Facts about the New Mercy Medical Center
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Mercy Medical Center
**Principle Functions of Department:**
The Library Services Department provides materials and services needed by health care professionals for patient care, continuing education and research.

The Library Services Department also provides materials and information to patients, families and the community concerning consumer health and patient education.

**Department Highlights:**
- “Library without Walls” can be found on the Affinity library services web page.
- Medical/Professional Library
- Consumer/patient education library
- Archival collection

**Service Highlights:**
Reference, literature searching, interlibrary loan, internet access, laptop computers and networked databases

**Staffing Highlights:**
Director, professional librarian, clerk and volunteers

**Interesting Statistics:**
Combined collections of the Affinity libraries at Mercy Medical Center and St. Elizabeth Hospital include more than 5,500 books and more than 500 journal titles.

**Equipment Highlights:**
- Computer training lab with internet and network access
- Audio-visual viewing room
- Photocopier and fax machine
**Principle Functions of Department:**
The Laboratory is a complete medical lab facility, providing quality service for inpatients, outpatients, nursing home residents and clinic clients.

**Department Highlights:**
The Laboratory provides inpatient service 24-hours-a-day, seven days a week. Outpatients are served in the centralized outpatient service area, where patients can have lab work along with many other procedures if needed.

**Service Highlights:**
Together the many years of education, training and experience equip laboratory personnel to perform over 500,000 laboratory procedures per year. Some of these tests, such as CBC, urinalysis, thyroid function, glucose, throat culture, Pap smear and tissue biopsy are essential to the physician for diagnosis and treatment of patients.

**Staffing Highlights:**
The Laboratory is staffed with 61 full and part-time employees including:
- Medical technologists
- Medical technicians
- Phlebotomists
- Histologists
- Cytologists and other trained support staff
- Three full time pathologists on staff

**Equipment Highlights:**
The Laboratory has many state-of-the-art medical laboratory instruments. These instruments have the latest technology that allows laboratory personnel to perform laboratory tests efficiently and accurately.

**Other:**
The laboratory is an important part of the Affinity Health System.

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**Principle Functions of Department:**
To provide emergency/urgent care medical services to all ages utilizing our services.

**Department Highlights:**
- Trauma rooms: two trauma bays
- Cardiac/resuscitation rooms: two bays
- Specialty rooms: EENT/dental room, OB/GYN room, secure exam room, isolation room, orthopedic room, five major/medical rooms
- Urgent care exam rooms: five
- Urgent care procedural rooms: five

**Service Highlights:**
Emergency/urgent care service have the capabilities to diagnose/treat all presenting medical illnesses/injuries including specialized services such as trauma, cardiac, neurological, behavioral and major medical, for all ages.

**Staffing Highlights:**
- Board certified emergency physicians
- Physician assistants specialized in ER/UC
- Registered nurses certified in various trauma nurse specialties, advanced cardiac life support, pediatric advanced life support
- Emergency service technicians/paramedics
- Licensed practical nurses
- ED system support registration/unit clerks

**Interesting Statistics:**
- Total patient volume for ER/UC services is projected for 30,000. On average 54 percent of the hospital admissions are admitted from the emergency department.
- Urgent care patient volume constitutes approximately one-fourth of the 30,000 total patient visits.

**Equipment Highlights:**
- State-of-the-art bedside Marquette monitoring equipment
- Neuroscience/trauma equipment
- Bedside computerized patient tracking/clinical applications
- Major medical rooms contain bathroom accessories
**Environmental Services**

(920) 223-0443

**Principle Functions of Department:**
- Cleaning patient rooms, specialty areas, offices and public areas
- Collection of trash and items to be recycled
- Oversee disposal of hazardous waste
- Filling patient servers on the nursing units

**Department Highlights:**
Decentralized department. Equipment and supplies deployed to environmental closets located throughout the hospital and medical office building.

**Service Highlights:**
Environmental Services is committed to providing clean, healthy surroundings that promote the well-being of those we serve in a manner that is cost-effective to Affinity Health System.

**Interesting Statistics:**
- The average discharge room takes 45 minutes to clean
- 1350 patient discharge rooms are cleaned per month

**Equipment Highlights:**
Purchasing new floor maintainer. This high tech machine vacuums using a light spray mist to help keep carpets clean longer.

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**Food and Nutrition Services**

(920) 223-0250

**Principle Functions of Department:**
The Food & Nutrition Services department provides nutritious meals to patients, employees, hospital visitors and the community.

The department provides nutritional assessment and monitoring of inpatients as well as nutritional counseling on an inpatient and outpatient basis.

**Department Highlights:**
Complete onsite kitchen including hot and cold food production. 180 seat Oakwood Café. The Oakwood Café is designed as a scatter system similar to a food court with numerous hot and cold food stations.

**Hours of service:**
- Breakfast 7:30 – 10:00 a.m.
- Lunch 10:30 – 1:15 p.m.
- Dinner 4:45 – 6:30 p.m.

**Service Highlights:**
- Cafeteria service
- Patient meal service
- Catering
- Meals on Wheels Program
- Dietary counseling

**Staffing Highlights:**
60 employees including six registered dietitians

**Interesting Statistics:**
- We purchase 8,640 heads of lettuce, 18,000 bananas and 3,012 pounds of coffee each year
- We produced 228,183 meals in 1999
- The dietitians had 14,404 patients visits (inpatient/outpatient) in 1998!
- The dishroom staff washes over 150,000 plates each year!

