

Community Health
& Well-Being
Impact Report

FISCAL YEAR 2022





Introduction	3
Ministry overview	4
Community benefit	5
Maternal health	6
Social needs screening & Community Health Workers	7
Health education	9
Bringing care into communities	12
Community partnerships	17
Health professions education	18

Our Mission

We, Trinity Health, 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 Who are Poor

We stand with and serve those who are poor, especially those 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

For more than 140 years, Catholic women religious communities operated a growing number of health care organizations throughout Iowa. Their main goal was to increase access to care for those in need, especially the less fortunate. MercyOne, an integrated system of hospitals, clinics and other health care facilities, stands on the shoulders of these faith-based women to nurture and expand the Mission. We remain committed to the delivery of personalized health care and to serving as a compassionate and transforming healing presence within the communities we serve. In the spirit of this mission, MercyOne invested more than \$180 million in community benefit in fiscal year 2022.

To identify the greatest health needs in our communities, each MercyOne medical center, in collaboration with community partners, conducts a triennial Community Health Needs Assessment (CHNA). The CHNA process includes collecting data and community input to assess the health and social wellbeing of a community and to develop plans to address the most pressing unmet needs. The community assets and needs identified through the CHNA are used to develop multi-year strategies to address the identified community health and social needs. We invite you to visit [MercyOne.org/about-us/community-health](https://www.mercyone.org/about-us/community-health) for the CHNA of each community we serve as well as our plans to address identified needs in the coming years.

The following community benefit report showcases examples of new and expanded initiatives implemented this fiscal year, in collaboration with community and public health partners, to support those who are poor and vulnerable, help prevent and manage chronic conditions like diabetes, provide health education and awareness, and reduce health disparities.

On behalf of MercyOne, we thank our community partners for their active engagement in this process and we look forward to partnering with you to transform the health of our communities and support our promise to help each person live their best life.



