



# GIVING MATTERS

“The power of philanthropy to sustain our mission was never more evident than this past fiscal year, when your support allowed Mercy to excel despite the unique challenges presented by a global pandemic.”

Dear Friends,


From its earliest days, Mercy has relied on the generous contributions of its many individual, corporate, and foundation donors to carry out its mission of providing excellent and compassionate care to all, regardless of their circumstances. The power of philanthropy to sustain our mission was never more evident than this past fiscal year, when your support allowed Mercy to excel despite the unique challenges presented by a global pandemic.

It is a pleasure to share the Mercy Health Services' Annual Report for the 2021 fiscal year, covering the period July 1, 2020, through June 30 of 2021. The report's title, "Giving Matters," conveys our gratitude for your generosity, which allows our exceptional community of caregivers to deliver outstanding care 24 hours a day, 365 days a year, no matter the challenge.

As you read through this report, we hope you'll be moved by the stories of extraordinary caring and giving, and develop an even deeper understanding of and appreciation for the role philanthropy plays in Mercy's success. We are truly blessed to call you our Partners in Mission.

With deep appreciation,

  
David N. Maine, M.D., *President & CEO*

  
Sister Helen Amos, RSM, *Executive Chair, Board of Trustees*





DONOR IMPACT ON

# Critical Care

The late Dr. Joseph J. Costa, former Chief of Mercy Medical Center’s Division of Critical Care, insisted on leading the Intensive Care Unit during the height of the pandemic, despite having an underlying respiratory condition that put him at great personal risk. His integrity and generous spirit led him to continually give so much of himself over the course of his life.

Dr. Costa died of the Coronavirus around 4:45 in the morning on Saturday, July 25, 2020 in the same Intensive Care Unit where he began his Mercy career in 1997 and went on to supervise in 2005. That morning, he was surrounded by his husband of 28 years, David Hart, and about 20 colleagues, who placed their gloved hands upon him.

Since the passing of this beloved physician, mentor, and advocate, more than 125 donors have given to the Joseph J. Costa, M.D., Memorial Fund. This includes Joe’s parents, Richard and Barbara, along with his husband David, who recently donated generously to support the ongoing efforts of the Critical Care Unit now named in Dr. Costa’s honor.

*“Joe was a person who cared deeply about his profession and the Mercy mission,” shared Dr. Costa’s father, Richard. “I am a Mercy patient myself and every time I visit the hospital, I can see that the administration takes great care to ensure that everyone—from leadership to health workers to the attendants in the garage—understands the mission of healing and service, and embody it through genuine kindness and attentiveness.”*



So important was the mission of Mercy to Dr. Costa that for many years he carried in his wallet a frayed Mission Statement and Core Values Sisters of Mercy card. *“Joe had a quiet grace about him,” his husband related. “He believed in meeting people where they were. He asked everyone to just call him Joe. He was able to walk into a crisis or make his rounds on a quiet day and whatever the situation, he took great pains to ensure that people felt Mercy’s unique standard of care.”*

When asked about Dr. Costa’s philosophy around giving, David mentioned that Joe was private about his philanthropy. He supported various animal shelters, youth mentorship at Bridges Baltimore, scholarships at the Maryland Institute College of Art, charity work at Little Sisters of Jesus, and even quietly wrote a check for college tuition so a struggling coworker’s daughter could finish her education. *“Joe believed in nurturing people’s abilities. He wanted to provide opportunities for people in less fortunate circumstances. His life’s work was about helping others overcome barriers. This legacy gift to the Critical Care Unit, a unit he loved and built from the ground up, is a way of ensuring Joe’s essence lives on.”*

The family described Dr. Costa as a democratic leader—someone with high standards, who wanted his team to rise to the best of their abilities. David expressed, *“As Mercy moves forward toward its 150th anniversary—on the same site, in the same city, which speaks volumes to its excellence—Joe would want those who come after him to have the flexibility to meet the needs of the moment, to focus on the founding principles of the Sisters of Mercy, and to find new ways to provide the very best care.”*



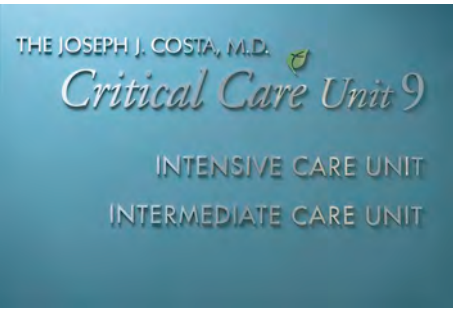
From left to right, Richard Costa, David Hart, Barbara Costa and Dr. Kelli Eimer

Dr. Costa’s nephew Chase Belford shared, *“When I was in high school, I shadowed Joe for a week as part of my volunteer service hours. I could see how seriously he took his work. He didn’t have a job; he had a vocation. During the COVID crisis, despite knowing the tremendous risk to his own compromised health, Joe embodied servant leadership—he bravely gave of himself until there was nothing left to give. As his family, it is our privilege and obligation to pay that love forward to his Mercy family. This gift is not so much about a sense of closure or healing for us. It’s not about looking back. It’s about looking forward. This is the beginning of a new tradition.”*

*“Even now, months after Joe has gone on, I still am getting letters in the mail from grateful patients, detailing the way Joe saved their lives,” David commented. “I know from all those long night shifts when I would bring him dinner and see his team in action, Joe really did set the example for exceptional, compassionate care... Joe gave a lot to Mercy, and Mercy gave a lot to Joe. Now it’s our turn to give.”*

Richard said, *“I speak for his mother and all our family when I say we have a deep feeling of gratitude for the chance to be a part of something that Joe was a part of, and to help ensure his life’s work continues in meaningful ways.”*

Dr. Kelli Eimer, the new Director of Critical Care at Mercy, said, *“Joe didn’t just supervise: he led our critical care team. His example really set the collaborative tone of only accepting excellent care, both clinically and compassionately. We sincerely miss him here, beyond measure. I’m glad that his legacy will live on. Now more than ever, critical care is an essential part of the healthcare landscape. Gifts to the Joseph J. Costa, M.D., Memorial Fund honor our beloved colleague and ensure that Mercy can meet the challenges ahead.”*





DONOR IMPACT ON 

# Infants

We are the largest birthing hospital in Baltimore. Approximately one out of every five children born in Baltimore City each year is delivered at Mercy. Unfortunately, Baltimore's rates of infant mortality, especially in poor neighborhoods, remain worryingly high. Mercy's *Breastfeeding & Safe Sleep Success Initiative* helps establish a healthy start for newborns.

