)

### What can I do today? Support colleagues and yourself.

These topics can be triggering. Ensure you and your teams have access to MercyOne's Employee Assistance program for support from prevention to intervention. Additionally, please note the new suicide prevention hotline number: 988

### MercyOne's Employee Assistance programs

#### CommonSpirit: Vital WorkLife

800-383-1908

[www.VITALWorkLife.com/member-login/](http://www.VITALWorkLife.com/member-login/)

Username: mercyiowa

Password: member

Download the VITAL WorkLife app

#### Trinity Health: Carebridge

800-437-0911

[www.myliferesource.com](http://www.myliferesource.com)

access code: BKKR5 to create a personal account on your first visit

Download the Carebridge EAP app

#### MercyOne Elkader:

#### EFR Employee and Family Resources

800-327-4692



**One  
Inspired  
Team**  
STRATEGIC  
PRIORITY



save the date

## Continuing the Legacy of the Sisters of Mercy:

## the Diversity, Equity and Inclusion Mission at MercyOne

**September 22  
10-11 a.m.**

The Sisters of Mercy, who founded MercyOne's health care system, had an absolute commitment to deliver exceptional care and improve the quality of life for all.







# Consumer Experience

“WOULD RECOMMEND”



## This is what Excellence looks like ...

MercyOne colleagues from every region came together in Des Moines for the Iowa State Fair. Teams of greeters and health screeners were all smiles as they interacted with thousands of fairgoers. MercyOne’s health screeners gave blood pressure screenings and invited individuals to join MercyOne’s circle of care. Marketing and communications colleagues greeted visitors and captured fairgoers living their best lives. Colleagues also shared why they choose MercyOne and where to find career opportunities. Thank you to every colleague who showcased MercyOne at the Iowa State Fair!



# Consumer Experience

“WOULD RECOMMEND”

## This is what Integrity looks like ...

MercyOne was fortunate to be part of the MLB celebration at the Field of Dreams. MercyOne colleagues from across MercyOne were part of the medical crew at the games. We appreciate the opportunity to demonstrate MercyOne’s convenient circle of care at one of America’s favorite pastimes. [Watch highlights from the Field of Dreams.](#)

MercyOne also teamed up with MLB to surprise local military families with Field of Dreams tickets.

[Read that story on page 12.](#)



## This is what Excellence looks like ...

When the Register’s Annual Great Bicycle Ride Across Iowa (RAGBRAI) hosted its 49th annual bike ride, MercyOne regions across the state came to together to ensure that cyclists had a fun, safe and memorable time. MercyOne Dubuque Medical Center’s Mobile Medical Unit journeyed along with riders throughout each leg of the trek, offering first aid services and supporting MercyOne regions in Western Iowa, North Iowa and Northeast Iowa.

Traveling over 500 miles, the Mobile Medical Unit team treated 600 patients and had over 10,000 encounters. Thanks to all MercyOne regions for coming together to Be ONE and support the health needs of more than 35,000 bicyclists!





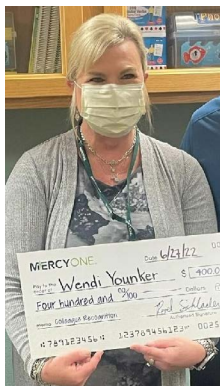


# Consumer Experience

“WOULD RECOMMEND”

## This is what Reverence looks like ...

North Iowa speech pathologist **Wendi Younker** received the following recognition from a patient’s family:

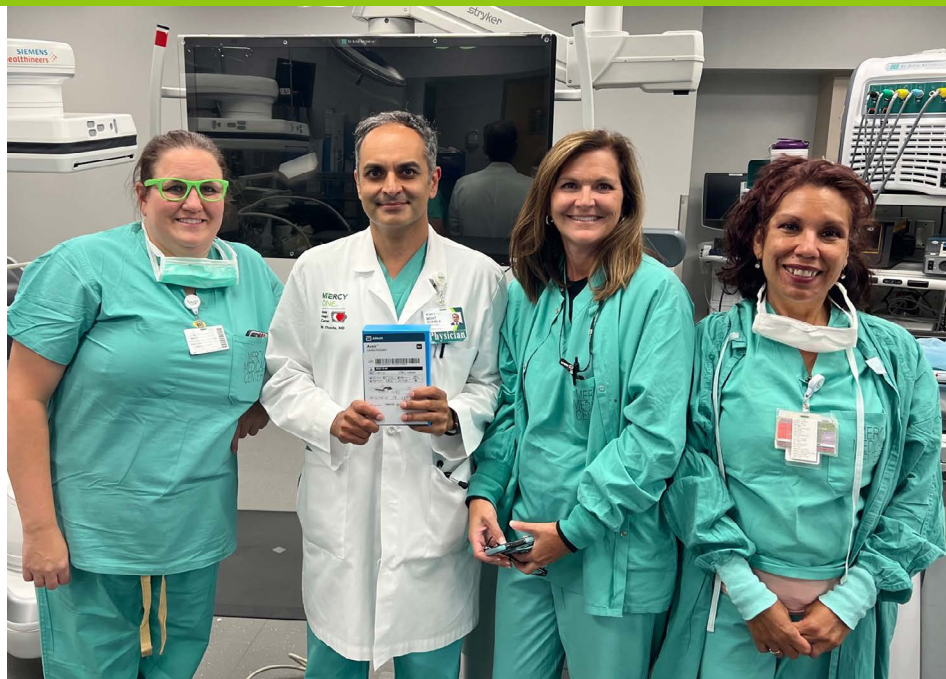


“We have said the words ‘Thank you’ countless times, but no matter how many times we repeat that phrase, it won’t feel like enough. I truly feel you have changed the trajectory of our son’s life. He is thriving, emotionally and academically, and I am grateful for your hand in that.”

Wendi, congratulations and thank you for your continued excellence in serving our patients with such compassion!

## This is what Integrity looks like ...

MercyOne Des Moines is celebrating 10 years of volunteer birth doulas – Iowa’s only hospital to offer expecting mothers a Volunteer Birth Doula Services Program! Former and present MercyOne Volunteer Birth Doulas attended a ceremony to mark the occasion along with doula families who shared their experiences. We appreciate all of the support from our nurses, midwives, OB providers, administration and additional support colleagues! [Meet our birth doulas and learn more about their services here.](#)



**MercyOne colleagues Jessy Blaker, Dr. Mohit Chawla, Kayla Erickson (Abbott rep) and Minnie Jones celebrate the utilization of a new leadless pacemaker.**

## This is what Excellence looks like ...

MercyOne Iowa Heart Center is pleased to now offer patients with certain abnormal heart rhythms the world’s only leadless pacemaker designed to be retrieved. MercyOne interventional cardiologist **Dr. Mohit Chawla** implanted the innovative device in a patient on July 5, 2022.

Like other leadless pacemakers, Abbott’s new Aveir VR does not require insulated wires – known as cardiac leads – that deliver the electrical energy to the heart. Instead, the device is implanted directly into the heart’s right lower chamber using a minimally invasive procedure.

What sets this innovative option apart is the impressive battery life -- up to two times longer than existing leadless options -- as well as its unique mapping capability that allows clinicians to measure electric signals to assess the correct placement of the device before final fixation within the heart. Additionally, it is designed to be enabled by future software to support dual-chamber pacing in the future upon regulatory approval.



# Consumer Experience

“WOULD RECOMMEND”



## This is what Compassion looks like ...

There are many ways to comfort a patient who is going through a difficult time. For **Angela Dial**, that might mean bringing in some of her homemade jam.

Recently, a patient’s family member shared how helpful Angela was during their husband’s recovery; getting him whatever he needed, even if it was the right jelly.

“One day she left to go to another floor. When she got back, she explained that she left so quickly so she could bring him some of her homemade jelly. You can tell she enjoys her job and really cares for all her patients.”

