



FISCAL YEAR 2025

(JULY 1, 2024 - JUNE 30, 2025)

Community Impact Report



OUR MISSION

We, MercyOne, serve together in the spirit of the Gospel as a compassionate and transforming healing presence within our communities.

OUR CORE VALUES

Reverence

Commitment to Those Experiencing Poverty

Safety

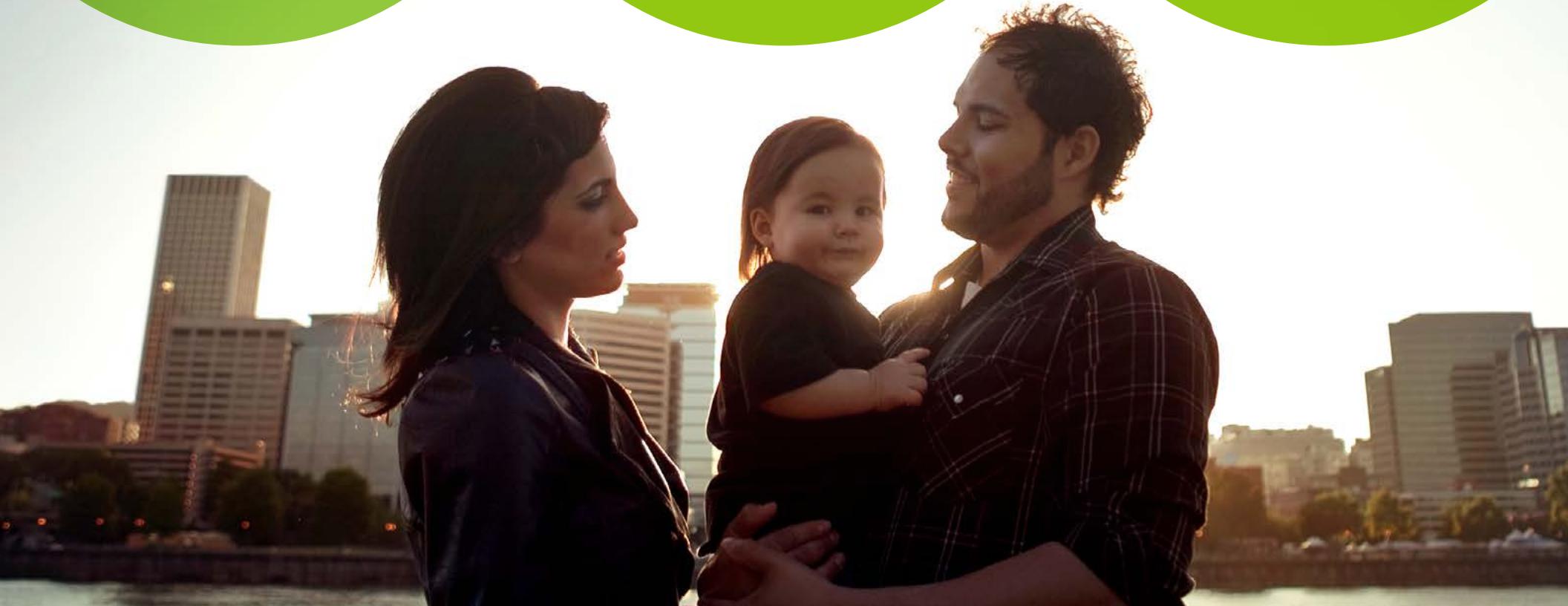
Justice

Stewardship

Integrity

OUR VISION

As a mission-driven innovative health organization, we will become the national leader in improving the health of our communities and each person we serve. We will be the most trusted health partner for life.



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OUR COMMITMENTS

At MercyOne, our Mission to serve with compassion and excellence continues to guide everything we do. More than 135 years ago, our ministry was founded by the Sisters of Mercy. Since then, we have remained steadfast in our commitment to improving the health and well-being of the communities we serve while also helping those we serve have their best life.

Today, with over 20,000 colleagues across more than 270 care locations, our reach and impact continue to grow.

Our Community Health and Well-Being division plays a vital role in making this a reality. Through strategic partnerships and innovative programs, we address the social influencers of health and reduce disparities in care. In 2025 alone, MercyOne contributed more than \$357 million in community support — a true testament to our values in action.

We are proud to provide our Fiscal Year 2025 (FY25) Community Impact Report showcasing how our colleagues and physicians live out our Core Values every day through initiatives that:

- Expand access to care
- Support mental health and substance use recovery
- Assist individuals facing homelessness, food and medication insecurity, and transportation barriers
- Advance racial equity and inclusion
- Support community-based organizations
- Grow the health care workforce

We are so very thankful to our physicians and colleagues who carry forward the legacy of the Sisters of Mercy. Their dedication ensures every person, regardless of age, background, or circumstance, receives the care they need, when and where they need it.

On behalf of MercyOne, thank you to our community partners for your continued collaboration. Together, we are building a healthier, more equitable future for all.

It is a privilege to serve in this sacred ministry of Mercy.



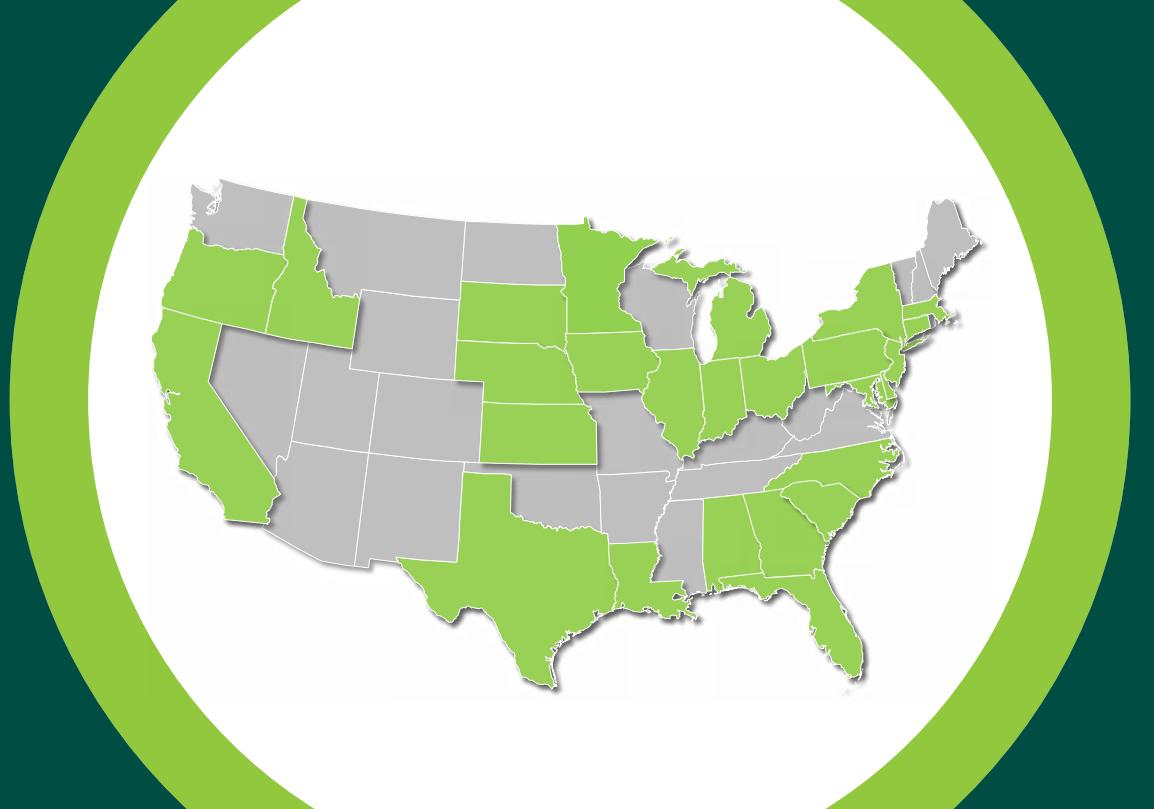
Robert Ritz
MercyOne
President/CEO



Emily Berman
Executive Director,
Community Health
& Well-Being

MERCYONE IS A MEMBER OF
TRINITY HEALTH
**ONE OF THE LARGEST
CATHOLIC HEALTH SYSTEMS
IN THE NATION**

Trinity Health is based in Livonia, Mich.



