Living our Legacy

MERCY®
CEDAR RAPIDS

ANNUAL REPORT 2015-2016

MERCY MEDICAL CENTER
MERCYCARE COMMUNITY PHYSICIANS

MERCYCARE.ORG/ANNUALREPORT2016

LIVING OUR LEGACY

Making Mercy a peer of the best

Shortly after opening Mercy Hospital in 1900, it became obvious to our founding Sisters of Mercy that a bigger building was needed to properly care for booming Cedar Rapids. As they wrote the archbishop explaining their intent to secure a larger facility, the sisters assured him they would not be content until Mercy was deemed "a peer of the best."

Today, the fundamental core of our organization still resonates with that visionary statement and the promise made to this community. That prescient message is behind every award, accreditation and medical advancement at Mercy. It permeates each healthcare innovation within our walls and echoes in the community-enhancing work we do beyond them.

A peer of the best: *It's our legacy.*

We are living that legacy today through the initiatives highlighted in this report. In the pages ahead, you'll see prime examples of the ways in which Mercy has responded to healthcare trends and filled service gaps during the last fiscal year – a year of tremendous growth for Mercy Medical Center and MercyCare Community Physicians as we build you, our community, more avenues of access to the high-quality care behind ***The Mercy Touch***®.

As always, I thank you for taking time to review this report and for making Mercy your medical home. It's our honor to care for you.

Sincerely, Tim

Timothy L. Charles
President and CEO

A PEER OF THE BEST:

LIVING OUR LEGACY

1972

Legal authority transitions to a Board of Trustees comprised of Sisters of Mercy and lay men and women.

A special thank you to the dedicated leadership of our Board of Trustees…

BARRIE ERNST
Chair, Mercycare Service Corporation

SISTER SHARI SUTHERLAND
Secretary

EMMETT SCHERRMAN
Treasurer

JOHN-PAUL BESONG

LYDIA BROWN

MICHELE BUSSE

TIM CHARLES,
President and CEO

JACK COSGROVE

CHRIS DEWOLF

TONY GOLOBIC

SISTER LUANN HANNASCH

NANCY KASPAREK

JAN KAZIMOUR

BARB KNAPP

SISTER TERRY MALTBY

BRUCE MCGRATH

CHERYLE MITVALSKY
Chair, Mercy Medical Center Board of Trustees

DARREL MORF

RUE PATEL

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CHARLIE ROHDE

AL RUFFALO

KYLE SKOGMAN

JOHN SMITH

SISTER MAURITA SOUKUP

BOB VERHILLE

SISTER MARGARET WEIGEL

1921

Administrator Sister Mary Cephas Holland calls a meeting of doctors to discuss forming a medical staff at Mercy.

Welcome to these new Mercy providers…

PETER AHN, MD
MercyCare Blairs Ferry

NAN AMBROSY, DNP, ARNP
Mercy Family Counseling

AARON BENSON, MD
Mercy Ear, Nose & Throat Clinic

NICK BINGHAM, MD, MS
MercyCare Occupational Health

JOHN BURDAKIN, MD
MercyCare Geriatric Services

SARA BUTLER, ARNP
Mercy Pulmonology

KRISTINE COOPER, DO
MercyCare Internist Associates of Iowa

BARBARA CREE, PA-C
MercyCare Shellsburg

ANNA DEMPEWOLF, PA-C
Mercy Employee Health Center

ANGELA DEVRIES, ARNP
MercyCare Central City

MICHELLE DONOHUE, ARNP
Mercy Cardiology Clinic

SHANE GAILUSHAS, MD
Mercy Ear, Nose & Throat Clinic

KRISTIN GISSELMAN, DO
MercyCare Vernon Village

AMIE HASS, ARNP
Hall-Perrine Cancer Center

KHALID KATRANJI, MD
Mercy Pediatric Inpatient Center

REBECCA KUEHN, PA-C
MercyCare North Liberty Urgent Care

MONICA MEEKER, MD
MercyCare Health Partners

LAURIE PIEPER, ARNP
MercyCare Urgent Care float pool

ROCHELLE REMUS, DO
Mercy Pediatric Clinic

RONALD RIDDER, PHD
Mercy Outpatient Psychiatry

CARLA SCHULZ, MD
MercyCare North Urgent Care

MATT SMITH, MD
Mercy Urology Clinic

ANN SOENEN, DO
MercyCare Vernon Village

MARK VALLIERE, MD
MercyCare Internist Associates of Iowa

CLAUDIA S. ZAVALA, MD
Mercy Pediatric Inpatient Center

MARK ZITTERGRUEN, MD
Mercy Pediatric Cardiology

A PEER OF

1923

The Mercy Auxiliary gathers to complete sewing projects for the hospital's needs and, in time, fundraise to support hospital initiatives.

