



Donor Impact Report

Please excuse our mess while we improve your patient experience.

First impressions are important, sometimes critically important.

Thanks to the Bill and Rocki Shepard family, Mercy will soon have a new, larger Emergency Room waiting area to welcome you with enhanced comfort and safety features for both patients and staff.

“Rocki and I had recently come to a decision that we wanted to be of assistance to something that would be tremendously beneficial to the community,” said Bill. “What better way to help the community than to allow an ER to essentially be rebuilt? That’s what caused me to have a strong interest in supporting the rehabilitation of Mercy’s ER.”

The couple, their four adult daughters and seven grandchildren have been grateful patients of Mercy for several decades. Throughout the last 21 years, the family has consistently supported Mercy both personally and through their family business, New Leader Manufacturing.

“Our experiences at Mercy have been nothing but good,” said Rocki. “I’ve been in the ER with other family members a number of times and have always been treated with an incredible amount of respect. *The Mercy Touch* is that every single person that works here truly cares.”



Architectural renderings of Mercy’s new waiting area for the downtown Emergency Room.



Bill and Rocki Shepard



Learn more about Bill and Rocki’s decision.



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Mission Statement

To be the philanthropic catalyst in service to Mercy Medical Center's mission: to care for the sick and enhance the health of the communities we serve, guided by the spirit of the Sisters of Mercy.

Donate online at
mercyare.org/giving



MMCF
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Two of their daughters work in healthcare, and one spent time working in Mercy's ER.

"We were happy when our daughter started working here and she loved it and loved everybody here, said Rocki. She told us some of the frustrations with the room that they didn't have."



Dr. Matthew Aucutt

"We are incredibly grateful for this family's unwavering support and their significant philanthropic investment in the community," said Dr. Matthew Aucutt, medical director, Mercy Emergency Services. **"We recognize that the ER serves as our front door to the community and is often the first encounter with Mercy for many. This donation will enable us to update and enhance our Emergency Room waiting area, ensuring we**

continue to provide the best access, convenience, safety, and comfort to our patients and their families when they need it most."

Nearly 55,000 patients receive emergency care at Mercy each year, making it the second busiest Emergency Department in Iowa and the busiest in Linn County. Mercy was the first hospital in Iowa to open a standalone Emergency Department, located in Hiawatha. A second location is being built in Marion with plans to open yet this year.

During construction, the ER waiting area will be temporarily moved to a nearby space. The ER will remain open and fully operational throughout the renovation process.

"We have been blessed tremendously and we want to share those blessings," said Bill. "We will get back more than we've given." ♥

Bill's Grateful Patient Story

With troubled breathing and unable to swallow, Bill Hoekstra asked his wife Jan to take him to Mercy's Hiawatha ER.

"It was the best care I've ever had in any setting," said Bill.

Bill had an infection that affected his ability to breathe. Throughout their understandably stressful experience, Bill and Jan felt heard at Mercy. They were guided every step of the way through his ER visit and unexpected stay in the hospital.

Bill ended up needing an emergency intubation to surgically place a breathing tube while he fought the infection in Mercy's Intensive Care Unit for three days.

Mercy has two standalone Emergency Departments, one in Hiawatha and another opening yet this year in Marion. This approach allows Mercy to locate services closer to patients for their most emergent needs.

This model provides a convenient, high-quality choice for life-saving care. That's why Bill chose to go to Mercy's Hiawatha ER. Patients can be stabilized and quickly transferred to the hospital if they need more care, which was the case for Bill.

Bill and Jan support Mercy as donors because they value emergency care close to home. They feel confident in giving to an independent local hospital and know how their gifts will be used. ♥



Bill and Jan Hoekstra pictured in their home.



Learn more about Bill's experience and why he calls himself a Grateful Patient in this short video.





Dean and Karen Dennis

Innovation Center Marks First Year of Changing Lives

In June, The Chris & Suzy DeWolf Family Innovation Center for Aging & Dementia celebrated its one-year anniversary of changing lives, lives of people like Karen and Dean Dennis.

Karen and Dean married 63 years ago. Dean has been living with dementia for the last 7 years with Karen as his primary caregiver.

“I don’t leave him very often. I always want to be with him,” said Karen. **“I really love coming here because I don’t have to make any excuses. I don’t have to explain anything to anybody about Dean. I don’t have to explain some of the things he says, which can be funny. It doesn’t matter because he isn’t being judged.”**

Karen and Dean attend programming at the Innovation Center specifically designed for people living with dementia and their care partners, including twice monthly Memory Café events. They’ve enjoyed meals, music performances and creative activities, like a flower arranging class.

