

# Mercy Missouri

Making a Difference in the Communities We Serve

## HISTORY:

The Sisters of Mercy ministry was founded by Catherine McAuley in Dublin, Ireland in 1827 to serve women and children in need. In the United States, Mercy traces our roots back to New York in 1846. Over the next several decades, Sisters of Mercy established hospitals in several states. Today, Mercy has hospitals in three states — Arkansas, Missouri and Oklahoma.

## MISSION:

As the Sisters of Mercy before us, we bring to life the healing ministry of Jesus through our compassionate care and exceptional service.

## VALUES:

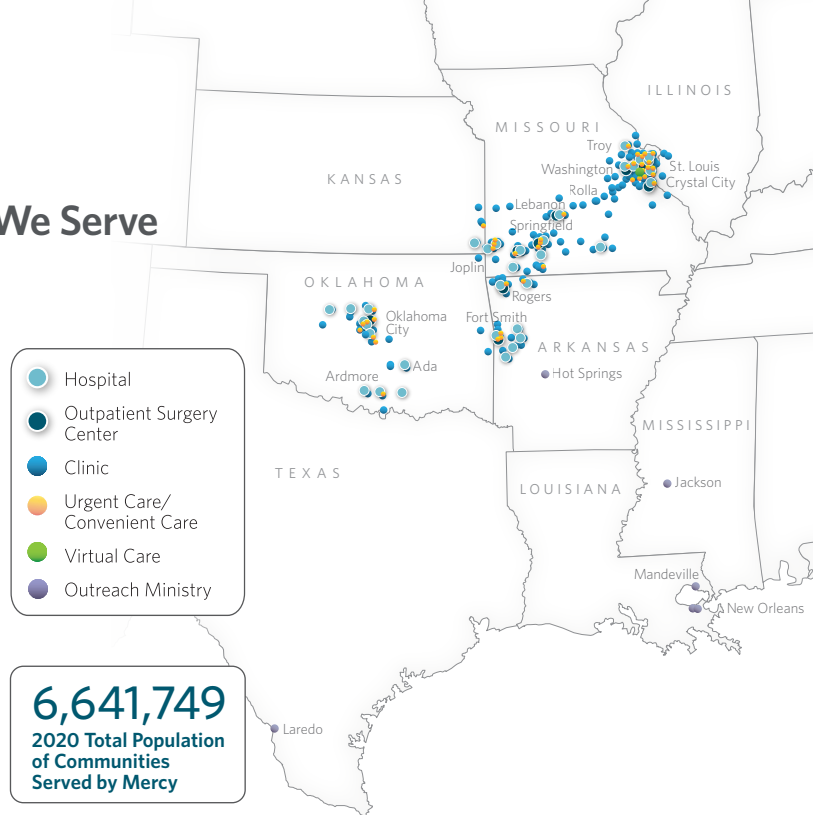
**Dignity.** We cherish each person as created in the image of God.

**Excellence.** We give only the best for those entrusted to our care.

**Justice.** We pledge to be in right relationship with one another, with a particular concern for people who are economically poor.

**Service.** We seek out and put the needs of others first.

**Stewardship.** We wisely use our talents and resources to strengthen Mercy as a ministry of the Church.



## PHILANTHROPIC CONTRIBUTIONS JULY 2019 - JUNE 2020:

**\$324,508,000**

community benefit/charity care

## BY THE NUMBERS JULY 2019 - JUNE 2020:



**30,336**  
co-workers



**1,709**  
integrated physicians



**2,159**  
beds



**15,562**  
births

## PATIENTS SERVED JULY 2019 - JULY 2020:

**129,737**

in-patient discharges

**7,397,657**

clinic and outpatient visits

**408,454**

emergency room visits

## HOSPITALS & AMBULATORY SITES

- 12 acute care hospitals
- 4 heart hospitals
- 2 rehab hospitals
- 2 children's hospitals
- 1 orthopedic hospital
- 631 physician practices
- 187 clinic locations
- 10 outpatient surgery centers
- 28 urgent care sites
- 6 convenient care centers

