



## AROUND THE SYSTEM



The new patient tower at St. John's Hospital in Springfield, Missouri, serves as the new hospital main entrance.

### St. John's Hospital Opens New Patient Tower

After three years of construction, St. John's Hospital in Springfield, Missouri, opened its new \$101 million patient tower on April 19. The 360,000-square-foot tower increases the hospital's capacity by 110 beds and serves as the new hospital main entrance. The tower also houses office space, community areas and conference rooms, and connects to the existing hospital by a central atrium. •

### Mercy, ROi Receive GHX Most Innovative Provider Award

Mercy and its Resource Optimization & Innovation (ROi) supply chain operating division were recently honored by Global Healthcare Exchange (GHX) with the "Most Innovative Provider" award for improvement in supply chain performance. GHX is the largest and most utilized electronic commerce exchange in the healthcare industry. Mercy and ROi were honored for innovative use of technology to improve data management, orders and supply chain processes. Mercy and ROi were also honored in 2007 with the GHX "Provider of the Year" award for large providers. •

### Mercy Breaks Ground On Enterprise Data Center



Participating in the Mercy Data Center groundbreaking were: (left to right) Mike McCurry, David Shaw, Lynn Britton, Sister Mary Roch Rocklage, RSM, Jeff Bell, Dick Stratman and John Sullivan.

In April, the Sisters of Mercy Health System (Mercy) broke ground in Washington, Missouri, for the construction of a new data center to provide Systemwide support to Mercy hospitals, outpatient facilities, physician offices and other services. The 40,000-square-foot data center is the first known in the area to be custom-built for healthcare. It is slated for completion in August 2010. •

### Mercy Ranks High in Modern Healthcare Survey

According to an annual survey by *Modern Healthcare* magazine, Mercy remains the ninth largest Catholic health system in the nation based on net patient service revenue. This is the fifth year in a row that Mercy has held this ranking. Mercy also is the 27th largest among all healthcare systems in the United States based on net patient service revenue. •

### St. Joseph's Mercy Wins Third Consecutive Work-Life Balance Award

St. Joseph's Mercy Health System in Hot Springs, Arkansas, recently received its third consecutive Gold Award in the large company category at the annual Arkansas Governor's Work-Life Balance Awards. The awards are presented to Arkansas employers that provide resources and support in helping employees balance the needs of work and family. In addition to community service opportunities, St. Joseph's Mercy has programs to assist co-workers in need, and offers co-workers flex time, job sharing, retirement plans and tuition reimbursement for continuing education. •

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### Mercy Hospitals Acquire New Technology

Several Mercy facilities have recently acquired new technology that will improve diagnosis and care for cancer and cardiac patients:

- The David C. Pratt Cancer Center on the campus of St. John's Mercy Medical Center in St. Louis soon will be offering stereotactic radiosurgery, a new treatment to patients with inoperable tumors and those that can't be treated with conventional radiation therapy.
- The Mercy Cancer Center at St. Joseph's Mercy Health Center in Hot Springs, Arkansas, recently acquired image-guided radiation therapy technology for cancer treatment. This technology delivers conventional forms of radiation therapy with extraordinary precision and can compensate for any movements a patient might make during a treatment.
- St. Joseph's Mercy Health Center also recently began using an excimer laser ablation system, which helps restore blood flow in arteries for patients suffering from peripheral artery disease, and the hospital's cardiac catheterization laboratory recently began use of an ultrasound imaging system for improved diagnosis and treatment of patients with coronary artery disease.
- Mercy Medical Center in Northwest Arkansas has added a new tool that measures a cardiac-specific protein in the body that is released if heart muscle is damaged or stressed, allowing for more efficient assessment of cardiac injury. •

### Kansas Hospital Opens Sleep Lab, Begins Oncology Services

Mercy Health Center in Fort Scott, Kansas, recently opened a new sleep lab as part of its services to the local community. The lab was created using the latest in technology and its two rooms were designed to resemble regular bedrooms in

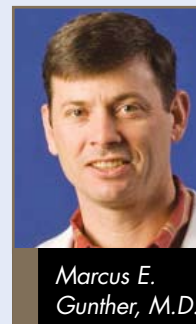
## Leadership Changes

**Marcus E. Gunter, M.D.**, has been named president of St. Joseph's Mercy Clinic in Hot Springs, Arkansas.

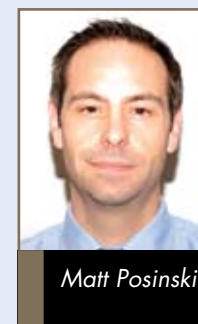
**Matt Posinski** has been named vice president of ancillary and support services at St. John's Mercy Hospital in Washington, Missouri.

