PRIVATE SUITES
Mercy is the only hospital in the Corridor to offer all-private acute care rooms, which result in less pain medication, reduced infection risks, better rest and improved healing.

HOSPITALIST
A team of Hospitalists specialize in the care of inpatients.

BMV
Beside Medicine Verification (BMV) works in conjunction with the eMAR by using a hand-held scanner. *(To learn more about BMV, see our article on page 10.)*

HOSPITALIST
Hospitalists are physicians who specialize in the care of inpatients.

PRIVATE BATHROOM
Large, roomy bathrooms feature support bars and a call button for immediate assistance.

PATIENT HANDBOOK
The handbook contains helpful and valuable information for patients staying at Mercy.

MERCY FLOWERS & GIFTS
Operated by the Mercy Medical Center Auxiliary and staffed by employees and volunteers, the shop has a large selection of merchandise.

PERSONAL REMOTE
One remote does it all: patients easily control room temperature, window blinds, TV and nurse's call button.

RUBY SLIPPERS
Ruby Slippers easily identify patients at risk for falling.

EMAR
Patients' Electronic Medication Administration Record (eMAR) information is displayed on Workstations on Wheels (WOWs) to cross-check data. *(To learn more about BMV/eMAR, see article on page 10.)*

FLOWERS & MAIL
Both are delivered to patients by volunteers. Flowers and gifts available for purchase at Mercy Flowers & Gifts.

PATIENTKEEPER®
Patientkeeper is an electronic application which provides physicians access to clinical data such as patient history, lab results, notes, and visit information anytime and anywhere. It can be accessed via a wireless laptop, desktop computer or a handheld device.

ROOM SERVICE
Mercy patients are able to order what they want from the Room Service menu, any time of the day, seven days a week. Nutrition assistants on each floor are available to provide individualized consultations.

HAND HYGIENE (SOAP)
Antibacterial soap stations are located near all sinks.

Mercy's Hospitalist team provides care for inpatients. Pictured are (left) Teresa Coker, ARNP, Hospitalist Program Team, and (center) Irfan Ankalkar, MD, Hospitalist.

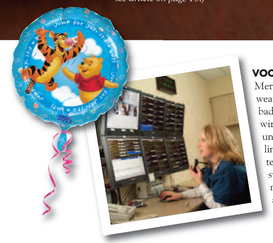
QUIET TIME
To promote rest and relaxation of patients, Mercy's "Quiet Time" is from 1 to 2 p.m. During this hour, staff will not disturb patients with nonessential, routine care.

STANDARDIZED CONCEALED SUPPLY CUPBOARDS
Providing medical supplies for each patient (no sharing between patients) reduces risks for infection; convenient access to supplies increases efficiency of medical staff.

MYLAR BALLOONS
Only Mylar balloons are allowed at Mercy to avoid the potential for latex allergies.

THERMOSTAT
Patients may adjust room temperature for comfort.

SOFA BED
Patients' family members may stay overnight in their rooms to provide added comfort and support.



VOCERA
Mercy nurses wear Vocera badges, which are wireless communications tools linked to the telephone system, the nurses' station and patient monitors.

MERCY NURSES
Patient-centered, professional care is provided by nursing staff.

WHITE BOARDS
Medical staff write individualized plans of daily activities, goals and accomplishments on white boards for easy viewing.

CONDITION H
Besides being a way to keep in contact with friends and relatives, the telephone may be used by any patient or family member to dial the operator as an additional resource to address the needs of a patient.

WATTS LIBRARY
Fiction books, medical resources, magazines, newspapers and laptops are available to patients and their families.

HAND HYGIENE (FOAM)
Antibacterial hand foam is mounted both on the exterior and interior of each room, allowing staff and visitors to disinfect hands before entering and after leaving a room.

SPIRITUAL CARE
As an integral part of the healing mission based on our founders, the Sisters of Mercy, Mercy Medical Center's Pastoral Care staff members provide spiritual and emotional support to patients, their families and staff.

PERSONAL FLAT SCREEN TV
Channel 21: Mercy's patient education channel; Channel 5: Our Lady of Mercy Chapel and services; Channel 19: Newborn channel exclusive to Mercy's Birthplace.

AWARDS & CERTIFICATIONS

Most Wired Innovator from 2008 Most Wired Survey and Benchmarking Study

Three-Year Approval with Commendation from the **Commission on Cancer** (CoC) of the **American College of Surgeons** (ACoS)

Leading hospital in a national sample study conducted by the Institute for Healthcare Improvement (IHI)

AHA's **Gold Performance Award** for sustained coronary artery disease care

First and only hospital in Cedar Rapids to receive ICAEL accreditation for quality echocardiographic services

Chest Pain Center Accreditation from The Society of Chest Pain Centers (SCPC)

Home Dialysis Program received the 2008 **"Pursuit of Excellence" award** from Baxter Healthcare

Pain Program Accreditation by the American Academy of Pain Management

IHI National mentor hospital for reducing Methicillin-Resistant Staphylococcus Aureus (MRSA)

Hand hygiene campaign earned a **2008 Innovations in Patient Care Award** from the Iowa Organization of Nurse Leaders Quality & Awards

2008 Excellence in Innovation award from The Advisory Board's Spend Compass program

Gold Seal of Approval from The Joint Commission for Primary Stroke Centers

First hospital in the U.S. to receive certification by The Joint Commission for Heart Disease and Women program

Eleven Mercy nurses were honored as **100 Great Iowa Nurses for 2009**