



# Community Health & Well-Being **Impact Report**

FISCAL YEAR 2023





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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

During the past year, MercyOne completed two historic integrations, the transition of MercyOne under Trinity Health as a Regional Health Ministry and the integration of Genesis Health System with MercyOne. Although there has been much change this year, one thing that never wavers is our constant commitment to our Mission and our system of health services for the communities we serve.

For more than 140 years, women religious communities founded and 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. As an integrated system of hospitals, clinics and other health care facilities, we stand on the shoulders of these faith-based women to nurture and expand our special ministry to serve others in need. We remain committed to people who are experiencing poverty and other challenges impacting their overall well-being. In the spirit of this mission, MercyOne invested \$200 million in community benefit in fiscal year 2023. We continue to do our part to help each person have their best life.

The following community impact report highlights numerous examples of new and expanded initiatives we implemented this fiscal year, in collaboration with community and public health partners. These initiatives respond to community health needs including programs to address social needs such as food insecurity, homelessness, and transportation barriers, programs to reduce barriers to accessing care such as community vaccine clinics and education, and a concentrated effort to grow the health care workforce in Iowa and Illinois. While our ministry has traditionally been defined by the health services we provide, today we are proud to focus on impacting the overall well-being our communities.

On behalf of MercyOne, we thank our community partners for their active engagement in this process and we look forward to this expanded collaboration to transform the health of our communities and support our promise to help each person live their best life. It is an honor to serve in this special ministry of Mercy.



**Robert Ritz**  
MercyOne President/CEO



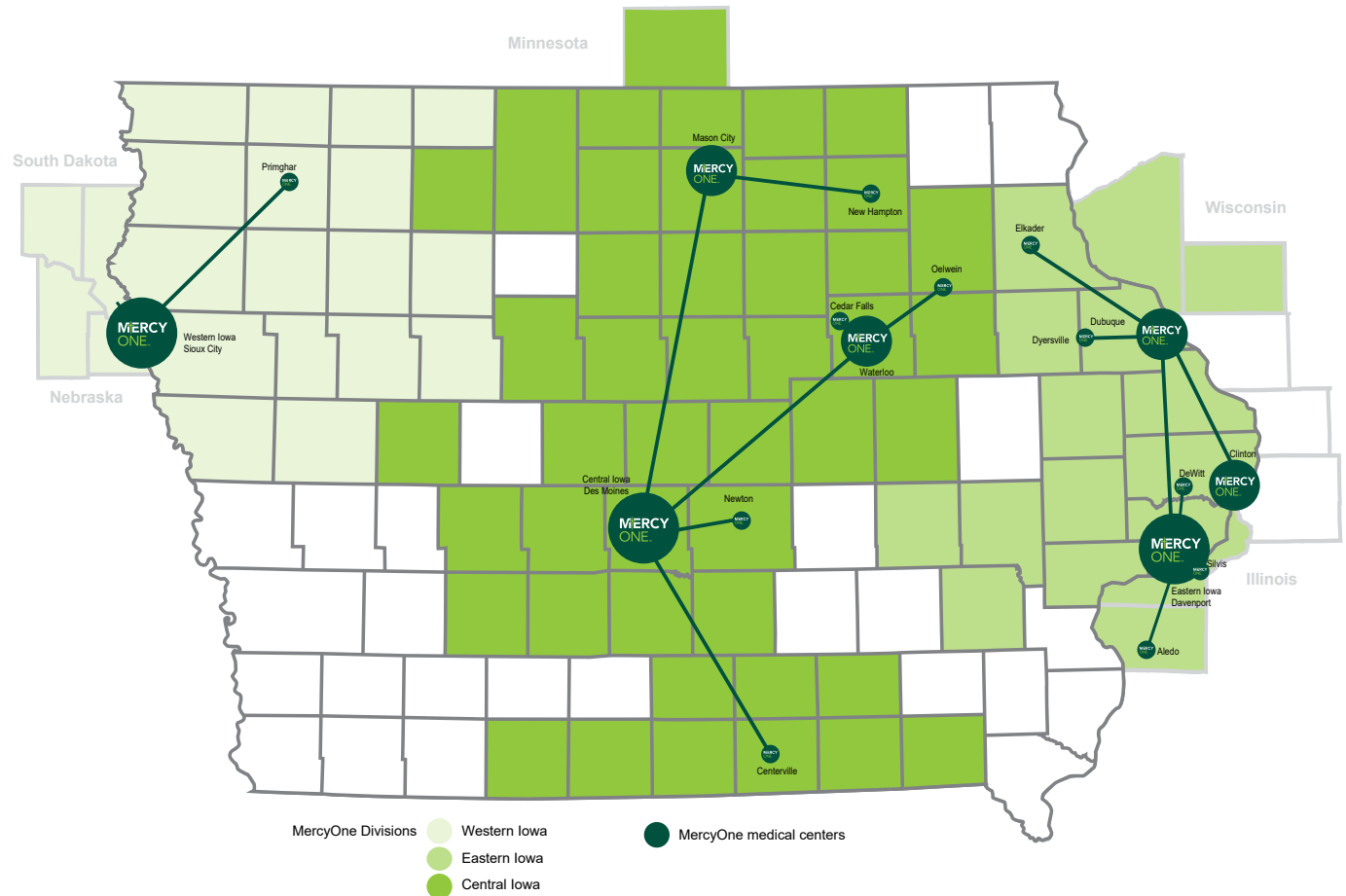
**Lillian Dittick**  
PHSO President,  
Community Health & Well-Being



