

# Mercy Northwest Arkansas Community Benefit Report

## Sister of Mercy takes ministry to homeless

Total Community Benefit  
**\$9,633,000**



Sr. Lisa Atkins, RSM, nurse practitioner and community health liaison, established a ministry for the homeless about two years ago in Rogers.

Each Thursday evening, Sr. Lisa and volunteers from Mercy, local churches, and nonprofits serve a free hot meal to residents of a local motel. Local families and individuals call the motel home, sometimes sharing a room with six or eight other people. The meal program serves as a way to build trust with the vulnerable occupants and let them know about social services and medical services available through Mercy and other community nonprofits.

The volunteers have helped individuals and families move from homelessness to permanent housing. One family's life, in particular, has been transformed by the motel ministry. Tiffany and her husband were forced onto the streets by poverty

several years ago. They lived in a tent and then in a car before bad weather forced them into the hotel. Sr. Lisa and other volunteers met the family through the weekly meal program, and over time, helped them to transform their lives. They found a landlord willing to rent a two-bedroom apartment to the couple and found someone to donate a car. Tiffany secured a steady job as a barista on the campus of Mercy Hospital Northwest Arkansas, regained her confidence, and was able to regain custody of her daughter who had been living with relatives.

Long-term residents of the motel are "stuck in this vicious cycle," according to Sr. Lisa. "Many are elderly or on disability. They don't want to be in a motel, but it's all they can afford. We at Mercy are serving as a catalyst to raise consciousness. As a community, we need to invest our resources and time and energy into finding just solutions."

### 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: \$2,580,000

### 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: \$235,000

### 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: \$1,192,000

### 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: \$29,000

### 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: \$26,266,266