25 States



1.1M* Attributed Lives*



\$2.9B in Community Impact**



162 Community Health Workers



92 Hospitals*



12 Clinically Integrated Networks



41 Safety Net Health Centers

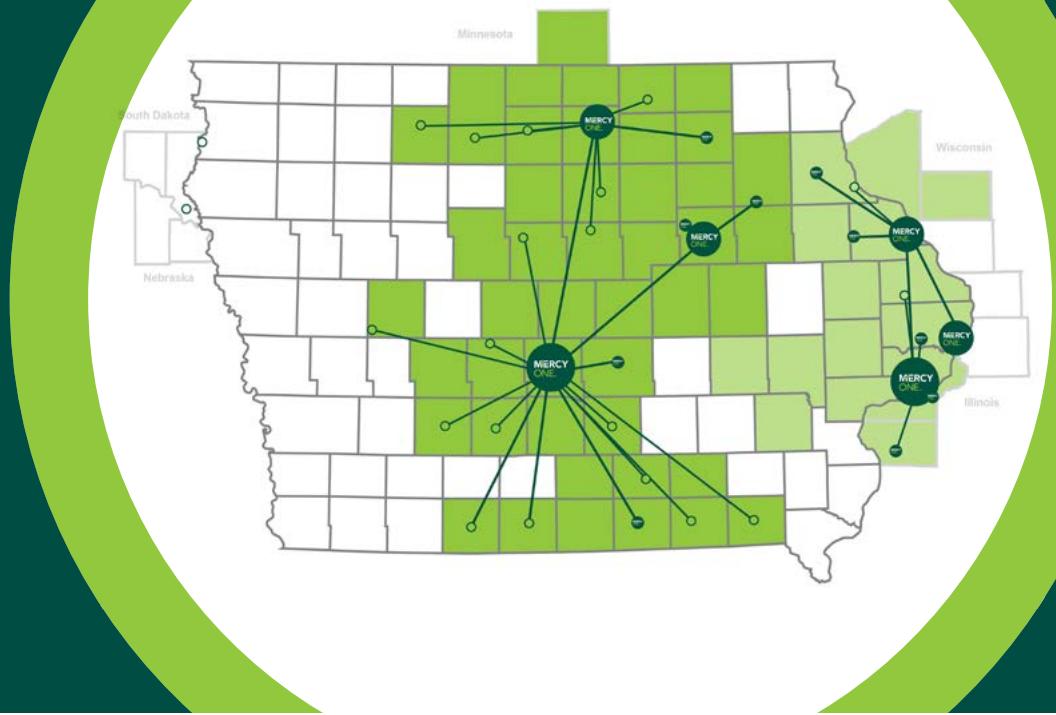


12 Diabetes Prevention Programs

*Owned, managed or in JOAs or JVs. **including \$1.4B in IRS-defined Community Benefit

MERCYONE

AT A GLANCE



20,000+ Colleagues



40 Hospitals*



270+ Care locations



300,000+ Attributed Lives*



3.9 Million+ Patient visits



314,000+ Emergency visits



77,200+ Inpatient discharges



5,900+ Newborns delivered annually

*Owned, managed or in JOAs or JVs.



Community Impact

Our Community Impact includes our investments in serving patients experiencing poverty and in communities that have been, and continue to be, disinvested.



MercyOne recognizes that achieving improvements in health outcomes (individually or as a community) is not possible until the conditions in the communities we serve are safe and all community members have access to high-quality education, health care, affordable food and housing. This is why MercyOne prioritizes integrating clinical and social care and investing in the social influencers of health.

Our goal is to achieve health equity. This requires intentional and continual practice of changing policies, practices, systems, and structures by prioritizing measurable change in the communities we serve.

MercyOne is committed to applying an equity lens to our interventions and decision making to ensure we are not perpetuating harm but rather promoting health and healing.

Our Community Impact

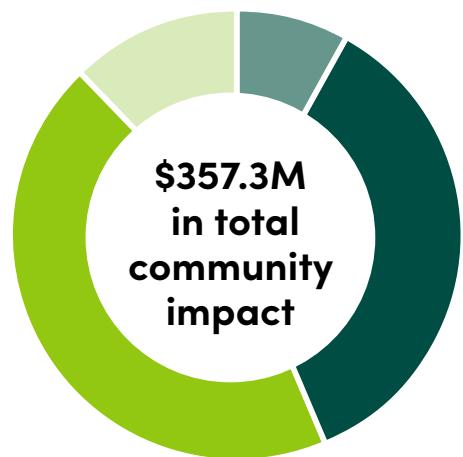
is more than Community Benefit

MercyOne measures Community Impact to bring awareness of our financial investments in the communities we serve and is committed to ensuring we comprehensively report all the IRS-defined Community Benefit happening across our system.

Our ultimate goal in sharing our Community Impact is to fully demonstrate the services and supports we provide in the communities we serve – focusing on impacting people experiencing poverty – through our financial investments.

In Fiscal Year 2025, MercyOne invested \$357.3M in Community Impact, including \$156.6M in IRS-defined Community Benefit.

In Fiscal Year 2025, MercyOne invested \$357.3M in Community Impact.



\$156.6M in Community Benefit

\$28.8M Financial Assistance at Cost

\$127.8M Community Benefit Programs

\$200.7M in Community Impact Activities

\$157.1M Unpaid Cost of Medicare

\$43.6M Workforce development, social impact, local purchasing, capital investments and other health and well-being investments



FINANCIAL ASSISTANCE

Our Financial Assistance program supports patients with incomes up to 200% (full assistance) to 400% (partial assistance) of the Federal Poverty Level to receive both routine and emergency care.

In FY25, MercyOne provided:

\$28.8 million in financial assistance

14,560 patients benefited



Find more information on financial assistance offered for patients at MercyOne.org/financial-assistance



Investing in our Community

Community Health Needs Assessment and Implementation Strategy Update

Furthering our commitment to achieving racial equity — we are committed to authentically engaging with our community members, organizations and leaders. Every three years, each of our hospitals conduct a Community Health Needs Assessment (CHNA) which identifies community assets, needs and the current state of health and social well-being of a community. The process requires input, from those who live in the community, on both identifying and prioritizing the needs that will be addressed in the three-year Implementation Strategy. Our process applies a racial equity lens in addressing the identified needs in order to advance health equity.

Together, the CHNA and Implementation Strategies foster collective action for the equitable allocation of resources from the hospital and other community sources, directed toward needs being addressed and for those most impacted.

