

Who We Are

Mission

We exist to proclaim Jesus Christ as Lord and to demonstrate His love by providing affordable, quality healthcare for the physical, spiritual, and emotional needs of the underserved.

Vision

In response to God's grace, we desire to be a part of the redemptive work of Christ to the economically, socially, and spiritually impoverished communities of Columbus, Georgia... Through healthcare, we work hand-in-hand with existing ministries, as well as help create new ministries when necessary, to bring Christ to the poor, crippled, blind, and lame. As a community of Believers, we envision and earnestly long for the heart of Christ to be developed in us so that we might truly love our neighbor and redeem lives in the communities in and around Columbus, Georgia. All that we do is for the glory of God.

Values



WE OPERATE AS A FAMILY.



WE FACILITATE TRUST WITH OUR PATIENTS.



WE PROVIDE ACCESS TO QUALITY HEALTHCARE.



HEALTHCARE

WE BELIEVE IN ADVOCACY— ON BEHALF OF OUR PATIENTS AND COMMUNITY.



WE PRACTICE **INNOVATION**— FINDING NEW WAYS TO MEET NEEDS, BOTH BIG AND SMALL.



A Word from the Doc

2020 was a year like no other. It's hard even to write about.

There is so much more work to do, many more obstacles to overcome. Nothing made this clearer in my mind than the patient I saw today. He is in his early fifties. He is dying. I think it's cancer. He is homeless. We have tried so hard to get medical treatment set up for him. Because of systemic obstacles, coupled with personal obstacles, caring for him has been extremely difficult. It took some time, but we found hospitals and doctors willing to help—but, it's hard to even find him since he doesn't have a phone or consistent location. My nurse has tirelessly devoted hours of her time to his case over the last few months. After jumping so many hurdles for him, he laid in my exam room today frail, short of breath, and in serious pain. My nurse and I looked at each other and realized it was time to call hospice.

Our patients face a multitude of issues; individuals needlessly get sick and die because of them. We don't have all the answers. We're unsure of how to tackle every obstacle. But we're committed to breaking down whatever barriers we need to in order to provide quality care for all. We believe that every person deserves this. Every person is worth fighting for. So we're seeking God, remembering how far He's carried us and the magnitude of what He's already done (Deuteronomy 8), and trusting that He will guide us as we continue to break down these barriers. We will never forget the Lord's provision in 2020, and we're honored to continue serving in the coming years. Thank you for helping us make a difference in the lives of our patients.

What We Do

Services

- 1. Primary Care
- 2. Physical Therapy
- 3. MercyMed Farm
- 4. Dietitian
- 5. Counseling
- 6. Dentistry
- 7. Vision
- 8. Orthopedics
- 9. Cardiology
- 10. Gynecology
- 11. Psychiatry
- 12. Imaging









Community Needs + MercyMed Impact



14%
of Muscogee County
residents are uninsured

PATIENT POPULATION:



42.2% underinsured (Medicaid/Medicare)

15.6% private/other

The majority (67.7%) of our patients live in Muscogee County, with a large concentration residing near MercyMed offices. The magnitude of the health crisis in MercyMed's service area is significant with 1 in 5 residents living in poverty and 14% being uninsured (U.S. Census Bureau, 2019). As a result of high poverty rates and lack of health insurance, all 11 counties served by MercyMed are federally designated as Primary Care Health Professional Shortage Areas (HPSA). The need... it is great, greater than we can bear on our own. MercyMed can't be driven by the need, but we can respond in ways that we are able to do so with excellence, which you'll see throughout these pages.

Year in Review

In a year where everything slowed down... we grew.

In January 2020, everything was normal. We kicked off the year with resolutions, our 8th birthday, and a home workout challenge for our patients. In February, we restructured our team internally, promoting Dr. Joyce Kim to Chief Medical Officer and Brooke Franklin to Office Manager of our 2nd Avenue clinic. Dr. Kim's new position served us well as we

entered into the pandemic in March. We were fearful that the underserved, particularly the homeless, would be hit extremely hard by COVID-19, so we started outpatient COVID testing and created a "bubble" to treat COVID positive patients, working 16-hour days. Our mass COVID testing at Cascade Hills in April led to the development of our

COVID team conducting drivethru testing at MercyMed. Amidst that, our staff grew by 2 nurses, 3 Physician Assistants, more support staff, and a Dietitian plus the start and growth of teams to support growth. Our team tackled every obstacle joyfully, serving in countless ways as we rose to meet the increased demand for primary care.







