



Rising to the Challenge

ANNUAL REPORT 2023

Mercy Medical Center

MercyCare Community Physicians





Table of Contents

Board	2
Dr. Quinn's Message	3
By The Numbers	4
Number of Employees	4
Medical Overview	4
Financial Overview	4
Community Expenditures	5
Foundation Support.....	5
Serving the Community: A Legacy of Innovation & a Commitment to Growth	6
July Through September.....	6
October Through December	8
January Through March.....	12
April through June.....	14
Quality	21
Health Equity and Community Partnerships	27
Foundation	34

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On January 1, 2023, I assumed the role of **Mercy's President & CEO**. In doing so, I accepted the privilege of leading this organization as it continues a legacy of service to the community and a mission established by the Sisters of Mercy in 1900.

Despite being in the midst of a uniquely challenging time for hospitals nationwide, I can assure you that Mercy is in good hands. Every day, I witness the exceptional care our caregivers provide with compassion and clinical excellence, thereby ensuring an experience for patients that fulfills our promise of **The Mercy Touch®**. The commitment to our community and our caregivers is and will remain a hallmark of Mercy for decades to come.

However, the way we deliver care may look different because health systems have been challenged recently with rising costs and changing patient needs. As a result, we have been adapting and growing to evolve as our community's needs change, as well. You'll see this reflected in projects like The Chris & Suzy DeWolf Family Innovation Center for Aging & Dementia; the Jewel & Jim Plumb Heart Center at Mercy; and HallMar Village, which are growing our services for an aging population.

This report also offers examples of technology advancements in which we have invested. These new ways of reaching our community beyond the walls of the hospital and clinical excellence are also evidenced by national recognition.

As an independent health system, our mission to care for the sick and enhance the health of the communities we serve guides us as we continue to build upon our services, overcome challenges as they arise and develop more ideas on how to best serve you. Healthcare is always evolving, but Mercy remains in a good position to flex to the shifting seas and is always here to serve and care for our patients.

We appreciate that you entrust us with that sacred calling. Thank you for taking time to review this report.

Sincerely, Dr. Quinn

Timothy Quinn, MD
President & CEO

MERCY By the Numbers

Number of Employees

3,755

Total

3,222

Mercy Medical Center

108

Mercy Physician Associates

425

Mercy Physician Services

Medical Overview

581,691

Outpatient
Visits

227,545

MercyCare Community
Physicians Clinic Visits

66,108

Emergency Visits

11,650

Hall Radiation
Center Treatments

14,944

Surgery Cases

10,156

Inpatient
Discharges

83,336

MercyCare
Urgent Care Visits

26,445

Pediatric Clinic Visits

23,756

Women's Center –
Mammographies

700

Births

Financial Overview

\$511,300,000

Total

\$271,003,000

Salaries/Benefit Payroll Taxes

\$208,580,000

Supplies/Other Expenses

\$25,290,000

Depreciation

\$966,000

Professional Fees

\$5,461,000

Interest

Community Expenditures

\$59,427,000

Total

(Including care of the uninsured and underinsured)

\$38,210,000

Costs in Excess of Medicare Reimbursement

(Costs of providing the services less the amounts received from Medicare)

\$12,030,000

Costs in Excess of

Medicaid Reimbursement

(Costs of providing the services less the amount received from Medicaid)

\$2,903,000

Other Community Benefit

(Includes subsidized health services, care provided at a loss and financial contributions to nonprofit organizations)

\$4,700,000

Free Service

(To patients who meet Mercy's free-servicing guidelines)

\$1,584,000

Property Taxes & Medical District Assessment

Foundation Support

\$16,371,361

Total

\$13,150,000

Jewel & Jim Plumb Heart Center at Mercy

\$1,000,000

Mercy Medical Center

(Greatest Needs Used at Their Discretion)

\$524,153

Hall Radiation Center

\$399,475

Unrestricted – General Funds

\$274,802

Family Caregivers Center of Mercy

\$259,385

Hospice House Endowment Fund

\$162,055

Hall-Perrine Cancer Center Operations

\$126,657

Scholarships & Educational Trainings/Certifications

\$120,394

Hospice of Mercy

\$117,290

Hall-Perrine Cancer Center Endowment Funds

\$115,727

Auxiliary

\$50,535

The Chris & Suzy DeWolf Family Innovation Center for Aging & Dementia

\$41,904

Hope Fund

\$15,844

Room Renovations/Beautification

\$12,008

Donor Restricted Gifts to Mercy Medical Center

\$626

Baby Cael Black

\$506

Orthopedic Discharge Program

Serving the Community:

A Legacy of Innovation & a Commitment to Growth

JULY THROUGH SEPTEMBER

Mercy awarded funds from its Health Equity Fund to eight local nonprofit agencies. In total, Mercy received 36 applications for financial support. Of those, the following nonprofits were awarded funds ranging from \$10,000 to \$45,000 each:

His Hands Free Clinic:
\$15,000

(partnering with Linn County Mental Health Access Center and Sixth Judicial District)

Kids First Law Center:
\$12,500

Tanager Place:
\$20,000

HACAP Food Reservoir:
\$10,000

Horizons:
\$10,000

Matthew 25:
\$25,000

Olivet Neighborhood Mission:
\$12,500

(partnering with Heritage Area Agency on Aging)

Willis Dady Homeless Services:
\$45,000



Our mission compels us to provide access to healthcare and to enhance the health of the community. Through our Health Equity Fund, we're continuing the Sisters of Mercy's legacy by committing to advance health equity. To learn more about health equity, see page 27.

