DEAR FRIENDS:

The greatest gift we are given is our health. Whether we are working with our patients to address a concern, or help prevent one, Mercy Medical Center – Des Moines is committed to our Vision of providing a Remarkable Mercy Experience to each patient and guest we are privileged to serve.

Beyond providing nationally-recognized medical expertise, Mercy delivers quality health care in a manner which ensures our patients and guests feel valued, respected and comfortable. It’s this spirit of compassion that inspired the Sisters of Mercy to first open our doors in 1893.

Every day, remarkable events occur throughout our organization, with countless demonstrations of strength, resilience and hope. These stories of courageous patients - and the incredible physicians and colleagues who support them - inspire us all to do our best work. With great pride, we invite you to read several of these moving stories featured throughout this report.

It is our patients, along with Mercy’s core values of reverence, integrity, compassion and excellence, which drive us to invest in new, research-based approaches, innovations and technologies. During fiscal year 2017, Mercy celebrated numerous such accomplishments, including several that are not only unique to our community, but also exclusive to the entire state of Iowa. From the opening of a new Obstetric Emergency Department, to the introduction of the latest technology for fighting cancer, and a new center designed to address the specific health care concerns of women in midlife, Mercy is continually making advancements to benefit our patients and community.

Our accomplishments would not be possible without the help of many, including our generous Board of Directors, our devoted volunteers and the support of the communities we serve. This report is a testament to our exceptional Mercy physicians and colleagues and their relentless commitment to healing.

To all, please accept our sincere best wishes for your continued good health.

Sincerely,

Suku Radia
Chair, Board of Directors

Robert P. Ritz
President

THE MISSION OF MERCY MEDICAL CENTER – DES MOINES,
as a member of Catholic Health Initiatives, is to nurture the healing
ministry of the Church, supported by education and research. Fidelity
to the Gospel urges us to emphasize human dignity and social justice
as we create healthier communities.
At Mercy, it is our privilege to serve every person who visits one of our facilities. While providing quality, compassionate health care, we are dedicated to ensuring every interaction – from welcome to farewell – creates a Remarkable Mercy Experience.

Our commitment to service excellence is delivered by our knowledgeable staff, who are attentive, patient and demonstrate genuine concern for each patient and his or her individual health and well-being. We take time to listen and explain in a manner that supports understanding. We anticipate the needs of our patients and guests, and provide a safe, comfortable environment that nurtures relaxation and recovery.

**PATIENT EXPERIENCE**

**All for Annie**

Annie O’Dell was a senior in college when the eye pain and blurry vision she was experiencing resulted in a diagnosis of multiple sclerosis (MS). For the first few years, Annie was able to manage her MS symptoms with medication, but in 2014, a series of seizures landed her in the hospital for more than 200 days. Annie had lost the ability to eat, swallow, blink and breathe on her own.

Hope was restored in her path to recovery when she met Mercy neurologist, Dr. Bruce Hughes. He was determined to get her feeling better and assured Annie they would get through this difficult time together. With the help of Dr. Hughes, Mercy’s MS Program patient advocate and educator and her family, Annie received the support she needed to get back to living her life.

In October 2016, Annie and her family partnered with the Iowa Speedway to host an 80-, 40-, or 10-mile bicycle ride to benefit local MS patients at the Mercy Ruan Neurology Clinic. Annie’s Ride raised $37,000 to go toward patient advocate services and new therapy resources for MS patients in central Iowa.

**The road to recovery starts at camp**

For Mark Hatfield, the deterioration of his hip was a slow process that started with minor aches and pains and eventually made it very difficult to walk and sleep. Seeking relief, the 41-year-old tried medications and injections, but before long, the pain returned. That’s when Mark’s orthopedic surgeon recommended a full hip replacement.

Before undergoing surgery, Mark attended Joint Camp — a program offered by Mercy Center for Joint Replacement for patients preparing for, undergoing and recovering from joint replacement surgery.

“Joint Camp was an excellent resource for me,” said Mark. “The program explains exactly what to expect, and, more importantly, what patients need to do to have a successful recovery. Joint Camp teaches participants how to handle everything so there are no surprises.”

