

Gratitude for impact.

2022-2023 Annual Impact Report



About us

Mercy Medical Center Merced Foundation (Mercy Foundation) is a nonprofit 501(c)(3) organization whose purpose is to raise and administer philanthropic funds to support the needs of Mercy Medical Center Merced (Mercy Merced). Together with our Board of Directors, physicians, grateful patients and other community leaders, the foundation works to encourage public interest and support of Mercy Merced and our many worthy programs, services and outreach activities consistent with our values and goals.

Our Mission

As CommonSpirit Health, we make the healing presence of God known in our world by improving the health of the people we serve, especially those who are vulnerable, while we advance social justice for all.

Our Vision

A healthier future for all - inspired by faith, driven by innovation and powered by our humanity.

Board of Directors

Zoe Anaman, M.D.

Physician

Beatriz Ramirez

Corporate Responsibility Officer
Mercy Medical Center Merced

Scott Banks

Chief Financial Officer
Mercy Medical Center Merced

Billie Razzari

Retired

Humberto Barragan, D.O.

Chief of Staff
Mercy Medical Center Merced

Lillian Sanchez-Ramos

Director of Mission Integration
Mercy Medical Center Merced

David Dunham

Retired

Parminder Sidhu, M.D.

Oncology Physician
Mercy Cancer Center

Paula Heupel

School Superintendent
El Nido

Kevin Smith

Director of Special Education

Dan Holmes

Retired

Conchita Swiggard

Realtor

Dale Johns

President & Chief Executive Officer
Mercy Medical Center Merced

Priya Lakireddy

Board of Education, Representing Area 1
Merced City School District

Ronita Margain

Community Engagement Director
Central California Alliance for Health

Robert McLaughlin

Retired

Kaaren Morgner

Retired

Front Cover: Rigo De Alba and Juan Velarde in front of the new Mobile Care Clinic.

Back Cover: The Mercy Foundation Board of Directors pose with Darryl Deal while accepting a check for \$10,000 to Mercy Foundation on behalf of the Volunteers of Mercy Medical.

A message from our leadership



Dale Johns

President & Chief Executive Officer
Mercy Medical Center Merced

The impact of philanthropy through Mercy Medical Center Merced Foundation over the course of the last year is felt across every hospital floor and service line at Mercy Medical Center Merced. We are overcome with gratitude for each and every one of you who gave from the heart - without your partnership, none of this would have been possible.

At Mercy Merced, our leaders, physicians and staff understand philanthropy's important role in maintaining our hospital's high standard of care today and into the future. Philanthropy has provided new and innovative ways to treat patients in our community. Inspiration and gratitude fuels cutting-edge programs, and makes state-of-the-art facilities possible. It also provides the essential tools and technology our clinicians need to care for our community.



Kassey Mosher

Vice President & Chief Philanthropy Officer
Mercy Medical Center Merced Foundation

Mercy Medical Center Merced Foundation's accomplishments this fiscal year 2023 are impressive. More than 900 donors contributed over \$3 million to advance our mission and increase access to quality health care for all. In addition, generous donor support provided numerous pieces of equipment and services that span across the entire hospital, which you will learn more about on page 5.

As you read the inspirational stories of gratitude in the coming pages, remember that it is your humankindness and generosity that make Mercy Medical Center Merced's exceptional care possible.

The practice of medicine is ever-advancing and our work is not done. Together, we will continue to make a difference and actively impact the lives of each patient served.

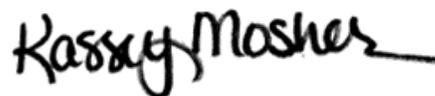
We are grateful for your trust, your partnership and your support. We are thankful to you.

With gratitude,



Dale Johns

President & Chief Executive Officer



Kassey Mosher

Vice President & Chief Philanthropy Officer

Mercy Foundation believes every act of
humankindness is worthy of celebration
and every expression of gratitude
deserves recognition.



Phillip Mallory recruited a group of peers to summit Mt. Whitney raising funds for Mercy Merced.

Giving by the numbers

Total dollars raised

This year, our donors came together to realize the power of generosity and gratitude in our community. The results have been inspiring.



