

CELEBRATING 115 YEARS



Sacredness of Life
 Human Dignity
 Justice
 Mercy
 Service
Excellence
 Service
 Mercy
 Justice
 Human Dignity
 Sacredness of Life

REPORT TO THE COMMUNITY 2015

 **SISTERS OF MERCY SERVICES**
 CORPORATION

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

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The Sisters of Mercy began serving WNC in 1900, operating the former St. Joseph's Hospital (now part of Mission Health) for nearly 100 years. Today, Sisters of Mercy Urgent Care facilities thrive in Brevard, Weaverville, and Asheville. In the past year, this legacy of caring has extended to our community and to those in need in Haiti and in Nicaragua. It is the path of mercy, sacredness of life, human dignity, justice, excellence, and service, enabled by your faithful support.

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.

We're
here for
you.



ON THE FRONT:
Family Nurse Practitioner
Kelly Byrne comforts a child
at a Haitian orphanage.

Western NC since 1900
Haiti since 2010
Philippines in 2013

 **SISTERS OF MERCY SERVICES**
CORPORATION





Thank you for your faithful support and all you have done that has allowed us to care for more than one million patients and become the recognized urgent care leader in Western North Carolina. Your gifts each year enable a half-a-million dollars in charity care locally as well as several hundred thousand dollars in aid for the people of Haiti. And for the first time, our organization was recognized as a 2015 North Carolina Best Employer! As we break ground on a new East Asheville location, we celebrate and thank you for all that you do and contribute in the spirit of mercy.

Tim Johnston (right)
with Obie Cuento, MD, who
cares for SOMUC patients.

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

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



Sister Maria Goretti joined staff members
for the March for Babies.

"Be perfect as your Heavenly Father is perfect" —Matthew 5:48

In response to these words of Jesus, Catherine McAuley said: "the simplest and most practical lesson I know is to resolve to be good today, but better tomorrow." We take that another step forward in defining one of the values that drives our staff at Sisters of Mercy Urgent Care—EXCELLENCE—calling us "to do well and to give our very best in our service to others. We have a responsibility given to us by God to use our gifts and talents well."

You honor us when you call on us to care for you and to pray for you and with you in the spirit of the Gospel. We may not yet be perfect, but we strive to do our very best in the spirit of our mission and all our values: Sacredness of Life, Human Dignity, Mercy, Justice, Service, and Excellence. Your gifts enable us to care for those who might be next door or in other parts of the world. God bless you!

Director of Mission and Values

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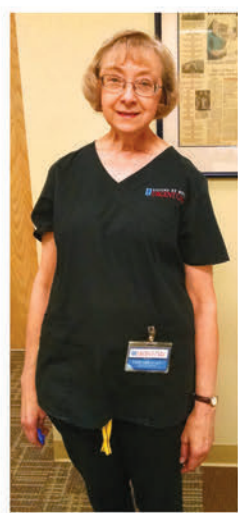
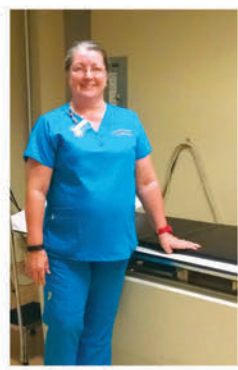


SISTERS OF MERCY URGENT CARE

Supported by the Catherine McAuley MERCY Foundation



BUZZ ON IN!



*Clockwise from top left:
Cheryl Fore, Radiology
Paul Gilliam, Paramedic
Tiara Mills, Front Desk
Cynthia Lidd, Laboratory
Ellen Lawson, MD*

For 30 years, locally based not-for-profit Sisters of Mercy Urgent Care has provided the people of Western North Carolina excellent care of their non-life-threatening illnesses and injuries, without an appointment, at a fraction of the time and 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, nursing and support staff provide more than 50,000 service visits each year, including more than a half-million dollars in charity care. Your support has enabled us to serve one million patients throughout Western North Carolina.

**Chosen a 2015
North Carolina Best Employer
by Business North Carolina**

Sisters of Mercy Urgent Care's Mercy Occupational Medicine

Mercy Occupational Medicine provides medical care to the employees of many businesses and industries, through our four walk-in facilities *and* our 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.



