

113 Years of

Mercy

REPORT TO THE COMMUNITY 2013



SACREDNESS OF LIFE • HUMAN DIGNITY • MERCY • JUSTICE • SERVICE • EXCELLENCE



SISTERS OF MERCY SERVICES

C O R P O R A T I O N

DEDICATED TO THE WELL-BEING OF THE PEOPLE OF WESTERN NORTH CAROLINA

We're here for you.



On the cover: Trevon volunteered to help Team Mercy carry supplies to the makeshift mountainside clinic under the trees in Tapio, Haiti.

OUR MISSION

Sisters of Mercy Services Corporation supports the endeavors of the Sisters of Mercy of the Americas South Central Community through delivery of excellent healthcare and other needed services to all those in our community who seek them.

OUR VISION

Sisters of Mercy Services/Urgent Care will be the recognized leader for providing urgent care and related services, consistent with the values of Catherine McAuley.

Adopted November 2012

SACREDNESS OF LIFE • HUMAN DIGNITY • MERCY • JUSTICE • SERVICE • EXCELLENCE

SISTERS OF MERCY SERVICES CORPORATION



The women of Kallam Grove Church in Madison, NC delivered 113 “pillowcase” dresses for Haiti, just in time for Tim and Dr. Lawson’s trip to Haiti. Pictured are Dr. Lawson, Tim’s mother Gretchen, Tim, and his mother’s friend Janie, who made the three-hour drive. In addition to the dresses for Haiti, the ladies have also made dresses for little girls in Ethiopia and Brazil. What a happy coincidence they made 113—the number of years the Sisters of Mercy have been serving in Asheville!

As we celebrate the Sisters of Mercy’s 113th year of service in Western North Carolina, Sisters of Mercy Urgent Care is focused on being the recognized leader for providing urgent care and related services consistent with the values of Mercy founder Catherine McAuley. We have continued our community commitment and investment with expanded hours at our 1201 Patton Avenue location until 10 PM weeknights and until 7 PM on the weekends (the latter at both West and our 1833 Hendersonville Road facility). Each year not-for-profit Sisters of Mercy Urgent Care provides care to more 50,000 patients and more than \$1.5 million in uncompensated care locally. In addition, we continue to send medical teams and supplies several times each year to Haiti, the poorest country in the Western Hemisphere. Thank you to our patients, community, staff, and physicians for choosing mercy, service and excellence through your support of Sisters of Mercy Urgent Care and the Catherine McAuley Mercy Foundation.

Timothy C. Johnston
President and CEO
Fellow of the American College
of Healthcare Executives

DEDICATED TO THE WELL-BEING OF THE PEOPLE OF WESTERN NORTH CAROLINA



Since 1900, **Sisters of Mercy** have served as caregivers to the people of Western North Carolina, and for nearly 100 years operated the former St. Joseph's Hospital, now part of Mission Health.

In the 1930's, Sisters of Mercy served in top leadership roles at St. Joseph's Hospital, newly constructed on Biltmore Avenue.

Like their founder, Catherine McAuley, Sisters of Mercy strive to meet the needs of the time. Today, the path of mercy has led to four Sisters of Mercy Urgent Care facilities, located in Asheville, Brevard, and Weaverville. Through donations to the Catherine McAuley Mercy Foundation, Sisters of Mercy Urgent Care also provides services to the people of Haiti, nearly two thousand miles away. In each place, our dedicated staff carries on the Sisters' tradition of MERCY, SACREDNESS OF LIFE, HUMAN DIGNITY, JUSTICE, EXCELLENCE, and SERVICE.



Patients are strengthened by Asheville's fresh mountain air on one of the hospital's porches.

SISTERS OF MERCY SERVICES CORPORATION

Our Name Is Mercy

To witness to Christ's mission we, together with our coworkers and those we serve, endeavor to model Mercy in our lives, in our ministries. A recent patient shared his experience after being treated at one of our urgent cares: "I feel like a new man. Not only was the care excellent, everyone had a job to do—and did so in a very efficient and thorough manner. The enclosed check to your foundation is an added measure of my appreciation for being there for me."

While caring for the physical needs of our patients, we are also attentive to their need for prayer. Prayer request boxes are placed in the waiting room of each urgent care. Those who wish are welcome to place their written request in the box provided. These are collected each week, and our prayer team and others spend time offering prayer for those in need. What a special privilege it is to serve our patients, families and staff in this way.


