



A Legacy of Leading...

Building the
Future of
Healthcare



Annual Report 2022
Mercy Medical Center
MercyCare Community Physicians

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This past fiscal year, like many before it, is one in which the Mercy community should take great pride in when reflecting on all that has been accomplished. While our necessary and ongoing response to the COVID-19 pandemic has shifted to – for the most part – more predictable and manageable cycles, we continue moving forward, building on our legacy of leading healthcare for our community.

We continue adapting to the ever-changing healthcare environment to address needs today and prepare for the future. We have forged ahead with momentum in areas where the need is forecasted to grow, including the building of HallMar Village and the Jewel & Jim Plumb Heart Center at Mercy – both cornerstone projects to serve the needs of many for decades to come. In this report, you’ll also see evidence of our continued quality, including national recognition for the care provided by our outstanding medical team and staff.

It’s our team members that bring *The Mercy Touch*® to life; they are the heart and soul of Mercy and MercyCare. We are fortunate to have many dedicated members of our team serving your health needs with skillful knowledge and a personal approach that is unlike any other care environment. This report showcases many of those outstanding individuals making a difference.

This fiscal year, in particular, I find myself reflecting on the considerable legacy of Mercy and even more, its promising future. In February, I announced

my planned retirement for December 2022. Mercy is well-positioned today and for the foreseeable future to serve our community, just as it has for the last 122 years. I am very optimistic for the future and have complete confidence in Mercy’s success in delivering *The Mercy Touch* for decades to come, led by Dr. Timothy Quinn, who was named my successor beginning January 2023.

On a personal note, I’d like to express my deep gratitude to the communities we serve. It’s a privilege to support your health needs. Your support has always inspired our work.

The mission of Mercy remains strong. Building upon this past year’s success, I am excited to see the innovative ways in which Mercy remains a pillar within the community, engaging in the mission set by our founders, the Sisters of Mercy, to care for the sick and enhance the health of the communities we serve.

Sincerely, Tim

Timothy L. Charles
President & CEO

MERCY By the Numbers

Number of Employees	Medical Overview		Financial Overview	Community Expenditures
<p>2,873 Total</p>			<p>\$471,478,000 Total</p>	<p>\$48,380,000 Total <i>(Including care of the uninsured and underinsured)</i></p>
<p>2,432 Mercy Medical Center</p>	<p>558,931 Outpatient Visits</p>	<p>10,231 Inpatient Discharges</p>	<p>\$250,517,000 Salaries/Benefit Payroll Taxes</p>	<p>\$28,080,000 Costs in Excess of Medicare Reimbursement <i>(Costs of providing the services less the amounts received from Medicare)</i></p>
<p>101 Mercy Physician Associates</p>			<p>\$188,253,000 Supplies/Other Expenses</p>	
<p>340 Mercy Physician Services</p>	<p>257,659 MercyCare Community Physicians Clinic Visits</p>	<p>92,646 MercyCare Urgent Care Visits</p>	<p>\$26,395,000 Depreciation</p>	<p>\$12,580,000 Costs in Excess of Medicaid Reimbursement <i>(Costs of providing the services less the amount received from Medicaid)</i></p>
	<p>63,294 Emergency Visits</p>	<p>28,952 Pediatric Clinic Visits</p>	<p>\$1,061,000 Professional Fees</p>	<p>\$2,298,000 Other Community Benefit <i>(Includes subsidized health services, care provided at a loss and financial contributions to nonprofit organizations)</i></p>
	<p>11,861 Hall Radiation Center Treatments</p>	<p>23,054 Women’s Center – Mammographies</p>	<p>\$5,252,000 Interest</p>	<p>\$4,990,000 Free Service <i>(To patients who meet Mercy’s free-servicing guidelines)</i></p>
	<p>13,354 Surgery Cases</p>	<p>749 Births</p>		<p>\$1,119,000 Physician Education</p> <p>\$1,551,000 Property Taxes & Medical District Assessment</p>

Serving the Community: A Legacy of Innovation & Growth Continues



Two Mercy employees receive Iowa Hospital Education and Research Foundation scholarships



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

July through September

- Mercy recognized by Wellmark Blue Cross and Blue Shield® with a Blue Distinction® Center+ for Maternity Care designation
- Two Mercy employees receive Iowa Hospital Education and Research Foundation scholarships
- Free prostate cancer screening for men who are uninsured, underserved and/or do not have a primary care physician
- MercyCare & Mount Mercy University partner to bring clinic to campus



- **Kathy Good** named Director of The Chris & Suzy DeWolf Family Innovation Center for Aging & Dementia. The Innovation Center is a unique place – a learning center – open to anyone. It’s an engaging environment where discovery and demonstration seeks to improve the lives of aging individuals and those living with dementia.



MercyCare & Mount Mercy University partner to bring clinic to campus



Mercy breaks ground on Jewel & Jim Plumb Heart Center at Mercy



Mercy breaks ground on Jewel & Jim Plumb Heart Center at Mercy

Mercy broke ground on its long-envisioned facility dedicated to advanced heart and vascular care on September 23, 2021.

The Plumb Heart Center is scheduled to open in 2023. It’s designed to be Linn County’s largest and most comprehensive such facility, offering integrated, patient-centered care and state-of-the-art technology. The Plumb Heart Center will bring 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. Constructed across the street from Mercy – off of 8th Ave. SE – the Center will include an increasing number of heart-focused specialty clinics designed to provide education, ongoing assessments, and individual care plans, including clinics for heart failure, A-Fib, heart valve disorders and more.

