



Mercy Medical Center Merced

A member of CHW



service
to our community

2008 ANNUAL REPORT

Our Mission, Vision and Values

Our Mission

Catholic Healthcare West and our sponsoring Congregations are committed to furthering the healing ministry of Jesus. We dedicate our resources to:

- delivering compassionate, high-quality, affordable health services;
- serving and advocating for our sisters and brothers who are poor and disenfranchised; and
- partnering with others in the community to improve the quality of life.

Our Vision

A growing and diversified health care ministry distinguished by excellent quality and committed to expanding access to those in need.

Our Values

Catholic Healthcare West is committed to providing high-quality, affordable health care to the communities we serve. Above all else we value:

Dignity - Respecting the inherent value and worth of each person.

Collaboration - Working together with people who support common values and vision to achieve shared goals.

Justice - Advocating for social change and acting in ways that promote respect for all persons and demonstrate compassion for our sisters and brothers who are powerless.

Stewardship - Cultivating the resources entrusted to us to promote healing and wholeness.

Excellence - Exceeding expectations through teamwork and innovation.

Mercy Medical Center Merced

As a member of Catholic Healthcare West, Mercy Medical Center Merced is committed to serving the health needs of our communities with particular attention to the needs of the poor, the disadvantaged and vulnerable, and the comfort of the suffering and dying. Catholic Healthcare West has a commitment to quality - quality healthcare services and the promotion of optimal quality of life for all of life.

Our Ministry

Catholic Healthcare West hospitals are technologically advanced without losing the human touch. At Mercy Medical Center Merced we foster the belief that people make the difference in the art of healing. We strive to create a professional and healing environment that respects human dignity, provides excellent services, promotes justice in serving the poor, stewards our healthcare resources and collaborates among healthcare providers and community leaders. We believe that high quality healthcare is a right, not a privilege, and we strive to provide healthcare access for all who seek care in our facility.



History and Heritage

Mercy Medical Center, Dominican Campus, originally known as “Mercy Hospital,” has been providing the residents of Merced County with health care since it’s founding in 1923. Its foundation is built upon a commitment to community service; it was founded by a group of physicians who invested their own assets. In 1948, the physicians sold the hospital to the Dominican Sisters of Kenosha, Wisconsin. In May 1996 the hospital became affiliated with Catholic Healthcare West and in April 2001 it assumed the operations of the county hospital. Today the Dominican Sister’s sponsorship and commitment to provide health care to all the people of Merced County, illuminates in the caring spirit of all who serve at Mercy Medical Center Merced.



Improving Community Health

Our affiliated physicians, employees and volunteers recognize and support the physical, emotional, social and spiritual well being of those we serve. We aim to provide the highest quality healthcare within our hospital walls, but we also work in partnership with other local organizations to address the priority health needs of our community outside the walls of the hospital.

We hold ourselves accountable to our community for the human, financial and ecological resources entrusted to our care. We are proud to share this 2008 Report to the Community on the strategic efforts we have undertaken over the last year to promote the health of the Mercy Medical Center Merced community.

Community Benefit Programs

In FY2008, Mercy Medical Center Merced provided \$20,582,000 in unsponsored care and programs for the benefit of our community. Unsponsored care includes costs of care for persons who are poor, the costs associated with caring for Medicare, Medicaid and other government program beneficiaries, and costs for services our hospital subsidizes because they are not offered anywhere else in the community. The remaining community benefit expenses may also include health professions' education and research, clinic services, health promotion and disease prevention programs, grants and donations of cash or services to non-profit organizations.



Mercy Medical Center Merced's focus on providing quality, affordable health care to all the residents of Merced County is evident in its community benefit commitment. MMCM has two hospital campuses, one with acute care and the other providing outpatient surgery and rehabilitation services. In addition to the hospital there are three clinics, one with a family practice residency practice that is in partnership with UC Davis. Also serving the community is The Mercy Cancer Center an affiliate of the UC Davis Cancer Center. MMCM is currently in the process of building one of the only two, new hospitals, under construction in California. MMCM will move into the new facility in the spring of 2010.

South East Asian Community Out-Reach

Merced County has one of the largest Hmong populations. To address the many health needs of new refugees MMCM works closely with the Merced County Health Department and with Healthy House a local cultural out-reach agency. MMCM contracts with Healthy House for a Hmong interpreter, helps support a health information group that meets every Friday at the hospital and is an active partner in "Partners in Healing", a Shaman educational program. MMCM applied for and received a CHW Community Partnership award of \$25,000 for the purpose of expanding the hospital's role in the "Partners in Healing" program. MMCM also partners with Loa Family Community Center to provide mental health support for the new refugees.

Community Clinics

MMCM has three outpatient rural health clinics to meet the health care needs of the uninsured or underinsured residents of Merced County. Over 50,000 patient visits are made each year. Patients are 60% MediCal, 11% Medicare, 4% PPD, 18% enrolled in the county Medical Assistance Program and 7% uninsured. "Family Care Clinic" (FC) is a primary care clinic with a family medicine residency program in partnership with UC Davis.

