A MESSAGE TO OUR COMMUNITY

Mercy Medical Center has a long history of setting the highest standards in quality care for everyone we are privileged to serve. For more than 120 years – starting with the sturdy foundation established by the Sisters of Mercy and continued through the dedicated efforts of our Mercy Family – we have been able to expand access and availability of needed health care services, invest in new technologies, improve our facilities and develop new, innovative methods for improving care in key clinical areas.

Through these investments in our community’s care, and as one of the area’s largest employers, we also continue to positively impact central Iowa’s economy. To continue this momentum, throughout 2014 the Mercy Medical Center Board of Directors, Staff and Medical Staff reaffirmed our commitment to several resolutions, which serve as reminders of our purpose and goals for our organization. They include:

• To protect and expand the legacy ministry of the Sisters of Mercy;
• To support our Mission, embrace our Values and advance our Vision to be the best place to receive care, the best place to practice medicine and best place to work;
• To be grateful for the dedication and commitment of our extended Mercy Family – members of our Boards of Directors, Medical Staff, Staff, Auxiliary, Foundation and Volunteers;
• To achieve our performance goals of quality, safety, service, growth and finance;
• To provide world-class care and service unmatched by any other provider in Iowa; and
• To provide the best Mercy Experience possible for the patients and guests we serve.

Perhaps the most important of the resolutions is our shared vision to provide a remarkable Mercy Experience for our patients and guests we are privileged to serve. This goal does not require expensive technology or new clinical techniques to achieve. It requires a focus on our environment of care, attention to the personal connections we make with those we serve and an unrelenting emphasis on quality.

Each member of the Mercy Family takes the responsibility to embody the Mercy Experience in who we are and in everything we do. We have to thank our amazing Staff, Medical Staff, volunteer Board of Directors, Auxiliary, Foundation and Volunteers, who together make Mercy a very special organization. We also have to thank you, the greater Des Moines’ community, for your support and the privilege to serve you. It is a real honor to continue the legacy of the Sisters of Mercy’s ministry with our greater Des Moines’ community.

In this spirit of Mercy, may you have a very successful year filled with blessings, good health and happiness.

Sincerely,

Robert P. Ritz
President

Suku Radia
Chair, Board of Directors
OUR VISION  To provide a remarkable MERCY EXPERIENCE to every person we are privileged to serve

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WORLD-CLASS CARE
Begins with New Life

MEETING THE UNIQUE HEALTH CARE NEEDS OF WOMEN AT ALL AGES AND STAGES OF LIFE is important at Mercy Medical Center – Des Moines. From maternity and birthing services to pediatric health and beyond, Mercy’s dedicated and compassionate staff provide the highest quality care available with a focus on each individual’s specific health care needs and an optimal Mercy experience.

There may be no happier or profound experience than the birth of a healthy baby. In fiscal year 2014, 5,104 babies were born at Mercy Medical Center – Des Moines, where families are taken care of with skill and compassion by our volunteer doulas, highly-trained staff and dedicated physicians and specialists in beautiful, comfortable surroundings.

When a child is ill, Mercy Children’s Hospital & Clinics staff and physicians know it affects the entire family. For our littlest patients we offer the highest quality pediatric care available, including a 24/7 Pediatric Emergency Department, our Neonatal and Pediatric Intensive Care units and care in an outpatient setting for well-baby care and for illnesses and injuries not requiring hospitalization.

Highly specialized women’s health care – from mammography services to specialized gynecologic oncology care and a nationally accredited breast center – is also provided at Mercy. Working together as a team, we carry women and their families through the important stages and phases of life with the highest level of respect, dignity and compassion. That’s the Mercy Experience at work.

This year, 5,104 babies were born at Mercy Medical Center – Des Moines. And that’s just the beginning of the continuum of services offered at Mercy for women and children throughout their lifespan.
Keeps You Moving

AT MERCY WE KEEP PEOPLE MOVING with our orthopedic services. As the only hospital in central Iowa to offer Joint Camp – a unique program for patients undergoing joint replacement surgery – we take great strides to keep our patients on the go. Our Joint Camp patients experience a sense of purpose and camaraderie in the program not often found in a hospital setting. Patients, families and staff work in unison for the overall benefit of each patient in a supportive and upbeat environment. In addition, as home to central Iowa’s only orthopedic traumatology service, Mercy’s team of highly-trained experts focus on getting patients back to living their lives after severe orthopedic injury.

