

People First



ANNUAL REPORT 2018
Mercy Medical Center
MercyCare Community Physicians

Sincerest thanks to Mercy Board of Trustees, past and present, for leadership that has always put people first.

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People come first at Mercy Medical Center and MercyCare Community Physicians. Mercy's person-centered approach to care, being an employer of choice and an institution that's engaged in the communities it serves, means putting needs of patients, staff and the community at the forefront of each new initiative.

Through new clinics and extraordinary providers, advanced technologies and progressive services, Mercy stays on the leading edge of accessible healthcare that's tailored to meet the evolving needs of patients today. The milestones in this year's Annual Report serve as reminders of Mercy's people-first response to those needs, anchored by the Sisters of Mercy, along with a strong strategic vision and a sound financial base.

Mercy's commitment to putting people first brings the compassionate care of **The Mercy Touch®** to life, both inside our organization and out in the community. Our employees demonstrate a dedication to the mission that goes beyond medical care — this year's report includes a special section on the diverse ways in which our Mercy family gives back to the communities we serve.

The pages ahead demonstrate that the right care is right here at Mercy, where your needs come first.

Thank you for reading this report.

Sincerely, Tim

Timothy L. Charles, President and CEO

FISCAL YEAR 2018: MILESTONES



Hillary B., Cardiology



Dr. Cetindag, Surgery

– OPENED –



MercyCare Urgent Care in Hiawatha Medical Park

TO INCREASE ACCESS TO CARE IN THIS AREA

MERCY GASTROENTEROLOGY CLINIC TO OFFER SPECIALTY CARE

A SECOND OCCUPATIONAL HEALTH LOCATION – **MERCYCARE PRAIRIE CREEK** –
TO EXPAND ACCESS TO THIS TYPE OF CARE



– **STARTED** –

24/7 online scheduling

AT **MERCY PEDIATRIC CLINIC** AND SEVEN
MERCYCARE PRIMARY CARE LOCATIONS AS A FAST CONNECTION TO CARE



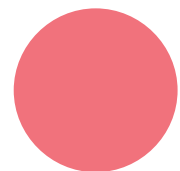
EXPLORING WAYS TO BETTER
MEET THE NEEDS OF PEOPLE
LIVING WITH **DEMENTIA**



Teresa Davidson, Anti-Human Trafficking Coordinator

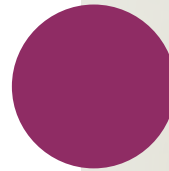
A RESPONSE TO THE ISSUE OF HUMAN TRAFFICKING THROUGH ESTABLISHMENT OF AN
ANTI-HUMAN TRAFFICKING COORDINATOR – A FIRST IN THE STATE.

WORKING TOWARD
AMERICAN NURSES
CREDENTIALING CENTER'S
MAGNET DESIGNATION —
**THE GOLD STANDARD FOR
NURSING EXCELLENCE**



111
CANCER PATIENTS IN
29

NATIONAL CLINICAL RESEARCH STUDIES
AT HALL-PERRINE CANCER CENTER



C.C. Lee, MD, FACS
Cardiothoracic Surgeon



Started providing open heart surgery and introduced

 **Less invasive “beating heart”
bypass for high-risk patients**

 **Convergent hybrid procedure
to benefit Afib patients**



da Vinci® & Mako™
Robotic Systems at Mercy



ACQUIRED –

3

NEW **DA VINCI**® SURGICAL SYSTEMS,
FURTHER ADVANCING TECHNOLOGY WITH
A MINIMALLY INVASIVE APPROACH



THE MOST UP-TO-DATE
TECHNOLOGY AVAILABLE FOR
MRI SYSTEMS, PROVIDING
EXCEPTIONAL IMAGES

ADVANCED AUTOMATED BREAST
ULTRASOUND (ABUS) THREE-
DIMENSIONAL TECHNOLOGY
TO BETTER DETECT TUMORS IN
DENSE TISSUE



RECEIVED –



GENEROUS INVESTMENTS FROM

2,662

TOTAL DONORS THROUGH THE
MERCY FOUNDATION



Jeannette P., Mercy Volunteer

– CELEBRATED –

100

JOINT-REPLACEMENT SURGERIES WITH MERCY'S **MAKO™ ROBOTIC ARM** SINCE ITS LAUNCH IN LATE 2016



NEW HEALTHCARE PROVIDERS

5

YEARS OF COMPREHENSIVE
CANCER CARE UNDER THE ROOF OF
**HALL-PERRINE
CANCER CENTER**



THE ADDITION OF MERCY MEDICAL CENTER'S **10TH MEDICAL LAUREATE** SINCE 1991, **DR. MARY ANNE NELSON**, BY BESTOWING ITS PRESTIGIOUS GOLD-HEADED CANE AWARD SYMBOLIZING EXTRAORDINARY CARE