Mandela Washington Fellowship group

Mercy hosted the Mandela Washington Fellowship group to learn about training for nurses, human resource management and hospital processes. The Mandela Washington Fellowship is a program of the U.S. government's Young African Leaders Initiative.

The Mandela Washington Fellowship is a program of the U.S. government's Young African Leaders Initiative.





Mercy named to
**2022 Fortune/Merative
100 Top Hospitals®** list.

This was the ninth time that Mercy had been recognized with the honor as one of the top-performing hospitals in the U.S.



Mercy earned 2021
**Strategic Healthcare
Programs (SHP) Best™
"Superior Performer"**
Patient Satisfaction Award
for home healthcare.



**Standard & Poor's
Global Ratings**
reaffirmed Mercy's
"A-" credit rating, which
reflected Mercy's stable
financial performance for
mid-fiscal year 2022.



**The Family Caregivers
Center of Mercy** brought
back the *Together in Song*
Chorus for those living with
chronic conditions after
it was suspended due to
pandemic precautions.

Serving the Community: A Legacy of Innovation & a Commitment to Growth

OCTOBER THROUGH DECEMBER



Five Year Anniversary for Open Heart

Mercy's open heart program celebrated caring for open heart patients for five years. C.C. Lee, MD, FACS, and many others created the successful open heart program that has helped countless patients, such as Rusty (pictured), who was the very first open heart patient and is still in good health today.



Claude Howard Jr. – Director of Inpatient Behavioral Health Services, Security and Environmental Safety – was named the 2022 Catherine McAuley Service honoree.



The Mercy Foundation Giving Tuesday campaign raised more than \$75,000 with the help of a \$20,000 matching gift challenge from Fairfax State Savings Bank.



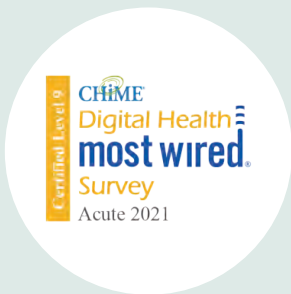
Especially for You[®]

Race marked its 32nd year, achieving record participation with 15,800 registrants.

(See more about the race on page 28.)



Mercy named to **Newsweek's America's Best Physical Rehabilitation Centers 2022** list.



Mercy was awarded 2022 **College of Healthcare Information Management Executives (CHIME) Digital Health Most Wired** recognition as a certified Level 9 organization for the use of healthcare technology in its acute and ambulatory care delivery.

This was the 15th time since 2006 that Mercy received the Most Wired recognition.



Mercy acquired **GI Genius[™]** intelligent endoscopy module for screening and diagnostic colonoscopies.

Mercy was the first hospital in Iowa to acquire this technology. The **GI Genius[™]** module uses advanced AI software to highlight suspicious polyps with a visual marker in real time, thereby assisting the gastroenterologist in the detection of lesions.

Serving the Community:

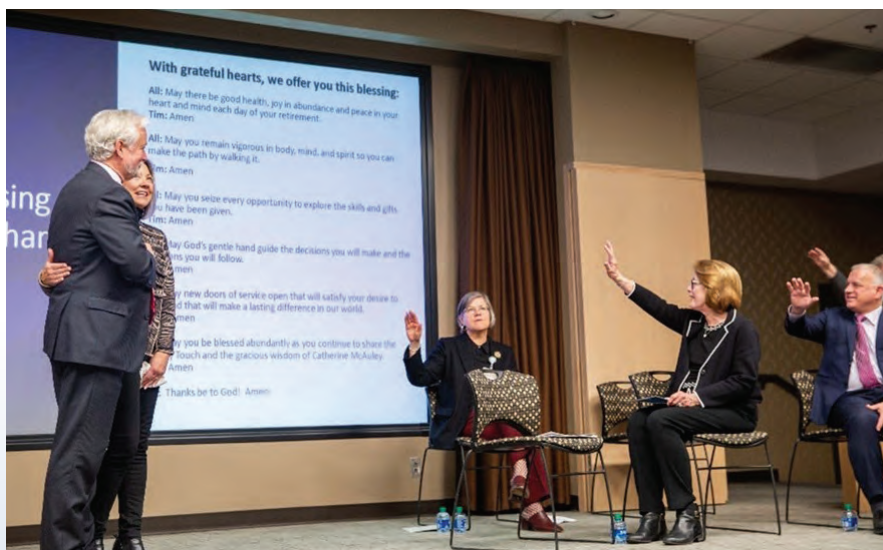
A Legacy of Innovation & a Commitment to Growth

OCTOBER THROUGH DECEMBER



Timothy Quinn, MD, was commissioned as Mercy President & CEO during Mission Week.

Dr. Quinn began his new role on Jan. 1, 2023.



Tim Charles was also blessed during Mission Week and honored for his nearly 20 years of dedicated work as Mercy's President & CEO before retiring.

Thank you, Tim, for your outstanding leadership; patient-focused goals and accomplishments; and compassion for all our caregivers.