In fiscal year 2014, Mercy orthopedics performed 1,516 total knee and hip replacements and served more than 10,560 orthopedic patients.

When it comes to relieving joint pain, restoring independence and giving patients the opportunity to live a healthy and active life, Mercy Orthopedics consistently delivers top results and a remarkable health care experience to those we are privileged to care for.

Kittie Weston-Knauer serves as an inspiration and the perfect example of the quality of life often regained after joint replacement surgery. Weston-Knauer — who actively participates in BMX bicycle racing — had both hips replaced and plans to have her knees replaced when she gets to a hiatus in her extensive training schedule.
Changes Lives

AS CENTRAL IOWA’S LEADING PROVIDER OF COMPREHENSIVE NEUROLOGICAL AND NEUROSURGICAL CARE, the team provides inpatient and outpatient treatment, as well as patient education and resources designed to help patients and their families heal and experience the best possible quality of life.

Since 2007, Mercy is central Iowa’s only hospital to receive the Gold Seal of Approval™ and Primary Stroke Center certification from The Joint Commission.

Mercy offers many unique leading-edge services, including:

• **Neurological care** for stroke, dementia, Alzheimer’s, Parkinson’s, seizure disorders, epilepsy, Multiple Sclerosis (MS) and headache/migraine. Mercy also offers patient and caregiver education and support for neurological disorders.

• **Stroke care** which is second to none. Mercy is central Iowa’s only hospital to receive the Gold Seal of Approval™ and Primary Stroke Center certification from The Joint Commission, the nation’s predominant standards-setting and accrediting body in health care. Mercy has held this distinguished honor since 2007.

• **Minimally Invasive Spinal Surgery (MIS)** has been proven to help treat many back and neck pain disorders. Mercy is the only provider in central Iowa offering this option to patients who require surgery. Neurosurgeons use the technology to help patients who have been diagnosed with disorders such as herniated or degenerative discs, pinched nerves, sciatica, spinal tumors, scoliosis and more.

• **Aneurysm treatment.** Mercy is home to central Iowa’s only fellowship-trained vascular neurosurgeon, who provides neurosurgery care and consultation for patients requiring treatment for aneurysms, brain tumors, hydrocephalus, head and spine trauma and more. By offering this service, Mercy is able to keep patients closer to home for treatment.

• **Specialized pediatric neurosurgery care.** Mercy has the only fellowship-trained pediatric neurosurgeon in central Iowa, providing top-notch care for central Iowa’s youngest patients – including those with hydrocephalus, neuro-trauma, Chiari malformation, brain and spinal cord tumors, epilepsy and more.

• **An innovative deep brain stimulation program,** changing lives by providing specialized care for patients with movement disorders, such as Parkinson’s disease, essential tremor, dystonia and OCD.

After undergoing deep brain stimulation surgery at Mercy, Ken Weible’s life has improved immensely. He says of the life-changing experience, “I can sign my name. I can work with tools. Camping is a lot easier. It’s just amazing.”
Mercy Clinics – 30 years of service and still leading the way in providing convenient, compassionate, quality care close to home, with more than 50 clinics in central Iowa.

Mercy Clinics continued to grow this year by opening two new clinics. Mercy Ottumwa Medical Clinic opened July 1, 2013, with 10 internal medicine providers. In October, Mercy Westown Internal Medicine opened in West Des Moines.

As a leader in preventive medicine, Mercy Clinics was recognized this year when they were among 30 clinic systems nationwide selected as an Exemplary Primary Care Practice by the Robert Wood Johnson Foundation and Group Health Research Institute, who teamed up on a new initiative to identify practice innovations that make primary care more efficient, effective and satisfying to patients and providers.

The Mercy Experience is at work throughout the Clinic system, with health coaches providing innovative, leading-edge primary care.

Mercy Clinics has provided more than $75 million in community benefits in the last 30 years.