THE GRAND OPENING OF MERCY MEDICAL CENTER'S NEWLY RENOVATED CAFETERIA, **BAGGOT STREET BISTRO**, AND ITS MODERNIZED SPACE OFFERING A COMFORTABLE ENVIRONMENT FOR PATIENTS, VISITORS AND STAFF



150,484
VOLUNTEER SERVICE HOURS,
VALUED AT **\$3,632,683.76** –
THANK YOU, VOLUNTEERS!

\$164,500
IN FUNDRAISING FROM
MERCY AUXILIARY PROJECTS –
THANK YOU, AUXILIANS!

Deb Wilbur, MD
Medical Oncologist



– **ACHIEVED** –



Watson Health
100 TOP HOSPITALS
2018

100 Top Hospitals
AWARD BY **IBM WATSON HEALTH™**:
6TH CONSECUTIVE YEAR

HealthCare's
most wired

HealthCare's Most Wired award:
11TH TIME SINCE 2006



PREPARED TO MAKE MERCY'S
INPATIENT REHABILITATION UNIT EVEN BETTER
THROUGH A COMPLETE REMODEL



BECAME THE FIRST HOSPITAL IN IOWA
TO IMPLANT A PACEMAKER
EQUIPPED WITH
BLUETOOTH TECHNOLOGY

2018 Top Performer

BY **VIZIENT**
IN COST MANAGEMENT
AND SAVINGS LEADERSHIP



PEDIATRIC ECHOCARDIOGRAPHY ACCREDITATION BY THE INTERSOCIETAL ACCREDITATION COMMISSION

100 Great Iowa Nurses:

TRACY WILSON,
BSN, RN, CEN, SANE-A;
NICOLE SORGE, BSN, RN, OCN

MOVED **MERCY UROLOGY CLINIC** TO A CONVENIENT NEW LOCATION INSIDE **HALL-PERRINE CANCER CENTER** TO STRENGTHEN COMPREHENSIVE CARE



LAUNCHED A REDESIGNED WEBSITE FOR PATIENTS AND THE COMMUNITY TO EASILY ACCESS INFORMATION

Awarded \$73,000

IN SCHOLARSHIPS AND PROFESSIONAL DEVELOPMENT TO HELP STAFF ACHIEVE CAREER GOALS IN FY19



DESIGNATION BY **WELLMARK BLUE CROSS AND BLUE SHIELD'S BLUE DISTINCTION® CENTER FOR MATERNITY CARE**

RE-CERTIFICATION AS A **Level III Trauma Care Facility** BY THE **IOWA DEPARTMENT OF PUBLIC HEALTH BUREAU OF EMERGENCY AND TRAUMA SERVICES**



CORRIDOR BUSINESS JOURNAL'S WORKFORCE AWARD IN THE HIRING STRATEGIES OF IOWA GRADUATES CATEGORY



A2-LEVEL CREDIT RATING WITH A STABLE OUTLOOK FROM **MOODY'S INVESTORS SERVICE**



Dr. Smith, Urology



Dr. Strah, Medical Oncology



Alison Brown, RN
Mercy Scholarship Recipient

More than traditional medicine: giving back to our communities



WHEN PEOPLE EXPERIENCE MERCY'S UNIQUE HEALTHCARE ENVIRONMENT, THEY CALL IT **THE MERCY TOUCH** — COMPASSIONATE PEOPLE DELIVERING EXCEPTIONAL CARE — AND IT'S NOT AN EXPERIENCE THAT'S LIMITED ONLY TO HOSPITAL WALLS AND DOCTOR'S OFFICES.

THAT'S BECAUSE MERCY STAFF AND VOLUNTEERS LIVE THE MISSION — TO CARE FOR THE SICK AND ENHANCE THE HEALTH OF THE COMMUNITIES WE SERVE, GUIDED BY THE SPIRIT OF THE SISTERS OF MERCY — IN WAYS BEYOND TRADITIONAL MEDICINE.

