



INNOVATIONS TODAY: HEALTHIER COMMUNITIES TOMORROW

MERCY MEDICAL CENTER
MERCYCARE COMMUNITY PHYSICIANS
ANNUAL REPORT 2014 - 2015





Healthcare **innovations** today, a **healthier** community **tomorrow**...

2014-2015 ANNUAL REPORT

As I reflect on another inspirational year for Mercy Medical Center and MercyCare Community Physicians, one word comes to mind: innovation. Our dedication to the Mercy mission of caring for the sick and enhancing the health of the communities we serve guided by the spirit of the Sisters of Mercy is crystal clear, backed by our excellent care and defined by our forward-thinking responses to your changing healthcare needs.

Patients want convenient care that's accessible and affordable.

We took action.

- MercyCare Telehealth at Rockwell Collins became the first direct-to-employer telehealth clinic in the region – making affordable, quality healthcare easily available to thousands of Rockwell Collins employees
- Mercy welcomed new providers to expand family and specialty care

We anticipated future healthcare needs and responded today.

- The Family Caregivers Center of Mercy was announced, building community-focused support for those providing care to chronically ill loved ones at home – a first-in-the-state initiative to address the needs of our aging population
- Hiawatha Medical Park plans were announced to extend outpatient services

The exceptional skills of our providers and staff were validated through numerous awards, accreditations and reaccreditations.

- Named one of the nation's 100 Top Hospitals® by Truven Health Analytics for the third year
- Named No. 1 in Iowa for overall hospital care by CareChex®
- Hall-Perrine Cancer Center earned full accreditation from the American College of Radiation Oncology

This annual report highlights our unwavering commitment to Eastern Iowa and affirms the first-rate care you've come to expect from *The Mercy Touch*®. It's an exciting overview – a foreshadowing of Mercy's strong future.

As always, thank you for entrusting us with your healthcare needs.

Timothy L. Charles
President and CEO

Sincerely, Tim



Community **leaders** committed to enhancing the health of their **neighbors ...**

A SPECIAL THANK YOU TO OUR BOARD OF TRUSTEES

Mary Quass, Chair
Emmett Scherrman, Treasurer
Sister Shari Sutherland, Secretary
John-Paul Besong
Lydia Brown
Michele Busse
Tim Charles
Jack Cosgrove
Chris DeWolf
Barrie Ernst
Tony Golobic
Sister LuAnn Hannasch
Nancy Kasparek
Jan Kazimour
Barb Knapp
Sister Terry Maltby

Bruce McGrath
Cheryle Mitvalsky
Darrel Morf
Rue Patel
Fred Pilcher, M.D.
Tom Reed
John Rife
Charlie Rohde
Al Ruffalo
Gary Schweiger, M.D.
Kyle Skogman
John Smith
Sister Maurita Soukup
Bob Verhille
Sister Margaret Weigel



our neighbors...



Responding to **your healthcare needs**; expanding your medical home ...

WELCOME NEW MERCY PROVIDERS



Brady Bradshaw, MD
Mercy Family Counseling



Bulent Cetindag, MD
Mercy General Surgery



Teresa Davidson, ARNP,
PNP
Mercy Neonatal Intensive Care Unit



Amandeep Dhaliwal, MD
Mercy Cardiology



Wendy Dennis, ARNP
Mercy Cardiology



Sam Drahos, ARNP
Mercy Cardiology



Rachel Francois, ARNP,
C-PNP, MSN
Mercy Pediatric Clinic



Janna Girardi, MD
Mercy Healing Center



Stacey Guertin, ARNP,
DNP, MSN
Mercy Neonatal Intensive Care Unit



Ryan Hollenbeck, MD
Mercy Cardiology



Abhishek Kumar, MD, MPH
Mercy Pulmonology



Shona Lenss, ARNP, MSN
Mercy General Surgery



Todd Pentico, MD
MercyCare Mount Vernon



Jill Petersen, ARNP
Mercy Family Counseling



Stephanie Phillips, FNP
MercyCare Urgent Care Float



Jaclyn Price, DO
MercyCare Marion



Pascuala Reyes, DO
MercyCare East Post Road



Carly Roskop, ARNP
MercyCare Marion Urgent Care



Christa Slagle, DNP
MercyCare Tama



Vince Taeger, MD
MercyCare North Liberty



Jeff Westpheling, MD, MPH
MercyCare Occupational Health



Jacquelyn Zillman, PA-C
MercyCare Mount Vernon

... That's **The Mercy Touch**®

your **healthcare**



“Let **charity** be our badge of **honor...**”