\$3,048,000	2023
\$1,753,000	2022
\$521,000	2021

Transfers to hospital

Transfers made by the Mercy Foundation to Mercy Merced show collaboration as monies are transferred only after obligations of donor intent has been met.



\$1,097,000	2023
\$634,000	2022
\$519,000	2021

Total donors

Donors bolster innovation, bring together our community and serve the vulnerable. Together we accomplish what none of us could do alone.



915	2023
849	2022
787	2021

Mercy Merced by the numbers



Hospital

- 100** years serving the community
- 186** hospital beds
- 71,171** Emergency Department visits
- 2,311** babies delivered
- 1,427** employees
- 24** resident physicians
- 232** physicians



Community Benefits

- \$45 M+** net benefit of inpatient financial assistance, unreimbursed costs of Medicaid, community health improvement services and community grants
- 11,569** people served with community wellness programs
- 12,330** served with Food Pantry (Kindness Boxes)
- 14** community wellness programs
- 6** cancer center services

Funded by Mercy Foundation

Equipment and services funded in fiscal year 2023

Philanthropy through Mercy Foundation touches every area of the hospital. Philanthropic gifts from donors are turned into new technology, upgraded equipment and educational programs in the community. Here are some of the funded items and services this last year:

- Bili Therapy Pad and Transcutaneous Bili Meters for treating jaundice newborns
- VC-10 Vacuum System for the Family Birth Center operation room
- Pain Smart Pumps in Family Birth Center
- Bladder scanners offering non-invasive method for assessing a patient's bladder
- Radiation protection equipment in the Imaging Department
- Crash cart for the Cath Lab
- Tropon 2+ Ultrasonic Cleaner for probes used in Cancer Center
- Stryker wheel chair for Emergency Department
- SDC pumps preventing blood clots in immobile patients
- Bone Density Scanner tracks reductions in bone density and diagnoses early stage osteoporosis
- Radiant Wraps distributed to radiation therapy patients
- Two new microscopes for the lab
- Simulation Laboratory equipment for staff and resident physicians to practice life-saving measures
- Two convection steamers for food and nutrition
- Gurneys for the Operating Room and Emergency Department

Additionally, Mercy Foundation also supported these programs

- Segmented Art Therapy
- Obstetrics Emergency Department
- Cancer Support Group
- Accessible yoga
- Kindness Boxes
- Toys and teddy bears for pediatric patients
- Reach Out & Read for pediatric patients
- Rural Health Center Back to School Backpack program
- Project Calm in the Emergency Department
- Baby's first birth-day celebration
- Hospital Week
- Hospital wide hand hygiene campaign
- Lakireddy Employment Engagement Activities
- Graduate Medical Education Program



Children received backpacks filled with supplies and toys at the Back to School Backpack program.

Your support at work

In fiscal year 2023, these are the top ten areas that were funded through donations made to the foundation. One hundred percent of donations raised by Mercy Foundation stay local and go directly to support the needs of the medical center.

Kindness Box Program  \$11K	Surgical Services  \$7K	Women & Children  \$34K	Cancer Center  \$46K
Mercy Found Heritage Endowment  \$13K	Capital  \$658K	The HERO Fund  \$51K	Rural Clinics  \$28K
Imaging Services  \$69K	Emergency Department  \$10K	Together we heal.	

The adventure of giving



Phillip Mallory takes a moment to capture the ascent of Mt. Whitney.

Mercy Merced's Emergency Department hospitalist, Phillip Mallory, DNP, works hard and plays hard... with purpose. On top of his role at Mercy Merced, he also serves as the Chief Nursing Executive at the California Department of Correction.

"If you love what you do, then you'll never work a day in your life... I don't view it as work, I view it as service; it's my purpose and it fills my cup to make an impact in the world," said Phillip.

Phillip's extreme passion plays into his professional and personal time alike. Inspiring some of his co-workers and peers to join him, he set a goal of summiting Mt. Whitney in one day. His extreme personal goal with an extreme professional goal: to raise funds to open an Obstetrics Emergency Department (OBED) at Mercy Merced.