HALL-PERRINE CANCER CENTER

Mercy's Hall-Perrine Cancer Center created the new Gynecologic Oncology Clinic and welcomed Gynecologic Oncologist, Gunjal Garg, MD, FACOG, MSCI. **This specialty is the first of its kind to be offered in Cedar Rapids.**

Dr. Garg specializes in procedures for the treatment of ovarian, uterine, cervical, vulvar and primary peritoneal cancers, among others. Dr. Garg also has extensive training and experience in performing minimally invasive and robotic surgeries, as well as other complex gynecological procedures.



Serving the Community:

A Legacy of Innovation & a Commitment to Growth

JANUARY THROUGH MARCH



Especially for You[®]
and partners attempted a Guinness World Record for the largest inflatable ribbon.



Mercy Inpatient Physical Therapy Supervisor and Physical Therapist, **Ryan Chizek**, was awarded Mercy's Quality and Patient Safety Award.



Mercy was named one of the nation's **50 Top Cardiovascular Hospitals™** by *Fortune* and PINC AI™.

This recognition indicates Mercy's quality of heart care including higher survival rates associated with cardiac care, as well as fewer readmissions and complications.

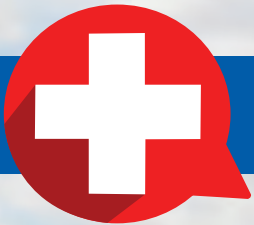


COPE Team Created

In healthcare, we experience stressful events that cause our caregivers to feel overwhelmed, fatigued or frustrated. To help our teams cope with daily stress and unexpected events, Mercy created the COPE Team. Mercy Chaplain Tammy Buseman explained the Mercy COPE Team's purpose on our TikTok page. See more *informational videos, behind-the-scenes looks and more by following Mercy Cedar Rapids on TikTok @mercycedarrapids.*

Mercy announced its intention to build a second off-site Emergency Department in Marion. The new location is expected to open in 2024. It will offer convenience and easy access to a growing need of emergency services.

MERCY ER COMING TO MARION *in 2024*



NEXT TO MERCYCARE MARION

EMERGENCY

Serving the Community:

A Legacy of Innovation & a Commitment to Growth

APRIL THROUGH JUNE



Surgical Oncologist, Vincent Reid, MD, coauthored **“A Perfect Science: A Former Black Quarterback’s Gift to Humanity.”**

The book details the experiences and memories of Dr. Reid and coauthor Michael Samms from the J601 lab at City College in New York. Coauthor Jerry Guyden, PhD, shares his experiences with adversity, which is why he created a supportive space for minorities through the J601 lab where minorities could thrive in the scientific and medical fields.



Kathy Good published a book, **“My World Wore a Bow Tie.”**

The book details Kathy’s experience as a caregiver for her husband, Dave, which led to the creation of the Family Caregivers Center of Mercy and The Chris & Suzy DeWolf Family Innovation Center for Aging & Dementia at HallMar Village.

Kathy is the director of both centers.

During fiscal year 2022-2023, Mercy hired 22 providers, including 13 physicians and nine advanced practice providers.



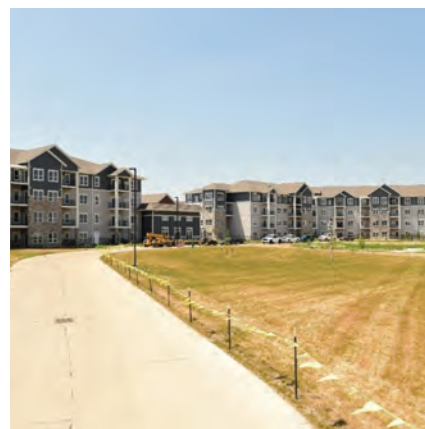
The Chris & Suzy DeWolf Family Innovation Center for Aging & Dementia Opens

Mercy held a ribbon-cutting for The Chris & Suzy DeWolf Family Innovation Center for Aging & Dementia on June 22. The DeWolf Innovation Center, opened its doors in June 2023. The DeWolf Innovation Center is a place of continuing discovery and implementation of best practices. Its aim is to continually seek ways for older adults and those living with dementia to live more satisfying and fulfilling lives. In addition, family caregivers are supported to make caregiving easier and to help both them and their loved one live with meaning and purpose.

Services at the DeWolf Innovation Center include the Mercy Center for Memory Health; a second location of the Family Caregivers Center; adult day programs for those with early-stage dementia; as well as an Age- & Dementia-Friendly Smart Show Room and kiosks where products and information are available to enhance the lives of older adults and those living with dementia.

The Center's namesakes, Chris and Suzy DeWolf of Cedar Rapids, were compelled to give a \$2 million lead gift because of the Center's potential to transform the lives of older adults and those living with dementia.

The Center is unique in that it's connected to HallMar Village, a 237-residence senior living community co-developed with Presbyterian Homes & Services that will open in the fall of 2023. The DeWolf Innovation Center is the only known innovation center in the U.S. connected to a senior living community. Its unique proximity to HallMar Village will allow residents to easily access these services, which are also open to the public, as well as be the first to trial new developments.



Serving the Community:

A Legacy of Innovation & a Commitment to Growth



Mercy Lung Center began detecting early-stage lung cancer with the new Ion robotic endoluminal bronchoscopy. Ion is a robotic-assisted platform for minimally invasive biopsy in the peripheral lung that can reach small nodules and lesions. Pulmonologists, Amal El-Bakush, MD, and Ali Saeed, MD, perform the procedure in Mercy's bronchoscopy lab.