During the last 30 years, the number of patient visits to Mercy Clinics has topped 13 million.
Lifesaving Expertise

**HEART CARE BRINGS TOGETHER THE BEST** of what Mercy Medical Center – Des Moines has to offer for our patients and their families at what can be a frightening and difficult time. With expertise in the most complex heart problems, together Mercy and Iowa Heart Center team up to provide advanced, coordinated and compassionate care to each unique patient to provide the best possible experience and outcome. At Mercy, cardiovascular care is as much about HOW care is given – with an unyielding focus on the individual needs of each patient at every opportunity.

Mercy is the only medical center in central Iowa to offer the lifesaving left ventricular assist device (LVAD) implants to treat serious congestive heart failure and the less invasive transcatheter aortic valve replacement (TAVR) procedure.

Always looking ahead to the best outcomes for patients, our cardiovascular physicians are innovators at what they do, demonstrated through ongoing clinical research and investigative trials. Working together, they provide state-of-the-art, specialized care that saves lives, promotes health and improves quality of life for patients with cardiovascular conditions.
Offers New Hope

MERCY CANCER CENTER IS PROUD AND HONORED TO LEAD THE FIGHT AGAINST CANCER IN CENTRAL IOWA, serving many brave patients who fight so hard to beat the disease. Whether cared for by the skilled and dedicated staff members of Mercy Cancer Center Radiation Oncology, Surgical Affiliates, Katzmann Breast Center, Medical Imaging, Laboratory, or our inpatient nursing unit, oncology patients at Mercy Medical Center – Des Moines are assured to have the best patient experience possible.

Cancer treatment at Mercy Cancer Center isn't just about medicine and technology. Throughout the summer months, Mercy Cancer Center harvested fresh, organic produce from the Healing Garden. The bountiful organic harvest was then available for cancer patients and their families in the lobbies of the Mercy Cancer Centers.

This year, to highlight and honor our inspiring group of survivors, we created special permanent display boards on our inpatient oncology unit at Mercy central campus and at Mercy Medical Center – West Lakes help to tell these stories of life, faith and healing. At Mercy Cancer Center, survivorship is the best reason to celebrate!

“I have always been independent and stubborn,” Robyn pointed out. “I came to realize I could not do this on my own.” Robyn was treated for ovarian cancer at Mercy Cancer Center and was one of the first survivors featured on the display located on Mercy Cancer Center’s inpatient nursing unit.
QUALITY PERFORMANCE
AND INNOVATION
Reflected in Quality Performance

This year, Mercy Medical Center – Des Moines continued to receive recognition for its tradition of quality care and excellence on a local and national level. A few examples include:

Distinguished Awards

CONSUMERS RATE MERCY “BEST HOSPITAL”
For the 15th consecutive year, consumers in the Des Moines area voted Mercy – Des Moines as the best hospital in terms of overall quality and reputation. This recognition earned Mercy the National Research Corporation (NRC) prestigious 2013-2014 Consumer Choice Award.

MERCY NAMED 2013-2014 BEST REGIONAL HOSPITAL BY “U.S. NEWS & WORLD REPORT”
For two years in a row, Mercy Medical Center – Des Moines has been ranked as a U.S. News & World Report Best Regional Hospital in Iowa. Mercy was named a Best Regional Hospital in the Des Moines metro area and central Iowa region. Mercy is ranked second in the state based on high performance in the specialties of cancer, gastroenterology and GI surgery, gynecology, nephrology, orthopedics, and pulmonology.

MERCY AMONG FIRST TO RECEIVE NEW DESIGNATION FOR QUALITY AND COST-EFFICIENCY IN CARDIAC PROCEDURES
Wellmark® Blue Cross® and Blue Shield® has named Mercy Medical Center – Des Moines as one of the first hospitals in the nation to receive a Blue Distinction Center Plus (+) designation in the area of cardiac care, as part of the Blue Distinction Centers for Specialty Care® program. Blue Distinction Centers are hospitals shown to deliver quality specialty care based on objective, transparent measures for patient safety and health outcomes that were developed with input from the medical community.