Along with three others and a string of challenges (including Phillip contracting the flu 12 days prior to the hike), Phillip and his team made it to the top completing 73,384 steps in one day. Pledges for their extreme hike raised \$3,000 for Mercy Foundation, going toward Mercy Merced's OBED.

This added service will support soon-to-be moms in emergency situations without having to wait in the Emergency Department. Phillip said, "Having the OBED will allow us to triage and get these women to the right level of care in a staged environment where they can have the best outcomes. It's critically important." His role facilitates throughput in the Emergency Department while optimizing patient care. Having the OBED will provide better outcomes for all patients and more efficiency for the healthcare team.

Completing this goal demonstrates Phillip's personal and professional values of living through purpose, impact and intention - guiding principles he coaches his teams on.

"Summiting Mt. Whitney came from an inner drive to prepare and endure a challenge," said Phillip. "But more importantly, it came from knowing it would impact the patient population and provide a level of care and service for Merced."

The OBED is currently awaiting licensure and is set to be available for expectant mothers by end of 2023.

Heroes wear pink

Merced Fire Department saving lives and raising funds

The men and women serving at the Merced Fire Department earn their title as Hero every day of the week, encountering harrowing situations daily. But their commitment to service of the greater Merced community doesn't stop there.

In 2012, Merced Fire Department launched their inaugural pink t-shirt drive to raise money for Mercy Merced's Cancer Center.

Ryan Paskin, Fire Captain, said, "Breast cancer affects us all, it feels like everyone has a connection to someone who has battled breast cancer."

To continue their service to Merced, the Merced Fire Department sold pink t-shirts of which 100% raised funds were given to Mercy Foundation to support the Cancer Center. In 2012 they raised \$1,500. Since 2012, Merced Fire Department has raised \$148,331.

Recently, funding through the pink t-shirts was used toward transportation for cancer patients to and from their healthcare appointments.

Chief Derek Parker shared that emergency services in Merced receive calls multiple times a day from people who need transportation to their healthcare appointments. This can be taxing on first responders who could otherwise be supporting life-threatening emergencies.

"It's heartbreaking to see how many cancer patients don't have access to transportation in order to be treated," said Chief Parker. "We're so grateful that our funding can provide this service for cancer patients."

In the cancer journey, a patient often encounters physical and mental challenges. Some patients are financially burdened and have no means of transportation to their appointments. This can mean the difference between them being treated or not. Thanks to the philanthropic support of Merced Fire Department, lack of transportation is no longer an impediment toward a cancer patient being treated at Mercy Merced.

Paskin shared about Merced Fire Department's support of Mercy Merced, "We need to collaborate and help each other where we can... We are so grateful to the community - the pink t-shirt program wouldn't be possible without community involvement."



Firefighters hosted a Pink Shirt sale.

To learn more about Merced Fire Departments support of Mercy Merced, [click here](#) or scan the QR code.



Serving the vulnerable

How the Rural Health Clinic serves Merced



Dr. Khader and the Street Medicine team served some of Merced's unhoused population with humankindness.

The Rural Health Clinic is a testament to the mission of serving the entire Merced community. Its role is critical in providing healthcare to the underserved, predominantly uninsured and disadvantaged population providing health justice for all.

As the clinic continues to grow, its services expand. Recently, a Street Medicine program launched to support the unhoused where they are. With offerings of food and a backpack filled with essential supplies (blankets, hats, gloves, hygiene kits, water, etc.), the team spoke with individuals living in encampments across Merced. Led by former Director of Clinic Operations, Juan Velarde and Dr. Aisha Khader, the team connected with individuals who were intimidated to go to the Rural Health Clinic. Juan said,

“Sometimes medicine isn’t in a four wall building, it’s meeting a patient where they are. Under an overpass, in a camp... We are able to expand these services because of Mercy Foundation. We’re able to offer human-kindness to all.”

Another addition to the Rural Health Clinic is the Mobile Care Clinic - a bus outfitted with equipment and supplies for providing mobile healthcare across Merced County. Mercy Foundation received a generous grant from Central California Alliance for Health to build the Mobile Care Clinic. Their partnership allows the Rural Health Clinic to move into the most remote areas to serve our community.