**Equipment Highlights:**
The Oakwood Café will be equipped with a charbroiler for presentation cooking, a flashbake oven for pizza preparation in 90 seconds, and a hot/cold buffet complete with a variety of self-serve bars. A proofer will be utilized in the main kitchen in order to make more of our own bakery items such as bagels and rolls.
**Health Information Services**

**Principle Functions of Department:**
- Assemble and process all inpatient and outpatient records
- Code records so bills can be sent out
- Work with physicians and staff to complete records according to policy and accrediting agency standards
- Transcribe physician dictation
- Release copies of records with proper authorization
- Make sure medical records are available for physician when he/she arrives at hospital.

**Department Highlights:**
- 40 employees
- Open 365 days a year; 6 a.m. to 11 p.m.

**Service Highlights:**
- Record processing, analysis, and retrieval JCAHO on-going record review
- Record completion cancer reporting to state
- Transcription OHCI report to state coding/DRG assignment
- Internal/external information and audits statistical reporting
- Release of information
- Cancer conference coordination
- Cancer registry
- Cancer committee representation
- Medical record committee representation
- Forms committee representation

**Equipment Highlights:**
- Microfilm equipment
- Electronic signature for physicians on Meditech computer system
- Computerized dictation/transcription equipment
- Computerized encoder and grouper
- Computerized cancer registry
- Other general office equipment

**Other:**
- 270,000 patient records
- 4,150 linear feet of roll shelving for records
- Approximately 1,000 feet of paper was purged from records prior to the move to the new hospital. It is stored in Green Bay.
- Processed 125,239 visits in 1999
- Transcribed 167,568 minutes of dictation in 1999. This includes:
  - 9,461 history and physicals
  - 5,700 consults
  - 6,655 discharge summaries
  - 11,696 operative reports

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**Maintenance Department**

**Principle Functions of Department:**
- Maintenance Services staff operate, maintain and repair:
  - Plant operations equipment and systems (boilers, air conditioning, water, sewer, etc.)
  - Life support systems (medical gases and vacuum)
  - Building automation system (computerized temp controls)
  - Communication systems (pneumatic tube system, PA system, nurse call systems)
  - Electrical distribution system and emergency generator
  - Computerized preventive maintenance and corrective maintenance databases

Maintenance services also maintains and services fire alarm and suppression systems, manages the facility request renovation program, maintains the grounds (mowing, landscaping, snow removal) and plays a key role in helping to manage various safety-related processes.

**Department Highlights:**
- 15 staff members (including clericaldispatcher, painter, director, 2 groundskeepers, service coordinator, and 9 maintenance engineers)
- Maintains nearly 500,000 square feet of facility
- Utility budget of $500,000
- 40 acres of parking, lawns, water retention ponds

**Service Highlights:**
- Maintenance engineers are on-call, on weekends to assist in emergencies
- Essential utility systems are maintained with a preventive maintenance completion target greater than 95% on-time
- Service requests are generated by computer and all staff activities are tracked by computer in order to generate data which provides information used to improve quality, turn-around time and prevent equipment and system breakdowns
**Staffing Highlights:**
The Maintenance Services staff members, on average, are some of the longest-tenured of the Mercy Medical Center employees: Most have over 20 years experience, several have over 25 years experience, and two have over 30 years experience. However, our newest employee has only been with us for six months prior to the opening of the new facility!

**Interesting Statistics:**
The new Mercy Medical Center consists of:
- 16,030 cubic yards of concrete
- 4,358,000 pounds of structural and reinforcing steel
- 280,000 bricks
- 184 miles of wall studs
- 35 acres of drywall
- 1-1/2 miles of base cabinets
- 1-1/3 miles of wall cabinets
- 28.5 miles of copper and iron pipe
- 1,100 plumbing fixtures
- 568 miles of wire
- 7,000 electrical receptacles
- 7,000 light fixtures

**Equipment Highlights:**
- The boiler plant includes 3 boilers; each rated at 350 horsepower
- The chiller plant includes 2 chillers with a capacity for 1500 tons of air conditioning
- The emergency generator can produce 1250 KVA (kilo-volt-amps) of power
- Our reserve fuel supply is in an underground tank with a capacity of 20,000 gallons

**Principle Functions of Department:**
Provide Data Processing for all of the Affinity entities.

**Department Highlights:**
The department under Affinity has 42 employees. Most of the employees are based at St Elizabeth Hospital, however there will be four full-time employees at the new hospital.

**Service Highlights:**
The department services over two thousand devices such as PCs and Printers and over 4,500 users. There are over 40 different Meditech applications for which we are responsible. In addition we maintain about 20 other applications.

**Staffing Highlights:**
The 4 full-time individuals at Mercy Medical Center will maintain the communications equipment, PCs and printers.

**Equipment Highlights:**
All of the mainframes and primary file servers are located at St. Elizabeth Hospital. The equipment at Mercy comprises mostly file servers for the PCs and printers; and various communications equipment hubs and switches to maintain communications with the primary equipment at St. Elizabeth Hospital.

