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October 2014

Dear Community Members,

We see evidence every day that health care in our country continues to change. But at the same time, we know that the relationship between health care provider and patient remains central to health care and to good health. Mercy Iowa City values that relationship, and so do the members of our extraordinary medical staff.

In this Annual Report to the Community, I am proud to give extra recognition to the men and women of our medical staff. Their skill, expertise and breadth of knowledge benefit their patients every day and they distinguish Mercy Iowa City as a health care provider. Primary care physicians affiliated with Mercy can be found in six counties of southeast Iowa, and specialists affiliated with Mercy represent all major medical fields and most sub-specialties. A handful of Mercy physicians are featured here, but they represent the talent and commitment of dozens more. And each year we welcome bright and talented additions to our medical staff (listed on page 13).

In closing, I want to thank you for your continued loyalty and support. Know that Mercy Iowa City will continue to provide quality care, focused on you, today and in the future.

Sincerely,

Ronald R. Reed
President and Chief Executive Officer
Detail from “Her Mission,” by Iowa City artist Cheryl Jacobsen. This piece celebrates the words of Catherine McAuley, founder of the Sisters of Mercy, and reads in part: “Put your whole confidence in God. He will never see you want for the means to do his work.” It is on display in the hospital’s main lobby.
PUT YOUR HOPE IN GOD. HE WILL SEE YOU THROUGH FOR YOU!
OUR MISSION

Mercy Iowa City heals and comforts the sick and works to improve the health of the community in the spirit of Jesus Christ and the Catholic tradition of the Sisters of Mercy.

OUR VALUES

<table>
<thead>
<tr>
<th>VALUE</th>
<th>Description</th>
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<tbody>
<tr>
<td>RESPECT</td>
<td>treating each person with dignity and honoring the sacredness of human life</td>
</tr>
<tr>
<td>EXCELLENCE</td>
<td>providing personalized, quality care</td>
</tr>
<tr>
<td>COMPASSION</td>
<td>showing empathy and caring for the sick and vulnerable</td>
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<tr>
<td>STEWARDSHIP</td>
<td>using resources responsibly</td>
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<tr>
<td>COLLABORATION</td>
<td>working together for the common good of the community</td>
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## COMMUNITY BENEFITS

As a not-for-profit and faith-based health care organization, Mercy Iowa City expresses its mission through a variety of activities, some of them unreimbursed:

### CHARITY CARE
Mercy’s Financial Assistance Program helped 2,045 individuals who were unable to bear the expense of their hospital bills. **$1,745,386**

### UNPAID COST OF MEDICAID
The state-administered Medicaid program provides only a portion of the costs of providing medical care for many low-income individuals and families. Like other not-for-profit hospitals, Mercy bears the remaining costs—this year for 3,093 individuals. **$2,231,097**

### UNPAID COST OF SCHIP AND IOWA CARE
As with Medicaid, the State Children’s Health Insurance Program (SCHIP) and IowaCare Program cover only a portion of the true costs of this care, and Mercy bears the remaining costs—this year for 78 individuals. **$38,316**

### COMMUNITY PROGRAMS
This category includes varied activities, from providing medications and x-ray exams to Free Medical Clinic patients to resources that help high school and college students further their health care studies. **$662,714**

### TOTAL
**$4,677,513**
Medical staff displays excellence at work

ANDREW ASHBY, MD PULMONOLOGY AND CRITICAL CARE MEDICINE

Practices at: Mercy Specialty Clinics, Pulmonary and Sleep Medicine

Joined the Mercy Medical Staff: 2008

Board certified in internal medicine and pulmonary disease

Treats: Asthma, COPD, and a wide range of lung diseases; carries out ultrasound guided lung procedures for treatment and diagnosis; manages intensive care patients

In his own words: “The office is the time and place for careful listening, and the ICU is the place for decisive, well-informed action.”

On the road: In addition to Iowa City, Dr. Ashby sees patients in Fairfield, Iowa.

The scoop: Proud husband and father, avid golfer

SUZETTE BARAKAT, MD INTERNAL MEDICINE/HOSPITALIST MEDICINE

Member of: Mercy Hospitalist Program

Joined the Mercy Medical Staff: 2012

Board certified in internal medicine

Treats: Hospital inpatients with a wide variety of diagnoses and chronic conditions. Loves the team approach to patient care. “It takes a team of professionals to care for hospitalized patients.”