(828) 210-2121 • www.urgentcares.org

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4 CONVENIENT LOCATIONS *and another on the way!*



Sisters of Mercy Urgent Care North

61 B Weaver Boulevard, Weaverville NC

Increased patient visits enabled Sisters of Mercy Urgent Care North to add Saturday hours! Located just off Interstate 26 at exit 19, it operates Monday–Friday, 9 AM–5 PM and 10 AM–4 PM on Saturdays.



Sisters of Mercy Urgent Care South

1833 Hendersonville Road, Asheville NC

Located on the convenient U.S. 25 corridor between Asheville and Hendersonville, Sisters of Mercy Urgent Care South in Meridian Place is open seven days a week, 362 days a year (closed on Easter, Thanksgiving, and Christmas). Hours are 8 AM–7 PM Monday–Friday and 9 AM–5 PM on weekends.



Sisters of Mercy Urgent Care West

1201 Patton Avenue, Asheville NC

Home to Sisters of Mercy Services corporate offices, Sisters of Mercy Urgent Care West, located just west of exit 3A off of Interstate 240, is open 7 AM–10 PM Monday through Friday and 9 AM–7 PM on weekends. Mercy Urgent Care West is open 7 days a week, every day except Easter, Thanksgiving, and Christmas.



Sisters of Mercy Urgent Care Brevard and Frances Warde Family Health

22 Trust Lane, Brevard NC

The Brevard facility serves beautiful Transylvania County and is the official healthcare provider for the students and faculty at Brevard College. In addition, Sisters of Mercy Urgent Care Brevard serves as the primary care home for the patients of Frances Warde Family Health. Named for the first Sister of Mercy to the United States, the practice accepts donations to its Good Samaritan Compassionate Care Fund to assist those who cannot afford to pay for their care. Brevard is open 9 AM–4 PM Monday, Wednesday, Thursday, and Friday and 10 AM–4 PM on Saturdays.



Sisters of Mercy Urgent Care East *Coming in 2016*

1278 Tunnel Road, Asheville NC

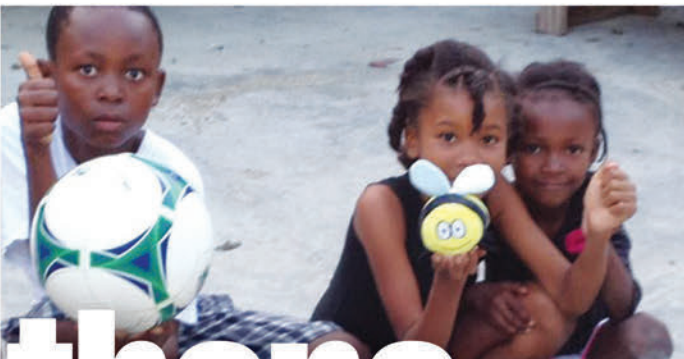
The newest location, at the intersection of Tunnel Road and Lower Grassy Branch Road, is set to open in 2016 and will serve patients in Eastern Buncombe County.

Left: Bilingual Family Nurse Practitioner Karen Weinberg, shown here with CEO Tim Johnston, has begun a new service to provide care for the staff at a local nursery. On-site care by Mercy Occupational Medicine enables the workers to focus on what they do best—growing and shipping plants nationwide for major retailers.

We're
here for
you.

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there for Haiti.

Above: The children at Alpha Omega Clinic were thrilled with their new soccer ball and mini Welby (who stayed behind Team Mercy #12 in Haiti).

Dr. Ellen Lawson holds Drs. Vladimyr and Merline Roseau's baby daughter, Annie.



A tiny diapering kit fits.

Team Mercy

Thirteen Mercy teams have served in Haiti since the 2010 earthquake. Together with their Haitian colleagues, each team has cared for 600-1,200 patients over five days. With the dream of a new Alpha Omega clinic becoming a reality, Mercy teams look forward to serving wherever and however they are needed. This outreach is funded by gifts to the Catherine McAuley MERCY Foundation.



Dr. Lawson treated this little boy whose face was swollen from protein deficiency.



A cycling cap from Patrick Ende and new flip flops from St. Aloysius led to a big smile.