HallMar Village continues construction

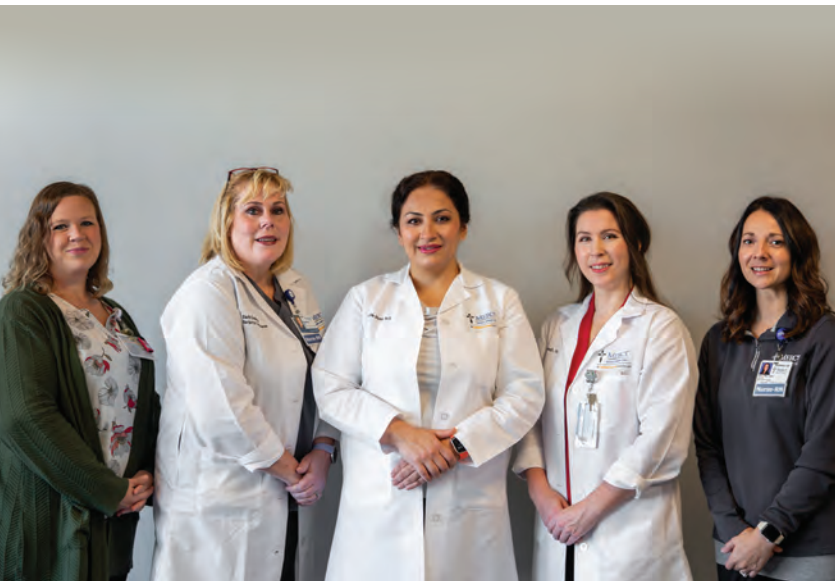
The senior living community partnership between Mercy and Presbyterian Homes & Services is scheduled to be completed in the fall of 2023. HallMar Village will provide a full range of housing and services for the rapidly growing population of older adults in the region. When complete, HallMar Village will be an advanced, medically integrated community – including innovative, specialized care for those living with dementia – and provide healthy living unlike other options available. Senior Housing Partners, the project development arm of PHS, is the developer. HallMar Village will be situated on 42 acres of land in northeast Cedar Rapids – east of the C Ave. Extension and northeast of Robins Road – at 9000 C Ave. NE.

In addition to a long-term care community, HallMar Village will also include independent living and residential apartments, as well as an expansive town center with a chapel; dedicated community room; conservatory with plants and natural light year-round; restaurant-style dining and a casual bistro; state-of-the-art wellness center; salon/spa and a theater. Outdoor features will include patios, gardening space and walking trails.

The community will also incorporate the grounds of the former Echo Hill Presbyterian Church, which will now be The Chris & Suzy DeWolf Family Innovation Center for Aging and Dementia. The DeWolf family provided the \$2 million lead gift for the project, citing the Center’s potential to transform the lives of individuals living with dementia. The Innovation Center will be a hub of research, training and education, where best practices in aging and dementia are discovered, tested and evaluated to help those living with chronic conditions, including dementia, live their lives with purpose.

As of May 2022, the following had been constructed for HallMar Village: Level 1 wall framing, Level 2 floor framing and pool area foundation in the Village Center area; foundation walls and under-slab plumbing in the memory care and assisted living area; footings and foundation wall work in the care center area; wall framing, roof trusses, shingling, plumbing, electrical and sprinklers in independent living areas.

For more information, please contact Jennifer Jiruska at jjiruska@seniorpartners.com.



Bariatric Surgery team led by Sajida Ahad, MD, FACS



Especially for You® Race Against Breast Cancer marks 31st year



Open Heart team

October through December

- **Especially for You® Race** celebrates 31 years with nearly 13,000 participants. Voted the area's Best Race/Walk by the *Corridor Business Journal*, the EFY Race continues to make a difference locally in the fight against cancer by raising funds for individuals unable to afford breast cancer screenings and other support services and to educate individuals on the importance of early detection.
- Mercy earns **national recognition** for excellence in stroke care. The American Heart Association awarded Mercy the 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.
- Mercy earns highest recognition from **Most Wired**, which recognizes its advanced technologies in supporting patient care.



- Mercy Bariatric Surgery Clinic achieves accreditation for quality metabolic and bariatric care. As the only Cedar Rapids hospital to achieve this accreditation and one of only nine in Iowa, the accreditation means that patients seeking surgical treatment for obesity and its related conditions have a high-quality choice for receiving care at a program that meets the highest standards for patient safety and quality.
- Mercy named one of nation's **50 Top Cardiovascular Hospitals** by **Fortune & IBM Watson Health** for leading heart care and quality outcomes. "We are exceptionally proud of this recognition," said Mercy Cardiothoracic and Vascular Surgeon, C.C. Lee, Co-Medical Director of The Plumb Heart Center at Mercy. "It's a reflection of our dedicated team of providers and our positive patient outcomes."



January through March

- Mercy's open heart program once again recognized with distinguished **Society of Thoracic Surgeons three-star rating**. This is the *highest* rating possible; this distinction is earned by less than 10% of open heart programs in the U.S.



Education assistance program

- Mercy's President & CEO, **Tim Charles**, announces planned retirement after 19 years at Mercy and 46 years in healthcare. The past two decades of achievement represent a number of hallmarks of his visionary leadership, including growth and evolution across multiple service lines; achieving national recognition for quality; and tripling Mercy's asset value – all driven by an accomplished team and guided by the spirit of the Sisters of Mercy.
- Mercy and Mount Mercy University announce **education assistance program** to jumpstart nursing careers to address the nursing profession shortage. This innovative program provides financial assistance while allowing RN students real-time experience/training while completing their education.



Mercy IRU



Mercy receives grant from Variety – the Children’s Charity



Hall-Perrine Cancer Center 10th anniversary & Cancer Survivors Day

April through June

- Mercy’s Inpatient Rehabilitation Unit receives **Top Performer Award**
- Hall-Perrine Cancer Center accredited by **American College of Radiation Oncology**
- **Mercy endoscopy unit** recognized for quality & safety. Mercy’s Gastroenterology Clinic providers and endoscopy team earned this recognition by the American Society for Gastrointestinal Endoscopy for demonstrating a commitment to patient safety and quality in endoscopy by meeting the program’s rigorous criteria in areas such as quality assurance, CDC infection control guidelines and endoscopy staff competency.



- **Mercy names incoming President & CEO – Timothy Quinn, MD, effective January 1, 2023.** Current President & CEO, Timothy Charles, said, “Dr. Tim Quinn is an exceptional leader. I selected him as President of Clinic Operations in 2009 given my assessment of his strengths and potential, as well as in recognition of the trend toward physicians assuming top leadership roles within the very best health systems across the nation. His success led to a subsequent promotion to Executive Vice President & Chief of Clinical Operations. Having worked closely with him for many years, I have complete confidence in his ability to build on Mercy’s success. Of greatest importance, I am assured of his dedication to the mission of Mercy and the legacy of the Sisters of Mercy.”



Mercy endoscopy unit led by Ujjwal Kumar, MD; Bhavya Akhauri, MD; Barakat Altamimi, MD; and Sachin Goyal, MD

- Mercy receives grant from Variety – the Children’s Charity to support the advancement of Mercy’s technology. The \$19,000 grant funded items for Mercy’s Birthplace & NICU, including an IntelliVue X3 Patient Monitor and two GE Bilirubin Spot Lites.
- Mercy installs latest **3D breast specimen imaging technology** to help breast cancer surgeons identify tumors more easily during lumpectomy procedures.