Director of Mission and Values

DEDICATED TO THE WELL-BEING OF THE PEOPLE OF WESTERN NORTH CAROLINA



Sister Maria Goretti's beautiful antique desk is believed to have been given to the Sisters of Mercy soon after their 1900 arrival in Western North Carolina.



"We as Sisters of Mercy freely responding to a call to serve the needy of our time, commit ourselves to follow Jesus Christ in his compassion for suffering people."

—from the Sisters of Mercy Constitutions



SISTERS OF MERCY URGENT CARE

Supported by the Catherine McAuley MERCY Foundation

Since 1985, locally based, not-for-profit Sisters of Mercy Urgent Care has provided the people of Western North Carolina with fast, affordable care for non-life-threatening illnesses and injuries, without an appointment, in a fraction of the time and at a fraction of the cost of an emergency room visit.

Each Sisters of Mercy Urgent Care location is staffed by licensed professionals, ensuring the highest quality care possible. Our doctors, nurses, and support staff cover more than 50,000 patient visits each year, including more than \$1.5 million in uncompensated care. To date, we have served more than one million patients.



Sisters of Mercy Urgent Care South
1833 Hendersonville Road, Asheville, NC

Conveniently located in Meridian Place Center on U.S. 25 between Asheville and Hendersonville, Sisters of Mercy Urgent Care South is open seven days a week, 362 days a year, closing for Easter, Thanksgiving, and Christmas.



Sisters of Mercy Urgent Care North
155 Weaver Boulevard, Weaverville, NC

Weaverville is a small but thriving community in Northern Buncombe County. It is home to business, industry, and the arts. There, Sisters of Mercy Urgent Care North is located just off I-26 at exit 19.



Sisters of Mercy Urgent Care West
1201 Patton Avenue, Asheville, NC

Urgent Care West is located just west of exit 3A off of I-240. The new energy-efficient facility is home to Sisters of Mercy Services' corporate offices. West recently expanded its evening and weekend hours.





Urgent Care West has expanded its hours to 8am–10pm weekdays and 9am–7pm weekends. The clinic is open 7 days a week, 362 days a year, closing for Easter, Thanksgiving, and Christmas.



Sisters of Mercy Urgent Care Brevard and Frances Warde Family Health

22 Trust Lane, Brevard, NC

Opened in 2009, Urgent Care Brevard also offers primary care services through Frances Warde Family Health (named for the first Sister of Mercy in the United States). The facility offers a diabetes education and treatment program in conjunction with Transylvania Regional Hospital and is the healthcare provider for Brevard College and Brevard Music Center. Donations to its Good Samaritan Compassionate Care Fund assist those who cannot afford to pay for care.

Mercy Occupational Medicine

Sisters of Mercy Urgent Care's Mercy Occupational Medicine provides medical care to the employees of many businesses and industries, through its walk-in facilities and optional on-site services. By partnering with Mercy Occupational Medicine for preventive and curative care, businesses and industries ensure quality care for their employees, minimizing lost time and maximizing their bottom line.



Left, Carol Hoban is a Family Nurse Practitioner with Frances Warde Family Health. Bethany Metts serves as Mercy Occupational Medicine Medical Review assistant. Dr. Dan Burishkin joined SOMUC in 2009 and is Board Certified in Family Medicine. Linda Carillet, far right, is one of SOMUC's fine nursing professionals.



The children received treats following their immunizations.

there ^{for} Haiti.



A market is again available for purchasing fresh fruit and vegetables, and the Queen of Spain is funding a water treatment plant. 7,000 have died from malaria and 70,000 more are infected with the disease.

Team Mercy #7, with Haitian colleagues, left to right: pharmacist Michel, SOMUC physician Dr. Obie Cuento, videography assistant Melanie Trivette, SOMUC EMT Wendy Gade, driver Innocent, Dr. Vladimyr Roseau, SOMSC CEO Tim Johnston, McAuley Mercy Foundation Board Member Buster Brown, SOMSC Medical Director Dr. Ellen Lawson, videographer Dylan Trivette, and driver Jude.

"The experience of serving in Haiti leaves each member of Team Mercy forever changed and feeling like we received so much more than we gave."

—Cheryl Fore, February 2013 Team Mercy



A wave from the entrance of the Cabaret clinic.



In the mountains, Team Mercy treated a dehydrated child with an IV bag hung from a tree.



Dr. Vladimyr Roseau, right, treats a child at the Alpha/Omega clinic in Cabaret.