COVID-19 Response

\$245,000+ COVID-19 RESPONSE DONATIONS

Mass community-wide testing (1,400+ tests over 4 days)

Routine testing in underserved communities including the homeless community

On-site treatment for **175 COVID+ patients**

Delivered free food from the MercyMed Farm to the food insecure hit particularly hard by COVID-19 impacts

Over 10,000 COVID tests total

Led community-wide calls to inform the general public and diminish heightened fear

Established ourselves as leaders in the COVID-19 Response

Partnered with schools, ministries, and other non-profits to provide safety protocols and COVID-19 testing to mitigate the spread of the virus

Implemented telemedicine

Increased staffing to meet evergrowing demand for services

... all while continuing general day-to-day operations + fulfilling our mission.







Wellness

MOVE WELL, EAT WELL, REST WELL, BE WELL.

Offerings

- Physical Therapy
- Dietitian
- Farm + Farmer
- Medically Tailored Meals Program + Fruit & Vegetable Rx Program
- Wellness Classes: Exercise Class and Chair Yoga

Growth this Year

Some of our offerings are new this year— adding almost an acre to the farm, doubling our harvest and allowing us to contribute greatly to the community and to our patients. A huge addition, enabling us to round out patient care, has been our dietitian, Jamie Benefield, RD, who provides consultations and nutrition therapy to patients, particularly those with heart disease, diabetes, hypertension,



or weight loss struggles. Jamie is making significant progress on our medically tailored meal program in partnership with The Food Mill. We're excited for how she will continue to impact our patients' lives through their nutrition and wellness.

All of our wellness offerings allow us to be involved in our patients lives on a deeper level— it's making a visible impact.













Ms. O is a Spanish-speaking, severely uncontrolled diabetic under my care who has been a patient since 2014. Though many efforts have been made through existing services to help control her diabetes, many factors inhibited this: social situations at home causing excessive stress, lack of finances to afford medications, her undocumented status preventing applications for free medicines to be approved, and significant language barriers. She returned for a recent checkup, and though typically her blood sugars run in the 300-400's, I could not believe my eyes! Blood sugar level: 136.

Since her last visit, she had received a 3-month supply of sample medications and most notably, Jamie, our dietician, and Casey, our bilingual wellness manager, had spent two and a half hours with her weeks earlier educating her on diabetes and a proper diet. They patiently used the teach-back method to make sure she understood her goals. After years of uncontrolled diabetes, I cannot express how grateful I am for the MercyMed family to round out Ms. O's care. She even told with me that she's felt her depression and anxiety lifting as her diabetes continues to become better controlled, despite the social stressors in her home that continue. She has a follow-up with our team, and I am hopeful that her health will continue to improve!

Support

The MercyMed Family

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Volunteers

- healthcare personnel 64
- administrative 170

Charitable Funding Sources



- individuals/families 48.2%
- foundations 45.6%
- businesses 4.5%
- churches 1.7%





Clinic Numbers

Patient Care

30,095

PATIENT ENCOUNTERS

20,104

9,954

MercyMed Clinic

COVID-19 testing

including...

2,958 e-visits + **2,654** specialty care visits

\$35.47 average patient payment for uninsured visit

\$83.92 cost to operate per encounter

\$1,636,354.74 **UNCOMPENSATED CARE**

Operational

\$1,046,596.29 total medical services revenue

> \$1,794,854.02 charitable donations

\$2,525,629.38 total operational expenses

> \$315,820.93 surplus







MercyMed of Columbus is a 501(c)3 nonprofit organization.

Donations can be made online or checks payable to MercyMed of Columbus and addressed to 3702 2nd Ave., Columbus, GA 31904.





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