3D breast specimen imaging technology

- Hall-Perrine Cancer Center celebrates **10th anniversary & Cancer Survivors Day** See page 26 for more information on the importance of the Center’s milestone among Mercy’s legacy for leading cancer care.
- Mercy & Coe College announce **Earn & Learn education assistance program** to jumpstart nursing careers, expanding Mercy’s innovative partnerships with local area colleges and providing new avenues of building a nursing workforce for the future while serving patient needs today.
- During fiscal year 2021-2022, Mercy hired 30 new providers, including Psychiatrist Martin Carpenter, MD; Urologist Matthew Ferroni, MD; Electrophysiologist Mark Milton, MD; and Neurosurgeon Stephen Schopick, MD.



Stephen Schopick, MD

Quality

Quality Care at Home

This section provides a transparent look into Mercy's quality of care. We understand that, to patients, quality is determined by the success of the outcome and whether they had a good experience while receiving care. With that criteria, we share illustrations of Mercy's ability to deliver quality care and meet national standards at a local level.

While there are hundreds of measures available to evaluate quality, we focus on areas aligned to the Institute for Healthcare Improvement's Quadruple Aim and its four central points: improving the patient's experience, the clinician's experience, the health of populations and reducing the cost of healthcare.

In fiscal year 2022, Mercy Cedar Rapids again received a five-star quality rating (the best 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).



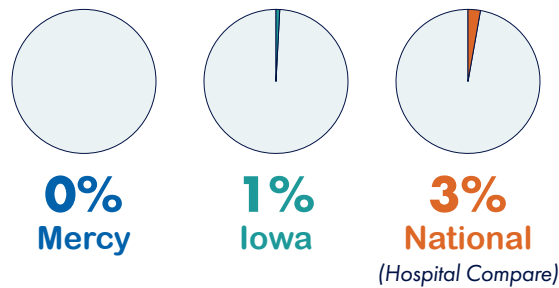
Quality

Labor & Delivery

Mercy Birthplace & NICU follows best practices and strategies that foster optimal care for both mom and baby. One of those best practices is to avoid elective C-section (including labor prior to 39 weeks gestation without medical necessity). In fact, Mercy Birthplace outperforms Iowa and the U.S. when it comes to avoiding elective early deliveries.

Percentage of mothers whose deliveries were scheduled too early (1 to 2 weeks), when a scheduled delivery wasn't medically necessary:

(Lower percentages are better, July 2020 through March 2021)

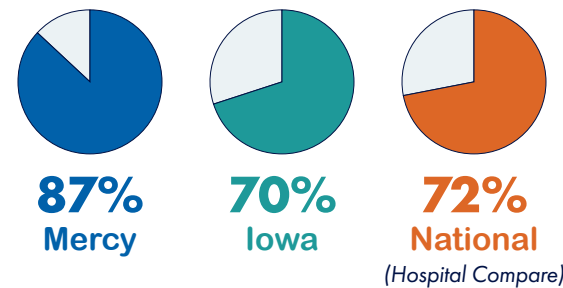


Stroke

With stroke, time lost is brain lost. Identifying and treating stroke efficiently and safely is critical. Mercy's ability to outperform state and national averages supports our Stroke Certification from 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, July 2020 through March 2021)



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)

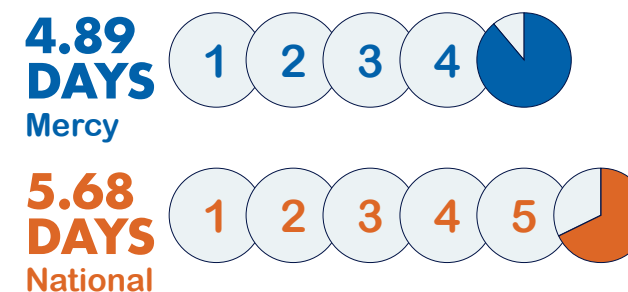


Faster recovery means a shorter hospital stay

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 July 2021 through June 2022)¹



¹Vizient

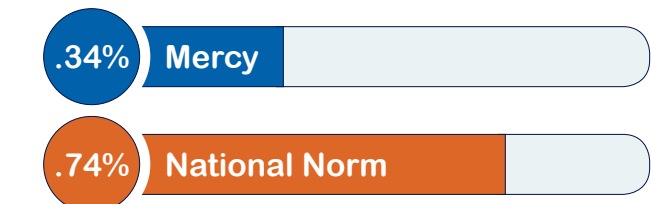
Reducing hospital associated infections

(A lower percent is better, October 2019 through March 2021)

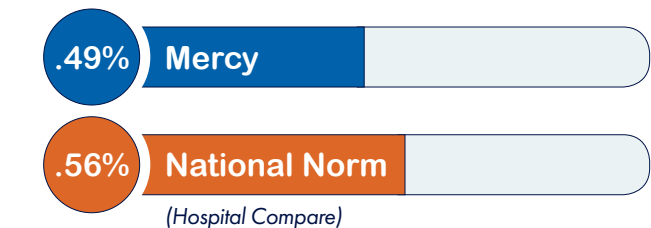
Central line-associated blood stream infection (CLABSI)



Catheter-associated urinary tract infection (CAUTI)



Clostridium difficile (C. Diff)



Quality

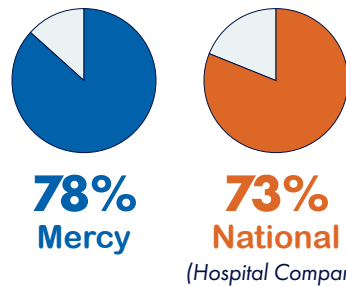
Safer care and quality patient experiences start with communication

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.

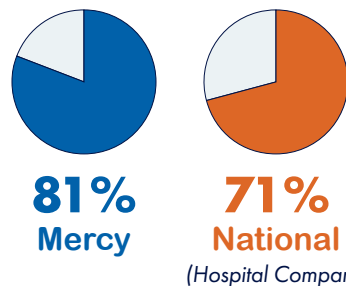
Percentage of patients who would rate the hospital a 9 or 10 (On a scale of 1-10)

(July 2020 through March 2021)



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

(July 2020 through March 2021)



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.