Last year, the PNC Foundation awarded a grant to provide Lactation Consultation certification training for three nurses and HALO SleepSacks, zip-up wearable blankets, for hundreds of infants.

*"PNC is committed to helping local organizations achieve their mission and for a number of years, the PNC Foundation has supported Mercy Medical Center's work with mothers before and after childbirth,"* said Laura Gamble, PNC regional president for Greater Maryland. *"Supporting this initiative will help*

*mothers learn the importance of safe sleep practices and proper lactation techniques, as well as continuing education for the Mercy staff providing these services."*

Jessica Jackson (pictured below), a nurse in the Mother Baby Unit, teaches new parents how to swaddle infants and fasten sleep sacks. *"All children come into the world so helpless and dependent—underweight and sick babies are especially vulnerable and in need of extra care,"* Jessica said. *"The ability for Mercy to provide parents with Lactation and SafeSleep education, plus a state-of-the-art wearable blanket to take home, helps lower the risks of nutrition deficiencies and suffocation for their children."*

Dr. Susan Dulkerian, Chair of Mercy's Pediatrics Department, says, *"Providing information and resources is critical to the health outcomes of the mothers and babies we serve. We are so grateful for our generous philanthropic partners, like PNC, who help to ensure the children born at Mercy grow up great!"*

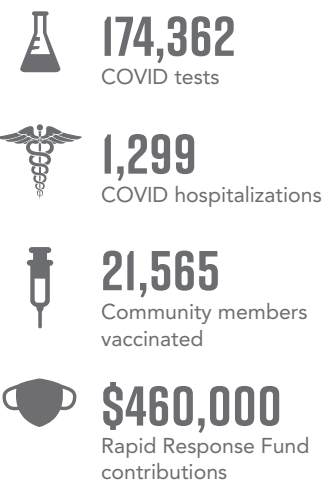
*"We are so grateful for our generous philanthropic partners, like PNC, who help to ensure the children born at Mercy grow up great!"*





DONOR IMPACT ON

# Safety



During the initial outbreak of COVID-19, as businesses closed their doors and families sheltered in place, hospitals experienced a surge of patients needing critical care. The demand for beds reached near-capacity levels in Maryland. As the supply chains dried up across the nation, the prices of masks, sanitizer, and ventilators soared. For example, the cost of disposable gowns skyrocketed 400% within one week.

Mercy’s COVID Command Center and Supply Department wasted no time kicking into high gear, exhaustively searching for the necessary equipment and supplies from every possible source. We worked with Medline, Cardinal Health, and more than a dozen other vendors and direct suppliers over the next few months to completely redevelop our supply system. The hospital’s most critical areas—such as the Operating Rooms, NICU, and the Emergency Department—were prioritized.

Meanwhile, retired clinicians and nurses donated their personal stock of unused N95s and face shields for our other healthcare workers. Crafters and clothes makers from all over the state set up shops at home, cranking out cloth masks for our non-clinical staff. Foundations and corporations donated clinical supplies in the thousands. Local breweries converted their warehouses to making alcohol-based hand sanitizer, which they delivered to our doors day and night. Every day, businesses sent food and messages of support to our front line staff. More than 400 donors contributed to our Rapid Response Fund, and dozens of businesses and individuals donated supplies and materials.

Dr. Andrea Limpuangthip, Medical Director of Quality and Patient Safety at Mercy Medical Center, helped to distribute donated materials throughout the hospital. She said, “*The community really stepped up to support Mercy during our hour of greatest need. Donors not only provided critical supplies, but these acts of kindness also helped to boost the morale of our clinicians and staff during an incredibly demanding and stressful time. Mercy was able to meet the challenges of this crisis thanks to our donor champions.*”



“...these acts of kindness also helped to boost the morale of our clinicians and staff during an incredibly demanding and stressful time.”



DONOR IMPACT ON

# Survivors

“... my donation might not go very far, but if it helps even a few women get a moment of reprieve from their cancer treatments, I can feel like I’m doing something meaningful...”

The Nezu family is no stranger to the risks of inheriting the BRCA2 gene mutation, which is associated with developing cancer. Mercy patient Jessica Nezu elected to undergo preventative surgery when she discovered she carried the gene. She became aware of the issue after her Aunt Janice passed away from ovarian cancer. Jessica’s older sister Jill is a breast cancer survivor. Her younger sister Rebecca is currently undergoing chemotherapy treatments for breast cancer.

*“This disease is not fair. It does not discriminate. It does not care if you have a little child to chase after or a boss to answer to. I give thanks to Dr. Neil Friedman, Dr. Bernie Chang, and all the wonderful staff at the Hoffberger Breast Center who gave me such exceptional care.”*

Jessica goes on to share that: *“I have seen firsthand how sick the treatments made my sisters and I have experienced the pain and discomfort from my own breast removal surgeries in an effort to avoid radiation, chemotherapy, and all the rest that comes with a cancer diagnosis.”*

Her compassion for people undergoing harsh cancer treatments is what inspired Jessica to donate to our Medi-Spa, so that low-income women can experience some healing and relaxation during their cancer journeys.

Mercy’s Medi-Spa is part of our holistic, integrated approach to physical and spiritual well-being. Our licensed professionals offer oncology, prenatal, and sports therapy massage, as well as acupuncture and customized skincare treatments, as a complement to medical care.



Jessica Nezu and husband Frank Nezu confer with Donna Chang, Director of Operations at Mercy Medi-Spa

*“I know that my donation might not go very far, but if it helps even a few women get a moment of reprieve from their cancer treatments, I can feel like I’m doing something meaningful to combat this disease. Thank you for the opportunity to give this gift in honor of my sisters and women like them.”*





“I’m grateful to the nurse who held my hand and sang ‘Moon River’ with me while I went through grueling preparation for tests.”

Dr. Jennifer Anne Katze Kraus, a Distinguished Life Fellow of the American Psychiatric Association, is a retired psychiatrist in Baltimore. She is also a member of The Mercy Society, which recognizes individuals who contribute between \$1,000 and \$9,999 annually in support of Mercy’s mission. A grateful patient, she recently contributed to both Mercy’s Rapid Response Fund that supports pandemic-related needs and the Joseph J. Costa, M.D., Memorial Fund that supports the Critical Care Unit.

In 2018, Jennifer woke from her back surgery procedure with intense nerve pain, requiring strong pain medication. Unfortunately, the side effects of the medication led to a frozen bowel and severe intestinal pain that did not respond to standard treatments. She was told that she might need surgery to remove her colon and possibly save her life. She refused to authorize the surgery and was admitted to Mercy’s Critical Care Unit.