**Andrew Reid** has been named vice president of St. John's Hospital in Springfield, Missouri.

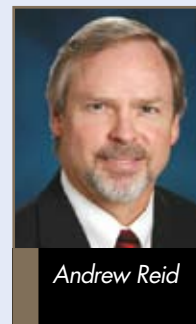
**Andy Runge** has been named chief operating officer of St. Joseph's Mercy Clinic in Hot Springs, Arkansas. •



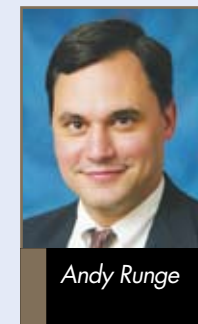
Marcus E. Gunter, M.D.



Matt Posinski



Andrew Reid



Andy Runge

order to create a more relaxing atmosphere for patients undergoing tests.

Mercy Health Center also has partnered with the Wichita-based Cancer Center of Kansas to offer chemotherapy infusion services to residents of Fort Scott and the surrounding area as part of the Mercy Cancer Care Center program. Through this partnership, a Cancer Center oncologist will be on-site at Mercy Health Center one day a week for clinic visits and chemotherapy infusion services will be provided each weekday. Plans are being developed for a new area of the health center that will be solely dedicated to chemotherapy infusion services. •

### St. Louis Physician Named Head of Missouri State Medical Association

Jeffrey Thomasson, M.D., chief of NeuroRadiology at St. John's Mercy Medical Center in St. Louis, was recently inducted as the new president of the Missouri State Medical Association. Dr. Thomasson also is currently the secretary-treasurer of the St. John's Mercy Medical Center medical staff. •



Jeffrey Thomasson, M.D.

#### "High Tech" with High Touch" continued

adds another layer of information and observation to supplement the care and service our ICU patients receive," said Sock.

#### Safety First

Avoiding harm to patients from the care that is intended to help them is also a top priority for every member of the Mercy healthcare community. To this end, Mercy has completely transformed its medication administration process. Known as Mercy Meds, this comprehensive medication safety program uses bar-coding technology to ensure that the right patient receives the right medication, in the right dosage, at the right time.

"The majority of adverse events that happen to patients in any healthcare facility are medication-related," said Naegler. "Mercy Meds provides the appropriate checks and balances, taking out the potential for human error without taking out the human touch."

Building on this focus on safety is Mercy Event Reporter, a new, standardized electronic, Web-based reporting system to improve the way Mercy co-workers record, monitor and respond to events, near misses and customer feedback across the health system. Tracey Moffatt, vice president of performance improvement at St. John's Mercy Medical Center in St. Louis, notes that the implementation of this type of technology will be largely invisible to patients, but the outcome will definitely be noticeable. "The

better we are at getting things right, the more our patient care is improved," she said. "When we bring event reporting directly to frontline caregivers, we have the opportunity to learn from our mistakes and become better at what we do."

Naegler believes that Mercy Meds, Mercy Event Reporter and other technologies employed by Mercy have the potential to improve not only patient safety, but also the provider-patient relationship. "Knowing that we combine the best technology with highly-trained and compassionate people gives patients confidence and peace of mind when they walk into a Mercy facility. It builds their trust in the care we provide," he said.

#### The Mercy Difference

New technologies promise much, but for Mercy the bottom line remains the same: exceed patient expectations by delivering the highest degree of clinical care and service. At Mercy, no technology will ever replace the critical thinking of a human mind, the caring of a human soul, the proficiency and skill of a human hand or the warmth of a human heart in healing the sick and injured. That's a promise that makes co-workers like Bass proud.

"In the midst of all the technology changes, we've never forgotten that we are to be Mercy to every person we serve. In the end, it is the personal service and compassion we provide that creates a memorable experience for our patients – that is the Mercy difference," she said. •



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