

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.



HEALTHCARE

WE PROVIDE ACCESS TO QUALITY HEALTHCARE.



WE FACILITATE TRUST WITH OUR PATIENTS.



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



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









"Doc, I don't know what it is but I can't walk," a patient told Dr. Scarborough at his appointment. "One day I was chasing my dog in the yard, and the next day I fell in the shower and now I literally can't walk."

Confused and a little in disbelief, Dr. Scarborough set this patient (pictured to the left) up with an appointment with our volunteer orthopedic specialist, Dr. Champ Baker, Ir. and sent him on his way until then.

When Dr. Baker saw this patient, he quickly figured out that the patient had torn not one but *both* of his quadriceps muscles— an extremely rare injury. Occasionally someone will tear one of their quads but to have torn both... this was an intense injury. The patient needed surgery to repair his quads, but he had no insurance and, therefore, no way to afford the surgery and grim hope to recover without it. Dr. Baker wouldn't settle for that being the patient's outcome due to a lack of resources. While the patient waited, Dr. Baker made a call to friends at Hughston Clinic to set up a surgery with Dr. Rob Harris, paid for through Piedmont's Indigent Care Program. The patient left MercyMed with a walker, braces, and a surgery date the following week.

The patient has become a good friend of ours, especially after coming to the clinic on a more regular basis for post-surgery physical therapy to regain his strength. A few weeks ago, he had a primary care appointment with Dr. Scarborough, and to Doc's amazement, he *walked* into the clinic. *Walked* into his exam room. *Walked* to the checkout counter. *Walked* back out to his car.

These are not the only stories happening because of specialty clinics and our volunteer physicians' support. Dr. Champ Baker, Jr. has been an incredible resource to us and to our patients since before the clinic ever started. MercyMed is here in large part because of Champ— who was part of the original team that approached Dr. Scarborough to come start a safety net clinic in Columbus. Since then, we have leaned heavily on Champ through his leadership as a MercyMed board member. Champ's laugh was infectious, one of our all-time favorites, and he filled up a room with his jovial personality and kindness, though his stature surely helped. He unexpectedly passed away on March 18, 2022, a man beloved by our staff and patients. We miss him dearly.

This story is a testament to how devoted Champ was to our patients, medicine, the Columbus community, and serving the Lord.

In Loving Memory of Dr. Champ Baker, Jr.

What We Do

Services

- 1. Primary Care
- 2. Physical Therapy
- 3. MercyMed Farm + Medically Tailored Meal Programs
- 4. Dietitian + Nutrition Therapy
- 5. Counseling
- 6. Dentistry
- 7. Vision
- 8. Orthopedics
- 9. Cardiology
- 10. Gynecology
- 11. Psychiatry
- 12. Imaging
- 13. Wellness Classes









^{*}Speech therapy began in 2022, and plans are in the works to add more services.





Community Needs + MercyMed Impact





14% of Muscogee County

of Muscogee County residents are uninsured *according to U.S. Census Bureau (2021)

2021 PATIENT POPULATION:



21.6% underinsured (Medicaid/Medicare)

24.4% rivate/other

The majority (67.7%) of our patients live in Muscogee County, with a large concentration residing near MercyMed's clinics. 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, 2021). 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). Low incomes and limited health insurance coverage force many in our community to forgo necessary care. The average life expectancy in Muscogee County is four years shorter than Georgia's average and five years shorter than the national average, while the census tracts around our clinics show up to 11 years shorter life expectancy (Robert Wood Johnson Foundation, 2021).

MercyMed is dedicated to addressing the 49% of Muscogee County adults who reported they had problems or delays in accessing the healthcare they need and the 70% of adults with very low incomes who struggled to access care (Piedmont Columbus Regional, 2019). We could not be more dedicated to our mission.

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A Look Inside

The age-adjusted death rate due to diabetes in

Muscogee County is 50% higher than the State

of Georgia's rate, and 22% of Muscogee county

residents report their health as poor or fair.

Take a look inside at our services and some of the ways we're addressing community health issues through them.



MERCYMED FARM

The farm addresses food insecurity and the high amount of patients who struggle to find accessible, affordable produce and those who need healthy foods to manage their illnesses. Discounts for patients and the surrounding community, plus accepting food stamps and EBT, help with affordability.

Many of our patients have dietrelated illnesses but lack understanding on how to manage them. Our dietitian rounds out their care by DIETITIAN providing them the education to manage their condition(s). COVID-19 LAB DENTISTRY SPECIALTY CARE AT 2nd Avenue + Mission Columbus COUNSELING

PATIENT ADVOCACY

WELLNESS CLASSES

Whether patients are struggling with depression/anxiety, marriage issues, overwhelmed by grief or crisis, or other issues, our counselors provide long-term counsel and care to get them ahead and keep them centered on Christ.

To provide patients with access to opportunities for exercise and movement, we offer chair yoga, exercise classes, exercise programs, and diabetes education.

The average age of a MercyMed PT stroke patient is 51, with the youngest age at onset being 29 years old. Early intervention through PT helps stroke patients regain more of their abilities.

PHYSICAL THERAPY

A Word from the Doc

Dr. Grant Scarborough | CEO + Founder

The MercyMed annual report has two purposes. First to share all the work and impact our staff has had on the community around us. I am so proud of the dedication and perseverance of the MercyMed staff— they are truly the hands and feet of Christ. It is amazing for me to watch them love our patients and each other. I remember one story this past year where two staff members drove to a hotel where one of our patients was living to provide physical and emotional support. I hope you are inspired and encouraged by the annual report.