**Emily Berman**  
Executive Director,  
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 220 clinics, medical centers, hospitals and care locations are located throughout the state of Iowa and beyond. More than 20,000 colleagues strong, our care providers and staff make our patients' health and happiness their highest priority, so they can get well—and stay well.



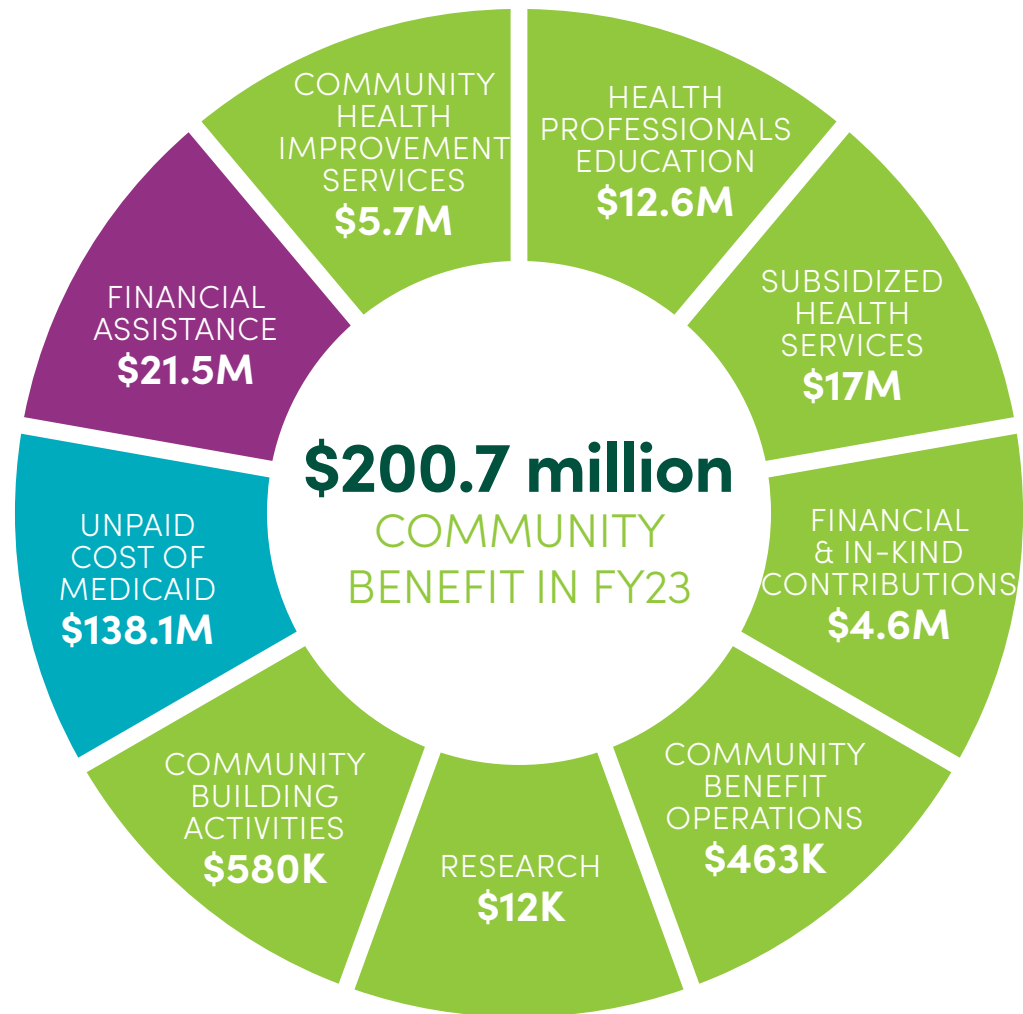
# Community benefit

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 to serve vulnerable populations and improve 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 more than \$200 million in community benefit in fiscal year 2023.