Amal El-Bakush, MD



Ali Saeed, MD

Mercy Ear, Nose & Throat Clinic Otolaryngologist Andrew Liu, MD, PhD, began offering **Inspire Therapy** to patients diagnosed with obstructive sleep apnea. Placement of the Inspire device is an outpatient procedure.

Individuals simply turn on Inspire with a handheld remote before bed, and it delivers mild stimulation to key airway muscles when the patient breathes in, thereby relieving the blockage of the airway during sleep in patients who have obstructive sleep apnea. Then, throughout the night, the device continually monitors breathing patterns and issues stimulation as needed. The remote can also be used to turn off the therapy when the user awakens.



Andrew Liu, MD, PhD



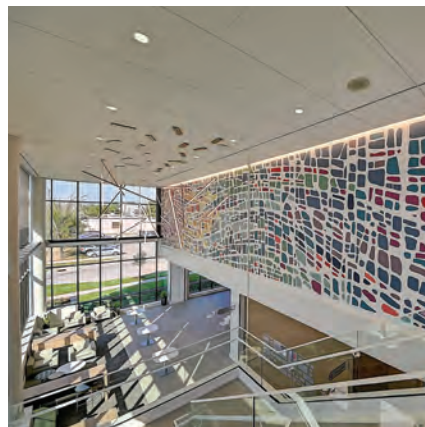
Jewel & Jim Plumb Heart Center at Mercy

The Jewel & Jim Plumb Heart Center continued construction across Eighth Avenue SE from the main hospital and opened in July 2023. The 72,000-square-foot facility is designed to be Linn County's largest and most comprehensive heart facility, offering integrated, patient-centered care and state-of-the-art technology. As such, it brings heart specialists and coordinated heart services all under one roof and within a single center as Mercy continues to grow and develop the area's leading heart program.

The Plumb Heart Center features patient conveniences along the continuum of care – from prevention and screening to diagnosis, treatment and rehabilitation. The Center also includes an increasing number of heart-focused specialty clinics designed to provide education, ongoing assessments, and individual care plans, including clinics for heart failure, atrial fibrillation, heart valve disorders and more.

Hospital leaders and providers say patients can expect unmatched coordination of care between cardiology specialists, including interventional cardiology; electrophysiology; cardiac and vascular surgery; cardio-oncology; pediatric cardiology; and diagnostic teams.

Furthermore, at 281 feet long, the skywalk that crosses Eighth Avenue SE from the Plumb Heart Center to the main hospital is the largest skywalk in Eastern Iowa. It offers staff the ability to transfer patients quickly and conveniently to and from the Heart Center and Mercy's Emergency Room or other areas of the hospital, as needed.



Mercy celebrated the opening of the Plumb Heart Center just after the end of the fiscal year.

The growth of our heart program has been recognized with many achievements. For instance, Mercy's heart program maintained its three-star rating from the Society of Thoracic Surgeons (STS), which placed the program in the top 5% of all outcomes for surgical cases across the country. Additionally, Mercy was named one of the nation's 50 Top Cardiovascular Hospitals™, according to an independent quality report provided by PINC AI™ and reported by Fortune. Mercy is one of only two Iowa hospitals to receive this recognition and the only one in the Cedar Rapids-Iowa City Corridor.



Serving the Community:

A Legacy of Innovation & a Commitment to Growth



634 Mercy volunteers
donated 81,050 hours
of service to Mercy
Medical Center.



349 staff members were
served at Catherine's
Cupboard with a total
of 1,198 individuals
(family size for each staff
member added together)

UroLift® is a treatment that provides rapid relief and recovery from Benign Prostatic Hyperplasia (BPH) – also known as an enlarged prostate – and can eliminate lower urinary tract symptoms. All Mercy urologists offer UroLift at Mercy, as well as at MercyCare North Liberty.

Urologist Matthew Ferroni, MD, has been treating patients with this procedure for about 18 months. During that time, he has worked closely with the UroLift company and its team of providers to ensure that patients are getting the best possible results. Because of his commitment and high level of training in the UroLift System, Dr. Ferroni was later designated as a UroLift Center of Excellence.

Matthew Ferroni, MD
Mercy Urology Clinic



Devona, CMA in the
Mercy Urology Clinic



Mercy's Education Assistance Program

Mercy continues to grow its education assistance program for students pursuing their nursing degree by partnering with several colleges to invest in students, while also providing them with professional experience and a career pathway. Below are a few accomplishments from this program:

- Added Briar Cliff University, Clarke University, Northeast Iowa Community College, University of Iowa and University of Dubuque to our list of partnerships.
- **24 students graduated from and 55 new students engaged with our program.**

Devona, CMA in the Urology Clinic, is working toward her registered nursing license at Kirkwood Community College and expects to graduate in 2025. After graduation, she looks forward to continuing to work in Mercy's Urology Clinic and helping out the emergency department as needed.

"The Earn and Learn program helps me by paying for my tuition and my school supplies," Devona said. "This program has been a blessing to me."

Building innovative programs to develop our workforce for the future.

Learn how students can access incentives with Mercy at mercy.org/EducationAssistance.