But even more, the purpose is to publicly glorify and thank God. Scripture is clear that our lives and our work do not depend on man, but on God. Psalm 20:7 states,

"Some trust in chariots and some in horses, but we trust in the name of The Lord our God."

During the time of King David, horses and chariots were critical to winning a battle. It gave you a very concrete advantage. Every king wanted them. Yet, David trusted in the Lord above everything else.

As we look back over this last year and turn our eyes toward the year ahead, we desire to be known as people who trust God. People who put our faith in God rather than putting our hope in our own skills and abilities. As we continue to live out the calling of caring for the least of these, we accomplish this by trusting God daily and glorifying Him for His good work being carried out at MercyMed and through us. This report is a declaration of God's faithfulness, and we give Him all glory. It is also our declaration that we trust in Him for the year ahead.

To God be the glory, great things He has done.



Over the Years

$A Look Back \longrightarrow Today$

As we approached our 10th birthday in January 2022, we thought fitting to look back at how far we've come...

2012

1 small location

Only primary care offered

3 staff — doctor, nurse, admin

2021

4 locations across the city

Primary care + 13 other services

43 staff — 3 doctors, 5 mid-level providers, 2 nurses, 1 PT, 3 counselors, farmer, dietitian, Spanish translator, and 25+ administrative and support staff

... and still continually growing to meet the need! Praise God!









COVID-19 Response - 2021

- 7,496 COVID-19 tests conducted
- Partnered with local organizations to provide testing & vaccinations
- Led community-wide calls to inform the general public and educate regarding tests, symptoms, and vaccines
- Participated in COVID-19 research studies



Sandra, one of our Spanish translators, came hurrying back to my desk that sits next to Dr. Kim's.

"Emma, where is Dr. Kim? I just finished this for her and it is very important! If we lose it, we are *lost*!" she exclaimed.

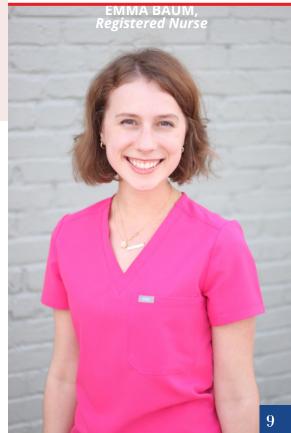
In her hands she held a large pile of paper that appeared to be medical records. Well, indeed it was... in Portuguese! None of us speak Portuguese or have the ability to comprehend in that language. What were we going to do? My questions quickly diminished when Sandra explained that the medical records, in fact, had all been translated to English. Sandra had worked rigorously for an entire month to translate 81 pages of medical records from Portuguese into Spanish and then from Spanish into English—making sure they were done before the patient's first appointment with Dr. Kim so that Dr. Kim would have her necessary medical history. Next to each line on the patient's records, Sandra had neatly handwritten the English translation.

The great relief MercyMed provided this patient, and her husband, can only accurately be communicated through the patient's tone when telling Sandra that *she was the only person they could find to translate the medical records sent from Brazil*. What an amazing picture of **advocacy**.

This patient desperately needed physical therapy due to her history of immobility related to her diagnosis of transverse myelopathy syndrome, which is inflammation of the spinal cord. Thanks to Sandra's tireless work advocating for her by painstakingly hand-translating her medical records, Dr. Kim was able to see her and to provide the thorough medical care needed, which included a detailed referral to our physical therapist.

When I think of this situation and patient, it always paints a beautiful picture of how our team works together to provide the highest form of **quality healthcare** to our patients. It's also a story that I think of often as a prime example of showing Christ's love through advocacy, reminding me of Jesus— our advocate.





Support

The MercyMed Family

Board of Trustees

<u>Chairman of the Board</u> <u>Trustees</u>

Bob Gilson Champ Baker, Jr., M.D.

Vice Chair John Gay, Jr. Scott Hill

Justin Krieg Ramona Loudermilk

<u>Treasurer</u> Isa Meeks

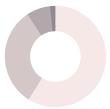
Teddie Ussery Rev. Derrick Shields
Carrie Strickland
Secretary Sally Walden

James Brooks, Jr., M.D. Larry Young

Volunteers

- healthcare personnel 49
- non-medical personnel 202

Charitable Funding Sources



- individuals/families 58.9%
- foundations/grants 31.8%
- businesses 7.6%
- churches 1.7%





Clinic Numbers

Patient Care

31,176

PATIENT ENCOUNTERS

23,525

7,651

MercyMed Clinic

COVID-19 services

including...

19,878 primary care visits

1,965 wellness & 1,682 specialty care visits

\$35.52 average patient payment for uninsured visit

\$89.36 cost to operate per encounter

\$2,072,710.21 FREE CARE PROVIDED

) perational

\$1,391,079.17 total medical services revenue

> \$3,399,176.35 charitable donations

\$2,785,856.19 total operational expenses

Surplus from 2021 was invested in multiple property acquisitions for MercyMed's upcoming expansion and the addition of more services for greater impact. God is good!



operational expenses directly toward patient care





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.

Questions about our annual report or interested in learning more about our ministry? Contact billy@mercymedcolumbus.com.





mercymedcolumbus.com @mercymedcolumbus