## This is what Reverence looks like ...

Buchanan County Fair queen Courtney Schmitz delivered memory and activity boxes and aprons to MercyOne Oelwein Senior Care residents. Courtney made the dementia-appropriate gifts through funds donated to her non-profit, the Lilac Project, named in honor of her grandmother, Rhonda, who lived with dementia prior to her passing. Each activity is lap-sized and allows residents to keep their hands and minds busy. Courtney’s gifts are helping residents live their best lives and also showing reverence for individuals with dementia.



Courtney is the third generation of her family supporting the MercyOne Mission. Courtney’s grandmother was a nurse at Covenant Clinic Fairbank (now MercyOne Fairbank Family Medicine), where Courtney’s mother, **Jenny Schmitz**, LPN, cares for patients now. Thank you to all of Courtney’s family members who made this donation possible!

## This is what Integrity and Justice look like ...

The Emergency Medical Services (EMS) team at Van Diest Medical Center, a MercyOne affiliate, has been making the rounds in the community, providing outreach and encouraging safe and healthy hydration this summer! They participated in Webster City Market Night, displaying the new ambulance and handing out first aid kits to area families. The Van Diest Medical Center EMS team also participated in National Night Out in Webster City’s West Twin Park, building partnerships while showing kids and adults new features within the ambulance.



During the August 5 heat advisory, the EMS team took to the streets of Webster City to hand out free, cold bottled water to area residents and visitors. The responders promoted proper hydration, encouraging people to remain in air-conditioned areas and stay out of the sun to beat the heat.



# Spotlight on Stewardship: Veterans

## Major League Baseball and MercyOne surprise veterans with Field of Dreams tickets

MercyOne welcomed Major League Baseball back to MercyOne Dubuque Medical Center ahead of the Field of Dreams game in Dyersville, Iowa. MercyOne had the privilege to host Commissioner of Baseball Rob Manfred to surprise three families with ticket packages to this exclusive experience:

**Sean Edaburn** of Dundee, Iowa, is a respiratory therapist at MercyOne and continues to serve as a sergeant first class in the United States Army. One of his most



**Sean Edaburn with Rob Manfred and Raul Ibañez**

memorable deployments was to recover vehicles that had broken down on missions or had been disabled by roadside bombs in Iraq. During his year-long deployment, which included 146 combat missions, he drove over 8,000 miles and his team recovered 42 vehicles without any injuries or loss of equipment.

At MercyOne, during our largest and most challenging COVID-19 surge, Sean volunteered to redeploy from his usual role working day shifts to working full-time nights in the COVID-19 unit as a respiratory therapist, caring for some of the most severely ill.

**Tori Kilburg** of Bellevue, Iowa, is a United States Army combat veteran who served in Iraq. On the first day we started identifying veterans upon admission, Tori was admitted to the birth center to welcome her daughter, Sunny. Tori and her husband



**Tori Kilburg with Rob Manfred and Raul Ibañez**

Jeremy, who is also a combat veteran, joined us for the launch of MercyOne Military and Veterans Health Care in Dubuque to celebrate Sunny and promote the visibility of female veterans.

The family of **Jason Thomas Wilcox**, who grew up in Cedar Rapids and Solon, Iowa also received tickets through TAPS. Staff Sergeant Wilcox lost his battle with post-traumatic stress and died by suicide on



**Wilcox family, Rob Manfred, Raul Ibañez**

October 8, 2016, his 32nd birthday. At the time of his death, Jason was the youngest Army Wounded Warrior advocate in the country. SSG Jason Thomas Wilcox was represented at the game by his parents, Janeen and Ron Wilcox; and his nephews, Sawyer and Cooper.

[View more clips from this special day](#), including former Major League All-Star and current Senior VP of On-Field Operations Raul Ibanez signing autographs, in this short video.

## Here is what Excellence and Compassion look like ...

MercyOne Clinton Medical Center held a special event celebrating MercyOne's commitment to



provide timely, high quality and culturally sensitive health care for our community's military and veteran population. The event included AMVETS Post 28 Honor Guard 21-gun salute, children singing "God Bless America" and remarks from MercyOne Eastern Iowa President **Kay Takes**. **Christina Schauer**, clinical director and veteran care champion, shared how colleagues are learning to better understand the physical, emotional and spiritual impact of operational deployments on service members and their families.