Haitian children receive lollipops as reward for being good patients.

"Haiti has renewed our passion and brought new life to our service in North Carolina. We are happy to be the hearts, hands, and feet of mercy."

— Ellen Lawson, M.D.

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Children in some of the beautiful pillow case dresses sewn for them by women in NC.



Team Mercy 13 served during Holy Week, March 29–April 4, 2015. They're pictured with Dr. Vladimyr Roseau and the staff of Alpha Omega Clinic as they celebrated the facility's third anniversary. Kneeling are Dr. John Ende (Asheville Radiology), Patrick Ende (Asheville Catholic School infant layette kit coordinator), Dr. Ellen Lawson; fourth team member Glenn Lawson is standing in the doorway in green.



Pat Farley, Kelly Byrne, Paul Gilliam, Lorie Calhoun, Dr. Ellen Lawson, Donna Montgomery were Mercy Team 11 in October 2014.



Paramedic Anna Shook and the children had fun with glitter. Also on Team 12, Jesse Gustafson, Dr. Stan Hamaker, Physician Assistant Father Chris Newcomb, Family Nurse Practitioner Nan Riley, serving in Haiti, February 2015.



Patrick watches as his father, Dr. John Ende, of Asheville Radiology gets a donated ultrasound started up.

The 13th team to Haiti helped celebrate the third anniversary of the rented clinic AND broke ground for a new site. They carried shoes from St. Aloysius, infant layettes and diapers from Asheville Catholic School, and cloth diapering kits sewn by women from the Episcopal Church of the Transfiguration in Bat Cave and *Diapers for Haiti*.



The Episcopal Church of the Transfiguration in Bat Cave teamed with Diapers for Haiti in Fairview to prepare 75 cloth diapering kits.



Evelyn Walz, St. Aloysius Catholic Church in Hickory loaded Sharon Owen's truck with 400 pairs of donated flip flops for Haiti.



Drs. Ellen Lawson and Vladimyr Roseau broke ground on a new Alpha Omega Clinic!

Visit urgentcares.org/Haiti to view the award-winning *Mercy for Haiti* video





Catherine McAuley MERCY Foundation



Catherine McAuley MERCY Foundation is a 501(c)3 not-for-profit, providing the financial resources for Sisters of Mercy Services' important work through fundraising. The Foundation helps purchase medical equipment for Sisters of Mercy Urgent Care facilities and supports international medical missions. In the past year, donations to the Foundation have enabled three medical teams to serve in Haiti, and the distribution of sustainable cloth diapering kits in Haiti and Nicaragua.

Photo above: Welby rests on a statue of Catherine McAuley at the Dublin, Ireland birthplace of the Sisters of Mercy.

Mercy Golf Classic

The annual Mercy Golf Classic fundraiser presented by Advanced Data and Network Solutions, Altamont Capital Management, Capital Directions, CarePartners Foundation, Clean Environments, and Brown Properties-Mike Zboyovsky, II is held the last Friday in September. Chris Young, Matt Mores, Donna Montgomery, Tim Johnston, Sharon Owen, and John Ellis serve on the Golf Committee and are joined by amazing volunteers.



Sister Maria Goretti celebrates with the 2014 champions, representing Advanced Data and Network Solutions—Coley Sellers, David Rhew, Shane Payne, and Brian Griffin.



Capital Directions team—Erin and Greg Mosher, Stefan Magura, and Greg Mayo—won first low net.



Playing on the Sisters of Mercy Urgent Care team were Donna Montgomery, Charles and Sheila Pertiller, and Susan Van Ness.



John Cahill, Frank Caffrey, Matt Mores, and Buster Brown made up half of the presenting sponsor Brown Properties—Mike Zboyovsky II Team.



Representing CarePartners Foundation were Dr. Lary Schulhof, Dewey Andrew, Alan Kruger, and John Ruhl.



Tim Johnston (in green shirt) was joined by Dr. Denny Martin, Jeff Gould, and Jim Christian.

Volunteers help make the event a success!

Right: Event photographers were Linda and Leslie Soesbee.

Far right: Dr. Ellen Lawson, Corie Bell, Leah Singleton, and Celia Caldwell were among those who volunteered.