**FAMILIAR INSTRUCTIONS OF MOTHER CATHERINE MCAULEY,
FOUNDER OF THE SISTERS OF MERCY**

The Mercy Auxiliary of 400 volunteers donated a total of \$162,500 to Mercy Medical Center. The membership gifted \$50,000 more than originally pledged to the Mercy Foundation thanks to a successful fundraising year.

AUXILIARY FUNDS SUPPORTED

Hal and Noelle: a lifelike birthing simulator

TrueBeam: state-of-the-art cancer treatment

Family Caregivers Center of Mercy: supporting those caring for loved ones

HOPE fund: supporting cancer patients in need

Telemedical home health: an innovation for homebound patients

HALO SleepSack® wearable blankets: offering safer sleep for new babies

New lactation room furniture: helping moms feed their babies in comfort

DID YOU KNOW:

- The Mercy Auxiliary has given a total of \$5.4 million back to the hospital since 1952.

VOLUNTEERS MAKE A DIFFERENCE

872 active volunteers donated 143,018 hours of service to the hospital in the spirit of the Sisters of Mercy – a monetary value of \$3,299,425.

“The auxiliary is always thrilled to be able to help with as many needs as it can. Whether you realize it or not, when you buy a cup of coffee or shop in the gift shops, you are directly supporting the auxiliary, which in turn, supports needs of the hospital.” **Mercy Auxiliary Co-Leader Mike Sullivan**

"This project [Geneva Tower Health Collaborative] aligns perfectly with our mission to enhance the health of the communities we serve. We hope to have a positive impact on our local community as well as across the country."

Melissa Cullum,
Manager of Community Benefit



Living the mission ...

SUPPORTING GOOD HEALTH BEYOND CLINIC AND HOSPITAL WALLS



Staff and providers don't limit support of the Mercy mission to their shift; they live the mission – sharing their expertise and talents beyond the office to promote good health and healing throughout the community.

We call this “community benefit” – reaching out through education, screenings, support groups and more through programs like this:

- **Geneva Tower Health Collaborative** – a partnership between Mercy Medical Center, Abbe Center for Community Mental Health, Affordable Housing Network, Aging Services and Linn County Public Health
 - **Three-year project** funded by the U.S. Department of Health and Human Services to test the National Quality Forum's *Improving Population Health by Working with Communities— Action Guide 1.0*
 - **One of only 10 groups nationwide** to test the guide's concepts
 - **Empowers Geneva Tower residents** with knowledge and tools to encourage healthy living
 - Educational classes, screenings and individualized **support** are **offered**
 - Data from the effort will help determine **new ideas** and edits for the action guide, and will highlight the positive **power of collaboration** when it comes to community healthcare

We also:

- Provided 10 nonprofits with defibrillators.
- Offered free flu vaccinations to the underserved.
- Held a bone marrow drive to help blood cancer patients.

Learn more about the ways we live the mission in the **Year In Review.**

the mission...



Sister James Marie Donahue,
Mercy Foundation Chairman of the Board



Transforming the future ...

GENEROSITY HEALS US ALL

It's a fact – giving makes a donor feel good. When the Mercy Foundation puts those gifts to work, our patients' health improves. Generosity creates a healing circle – from the giver's spirits to the patient's health – giving transforms everyone!

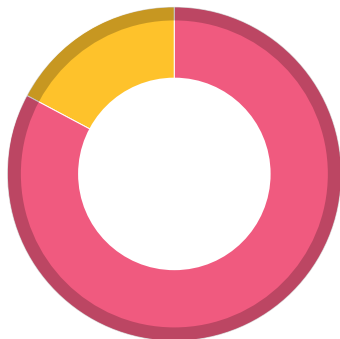
CELEBRATE THESE JOYOUS GIFTS WITH US:

- Mercy received **\$3.4 million in gifts** in fiscal year 2015
- **9 planned gifts** were realized totaling **\$771,920.91**
- Shine a Light on Hospice Event raised **\$119,260.52** in net income
- Dennis & Donna Oldorf Hospice House
 - Love Lights received **563 gifts totaling \$45,358**
 - **29 memorial bricks** were installed
 - **11 givers** joined the Donor Wall
- Hall-Perrine Cancer Center
 - first annual appeal received **64 gifts equaling \$7,627.75**
 - Hope Fund received **55 gifts totaling \$35,934**
 - **16 gifts** were designated to TrueBeam at **\$344,638**
 - **18 gifts** were made to the **Family Cancer Resource Center** at **\$38,159**
- The hospital's annual appeal welcomed **211 gifts** for a total of **\$112,500**
- **\$24,500** was awarded to 20 nursing and clinical scholarship recipients

"Gifts received are stewarded with careful attention to the donor's wishes and intent. All gifts to the Mercy Foundation stay right here in our community to benefit patients and families who come to us for care." Sister James Marie Donahue, Mercy Foundation Chairman of the Board

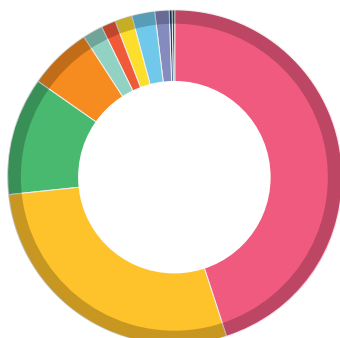


Financial Overview 2014-2015



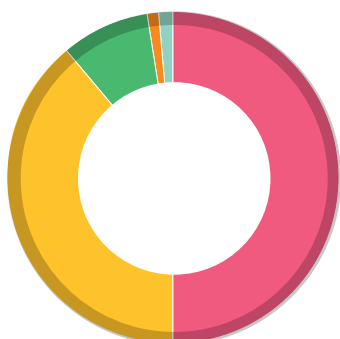
EMPLOYEE OVERVIEW

■ Mercy Medical Center	2,173
■ MercyCare	447
Total	2,620



MEDICAL OVERVIEW

■ Outpatient Visits	396,829
■ MercyCare Visits	250,311
■ MercyCare Urgent Care Visits	100,671
■ Emergency Visits	53,536
■ Pediatric Clinic Visits	18,096
■ Inpatient Discharges	11,234
■ Hall Radiation Center Treatments	16,131
■ Women’s Center Mammographies/Tomo	18,060
■ Surgery Cases	12,635
■ Katz Cardiovascular Center Lab Visits	3,503
■ Births	786

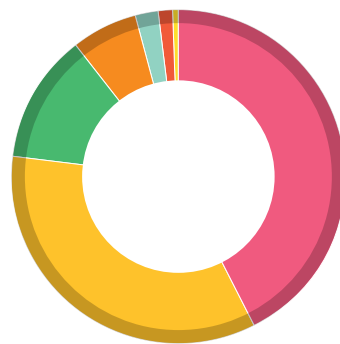


FINANCIAL OVERVIEW

■ Salaries/benefit payroll taxes:	\$169,007,000
■ Supplies/other:	\$130,950,000
■ Depreciation:	\$28,405,000
■ Professional fees:	\$4,039,000
■ Interest:	\$4,031,000
Total:	\$336,432,000



Foundation Gifts



■ MMC Capital Projects	\$1,426,382
■ Cancer Services	\$1,150,487
■ Patient Assistance & Education	\$419,531
■ Hospice of Mercy & Hospice House	\$215,995
■ Neurosciences and Cardiac Services	\$75,000
■ Nursing Scholarships & Education	\$50,644
■ Additional Projects	\$10,035
Total:	\$3,348,074

Community Expenditure

INCLUDING CARE OF THE UNINSURED AND UNDERINSURED

	2015	2014
Costs in excess of Medicare reimbursement (Costs of providing the services less the amounts received from Medicare)	\$22,820,000	\$31,600,000
Other community benefit (Includes subsidized health services, care provided at a loss; financial contributions to non-profit organizations)	\$4,730,000	\$5,238,000
Free service (To patients who meet Mercy's free-service guidelines)	\$2,214,000	\$3,489,000
Physician education	\$954,000	\$473,000
TOTAL	\$30,718,000	\$40,800,000
Total property taxes & medical district assessment	\$1,346,869	\$1,590,428
TOTAL	\$32,064,869	\$42,390,428



Providing you with the **quality care you deserve ...**

MERCY'S YEAR IN REVIEW

The pages ahead encompass a portion of Mercy's accomplishments during the past fiscal year – evidence of our forward-thinking momentum, compassionate caregivers and superior service.

