

Spirit

MERCY MEDICAL CENTER Fall 2015



MERCY HONORS

**A SPECIAL
ANNIVERSARY
AND CELEBRATION**
PAGE 8

Mission and Values Continue To Define Mercy

The 20th anniversary celebration of the opening of Mercy Medical Center's first Center of Excellence provided us with a unique opportunity for reflection. Over the past year, we have been able to look back and recognize how Mercy's vision, determination, and commitment elevated our commitment to integrated health care for women with compassion and excellence. We are as excited by our current accomplishments as we are about Mercy's potential for the next 20 years.

As we move forward and begin writing the next chapter, we turn to our mission statement once again to guide us,

"Like the Sisters of Mercy before us, we witness God's healing love for all people by providing excellent clinical and residential services within a community of compassionate care."

On a daily basis, it is the practice of Mercy's six core values of dignity, excellence, hospitality, justice, stewardship, and prayer by our physicians, nurses, and staff that bring this mission statement to life. These very values provided the framework for what has been accomplished, and give us confidence as we advance to the future.

Mercy continues to lead the way in offering compassionate care while providing innovative technology. The support you offer encourages and inspires us as we move forward. Your partnership in our mission is more important than ever and we thank you for the support you share with us.

Sincerely,



Thomas R. Mullen
President and CEO





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Erin's Amazing Gift

**The Bunting Endoscopy Suite
Opened October 5, 2015**

Erin Ivey made it possible for Jim and Carol McKelvey to climb to the top of the dome of St. Peter's Basilica in Vatican City. As part of a grand tour that included Belgium, France, and Italy, it was the adventure of a lifetime.

It also was a trip Jim once was afraid to take. But he was ready to make that climb this summer, healthy again after a liver transplant and the compassionate care of Dr. Paul Thuluvath.

“We just love Dr. Thuluvath,” said Carol McKelvey “He’s our hero,” added Jim McKelvey. “What a guy.”

In 1997, James S. McKelvey, D.D.S., became ill, very ill, and began experiencing tremendous pain. Doctors at his local hospital couldn’t find the cause.

When doctors at another larger hospital couldn’t diagnose Dr. McKelvey’s illness, they turned to Dr. Thuluvath, who was then at Johns Hopkins Hospital, for advice. At his recommendation, a doctor in Newark, Delaware, performed an endoscopic procedure and found a stone blocking a bile duct. He pushed it aside and inserted a stent. Dr. McKelvey, now 72, felt fine after the procedure and returned to his dental practice.

But later, X-rays led to the diagnosis of Caroli Disease, a rare genetic disorder that affected the function of his liver.

“It’s pretty rare,” Dr. McKelvey said. “The only cure is a transplant,” he explained. His name, unfortunately, was put low on the transplant list. “I was too well to get a liver,” he said. “But I was never going to get well.”

Dr. McKelvey returned to Dr. Thuluvath, who removed the stent and removed the stone. It was Dr. Thuluvath who continued to care for Dr. McKelvey, periodically performing lifesaving endoscopic procedures until he became a candidate for a liver transplant.

When Dr. Thuluvath moved to Mercy Medical Center, Dr. McKelvey followed. “Without him, I could have died several times along the way,” Dr. McKelvey said. “He became Jim’s champion,” Mrs. McKelvey added.

When a scan revealed a suspicion of cancer, Dr. McKelvey became a prime transplant candidate, and in November 2008, he received a new liver from a 14-year-old girl killed in an accident. Dr. Thuluvath connected his patient with Georgetown University Hospital where the transplant was performed. Dr. Thuluvath and Mercy cared for Dr. McKelvey both before and after the operation.

The couple’s gratitude extends to the family of the child who donated her organs to save the lives of seven people.

And it extends to Mercy Medical Center and Dr. Thuluvath.

