



FISCAL YEAR 2024 (JULY 1, 2023-JUNE 30, 2024)

Community Health & Well-Being Impact Report





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Our Mission

We, MercyOne, serve together in the spirit of the Gospel as a compassionate and transforming healing presence within our communities.

Our Core Values

Reverence

We honor the sacredness and dignity of every person.

Commitment to Those Experiencing Poverty

We stand with and serve those who are experiencing poverty, especially the most vulnerable.

Safety

We embrace a culture that prevents harm and nurtures a healing, safe environment for all.

Justice

We foster right relationships to promote the common good, including sustainability of Earth.

Stewardship

We honor our heritage and hold ourselves accountable for the human, financial and natural resources entrusted to our care.

Integrity

We are faithful to who we say we are.

Our Vision

As a mission-driven innovative health organization, we will become the national leader in improving the health of our communities and each person we serve. We will be the most trusted health partner for life.

INTRODUCTION

MercyOne is committed to providing access and availability of needed health and human services to the communities we are proud to serve. This commitment spans over 135 years when our ministry was founded by the Sisters of Mercy. In the spirit of this legacy, MercyOne also provides a wide range of services to address the needs of these communities.

With more than 22,000 colleagues, our ministry's capabilities, commitment and compassionate care continue to grow at our 230 care locations. Through many initiatives and campaigns, our colleagues serve our Mission by improving the health of our communities. We are grateful to our physicians, providers and colleagues who continue the legacy of the Sisters of Mercy every day. We are proud to report in 2024, MercyOne strengthened our communities by providing more than \$280 million in community impact.

Within this community impact report, you will see how MercyOne colleagues demonstrate our Core Values while implementing initiatives and working with community health programs. These initiatives provide:

- access to care.
- support mental health and substance misuse treatment programs.
- support for those experiencing homelessness, medication insecurity, food insecurity, and transportation barriers.
- work toward racial equity.

By strengthening access to health service and addressing community need, we can ensure our commitment – from all ages and status – receive the care they need where and when they need care. We want to be the trusted partner for a better life for the communities we serve.

On behalf of MercyOne, we thank our community partners for their active engagement, and we look forward to continued collaboration to improve the health of our communities. It's an honor to serve in this special ministry of Mercy to others.



Robert Ritz
MercyOne President/CEO

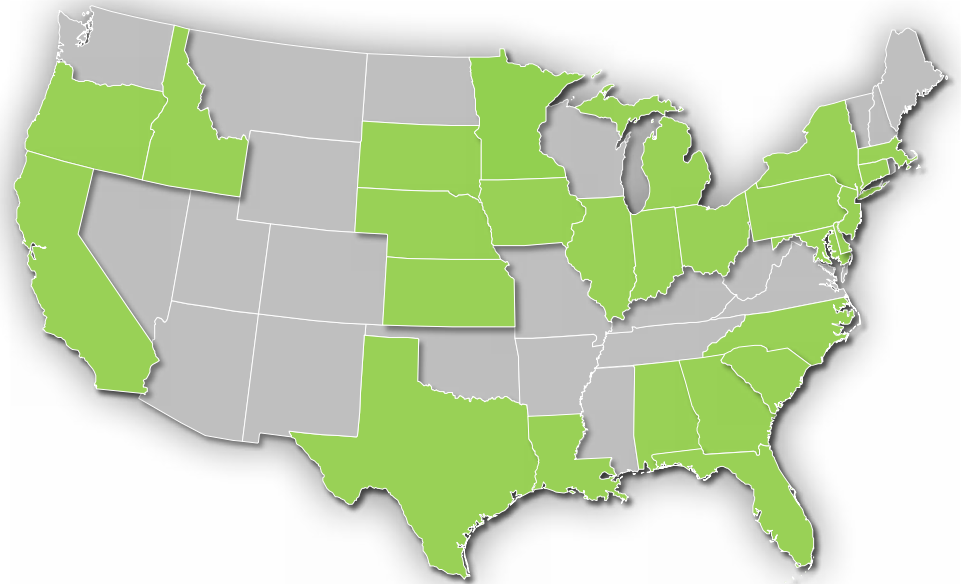


Lillian Dittrick
PHSO President,
Community Health & Well-Being



Emily Berman
Executive Director,
Community Health & Well-Being

MERCYONE IS A MEMBER OF
TRINITY HEALTH
ONE OF THE LARGEST
CATHOLIC HEALTH SYSTEMS
IN THE NATION



26 States



1.4M* Attributed lives



\$2.2B in Community Benefit
(including \$1.3B in IRS-defined Community Benefit)



153 Community Health Workers



93 Hospitals*



15 Clinically Integrated Networks



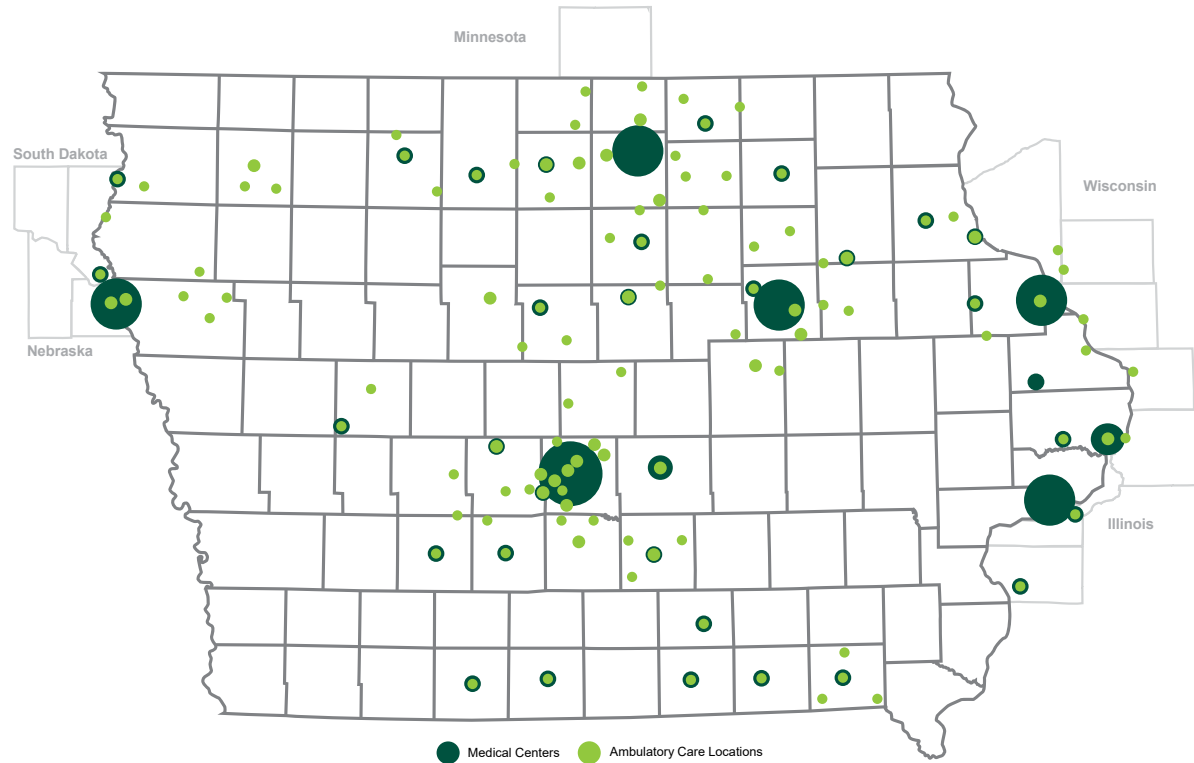
60 Safety Net Health Centers



10 Diabetes Prevention Programs

*Owned, managed or in JOAs or JVs.