FOCUS ON NEEDS

MercyOne hospitals are focused on addressing the below needs:

- **Mental Health**
- **Substance Misuse**
- **Infant and Maternal Health**
- **Social Determinants of Health and Economic Stability** including access to healthy food, housing, transportation, health care and childcare
- **Chronic Diseases** including heart disease, stroke and diabetes.



Integrating social and clinical care



Connecting people to resources

Community Health Workers (CHW) serve as liaisons between health/social services and the community to address patients' social needs and mitigate barriers to health. CHWs are trusted members of the community and work closely with patients by assessing their social needs, home environment and other social risk factors and ultimately connecting patients — and their families — to services within the community.

MercyOne employs 18 CHWs as part of our care teams. Our CHWs have all completed a 40+ hour foundational training, along with mental health first aid, motivational interviewing training and continuing education through our national CHWs affinity group.

MercyOne CHWs partnered with more than 5,000 patients in FY25 to address health related social needs.



Learn more at MercyOne.org/about-us/community-health/social-care

Addressing patient social needs

Only 20% of our overall health and well-being in the United States is affected by the medical care we receive. The remaining 80% is related to social influencers of health (housing needs, financial insecurity) and individual behaviors.

MercyOne goes beyond our hospital walls to serve our communities and our patients, especially to optimize health for people experiencing poverty and other vulnerabilities

SOCIAL NEEDS SCREENING

We are committed to asking our patients about their health-related social needs. These include things that make it hard to be healthy like problems with:

- work
- food
- transportation
- housing
- safety

This information helps us:

- Understand our patients' needs and barriers to care
- Connect patients to resources and services specific to their needs

MercyOne screened more than 117,000 patients for social needs in primary care settings in FY25. If patients identify a need, our teams are able to connect them to community resources through the MercyOne Community Resource Directory, community health workers and other social care professionals.

17% of those screened identify at least one need.

Top needs included:



Social Isolation



Health Literacy



Food Access



Transportation



COMMUNITY RESOURCE DIRECTORY

MercyOne recognizes the vitality of social services to the health and well-being of the communities we serve. The MercyOne Community Resource Directory is an online resource connecting community members (seekers) to resources and assistance programs. This investment is powered by findhelp and allows participating organizations the ability to respond to seekers.

In FY25, seekers made nearly 40,000 searches on the site.



Search and connect with free and reduced-cost resources at MercyOne.org/CommunityResourceDirectory

CHW profile

Chilean family legacy embodied in the heart of a MercyOne Community Health Worker

Veronica Mendoza has worn many hats — interpreter, college teacher, sales and marketing specialist, and customer relations expert. Today, she serves as a community health worker (CHW) at MercyOne, continuing a lifelong commitment to helping others, inspired by her father's example in Chile.

Growing up in Talcahuano, Chile, Veronica's family spent Christmas Eve delivering candy bags to children in rural communities—a tradition that continues today, along with providing meals for the homeless. "I was raised in a Christian family with hardworking parents who loved serving others," Veronica said. "My father became an advocate for vulnerable communities because he saw their needs. My parents taught me the value of education and serving others in any role."

After college, Veronica dedicated 18 months as a full-time missionary in northern Chile's rural areas. Her upbringing and experiences made MercyOne — a nonprofit with strong values—a natural fit. She has worked here for 16 years, three of them as a CHW, helping central Iowa communities much like her father did in Chile.

"I feel that serving vulnerable communities in Iowa as a CHW is an opportunity to honor my father's memory and his service," Veronica said.

In her role, Veronica connects patients to community resources. She identifies needs through online self-enrollment in the MercyOne Community Health Worker Program or referrals from providers and colleagues. Her work ensures patients receive support beyond medical care, addressing social needs that impact health.

Veronica's story reflects MercyOne's Mission and Values — compassion, service and community. Through her dedication, she continues a family legacy of helping those most in need.



My parents taught me the value of education and serving others in any role.

Helping patients address their unmet social needs

In December 2024, Michael visited MercyOne Des Moines Emergency Care looking for help. While receiving care, it was identified that he was experiencing transportation barriers. While on site, he met with Reno, MercyOne Community Health Worker.

Michael shared that he needed assistance applying for a paratransit program. Paratransit provides individuals who are unable to fully access fixed-route bus systems with door-to-door service. Michael's visual impairment makes walking alone near traffic dangerous. This service is important to Michael as it allows for greater independence. Reno and Michael worked together to complete and submit the application.

Reno followed up with Michael a couple of weeks later to check-in on the status of the application. Michael was happy to report that he was approved for the paratransit program. Reno ensured Michael had their contact information for future needs.

In August, Michael reached back out to Reno. He needed support reviewing and sending Social Security forms. Reno met with him in person and assisted him with completing and submitting the forms. Reno called him to follow-up and Michael confirmed the forms had been successfully submitted.

As a Community Health Worker, Reno is a trusted partner in helping patients address their unmet social needs. Removing obstacles such as transportation barriers can lead to improved health outcomes.



Reno, MercyOne Community Health Worker

MercyOne hosts mammography events for women with cost-related barriers

Through yearly mammograms and self-breast awareness, women can take the necessary steps to lower their risk. MercyOne seeks to eliminate cost-related barriers to these important preventive services. In FY25, MercyOne hosted a series of free mammogram events across Iowa including the below locations:

- MercyOne Cedar Falls Medical Center
- MercyOne Waterloo Medical Center
- MercyOne Oelwein Medical Center
- MercyOne Des Moines Medical Center
- MercyOne Ankeny Imaging
- MercyOne Clive Imaging

51 women received mammograms through charitable events hosted at MercyOne locations in Northeast Iowa. Those events were financially supported by MercyOne Waterloo Foundation, Black Hawk County Public Health's Care for Yourself Program and the Check the Girls Foundation.

61 women received screening mammograms at no cost through the Muffins and Mammograms event hosted in Central Iowa. This event was funded by Bras for the Cause.

MercyOne Genesis provides vouchers to pay for life-saving screenings

In Iowa, only 28% of women 50-74 years of age who do not have health insurance have had a mammogram within the past two years (American Cancer Society).

MercyOne Genesis is working to address this disparity through the Voucher Program. Any person living in the Quad Cities region, facing financial difficulties, and are uninsured or under-insured, can access the Voucher Program to pay for life-saving mammograms and breast ultrasounds.

In calendar year 2024, 149 individuals received services through the Voucher Program including 85 screening mammograms, 28 diagnostic mammograms, and 34 diagnostic breast ultrasounds.



For more information about the Voucher Program, call Jenny Kitsis at 563-421-3081.

National Diabetes Prevention Program

More than one in three adults have prediabetes and 80% of these adults are unaware. Prediabetes is a condition where blood sugar levels are higher than normal but not enough for a Type 2 diabetes diagnosis. Making lifestyle changes can cut the risk of Type 2 diabetes in half.

MercyOne delivers an evidence-based, 12-month lifestyle change program called Prevent T2. The goal of the program is to lose a percentage of baseline weight, attend sessions regularly and engage in 150 minutes of physical activity a week. The group sessions are facilitated by a Centers for Disease Control & Prevention (CDC)-certified lifestyle coach and are offered in-person or virtually (asynchronous) at a self-paced rate. All participants are screened for health-related social needs such as transportation, housing, or food insecurities, multiple times during the intervention and are referred to a Community Health Worker (CHW) to address any positive screenings. The CHW works with participants to address these needs, eliminate barriers to full participation and promote successful outcomes.

In FY25, MercyOne enrolled more than 100 participants in the lifestyle change program. This program was made possible through funding from Trinity Health through a cooperative agreement with CDC to prevent or delay the onset of Type 2 diabetes in communities served.