“We are very pleased with Mercy,” Mrs. McKelvey said. “Mercy’s mission is so based on compassion and mercy,” Dr. McKelvey said. “The doctors and nurses have all bought into and live that philosophy of health care practice. They do it every day.” Because of their gratitude, the couple has made a donation for the hospital’s new Bunting Endoscopy Suite. Their donation is dedicated to the memory of Erin Michelle Ivey, the 14-year-old donor of Dr. McKelvey’s liver.

The state-of-the-art Bunting Endoscopy Suite, opened on October 5 to expand access to care, increase clinical capacity, enhance services with advanced endoscopic technology and improve patient safety.

The 15,570 square foot suite on the second floor of The Mary Catherine Bunting



Paul J. Thuluvath, M.D., Medical Director,
The Melissa L. Posner Institute for Digestive
Health and Liver Disease

Center features 20 preoperative/ recovery rooms, six procedure rooms, a conference room with audio-visual capability, a spacious waiting room for patients and families, and high-definition endoscopic equipment.

Mercy performs approximately 10,000 procedures a year, according to Dr. Thuluvath, Medical Director. Until the suite opened, services were offered in disparate areas of the hospital. The new suite consolidates and enhances the services, with new technology and equipment.

The suite’s new technology enables physicians to screen patients for various cancers of the gastrointestinal tract, diagnose bile duct obstructions, find the cause of abdominal pain or difficulty swallowing, and remove growths such as cysts and early tumors. All these procedures are minimally invasive with the physicians using an endoscopic tube. Recovery is faster and easier, explains Dr. Thuluvath.

“We do almost everything from simple screening, to treating hemorrhoids by non-surgical techniques,” he said. “Minimally invasive technology has become a very common way to treat people,” he continued.

Dr. McKelvey continues to see Dr. Thuluvath—but now it’s only twice a year and Dr. McKelvey characterized the visits as friendly calls. “It used to be much more frequent,” he said, noting that he thinks

The Bunting Endoscopy Suite opened on October 5 to expand access to care, increase clinical capacity, enhance services with advanced endoscopic technology and improve patient safety.



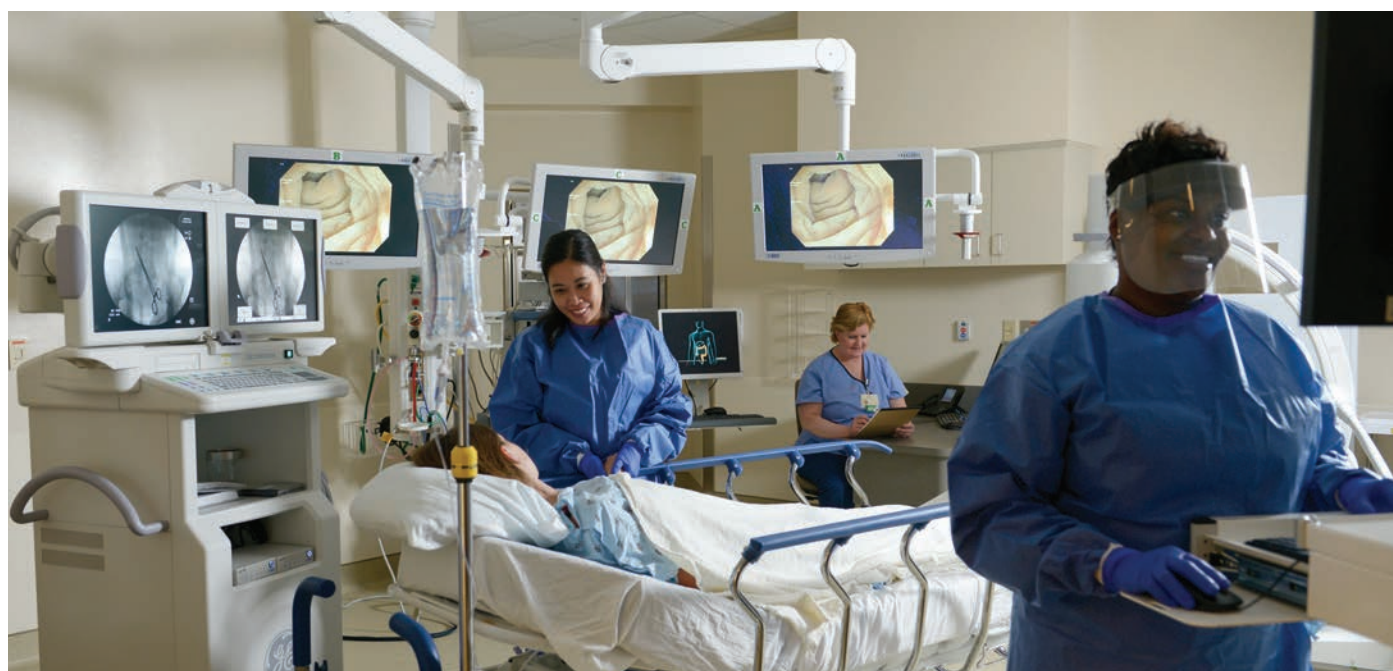
A new conference room with audio-visual connections to two procedure rooms enables medical staff to confer as procedures are conducted—an important service for Mercy’s role as a community teaching hospital.