“Dean has always been a people person. Now, people don’t always know how to engage with him, or they don’t have the time, but here at the Innovation Center, I feel like we’re understood,” Karen shared.

Just talking about the Innovation Center brings a smile to Karen’s face. The couple especially enjoys the people, social interaction and connections they’ve made.

“I love to talk about all the wonderful people that are here,” said Karen. **“Because of the camaraderie, I just think this place is good for me. It’s good for Dean.”**

Karen began her caregiving journey at the original location of the Family Caregivers Center downtown on the campus of Mercy Medical Center. She discovered books on caring for someone living with a chronic condition and met other couples who were at various stages in the progress of dementia.

During our conversation, Dean suddenly remembered where Karen used to live before they were married. Karen grinned lovingly as she reminisced about how Dean used to ride by her house on his motorcycle and they would notice each other.

“He is strong, loving. He’s a problem solver. He cares a lot about people. You know I’m making him out to be an awesome man, and he is,” said Karen.

As Dean’s condition progressed, they stopped taking part in some of their other social activities because Karen noticed people weren’t always comfortable engaging with Dean.

“When people don’t understand, that affects me more than anything. I don’t worry about that when we walk through these doors,” said Karen. **“This place is my lifeline right now. It’s the most comfortable place for me to be. Here, everybody is interested; they care. What a gift this place is.”**

Your faithful and generous support makes stories like this one possible. ♥

CELEBRATING 100 YEARS



1923

Mercy Auxiliary CELEBRATES 100 YEARS of Service and Philanthropy

While fashion has changed over the years, the mission of the Mercy Auxiliary remains essentially the same – to support hospital needs and enhance the patient experience at Mercy Medical Center through volunteering and fundraising.

Since its start in 1923, the Auxiliary has contributed more than \$6 million to Mercy Medical Center. In 2024 alone, it proudly distributed over \$142,000 in support of requests from 11 hospital departments. This includes infusion chairs for Hall-Perrine Cancer Center, cribs and sleep sacks for Mercy’s Birthplace & NICU, cart covers for Central Sterile and chairs for the Emergency Department.



Mercy President & CEO Dr. Timothy Quinn, Auxiliary Co-Leaders Molly Yacoub and Linda Kelly and Mercy Foundation President Lorrie Erusha.

“The Auxiliary is a way for me to give back and help others,” said Auxiliary Co-Leader Molly Yacoub. **“It also makes me feel connected to the community and provides me with opportunities to meet new people. I’ve developed some great friendships through the Auxiliary while also helping Mercy.”**

Their next fundraising event, Mistletoe Market, will be held at Mercy Medical Center on Thursday, November 14 from 8:30 a.m. – 4:30 p.m. Come shop 40 Iowa vendors selling unique handmade items and get a jump on your holiday gift buying!

This event is just one of many ways the Auxiliary raises thousands of dollars each year to help fund special hospital projects, equipment and other patient care needs. The Auxiliary also raises money through the hospital gift shops and the UnCommon Grounds Coffee Corner. And, all these activities depend on volunteer service from people like you. ♥



Auxiliary membership is open to anyone with an interest in supporting and serving Mercy Medical Center. Learn more or join today at mercyare.org/volunteer-opportunities/auxiliary or scan the QR code.



Today

You make a difference at Mercy!
To show gratitude for your loyal support, Mercy Medical Center Foundation has created the following recognition societies:



STEWARD OF MERCY recognizes annual giving of \$100 to \$999 and is achievable through one gift or multiple gifts*.



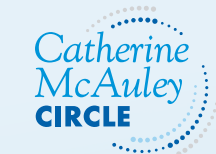
SPIRIT OF MERCY honors annual giving of \$1,000 to \$9,999 and is achievable through one gift or multiple gifts*.



SUSTAINER OF MERCY is attained with lifetime giving of \$10,000 to \$49,999 and is reachable with one gift or giving over time.



FOUNDERS' SOCIETY honors donors with lifetime giving of \$50,000 - \$499,999, achievable with one gift or giving over time.



CATHERINE MCAULEY CIRCLE honors a prestigious group of donors whose lifetime giving totals \$500,000 or more, attainable with one gift or giving over time.

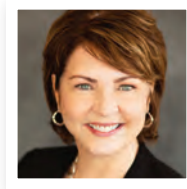


LEGACY CIRCLE recognizes those making a planned gift to Mercy through a will or trust, as beneficiary of life insurance or a retirement account, or through another means.