Thank you, Mercy Volunteers

The Mercy Auxiliary donates a total of **$170,000** to Mercy Medical Center through their fundraising projects during fiscal year 2016. The gift is directed toward a five-year pledge for the Family Caregivers Center of Mercy and other supplemental funding needs including TrueBeam technology at Hall-Perrine Cancer Center, a pediatric scope for the operating room, communication radios for Security, the Mercy Foundation's Hope Fund and HALO® swaddle sleep sacks for all Birthplace newborns.

Mercy's pool of nearly **900 volunteers** share **144,206 hours** of their time in service to the hospital and its programs during fiscal year 2016. Across the organization, our volunteers share their talents to make everyone's day brighter. From information desks to gift shops, from Uncommon Grounds coffee corner to Senior Health Insurance Information Program (SHIIP), volunteers give selflessly to support the Mercy mission. Their efforts have a monetary value of **$3,397,493** this fiscal year.

Join us as a volunteer.
Visit ***mercycare.org/volunteer*** to apply.

"VOLUNTEERING AT MERCY HAS ENRICHED OUR LIVES. IT'S A JOY FOR US TO GIVE BACK."

Rindy and Wayne Seagren, *Mercy Volunteers*

THE BEST:

LIVING OUR LEGACY

1977

Sister Mary Lawrence Hallagan establishes the Mercy Medical Center Foundation to support the mission and activities of the hospital and its subsidiaries.

At the Mercy Foundation, philanthropy intersects with innovation. Celebrate these joyous fiscal year 2016 gifts with us...

MERCY MEDICAL CENTER

- Receives **$3,476,819** in gifts
- Awards **24** nursing and clinical scholarships totaling **$20,500**
- Realizes five planned gifts totaling **$388,587**
- Receives and acknowledges **3,979** expressions of generosity

FAMILY CAREGIVERS CENTER OF MERCY

- **$2,228,023** is committed toward the funding initiative goal of **$2,500,000**

HOSPICE*

- Hospice of Mercy receives **1,581** gifts totaling **$129,945**
- Dennis and Donna Oldorf Hospice House of Mercy receives **1,247** gifts totaling **$150,522**

HALL-PERRINE CANCER CENTER

- Receives **218** gifts totaling **$50,054**
- The Hope Fund receives **41** gifts totaling **$40,496**
- Creates new oncology lecture series in honor of Dr. Martin Wiesenfeld
- Holds the first Ribbon Ride to support Hope and Patient Care Services funds
  - » Participants bicycle in honor or support of those touched by **16** different cancers
  - » **11** eastern Iowa communities are represented

Generosity heals.
Visit ***mercycare.org/foundation*** to donate.

***"A PEER OF THE BEST* ONLY BECOMES A REALITY WHEN SUPPORTIVE DONORS BELIEVE IN OUR MISSION AND WANT TO BE A PART OF IT. THE MERCY FOUNDATION IS VERY GRATEFUL FOR THE INCREDIBLE SUPPORT RECEIVED THIS YEAR."**

Sister Susan O'Connor, *Vice President of Mission Integration, Chairman of the Mercy Foundation Board*

A PEER OF

Mission Statement

To care for the sick and enhance the health of the communities we serve, guided by the spirit of the Sisters of Mercy.

Linn County Community Health Needs Assessment and Implementation Plan

2015: Mercy Medical Center joins with Linn County Public Health and community partners to better understand the county's healthcare needs and the barriers that make it difficult for residents to achieve health goals. The team forms a steering committee, Together! Healthy Linn, to identify priority health concerns and build a plan to address them throughout the next three years.

- Together! Healthy Linn convenes in January 2015
- Public health conducts the Community Health Needs Assessment (CHNA) March through August 2015
- Health needs are prioritized in October 2015
- The Linn County implementation strategy is developed in December 2015
- The Mission Committee of Mercy Medical Center's Board of Trustees adopts the CHNA on April 12, 2016
- Today, Mercy is building an implementation strategy to address priority concerns:

1. SOCIAL DETERMINANTS
2. HEALTH PROMOTION
3. BEHAVIORAL HEALTH

Pilot Program: School-Age Mental Health Urgent Care

2015: In response to growing concerns regarding the mental health needs of children and adolescents, Mercy Family Counseling partners with the Linn-Mar school district in the fall to help students with acute mental health needs access care quickly. This pilot differs from existing resources in that it serves the family unit and removes the typical two-to-three–month wait to begin therapy sessions.

