

ACCESS TO CARE

Dental Health - McAuley Clinic

Mercy identified dental care as a top regional need during community master planning and needs assessment activities. Further research also revealed dental care as the third highest reason people were visiting Washington hospital's emergency room.

Last November, the McAuley Clinic addressed the need with the first hospital-based rural health dental program within Mercy. With a full time dentist, Ben Connor, DDS, the program provides underserved adult and pediatric patients with comprehensive dental services. More importantly, those services are integrated into the McAuley Clinic's comprehensive medical home model, which includes adult, pediatric, women's health and behavioral health service lines.

Knowing that the need was so great, it's no surprise the dental clinic is on pace to treat more than 2,300 patients during its first year of operation. But Dr. Connor isn't just letting patients come to him. He and the McAuley staff are actively engaged with area schools and health organizations to provide education on proper oral health. They are also offering screening events and other services focused on preventative care.



DOMESTIC VIOLENCE

ALIVE/Project HOPE

A Mercy Caritas grant awarded Project HOPE (Hospital Order of Protection and Empowerment) the initial funding for the partnership between Mercy Hospital St. Louis, ALIVE, and the Family Court of St. Louis County. Project HOPE is the only program in the Greater St. Louis area that allows domestic violence victims to file for, and potentially have granted, orders of protection while still in a hospital setting. Built on compassion and exceptional service, the project responds to immediate needs by eliminating barriers that can compromise safety. The HOPE committee is comprised of ALIVE, Mercy and Family Court staff from both St. Louis and Franklin Counties. A Safe Place-COMTREA representing Jefferson County will join the team in 2015.

MENTAL HEALTH AND SUBSTANCE ABUSE

New Inpt/Outpt Services

A new inpatient child and adolescent behavioral health unit opened at Mercy Children's Hospital in St. Louis. It's the first of its kind in the area and the only pediatric behavioral health unit housed in a children's hospital. At Mercy Hospital Washington, an intensive outpatient program opened in December 2014. Mercy Hospital Jefferson and other hospitals throughout our East Region are focused on physician recruitment, and the expansion and coordination of behavioral health services. Rising suicide rates continue to be a serious mental health challenge in our region. Mercy Hospital Jefferson holds a yearly Suicide Prevention Conference to address the issue directly. More than 200 people attended the 2014 conference.

TOBACCO USE

Advocacy/Education/Cessation

The Community Health Needs Assessment in Mercy's East Region identified tobacco use as a top health risk. Mercy Hospital St. Louis, Mercy Hospital Washington and Mercy Hospital Jefferson are working to decrease tobacco use in their communities. Current offerings include: *Freedom From Smoking* group classes, *Mercy Road to Freedom* one-on-one quitting support over the phone, and auriculotherapy treatment. Mercy Hospital Jefferson formed a strong partnership with the Jefferson County Health Department to provide education, engage in advocacy and offer cessation programming at a variety of locations.



Mercy East Region Community Benefit

Fiscal Year 2014

FISCAL YEAR 2014

Mercy East Region Community Benefit Report

In communities across the region, residents rely on Mercy for medical care and more. We understand and embrace our responsibility and take pride in supporting our communities' needs.

Community benefits are sustainable programs and services that provide treatment and/or promote health and healing funded by Mercy. While some of these programs focus on improving access to health care services, others advance medical or health knowledge and relieve or reduce the burden of government or other community efforts.

Detailed financial information is available upon request. Visit our website to contact us and to learn more about how we're making other communities we serve better. mercy.net/about/community-benefits.

Mercy's East Region Includes:

Mercy hospitals, clinics, and other entities in St. Louis, Festus/Crystal City, Washington and surrounding communities.

Total Amount of Community Benefit | \$60,988,000

July 1, 2013 - June 30, 2014

CHARITY CARE

Includes the actual cost of providing free or discounted care to persons who cannot afford to pay and who are not eligible for public programs. Charity care does not include bad debt.

BENEFIT
\$26,294,000

COMMUNITY OUTREACH SERVICES

Includes activities carried out to improve community health and services that are subsidized because they are needed in the community. Examples: education, support groups, health screenings, and immunizations.

BENEFIT
\$2,658,000

HEALTH PROFESSIONALS EDUCATION AND RESEARCH

Includes the cost of providing clinical placement for physicians, nurses and other health professionals plus the costs of the nursing anesthesia, EMS and radiology schools.

BENEFIT
\$8,566,000

CASH, IN-KIND DONATIONS, WORKFORCE ENHANCEMENT AND FUNDRAISING

Includes cash, in-kind donations, fundraising costs, food & supplies to shelters, use of Mercy rooms and facilities, donated office space and recruitment of health professionals in medically underserved areas.

BENEFIT
\$429,000

MEDICAID SUBSIDIES

Includes the actual unpaid cost of providing care to Medicaid patients and represents the shortfall between cost of care and the payments received by the government.

BENEFIT
\$23,041,000

Prescription and Transportation Assistance - Chaplains' Fund

While prescription assistance and transportation support is offered by all Mercy East hospitals, the Mercy Hospital Jefferson Chaplains' Fund is a unique approach to address needs in nearby communities. Co-workers contribute money and items for the program's annual silent auction. Proceeds help those with limited resources to purchase medications and medical supplies. Funds also help to cover the costs of emergency transportation. In FY14 alone, over 400 people received assistance through Mercy Hospital Jefferson's Chaplains' Fund.

Expanding Coverage - Certified Application Counselors

Mercy Hospitals in St. Louis, Crystal City and Washington, Missouri, served as consumer assistance sites during the first Affordable Care Act open enrollment period (Oct 2013 - Mar 2014). Mercy certified application counselors (CAC) provided awareness, outreach and enrollment opportunities. They reached more than 950 people through 104 outreach events and successfully enrolled 338 clients in a qualified health plan. The Mercy Coverage Assistance Program (MCAP) partners and collaborates with a variety of agencies such as Chamber of Commerce groups, religious organizations, school districts, health departments and urgent care sites. In addition, MCAP leaders and CACs were invited to speak at several meetings and conferences. Mercy also conducted multiple media and radio interviews and is viewed as a trusted source for information.

ACCESS TO CARE

Breaking Barriers In Transitions to Care

Mercy partnered with the St. Louis Integrated Health Network (IHN) and contracted for a new Community Referral Coordinator (CRC) position in the fall of 2013 to help emergency room patients connect with the medical care they need. The CRC focuses on Medicaid and uninsured patients, but works with all patients to:

- Enhance access to a primary care home and health resources regardless of ability to pay
- Reduce non-emergent use of emergency departments and low acuity readmissions
- Enhance continuity of care
- Strengthen communications/processes among hospital, safety net and other primary care providers, and community social services agencies/programs

This CRC program is a collaborative effort between Mercy, the IHN and other area hospitals and clinics to improve access, quality and transitions of care. The IHN serves as a platform for multiple health providers to share best practices, troubleshoot problems and oversee the CRC program in the region. Since its launch, the Community Resource Coordinator at Mercy has helped more than 1,000 patients and referred more than 500 to primary care providers.