Dr. Joseph Costa suggested a novel medication that could restore motion in her intestines, but posed some risk. He explained that he would closely monitor the treatment to minimize any risk to her and, reassured, Jennifer agreed. It took three trials of the medication for her intestines to regain function – and when they finally did, the ICU staff and Dr. Costa cheered with her!

*“Dr. Costa and Mercy saved my life,” Jennifer says. “Everyone helped me in such an exceptionally warm and compassionate way. I’m grateful to the nurse who held my hand and sang ‘Moon River’ with me while I went through grueling preparation for tests. I love all my Mercy doctors—from Dr. Edwards, to Dr. Jeng and Dr. Polito, and especially Dr. Costa—they always listen attentively and try to ensure my safety and comfort. It’s that unique care that makes Mercy so special, and that’s why I’m proud to give back.”*



DONOR IMPACT ON the Patient Experience





## DONOR IMPACT ON Innovation

Dr. Lew Schon and his research partner Dr. Zijun Zhang joined Mercy in 2019 and immediately began expanding the hospital's orthopedic services.

*"Consider yourself fortunate if you find yourself under the care of Dr. Lew Schon when you have a foot or ankle problem," said grateful patient Stephen Sparks. "Dr. Schon was referred to me after a botched Achilles tendon surgery. He evaluated every option to correct the problems. He is a master at surgery, but beyond that, Dr. Schon and his team were a delight to work with. It has been my pleasure to support the Mercy Health Foundation and Dr. Schon's work. I know my contributions will go on to help the next patient, just as others' gifts before helped me."*

Contributions to the Dr. Lew Schon Research Fund support groundbreaking research in state-of-the-art facilities at our new Center for Orthopedic Innovation. Thanks to philanthropic support, Mercy transformed a former operating room into the new Center, complete with an orthobiologic lab, cellular testing equipment, an anatomical lab, refrigerated storage, and a casework station. In this lab, our research continues to reflect real patient cases that will ultimately expedite the recovery process.

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*"Consider yourself fortunate if you find yourself under the care of Dr. Lew Schon when you have a foot or ankle problem."*

*"We are extremely thankful for the individual donors and companies who helped us build this lab," stated Dr. Zhang. "The ability to conduct research on site in real time is of tremendous benefit to our patients and to the medical community's understanding of orthopedic issues."*

Under the leadership of Medical Director Dr. Clifford Jeng, the team of surgeons at The Institute for Foot and Ankle Reconstruction dedicate significant time to research. Last year, the department collaborated on a number of articles that appeared in medical professional publications, contributed to several medical textbooks, and presented lectures at virtual workshops and seminars to international audiences in Germany, Iran, Ireland, and Korea. Gifts from our grateful patients and grantors helped transform the way orthopedic care is provided across the globe.

Dr. Schon stated, *"I'm very grateful to all the donors who helped advance our work. It's incredibly moving to see the impact of their generosity on the care and services Mercy can provide."*

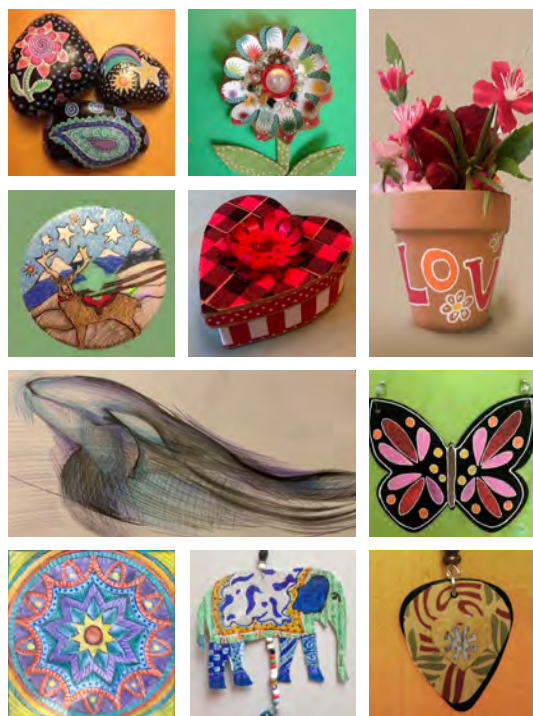




# DONOR IMPACT ON the Healing Art

At Mercy, we believe that excellent health care requires not only attending to needs of the body, but of the mind and spirit as well. Our Therapeutic Art Program acts as a healing modality that enhances our whole-person care.

Last year, a generous grant from The Zoë Foundation gave Mercy's oncology patients the chance to engage in art-making activities during their hospital stays and outpatient infusion sessions. Funds from the foundation supported the artists' time and the costs of art supplies.



“Therapeutic art helps enhance the care aspect of health care by lifting spirits and adding an unexpected moment of joy.”

With the help of our two artists-in-residence, patients' artwork spanned a variety of media types, including bookmarks, decorative boxes, jewelry, paintings and relief rubbings, collages, 3D sculptures, holiday ornaments, and pop-up cards. Our artists always offer patients a sense of calm and connection during each session. As artist Andrea Cooper explained, *“Therapeutic art helps enhance the care aspect of health care by lifting spirits and adding an unexpected moment of joy.”*

Dr. Armando Sardi, Medical Director for Mercy's Institute for Cancer Care, said that, *“Incorporating visual art into the cancer treatment process can boost a patient's mood and help them overcome the challenge they face. Often our patients express that they feel relaxed and empowered as they make creative choices about the art projects—which sometimes is one of the few things in their control during treatment. We are so thankful to the generous donors who make the Therapeutic Art program possible for the people in our care.”*







# STELLA MARIS

As hospitals braced against a surge of patients contending with the Coronavirus, long-term care facilities like Stella Maris faced their own unique challenges. At our campus in Timonium, Maryland, our hundreds of staff members offer more than 1,000 clients a comprehensive continuum of care. This includes independent living apartments, hospice care both on site and at home, short-term rehabilitation,

long-term care, and bereavement counseling, as well as connections to assisted living options. Due to the nature of serving an extremely high-risk population, drastic

changes occurred to almost all our programs during the pandemic—including implementing social distancing measures, organizing meal deliveries for our residents, and conducting twice-weekly testing for all our staff.