To understand your risk of developing Type 2 diabetes, take the risk test at MercyOne.org/hra.

If you are at high risk talk to your doctor about getting a blood sugar test.



To learn more about the program, email us at PreventT2@mercyhealth.com or visit MercyOne.org to complete an interest form.



DAWN, PREVENT T2 PARTICIPANT

Dawn joined the program after she went in to see her doctor for a routine physical and discovered her A1C was elevated and in the prediabetes range. Dawn's doctor shared program information with her, and she decided to give it a try.

Nine months into the program, Dawn has lost 74 pounds and her most recent A1C decreased into the normal range.

Dawn has enjoyed getting active and playing pickleball, using the tools the program provides for tracking food and activity minutes, and hearing ideas from fellow participants on what they are doing to reach their health goals.

"I would say thanks for the kick I needed to get serious about weight loss and to get moving."

Community-based diabetes awareness and screening

Healthy People 2030 sets data-driven national objectives to improve the health and well-being of individuals over the next decade. One of the national objectives is to reduce the proportion of adults who do not know they have prediabetes. Lifestyle changes can prevent or delay progression to Type 2 diabetes and other serious health problems. However, an individual must first know they are at risk. MercyOne Des Moines Foundation was awarded a \$10,000 Community Betterment Grant from Prairie Meadows to address this need through community-based screening.

MercyOne community health workers, in collaboration with clinical colleagues, participated in seven community events in Polk County between February 2025 and August 2025. At events, CHWs shared information on diabetes and administered the American Diabetes Association (ADA)/Centers for Disease Control and Prevention (CDC) prediabetes risk test. The risk test is available in 16 languages and includes questions people will readily know the answer to such as their age, height, weight and physical activity level. Individuals with a score of five or greater on the risk test are at significantly higher risk for prediabetes. Individuals were also offered an onsite test known as a Hemoglobin A1c (HbA1c). The



Screening event at Polk County Northside Community Center.

HbA1c measures average blood sugar levels over the past 3 months.

Eighty-six individuals completed the ADA/CDC prediabetes risk test with 72% scoring as high risk for having prediabetes. Ninety individuals participated in HbA1c screening. More than half of HbA1c results were in the prediabetes range (5.7-6.4) and nearly a quarter were in the diabetes range (6.5+).



Screening event at the Polk County Senior Fest at the Iowa State Fairgrounds

Individuals with HbA1c screening results in the prediabetes and diabetes range were provided education and resources to follow up with a health care provider. Individuals with a test result in the prediabetes range were referred to the MercyOne Prevent T2 Program — a yearlong, CDC-recognized lifestyle change program offered at no cost — with the goal of preventing or delaying the development of Type 2 diabetes.

MercyOne Dubuque Mobile Medical Unit

MercyOne Dubuque Medical Center is bringing health education and care into the community housed within a 31-foot RV. The handicap-accessible mobile medical unit includes two full exam rooms and waiting area and transports MercyOne caregivers providing services to people in urban and rural communities nearby.

In Fiscal Year 2025, the mobile unit:

- Served over 2,500 community members
- Administered 417 flu vaccines
- Performed 574 blood pressure screenings and 268 blood sugar screenings
- Taught nearly 500 community members basic life support skills through bystander CPR training

Services offered through the mobile medical unit include:

- COVID-19 vaccinations and boosters
- Influenza vaccinations
- Mental health education, screenings, prevention and resources
- Assessing blood pressure, temperatures and blood sugar
- Identifying risks for hypertension, stroke, diabetes, cancer and infections
- Bystander CPR training
- Identifying and addressing barriers to accessible health care



COMMUNITY PARAMEDICINE

The Community Paramedicine Program at MercyOne Des Moines aims to offer a variety of charitable services and treatments to patients with barriers to care in the comfort of their own home. The program includes a team of highly trained paramedics who act as an extension of the hospital, the patient's primary care provider and specialty clinics. For many patients, the program serves as a bridge between medical care and their need for community resources and supports. The Community Paramedicine Program assists with in-home telehealth visits, screening for health-related social needs, medication assistance, health education, collection of blood for laboratory testing and assessments for safety, mental health and nutrition.

The program provided more than \$300,000 in community benefit in FY25.

Celebrating a legacy of partnership: MercyOne and the Mason City Family YMCA

For nearly 25 years, MercyOne North Iowa Medical Center and the Mason City Family YMCA have shared a meaningful partnership rooted in a shared commitment to the health and well-being of our community. This collaboration began in 2001 with the formation of the YMCA and Rehabilitation Center (YRC), a joint nonprofit entity created to support the construction and operation of a new facility that would house both YMCA programming and MercyOne rehabilitation services.

As we approach the conclusion of this partnership in 2025, MercyOne has taken deliberate steps to ensure the YMCA is well-positioned for long-term success. In alignment with our Mission to improve the health of the communities we serve, we have made several significant contributions. MercyOne divested its 50% ownership in the YRC, transferring full ownership to the YMCA without expectation of compensation. This transition reflects our confidence in the YMCA's ability to steward the facility and continue serving the community. Additionally, MercyOne made a \$450,000 contribution to the YMCA to support the pool's air handling unit, a critical component of the facility's HVAC system.

These actions represent more than financial transactions — they reflect MercyOne's enduring dedication to community health and our belief in the YMCA's future. We are proud of the legacy this partnership leaves behind and look forward to continuing our support of community wellness in new and innovative ways.

MercyOne Social Needs Assistance Funds

MercyOne Medical Centers assisted patients and their families with needed assistance with things such as food, housing, utilities, medication and medical supplies.

In FY25, MercyOne provided \$44,000 in assistance.

MercyOne Genesis Hospice Care

MercyOne Genesis Hospice Care provides a comfortable setting where patients are able to pass peacefully, without pain and with their loved ones around them.

In FY25, MercyOne Genesis provided \$70,000 in financial assistance for patients unable to afford hospice care.

Senior Health Insurance Information Program (SHIIP)

MercyOne is proud to partner with the State of Iowa to host volunteer counselors for the Senior Health Insurance Information Program (SHIIP). SHIIP counselors help community members review plan options and enroll in Medicare.

In FY25, SHIIP volunteers hosted by MercyOne served 6,158 community members, saving seniors over \$4.6 million.

Appointments with SHIIP counselors are available at:

- MercyOne Dubuque Medical Center
- MercyOne Elkader Medical Center
- MercyOne New Hampton Medical Center
- MercyOne Newton Medical Center
- MercyOne North Iowa Medical Center
- MercyOne Waterloo Medical Center
- MercyOne Genesis Davenport Medical Center
- MercyOne Genesis DeWitt Medical Center