100 GREAT IOWA NURSES

Three local nurses were named to the list of 100 Great Iowa Nurses this year. They are:

- **Dawn Bowker**  
  Mercy College of Health Sciences

- **Rita Lepeska**  
  Mercy Hospice – Des Moines

- **Joyce Lillis**  
  Mercy Home Care – Des Moines

Honored nurses are selected from a pool of hundreds of candidates and represent many sectors of health care – including hospitals, long-term care facilities, school and office nurses. They are selected based on their demonstrated concern for humanity, a significant contribution toward the nursing profession and leadership through mentoring.
MERCY RECEIVES NATIONAL RECOGNITION FOR QUALITY AND SAFETY

For the third consecutive year, Mercy Medical Center – Des Moines has been nationally recognized for delivering outstanding care in the category of medical excellence, according to a 2014 study by CareChex®, a rating service of COMPARION®, a national independent health care data organization.

CareChex® recognized Mercy as #1 in our market for Overall Medical Care, an honor that places our organization in front of the local competition. In addition to Overall Medical Care, Mercy was recognized in the Medical Excellence category in the following areas:

In recognition for outstanding care, CareChex® recognized **Mercy as #1 in our market for Overall Medical Care**.

**Ranked #1 in our market, #1 in the state and top 100 in the nation for:**
- Gastrointestinal Hemorrhage
- Heart Failure Care
- Pneumonia Care
- Stroke Care

**Ranked #1 in our market, top 10% in the state and top 10% in the nation for:**
- Pulmonary Care

**Ranked #1 in our market and top 10% in the state for:**
- Hip Fracture Repair

CareChex® also recognized Mercy in the category of Patient Safety. The following areas were recognized as #1 in our market, #1 in the state and in the top 100 in the nation in this category:
- Coronary Bypass Surgery
- Gall Bladder Removal
- Gastrointestinal Hemorrhage
- Heart Failure treatment
- Pneumonia Care
- Stroke Care
- Women’s Health
Reflected in Quality Performance

Accreditations

NEW ACCREDITATION FOR KATZMANN BREAST CENTER
Katzmann Breast Center was granted a three-year full accreditation designation by the National Accreditation Program for Breast Centers (NAPBC), administered by the American College of Surgeons. In order to achieve the designation, Katzmann Breast Center met or exceeded standards established by the NAPBC for treating women who are diagnosed with the full spectrum of breast disease, and is the only comprehensive breast center in central Iowa to receive this accreditation.

MERCY CENTER FOR RADIATION ONCOLOGY GRANTED FULL ACCREDITATION
Mercy Cancer Center Radiation Oncology (MCCRO) was granted full accreditation by the American College of Radiology - Radiation Oncology Practice Accreditation Program for a period of three years.

The group is currently the only Iowa-based radiation oncology practice to have submitted to this rigorous practice evaluation and been granted unconditional accreditation.

Physician Accolades

EMERGENCY PHYSICIAN RECEIVES AWARD
Gary Hemann, D.O., has received the 2014 Emergency Nursing Provider Award from the Iowa Emergency Nurses Association (ENA). This is the first year for the award, which recognizes an emergency department physician or mid-level provider who not only provides great care to their patients, but is also an advocate for emergency department nurses.

MERCY CANCER CENTER PHYSICIAN INDUCTED INTO THE IOWA WOMEN’S HALL OF FAME
Deborah Turner, M.D., medical director of gynecologic oncology at Mercy Cancer Center, was one of four women inducted into the Iowa Women’s Hall of Fame in 2014. Dr. Turner has been extremely active in the community, focusing efforts on health policy, education and social justice and, in addition, has expanded her mission to work in Tanzania with Outreach Inc., a non-denominational non-governmental organization based out of Union, Iowa.
Leading the Way in Innovation

MERCY – CENTERVILLE WINS INNOVATION AWARD
Mercy – Centerville was awarded the 2014 Innovation in Patient Care Award given by the Iowa Organization of Nurse Leaders (IONL) at its spring meeting. The entry, “Crisis Mental Health - Bridging the Gap in a Rural Community,” was chosen from 18 entries and discussed the hospital’s work with local partners in the Appanoose County Mental Health Coalition to address the number one identified community health need. Through this initiative they are reducing inpatient mental health admissions from the county by coordinating efforts to intervene with existing local resources, providing the appropriate crisis stabilization as well as ensuring follow-up mental health care and treatment.