We do have UPS (Uninterruptable Power Supply) systems attached to all of our key equipment, so that we are not affected by short-term power outages.
**Principle Functions of Department:**
Distribution Services include shipping & receiving of supplies, distribution of medical supplies to nursing units, order filling and distribution of office supplies, medical equipment tracking and charging, and the receipt of all purchase orders, patient charges, and supply requisitions. The Mailroom which is also part of distribution sorts and delivers both interdepartmental and incoming USPS mail.

**Department/Staffing Highlights:**
- Eight FTEs
- Three RPTs
- Provide a full range of delivery and tracking functions for supplies and equipment

**Service Highlights:**
Central Supply staff provide daily replenishments of supplies to nursing units, track medical equipment, restock code blue carts, and clean and decontaminate equipment.

Receiving staff unload semitrailers, receive and deliver a multitude of packages from express, common carrier, and vendor specific delivery services. These shipments are all checked for damage, and contents verified before delivery.

Mailroom staff prepare all outgoing US postal mail, coordinate the delivery of interdepartmental mail to a variety of physician offices and ancillary facilities, and make two inhouse delivery and pickup runs in the hospital per day.

**Interesting Statistics:**
Here is just a few of the volume totals for 1999 to give you an idea of freight and materials moved within Distribution:
- Over 31,000 supply totes delivered to nursing units through MMC’s JIT system
- Over 10,000 UPS packages received, checked, and delivered
- 3,000 FedEx packages received and delivered
- 17,000 pieces of medical equipment decontaminated and readied for use

**Equipment Highlights:**
Central supply has an inventory of a wide range of medical equipment including:
- IV plum pumps, PCA pumps, wall suction, leg exersisers, mobilvacs,
- Venaflow SCD’s, and tube feeding pumps.

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**Principle Functions of Department:**
Administrative services for the medical staff of Mercy Medical Center are provided by the medical staff coordinator and medical staff secretary. Functions of the department include: credentialing, re-credentialing for physicians, dentists, and allied health professionals; coordinating continuing medical education conferences; attendance at all medical staff meetings (20 per month); committee and clinical department follow-up; maintain computer database of all practitioners on the medical staff, joint commission accreditation compliance, and maintain accreditation with the state of Wisconsin’s Continuing Medical Education Council. This department schedules approximately 300 meetings per year.

**Department Highlights:**
Total medical staff members: 294
Total allied health professional staff: 96

**Service Highlights:**
The medical staff coordinator and medical staff secretary work closely with physicians, administration, and the majority of hospital departments throughout the hospital to enhance the smooth flow of information.

**Staffing Highlights:**
Two full time staff
Mission:
Mercy Foundation identifies critical needs, raises funds, and awards grants to advance health care and the health and well being of people in Oshkosh and the neighboring communities we serve. To fulfill this purpose, foundation supporters...
1. Support the mission of Mercy Medical Center and engage in philanthropic fund raising to secure annual, capital (buildings and equipment), and endowment support.
2. Develop annual and endowment support for community based health programming.
3. Lead and participate with community agency representatives to create wellness initiatives.
4. Support hospital and community efforts to provide basic health care to underserved populations.
5. Monitor and continually improve the productivity, efficiency, and effectiveness of fund raising, fund management, and grant allocations processes.

Department Highlights:
Match donor interest with community health needs. Fund raising programs include:
- Powerful Medicine Annual Fund Campaign
- Tribute giving (memorial and honor gifts)
- Capital projects such as the open heart surgery and new hospital campaigns
- Signature society planned giving program for endowment
- Special events – Seven Up Mercy Classic, Leach-Mercy Women’s Charity Open

See the attractive Donor Recognition System located in the lobby adjacent to the gift shop near the west entrance.

Service/Staffing Highlights:
- Office hours Monday - Friday 8 a.m. – 4:30 p.m. and by appointment
- Speaker’s bureau topics available for group presentations.
- Estate planning materials and education available.
- Donor-directed and special interest fund opportunities available.

Interesting Statistics:
- Mercy Medical Center provides service to over 60,000 people per year.
- Mercy and Affinity Health System contribute up to $1,000,000 in free hospital care each year to Oshkosh area residents.
- Mercy Foundation must raise $800,000 in 2000 to support community health, hospital, and endowment projects.
- Donors to the new hospital campaign provided over $4.3 million in funding for the building and community health projects.
- Seventy percent of people in our country die without establishing a will.
- If every person in the U.S. donated 1% to 2% of their income to charity, there would be another $100 billion available to support worthy programs and projects.

For more information: Contact the Mercy Medical Center Foundation

Observation Unit

Principle Functions of Department:
To provide diagnostic evaluation and medical treatment beyond what is available in the emergency department. Patients will have a focused goal of care, limited intensity of service, and limited severity of illness. Ages served will be from 3 years of age to elderly.

Department Highlights:
Five observation beds

Service Highlights:
Utilization of the Observation Unit should be expected to enhance the diagnostic and treatment capabilities and at the same time reduce inappropriate admission and discharge of patients with selected medical conditions. Examples of medical conditions include; post trauma observation, chest pain, mild congestive heart failure, croup, kidney stone, head trauma, gastroenteritis, seizure and many more.

Staffing Highlights:
- Board certified emergency physician
- Registered nurses certified in various trauma nurse specialties, advanced cardiac life support, pediatric advanced life support.

Interesting Statistics:
- Projected to have two to three patients on average per day.