JEWEL & JIM PLUMB HEART CENTER

Quality care right at home

This section provides a transparent look into Mercy’s quality of care. We understand that, to patients, quality is determined by the success of the outcome and whether they had a good experience while receiving care. With that criteria in mind, 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.***



In fiscal years 2022 and 2023, Mercy Cedar Rapids received a five-star quality rating (the highest possible) from the Centers for Medicare & Medicaid Services.



Hospital Compare

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

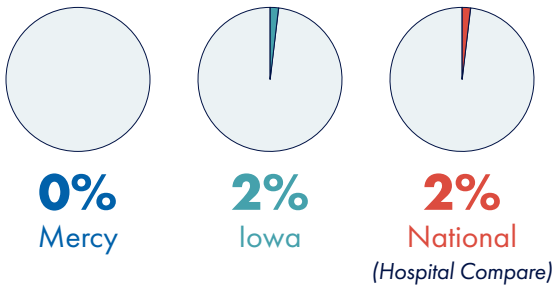
Quality care right at home

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 deliveries (*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 (one to two weeks), when a scheduled delivery wasn't medically necessary:

(Lower percentages are better, October 2021 through September 2022)

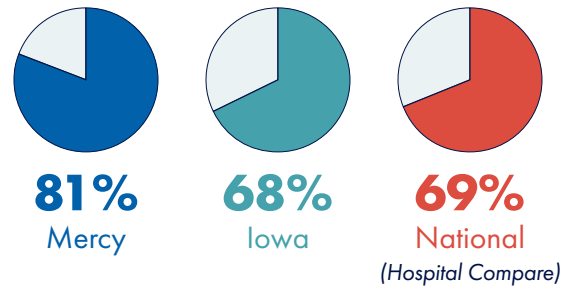


Stroke

With stroke, time loss 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 The Joint Commission.

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

(Higher percentages are better, October 2021 through September 2022)



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 nationally 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, July 2020 through March 2021)

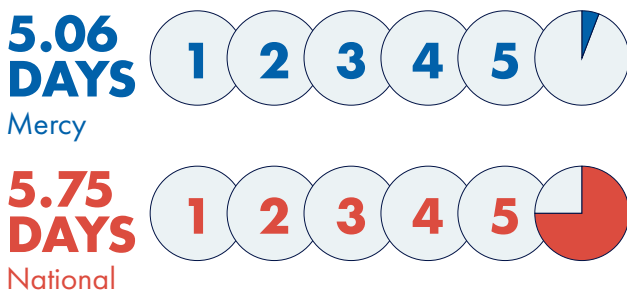


Faster recovery means a shorter hospital stay

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:

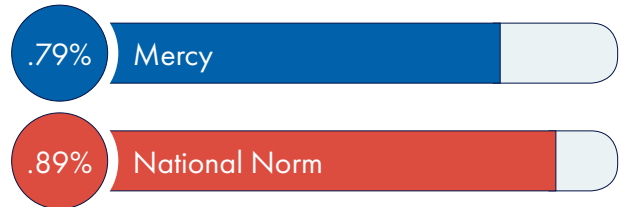
(Average lengths of stay for January 2022 through June 2023)*



*Vizient

Reducing hospital-associated infections

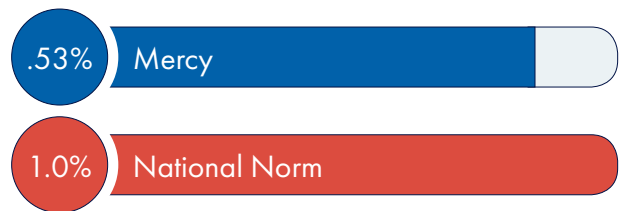
(A lower percent is better, January 2022 through June 2023)



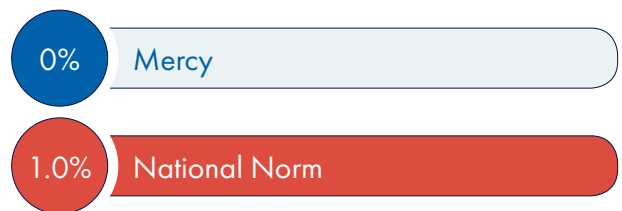
Reducing hospital-associated infections

(A lower percent is better, October 2021 through September 2022)

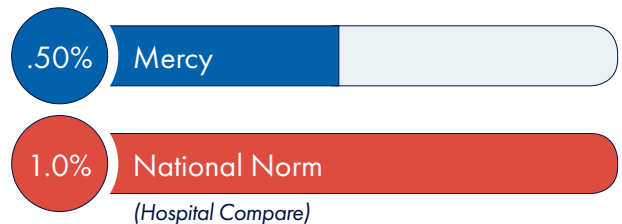
Central line-associated blood stream infection (CLABSI)



Catheter-associated urinary tract infection (CAUTI)



Clostridium difficile (C. Diff)



Quality care right at home

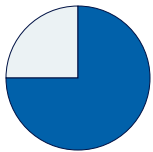
Safer care and quality patient experiences start with communication

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

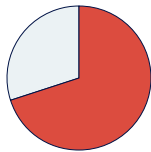
The best indication of quality is if patients would recommend the hospital. Approximately eight out of 10 patients would recommend Mercy.