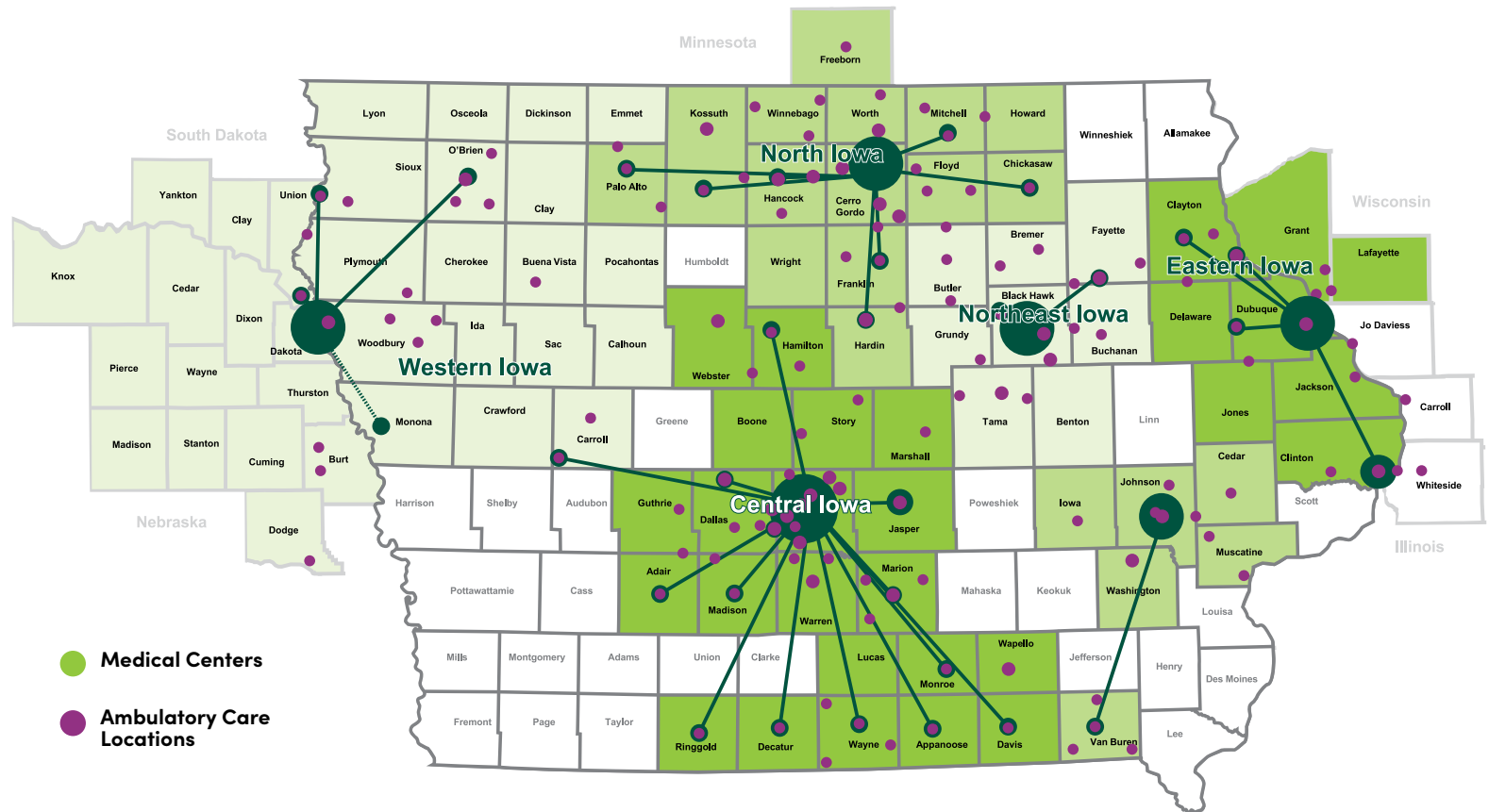
Robert Ritz
MercyOne President/CEO



Derek Novak
PHSO President,
Community Health & Well-Being

Ministry overview

MercyOne is a connected system of health care facilities and services dedicated to helping people and communities live their best lives. Our system's more than 230 clinics, medical centers, hospitals and care locations are located throughout the state of Iowa and beyond. More than 18,000 colleagues strong, our care providers and staff make our patients' health and happiness their highest priority, so they can get well—and stay well.