# Maternal and child health

## 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 more than 500 children from 30 counties in FY23.

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 FY23, education was provided to 160 community professionals and 120 area students.

## Baby-Friendly designation

MercyOne Clinton was recognized this year for their high standards of care for breastfeeding mothers and their babies.

[Baby-Friendly USA](#), the accrediting body and national authority for the Baby-Friendly Hospital Initiative in the U.S., awarded its international Baby-Friendly designation to MercyOne Clinton Medical Center and MercyOne North Health Plaza. This designation is awarded to facilities adhering to the highest standards of care for breastfeeding mothers and their babies.



Certified lactation counselor, Amber Herzmann RN C-EFM CLC, hosts breast-feeding classes every other month to teach moms everything they need to know about the basics of breastfeeding. In this class, she covers breast care, proper positioning and attachment, breast pumps, milk storage and back-to-work strategies.

## First-ever “Birthing-Friendly” designation

Eight MercyOne and Genesis medical centers received the first-ever “Birthing-Friendly” designation from the [Centers for Medicare & Medicaid Services \(CMS\)](#).

We celebrate MercyOne Clinton, Des Moines, Dubuque, Newton, North Iowa (Mason City) and Waterloo medical centers and Genesis Davenport and Silvis medical centers for their commitment to high-quality maternity care.

To earn the designation, hospitals or health systems must participate in a statewide or national perinatal quality improvement program and implement evidence-based care to improve maternal health. [See the CMS Birthing-Friendly map to learn more.](#)

# Maternal and child health

## Addressing disparities in 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 is currently in year two of a three-year grant awarded by

Catholic Health Initiatives' Mission and Ministry Fund to improve health outcomes and reduce stillbirths for women

of color in the Des Moines community. The initiative was selected as a best practice by the American Hospital Association and MercyOne colleagues were invited to present an overview at the annual conference in May 2023.

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, 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 collected through online surveys.

In year two of the grant, MercyOne hired a Community Health Worker (CHW) colleague dedicated to the Obstetrics Emergency Department (OB ED). The OB ED provides hospital-based OB/GYN physicians on-site at MercyOne Des Moines Medical Center 24 hours a day, 365 days a year with the mission of ensuring every expectant mother is evaluated and treated by a physician regardless of time, location, complication or circumstance. Through the program, 75 women received CHW support to address health-related social needs and to remove barriers to accessing prenatal care.

MercyOne also participated in multiple community events this year to build partnerships, collect feedback and raise awareness of disparities in maternal health outcomes. In October 2022, MercyOne partnered with Count the Kicks to host a Community Baby Shower. The event provided expectant families with education as well as essentials for their newborn babies. In February 2023, MercyOne sponsored a booth at I'll Make Me a World in Iowa (IMMAWII), Iowa's African American Festival. In May 2023, MercyOne sponsored a booth at the Baby Bloom resource fair for new and expectant families. In June 2023, MercyOne sponsored a booth at Neighbors Day during the Iowa Juneteenth Observance and at Central Iowa's World Refugee Day Celebration.

## MercyOne Dubuque Medical Center opens Milk Dispensary

MercyOne Dubuque Birth Center opened a Milk Dispensary in May 2023, in collaboration with University of Iowa Hospital and Clinics, to support families in need of supplemental milk. Donor breast milk can address a critical need for medically fragile infants in the hospital. Donor breast milk can also support babies at home to supplement a mom's milk supply or to fill the gap until the mother's milk supply increases. The hospital stocks pasteurized donor milk available for all parents in the community regardless of where the baby was delivered. Having a local dispensary saves families money as the cost of shipping breast milk can be substantial. To receive donor milk, patients need a prescription from their provider. MercyOne is proud to share that MercyOne Waterloo Medical Center will also be opening a Milk Dispensary to serve the community in FY24.

# Social needs screening & Community Health Workers

## MercyOne Community Health Workers

MercyOne Population Health Services Organization (PHSO) launched an innovative model for assessing and addressing health related social needs 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 nearly 20 CHWs across the state of Iowa.