All of the recovery rooms are private. This ensures that patients have the confidentiality and privacy they want.

There’s room for expansion as well. “We want to stay at the forefront,” said Dr. Thuluvath, “to be the best GI unit in this region.”

back on all his care when he enters the doctor’s waiting room and sees all the patients. “I used to be that guy. Dr. Thuluvath is taking care of them the way he took care of us,” he said.

“I feel very fortunate to have done so well after being so sick,” Dr. McKelvey said. “I have a lot of gratitude for the people at Mercy who cared for me.”



New and larger procedure rooms in The Bunting Endoscopy Suite feature the latest technological advances ensuring the highest quality patient-centered care.

THE MERCY SOCIETY



Today, more than ever, Mercy remains loyal to the mission on which it was founded 141 years ago by offering programs to benefit the poor and underserved of Baltimore. Mercy Society members are important partners in our care, providing vital support that allows Mercy to maintain its strong presence in the community.

The Mercy Society was established in 1999 to recognize donors who give \$1,000 or more annually to support Mercy Medical Center's critical operating needs. The generosity of our Mercy Society donors helps to develop and sustain programs and services that continue our tradition of excellence.

raising. Mr. Batza, in a conversation with then-Mercy CEO, Sister Helen Amos, RSM, emphasized the importance of a successful annual giving program as the backbone of the anticipated capital campaign. He then proceeded to detail the plan on a cocktail napkin by listing how many gifts

of supporters also includes our physicians, staff, patients, and so many others who have been touched by the work at Mercy. Explains one longtime Mercy Society donor and former patient, "Mercy took such good care of me....I feel I owe a lot to the hospital. It's one of my favorite places."

Supported by those who have been touched by the work at Mercy.

The Mercy Society also ensures that we can continue our commitment to programs for which Mercy is not reimbursed, such as Pastoral Care, and our dedication to charity care.

Michael J. Batza, Jr., longtime Mercy Trustee and friend, is credited with being the architect of this program. When Mercy was in the early stages of planning the capital campaign that eventually led to the construction of The Harry and Jeanette Weinberg Center, Mercy was just beginning to expand on the potential for fund-

of \$1,000, \$5,000, and \$10,000 would be needed to achieve the campaign's initial goal of \$250,000. In its inaugural year, The Mercy Society exceeded its goal by nearly \$100,000. Sister Helen has since joked, "If there was a national museum for fundraising, that cocktail napkin would be a centerpiece exhibit."

Last year, over 200 people contributed nearly \$450,000 to advance our work and compassionate care. The Mercy Health Services Board of Trustees led the way with close to \$125,000 in contributions. The list

As we continue to welcome everyone who comes to our doors and build upon the legacy of Catherine McAuley, Mercy Society members help us maintain our tradition of offering exceptional health care to all. These gifts ensure that Mercy will continue to be a symbol of hope, health, and healing in Baltimore and beyond.