Equipment Highlights:
- State of art bedside Marquette monitoring equipment
To include: Laboratory Specimen Collection, Radiology, Preadmission Testing, Cardiopulmonary Services, Sleep Disorder Center, Neurodiagnostics and Peripheral Vascular Lab.

**Principle Functions of Department:**
Greeting, receiving and addressing the diagnostic testing or informational needs of outpatients that have come to Mercy Medical Center.

**Department Highlights:**
- Consolidation of reception functions for lab, radiology, cardiopulmonary, neurodiagnostics, peripheral vascular lab, sleep disorder center and preadmission testing services.
- Laboratory specimen collection.
- Entering physician's orders into the computer.
- Collating patient reports for physicians.
- Teaching patients pre and post surgery or special procedures.

**Service Highlights:**
- Accommodate patients with earlier and later hours of service.
- Only one place for the patient to come to for a variety of outpatient services.

**Interesting Statistics:**
- As high as 500 phone calls per day and 60 calls per hour.
- As high as 290 patient encounters per day.
- Collate an average of 900 physician reports per day.
- Preadmission testing interviewed and instructed almost 4,000 patients in the past 12 months.

**Pharmacy**

(920) 223-0140

**Principle Functions of Department:**
We provide and prepare medications to inpatients and outpatients. Additionally, pharmacists check for drug interactions, correct dosing, and provide drug information to other health care providers.

**Department Highlights:**
The inpatient pharmacy is staffed 24 hours per day, 365 days per year.

**Service Highlights:**
In addition to the main pharmacy, pharmacists practice on the nursing units and attend code blue calls.

**Staffing Highlights:**
The pharmacy is staffed with eight pharmacy technicians, one purchasing technician, and 13 pharmacists.

**Interesting Statistics:**
Approximately 75,000 physician orders are processed monthly.

**Other:**
In the near future we will be trialing a robotic system for filling medication orders.
**Program in Radiologic Technology**

**Principle Functions of Department:**
To educate and deliver radiologic technologists that will function as proficient health professionals possessing a constant concern for quality patient care and technical competency.

**Department Highlights:**
Fully accredited 24 month hospital based program in radiologic technology offering educational facilities in a clinical setting that performs over 200,000 procedures per year.

The program has been in existence for over 45 years and was expanded in 1995 to include St. Elizabeth Hospital in Appleton, Riverside Medical Center in Waupaca, three clinical sites at Affinity Medical Group in Appleton, Menasha and Neenah, as well as Calumet Medical Center in Chilton, for student clinical rotations.

**Service Highlights:**
We provide community educational programs to the area high schools and community organizations.

**Staffing Highlights:**
The program has 2 fulltime didactic instructors and clinical instructors at each clinical site. Students are provided with didactic and clinical education in all aspects of radiology imaging, including ultrasound, CT scanning, MR scanning, etc.

**Interesting Statistics:**
The original school was established by the Sisters of the Sorrowful Mother at the old Mercy Hospital Campus on Hazel Street. The program has had a 100% pass rate for the students upon taking the National Registry exam for over 20 years.

**Equipment Highlights:**
With the building of the new hospital, the program was able to develop a library/computer area for students to utilize and study. We now have the ability to perform simulated exams in our non-energized lab. This lab is a mock up of an actual radiographic room.

**Radiology**

**Principle Functions of Department:**
We perform cardiac caths, nuclear medicine procedures, MRIs, CTs, ultrasounds, diagnostic X-rays, angiograms and other specialized procedures.

**Department Highlights:**
We do approximately 4,400 procedures per month.

**Service Highlights:**
We provide 24 hour coverage in all modalities in the radiology department.

**Staffing Highlights:**
We have approximately 75 employees in the radiology department.

**Equipment Highlights:**
We are getting many new pieces of equipment at the new hospital. We will have the first short-bore MRI magnet in the valley. We will also have a brand new cardiac cath lab with the latest technology.
**Registration**

**Principle Functions of Department:**

- **Ground level concierge desk and 1st level information desk**
  - Greets all patients and visitors who enter the hospital
  - Provides hospital directions
  - Greets patients and assists them to their appointments
  - Completes pre-registration patients process
  - Assists with patient flow into the hospital

**Registration**

- Registers all patients for tests, procedures, ER or hospital visits
- Works with nursing for patient placement
- Receives calls from MD offices on incoming patients
- Collects co-pays when appropriate
- Pre-registers patients
- Experts in insurance codes and types

**Department Highlights:**

- Staffed 24 hours a day
- 22 full and part time employees

**Service Highlights:**

- Concierge and information desk provide multiple functions
- Meditech is used throughout system so demo recall can be utilized with returning patients to just verify information
- Upfront information is critical and is base for proper billing

**Interesting Statistics:**

- More than 70,000 on site registrations are completed a year
- Completes statistical information for hospital planning

**Equipment Highlights:**

- New atmosphere
- New updated PC computers and a computerized waiting room

**Other:**

- 2 Satellite offices are present to handle ER and surgery flow
- Have assisted many other hospitals in their registration process

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**Safety and Security**

**E.D. Entrance**

**Department Highlights:**

- Provide safety and security to all persons who may enter Mercy Medical Center or its properties.

**Department Highlights:**

- Investigation of theft, vandalism, etc.
- Provide assistance with combative or violent patients or visitors
- Employee escort services
- First response to emergency calls
- CCTV system monitoring

**Service Highlights:**

- Maintenance first responders after hours
- Fire extinguisher monthly inspections
- Safety inspections
- Key control and issuing of keys
- Employee/staff picture IDs

**Staffing Highlights:**

Security coverage 24 hours per day, 365 days per year.