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

(October 2021 through September 2022)



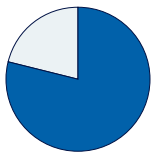
75%
Mercy



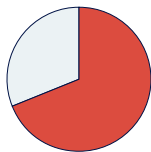
70%
National
(Hospital Compare)

Percentage of patients who would recommend the hospital (Response is "Definitely Yes")

(October 2021 through September 2022)



79%
Mercy



69%
National
(Hospital Compare)

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 than state and national results.

.93
Mercy

.95
Iowa

.99
National

Local, quality care at a more effective cost

Mercy is **2%** lower than the state average

Mercy is **6%** lower than the national average



MarginProbe® reduces re-excision rate for breast cancer patients

MarginProbe® technology is used during early-stage breast lumpectomy surgeries and allows surgeons to detect in real time whether there is any remaining cancer surrounding a removed lump, while simultaneously reducing doubt and the likelihood of a second surgery.

The national average for re-excision after a positive margin is between 20% and 30% for breast cancer. Notably, the re-excision rate for Mercy Surgical Oncologist, Vincent Reid, MD, FACS, was about 14% prior to MarginProbe. Since utilizing the MarginProbe, Dr. Reid’s re-excision rate has decreased to 4.5%.

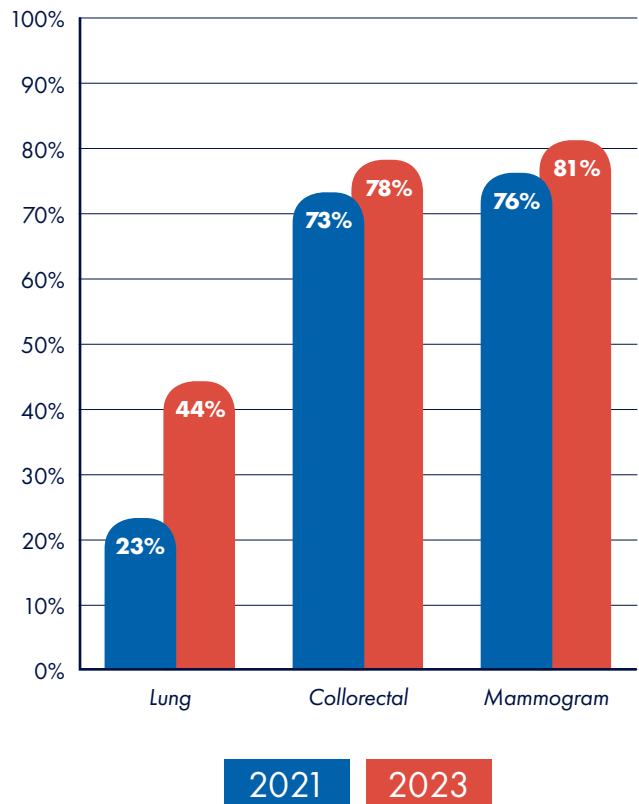
Hall-Perrine Cancer Center is the first hospital in Iowa to use MarginProbe.

Cancer screening rates improve

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 2021 and 2023)





Community is never more visible than during the Especially for You[®] Race, co-founded by Mercy and General Mills.

Health Equity & Community Partnerships

Health equity is the state in which everyone has the opportunity to attain their full health potential. The health of every individual is influenced by the conditions in the places where individuals live, learn, work and age. This includes social needs such as access to food, housing and transportation.

Our mission compels us to provide access to healthcare and to enhance the health of our community. With the creation of the hospital in 1900, the Sisters of Mercy were responding to the needs of the community at the time. Today, we continue their legacy through our commitment to advance health equity. This commitment involves building relationships of trust; better understanding the needs of our patients and communities; and partnering with the community to address these needs.

In the fall of 2022, Mercy created the position of Director of Health Equity and Community Partnerships to ensure focus on this critical work. Mercy then launched a multidisciplinary Health Equity Council as an organizing force to support and oversee projects and efforts related to Mercy's Health Equity Strategic Plan. The following section provides a snapshot of Mercy's health equity work.



Health Equity & Community Partnerships

We recognize that health outcomes are improved for individuals who have insurance coverage and access to health care providers. Additionally, when health conditions are detected early, it may be easier to treat or cure and enhance the individual's quality of life.

The *Especially for You*[®] (EFY) Race Against Breast Cancer

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 EFY Fund. The EFY race marked its 32nd year with a race held in October 2022 with 15,800 registrants from 540 cities in 40 states, raising more than \$499,500.



2022 *Especially for You*[®] (EFY) Race Against Breast Cancer



MercyCare Monticello

MercyCare Clinics

Mercy provided access to medical care in rural Iowa at MercyCare Mount Vernon, MercyCare Center Point and MercyCare Monticello by offering primary care services. Other specialists also traveled outside of Cedar Rapids to create easier access to patients, including:

- **Nephrology, Cardiology, General Surgery and Diabetes Education to MercyCare Tama**
- **Urology, Gastroenterology and Memory to MercyCare North Liberty**
- **Urology, Nephrology, Memory, Physical Therapy and Counseling to MercyCare Monticello**

Shiny Mathewkutty, MD
Mercy Cardiology Clinic

Sachin Goyal, MD
Mercy Gastroenterology Clinic





Breast Cancer Event

EFY hosted an awareness and education event on racial disparities in breast cancer in September 2022 at Coe College.



Insurance Access

Mercy has dedicated team members who assist uninsured patients in accessing insurance.