CATHERINE MCAULEY, THE FOUNDRRESS OF THE SISTERS OF MERCY, ONCE SAID, "WE CAN NEVER SAY IT IS ENOUGH." THE ECHOES OF HER SENTIMENT RING IN THE PROCEEDING PAGES, WHICH HIGHLIGHT SOME OF THE DIVERSE COMMUNITY EFFORTS MERCY SUPPORTED IN FISCAL YEAR 2018.

**Dedicated
21,182 total hours
to community benefit**



– WELCOMED –

MORE THAN **14,700 REGISTRANTS** FOR THE *ESPECIALLY FOR YOU*® RACE AGAINST BREAST CANCER FROM

41
STATES

420
CITIES

4
COUNTRIES

RAISING **\$389,000** TO SUPPORT BREAST AND FEMALE CANCER SERVICES

– PURCHASED –

58,978 POUNDS OF LOCAL FOOD IN 2017, PUTTING **\$175,219** BACK INTO THE ECONOMY

– RAISED –

\$120,525 FOR THREE NONPROFITS DURING STAFF **COMMITMENT TO COMMUNITY** FUNDRAISING CAMPAIGN

\$25,192 FOR **JUVENILE DIABETES RESEARCH FOUNDATION**

– PARTICIPATED –

IN **AMERICAN HEART ASSOCIATION'S HEART WALK, BOWL FOR KIDS SAKE, WALK TO END ALZHEIMER'S, UNITED WAY DAY OF CARING** TO ADVOCATE FOR AND GIVE BACK TO THOSE IN NEED

– PARTNERED –

WITH MCKINELY MIDDLE SCHOOL TO



RESTOCK ITS **STUDENT FOOD PANTRY**

INTRODUCE STUDENTS TO **HEALTHCARE CAREERS**

HONOR EARTH DAY THROUGH CAMPUS CLEAN-UP WITH MORE THAN **150 STUDENTS AND STAFF**



– CONNECTED –

800

CAREGIVERS TO SUPPORTS THROUGH THE FAMILY CAREGIVERS CENTER

48
Linn-Mar students
TO URGENT MENTAL HEALTH SUPPORTS THROUGH MERCY FAMILY COUNSELING

– EXTENDED –

THE EPIC ELECTRONIC MEDICAL RECORD SYSTEM AT THREE CEDAR RAPIDS SCHOOL CLINICS TO STRENGTHEN CARE FOR ALL DISTRICT STUDENTS SINCE LAUNCHING THE PARTNERSHIP IN 2015

– PERFORMED –

938 BLOOD PRESSURE SCREENINGS THROUGH PARISH NURSING



– INVESTED –

IN NEW HEALTHCARE PROFESSIONALS

315
nursing students

IN CLINICAL ROTATION, SPRING 2018

22
students
ENROLLED IN MERCY'S RADIOLOGY SCHOOL PARTNERSHIP



– SUPPORTED –



ACCESS TO HEALTHCARE FOR ALL THROUGH TWO MERCY PROVIDERS WHO CARED FOR **4,492 patients** AT COMMUNITY HEALTH FREE CLINIC

– EDUCATED –

65

PEOPLE ON HOW TO QUIT SMOKING IN SMOKING CESSATION CLASS

148
teens and parents

ABOUT THE CANCEROUS RISKS OF TANNING BEDS

59

PEOPLE ABOUT ACHIEVING HEALTHIER BODIES THROUGH MERCY'S WEIGHT LOSS PROGRAM

28 PEOPLE ON CANCER-RELATED NUTRITION IN THE JOURNEY TO WELLNESS CLASS



9 NEW PARISH NURSES THROUGH FOUNDATIONS OF FAITH COMMUNITY NURSING PROGRAM

1,663 Medicare beneficiaries THROUGH SENIOR HEALTH INSURANCE INFORMATION PROGRAM, SAVING THEM \$806,026