MercyOne medication assistance programs

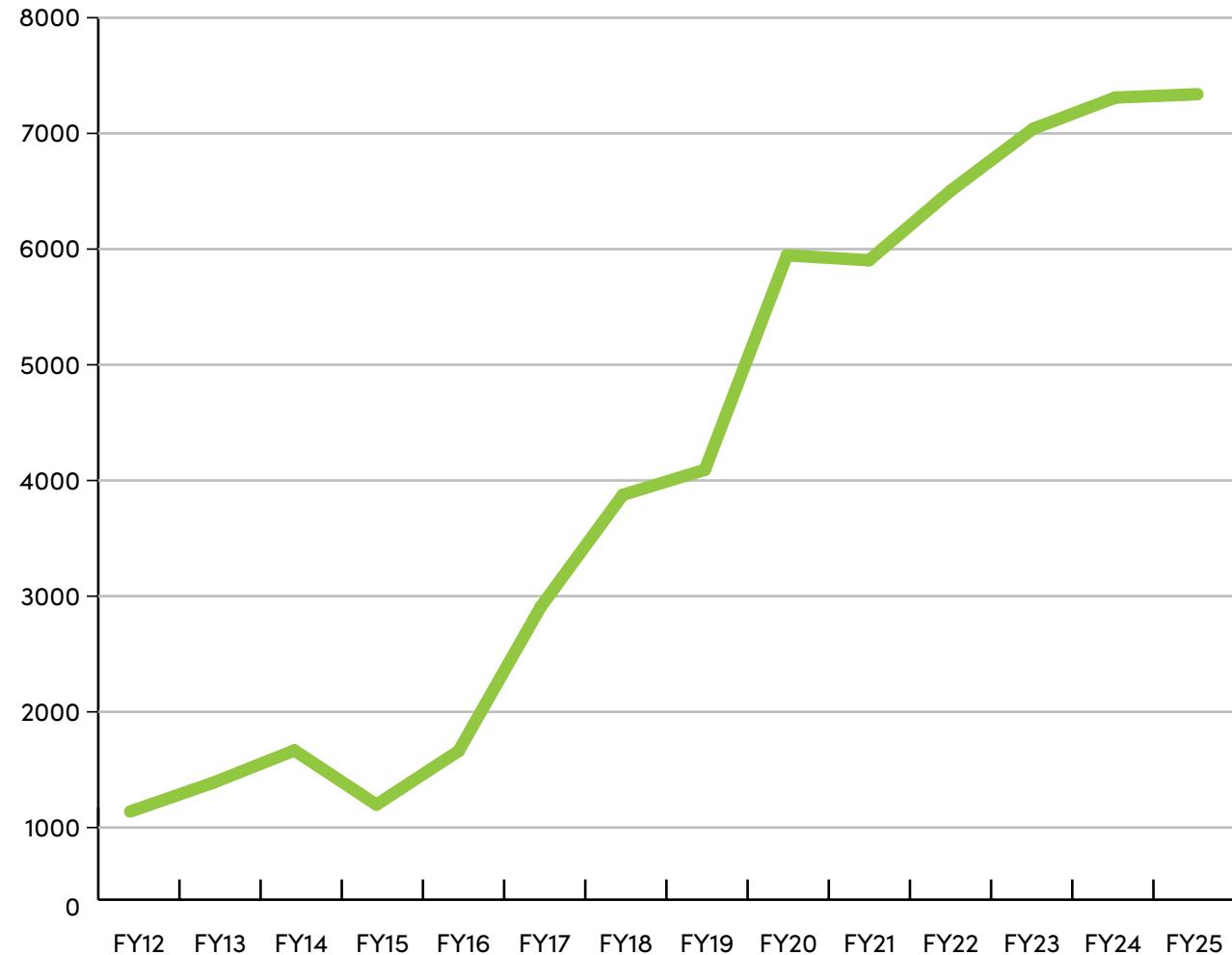
MercyOne medication assistance programs reflect our commitment to reverence and justice by ensuring that qualifying patients can access critical outpatient medications through both our retail and specialty pharmacies. Using savings from the 340B Drug Pricing Program, MercyOne provides free and discounted outpatient prescription medications to individuals who meet clearly defined income and eligibility criteria.

The program has steadily grown over the past 15 years. In fiscal year 2025, MercyOne launched a new specialty pharmacy patient assistance program in Davenport. The program is now serving patients in Mason City, Waterloo, Aledo and Davenport.

In fiscal year 2025, the program served more than 7,000 individuals in obtaining over 37,000 prescriptions.

In fiscal year 2026, MercyOne plans to expand assistance to additional sites in DeWitt and Des Moines, further extending the impact of 340B savings and reinvesting those resources directly into our mission and the communities that depend on us.

Number of individuals receiving medication assistance



MercyOne Des Moines outpatient pharmacies partner with SaveNet Rx

Each year, around 2,500 patients report cost as a barrier to medication adherence. MercyOne Des Moines primary care locations screen patients for medication insecurity and three MercyOne pharmacies dispense medications with SafeNet Rx. SafeNet Rx collects donated, unused medications to distribute free of charge. MercyOne dispensed more than 80,000 units in FY25 with an estimated value of nearly \$650,000, a 67% increase over the previous fiscal year. The MercyOne Pharmacy team and MercyOne Population Health Services Organization



(PHSO) pharmacy team donate their time to order, label and dispense these medications to patients.

Medication assistance coordinators

Certified pharmacy technicians assist patients in obtaining their specialty medication. They handle the process from prior authorizations to ensuing medication is delivered. These technicians also help families locate funding to drastically reduce the patient's copay cost sometimes down to \$0. **This program provided nearly \$200,000 in community benefit in FY25.**

MercyOne North Iowa Medical Center Rural Outreach Program

MercyOne North Iowa Medical Center provides financial assistance to those in need through the Rural Outreach Program. In FY25, the program served nearly 400 people with almost 1,200 prescriptions. Through the program patients can also receive assistance enrolling in public assistance programs.

Compliance packaging

MercyOne pharmacists package medications in customizable packaging making it safe and easy for patients to take their medications.

People with a visual impairment, cognitive impairment, a mental health diagnosis or a history of misuse of addictive medications may benefit from compliance packaging in medication boxes, packs or dispensing machines.

Pharmacists fill the medications in day and time specific packaging to help patients manage their medications. Packaged medications can serve as a memory aid and reduce the risk of taking an incorrect dose.

Patients receive a new pack of medications on a consistent interval ranging from weekly to monthly based on individual needs. Medications are then delivered to the patient free of charge.

To ensure access to all patients financial assistance is available for those unable to afford the cost of the service.

More than 200 patients each month receive financial assistance for medication packaging.

MercyOne North Iowa Medical Center and MercyOne Genesis DeWitt Medical Center partner with Meals On Wheels

MercyOne North Iowa Medical Center and MercyOne Genesis DeWitt Medical Center are addressing food insecurity and social isolation through partnerships with Meals on Wheels. The Meals on Wheels program provides affordable meals to homebound seniors and others with a need. Hot meals are prepared by the hospitals and delivered by teams of volunteers.

20,000+ meals

The program in Mason City served more than 20,000 meals in FY25 for a total community benefit of nearly \$70,000.

The program in Dewitt served on average 370 meals each month during FY25.

MercyOne Oelwein Medical Center supports Plentiful Pantry

In the Community Health Needs Assessment conducted by MercyOne Oelwein Medical Center in the spring of 2022, nutrition was identified as a significant health need. With almost 12% of Fayette County residents facing food insecurity, access to healthy foods is a key factor. As a step in addressing this community need, MercyOne Oelwein provided just over \$45,000 in cash contributions to Plentiful Pantry between FY23-FY25. MercyOne colleagues also regularly serve as pantry volunteers.

MercyOne Waterloo Medical Center supports Veggie Voucher Program

MercyOne Waterloo Medical Center is proud to support the Black Hawk County Veggie Voucher program. The Veggie Voucher Program increases access to fruits and vegetables among vulnerable populations. Participating host sites distribute vouchers which participants then redeem at local farmers markets throughout the growing season.

The program is financed through the support of multiple organizations including a \$7,000 annual contribution from MercyOne.