For more information on The Mercy Society, or to become a member of this generous community, please contact Caroline Killian, Development Officer, at (410) 332-9165, or ckillian@mdmercy.com.

MERCY HONORS



Mercy Honorees: Sister Judy Long, OCD, Colleen Hayden, Sister Carol Keehan, DC, Dr. Carla Hayden, Donna Hamilton, Cindy Wolf, Adrienne Breidenstine

— A Special Anniversary and Celebration —

Honorees Exemplify Mercy's Six Core Values

On September 16, Mercy Medical Center celebrated the 20th Anniversary of The Weinberg Center for Women's Health and Medicine. For the past year, Mercy recognized and commemorated two decades of providing compassionate, integrated health care to the women of Baltimore and beyond under the banner of "The Year of the Woman."

At the special ceremony, six women and one religious community were recognized for exemplifying the six values that Mercy continues to demonstrate on a daily basis: dignity, excellence, hospitality, justice, stewardship and prayer.

"It is the practice of six core values by our physicians, nurses, and staff, and management that bring this mission statement to life," explained Sister Helen Amos, RSM, Executive Chair of the Mercy Health Services Board of Trustees, in her welcoming remarks. "Those values provide a fitting framework for celebrating the past 20 years, marking what has been accomplished, and anticipating the future with confidence."

Sister Helen pledged to maintain the core values in Mercy's work as the following women were honored:

■ **Sister Carol Keehan, DC**, president and CEO of the Catholic Health Association of the United States, for dignity,

■ **Carla D. Hayden, Ph.D**, CEO, of Enoch Pratt Free Library and her mother **Colleen Hayden**, for excellence,
■ **Cindy Wolf**, executive chef of Charleston Restaurant and co-owner of Foreman Wolf Restaurant Group, for hospitality,
■ **Adrienne Breidenstine**, director of Overdose Prevention and Treatment at Behavioral Health System Baltimore, for justice,
■ **Donna Hamilton**, news anchor at WBAL-TV, for stewardship, and
■ **The Carmelite Nuns of Baltimore**, for prayer.

Sisters of Mercy presented each of the honorees with an engraved glass pitcher as a tribute to the opening ceremony for The Weinberg Center in 2003. Over 10 years ago, water from a stream in Dublin, Ireland near the gravesite of Catherine McAuley was poured into the fountain that continues to run in the Center's lobby today.

DIGNITY

In accepting her honor, Sister Carol Keehan praised Mercy's concern for the dignity of their patients. She recalled the words of a Mercy nurse as the embodiment of Mercy's dedication to dignity: "It is our job to heal the wounds we can see and the wounds we cannot see." Sister Carol has served as CEO of the Catholic Health Association since 2005 and previously in hospital administration and governance for the Daughters





of Charity. Sister Carol, whom President Barack Obama consulted as debate began on the Affordable Care Act, noted that the work is never finished until everyone receives the care they want.

EXCELLENCE

"It's an amazing honor to be here with a person who has made everything on my resume possible," said Carla Hayden, who shared the honor with her mother. Dr. Hayden called her mother an inspiration as she turned the podium over to Colleen Hayden.

The elder Ms. Hayden was a social worker for the Chicago Housing Authority and the New York Housing Department and Department of Human Services.

When Colleen Hayden was preparing to move to Baltimore from Chicago in 2003, she was faced with a diagnosis that would need medical attention. She scheduled an appointment at Mercy for three days after her arrival. She thanked the Mercy staff for the excellent care and moral support that followed, that, she said, "were instrumental in keeping this relationship on track."

HOSPITALITY

Cindy Wolf revealed that she has twice beaten breast cancer, and credited her doctor at Mercy for the diagnosis of the second appearance. She praised her doctor: "It has kept me alive and how could anyone be anything but grateful for that?"