MERCYONE AT A GLANCE



 **22,000+** Colleagues

 **42** Hospitals*

 **230+** Care locations

 **4.1 Million+** Patient visits

 **300,000+** Emergency visits

 **77,000+** Inpatient discharges

 **5,800+** Newborns delivered annually

*Owned, managed or in JOAs or JVs.



COMMUNITY IMPACT

Our Community Impact includes both our investments in serving patients experiencing poverty and investing in our communities that have been, and continue to be, disinvested due to racism and discrimination.

Achieving improvements in health outcomes (individually or as a community) is not possible until the conditions in the communities we serve are safe and all community members have access to high-quality education, health care, affordable food and housing. This is why MercyOne prioritizes integrating social and clinical care and investing in the social influencers of health. We must support individuals and work to improve community conditions – as health care only has a 20% chance of affecting health.

Health care only has a 20% chance of affecting health.

We recognize the intersection of poverty and racism; so we've committed to apply a racial equity lens to our interventions and decision making; ensuring we're not perpetuating harm but promoting health and healing. Our hope is to achieve racial equity – when race can no longer be used to predict life outcomes. This requires the intentional and continual practice of changing policy practices, system and structures by prioritizing measurable change in the communities we serve.

COMMUNITY IMPACT

Our Community Impact is more than Community Benefit

There is mounting pressure and criticism of hospital community benefit, however community benefit – as defined by the Internal Revenue Service (IRS) – doesn't tell the entire story of how not-for-profit health care impacts its communities.

MercyOne is committed to ensuring we comprehensively report all the IRS-defined community benefit happening across our system, as well as its total community impact to fully demonstrate the services and supports we provide to our communities.

Our ultimate goal in sharing our Community Impact is to demonstrate how our faith-based, not-for-profit health system makes a difference in the communities we serve – focusing on impacting people experiencing poverty – through our financial investments.



\$105.4 million in IRS-defined Community Benefit*

The IRS has clearly defined standards for reporting community benefit which includes Unpaid Medicaid Financial Assistance, and other community programs.

\$179.3 million in Community Impact Activities

Community Impact meets the spirit of community benefit and acknowledges the investments made that are making an impact in the community that the IRS does not consider.

*Total community benefit reported by owned hospital organizations on their annual tax forms.

FINANCIAL ASSISTANCE

Financial Assistance expanded in early 2024, to include insured patient's co-pays, co-insurance, and deductibles for patients with incomes up to 400% of the Federal Poverty Level.

In FY24, MercyOne provided

\$21 Million
in financial assistance
11,000
patients benefited



Find more information on financial assistance offered for patients at [MercyOne.org/financial-assistance](https://www.mercyone.org/financial-assistance)



INVESTING IN OUR COMMUNITIES

Community Health Needs Assessment and Implementation Strategy Update

Furthering our commitment to achieving racial equity – we are committed to authentically engaging with our community members, organizations and leaders. Every three years, each of our 18 our hospitals conduct a Community Health Needs Assessment (CHNA) which identifies community assets, needs, and the current state of health and social well-being of a community. The process requires input, from those who live in the community, on both identifying and prioritizing the needs that will be addressed in the three-year Implementation Strategy. Our process applies a racial equity lens in addressing the identified needs in order to advance health equity.

Together, the CHNA and Implementation Strategies foster collective action for the equitable allocation of resources from the hospital and other community sources, directed toward needs being addressed and for those most impacted.

In FY24, MercyOne Clinton Medical Center, MercyOne Genesis DeWitt Medical Center, MercyOne Dubuque Medical Center, and MercyOne Dyersville Medical Center conducted their CHNAs and identified a significant health and/or social need they will focus on addressing over the next three years:



Access to health care
MercyOne Clinton
Medical Center



Mental Health
MercyOne Genesis DeWitt
Medical Center



**Mental health, obesity and
access to dental care**
MercyOne Dubuque Medical Center
MercyOne Dyersville Medical Center



INTEGRATING SOCIAL AND CLINICAL CARE

Addressing patient social needs

Only 20% of our overall health and well-being in the United States is affected by the medical care we receive. The remaining 80% is related to social influencers of health (housing needs, financial insecurity) and individual behaviors.

MercyOne goes beyond our hospital walls to serve our communities and our patients, especially to optimize health for people experiencing poverty and other vulnerabilities.

Social Needs Screening

We are committed to asking our patients about their health-related social needs. These include things that make it hard to be healthy like problems with:

- work
- food
- transportation
- housing
- safety





This information helps us:

- Understand our patients' needs and barriers to care.
- Connect patients to resources and services specific to their needs.

MercyOne screened more than 135,000 patients for social needs in primary care settings in FY24. If patients identify a need, our teams are able to connect them to community resources through the MercyOne Community Resource Directory, community health workers and other social care professionals.

17% of those screened identify at least one need.

Top needs included:

	
Social Isolation	Food Access
	
Health Literacy	Transportation

MercyOne Community Resource Directory

MercyOne recognizes the vitality of social services to the health and well-being of the communities we serve. The MercyOne Community Resource Directory is an online resource connecting community members (seekers) to resources and assistance programs. This investment is powered by Find Help and allows participating organizations the ability to respond to seekers.

In FY24, seekers made almost 27,000 searches on the site.



Search and connect with free and reduced-cost resources at [MercyOne.org/CommunityResourceDirectory](https://www.mercyone.org/CommunityResourceDirectory)

INTEGRATING SOCIAL AND CLINICAL CARE

CONNECTING PEOPLE TO RESOURCES

Community Health Workers

Community Health Workers (CHWs), serve as liaisons between health/social services and the community to address patients' social needs and mitigate barriers to health. CHWs are trusted members of the community and work closely with patients by assessing their social needs, home environment and other social risk factors, and ultimately connecting patients (and their families) to services within the community.

MercyOne employs 19 CHWs as part of our care teams. Our CHWs have all completed a 40+ hour foundational training, along with mental health first aid, motivational interviewing training and continuing education through our national CHW affinity group.