While visible changes occurred to the way we managed our services, the invisible effects of the COVID lockdown also made an impact on our culture. Suddenly our residents, many of whom are vulnerable seniors, were cut off from their friends and family. All communal activities were cancelled. Movement was restricted. Appointments were limited to critical cases only. There were staffing shortages as people quarantined awaiting test results. Before the vaccine became available, even holding someone's hand or sharing a comforting hug presented a serious risk to their health and safety.

As anxieties and uncertainties ran high, the staff at Stella Maris continued to provide excellent physical care, but also gave extra attention to providing emotional support. Many staff were redirected from their day jobs to deliver meals, conduct screenings, and check in on patients who needed assistance. Our Music Therapist



could no longer visit individual neighborhoods on campus, so she played various instruments in the on-site chapel three days a week, and her performances were broadcast on the campus' closed caption TV channel.

For the first time ever, Stella Maris began offering Zoom calls to connect residents to their support networks. Families were invited to walk around the campus and conduct "window visits" where they could stand outside and wave to their senior. Worship services were offered virtually. Every care and precaution was taken to continue serving people with dignity and remain safe.



*"I was so proud to witness, but certainly not surprised, that our staff and supporters truly gave their all, as they assumed new roles and responsibilities as need arose," said Crystal Hickey, the new Executive Director of Stella Maris. "Many team members stayed late into the evenings after long days, acting as runners who collected items from families' cars and hand-delivered them to our residents' doors while visitation was limited. Time and again there were examples of the courage, compassion, and community that makes Stella Maris so special; I continue to be incredibly proud of this resilient team."*

Tracey Veihmeyer, Director of Development at Stella Maris, said, "Crafters from the local community dropped off hand-sewn masks during supply shortages. Charm City Marine Canvas, whose business is to manufacture ship sails, converted materials and worked with local partners to donate 30 custom-made face shields to our staff. Many of our Crab Feast sponsors donated their meals back to our front line workers in gratitude for their service. We are so grateful for our supporters."



We consider it fortunate that we were able to continue providing skilled care and services at a time when so many other skilled nursing facilities had to shut their doors. While the Governor's executive order to restrict gatherings was in place, our Senior Day Care Center closed; however, on a daily basis during Fiscal Year 2021, we called these patients to check up on them, and before closing this program, we connected them with other resources for support. While demand for our long-term care services has since decreased as people are electing to remain in their homes, enthusiasm for our home care and rehabilitation services grew exponentially. The increased volume for those services—along with generous funding from our donors—provides critically needed support for our budget during the economic downturn.

Excitingly, our new Sister Mary Karen McNally, RSM, Rehabilitation Center has exploded in popularity. This state-of-the-art space offers private rooms, hands-free doors, and cutting-edge therapy modalities. Completing this facility and operating it safely in the midst of a pandemic was made possible thanks to generous donors who provided \$10 million in contributions to see this project come to fruition. Every day, our patients benefit from this generosity in real and tangible ways.

*"The therapy team at Stella Maris is extremely knowledgeable and enthusiastic," said Lisa Holley, a rehabilitation patient. "My goal when I arrived was to learn how to walk without an assistive device. I feel safe and confident in the Bioness Vector Gait & Safety System; it's helped me improve my balance, gait, and sense of security. I'm grateful for the staff who worked so hard to see me get back to the person I'm used to being!"*

Going forward, whether in good or challenging times, Stella Maris is committed to caring for families, where the safety, dignity, and comfort of those we serve is our chief priority.





**FOR ITS OUTSTANDING WORK IN FISCAL YEAR 2021**, Stella Maris was recognized as the *Employer of the Year* by Baltimore County’s Commission on Disability. This award lauds an agency that has hired and trained people with disabilities and promotes employment opportunities. Several years ago, the Human Resources department at Stella Maris established a relationship with The Arc of Baltimore. Since then, we have had the true blessing to employ many, many wonderful differently abled staff who have since become a part of our family.



**STELLA MARIS SALUTES JOHN R. COCHRAN III** for his 12 years (2009–2021) of exemplary service to the Stella Maris Advisory Board, including 8 years as its Chairman (2013–2021). John provided leadership support to several key fundraising efforts during his service, including the role of Chair for the successful \$10 million capital campaign to construct the new Sister Mary Karen McNally, RSM, Rehabilitation Center.

**Stella Maris Advisory Board**

The following volunteer leaders play instrumental roles in supporting the mission and philanthropic goals of Stella Maris. We are extremely grateful for their gift of service.

- |                               |                             |   |
|-------------------------------|-----------------------------|---|
| Karen D. McGraw, <i>Chair</i> | Elizabeth Donahoo, M.D.     | Roger T. Lawrence                           |
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| Gail Cunningham, M.D.         | Crystal Hickey, LNHA        | <i>Chair, Community Relations Committee</i> |
| Anthony Day                   | Eileen Simonson Hiebler     |   |
| David Denton                  | Daniel Joerres              | Sister M. Karen McNally,                    |
|                               | Lawrence E. Julio           | RSM, <i>Emeritus</i>                        |

# NEW LEADERSHIP

After a successful Fiscal Year 2021, Stella Maris welcomed new leadership.



**Crystal Hickey** was appointed Executive Director of Stella Maris in July. She initially joined the Stella Maris Executive team in October of 2010 as the Senior Vice President of Human Resources. She holds a Master’s degree in Management from Notre Dame of Maryland University and earned her Maryland Nursing Home Administrator (LNHA) license under the auspices of the Board of State Examiners of Nursing Home Administrators in 2021. Her decades-long career in eldercare includes various leadership positions at the Charlestown and Riderwood campuses of Erickson Retirement Communities.



**Elizabeth “Lisa” Reynolds, RN**, recently became Vice President of Nursing and Director of Nursing Long Term Care at Stella Maris. Lisa has 25 years of experience in Long Term Care. Her vast knowledge of the Federal and State regulations has made her a peer resource within our industry. She is committed to providing exceptional nursing care to our residents and to promoting teamwork within Stella Maris.



**Mark Lovelace** joined the Stella Maris Executive team in the newly created position of Vice President of Community-Based Services. Mr. Lovelace will be responsible for the overall strategic direction of the Home Care, Hospice (Home and Inpatient Hospice Services), and Personal Care programs to ensure sustainability and future growth. He will work with Mercy Health Services and Stella Maris on in-system integration. Mr. Lovelace comes from Holy Redeemer Health System, where he served as the Vice President of Business Development.



Dear Friends,

I am extremely pleased and proud to share a summary report of the past fiscal year’s activities and achievements at the Mercy Health Foundation.