Two weeks after surgery, Mark was a changed man. The pain he’d experienced prior to the hip replacement was gone and he was sleeping much better. His mobility improved greatly, and he was up and walking better than before the surgery.

“I’m still in recovery, but I’m getting to the point where I’ll be able to function like a 41-year-old now.”

**Brightening a child’s life**

At just four years old, Maddie Meyers was diagnosed with ulcerative colitis and referred to Mercy Pediatric Subspecialty Clinic for treatment. By age eight, Maddie’s condition worsened and she had to have surgery to remove her colon. During the summer of 2016, Maddie endured three surgeries and spent a total of 40 days in the hospital. Instead of playing softball and swimming and just being a kid enjoying the summer, Maddie spent her days in the hospital with Mercy’s child life specialists playing games and doing arts and crafts.

“The best part of her medical journey has definitely been the amazing care that she received from the doctors, nurses, child life specialists and everybody else that checked in on her,” said Maddie’s mother, Kacie.

Maddie’s family spent a lot of time in the pediatric unit, and was thankful for the well-appointed spacious patient rooms. They were also grateful for the Ronald McDonald Family Room located in the unit. Kacie said the family room provided anything they needed during their stay, including free dinner most nights, which was one less thing for them to worry about.

“We received top-notch care from everyone and I would never even consider another place for her care or our family’s care. Dr. Daniel DiMeo at Mercy Pediatric Subspecialty Clinic is great and we couldn’t be more thankful to have such a great doctor caring for Maddie,” said Kacie.

Maddie, along with Mercy President Bob Ritz, dropped the first puck at the Iowa Wild Hockey season opener in October 2016.

**Knee replacements in FY17**

<table>
<thead>
<tr>
<th></th>
<th>652 Hip replacements in FY17</th>
<th>930 Knee replacements in FY17</th>
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Maddie, along with Mercy President Bob Ritz, dropped the first puck at the Iowa Wild Hockey season opener in October 2016.
Mercy Clinics expand, renovate facilities

Mercy’s clinic system provides primary and specialty care to thousands of Iowans, and the number of patients served is continuously increasing due to Mercy Clinics’ robust growth strategy. In FY17, Mercy Clinics opened a new primary care clinic and two new quick care clinics, and expanded services at another clinic location.

A family medicine practice opened in Fort Dodge in January 2017, developed with the support of two family medicine physicians already well-known in the community. Quick Care clinics opened in the Waukee Hy-Vee store in October 2016, and in a brand new Hy-Vee store in downtown Des Moines in February 2017.

In addition to these new practices, Mercy Clinics Ottumwa moved to a newly-built facility in June, and expanded services to provide family medicine, internal medicine, urgent care and physical therapy services.

At least three new clinics are slated to open in FY18, and remodeling projects are planned for three additional clinics.

Iowa’s first obstetric emergency department

Expecting mothers now have a new option for receiving emergency maternity care. In November 2016, Mercy opened Iowa’s first Obstetric Emergency Department (OB ED), a service offered 24-hours a day, 7 days a week, to address unexpected pregnancy-related emergencies.

This unique model of care guarantees women who are 14 weeks or more gestation and present with emergency symptoms will be seen by an OB hospitalist within 30 minutes of arrival at the hospital. The OB ED, located at Mercy’s central campus in the East Tower, also has an Antepartum Unit for patients who are admitted for additional care.
For years, Mercy leaders envisioned a comprehensive women’s center that would focus exclusively on providing specialized health care to women. This concept became a reality in April 2016, when Mercy Comfort Health Center for Women opened its doors to patients.

This 34,000-square-foot facility is comprised of multiple patient care areas, including 35 patient rooms and four procedure rooms. In addition to patient care areas, the center features a public education center for seminars, demonstrations and activities, private changing areas, family consultation rooms and a conference room.

Mercy Comfort Health Center for Women offers a multi-disciplinary approach to women’s health care by combining traditional medical services with complementary medical treatments, including chiropractic care and massage therapy. The center also has a women’s health nurse navigator on staff to help guide women through the health care process.

“Mercy’s long-standing tradition of providing services to meet the needs of the community began in 1893, when a group of women, the Sisters of Mercy, started the legacy that continues today,” said Leisha Barcus, director of Mercy Comfort Health Center for Women.