We've evolved and grown over the last year to exceed your healthcare expectations. We'll continue listening to your needs; no doubt we'll grow even more in the year to come.

You've selected Mercy Medical Center as your hospital of choice and MercyCare providers for your family's care because you demand excellence. You'll be reminded of our excellence in the next pages.

We'll be here when you need us with the quality care you deserve.

... That's ***The Mercy Touch***®



July 2014 – September 2014

100 BEST HOSPITALS



Named one of **AMERICA'S 100 BEST HOSPITALS** for Patient Experience by WomenCertified, Inc.

5 YEARS

Five consecutive years of treating 100 percent of **CARDIAC PATIENTS** with **FASTER DOOR-TO-BALLOON TIMES** than the national standard

68 FAMILIES



Hall-Perrine Cancer Center **DONATED BACKPACKS** full of school supplies to 68 families fighting cancer

100%



MERCY'S CARDIOVASCULAR LAB WAS RENOVATED WITH NEW STATE-OF-THE-ART IMAGING EQUIPMENT

PARENTS MAGAZINE FAVORITE



RICK MERSCH, MD, FAAP, named one of "OUR FAVORITE PEDIATRICIANS" by **PARENTS MAGAZINE**.

7TH TIME MOST WIRED

Named one of healthcare's **MOST WIRED HOSPITALS** for the **7TH TIME** since 2006

SILVER SPOONS



NEW SILVER SPOONS program makes mealtime special for **HALLMAR RESIDENTS**

NEW LOCATION

Mercy Pediatric Clinic celebrated a **CONVENIENT NEW LOCATION** at Mercy

October 2014 – December 2014

HALL-PERRINE CANCER CENTER

HALL-PERRINE CANCER CENTER earned full accreditation from the **AMERICAN COLLEGE OF RADIATION ONCOLOGY**



100

THANKSGIVING MEAL BASKETS were DELIVERED to families touched by cancer



EXPANDED UNIT

EXPANDED PEDIATRIC INPATIENT UNIT to serve more families



RANKED NO. 1 in overall HOSPITAL CARE by CareChex

#1 IN IOWA

INCREASED ACCESS TO FAMILY CARE WITH NEW MERCYCARE PROVIDERS



DR. PRICE
Family Medicine



JACQUELYN ZILLMAN, PA-C
Family Medicine



DR. TAEGER
Family Medicine



DR. REYES
Family Medicine



DR. PENTICO
Family Medicine



CHRISTA SLAGLE, DNP
Family Medicine

New program offered **FREE FLU VACCINATIONS** to underserved community members

GREAT ORTHOPEDICS



Named to **BECKER'S HOSPITAL REVIEW** Hospitals with **GREAT ORTHOPEDIC PROGRAMS**



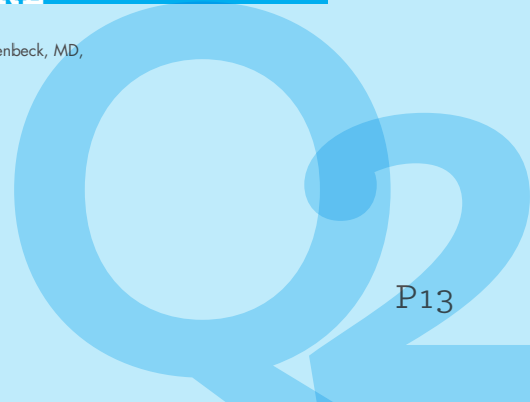
14,471@EFY

14,471 registered for the *Especially for You*[®] race from 407 cities in 28 states and 2 other countries. More than 343 volunteer donated over 2,385 hours to EFY. 600 cancer survivors participated in EFY.