## PAYOR MIX:

- 55.5% Commercial
- 13.4% Medicaid
- 11.9% Medicare
- 9.4% Medicare Advantage
- 9.8% Other



## MERCY GOVERNMENT RELATIONS PURPOSE STATEMENT:

We fulfill Mercy's mission to "bring to life the healing ministry of Jesus through our compassionate care and exceptional service" when we:

- Advocate on behalf of people who are poor, most vulnerable and underserved to help them obtain affordable health care. We also work to strengthen the health and social safety net and address health equity.
- Build coalitions to address federal, state and local government-driven challenges and opportunities that affect Mercy's ability to effectively serve the communities who entrust themselves to our care.
- Communicate with and educate community leaders and public officials at all levels of government regarding strategies that influence the promulgation of laws and regulations that affect Mercy's ability to provide quality care.
- Develop public policy strategies that promote human dignity and justice, reward innovation, remove regulatory barriers and justly finance government programs to fully enable Mercy to fulfill our mission for future generations.

## GOVERNMENT RELATIONS CONTACT INFORMATION:

government.relations@mercy.net



Your life is our life's work.

## **PERFORMANCE:**

Mercy believes our recent performance results stem from our ongoing commitment to excellence. Mercy has identified Five Dimensions of Excellence as our primary focus, with the objective to rank in the top quartile or decile in each. A focused quality approach and a continuous, integrated system of care, as well as disciplined growth through targeted investments, acquisitions and strategic partnerships, are all enablers to achieving excellence.

## **FIVE DIMENSIONS OF EXCELLENCE:**

- **Clinic Excellence:** Demonstrate national leadership for quality and safety by making evidence-based decisions through a highly integrated, patient/community-centered system of care.
- **Service Excellence:** Deliver a best-in-class patient and customer experience.
- **Cultural Excellence:** Sustain the Mercy culture, grounded in our mission, values and charism, that enriches the experience of our co-workers and physicians and is reflected in the exceptional service they provide to Mercy's patients.
- **Community Excellence:** Demonstrate commitment to our communities through focused efforts to meet local needs for health care services.
- **Stewardship Excellence:** Ensure our long-term viability by achieving specific financial goals.

## **A FOCUSED, QUALITY APPROACH:**

In this changing world of health care delivery, increasing costs structures and evolving technology, Mercy's care model ensures that we are providing the highest quality of care to those we serve. As demonstrated by the national recognitions awarded to Mercy, this has resulted in:

- Lower Cost for Care
- Shorter Length of Stay
- Reduced Admissions
- Lower Mortality Rate
- Shorter ER Wait Times
- Fewer Complications and Hospital Acquired Conditions
- Higher Patient Satisfaction

Mercy has higher quality and safety scores than other hospitals in industry rankings. Our commitment to standardized care practices systemwide means significantly improved outcomes and lower total cost of care. Mercy's facilities, as measured by the Centers for Medicare and Medicaid Services ("CMS") five-star quality rating system and Leapfrog hospital safety grade, regularly outperform our peers in each market.

In Missouri, six Mercy Hospitals have been awarded "A" grades by Leapfrog Group, based on 28 measures of patient and hospital safety. Leapfrog assigns letter grades to 2,500 hospitals nationwide, providing the most complete picture of safety in the U.S. care system. Additionally, Mercy Hospital Springfield and Mercy Hospital St. Louis are CMS 5-Star hospitals, the highest rating from CMS, based on clinical outcome measures.

In Arkansas, both Mercy Hospital Northwest Arkansas and Mercy Hospital Fort Smith have been awarded "A" grades by Leapfrog, and Mercy Hospital Northwest Arkansas is a CMS 5-star hospital.

In Oklahoma, Mercy Hospital Oklahoma City has been recognized for three consecutive years as a top 100 hospital, most recently in the 99.7 percentile in overall performance. Mercy Hospital Ardmore and Ada are both CMS 4-star hospitals. Mercy Hospital Oklahoma City and Ardmore have been awarded "A" grades by Leapfrog, and Mercy Hospital Oklahoma City is the only "A" grade hospital in the metropolitan area.