CHWs are frontline public health workers with a deep understanding of the community who are trained to serve as liaisons between the health system and community.

Patients visiting MercyOne clinics in Central Iowa, North Iowa, Northeast Iowa, and Western Iowa are asked questions related to social needs – such as access to safe housing, quality food and reliable transportation. The program expanded to the emergency departments in Central Iowa in fiscal year 2023 (FY23). Almost 100,000 patients chose to participate in the screening at least once during FY23. 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 available resources and to identify where gaps in resources exist.

## CHW Colleague Spotlight

**Savanna Richardson,**  
Community Health Worker Team Lead

Savanna is a community health worker (CHW) at MercyOne East Village Family Plaza. As a CHW, Savanna guides patients and their families in navigating resources to address social and health care needs. She also serves in a team lead role supporting her CHW colleagues across Central Iowa.



“Being a CHW, I have enjoyed the opportunity to meet many new people, see the community through different lenses, and discover ways to make situations in patients’ lives better.”

Savanna shared that food is one of the greatest needs in her community. To better support patients, she is working to start a food pantry at her clinic to meet the immediate food needs of patient’s visiting.

“This work is an enriching part of life and allows me to fulfil my passion for helping others. The most rewarding part of this position is waking up every day knowing that I will have a positive impact on someone’s life.”



# Social needs screening and Community Health Workers

## Patient spotlight

James was referred to Tamara, MercyOne Community Health Worker (CHW), by his primary care provider for housing support. CHWs serve as a link between health care and the community to facilitate access to community programs and services.

Meeting with James, Tamara learned that he previously worked as a long-haul truck driver until he experienced a stroke awhile back. As a stroke survivor, James had to re-learn how to walk and talk, and he continues to experience effects on his speech and short-term memory. James also shared that following his stroke, he purchased a mobile home and his best friend allowed him to park it on his property. He shared how he had recently lost his closest friend, and the emotional impact of that significant loss. Not only was James experiencing grief from losing someone close to him, he was also concerned about housing. Tamara provided James with local housing options to consider. She also recognized that James could benefit from additional wrap around and navigation services as he continued to recover from his stroke.

Tamara consulted with her team as well as a community organization specializing in brain injury support. Through this consultation, Tamara learned about a program that provides wrap around services for stroke survivors in the community setting. With permission from James, Tamara coordinated with his health care provider on a program referral. Tamara continued to follow James for three months to ensure he had everything he needed to support his continued recovery. James is now connected and participating in occupational therapy, speech therapy and an aphasia support group. James is happy with his continued progress and shared, "Tamara, there are others out here that are affected by this. Now I know I am not alone."



.....  
"Tamara, there are others out here that are affected by this. Now I know I am not alone."  
.....

- James

# Social needs screening and Community Health Workers

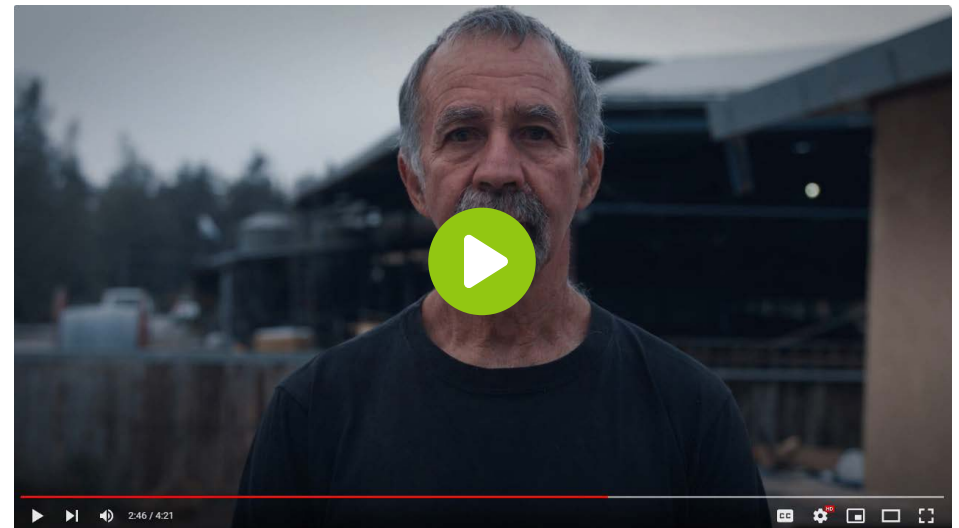
## Assessing and addressing social needs in rural Iowa

According to the Rural Healthy People 2020 report, a companion document to Healthy People 2020, persons in rural communities experience a higher prevalence of chronic conditions, higher rates of mortality and disability, and limited access to health promotion and disease prevention programs compared to their urban counterparts. Examples of social determinants of health presenting barriers for persons living in rural communities to achieving optimal health include higher poverty rates, lower health literacy, limited transportation options, and lack of access to healthy foods and physical activity.

