

120 Years of Mercy in the Mountains

2021 Report to the Community

Mercy Urgent Care
Catherine McAuley MERCY Foundation

ASHEVILLE HAD MERCY

Who We Are



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

Mission Mercy Urgent Care supports the endeavors of the Institute of the Sisters of Mercy of the Americas to bring excellent health care and other needed services to all those in our community who seek them.













Values Mercy Urgent Care is the continuation of a ministry begun in Western North Carolina in 1900 by the Sisters of Mercy, who operated the former St. Joseph's Hospital for nearly 100 years. Now with eight locations in five counties, serving seven days a week, Mercy Urgent Care has cared for the non-life-threatening illnesses and injuries of more than 1.5 million patients since 1985.

As the only dedicated, not-for-profit urgent care network in WNC, Mercy Urgent Care provides quality health care for anyone who needs it, and any income generated is returned to the community through lower prices and charity care. Donations to Mercy's fundraising arm, the Catherine McAuley Mercy Foundation help to provide more than a half-million dollars in charity care locally and internationally every year.

You perpetuate mercy every time you choose Mercy Urgent Care, where we are focused on eliminating barriers to care and putting patients first.

Superheroes



Much like their foundress Catherine McAuley, who sought to meet the needs of the times in Dublin, Ireland, three Sisters of Mercy arrived in Western North Carolina in November 1900 to found a school, but instead discovered the need was for a tuberculosis sanitarium. Mercy has been a healing presence in WNC ever since. In March 2020 with a pandemic bearing down upon the world, Mercy Urgent Care staff pivoted to implement telemedicine, safely providing more than 26,000 COVID-19 tests in nine months and more than 15,500 telemedicine visits. Partnering with a local church and another area ministry for volunteers, Mercy Urgent Care has begun providing COVID-19 vaccines. Mercy also plans to provide monoclonal antibody infusion outpatient COVID treatment for high-risk individuals which can reduce COVID-related ER visits/hospitalizations by 70%.



Boards of Directors & Leadership



Honoring FNP Carol Hoban upon her retirement from Frances Warde Family Health Served Transylvania County 1983-2020



James A. Christian Former Chair, Catherine McAuley Mercy Foundation Board In Memory 1945-2020

Awards

Just Economics: Certified Living
Wage Employer
Healthcare Advertising Awards:
One Silver and Two Bronze
Asheville Chamber of Commerce:
Sky High Growth Award

Mercy Urgent Care

John N. Fleming, Chair, McGuire, Wood, & Bissette, PA
Raymond Fonseca, DMD, Quality Improvement Committee, Retired
Jeff Gould, Finance Committee, Gould Killian
Melissa Bell Hill, Treasurer, Fiserv
Tim C. Johnston, President & CEO
Sister Lillian Jordan, RSM, Sacred Heart Convent
Gregory E. Mayo, Human Resource Solutions
Robert A. Phillips, Vice Chair, Retired
J. Robert Scully, DDS, Quality Improvement Committee Chair, Retired
Charles P. Thompson, Parsec Financial
Sister Jill Weber, RSM, Focus on Haiti

Catherine McAuley Mercy Foundation

Buster Brown, Jr., Brown Properties
Bridget A. Eckerd, PE, Community Volunteer
John N. Fleming, Vice Chair, McGuire, Wood, & Bissette, PA
Melissa Bell Hill, Treasurer, Fiserv
Tim C. Johnston, President & CEO
Robert A. Phillips, Chair, Retired
Sister Larretta Rivera-Williams, RSM, St. Leo Catholic Church
J. Robert Scully, DDS, Retired

Leadership:

Grace Barnwell, FNP, Occupational Medicine Director Barbara Chambers, Operations Director Tim Johnston, President & CEO Elizabeth McCarty, MD, Medical Director Sharon Owen, Executive Assistant Leah Singleton, Chief Financial Officer Rachel Sossoman, Chief Administrative Officer Sister Peggy Verstege, Mission Effectiveness Advisor

Partners in Mercy



The pandemic may have forced the cancellation of fundraising events, but because of these partners in mercy, it could not stop the celebration of mercy and nearly \$500,000 in community benefit from the provision of compassionate care, along with continued aid to Haiti.

GIFTS OF \$500 - \$999

Advanced Data and Network Solutions Brian R. Davis & McKesson First Citizens Bank H. Michael Frisch

Insurance Service of Asheville Tim Johnston & Celia Liming

Charles Killian lackie Lasher

Bob & Darlene Phillips TLC Medical

Sister Peggy Verstege

GIFTS OF \$1,000 AND UP

Altamont Capital Management Group **Anonymous**

Capital Directions

Richard & Bridget Eckerd

Munroe Iones OccDocOne

Veronica Peterman, Brevard Compassionate Care

Iodie Razdrh

Charles Thompson

Thank You

Donors & Volunteers! You are the heart, hands, and feet of Mercy.

"The simple act of caring is heroic." -Edward Albert

I want to contribute to the vital mission of Mercy Urgent Care's Catherine McAuley Mercy Foundation.

Online: mercyurgentcare.org then click Donate

By Mail: Payable to CMMF, P.O. Box 16367, Asheville, NC 28816

Remember CMMF in your will or United Way designation.

Give the gift of Mercy.



Financials

Sources of Funds

Expenses

Benefits to the Community

Jobs	100
Salaries and Benefits Paid	\$6,204,363
Board-Certified Physicians	6
Patient Visits	61,418
Compassionate/Charity Care	\$55,389
Patient Debt Written Off as Charity	\$75,198
Medicaid Support	\$100,090
Medicare/Tricare Support	\$135,203
Education	\$80,326
TOTAL Annual Community Benefit	\$446,206
Projected Savings from Emergency Room Avoidance	\$17,295,186
Outreach: [Haiti \$11,186; Council on Aging \$12,138]	\$23,324
Sources of Funds	
Net patient service revenue	\$9,450,567
Non-operating revenue	\$925,544

Expenses

Compensation, incl. Benefits, employed or contracted	\$6,204,363
Medical Supplies	\$765,118
Technology & Other Professional Services	\$683,172
Other Facility Costs	\$953,075
Depreciation & Amortization	\$328,212
Interest Expense	\$78,855
Other Operating Expenses	\$45,137

FYE September 2020 Audited
*Adjusted for patient debt and uncollectible discounts





West Asheville 1201 Patton Ave. 828.252.4878





South Asheville 1833 Hendersonville Rd. 828.274.1462





Brevard 22 Trust Ln. 828.883.2600





Foothills 140 W. Mills St. Columbus 828.802.1011





East Asheville 1272 Tunnel Rd. 828.210.8325





Weaverville 61 Weaver Blvd. 828.645.5088





Burnsville 41 Charlie Brown Rd. 828.536.5575





Waynesville 120 Frazier St. Suite 6 828,210,8333



MERCY # URGENT CARE