Despite her diagnosis of cancer four months after opening Charleston Restaurant, "I worked every day," she said.

Chef Wolf also referenced the importance of high-quality health care, noting that her restaurants now employ some 400 people and that health insurance has been a priority.

She concluded her remarks by encouraging the audience to "Eat more," and, "be happy."

JUSTICE

Adrienne Breidenstine's hunger for justice led her to seek answers to homelessness, including her appointment as executive director of The Journey Home, a city program to make homelessness rare and brief. She recently accepted the position of Director of Overdose Prevention and Treatment at Behavioral Health System Baltimore.

That sense of justice, she said, came from her parents. Ms. Breidenstine noted that justice made the Affordable Care Act possible, while explaining that an approximate 450,000 Marylanders still don't have health insurance.

She applauded Mercy's dedication to medical care for those without insurance, and praised, "Really we need to honor you." Ms. Breidenstine concluded by thanking Mercy for its devotion to the under-served, and expressing gratitude for its continued partnership in justice.

STEWARDSHIP

"This place has set the standard for women's health care not only in Baltimore but for the whole country," said Donna Hamilton, news anchor at WBAL-TV.

Ms. Hamilton also acknowledged Mercy and WBAL-TV's 20 year partnership in producing "The Woman's Doctor," a weekly feature that explores various areas of women's health. She made a point to recognize the photographers, producers, reporters and editors with whom she works. "They deserve all the credit for all we do," she explained.

PRAYER

The partnership of prayer between the Sisters of Mercy and the Carmelite Nuns of Baltimore has existed for decades, noted Sister Helen. "Prayer is central to our mission of healing and service," she explained, adding that "Baltimore needs prayers for peace and justice more than ever."



Sister Judy Long, OCD, accepted the honor for the 16 sisters who live in community in Towson, Maryland. "Our community is profoundly humbled to be chosen to stand with the others honored here," she said.

She returned the accolades to Mercy, saying the decision to remain in the inner city to show compassion and mercy for those in need is an inspiration. "By your choosing to stay and serve the people of Baltimore City you exemplify what it means to have compassion and show mercy. While prayer is our charism, your charism of mercy inspires us to always remember those who are in most need."

Carmelite and Mercy religious women have had connections since Catherine McAuley founded the Mercy order in 1831. She desired to combine the silence and prayer of the Carmelites and the active labors of the Sisters of Charity, which coincidentally is the order from which fellow honoree Sister Carol Keehan hails. Sister Judy recalled how the connection continued in Baltimore, with the Sisters at Mercy sending packages of food to the Carmelite's convent on Biddle Street during the food rationing days of World War II. That close relationship remains to this day, she explained.

Sister Judy noted the value of prayer in the healing process and its value across faith traditions. "As your staff surely knows, there are days when all you can do is pray," she said.

"We always hold in prayer those whom you serve," concluded Sister Judy, "Mother Catherine McAuley is surely smiling on her daughters this evening."

LOOKING TO THE FUTURE

Sister Helen then announced that the Institute for Gynecologic Care would be renamed in honor of Dr. Neil B. Rosenshein, Medical Director of The Weinberg Center for Women's Health and Medicine. Dr. Rosenshein has served as the Weinberg Center's leader for 20 years, providing visionary leadership that has allowed Mercy to be recognized as one of the top women's hospitals in the country.

After a standing ovation, Dr. Rosenshein expressed his thanks for adding his name to the Mercy legacy. He called it "truly an overwhelming honor for me."

Dr. Rosenshein recalled Sister Helen and Tom Mullen describing their vision of health care for women. "I wanted to set up a program that would be a model for how women are treated," he said.

In the past 20 years, Mercy's health care programs for women has grown and been recognized for its excellence, he said, because of the support of the Sisters of Mercy, the administration and the Board of Trustees.

Dr. Rosenshein explained how Catherine McAuley's vision to move sisters out of the cloister and into the community to minister the underserved inspired the expansion of the Weinberg Center's services into the community.