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“By courageous, contagious concern for the spiritual and temporal welfare of the poor, the sick, and the ignorant, [Catherine McAuley] broke through the impossibilities of her time. She animated many to walk with her. She animated others at centres of wealth, power and influence to share in her heroic efforts. She connected the rich to the poor, the healthy to the sick, the educated and skilled to the uninstructed, the influential to those of no consequence, the powerful to the weak, to do the work of God on earth.”

—Joanna Regan, RSM, in her book, *Tender Courage, A Brief Sketch of the First Sister of Mercy*



Sister Maria Goretti shows Lucy Stella and daughter Linda the Mercy Garden brick honoring late golfer Ben Stella.

The Mercy Garden

The garden was created by Willem Tax as his Eagle Scout project in memory of Dr. William Callison, a beloved physician who served on the Board of Directors for Sisters of Mercy Services and as Chairman of the Quality Improvement Committee. Bricks are available for a \$100 donation to the Catherine McAuley MERCY Foundation in memory or in honor of a loved one.

Facilities Manager Richard Bellflower has created a safer path to the Emmanuel Lutheran School property used by staff for overflow parking. The neighborhood uses the path, also, to access the school's walking trail. Pedestrians are now able to avoid busy Patton Avenue. Pictured here, Richard with Director of Human Resources Belinda Odom.



Bike for Life for Haiti

Foundation Board Member Buster Brown started the Bike for Life in 2012 by cycling across the country to raise money for charities. In the past two years, Buster was joined by Mercy CEO Tim Johnston and others who cycled 500 miles across North Carolina. Proceeds raised by Team Mercy have supported the Alpha Omega medical mission in Haiti.



Buster Brown, Father John Schneider, Mercy CEO Tim Johnston, and Arts For Life Executive Director Rachel Zink set off September 28, 2014 on the 2014 Bike for Life. They were joined by Karen Brown for the last half of the ride. The 500-mile course ran through Sparta, Mt. Airy, Reidsville, Oxford, Roanoke Rapids, Edenton, Manteo, and finished in Hatteras Village on Saturday, October 4, 2014.

The Foundation relies on contributions and investments as its major sources of income. Donations are gratefully accepted via cash, check, and major credit card. You may give securely online at www.urgentcares.org/mercy or mail your gift (payable to CMMF) to P.O. Box 16367, Asheville NC 28816.

This sandcasting was in a former convent and given to Sisters of Mercy. It was a model of the artist's work—part of a huge wall mural for St. Joseph's Hospital. It is now displayed in the lower lobby at Urgent Care West.



“Suffering finds all of us, someday. ... By faith we may then find the suffering Christ, suffering not for himself, but for us.”

—Father Bob Pearson, artist



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Benefits to the Community

“Mercy is more than charity—for it not only bestows benefits, but it receives and pardons again and again...”

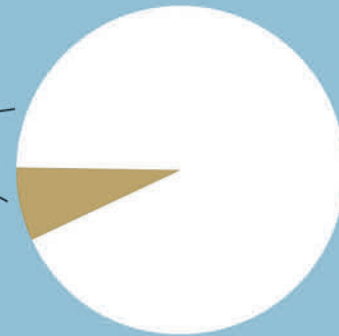
—Catherine McAuley

- Jobs: 83
- Salaries and benefits paid: \$4,823,537
- Active, board-certified physicians: 8
- Patient visits: 53,864
- Compassionate/charity care: \$37,800
- Bad debt written off as charity: \$46,313
- Medicaid offset: \$120,606
- Medicare offset: \$143,534
- Total government-sponsored healthcare support: \$264,140
- Total annual community benefit: \$348,253
- Projected savings from emergency room avoidance: \$13,170,437
(*\$1,384,676 self-pay, \$11,785,761 other patients*)
- Outreach: \$350,689
(*in-kind, medical mission trips, supplies, sponsorships*)