CHW COLLEAGUE SPOTLIGHT

MaryBeth McMulin,
Community Health Worker Team Lead

MaryBeth is a community health worker (CHW) at the MercyOne Family Medicine Residency Clinic in Mason City, Iowa. As a CHW, MaryBeth guides patients and their families in navigating resources to address a wide range of health and social needs. She also serves in a team lead role supporting her CHW colleagues across the state.

MaryBeth enjoys meeting patients where they are at and providing resources to address social needs. In the communities she serves, she is seeing a growing need for food and housing resources as costs have risen. MaryBeth shared



“Being a CHW has opened my eyes to the multitude of unmet needs within our community. I enjoy meeting patients where they are at and providing resources to meet their needs and support better health outcomes.”

INTEGRATING SOCIAL AND CLINICAL CARE

CONNECTING PEOPLE TO RESOURCES

Coordinated care saves lives

Denise, who had recently retired, was focused on being more active when she began experiencing shortness of breath. Oncology confirmed small cell lung cancer with bone metastases.

A team of MercyOne colleagues worked together to support Denise when she was diagnosed with cancer.

- A MercyOne Health Coach coordinated her care. She made sure Denise understood her treatment plan, continuation of care between providers and connected her to resources throughout her cancer treatment.
- A MercyOne Community Health Worker linked her with resources to assist with applications for medication affordability, transportation and housing.
- A MercyOne Social Worker guided Denise from diagnosis through treatment connecting her with peer support through the American Cancer Society.

Today Denise is doing well. She's on maintenance treatment for cancer, enjoys time with her grandchildren and looks forward to moving into her new home built through Habitat for Humanity.



DENISE

“At a time when I was feeling completely helpless, they (care team) provided the direction, support, and care I needed. The number of resources they helped me with is just incredible. I know that they have many patients on their case loads, but they always made me feel like I was their only priority. They are my angels!”

INTEGRATING SOCIAL AND CLINICAL CARE

Military and Veterans Health Care at MercyOne

Through Military and Veterans Health Care at MercyOne we're committed to providing respectful and culturally competent health care services and developing community partnerships and advocacy to meet the needs of the veteran population. Our health care teams are trained in military and veterans' health so we better understand and respond to health concerns and challenges specific to the military community.

The awareness training covers:

- Understanding of military culture including the nuances of various military services branches.
- Key illnesses and injuries associated with military service and military deployments.
- Effect of military service and deployments on family members.

To better identify military personnel and their close family members we've added military community-specific questions to our registration and intake forms and electronic medical records. This process allows patients to self-identify as military personnel, veterans or as family members – and this helps providers know when to activate that knowledge.

MercyOne Dubuque SkillBridge Program

MercyOne Dubuque Medical Center serves as an industry partner for the Department of Defense's (DOD) SkillBridge Program. The program connects retiring and transitioning service members to occupational training. The MercyOne SkillBridge program offers transitioning service members the opportunity to gain hands-on experience and further develop their skills in the health care industry. Under the guidance of experienced health care professionals, interns support patient care activities, enhance their clinical competencies through education and prepare for a successful transition into a civilian health care career as a Personal Safety Attendant (PSA) to Certified Nursing Assistant (CNA), Phlebotomist, or Pharmacy Technician.

Veteran, First Responder and Healthcare Worker Suicide Education

MercyOne collaborated with Veteran Affairs in Iowa City and North Iowa Community College to plan and hold an event to educate healthcare workers and first responders on how to effectively start conversations to screen for suicide, identify warning signs, and respond to suicide risk. Special focus was given to military/veteran, first responder, and healthcare worker populations. Fifty-one participants attended.

INTEGRATING SOCIAL AND CLINICAL CARE

MercyOne hosts free mammography events for women with cost related barriers

Through yearly mammograms and self-breast awareness, women can take the necessary steps to lower their risk. MercyOne seeks to eliminate cost-related barriers to these important preventive services. In FY24, MercyOne hosted a series of free mammogram events across Iowa including the below locations:

- MercyOne Cedar Falls Medical Center
- MercyOne Waterloo Medical Center
- MercyOne Oelwein Medical Center
- MercyOne Des Moines Medical Center
- MercyOne Ankeny Imaging
- MercyOne Clive Imaging

54 women received free mammograms through events hosted at MercyOne locations in Northeast Iowa. Those events were financially supported by MercyOne Waterloo Foundation, Black Hawk County Public Health's Care for Yourself Program and the Check the Girls Foundation.

40 women received free screening mammograms through the Muffins and Mammograms event hosted in Central Iowa. This event was funded by Bras for the Cause.

MercyOne Genesis provides vouchers to pay for life saving screenings

In Iowa only 28% of women 50-74 years of age who do not have health insurance have had a mammogram within the past two years (American Cancer Society). MercyOne Genesis is working to address this disparity through the Voucher Program. Any person living in the Quad City region, facing financial difficulties, and are uninsured or under-insured, can access the Voucher Program to pay for lifesaving mammograms and breast ultrasounds.

In calendar year 2023 more than 150 individuals received services through the Voucher Program including 92 screening mammograms, 35 diagnostic mammograms, 28 diagnostic breast ultrasounds and two breast MRIs.



For more information about the Voucher Program, call Jenny Kitsis at 563-421-3081.

INTEGRATING SOCIAL AND CLINICAL CARE

MercyOne North Iowa Medical Center outreach project

At the beginning of the COVID-19 pandemic, states were required to maintain continuous coverage for Medicaid members. This meant that if a member's situation changed in a way that would normally disqualify them from the program, states were required to maintain coverage for the person during the federal public health emergency. Beginning in spring 2023, states resumed eligibility reviews. Many people lost coverage, some due to no longer meeting eligibility criteria and for others, for procedural reasons.



MercyOne North Iowa Medical Center is reaching out to community members who lost coverage and want to review eligibility, as well as individuals who may not be aware that they are eligible. To generate awareness in the community, the hospital is hosting enrollment events and partnering with community organizations. MercyOne will expand to additional markets in 2025.

Individuals interested in learning more about Medicaid and how to sign up are encouraged to talk to a MercyOne financial counselor. Financial counselors help patients understand their health insurance options and apply for Medicaid or other government-assisted programs. Financial counselors can also help patients apply for financial assistance.

Senior Health Insurance Information Program (SHIIP)

MercyOne is proud to partner with the State of Iowa to host volunteer counselors for the Senior Health Insurance Information Program (SHIIP). SHIIP counselors help community members review plan options and enroll in Medicare.

In FY24, SHIIP volunteers hosted by MercyOne served 5,854 community members, saving seniors over \$3.3 million.

Appointments with SHIIP counselors are available at:

- MercyOne Dubuque Medical Center
- MercyOne Elkader Medical Center
- MercyOne New Hampton Medical Center
- MercyOne Newton Medical Center
- MercyOne North Iowa Medical Center
- MercyOne Waterloo Medical Center
- MercyOne Genesis Davenport Medical Center
- MercyOne Genesis Dewitt Medical Center

INTEGRATING SOCIAL AND CLINICAL CARE

MercyOne Genesis Hospice Services

MercyOne Genesis Hospice Services provide a comfortable setting where patients are able to pass peacefully, without pain, and with their loved ones around them.

