

MERCY MEDICAL CENTER | MERCYCARE COMMUNITY PHYSICIANS

# PUT YOUR *mercy* ON

ANNUAL REPORT 2020



Care for our community, provided by our community. Thank you to these local leaders who help anchor Mercy's care to community needs.

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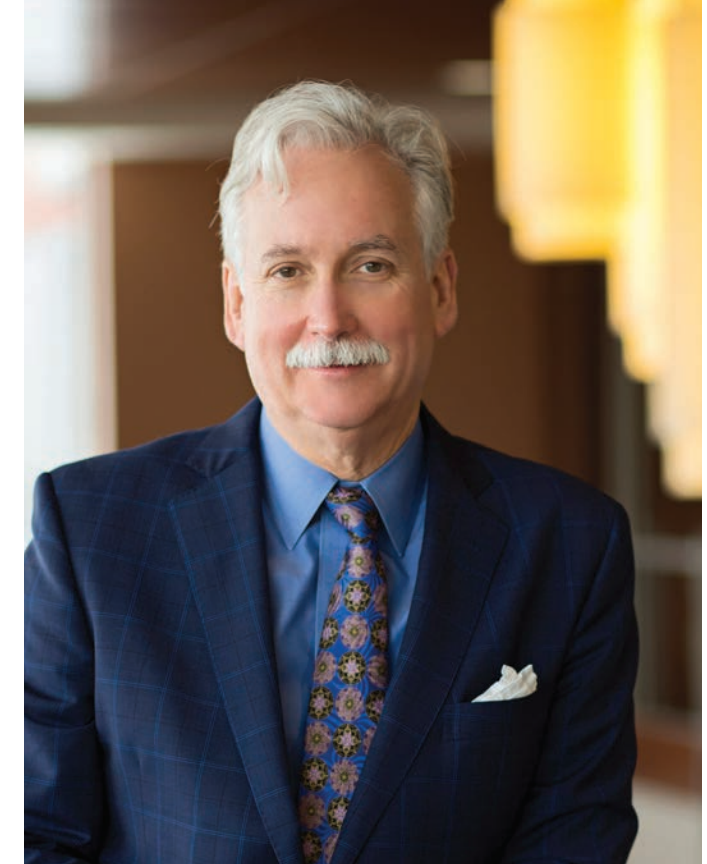
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BRUCE MCGRATH  
TOM REED  
EMMETT SCHERRMAN

This has been a year of momentum—shifting focus and large-scale response to ensure the continuation of our mission in serving the community.

It has required us to evolve, think and work differently and to overcome challenges while ensuring quality and safety. By “putting our Mercy on,” we were and are continually able to provide exceptional care, safely to our community amongst the global pandemic and the unexpected August 10 derecho.

To keep our community informed, Mercy has been educating the public throughout the COVID-19 pandemic. Mercy has worked closely with other local healthcare providers and Linn County Public Health, and we have initiated several educational campaigns to promote social distancing, masking, hand hygiene and other measures to prevent the spread of the virus.



We are still addressing the needs of the community resulting from COVID-19, and most recently, the derecho. We continued to “put our Mercy on” through the devastation the derecho storm caused Cedar Rapids and the surrounding areas. Our teams persevered and continued to work during and after the storm, even when some areas lost power. Now, we are fully operational and remain ready to serve and treat our community.

In addition to “putting our Mercy on,” our caregivers continue to provide *The Mercy Touch*®, especially during these unprecedented events of 2020 when everyone could use compassion in their lives. Due to these unforeseen circumstances 2020 has delivered, this report includes fiscal year and a reflection of forces affecting Mercy today. Thank you for reading this report and allowing Mercy the honor of caring for you.

Sincerely, Tim

**Timothy L. Charles**  
President and CEO



# By the numbers



## NUMBER OF EMPLOYEES

Mercy Medical Center	2,427
MercyCare Community Physicians	470
<b>Total</b>	<b>2,897</b>

## HOSPITAL'S ECONOMIC IMPACT\*

Income Impact on Linn County	\$257,992,537
Employee Support of Retail Sales	\$85,717,699
Employee Support Through Sales Tax (6%)	\$5,143,062

\*Iowa Hospital Association's 2020 Economic Impact of the Health Sector – Linn County



## FINANCIAL OVERVIEW

Salaries/benefit payroll taxes	\$205,581,000
Supplies/other	\$157,054,000
Depreciation	\$26,179,000
Professional fees	\$3,980,000
Interest	\$5,855,000
<b>Total</b>	<b>\$398,649,000</b>

\*Pre-audit data

## COMMUNITY EXPENDITURES

(Including care of the uninsured and underinsured)

Costs in excess of Medicare reimbursement <i>(Costs of providing the services less the amounts received from Medicare)</i>	\$18,806,000
Costs in excess of Medicaid reimbursement <i>(Costs of providing the services less the amounts received from Medicaid)</i>	\$8,695,000
Other community benefit <i>(Includes subsidized health services and financial contributions)</i>	\$3,860,000
Free service <i>(To patients who meet Mercy's free-service guidelines)</i>	\$5,043,000
Physician education	\$1,156,000
Property taxes and medical district assessment	\$1,586,000
<b>Total</b>	<b>\$39,146,000</b>

\*Pre-audit data



## MEDICAL OVERVIEW

Outpatient Visits	452,171
Inpatient Discharges	10,894
MercyCare Community Physicians Clinic Visits	248,728
Urgent Care Visits	79,252
Emergency Visits	49,986
Pediatric Clinic Visits	25,118
Hall Radiation Center Treatments	10,485
Women's Center – Mammographies	17,832
Surgery Cases	11,416
Births	771

## MERCY FOUNDATION OVERVIEW: DESIGNATED GIFTS TO MERCY

Mercy Medical Center – Greatest Needs	\$1,160,955
Mercy Medical Center Patient Care	\$29,552
Hall Radiation Center	\$368,520
Hospice of Mercy	\$100,753
Oldorf Hospice House and Patient Assistance	\$68,582
Hall-Perrine Cancer Center	\$292,736
Family Caregivers Center of Mercy	\$109,770
Cardiothoracic and Vascular Clinic	\$89,385
Employee Relief Fund	\$83,661
Hallmar Patient Care	\$2,367
Anti-Human Trafficking	\$40,502
Lipsky Lecture Series	\$6,500
Scholarships/Educational Training/Certifications	\$79,378
Mission Integration	\$10,000
Nurse Residency Program	\$10,663
The Campbell F. Watts, MD, and Doris J. Watts Medical Library & Patient Resource Center	\$11,803
Auxiliary	\$48,220
Aiming For A Cure Grant	\$14,754
Variety – the Children's Charity	\$40,829
<b>Total</b>	<b>\$2,568,930</b>



# COVID-19: Mercy's Response

**These past months have presented challenges unlike any we have seen or experienced at Mercy in our 120-year history. COVID-19 has required an adaptability and commitment from our team to prepare for the worst and respond to our patients, and our community, in this unprecedented time of need.**

Our team came together and met the worst of COVID-19 by maintaining a steadfast focus on the safety of our patients and staff, as well as taking a leadership role in educating and caring for our community.

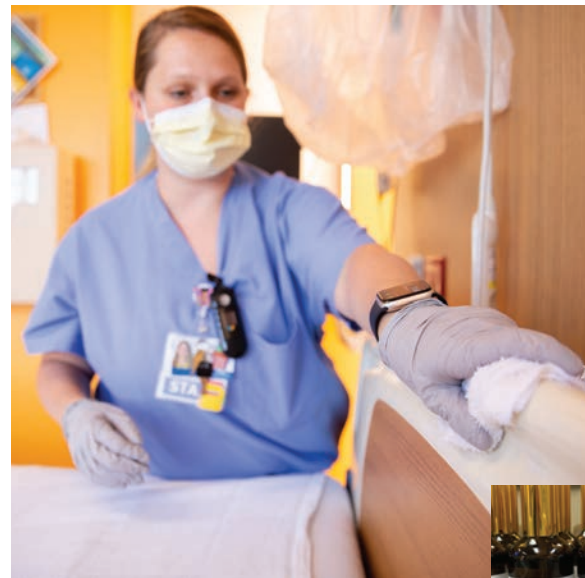
We responded to COVID-19 by putting precautions in place to create a safe environment, such as screenings, accelerated disinfection processes, reimagining inpatient units for isolation capacity of COVID-19 patients, testing and new protocols to support elective procedures. These extensive measures allow us to confidently and safely care for patients today, ensuring *The Mercy Touch* is available when it's needed most. We remain ready to care for you.



## FINANCIAL PRESSURE

**COVID-19 has left hospitals across the nation facing historic financial challenges. Throughout the four-month period from March 1 to June 30, the American Hospital Association estimates a total four-month financial impact of \$202.6 billion in losses for America's hospitals and health systems, or an average of \$50.7 billion per month. Although the federal government moved quickly to provide relief, more help is needed. Mercy's leadership is actively working with our state and federal leaders to respond and find solutions.**





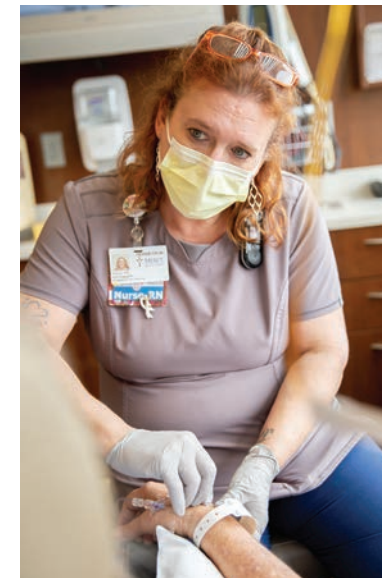
### INNOVATION/USE OF TELEMEDICINE

Between March 1, 2020 – June 30, 2020, Mercy provided:

Video Visits:	19,365
Telephone Visits:	8,405
E-visits:	1,142
<b>Total:</b>	<b>28,912</b>

The technology, which virtually connects providers and patients, has been utilized across all specialties and in every MercyCare clinic, with applications even for palliative care. Dr. Tim Sagers led the way in Mercy's telehealth utilization.

**“Telemedicine really did save us during COVID-19, both from a patient care delivery perspective, and financially,” Dr. Sagers said. “It’s hard to underestimate the value it provided to us. We were ready to go when COVID-19 hit and were able to flip the switch and begin serving patients immediately.”**



### CLINICAL CARE

Mercy's clinical caregivers have responded to the pandemic with fortitude and flexibility as they test and treat COVID-19 patients, including those with critical care needs.

### SHIFTING SPACE

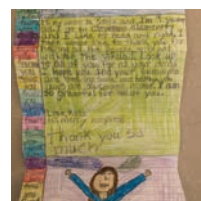
In the midst of the pandemic, Mercy dedicated two entire floors of the patient tower to COVID-19 in order to create the safest possible environment for patients and staff. These spaces were fully converted to negative air flow. As needs shifted, so did we, later creating a new space for confirmed COVID-19 patients and returning previously remodeled space to normal functions to accommodate evolving patient needs. Mercy utilized an industrial hygienist to certify that patient rooms and other areas were thoroughly sanitized.

### FOCUS ON SAFETY

Within the hospital and clinics, Mercy increasingly put safety measures in place to protect against the virus, such as mandatory masking; screening of all who enter the facilities; the addition of dedicated respiratory clinics to screen and care for those with COVID-like symptoms; and rigorous cleaning and sanitizing of patient rooms, surfaces and other common areas.

### RESUMPTION OF SERVICES

Following guiding principles established in a collaborative community planning group and with full safety measures in place, Mercy took a phased approach to reactivating healthcare services in response to COVID-19. This approach required Mercy's team to closely monitor the pandemic and expand the number of surgical procedures and other services available, eventually returning to the level of pre-pandemic services as it was safe to do so.



### ASSISTING LONG-TERM CARE FACILITIES

Mercy led the way in working with more than two dozen long-term care (LTC) facilities in our area as each formulated plans and carried out their response to COVID-19. That support included supplying the LTC facilities with the technology they required for the expansion of telehealth visits within their walls; the distribution of cloth masks, gowns and PPE along with appropriate education on care and use; infection control audits; guidance on screenings; staffing support; and more.

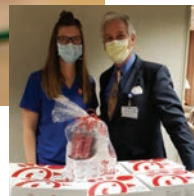
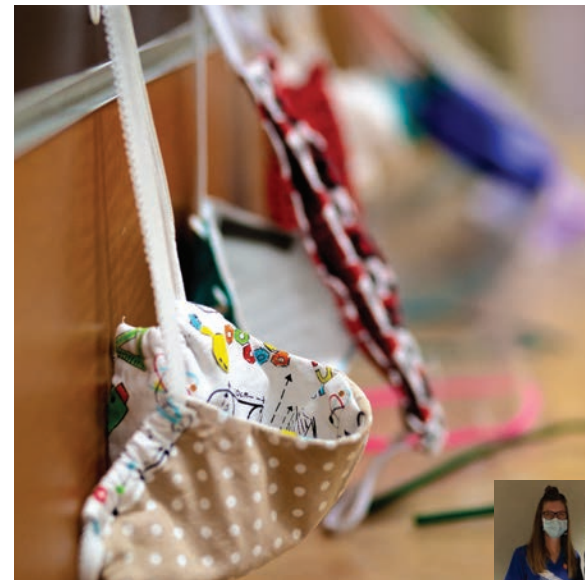
### KEEPING THE COMMUNITY INFORMED

Mercy stepped to the forefront to keep the community informed and educated. Working closely with other local healthcare providers and the Department of Public Health, Mercy initiated a number of educational campaigns to promote social distancing, masking, hand hygiene and other measures to prevent the spread of the virus. Dr. Tony Myers was Mercy's community-facing healthcare provider. Beginning in March, Dr. Myers participated regularly in news conferences and other media interviews to keep the community informed during times of extreme uncertainty.





Mercy celebrated the discharge of Larry, Mercy's first critical care COVID-19 patient, on Monday, April 13.



# Serving the Community with Innovation, Growth



## INSPIRING MOMENTS

Mercy celebrated publicly with a number of its critical care COVID-19 patients as they were discharged from the hospital. Notably, on May 13, Mercy caregivers lined the halls and cheered as a COVID-19 patient was released after spending 48 days in the hospital, 27 of those in the ICU on a ventilator. As staff, we've enjoyed these moments of pride during a difficult time.

## COMMUNITY DONATIONS

Mercy has been humbled and overwhelmed by the community support received in the form of donations. Mercy has received thousands of cloth face masks to provide to our caregivers, patients and visitors. In addition to the masks, individuals and community businesses donated PPE that included N95 masks, gloves and face shields to help protect our frontline caregivers during our greatest time of need. Many individuals and local restaurants have donated and provided meals for our hospital and clinic staff.

**Despite the events of this year that called for Mercy's immediate attention, both early in the fiscal year and even throughout facing unprecedented challenges, we have continued to "put our Mercy on" by remaining committed to advancing the award-winning care provided to the communities we serve.**

We've seen great momentum in many areas, new service offerings and innovation to ensure our community has access to the highest quality, most advanced and convenient care for their families.

In addition, our commitment to quality has remained steadfast and has been recognized as among the leaders within the industry.



# Fiscal Year Highlights



Mercy's cardiology team celebrates the three-star award, the highest honor, from STS for open heart surgery.



Dr. Kashif Chaudhry, Mercy Cardiology Clinic.



Mercy's new Hybrid OR Suite is equipped for more complex and innovative heart surgeries.



Mercy's Remodeled Inpatient Rehab Unit

## FALL

- Mercy's Lung Center opened a new bronchoscopy suite for lung-related biopsies, treatments and procedures for conditions such as cancer, COPD, asthma and infections.
- Mercy Pediatric Clinic achieved the top 1% in the nation for patient experience based on scores from Press Ganey patient satisfaction surveys.
- Mercy Medical Center was named one of healthcare's Most Wired hospitals, according to the results of the College of Healthcare Information Management Executives (CHIME) Most Wired® Survey.
- MercyCare Monticello broke ground on a new clinic; opening in Oct. 2020.
- Mercy hosted its first Women's Impact Network (WIN) event to support women in their professional growth
- Dr. Kashif Chaudhry, electrophysiologist with Mercy Cardiology Clinic, received the Michael J. Daly Humanitarian Award. Dr. Chaudhry is involved with Project Pacer International, a charity wherein physicians travel to third-world countries such as Kenya and Bolivia to implant pacemakers free of charge for those who don't have access to them or can't afford them.
- Five Mercy volunteers received the Governor's Volunteer Award in a ceremony at Kirkwood Community College.



MercyCare Monticello

## WINTER

- Mercy's Heart Center adds Transcatheter Aortic Valve Replacement (TAVR) procedure—a minimally invasive procedure to replace the aortic valve in patients who have severe aortic valve stenosis.
- President Trump appointed Mercy's Anti-Human Trafficking Coordinator, Teresa Davidson, to be one of nine people included on the national Public-Private Partnership Advisory Council to End Human Trafficking.
- Mercy completed renovations to its state-of-the-art Inpatient Rehab Unit, with new facilities and amenities to provide the most advanced patient recovery locally.
- Mercy co-sponsored a speaking presentation by Dr. Joseph Coughlin on Feb. 18. to continue educating the community on needs surrounding dementia and aging. Dr. Coughlin was guest speaker at the Coe College Contemporary Issues Forum. He is the director of the Massachusetts Institute of Technology Age Lab and author of "The Longevity Economy."
- A solar project was implemented at MercyCare Prairie Creek in southwest Cedar Rapids. The project consists of 360 solar panels on ground located just south of the clinic. The panels generate enough electricity to provide almost 75% of the clinic's total annual usage.



Teresa Davidson, Mercy's Anti-Human Trafficking Coordinator



Mercy Women's Center



100 Great Iowa Nurses: Laurel Foht, RN, BSN (left) and Megan Litshcer, RN, BSN, CDE (right).



HallMar Village



Mercy Hiawatha Emergency Room open 24/7

**SPRING**

- Mercy Heart Center earned a three-star rating for overall performance of its open-heart program. The rating is the highest honor given to open-heart programs by the Society of Thoracic Surgeons (STS).
- Mercy led the development of "protect your neighbor" campaign to encourage community to wear masks during COVID-19.
- Mercy Women's Center scored in the top 1% in the nation for its Press Ganey patient experience scores

- Two Mercy nurses named among 100 Great Iowa Nurses
- Expanded use of video visits for patients to receive urgent care, primary care or specialty healthcare services from Mercy and MercyCare providers
- First critical care COVID-19 patient discharged from Mercy.

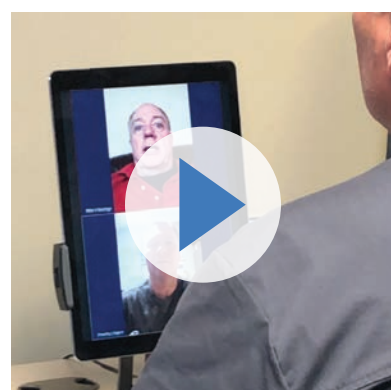
**SUMMER**

- Mercy Medical Center and partners complete purchase of land to create HallMar Village which will replace the existing Mercy Hallmar nursing home. HallMar Village will be an advanced, medically integrated senior living community.

Watson Health-  
**100 TOP HOSPITALS®**  
2019

- Named one of the nation's 100 Top Hospitals for the 8th consecutive year
- *Corridor Business Journal* readers voted Mercy Medical Center as the Best Hospital and Mercy's *Especially for You®* Race Against Breast Cancer as the Best Walk/Run Event in CBJ's 14th annual Best of the Corridor competition.
- Designated as a Blue Distinction Center in knee and hip replacement from Wellmark Blue Cross and Blue Shield.
- Mercy earned platinum recognition from Health Resources and Services Administration for encouraging staff and the community as organ, eye and tissue donors to register.

- Hiawatha Urgent Care transitioned to an extension of the existing Mercy Emergency Department, now providing 24/7 access in Hiawatha.
- Ranked #1 in Iowa and 19th in the nation as a Top Hospital by Lown Institute
- Partnered with U.S. Renal Care for dialysis care and services to enhance and grow the dialysis care that Mercy provides to its community.
- Received five-star quality rating from the Centers for Medicare & Medicaid Services (CMS)
- MercyCare Community Physicians introduces 24/7 urgent care video visits to provide round-the-clock healthcare to patients. (Urgent Care video visits first offered in the winter but expanded to 24/7 in the summer.)



YouTube  
**MercyCR**

**VIDEO VISITS:** Dr. Tim Sagars discusses the benefit and use of video visits as a safe option for care during the COVID-19 pandemic.

[mercy.org/services/video-visit](https://mercy.org/services/video-visit)





# Quality Care Right at Home

**This section provides a transparent look into Mercy's quality of care. We understand that, to patients, quality is determined by the success of the outcome and whether he or she had a good experience while receiving care. With that criteria, we share illustrations of Mercy's ability to deliver quality and meet national standards at a local level.**

While there are hundreds of measures available to evaluate quality, we will focus on areas aligned to the Institute for Healthcare Improvement's Quadruple Aim and its four central points: improving the patient's experience, the clinician's experience, the health of populations and reducing the cost of healthcare.

In fiscal year 2020, Mercy Cedar Rapids again received a five-star quality rating (*the best possible*) from the Centers for Medicare & Medicaid Services.



## HOSPITAL COMPARE

**Medicare's Hospital Compare reports on timely and effective care in key areas of quality so patients can learn how often Mercy and other hospitals perform recommended care for people with specific conditions. Quality data in this section (*the most up-to-date information available at the time of publishing*) proves Mercy's outstanding care and can be found online at [medicare.gov/hospitalcompare](https://www.medicare.gov/hospitalcompare).**

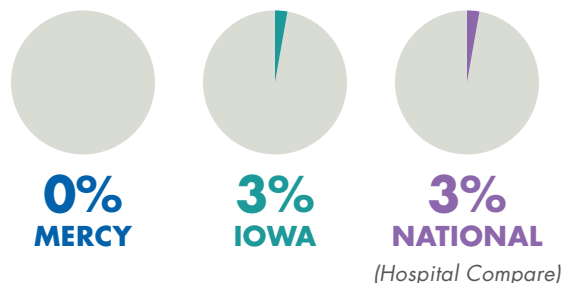


### PREVENTABLE VENOUS THROMBOEMBOLISM (VTE)

VTE causes patients harm when blood clots obstruct blood flow to their lungs (*pulmonary embolism*). Most of these problems could be avoided by simple cost-effective measures. Mercy outperforms state and national averages for VTE prevention.

#### Hospital acquired potentially preventable Venous Thromboembolism

(Lower percentages are better, October 2018 through September 2019)

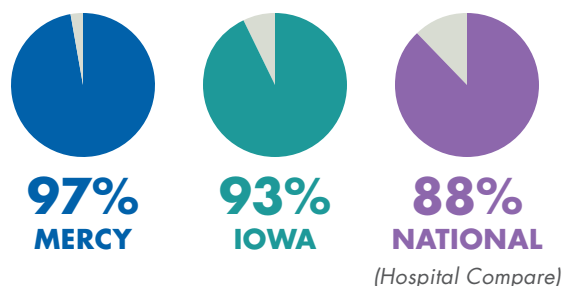


### COLONOSCOPY

According to the Iowa Cancer Consortium, Iowa is tied for the second-highest state in the country when it comes to low or reduced colorectal cancer rates. A colonoscopy is a simple test that can detect cancer and pre-cancerous tissue early. Mercy outperforms state and national benchmarks for colonoscopy best practices.

#### Percentage of patients receiving appropriate recommendation for follow-up screening colonoscopy

(Higher percentages are better, October 2018 through September 2019)

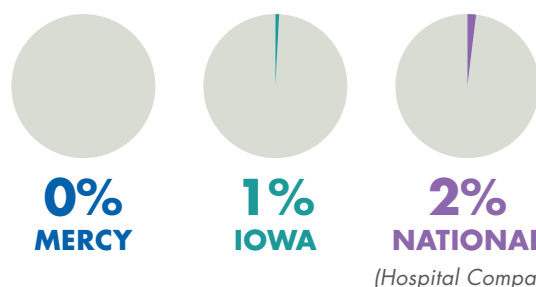


### PREGNANCY AND DELIVERY

Mercy Birthplace follows best practices and strategies that foster the best care for both mom and baby. One of those best practices is to avoid elective deliveries (*inducing labor prior to 39 weeks gestation without medical necessity*). Birthplace outperforms Iowa and the U.S. when it comes to avoiding elective early deliveries.

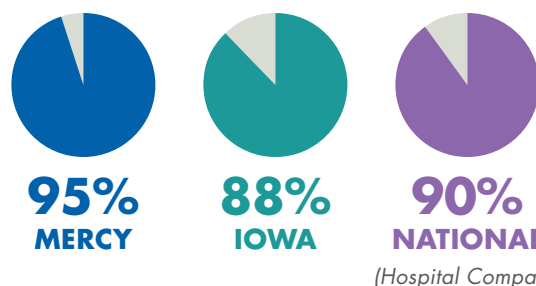
#### Percentage of mothers whose deliveries were scheduled too early (1 to 2 weeks), when a scheduled delivery wasn't medically necessary

(Lower percentages are better, October 2018 through September 2019)



#### Percentage of patients with history of polyps receiving follow-up colonoscopy in the appropriate timeframe

(Higher percentages are better, October 2018 through September 2019)

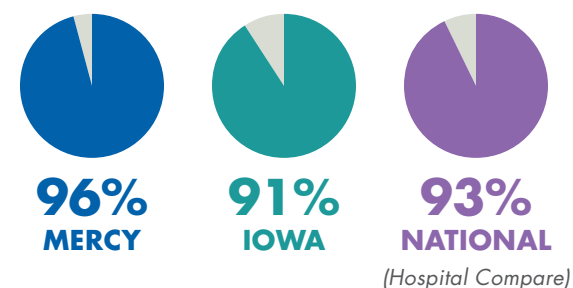


### PREVENTATIVE

Part of Mercy's mission is to enhance the health of the communities it serves, and preventative treatments like influenza vaccination is one way to help achieve that goal. Mercy's rates of vaccination are higher than those across the nation.

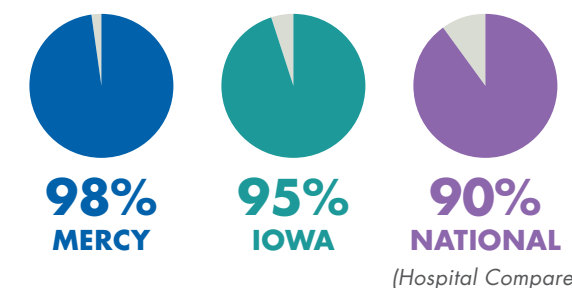
#### Patients assessed and given influenza vaccination

(Higher percentages are better, October 2018 through September 2019)



#### Healthcare workers given influenza vaccination

(Higher percentages are better, October 2018 through September 2019)

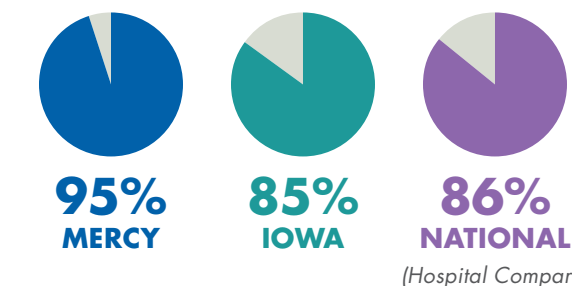


### CANCER

Because every tumor is unique, one radiation technology can't treat them all. That's why Mercy's Hall-Perrine Cancer Center offers four different radiation therapies to help give cancer patients the best possible outcome. Appropriate administration of external-beam radiation therapy reduces side effects and limits exposure to healthy tissue – Mercy's rates are significantly better than state and national norms.

#### Percentage of patients receiving appropriate radiation therapy for cancer that has spread to the bone

(Higher percentages are better, October 2018 through September 2019)

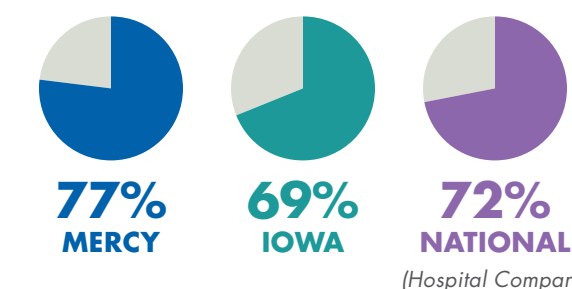


### STROKE

With stroke, time lost is brain lost. Identifying and treating stroke efficiently and safely is critical. Mercy's ability to outperform state and national averages support why Mercy has earned Stroke Certification from the Joint Commission.

#### Percentage of patients who came to the emergency department with stroke symptoms who received brain scan results within 45 minutes of arrival

(Higher percentages are better, October 2018 through September 2019)



### EMERGENCY DEPARTMENT

As a Level III Trauma Center, Mercy Medical Center's Emergency Department is fully equipped with state-of-the-art technology to handle the most serious of healthcare emergencies. Mercy's emergency teams get patients the quality treatment they need quicker than norms across the state and country.

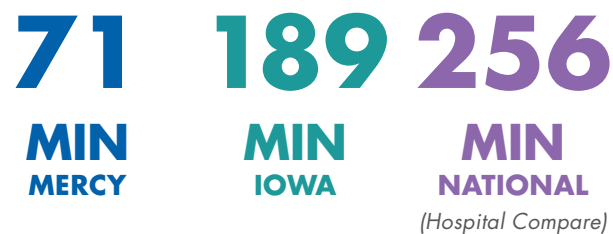
**Average (median) time patients spent in the emergency department after the doctor decided to admit them as an inpatient before leaving the emergency department for their inpatient room**

*(A lower number of minutes is better, January 2018 through September 2019)*



**Average (median) time patients spent in the emergency department before leaving from the visit**

*(A lower number of minutes is better, October 2018 through September 2019)*

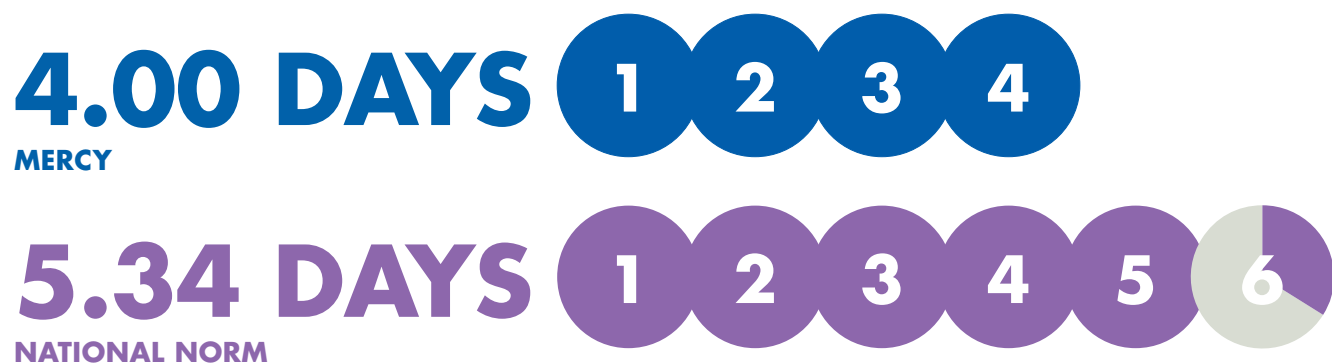


### FASTER RECOVERY MEANS A SHORTER HOSPITAL STAY

Mercy follows evidence-based protocols to provide the highest level of care so patients recover quickly. Through seamless care coordination, patients get timely healthcare and coordinated access to outpatient services for continued care, if needed, upon discharge.

**Reducing lengths of hospital stays**

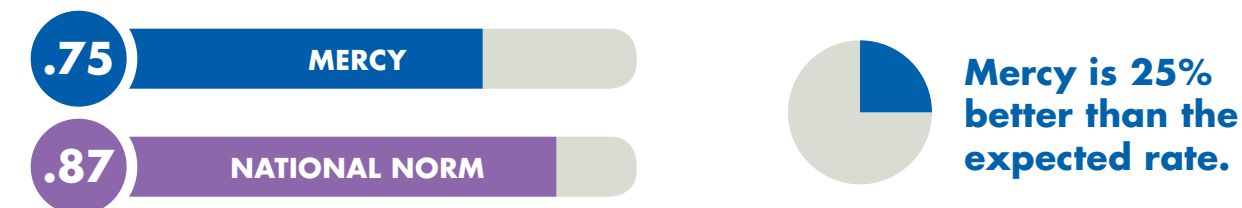
*(Average lengths of stay for July 2019 through June 2020)<sup>1</sup>*



**Reducing lengths of stay by .1 days saves an estimated \$1,200,000 in staffing and other associated costs at Mercy.**

### Mortality: Reducing mortality of patients in the hospital

*(Risk-adjusted mortality index for July 2019 through June 2020.)<sup>1</sup>*

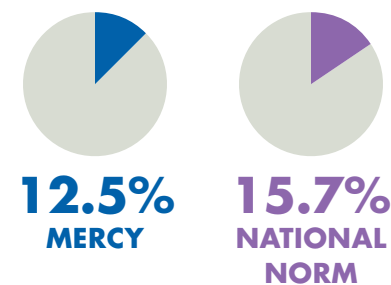


### REDUCING READMISSION AFTER A HOSPITAL STAY

Some patients may experience problems soon after they are discharged and need to be admitted to the hospital again. Many of these events can be prevented if hospitals follow best practices for treating patients, which helps avoid unnecessary hospitalizations and reduces costs.

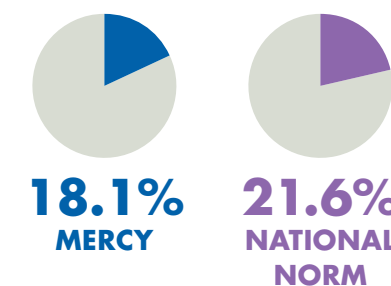
#### Acute Myocardial Infarction (AMI) 30-day readmission rate

*(A lower percent is better, October 2018 through September 2019)*



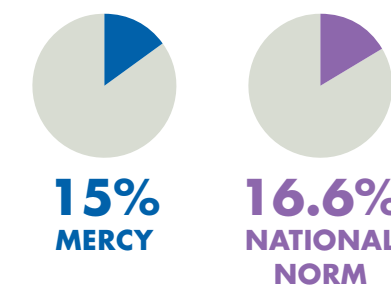
#### Heart Failure (HF) 30-day readmission rate

*(A lower percent is better, October 2018 through September 2019)*



#### Pneumonia (PN) 30-day readmission rate

*(A lower percent is better, October 2018 through September 2019)*



<sup>1</sup>Vizient

<sup>1</sup>Vizient



**KEEPING MERCY PATIENTS SAFE AND COMFORTABLE WITH A FOCUS ON SKIN CARE**

Skin is the largest organ of the body, so skin care is always a focus for Mercy caregivers. Hospitalized patients often have conditions that can affect the health of their skin that can lead to bed sores and other complications that can prolong recovery. Mercy has always taken a holistic approach to skin care with assessment not only of the condition of the skin but factors that could lead to skin breakdown such as mobility, nutrition, friction and moisture.

This past year, Mercy has added new mattresses and recliners for patient rooms to assist with both safety and comfort. There are two main types of mattresses that were updated. One is a combination of gel and foam to provide excellent comfort, support and pressure redistribution while also having the ability to attach an air pump for moisture control. The other updated mattress type is a specialized low-air-loss mattress for the ultimate in-skin protection; this type of mattress relies on an air pump always being connected with constant air movement and provides pressure-point relief along with moisture control. This updated equipment will help us ensure that our patients have the best skin care and comfort during their stay.

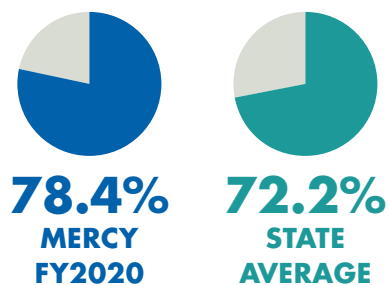
**SAFER CARE AND QUALITY PATIENT EXPERIENCES START WITH COMMUNICATION**

Mercy recognizes the value in compassionately communicating with patients in ways they understand. Better communication provides safer, more reliable care and creates a better overall patient experience, especially when done in the presence of our patients and their care partners.

The best indication of quality is if patients would recommend the hospital. Approximately, eight out of 10 patients would recommend Mercy.

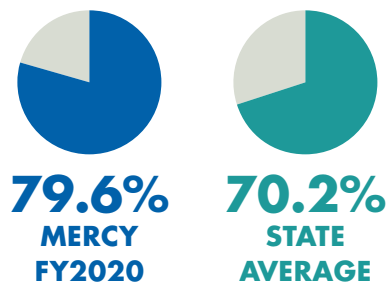
**Percentage of patients who would rate the hospital a 9 or 10**

(On a scale of 1-10)



**Percentage of patients who would recommend the hospital**

("Probably Yes" or "Definitely Yes")



*\*Data from HCAHPS, stands for Hospital Consumer Assessment of Healthcare Providers & Systems, a patient satisfaction survey required by CMS (the Centers for Medicare and Medicaid Services) for all hospitals in the United States.*



**PROVIDING CARE AT A LOWER COST**

In today's healthcare environment, it is critical that quality hospitals provide exceptional care while efficiently keeping costs low. Therein lies the true value to patients and the best use of the hospital resources. The nation's largest insurance provider, Medicare, is interested in understanding how much it is paying to hospitals across the country for the care provided to its beneficiaries. To determine how well hospitals are keeping costs low, the measure "Medicare Spending Per Beneficiary" (MSPB) is used.

MSPB shows whether Medicare spends more, less, or about the same for an episode of care at a specific hospital compared to all hospitals nationally. A lower ratio means that Medicare spends less per patient.



Not only has Mercy decreased its ratios since 2015, but the most recently reported ratio from January 2019 through December 2019, .90, is 3% lower than the state average and 9% lower than the national average.

**Local, quality care at a more effective cost**

**MERCY IS 3% LOWER THAN THE STATE AVERAGE**

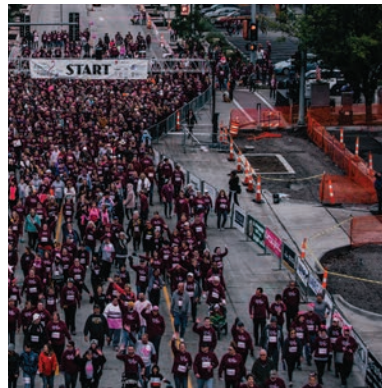
**MERCY IS 9% LOWER THAN THE NATIONAL AVERAGE**



# Community Benefit

**True to our roots of meeting the needs of eastern Iowans, the following section provides a snapshot of life-improving activities at work and Mercy's leadership in addressing charitable needs to cultivate a thriving community.**

As in years past, Mercy continued its commitment to partnering with area organizations — HACAP, American Heart Association, JDRF, McKinley Middle School and local shelters, to name a few — to improve health and lives throughout our community.



- The *Especially for You*<sup>®</sup> Race Against Breast Cancer marked its 29th year in Oct. 2019 with nearly 14,500 registrants from 454 cities in 30 states, raising more than \$429,000 to support services for breast and female cancers.
- Mercy's Financial Assistance Program provides free care to families with income less than 200% of the federal poverty (FPL) guideline and discounted care for patients from 200%-400%. In fiscal year 2019, Mercy's financial assistance totaled \$20.6 million.
- Six local nonprofits have offices inside Mercy's Sister Mary Lawrence Community Center and are charged only \$1 per year for rent. These nonprofits include: Boys and Girls Clubs of the Corridor (administrative offices), Catholic Charities, Gems of Hope, Kids First, Metro Catholic Outreach, and Young Parents Network.
- This past fall, Mercy partnered with Four Oaks to provide five internships as part of Four Oaks' workforce development program. Two of the interns have since been hired at Mercy.
- In July 2019, staff from Mercy, Catherine McAuley Center and Mt. Mercy University partnered with the Wheelchair Ramp Accessibility Program (WRAP) and built five ramps for individuals in the community to improve access for them in and out of their homes.
- Mercy donated Automated External Defibrillators (AEDs) to 10 area schools, churches and community organizations, bringing the number of AEDs the hospital has donated to 73 since the program began in 2014.



- Mercy's Anti-Human Trafficking Program is working to increase awareness of the disparity, reduce racial vulnerabilities that lead to human trafficking, and give survivors of color a voice. Mercy's Anti-Human Trafficking Coordinator, Teresa Davidson, leads the hospital's efforts to strengthen the comprehensive response to victims of human trafficking and, in FY20, assisted over 70 survivors, trained over 28 community agencies, 22 superintendents, three schools, medical personnel in 26 other states and three countries, presented at three statewide conferences, and one international conference. Teresa was one of nine people appointed by President Donald Trump to the Public-Private Partnership Advisory Council to End Human Trafficking. As a part of the council, Davidson is serving a two-year term, acting in a consultant role to make recommendations on federal anti-trafficking policies. She was recently named co-chair of the Survivor Care subcommittee as well as co-chair of the Report-Writing subcommittee.
- Mercy's Emergency Department (ED) initiated ED Coordinator positions in August 2019 to assist patients with insurance access (Medicaid only). This allows patients to gain access to health insurance. From July 1, 2019 through June 30, 2020, ED Coordinators assisted 380 ED patients.

**900**  
COMMUNITY  
VOLUNTEERS DONATED  
**155,218**  
HOURS OF SERVICE  
AT MERCY

- Staff collected and donated 1,400 pairs of socks for area homeless shelters, donated 3,664 wipes, 2,746 diapers and \$970 in monetary donations for the Eastern Iowa Diaper Bank, donated \$3,838.46 to HACAP, and donated paper products and other supplies to area shelters during Mission Week.
- In August 2019, Hall-Perrine Cancer Center provided 49 backpacks full of school supplies to kids touched by cancer and provided 153 Thanksgiving baskets in November 2019 for community members fighting cancer.
- Mercy has increased access to medical care in rural Iowa. MercyCare Center Point, Monticello, Mount Vernon and Tama offer primary care services. Cancer, heart, surgery and urology specialists also travel to clinics outside Cedar Rapids to create easier access for patients in Manchester, Vinton, Anamosa and Tama.
- The annual Cancer Survivor's Day celebration hosted 95 community members.

# Derecho: Emergency Response

**As suddenly as COVID-19 demanded our attention, we were again faced with unprecedented circumstances within our community as the result of the severe weather and resulting power outages on Monday, August 10. While, as an organization, we were still addressing the needs of the community resulting from COVID-19, even more was required of us again; we “put our Mercy on” through the aftermath of the derecho.**

## ADAPT

Through resilience and ingenuity, we remained open and ready to serve. Adapting ourselves again, we ensured staff remained engaged and supported. To help our Mercy caregivers who had been displaced as a result of the storm, we provided temporary housing, so our staff could have the necessities they needed while still being able to work to help our community.

## COMMUNITY

Together, with our community, the rebuilding process continues. As a community hospital, our responsibility to our patients extends not only to healthcare, but to the overall wellbeing of our community, and we are proud to work with many to support the community’s resurgence after the storm.



## RESPONSE

During the first week of clean up, Mercy’s ER saw record numbers of patients and appropriately scaled our capacity to ensure we could continue to serve our community during its time of need.

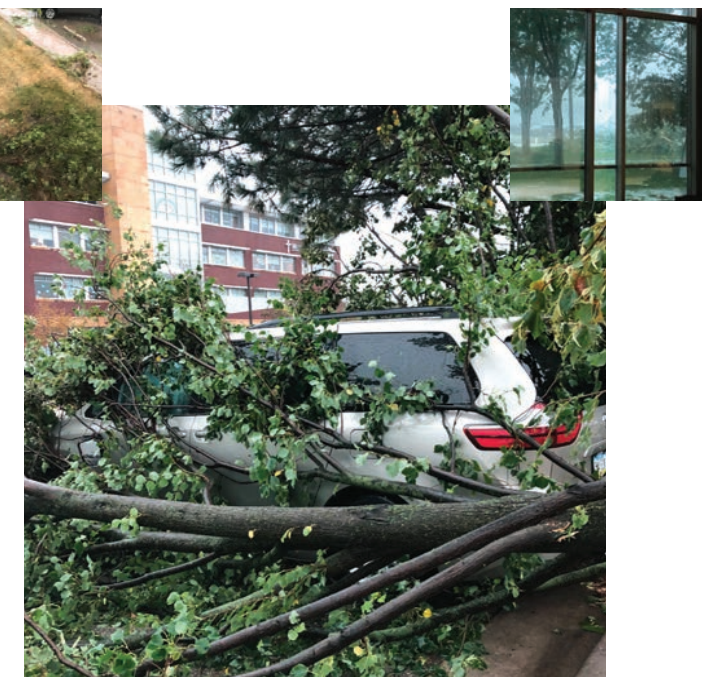
With network and phone outages, MercyCare clinics quickly mobilized a central location to field patient questions and fulfill presumptive needs.

Mercy continued its flexibility by creating an emergent solution for members of our community who had difficulty finding a pharmacy that wasn’t damaged in the storm; Mercy’s pharmacy made temporary arrangements to fill prescriptions for non-employee patients.

As we have time and time again, we will “put our Mercy on,” continue to think differently in the face of a challenge and deliver quality care and rapid solutions to continue moving forward despite the damage the derecho caused the community and its citizens.



## 8/10/20



*Thank you for reading this report.*

We invite you to support making a difference  
in our community through a gift to the Mercy Foundation.

Join our commitment to give back;  
visit [mercyare.org/donate](https://mercyare.org/donate) to make a gift.



701 10th Street SE | Cedar Rapids, IA 52403 | (319) 398.6011

[mercyare.org](https://mercyare.org)