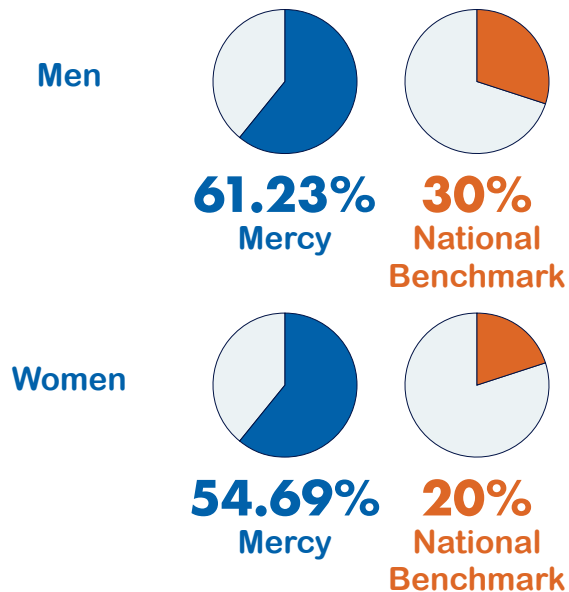
Local, quality care at a more effective cost

Mercy is **3% lower than the state average** Mercy is **6% lower than the national average**

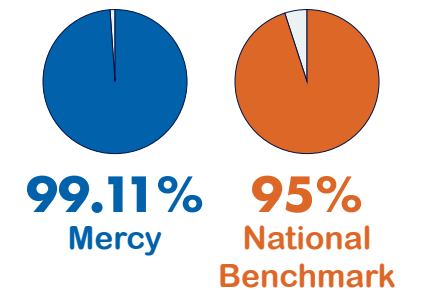
Mercy Gastroenterology Clinic

Mercy Gastroenterology Clinic has been recognized for quality and safety by the American Society for Gastrointestinal Endoscopy's (ASGE) Quality Endoscopy Unit Recognition Program. The following graphs compare Mercy Gastroenterology Clinic's rates to the national average.

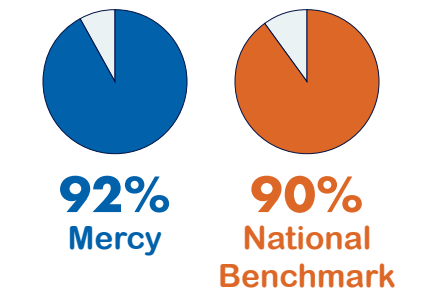
Precancerous polyp detection rate for unit in screening colonoscopy patients between 50-70 years of age: (Precancerous polyp can lead to cancer)



Cecal Intubation Rate for Entire Unit:



Quality for bowel preparation documented:



Average withdrawal time: (Mercy obtains the optimal time that allows for a thorough review while not burdening the patient beyond necessary time frames.)



Quality

Early-stage breast cancer detection

Diagnosing breast cancer at an early state increases a positive outcome for patients. Mercy continues to be proactive in providing state-of-the-art technology and best practices in the diagnosis, treatment and care of breast cancer patients. In fact, Mercy has exceeded national statistics in the diagnosis of breast cancer at its early stages. The combined specialists in breast cancer care and treatment at Mercy will continue to recommend annual mammographic screening for women at age 40. This practice has been shown to:



Decrease mortality from breast cancer (death rate)

**Data from the National Cancer Data Base (NCDB)/Commission on Cancer (CoC)*



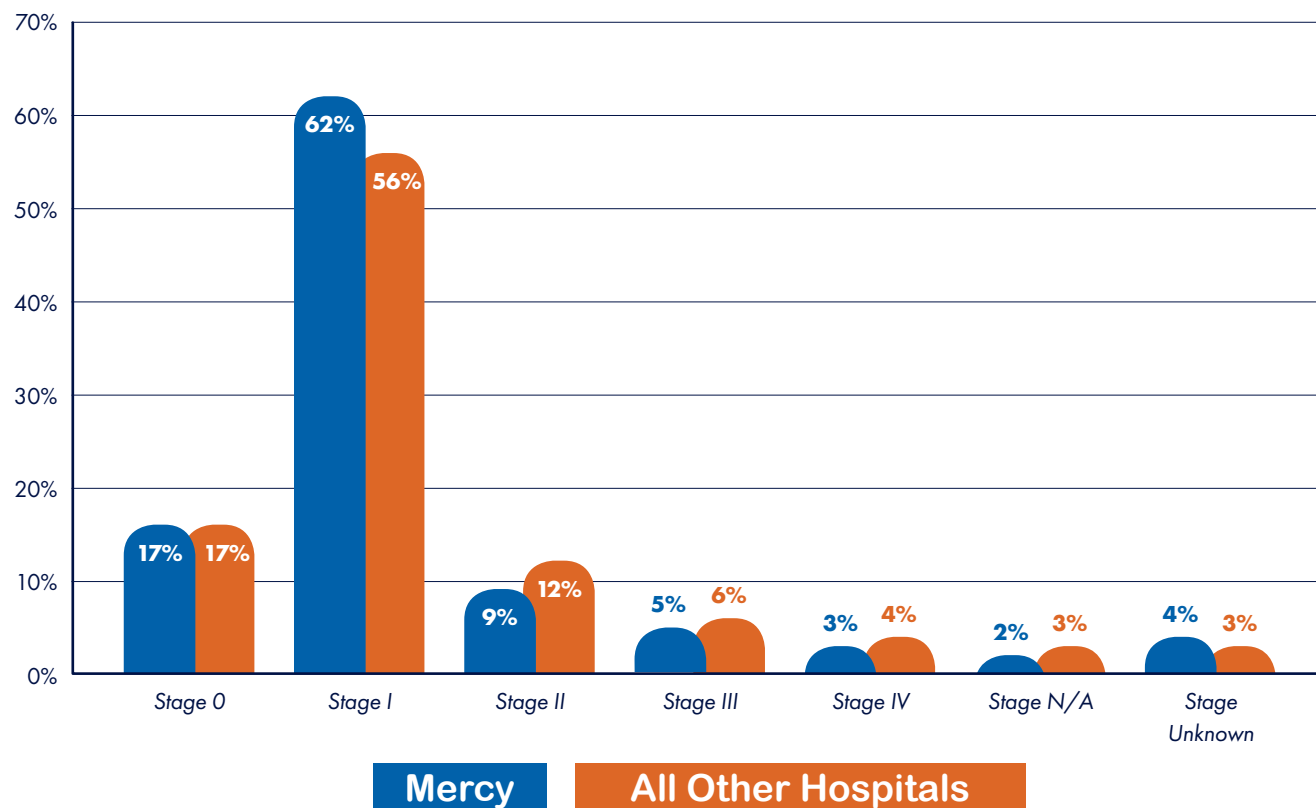
Decrease morbidity (intensity of treatment)