MercyOne Newton Medical Center is in the final year of a three-year grant awarded by the Health Resources Services Administration (HRSA) to address social determinants of health in rural communities. This funding was used to place CHWs in three rural health care settings: MercyOne Newton Emergency Care, Knoxville Hospital and Clinics, and Dallas County Hospital and Family Medicine Clinic. The project was supported by MercyOne PHSO.

Rural hospitals have a significant role to play in community health improvement efforts, and collaboration with community-based organizations (CBOs) is vital. The CHW in the rural health care setting is uniquely positioned to build relationships with these organizations and assist patients to navigate established community resources to help meet their social needs. As part of this grant project, staff members from CBOs were invited to a focus group in each community. Focus group participants echoed the importance of the hospital/clinic based CHW. The participants agreed that many persons in need of services do not directly reach out to CBOs, but most will see a health care provider. Identifying social needs during health care visits and providing

a warm hand-off from the CHW to the CBO provides patients access to beneficial resources they would not have sought on their own. Working as an extension of the clinical care team, the CHW is able to bridge the gap and connect patients to services in a personal way to give them hope, combat isolation and reduce stigma regarding the need for food, mental health and loneliness.



**MercyOne CHW**  
[youtu.be/sRjIVmdTH5U](https://youtu.be/sRjIVmdTH5U)

# Partnerships addressing transportation barriers

## 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 FY23, the sponsorship of over \$3,500 benefited nearly 200 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 16 volunteers and employs one part-time colleague to support scheduling. In FY23 Care-A-Van services transported more than 800 patients to medical appointments.



# Partnerships addressing transportation barriers

76

number of rides provided in FY23

## MercyOne North Iowa Medical Center sponsors My Community Ride

Reliable and affordable transportation has been a long-standing unmet need on many of the Community Health Needs Assessments (CHNAs) in North Iowa. To address this community need, MercyOne North Iowa Medical Center provided nearly \$30,000 in financial support to My Community Ride.

My Community Ride coordinates transportation to assist individuals in locating the best mode of transportation to meet their needs at no cost. My Community Ride is available to individuals who are at or below 200% of the Federal Poverty Level, living independently within the Region II transit area, and who are in need of transportation for medical appointments or to assist individuals in combating social influences of health such as transportation to a grocery store. In FY23, My Community Ride provided 76 rides.

300

number of rides provided in FY23

## Clinton offers transportation through local para-transit service

Transportation can be a barrier to accessing medical care for people with disabilities. To remove this barrier to care, MercyOne Clinton Medical Center offers a transportation program for qualifying or uninsured patients. In FY23, more than 300 rides were provided through a local para-transit service.

805

number of rides provided in CY22

## 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 CY22, 24 volunteers provided 805 rides.

# Partnerships addressing food insecurity

## 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. In FY23, MercyOne awarded grants to seven (7) community organizations totaling more than \$50,000.

On the most recent Community Health Needs Assessment, access to nutritional food was identified as a factor contributing to high rates of obesity in the community. 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 \$13,000 over FY22 and FY23. 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 \$13,000 between FY20-FY23. 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 and products were donated to local food pantries through this initiative.

## MercyOne North Iowa Medical Center and Genesis Medical Center, Dewitt partner with Meals on Wheels

MercyOne North Iowa Medical Center and Genesis Medical Center Dewitt 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 that can be delivered on Friday. The program in Dewitt is currently providing meals to 19 participants. The program in Mason City served more than 21,000 meals in FY23 for a total community benefit of \$78,000.



For more information on the Community Benefit Ministry Grant Fund visit [Community Benefit Ministry Grant](#)

# Partnerships addressing food insecurity

## Genesis FoodPlex opened in April

In the most recent Community Health Needs Assessment for Genesis Medical Center Davenport and Genesis Medical Center Silvis, physical activity, nutrition, and weight ranked as the second greatest health need followed by diabetes ranking third. Nutrition and diabetes are closely linked. Lack of access to healthy foods is a risk factor for developing type 2 diabetes and can also increase the risk for complications for those living with diabetes (American Diabetes Association). In the quad cities, diabetes is the sixth-leading cause of death.