OCTOBER 2015 THROUGH JUNE 2016:

- 26 students receive at least one mental health urgent care session
- Most are in middle school, followed by elementary and then high school
- 73% girls, 27% boys
- Most face depression/anxiety, followed by difficult behavior and family issues
- The pilot is so successful that Mercy Family Counseling plans to continue with support from the Mercy Medical Center Foundation during the 2016 school year

These are only samplings of Mercy's community benefit activities. Look for other ways we live our mission in the Year in Review.

THE BEST:

LIVING OUR LEGACY

Welcome to **Mercy's Year in Review**, a snapshot of our dedication to your needs.

1 **YOU'LL SEE OUR GROWTH AND COMMITMENT TO EASTERN IOWA DURING THE 2016 FISCAL YEAR.**

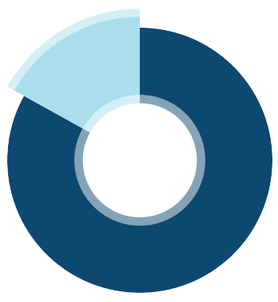
2 **YOU'LL SEE HOW WE WORK TO IMPROVE POPULATION HEALTH WHILE ADDRESSING HUMAN NEEDS AT THE SAME TIME.**

3 **YOU'LL BE REMINDED OF THE EXCELLENCE BEHIND *THE MERCY TOUCH* AND THE QUALITY CARE YOU EXPECT FROM MERCY AS YOUR HEALTHCARE PROVIDER OF CHOICE.**

Thank you for living our legacy with us and entrusting us with your care…

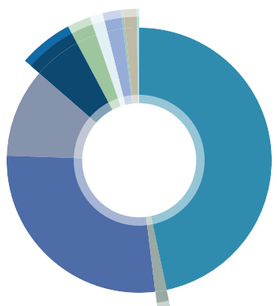
Mercy's Year in Review

JULY 2015 – JUNE 2016



EMPLOYEE OVERVIEW

Mercy Medical Center	2,293
MercyCare	464
TOTAL	**2,757**



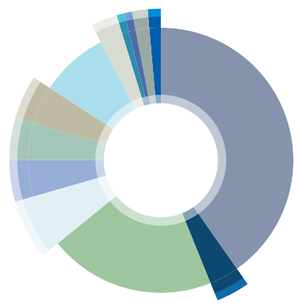
MEDICAL SERVICES

Outpatient Visits	435,114
Inpatient Discharges	11,384
MercyCare Visits	256,640
MercyCare Urgent Care Visits	101,369
Emergency Visits	54,242
Pediatric Clinic Visits	21,470
Hall Radiation Center Treatments	12,725
Women's Center Mammographies	18,706
Katz Cardio Center Lab Visits	3,694
Surgery Cases	12,443
Births	809

COMMUNITY EXPENDITURE

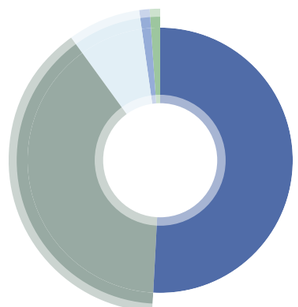
Including care of the uninsured and underinsured

	FY15	FY16
Costs in excess of Medicare reimbursement *(Costs of providing the services less the amounts received from Medicare)*	$22,820,000	$29,300,000
Other community benefit *(Includes subsidized health services, care provided at a loss; financial contributions to nonprofit organizations)*	$4,730,000	$4,720,000
Free service *(To patients who meet Mercy's free-service guidelines)*	$2,214,000	$1,790,000
Physician education	$954,000	$732,000
Property taxes and medical district assessment	$1,346,869	$1,327,080
TOTAL:	**$32,064,869**	**$37,869,080**



FOUNDATION OVERVIEW

Mercy Medical Center	$1,000,000
Equipment	$86,771
Hall Radiation Center	$502,350
Family Caregivers Center of Mercy	$162,331
Hospice of Mercy Program	$105,500
Hospice House	$110,960
Hall-Perrine Cancer Center	$117,123
True Beam	$207,471
Neuroscience	$69,500
Education	$15,198
Scholarships	$20,500
Patient Assistance	$47,022
Other	$28,488
TOTAL	**$2,473,214**