[Watch the live Facebook live stream.](#)





# Team Engagement

COLLEAGUE AND PROVIDER ENGAGEMENT

## This is what Integrity looks like ...

After reviewing more than 800 colleague-nominated submissions, 10 colleagues were selected as the first Focused Recognition award winners from MercyOne Dubuque, Dyersville and Clinton Medical Centers.

### MercyOne Dubuque and Dyersville Medical Centers:

**MERCYONE** Focused Recognition Awards Dubuque

<b>Cindy Rowley</b> Clinical Nurse Leader ICU/CVU Be One	<b>Noah Rupp</b> Security Officer Own It!	<b>ROCK STAR</b> <b>Emily Fay</b> RN Medical Unit Personalize Care	<b>Megan Goodwin</b> RN Senior Care Dyersville Improve Daily	<b>Shannon Wedeking</b> Business Support Services Innovate
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### MercyOne Clinton Medical Center:

**MERCYONE** Focused Recognition Awards Clinton

<b>Elaina Nath</b> Home Care Physical Therapist Own It!	<b>Justin Nylin</b> Director of Cardiac Services Improve Daily	<b>ROCK STAR</b> <b>Amanda Damewood</b> Laboratory Supervisor Be One	<b>Laura McDougall</b> RN 2Main Innovate	<b>Amanda Guzman</b> RN Dialysis Personalize Care
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Each winner received a swag bag full of MercyOne gear and prizes. In addition, the Focused Recognition Rock Stars each received a prime parking spot, apparel voucher and free meals in the café. Congratulations to our colleagues for the amazing ways you are living our Mission!

## This is what Reverence looks like ...

Personalizing care isn't just for our patients. **Dr. Gary Chan**, in the MercyOne Siouxland Heart and Vascular Center, recently wanted to say thank you to the cardiology clinic team for their hard work. He brought in hand creams and lip balms putting them in a very fitting heart. Dr. Chan says the Band-Aid represents dedication to healing hearts.



## Colleagues please:

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



# Team Engagement

COLLEAGUE AND PROVIDER ENGAGEMENT



## This is what Integrity looks like ...

Congratulations to **Diane Julius, PA**, for receiving the Physician Assistant Preceptor of the Year Award from Des Moines University. Diane precepts multiple Des Moines University Physician Assistant students each year. We are thankful for her dedication in sharing her expertise with each student she encounters!



## Share Focused Recognition

[MercyOne.org/newsletter](https://www.mercyone.org/newsletter)



## This is what Excellence looks like ...

Praise to all the Van Diest Medical Center, a MercyOne affiliate, caregivers and their families who volunteered to represent the hospital in one of the seven area parades this summer. Everyone who participated received a free t-shirt to proudly wear during a parade or other community event in which they volunteered. The team was outfitted in brightly colored tie-dye t-shirts highlighting the Hospital Heroes they are, with a total of 178 volunteers participating in the summer season of parades – the greatest participation we have seen! The hospital was represented in parades located in the communities of Fort Dodge, Jewell, Stratford, Williams, Stanhope, Duncombe and Webster City.

## This is what Excellence looks like ...

MercyOne Siouxland Medical Center colleagues in Same Day Surgery recently had an opportunity to get professional photographs thanks to colleague and local photographer **Johnson Roewn**.

Johnson says he's been working with leaders in the surgery department to update photos and look for more ways to feature surgery colleagues. Johnson says his love of photography comes down to one thing: the ability to capture the moments.







# Quality

## ALL CAUSE UNPLANNED 30-DAY READMISSION



**Dr. Hijinio Carreon, Laura Wenman, Dr. Afroze, Dr. Gary Hemann, and Dr. Michelle Granada celebrate Dr. Afroze being honored as a Woman of Influence.**

### This is what Excellence looks like ...

**Dr. Aneesa Afroze**, president of the MercyOne Des Moines and West Des Moines Medical Staff, is a Business Record Woman of Influence.