Increase the rate of diagnosis of breast cancer at the earliest stages

Stage of breast cancer

(Diagnosed in 2019, 2020 at Mercy Medical Center vs. All Types Hospitals in All States)

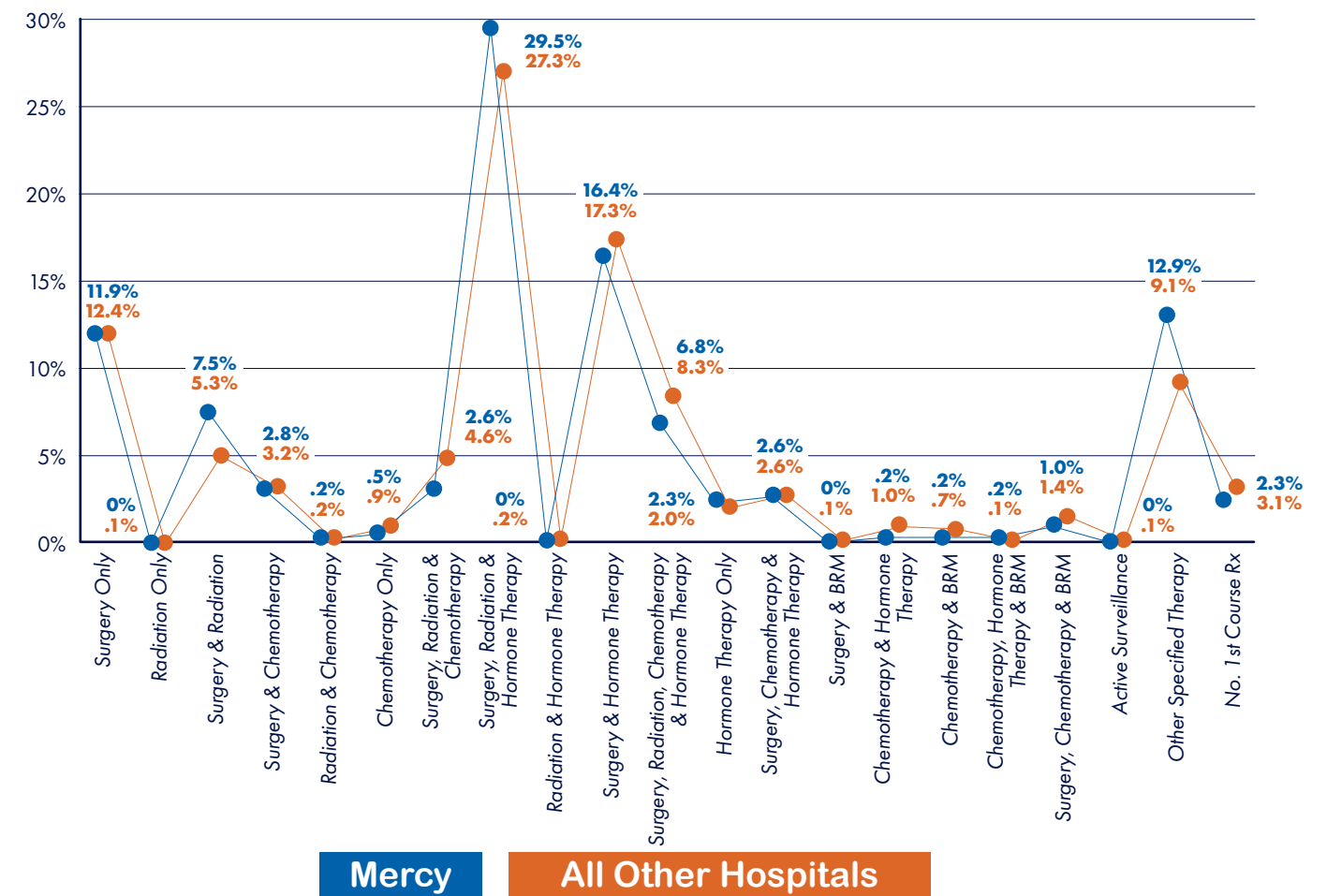


First course of treatment of breast cancer

(Diagnosed in 2019, 2020 at Mercy Medical Center vs. All Types Hospitals in All States)

To improve patients' comfort and health, Mercy uses technology to locate the tumor. This allows for a less-invasive surgery, while maintaining confidence that we removed all the cancer.

**Data from the National Cancer Data Base (NCDB)/Commission on Cancer (CoC)*

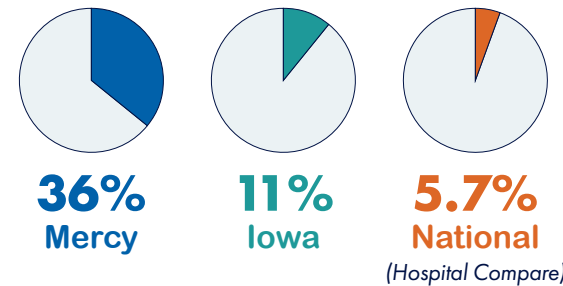


Quality

Lung Cancer Screening

At Mercy, we work diligently to improve our lung cancer screening. We're proud to be above the average rate.

**Data from the American Lung Association*



Advanced Prostate Cancer Detection

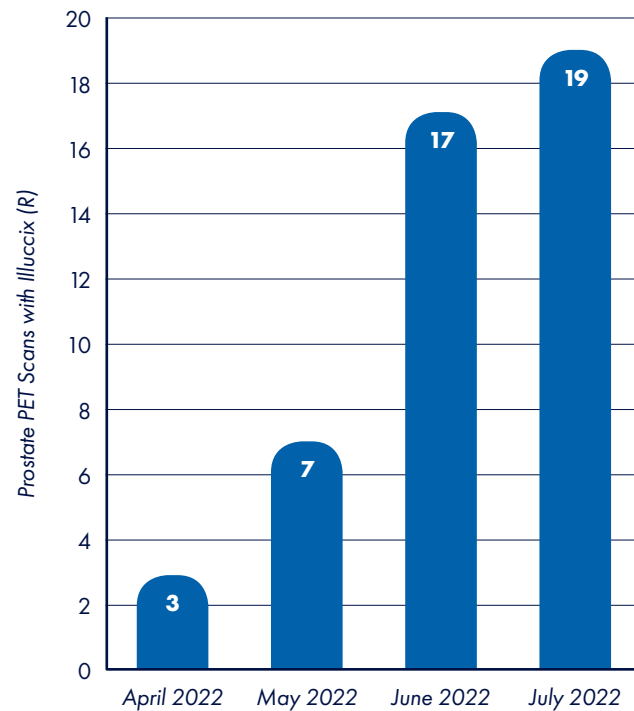
On April 18, Mercy became the first healthcare organization in Cedar Rapids to receive Illuuccix®, the newly FDA-approved, prostate-specific radioisotope for PET/CT scans.