I arrived at Mercy in January of 2021, midway through the fiscal year, so must credit any success to Mercy’s outstanding leadership, our incredible clinicians, and the amazing team of fundraising professionals I am honored to lead. Their dedication and the strength of the relationships they develop with donors, patients, and families are the key drivers of our success, and I am humbled and privileged to call them my colleagues.

Despite the challenges of fundraising during a prolonged pandemic, the Mercy Health Foundation enjoyed a strong year, raising \$4,057,602 to support our clinical and community programs. In this report, we are grateful to share some examples of generous gifts which made such a difference over the course of Fiscal Year 2021.

This is an extremely exciting time for me to join Mercy, and I look forward to teaming with Dr. Maine and Sister Helen to ensure that Mercy has the philanthropic support necessary to realize its ambitious objectives. Our department is already hard at work with planning for Mercy’s 150th anniversary in 2024, which will provide an opportunity for all of us to reflect on a glorious past and build excitement around Mercy’s bright future.

Thank you for your generous contributions of time, talent, and treasure that make Mercy’s essential work possible. I look forward to meeting and working with many more of you in the months and years ahead.

Sincerely,



Caroline Senatore  
Chief Philanthropy Officer  
Executive Director,  
Mercy Health Foundation



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WORK SUPPORTED BY PHILANTHROPY



**\$502,717** **Mercy’s Clinical and Research Programs**

Medical equipment, research studies, fellowships, and continuing education opportunities for staff to further the medical community’s understanding of health conditions and treatment options.



**\$485,957** **Mercy’s Community Programs**

Programs such as Helping Hands, Prescription for Health, Family Violence Response, Population Health, Transportation Assistance, and Therapeutic Art support patients on their health journeys.



**\$444,289** **Stella Maris Programs**

Hospice, grief counseling, rehabilitation services, home care, and residential activities for the aging and dying.

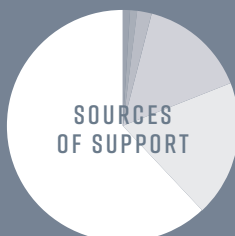
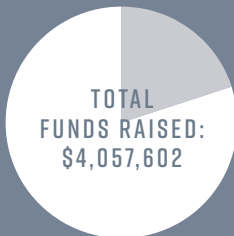


**\$17,655** **COVID-19 Rapid Response**

Personal protective equipment and supplies for the entire health system during the pandemic. In addition to monetary contributions, members of the community donated gifts-in-kind such as masks, meals, and cleaning supplies valued at more than \$21,600.

# PHILANTHROPIC IMPACT

- Mercy Medical Center \$3,244,519
- Stella Maris \$813,083



- Individual Donors \$2,513,679
- Corporate Partners \$748,317
- Private Foundation \$585,178
- Community Organizations \$82,938
- Bequests \$64,362
- Government \$63,128

CARING FOR AT-RISK NEIGHBORS



**685**  
Domestic violence interventions



**4,638**  
Transportation vouchers



**424**  
Free medical supplies for seniors



**42,892**  
Free or reduced-cost prescriptions

**\$29,004,000** CHARITY CARE BENEFITTING THE COMMUNITY



# SPECIAL EVENTS

Despite the challenges presented by the COVID-19 pandemic, the Mercy Health Foundation events team successfully and creatively pivoted to virtual online events in 2020 and 2021, netting over \$350,000 in support of Mercy Health Services’ programs and patients across all campuses. The success of our virtual events was due in large part to the commitment of our dedicated volunteers and sponsors who, despite dealing with their own pandemic-related challenges, were steadfast in their support. We are truly grateful for their unwavering generosity.

The 11<sup>th</sup> annual **Heat It To Beat It** event was fully virtual in September, 2020. Net proceeds from the event provide essential support to research, education, and treatment efforts related to HIPEC, a highly effective therapeutic technique that treats advanced abdominal cancers. The event spanned a week that included nightly virtual activities. Among the event’s highlights was an entertaining magic show by Dr. Armando Sardi, Medical Director of The Institute for Cancer Care, livestreamed to an audience of over 100 viewers. Other online activities included Zoom meetings for cancer survivors, bingo, and a piano concert by Dr. Vadim Gushchin, Director of the HIPEC Program at Mercy. Over 1,000 participants and donors helped raise \$150,000, surpassing the event’s fundraising goal of \$100,000 by an amazing 50%.

**BreastFest**, an annual event produced by longstanding Mercy donor The Tyanna Foundation, also went virtual in November 2020 with “BreastFest in a Bag!” Two-hundred bags containing a cozy blanket, insulated tumbler, portable charging bank, and several other practical items sold out weeks before the event. BreastFest raises money to support patients and educational programs at the Hoffberger Breast Center at Mercy. Since 1990, the Tyanna Foundation’s fundraising efforts have resulted in cumulative support of over \$1.6 million.



In April of 2021, Stella Maris offered its annual **Wine Tasting** in a virtual format. Chaired by Stella Maris Advisory Board Member Frank D. Boston, III, and his wife Vanessa, the drive-thru event proved very popular. Participants picked up pre-ordered wine and hors d’oeuvres packages on the Stella Maris campus. Guests then had the opportunity to participate in a live online Zoom discussion with Cynthia Lohr, Co-Owner and Chief Brand Officer, and Darrell Marcus, Tasting and Hospitality Manager, of J. Lohr Vineyards and Wines. A total of \$81,000 was committed in sponsorships (117% of goal), 69 ticket packages were purchased (276% of goal) and the total net amount raised was \$82,095 (130% of goal). We are grateful for our first-time Presenting Sponsor, AT&T, for their generous support.

*Frank D. Boston, III, a Stella Maris Advisory Board member, and wife Vanessa, co-chaired Stella Maris’s annual Wine Tasting event in April of 2021. Despite having to move to a virtual format due to COVID-19, the affair was a tremendous success, benefitting the needs of Stella Maris’s long-term care residents.*







In October, the 36<sup>th</sup> annual **Stella Maris Crab Feast and Auction** transitioned to a Virtual Crab Feast and Hospice Day of Giving, raising \$96,000, after expenses, for hospice programs. Chaired by long-time committee member Kali Mallik, the event had some amazing results: over 45 sponsors committed \$94,100, exceeding the event’s sponsorship goal by 20%; 578 crab meals were distributed to patrons at a drive-thru station set up at Timonium Fairgrounds; 72 meals were donated back to Stella Maris’s front line healthcare workers; \$11,500 was raised through donations; and a total of \$5,600 was raised through raffle sales and an online auction. We are grateful for the generous, continued support of M&T Bank as Presenting Sponsor of this annual favorite.

