



Provider NEWSLETTER

2018 Annual Provider Award winners

The Annual Provider Award nominees were recognized and the winners were unveiled at the Mercy Honors on April 12. **Congratulations** to all of the award recipients and to every nominee! Mercy is fortunate to have many individuals whose achievements and hard work deserve recognition.

The Annual Provider Award winners are:



Wendy Sanders, ARNP
MercyCare Diabetes Center
Outstanding NP/PA



Sara Butler, ARNP
Mercy Pulmonology Clinic
Outstanding NP/PA



Scott Nau, MD, FAAP
Mercy Pediatric Clinic
Colleague



R. Matthew Smith, MD
Mercy Urology Clinic
Mentor/Educator



Ann Soenen, DO
MercyCare Vernon Village
Patient Advocate

Please take an opportunity to congratulate them and thank them for the excellent care they provide to our patients, families and staff members day in and day out.

Ethicon suture and endo-mechanic conversion

As many of you know, Mercy continues to look for opportunities to save on supply cost while maintaining high quality care. Recently, we have worked with administrative leadership to identify potential savings focused on suture and endo-mechanical devices.

Because of that review, we will be switching to Ethicon Suture and Endo-Mechanical devices beginning Saturday, May 9. This conversion will provide comparable supplies to what we have used in the past and save Mercy more than \$125,000 a year.

We appreciate your support of this initiative to reduce costs in surgical services while maintaining quality care. If you have questions, please contact the leadership team in the OR.

2018 Mercy Quality Report



Mercy's sixth annual Quality Report for the Mercy-Cedar Rapids healthcare system is now available. As we begin sharing this publicly with our community, I want to thank each of you for your role in ensuring Mercy remains a leader in an always-evolving healthcare environment through our dedication to excellent quality.

This report highlights many initiatives related to patient quality and shares information to show how we stack up among many measures of patient care. Please take a moment to read through the report at www.mercycare.org/qualityreport.

Thank you, again, for your continued support of our mission.

Michael Daly Humanitarian Award

Do you know a Cedar Rapids community physician who exhibits great courage, compassion and love for life? If so, please consider nominating him/her for the Michael Daly Humanitarian Award today! Complete information on the award and the nomination form may be found at p.mercycare.org in the announcements panel. Nominations must be submitted to Dr. Donal Gordon – dgordon@crmef.org – by Friday, May 18.

Mercy names its 10th Medical Laureate, bestows gold-headed cane award

A long-standing tradition continued at the Mercy Honors event on April 12 as William Galbraith, MD, bestowed the prestigious gold-headed cane of Mercy's Medical Laureate Award to Mary Anne Nelson, MD.

Dr. Nelson is the 10th Medical Laureate to receive the gold-headed cane—a historical nod to distinguished physicians and a centuries-old symbol of medical excellence. The passing of a gold-headed cane from one exemplary physician to another is a special honor, one that made its way to the United States from England in the 1950s. It settled at Mercy in 1991 when Dr. Campbell Watts received the first cane of the Medical Laureate Award, handcrafted from rosewood with gold leaf upon its handle and Mercy cross inlaid on its shaft. Mercy's gold-headed cane incorporates both the art of medicine and the compassionate roots of The Mercy Touch. This is now displayed in the Watts Library.

The high honor of Mercy's Medical Laureate is reserved for those who demonstrate outstanding morals and ethics while making tremendous contributions to patient care, health and quality of life. Its gold-headed cane is awarded only when clearly merited and determined appropriate by unanimous vote of past Mercy Medical Center Medical Staff presidents. Prior to April 12, a Medical Laureate had not been named since 2007.

Dr. Nelson—a board-certified family practice physician, Fellow of the American Academy of Family Practice, author and editor—was Mercy's 2017 Patient Advocate award winner. She has served as president of the Linn County Medical Society and Mercy Medical Center's Medical Staff. She's active in her church and was a founding member of Cedar Rapids' Aid to Women, now known as Bridgehaven.