The prostate cancer imaging tool is specified for use in prostate cancer patients when providers suspect that the cancer may have spread or recurred. It works by binding to malignant prostate cancer cells and emitting a signal that is then picked up by the scan. The composition of Illuuccix also simplifies its administration and, as a result, improves patient access through more flexible scheduling.

Since it was made available, Mercy has performed more than 45 of these important studies, which is more than any other organization in Eastern Iowa.

Mercy Cedar Rapids Illuuccix PSMA Prostate PET/CT Scan Monthly Exam Volume

(Diagnosed in 2019, 2020 at Mercy Medical Center vs. All Types Hospitals in All States)



Prostate PET

Community

Enhancing the Health of the Communities We Serve

With the creation of the hospital in 1900, the Sisters of Mercy responded to the needs of the community they were called to serve. Today, that same call to address local needs is answered through Mercy's work to support our community.

The following section provides a snapshot of how Mercy continues to provide access to care and address needs in the community.

Especially for You®

The Especially for You® Race Against Breast Cancer supports free mammograms, as well as breast-care and gynecological services, for area individuals in need through the Especially for You Fund. The EFY race marked its 31st year with a race held on Oct. 3, 2021, with 12,806 registrants from 483 cities in 37 states, raising more than \$385,000.



Community

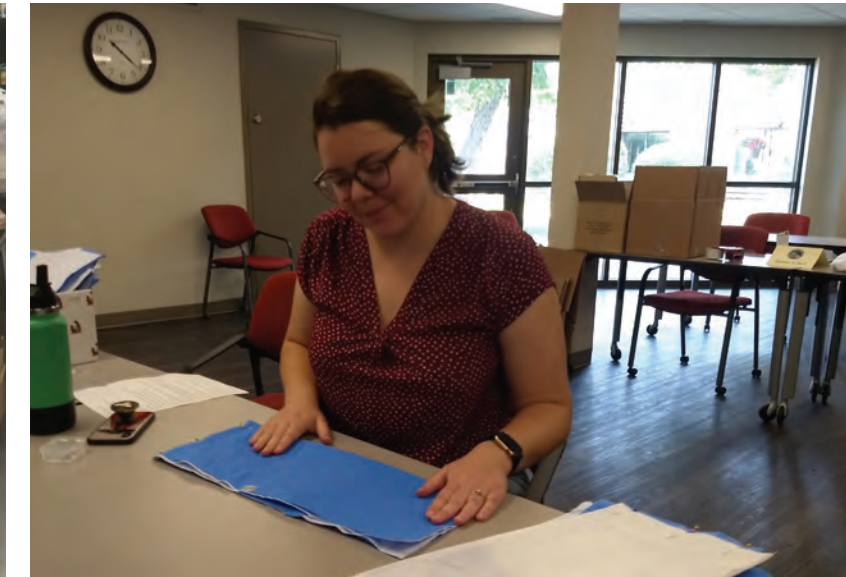
Health Equity

The health of every individual is influenced by the conditions in the places where individuals live, learn, work and age, along with their socioeconomic status and race. Mercy recognizes the significant downstream influence of community conditions on an individual's health. So, to advance health equity, Mercy established the Health Equity Fund and provided support to eight local nonprofit organizations with initiatives focused on addressing access to behavioral health services, food insecurity, and safe and affordable housing. In FY22, Mercy expanded screening to assess patients for nonmedical needs, such as food, transportation, and housing. Patients who identify as having a need are connected to resources within the community.

- Mercy partnered with HACAP Food Reservoir as part of the Food is Medicine 2 project. As part of this effort, Mercy screened patients for food insecurity during visits with healthcare providers and provided access to nutritious food at the healthcare visit for patients who screened positive for an immediate need for food. Patients who screened positive for food insecurity are provided a food box and connected to other community resources.
- In partnership with the Catherine McAuley Center and Linn County Public Health, Mercy participates in new refugees' initial health assessments by collecting labs and radiology services.
- Mercy Family Counseling partners with Linn-Mar and Prairie School Districts to place students on the fast track to mental health assistance.
- Mercy provided in-kind lab, radiology and providers to the Community Health Free Clinic (CHFC). Mercy providers saw 4,085 patients at the clinic from July 2021 to June 2022. Additionally, Mercy partnered with CHFC to offer outreach and screenings for prostate cancer, colon cancer and breast cancer.
- Mercy offers Epic to the Cedar Rapids Community School District's Metro Care Connection school-based health centers, as well as the Epic training environment to Kirkwood Community College for its nursing programs.
- Efforts to address social determinants of health and advance health equity were added to Mercy's strategic plan, and Mercy's Board of Trustees established a task force to study and address health equity.



Mercy's Information Services donates to McKinley Middle School during the Christmas season.



Circle the City with Mercy

Mercy raised funds for McKinley STEAM Academy

As part of McKinley STEAM Academy's Starting Food Drive, Cold Weather Drive and efforts to provide for families in need during Christmas in general, Mercy's Information Services team donated food, clothing and supplies. For example, to help families in need during Christmas, Information Services gave 30 bags of each of the following: boxed stuffing mixes; jars of gravy; five-pound bags of potatoes; packages of rolls; and pies and packaged cookies.

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 2021, members of each organization put together a combined 500 shoe coverings and donated them to Olivet Neighborhood Mission. The shoe coverings are made from blue wraps from Mercy's surgical areas, where they are used to wrap sterile instrument trays. The purpose of these shoe coverings is to help people who are out in the elements to keep their feet dry.



Drive collection brings warmth to area homeless individuals.

Drive collection brings warmth to area homeless individuals

In January 2022, 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 the growing number of homeless individuals in our community get through the winter. Altogether, five linen carts of winter gear was donated by Mercy staff and volunteers.



Hall-Perrine Cancer Center provides backpacks and Thanksgiving baskets for individuals fighting cancer.

School Supplies and Thanksgiving baskets

In August 2021, Hall-Perrine Cancer Center provided 35 backpacks full of school supplies to kids touched by cancer and provided 162 Thanksgiving baskets in November 2021 for community members fighting cancer.

Community



In December 2021, Mercy staff members rang the bell for the Salvation Army Kettle Campaign.