**Interesting Statistics:**

- Statistics maintained on all requests for security services.

**Equipment Highlights:**

- Colored closed circuit television system
- Panic alarms
- Photo identification system

**Other:**

Security is provided by a proprietary security force.
SWITCHBOARD
(920) 223-2000

Principle Functions of Department:
• Greets all patients and visitors who enter the hospital off hours
• Provides hospital directions
• Issues pagers, alphanames and evaluates phone repairs
• Runs select IS reports
• Assists with alarms, key control and other functions
• Initiates emergency responses for codes, fires, tornados, etc.
• Excellent resource on availability of speaker, TTY, relay, language or other special customer equipment needs
• Answers for Lifeline, AHS VNS and some select physician offices besides the hospital

Department Highlights:
• Staffed 24 hours a day
• 11 full and part time employees

Service Highlights:
• Serve as resource to information/concierge desk volunteers and volunteers.
• Took over responsibility to publish an accurate phone book that will also be available on web site. Staff assists with weekly updates.

Interesting Statistics:
• Answers more than 10,000 calls per week
• Answers 8,000 questions a week

Equipment Highlights:
• New atmosphere
• PC computer environment with moving all data on line

Other:
• Provide inservice on telephone tips/etiquette for departments

TRAINING AND DEVELOPMENT
(920) 223-0288

Principle Functions of Department:
Training and development is responsible for assessing, developing, coordinating, and/or presenting educational opportunities for Affinity Health System employees. Serving also as a consultant to other departments in coordination, design, and/or implementation of educational program in their area. In addition, training and development coordinate with various educational facilities the job shadowing and student clinical experiences within AHS.

Department Highlights:
The team members working in training and development travel to all Affinity Health System locations to meet the educational needs of the staff.

Service/Staffing Highlights:
The following services are provided on a regular basis:
• General orientation
• Clinical orientation
• ACLS/PALS/CPR courses
• OSHA/JCAHO mandatories
• Professional days (various departments)
• Leadership program
• PATH 2000 courses
• Mentoring and preceptor program
• Noncrisis intervention/street smart

Additional services may include:
• Process tuition reimbursement
• Tracking system in registrar
• Entering of competencies into Meditech file
• Assisting others with implementing programs.

Interesting Statistics:
• New hires for general orientation part A & B for 1999 - 436
• Processed 525 students for MMC, MOMC, FCRC and SEH
• Processed 150 tuition applications for MMC, MOMC, FCRC, and SEH
• Number completing CPR – 1862
• Number completing ACLS/PALS training – ACLS –220 & PALS - 69

Ground Level
Volunteer Services

Principle Functions of Department:
The volunteer services department provides volunteers who enhance quality patient care and customer satisfaction working in partnership with Mercy staff.

The volunteer services department serves as a liaison to the Mercy Medical Center and Infant Welfare Auxiliaries.

Department/Staffing Highlights:
- 500 volunteers
- Ages 14 – 92
- Adults, college students, teens
- Provide service to nearly every area of the hospital
- Fill long and short term assignments

Service Highlights:
In house volunteers serve as receptionists, escort patients, supplement staff on nursing units, provide clerical support in departments, staff the waiting area in surgery, staff the gift shop and provide many other services.

Community volunteers provide health screenings, education, in home support to hospice clients and patients in need of reassurance after hospital discharge.

Interesting Statistics:
- In 1999 volunteers donated over 61,000 hours of service which equals the time of over 30 full time employees
- Mercy Auxiliaries donate $5000 annually in scholarships to nursing and radiology students
- Mercy Auxiliaries have pledged $125,000 to support the new hospital building project
- Escort and errands volunteers delivered 7,892 patient food trays, transported 4,954 patients and ran 17,785 errands in 1999.
- Infant Welfare Auxiliary volunteers provided vision screening to 750 preschoolers in 1999.
- Volunteers knit and donated 1,188 hats for Mercy newborns in 1999.

All volunteers are equipped with caring hearts and lending hands.

Other:
Come join our team! For more information call Volunteer Services.

Cashier Office – Patient Financial Services

Principle Functions of Department:
- Accepts payments for hospital accounts
- Answers questions about account status
- Gives directions to patients and visitors

Service Highlights:
Helps patients resolve their open accounts by taking payments and responding to questions.

Staffing Highlights:
One fulltime cashier
**Principle Functions of Department:**
Inpatient and outpatient services for women and children. Primarily obstetrics, level I nursery, level II nursery, pediatrics and gynecologic services.

BirthPlace is designed to function as a LDRP (labor, delivery, recovery and postpartum in one room) model. There are 12 birthing rooms with the ability to overflow into two additional rooms. There is a large nursery for Level I & II care of newborns and there is a small isolation nursery. Our cesarean section suite is a designated room just down the hall in surgery. Pediatrics & gynecology is a seven room, 14-bed unit next to birth place. We will care for children from 0-18 years and women of all ages. Five of the seven rooms have viewing windows allowing the nurse to keep an eye on all the patients from a central location.

**Department Highlights:**
The BirthPlace and gynecology rooms are set-up with the look and feel of a hotel, yet all the medical equipment is readily available. Medical gases are behind a picture in the wall, and supplies roll in and out of the room as needed.