Dr. Galbraith, who served as Dr. Nelson's mentor during her internal medicine rotation in the 1970s and presented the award, says, "That caring, joyful and sensitive resident physician I met many years ago is now a highly respected and seasoned clinician who remains joyful, who exudes compassion, who provides leadership both in medical and community venues and provides a consummate role model as a family physician."

Dr. Nelson — the first woman physician to receive the award — joins Medical Laureates Drs. Campbell Watts, Walter Block, Percy Harris, William Galbraith, William Meffert, Darrell Dennis, and Thomas McIntosh, along with Sr. Mary Lawrence Hallagan and A. James Tinker.



May is National Trauma Awareness Month

The Iowa Department of Public Health will be at Mercy for verification as a Level III Trauma Facility within the Iowa Trauma System from 8:45 a.m. to 2 p.m. on May 2. This occurs every three years.

Level III Trauma Facilities like Mercy serve communities that do not have immediate access to a Level I or II facility. The nearest Level I trauma facility is UIHC; any major traumas are transferred there. Level III Trauma Centers provide care and possess 24/7 coverage by general surgeons, orthopedic surgery, anesthesiology, emergency medicine, radiology, and critical care.

Stop-the-Bleed Campaign

This campaign began nationally in 2017. The trauma program has educated this initiative within Mercy, and additional education is being planned this year by request from different groups within the Cedar Rapids/Marion area. If you know of an organization that would like this training, please contact Terrence Funke, BSN, RN, Clinical Specialist – Trauma Program Coordinator, at tfunke@mercy.org or (319) 221-8591.

Mercy's Trauma Program Structure

Trauma Medical Director — Nora Royer, MD, FACS
Trauma Program Coordinators — Ramona Zimbeck and Terrence Funke (job share)
Emergency Department Medical Director — Matt Aucutt, DO

Special thanks to Dr. Royer and the entire Mercy trauma team for their superb efforts that keep the latest developments in trauma care at the forefront, not only during National Trauma Awareness Month but all year long

Physician EMR strategy from Dr. Dike Drummond – Five ways to get home sooner this week

Now remember, the EMR and your need to document is actually not a problem. It's a dilemma. And in order to address it, you have to address it with a strategy — "strategy being multiple things you're going to do at the same time to get the balance you're looking for. And with EMR, the "balance" is a balance between the amount of effort it takes in order to create the documentation that you need.

So, here are some components — some things that you can pick and choose from to create your own EMR strategy to get your documentation done more easily.

1. Check Your Attitude
2. Record ONLY a Minimal Data Set
3. Use Automation Features of the EMR Software
4. Use Your Team
5. Hire a Scribe

To learn more, click [here](#) or visit www.thehappyemd.com.

SAVE THE DATE – New Provider Welcome



Thursday, September 13, 2018
6 to 9 p.m.
CRST International
201 1st Street SE
3rd Floor Patio (Anders Trust Building)

Café update

The Mercy cafeteria is nearing the end of its remodel!

New equipment is being installed behind the construction wall and new dining tables, chairs and booths are being installed in the dining sections. During this time, tables will be available in the 10th Street lobby as well as Hallagan Education Center when it's available.

On Saturday, May 12, the construction wall will come down and the new serving area will start to come together. The Food and Nutrition Services team thanks you in advance for your continued patience as they get acclimated to their new space the week of May 14.

Thankful Patient Notes

Dr. Rafael Bayramgalin - Dr. Bayramgalin was wonderful during my hospitalization. He spent time during my stay understanding my concerns. He was very attentive when my condition was unstable. He did a great hand-off for the next physician that would be caring for me.

Dr. Nancy Angenend - As always, Dr. Angenend took her time to answer all my questions. She makes me and my family feel valued and we are blessed to have her as our doctor!

Dr. Amandeep Dhaliwal - Dr. Dhaliwal is extremely knowledgeable, skilled, caring and patient. We have the highest confidence in him. Each visit with him is very enjoyable and educational. He is the best.



How to install and configure Epic on a mobile device

You can connect to Mercy Epic Hyperspace from anywhere and while on the go! The Epic app is available on most mobile devices including iPhone, iPod Touch, iPad, and Android.