MercyOne North Iowa Medical Center supports Healthy Harvest of North Iowa

On the most recent Community Health Needs Assessment (CHNA) for MercyOne North Iowa Medical Center, food access was identified as the second greatest community health need. Eight percent of the population in the region are food insecure, which is higher than the state average. The CHNA noted that limited access to healthy foods, especially in rural areas without a grocery store, can contribute to weight gain. A lack of knowledge of nutrition or how to cook was also identified as a significant issue.

Healthy Harvest of North Iowa is a key convener in supporting food access and education in the region. In FY25, MercyOne provided a \$30,000 contribution to support the operations of four programs including Double Up Food Bucks (DUFB), Community Nutrition Education via Food Preparation Classes and Demonstration, North Iowa Local Food Coalition, and the Power of Produce Club for community youth.

In 2024-2025, Healthy Harvest hosted recipe demonstrations, cooking classes and continued to build an online recipe database to include 388 seasonal recipes to encourage healthy eating. Healthy Harvest hosted 76 in-person events in 13 different communities serving samples to over 3,460 community members with thousands more being impacted by online programming.

Healthy Harvest facilitates DUFB at farmers markets in Mason City and Clear Lake. The program matches SNAP EBT card purchases made at farmers markets, up to \$10/day, with additional dollars that can be used to buy fresh, locally grown fruits and vegetables or food producing plants.

\$30,000

Amount contributed by MercyOne in FY25 to support the operations of four food programs

MercyOne Dubuque Medical Center awards funding to address food insecurity

MercyOne Dubuque Medical Center awards grants annually for projects that align with MercyOne's Mission, Values and community health needs assessment. Food insecurity was identified as a significant health need in Dubuque County. The Dubuque Rescue Mission was one of the organizations awarded funding to help address this need. The Dubuque Rescue Mission provides emergency housing for men in the Tri-state area. Additionally, the organization operates a free meal program providing a hot breakfast, lunch and supper to both residents and community members.

MercyOne Dubuque Medical Center awarded the organization a total of \$27,000 between FY22-FY25. The award helps support two project goals. The first is to provide basic knife and culinary skills for mission residents to support career readiness in the restaurant industry. The second goal is to provide nutritious food to vulnerable community members through the free meal ministry.

MercyOne Genesis FoodPlex

When managing Type 1 and Type 2 diabetes, people on limited budgets are routinely faced with making difficult choices between buying healthy groceries or paying for medication. The lack of consistent access to enough healthy food to manage diabetes can lead to significant complications.

The innovative MercyOne Genesis FoodPlex provides people with diabetes who have food insecurity and their families with access to healthy foods via a food prescription. Participants with a food prescription meet with a dietitian and select groceries that meet their nutritional, cultural, and religious values. Participants can then shop aisles to select fresh produce similar to a grocery store. This model allows for autonomy of food choice while also developing a grocery store shopping skillset. The dietitian also provides information about how to prepare meals and manage diabetes using food.

Using food as medicine to help manage diabetes and achieve optimal health outcomes is proven. Participants see a drop in their A1C, a blood test that measures average blood sugar levels over the past three months. The higher the level, the greater the risk of diabetes complications like heart disease, stroke, nerve damage, blindness and kidney disease.

At the close of FY24, 40 participants were enrolled along with 56 household members. In FY25, the program has grown to serving 75 households along with 167 household members. Participants saw an average reduction in A1c of 2%.

In January 2025, MercyOne Genesis FoodPlex expanded services to address the unique needs of pregnant patients managing diabetes and food insecurity. Currently, the program is providing tailored support to seven participants managing diabetes in pregnancy. Beyond nutritious food, participants are supported with the following:

- **Maternal and infant supplies** such as prenatal vitamins, formula, vitamin D drops, aspirin for preeclampsia prevention, diapers, wipes, and more)
- **Personalized clinical support** including dietitian-led meal plans, recipes, and wellness coaching
- **Preventive health services** including dental screenings through the ISmile Program, blood pressure checks, and mental health screenings
- **Community resource navigation:** Each participant is screened for health-related social needs, ensuring care is tailored to individual and family needs.



“I can’t afford to buy vegetables and fruit without the help of the MercyOne Genesis FoodPlex. I wouldn’t be able to keep these foods in my diet. My A1C started at a 13.9 and now is a 6.3. I enrolled last April and because of the food I receive I’m able to get up in the morning and I feel more alive. I’ve lost almost 75 pounds in the last year.”

– Jean Nelson, FoodPlex participant

The FoodPlex continues to grow through partnerships with the YWCA, Enfamil, SafeNetRx, the Iowa Black Doula Collective, Bright Beginnings and Family Connects. Together, we are building a network of support that improves health outcomes, reduces barriers, and uplifts families across our community.

TRANSPORTATION ASSISTANCE

MercyOne Newton Medical Center supports Jasper County Rides

Transportation to health care was identified as an unmet community need on the most recent Jasper County Community Health Needs Assessment. To address this barrier to care, MercyOne provided a \$1,200 contribution to the Retired Senior Volunteer Program (RSVP) of Jasper County to support Jasper County Ride. The program provides free transportation to Jasper County residents for medical appointments.

Each year volunteers provide an average of 900 rides.



MercyOne Centerville Medical Center sponsors transportation

Following a Community Health Needs Assessment, MercyOne Centerville Medical Center realized many residents of Appanoose and Wapello counties were lacking transportation options to access services in rural Iowa. As a result, MercyOne Centerville Medical Center partnered with 10-15 Transit, a state and federally funded public transportation system. 10-15 Transit is open to the general public, including individuals with disabilities, as all vehicles are wheelchair accessible and ADA compliant. Individuals use 10-15 Transit for many reasons, including transport to medical appointments, congregate meal sites and for grocery shopping.

To make transportation more accessible to community members, MercyOne Centerville Medical Center provides financial assistance to support 10-15 Transit.

In FY25, an investment of \$18,000 benefited nearly 3,000 community members.

MERCYONE NORTHEAST IOWA PROVIDES TRANSPORTATION

MercyOne Northeast Iowa identified transportation as a barrier to accessing care for many community members. In response to this community need, MercyOne Northeast Iowa launched Care-A-Van. MercyOne's Care-A-Van provides transportation for patients to their appointments. The program currently has 16 volunteers and employs one part-time colleague to support scheduling.

In FY25 Care-A-Van services transported nearly 2,000 patients to medical appointments.

MercyOne North Iowa Medical Center supports Northern Lights Alliance for the Homeless Shelters

The most recent Community Health Needs Assessment (CHNA) for MercyOne North Iowa Medical Center, completed jointly with Cerro Gordo Public Health, found homelessness impacts about 14% of the population in North Iowa. The CHNA noted services to support people experiencing homelessness are greatly needed as the need continues to grow. Those impacted by homelessness are faced with stigma and a compounding housing crisis, which makes progress more challenging. Many individuals are forced into homelessness by mental illness, domestic violence, job loss, etc. To address this growing need, MercyOne has provided nearly \$140,000 in cash contributions over the past three years to support Northern Lights Alliance for the Homeless Shelters (NLAHS). NLAHS supports men, women, children, and veterans who have fallen into a homeless situation by providing shelter and connecting individuals to resources and financial assistance to get them back on their feet.

NLAHS houses 350-400 homeless individuals each year. The financial support from MercyOne helps ensure shelters continue to be available for those in need.

