

BUILDING RELATIONSHIPS TO BETTER HEALTH



MERCY MEDICAL CENTER
MERCYCARE COMMUNITY PHYSICIANS
ANNUAL REPORT 2013 - 2014





MERCY MEDICAL CENTER



W E L C O M E T O M E R C Y - C E D A R R A P I D S / 2 0 1 3 - 2 0 1 4 A N N U A L R E P O R T

ANNUAL REPORT 2013 - 2014

Mercy continues to proactively meet the challenges in healthcare through growth and transformation, keeping the needs of our patients and community at the forefront. Our hospital and clinics are always evolving to ensure *The Mercy Touch*® will always be there for you, wherever and whenever you need it. We remain true to the vision and mission of the Sisters of Mercy, who founded the hospital more than 113 years ago to “care for the poor and the sick.”

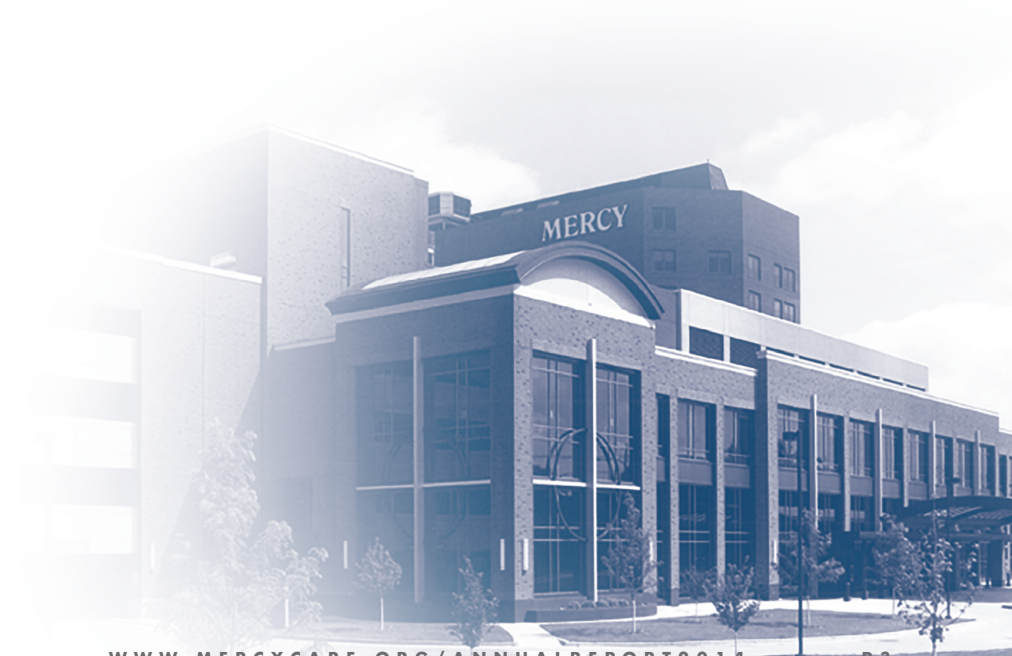
Mercy Medical Center and MercyCare Clinics have continued to enhance our one-patient, one-record initiative through Epic (an electronic health record management system) to ensure truly coordinated and seamless care throughout the continuum. As your medical home, we are partnering with you to share information, prevent illness and deliver an enhanced healthcare experience focused on communication among all members of your care team. MyChart allows patients greater access to their medical information, as well as the ability to check lab results, make appointments and more.

We are also forging new collaborative relationships with healthcare organizations to decrease costs, increase value, improve access and provide the highest quality of services to larger populations within our communities.

We are committed to providing the right care at the right time, from treatments and therapies when you are sick or injured to regular check-ups and health screenings that help prevent serious illnesses and diseases.

I’m proud to share this annual report with highlights from the past fiscal year. It reflects our evolution as an organization, our innovative approaches to healing, and the quality care we continue to provide consistent with the original vision and mission adopted by our founders. Thank you for entrusting us with your family’s and/or your employees’ healthcare.