The Rural Health Clinic functions as a team based facility - creating a symbiotic relationship between medical, dental, mental and social services. Team based care looks at multiple components put together: the patient, the providers, community services and the facility itself.



Inside view of the new Mobile Care Clinic.



Dr. Khader posing with a recipient of services and supplies from the Street Medicine tour.

This last year, Mercy Foundation received funding for a remodel of the Rural Health Clinic. The clinic had 17,664 patient visits this last year. With scheduled groundbreaking set for early 2024, the remodel will enhance the flow and functionality for patients, resident physicians and all healthcare providers, offering a complete picture of care for patients.

Mercy Foundation’s partnership with the Rural Health Clinic allows Mercy Merced to continue its mission of improving the health of those we serve, especially the vulnerable.



PRELIMINARY FLOOR PLAN

NORTH
SCALE: 1/8" = 1'-0"

Schematics for the remodel of the Rural Health Clinic slated to begin in early 2024.

Increasing access to care

Graduate Medical Education at Mercy Merced

Once doctors graduate from medical school, they continue their education in a medical specialty called Graduate Medical Education (GME). Due to a higher concentration of GME programs on the east coast, many local medical school graduates are forced to seek residencies across the country. In an effort to encourage more physicians to grow roots locally, Mercy Merced launched their GME program in 1976.

Starting with three residents, the program has now expanded to a total of 24 resident physicians all specializing in Family Medicine. Jaspreet Johal is in her first of her three-year residency at Mercy Merced. Growing up in the community and attending Delhi High School and University of California Merced, Jaspreet was ecstatic to be matched at Mercy Merced.

Both sides of Jaspreet's family were migrant workers, so she is passionate about providing quality healthcare to Merced's rural population. Jaspreet's parents worked hard so she and her siblings could get their education, a luxury that they didn't have immigrating from India.

Jaspreet's education plans were solidified after her grandfather was diagnosed with stage 4 lung cancer. Her family struggled to understand what was happening to him and this prompted Jaspreet to go to medical school so she could help others like her grandfather.

Mercy Merced's GME program educates through scholarly activity, simulation scenarios and direct patient care alongside a supervising physician. The resident physicians regularly see patients at the Rural Health Clinic, many of whom are underserved - helping others, like migrant workers, who remind Jaspreet of her roots.

Mercy Merced's GME program is largely funded through Mercy Foundation's philanthropic investors and grant funding. Having this program fills three important needs for the Merced community:

- **Improves quality and access to healthcare**
- **Recruits highly skilled physicians to teach and drive innovation**
- **Attracts quality resident physicians who are more likely to grow roots in Merced**

Last year, Mercy Foundation contributed nearly \$1 million to growing our future Family Medicine doctors. Mercy Merced has been a leader in responding to the challenges of providing high-quality care to our community. By growing our GME program, together, we can help attract new physicians and enhance the quality of healthcare in Merced County.



Jaspreet photographed with her family at her graduation from UC Merced.

Providing care with compassion

Project Calm offers comfort to children in crisis

The Emergency Department (ED) at Mercy Merced has no two days alike. Being a rural hospital in an underserved community, the ED sees a tremendous number of patients on a daily basis. During the pandemic, the ED (like others across the world) were inundated by patients - Mercy Merced seeing 150 patients per day. But post-pandemic projections of decreasing admissions were completely wrong. Today, Mercy Merced's ED averages 250 visits per day.

In an effort to support some of our more vulnerable patients, Mercy Foundation piloted a program called Project Calm to help pediatric patients in our ED experiencing a mental health crisis.

The average child may struggle with the complex environment they encounter in an ED, but it can become traumatic for a child experiencing a mental health crisis. Project Calm provides safe distractions and items of comfort such as toys, learning materials, iPads, gaming systems and more.

Mandy Hall, Chief Nursing Officer and former ED Nursing Director said,

“Project Calm changes what could be a traumatic experience into a joyful experience. The toys, tactiles and small comforts provided are appreciated by the child and their family.”