INNOVATION RECOGNIZED THROUGH IOWA HEALTHCARE EDUCATORS (IHE) AWARDS
Two Mercy departments were recognized by the Iowa Healthcare Educators, a personal membership group of the Iowa Hospital Association, for their original and innovative educational programming. Central Iowa Pediatric Hospitalists and the Pediatric Transport Team at Mercy Medical Center – Des Moines received an award for the Pediatric Transport Educational Series – 20 online courses developed for continuing education. Mercy Medical Center – West Lakes also received an award for Interactive Patient Care through the Get Well Network.

Mercy Children’s Hospital & Clinics initiated it’s pediatric transport team in summer 2014. The team provides 24/7 coverage for air and ground ambulance transport of pediatric patients coming to Mercy from outlying facilities.
Our Mission

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.
A Tradition of Service

Mercy Medical Center – Des Moines has built its strong foundation on the traditions of foundress, the Venerable Mother Catherine McAuley, and the Sisters of Mercy. Mother McAuley set the example for all of us to follow and, still years later, we look to her principles to guide us in loving, compassionate support of our community and the people we serve.

The Mercy Experience expands into the community, with our extensive participation in Mission initiatives such as Shoes That Fit and Combat Hunger.

Mercy Family members participate in several charitable causes throughout the year, including the annual “Shoes That Fit” campaign and “Combat Hunger.” Through the Shoes That Fit campaign Mercy staff members helped provide much-needed clothing to area children, purchasing more than 500 new winter clothing items – including coats, shoes, boots, jeans, shirts, hats and mittens in the past year. In addition, through the generous donations of time, energy, food and funding, Mercy was able to raise 13,476 pounds of food for the Food Bank of Iowa through its Combat Hunger initiative. This donation, in conjunction with citywide Combat Hunger efforts, meant thousands of Iowa families had food on their tables last winter.

Mercy’s single largest donor – the Mercy Auxiliary – has granted more than $9 million to the organization since 1948. Among the year’s highlights for the Auxiliary were:

• The formation of a new fundraiser, Shine this Christmas, an annual tree-lighting event designed to remember and honor loved ones;

• Establishment of the Patient Birthday Recognition program, whereby patients receive a flower arrangement from Mercy and the Auxiliary during their stay in the hospital if it falls on their birthday; and

• Maintaining 2,000 Auxiliary members.

The Auxiliary is 100 percent self-funded and financial support is made possible through patronage at the Auxiliary’s various retail locations – gift shops, the salon and Mercy Starbucks – and annual fundraisers.
Broad-based, Quality Care for All

Mercy is a member of Catholic Health Initiatives (CHI), headquartered in Englewood, Colo., and is also a member of Mercy Health Network – an integrated system of hospitals and health care facilities created through a partnership between Catholic Health Initiatives and CHE-Trinity, headquartered in Livonia, Mich. Mercy’s affiliation with these organizations strengthens our ministries and initiatives vital to our communities.

HOSPITAL SERVICES

Mercy is an 802-bed not-for-profit Catholic hospital situated on two campuses (Central Campus and Mercy Medical Center – West Lakes).

MERCY MEDICAL CENTER – DES MOINES is Iowa’s largest and most highly acclaimed medical center. In recent years Mercy has received dozens of national honors for quality and patient safety from both clinical data organizations, such as Comparion® and HealthGrades®, and consumer publications such as “Forbes” and “U.S. News & World Report.”

Founded by the Sisters of Mercy in 1893, Mercy is the longest continually operating hospital in Des Moines. More than one out of every 10 Iowans turns to Mercy when needing hospital care – more than to any other hospital in the state. Mercy is committed to providing the best medical, emotional and spiritual care available to patients and their loved ones. This is evidenced by a long list of services offered first, or only, at Mercy.

MERCY HEALTH NETWORK – CENTRAL IOWA

Fourteen of Iowa’s community hospitals – from Bloomfield and Webster City to Centerville – have chosen to affiliate with Mercy – Des Moines. Through contracted relationships, Mercy provides management and support services to these federally-designated Critical Access Hospitals. These hospitals work together to share best practices and process improvements, to improve quality and service while lowering the costs of care.