Mercy Mission Week

During Mission Week, Mercy staff donated three linen carts and six flat beds full of supplies, as well as almost \$2,000 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 rely on heavily to help their clients live each day. Items included toilet paper, paper towels, cleaning supplies, hygiene products, laundry soap and bedding.



Mercy Mission Week



Hope Blooms

Mercy topped corporate sales for Hope Blooms, raising \$4,595 for Gems of Hope – a nonprofit organization that offers gifts of jewelry mounted on inspirational cards to cancer patients.



The Family Caregivers Center of Mercy

The Family Caregivers Center of Mercy has connected with 1,661 family caregivers, including 1,291 female caregivers and 370 male caregivers. Of these, 937 are caring for someone living with dementia and 235 are caring for someone with multiple health issues. The Center supports 767 spousal caregivers, while 743 are adult children caring for their parents.

The Mercy Touch Plan

The Mercy Touch Plan, which focuses on following up with caregivers who made initial contact with the Caregivers Center, began in May 2022.



Day of Caring



Almost 500 Mercy volunteers donated more than 75,000 hours of service.



Cancer Survivors Day

Cancer Survivors Day

The annual Cancer Survivors Day celebrated 700 community members, including Joyce (pictured left), who has been cancer free for 10 years. When coming to Hall-Perrine Cancer Center's Survivors Day celebration, she donated this plant to the medical oncology team in appreciation for getting and keeping her well.

Day of Caring

Thirty-six Mercy staff members participated in United Way of East Central Iowa's Day of Caring in May 2022. Mercy volunteers helped community groups with four different projects, including painting, an outdoor beautification project and cleaning out vans for Horizons/NTS.

Senior Health Insurance Information Program

In calendar year 2021, Senior Health Insurance Information Program (SHIIP) volunteers saved Medicare beneficiaries \$488,009.13.

Community

Mercy's Joyful Giving campaign

Each year, Mercy caregivers make donations to local organizations. Commitment to Community was rebranded to Joyful Giving – celebrating the true joy that lies in giving without the expectation of receiving something in return.

A few employees shared:

“I am just embarrassed to ask for help because I work and shouldn't need help. But, right now, I really do. I will get back on my feet, but this is a rough time. Thank you from me and my family.”

“The money from the fund helped my family so much in a really hard time. I tried other places, and I didn't qualify because of my income. But, we were still in trouble. God bless you all.”

The campaign raised \$68,899.39, which was split between the Mercy Foundation, Variety-The Children's Charity, United Way and the Catherine McAuley Center. This is one example of the philanthropic support we provide to nonprofit organizations as part of our commitment to enhancing our community.



Hall-Perrine Cancer Center celebrates 10-year anniversary in June 2022

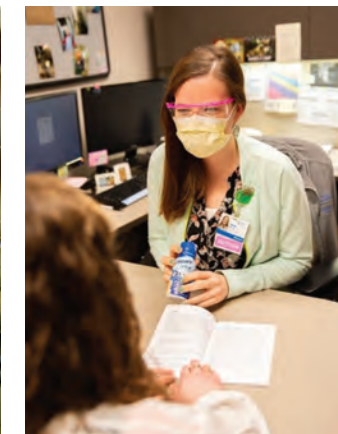
While Mercy's cancer journey really took off in 1956 with the first community hospital-based cobalt therapy unit west of the Mississippi, a hallmark moment was the completion of the Hall-Perrine Cancer Center in 2012. This milestone was critical as it established the first dedicated facility in Cedar Rapids with all oncology specialties located together under one roof and tied directly to the Hall Radiation Center.

Ten years later, we can reflect on its growth: access to the latest technologies, treatment options and patient-centered comforts that have made it a truly special place.

Because of our Cancer Center staff, we're able to provide quality cancer care for our community, including high-risk cancer genetics services; clinical trials and research; and a Multidisciplinary Clinic that allows patients to see all their doctors in one visit.

We continue to adopt the newest technology offerings, including state-of-the-art radiation treatment options, so we can maintain our position on the forefront of the evolution of cancer therapies. By staying on the front end of changes in oncology, we will continue to provide the highest quality of cancer care. The Hall-Perrine Cancer Center is making a difference today, but, it's also poised to continue Mercy's legacy of leading cancer care well into the future. Our medical team's leadership and commitment to excellence provide a vision for the latest innovations to ensure we continue influencing the lives of patients for generations to come.

The Hall-Perrine Cancer Center is excited to celebrate this milestone and looks forward to continuing to provide forward-thinking, innovative cancer care.



Foundation



Plumb gift moves new heart center forward

A reflection by Darrel Morf, Mercy Medical Center Board of Trustees Member and Mercy Foundation Board Member

I am pleased to have been asked to share a brief reflection on Jewel and Jim Plumb. I had the honor of working with Jewel and Jimmy, as Jewel called him, for many years and they were very special people – humble, unassuming, caring and generous. Interestingly, the Plumb family was very close to the Halls and Perrines, who have also been generous benefactors of Mercy.

Jim's dad, James F. Plumb, Sr., was the Vice President and Chief Financial Officer of Iowa Manufacturing and Iowa Steel, from the time Howard Hall acquired them. James Plumb, in fact, had been the Receiver in Bankruptcy who originally sold the assets of a bankrupt company, which became the basis for Iowa Manufacturing, to Howard Hall and a partner in 1922.

Jim recollected that as a young boy at the age of four, he would accompany his dad to the office on weekends, and would occasionally accompany

Howard Hall when he delivered Christmas gifts (of Howard's homegrown pheasants) to family and friends. He would sometimes also accompany his dad, James, and Beahl Perrine, who he referred to as Papa Beahl, when they traveled to collect past due accounts. At age 13, his dad engaged him on the weekend to take a pail and walk the train tracks adjoined to Iowa Manufacturing where equipment was built on railroad flat cars, to collect all the bolts and nuts that had fallen to the ground.

Jim became a graphic designer at Iowa Manufacturing, and used his meticulous and artistic skills to build the models of Iowa Manufacturing equipment, some of which are now at Bruce more. Jim also served as the "unofficial" historian of Iowa Manufacturing and kept a treasure trove of records, which are now located at Bruce more.

Jim was an artisan, a painter, a builder, and restorer skilled at the restoration of old cars,

including a Packard convertible that had been owned by Clark Gable and Howard Hall's 1938 Ford convertible. He also was a premier collector and restorer of antique toy cars and trucks and his toy collection was of museum quality. But most of all Jim was a quiet, almost reclusive, shy gentleman who never sought attention, but was always concerned about others. On one occasion when the news reported a couple missing during an Iowa storm, Jim and Jewel drove the back roads of Linn County in search of the lost vehicle.