Timothy L. Charles
President and CEO





A WARM THANK YOU TO OUR BOARD OF TRUSTEES

Mary Quass, Chair
Emmett Scherrman, Treasurer
Sister Shari Sutherland,
Secretary
Gordon Baustian, M.D.
John-Paul Besong
Lydia Brown
Michele Busse
Tim Charles, President & CEO
Jack Cosgrove
Chris DeWolf
Barrie Ernst

Tony Golobic
Sister LuAnn Hannasch
Nancy Kasperek
Jan Kazimour
Barb Knapp
Sister Terry Maltby
Bruce McGrath
Cheryle Mitvalsky
Darrel Morf
Rue Patel
Fred Pilcher, M.D.
Tom Reed

John Rife
Charlie Rohde
Al Ruffalo
Kyle Skogman
John Smith
Sister Maurita Soukup
Bob Verhille
Sister Margaret Weigel



BUILDING PHYSICIAN PARTNERSHIPS TO ENHANCE ACCESS TO YOUR MEDICAL HOME

New physician faces at Mercy



Sajida Ahad, MD, FACS
Mercy General Surgery Clinic



Wieslaw (Wes) Machnowski, MD, FAAP
Mercy Pediatric Clinic



Imran Hassan, MD, FACS, FASCRS
Mercy General Surgery Clinic



Madonna Massey-Diaz, PA-C
MercyCare North Liberty Urgent Care



Anwar Ahmed, MD
Internist Associates of Iowa
and Mercy Dialysis



James Matsuda MD, PhD
Mercy Pediatric Hospitalist
Medical Director of Pediatric Services



Suzanne Bartlett, MD, FACOG
Integrative Medicine Center



Caroline Moniza, LP, PsyD,
Child Clinical Psychologist
Mercy Family Counseling



Nancy Boelter, MD
MercyCare Marion



Scott Nau, MD, FAAP
Mercy Pediatric Clinic



Suraj Bopanna, MD
Mercy Pulmonology Clinic



Sara Neff, ARNP, C-PNP, MSN
Mercy Pediatric Clinic



Casey Boyles, MD
MercyCare Johnson Avenue



Rick Mersch, MD, FAAP
Mercy Pediatric Clinic



Martin Cearras, MD
Mercy Pulmonology Clinic



Kelly O'Reilly Alber, ARNP
MercyCare Monticello



Eduardo Celis, MD
Mercy Pulmonology
and Intensive Care



Victor Salas, MD
MercyCare Marion Urgent Care
MercyCare North Liberty Urgent Care



Keeli Irwin, ARNP, C-PNP, MSN
Mercy Pediatric Clinic



Susan Schima, MD
Mercy Cardiology Clinic



Tracy Langhurst, PA-C
MercyCare Marion Urgent Care



Alan Whitters, MD
Medical Director of Mercy
Behavioral Services
Mercy Outpatient Psychiatry Clinic



Wei Li, MD
MercyCare Internist
Associates of Iowa



Samuel Wood, MD
Hall-Perrine Cancer Center



BUILDING THE HEALTH OF OUR COMMUNITY THROUGH COMMUNITY BENEFIT

Community benefits are the programs and activities that provide treatment or promote health and healing in response to an identified community need. By reporting community benefit hours on the portal, staff share their experiences of living out the mission of Mercy.

Outreach activities, ranging from a long list of support groups to screenings to educational activities.

Foundations of Faith Community Nursing course at Mercy had a graduating class of 20, of 85 total participants completing the course to prepare them for a faith community nurse (also called parish nurse) ministry. Mercy employs six parish nurses to work part time at six area churches.

Mobile Mammography expanded services in Cedar County to include Allison and Oxford Junction. In August 2013 the mobile unit went to the Monsanto plant in Williamsburg and screened 26 immigrant workers with the help of a Spanish-speaking, certified medical interpreter hired by Mercy.

During Mission Week (Nov. 11-15, 2013), Mercy staff collected **donations to support area shelters**, including the Safe Place Foundation, Willis Dady Emergency Shelter, Mission of Hope and Catholic Worker House.

Mercy Medical Center joined with other community organizations to sponsor **Meet Me at the Market**, which took place every Thursday, May through September. People meet at NewBo City Market between 5 to 6:30 p.m. and then walk, run or bike at their leisure. Mercy has offered a free group activity at each event, from bike rides with doctors to being able to view sun damage to your skin with a DermaScan.