SHIIP

In calendar year 2022, Senior Health Insurance Information Program (SHIIP) volunteers **served 1,340 clients and saved Medicare beneficiaries \$388,504.**



Cancer Screening

Mercy increased the screening rates for breast, colon and lung cancers within our patient population. (See page 25.)



Sexual Assault Nurse Examiner Program

Mercy's Sexual Assault Nurse Examiner (SANE) program, which is 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 14 specially trained SANE RNs who are available 24/7. **Our SANE program averages approximately 45 exams or 250 hours of care to these patients annually.**



901 8th Ave. SE location on Mercy Medical Center's main campus

The Family Caregivers Center of Mercy

The Family Caregivers Center of Mercy has connected with **1,936 caregivers**, including 1,521 female caregivers and 424 male caregivers. Of these, 1,149 are caring for someone living with dementia and 265 are caring for someone with multiple chronic conditions. The Center also supports 875 spousal caregivers and 878 adult children caring for their parents. The Center has two locations – one on Mercy's main campus, as well as one in The Chris & Suzy DeWolf Family Innovation Center for Aging & Dementia.



Family Caregivers Center team inside The Chris and Suzy DeWolf Innovation Center in Cedar Rapids

Health Equity & Community Partnerships

We strive to understand our patients and community to help us provide better care.

Expanded Screening for Nonmedical Needs



Mercy expanded screening for nonmedical needs – such as food,

transportation, housing and violence – to 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 resources within the community.

Quality of Care



Mercy worked to collect race, ethnicity and language information from our patients. This information helps us improve the quality of care we provide and better understand the communities we serve.

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

HACAP



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.

Health Equity Fund



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

One nonprofit recipient shared, "To say we are over the moon is an understatement. This is such an enormous, game-changing gift as we build our mental health programming. We are so excited to be able to expand our services in this way to better meet the needs of those who need our help the most."





In-kind Space

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



Lab and Radiology 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). The number of patients seen by a Mercy provider at CHFC from July 2022 to June 2023 was 3,337.



Community Events

Mercy supported a number of community events, including the African American Museum of Iowa Gala, Big Brothers Big Sisters Bowl for Kids’ Sake, Cedar Rapids Pridefest and Variety – The Children’s Charity Radiothon.



Mental Health Supports

Mercy Family Counseling partnered with the Linn-Mar and Prairie school districts to place students on the fast track to mental health supports.



School-based Health Centers

Mercy offered Epic to the Cedar Rapids Community School District’s Metro Care Connection school-based health centers and the Community Health Free Clinic. Similarly, the Epic Training environment was offered to Kirkwood Community College for its nursing programs.

Health Equity & Community Partnerships

Our mission calls us to serve our neighbors in need.

Mercy's Joyful Giving

Each year, Mercy caregivers make donations to local organizations through Mercy's Joyful Giving campaign. This year, Mercy employees donated \$131,501 to the Catherine McAuley Center, the Mercy Medical Center Foundation, United Way of East Central Iowa and Variety – The Children's Charity.

A couple of recipients shared:

"My one-month-old son spiked a high fever and was screaming in pain. He ended up having viral meningitis and was hospitalized here at Mercy for four nights. I received medical bills that we had not budgeted for with being on maternity leave, having an unplanned c-section and my son's inpatient stay. I am grateful for the support."

"It means so much that people donated to take care of me when I suddenly needed support. I am grateful that Mercy was able to take the weight of some of the financial burden off my shoulders."

joyful giving

Mercy Medical Center Employee Giving Campaign



Circle the City with Mercy

Sister organizations Mount Mercy University, the Catherine McAuley Center and Mercy continued the tradition of spreading mercy in our community with Circle the City with Mercy – a one-day community service project. In July 2022, members of each organization worked with Take Away Hunger to put together 16,000 meal kits. The food was given to local families in need.

Day of Caring

Twenty-six Mercy staff members participated in United Way of East Central Iowa's Day of Caring in May 2023. Mercy volunteers helped community organizations with four different efforts, including installing a rain art project, preparing for summer campers at Camp Tanager, and planting and mulching at Bever Park and Prairiewoods.



Day of Caring

Head, Shoulders, Knees & Toes



In January 2023, 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.



Salvation Army Ringers

In December 2022, Mercy staff members rang the bell for the Salvation Army Kettle Campaign.

Hall-Perrine Cancer Center



In August 2022, Hall-Perrine Cancer Center provided 58 backpacks full of school supplies to kids touched by cancer, as well as 160 Thanksgiving

baskets in November 2022 for community members fighting cancer.



Mission Week 2022

Mission Week

During Mission Week, Mercy staff donated four linen carts and 10 flat beds full of supplies, as well as \$645 in monetary donations to St. John of the Cross Catholic Worker House, Waypoint and Willis Dady Homeless Services. This included items that each of the shelters relies on heavily to help their clients live each day. Items included toilet paper, paper towels, cleaning supplies, hygiene products, laundry soap and bedding.