“With this new facility, we’re recognizing the opportunity to bridge the gap in women’s health care that can occur as women age by providing education and specialty health care services in one convenient location.”

Funding for this $13 million project began with a generous $8.5 million donation from the Comfort Family Foundation. Prior to his passing in 2012, Frank Comfort, a successful Des Moines attorney, expressed his wish to honor the women in his life by committing to this transformational project. Additional funding was secured through multiple donations made to the Mercy Foundation.

**CREATING AN EXPERIENCE OF PERSONALIZED CARE AND CONVENIENCE**

Felicia Miedema was long overdue for her regular preventive health exam when she learned about the Fit 4 You screening available at Mercy Comfort Health Center for Women. With just one phone call to the center’s nurse navigator, she was able to get her physical, mammogram and bone density exam scheduled – all for the same day at the same location.

“With my busy schedule, taking time for me is not always a high priority,” said Felicia. “The ability to have all of my preventive exams bundled into a two-hour timeframe was a big win for me.”

During her visit, Felicia couldn’t help but notice the beautiful, relaxing and welcoming atmosphere the facility offered. The personal touches and pleasant interactions with staff members also enhanced her experience.

“I saw the Fit 4 You screening as taking a whole picture of my overall health,” added Felicia. “Having doctors who can provide a thorough review all at once left me feeling confident and knowledgeable about my health.”

**Work begins on Mercy Rehabilitation Hospital**

In June 2017, Mercy hosted a formal groundbreaking ceremony to mark the partnership with Louisville, Ky.-based Kindred Healthcare to build and operate the first freestanding rehabilitation hospital in the state of Iowa. Mercy Rehabilitation Hospital, located at 1401 Campus Dr. in Clive, is expected to open in spring 2018, and will provide care for patients recovering from stroke, traumatic brain injury, spinal cord injury, amputation and other conditions.

The two-story, 58,000-square-foot facility will feature 50 patient beds, along with gymnasiums outfitted for high-tech therapy devices and treatments; a dedicated brain injury unit complete with monitored rooms, specialized beds and patient lifting equipment; and separate therapy and dining spaces. The hospital will also have a unit exclusively for stroke patients; rooms specially equipped for bariatric patients; and private, family-friendly rooms with sleeper chairs. Patients will have access to an apartment setting where they can practice daily living tasks before they return home; and pet therapy and community re-entry programs will help ease the transition back to home.
Mercy Cancer Center updates technology with new radiotherapy system

In April 2017, Mercy Cancer Center introduced a new instrument for fighting cancer - the TrueBeam Radiotherapy System. As the most advanced radiation therapy available, the TrueBeam linear accelerator uses high-energy radiation beams to kill tumor cells and offers physicians the ability to target smaller treatment areas and to treat patients in less time.

“The new TrueBeam linear accelerator complements the four other radiation treatment machines at Mercy Cancer Center,” said Dr. Richard Deming, Mercy Cancer Center medical director. “The TrueBeam integrates imaging and radiation delivery. It synchronizes radiation dosage, real-time tumor tracking and imaging with millimeter precision. Accuracy and precision are key components of excellence in radiation therapy.”

The TrueBeam system is just one of several recent advancements Mercy Cancer Center has made at its central campus and West Lakes locations. At the central campus location, Optical Surface Monitoring System (OSMS) – a system of cameras that precisely monitors patients with infrared tracking and localization – was added. Updated Real Time Position Management (RPM) technology has also been added to three linear accelerators and the CT scanners at both locations. This technology allows physicians to monitor the patients and tumor movement during treatment, offering an even more precise treatment delivery. Three of Mercy Cancer Center’s linear accelerators will now have Volumetric Arc Therapy (VMAT), a time-saving system which allows for the linear accelerator to deliver radiation in a continuous 360-degree arc around the patient. This allows patients to be treated in roughly half the amount of time as conventional treatment techniques.

Cardiovascular team persistence leads to a positive outcome

After being exposed to Agent Orange, James Scott, a Vietnam War veteran with three Purple Hearts, suffered a heart attack that eventually led to congestive heart failure. When he was transferred to Mercy in November 2016, his heart was barely functioning and there were very few treatment options.

