



Our name, our calling

2022 Report to the Community

Mercy Urgent Care
Catherine McAuley MERCY Foundation

Who We Are

Before
Beaucatcher
had a tunnel,
before Wolfe
wrote a word,
before Grove
built an inn...



Asheville had
Mercy.

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.



SACREDNESS
OF LIFE



HUMAN
DIGNITY



MERCY



JUSTICE



SERVICE



EXCELLENCE

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, nonprofit 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.

Leading Mercy into the next 122 years

On July 1, 2021, Rachel Sossoman became President and CEO of Mercy Urgent Care and the Catherine McAuley Mercy Foundation. Rachel has been with Mercy since 2015 as Director of Human Resources and as Chief Administrative Officer. Rachel and the Leadership Team have continued to build upon the legacy of leadership instilled by previous CEO Tim Johnston. Much like the foundress of the Sisters of Mercy, Catherine McAuley - who in 1831 sought to meet the needs of the times in Dublin, Ireland - local, independent Mercy Urgent Care continued to adapt during the pandemic by providing COVID testing, treatments, and telemedicine to meet community needs. Mercy Occupational Medicine also began offering 24/7 drug screenings and breath alcohol testing to our Western North Carolina businesses.



Boards of Directors and Leadership



Tim Johnston
retired in 2021
after 27 years of
service with the Sisters of Mercy.



Buster Brown,
founder of the
Bike for Life
benefit ride, served in Haiti, on the
Investment Committee, & as Secretary of
the CMMF Board from 2009-2021.

Awards

Just Economics: Certified Living
Wage Employer

Healthcare Advertising Awards:

- Gold for 2021 Annual Report
- Merit for 120 Years of Mercy
in the Mountains TV Ad

Asheville Chamber President's
Award: Given to Sharon Owen
Haywood Chamber Business of
the Month

Mercy Urgent Care

John Fleming, Chair

Melissa Bell Hill, Treasurer

Sister Lillian Jordan RSM

Gregory E. Mayo

Robert A. Phillips, Vice Chair

J. Robert Scully, DDS, Quality Improvement Committee Chair

Rachel Sossoman, President & CEO

Charles P. Thompson

Sister Jill Weber RSM, Focus on Haiti

Committee Service

Raymond Fonseca, DMD, Quality Improvement Committee

Jeff Gould, Finance Committee

Catherine McAuley Mercy Foundation Board of Directors

Bridget Eckerd

John N. Fleming, Vice Chair

Melissa Bell Hill, Treasurer

Robert A. Phillips, Chair

Sister Larretta Rivera-Williams RSM

J. Robert Scully, DDS

Rachel Sossoman, President & CEO

Sister Peggy Verstege RSM

Mercy Urgent Care Leadership Team

Grace Barnwell, Director of Occupational Medicine

Barbara Dillie, Director of Human Resources

Dr. Beth McCarty, MD, Medical Director

Jon Medin, Business Development Manager

Sharon Owen, Executive Assistant and Fundraising Coordinator

John Pearson, Director of Finance and Information Systems

Rachel Sossoman, President and CEO

Aaron Styles, Director of Operations

Advisor

Sister Peggy Verstege RSM, Mission Effectiveness

Partners in Mercy



2022 golf tournament champions, **Unifirst**

Perpetuating Mercy in WNC through their gifts

The Sisters of Mercy and the Board
of Directors of Mercy Ministry
Corporation

Advanced Data and Network
Solutions

Altamont Capital Management
Anonymous

Blue Ridge Imaging Technologies

Brian Davis and McKesson

Richard and Bridget Eckerd

First Citizens Bank

H. Michael Frisch

Inform Systems

Insurance Service of Asheville

Tim Johnston

McGriff

Parsec Financial

Bob and Darlene Phillips

Jodie and Mike Razdrh

Rachel and Mark Sossoman

Charles Thompson

Unifirst

WNC Bridge Foundation

For Mercy Urgent Care Brevard

Veronica Peterman

Gifts in memory of Ruth Hughes
Kline

*For MercyMindful Transylvania
County*

Jim Granger

Thank You

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

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

Yes!