The Genesis FoodPlex opened in April 2023 to address food insecurity among people living with diabetes by providing healthy food, recipes and dietitian guidance. Participants 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.

**In the final quarter of FY23, Genesis FoodPlex provided 420 nutritious meals.**

## 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 & vegetables among vulnerable and under-served populations. Participating host sites, including MercyOne, distribute the vouchers which participants then redeem at local farmers markets throughout the growing season.

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



To learn more about the Genesis FoodPlex or make a donation: [Genesis Foundation](#)

# Partnerships addressing food insecurity

## 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 after mental health. 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 FY23, MercyOne provided a \$53,000 contribution to support the operations of four programs including Double Up Food Bucks, 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 costs associated with demonstrations and education, including supplies, ingredients, eat ware, recipe cards, and chef stipends.

Between July and December 2022, Healthy Harvest distributed more than 3,600 recipe cards at 55 events in 15 North Iowa communities. Healthy Harvest led multiple efforts to engage adults and youth in the community including hosting 18 classes with 150 students and demonstrations at regional farmers markets highlighting fruits and vegetables.

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Visit [Healthy Harvest of North Iowa's recipe database](#), search nearly 300 seasonal recipes all specific to North Iowa's growing seasons and availability  
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## MercyOne Oelwein Medical Center supports Plentiful Pantry

In the most recent Community Health Needs Assessment (CHNA) 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 in good nutrition.

As a step in addressing this community need, MercyOne Oelwein Medical Center provided a \$6,000 annual contribution to Plentiful Pantry in FY23. Plentiful Pantry opened in September 2022 to address food insecurity in the Oelwein community.

The pantry serves 550 households, most of which reside in the Oelwein community.

# Partnerships to support people experiencing homelessness

## House of Mercy provides support for individuals experiencing homelessness

House of Mercy is serving as a partner in the Substance Abuse and Mental Health Services Administration (SAMHSA) Treatment for Individuals Experiencing Homelessness (TIEH) grant awarded to the Iowa Department of Health and Human Services (Iowa HHS). The purpose of this five-year grant is to increase access to evidence-based treatment services, peer support, recovery support, and connections to permanent housing for people experiencing homelessness.

The funding provided an opportunity for House of Mercy to serve individuals enrolled in substance use disorder treatment who have a mental health diagnosis and are experiencing homelessness to a greater capacity. The TIEH grant has enabled the provision of much-needed federal, state, and local housing resources and assistance that other programs were not able to cover. The TIEH grant supports a holistic team-based approach providing House of Mercy clients opportunities for yoga, spirituality, acupuncture, gym memberships, gardening and art therapy.



In FY23, House of Mercy has been able to support **62 individuals** through this initiative.



# 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, becoming more physically active and managing stress.

With adult obesity rates of 36% and physical inactivity rates of 24%, many Iowa residents are at risk of developing type 2 diabetes. MercyOne is proud to offer the Prevent T2 program at no cost to eligible participants to address this critical community need.

Prevent T2 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 Waterloo Medical Center is looking forward to serving more community members in 2024 by offering the Prevent T2 program in Spanish.

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.

### MercyOne Prevent T2 Programs

- MercyOne Clinton Medical Center
- MercyOne Waterloo Medical Center
- MercyOne Ankeny Family Medicine



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

## Participant spotlight

### Dan, Prevent T2 Participant



“Being with Alecia as the lifestyle coach, has been encouraging. It’s been inspiring to be with other participants in the program and to learn from them, with their challenges and successes.”

Dan joined the Prevent T2 program in March 2023 after receiving an A1c result indicating prediabetes. Now seven (7) months into the program, Dan has lost eight percent (8%) of his initial body weight and his most recent A1c decreased into the normal range.

Alecia Boysen, lifestyle coach, shared some of the factors contributing to Dan’s success “Dan participates in group discussions and is a wonderful addition to class. He brings a smile, and fresh grown garden veggies, to class. He is willing to share his experiences of what is working or not working for him. Dan is king of getting his physical activity minutes in!”

# Health education

## Genesis Health System 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). Genesis Health System is working to address this disparity through their 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 life-saving mammograms and breast ultrasounds.

In calendar year 2022, 110 screening mammograms, 53 diagnostic mammograms, and 50 diagnostic breast ultrasounds were covered by the Voucher Program.



For more information about the Voucher Program, call Diane Koster at 563-421-3081.

## 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 FY23, 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

Twenty 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.

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



1 in 8  
women  
are affected by  
breast cancer  
in the U.S.