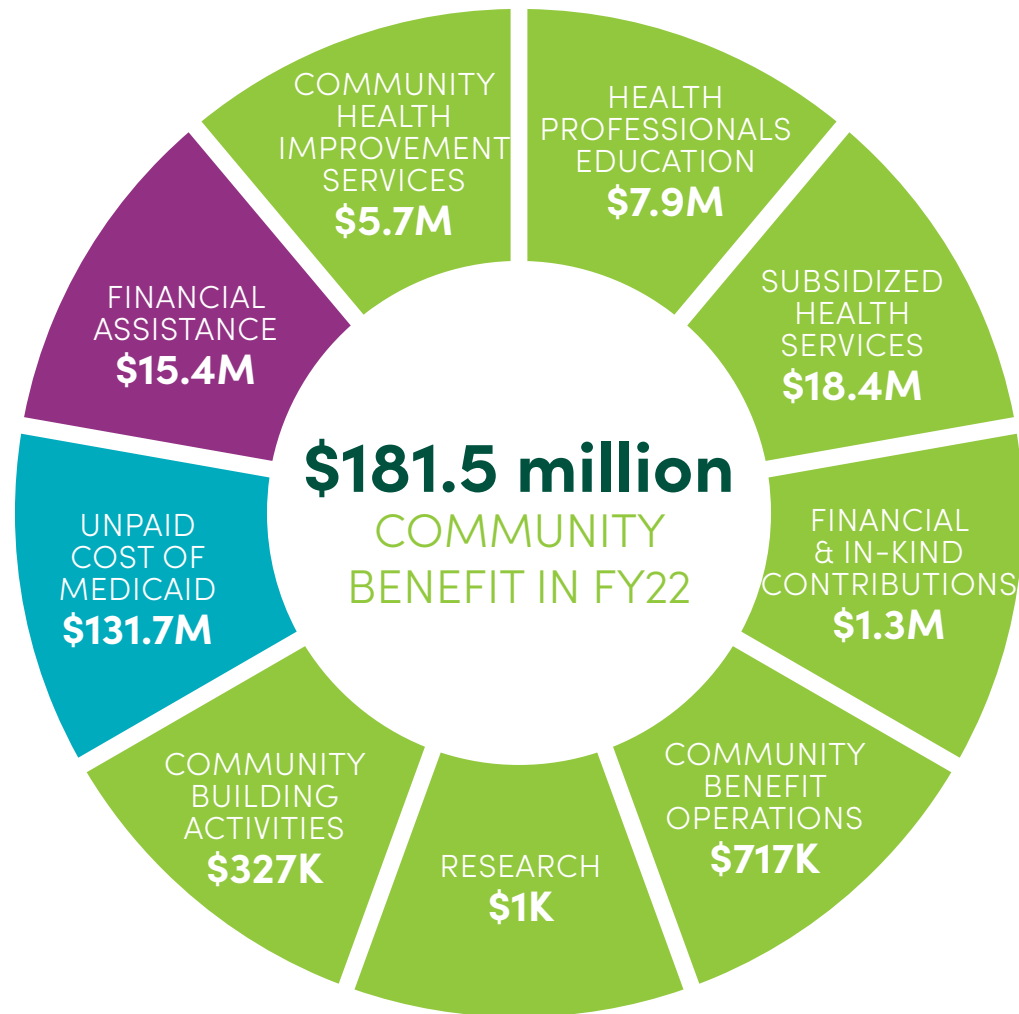
Community benefit

Community benefits are programs or activities that provide treatment or promote health and healing in response to identified community health needs. These activities are at the heart of our Mission of serving vulnerable populations and improving the health of our communities.

Community benefit programs and activities must meet at least one of the following objectives:

- Improve access to health care services
- Enhance public health of the community
- Advance increased medical knowledge
- Relieve or reduce the burden of government to improve health

MercyOne is proud to have invested \$181.5 million in community benefit in fiscal year 2022.



Maternal health

Maternal health outcomes

The stillbirth rate for births among African American women in Iowa is three times higher than the stillbirth rate among White women (2018, Vital Records). Reducing health disparities and improving maternal health outcomes for women of color in Iowa is a priority for MercyOne. MercyOne Des Moines Medical Center was awarded a three-year grant in 2021 from Catholic Health Initiatives' Mission and Ministry Fund to improve health outcomes and reduce stillbirths for women of color in the Des Moines community.

During the first year of the grant, MercyOne gathered insight and perspectives on the needs and barriers pregnant women in our communities are facing through focus groups, online surveys, community partnerships and community events. Focus groups were held to learn from women of color who were currently pregnant or had been pregnant during the previous 12 months. Additional feedback was also collected through online surveys.

MercyOne participated in multiple community events to build partnerships, collect feedback and raise awareness of disparities in maternal health outcomes. In Feb. 2022, MercyOne sponsored a virtual booth at I'll Make Me a World in Iowa (IMMAWII), Iowa's African American Festival, and collected surveys asking a variety of maternal health questions. In April 2022, MercyOne sponsored a webinar on the State of Black Maternal Health during Black Maternal Health Month. More than 480 attendees participated in the webinar. MercyOne also sponsored a booth at Neighbors Day during the Iowa Juneteenth Observance gathering input from women of color.

In year two of the grant, MercyOne will use the information gathered during focus groups and surveys to implement a series of interventions to help address barriers and connect women to prenatal care and supports, including: an outreach and marketing campaign, updating referral protocols, hiring a community health worker and providing cultural diversity training to maternal health providers and staff.