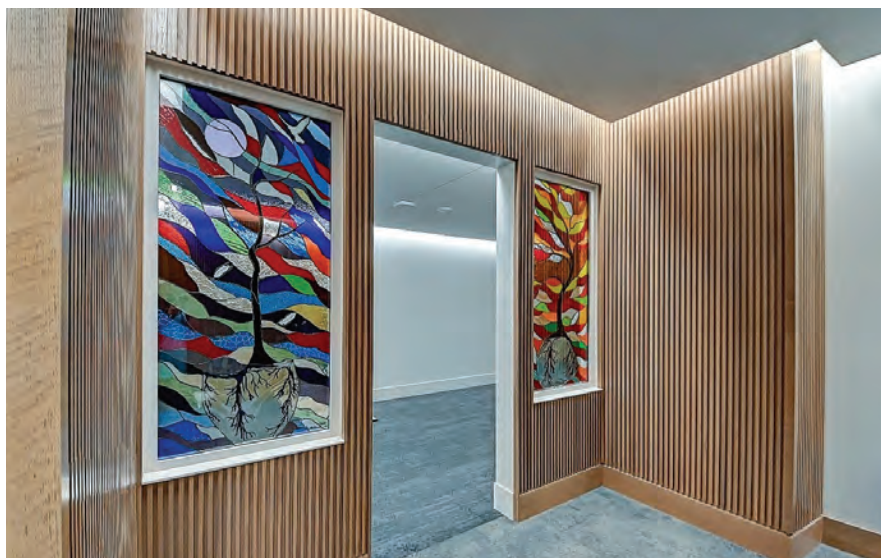
Foundation

The power of art

Mercy Foundation donors have supported many works of art to the hospital throughout the years. In the past year alone, donor support allowed for a sculpture at The Chris & Suzy DeWolf Family Innovation Center for Aging & Dementia; stained glass windows in the peace room at the Jewel & Jim Plumb Heart Center at Mercy; and a sculpture at the entrance of Hall-Perrine Cancer Center.



Metal sculpture artist Dale Merrill created this piece to represent the petals and stem of the vibrant red-orange sunflower that brands the Innovation Center. This artwork was graciously supported by Donna Oldorf.



Mercy worked with artist Sharon Burrows to create the special stained glass in the peace room at the Plumb Heart Center. The room features two windows – one symbolizing the sunrise and the other, representing the sunset – both with images of trees. Heart vessels and chambers are also represented in the tree roots. The Foundation is grateful to Dilla Cosgrove for her generous support of the Peace Room.

Gratitude matters at Mercy

When a patient makes a gift to honor a caregiver or department, it has a ripple effect that goes beyond the dollars. In fact, Grateful Patients heal, energize and inspire our entire healthcare organization.

Grateful Patient Giving is a meaningful way for patients and their families to recognize exceptional care and say thank you. In the last year, these gifts provided support for many things, including vein finders; vitals monitors; wheelchairs; equipment carts; beds; stretchers; recliners for open heart surgery patients; massage chairs; staff training and education; as well as special projects like the Plumb Heart Center and the DeWolf Family Innovation Center for Aging & Dementia and more.



Scan the QR code to hear directly from our care team on what Grateful Patient Giving means to them in the short video.

Exposure to art aids in healing and reducing feelings of stress and anxiety. Furthermore, displaying art in a healthcare setting helps patients overcome pain while also having positive effects on visitors and healthcare workers.



The “Arc of Peace” sculpture was dedicated in celebration of the 10th anniversary of Hall-Perrine Cancer Center. The installation of this artwork brought to fruition a vision set forth by Mercy donor and Board of Trustees member Mary Quass, who is also a breast cancer survivor. She and three other generous donors funded the sculpture.

Artist Lorri Acott is known for her large public art installations. The sculpture depicts a woman reaching upward with extended arms as she holds an arch of origami cranes. Her long legs signify overcoming life’s challenges. The “Arc of Peace” was intentionally installed to face the building, making it visible to patients receiving cancer infusion treatments.

Family Caregivers Center connection

Living with dementia feels isolating so Gary Crandall joined a unique group. Mercy’s Family Caregivers Center started a pilot discussion group for those living with early-stage dementia in 2023. Gary, who is living with Parkinson’s and Lewy Body Dementia, is part of this circle. After he was diagnosed in 2021, his wife, Mary, began attending support groups and meetings through the Family Caregivers Center in 2022.

“It has been just a lifesaver,” Mary said.

“Absolutely no judgement ever. Total acceptance. When Gary’s symptoms became more prominent, I recognized I needed help.”

The Crandalls saw how connecting with others through the Family Caregivers Center helped Mary navigate her role as his care partner.

“She was getting frustrated because I’m doing things that I have never done or don’t normally do,” Gary said to Mary with a smile. *“You were calmer after going to the classes.”*

Gary sought a group that would understand his experience. The Family Caregivers Center staff invited him to join a discussion group for those living with early-stage dementia. He found the camaraderie with the five other participants to be quite beneficial.

“The longer we’re together, the more apt we are to get down to the nitty gritty and not be embarrassed by the reaction people may give,” Gary said. *“It’s nice when someone is talking with you and shares the same problem. They can share ways they’ve navigated those issues.”*

“This is the most valuable resource Cedar Rapids has for this population, and everything is free,” Mary said. *“So many people I talked to from other cities, they are lost. This is such a blessing for our community. I can’t speak highly enough about it.”*

This past fiscal year, 418 counseling and emotional support sessions were provided and more than 2,800 caregivers received support. This free service changes relationships for the better and aids in navigating the evolving environment inherent in living with dementia.

Rising to the Challenge

Thank you for reading this report.

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

Join our commitment to give back; visit mercyare.org/donate to make a gift.



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