In her own words: “Excellence in medicine means understanding that there is more to your job than diagnosing and treating diseases. We have a responsibility to shape the health care system in which we provide care. We have a responsibility to not only treat individual patients, but to find solutions to optimize the health of the entire population we serve.”

Passion: Promoting health, wellness, and patient engagement. She has seen her own father struggle with chronic disease and knows the positive impact of lifestyle changes.

You may not know: Dr. Barakat teaches a Pilates class at the Iowa City VA Medical Center and hopes to teach yoga someday.
KATHRYN GILLIGAN, MD  PSYCHIATRY

Practices at: Mercy Inpatient Psychiatry Unit and Mercy Psychiatry Clinic

Joined the Mercy Medical Staff: 2011

Board certified in psychiatry

Treats: Anxiety, depression and a wide range of mental health issues

In her own words: “Approaching each patient with an open, non-judgmental attitude is essential to getting a good history, building rapport, and ultimately improving that individual's health.”

Enjoys: Jewelry making, running, yoga, gardening

You may not know: Dr. Gilligan has a BFA in painting.

ELIZABETH MANGRICH HICKMAN, MD  FAMILY MEDICINE

Practices at: Mercy Family Medicine of Solon

Joined the Mercy Medical Staff: 2005

Board certified in family medicine

Defines excellence in medicine as: Equal parts knowledge, skill, compassion and connection. Values a team approach.

In her own words: “I love the variety of family medicine. On my first day of practice with Mercy, my youngest patient was 15 months old, and my oldest patient was 96. I left that day with a big smile, and said, ‘Yeah, this is family practice.’ I have a couple of families where I have treated four generations.”

Passions: Her family and her annual medical mission trip to El Salvador.

Enjoys: Backpacking, camping, boating, reading, family bike rides, and her vegetable garden
BENJAMIN MACLENNAN, MD  ORTHOPEDIC SPINE SURGERY

Practices at: Steindler Orthopedic Clinic

Joined the Mercy Medical Staff: 2008

Board certified in orthopedic surgery

Specializes in: Adult degenerative disorders of the cervical, thoracic, and lumbar spine. Committed to staying current with the latest, most effective treatment techniques in spinal care.

Prepared for this field by: Completing a residency in orthopedic surgery and then an advanced spine surgery fellowship in Seattle, WA

In his own words: “The most essential component . . . is communicating effectively with my patients. This allows me to educate them . . . and empowers patients to make informed decisions.”

You may be surprised to know: “Patients often worry that seeing an orthopedic surgeon means they will have surgery. In reality, only a small percentage of patients I see require surgery.

Enjoys: Hockey, golf, running, biking, swimming and music

One more thing: Native of Cedar Falls, Iowa

SALAISH SARIN, MD  INTERNAL MEDICINE

Practices at: Towncrest Internal Medicine

Joined the Mercy Medical Staff: 2001

Board certified in internal medicine

Why internal medicine? Dr. Sarin was attracted to the challenge of managing complex disease states. “The field of internal medicine is ever changing. It’s refreshing to learn and implement new concepts.”

On working with patients: “I try to have a compassionate and empathetic approach to the patient’s problem. I try my best to use the office visit to focus on listening.”

In his own words: “I think many factors define ‘excellence’ in medicine, but the concepts of being diligent, doing right and striving for ingenuity, as advocated by Dr. Atul Gawande in his book, Better, struck a cord with me. As health care providers these are variables we can control, in any setting, which will probably lead to better patient care and outcomes.”

Is passionate about: Preventive care, healthy eating, exercise, and treating others as he wants to be treated

Hobbies: All active ones—tennis, running and hiking
**STEPHEN SCHECKEL, MD  EMERGENCY MEDICINE**

**Serves as:** Medical Director of Mercy’s Emergency Care Unit

**Joined the Mercy Medical Staff:** 2005

**Board certified** in emergency medicine

**In his own words:** “We want to treat every patient the way we would want a family member treated.”

**Passion:** Quality issues in health care. In addition to his ER role, Dr. Scheckel serves as Mercy’s Chief Quality Officer. “Quality isn’t just about making the right diagnosis and prescribing the right treatment. It’s about providing genuinely compassionate care.”