Celebrating volunteer birth doulas

MercyOne Des Moines is celebrating 10 years of volunteer birth doulas – Iowa's only hospital to offer expecting mothers a Volunteer Birth Doula Services Program! MercyOne Volunteer Birth Doulas celebrated this occasion along with recent doula families. We appreciate all of the support from our nurses, midwives, OB providers, administration and additional support colleagues!

Social needs screening & Community Health Workers

MercyOne Community Health Workers

MercyOne Population Health Services Organization (PHSO) launched an innovative model for assessing and addressing the social determinants of health in Central Iowa in 2017. The program has since grown from a team of three Community Health Workers (CHWs) in Central Iowa to a team of 20 CHWs across the state of Iowa. The program focuses on implementing social



needs screening in primary care settings and adding CHWs to the population health care management team. CHWs are frontline public health workers with a deep understating of the community and have training to serve as liaisons between the health system and community.

Patients visiting MercyOne clinics in Central Iowa, North Iowa and Northeast Iowa are asked questions related to social needs – such as access to safe housing, quality food and reliable transportation. Almost 40,000 patients chose to participate in the screening at least once during FY22. Patients who voluntarily identify a need are connected with a CHW who assists them in navigating health and social services. CHWs meet regularly with community-based organizations to better understand resources available, as well as identify where gaps exist in the availability of needed resources. MercyOne Siouxland is looking forward to screening for health-related social needs starting in FY23.

AmeriCorps Community Health Worker Grant

MercyOne PHSO was awarded a grant from AmeriCorps, a federal agency bringing people together to tackle the country's most pressing challenges, through national service and volunteering. AmeriCorps members and AmeriCorps Seniors volunteers serve with organizations dedicated to improving communities. AmeriCorps helps make service to others a cornerstone of our national culture. Volunteer Iowa is the state agency responsible for distribution of funds, grand funding, technical assistance, training, support and oversight of Iowa's AmeriCorps programs.

The funding through AmeriCorps extended MercyOne's CHW program through an AmeriCorps member being trained as a Community Health Worker. In Dec. 2021, AmeriCorps member Lexi Yost was welcomed to MercyOne Bluebell Road Family Medicine in Cedar Falls. As a MercyOne AmeriCorps CHW, Lexi partnered with the clinical care team to implement a process for asking patients about health-related social needs. Patients who indicate they have unmet social needs partner with Lexi to prioritize their needs, set goals and identify community resources.

When asked about her role, Lexi states, "It has been rewarding to work alongside providers and connect patients to resources to improve their overall health."



To learn more about AmeriCorps, visit [AmeriCorps.gov](https://www.americorps.gov). For more information on Volunteer Iowa or Iowa's AmeriCorps programs, visit www.volunteeriowa.org or call 1-800-308-5987.

Social needs screening & Community Health Workers

HRSA Newton CHW Grant

MercyOne Newton Medical Center was awarded a three-year grant from the Health Resources Services Administration (HRSA) in 2020 to embed CHWs in three rural communities. The MercyOne PHSO helps support this rural network consisting of the MercyOne Newton Emergency Care, Dallas County Hospital and Family Medicine Clinic in Perry, and Knoxville Hospital and Clinics.

CHWs use standardized screening and follow-up to address unmet social needs of patients. Through networking and the establishment of partnerships with community-based organizations, CHWs have a keen awareness of the resources available to meet patient needs. This grant-funded initiative is intended to improve the health of individuals by addressing unmet social needs, and to expand and strengthen community partnerships within the rural network to positively impact the community as a whole.

Cheryl Garrels, MercyOne Newton Community Health Worker, shared, "I am honored to provide support during a difficult chapter of our patients' lives, guiding them through applications that could reduce some of their day-to-day stress."



MercyOne CHW
youtu.be/sRjIVmdTH5U

MercyOne Community Resource Directory

MercyOne recognizes how vital social services are to the health and well-being of the communities we serve. MercyOne invested in an online Community Resource Directory powered by Find Help to connect community members with resources and assistance programs. The MercyOne Community Resource Directory also provides participating organizations the ability to respond to connections.