Mercy's annual **Freedom from Hunger campaign** helps feed thousands of people facing hunger in east central Iowa. Donations to the HACAP Food Reservoir helped stock the shelves of food pantries, soup kitchens and emergency shelters in seven Iowa counties. In 2013, Mercy employees raised \$5207.35 – which translates to 20, 828 pounds of food, or 15,621 meals.

To help prepare **future healthcare professionals**, Mercy staff members facilitate learning by precepting. They teach students good communication and critical thinking skills used in their roles, providing a hands-on clinical experience to apply what they've learned in the classroom.

Deborah Woock was a participant in the Chronic Disease Self-Management Program (CDSMP) offered through Mercy at Geneva Tower, located in downtown Cedar Rapids. The free CDSMP six-week workshop is held periodically at Geneva Tower along with other health offerings to help improve the health of the elderly and/or disabled adults living there. The workshop also is held throughout the community for anyone who is experiencing or is a caregiver of someone experiencing a chronic disease.



GENEROSITY HEALS, BUILT FROM A FOUNDATION OF FINANCIAL SUPPORT

Spotlights from the Mercy Foundation

Mercy Foundation provided 211 days to patients/families who otherwise would have not received the benefit of the **Oldorf Hospice House**.

The **Hospice Love Lights Campaign** had more than 536 donors who gave \$39,280 – an increase of more than \$3,000 from the year before.

Forty-five memorial bricks were installed at the Hospice House pathway and 30 paving stones were engraved at the Hall-Perrine Meditation Gardens.

In a shared effort with Hall-Perrine Cancer Center, the **Hope Fund** provided \$28,398.65 in support to individuals in need who were receiving treatment.

The **Sister James Marie Donahue Nursing Scholarship Fund** was created to honor her 60th Jubilee as a Sister of Mercy. A goal of \$10,000 was set, with a total of \$26,470 raised.

Twenty scholarships were made available to Mercy clinical staff for scholarship assistance in FY15. Awards cover education expenses related to tuition and books, certifications and continuing education conferences.

878

MERCY MEDICAL CENTER

MERCY VOLUNTEERS AND AUXILIARY GIVE THEIR TIME & TALENTS

878 active hospital **volunteers** donated **136,682 hours** of service (monetary value \$3,082,179)

Mercy Auxiliary (through the Mercy Foundation) has a membership of approximately **400 volunteers** who give their time to support **fundraising projects** for the past fiscal year, with a total of **\$128,000** in monetary donations.



*Mercy Auxiliary leadership team, left to right:
Sue Pearson, Mike Sullivan, Joyce Klimes and Marge Grawe.*

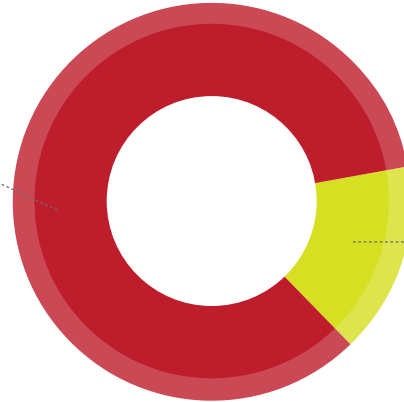


F I N A N C I A L O V E R V I E W 2 0 1 3 - 2 0 1 4

E M P L O Y E E O V E R V I E W

Mercy Medical Center.....2,692
 MercyCare Community Physicians..... 495
Total 3,187