**Proud of:** High patient satisfaction, low wait times and quality of care in Mercy’s Emergency Care Unit

**Background:** Grew up in Iowa, attended high school in Arizona, returned to Iowa City for dental and medical school

**Enjoys:** Skiing, fishing, entertaining his dog Boomer, being outdoors

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**NATHAN SCHNEIDER, MD, FACS  GENERAL SURGERY**

**Practices at:** Mercy Specialty Clinics, General Surgery. Also serves as Medical Director of Vein Services in Mercy’s Wound and Vein Center

**Joined the Mercy Medical Staff:** 2010

**Board certified** in general surgery

**Was attracted to surgery because:** “In many cases you are able to see quick results and get patients back to the things they enjoy.”

**His three goals as a surgeon:** “Provide compassionate care, ensure that patients understand the treatment needed, and be comfortable with me and confident of my skills.”

**In his own words:** “I enjoy establishing a personal bond with each patient.”

**On the road:** In addition to Iowa City, Dr. Schneider sees patients in Washington, Iowa.

**Enjoys:** Spending time with his family and time outdoors, especially archery and biking
Nicholas Walker, MD, FACC Cardiology

Practices at: Iowa City Heart Center, PC

Joined the Mercy Medical Staff: 2007

Board certified in internal medicine, cardiovascular disease, interventional cardiology and nuclear cardiology

Treats: Individuals with coronary artery disease, heart valve disease, heart failure, and atrial fibrillation

Why cardiology? “I enjoy the combination of procedures and office-based medical practice that cardiology allows. The procedures are potentially life-saving and frequently improve symptoms for the patient—which I find gratifying.”

Defines excellence in medicine as: Striving to achieve the best possible outcome for each patient and his or her unique situation

In his own words: “I try to understand the patient’s concerns and determine if there is a cardiac condition contributing to them. If so, I work with the patient to determine the best treatment to improve symptoms and the long-term outcome.”

On the road: In addition to Iowa City, Dr. Walker sees patients in Fort Madison and Fairfield offices.


One more thing: He’s an Iowa City native.
LEADERSHIP

BOARD OF DIRECTORS
Dr. Robert Beckman
Sr. Helen Marie Burns
Mr. Mark Danielson
Mr. Scott Fisher
Mr. Tim Krumm
Mr. Chuck McComas
Mr. Tom McLaughlin
Sr. Patricia Murphy
Mr. Mark Phillips
Mr. Ronald R. Reed
Sr. Margaret Wright

MERCY HOSPITAL ADMINISTRATORS
Ronald R. Reed, President and Chief Executive Officer
Michael Heinrich, Executive Vice President and Chief Financial Officer
Martin Izakovic, MD, PhD, Vice President of Medical Staff Affairs and Chief Medical Officer
Cindy Penney, Vice President of Nursing and Chief Nursing Officer
William Watts, Vice President of Mercy Services Iowa City, Inc.
Glen Winekauf, Vice President of Professional and Support Services

MERCY HAS WELCOMED THESE PHYSICIANS TO ITS MEDICAL STAFF SINCE JULY 2013

Anjana Aggarwal, MD, gastroenterology
Suzette Barakat, MD, internal medicine/hospitalist medicine
Luke Brunkhorst, DO, urology
Samantha Danielson, MD, internal medicine/hospitalist medicine
Kimberly Delcour, DO, cardiology
Thomas P. Ebinger, MD, orthopedics
Matthew Fleming, MD, pathology
Tarek Hamieh, MD, internal medicine/hospitalist medicine
Susan Mason, DO, family medicine
Pamela Miller, DO, emergency medicine
Arvind Perathur, MD, pulmonology
Michael Reed, MD, otolaryngology
Shireesh Saurabh, MD, general and bariatric surgery
Christopher C. Schuster, MD, family medicine
Lisa M.F. Schwiebert, MD, family medicine
David Steinbronn, MD, orthopedics
Christopher J. Teggatz, MD, anesthesiology
Ryan Toponce, DMD, oral surgery
Jill Viljoen, MD, internal medicine/hospitalist medicine
George Wandling, MD, ophthalmology
Alicia Welder, MD, emergency medicine
2013–2014 HIGHLIGHTS

AUGUST 2013

New choice for family medicine opens on Iowa City’s west side. Mercy Family Medicine of West Iowa City, located near Camp Cardinal Blvd., features two experienced physicians serving the growing population in this part of Johnson County.