THE MERCY ADVOCATE SOCIETY FOR EVENTS

The Advocate Society recognizes individuals whose volunteer leadership and involvement played a vital role in supporting the mission, values, and philanthropic vision of Mercy Health Services between July 1, 2020, and June 30, 2021. We are indebted to these individuals who ensure that the mission and values of the Sisters of Mercy endure in both good and challenging times.

**2020 Heat It To Beat It Committee**  
Lydia Komenda  
Mandi Phillips  
Pam Phillips  
Denise Robideau  
Michelle Sittig  
Peggie Fairer  
Debbie Giese  
Anthony Jones  
Samantha Kirby  
Mary Caitlin King

**2020 Crab Feast and Hospice Day of Giving Committee**  
Kali Mallik, *Chair*  
Dee Anwar  
Tom Barranco  
Kathy Burleson  
Marina Brockmann  
Lara Chamberlain  
Kathy Deane  
Sonia Fierro-Luperini, M.D.  
Donna Gaines  
Dee Gittings  
Lisa Gobrecht  
Cooper Henry  
Mary Beth Kelly  
Dina Kuhns  
Sean O’Conor  
Denise Parker  
Brian Peller  
Amanda Russo  
Julie Schott  
Dan Sullivan  
Carol Thrasher  
Chuck Zeller  
Sally Zeller

**2021 Wine Tasting Committee**  
Frank D. Boston, III, Esq., *Co-Chair*  
Vanessa Boston, *Co-Chair*  
Karen Cook  
David Denton  
Beth Donahoo, M.D.  
Tom Galloway  
Jill Golueke  
Steve Golueke  
Dan Hughes  
Spencer Lieske  
Bob Moore  
Brian Peller  
Cheri Wheeler



**Tyanna Foundation**  
Stacy Berver  
Jeff Carmen  
Carly Eutsler  
Eddie Feustel  
Jessie Feustel  
Rose Kendig  
Julie Kichline  
Katelynne Lowensen  
Beth Lubben  
Tony Matero  
Pepper Mintz  
Anne O’Brien  
Jacqueline Pearlstone  
Julie Phillips

DOCTORS’ DAY

In the U.S., Doctors’ Day is an annual observance to recognize the extraordinary contributions of physicians to our health and well-being. At Mercy, we honor Doctors’ Day by inviting our patients to share notes of gratitude with their physicians and make contributions in their honor. All gifts from Doctors’ Day are directed to Mercy’s general fund to ensure that our patients and families receive the excellent and compassionate care that is Mercy’s trademark.

The response to Mercy’s 2021 Doctors’ Day campaign was unprecedented, generating over \$74,000 in gifts from nearly 1,000 donors. The gift total was a 54% increase over the prior year and smashed the campaign goal of \$50,000. What a wonderful tribute to our Mercy doctors and clinicians, whose efforts during the ongoing pandemic have been truly exceptional.

Evidence of this exceptionalism can be found in the total of 64 Mercy Medical Center physicians, representing 48 separate specialties, who were recognized in *Baltimore* magazine’s annual “Top Doctors” issue—an all-time Mercy record. This “Top Doctors” recognition was joined by a number of other major quality recognitions in 2021, including being one of only three Maryland Hospitals currently with a 5-Star Medicare rating for quality, achieving an “A” Hospital Safety Grade from the Leap Frog Group, and being named a “High performing” hospital by *U.S. News* for Hip, Knee, Spine, and Colon Cancer.



Dr. Maine and Sister Helen feted Mercy physicians receiving Baltimore magazine’s “Top Doctors” honors in Mercy’s rooftop Mother’s Garden.





Anchoring Baltimore's central business district, Mercy plays a significant institutional role across the City. We are among the region's larger private employers, with more than 4,500 employees at our downtown and community physician sites, and over 1,000 employees at Stella Maris. In Fiscal Year 2021, Mercy served over 226,000 patients from across Maryland and beyond.

Our dedicated health professionals conducted approximately 1.4 million patient encounters at our downtown medical center and our community physician sites in Canton, Columbia, Hunt Valley, Lutherville, Overlea, Reisterstown, and Glen Burnie.

Mercy is proud to have one of the state's best networks of primary care doctors and medical specialists—offering an exceptional patient experience, backed by the quality and compassion that has become synonymous with the Mercy name.

● **Mercy Personal Physicians at Lutherville**

Mercy Personal Physicians at Lutherville offers patients the best in primary care services and specialty care treatment in a convenient, centrally located doctors' office facility, located at the corner of York and Ridgely Roads.

● **Mercy Personal Physicians at Glen Burnie**

Mercy Personal Physicians at Glen Burnie is a premier community medical facility offering a first-rate patient experience. Both primary care and specialty care services are provided, and our offices are located just minutes from Baltimore/Washington International Thurgood Marshall Airport.

● **Mercy Personal Physicians at Overlea**

Mercy Personal Physicians at Overlea provides the patients and families of Overlea, Hamilton, Parkville, Carney, Perry Hall, and White Marsh top rated primary care doctors and specialists. Mercy Personal Physicians at Overlea is conveniently located just off the 32-A exit ramp of the Baltimore Beltway.

● **Mercy Personal Physicians at Reisterstown**

Mercy Personal Physicians at Reisterstown provides those patients searching for the best in primary care services and specialty care treatment a convenient and accessible patient-centered solution. Our extensive healthcare facility is part of the Reisterstown Business Center, located directly across from Franklin Middle School on Reisterstown's historic Main Street, and just one mile east of I-795.

● **Mercy Personal Physicians at Columbia**

Mercy Personal Physicians at Columbia offers health care for patients of Ellicott City, Elkridge, Columbia, Clarksville, Marriottsville, Jessup, and Savage. Our primary care doctors and medical specialists provide expert diagnosis and treatment for a range of conditions, all within locations convenient to the Howard County area. Columbia locations include University Boulevard in Ellicott City as well as Broken Land Parkway and Charter Drive in Columbia.