As a health care worker, Dr. Afroze has not only been impacted by the COVID-19 pandemic – she’s actually been front and center at MercyOne as an infectious disease specialist, helping to provide timely and accurate information, assuage fears and dispel myths. Just like Dr. Anthony Fauci on a national scale, she’s been the voice of reason locally in Central Iowa during what can only be described as unprecedented times. For her incredible dedication to health care, and her extraordinary efforts to keep both her patients and the Central Iowa community informed throughout the COVID-19 pandemic, Dr. Afroze is a Woman of Influence.

[View her acceptance speech](#) from the awards ceremony.

### This is what Excellence looks like ...

MercyOne Cedar Falls Medical Center once again earned a 5-star quality rating from the Centers for Medicare & Medicaid Services (CMS). Hospitals report data to CMS, which assigns the Overall Hospital Quality Star ratings. A star rating summarizes a variety of measures across five areas of quality into a single star rating for each hospital: mortality, safety of care, readmission. Thank you to all colleagues for putting forth your best!

### This is what Excellence looks like ...

MercyOne North Iowa achieved two separate Joint Commission surveys with zero citations. MercyOne North Iowa Stroke Center and MercyOne Albert Lea Home Medical Shop were the recipients of the outstanding accolades. Thank you to all colleagues for supporting our key result of Quality!

### This is what Excellence looks like ...

**Dr. Keith Kohout** celebrates six months since accepting the position as stroke director for MercyOne Des Moines Medical Center, the only central Iowa hospital to receive the Gold Seal of Approval and Primary Stroke Center certification from The Joint Commission, an honor held since 2007. The stroke team has applied for Thrombectomy-Capable Accreditation and colleagues are preparing for the survey.



**Rob Gavora, Amanda Hamilton, Carson King, Dr. Carey Murphy and Shannon Cofield**

### This is what Excellence looks like ...

MercyOne Children’s Hospital received a special gift – Carson King dropped off a check for \$25,000 in support of NICU babies at the MercyOne Des Moines Medical Center. The Carson King Foundation gift will fund a Panda Warmer Bed, which has specialized warming properties to allow the baby to stay open (unclothed or unwrapped) for

the NICU team to easily assess and evaluate the baby. The bed also provides easy access to controls for oxygen, suctioning, weighing the baby and emergency equipment needed to maintain the airway.

The bed will allow MercyOne to expand care for NICU babies as well as provide an opportunity for training with the NICU nursing staff.





# Financial Performance

OPERATING MARGIN

## This is what Excellence looks like ...

MercyOne Newton Medical Center recently purchased several new surgical instruments which are utilized for orthopedic surgeries. The addition of this equipment specifically expands total joint replacement surgical services in Newton. The purchase was made possible with donations made to the MercyOne Newton Foundation.

Shown with the instruments are **Dr. Darin Larson**, orthopedic surgeon, and members of the surgical team: **Hillary Engbers**, surgical services manager, and surgical techs **Travis Duffield** and **Morgan Angstman**.



# Ambulatory Growth

ENCOUNTERS GENERATING INCOME



## This is what Stewardship looks like ...

MercyOne Cedar Falls OB/GYN officially opened August 15, 2022. This convenient location is right next to other MercyOne providers and services, including family medicine, pediatrics and urgent care.

Hours are Monday through Friday 7:30 a.m. – 4:30 p.m.

Cedar Falls is one of Iowa's fastest growing communities. Adding OB/GYN services to the MercyOne Bluebell Road Health Plaza gives women access to radically convenient care with women's health care, lab and imaging all under one roof. An open house and ribbon cutting was held August 29.

## This is what Excellence looks like ...

**Johnny Garza**, MercyOne emergency department manager, recently had the opportunity to speak at the MercyOne-sponsored Sioux City Journal Health and Leisure Expo.

Johnny's discussion with our aging community focused on what they should know about emergency care. That included emergency response to wounds, how to tie a tourniquet, hands only CPR and how to stabilize a patient until EMS arrives.