The Pediatric rooms carry a moon and star theme in the wallpaper and ceiling tiles. Yet the rooms are also very appropriate for our female surgical and postpartum mothers should they need to overflow into the area.

**Staffing Highlights:**
We have 76 employees in this department. We are cross-trained to a variety of areas and specialties within our department to provide greater flexibility for census and acuity.

**Interesting Statistics:**
- We assist with the birth of almost 1,000 babies each year
- Our cesarean section rate is significantly below national average at 14.5%
- We are the second largest pediatric unit in the valley, with St. Elizabeth Hospital being first.
**Principle Functions of Department:**
This area is responsible for preparing both inpatients and outpatients for their procedures. This area also cares for the following patients post procedure: outpatient surgery, X-ray procedures (myelograms, arteriograms, biopsies, ERCPs etc.), GI endoscopes, cardiac caths, and bronchoscopes. OPA also performs the following type of procedures: GI endoscopy, minor surgeries, IV infusion, autologous blood donations, and medication and blood administration.

**Department Highlights:**
- Total of 30 beds in OPA
- There are also two endoscopy suites and two minor surgery rooms
- OPA cares for all patient age groups
- 19 RNs, one surgical tech and four unit clerks/scheduling coordinators. We also utilize LPNs from the float pool.
- Hours are 6 a.m. to 7 p.m. Monday through Friday with procedures being performed from 7 a.m. to 4 p.m.
  Staff is on call after 4 p.m. to perform emergency endoscopies.

**Service Highlights:**
- New service: We will be prepping and recovering cardiac cath patients
- All the rooms are private with a shared bathroom. All rooms have patient servers.

**Interesting Statistics:** Stats are from the last fiscal year (Oct. '98 – Sept. '99)
- 2728 outpatient procedures
- 268 outpatient radiology procedure
- 945 same day admit patients were prepped for surgery
- 3048 minor surgeries
- 1235 medication, blood and autologous procedures performed
- 241 call ins for emergency endoscopies
- 1,460,446 care minutes

**Equipment Highlights:**
- OPA utilizes all patient carts, no hospital beds
- Patients have the option of using a recliner instead of a cart
- 20 endoscopes are available for use
**Patient Care Unit 1**

(920) 223-1200

**Principle Functions of Department:**
Care for patients (adult through geriatric) experiencing any cardiac, respiratory, renal or endocrine process as well as a variety of cardiac and other vascular surgery patients.

**Department Highlights:**
This is a 36 bed unit. The majority of rooms are private, however in times of high census, nine of these private rooms can be converted to semi-private rooms to allow for the increased volumes of patients. All rooms have telemetry monitoring capabilities. The monitor technician also has the capability to monitor the cardiac rhythms of patients on other units in the hospital.

**Service Highlights:**
The Level 1 Patient Care unit provides service to a wide variety of patients with a wide variety of problems/diagnoses. These may include but are not limited to: asthma, pneumonia, respiratory distress, myocardial infarction, congestive heart failure, angina, coronary angioplasty, cardiac surgery, renal disease and/or failure, endocrine-related diseases and patients with lung surgeries, aneurysm repair or other bypass surgeries. Patients requiring continuous intravenous infusion of vasoactive and/or cardiac medications may also be admitted to this unit.

**Staffing Highlights:**
The unit is staffed by RNs, LPNs, unit clerks, nursing assistants and monitor technicians. All RNs are ACLS certified and are members of the code blue team. Nursing works very closely with cardiac rehab as well as other members of a multi-disciplinary team (such as respiratory therapy, dieticians, social workers, discharge planners, and spiritual services) to meet all of the potential needs of the patient.

**Interesting Statistics:**
1999 Telemetry Statistics:
- 2561 patients on telemetry
- 22 patients/day on telemetry
- 8056 total days of telemetry monitoring

**Equipment Highlights:**
All of the daily supplies used for a patient will be stocked directly in the patient's room via a "server". This server cabinet has doors opening into the hallway so that it can be restocked without disturbing the patient. There is not a central "nurses station". There are however, three sub-stations. These allow patient care providers to be physically closer to the patient at all times.

**Spiritual Services**

(920) 223-0120

**Principle Functions of Department:**
- Spiritual care and pastoral support for patients, families and staff
- Provide sacramental needs, prayer and worship
- Participate in crisis intervention assisting patients, families and staff
- Facilitates bereavement counseling
- Provide education and theological reflection to hospital staff and community

**Department Highlights:**
- Availability to minister to patients, families and staff 24 hours a day
- Collaborate with staff as a part of the interdisciplinary team to provide "whole person" care

**Service Highlights:**
- Provide Catholic mass three times a week: Sunday at 9 a.m., Tuesday and Thursday at noon and video-taped Protestant Worship service at 10 a.m. on Sunday
- All services televised on Spiritual Services closed circuit channel
- Inspirational video tapes provided for viewing 24 hours a day on closed circuit channel
- Priest sacramental services available on 24 hour basis
- Provide quarterly Fullness of Life services to remember loved ones who have died and other special services as requested
- Serve as a bridge between patients and their local congregations
- Assist patients and their families processing concerns, and ethical decision making

**Staffing Highlights:**
Because we value the importance of the spiritual dimension of healing we provide well-trained chaplains to meet the pastoral needs of patients, families and staff with 24 hour coverage. Ecumenically staffed since 1972.