Mercy
 Medical
 Center



MercyCare
 Community
 Physicians

ANNUAL REPORT 2013 - 2014

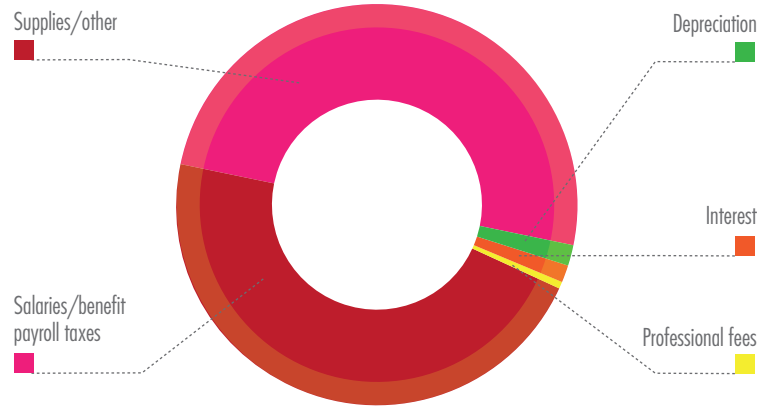
M E D I C A L O V E R V I E W

Outpatient Visits	232,000
MercyCare Community Physicians Clinic Visits	234,967
Urgent Care Visits	80,456
Emergency Visits	46,871
Dialysis Visits (Cedar Rapids and Vinton)	18,991
Hall Radiation Center Treatments	14,961
Women's Center Mammographies.....	13,641
Inpatient Discharges	10,243
Women's Center DEXA Screenings.....	3,541
Endoscopy Inpatient Procedures.....	451
Endoscopy Outpatient Procedures	6,406
Katz Cardiovascular Center Lab Patient Visits	3,144
Births.....	738



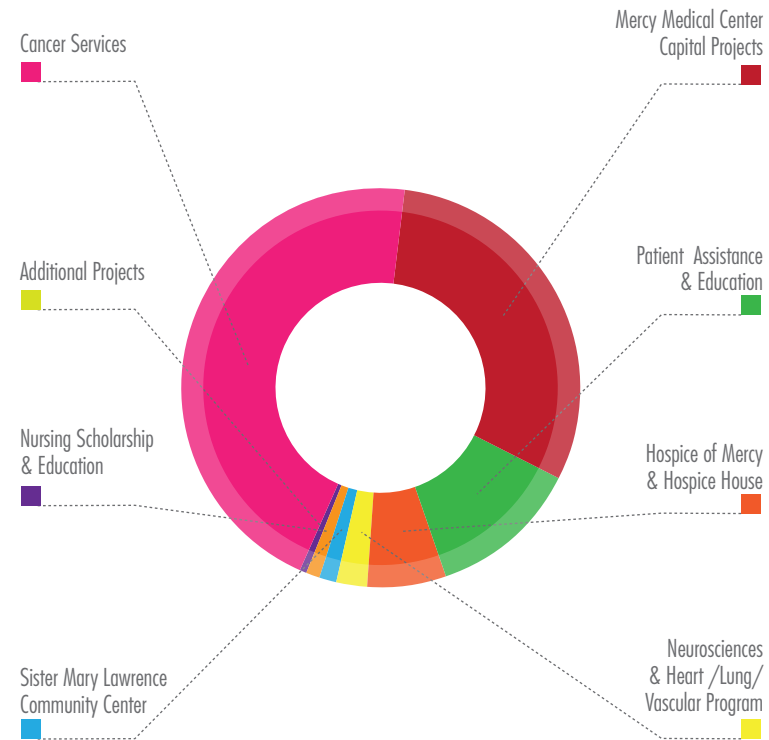
F I N A N C I A L O V E R V I E W

Salaries/benefit payroll taxes	\$163,208,000
Supplies/other	\$121,867,000
Depreciation	\$28,801,000
Professional fees	\$4,025,000
Interest	\$4,317,000
Total	\$322,218,000



F O U N D A T I O N G I F T S

Cancer Services	\$1,662,913
Mercy Medical Center Capital Projects	\$1,125,596
Patient Assistance & Education	\$447,786
Hospice of Mercy & Hospice House	\$233,888
Neurosciences & Heart Lung/Vascular Program	\$83,160
Sister Mary Lawrence Community Center	\$50,000
Nursing Scholarship & Education	\$41,486
Additional Projects	\$19,584
Total	\$3,664,413





A Y E A R I N R E V I E W

The following pages contain highlights from the past fiscal year. We continue to implement new technologies, add services and improve quality of care – all while remaining true to the vision and mission of our founders, the Sisters of Mercy.

Mercy Medical Center and its affiliated clinics (all received Patient-Centered Medical Home recognition by the National Committee for Quality Assurance) are committed to serving you in a way that decreases costs and makes it easier to receive the care you need through your Medical Home.