● **Mercy Personal Physicians at Canton**

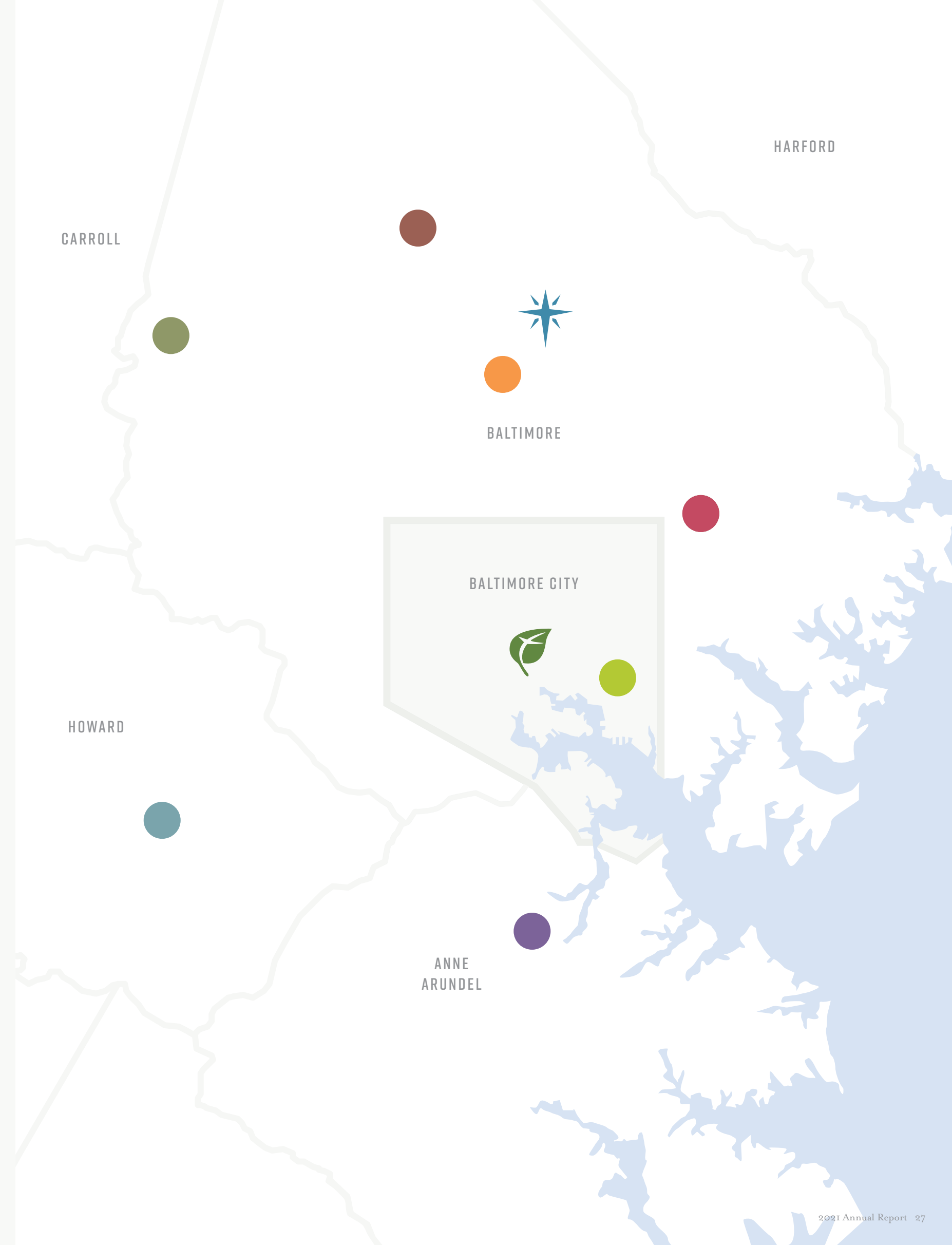
Mercy Personal Physicians at Canton offers Baltimore's historic neighborhoods of Canton, Fells Point, Patterson Park, Highlandtown, and Germantown a convenient option for primary and OB/GYN specialty care.

● **Mercy Personal Physicians at Hunt Valley**

Mercy Personal Physicians at Hunt Valley (Hunt Valley Family Health) is a long-standing primary care practice, providing comprehensive care for residents of Cockeysville, Hunt Valley, Monkton, Hereford, and Northern Baltimore County. Our office is conveniently located at 10155 York Road in Cockeysville.

● **Mercy Downtown Campus**

★ **Stella Maris Timonium Campus**





# 2021 FINANCIAL STATEMENT

July 1, 2020 to June 30, 2021 (in thousands)

This financial statement reflects the operating results for Mercy Medical Center, Stella Maris, St. Paul Place Specialists, Maryland Family Care, and the Mercy Health Foundation.

### OUR INCOME

Mercy Medical Center generated revenue from 49,554 patient days of service provided to 19,226 patients. Stella Maris generated revenue from 112,257 patient days of service to 1,290 patients.	\$ 297,331
Revenue generated by supporting service and care in Ambulatory Services, the Emergency Department, and Home Health	359,707
Collective revenue generated by services listed above	657,308
Collective revenue generated by Business Health Services and physician groups (net of contractual allowances)	\$ 224,310

### VARIANCES

Hospital contractual adjustments paid to third-party payers	\$ (35,630)
Underwriting for services provided to patients unable to pay	(29,004)
Net revenue for patient services	816,714
Other operational revenue	45,127
Total operational revenue	\$ 861,841

### OUR EXPENSES

Salaries, wages, and employee benefits	\$ 454,367
Supplies, purchased services, and general expenses	310,436
Depreciation	42,568
Interest expense	14,470
Total operating expenses	\$ 821,841

### OUR RESULTS

Net revenue from operations	\$ 40,000
Return on investments	63,170
Joint venture income	613
Donor funding for capital projects	3,729
Capital financing activities	9,023
Retiree health plan obligation	1,225
Other	14,807
Net Results	\$ 132,567

Because of the generosity of our benefactors and the careful stewardship of the financial and human resources put forth in service to the mission of the Sisters of Mercy, the net results of \$132,567,000 for the year ending June 30, 2021, will enable Mercy Medical Center and Stella Maris to invest in new facilities, programs, and technologies to better serve the Baltimore community.