SEPTEMBER 2013

Mercy celebrates the 140th anniversary of its founding. Since 1873 Mercy has served this area with a faith-based mission, and generations have made Mercy their choice for personalized care.

OCTOBER 2013

Mercy becomes the second Blue Zones certified worksite in Johnson County. Blue Zones principles are consistent with Mercy’s mission to improve the health of the community, and Mercy employees have embraced those principles. The evidence ranges from the breakfast yogurt bar in the cafeteria to the annual free wellness screening for employees.

NOVEMBER 2013

Mercy’s Emergency Care Unit receives the Guardian of Excellence Award from Press-Ganey. This award recognizes top-performing facilities that consistently achieve the 95th percentile in patient satisfaction, and it is a symbol of achievement in the health care industry.

DECEMBER 2013

Childbirth education goes online for a digital generation. Mercy is the only hospital in the Corridor offering the option of an online childbirth class for expectant parents. The web-based class uses videos, animations, personal stories, and activities to share essential information.

MARCH 2014

West Liberty clinic partners with Iowa Public Television. Mercy Family Medicine of West Liberty added a new Learning Center from IPTV to its waiting room. The Learning Center provides books to nurture children’s reading skills and a flat screen television dedicated to IPTV children’s programming.
APRIL 2014

Mercy online patient portal launched. By simply providing their email address when seen at the hospital, Mercy inpatients and outpatients alike can sign up for Mercy’s new patient portal. This online portal provides free, secure and confidential access to your personal health information.

Mercy offers new psychiatry clinic in Coralville. Psychiatrist Kathryn Gilligan, MD, began seeing individuals 18 and older at Mercy Psychiatry Clinic, located in Mercy Family Medicine of Coralville. This includes individuals covered by the Iowa Health and Wellness Plan, Medicare, and Medicaid, with a wide range of mental health issues.

Mercy Hospice Unit recognizes its 5th anniversary. Since it opened in 2009, this unit has cared for more than 1,200 individuals facing the end of life and provided support for their family members.

Renovation continues, with more single inpatient rooms completed. With another phase of Mercy’s facility renovation plan complete, many Mercy patients are enjoying the privacy and comfort of single rooms. The new look of Mercy’s nursing units features warm wood tones, more windows, and soft lighting.

JUNE 2014

Mercy heart attack care goes platinum for third year in a row. Mercy is one of only 256 hospitals nationwide to receive the prestigious Platinum Performance Achievement Award from the American College of Cardiology in 2014. And what’s more, Mercy has received the award for three years in a row. It means that Mercy is adhering to the highest standards in treating heart attack patients.

JULY 2014

Longtime urologic practice joins Mercy Clinics. Mercy acquired the medical practice Urologic Associates of Iowa City effective July 1. This new alignment positions Mercy and these physicians to work more closely than ever.

Metabolic and Bariatric Surgery Program launched. For individuals whose weight places them in the obese category, bariatric surgery can be a successful step toward better health. Mercy’s new program brings together healthy diet, exercise, family involvement, and a team of health professionals to provide the most support possible.

Mercy On Call reaches a milestone. This free confidential nurse call line reached a major milestone when Mercy On Call nurses handled their 1,000,000th call. Founded in 1995, Mercy On Call is a trusted, free community resource for advice when you’re not feeling well, help in finding a physician, answers to a wide range of questions, and much more.

SEPTEMBER 2014

Vein services added to Mercy Wound Center. New outpatient treatments for vascular disease in the legs have been added to the Mercy Wound Center, prompting a name change to Mercy Wound and Vein Center. Varicose veins and skin ulcers are just a couple of the conditions that can get relief with the right treatment in this new center.
MERCY IOWA CITY

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Iowa City, IA 52245

www.mercyiowacity.org

For more information, call or click today:
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www.mercyiowacity.org