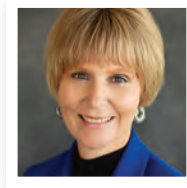
To learn more, or to notify Mercy of your planned gift intentions, please contact us at (319) 398-6206 or mmcf@mercycare.org.

**Membership is renewable each year with continued support.*

Mercy Foundation



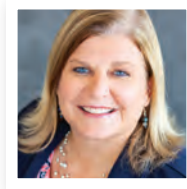
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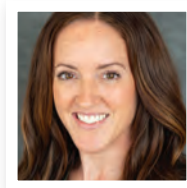
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Special People Provide Hospice Care with *The Mercy Touch*[®]

Mercy's Hospice programs provide more than end-of-life care. They offer people the opportunity to live out their final days with peace, dignity and comfort, surrounded by loved ones and compassionate staff and volunteers.

Mercy's experienced hospice professionals and dedicated, specially trained hospice volunteers care for the entire family. The interdisciplinary team works together to ensure physical, emotional and spiritual comfort, including pain and symptom management.



Cathi Kane

"It takes someone special to provide this kind of compassion and we often hear how our hospice team members make a difference in those last days and beyond," said Cathi Kane, Manager, Mercy

Hospice. **"Our entire hospice team is doing incredibly meaningful work."**

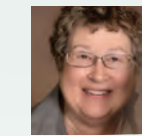
Each hospice care provider holds patients, and their loved ones close to their heart. Throughout the year, the team remembers those who have been in their care with memorial tree paintings. Staff members create leaves with their thumbprints to symbolize patients who have recently died. They say each name aloud to honor those entrusted to their care.

"The emotional toll our team members experience over time is immense," said Cathi. **"We support each other by holding a memorial service each Wednesday morning to honor our patients by name. We share stories, laugh, and yes, even cry. It is a beautiful and therapeutic practice. It not only helps in processing grief but also strengthens the bond among team members, creating a unified and supportive environment. This new tradition is deeply important and impacts the whole team."**

Mercy also pauses for Love Lights each December, a special gathering that takes place at the Dennis & Donna Oldorf Hospice House of Mercy. It's a time of reflection, remembrance and celebration of those who are no longer here to celebrate the holiday season with us.



Love Lights donations support hospice needs throughout the year. Donors may choose to honor a loved one with a personalized memorial ornament hung on one of the beautiful trees at the hospice house.



Linda Eldred

Linda Eldred hung an ornament on a Love Lights tree for the first time last year after losing her husband of 56 years, Terry. He received in-home hospice services for several months before spending his last days in the care of the Dennis & Donna Oldorf Hospice House of Mercy.

"They embraced my little family and brought such peace and joy and comfort to each of us," Linda said.

Linda knows her gifts will help do the same others in need of compassionate end of life care. ♥



Generous support from donors like you enables Hospice of Mercy and the Dennis & Donna Oldorf Hospice House of Mercy to provide quality care to all who need it, regardless of ability to pay. That care continues after a loved one dies. Grief and bereavement services can help adults and children cope with their loss. Services include personal contacts, educational programs and support groups.



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Donor makes a heartfelt gift of land

Larry Sharp's love for his late wife Claire, and their ties to Mercy as volunteers, inspired a different kind of gift.

Claire was a devoted volunteer at Mercy for more than 48 years before her passing in 2022. It was Claire that recruited Larry to join her in service at Mercy. Larry now faithfully volunteers at Catherine's Cupboard, Mercy's food pantry for volunteers and employees.

While Larry continues to volunteer in his wife's memory, he wanted to do something more to acknowledge just how much Mercy meant to Claire. He recently donated more than eight acres of land to the hospital in her honor.

"She loved the time she spent volunteering at Mercy," said Larry.

"She would come home and tell me about helping someone find the x-ray department or how she got to push a gentleman in a wheelchair to a specific spot. When help was needed, Claire would be among the first to raise her hand."

The Claire Jean Sharp First Addition property was previously part of Meadowridge Golf Driving Range, where she was part owner.

"Claire was a great people person and also loved the time she spent at the range," said Larry.

Mercy held a blessing ceremony for the land donation this Spring to express the gratitude we all have for Larry's investment in the future of Mercy and to pause in remembrance of Claire's legacy.

"She had a smile that lit up the room, made a patient feel seen and heard, and made those around her feel special. I was fortunate to have known Claire," said Lorrie Erusha, President, Mercy Foundation. **"We are profoundly grateful for the gift of this land. We will steward it carefully and reverently, just like she would."**



Larry Sharp