## MERCY MEDICAL CENTER



**10,527**  
Admissions



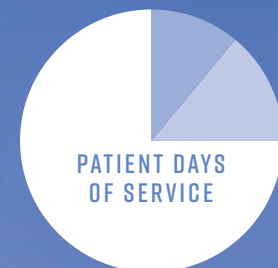
**6,168**  
Observation Cases



**2,531**  
Obstetrical Deliveries

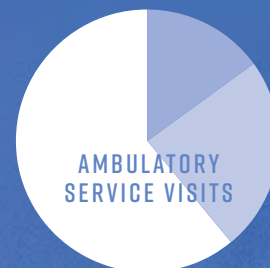


**\$29,004,000**  
Uncompensated Charitable Care



- 5,398 Nursery
  - 5,699 Neonatal Intensive Care Unit
  - 38,457 Adult and Pediatric
- 49,554 Total Patient Days of Service  
3.79 Average Length of Stay (in days)

[EXCLUDES OBSERVATION]



- 22,991 Business Health Services
- 39,151 Emergency Department
- 100,568 Outpatient Health Clinic

## STELLA MARIS



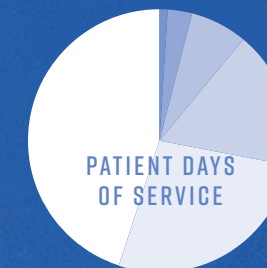
**4,636**  
Admissions



**STELLA MARIS STAFF**  
39 Active Physicians  
1,050 Employees



**\$69,630**  
Uncompensated Charitable Care



- 3,103 Hospice
- 3,651 Adult Day Care
- 16,926 Sub-Acute
- 58,784 Personal Care (hours)
- 92,229 Nursing Home
- 156,059 Home Care

# 2021 STATISTICAL HIGHLIGHTS



**SURGICAL CASES**

2,507,238 Operating Room Minutes  
5,264 Inpatient Surgical Cases  
23,180 Outpatient Surgical Cases



**MERCY MEDICAL CENTER STAFF**

467 Active Physicians  
4,553 Employees  
141 Medical Residents and Students

Medical residents and students receive training and practice experience at Mercy in the areas of Medicine, Surgery, OB/GYN, and Pediatrics, as well as in the fields of Emergency Medicine, Psychiatry, Pathology, and Ophthalmology.

## MERCY RIDGE



- 47 Assisted Living Units
- 408 Independent Living Units
- 531 Residents

## MERCY HEALTH FOUNDATION



**\$4,057,602** Total support from 4,822 individuals, corporations, and foundations





# MILESTONES

## MERCY'S NEW TASKFORCE ON DIVERSITY, EQUITY, AND INCLUSION

At the entrance to our hospital is a simple declaration of a core belief to serve all people of every creed, color, economic, and social condition. We believe the diversity of our patients and the recruitment and retention of a diverse workforce strengthen us as a healthcare community committed to clinical excellence and compassionate care.

In Fiscal Year 2021, Dr. David Maine created the President's Taskforce of Diversity, Equity, and Inclusion, which is comprised of a broad cross section of Mercy leaders and employees of different backgrounds and specialties.

The task force's role is to implement plans and strategies that connect Mercy's mission and values to actions supporting racial equity, diversity, and inclusion, including:

- Continually improving the recruitment and retention of a diverse workforce to strengthen us as a healthcare community
- Ongoing implementation of the American Hospital Association Equity Pledge to Eliminate Healthcare Disparities
- Monitoring and reporting on Mercy's adherence to the Maryland Hospital Association's Commitment to Racial Equity

Mercy's deliberate focus on diversity and inclusion initiatives will help to address barriers to health equity experienced by marginalized populations in our community.

## CELEBRATING THE SERVICE OF DR. MARK APPLEFELD

In 2021, we congratulated Dr. Mark Applefeld on his retirement after 36 years of exceptional service to the hospital and his loyal patients, too numerous to count.



A universally respected cardiologist, Dr. Applefeld embodied Mercy's mission and values ever since he first arrived in 1985 to head the Division of Cardiology.

*"I have such admiration and respect for Dr. Applefeld," said Dr. David Maine, President and CEO. "When I first came to Mercy as an intern in 2002, he immediately made me and my fellow interns feel like part of the Mercy Family and modeled the Mercy values in all of his patient encounters. He is a gifted teacher and unique breed of physician who has touched so many professionals here."*

Known for his gentle, kind, and soft-spoken manner, Dr. Applefeld demonstrated a unique ability to build extreme loyalty among his patients. Nominated by peers and colleagues, Dr. Applefeld was named a "Top Doctor" by Baltimore magazine year after year.

Throughout his career, Dr. Applefeld was a loyal and devoted friend to the Sisters of Mercy. If there was a need, large or small, Dr. Applefeld was generous with his time and talent to step in and help.

Sister Helen commented, *"In addition to taking on roles such as Chair of Mercy Magic, a major fundraiser for the hospital, Dr. Applefeld also cared for and treated many of the Sisters, especially when the Convent was on the 18th Floor of the McAuley Tower."* Sister Helen added, *"He loved Sister Thomas, Sister Elizabeth Anne, Sister Paula Marie, and so many others. Dr. Applefeld has always treated us all as if we were part of his family... and, in many ways, we were. We are all part of the Mercy Family and because of that, our friendships will last a lifetime."*



# MISSION AND VALUES

**MISSION**

Like the Sisters of Mercy before us, we witness God’s healing love for all people by providing excellent clinical and residential services within a community of compassionate care.

**VALUES**

**Dignity**

We celebrate the inherent value of each person as created in the image of God. We respond to the needs of the whole person in health, sickness, and dying.

**Hospitality**

From many religious traditions and walks of life, we welcome one another as children of the same God, whose mercy we know through the warmth, fidelity, and generosity of others.

**Justice**

We base our relationships with all people on fairness, equality, and integrity. We stand especially committed to persons who are poor or vulnerable.

**Excellence**

We hold ourselves to the highest standards of care and to serving all with courtesy, respect, and compassion. Maintaining our involvement in the education of physicians and other healthcare professionals is a priority.

**Stewardship**

We believe that our world and our lives are sacred gifts which God entrusts to us. We respond to that trust by constantly striving to balance the good of all with the good of each, and through creative and responsible use of all our resources.

**Prayer**

We believe that every moment in a person’s journey is holy. Prayer is our response to God’s faithful presence in suffering and in joy, in sickness and in health, in life and in death.



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Ashanti Woods, M.D.  
Pediatrician  
Mercy Medical Center

*Emeritus Trustee*  
Truman T. Semans  
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Chief Executive Officer

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Senior Vice President  
Strategy & Corporate Operations

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Executive Vice President &  
Chief Financial Officer

Susan D. Finlayson  
Senior Vice President  
Operations

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Executive Director  
Stella Maris, Inc.

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Finance

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Michael C. Mullane  
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Thomas R. Mullen  
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External Affairs

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Senior Vice President &  
Chief Information Officer

Elinor J. Petrocelli  
Vice President  
Finance and Revenue Cycle

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Senior Vice President Medical  
Affairs & Chief Medical Officer

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to see a complete listing of donors  
who generously gave to Mercy in  
Fiscal Year 2021.