MercyOne Clinton Medical Center supports Gateway ImpACT

MercyOne Clinton Medical Center and MercyOne Genesis DeWitt Medical Center, in partnership with community and public health partners, completed a Community Health Needs Assessment (CHNA) in 2024. Substance abuse was the second greatest health need identified. To address this need, MercyOne provided \$10,000 contributions to Gateway ImpACT Coalition in FY25. Gateway ImpACT Coalition is a community coalition working to develop solutions to community problems related to youth substance use and adult misuse issues through the process of facilitation, cooperation, education, and communication. MercyOne colleagues also donate their time serving on the coalition.

MercyOne and Unity Point co-sponsored Siouxland Chamber's Mental Health and Wellness Expo

The past two summers, MercyOne and UnityPoint Health have partnered to sponsor a community event to reduce the stigma of mental health and generate awareness of resources available in the community. The event brings together organizations offering a wide variety of mental health resources and support.

Supporting PTSD program

MercyOne provided financial support for the annual Post-traumatic Stress Disorder (PTSD) Awareness & Suicide Prevention Conference hosted by the University of Northern Iowa in FY25. More than 180 people attended the event including 75 veterans and their families. The conference included keynote speakers addressing PTSD, grief, and loss as well as multiple options for training, workshops and informational sessions.

MercyOne Dubuque Medical Center awards grants to three community groups

MercyOne Dubuque Medical Center awarded grants in FY25 for projects that align with MercyOne's Mission, Values and community health needs assessment (CHNA). Mental health, including substance misuse, was identified as a significant health need in Dubuque County on the FY24 Community Health Needs Assessment (CHNA), and MercyOne Dubuque Medical Center, in collaboration with community partners, decided to address this need in their FY25-FY27 implementation strategy.

In a step toward improving mental health in Dubuque County, MercyOne awarded three community organizations a total of \$36,000 in FY25 to support their work in this space.

- An award of \$19,500 to Almost Home at St. John's supported the shelter for men and their children experiencing homelessness. Almost Home provides emergency and extended stay shelter with the goal of keeping family units together.
- An award of \$7,500 to Catholic Charities of the Archdiocese of Dubuque supported access to affordable, quality counseling services available to anyone in need, regardless of ability to pay.
- An award of \$9,000 to NAMI Dubuque supported peer support services in both Dubuque and Delaware counties at peer-run wellness centers.

MercyOne Dubuque Medical Center Partial Hospitalization Program

MercyOne Dubuque Medical Center operates a Partial Hospitalization Program (PHP). This program provides an intense, structured, group setting for treatment of individuals who have difficulty maintaining their daily routines or who would otherwise require inpatient psychiatric treatment.

Services include psychological assessments, medication reviews, group psychotherapy, instructional education on cognitive-based therapy techniques, coping skills, mindfulness-based stress reduction, nutrition tips, and spiritual care.

Participants on average improved their Hamilton Anxiety Rating Scale (HAM-A) and Patient Depression Questionnaire (PHQ-9) scores by 85% and 56%, respectively, upon completing the program.

Mental health advocate shares impactful message with high school and college students

MercyOne Oelwein Medical Center partnered with North Fayette Valley Community Coalition and Healthy Fayette County Coalition to bring mental health speaker Kaleb Joseph to Fayette County for two days in May. Kaleb Joseph is a mental health advocate, Self Help Tour Founder, and former ESPN Top 10 Point Guard Recruit.

Fayette County high school students were invited to participate in this event. Students found Kaleb relatable with his impactful message. Within a few hours of presenting to the students, Kaleb had received hundreds of messages from students in Fayette County.

Kaleb also spoke at Upper Iowa University. This was open to the public. Several agencies were present to provide resources and information on mental health.

House of Mercy

MercyOne's House of Mercy is one of Central Iowa's most comprehensive providers of vital behavioral health services, and the state's largest program for parenting women with children. House of Mercy has a central campus in Des Moines and additional outpatient offices operating in Indianola and Newton.

Founded by the Sisters of Mercy in 1988, House of Mercy has provided specialized behavioral health for over 30 years. House of Mercy is dedicated to making the community a healthier place. This commitment includes providing treatment for substance use disorders and mental health programs to individuals and families in need of these critical services and supports.

In FY25, House of Mercy served 174 women and 51 children in residential treatment.



Mercer County Mental Health Action Program

MercyOne Genesis Aledo Medical Center partnered with Mercer County Health Department (MCHD) on a Rural Health Care Services Outreach Grant to improve access to mental health care. The application was awarded a three-year grant (2018–2021) totaling \$563,000 to develop the Mercer County Mental Health Action Program (MHAP). MHAP is an evidence-based mental health navigator program that utilizes a holistic approach of barrier reduction and integration of physical and behavioral health. The priority population for MHAP is high-risk groups of rural, low income, uninsured or underinsured individuals and families with young children, and early intervention with adolescents 12–17 years of age with chronic and emergent needs with potential harm to self or others. The nurse navigator at MCHD works closely with the mental health providers and MercyOne Genesis Aledo Family Medicine including an Advanced Practice Psychiatric Nurse (APPN) and Licensed Clinical Social Worker (LCSW) to coordinate care.

The program has sustained post grant funding and April 2025 marked seven years of successful implementation and expansion. The program has served 625 unique individuals through the LCSW and APPN of which just under half are youth. This also includes 217 clients engaged in mental health case management, including both adults and students. Students with mental health and transportation barriers received direct school-based mental health case management, care coordination and counseling services. During the summer months while school is out of session, MHAP provides mental health case management and counseling services through the MercyOne Genesis Aledo Mobile Clinic.

THE SIGNS OF SUICIDE (SOS)

SOS is an evidence-based youth suicide prevention program. The program was taught at Mercer County Junior High and High School and Sherrard Junior High and High School during the 2024–2025 school year reaching 439 students. This crucial mental health education and screening tool helps connect students to resources and mental health supports.

2025 program results

83% of patients 12 and older were screened for clinical depression.

92% of case management visits attended by clients.

68% of clients documented compliance with behavioral health medication.

142 students received MHAP case management services.

98% of MHAP students are in the care of a mental health provider.

30 counseling sessions provided through the mobile clinic.

MercyOne Genesis Family Connects

The MercyOne Genesis Family Connects Program is a universal home visiting program for families with newborns. Within the first three weeks of babies leaving the hospital, specially trained MercyOne Genesis Visiting Nurses provide in-home health assessments of mothers and newborns, as well as discuss the social conditions affecting the family. The goal is to connect parents with essential community resources they need to raise a healthy child. Support is tailored to meet the needs of the family.

Since launching the program in 2016, MercyOne Genesis Davenport Medical Center has observed a 23% reduction in emergency department visits for 0–12-month-old infants. In FY25, the program served 979 families, a 23% increase over the prior fiscal year.

Family Connects is an evidence-based model developed by Duke University.

MercyOne Siouxland Child Advocacy Center

MercyOne Siouxland Child Advocacy Center (CAC) is a comprehensive, child-friendly program dedicated to serving suspected victims of abuse through each phase of the abuse response, including detection, investigation, and prosecution of abuse cases. A multi-disciplinary team provides support for victims and their families through medical exams, forensic interviews, advocacy services, therapy services, and expert witness testimony.

The program served more than 550 children from 32 counties in FY25.

MercyOne Siouxland CAC is one of only six accredited centers in the state and the only CAC serving northwest Iowa. Suspected victims of abuse are referred to MercyOne Siouxland CAC by the Department of Health and Human Services and law enforcement agencies. Victims and their families are not charged for services provided by MercyOne Siouxland CAC.

MercyOne Siouxland CAC also works to prevent child abuse and to improve the response to child abuse through advocacy efforts and educational training.