In her office, Mandy has a framed photo gifted by a coworker when she worked in the ED. The picture (seen below) is of Mandy sitting on the floor while comforting a pediatric patient having a mental health crisis. The child refused to move from underneath the workstation. Instead of coaxing the child through words, Mandy joined her on the floor and offered some of the toys provided by Project Calm.

“The patient was upset and didn't want to be at the hospital,” said Mandy. “When I asked her if I could sit with her and share some of the items from Project Calm, I made a connection and she calmed down.”

This service provided by Mercy Foundation enhances the experience for the child and makes future encounters with healthcare positive. It is one more way that Mercy Merced continues to demonstrate service to their patients through delivery of excellent healthcare and connection with our community.



Left: Mandy sits on the floor with a pediatric patient having a mental health crisis.
Right: Some of the items available to children through Project Calm.

Leading by example

A career of employee giving at Mercy Merced

Mercy Merced enjoys a proud legacy of employee philanthropy. Employee donations come through paid time off donations, payroll deductions or one-time donations. Together, every amount adds up to contribute to new services or equipment that enhance the healthcare given to the community.

Brian Elmore has served as the Director of Pharmacy Services at Mercy Merced since 2002. His loyalty to the hospital goes beyond showing up 40 hours per week - he lives and breathes passion for healthcare in the greater Merced community. He knows firsthand how much support is needed, and is convicted of how impactful employee giving can be. "I believe you should put your resources to what you are passionate about," he said. "And I'm passionate about healthcare in our community."

Through employee giving, Brian has been donating to Mercy Foundation since he started at Mercy Merced. In his leadership role, Brian understands the difficult position that hospitals across the nation face: lowering reimbursements from private and public payers and increase in costs. This is one of the reasons why the partnership between Mercy Merced and Mercy Foundation is crucial - the Foundation can support items that might not otherwise be possible without philanthropy.

In the past year, Brian experienced the power of philanthropy through Mercy Foundation. The Family Birthing Center received funding to purchase new pain pumps for laboring moms. In the past, laboring moms would receive pain meds through their IV site. With the new pain pumps, no pain medications are passed through to the baby. This provides best possible outcomes for mom and baby while significantly removing implications to the newborn.

Brian said, "In my role, I knew we didn't have the funds to do all the things we needed to do or wanted to do. Being a part of funding smaller pieces of equipment in the hospital makes it feel like I'm a part of the mission."

Mercy Merced employees help ensure that the same quality care they deliver every day will be available to their friends, family and neighbors in their time of need when they participate in employee giving.



The PainSmart Pumps added to the Family Birthing Center because of Mercy Foundation. Moog Medical, Curlin PainSmart, 2023.

Fundraising through coffee

Mercy Foundation reached out to Dutch Bros to see if they could help support an urgent need for diapers and supplies at Mercy Merced. Dutch Bros immediately responded to the challenge by holding a donation day where \$1 from every coffee sold at their three locations was donated toward Mercy Foundation. That money plus an additional donation from Dutch Bros Foundation raised more than \$15,000 toward diapers and supplies.

To learn more about Dutch Bros and how they partnered with Mercy Foundation, scan the QR code below or [click here](#).



A hole in one for philanthropy

Merced Foundation held its 1st Inaugural Golf Classic

On Monday, May 15, 2023, Mercy Foundation hosted its first inaugural Golf Classic. The charity golf tournament was designed to garner attention and raise funds for the Mercy Foundation.

Kassey Mosher, Vice President and Chief Philanthropy Officer of the Foundation said, “We are overwhelmed by the generosity of our sponsors and players, including local business owners, hospital vendors, partners in healthcare and even our own employees. Their support demonstrates a collective desire to provide equity in healthcare for Merced County.”

In addition to competitive fun amongst the 34 teams playing, Hole Sponsors provided entertainment in between play filled with fun games, drinks and snacks.

Mercy Foundation staff and Board of Directors are grateful to the sponsors, players and numerous employee and community member volunteers who made the event successful, raising over \$57,000 - 100% of which stays local allowing the hospital to continue offering exceptional healthcare to Merced.





Mercy Medical Center Merced Foundation.

A Dignity Health Member

2740 "M" Street
Merced, CA 95340

Tel 209-564-4200

supportmercymerced.org

Thank you!

