MERCY 2012 - 2013 ANNUAL REPORT

Your Medical Home:
A new way of caring for you

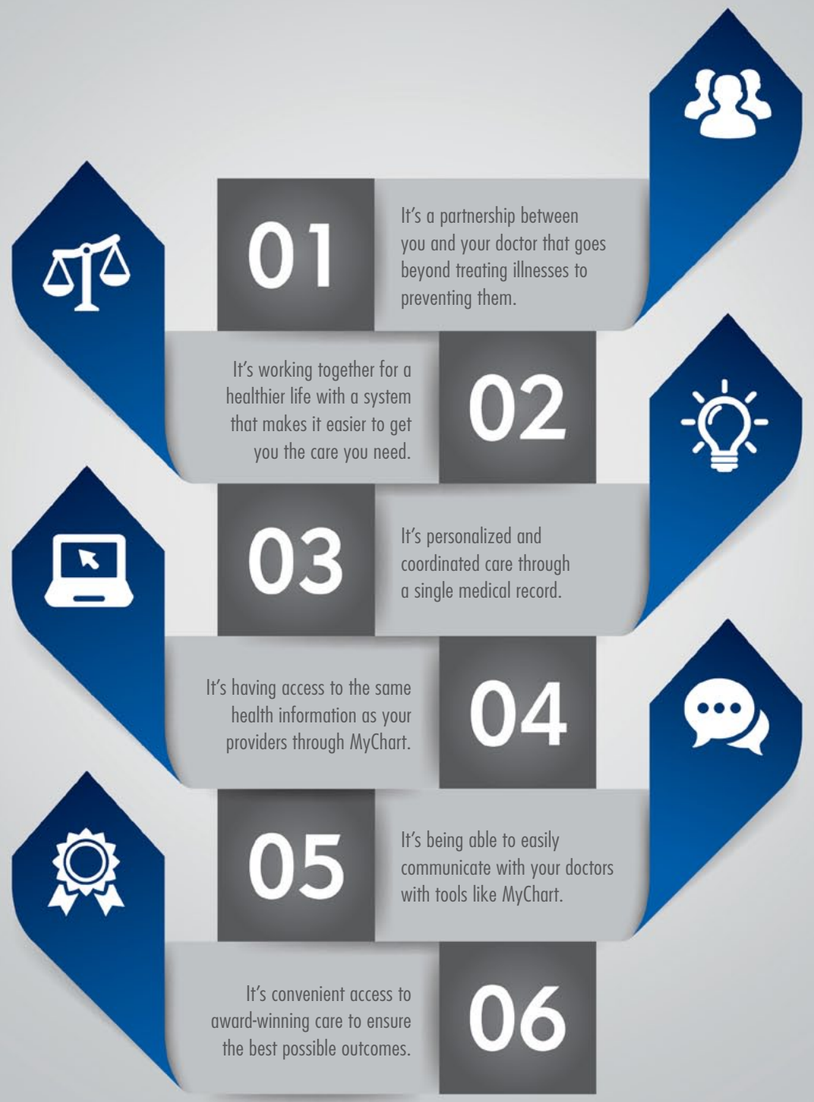
CLICK HERE
To enter the drawing for an **iPad Mini** by taking a quick quiz.

NEW Extended Date

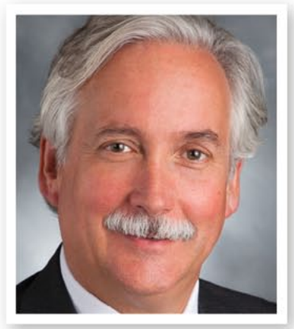
CONTEST ENDS
Jan. 31, 2014

MERCY®
CEDAR RAPIDS

What is a Medical Home?



Welcome to Mercy – Cedar Rapids' 2013 Annual Report. This year's annual report reflects not only our many accomplishments to provide accessible, high-quality care, but also how we are leading the way into the next generation of healthcare through our emphasis on the medical home.