The implementation of Epic, our electronic health information system, allows for a one-patient, one-record system to improve access to information to all of your Mercy providers for coordinated, seamless care. The system also has increased our ability to collect quality data and we look forward to sharing those results with you in our next annual Quality Report (www.mercycare.org/qualityreport) in 2015.

Our talented physicians and dedicated employees work hard every day to deliver compassionate care with *The Mercy Touch*®. We are proud to be your local, independent hospital and we are committed to enhancing the health of our community. Our affiliation with Planetree, a national patient-centered care program, unites everyone at all levels at Mercy with one common goal – making sure you receive the very best care experience with the very best outcomes.

Thank you for taking the time to review our accomplishments and celebrate our successes over the past fiscal year.

C O M M U N I T Y E X P E N D I T U R E S

(including care of the uninsured and underinsured)

	2014	2013
Costs in excess of Medicare reimbursement <i>(Costs of providing the services less the amounts received from Medicare)</i>	\$31,600,000	\$29,315,000
Other community benefit <i>(Includes subsidized health services, care provided at a loss; financial contributions to non-profit organizations)</i>	\$5,238,000	\$4,054,000
Free service <i>(To patients who meet Mercy's free-service guidelines)</i>	\$3,489,000	\$4,700,000
Physician education	\$473,000	\$493,000
TOTAL	\$40,800,000	\$38,562,000
Total property taxes & medical district assessment	\$1,590,428	\$1,360,000
TOTAL	\$42,390,428	\$39,922,000



JULY 1 - SEPT. 30, 2013



SUPPORTING

THE WHOLE FAMILY THROUGH A CANCER DIAGNOSIS AT HALL-PERRINE CANCER CENTER'S NEW FAMILY RESOURCE CENTER



ONE OF AMERICA'S BEST HOSPITALS FOR PATIENT EXPERIENCE

4X WINNER



MERCY DIABETES CENTER
SUPPORTS CAMP
FOR 57 KIDS WITH DIABETES

EXPANDING HEALTHCARE COVERAGE IMPROVING LIVES

CoOpportunity Health & University of Iowa Health Alliance (Mercy is a member) collaborated on new health insurance plans, educating and enrolling individuals to new options available as a result of healthcare reform.

MERCY GENERAL SURGERY CLINIC

PARTNERS WITH UNIVERSITY OF IOWA FOR NEW RESIDENCY ROTATION PROGRAM

RECOGNIZED

AS ONE OF HEALTH CARE'S MOST WIRED HOSPITALS



6X SINCE 2006



Amanda Sommerfeldt, MD
Hospice of Mercy Medical Director

NEW HOSPICE
PROGRAM TO ENHANCE CARE FOR VETERANS





NEW INTEGRATIVE MEDICINE

CENTER COMBINES TRADITIONAL WITH ALTERNATIVE HEALING APPROACHES

Under the direction of Suzanne Bartlett, MD, FACOG – Iowa’s first and the area’s only University of Arizona fellowship-trained Medical Doctor practicing Integrative Medicine