Sisters of Mercy Urgent Care's outreach to Haiti began in 2010 under the leadership of Dr. Ellen Lawson, in response to the devastating earthquake which killed 230,000 Haitians. Recognizing this effort as a key part of its mission, the Board has continued since then to send teams to address the ongoing needs. Team Mercy is funded by donations to the Catherine McAuley Mercy Foundation, including proceeds from Bike for Life. While the first six Mercy teams served under the auspices of NC Baptist Relief, the July 2013 trip marked SOMUC's first independent mission to Haiti. The Haitian people are grateful for the continued support.

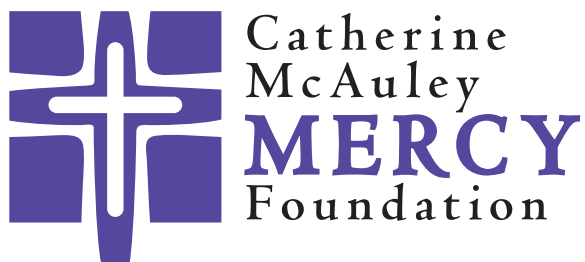
A young patient waits.

*"Our name is Mercy;
our spirit is compassion."*

—Catherine McAuley

In July 2013, the seventh Team Mercy and their Haitian colleagues at the Alpha/Omega Clinic treated nearly 1,000 patients and made minor facility improvements. The February 2013 team, which included SOMSC Leadership Team Member Cheryl Fore, Dr. Stan Hamaker, and nursing staff Nan Riley, Nora Sheehan, and Anna Shook, cared for 1,079 patients in just five days. In partnership with Haitian physicians Vladimyr and Merline Roseau, each Team Mercy is able to provide care and medication for \$2.50 per patient.





Catherine McAuley MERCY Foundation is a 501(c)3 not-for-profit which provides the financial resources for the important work of Sisters of Mercy Services. As the corporation's fundraising arm, the Foundation assists with the purchase of medical equipment for Sisters of Mercy Urgent Care facilities and makes possible more than \$1.5 million in uncompensated care each year. Additionally, it continues to send relief teams and supplies to Haiti.

CMMF holds two main fundraising events—the Mercy Golf Classic and Bike for Life for Haiti—both huge successes in the past year. One of the joys of the Mercy Golf Classic was seeing retired SOMS Leadership Members, including volunteer Don Stubbs and golfers Ken Michalove and Ernie Peterson.



Catherine McAuley Mercy Foundation Board Member Buster Brown raises his bike in victory at the completion of his 3,200 mile Bike for Life trek to raise funds and awareness for CMMF and other charities. Ski Country Sports in Asheville contributed the bike for the charity ride.

CONSIDER A GIFT OF MERCY

- Place a \$100 engraved brick in the **MERCY Garden**
- Sponsor a rider in the **Bike for Life**
- Play in or sponsor the **MERCY Golf Classic**
- Help send medical teams and supplies to **Haiti**
- Give to Frances Warde **Compassionate Care Fund**
- Donate in honor or in memory of **someone special**
- Remember CMMF in your **will** or **United Way** designation



Team BB&T included Mike Willett (holding U.S. flag) who served ten years on the SOMSC Board and Finance Committees.



CarePartners was a premier sponsor. The team's Robert Hutchison, second from right, won "Longest Drive."



Brian, Nina, and Kevin Young represented presenting sponsor Clean Environments. (Golf committee member Chris Young not pictured.)



SOMSC Board Chair Jeff Gould, David Pheil, Harold Cole, and Chuck Killian were one of two teams representing Altamont Capital Management Group and Gould Killian CPA Group.

Donors

2013 Partners in Mercy | \$100–\$100,000

Catherine McAuley MERCY Foundation

(See also: Bike for Life, Haiti, and Mercy Golf Classic)