AREAS OF EXCELLENCE

Mercy’s areas of excellence include cancer services, heart and vascular services, neurology and neurosurgery, emergency medicine, orthopedics and rehabilitation, women’s services, gastroenterology, diabetes and endocrinology, medical imaging, mother-baby services, pediatrics, weight loss and nutrition services, general surgery and a wide array of other specialty and outpatient services.

With more than 7,000 staff members and a medical staff of about 1,200 physicians and allied health professionals, Mercy is one of the state’s largest employers and one of the Midwest’s largest referral centers.
The Mercy Experience

Providing Care Across the Lifespan

MINISTRIES
In addition to operating the state’s largest medical center, Mercy has several important ministries:

Senior Services:

- Bishop Drumm Retirement Center (BDRC) is a continuing care retirement community offering multiple levels of care on the same campus. BDRC includes Bishop Drumm Care Center, Margery Court Alzheimer’s Care Unit, Martina Place Assisted Living, and McAuley Terrace Independent Living. For more information, visit www.mercydesmoines.org/bishopdrumm.

- Mercy Park Apartments offer senior living apartments near Mercy Medical Center – Des Moines’ central campus. For more information, visit www.mercydesmoines.org/mercy-park.

Mercy Hospice offers comfort, dignity and quality care to individuals and families facing life-limiting illness. The focus of hospice care is not to cure disease, but to keep pain and other symptoms controlled. Mercy Hospice provides many specialized services designed to improve the quality of life for patients, their caregivers and loved ones. For more information, visit www.mercydesmoines.org/comm-resources/hospice.

The House of Mercy helps adolescent and adult women develop personal responsibility and independence through counseling, education and medical care in collaboration with other caring professionals.

House of Mercy is dedicated to assisting women and children who are at risk or in some of the most difficult circumstances of life: homeless, drug-addicted, in abusive relationships, pregnant and/or parenting. It is one of Iowa’s largest providers of transitional housing and clinical services for these women and their children. For more information, visit www.mercydesmoines.org/houseofmercy.

Mercy Auxiliary of Central Iowa supports patient care programs and services of Mercy Medical Center – Des Moines and its affiliates. Founded in 1948, the Auxiliary is fully self-funded. Financial support is made possible in part by the success of Auxiliary gift shops, salon and Mercy Starbucks. For more information, call (515) 247-3247.
Providing Care Across the Lifespan

Mercy Clinics provide a full range of outpatient health care services at six urgent care clinics and more than 50 primary care and specialty clinics located throughout central Iowa. As the largest physician group practice in Iowa, Mercy Clinics has approximately 600 employed physicians and mid-level providers. It has been nationally-recognized for leadership in improving primary care services for patients with chronic diseases, and for establishing strong bonds between clinic staff and patients, to assist people in achieving and maintaining their optimum health. Specialty groups within Mercy Clinics are widely recognized as the best in Iowa in their respective fields. For more information, visit www.mercydesmoines.org/clinics.

Mercy ACO is made up of a team of health care providers working together to coordinate patient care. Mercy ACO (Accountable Care Organization) combines the entire range of patient care – primary care doctors, specialists, hospitals and home health services – in an effort to realize greater efficiencies and lower out-of-pocket costs for patients. For more information, visit www.mercydesmoines.org/mercyaco.

Outpatient services at Mercy are offered at convenient locations throughout the Des Moines metro area. These include four ambulatory surgery centers; two cancer centers; several physical, speech and occupational rehabilitation facilities; cardiovascular testing at Iowa Heart Center; medical imaging centers; retail pharmacies; and much more.

Home Health Services are provided through a partnership with Consolidated Health Services (CHS). Mercy offers home health care and medical supply services such as respiratory supplies and durable medical equipment. For more information, visit www.mercydesmoines.org/homecare.
Mercy Foundation is the preferred channel of giving to programs and services offered by Mercy and its Mission initiatives. Led by a volunteer Board of Directors, the Foundation raises money from generous donors for critically-important capital projects, scholarship programs and many other needs of patients and professionals at Mercy. For more information, visit www.mercydesmoines.org/foundation.

Mercy Medical Center – Centerville is southern Iowa’s premier rural hospital, serving Centerville and Appanoose County for more than 90 years. Mercy – Centerville is a fully-accredited, full-service community hospital. For more information, visit www.mercycenterville.org.