Previous procedures and surgeries made James’s case unique, and posed additional challenges for Mercy’s advanced heart failure team, who knew a left ventricular assist device (LVAD) could save James’s life. Persistence paid off, and on Dec. 13, 2016, James became the eighteenth person to be implanted with an LVAD at Mercy. This device kept James alive by pumping his heart until he was able to receive a heart transplant, giving him a second chance at life to continue his love for fishing and his passion of making furniture.

NEW GOGGLES MAKE MRIS EASIER FOR KIDS

Getting an MRI became a little less stressful for some of Mercy’s youngest patients with the addition of new Cinemavision goggles. Mercy Children’s Hospital & Clinics is the first hospital in Iowa to offer the goggles and accompanying head phones, which allow pediatric patients to watch a movie of their choosing while having an MRI test. Use of the goggles has helped alleviate the need for sedation and keeps children relaxed during the procedure.

Mercy’s Medical Imaging department was able to purchase three pairs of goggles thanks to a generous grant from Variety – The Children’s Charity of Iowa. This innovative technology allows the MRI technologist and child life specialists to see on a monitor what the patient sees in the goggles. If the MRI technologist needs to talk to the patient, the movie stops and an image of the technologist appears in the goggles. This allows patients to stay focused on the goggles, taking their mind off what is going on around them.

Iowa Heart Center physicians have implanted 26 LVAD devices since 2014

Iowa Heart Center physicians have implanted 26 LVAD devices since 2014.
QUALITY

Maintaining the highest standards in patient safety and the quality of care provided has earned Mercy, its physicians and colleagues, prominent and well-deserved local and national recognition. These are just a few examples of the many accolades given to Mercy in the last year.

**INDIVIDUAL AWARDS**

Mercy Cancer Center Medical Director Richard Deming, M.D., was named a 2016 recipient of the American Cancer Society’s St. George National Medal. The St. George National Medal recognizes outstanding volunteers who have demonstrated ongoing leadership in community mission delivery and significantly contributed to furthering the American Cancer Society’s strategic goals and mission-driven programs.

Dennis Zachary, M.D., of Mercy Clinics Family Medicine South, was one of five physicians presented the 2016 Lifetime Achievement Award by the Iowa Academy of Family Physicians (IAFP). The IAFP Lifetime Achievement Award, instituted in 2000, is given to one or more Academy members based on nomination by another member, both of whom are in good standing. The criteria includes the recipient being a member of the IAFP for at least 10 years, is involved in significant community service and civic activities, is a resident of Iowa, and is a role model for family physicians, residents and/or students.

Mercy Cancer Center Medical Director Richard Deming, M.D., was honored by the Iowa Medical Society with its 2017 Physician Community Service Award. Dr. Deming was recognized for his work as a physician, philanthropist, community leader and founder of Above + Beyond Cancer, and for enriching the lives of thousands through his commitment to the principles of human dignity, social justice and compassion.

Susan Beck, D.O., medical director and breast surgeon at Katzmann Breast Center, was recognized as a certified surgeon for Hidden Scar™ Breast Cancer Surgery. Dr. Beck is the first surgeon in central Iowa to perform this advanced approach to breast cancer surgery that hides scars, minimizing the daily emotional reminder of a breast cancer diagnosis. Katzmann Breast Center was also named a Center of Excellence for Hidden Scar™ Breast Cancer Surgery.

Bruce Hughes, M.D., was the recipient of the Healthcare Professional of the Year Starfish Award from the National Multiple Sclerosis (MS) Society – Upper Midwest Chapter. This award was given to commemorate not only his devotion to his patients as a knowledgeable and caring physician, but also to the MS Society.

David Laughrun, M.D., cardiologist, received the From the Heart Award, presented by the American Heart Association. This award recognizes an individual in central Iowa whose achievements, advocacy, philanthropy and civic efforts have improved the lives of Iowans and Americans.

Todd Eberle, D.O., resident with the Mercy Family Medicine Residency Program, received the Gold Foundation Humanism and Excellence in Teaching Award by the third-year students of the Des Moines University College of Osteopathic Medicine. Sponsored by the Arnold P. Gold Foundation, this award is given annually to resident physicians who demonstrate commitment to teaching and compassionate treatment of patients and families, students and colleagues.