In FY24, MercyOne Genesis provided just over \$50,000 in financial assistance for patients unable to afford hospice care.

Improving accessibility and reducing barriers within healthcare settings

MercyOne Endocrinology and Infectious Diseases and MercyOne Singing Hills Family Medicine partnered with the Siouxland District Health Department and SIMPCO to improve accessibility at their facilities. Community Health Inclusion Index Assessments were conducted at both locations and results were summarized into an Inclusion Facility Report. As a result MercyOne implemented several enhancements. Examples include:

- Wheelchair scale
- Slider boards for patient rooms to allow for independent transfer and transfer safety
- Signage including braille or other assistance
- Dimmer switches to a patient room at each facility for patients with sensory processing disorders
- Printed communication boards

MercyOne Samaritan Fund

MercyOne Dubuque Medical Center and MercyOne Clinton Medical Center have Samaritan Funds to assist patients and their families with needed assistance with things such as food, lodging, medication and medical supplies.

In FY24, MercyOne Dubuque provided \$24,306 through the fund and MercyOne Clinton provided \$4,750.

INTEGRATING SOCIAL AND CLINICAL CARE

National Diabetes Prevention Program

In the United States one in three adults have prediabetes and 80% of these adults are unaware. Prediabetes is a condition where blood sugar levels are higher than normal but not enough for a type 2 diabetes diagnosis. Making lifestyle changes can cut the risk of type 2 diabetes in half.

MercyOne delivers an evidence-based, 12-month lifestyle change program called Prevent T2. The goal of the program is to lose a percentage of baseline weight, attend sessions regularly and engage in 150 minutes of physical activity minutes a week. The group sessions are facilitated by a Centers for Disease Control & Prevention (CDC) certified lifestyle coach. All participants are screened for health-related social needs such as transportation, housing, or food insecurities, multiple times during the intervention and are referred to a CHW to address any positive screenings. The CHW works with participants to address these needs eliminate barriers to full participation and promote successful outcomes.

In FY24, 50 individuals participated in the lifestyle change program. This program was made possible through funding from Trinity Health through a cooperative agreement with the CDC to advance health equity in diabetes prevention.



To understand your risk of developing Type 2 diabetes, take the risk test. If you are at high risk talk to your doctor about getting a blood sugar test.



To learn more about the program, email us at PreventT2@mercyhealth.com or visit us at [MercyOne.org](https://www.mercyone.org) to complete an interest form.

PARTICIPANT SPOTLIGHT

Brian, Prevent T2 participant

“The yearlong Prevent T2 class has changed my behavior. I’m very conscious of my food choices, monitor my weight and exercise daily.”

Brian joined Prevent T2 in October 2023 after receiving an A1c result indicating prediabetes. Over the course of the year-long program he lost almost 7% of his body weight and lowered his A1c into the normal range.

Brian enjoyed the group setting and valued discussing challenges and brainstorming solutions with the other program participants.

Now that he has completed Prevent T2, he recommends the program to friends, several of whom are starting to make healthy changes to their own eating and exercise habits.

INTEGRATING SOCIAL AND CLINICAL CARE

MercyOne Community Paramedicine

The Community Paramedicine program at MercyOne Des Moines aims to offer a variety of services and treatments to patients, free of charge and in the comfort of their own home. The paramedicine program includes a team of highly trained paramedics that act as an extension of the hospital, the patient's primary care provider and specialty clinics. For many patients, the program serves as a bridge between medical care and their need for community resources and supports. The Community Paramedicine Program assists with in-home telehealth visits, screening for health-related social needs, medication assistance, health education, collection of blood for laboratory testing and assessments for safety, mental health and nutrition.

The program provided nearly \$300,000 in community benefit in FY24.

MercyOne Dubuque Mobile Medical Unit

MercyOne Dubuque Medical Center is bringing health education and care into the community housed within a 31-foot RV. The handicap-accessible mobile medical unit includes two full rooms and waiting area and transports MercyOne caregivers providing services to people in urban and rural communities nearby.

In fiscal year 2024, the mobile unit served more than 5,000 community members, administered more than 300 flu and COVID-19 vaccines and taught 76 community members basic life support skills through bystander CPR training.

Following the tornado that ripped through Greenfield, Iowa in May 2024, the MercyOne Mobile Medical Unit supported the community through a tetanus vaccine clinic and on-site medical assistance. The mobile unit remained in Greenfield for a month while the hospital repaired damages.

Services offered through the mobile medical unit include:

- COVID-19 vaccinations and boosters
- Influenza vaccinations
- Mental health education, screenings, prevention and resources
- Assessing blood pressure, temperatures and blood sugar
- Identifying risks for hypertension, stroke, diabetes, cancer and infections
- Bystander CPR training
- Identifying and addressing barriers to accessible health care



For more information about the mobile medical unit, visit [MercyOne.org](https://www.mercyone.org).



INTEGRATING SOCIAL AND CLINICAL CARE

MercyOne North Iowa Medical Center Rural Outreach Program

MercyOne North Iowa Medical Center provides financial assistance to those in need through the Rural Outreach Program. In FY24, the program served nearly 400 people with almost 1,200 prescriptions. Through the program patients can also receive assistance enrolling in public assistance programs.

MercyOne New Hampton encourages adults to plan ahead

Advance care planning is a process of making decisions about the future medical care a person wishes to receive if they are unable to speak for themselves. This person-centered care ensures the individual, their loved ones and the health care provider know and agree to follow the person's wishes. A team at MercyOne New Hampton presented to several community groups on advance care planning and distributed over 1,000 Five Wishes, and advanced directive document written in plain language.



For more information about advance care planning visit [MercyOne.org/acp](https://www.mercyone.org/acp).

MercyOne supports Iowa Poison Control Center

All MercyOne Medical Centers provide an annual financial contribution to the Iowa Poison Control Center to support their mission to save lives and prevent injuries and illness associated with poisoning.

Contributions in FY24 totaled \$89,500.

INTEGRATING SOCIAL AND CLINICAL CARE

Medication Assistance Coordinators

Certified pharmacy technicians assist patients in obtaining their specialty medication. They handle the process from prior authorizations to ensuring medication is delivered. These technicians also help families locate funding to drastically reduce the patient's copay cost sometimes down to \$0.

MercyOne Des Moines outpatient pharmacies partner with SafeNet Rx



Each year around 2,500 patients report cost as a barrier to medication adherence. MercyOne Des Moines primary care locations screen patients for medication insecurity and three MercyOne pharmacies dispense medications with SafeNet Rx. SafeNet Rx collects donated, unused medications to distribute free of charge. MercyOne dispensed more than 48,000 units in FY24 with an estimated value of just over \$400,000, a 60% increase over the previous fiscal year. The MercyOne Pharmacy team and MercyOne Population Health Services Organization (PHSO) pharmacy team donate their time to order, label and dispense these medications to patients.