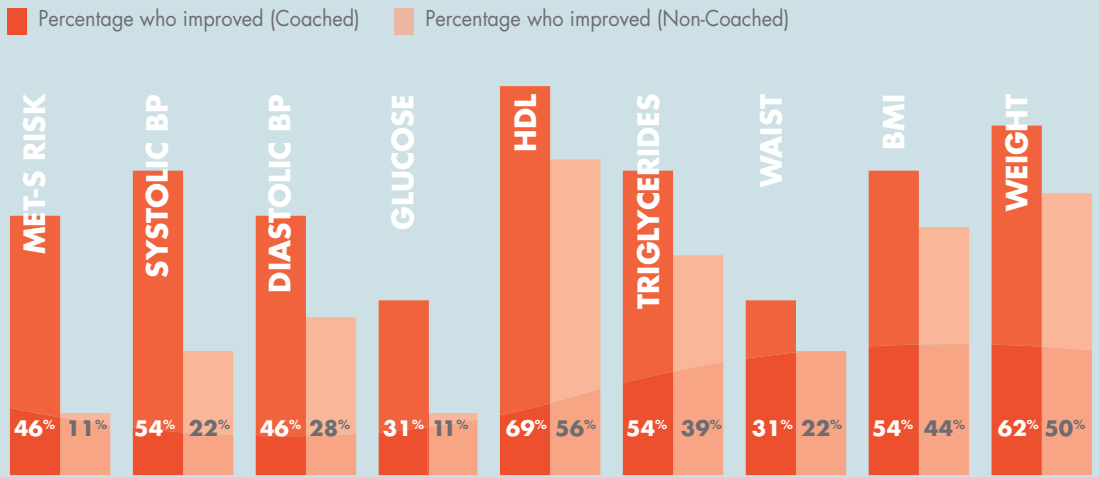
JULY 1 - SEPT. 30, 2013

HELPING EMPLOYEES ENGAGE IN IMPROVING THEIR HEALTH NEW WELLNESS SOFTWARE

MercyCare Business Health Solutions (BHS) worked with area employers to roll out a new platform that allows employees to log in to schedule and track wellness activities.

BHS continues to advance the abilities of employers by supporting the health of their employees through various wellness activities, coaching and support systems to positively affect bottom lines.

CHECK OUT THIS COMPANY’S SUCCESS WITH WELLNESS COACHING FROM MERCY



CELEBRATING SAVING LIVES

BY TREATING 100% OF CARDIAC PATIENTS WITH FASTER “DOOR TO BALLOON” TIMES THAN NATIONAL AVERAGE

100%

PROVIDED FREE
ASSESSMENTS FOR
CHRONIC KIDNEY DISEASE

ADDED PHYSICIANS
TO EXPAND URGENT CARE ACCESS
IN MARION AND NORTH LIBERTY

Victor Salas, MD, MercyCare North Liberty Urgent Care
Meghan Cooley, DNP, MercyCare North Liberty



OCT. 1 - DEC. 31, 2013

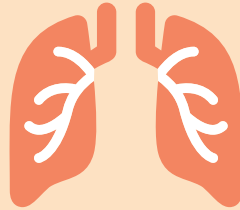


ENHANCING

THE CARE OF HOSPITALIZED CHILDREN WITH NEW PEDIATRIC HOSPITALIST

DR. JAMES MATSUDA

LUNG CARE



#1 & TOP 100 IN LINN CO.

FOR PULMONARY & PNEUMONIA CARE

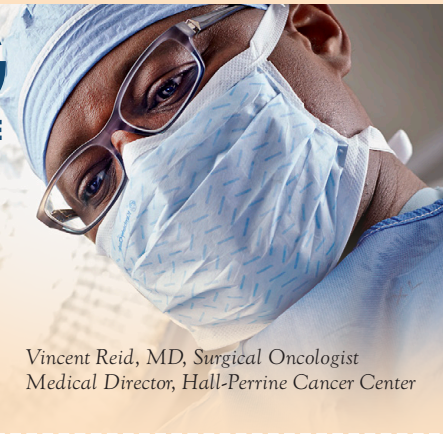
DELIVERING

CLARITY IN REAL-TIME

HALL-PERRINE CANCER CENTER BRINGS NEW MARGINPROBE® CANCER TECHNOLOGY TO IOWA

Reducing doubt and the likelihood of a second surgery. Learn more at hallperrinecancercenter.org/marginprobe.

Vincent Reid, MD, Surgical Oncologist
Medical Director, Hall-Perrine Cancer Center



NEUROLOGICAL CARE



TOP 100 IN NATION & #1 IN PERCENT LINN CO.

#1 IN LINN CO. FOR SPINAL SURGERY



HEART CARE

Top 100 in Nation & #1 in Linn Co. for Cardiac Care
#1 in Iowa for Heart Attack Treatment
Top 100 in Nation & #1 in Linn Co. for Interventional Coronary Care

From left to right: Susan Schima, MD; David Glassman, MD; Nicholas Hodgman, MD, FACC; and Cam Campbell, MD, FACC
Mercy Cardiology Department



INCREASING BREAST CANCER AWARENESS

BY PARTNERING WITH ALLIANT ENERGY FOR MERCY'S POWER OF PINK LIGHTING EVENT



OCT. 1 - DEC. 31, 2013

NEW FETAL MONITORS

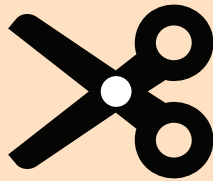
HELP OUR LITTLEST PATIENTS
\$30,435 grant from Variety Club - The Children's Charity to purchase two fetal monitors for Mercy's Birthplace