480

DENTAL PROFESSIONALS AND

68

NURSING PROFESSIONALS ON CANCER CARE UPDATES AT HALL-PERRINE CANCER CENTER



41
medical professionals

DURING THE ANNUAL WIESENFELD ONCOLOGY LECTURE

— OFFERED —


500
FACIAL SCANS
 TO IDENTIFY
 SUN-DAMAGED SKIN

**OFFICE SPACE FOR SIX
 NONPROFITS** INSIDE THE
 SISTER MARY LAWRENCE
 COMMUNITY CENTER FOR ONLY
\$1 PER YEAR TO ALLOW
 THEM TO SERVE MORE THROUGH
 THEIR PROGRAMS

FIRST-AID CARE AT
three
 LARGE COMMUNITY EVENTS



— CONDUCTED —

Free skin cancer screenings
 FOR DOZENS OF PEOPLE AT HALL-PERRINE CANCER CENTER



Vincent Reid, MD, FACS

— DONATED —

STAFF TIME, SUPPLIES AND MEDICATIONS TO HELP **53 DIABETIC KIDS** ATTEND DIABETES CAMP AT CAMP Tanager



55
BACKPACKS OF
SCHOOL SUPPLIES FOR
 KIDS TOUCHED BY CANCER

160
Thanksgiving
meals
 FOR COMMUNITY MEMBERS
 FIGHTING CANCER

16 Automated
External
Defibrillators
 TO NONPROFITS, SCHOOLS, AND
 CHURCHES, BRINGING THE TOTAL TO
51 DONATED IN THE LAST
FOUR YEARS

STAFF TIME TO MORE THAN
**120 nonprofit boards/
 committees/coalitions**



Supplies to four homeless shelters
 DURING **MISSION WEEK**, A TIME WHEN STAFF REMEMBER THE
importance of showing mercy

PRESENTS TO **38**
 MERCY FAMILIES AT
 CHRISTMAS



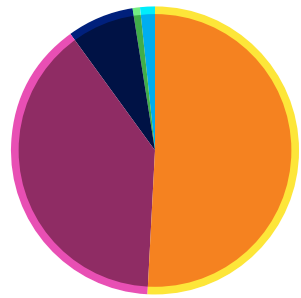
21,153
meals
 TO HACAP DURING ITS
FREEDOM FROM HUNGER
FOOD DRIVE



9,895
diapers
and wipes
 FOR THE **EASTERN IOWA**
DIAPER BANK

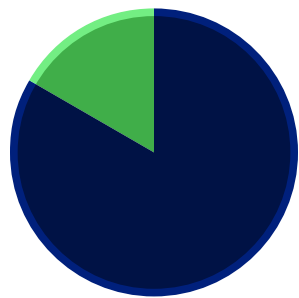
– MERCY'S YEAR IN REVIEW –

July 2017 – June 2018



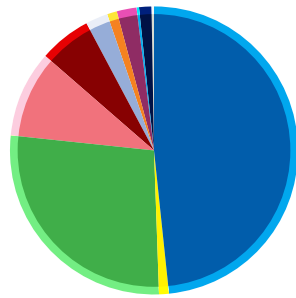
Financials

● Salaries/benefit payroll taxes	\$192,140,000
● Supplies/other	\$147,736,000
● Depreciation	\$27,287,000
● Professional fees.....	\$4,029,000
● Interest.....	\$5,312,000
TOTAL	\$376,504,000



Number of Employees

● Mercy Medical Center	2,478
● MercyCare Community Physicians	487
TOTAL	2,965



Medical Services Provided

● Outpatient Visits.....	467,414
● Inpatient Discharges.....	10,490
● MercyCare Visits.....	262,959
● MercyCare Urgent Care Visits.....	94,146
● Emergency Visits	55,667
● Pediatric Clinic Visits.....	24,963
● Hall Radiation Center Treatments.....	11,606
● Women's Center Mammographies.....	20,090
● Katz Cardio Center Lab Visits	4,197
● Surgery Cases	12,741
● Births	830



Community Expenditures

(including care of the uninsured and underinsured)