Compliance packaging

MercyOne Dubuque Medical Center pharmacists package medications in customizable packaging making it safe and easy for patients to take their medications.

People with a visual impairment, cognitive impairment, a mental health diagnosis or a history of misuse of addictive medications may benefit from compliance packaging in medication boxes, packs or dispensing machines.

Pharmacists fill the medications in day and time specific packaging to help patients manage their medications. Packaged medications can serve as a memory aid and reduce the risk of taking an incorrect dose.

Patients receive a new pack of medications on a consistent interval ranging from weekly to monthly based on individual needs. Medications are then delivered to the patient free of charge.

To ensure access to all patients financial assistance is available for those unable to afford the cost of the service.

Approximately 30 patients each month receive financial assistance for medication packaging.

INTEGRATING SOCIAL AND CLINICAL CARE

MercyOne Waterloo Medical Center supports Veggie Voucher Program

MercyOne Waterloo Medical Center is proud to support the Black Hawk County Veggie Voucher program. The Veggie Voucher Program increases access to fruits and vegetables among vulnerable and under-served populations. Participating host sites distribute vouchers which participants then redeem at local farmers markets throughout the growing season.

The program is financed through the support of multiple organizations including a \$7,000 annual contribution from MercyOne.

MercyOne North Iowa Medical Center and MercyOne Genesis Dewitt Medical Center partner with Meals On Wheels

MercyOne North Iowa Medical Center and MercyOne Genesis Dewitt Medical Center are addressing food insecurity and social isolation through partnerships with Meals on Wheels. The Meals on Wheels program provides affordable meals to homebound seniors and others with a need. Hot meals are prepared by the hospitals and delivered by teams of volunteers. The meals in Dewitt are delivered each day including

weekends and holidays. In Mason City, meals are delivered Monday through Friday with a sack lunch meal for the weekend.

The program in Dewitt served 3,257 meals in FY24.

The program in Mason City served more than 21,000 meals in FY24 for a total community benefit of nearly \$125,000.

MercyOne Oelwein Medical Center supports Plentiful Pantry

In the Community Health Needs Assessment conducted by MercyOne Oelwein Medical Center in the spring of 2022, nutrition was identified as a significant health need. With almost 12% of Fayette County residents facing food insecurity access to healthy foods is a key factor. As a step in addressing this community need MercyOne Oelwein provided a \$6,000 annual contribution to Plentiful Pantry in both FY23 and FY24. MercyOne colleagues also regularly serve as pantry volunteers.

INTEGRATING SOCIAL AND CLINICAL CARE

MercyOne North Iowa Medical Center supports Healthy Harvest of North Iowa

On the most recent Community Health Needs Assessment (CHNA) for MercyOne North Iowa Medical Center, food access was identified as the second greatest community health need. Eight percent of the population in the region are food insecure, which is higher than the state average. The CHNA noted that limited access to healthy foods, especially in rural areas without a grocery store can contribute to weight gain. A lack of knowledge of nutrition or how to cook was also identified as a significant issue.

Healthy Harvest of North Iowa is a key convener in supporting food access and education in the region. In FY24 MercyOne provided a \$44,138 contribution to support the operations of four programs including Double Up Food Bucks (DUFB), Community Nutrition Education via Food Preparation Classes and Demonstration, North Iowa Local Food Coalition, and the Power of Produce Club for community youth. Funding supports cost associated with demonstration and education, including supplies, ingredients, eat ware, recipe card printing, and chef stipends.

In 2023–2024 Healthy Harvest hosted recipe demonstrations, cooking classes and continued to build an online recipe database to include 382 seasonal recipes to encourage healthy eating. Healthy Harvest hosted 62 in-person events in 14 different communities serving samples to over 3,200 community members with thousands more being impacted by online programming.

Healthy Harvest facilitates DUFB at farmers markets in Mason City and Clear Lake. A coordinator was hired to oversee the program locally and work on engaging community partners to promote DUFB in North Iowa. North Iowa has seven locations participating in DUFB including farmers markets, Fareway stores, Hy-Vee stores, and a farm store.

.....

\$44,138

Amount contributed by MercyOne in FY24 to support the operations of four food programs.

.....

INTEGRATING SOCIAL AND CLINICAL CARE

MercyOne Dubuque Medical Center awards funding to address food insecurity

MercyOne Dubuque Medical Center awards grants annually for projects that align with MercyOne’s Mission, Values and community health needs assessment. Food insecurity was identified as a significant health need in Dubuque County. The Dubuque Rescue Mission was one of the organizations awarded funding to help address this need. The Dubuque Rescue Mission provides emergency housing for men in the Tri-state area. Additionally, the organization operates a free meal program providing a hot breakfast, lunch and supper to both residents and community members.

MercyOne Dubuque Medical Center awarded the organization a total of \$20,000 between FY22-FY24. The award helps support two project goals within the Mission School of Preservation. The first is to provide basic knife and culinary skills for mission residents to support career readiness in the restaurant industry. The second goal is to provide nutritious food to vulnerable community members through the free meal ministry. Boy Scouts of America Northeast Iowa Council (NEIC) is also addressing food insecurity through Scouting for Food, their annual community service food drive.

MercyOne Dubuque Medical Center awarded the NEIC \$17,000 between FY20-FY24. The award supports the NEIC in promoting the food drive through multiple communication channels in order to maximize food collection.

In 2023, 33,000 pounds of food was collected and distributed to local food pantries.

\$37,000

contributed to address food insecurity.

INTEGRATING SOCIAL AND CLINICAL CARE

MercyOne Dubuque Medical Center hosts on-site food pantry

At the close of calendar year 2023, MercyOne Dubuque’s in-house food pantry had served 6,631 people, providing approximately 78,215 meals. Over 524 packages of nutritional food were also distributed over the past three years to individuals and families experiencing food insecurity via the mobile medical unit.

The Iowa Produce Prescription Program

MercyOne North Iowa Medical Center is a health care partner in the Iowa Produce Prescription Program administered by Iowa Healthiest State Initiative. The goal of this program is to increase access to affordable, nutritious food that can improve the overall health of patients and their families.

As a health care partner, providers at MercyOne North Iowa Medical Center can “prescribe” fresh fruits and vegetables, along with nutrition education, to diabetic and prediabetic patients who meet program eligibility criteria.

Patients enrolled in the program participate for six months. Each month, participants engage with an education module on nutrition. After successfully completing the module, the participant earns an incentive equal to \$30 per household member to spend on fresh fruits and vegetables.

MercyOne patients have redeemed \$5,465 in incentives which equates to more than 6,500 servings of fresh fruits and vegetables.

This work is supported by Gus Schumacher Nutrition Incentive Program grant No. 2022-70424-38549/proposal #2022-07002 from the USDA National Institute of Food and Agriculture.

MercyOne Cancer Center Healing Garden

The Healing Garden has been producing organic herbs and vegetables since 2014. In the 2024 growing season, the garden yielded approximately 200 bags of produce which were distributed free of charge to cancer patients in an effort to promote a plant-based, healthy diet.