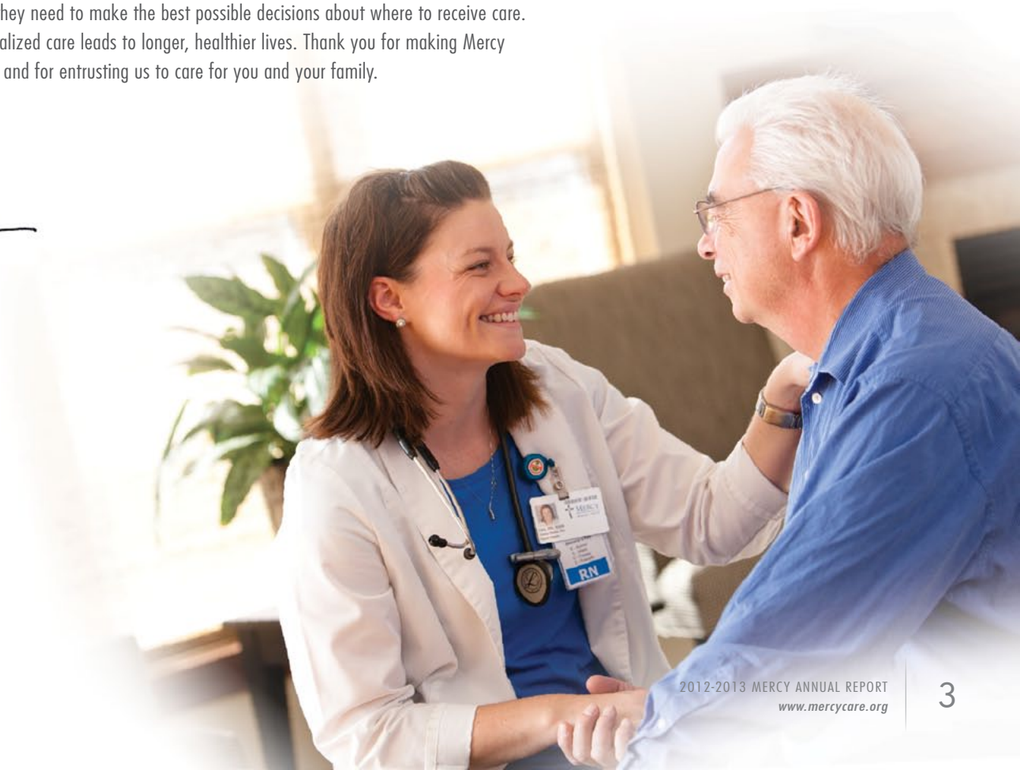
Timothy L. Charles
President and CEO

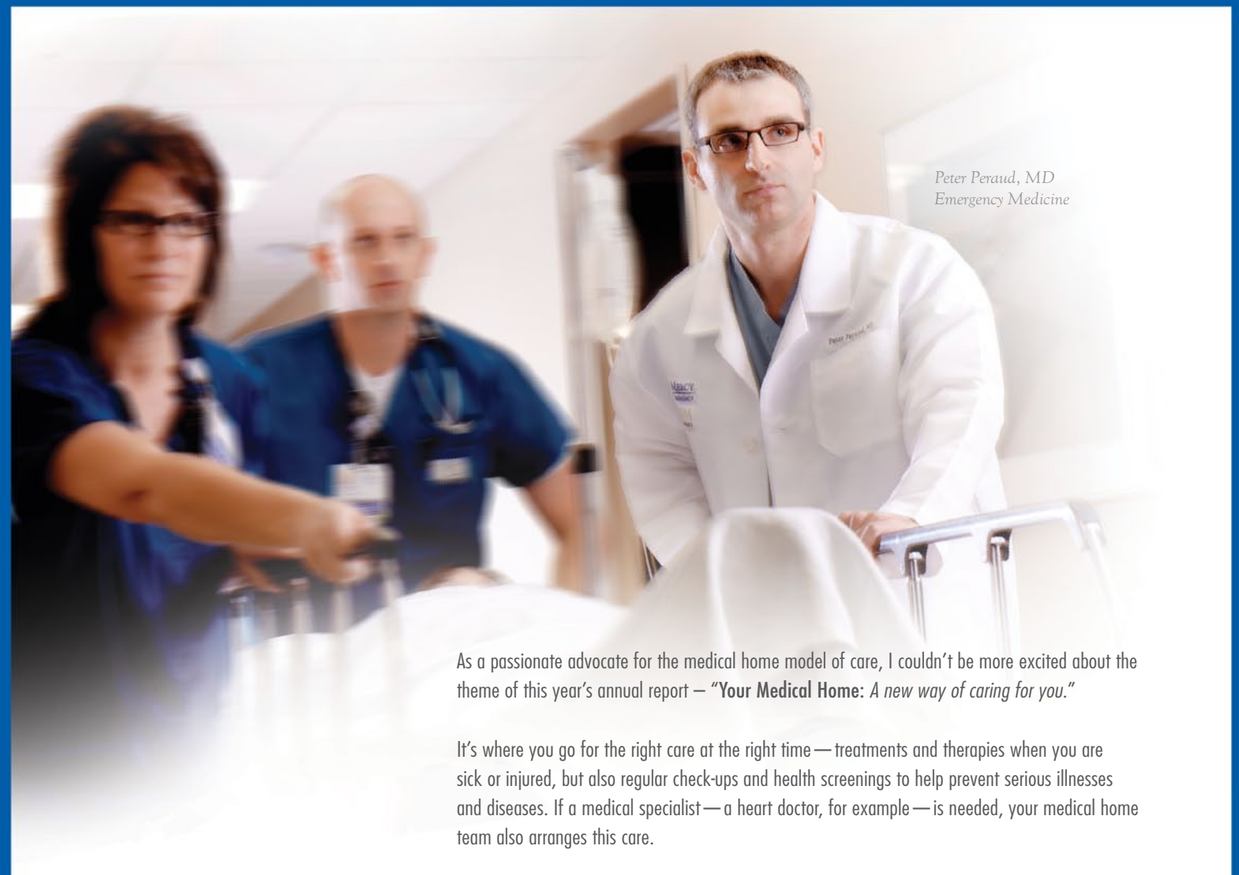
Working in perfect harmony with ***The Mercy Touch***®, the medical home is focused on you - ensuring you receive the best care with clear-cut communication and coordination between each point of care. This year, we'll continue to focus on expanding access; rolling out MyChart to patients to enhance patient-physician relationships; supporting our one-patient, one-record Epic initiative; streamlining processes and systems for a truly coordinated care experience; and partnering with you as your medical home.

Look for the next Mercy Quality Report in 2014 to equip patients and business leaders with the information they need to make the best possible decisions about where to receive care. Higher quality, personalized care leads to longer, healthier lives. Thank you for making Mercy your healthcare home and for entrusting us to care for you and your family.

Sincerely,

Timothy L. Charles
President and CEO





Peter Peraud, MD
Emergency Medicine

As a passionate advocate for the medical home model of care, I couldn't be more excited about the theme of this year's annual report – "**Your Medical Home:** *A new way of caring for you.*"

It's where you go for the right care at the right time — treatments and therapies when you are sick or injured, but also regular check-ups and health screenings to help prevent serious illnesses and diseases. If a medical specialist — a heart doctor, for example — is needed, your medical home team also arranges this care.

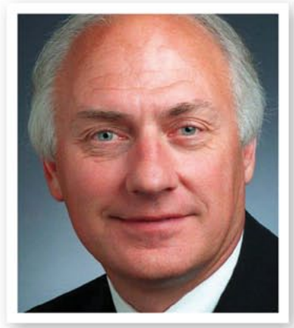
In June 2013, I assumed the role of Chief of Clinical Operations, a newly created position that will further enhance coordination between the hospital and MercyCare Community Physicians. I will continue my practice as a family physician, understanding that the physician-patient relationship is at the heart of quality medical care. It is a partnership, where communication is encouraged and patients receive the support they need to follow through with physician recommendations.

Timothy Quinn, MD
Chief of Clinical Operations,
President of MercyCare Management

It is my privilege, and the privilege of all our MercyCare physicians, to coordinate all the medical touch points along your path of care, ensuring you receive the right care at the right time.

Thank you for choosing Mercy.

Timothy Quinn, MD
Chief of Clinical Operations, President of MercyCare Management



Kyle Skogman,
Chairman of Mercy Medical Center's Board of Trustees

In this year's Annual Report, you will see the many ways Mercy has continued to implement new and better ways to ensure patients receive the compassionate, high-quality care they deserve. Mercy remains true to the vision and mission of the Sisters of Mercy, who founded the hospital more than 110 years ago to "care for the poor and the sick." The dedicated physicians, professional nursing staff, expert caregivers and all the employees who bring ***The Mercy Touch***® to life each day throughout the Mercy system reflect a commitment to continue the Sisters' work today and in the future.

Mercy understands that the healthcare system can be difficult for patients to navigate — particularly now as healthcare reform changes take place. The hospital and clinics are committed to delivering care in a way that decreases costs and makes it easier for patients to receive the care they need through their Medical Home.

This past year's substantial investment in Epic, an electronic health record system, is another illustration of Mercy's commitment to the medical home. The system allows patients to engage in their healthcare, provides a way for Mercy to continuously monitor quality metrics and coordinates all points of care in one seamless experience.

Mercy — your locally based hospital. I'm proud to call Mercy my medical home.

Kyle Skogman
Chairman of Mercy Medical Center's Board of Trustees

A warm **thank-you** to our Board of Trustees:

Kyle Skogman, *Chairman*
Mary Quass, *Vice Chairman*
Emmett Scherrman, *Treasurer*
Sister Shari Sutherland, *Secretary*
John-Paul Besong
Lydia Brown
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Darrel Morf
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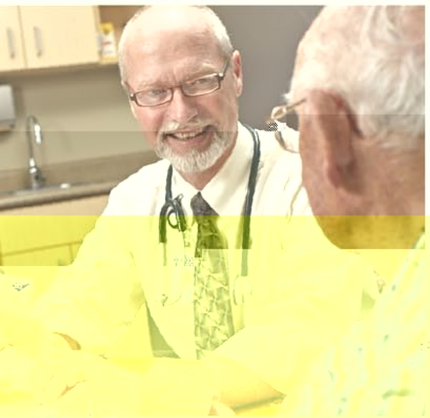
Fred Pilcher, MD
Tom Reed
John Rife
Charlie Rohde
Al Ruffalo
John Smith
Sister Maurita Soukup
Bob Verhille
Sister Margaret Weigel
Deb Wilbur, MD

Your Home For Collaboration



Tony A. Myers, MD, MercyCare Marion

CoOportunity - A new, nonprofit health insurance company

As a member of the University of Iowa Health Alliance, Mercy is a participating provider in CoOportunity Health – a new, nonprofit health insurance company with plans available on the new Health Insurance Marketplace. To shop for insurance with CoOportunity Health, visit ***www.cooportunityhealth.com/shopforinsurance.***

CoOportunity Choice UI Health Alliance

- 3-tier benefit design that features the member organizations of UIHA
- Tier 1 benefits offer substantial savings when accessing UIHA providers

CoOportunity Preferred UI Health Alliance

- Exclusive provider network that features member organizations of UIHA with no out-of-network benefits

ACOs: Working together to improve quality of care

The health system's equivalent of a medical home, Accountable Care Organizations (ACOs) are networks of providers and hospitals that are rewarded for meeting performance standards on quality of care, better health outcomes and positive patient experience while keeping down costs.

2013

Wellmark, UI Health Care & Mercy formed an ACO to improve patient care quality while decreasing healthcare costs

- Mercy & UI Health Care formed an ACO in July 2012 to provide Medicare fee-for-service beneficiaries with high quality service and care, while reducing the growth in Medicare expenditures through enhanced care coordination.
- Wellmark, UI Health Care & Mercy formed an ACO in May 2013 to expand focus on coordinating patient care to improve quality, provide greater value and slow increases in healthcare costs.

More patients choose Mercy for surgery

The Cedar Rapids-based Mercy General Surgery Clinic, located in the 8th and 8th Medical Office Building on the Mercy campus, is a collaborative initiative between Mercy and UI Health Care. Teaming up with the state's only comprehensive academic medical center offers a number of benefits to patients, including improved access and coordination with hard-to-recruit specialists to meet the area's under-served needs.

#1 in Linn County for medical excellence in cardiac care this year

Raising the bar for cardiac services

Located in the 8th & 8th Medical Office Building on the Mercy campus, the new Mercy Cardiology Clinic *(formerly Cedar Rapids Heart Center)* integrates and advances cardiac services for our community. Mercy achieved **#1 in Linn County for medical excellence** in cardiac care this year, in large part due to the dedicated service of these heart specialists. Providers have maintained privileges at both Mercy and St. Luke's to ensure they can support the care of patients wherever they choose to go.

Cancer research saves lives

Mercy had a unique opportunity, beginning in October 2012, to impact on the lives of many by participating in the American Cancer Society's new landmark cancer research study, Cancer Prevention Study-3 (CPS-3). Mercy was one of the registration sites for this research on ways to prevent cancer for this and future generations.

Physician leadership

The 29-member Physician Leadership Council was created as part of Mercy's commitment to encourage high-quality care in our community, as well as foster the long-term success of Mercy and its mission. Members of the council include family practice physicians, specialists, administrators and board members.

Providers at Mercy Cardiology Clinic are (left to right): *Rhonda Bridgewater, ARNP; Dave Glassman, MD; Susan Schima, MD; Anne Nugent, ARNP; Jennifer Lee, MSN, ARNP; Nicholas Hodgman, MD, FACC and Cam Campbell, MD, FACC.*

25%
20%
15%
5%
0%
-5%
2013
2012
2007
2008
2009
2010
2011
-0.70%
9.56%
7.80%
-0.91%

Your Home For Patient-Centered Care

New! MyChart

Area's most comprehensive single medical record

In June 2013 we completed the long journey to implementing an innovative software system, called Epic, throughout Mercy Medical Center and its affiliated clinics and specialists. Now, our patients have one online medical record chart that follows them wherever they go – from the ER to the hospital to their primary physician's office and more.

Bradley J. Beer, MD, MercyCare Blairs Ferry

MyChart, my health

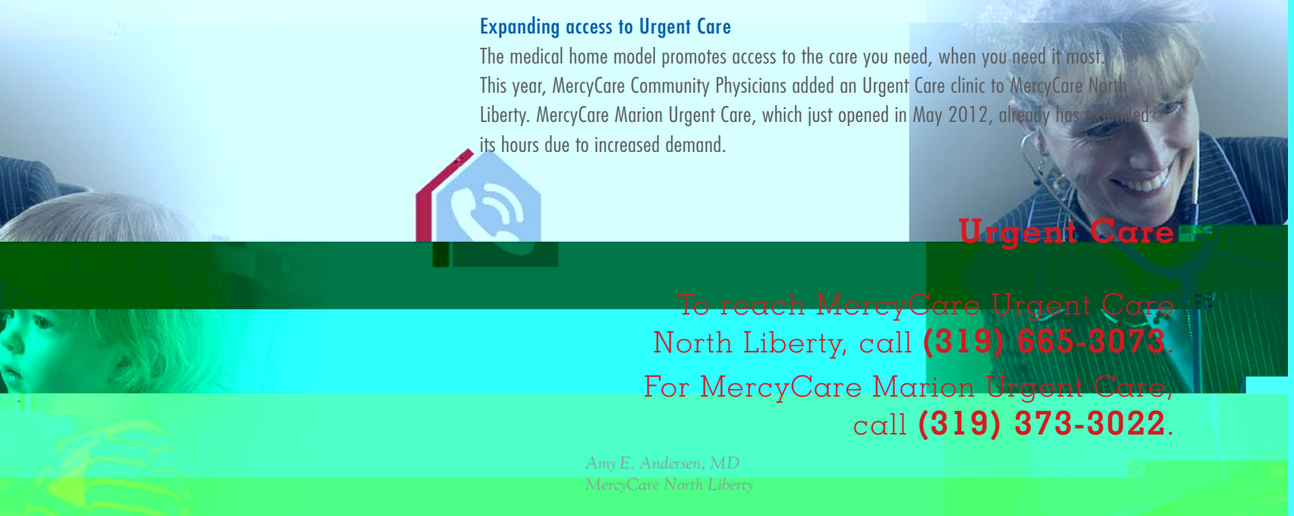
Have you signed up for MyChart? *Here are just a few of the reasons you should do it today:*

- ✓ *See test and lab results*
- ✓ *Receive health reminders*
- ✓ *Keep track of medications, allergies & immunizations*
- ✓ *Request prescription refills*
- ✓ *Print a letter for your payments for tax purposes*
- ✓ *Pay your bill*
- ✓ *Make appointments*
- ✓ *Request a referral*

Visit ***www.mercycare.org/MyChart*** *or ask your doctor's office for more information or to get started.*

Expanding access to Urgent Care

The medical home model promotes access to the care you need, when you need it most. This year, MercyCare Community Physicians added an Urgent Care clinic to MercyCare North Liberty. MercyCare Marion Urgent Care, which just opened in May 2012, already has extended its hours due to increased demand.



Urgent Care

To reach MercyCare Urgent Care North Liberty, call **(319) 665-3073**.

For MercyCare Marion Urgent Care, call **(319) 373-3022**.

Amy E. Andersen, MD
MercyCare North Liberty

Amanda Sommerfeldt, MD
Hospice of Mercy

Eliminating the gaps

A medical home facilitates patient-centered care coordination through collaboration with multidisciplinary teams and other specialized care coordinators to offer a seamless experience across the care continuum. Eliminating gaps ensures the right care at the right time from a team focused on keeping you healthy.

More people recommend Mercy

The HCAHPS survey *(see www.medicare.gov/hospitalcompare)* provides a standardized way of measuring patients' perspectives on hospital care. For example, ***81% of patients*** reported they would definitely recommend Mercy; the Iowa average is 75% and the national average is 71%. Under "Surgical Care," **Mercy scored 99% in each category**. Information like this can help consumers make better decisions about where they spend their healthcare dollars.

The area's only hospice house, the Dennis & Donna Oldorf Hospice House of Mercy

Care for the full spectrum of life

A medical home cares for patients from birth to end-of-life. This year, we welcomed Hospice of Mercy Medical Director Amanda Sommerfeldt, MD, to our team of professional medical experts and volunteers who help people spend their final days in a compassionate and nurturing environment.

Expanding cardiology care

Mercy's new Heart Failure Center was created to help patients manage their heart conditions to improve their quality of life. The patient care team *(doctors, nurses, dietitians, social workers, counselors, financial planners and pharmacists)* works together for a comprehensive, patient-centered approach.

The Mercy Touch® with Planetree

Planetree is a national program that started with one person who wanted to make a difference by enhancing healthcare from the patient's perspective. It's a natural fit for Mercy, where we've been providing individualized, compassionate care with ***The Mercy Touch***® for years.

"Taking care of patients is the basic thing we do in healthcare. At Mercy, ***The Mercy Touch*** is what sets us apart. Planetree crystalizes the goals of the Mercy Touch into distinct processes and measurable goals. The Planetree process involves everyone in the whole medical center. As a result, everyone, at all levels, is connected, understands and provides ***The Mercy Touch***."

- Dr. Gordon Baustian, Spirit of Planetree Physician Champion

Your Home For World-Class Cancer Care

Hall-Perrine Cancer Center's first year

Church bells rang throughout the community July 19, 2012, to celebrate the grand opening of the Hall-Perrine Cancer Center. The bells honored Mercy's legacy of marking the completion of a patient's cancer treatment with the ringing of a bell to signify a new beginning.

The latest surgical techniques

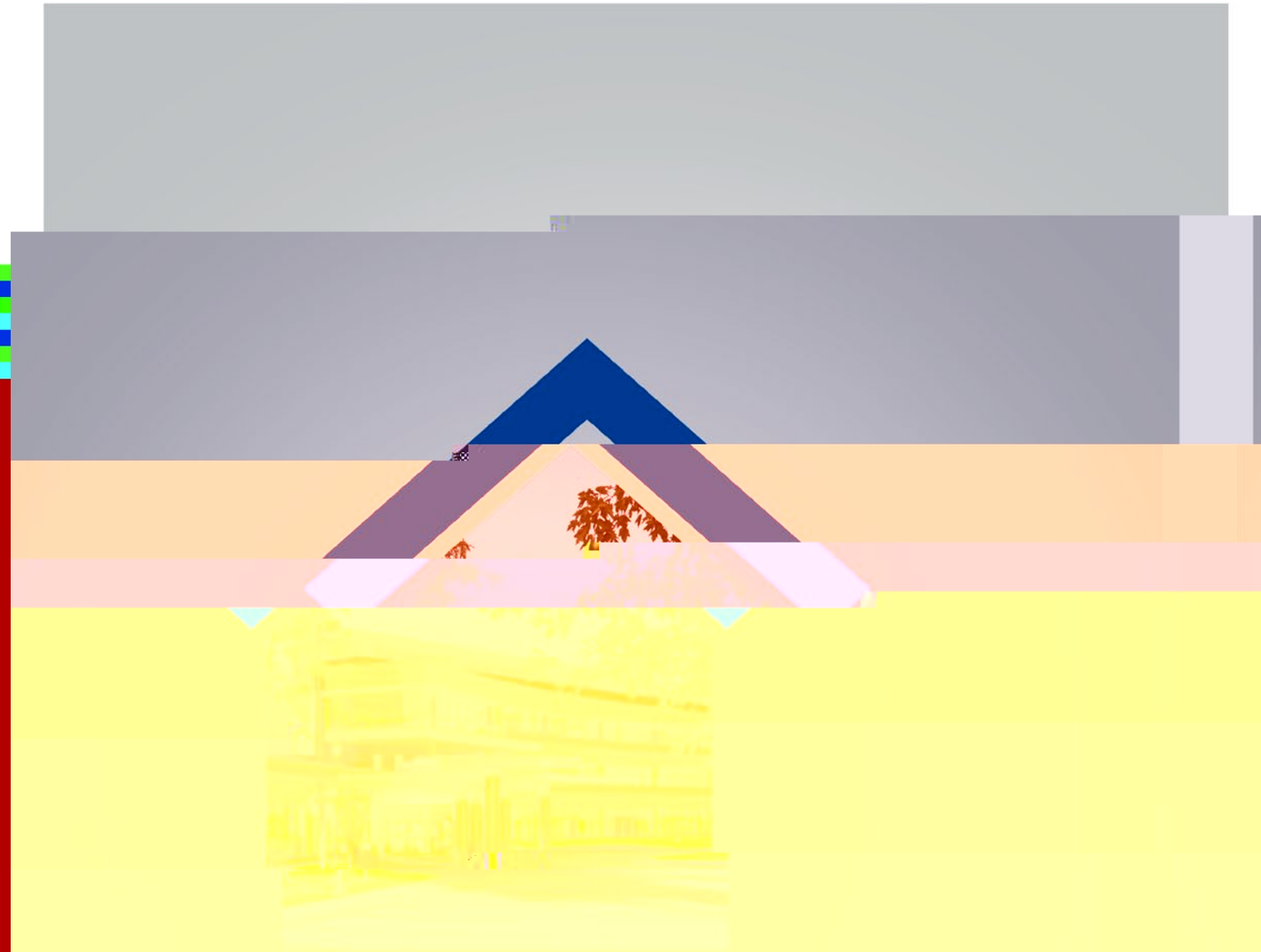
Patients are excited about the advanced surgical techniques Vincent Reid, MD, has brought to our community at the Hall-Perrine Cancer Center. As the first fellowship-trained oncologic surgeon in Cedar Rapids, Dr. Reid enhances Mercy's vision of providing world-class cancer care here at home. He also became the medical director for the cancer center after Dr. Martin Wiesenfeld retired in May 2013.

The latest technologies

The Hall-Perrine Foundation gave Mercy a $1.5 million grant to purchase the TrueBeam™ Radiotherapy System, which offers patients shorter treatment times, creates better outcomes, increases patient safety and enhances the quality of life for cancer patients.

The latest resources

Information is power! A $170,000 grant award from the Aiming For A Cure Foundation *(a local non-profit organization with the goal of improving the quality of cancer care and quality of life for children and families going through difficult times)* will help complete a comprehensive resource center for patients with cancer, as well as their friends, caregivers and loved ones.



The new 100,000-square-foot, world-class cancer center provides a full spectrum of cancer treatment, programs and services – all under one roof.

The top cancers for the past fiscal year at Hall-Perrine Cancer Center were:

- ✓ Bladder
- ✓ Breast
- ✓ Breast

Deb Wilbur, MD, Oncology Associates at Mercy, Hall-Perrine Cancer Center

Helping patients and families affected by cancer: Mercy is developing a family resource center to serve the community as a hub for educational resources and support services for anyone affected by cancer.

Your Home For Community Benefit

Racing to provide breast-care services

The 2012 ***Especially For You®*** *Race Against Breast Cancer was one of the largest in race history, with* ***15,250 people registering****. More than* ***$376,000*** *in proceeds from race registrations went to the EFY fund to provide mammography and other breast-care services for area women and men who cannot otherwise afford them. General Mills and Mercy Medical Center are co-founders of the event.*

To learn more about EFY, go to ***www.especiallyforyourace.org****.*

Focusing on disabled adults and the elderly

Mercy is helping tenants of Geneva Tower, a low-income apartment complex with 183 units for elderly and/or disabled adults, by offering free monthly blood pressure screenings, holding Chronic Disease Self-Management Program workshops and providing a Mercy dietitian to offer expertise on healthy food choices.

Expanding access to mammography

Mercy Medical Center supports a mobile mammography unit to provide convenient access to breast cancer screenings for the elderly, as well as those with limited access to care or transportation issues. In FY13, the mobile mammography unit visited **27 locations in Eastern Iowa** and provided **more than 900 mammograms**.

An ounce of prevention

A major component of the medical home model is preventive care. Mercy provides many health screenings and educational services to patients at no charge throughout the year.

Janet Merfeld, MD, Radiation Oncology, Hall-Perrine Cancer Center

For more information about free screenings, visit our website at ***www.mercycare.org****.*

Committed to our community

Mercy's employee Commitment to Community campaign in the fall of 2012 collected **$193,839** to help our community by providing necessary financial support to United Way, Variety – The Children's Charity and the Mercy Foundation, which helps carry out Mercy's mission *(like the Hall-Perrine Cancer Center and employee scholarships)*.

Your Home For Awards & Recognitions

Truven 100 Top Hospitals®

The Truven 100 Top Hospital designation is a prestigious industry gold standard award, which cannot be purchased. It evaluates the performance of nearly 3,000 hospitals in10 different performance areas using public data sources.

Becker's Hospital Review's 2013 edition of "100 Great Hospitals" & Becker's Hospital Review's 2013 edition of "100 Leaders of Great Hospitals in America"

According to Becker's, President & CEO Tim Charles earned the honor for leading Mercy to receive recognition in Truven Health Analytics' 100 Top Hospitals for performance and from WomenCertified for patient satisfaction, as well as various other awards, including those from CareChex and Healthgrades. To view the full list, visit ***www.beckershospitalreview.com/***.

Women's Choice Award from WomenCertified®, 2012 America's Best 100 Hospitals for Patient Satisfaction

The 2012 Iowa Academy of Family Physicians Lifetime Achievement Award

Donald Hilliard, MD

was given to Donald Hilliard, MD, on Nov. 2, 2012, for his inspiration and dedication to family medicine, being a role model for family physicians and his significant contributions to the community. He currently serves as Mercy's Chief Medical Information Officer.

Five-time winner since 2006! Wellmark® Blue Cross® and Blue Shield® named Mercy Medical Center-Cedar Rapids as a Blue Distinction Center Plus(+) in the areas of spine surgery, knee and hip replacement.

2013 Award for Excellence - *Recycling Project of the Year*

Mercy is the only facility receiving the top honor in this category from the Iowa Recycling Association (IRA).

Three 100 Great Iowa Nurses

Mercy is proud to have had 41 nurses recognized for this award since the program's inception in 2005. In 2013, three Mercy nurses received the award (see page 18).

LEED certification, in collaboration with Interstate Power and Light Company, an Alliant Energy company, for energy efficiencies implemented within Mercy's Hall-Perrine Cancer Center.

Selected among the 100 Great Iowa Nurses for 2013 are: (bottom, left to right) Lisa Ridge, RN, MSN; Celeste Barkley, RN, OCN; and (top, center) Linda Weiler, RN, ONC.

Providing our patients the highest level of care is just one of the reasons we have been recognized for our award-winning care.

Financial Overview

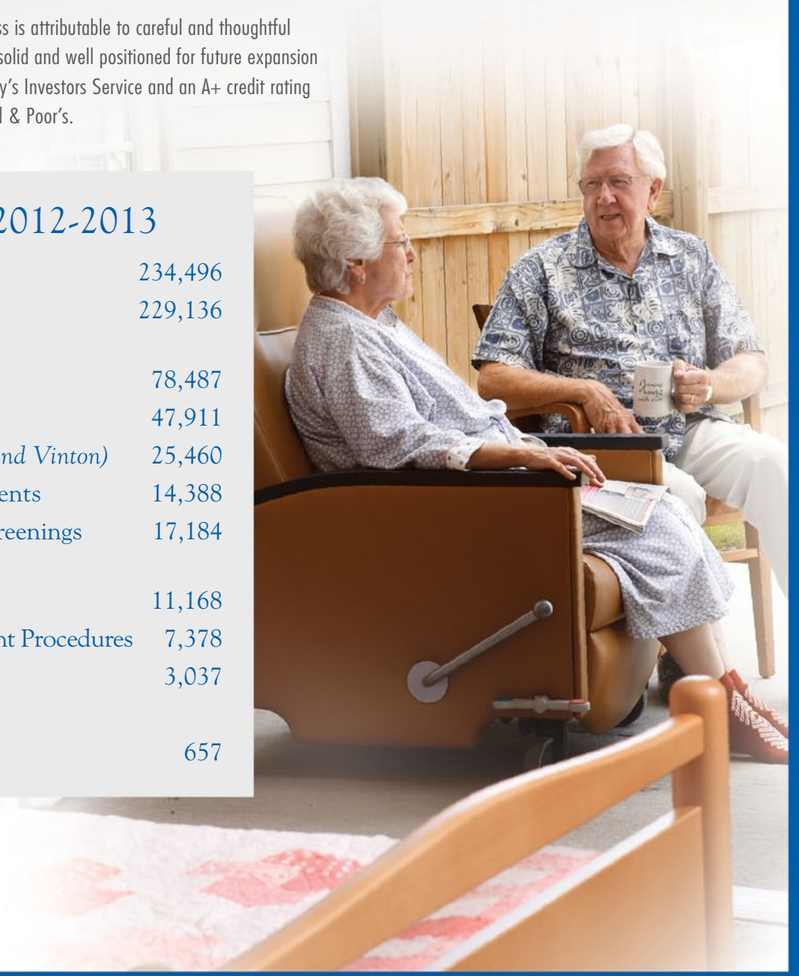
Financially well-positioned

For more than a century, medical excellence and compassionate care have made Mercy Medical Center a nationally recognized, award-winning hospital. Our hospital and MercyCare clinics are recognized for outstanding care and we take pride in our reputation for ***The Mercy Touch***.

Mercy's longstanding history of growth and success is attributable to careful and thoughtful stewardship of resources. We are financially rock solid and well positioned for future expansion and development. We have an A2 rating by Moody's Investors Service and an A+ credit rating *(since 2003)* with a stable outlook from Standard & Poor's.

Employee Overview

Mercy Medical Center	2,494
MercyCare Community Physicians	440
Total	**2,934**



Medical Overview 2012-2013

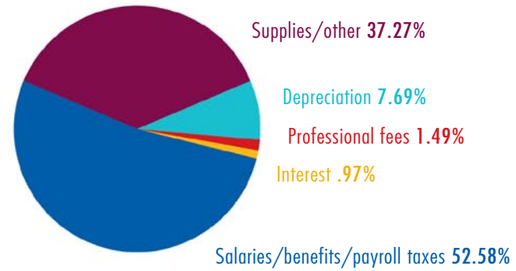
Outpatient Visits	234,496
MercyCare Community Physicians Clinic Visits	229,136
Urgent Care Visits	78,487
Emergency Visits	47,911
Dialysis Visits *(Cedar Rapids and Vinton)*	25,460
Hall Radiation Center Treatments	14,388
Mammographies & DEXA Screenings *(Women's Center)*	17,184
Inpatient Discharges	11,168
Endoscopy - Inpatient/Outpatient Procedures	7,378
Katz Cardiovascular Center	3,037
Lab Patient Visits	
Births	657

Community Expenditures *(including care of the uninsured and underinsured)*

	2013	2012	2011
Costs in excess of Medicare reimbursement *(Costs of providing the services less the amounts received from Medicare)*	$29,315,000	$22,125,000	$24,116,000
Free service *(To patients who meet Mercy's free-service guidelines)*	$4,700,000	$4,414,000	$5,074,000
Other community benefits *(Includes subsidized health services, care provided at a loss; financial contributions to non-profit organizations)*	$4,054,000	$3,739,000	$4,195,000
Physician education	$493,000	$634,000	$882,000
Total	**$38,562,000**	**$30,912,000**	**$34,267,000**
Total property taxes & medical district assessment	$1,360,000		
Total	**$39,922,000**		

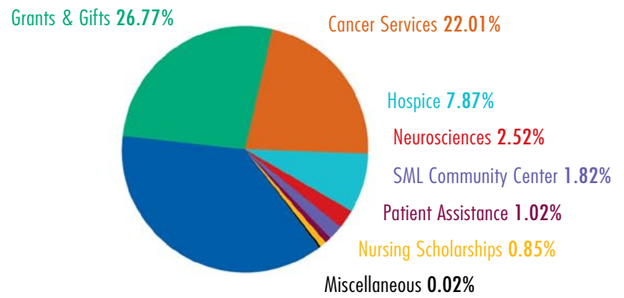
Financial Overview 2012-2013

Salaries/benefits/payroll taxes	$165,655,000
Supplies/other	$117,458,000
Depreciation	$24,244,000
Professional fees	$4,702,000
Interest	$3,057,000
Total	**$315,116,000**



Foundation Gifts

Mercy Medical Center Capital Projects	$1,017,736
Grants & Pass-Through Gifts	$733,879
Cancer Services	$603,414
Hospice	$215,885
Neurosciences	$69,167
Sister Mary Lawrence Community Center	$50,000
Patient Assistance & Education	$27,883
Nursing Scholarships & Education	$23,412
Miscellaneous	$503
Total	**$2,741,879**



Sister James Marie Donahue
Chairman of the Board, Mercy Foundation

The Mercy Foundation has been making gifts to Mercy Medical Center since 1978. A new milestone for cumulative gift support was reached with this year's gift of **$2,743,380**.

This increased total gifts to Mercy to $72,055,428.

A Spirit of Giving

Mercy Foundation

*Giving to Mercy during FY13 was sustained at a healthy level. Highlights included a **$1.5 million** grant from the Hall-Perrine Foundation to support the purchase of Hall Radiation Center's new TrueBeam linear accelerator. The Foundation will conduct a fundraising initiative this year to fund the remaining **$1.7 million** in project costs.*

*Two charitable gift annuity contracts were established in FY13 totaling **$96,325**. Giving to the Hospice House's annual "Lovelights" appeal netted a record number of gifts – 507 – totaling **$43,216**. Planned gifts to Mercy hit an all-time high with more than **$810,000** in realized funds designated for various programs at the hospital.*

Other areas of the hospital also received funding to support new technologies, expanded services and staff education opportunities.

Mercy Flowers, Gifts & More, located in Hall-Perrine Cancer Center

Our dynamic Auxiliary

Mercy Auxiliary is made up of more than 400 women and men who come from all walks and seasons of life. In volunteering their time and talents, members work toward a common goal: to support Mercy Medical Center and help deliver ***The Mercy Touch***®.

Each year the Auxiliary supports service projects and fundraising projects, such as: Uncommon Grounds, a totally volunteer-driven coffee shop that is a popular stop for visitors and employees; various fundraising events; scholarship assistance; the Angel Tree during the holidays; the Mercy Flower and Gift Shop; and much more. They also help with hospital tours for students.

Our Valuable Volunteers

Mercy salutes the nearly ***900 dedicated volunteers*** *who collectively logged* ***126,137 hours*** *(valued at* ***$2,792,688.38*** *by Independent Sector) for the hospital in 2012.*

2013 Governor's Volunteer Award

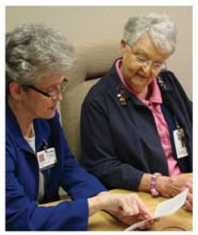
A Mercy Medical Center group of volunteers received a 2013 Governor's Volunteer Award by Senior Health Insurance Information Program (SHIIP) for outstanding commitment and service. They accepted the Group Length of Service Award at a special recognition ceremony held June 12 at Linn-Mar High School.

Pictured at the Governor's Volunteer Award ceremony, from left to right, are: *Gov. Terry Branstad; Group members: Louise Harn, Harland Hanson, Sara Howard, Sandy Meyer, Cal Birky, Shelly O'Neal (Administrative Assistant in Patient Accounts at Mercy Medical Center), Steve Chamberlin; and Lt. Gov. Kim Reynolds.*

Meet Charlotte Oelschlaeger

A Mercy volunteer, Charlotte, was selected a KGAN-TV "CBS2 Hero." News anchor Tiffany O'Donnell featured Charlotte in 2012. If you'd like to see the story and learn how Charlotte brings a sparkle to everyone she touches, just go to ***www.mercycare.org/employment/volunteer-opportunities***.

Meet Pat Holub



Pat Holub never stops giving her all at Mercy. That says a lot since she's been volunteering here since 1982. To top that off, Pat has logged more than 25,000 hours as a Mercy volunteer, making her the volunteer with the most hours ever donated to Mercy.

Mercy Milestones

June 2012
- Founding partner of the University of Iowa Health Alliance

July 2012
- Mercy & UI Health Care announce Medicare Shared Savings Program Accountable Care Organization
- Hall-Perrine Cancer Center opens
- Health Care's Most Wired Winner
- First fellowship trained oncologic surgeon in Cedar Rapids – Dr. Vincent Reid

August 2012
- $1.5 million grant for TrueBeam Radiotherapy System from Hall-Perrine Foundation
- 2012 America's Best 100 Hospitals for Patient Experience from WomenCertified®

October 2012
- Especially For You® Race Against Breast Cancer raised more than $376,000
- Rated #1 in Linn County for medical excellence in Cardiac care

November 2012
- LEED certification for energy-efficiencies at Hall-Perrine Cancer Center
- Mercy released first-ever Quality Report

December 2012
- Moody's Investors Service assigned Mercy an A2 rating
- Standard & Poor's rated Mercy an A+ with a stable outlook

January 2013
- Urgent Care clinic opened at MercyCare North Liberty
- Mercy General Surgery Clinic opened
- Partnered with March of Dimes to reduce medically unnecessary early deliveries
- Mercy's Dr. Robin Barnett, president of the Iowa Academy of Family Physicians
- Nation's first IV oncology robot at Hall-Perrine Cancer Center
- New immunization TDaP cocooning to families of newborns

March 2013
- Three Mercy nurses in Iowa's 100 Great Nurses for 2013
- Mercy named one of the nation's 100 Top Hospitals by Truven
- Epic, electronic medical record (EMR) software launched in MercyCare Clinics
- MyChart, an online patient portal, launched to give MercyCare Clinic patients access to personal health records

April 2013
- Organ donor memorial wall debuted
- Brad Archer, MD, named Executive Medical Director of MercyCare Community Physicians

May 2013
- Mercy Birthplace introduced Halo® sleep sacks – a Sleep Safe initiative
- Wellmark, Mercy and UIHC created Accountable Care Organization
- Recycling Project of the Year from the Iowa Recycling Association
- Named Blue Distinction Center Plus (+) in spine surgery, knee and hip replacement by Wellmark® Blue Cross® and Blue Shield®

June 2013
- Epic, electronic medical record (EMR) software launched at Mercy Medical Center
- MyChart, an online patient portal, launched to hospital patients access to personal health records
- Mercy Cardiology Clinic opened at Mercy
- MercyCare clinics achieved Patient-Centered Medical Home recognition
- Aiming For A Cure grant to open family resource center
- Four years of "perfect heart attack care" door-to-balloon time under national 90 minute average
- Dr. Timothy Quinn named Chief of Clinical Operations for Mercy
- New responsive website design

Looking Ahead
- CoOportunity Health & University of Iowa Health Alliance collaborate to offer two unique health plan products for Iowans "CoOportunity Choice UI Health Alliance" & "CoOportunity Preferred UI Health Alliance"

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