The YMCA – Healthy Living Center is a partnership between Mercy and the YMCA. Located in Clive, the Healthy Living Center has become a national model for integrating medical services, rehabilitation and physical fitness. Whether exercising for fun, in a program to lose weight and improve health, or recovering from an injury or surgery, the Healthy Living Center has all the equipment and health care expertise needed for a person to be successful – and all located in a spectacular facility. For more information, visit www.ymcahealthylivingcenter.com.

The Healthy Living Center has all the equipment and health care expertise needed for a person to be successful – and all located in a spectacular facility.

Mercy College of Health Sciences is a fully-accredited four-year college and a national leader for excellence in the delivery and innovation of health sciences education. The College offers a wide array of degree and certificate programs to educate and train future health care providers. More than 900 students attend annually. In the most recent reporting period, more than 97 percent of nursing graduates passed their licensing examinations. For more information, visit www.mchs.edu.

86% of Mercy College of Health Sciences graduates passed the licensure exam on their first try.
Supported by Dedicated Leaders and Volunteers

OUR DEDICATED PROFESSIONALS AND VOLUNTEERS

Many dedicated community members make a remarkable contribution to Mercy and work in numerous areas of our organization. They serve on our Board of Directors, deliver flowers and cards to our patients and give directions to our guests. Each encounter with these dedicated community members adds to the Mercy Experience and benefits those people we are privileged to serve.

BOARD OF DIRECTORS
Mercy Medical Center – Des Moines
Robert P. Ritz, President
David H. Vellinga, CEO
Suku Radia, Chair
Kevin L. Prust, Vice Chair
Sharon Krause, Secretary/Treasurer

EX-OFFICIO MEMBERS
Richard L. Deming, M.D.
Robert N. Smith, D.O.

MEMBERS
Steven G. Chapman
Beth Cross
Kyle S. Galles, M.D.
Joseph C. Garcia
Corita Heid, R.S.M.
Daniel J. Houston
Kerty Levy
Dolores Preisinger, R.S.M.
Michael J. Rowan
Mark Tannenbaum, M.D.
William C. Young, M.D.

Mercy’s Board of Directors includes, from left to right, back row: Dr. Mark Tannenbaum, Kerty Levy, Dan Houston, Beth Cross, Bob Ritz, Joe Garcia and Dr. William Young. Seated, from left to right are: Sharon Krause, Kevin Prust and Suku Radia. Board Members not pictured include: Steve Chapman, Dr. Kyle Galles, Sr. Corita Heid, Sr. Dolores Preisinger, Michael Rowen and Dave Vellinga.
Financial Report

FISCAL YEAR 2014 (JULY 1, 2013 - JUNE 30, 2014)
MERCY MEDICAL CENTER – DES MOINES

REVENUES
Patient Service Revenues .............................................................. $843,451,000
Other Revenues ...............................................................................
Total Revenues .............................................................................. $913,748,000

EXPENSES
Operating Expenses ........................................................................ $906,354,000

INVESTMENTS
Investment Earnings ....................................................................... $42,209,000
Revenues Over Expenses ............................................................... $49,603,000

ASSETS
Current Assets (Total) .................................................................... $207,026,000
Net Property, Plant, Equipment ...................................................... $436,896,000
Other Assets ................................................................................ $295,983,000
Total Assets ................................................................................ $939,905,000

LIABILITIES
Total Liabilities .............................................................................. $215,302,000
Total Liabilities and Fund Balance ................................................ $939,905,000

COMMUNITY BENEFIT DATA
Cost of Charity Care ....................................................................... $9,992,000
Cost of Uncompensated Medicaid................................................... $28,982,000
Community Education and Outreach, Medical Education Services, Subsidized Health Services, Donations and Other Community Health-building Activities.............. $9,496,000
Total Community Benefit ................................................................ $48,470,000

FISCAL YEAR 2014:
BY THE NUMBERS

36,050
Total discharges (adults, children and newborns)

5,153
Total newborns

268,645
Outpatient visits

20,697
Surgeries (procedures)

11,137
Cath Lab procedures

273,237
Medical Imaging procedures

2,909,044
Laboratory procedures

75,101
Emergency Department visits

1,322,777
Mercy Clinics patient visits