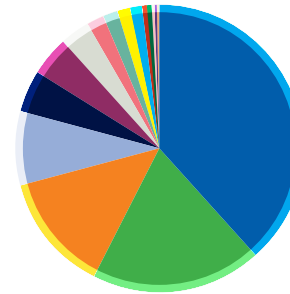
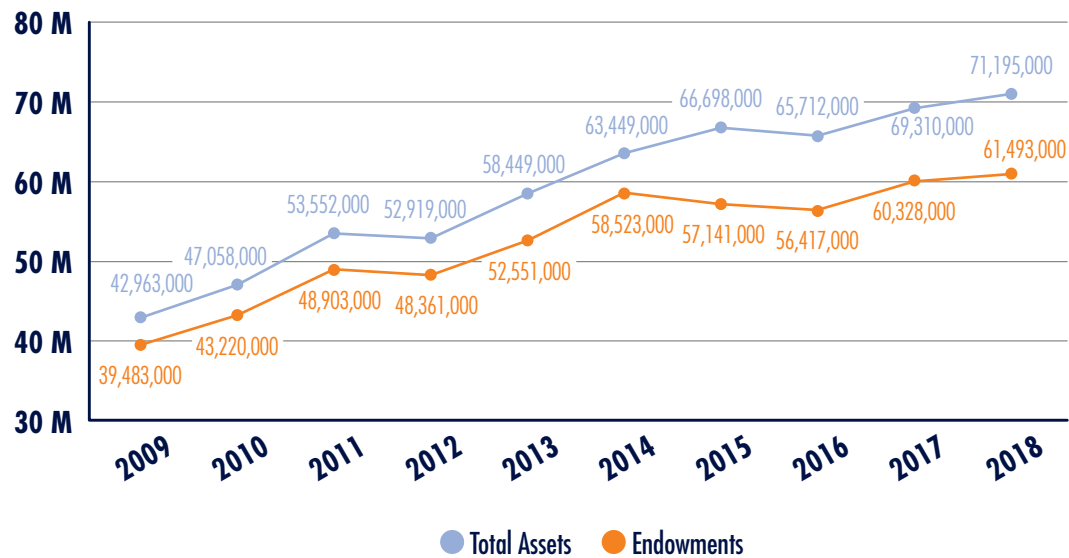
COSTS IN EXCESS OF MEDICARE REIMBURSEMENT <i>(Costs of providing the services less the amounts received from Medicare)</i>	\$17,840,000
COSTS IN EXCESS OF MEDICAID REIMBURSEMENT <i>(Costs of providing the services less the amounts received from Medicaid)</i>	\$5,860,000
OTHER COMMUNITY BENEFIT <i>(Includes subsidized health services, care provided at a loss; financial contributions to nonprofit organizations)</i>	\$4,290,000
FREE SERVICE <i>(To patients who meet Mercy's free-service guidelines)</i>	\$4,090,000
PHYSICIAN EDUCATION	\$1,182,000
PROPERTY TAXES AND MEDICAL DISTRICT ASSESSMENT	\$1,089,000
TOTAL:	\$34,351,000

Hospital's Economic Impact*

INCOME IMPACT ON LINN COUNTY:	\$229,959,412
EMPLOYEE SUPPORT OF RETAIL SALES:	\$81,493,189
EMPLOYEE SUPPORT THROUGH SALES TAX (6%):	\$4,889,591

*Iowa Hospital Association's 2018 Economic Impact of the Health Sector—Linn County

More than **\$86 million** has been gifted to **Mercy Medical Center through the Mercy Foundation since 1977.**



Mercy Foundation Overview
Designated Gifts to Mercy

- Mercy Medical Center General Support..... \$1,019,480
- Hall Radiation Center \$506,920
- Cardiac Open Heart Equipment \$358,423
- Hospice House and Hospice Programs \$218,978
- Patient Services..... \$121,533
- Hall-Perrine Cancer Center \$118,530
- Family Caregivers Center..... \$94,301
- Pediatric Simulator \$48,235
- Scholarship & Education Programs \$42,757
- OR Bronchoscope \$40,636
- Med Sleds - Emergency Evacuation Devices \$31,000
- Piano - 10th Street Lobby..... \$12,495
- Mission Integration..... \$10,000
- MRI Enhancements..... \$9,966
- Stroke Camp..... \$9,476
- Hallmar \$9,433
- TOTAL\$2,652,163**



Melvin K., Heart Patient



Cover photos (from left to right): Mary Quass, Board Member; Dr. Padget Skogman, Pediatrics; Dr. Mary Anne Nelson, Medical Laureate; Dr. Fadi Yacoub, Nephrology; Sr. Susan O'Connor, Mission Integration; Dr. C.C. Lee, Open Heart Surgery

Inspired by our commitment? **Join us.**

www.mercycare.org/careers



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www.mercycare.org