In memory of Kenneth & Yola Hanan*

In memory of Dan Stalter by Jodie

& Michael Razdrh

American Express

Brevard-Davidson River Presbyterian Church*

Leah Singleton

Jeno & Judy Ulesan

& Cougar Express Delivery

Jane Ware & jb graphics

The Brite Agency

Obie Cuento, MD

Jeff & Barbara Gould

In memory of Frances Burrell

Harold Frisch

Richard Kerwin

Tim Johnston

Belinda Odum

Jim & Maureen Christian

Sharon Owen

John Graeter

Linda D. Miller

Business Services Staff

In honor Sister Maria Goretti

by Carolyn Clark

In honor of 50th anniversary of

Larry & May Bernard

by Edward & Linda Hauschild

Karen Calloway

Robert Dunnigan

Bob Fisher

Vinson & Elizabeth Parsons

Sister Maria Goretti Weldon

Carolyn Sorrells

Cathy Walgate

Barrow Zisson*

On A Roll Screenprinting & Design

Advantage Printing

**In appreciation for Urgent Care Brevard*

Mercy Golf Classic

Brown-Mores Partnership

Altamont Advisors Access

Clean Environments

CarePartners Foundation

American South General Contractors

MedStream Anesthesia Solutions

McGuire, Wood & Bissette

Asheville Radiology Associates

Bowers, Ellis & Watson Architects

Greg Mayo & Human Resource Solutions

TSA Choice

BB&T – Branch Banking & Trust

United Healthcare

Horse Shoe Kennels

Tim Johnston

Donna Montgomery

Grove Park Inn Resort

Country Club of Asheville

Kenmure

Etowah Valley Golf & Country Club

Reems Creek Golf Club

Broadmoor

Crowne Plaza Resort

Asheville Racquet Club

Jerry Vincent & HVWM Bankers Insurance

David Rhew

Ken Michalove

Sheila Pertiller

Brett Cannady & MB Haynes

Ben & Lucy Stella

Advanced Data

Jeno & Judy Ulesan

& Cougar Express Delivery

DHW - Davidson, Holland, Whitesell & Co

H & M Constructors

Insurance Service of Asheville

Bob & Darlene Phillips

Jim Christian

Susan Van Ness

Marie Allison

Andy Apostolopoulos

Tommy Borskey

Dotson Plumbing & Heating Co

Bruce Gilpin, MD

Stan Hamaker, MD

Tom Jacon

John Phillips

Gary Roberts

Leah Singleton

Karen Weinberg

David Young

Golf USA

Frankie Bones

Carolina Cinemas

Sisters of Mercy Services Leadership Team

Bike for Life

Practice Velocity Urgent Care Solutions

Altamont Capital Management

In memory of Mrs. Dorothy Jane Schlafly Brown

Christina Snoddy

Richard & Bridget Eckerd

Buster & Karen Brown

Jane Brown McNeil

Barbie Brown Horton

Martha Brown

Tim Johnston

Dana Stonestreet & Hometrust Bank

Sinsky-Arrington Family Foundation

Patricia Dunning & Donald Boyle

George & Nancy Powell

Kathy Wrenn

Frank Caffrey

Jim Christian

Al Mack

Bob Phillips

Ricky Silver

Leigh Young

Warren Wall

Mary Keil

Linda & Charles Nelms

Father Edward Sheridan

Mike Watson

Haiti

David Stern, MD & Practice Velocity

David Young, MD

& Stony Creek Urgent Care

Ellen T. Lawson, MD

Tim Johnston

Buster & Karen Brown

Karen Weinberg

Barbara Chambers

Ron Gollberg, MD

Philip & Gretchen Johnston

Monica Klosa

Obie Cuento, MD

Cheryl Fore

Wendy Gade

Stan Hamaker, MD

Nan Riley

Nora Sheehan

Anna Shook

Business Services Staff

McKesson

Linda Crane

Kallum Grove Church

Frances Warde Family Health

Sisters of Charity of St. Elizabeth

John Sarpy

Eugene Peterman

Jane Webb

In memory of Carol Watkin

by William Watkin

Dale Benjamin

Sacred Heart Parish Ladies Guild

Patricia McGarrahan

Ann Woodhull

Karleen Booth

Jane Reynolds

Walter Lacyk

Sister Jacquie Dewar

Roberta Johnson

Joyce Maglio

John McGoldrick

Business Services Staff

The Foundation gratefully accepts donations via cash, check and credit card.

Give securely online at www.urgentcares.org/mercy or mail your gift

(payable to CMMF) to P.O. Box 16367, Asheville, NC 28816.