To search and connect with free and reduced-cost resources visit MercyOne.org/CommunityResourceDirectory

Health education

Diabetes Prevention Program

MercyOne is partnering with community members to prevent type 2 diabetes through an evidence-based lifestyle change program. Guided by trained MercyOne lifestyle coaches, participants learn the skills they need to make lasting changes such as losing a modest amount of weight, being more physically active and managing stress.

With adult obesity rates of 36% and physical inactivity of 30%, many Clinton County residents are at risk of developing type 2 diabetes. The team at MercyOne Clinton Medical Center moved to address this critical community need and launched the PreventT2 program in 2019. MercyOne Clinton Medical Center has since facilitated 12 cohorts, invested nearly \$18,000 dollars and achieved full CDC recognition by meeting all performance criteria.

The PreventT2 program offers a proven approach to preventing or delaying type 2 diabetes through modest lifestyle changes with the support of a coach and one's peers. Participants learn how to eat healthy, add physical activity to their routine, manage stress, stay motivated and solve problems that can get in the way of health changes. PreventT2 groups meet weekly for the first six months, then once or twice a month for the second six months to maintain healthy lifestyle changes.

MercyOne Clinton Medical Center has been able to celebrate success alongside 50 community members who have completed the yearlong program. Participants have lost a combined 500+ pounds and logged more than 4,000 minutes of exercise. Through weight loss and increased activity participants have cut their risk of developing type 2 diabetes in half.

MercyOne Clinton Medical Center has adapted the program to offer distance learning so participants can safely continue during the COVID-19 pandemic.

MercyOne is proud to be expanding this program to additional communities in FY23.

Join the free program

- MercyOne Clinton PreventT2
563-244-5561
- MercyOne Waterloo PreventT2
319-272-2204
PreventT2@mercyhealth.com
- MercyOne Des Moines PreventT2
515-358-9127
PreventT2@mercyhealth.com

Health education

Courage to Quit

MercyOne North Iowa partners with community members to reach their smoke-free goals through Courage to Quit®. Trained and certified Courage to Quit® leaders offer the evidence-based tobacco treatment program at MercyOne North Iowa, Cerro Gordo Public Health and Prairie Ridge Integrated Behavioral Healthcare.



Courage to Quit® referrals should call 641-428-7887.

Partnering with the CDC to reduce falls among older adults

The MercyOne PHSO is supporting a CDC research grant awarded to the University of Iowa Colleges of Public Health and Pharmacy in 2018. The purpose of the Medication Empowerment & De-prescribing for Safety (MEDS) Study is to develop a sustainable program for health care systems to reduce fatal and nonfatal falls among older adults living independently in their communities who are prescribed medications that put them at a higher risk of falling.

As a sub-awardee, MercyOne has recruited 77 rural primary care clinics throughout Iowa and enrolled 400 participants in this study. Using a multidisciplinary team model, University of Iowa pharmacists and MercyOne research study health coaches collaborate with primary care providers to guide patients through the process of lowering the dose or eliminating (de-prescribing) high risk medications. Best practice tools, including the use of a Medication Action Plan (MAP), a diary to track falls, motivational interviewing techniques and patient empowerment brochures on topics personalized for the individual needs of each patient prepare participants to actively engage in fall prevention behaviors. The goal of this five-year grant is to determine if reducing the use of high risk medications and promoting patient empowerment results in fewer falls and improved safety for seniors.

“I appreciate this program so much! Working with you, learning about my medications and learning about safety allows me to stay in my own home. I shared with my doctor how great your program is. I hope more people use it to help themselves stay in their own homes.”

MercyOne Patient

Health education

HRSA MercyOne Advance Care Planning Grant

In 2021 MercyOne was awarded a four-year grant from the Health Resources Services Administration (HRSA) to expand rural health care delivery by increasing access to and use of advance care planning (ACP) services in Appanoose and Ringgold counties. ACP is a process of making decisions about the future medical care a person wishes to receive when they are unable to speak for themselves. This person-centered care ensures the patient, their loved ones and the health care provider know and agree to follow the patient's wishes.