The garden also has non-food healing features, including annual and perennial flowers, art panels, a walking path, outdoor seating, a fountain and special night-time lighting. These special features come together to create a quiet healing environment where patients and families can relax, reflect and enjoy nature.

If you are interested in volunteering at the garden this growing season, contact Barb Wisnieski, MercyOne Richard Deming Cancer Center dietitian, at 515-358-9702, or by email at bwisnieski@mercydesmoines.org

INTEGRATING SOCIAL AND CLINICAL CARE

CONNECTING PEOPLE TO RESOURCES

MercyOne Genesis FoodPlex

When managing Type 1 and Type 2 diabetes, people on limited budgets are routinely faced with making difficult choices between buying healthy groceries or paying for medication. The lack of consistent access to enough healthy food to manage diabetes can lead to significant complications.

The innovative Genesis FoodPlex provides people with diabetes who have food insecurity and their families with access to healthy foods via a food prescription. Participants with a food prescription meet with a dietician and select groceries that meet their nutritional, cultural, and religious values. Participants can then shop aisles to select fresh produce similar to a grocery store. This model allows for autonomy of food choice while also developing a grocery store shopping skillset. The dietician also provides information about how to prepare meals and manage diabetes using food.

Using food as medicine to help manage diabetes and achieve optimal health outcomes is proven. Participants see a drop in their A1C, a blood test that measures average blood sugar levels over the past three months. The higher the level, the greater the risk of diabetes complications like heart disease, stroke, nerve damage, blindness and kidney disease.

At the close of FY24, 40 participants were enrolled along with 56 household members. Participants saw an average reduction in A1C of 1.5. An A1C reduction is significant as it lowers an individuals risk for diabetes related complications.

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"I am able to get food that stabilizes my blood sugars. I started at an A1C of 10 and now I am at a 6.8. The dietician was a big help by teaching me to count carbs. With the access to healthy food I've had more energy and don't feel so 'blah.' It's an awesome program and has really helped me a lot."

– Amy Johnson, FoodPlex participant



"I can't afford to buy vegetables and fruit without the help of the Genesis FoodPlex. I wouldn't be able to keep these foods in my diet. My A1C started at a 13.9 and now is a 6.3. I enrolled last April and because of the food I receive I'm able to get up in the morning and I feel more alive. I've lost almost 75 pounds in the last year."

– Jean Nelson, FoodPlex participant

INTEGRATING SOCIAL AND CLINICAL CARE

MercyOne Newton Medical Center supports Jasper County Rides

Transportation to health care was identified as an unmet community need on the most recent Jasper County Community Health Needs Assessment. To address this barrier to care, MercyOne provided a \$1,200 contribution to the Retired Senior Volunteer Program (RSVP) of Jasper County to support Jasper County Ride. The program provides free transportation to Jasper County residents for medical appointments.

In CY23, 18 volunteers provided 887 rides.

MercyOne Centerville Medical Center sponsors transportation

Following a Community Health Needs Assessment, MercyOne Centerville Medical Center realized many residents of Appanoose and Wapello counties were lacking transportation options to access services in rural Iowa. As a result, MercyOne Centerville Medical Center partnered with 10-15 Transit, a state and federally funded public transportation system. 10-15 Transit is open to the general public, including individuals with disabilities, as all vehicles are wheelchair accessible and ADA compliant. Individuals use 10-15 Transit for many reasons, including transport to medical appointments, congregate meal sites and for grocery shopping.

To make transportation more accessible to community members MercyOne Centerville Medical Center provides financial assistance to support 10-15 Transit.

In FY24, the sponsorship of over \$10,000 benefited nearly 500 community members.



MercyOne Northeast Iowa provides free transportation

MercyOne Northeast Iowa identified transportation as a barrier to accessing care for many community members. In response to this community need, MercyOne Northeast Iowa launched Care-A-Van. MercyOne's Care-A-Van provides free transportation for patients to their appointments. The program currently has 13 volunteers and employs one part-time colleague to support scheduling.

In FY24 Care-A-Van services transported more than 2,159 patients to medical appointments.

INTEGRATING SOCIAL AND CLINICAL CARE

MercyOne North Iowa Medical Center supports Northern Lights Alliance for the Homeless Shelters

The most recent [Community Health Needs Assessment \(CHNA\)](#) for MercyOne North Iowa Medical Center, completed jointly with Cerro Gordo Public Health, found homelessness impacts about 14% of the population in North Iowa. The CHNA noted services to support the homeless are greatly needed as the number of individuals experiencing homelessness continues to grow. Those impacted by homelessness are faced with stigma and a compounding housing crisis which makes progress more challenging. Many individuals are forced into homelessness by mental illness, domestic violence, job loss, etc. To address this growing need, MercyOne provided a \$48,744 contribution to support Northern Lights Alliance for the Homeless Shelters (NLAHS) in FY24. NLAHS supports men, women, children, and veterans that have fallen into a homeless situation. Providing shelter and connecting those individuals with resources and financial assistance to get them back on their feet.

In FY24, NLAHS housed 247 homeless individuals. The financial support from MercyOne helps ensure shelters continue to be available for those in need.

MercyOne and Unity Point co-sponsored Siouxland Chamber's Mental Health and Wellness Expo

In July, MercyOne and UnityPoint Health sponsored a free community event to both reduce the stigma of mental health and generate awareness of resources available in the community. The event brought together more than 20 organizations offering a wide-variety mental health resources and support.

MercyOne Clinton Medical Center supports Gateway ImpACT

MercyOne Clinton Medical Center and MercyOne Genesis DeWitt Medical Center, in partnership with community and public health partners, completed a Community Health Needs Assessment (CHNA) in 2024. Substance abuse was the second greatest health need identified. To address this need MercyOne provided a \$10,000 contribution to Gateway ImpACT Coalition in FY24. Gateway ImpACT Coalition is a community coalition working to develop solutions to community problems related to youth substance use and adult misuse issues through the process of facilitation, cooperation, education, and communication. MercyOne colleagues also donate their time serving on the coalition.

INTEGRATING SOCIAL AND CLINICAL CARE

MercyOne Dubuque Medical Center supports ZTM Sober Living

MercyOne Dubuque Medical Center awards grants annually for projects that align with MercyOne’s Mission, Values and community health needs assessment (CHNA). Brain/mental health, including substance misuse, was identified as a significant health need in Dubuque County on the most recent CHNA.

ZTM Sober Living is a sober living environment for men aged 18 and older.

To address this need, MercyOne awarded ZTM Sober Living \$14,500 in FY24. ZTM Sober Living is a sober living environment for men aged 18 and older who need or desire continued support, structure and accountability for substance use disorder and addiction when they transition out of a controlled treatment center. Residents are asked to commit to staying for at least six months.

The award helps fund scholarships to remove the financial burden of the initial rent and to maintain tenancy despite financial hardship.