600 cancer survivors

NEW CARDIOLOGY SPECIALISTS EXPANDED HEART CARE

Amandeep Dhaliwal, MD, Sam Drahos, ARNP, Ryan Hollenbeck, MD, and Wendy Dennis, ARNP



January 2015 – March 2015



Mercy's
Non-Invasive
**CARDIOLOGY
RECERTIFIED**
by Intersocietal
Accreditation
Commission for
quality measures

100 **TOP HOSPITALS**
PATIENT SATISFACTION 

3 CONSECUTIVE YEARS
as one of the nation's **100
TOP HOSPITALS**® by
Truven Health Analytics

99% **MERCY TELEHEALTH AT
ROCKWELL COLLINS** opened
and achieved **99% PATIENT
SATISFACTION** in only a few
months – the first
direct-to-employer telehealth
clinic in the region

MERCY GOES VIRAL


*Sissy the schnauzer sniffed out
her owner at Mercy, 20 blocks
from the family's home*



Earned **CHEST PAIN CENTER
REACCREDITATION**
from the Society of
Cardiovascular Patient Care 


MERCY'S NEW AED PROGRAM

 **10 LOCAL NONPROFITS**, including schools and the
public library, were equipped with Automatic External
Defibrillators through **MERCY'S NEW AED PROGRAM** 

 Partnered with local agencies to
launch the **GENEVA TOWER
HEALTH COLLABORATIVE**



NEW PULMONARY VALVE PROGRAM

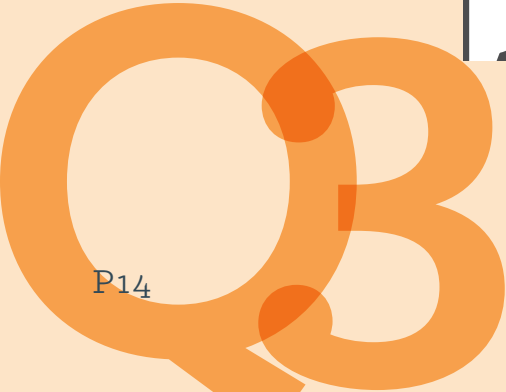
New pulmonary valve program **HELPS PATIENTS HEAL**

PARTNERED with Cedar Rapids
Community School District to share Epic
medical record system **WITH SCHOOL** 

25

Mobile mammography
visited **25 LOCATIONS**
and provided over **1,750
MAMMOGRAMS**

 Noelle and Hal birthing simulators
help **TRAIN LABOR AND
DELIVERY NURSES** 



April 2015 – June 2015

IOWA'S 1ST

FAMILY *Caregivers* CENTER of MERCY

FAMILY CAREGIVERS CENTER OF MERCY announced to build a **COMMUNITY-FOCUSED SYSTEM OF SUPPORT**

HIAWATHA MEDICAL PARK

celebrated increased access to care through an outpatient surgery center, **WOLFE EYE CLINIC AND AN EXTENSION OF MERCYCARE SERVICES**

58

Mercy Diabetes Center supported summer camp for **58 DIABETIC KIDS**

Sisters of Mercy were voted into the Iowa Volunteer Hall of Fame and celebrated 140 years of service in Cedar Rapids



Mercy's annual parish nurse education course graduated its **98TH PARISH NURSE** to serve the community

Mercy's **BIRTHPLACE** completed **RENOVATIONS**

90% PATIENT SATISFACTION

Food & Nutrition Services celebrated **SIX CONSECUTIVE YEARS** of over **90 PERCENT PATIENT SATISFACTION** scores

NEW MERCY AMBASSADORS PROGRAMS

NEW MERCY AMBASSADORS PROGRAM creates a welcoming environment for patients, their friends and family

Re-verified as an **AREA LEVEL III TRAUMA CARE FACILITY** by the Iowa Department of Public Health

Live Active, Live Healthy held **14 WORKSHOPS** empowering **110 PEOPLE** with healthy ways to manage chronic conditions

LABORATORY REACCREDITED by the College of American Pathologists, the worldwide leader in laboratory quality assurance



*Molly Vipond
Student at the University of Iowa and Mercy Ambassador*

- Back Three (L-R):
Sr. Marilyn Ward
Director, Volunteer Services & Archivist
- Sr. Mary Lou Podzimek
Chaplain, Hospice of Mercy
- Sr. Susan O'Connor
Vice President, Mission Integration
- Front Three (L-R):
Sr. James Marie Donahue
Chair of the Board, Mercy Foundation
- Sr. Peg Murphy
Chaplain, Pastoral Care
- Sr. Gladys Frein
Lundy Pavilion Desk



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