To carry out the work of this grant, a consortium was formed to include MercyOne Centerville Medical Center, Ringgold County Hospital, EveryStep Home Care and Hospice and MercyOne PHSO. Additional members will be added to the consortium throughout the grant period to include organizations serving those age 65 and older. The consortium will utilize grant funding to launch a community outreach and education campaign to share the importance of ACP and how to initiate the process. Respecting Choices™ evidence-based ACP facilitator training will be provided to consortium member staff. A certified ACP facilitator will assist community members to have advance care planning conversations and encourage the completion of advance directives. Lastly, standardized workflows will be implemented within the consortium organizations to improve the delivery of ACP and assure the resulting advance directive documents will be accessible to healthcare providers when needed.

MercyOne hosts free mammograms

Breast cancer affects one in eight women in the United States. Through yearly mammograms and self-breast awareness women can take the necessary steps to lower their risk. At MercyOne we don't want cost-related barriers to get in the way of these important preventive services. In FY22 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
- MercyOne Indianola Imaging

Bringing care into communities

MercyOne Dubuque Mobile Medical Unit

MercyOne Eastern Iowa is bringing care into the community through a mobile medical unit. Housed within a 31-foot RV, the handicap-accessible mobile medical unit includes two full exam rooms, a waiting area, bathroom, air conditioning, solar panels and a power awning. The mobile unit transports a dedicated team of MercyOne caregivers providing services to people with limited access to health care, including those with physical and financial barriers in urban and rural communities within the region. The mobile unit has served more than 4,000 community members and administered more than 2,000 flu and COVID-19 vaccines since the launch in November 2021.

Services offered through the mobile medical unit include:

- COVID-19 vaccinations and boosters
- Influenza vaccinations
- Brain health education, screenings, prevention and resources
- Assessing blood pressure, temperatures and blood sugar
- Identifying risks for hypertension, stroke, diabetes, cancer and infections
- Identifying and addressing barriers to accessible health care for underserved or uninsured community members

For more information about the mobile medical unit, visit MercyOne.org/dubuque.

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“Consistent with our wonderful Mission and Values, we want to ensure everyone has access to care,” said Kay Takes, president of MercyOne Eastern Iowa.

“Our goal with the mobile medical unit is to eliminate barriers by bringing convenient and personalized care to people, where they are.”

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Bringing care into communities

MercyOne Des Moines Paramedicine Program

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 is able to assist 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.

MercyOne Care-A-Van

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, and currently has 20 volunteers and employs one part-time colleague to support scheduling. In FY22 Care-A-Van services transported 1,745 patients to medical appointments.

MercyOne Care-A-Van drivers were honored with the Governor's Volunteer Award in 2022 for their dedication to bringing compassionate care to the Cedar Valley.



Bringing care into communities

MercyOne Centerville Medical Center provides free transportation

MercyOne Centerville Medical Center realized following a Community Health Needs Assessment that residents of Appanoose and Wapello County were lacking transportation to services in rural Iowa. As a result, MercyOne Centerville Medical Center partnered with 10-15 Transit Southern Iowa Public Transportation, which is a state and federally funded public transportation system. The service 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.

MercyOne Centerville Medical Center operates rural health clinics in Centerville and Ottumwa. The hospital recognized they could play a vital role for the betterment of the communities they serve in Appanoose and Wapello Counties. So, MercyOne Centerville Medical Center provides the financial assistance for the 10-15 Transit to support the service from 1-5 p.m. daily, Monday through Friday. This sponsorship benefits on average 100 residents each and every month with a community benefit totaling over \$5,500 annually.



Bringing care into communities

MercyOne Siouxland Medical Center partners with Winnebago Comprehensive Healthcare System

MercyOne Siouxland began partnering with Winnebago Comprehensive Healthcare System (WCHS) in 2021 in an effort to educate the Winnebago community on the safety of the COVID-19 vaccination and reduce vaccine hesitancy within the local Native American population. The collaboration continued into 2022 and resulted in achieving a vaccination rate of 82% for those 12 years and older, and 72% for community members who were 5 years of age and older as of Sept. 2, 2022.