Financials

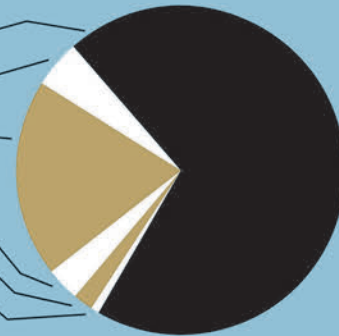
Sources of Funds

Net patient service revenue*	\$7,557,881
Non-operating revenue	577,792



Expenses

Compensation including benefits, employed and contracted	\$4,823,537
Medical supplies	314,061
Other facility costs	1,338,110
Depreciation/Amortization	233,190
Interest expense	136,273
Other operating expenses	50,579



FYE September 30, 2014 Audited *adjusts for bad debt and uncollectible discounts

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\$100-\$100,000

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Golf

benefitting area of greatest need
Advanced Data and Network Solutions
by Brian Scheewe
Adventure Center Zipline and Rafting
Aflac by Susan Russell
Altamont Capital Management
by James Plaster
Asheville Radiology-MRI-Imaging Center
by John Brazil
ASPYRA by Joy Wallace
Branch Banking & Trust by Mike Bohan
Broadmoor Golf Course
Buster Brown
Brown Properties-Mike Zboyovski, II
CarePartners Foundation
by Scott Buchanan
Capital Directions by Dennis Covington
Jim Christian
Clean Environments by Chris & Nina Young
Coca Cola
Crowne Plaza by Dennis Hulsing
Daughtery's
John Ellis
Etowah Valley Country Club
FastSigns
Jeff Gould
Linda Hawthorne
in memory of Ben Stella
Horse Shoe Kennels
by Ernest & Jeri Peterson
Human Resource Solutions
by Greg Mayo
Insurance Service of Asheville
by Jimbo Stickney
Tim Johnston
Kenmure Country Club
McGuire Wood & Bissette
by John Fleming
McKesson by Brian Davis
Medstream Anesthesia Solutions
Ken Michalove
Donna Montgomery
Matt Mores
Mountain Valley Spring Water
Mount Mitchell Golf Course
Omni Grove Park Inn
Charles & Sheila Pertiller
Quest Diagnostics
Reems Creek Golf
Kimberly Bellflower Spell
Lucy Stella in memory of Ben Stella
Susan Van Ness
Wesley Washel
John Wilson

Haiti

Christian Alderson
Allied Medical Supply Forks of Ivy
by Anthony Minnuto & Jerry Quinn
Altamont Capital Management
by James Plaster
Asheville Catholic School
Buster & Karen Brown
Bullington Associates by David Bullington
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Father Pat Cahill
Lorie Calhoun
Mike & Liz Calloway
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Ralph Eckoff
Episcopal Church of Transfiguration
by Bare Necessities Team
John Ende, MD
Patrick Ende
Pat Farley
Cheryl Fore
Michael Frisch
Paul Gilliam
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The Catherine McAuley MERCY Foundation gratefully accepts donations via cash, check, and credit card. Give securely online at urgentcares.org/mercy or mail your gift (payable to CMMF) to P.O. Box 16367, Asheville NC 28816.

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Sisters of Mercy Services Board of Directors



Back row: Dr. Ken Ellington, Melissa Bell Hill, President & CEO Timothy C. Johnston, Treasurer John Graeter, Executive Committee Member Jim Christian, Compliance Officer/Secretary Belinda Odom (attende), Assistant Treasurer Leah Singleton (attende) **Middle row:** Dr. Ellen Lawson (attende), Sister Jill Weber, Dr. Ron Gollberg, Sister Rosalind Picôt (attende) **Seated:** Sister Maria Goretti (attende), Immediate Past Chair Jeff Gould, 2015 Chair Bob Phillips **Inset:** Sister Jerome Spradley, Audit Committee Chair Walter St. G. Gladding

Thanks, Jeff!



We are grateful to Jeffrey A. Gould, CPA for his service as a member and as Chairman of the Sisters of Mercy Services Corporation Board of Trustees from 1988 through 2014. Jeff also generously led or served on the Executive, Finance, and Investment Committees and the Boards of St. Joseph's Hospital and St. Joseph's Health Services, utilizing his acumen and expertise as a CPA and business leader. We are pleased to honor Jeff's commitment to the values and the mission of the Sisters of Mercy, and his valuable service to the Board and to the people of Western North Carolina. Jeff continues his service to the organization through participation on the Finance Committee.