Sisters of Mercy Services Corporation Board of Directors *(pictured with staff members)*



Walter St. G. Gladding
*Retired, Bank of America
Audit Committee Chair*



Sister Mary Jerome Spradley
*President of Sisters of Mercy
of North Carolina Foundation*

Michael J. Willett
*President of Western Region
Branch Banking & Trust Co.*

STANDING
left to right

Vice Chair
W. Louis Bisette, Jr.
*President of McGuire,
Wood & Bisette, PA*

Robert A. Phillips
*Retired, Volvo
Construction Equipment*

Leah Singleton
*Director of Finance
& Information Services*

Ron Gollberg MD
*Psychiatrist, Buncombe
County Medical Examiner*

Secretary
Belinda D. Odom
*Director of Human
Resources, SOMSC*

Treasurer
John W. Graeter
*Healthcare & Non-profit
consultant*

Timothy C. Johnston
*President & CEO of SOMSC
Ex-Officio Member
of SOMSC Board*

Ken Ellington, MD
*MedStream
Anesthesia Solutions*

James A. Christian
*Retired, Mountain Area
Health Education Center*

Chair
Jeffrey A. Gould, CPA
Gould, Killian CPA Group

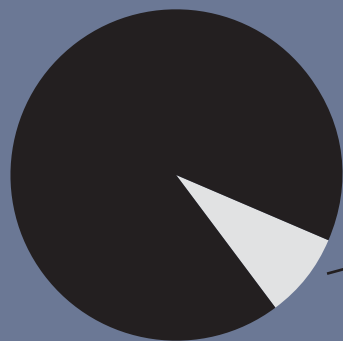
SEATED
left to right

Ellen Lawson, MD
*Medical Director
Sisters of Mercy Services Corporation*

Sister Maria Goretti Weldon
*Director of Mission & Values
Sisters of Mercy Services Corporation*

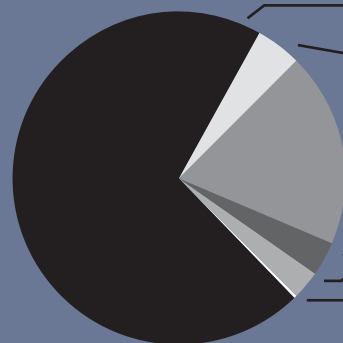
Sister Rosalind Picôt
*Participating Non-Board
Member*

Financials



SOURCES OF FUNDS

Net patient service revenue	\$6,782,245*
Non-operating revenue	\$611,484



EXPENSES

Compensation, incl. benefits employed or contracted	\$4,587,444
Medical supplies	\$288,324
Other facility costs	\$1,225,825
Depreciation and amortization	\$231,218
Interest expense	\$168,701
Other operating expenses	\$15,664

FYE September 30, 2012 Audited

* Adjusts for bad debt and uncollectible discounts.

BENEFITS TO THE COMMUNITY

Jobs: 92

Salaries and Benefits Paid: \$4,531,154

Active, Board-Certified Physicians: 10

Patient Visits: 51,964

Compassionate/Charity Care: \$66,793

Cash-Pay Discount for Uninsured: \$186,522

Bad Debt Written off as Charity: \$145,999

Medicaid Offset: \$608,361

Medicare Offset: \$609,623

**Total Government-Sponsored
Healthcare Support: \$1,217,984**

TOTAL Annual Community Benefit: \$1,617,298

Projected Savings from

Emergency Room Avoidance: \$11,408,240

*(Includes estimated \$1,413,878 saved by self-pay patients
and \$9,994,362 saved by other patients)*

Outreach: \$100,210

(In-kind, medical mission trips, supplies, sponsorships)

"While we place all our confidence in God, we must act as if all depended on ourselves."

—Catherine McAuley

Catherine McAuley MERCY Foundation Board of Directors



*Left: **Chair**
James A. Christian
Retired, MAHEC*



*Right: **Vice Chair**
John N. Fleming
Partner, McGuire, Wood & Bissette, PA*



*Left: **Secretary**
Buster Brown, Jr.
Brown Properties*



*Right: **Treasurer**
Robert A. Phillips
Retired, Volvo Construction Equipment*



*Left: Bridget Eckerd
Community Volunteer*



*Right: Tim Johnston
President & CEO
Sisters of Mercy Services Corporation*



*Left: W. Michael Watson
Partner Bowers, Ellis
& Watson Architects, PA*



*Right: Sister Maria Goretti Weldon
Director of Mission & Values
Sisters of Mercy Services Corporation*

SOMS Urgent Care Physicians

Daniel Burishkin, MD
Catherine Christianson, DO
Oblendo Cuento, MD
Bruce Gilpin, MD
Stanley Hamaker, MD
Ellen Lawson, MD
Elizabeth McCarty, MD

All physicians are Board Certified

Mid-Level Medical Staff

Kelly Byrne, FNP
Shannon Childers, PA
Brienne Hamilton, PA
Carol Hoban, FNP
Emily Mahowald, FNP
Christopher Newcomb, PA
Nan Riley, FNP
Danielle Snider, FNP
Meghann Turnbull, PA
Karen Weinberg, FNP