If Jim was quiet, Jewel was his opposite – effervescent and outgoing. She was born on a peanut farm in rural Alabama. She lost a twin sister when she was very young, and she was always in her thoughts.

Jewel met Jim at a dance, while he was in the Army stationed at Fort Rucker, and six months later they were married. They moved to Cedar Rapids in 1952. Jimmy was the love of her life, and she was devoted to him.

Jewel loved to entertain guests and always had her sweet tea at the ready to serve. When Jewel greeted people at her door, she would often say, "Welcome to my wabby-sabby home." I later learned that wabby-sabby was a Japanese term meaning "there is joy in imperfection."

Jewel over the years became the caregiver for her father-in-law, then her mother-in-law, and then brother and sister-in-law, and finally her husband, Jim. After Jim had some heart issues, Jewel determinedly kept him at home and later funded the nurse's station on the cardiac floor at Mercy in his honor.

Both Jewel and Jim were very generous and big hearted while living, but in a very quiet way, never seeking attention or recognition. Jewel once observed, "My husband's parents were people who loved to give, and Jimmy and I learned, when you have, you give."

We can now celebrate that Jewel and Jim continued their generosity by giving to Mercy in a very big way. I suspect they are smiling down, knowing their gift has made possible the Jewel & Jim Plumb Heart Center, a wonderful and enduring legacy.



Scheduled to open in mid-2023, Mercy's new heart center will offer coordinated care under one roof and provide:

- Heart-focused specialty clinics.
- Increased access to screenings and early detection.
- State-of-the-art cardiac and vascular technology.
- Cardiac rehabilitation space to help patients transition back from medical and surgical intervention to full daily living.

Learn more about Mercy's Jewel & Jim Plumb Heart Center and record of excellence in cardiac and vascular care at www.mercyheartcenter.org.

Foundation

Gratitude matters at Mercy

Grateful Patient Giving is a way to show appreciation and recognize exceptional care. Whether donors choose to honor a specific staff member or an entire department, a donation to the Mercy Foundation is a meaningful expression of gratitude. Gifts may support patient care in areas of greatest need (unrestricted), or in a department or service line of special meaning. Gifts can also be made in honor or memory of a loved one. View Grateful Patient donor videos and learn more about giving.



“We continue to be concerned about the well-being of our healthcare workers, and we have learned just how powerful and uplifting gratitude can be,”

said Lorrie Erusha, Mercy Foundation President. **“When a patient makes a gift to honor a caregiver or department, it has a ripple effect that goes beyond the dollars. We can see how Grateful Patients are healing, energizing and inspiring our entire healthcare organization.”**



Patrick Slater, President and Board Chair of Fairfax State Savings Bank

Giving Tuesday matching gift challenge with Fairfax State Savings Bank

The Mercy Foundation teamed up with Fairfax State Savings Bank on a first-time Giving Tuesday fundraiser in November 2021. The bank pledged to match Giving Tuesday gifts to the Foundation, up to \$15,000 total, during the campaign period. The partnership effort raised almost \$51,000 in donations.

Giving Tuesday is a global day of generosity that occurs annually on the Tuesday after Thanksgiving. Created in 2012, Giving Tuesday has grown into a global movement that inspires millions of people to give, collaborate and celebrate generosity.

Patrick Slater, President and Board Chair of Fairfax State Savings Bank, was inspired to initiate this challenge for Giving Tuesday after his recovery from quadruple bypass heart surgery, a procedure he received at Mercy.

“The kind of care you get matters,” Slater said. “I believe I’m alive today because of the care I received at Mercy. Now, I want to be a life worth saving. I want to do my part to make a difference. The caregivers at Mercy weren’t just going through the motions with me. They did their jobs with such sincerity, and not just one of them, but everyone. **The Mercy Touch** is so much more than a motto.”

Patrick, his family and Fairfax State Savings Bank have a long-standing legacy of supporting Mercy, including financial gifts to Hospice of Mercy, HallMar Village, the Family Caregivers Center, the *Especially for You*® Race Against Breast Cancer, cardiac services and more. It’s a tradition that started with Patrick’s father, David Neuhaus, who he succeeded in leadership at Fairfax State Savings Bank.



Cindy, Bailey and John Bloomhall

Bloomhall gift supported new positions at Family Caregivers Center at Mercy

The \$1 million gift from the Bloomhall family allowed the Family Caregivers Center to fill two new staff positions – Family Caregiver Counselor and Caregiver Community Facilitator. Family Caregiver Counselor, Lisa Hawk, started in November 2021 and Caregiver Community Facilitator, Mary Ann Grobstich, started in February 2022.

Love Lights

The holidays can be a difficult time for those who have lost loved ones. To celebrate and remember those that have passed, Hospice of Mercy hosts an annual open house called Love Lights. This event is a tradition at the Dennis & Donna Oldorf Hospice House of Mercy, where ornaments are hung and lights are lit on the Christmas trees, signifying a gracious gift of support in honor of a loved one. These donations help Hospice of Mercy to serve patients on their final journeys, as well as their family members. Gifts help patients without the ability to pay; cover non-reimbursable services like music, pet and massage therapy; and support the bereavement services that are essential after a loved one passes.

FY2022 Foundation support of Mercy Medical Center

\$6,327,285
Total

- \$1,000,000**
Mercy Medical Center – Greatest Needs
- \$98,986**
Hall-Perrine Cancer Center – Operations
- \$557,820**
Hall Radiation Center
- \$21,211**
Employee Relief Fund
- \$300,467**
Family Caregivers Center of Mercy
- \$33,751**
Room Renovations/Beautification
- \$58,059**
Patient Assistance
- \$108,169**
Hospice of Mercy
- \$408,209**
Chris & Suzy DeWolf Family Innovation Center for Aging & Dementia
- \$100,973**
Scholarships & Educational Trainings/Certifications
- \$1,169,127**
Unrestricted – General Funds
- \$94,264**
Hall-Perrine Cancer Center Endowment Funds
- \$60,500**
Mission Integration
- \$4,852**
Variety – The Children’s Charity
- \$10,548**
Donor Restricted Gifts to Mercy Medical Center
- \$2,152,640**
Jewel & Jim Plumb Heart Center at Mercy
- \$147,709**
Hospice House Endowment Funds

Centers for Medicare &
Medicaid Services (CMS)



5-Star Quality Rating

2022



Proud to receive this highest honor.

Thanks to our team delivering *The Mercy Touch*.[®]

A legacy of leadership...continues.

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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