MercyOne supported a marketing campaign that reinforced the vaccination encouragement message. Flyers, brochures, posters, social media and billboards were utilized to communicate the safety and effectiveness of the vaccine, along with information on how to obtain the vaccination locally. To assist with availability of the vaccine, local community vaccination clinics were held in familiar settings within the Winnebago community.



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Linda Santi of Winnebago Comprehensive Healthcare System stated, “And with your help, we’ve been able to create a climate of vaccination awareness community wide. This can only help with all other vaccinations- flu, childhood, etc. – another way your award keeps giving.”

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Bringing care into communities

MercyOne New Hampton Medical Center activates food pantry in local high school

MercyOne New Hampton identified food insecurity as a health need in their most recent CHNA. For decades, we have played an integral role in food access since the Chickasaw County Food Pantry is located on our campus. Through our CNHA process, it was determined access to the Chickasaw County Food Pantry was an issue for many families due to food only being distributed on Friday mornings and a monthly voucher being required.

In FY2022 MercyOne representatives partnered with the Northeast Iowa Food Bank, New Hampton Rotary Club and New Hampton High School Interact Club to open Chickasaw Pride Pantry at the school. The pantry provides a convenient supply of food and personal care items for students, their families and the community. Since opening in June 2022, more than 1,500 pounds of food and personal care items have been distributed. In July, MercyOne colleagues held a personal care item drive for the pantry. MercyOne colleagues volunteer to restock the pantry regularly and continue to support this project through personal donations as well.



Community partnerships

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.

SHIIP volunteers hosted by MercyOne served 5,480 community members in 2021, saving seniors more than \$1,780,000.

Appointments with SHIIP counselors are available at the below MercyOne locations.

- MercyOne Clinton Medical Center
- MercyOne Newton Medical Center
- MercyOne Dubuque Medical Center
- MercyOne North Iowa Medical Center
- MercyOne Elkader Medical Center
- MercyOne Primghar Medical Center
- MercyOne New Hampton Medical Center
- MercyOne Waterloo Medical Center



Visit shiip.iowa.gov to find a SHIIP Sponsor Site in your community.



SHIIP volunteer counselors at MercyOne North Iowa received the Governor's Volunteer Award in 2022 from Governor Kim Reynolds for the second consecutive year. The award honors people who dedicate their time and talent to help an organization or agency deliver on its mission.

Health professions education

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
- Interventional Cardiology Fellowship
- Pharmacy Residency
- Podiatry Residency
- Psychiatry Residency

Visit any MercyOne location to learn more about opportunities available through our residency and fellowship programs.

[Central Iowa](#)

[Northeast Iowa](#)

[Eastern Iowa](#)

[Western Iowa](#)

[North Iowa](#)



Internal Medicine Graduates

Internal Medicine Graduates include: left to right: Dr. Josh Llorente, Dr. Trivian Nguyen, Dr. Erin Voelschow, Dr. Angela Park, Dr. Alex Miller, Dr. Jourdan Harkless, Dr. Tommy De Santis, Dr. Greg Pagnotta, Dr. David Tate (missing from photo: Dr. Jack Lin)



Family Medicine Graduates

Family Medicine graduates include: (Bottom left to right) Patrick Luft, MD, Fellipe Lima Nobre de Queiroz, MD, Ujwal Patel, MD, Garrett Risley, MD, Jaspreet Signh, MD and Yusuf Mohamed, MD. (Back row left to right) Chelsea Meir Lima Nobre de Queiroz, MD, Elizabeth Mathew, MD, Aditi Derashri, MD, and Jessica Briggs, DO.



Psychiatry Residency

Psychiatry residents include: (left to right) Catherine "Tyler" VanMilligen, DO; Anthony Tabish, DO; and Mehdi Goodarzi, MD.



Cardiology Fellow Graduates

Cardiology fellows include: Dr. Kofi Osei and Dr. Tuncay Taskesen.

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