\$30,435 GRANT



OPENED

MERCY HEALTH PARTNERS TO HELP CHRONICALLY ILL PATIENTS



EXPANDING

SEXUAL ASSAULT NURSE EXAMINERS PROGRAM TO HELP VICTIMS OF SEXUAL ASSAULT



ORTHOPEDIC SURGERY
#1 IN IOWA FOR MAJOR ORTHOPEDIC SURGERY

MERCY RANKED #1

IN IOWA BY CARECHEX, A DIVISION OF COMPARION



1 in Iowa for Overall Hospital Care, Top 100 in the Nation and #1 in Linn Co. for Overall Medical Care



MERCY MEDICAL CENTER UNIVERSITY OF IOWA ALLIANCE

ENSURING ACCESS TO PRIMARY CARE IN RURAL COMMUNITIES WITH A \$1 MILLION COMMITMENT TO FUND THE PHYSICIAN LOAN REPAYMENT PROGRAM

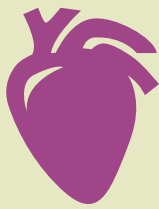
ESPECIALLY FOR YOU® RACE

HELPS PROVIDE NEEDED BREAST CARE SERVICES



- 15,105 registrations from 486 cities in 35 states and three countries
- 2,843 volunteer hours
- 587 cancer survivors registered for the race





PREVENTING HEART DISEASE

THROUGH A UNIQUE
PARTNERSHIP
WITH AREA CHURCHES



JAN. 1 - MARCH 31, 2014

PARTNERING WITH THE C. R. LIBRARY
TO OFFER A HOSPITAL-BASED LIBRARY



HALL-PERRINE CANCER CENTER

HOSTED PROGRAM ON COLON CANCER BY A
GENETICS COUNSELOR



1 OF THE NATION'S **97** BEST HOSPITALS FOR

JOINT

REPLACEMENT SURGERY BY CMS

WWW

[.MERCYCARE.ORG/QUALITYREPORT](http://WWW.MERCYCARE.ORG/QUALITYREPORT)



HELPING BUSINESS LEADERS AND CONSUMERS MAKE WISE HEALTHCARE DECISIONS



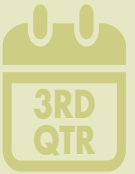
NEW BRONCHIAL THERMOPLASTY

NEW BRONCHIAL THERMOPLASTY HELPS PATIENTS WITH SEVERE ASTHMA

ONLY HOSPITAL IN CEDAR RAPIDS



100 TOP HOSPITALS® 2X

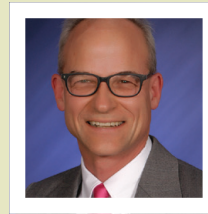


Mercy Medical Center named among the 100 Top Hospitals® by Truven Health Analytics this year (earned Top 100 for 2nd year in a row).

PROMOTING WELLNESS AT WORK

- Well Workplace Gold Award from Wellness Council of America
- Worksite Wellness Award from Corridor Business Journal
- Designated a Blue Zones Worksite®

EXPERT LEADERSHIP DR. ALAN WHITTERS



New Medical Director of Mercy Behavioral Services

JAN. 1 - MARCH 31, 2014

NEW MERCY PEDIATRIC CLINIC

WITH EXPERIENCED, LEADING PEDIATRICIANS DR. NAU, MACHNOWSKI AND MERSCH
To learn more, call (319) 861-7900 or visit www.mercycare.org/peds