# Health education

## HRSA MercyOne Advance Care Planning Grant

Advance care planning (ACP) 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. 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 ACP services in Appanoose and Ringgold counties.

A consortium of stakeholders was created in these communities to develop and deploy a strategy for increasing the number of residents with advance directives on file at their hospital. To date nine organizations have joined the consortium, including the local hospitals and medical clinics, nursing facilities, home health and hospice, and public health. Twenty-nine staff members from these organizations have been trained as Respecting Choices™ ACP facilitators. Facilitators are trained to have high quality ACP conversations with individuals and their families. This evidence-based training assures consistent ACP language and documents are being used throughout the community.

To guide community outreach, a survey of community members was deployed to gauge thoughts and opinions on ACP and to identify barriers to completing the process. Over 400 community members completed the survey. Final results are being tabulated but one notable result was that 78% of those surveyed would like to learn about ACP from their providers. This finding and others from the survey will inform future grant work including supporting providers in educating patients and making referrals to a certified ACP facilitator.



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

# Health education

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 FY23, SHIIP volunteers hosted by MercyOne served 5,938 community members, saving seniors nearly \$2.7 million.

**Appointments with SHIIP counselors are available at the below MercyOne locations:**

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

5,938

number of community members served in FY23

\$2.7 mil

amount saved for seniors in FY23



Visit [shiip.iowa.gov](https://shiip.iowa.gov) to find a SHIIP Sponsor Site in your community.

# Bringing care into our community

## MercyOne Dubuque Mobile Medical Unit

MercyOne Eastern Iowa is bringing health education and care into the community housed within a 31-foot RV. The handicap-accessible mobile medical unit - including two full rooms and waiting area - transports a dedicated team of MercyOne caregivers providing services to people in urban and rural community within the region. The mobile unit served nearly 4,000 community members and administered more than 450 flu and COVID-19 vaccines in fiscal year 2023.

### 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
- Identifying and addressing barriers to accessible health

**" Helping people, especially anyone with limited access or funds for healthcare, connect to the right resources is the key to a healthier community. Everything circles back to brain health and how we are coping today builds a better tomorrow."**

Michelle Arensdorf, RN, MercyOne, Mobile Medical Unit Coordinator



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



# Bringing care into our community

## MercyOne New Hampton Medical Center partners to establish a county owned-and-operated EMS program

Access to emergency medical services (EMS) is vital in rural Iowa. To continue to provide lifesaving emergency medical care and transportation in Chickasaw County, MercyOne New Hampton Medical Center collaborated with Chickasaw County Board of Supervisors, Chickasaw County Ambulance Council and Chickasaw County EMS Advisory Committee to assist with the establishment of a new county owned and operated EMS, in response to the recent loss of the only local EMS provider.

### MercyOne's role in the establishment and ongoing success of the new ambulance service included:

- Colleagues participated on the advisory committee and helped with data collection, public awareness and recruitment.
- Developed a partnership with Northeast Iowa Community College and New Hampton Community Schools to offer EMT education to seniors in high school.
- Hosted a career exploration event in partnership with Northeast Iowa Community College that featured the role of EMTs and paramedics in addition to other health care careers. Thirty high school students and 10 staff members from area high schools and colleges attended.
- Sponsored two recruitment events for the new EMS provider.
- Hosted a National EMS Week Open House with Squad at MercyOne. The event featured emergency vehicles, a teddy bear clinic, safety door prizes, blood pressure checks and refreshments. Over 100 community members attended.

On January 1, 2023, the new Chickasaw County EMS began and was fully staffed with a full-time 1st crew including a paramedic and a back-up/on-call crew with two rigs. The new county owned EMS program accepts Medicaid, allowing our most vulnerable patients access to timely ambulance transfers when a higher level of care is needed. There has also been a significant reduction in wait time for a paramedic transfer out of the emergency department. MercyOne continues to support the Chickasaw County EMS by providing linen services, pharmacy support and biohazard disposal services.



# Bringing care into our community

## House of Mercy implements Suicide Prevention Program

MercyOne House of Mercy is a not-for-profit behavioral health care provider with 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 (SUD) and mental health (MH) programs to individuals and families in need of these critical services and supports. In FY23, House of Mercy served 2,154 persons, including 342 women and children in residential treatment.