Catherine McAuley MERCY Foundation Board of Directors



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In the News!

Business North Carolina names Sisters of Mercy Urgent Care one of 2015's

BEST EMPLOYERS IN NORTH CAROLINA



Sisters of Mercy Urgent Care

Workers have a passion for giving back



Sisters of Mercy Urgent Care's Dr. Ellen Lawson on a medical mission to the Philippines, one of many volunteer opportunities the company provides for its employees.

Each year, not-for-profit Sisters of Mercy Urgent Care treats more than 50,000 patients, providing compassionate care of non-life-threatening illnesses and injuries at a fraction of the time and cost of the ER. We're conveniently located in Buncombe and Transylvania counties, with the Asheville locations open 7 days a week. We also care for the employees of more than 70% of businesses in Buncombe County through walk-in clinics and on-site services.

Our staff's passion for giving back includes volunteer projects at home and abroad, covering places such as the Philippines and, since the 2010 earthquake, Haiti, where we send regular medical teams that treat 4,000 people annually. Since our

work began in Haiti, employee engagement and financial performance has dramatically improved. Dr. Ellen Lawson said that "Haiti has renewed our passion and brought new life to our service in North Carolina. We are happy to be the hearts, hands and feet of mercy." Our values of sacredness of life, human dignity, mercy, justice, service and excellence also guide our employment practices. It's all part of a mission to draw the best talent possible and provide unmatched care to each of the more than 1 million patients we've served over the years.



Supported by the Catherine McAuley MERCY Foundation



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Sisters of Mercy Urgent Care was named one of the 2015 Best Employers in North Carolina in a special issue of *Business North Carolina* magazine. Companies from across the state entered the two-part survey and awards program to honor the best places of employment in North Carolina, each of which benefits the state's economy, workforce, and businesses. The first part of the selection process evaluated each company's workplace policies, practices, philosophy, systems, and demographics for 25 percent of the total. Employees participated in a survey on their experiences in the workplaces to provide the other 75 percent.

"We're tremendously honored to be chosen among this list of companies that excel in their employment practices as well as their business acumen," said Tim Johnston, CEO. "This publication highlighted the regular off-site team-building opportunities we offer employees, as well as our focus on volunteering both in Western North Carolina and abroad in places such as Haiti. We feel that these initiatives make us a stronger organization, which in turn allows us to better serve our patients."



Belinda Odom, Director of Human Resources, proudly models a celebratory T-shirt. Thanks, Belinda!

Also in the News

Our 2014 Annual Report to the Community was honored with a Silver Award by the 32nd National Healthcare Advertising Awards—besting all other NC healthcare organizations!

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Giving Back to the Community

We are grateful for your continued faithfulness to mercy, which gives us the opportunity to give back to wonderful Western North Carolina as the Sisters of Mercy have been doing for 115 years. In the last year, Sisters of Mercy Urgent Care staff participated in the March of Dimes walk for babies for the 35th year, and in the United Way Campaign, spent a morning sprucing up the grounds of North Buncombe High School on our annual Day of Caring, and served on the Asheville Area Chamber of Commerce Total Resource Campaign for a 13th year.



Ellen Lawson, MD is pictured with Scottish med students from the University of Glasgow UK—Drs. Craig Johnstone and Neil Ramsay—and Donna Murray Lacey, Clinical Director of Physician Studies for Lenoir-Rhyne University. SOMUC works with universities to provide rich clinical experiences.



Congratulations, Sharon!

The Asheville Area Chamber of Commerce 2015 Leadership Award recipients included Volunteer of the Year—our own Sharon Owen, second from right. We are very proud of Sharon, who gives of her time and talents, far beyond the call of duty, in serving others. You can catch a glimpse of this remarkable woman, whose sincerity and bright spirit inspire all around her: youtube.com/watch?v=CvBMSpBPCOG



Our 2015 March of Dimes team raised more than \$2,700
 Back row: Ashley Rogers and sons, Kelly Byrne and daughter, Toya Ruffin, Danielle Snider, Lindsey Moore, Corie Bell.
 Front row: Sharon Owen, Tiara Mills, and Sister Maria Goretti.