*SOMSC staff participated in
United Way Day of Caring
with some landscaping work
at Evergreen Community
Charter School in Haw Creek.*

*"We should be as shining lamps,
giving light to all around us."*

—Catherine McAuley

Leadership Team

Barbara Chambers
*Director of Access & Information
Manager UC North and Brevard*

Cheryl Fore
*Manager of Radiology, Nursing,
Urgent Care West & South*

Tim Johnston
President & Chief Executive Officer

Ellen Lawson, MD
Medical Director

Belinda Odom
Director of Human Resources

Sharon Owen
*Executive Assistant
& Fundraising Coordinator*

Leah Singleton
*Director of Finance
& Information Services*

Sister Maria Goretti Weldon
Director of Mission & Values



here in the Community

While Sisters of Mercy Urgent Care provides more than \$1.5 million in uncompensated medical care annually, our staff contributes to the community in many other ways as well. We have participated in the *March of Dimes Walk for Babies* for 33 years; led the entire medical community in participation and per capita giving to the *United Way Campaign*; spent a morning refurbishing a kindergarten playground; have served on the *Asheville Area Chamber of Commerce Total Resource Campaign* for 11 years (helping lead record-setting efforts for the past two years); shipped almost 180 pounds of relief supplies to an urgent care in Moore, Oklahoma following devastating tornadoes; participated in a T-shirt fundraiser for the *American Cancer Society*; and donated toys and clothes for the children served by Eliada. We see this work as an extension of our vision—to be the recognized leader for providing urgent care and related services in keeping with the values of Catherine McAuley. We are grateful for the opportunity to share with the residents of Western North Carolina as the Sisters of Mercy have been doing for 113 years.

Sisters of Mercy Services staff finished FIRST among healthcare organizations, both in participation and in per capita giving to the United Way.



Clockwise:

1. Tim Johnston prepares for Bike for Life.
2. The 33rd March of Dimes March for Babies team—Joanna Muzykowski and son, Cheryl Fore, Sharon Owen, Barbara Chambers and niece (Jennifer Smith not pictured)—raised \$2,172.
3. Sharon Owen co-chaired the Chamber Campaign for a second year. 23 volunteers from across the community raised \$545,000 in 8 weeks!
4. Julie Barr, Delaney Taylor, Tim Johnston, Celia Liming, Gene Fore, Sharon Owen, Cheryl Fore, Belinda Odom, and Teresa Chason participated in the Chamber Challenge 5K team-based run/walk.
5. The business services staff (back: Jamie Dorn, Sheila Pertiller, Anna Trotter, Teresa Chason, front: Charlotte Martin and Jennifer Smith) collected Christmas gifts for needy children.
6. Jennifer Smith and Anna Trotter organize supplies collected for Moore, Oklahoma tornado relief.
7. Business Services staff (back: Marcia Amos, Teresa Chason, Sara Williams, Anna Trotter, front: Celia Caldwell, Charlotte Martin) raised funds for March of Dimes by organizing dress-up days.
8. Cheryl Fore delivered packages for children at Eliada Home.

We're
for

(now more than ever)

*Sisters of Mercy
Urgent Care West*

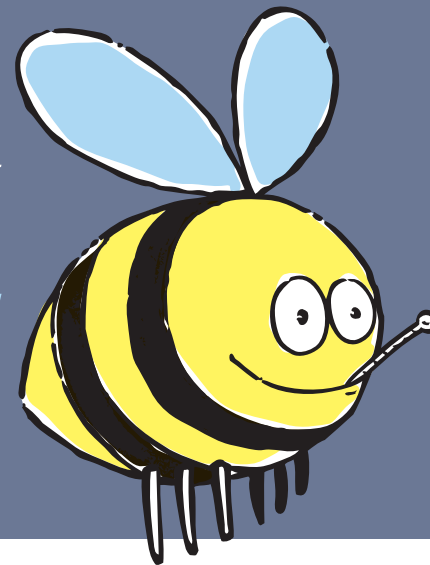
now has expanded hours!

8am–10pm weekdays

9am–7pm weekends

*Open 7 days a week,
362 days a year*

Buzz on in!



 **SISTERS OF MERCY SERVICES**
CORPORATION

P.O. Box 16367 • Asheville NC 28816 • 828-210-2121 • somsc.org