MercyOne Dubuque Medical Center opens new behavioral health program

MercyOne Dubuque Medical Center opened a Partial Hospitalization Program (PHP) in September of 2023. This program provides an intense, structured, group setting for treatment of individuals who have difficulty maintaining their daily routines or who would otherwise require inpatient psychiatric treatment. Services include psychological assessments, medication reviews, group psychotherapy, instructional education on cognitive-based therapy techniques, coping skills, mindfulness-based stress reduction, nutrition tips, and spiritual care.

Participants on average improved their Hamilton Anxiety Rating Scale (HAM-A) and Patient Depression Questionnaire (PHQ-9) scores by 45% and 48%, respectively, upon completing the program.

INTEGRATING SOCIAL AND CLINICAL CARE

MercyOne Oelwein Medical Center spreads Make It OK message

MercyOne Oelwein Medical Center, as a partner of Healthy Fayette County, spread the Make it OK message during Mental Health Awareness Month in May to reduce the stigma surrounding mental health and illnesses.

MercyOne Oelwein Medical Center shared resources to talk about mental health both within the hospital as well as out in the community. As an active member of Healthy Fayette County, the hospital also partnered with the school system to introduce the Make it OK campaign to students sharing the importance of talking about mental health in ways that are caring and supportive.



To learn more about the Make It OK community campaign visit MakItOK.org

House of Mercy

House of Mercy is one of Central Iowa's most comprehensive providers of vital behavioral health services, and the state's largest program for parenting women with children. MercyOne House of Mercy has a central campus in Des Moines and additional outpatient offices operating in Indianola and Newton. Founded by the Sisters of Mercy in 1988, House of Mercy has provided specialized behavioral health for over 30 years. House of Mercy is dedicated to making the community a healthier place. This commitment includes providing treatment for substance use disorders and mental health programs to individuals and families in need of these critical services and supports.

In FY24, House of Mercy served 1,951 women and 325 women and children in residential treatment.



INTEGRATING SOCIAL AND CLINICAL CARE

Mercer County Mental Health Action Program

MercyOne Genesis Aledo Medical Center partnered with Mercer County Health Department (MCHD) on a Rural Health Care Services Outreach Grant to improve access to mental health care. The application was awarded a three-year grant (2018-2021) totaling \$563,000 to develop the Mercer County Mental Health Action Program (MHAP). MHAP is an evidence based mental health navigator program that utilizes a holistic approach of barrier reduction and integration of physical and behavioral health. The priority population for MHAP is high-risk groups of rural, low income, uninsured or underinsured individuals and families with young children, and early intervention with adolescents 12-17 years of age with chronic and emergent needs with potential harm to self or others. The nurse navigator at MCHD works closely with the mental health providers and MercyOne Genesis Aledo Family Medicine including an Advanced Practice Psychiatric Nurse (APPN) and Licensed Clinical Social Worker (LCSW) to coordinate care.

The program has sustained post grant funding and April 2024 marked six years of successful implementation and expansion. The program has served 610 unique individuals through the LCSW and APPN of which just under half are youth. This also includes 200 clients engaged in mental health case management, including both adults and students. Students with mental health and transportation barriers received direct school-based mental health case management, care coordination and counseling services. During the summer months while school is out of session, MHAP provides mental health case management and counseling services through the MercyOne Genesis Aledo Mobile Clinic.



SOS is an evidence-based youth suicide prevention program. The program was taught at Mercer County Junior High and High School and Sherrard Junior High and High School during the 2023-2024 school year reaching 423 students. This crucial mental health education and screening tool helps connect students to resources and mental health supports.

2024 program results

85% of patients 12 and older were screened for clinical depression.

92% of case management visits attended by clients.

64% of clients documented compliance with behavioral health medication.

123 students received MHAP case management services.

96% of MHAP students are in the care of a mental health provider.

26 counseling sessions provided through the mobile clinic.

INTEGRATING SOCIAL AND CLINICAL CARE

MercyOne Genesis Family Connects

The MercyOne Genesis Family Connects Program is a universal home visiting program for families with newborns. Within the first 3 weeks of babies leaving the hospital, specially trained MercyOne Genesis Visiting Nurses provide in-home health assessments of mothers and newborns, as well as discuss the social conditions affecting the family. The goal is to connect parents with essential community resources they need to raise a healthy child. Support is tailored to meet the needs of the family. Examples of support include:

Since launching the program in 2016, MercyOne Genesis Davenport Medical Center has observed a 23% reduction in emergency department visits for 0–12-month-old infants. In FY24, the program served 797 families. Of the families served, nearly 40% are Medicaid recipients.

Family Connects is an evidence-based model developed by Duke University.

MercyOne South Sioux City Family Medicine participates in Rx for Reading

Pediatricians at MercyOne South Sioux Family Medicine are giving free books to children at well child visits with a “prescription” for parents and caregivers to read with their children. The program promotes early literacy development.

MercyOne is grateful to the Siouxland District Health Department for providing the books that make this program possible.

MercyOne Siouxland Child Advocacy Center

MercyOne Siouxland Child Advocacy Center (CAC) is a comprehensive, child-friendly program dedicated to serving suspected victims of abuse through each phase of the abuse response, including detection, investigation, and prosecution of abuse cases. A multi-disciplinary team provides support for victims and their families through medical exams, forensic interviews, advocacy services, therapy services, and expert witness testimony. The program served just over 600 children from 34 counties in FY24.

MercyOne Siouxland Child Advocacy Center is one of only six accredited child advocacy centers (CAC) in the state and the only CAC serving northwest Iowa. Suspected victims of abuse are referred to MercyOne Siouxland CAC by the Department of Health and Human Services and law enforcement agencies. Victims and their families are not charged for services provided by MercyOne Siouxland CAC.

MercyOne Siouxland Child Advocacy Center also works to prevent child abuse and to improve the response to child abuse through advocacy efforts and educational training.

In FY24, education was provided to 475 community professionals and 713 area students.

INTEGRATING SOCIAL AND CLINICAL CARE



MercyOne Des Medical Center Supports Healthy Birth Days

Infant Health and Family Planning were identified as a significant health need in Polk, Warren, and Dallas Counties on the FY22 Community Health Needs Assessment. To address this need, MercyOne provided a \$35,000 contribution to Healthy Birth Day, Inc. in FY24 to support their mission to improve birth outcomes through programming, advocacy, and support.

The evidence-based Count the Kicks stillbirth prevention campaign educates expectant parents on the importance of tracking their babies' movements in the third trimester of pregnancy and to speak up if they notice a change.

MercyOne Clinton Childcare and Preschool

Clinton County is considered a childcare desert according to the Center for American Progress with nearly five children per licensed childcare slot. During focus groups conducted as part of the FY24 Community Health Needs Assessment (CHNA), access to affordable childcare was noted as a top concern among focus group participants.