Left: At the 2015 Chamber Challenge, mini Welby poses with Bruce Gilpin, Sharon Owen, Karen Weinberg, Tim Johnston, Celia Liming, Cougan Taylor, Delaney Taylor, Jesse Gustafson, and Corie Bell.



Catholic Charities Regional Director Justin Reilly greets Tim Johnston at a charity event.

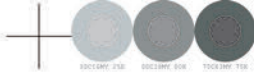


Our 2014 Day of Caring team assisted with landscaping at North Buncombe High School.
Standing: Linda Soesbee, Barbara Chambers, Marcia Britt, Joanna Muzykowski, Celia Caldwell, Welby, Cheryl Fore, Sister Maria Goretti, Tim Johnston. **Kneeling:** Julie Barr, Charlotte Martin, Leah Singleton, Ashley Rogers, Sharon Owen, Tiara Mills, Corie Bell, and Lindsey Moore.



Sisters of Mercy Urgent Care proudly sponsored MathCOUNTS. Pictured here, the Asheville Middle School team.

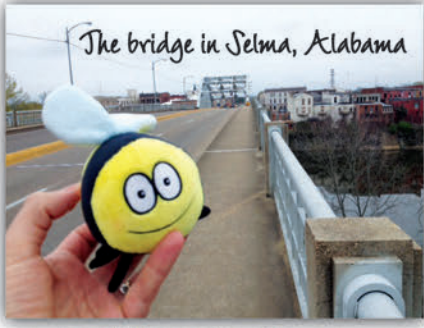




Easter on the Green, Asheville



Hilton Head with Walt Gladding



The bridge in Selma, Alabama



San Antonio

Hockey



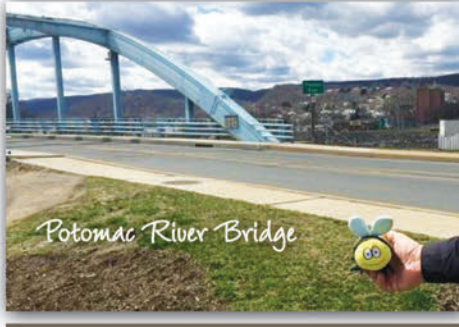
Dublin, Ireland



Maryland Train Station



To London to visit the Queen



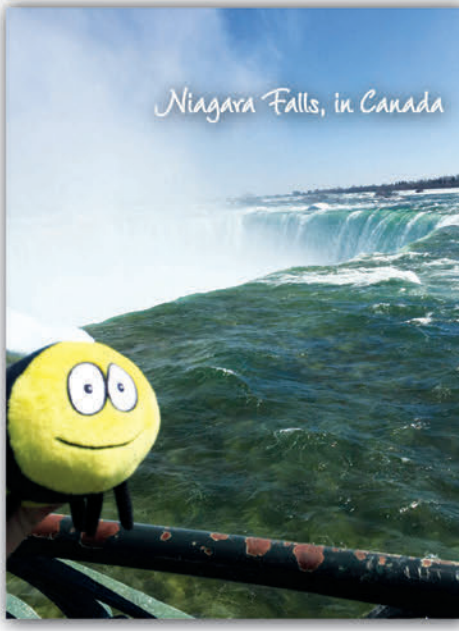
Potomac River Bridge

Where's Welby?
Welby encourages everyone to "bee" healthy, appearing at Asheville Tourists home games and many other events around town. A mini version of Welby has been spotted all over the USA, in South Africa, and at the birthplace of the Sisters of Mercy in Dublin, Ireland!



AMA
AMERICAN MEDICAL ASSOCIATION

Chicago

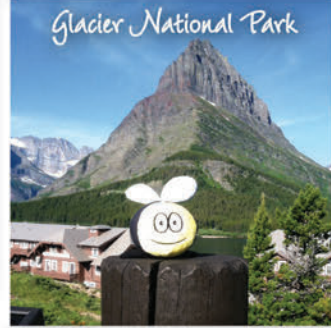


Niagara Falls, in Canada



Steve Burchette

Nice Kitty!



Glacier National Park



Shhh...

with Hope Chambers



Pennsylvania State Trooper



with Hallie Banish in South Africa

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