**Equipment Highlights:**
- The chapel is the APEX of the total complex...at the CENTER of the facility...the heart of our healing ministry
- The Chapel of the Good Shepherd is open 24 hours a day for prayer and meditation
- New altar and accessories were designed and crafted by Mike Jagielo of Almond, Wisconsin. They are made of cherry and maple wood
- The refurbished tabernacle and large round window are from the original chapel of 1924. These are in the Eucharistic Chapel
- Windows, organ, statuary and chairs were brought from the previous chapel of 1980
- The chapel has a capacity of 50
- The holy oils, symbolic of the healing mission of Christ, are reverently placed on a specially designed pedestal in the chapel
**Surgical Services**
(Anesthesia, Operating Room, and Post Anesthesia Care Unit)

**OR** (920) 223-1900
**PACU** (920) 223-1950
**Anesthesia** (920) 223-1970

*Principle Functions of Department:*
Surgical Services provides anesthesia, surgical care and post anesthesia care for all ages.

*Department Highlights:*
- 11 operating rooms
- A cesarean section suite
- A cystoscopy suite
- An 11 station PACU - there also are two pre-op rooms and one isolation room
- Nine nurse anesthetists, 32 RNs, one LPN, 16 surgical techs, three anesthesia techs, seven nursing assistants, two materials specialists, one surgery scheduler, one surgery biller/computer specialist, one unit clerk
- Five anesthesiologists, 40 surgeons.

*Service Highlights:*
All service lines are provided
- General/vascular surgery
- Orthopedic surgery
- Cardiac surgery
- Neurosurgery
- Plastic surgery
- Ear, nose and throat surgery
- Oral surgery
- Urology

*Interesting Statistics:*
Stats are from last fiscal year (Oct. '98 – Sept. '99)
- 4977 surgical patients
- 2040 inpatient
- 2937 outpatient
- 369,049 surgical minutes
- 4966 anesthesia cases - 542,250 anesthesia minutes
- 4023 post anesthesia care patients
- 1006 pain clinic patients

*Equipment Highlights:*
- Six of the 11 operating rooms are equipped with video booms and a secondary monitor. These booms may be used for general, orthopedic and gynecological video scope cases. Each room has a main video monitor, a light source, a camera, an insufflator, and a shaver. Each of these rooms will also have a VCR and a printer.
- The booms in all the operating rooms are equipped with a smoke evacuator system.

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**Ortho/Neuro Unit**

(920) 223-2200

*Principle Functions of Department:*
The staff on the ortho/neuro unit provide inpatient care for adults who have orthopedic and neurological needs.

*Department Highlights:*
- 34 beds
- Rehabilitation is an important part of the patient's recovery therefore the rehab services are on the same floor.
- Common orthopedic surgery includes total hip and total knee surgery.
- Neuro surgery includes a cervical laminectomy and carotid endarterectomy.
- Patients who have had a CVA are on this unit and often transfers to the Rehab unit, which is also on this floor.
- Patient servers are stocked with frequently used patient care items as well as linens, patient medications and the patient chart.
- The nursing stations are decentralized so staff is closer their patient assignment.

*Staffing Highlights:*
The unit staffing includes
- Approximately 28 professional colleagues RNs
- Approximately eight clinical colleagues LPNs
- Approximately 16 technical colleagues certified nursing assistants
- Approximately six system support colleagues unit clerks
- One nurse clinician
- One manager

*Interesting Statistics:*
- As many as 145 patients are expected to be admitted to this unit on a monthly basis.
- The average length of stay is about four days depending on the type of diagnosis the patient is admitted for.
- The average daily census is expected to be 25 patients per day with a higher census in the winter.
Principle Functions of Department:
The role of the rehabilitation department is to assist individuals with functional limitations to achieve their maximum level of independence and enhance their quality of life.

Department Highlights:
Our philosophy: We believe that each individual has inherent worth, and regardless of the nature of his or her condition, possess physical, mental, and spiritual resources that can be mobilized to regain the highest level of function, independence, and quality of life.

Service Highlights:
Rehabilitation services are provided by competent professionals who are qualified by education, professional licensure, regulation, registration, certification, training, and experience. We provide a continuum of effective services that address the individual's physical, social, emotional, and spiritual needs.

Staffing Highlights:
Members of the rehabilitation team include:

Rehabilitation Physician:
Supervises and directs your rehabilitation program and can be reached 24 hours a day, seven days a week. The doctor also works closely with your family physician for your medical needs.

Psychologist:
Assists you and those around you in adjusting to life changes as you recover. You and the team will determine if psychology services are needed.

Hospital Case Manager:
Works with you, your family, the rehabilitation team and insurance companies for a smooth transfer from hospital to home. The case manager will help you to arrange for home care, equipment, outpatient therapies and other community services.

Social Worker:
Helps guide you and your family in learning about community resources such as transportation, home care and finances.

Dietician:
Helps you select the right food for your needs and provides diet teaching.

Physical Therapist:
The physical therapist or physical therapist assistant will provide treatment for your functional limitations. For example, after knee surgery, the physical therapist will assist you in regaining the motion and strength in your knee so you will be able to walk with your walker and complete daily tasks. The goal of physical therapy is to rehabilitate your involved body part and you as a whole, by working one-on-one with you and your family to provide an individualized treatment program.