Suicide is the ninth leading cause of death in the State of Iowa. To address this growing public health issue, House of Mercy is implementing Zero Suicide. The Zero Suicide framework aims to reduce suicide ideation, attempts, and deaths through increased awareness of the risk for suicide and enhanced screening, treatment, and referral processes. In FY23 over 1,183 suicide screenings were conducted, and 430 safety plans were created for individuals at risk. MercyOne is appreciative of the grant funding awarded by the Iowa Department of Health and Human Services to support this work.

## MercyOne Emergency Medical Services (EMS) host training simulations

MercyOne Cedar Falls Medical Center and MercyOne Oelwein Medical Center, in partnership with local fire and police, participated in four community simulations for disaster preparedness in FY23 as well as a three-day cardiac arrest simulation. Simulation training provides an immersive learning experience preparing first responders to act in real-time life-saving scenarios with the utmost precision, safety and coordination.

## 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. MercyOne Community Resource Directory also provides participating organizations the ability to respond to connections.

**In FY23, seekers made almost 40,000 searches on the site.**



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

# Research

## MercyOne participates in CDC research grant

MercyOne PHSO supports a CDC 5-year research grant awarded to the University of Iowa Colleges of Public Health and Pharmacy in 2018. The purpose of the Medication Empowerment and De-prescribing for Safety (MEDS) Study is to develop a sustainable program for health care systems to reduce falls among older adults living independently in their communities. These participants are currently prescribed high-risk medications with side effects increasing their risk of falling. The goal is to determine if reducing the use of these high-risk medications and engaging in personalized patient empowerment strategies results in fewer falls and improved safety for older adults.

Through sub-award funding, the grant team has recruited 400 MercyOne participants, representing 77 rural primary care clinics throughout Iowa. Using a multidisciplinary team model, the University of Iowa pharmacy team and the MercyOne study health coaches collaborate with primary care providers to guide patients through the process of de-prescribing, eliminating or lowering the dose of the identified high-risk prescription medications.

The research team collaborated with the participants to test the use of a Medication Action Plan (MAP) and other best practice tools to help them be successful at reaching their individual goals. The best practice tools include a calendar to track falls, motivational interviewing techniques, patient empowerment and other educational brochures on topics geared towards their individual needs. These personalized strategies help the participants engage in behavior changes to reduce their risk for falling.

The grant team also interviewed clinicians and participants of the study to determine what went well and opportunities for improvement in the tested processes. A Stakeholder Advisory Board has participated throughout the grant to help determine the best communication strategies for the clinicians and participants. The grant process is currently in the data analysis phase. The team is excited to determine the impact of this work and how the strategies can be shared throughout the MercyOne system for broader impact on reducing the risk of falling for older adults.

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# Growing the health care workforce

## 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 in FY23 totaling \$2.5 million. The funding supports the otherwise uncompensated cost PHC incurs in providing its full scope of comprehensive, community-based services.

## 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

## Genesis adventures in nursing camp

Genesis Medical Center, Davenport hosts Adventures in Nursing Camps each summer. The weeklong camps provide an opportunity for high school students to explore nursing and health care careers. Participants have first-hand encounters in various nursing and health care opportunities and through hands-on mock situations and simulations experience what it may be like to be a nurse.

Three individual weeklong sessions were held in 2023 to accommodate 60 campers. Campers were from 23 Iowa and Illinois Quad City area high schools ranging in age from 14 to 18, representing seven diverse ethnicities. Twenty-two percent of campers received full scholarships to attend.

# Growing the health care workforce

## MercyOne partners with Iowa Vocational Rehab Services

MercyOne is partnering with Iowa Vocational Rehab Services (Iowa VR), an employment program for individuals who experience a disability, to strengthen our workforce. With 24 hires in the calendar year 2022, MercyOne ranked in the top ten list of employers in the state in employing clients from Iowa VR and has set a goal of 100+ hires in the coming fiscal year.

## MercyOne partners with local high schools

To address the need for people in the health care field, MercyOne provides awareness and exploration activities providing exposure to the variety of health care careers. Throughout the 2022-2023 school year, MercyOne hosted or participated in over 50 events attended by 9,000 students. Participation in these events led to greater interest in healthcare fields and facilitated networking post-graduation.

During calendar year 2022, more than 120 high school students were hired into MercyOne facilities in roles spanning from Certified Nurse Assistants and Emergency Medical Technicians to Radiology Aides and Environmental and Food Services Associates. MercyOne has more than 20 events scheduled for next year, including summer camps, exploration events, speaker sessions, and worksite tours with a prospective impact of over 15,000 students.



# Community Health & Well-Being **Impact Report**

FISCAL YEAR 2023