FINANCIAL OVERVIEW

Salaries/benefit payroll taxes	$183,447,000
Supplies/other	$141,629,000
Depreciation	$27,350,000
Professional fees	$3,822,000
Interest	$3,983,000
TOTAL	**$360,231,000**

2015 JULY – SEPTEMBER

1. ONE OF HEALTHCARE'S MOST WIRED HOSPITALS FOR THE 8TH TIME SINCE 2006

2. BEST HOSPITAL

CBJ BEST OF THE CORRIDOR VOTES MERCY "BEST HOSPITAL" AND *ESPECIALLY FOR YOU®* "BEST RUN/WALK EVENT"

WOMEN'S CHOICE AWARD
100 BEST HOSPITALS FOR PATIENT EXPERIENCE FOR 5TH YEAR

#4

MERCYCARE TELEHEALTH AT ROCKWELL COLLINS WINS
3. BUSINESS 380 EXCELLENCE AWARD

MERCYCARE TELEHEALTH CLINIC

5
INFECTION PREVENTION RECEIVES ERASE CAUTI PROGRAM EXCELLENCE AWARD

7. MERCYCARE PRAIRIE CREEK

BREAKS GROUND TO EXPAND ACCESS TO HEALTHCARE AND GROW EDUCATIONAL OPPORTUNITIES

6. INTEGRATIVE MEDICINE
HOSTS AFGHAN PHYSICIANS AND DISCUSS NATURAL TREATMENTS

8.

HIAWATHA MEDICAL PARK
BREAKS GROUND TO INCREASE ACCESS TO OUTPATIENT SURGICAL CARE

68 BACKPACKS
9. FULL OF SCHOOL SUPPLIES GIVEN TO FAMILIES FIGHTING CANCER

10 VOLUNTEER SERVICES
RECEIVES AWARD FROM GOODWILL FOR EMPOWERING PEOPLE WITH DISABILITIES

140 YEARS OF SERVICE
11. SISTERS OF MERCY CELEBRATE 140 YEARS OF SERVICE IN CEDAR RAPIDS

2015 OCTOBER – DECEMBER

CareChex® A Division of COMPARION®
1. 9 QUALITY-MEASUREMENT CATEGORIES AND 9 CLINICAL CATEGORIES RECEIVE CARECHEX® QUALITY AWARDS RECOGNIZING EXCELLENCE

4 WELLMARK BLUE CROSS AND BLUE SHIELD BLUE DISTINCTION® CENTER+ FOR MATERNITY CARE

MY ACCESSIBLE REAL TIME TRUSTED INTERPRETER (MARTTI) VIDEO TECHNOLOGY BREAKS COMMUNICATION BARRIERS THROUGH ACCESS TO 200 LANGUAGES 6

MERCYCARE TELEHEALTH
AT EDGEWOOD ROAD HY-VEE OPENS

10

13.
131 THANKSGIVING MEALS
DELIVERED TO FAMILIES TOUCHED BY CANCER

TOP PERFORMER 2
MERCY EARNS JOINT COMMISSION TOP PERFORMER ON KEY QUALITY MEASURES® RECOGNITION

3. HUMAN RESOURCES
WINS CBJ WORKFORCE AWARD HONORING EXCELLENCE IN EMPLOYER/EDUCATION COLLABORATION

5
99%
OF EMPLOYEES RECEIVE INFLUENZA VACCINATION

BIRTHPLACE LAUNCHES DONOR MILK PROGRAM 7
TO SUPPORT MOTHERS WHO WANT TO EXCLUSIVELY BREASTFEED THEIR NEWBORNS BUT ARE UNABLE TO DO SO

#8 MYCHART LETS PATIENTS VIEW PROGRESS NOTES, IMPROVING CARE TRANSPARENCY

9. FAMILY Caregivers CENTER® of MERCY
BEGINS SERVING CAREGIVERS THROUGH THIS FIRST-IN-THE-STATE INITIATIVE

11 MERCYCARE BOYSON ROAD OPENS

12. 15,728 *ESPECIALLY FOR YOU®* REGISTRANTS REPRESENT 464 CITIES IN 35 STATES AND 3 COUNTRIES

13 AEDS DONATED
TO AREA SCHOOLS & NONPROFITS 14.

2016 JANUARY – MARCH

THE JOINT COMMISSION ASSIGNS MERCY A

1 **93% SUCCESS RATE**

2 STANDARD & POOR'S RATING SERVICES **ASSIGNS MERCY AN "A" CREDIT RATING WITH STABLE OUTLOOK**

TRUVEN HEALTH ANALYTICS
100 TOP HOSPITALS
2016
ONE OF THE 100 TOP HOSPITALS® BY TRUVEN HEALTH ANALYTICS FOR THE 4TH CONSECUTIVE YEAR 3