Occupational Therapist:
Occupational therapy will work with you on the “skills for the job of living”, they will help you regain, develop and build skills important for independent living and well being. Individual programs can include learning new ways to manage daily tasks like eating, dressing and bathing. Increase physical strength and endurance, coordination and thinking skills and compensating for loss. They will help you develop skills to return to your life functions.

Speech Therapist:
Speech therapy's primary role in the rehabilitation program is to enhance your ability to communicate, which would involve speaking, listening, reading and writing following stroke, neurological disease or head injury. In addition, speech therapy works with you on ways to strengthen problem solving and memory skills, as well as helping those who have difficulty swallowing safely.

Therapeutic Recreation Specialist:
Therapeutic Recreation treatment utilizes individual or group sessions that may include information on community accessibility, recreation and new leisure activities. We utilize patients' existing skills and interests as well as the establishment of new skills for daily living and community functioning. Various methods are introduced to promote the independent physical, cognitive, emotional and social functioning. Education is provided on the use of adaptive recreation equipment, leisure time pursuits and community activities.
Rehabilitation Nurse:
Many of the rehab nurses working with you during your stay on rehab are certified in rehab nursing. They will help you set goals you want to accomplish while a patient on the rehab unit. The rehab nurse teaches: maintaining skin integrity, bowel/bladder function, medication management, about your disease and problem solving. Reinforce teaching done by other members of the team, for example, mobility skills and bathing and dressing. The rehab nurse helps prepare you to return to a functional role in your family and the community.

Hydrotherapist:
Patients referred to our whirlpool area are almost exclusively patients with open wounds; burns, bedsores, ulcers, open incisions, etc. The hydrotherapy area contains several different size whirlpool tubs to accommodate different body areas. The general benefit from the whirlpool is cleansing of the wound, increase circulation to the area, debridement of dead tissue. A whirlpool is generally 20 minutes in length. After the whirlpool, the patient may have removal of dead tissue by the therapist, application of a topical cream or ointment to the wounds and a dressing.

Chaplain:
Spiritual Services participates in your rehabilitation efforts to support you and your family in the midst of change that rehabilitation efforts bring to your life. We are present to provide opportunities for the continued development of meaning that is often an important part of the therapeutic process.

Rehabilitation Manager:
Is responsible for the rehabilitation unit and its staff and can be contacted 24 hour a day to discuss any matters about your care.

Interesting Statistics:
During the past year, our rehab department had 166 people admitted. Their medical conditions included stroke, brain injury, neurological conditions, amputations and orthopedic surgery.

On the average, they stayed on our rehab unit 15 days. 77% of these people were able to return home. Others needed continued rehab services in other medical facilities.

Behavioral Health

Principle Functions of Department:
The behavioral health inpatient unit provides short-term, acute treatment and assessment for adult patients with psychiatric problems and medical detoxification for individuals with alcohol/drug abuse or dependency. Voluntary and involuntary admissions are accepted.

Department Highlights:
This unit is a secure treatment environment. Treatment is provided under the direction of the medical director and other attending psychiatrists.

Service/Staffing Highlights:
The following services are provided on the unit:
- 24 hour/day nursing services
- Occupational therapy
- Educational services
- Social services
- Spiritual services
- 23 hour stay
- Crisis intervention

Additional services may include:
- Psychology services
- Dietary
- Physical therapy
- Speech therapy
- Chemical dependency assessment
- Day treatment
- Consultation to other patient care areas

Interesting Statistics: (Taken from the National Alliance for the Mentally Ill)
- Mental illness can affect persons of any age, race, religion or income.
- In any given year, approximately five-million Americans, or 2.8 percent of the adult population, will suffer from severe mental illnesses.
- Severe mental illnesses are more common than diabetes, cancer or heart disease.
- Excessive alcohol consumption causes more than 100,000 deaths annually in the United States. (Scientific American, December 1996)
- Based on national surveys, it is estimated there are 390,900 substance abusers in Wisconsin alone. (WI Department of Health and Family Services)
Principle Functions of Department:
The staff on the medical surgical unit provides nursing care to adult inpatients with surgical and medical needs. Patients who need chemotherapy and renal dialysis are also admitted to this unit.

Department Highlights:
- 34 beds
- 12 rooms can be converted to double rooms if volumes require additional beds
- Patient servers are stocked with frequently used patient care items as well as linens, patient medications and the patient chart.
- The nursing stations are decentralized so staff is closer to their assigned patients.

Service Highlights:
- Hemodialysis and peritoneal dialysis is done at the bedside.
- Specially trained nurses including nurses with chemotherapy certification administer chemotherapy.
- General surgery includes abdominal aortic aneurysms, colon resections, mastectomies, and TURPs.
- An enterostomal therapist is available on the unit to meet the needs of patients who have ostomies and wound and skin care needs.

Staffing Highlights:
The unit staffing includes:
- Approximately 35 professional colleagues RNs
- Approximately eight clinical colleagues LPNs
- Approximately 18 technical colleagues certified nursing assistants
- Approximately six system support colleagues unit clerks
- One nurse clinician
- One manager

Interesting Statistics:
- As many as 150 patients are admitted to the unit on a monthly basis.
- The average length of stay depends on the patient diagnosis, most patients are discharged in approximately four days.
- The average daily census is approximately 32 patients per day with a higher census in the winter months.