To address the critical community need, MercyOne Clinton Child Care and Preschool, a non-profit childcare center, provides a subsidy to qualifying families to support access to safe, affordable childcare for individuals with financial barriers. In

FY24 MercyOne Clinton Child Care and Preschool provided a net community benefit totaling more than \$225,000.

WORKFORCE DEVELOPMENT

MercyOne launches Medical Assistant Training Program

Iowa is facing a health care workforce shortage, including certified medical assistants (CMAs). The number of individuals graduating from CMA programs in Iowa is significantly below the projected demand. To address this growing need, MercyOne invested in an internal Medical Assistant Training Program

The four month program includes in-person and online education partnered with a skills lab and clinical externship. The program prepares students to take the National Health Career Association's (NHCA) certificate exam to become a certified clinical medical assistant (CCMA). Students in the program are full-time colleagues receiving a competitive wage and benefits. MercyOne also covers the costs of the NHA curriculum and the CCMA certification exam. Students commit to a three year employment agreement post-graduation.

MercyOne is proud of the fifty-six students who have graduated from the MercyOne Medical Assistant Training Program.



WORKFORCE DEVELOPMENT

MercyOne partners with local middle and high schools

MercyOne recognizes the potential of our youth and provides multiple activities for our high school and middle school students to explore health careers like job shadows, internships and career exploration events. MercyOne is also increasing the number of employment opportunities available to high school students.

40+
events

MercyOne Des Moines Medical Center attended or hosted over 40 events serving high school students in the 2023–2024 school year. Events included speaking to students about careers in health care, bringing students to the hospital to tour and explore specific clinical pathways, career fairs showcasing different health care opportunities, and additional career exploration through games and hands-on activities during onsite events. MercyOne Des Moines also provided students opportunities to shadow clinicians to gain exposure to the health care field.

132+
job shadows

MercyOne Dubuque Medical Center significantly increased engagement with high school students in FY24 hosting more than 132 job shadows, 21 high school interns, 27 middle school and high school events, and 8 tours. Mercy One Dubuque Medical Center hired 37 high school students in FY24.

100+
students reached

MercyOne Clinton Medical Center visited several schools in FY24 introducing hundreds of students to health care career opportunities.

MercyOne North Iowa partners with Mason City High school

MercyOne North Iowa Medical Center is partnering with Mason City Highschool to pilot an innovative health occupations curriculum. The program provides students with an opportunity to explore health care careers and learn foundational skills related to working in the health care field. The fall semester focuses on exploration and skill building which serves as a base for more individualized education and work experiences in the spring. The program helps prepare them for high demand health care jobs with career growth opportunities such as phlebotomy, sterile processing, and pharmacy technician. Seventeen students are currently participating in the pilot program.

WORKFORCE DEVELOPMENT

Project SEARCH

Project SEARCH is a job skills training program whose primary outcome is competitive, integrated employment. Project SEARCH was developed by Erin Riehle at Cincinnati Children’s Hospital Medical Center, beginning in 1996. As Director of Cincinnati Children’s Emergency Department, Erin saw a need for people to fill some of the high-turnover, entry-level positions in her department. Since the hospital served persons with disabilities, Erin believed they could become a valuable source of potential employees to fill these positions, given the proper training. Today, there are 775 Project SEARCH programs across 48 states and 10 countries.

Project SEARCH is a business partnership between Clinton Community School District, MercyOne Clinton Medical Center, MercyOne Clinton North Health Plaza, and the Clinton YWCA. As such, the program is located and operates within these three settings, and currently serves six students from Clinton High School, Central DeWitt High School, Northeast High School, and Maquoketa High School.



MercyOne North Iowa receives award from Iowa Workforce Development

MercyOne North Iowa was awarded by Iowa Workforce Development for the promotion and advocacy to hire individuals with varying levels of disabilities as members to our workforce. The hospital works with several statewide organizations including Project 43, Iowa Vocational Rehabilitation and One Vision to provide long-term employment.

MercyOne North Iowa partners with community leaders

MercyOne North Iowa is partnering with community leaders to support the employment of growing Micronesian and Philippine populations. The hospital is implementing strategies to support colleagues where English is a second language.

WORKFORCE DEVELOPMENT

Patient Care Technician program creates opportunity

The Patient Care Technician (PCT) Training Program at MercyOne Des Moines Medical Center creates opportunity by offering paid education and training with benefits to those without experience or training as nursing assistant. Participants learn how to assist patients with activities of daily living through 150 hours of didactic, skills lab, and clinical hours. Additionally, the course offers students community health resources if needed for personal well-being. Upon successful completion of program requirements, participants are prepared to take care of adult patients in the acute care setting and are eligible to be promoted a PCT. New PCTs continue to receive coaching and mentorship from the PCT education team through their first year of employment.

In CY23 nearly 60 participants completed the training program.



WORKFORCE DEVELOPMENT

COLLEAGUE SPOTLIGHT



Justin Nylin, Director of Operations at MercyOne Clinton Medical Center, volunteers his time serving on the Career and Technical Education (CTE) advisory committee with the Clinton Community School District in Clinton, Iowa. The program teaches students specific career skills in middle school and high school preparing students for postsecondary education or entry into the workforce. CTE programs can cover a variety of content areas, such as health sciences, technology, and agriculture.

As a member of the CTE advisory committee, Justin provides feedback on the design, implementation, evaluation, maintenance and revision of the program curriculum and training equipment from an industry perspective.

“True success in any field comes not only from individual achievement but from being deeply engaged in the community you serve. It’s through collaboration, support, and shared purpose that we elevate both ourselves and those around us.”

WORKFORCE DEVELOPMENT

MercyOne post-graduate training opportunities

MercyOne is addressing health professional shortages through post-graduate training programs where medical professionals continue their education working side-by-side with some of the area's leading medical experts. We offer numerous residency and fellowship opportunities across our ministry including:

- Cardiology Fellowship
- Community-based Pharmacy Residency
- Emergency Medicine Pharmacy Residency
- Family Medicine Residency
- Family Medicine Rural Residency
- General Surgery Residency
- Internal Medicine Residency
- Internal Medicine Residency Primary Care Track
- Interventional Cardiology Fellowship
- Pharmacy Residency
- Podiatry Residency
- Psychiatry Residency

MercyOne Des Moines Medical Center awards grant to Primary Health Care, Inc.

MercyOne Des Moines/PHC Consortium is a partnership between MercyOne Des Moines Medical Center and Primary Health Care, Inc. to enhance graduate medical opportunities in Iowa. The family medicine residency and internal medicine residency outpatient continuity clinics are part of this collaboration and are operated by Primary Health Care, Inc. (PHC), a Federally Qualified Health Center (FQHC). The clinics comprise a diverse patient population spanning all age groups, socio-economic classes, and ethnic groups. MercyOne awarded a community benefit grant to PHC totaling nearly \$5 million over FY23 and FY24. The funding supports the otherwise uncompensated cost PHC incurs in providing its full scope of comprehensive, community-based services.



FISCAL YEAR 2024
**Community Health
& Well-Being
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