 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.



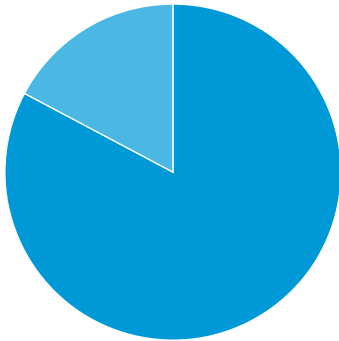
CLOCKWISE FROM TOP LEFT:
Business Services Farewell for Sara Williams and Charlotte Martin Standing: DeAndra Robinson, Stephanie Gordon, Anna Trotter, Denise Ridings, Sara, Melissa Roberts, Charlotte, Loretta Davis, Linda Soesbee, Teresa Chason, Marcia Britt. Seated: Leah Singleton and Celia Caldwell; **thankful for our wonderful providers; Team Mercy at the 2022 Chamber Challenge 5K**, back row: Dr. Bart Steen, Lorie Calhoun, Rachel Sossoman, Liz Flores and her adorable sons, Missy Parris, Keely Knopp, Corie Bell, Sharon Owen, Erica Montano, Andrea Alvarado. Front row: Paige Arnold, Melissa Bugarin Celina Delgadillo, Katia Martin-Torres, Ana Jimenez; **Staff Appreciation Event with Mascot Welby;** **Lorie Calhoun, LPN** celebrated 30 years of service; **Lights for Haiti** Drs. Roseau with Dr. Ellen Lawson and new operating room light in Haiti



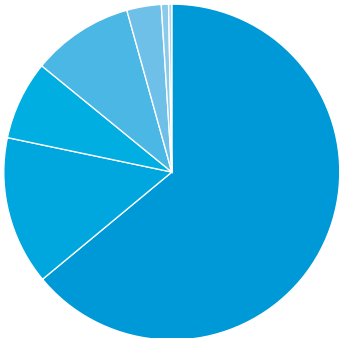
Financials

Fiscal Year 20-21

Sources of Funds



Expenses



Benefits to the Community

Jobs	110
Salaries and Benefits Paid	\$6,556,400
Board-Certified Physicians	4
Patient Visits	73,057
Compassionate/Charity Care	\$80,696
Patient Debt Written Off as Charity	\$71,751
Medicaid Support	\$73,070
Medicare/Tricare Support	\$45,061
Education	\$80,326
TOTAL Annual Community Benefit	\$350,904

Projected Savings from Emergency Room Avoidance \$21,246,468

Outreach: (Haiti, ABCCM Medical Clinic, Council on Aging) \$38,367

Sources of Funds

Net patient service revenue	\$10,084,045 *
Non-operating revenue	\$2,101,031

Expenses

Compensation, incl. Benefits, employed or contracted	\$6,556,400
Medical Supplies	\$1,466,166
Technology & Other Professional Services	\$780,022
Other Facility Costs	\$1,002,697
Depreciation & Amortization	\$339,571
Interest Expense	\$71,029
Other Operating Expenses	\$31,695

FYE September 2021 Audited

*Adjusted for patient debt and uncollectible discounts



1

West Asheville
1201 Patton Ave.
828.252.4878



2

East Asheville
1272 Tunnel Rd.
828.210.8325



3

South Asheville
1833 Hendersonville Rd.
828.274.1462



4

Weaverville
61 Weaver Blvd.
828.645.5088



5

Brevard
22 Trust Ln.
828.883.2600



6

Burnsville
41 Charlie Brown Rd.
828.536.5575



7

Foothills
140 W. Mills St. Columbus
828.802.1011



8

Waynesville
120 Frazier St. Suite 6
828.210.8333



MERCY  **URGENT CARE**

mercyurgentcare.org | 828.210.2121