For the FULL VERSION of Mercy Epic Hyperspace, you'll need to download the appropriate Citrix receiver on your device. From there, visit apps.mercycare.org to log in remotely. Contact the Mercy Help Desk for technical assistance at (319) 861-7777.

How to download the app for iPhone/iPod Touch devices:

Download the Epic app on your mobile device.

App Store link: <https://itunes.apple.com/us/app/epic-haiku/id348308661?mt=8>

From your mobile device, visit p.mercycare.org/Epic/Epic-Mobile. Then, click on the image below to configure Epic Haiku for iPhone/iPod Touch.



How to download the app for Android devices:

Download the Epic app on your mobile device.

App store link: <https://play.google.com/store/apps/details?id=com.epic.haiku.android>

From your mobile device, visit p.mercycare.org/Epic/Epic-Mobile. Then, click on the image below to configure Epic Haiku for Android.



How to download the app for iPad devices:

Download the Epic app on your mobile device.

App store link: <https://itunes.apple.com/us/app/epic-canto/id395395172?mt=8>

From your mobile device, visit p.mercycare.org/Epic/Epic-Mobile. Then, click on the image below to configure Epic Canto for iPad.



Epic provider UPDATE - nursing protocols:

Situation:

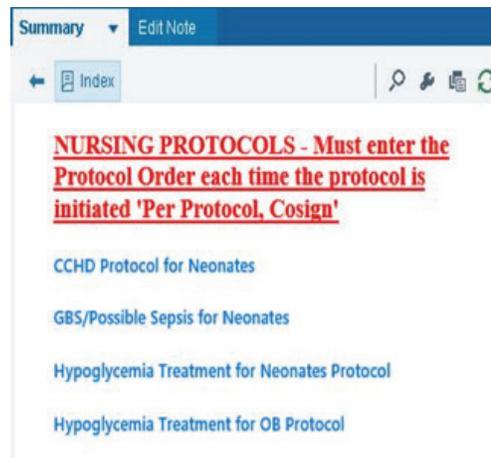
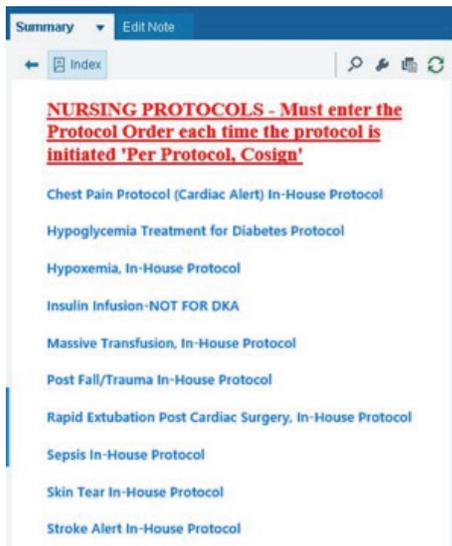
- Process changes will be coming to nursing protocols **beginning May 7, 2018.**

Background:

- CMS/TJC regulations regarding protocols now require:
 - **The implementation of a protocol must be documented as an order in the patient's medical record and dated, timed and signed by the practitioner responsible for the care of the patient.** However, the timing of such documentation should not be a barrier to providing timely and necessary care, or other patient safety advances.
 - **A copy of the protocol must be entered into the medical record** to ensure the medical record accurately reflects the interventions taken.

Assessment:

- What protocols are affected with this go LIVE date? Mainly paper algorithm protocols **where treatment is initiated without a prior specific order from the treating physician/practitioner:**



- Other areas of the hospital that utilize protocols or standing orders built in EPIC that are not currently cosigning the orders will be required to cosign as well. The go LIVE date for those areas cosigning the orders is still to be determined.

Recommendations:

- **Beginning May 7, if one of the protocols listed above is initiated, an order will be entered into the medical record and will be routed to the attending provider to be signed.**
- The order has a hyperlink within it to the protocol, which will place a copy of the protocol in the chart permanently. You are able to view a copy of the protocol by clicking on the blue hyperlink within the order:

