



NEW HORIZONS:

Rooted in Mission, Embracing Growth
in **Delivering *The Mercy Touch***[®]

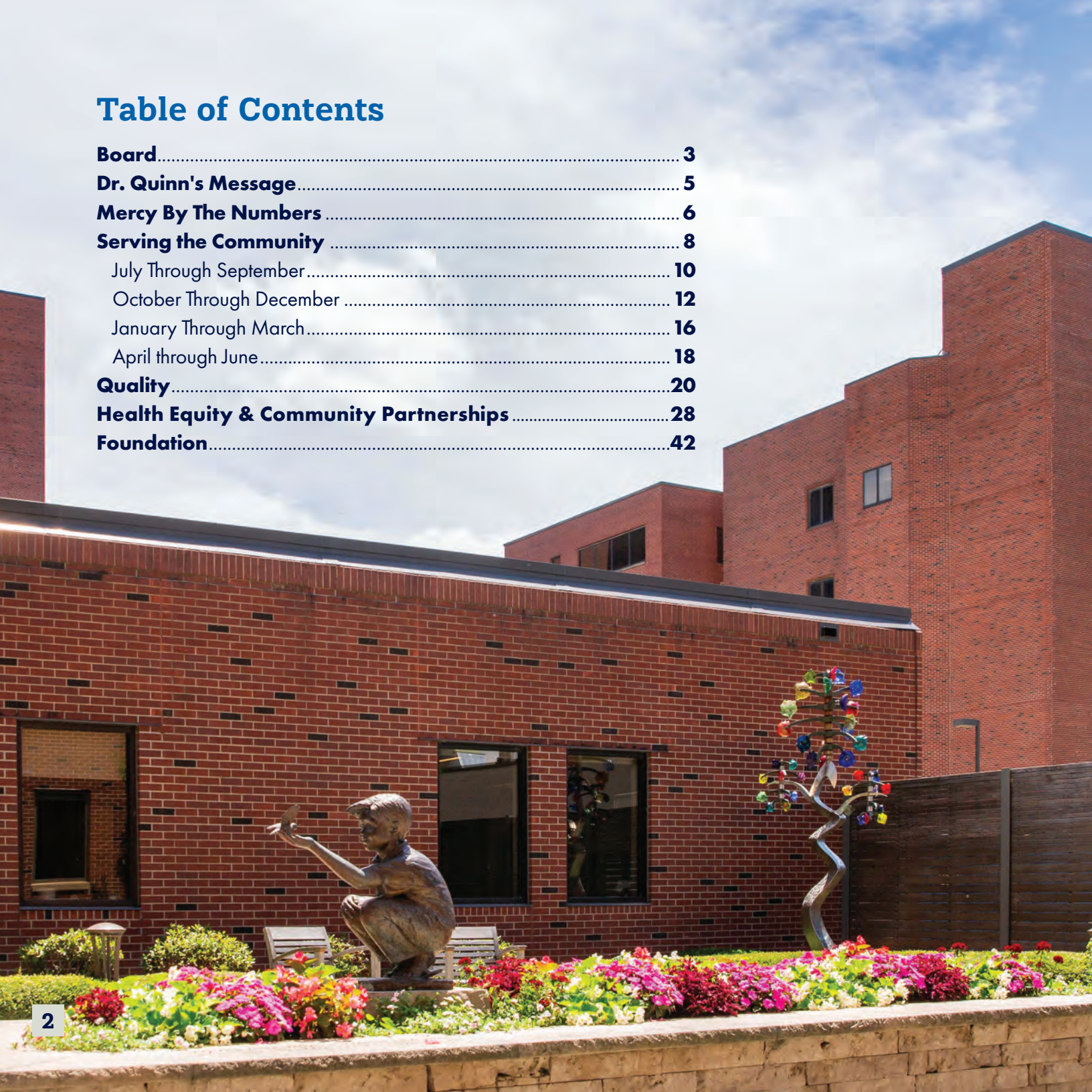


ANNUAL REPORT 2024

Mercy Medical Center
MercyCare Community Physicians

Table of Contents

Board	3
Dr. Quinn's Message	5
Mercy By The Numbers	6
Serving the Community	8
July Through September.....	10
October Through December	12
January Through March.....	16
April through June.....	18
Quality	20
Health Equity & Community Partnerships	28
Foundation	42



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Over the last fiscal year—**and our 124-year history**—Mercy has continued to meet the needs of our patients with compassion, integrity and excellence. We consistently adapt to the needs of our community by embracing growth and carrying forward the mission set to us by the Sisters of Mercy in 1900.

We continue to engage the ever-changing healthcare environment and grow our services and work to increase access to care through our MercyCare clinics, specialists and partnerships. During the past fiscal year, we have opened the Jewel & Jim Plumb Heart Center at Mercy, HallMar Village, The Chris & Suzy DeWolf Family Innovation Center for Aging & Dementia, and Care Connections Clinic—all aimed to address crucial health needs within the changing communities we serve. In addition, we are nearing the opening of Mercy’s second stand-alone emergency department to be located in Marion; added plastic and reconstructive surgery services; and were nationally recognized as the #1 Iowa hospital for heart attack treatment in the CareChex® Awards by Quantros.

As we all know, however, the heart and soul of Mercy are the nurses, providers, technicians, staff members, and volunteers who deliver *The Mercy Touch*® to every patient who enters our doors. I know that Mercy’s future is well entrusted in these caring hands as I witness their exceptional service and tender treatment of the whole person every day. Their commitment to our community is evident in every action and continues to be an emblem of the care individuals can expect from Mercy as reflected through the quality metrics in this report.

This report also highlights technological advancements we have invested in, as well as certifications, accreditations and national recognitions demonstrating Mercy’s continued pursuit of clinical excellence and unparalleled patient care rooted in our mission.

Your continued support of Mercy and entrustment of this sacred calling is greatly appreciated. Thank you for your time and interest in Mercy. It is our privilege to serve.



Timothy Quinn, MD
President & CEO

Mercy By the Numbers

Number of Employees		Financial Overview	
3,252 TOTAL		\$532,890,000 TOTAL	
2,811 Mercy Medical Center		\$286,501,000 Salaries/Benefit Payroll Taxes	
96 Mercy Physician Associates		\$214,261,000 Supplies/Other Expenses	
345 Mercy Physician Services		\$24,598,000 Depreciation	
		\$760,000 Professional Fees	
		\$6,770,000 Interest	
Medical Overview			
589,567 Outpatient Visits	67,338 Emergency Visits	10,756 Inpatient Discharges	24,676 Women's Center – Mammographies
219,794 MercyCare Community Physicians Clinic Visits	12,351 Hall Radiation Center Treatments	78,577 MercyCare Urgent Care Visits	680 Births
	15,276 Surgery Cases	26,349 Pediatric Clinic Visits	

Foundation Support

\$8,591,905

TOTAL

\$3,164,113 HallMar Village	\$233,315 Hall-Perrine Cancer Center Operations	\$131,196 Hospice of Mercy
\$1,132,716 The Chris & Suzy DeWolf Family Innovation Center for Aging & Dementia	\$233,166 Unrestricted – General Funds	\$64,828 Employee Relief Fund
\$1,000,000 Mercy Medical Center <i>(Improved patient care outcomes)</i>	\$212,075 Hospice House Endowment Funds	\$57,425 Hope Fund
\$880,043 Jewel & Jim Plumb Heart Center	\$210,590 Scholarships & Educational Trainings/Certifications	\$45,801 Room Renovations/Beautification
\$549,690 Hall Radiation Center	\$148,791 Hall-Perrine Cancer Center Endowment Funds	\$40,890 In-Kind
\$326,153 Family Caregivers Center of Mercy	\$135,039 Auxiliary	\$36,066 Donor Restricted Gifts to Mercy Medical Center

Community Expenditures

\$66,377,000 TOTAL <i>(Including care of the uninsured and underinsured)</i>	\$14,380,000 Costs in Excess of Medicaid Reimbursement <i>(Costs of providing the services less the amount received from Medicaid)</i>	\$4,590,000 Free Service <i>(To patients who meet Mercy's patient assistance guidelines.)</i>
\$42,540,000 Costs in Excess of Medicare Reimbursement <i>(Costs of providing the services less the amount received from Medicare)</i>	\$3,173,000 Other Community Benefit <i>(Includes subsidized health services, care provided at a loss and financial contributions to nonprofit organizations)</i>	\$1,694,000 Property Taxes & Medical District Assessment



SERVING THE COMMUNITY:

A Legacy of Innovation & Growth Continues

Over the fiscal year...



Dominic Heffel, MD, FACS



Mercy's Great Iowa Nurses award recipients

Mercy hired nine physicians and 21 advanced practice providers this fiscal year, including Plastic & Reconstructive Surgeon Dominic Heffel, MD, FACS and skilled providers in specialties including pulmonology, urology, gastroenterology, pediatrics, occupational health, neonatology, and nephrology.

Mercy volunteers provided **96,986 service hours** over the fiscal year.

Mercy employees volunteered at **more than 35 organizations** and served on **over 25 local, non-profit boards**.

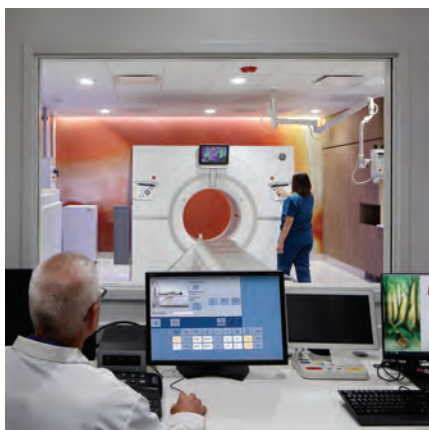
Mercy employees were recognized with various awards this fiscal year, including

- 11** Mercy Touch Awards
- 7** DAISY Awards
- 7** Patient Experience Awards, and
- 5** Great Iowa Nurses, amongst others.



JEWEL & JIM PLUMB HEART CENTER OPENS

The Jewel & Jim Plumb Heart Center at Mercy opened in July 2023 as Linn County’s largest and most comprehensive freestanding heart center at 72,000-square-feet. The addition of this center ensures the growth and development of the area’s leading heart program at Mercy.



Along with state-of-the-art technology, imaging and exam rooms, the Plumb Heart Center was also thoughtfully designed with many patient-centered features. A central feature of the ground level is the cardiac rehab center with a large walking track to help patients transition back from medical and surgical intervention to full daily living. The Plumb Heart Center also features imaging services including nuclear medicine, CT and MRI equipment.

The center provides integrated, patient-centered care, bringing our heart specialists and coordinated heart services within a single center. It features patient conveniences along the continuum of care—from prevention and screening to diagnosis, treatment and rehabilitation—and increases the number of heart-focused specialty clinics designed to provide education, ongoing assessments and individual care plans.



Mercy was named a top recommended hospital in Iowa by Becker’s Hospital Review. **Mercy received the highest rating of five stars and is one of 22 Iowa hospitals on the list.**



New Breast Cancer Surgery Technology

Mercy implemented the **Clarix Imaging® VSI-360 system**—Iowa’s first CT, 3D breast specimen imaging system. With this tool, Mercy surgeons can identify tumors more easily during lumpectomy procedures, thereby decreasing the likelihood for additional procedures later.



Mercy Home Care staff earned the **SHPBEST Superior Performer patient satisfaction award** for the 2022 calendar year. The award recognizes home health agencies that consistently provide high-quality service to their patients and rank in the **top 20% in HHCAHPS scores.**



A Top 100 Hospital—Again

For the 10th time, Mercy Cedar Rapids was named to the 2023 **PINC AI™ 100 Top Hospitals®** list as one of the top-performing hospitals in the U.S in Sept. 2023.

OCTOBER - DECEMBER

MERCY BROKE GROUND ON NEW MARION EMERGENCY DEPARTMENT TO PROVIDE CARE 24/7, 365 DAYS A YEAR

Mercy broke ground on its new Marion Emergency Department on October 17, 2023. The new ED will be conveniently located next to MercyCare Marion near the intersection of Highways 151 and 13 and is **scheduled to open in December 2024**.

This will be the second off-site, hospital-based extension of Mercy's Emergency Department. Mercy's Hiawatha emergency location opened in 2020 and was the first ER in Iowa available outside of a hospital-based setting. Public and patient response to the Hiawatha location has been extremely positive.

"We continue to see more ER patients than any other provider of emergency services in Linn County, and building on that experience is exciting," said Dr. Matthew Aucutt, Medical Director, Mercy Emergency Services. **"We are pleased to provide a convenient, high-quality option for life-saving care for residents in and around Marion."**

The new Marion location will be open 24 hours a day, seven days a week, 365 days a year, and will offer on-site radiology and lab services. Like the Mercy Hiawatha ER, patients requiring additional hospital intervention will be transferred free of charge to Mercy's downtown location based on well-developed protocols and in partnership with local ambulance services.



Surgical Oncologist Vincent Reid, MD, FACS, completed his thousandth case using MarginProbe® technology during early-stage breast lumpectomy surgeries. This technology allows surgeons to detect whether there is any remaining cancer surrounding a removed lump and delivers clarity in real-time—reducing doubt and the likelihood of a second surgery.

ESPECIALLY FOR YOU® RACE AGAINST BREAST CANCER

A record-setting 16,546 people registered for the 33rd annual **Especially for You®** Race Against Breast Cancer on October 1. Voted the area's Best Race/Walk by the Corridor Business Journal, more than \$531,147 in registrations was raised this year for the **Especially for You®** fund, which provides financial assistance for breast and gynecological cancer screenings and services for area individuals in need.



HALLMAR VILLAGE SENIOR LIVING AND CARE COMMUNITY OPENS

Mercy Medical Center, in partnership with Presbyterian Homes & Services (PHS), **opened the new HallMar Village senior living and care community**—providing a full range of housing and services for the rapidly growing population of older adults in the region. HallMar Village is an advanced, medically integrated community, including innovative, specialized care for those living with dementia and providing healthy living unlike other options available today.

The community is connected via an enclosed link to The Chris & Suzy DeWolf Family Innovation Center for Aging and Dementia—a place of continuing discovery and of new ways to look at and think differently about aging and dementia so older adults and those living with dementia live fuller, more satisfying lives.

HallMar Village replaced Mercy’s Hallmar residential care facility, which opened in 1960 at Mercy Medical Center. Those residents moved to the Dorothy McGrath Neighborhood within HallMar Village after their new home was blessed on September 22, 2023.

For more information about HallMar Village, call (319) 200-3850.



Standard & Poor’s (S&P) Global Ratings reaffirmed Mercy Medical Center’s “A-” credit rating, which reflected Mercy’s financial performance for mid-fiscal year 2023.



A Hospital Hero
Facilities Management Supervisor Kevin Neef received the Iowa Hospital Heroes Award. Kevin consistently goes above and beyond in his work at Mercy. His nominator wrote that he’s always there in times of crisis, like when he lost the roof of his own house during the 2020 derecho, but still came into the hospital and stayed until everything was taken care of at the hospital. The Facilities department values and relies on Kevin’s leadership, expertise and experience.



Mercy Named to U.S. News & World Report Best Hospital for Maternity List
Mercy Birthplace & NICU achieved a High Performing designation, which is the highest award a hospital can earn through U.S. News’ Best Hospitals for Maternity. Mercy was the only hospital in Cedar Rapids and one of only two hospitals in the state to earn this recognition.



Most Wired Hospital
Mercy Cedar Rapids was awarded the 2023 College of Healthcare Information Management Executives (CHIME) Digital Health Most Wired recognition for the 16th time as a certified Level 9 (of 10) organization—the highest-ranking hospital in Iowa—for the use of healthcare technology in its acute and ambulatory care delivery.



CARE CONNECTIONS CLINIC OPENS TO FILL GAP BETWEEN SHORT-TERM AND LONG-TERM NEEDS

In continual evaluation on how we can best respond to the needs of the patients, Mercy Cedar Rapids opened the Care Connections Clinic at Mercy. The Care Connections Clinic at Mercy provides traditional primary care for adults. What's unique, however, is that this clinic also provides short-term primary care needs for patients requiring follow-up care from an emergency visit or an inpatient stay.

In addition, the clinic provides palliative care and consultations with recommendations and referral back to a primary care provider, as needed. The Care Connections Clinic also offers advanced care planning to support patients' future decisions about medical care.

Five Mercy nurses were selected among the 2024 Great Iowa Nurses, which honors Iowa nurses routinely going above and beyond to ensure safe, compassionate care for patients.



Kimberly Carmichael, RN



Joan Colston, BSN, RN



Jamie Larson, RN



Megan Iiams, BSN, RN, SANE



Sandy Walker, MSN, RN, CNE



Mercy Medical Center was recognized by **Wellmark® Blue Cross® and Blue Shield® with a Blue Distinction® Centers+ (BDC+) for Maternity Care designation** as part of the Blue Distinction Specialty Care program, showcasing their high-quality and cost-effective care.



A 2024 World's Best Hospital by Newsweek

Mercy has been recognized among the 2024 World's Best Hospitals by Newsweek magazine. The ranking lists the best hospitals in 30 countries. Mercy is one of only two Iowa hospitals recognized in the rankings for both the Infection Prevention Award and Patient Experience Award.



Mercy Healing Center expanded to add 10 rooms, reducing wait times for services such as wound care, antibiotic therapy, immunoglobulin therapy, daily dressing changes, blood transfusion and infusions. This included the purchase of new podiatry chairs, infusion chairs and two larger hyperbaric chambers.



Prostate Cancer Care Multidisciplinary Clinic launches at Hall-Perrine Cancer Center

With a multidisciplinary team, prostate cancer patients meet with their urologist, radiation oncologist, and genetics during their first visit and experience a collaborative approach to prostate cancer survivorship including dietitians, physical therapists, and genetics. Patients have quick and easy access to their team and have shorter lengths of hospitalization with same-day surgery options.

MERCY RANKED AS THE #1 IOWA HOSPITAL FOR HEART ATTACK TREATMENT

Mercy Medical Center was once again recognized for its delivery of outstanding medical care, earning recognition for Medical Excellence as the **#1 hospital in Iowa for heart attack treatment in the CareChex® Awards by Quantros.** Mercy has been recognized by CareChex® 16 times for Medical Excellence and 19 times for Patient Safety.

Since 2009, Quantros has compiled the CareChex ratings to provide an objective, quality review of all hospitals and health systems in America. Ratings for safety and overall medical excellence are given at the national, state and regional level.

CareChex Awards are considered to be one of the most reliable quality performance awards as CareChex Awards include no self-reported data unlike other publicly available awards. These data-driven awards are based on a proprietary scoring system and a rigorous review of data for patient complications, readmissions and mortality.



The Iowa Hospital Education and Research Foundation (IHERF) has awarded two Mercy Patient Care Techs a \$3,000 Health Care Career Scholarship each in its efforts to fill healthcare positions with a significant number of openings and to recruit students.



New Heart Surgery Technology

The cardiology surgical team was among the first in the country—and the first in Iowa—to treat a patient using the **Evolut™ FX+** transcatheter aortic valve replacement (TAVR) system, a minimally invasive alternative to open-heart surgical aortic valve replacement in patients with severe aortic stenosis. It allows for improved coronary access options with future coronary angiograms following TAVR, decreasing possible treatment delays.



The Mercy Bariatric Clinic was recently recognized by the American College of Surgeons as a Surgical Quality Partner—one of the highest awards showcasing patient safety and outcomes. The clinic has also been a Metabolic and Bariatric Surgery and Quality Improvement Program (MBSAQIP) Center of Excellence since 2021.



Mercy's gift shops achieved **\$1 million** in sales this fiscal year for the first time in their history. All gift shop proceeds are donated to Mercy's Auxiliary within the Mercy Foundation.



MERCY ADDS NEW PLASTIC & RECONSTRUCTIVE SURGERY CLINIC

Mercy Cedar Rapids opened its new Plastic & Reconstructive Surgery Clinic with the hiring of fellowship-trained plastic surgeon **Dominic Heffel, MD, FACS.**

Dr. Heffel is primarily focused on breast cancer reconstruction surgery for patients who have had a mastectomy as part of their breast cancer treatment. Together with the breast cancer team at Mercy's Hall-Perrine Cancer Center, Dr. Heffel will aid in restoring patients' physical appearance during what is often a difficult and emotional time. He also offers a variety of traditional plastic surgery procedures, including but not limited to facial surgery, breast surgery, trunk surgery and extremity surgery.



QUALITY CARE 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 they had a good experience while receiving care. With those criteria, we share illustrations of Mercy's ability to deliver quality care and meet national standards at a local level.

While there are hundreds of measures available to evaluate quality, we 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.**

Hospital Compare

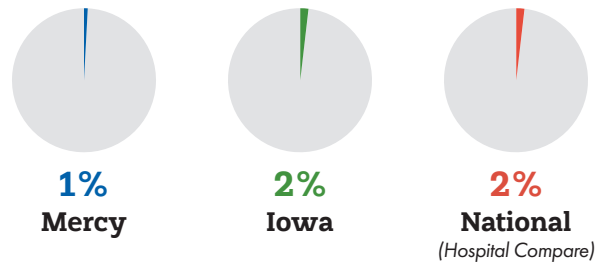
Medicare's Hospital Compare reports on timely and effective care in key areas of quality so patients can learn how often Mercy and other hospitals perform recommended care for people with specific conditions. Quality data in this section *(the most up-to-date information available at the time of publishing)*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

Labor & Delivery

Mercy Birthplace & NICU follows best practices and strategies that foster optimal care for both mom and baby. One of those best practices is to avoid elective C-section (*including labor prior to 39 weeks gestation without medical necessity*). In fact, Mercy 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; Last updated July 2024)

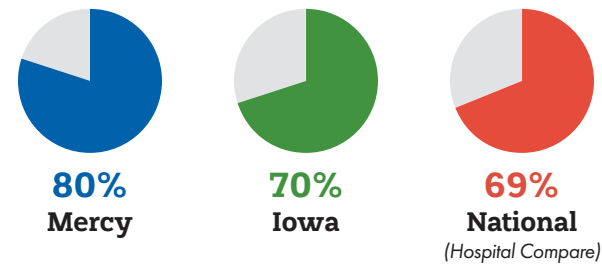


Stroke

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 supports our Stroke Certification from DNV.

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; Last updated July 2024)



Mercy earns national recognition for excellence in stroke care

Mercy received the **American Heart Association's Gold Plus Get With The Guidelines® - Stroke Quality Achievement Award** for excellence in treating stroke. This award acknowledges Mercy's commitment to ensuring stroke patients receive the most appropriate treatment according to national recognized, research-based guidelines.

The award recognizes hospitals that demonstrate at least 85% compliance in each of the seven Get With The Guidelines – Stroke Achievement Measures. Each tier – bronze, silver and gold – is determined by the length of demonstrated performance.

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 provide patients with the quality treatment they need faster than state and national norms.

Average (median) time patients spent in the emergency department before leaving from the visit (compared to other high-volume emergency departments):

(A lower number of minutes is better; Last updated July 2024)



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 receive 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 2023 through June 2024)

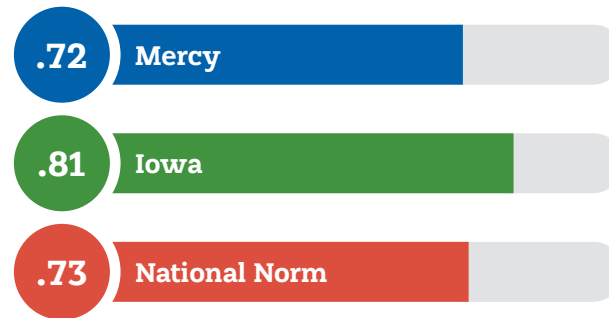


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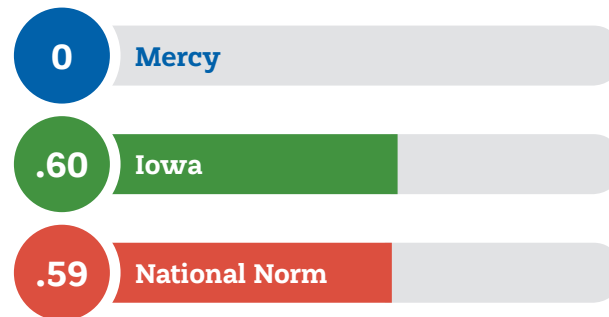
Reducing hospital-associated infections

(A lower number is better; October 2022 through September 2023)

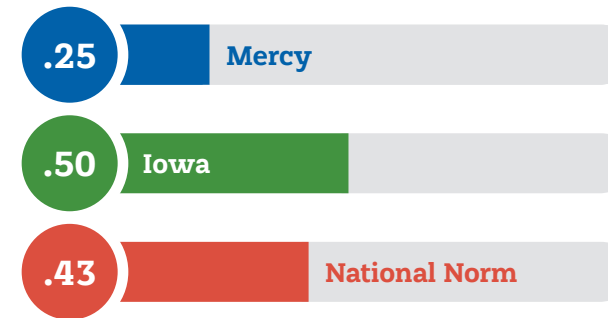
Central line-associated blood stream infection (CLABSI)



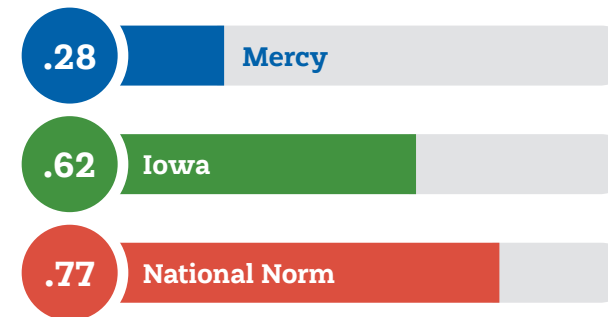
Catheter-associated urinary tract infection (CAUTI)



Clostridium difficile (C. Diff)



MRSA Bacteremia



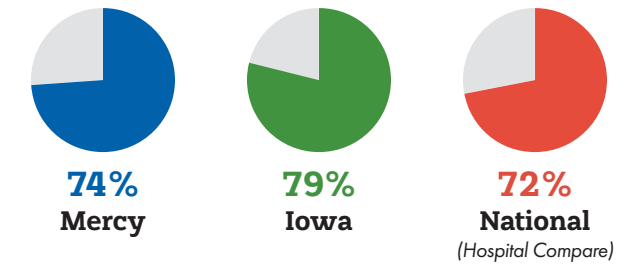
Safer care and quality patient experiences start with communication

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 seven out of 10 patients would recommend Mercy.

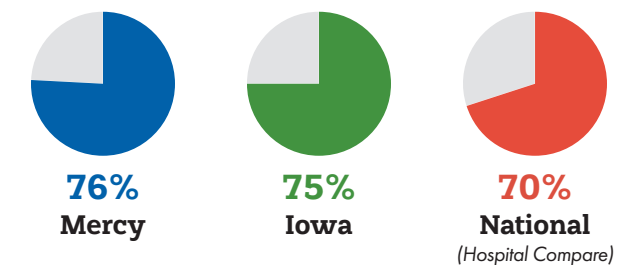
Percentage of patients who would rate the hospital a 9 or 10 (On a scale of 1-10)

(Last updated July 2024)



Percentage of patients who reported YES, they would recommend the hospital

(Last updated July 2024)





Providing care at a lower cost

In today's healthcare environment, it's 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's paying 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.

Mercy continuously has a lower MSPB ratio than state and national results.

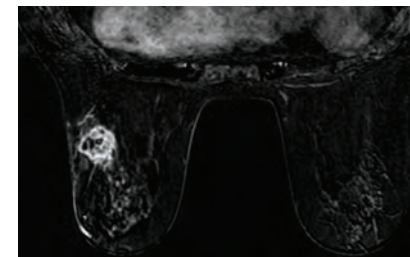


Local, quality care at a more effective cost

Mercy is 3% LOWER than the national average

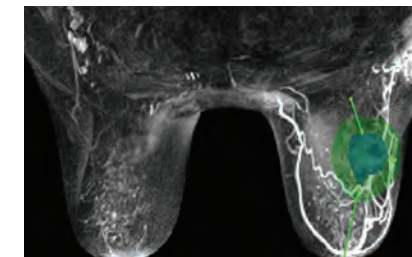
TumorSight™ Viz and SimBioSys technology designed to improve outcomes in breast cancer patients

Mercy Medical Center and Hall-Perrine Cancer Center partnered with SimBioSys and their TumorSight™ Viz technology to bring enhanced MRI images to breast cancer patients. This innovative approach uses 3D imaging that is designed to help surgeons plan and perform more precise surgeries, improving outcomes and enhancing patient care. By sending these images to SimBioSys, they use artificial intelligence and computational modeling to provide surgeons with detailed information about the tumor, such as its exact location and depth, with the goal of enabling more precise surgical planning and enabling surgeons to remove the tumor more effectively and preserve as much healthy tissue as possible. Standard mammography and 2D MRI often leave patients struggling to fully understand their diagnosis. With TumorSight™ Viz technology, providers and patients can discuss clear and visually engaging 3D representations—empowering patients to better understand their diagnosis and treatment options.



View with MRI Only

Traditional 2D breast MRI scans offer cross-sectional views of the tumor and tissue. These images often lack the depth and detail needed to fully assess the tumor's relationship to nearby structures, making surgical planning less precise.



View with TumorSight™ Viz

TumorSight™ Viz transforms traditional 2D images into detailed 3D models, providing clearer insights into the tumor's position relative to key structures. With automated volume calculations and precise measurements, it is designed to help surgeons make informed decisions faster and balance cancer removal with cosmetic outcomes.

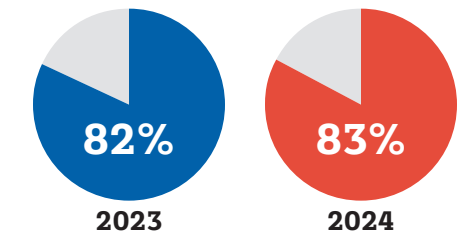
Cancer Screenings

By elevating our cancer prevention screenings to reach out to eligible MercyCare patients, Mercy has been able to actively increase our screening rates. Below are the types of cancer for which Hall-Perrine Cancer Center worked collaboratively with MercyCare providers to successfully increase screenings.

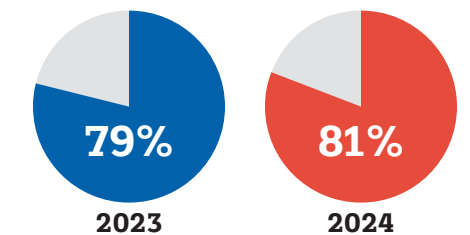
Cancer Screening Rates

(Diagnosed in 2023 and 2024)

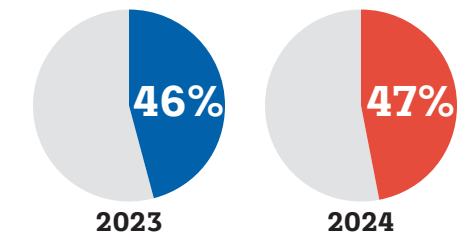
Mammogram



Colorectal



Lung





HEALTH EQUITY & COMMUNITY PARTNERSHIPS

Mercy Cardiology Team



At Mercy, we are dedicated to advancing health equity, ensuring that everyone in our community has the opportunity to achieve their full health potential. Mercy’s mission compels us to provide access to healthcare and to enhance the health of the community. With the creation of the hospital in 1900, the Sisters of Mercy were responding to the needs of the community at the time. Mercy continues their legacy through its commitment to address healthcare disparities and social determinants of health. This commitment involves building relationships of trust; better understanding the needs of patients and communities; and partnering with the community to address these needs.

The following section provides a snapshot of Mercy’s health equity work:

Mercy recognizes that health outcomes are improved for individuals who have insurance coverage and access to health care providers. When health conditions are detected early, it may be easier to treat or cure and enhance the individual’s quality of life.

ACCESS TO CARE



In partnership with the Community Health Free Clinic, First Light Christian Fellowship, and Project Health, Mercy supported a prostate cancer screening in Sept. 2023 at the free clinic, during which 43 men were screened for prostate cancer. This collaborative event focused on outreach to Black men, given prostate cancer negatively affects Black men more than men of other races.

Mercy collaborated with the two free clinics, Catholic Worker House and Willis Dady Homeless Services, to provide access to breast cancer screening for women who have barriers to accessing care. Mercy's staff ensured 10 women received mammograms; two uninsured women were assisted to enroll in Medicaid; and five women completed an enrollment for a Mercy primary care provider.

“Thank you so much for having this day for us. I was able to take care of all my healthcare needs in one spot and they got me all the doctors I needed to be in touch with. I was so thankful and happy today.” - Patient from one of the shelters

The ***Especially for You***[®] (EFY) Race Against Breast Cancer supports free mammograms, as well as breast-care and gynecological services, for area individuals in need through the Especially for You Fund. The EFY race marked its 33rd year with a race held in Oct. 2023 with 16,546 registrants from 574 cities in 40 states, raising more than \$531,147. **In the 2023 calendar year, the EFY Fund helped 869 individuals access over 4,000 services.**

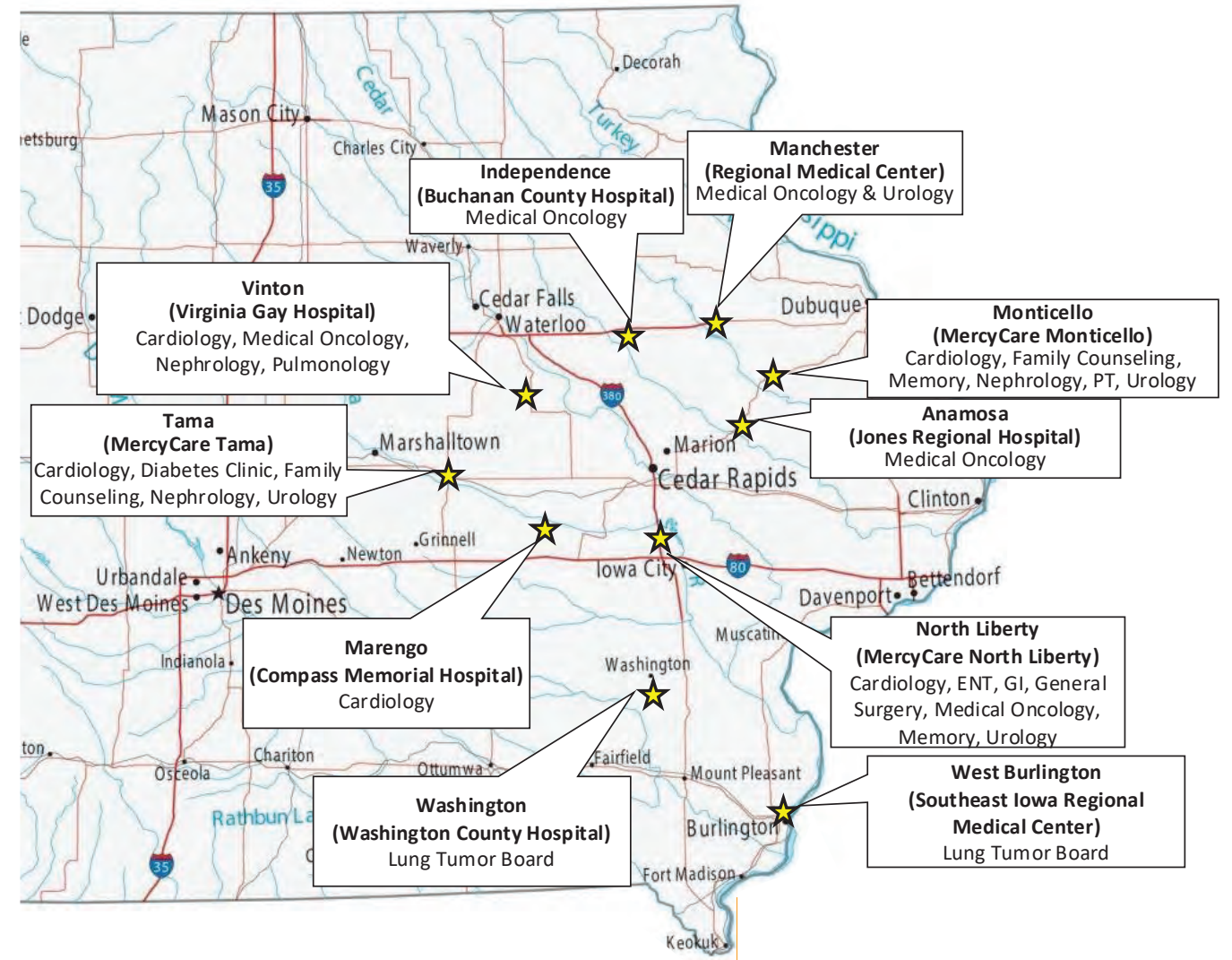




Mercy provided in-kind lab and radiology services to both local free clinics as well as providers to work at the Community Health Free Clinic (CHFC). Mercy providers saw 3,722 at CHFC between July 2023 to June 2024.

“We are infinitely grateful for this collaboration. The Clinic’s mission rests on the firm belief that being a part of a vulnerable, underserved, or low-income population should not be a prohibitive factor in access to compassionate care. Mercy’s support of the Community Health Free Clinic allows us to continue serving Cedar Rapids and our wider community, by providing free healthcare services to those who need it most.”

– Darlene Schmidt, Co-Founder & CEO, Community Health Free Clinic



Mercy provided access to medical care in communities surrounding Cedar Rapids by offering primary care services at our MercyCare locations, while specialists traveled to regional medical facilities to create easier access to care as represented by this map.

Mercy physicians have provided medical education, grand rounds and CMEs to Manchester, Vinton and Washington hospitals.

Access to Insurance Coverage

Mercy staff assisted 290 individuals in signing up for Medicaid or Marketplace insurance. In the 2023 calendar year, Senior Health Insurance Information Program (SHIIP) volunteers served 1,688 clients and saved Medicare beneficiaries \$1,706,335 in prescription costs.

Access to Specialized Supportive Services

Mercy's Sexual Assault Nurse Examiner (SANE) program, a part of the Emergency Department, began more than 20 years ago as a free service to care for and assist victims of sexual assault. Mercy has 18 specially trained SANE nurses who are available 24/7. Our SANE program averages approximately 50 exams to these patients annually.



Mercy provides specialized mental health therapy and support to the Birthplace and Hall-Perrine Cancer Center patients.

The Family Caregivers Center of Mercy

The Family Caregivers Center of Mercy has connected with 2,329 caregivers, including 1,791 female caregivers and 538 male caregivers. Of these, 1,430 are caring for someone living with dementia and 288 are caring for someone with multiple chronic conditions. The Center also supports 985 spousal caregivers and 1,071 adult children caring for their parents. The center is located within The Chris & Suzy DeWolf Family Innovation Center connected to HallMar Village.

A hospital-based Caregivers Center will open this fall in the Watts Medical Library. The Caregivers Center at Mercy offers one-on-one emotional support and assistance with healthcare navigation, in addition to offering a quiet and relaxing space for all caregivers here at Mercy.

In June 2024 the Chris & Suzy DeWolf Family Innovation Center for Aging & Dementia celebrated its one-year anniversary. Since its opening in June 2023, the center has:

- Started Living Your Best Life groups for individuals living with early-stage dementia.
- Opened the Connections Club – a day program for people living with early-stage dementia that provides respite for their caregivers.
- Began twice monthly Memory Cafes.
- Offered the Goodtime Social once a month.
- Invited Dementia Friendly Linn County to join the Dementia Friendly America network.
- Hosted a three-day visit from The Catholic Health World, who published articles on the Innovation Center.
- Offered poetry and memoir writing classes.
- Held the first Together in Song Chorus Concert at the Center.
- Hosted the Second Annual DeWolf Innovation Center Forum.
- Participated in 43 interviews with national global aging and dementia experts.
- Took part in a sub-committee of Iowa Solutions Task Force that recommended replicating the DeWolf Innovation Center in other places in Iowa.



Since 1900, Mercy has provided exceptional healthcare with *The Mercy Touch*. Every day we live out our mission of “caring for the sick and enhancing the health of the communities we serve – guided by the spirit of the Sisters of Mercy” by compassionately caring for every person who comes to our hospital, clinics or other facilities. Following our ICARE values, we honor the inherent worth and dignity of each unique person, regardless of their age, race, ethnicity, sex, gender, sexual orientation, socioeconomic class, immigration status, nationality, religion, ability, or any other identity.

Over the past fiscal year, Mercy has taken concrete action to foster a culture of diversity, equity, inclusivity and belonging (DEIB) within our organization and the larger community. We continue to:

- Enhance employment branding and recruitment marketing and advertising with a DEIB focus.
- Ensure all Mercy materials and promotional content reflected Mercy's DEIB Guidelines.
- Increase candidate and new hire diversity.
- Reduce the likelihood that groups of people are eliminated from consideration for employment or promotion opportunities.
- Develop leadership and staff DEIB education programs.
- And provide ongoing implicit bias education in Discovering Mercy, our new hire orientation.

We strive to understand our patients and community so that we are caring for the whole person and assisting them in achieving improved health and well-being.

Screening for Social Determinants of Health

Mercy continued screening for nonmedical needs—such as food, transportation, housing and violence—in our inpatient units, Mercy Pediatric Clinic, Hall-Perrine Cancer Center and some primary care clinics. Patients who identify as having a need are connected to community resources and services to address these critical factors affecting health outcomes.

Collecting Demographic Data

Mercy collects comprehensive demographic information, including race, ethnicity and language preferences, from over 95% of our patients. This data collection initiative plays a crucial role in enhancing our understanding of the diverse communities we serve. It enables us to tailor our care delivery, improve cultural competence, and ensure equitable access to healthcare services for all individuals.

We acknowledge that we cannot solve problems related to social needs by ourselves. So, we partner with the community to address these factors that heavily influence health.

Partnering to Address Non-Medical Needs



Mercy provided in-kind space to six nonprofits housed in Mercy's Sister Mary Lawrence Community Center.



Mercy's Health Equity Fund provided support to nine local nonprofit organizations with initiatives focused on addressing access to behavioral health services, food insecurity, and safe and affordable housing.

One of the organizations receiving this year's funds shared, "Thank you, Mercy, for providing the funding needed to address critical needs in our community."



Mercy continued its collaboration with HACAP Food Reservoir. As part of this effort, Mercy provides food boxes to patients in need and connects patients to other assistance available.



Mercy partners with Heritage Area Agency on Aging to support safe and successful patient transitions from hospital to home.



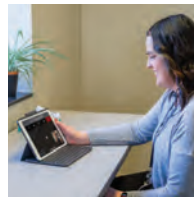
Collaborating on Behavioral Health



CRUSH, a local recovery support service, and Linn County Public Health work in conjunction with Sedlacek Treatment Center and the Emergency Department to support individuals experiencing a substance abuse crisis.



Mercy provides Drug Free Workforce Training to community employers and serves over 42 area employers with an Employee Assistance Program. Those services include individual sessions, presentations on mental health, urgent response to crisis in the workplace and management consultation.



Mercy Family Counseling provides urgent, in-clinic, mental health counseling for Linn-Mar and College Community School districts.

Giving Back at Hall-Perrine Cancer Center



In Aug. 2023, Hall-Perrine Cancer Center (HPCC) provided **102 backpacks full of school supplies** to kids touched by cancer and provided **150 Thanksgiving baskets** in Nov. 2023 for community members fighting cancer.



In Dec. 2023, HPCC hosted **Holiday Magic**, an event providing patients and their families with an evening of Santa, food and family fun. This festive event was attended by 115 people.



HPCC created and distributed over 30 coping kits, which are filled with age-appropriate items to help children with stress and to provide coping strategies. In Oct. 2023, **HPCC created a mobile library with over 100 books** supporting children who are impacted by a cancer diagnosis or treatment. Before the holidays, **HPCC distributed over 400 pre-made cookie kits** to help families caring for children with a difficult cancer diagnoses and treatments.

OUR MISSION CALLS US TO SERVE OUR NEIGHBORS IN NEED

Serving Our Community



Sister organizations Mount Mercy University, the Catherine McAuley Center and Mercy Cedar Rapids continued the tradition of spreading mercy in our community with Circle the City with Mercy—a one-day community service project. On July 21, 2023, members of each organization worked with the Take Away Hunger organization to assemble 15,000 meal kits. The food was given to local families in need.



22 Mercy staff members participated in United Way of East Central Iowa's Day of Caring in May 2024. Mercy volunteers helped community organizations with five different efforts, including beautification in Wellington Heights; cleaning and painting in the kitchen for Salvation Army; ground maintenance for Camp Courageous; tree planting on the Sac and Fox Trail; and ground cleanup for the Girl Scout Camp.



In Jan. 2024, Mercy hosted a *Head, Shoulders, Knees & Toes* drive-in partnership with Olivet Neighborhood Mission and the Eastern Iowa Health Center to collect items to help individuals experiencing homelessness in our community get through the winter. Altogether, Mercy staff and volunteers donated four linen carts of winter gear.

Each year, Mercy caregivers make donations to local organizations through Mercy's Joyful Giving campaign. This year, Mercy employees donated \$131,865 to the Mercy Medical Center Foundation benefitting Hall-Perrine Cancer Center; Hospice of Mercy; Mercy's Employee Relief Fund; Catherine McAuley Center; United Way of East Central Iowa; and Variety–The Children's Charity.

Employee Relief Fund Recipients shared how much these donations mean.

"I'm really grateful for the Employee Relief Fund. I was able to reach out and get some much-needed assistance during a tough time in my life," said one Employee Relief Fund recipient. **"We had some unexpected events happen and I was without housing. It took some time to find housing. With the Relief Fund, I was able to get by in the interim."**

"Our well went dry. That was an unexpected cost for us. It was quite high. Applying for and receiving this money was greatly appreciated," said another Employee Relief Fund recipient. **"I really appreciate the way you honor your employees and honor your coworkers and try to lift them up in times of need."**



Mission Week

During Mission Week, Mercy staff donated four linen carts and 10 flat beds full of supplies, as well as \$660 in monetary donations to St. John of the Cross Catholic Worker House, Foundation 2, and Willis Dady Homeless Services. This included items that each of the shelters heavily rely on to help their clients live each day. Items included toilet paper, paper towels, cleaning supplies, hygiene products, laundry soap and bedding. McKinley Steam Academy's *Classic Edition* show choir sang and danced to help Mercy celebrate the work of area shelters.

"This is one of our favorite days of the year. I want to express sincere and heartfelt gratitude. It is truly a blessing to be part of this event," said Larissa Ruffin, House Manager, Catholic Worker House.



In Dec. 2023, Mercy staff rang the bell for the Salvation Army Kettle Campaign for two full days helping to raise funds for their mission from community members.

FOUNDATION



Cheryle Mitvalsky, Mercy Medical Center Foundation Board Chair, has a long history of supporting Mercy and championing education. Her service on the Foundation Board of Directors began in July 2017. She became the Board Chair in August 2020, and that tenure has now come to a close. We reflect on her impact here at Mercy that began when she was a candy striper as a middle school student.

“That was my first time volunteering. It was where I learned the value of volunteering,” said Cheryle. **“It instilled the importance and joy of helping others.”**



Her mother, Doris Watts, was one of the founders of the Mercy Hospital Gift Shop and Cheryle helped by delivering flowers. Doris was also an active member of the Mercy Auxiliary, serving as president from 1958 to 1960. She helped establish Mercy's Junior Volunteer Program and the Mercy Hospital Christmas Show.

“Mercy was our second home. My father was a practicing physician, and a significant part of his practice was at Mercy. Mom was a consummate volunteer. It was a comfortable environment for me to be in and I enjoyed helping others,” said Cheryle. **“Plus, you could feel the Mercy mission when interacting with the Sisters of Mercy at the hospital.”**



The Watts Library at Mercy Medical Center is named for her parents Dr. Campbell F. Watts, Sr., and his wife Doris, who together provided a gift to build the library. Cheryle and her brother Cam Watts generously supported the current renovation of the Watts Medical Library, which will incorporate the Caregivers Center at Mercy starting fall 2024.

“The Watts Library is now going to be part of the Caregivers Center. We foresee the library and the caregivers center as being a natural partnership because this is where caregivers will find much-needed resources and education. We see this as a place of respite. Cam and I are proud to cultivate this space for families and their caregivers,” said Cheryle.

A former teacher, Cheryle is a champion of education. She served as the Vice President of Resource Development for Kirkwood Community College and her focus was the Kirkwood Foundation.

“In that role, I saw firsthand the multiple barriers students faced when obtaining an education and how scholarships were an enormous help. When I set up my own scholarships, I wanted to combine my two loves, healthcare and scholarships, so the nursing education endowment was created,” Cheryle said.

She has supported nursing scholarships through the Mercy Foundation as well as establishing nursing endowments at Kirkwood Community College with her husband. Cheryle has also donated to support The Chris & Suzy DeWolf Family Innovation Center for Aging & Dementia, Hall-Perrine Cancer Center, Hospice of Mercy, the Family Caregivers Center, Mercy's Employee Relief Fund, HallMar Village and Mercy's Mission Immersion Experience, among others.

Cheryle has faithfully served on the Mercy Medical Center Board of Trustees since 1985 and will continue as chair of the Mercy Medical Center Board of Trustees and Vice Chair of the Mercycare Service Corporation. We are profoundly grateful for her leadership.

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** to make a gift.



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