Dorson Richmond, director of Nutrition & Food Services, was awarded the 2016 Operation Excellence Award for Food & Nutrition Services by ABM Healthcare.

**ORGANIZATIONAL AWARDS**

Mercy Medical Center – Des Moines’ central campus and Mercy West Lakes were the first centers in the nation to earn accreditation in cardiac electrophysiology (EP) by the Intersocietal Accreditation Commission (IAC). The three-year accreditation applies to testing and ablation, chronic lead extraction and device implementation.

Mercy received the Mission: Lifeline® Bronze Receiving Quality Achievement Award for implementing specific quality improvement measures outlined by the American Heart Association for the treatment of patients who suffer severe heart attacks. In addition, Mercy was also recognized as a recipient of Mission: Lifeline’s Bronze-Plus award, which recognizes the hospital has reached an achievement score of 75 percent or greater for treating ST-Elevation Myocardial Infarction (STEMI) transfer patients within 100 minutes for at least one quarter.

Mercy Medical Center – Des Moines was named a 2016/2017 Consumer Choice Award recipient by National Research Corporation (NRC) for the 19th consecutive year. The annual award identifies hospitals across the United States health care consumers chose as having the highest quality and image.

Mercy Ruan Neurology Clinic was named a Corporate Stars Award Syville recipient by the National MS Society – Upper Midwest Chapter. This award commemorates the clinic on its above-and-beyond contributions in 2016 to advance the mission of the MS Society to better the lives of those affected by MS.

Shift Medical Center was one of only three Iowa hospitals to be named to the 2017 Top 100 Rural & Community Hospitals in the U.S., according to The National Rural Health Association’s Rural Health Policy Institute, Vantage Health Analytics and The Chartis Center for Rural Health.

Mercy and Iowa Heart Center received Ventricular Assist Device Certification from the Joint Commission in February 2017.

Mercy’s joint replacement program and spine surgery program were recognized with Aetna Institutes of Quality (IOQ) distinctions. IOQ facilities show excellence in care and a commitment to continuous improvement by offering an exceptional value to Aetna members – which helps members choose facilities that give consistently high-quality and high-value care.

Shift Medical Center was named a Top 50 Rural & Community hospital by iVantage Health Analytics and The Chartis Center for Rural Health.
MISSION

Creating a healthy community takes time, talent and teamwork — all resources Mercy colleagues and health care providers proudly and generously give. During fiscal year 2017, Mercy impacted the lives of thousands of people through our mission-driven community benefit activities, including charitable care, uncompensated Medicare, community outreach, medical education services, subsidized health services, donations and community-health building activities.

Community Outreach

To meet some of the greatest health needs in our communities, we partner with other health care operations, community groups, public health departments, donors and others. Following is a list of just some of the many organizations and efforts to which Mercy, our staff and providers, offered support during fiscal year 2017.

- American Cancer Society (Relay for Life – Des Moines, Perry, Warren County)
- American Heart Association (Central Iowa Heart Walk, Go Red for Women)
- American Lung Association (Fight for Air Climb)
- Bishop Drumm Retirement Center
- Blank Park Zoo
- Blue Ribbon Project
- Bras for the Cause
- Care for Children Foundation
- CATCH Childhood Obesity Prevention Programming
- Catholic Charities Outreach Center
- Central Iowa ACEs
- Chrysalis Foundation
- Clowns at the Carousel
- Combat Hunger
- Count the Kicks
- Des Moines Public Schools
- Dorothy’s House
- Food Bank of Iowa
- Habitat for Humanity
- Holy Family Catholic School
- House of Mercy
- JOPPA Outreach
- March of Dimes
- Meals from the Heartland
- Principal Charity Classic
- Relay for Life
- Ronald McDonald House
- Sacred Heart School
- Salvation Army
- Shoes That Fit
- The Preemie Project
- Toys for Tots
- United Way of Central Iowa
- U.S. Committee for Refugees and Immigrants
- Variety – The Children’s Charity
- Warm Hearts Warm Beds
- Well Kids of Central Iowa Coalition

Moving Our Mission

Mercy believes in giving back, sharing our time, talents and treasures to help those in need. We call this “Mission on the Move,” and it allows our colleagues and volunteers to collaborate and create positive change. Here are some of the highlights from fiscal year 2017:

- Packaging five million meals for distribution locally and across the globe through Meals from the Heartland
- Collecting 6,563 pounds of food (or 9,301 meals) and nearly $1,000 in support of the Food Bank of Iowa’s Combat Hunger
- Raising $880 and providing more than 1,200 shoes, coats and boots through Shoes That Fit (a record for this annual project) for area children
- Gathering more than 3,000 items—including personal hygiene items and sleeping bags—for JOPPA Outreach and West Des Moines Human Services to distribute to the homeless
- Donating more than $200,000 worth of cabinetry, fixtures, appliances and furniture to assist Habitat for Humanity and support local refugees
- Preparing 643 frozen casseroles, plus four loads of hard-boiled eggs, toaster pastries and granola bars for the Salvation Army to feed the homeless and supplement programs for local school children

During fiscal year 2017, Mercy provided more than $30 million in charity care and uncompensated Medicaid for individuals who could not afford to pay for needed medical services.
MISSION

Giving More Than We Receive
Mercy is a non-profit organization and serves everyone, regardless of ability to pay. It’s part of our healing ministry, and has been since the Sisters of Mercy first opened our doors in 1893. During fiscal year 2017, Mercy provided more than $5 million in free and reduced-cost care for individuals who could not afford to pay for needed medical services.

Breathing Relief for Children
Children with developing lungs are particularly vulnerable to the harmful symptoms of asthma. Mercy joined forces again with Health Homes Des Moines in fiscal year 2017. This collaborative program works directly with families to self-manage asthma and maintain a healthy home by finding and fixing household triggers. Families with incomes at or below 80 percent of the median income in Polk County are eligible for the program. Mercy colleagues and physicians refer patients to the program. Since Mercy colleagues began referring children to Healthy Homes Des Moines, there has been a significant reduction in Emergency Department admissions for those enrolled in the program.

Powering Confidence in Young Women
Mercy’s “Girl Power” after-school program is featured in more than 30 schools across central Iowa, including five schools in Polk County, through a collaboration with the Chrysalis Foundation. During fiscal year 2017, the program reached more than 800 middle school-aged girls, building their resiliency, self-esteem and confidence. Curriculum focuses on life skills, healthy relationships, and how to manage bullying and abuse. An innovative approach to violence prevention, “Girl Power” consists of four, 90-minute sessions taught by high school peer mentors. Any girl enrolled in an after-school program is free to participate.

Establishing a Healthy Life for Refugees
Iowa is a leader in resettling refugees from all over the world, helping them become self-sufficient as they build a new life. Mercy supports the health and well-being of this vulnerable population through the Refugee Wellness Program offered through the U.S. Committee for Refugees and Immigrants (USCRI). Our colleagues and physicians refer patients who are experiencing complex health concerns or have traumatic histories that affect their well-being. In turn, these patients receive care through a holistic treatment plan that addresses their individual needs, helping to put them on a path towards success.

Mercy and Count the Kicks App Save a Baby’s Life
In spring 2017, Emily Eekhoff was expecting her second baby and using the Count the Kicks app to monitor the baby’s daily movement. When she noticed a decrease in activity, she contacted her obstetrician who advised her to go to the Obstetric Emergency Department (OB ED) at Mercy Medical Center – Des Moines. Upon arrival, doctors confirmed the baby was in distress, and at 33 weeks, 5 days, baby Ruby was born via emergency cesarean-section with her umbilical cord wrapped around her neck three times.

As Ruby received care in the neonatal intensive care unit (NICU), Emily recognized the vital role the Count the Kicks app and the OB ED at Mercy played in saving her baby’s life. She and her husband decided to share their story with the public to educate other expecting mothers about the importance of monitoring their babies’ movements during the third trimester of pregnancy. Emily’s story went viral, thanks to an overwhelming response from both local and national media outlets. Prior to the news coverage, Count the Kicks averaged 300 app downloads per month. By June 30, 2017, they had received 11,194 downloads. Outside of the U.S., people in 31 countries downloaded the app.
### Financial Report

#### Fiscal Year 2017 (July 1, 2016 - June 30, 2017)
Mercy Medical Center - Des Moines

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