4. MOTHER'S LOUNGE OPENS
IN MERCY PEDIATRIC CLINIC, A HOME-LIKE ATMOSPHERE FOR OUR LITTLEST PATIENTS

5. CHILD LIFE SERVICES SPECIALIST
HELPS KIDS UNDERSTAND THE CANCER DIAGNOSIS OF AN ADULT THEY LOVE

COMMITMENT TO COMMUNITY
EMPLOYEES GIFT MORE THAN $167,000 TO CHARITABLE ORGANIZATIONS 6.

MERCY® PEDIATRIC CARDIOLOGY CLINIC

PEDIATRIC CARDIOLOGY CLINIC 8 OPENS
IN THE 8TH & 8TH MEDICAL PARK

7 12 STROKE SURVIVORS
AND THEIR CAREGIVERS ATTEND STROKE CAMP WITH HELP FROM MERCY

9 MERCY BEGINS A YEAR-LONG CELEBRATION IN HONOR OF THE EXTRAORDINARY JUBILEE YEAR OF MERCY

MERCY ROLLS OUT SELFCARE FOR HEALTHCARE™ FOR ALL EMPLOYEES 10

2016 APRIL – JUNE

WELLMARK BLUE CROSS AND BLUE SHIELD # 1
BLUE DISTINCTION® CENTER+ FOR KNEE AND HIP REPLACEMENT SURGERIES AND SPINAL SURGERIES

2 **GOODWILL OF THE HEARTLAND** NAMES MERCY REGIONAL EMPLOYER OF THE YEAR

TOP 10% UDS®
3. INPATIENT REHABILITATION UNIT BECOMES PART OF THE TOP 10% IN THE U.S. FOR EFFECTIVE, EFFICIENT, TIMELY AND PATIENT-CENTERED CARE

#4 FOOD AND NUTRITION SERVICES
ACHIEVES A PRESS GANEY PATIENT SATISFACTION SCORE ABOVE 90 PERCENT FOR THE 7TH YEAR

INFLUENZA ACTION COALITION INCLUDES MERCY IN INFLUENZA VACCINATION HONOR ROLL #5

MERCY EARNS AN "A" GRADE IN LEAPFROG'S HOSPITAL SAFETY SCORE 6.

7. UP! SAFE PATIENT HANDLING PROGRAM CELEBRATES 68% REDUCTION IN STAFF INJURY

SAVI SCOUT TECHNOLOGY
8. HALL-PERRINE CANCER CENTER IS FIRST IN CEDAR RAPIDS TO USE SAVI SCOUT DURING BREAST CANCER SURGERY

#9 ADVANCED PEDIATRIC SERVICES EXPANDS THROUGH NEW PEDIATRIC TREATMENT CENTER

MERCYCARE CLINICS 10 PEN
IN SHELLSBURG AND CENTRAL CITY TO BUILD HEALTHCARE ACCESS

11. BARIATRIC SURGERY CLINIC

OPENS UNDER THE DIRECTION OF SAJIDA AHAD, MD, FACS

13. THE HOSPITAL'S IMPACT ON ORGAN, TISSUE, EYE DONATIONS LEAD TO 43 EYES/CORNEAS DONATED, 28 CORNEA TRANSPLANTS AND 18 TISSUE DONORS

14 STAFF GIVE A TOTAL OF 28,286 HOURS OF COMMUNITY BENEFIT

15. DIABETES CENTER SUPPORTS CAMP FOR 54 DIABETIC KIDS

EAR, NOSE & THROAT (ENT) CLINIC
MERCY® EAR, NOSE & THROAT CLINIC
OPENS TO EXPAND ACCESS TO ENT SERVICES 12

THE CARE BEHIND *THE MERCY TOUCH*
#16 ACHIEVES ELITE PLANETREE GOLD DESIGNATION, MAKING MERCY ONE OF 78 ORGANIZATIONS WORLDWIDE

18. SHIIP SAVES MORE THAN $430,000 FOR NEARLY 1,450 MEDICARE BENEFICIARIES

Inspired by our legacy? **Join us.**

Visit *mercycare.org/faces-of-mercy.*

MERCY®
CEDAR RAPIDS

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www.mercycare.org