In FY25, education was provided to nearly 500 community professionals and 150 area students.

MERCYONE SUPPORTS POISON CONTROL CENTER

All MercyOne Medical Centers provide an annual financial contribution to the Iowa Poison Control Center or Illinois Poison Control Center to support their mission to save lives and prevent injuries and illness associated with poisoning.

Contributions in FY25 totaled more than \$100,000.



MercyOne Des Moines Medical Center Supports Healthy Birth Days

Infant Health and Family Planning were identified as a significant health need in Polk, Warren and Dallas Counties on the FY22 Community Health Needs Assessment. To address this need, MercyOne provided a \$35,000 contribution to Healthy Birth Day, Inc in FY24 and a \$37,500 contribution in FY25 to support their mission to improve birth outcomes through programming, advocacy and support.

The evidence-based Count the Kicks stillbirth prevention campaign educates expectant parents on the importance of tracking their babies' movements in the third trimester of pregnancy and to speak up if they notice a change.

MercyOne Clinton Childcare and Preschool

Clinton County is considered a childcare desert according to the Center for American Progress with nearly five children per licensed childcare slot. During focus groups conducted as part of the FY24 Community Health Needs Assessment (CHNA), access to affordable childcare was noted as a top concern among focus group participants.

To address the critical community need, MercyOne Clinton Childcare and Preschool, a non-profit childcare center, provides a subsidy to qualifying families to support access to safe, affordable childcare for individuals with financial barriers.

In FY25 MercyOne Clinton Childcare and Preschool provided a net community benefit totaling more than \$225,000.

MercyOne launches Medical Assistant Training Program

Iowa is facing a health care workforce shortage, including certified medical assistants (CMAs). The number of individuals graduating from CMA programs in Iowa is significantly below the projected demand. To address this growing need, MercyOne invested in an internal Medical Assistant Training Program.

The four-month program includes in-person and online education partnered with a skills lab and clinical externship. The program prepares students to take the National Healthcareer Association's (NHA) certificate exam to become a certified clinical medical assistant (CCMA). Students in the program are full-time colleagues receiving a competitive wage and benefits. MercyOne also covers the costs of the NHA curriculum and the CCMA certification exam. Students commit to a three-year employment agreement post-graduation.

The training program is available at MercyOne Clinton Medical Center, MercyOne Des Moines Medical Center, MercyOne Genesis Davenport Medical Center, MercyOne Mason City Medical Center and MercyOne Waterloo Medical Center.

MercyOne is proud of the over 100 students who have graduated from the MercyOne Medical Assistant Training Program.



To learn more about training programs at MercyOne, visit MercyOne.org/careers/trainings



MercyOne SkillBridge Program

MercyOne Dubuque Medical Center serves as an industry partner for the Department of Defense's (DOD) SkillBridge Program. The program connects retiring and transitioning service members to occupational training. The MercyOne SkillBridge program offers transitioning service members the opportunity to gain hands-on experience and further develop their skills in the health care industry. Under the guidance of experienced health care professionals, interns support patient care activities, enhance their clinical competencies through education and prepare for a successful transition into a civilian health care career as a Personal Safety Attendant (PSA) to Certified Nursing Assistant (CNA), Phlebotomist, or Pharmacy Technician.

MercyOne North Iowa partners with Mason City High School

MercyOne North Iowa was awarded \$59,132 as part of the State of Iowa's 2025 Summer Youth Internship Grant program. Funding supports MercyOne North Iowa Foundation's Career Pathway Program, an eight-week effort to provide local students with specialized, hands-on training in phlebotomy, the practice of drawing blood from patients.

MercyOne is proud of the 10 local students, ages 17–24, who completed the hands-on training and earned industry-recognized credentials, positioning them for potential job placements in the medical field.

This program was made possible through strong partnerships with North Iowa Area Community College (NIACC), ijAG, and the Northeast Iowa Workforce Development Board (WIOA). Together, we're working to inspire local businesses to offer internship opportunities for high school students, helping prepare the next generation of health care professionals.



Patient Care Technician program creates opportunity

The Patient Care Technician (PCT) Training Program at MercyOne Des Moines Medical Center creates opportunity by offering paid education and training with benefits to those without experience or training as nursing assistant. Participants learn how to assist patients with activities of daily living through didactic and lab training, as well as through hands-on, unit based orientation. Additionally, the course offers students community health resources if needed for personal well-being. Upon successful completion of program requirements, participants are prepared to take care of adult patients in the acute care setting and are eligible to be promoted to a PCT. New PCTs continue to receive coaching and mentorship from the PCT education team through their first year of employment.

In CY24, 84 participants completed the training program

Project SEARCH

Project SEARCH is a job skills training program whose primary outcome is competitive, integrated employment. Project SEARCH was developed by Erin Riehle at Cincinnati Children's Hospital Medical Center, beginning in 1996. As Director of Cincinnati Children's Emergency Department, Erin saw a need for people to fill some of the high-turnover, entry-level positions in her department. Since the hospital served persons with disabilities, Erin believed they could become a valuable source of potential employees to fill these positions, given the proper training. Today, there are 775 Project SEARCH programs across 48 states and 10 countries. MercyOne is proud to offer this program at MercyOne Clinton Medical Center, MercyOne Des Moines Medical Center, and MercyOne North Iowa Medical Center.

From classroom to clinic: Partnership opens doors for students and strengthens community care

MercyOne New Hampton Medical Center's ongoing strategic partnership with Northeast Iowa Community College (NICC) and New Hampton Community School District (NHCSD) is a powerful example of how collaboration can drive meaningful change in health care workforce development. By aligning educational pathways with real-world health care needs, this initiative opens doors for students to explore rewarding careers in nursing, allied health and other critical roles. Through shared resources, mentorship opportunities and hands-on training, the partnership not only strengthens the talent pipeline but also ensures that rural communities have access to skilled, compassionate care. Together, MercyOne, NICC and NHCSD are investing in the future of health care — empowering individuals, enriching communities and building a resilient workforce for years to come.

MercyOne post-graduate training opportunities

MercyOne is addressing health professional shortages through post-graduate training programs where medical professionals continue their education working side-by-side with some of the area's leading medical experts. We offer numerous residency and fellowship opportunities across our ministry including:

- Cardiology Fellowship
- Community-based Pharmacy Residency
- Emergency Medicine Pharmacy Residency
- Family Medicine Residency
- Family Medicine Rural Residency
- General Surgery Residency
- Internal Medicine Residency
- Internal Medicine Residency Primary Care Track
- Interventional Cardiology Fellowship
- Pharmacy Residency
- Podiatry Residency
- Psychiatry Residency

MercyOne Des Moines Medical Center awards grant to Primary Health Care, Inc.

MercyOne Des Moines/PHC Consortium is a partnership between MercyOne Des Moines Medical Center and Primary Health Care, Inc. to enhance graduate medical opportunities in Iowa. The family medicine residency and internal medicine residency outpatient continuity clinics are part of this collaboration and are operated by Primary Health Care, Inc. (PHC), a Federally Qualified Health Center (FQHC). The clinics comprise a diverse patient population spanning all age groups, socioeconomic classes, and ethnic groups.

MercyOne awarded a community benefit grant to PHC totaling nearly \$8 million over FY23-FY25. The funding supports the otherwise uncompensated cost PHC incurs in providing its full scope of comprehensive, community-based services.

FISCAL YEAR 2025

Community Health & Well-Being Impact Report