3,500 PATIENT TRANSFERS IN THE 1ST 5 MONTHS

Scott Nau, MD
Rick Mersch, MD
& Wes Machnowski, MD
Mercy Pediatric Clinic



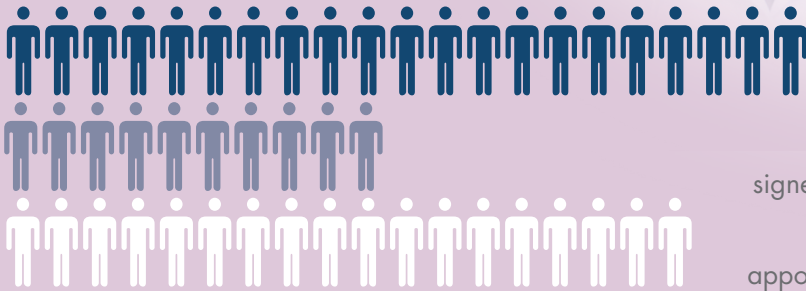


APRIL 1 - JUNE 30, 2014

GREATER ACCESS



TO HEALTH INFORMATION THROUGH MYCHART. SIGN UP AT MYCHART.MERCYCARE.ORG/MYCHART



EXPANDED

the UI Health Alliance for greater COLLABORATION throughout Iowa

3D

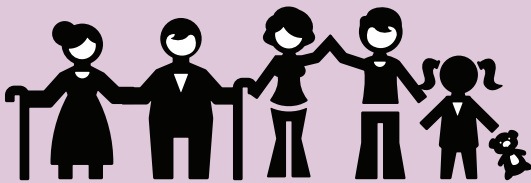
MAMMOGRAMS

now at Mercy Women's Center. To schedule, call (319) 861-7778.

STROKE CENTER

Designated an Advanced Primary Stroke Center by The Joint Commission

CARE



CARE PARTNER PROGRAM BEGINS THROUGH PLANETREE TO HELP FAMILIES SUPPORT THEIR LOVED ONES.

PARTNER PROGRAM



GOING GREEN

PROTECTING OUR ENVIRONMENT

THROUGH "GREEN" BUILDING

Mercy's 8th & 8th Medical Office Building awarded LEED Silver Certification by the U.S. Green Building Council



FOOD AND NUTRITION

15 OUT OF 722 HOSPITALS NATIONWIDE TO ACHIEVE PATIENT SATISFACTION SCORES ABOVE 5 YEARS IN A ROW  90 PER CENTILE



MERCY MEDICAL CENTER is one of just 15 out of 722 hospitals nationwide to achieve patient satisfaction scores above

the 90th percentile for its Food & Nutrition Services Department for five consecutive years.

WELLMARK ACO REPORTS QUALITY AND COST-SAVING IMPROVEMENTS

35
12
12
7
11

Over the first two years:

- Improved Wellmark ACO quality scores by over 35%
- Saved more than \$12 million in health care costs
- Reduced hospital admissions by nearly 12%
- Reduced hospital readmissions by 7%
- Reduced emergency department visits by nearly 11%

PLATINUM AWARD

Earned Case in Point Platinum Award from Decision Health for the ACO that links University of Iowa Hospitals and Clinics with Mercy

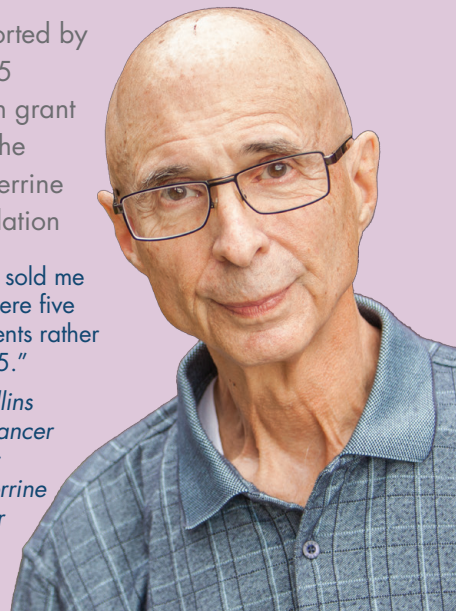
THE MOST ADVANCED

CANCER RADIATION THERAPY - TRUEBEAM®

Supported by a \$1.5 million grant from the Hall-Perrine Foundation

"What sold me on it were five treatments rather than 35."

*Jim Rollins
Lung cancer patient
Hall-Perrine Cancer Center*



GOLD LEVEL



HALL-PERRINE CANCER CENTER

earns "gold level" designation from the Commission on Cancer of the American College of Surgeons

APRIL 1 - JUNE 30, 2014