"General Medicine Clinic" (GMC) is a specialty care clinic with twenty-two rotating specialists. Housed within GMC is the "Center for Diabetes". "Kids Care Clinic" (KCC) is a pediatric clinic and the largest provider for the Merced County Health Department's "Child Health and Disability Prevention" (CHDP) Program.

Mercy Health Education

Mercy Health Education and Wellness is a program encouraging the community to learn more about health and what people can do to protect it. Community classes are offered to a wide range of ages and cover health subjects such as diabetes, family first aid and CPR, weight control, stroke, cancer, and heart diseases. "Labor of Love" offers maternity tours and a course preparing expectant mothers. The courses are offered 23 times per year with approximately 165 couples participating. Mercy Education department is the Regional Center training facility for the American Heart Association. The "Heart Saver CPR/First Aid" program is designed for our community families, foster parents and daycare providers. Every year more than 250 enroll in this life saving course. Additionally Mercy offers a yoga class, health screenings, and participates in approximately two community health fairs a month.

Community Grants

The CHW Community Grants program, which is funded by contributions from its member hospitals, is one way in which CHW supports and enhances the advocacy, social justice and healthier communities' efforts of its hospitals and religious sponsors. One of the program's objectives is to partner with other nonprofit organizations that share our values and also work to improve the health status and quality of life of the communities we serve.



Last year Mercy Medical Center Merced contributed \$66,075 in grant funding to 5 nonprofit organizations serving our community. Grant awards were offered to the following organizations:

Cerebral Palsy Association of Merced

This program facilitates access to educational/therapeutic/medical care for those individuals with severe orthopedic impairments and their families, as well as supporting independence .

Merced/Mariposa County Asthma

The Freedom From Smoking Program includes training for Doctors, Nurses, Public Health Specialists, Respiratory Therapists, and Health Educators that will address the underlying causes of second-hand smoke. The program's



focus is motivating smokers to quit, reducing the number of people who start smoking, reducing disease associated with smoking and secondhand smoke.

Merced Lao Family Community, Inc

The Hmong American refugees are the target population being served. MLFC operates and expands its very successful Peer Support Group for the Southeast Asian population, as the number of consumers has increased tremendously. MLFC will maintain a culturally competent staff to facilitate the group, and train consumers to lead this self-help group. Funds will also be used to purchase materials and recreational supplies for the group.

Girl Scouts Heart of Central California

This program provides year-round, weekly, health-focused education to underserved families in Merced County and two public health fairs for the general community. Participants will be financial disadvantaged children and women who are Latino, Southeast Asian, Caucasian, African American and Native American who live in or near public housing. A Healthier You targets groups most likely to face obesity and its related health problems. Participants will have or be at-risk of experiencing obesity, diabetes-related diseases, asthma, mental and physical disabilities, stress-related disorders, and low self-esteem.

Merced County Health Care Consortium

The Children's Health Initiative provides access to healthcare services through expanding insurance coverage, retention and utilization. The target population is children whose family incomes are less than 300% of the federal poverty level who do not currently have or are not qualified for Medi-Cal or Healthy Families. Through providing healthcare coverage for all low income children in the county, children's unmet health needs can better be met and health care providers can receive compensation for services.

Community Investments, Ecology and Advocacy

Community Investments



CHW's Community Investment Program provides below market interest rate loans to nonprofit organizations working to improve the health and quality of life in their communities. CHW borrowers develop affordable housing for low-income families and seniors, provide job training for unemployed or underemployed persons and create wealth in low-income and minority neighborhoods.

Since 1990 Catholic Healthcare West has invested over \$96.9 million in community based organizations.

Ecology Initiatives

In January 1996 the CHW Board of Directors endorsed the Ceres Principles for environmental stewardship. In endorsing the Ceres Principles, CHW agreed to conduct an internal environmental audit and complete an annual public report



on environmental performance. This action positioned CHW as a healthcare leader on environmental issues. At CHW we develop and implement policies for the reuse, recycling and conservation of Earth's resources.

Advocacy Efforts

Through effective advocacy efforts, CHW addresses the social, political and economic structures that impact the health of persons, especially those most vulnerable. Our advocacy priorities address issues related to: providing the resources needed to effectively care for those most vulnerable; promoting community health; and advancing ecological initiatives. CHW collaborates with other organizations that share our values to coordinate public policy and shareholder advocacy efforts.



About CHW

We are committed to delivering compassionate, high-quality, affordable health care services in a compassionate environment that is attuned to every patient's physical, mental and spiritual needs.



Catholic Healthcare West, headquartered in San Francisco, is a system of 41 hospitals and medical centers in California, Arizona and Nevada. Founded in 1986, CHW is the eighth largest hospital system in the nation and the largest not-for-profit hospital provider in California. The CHW network of more than 9,700 physicians and approximately 44,851 employees provides quality health care services during more than four million patient visits annually. In 2008, CHW provided more than \$967 million in community benefit and free care for the poor.

Key Statistics (as of June 30, 2008)

Acute Care Facilities:	41
Acute Care Beds:	8,660
Skilled Nursing Beds:	955
Employees:	44,851
Active Physicians:	9,754
Community Benefits and Care of the Poor:	\$967 million



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Community Campus

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Dominican Campus

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