"I thought that was a great idea," he said. Now the Gynecologic Oncology Collaborative offers services in Hagerstown, Salisbury, Annapolis, and Calvert County.

Dr. Rosenshein pointed to Mercy's compassion in dealing with patients in a more comprehensive way.

"There are people who care and want to help" he said. "And that's what Mercy is all about."



MERCY'S CORPORATE PARTNERS: An Interactive Relationship



Joining the Corporate Partners Program at Mercy Medical Center made good sense to Mike Stitcher, Managing Director of the Hunt Valley Office of Berkeley Research Group.

He knows the hospital.
He knows the leadership.
He values the mission and the way
the hospital upholds its goals.

“We have historical connections with Mercy.”

Mike worked for Mercy early in his career, and so did his wife Susan. Other members of the leadership team at Berkeley Research Group, also known as BRG, have worked at the hospital too. Kristen Geissler headed Mercy’s clinical quality efforts for many years.

Seeing the medical center’s operations up close gave Mike a good understanding of how the Sisters of Mercy and the medical staff care for patients’ needs which made supporting their work an easy decision.

“Mercy is always at the top of the list for us,” he said.

BRG, a strategic advisory consulting firm, provides independent advice, data analytics, authoritative studies, expert testimony, investigations, and regulatory consulting to companies around the world in the banking, health care, construction, and energy sectors.

The Hunt Valley office, which employs about 60 people, serves health care clients, including Mercy. Mike said his company focuses on clinical payment reform that emphasizes high-quality care over patient volume, with the goal of improving both patient and population health.

BRG helps health care providers improve financial management, delivers clinical quality analytics on readmission rates and hospital-acquired conditions, and performs studies on how to shift from hospital care to ambulatory care. BRG staff also work with physicians to optimize their electronic health records. According to Mike, Mercy is a leader in finding solutions to the question, “How can we improve patient care?”

BRG has been a very generous partici-

pant in the Corporate Partners Program and a sponsor of Mercy Live, an event that supports Mercy’s mission of healing and service.

BRG is deeply involved in other parts of the community, as well. The company is dedicated to giving back through its support of a number of worthy causes.

However, Mercy’s corporate giving program is different. “This is a more interactive relationship,” Mike said.

The Corporate Partners Program is designed to increase a company’s involvement in Mercy’s mission while building awareness for its own business. A donor recognition event, a corporate breakfast, a health care roundtable, and a presentation on advancements in patient care offer opportunities for networking, recognition, and education.

One benefit of a corporate partnership with Mercy is a selection of health and wellness seminars offered by clinicians to company staff. “For instance, BRG is looking at possible programs on exercise or nutrition that will fit the company’s employee base,” said Megan Wheeler, BRG’s marketing coordinator. Mike is enthusiastic about this idea.

Mercy Medical Center, Mike noted, serves a diverse patient population — from underinsured or uninsured Baltimore City residents to well-insured suburbanites who come to Mercy for specialty care offered through the Centers of Excellence. “That mix has helped Mercy remain strong,” Mike said.

“Mercy is always focused on its core mission and values,” added Mike. “That commitment to patients and the neighboring community is something BRG supports.”

To learn about Mercy’s Corporate Partners Program, please contact Leslie Sporn at 410-332-9817 or lsporn@mdmercy.com.

Mike Stitcher, Managing Director of BRG

EVENT WRAP UP

Heat It To Beat It

More than 650 walkers gathered for the 6th annual Heat It To Beat It at the Maryland Zoo in Baltimore on Sunday, October 4. This fundraising walk and rally is spearheaded by patients, their families, and friends to raise awareness

and funds for peritoneal carcinomatosis, a complex cancer found in the abdomen.

For the first time this year, a Heat It To Beat It team of runners also hit the streets as part of a charity team at the Baltimore Running Festival.

More than 60 teams and 950 donors contributed to the success of these efforts, which collected more than \$137,000, bringing the total raised in six years to \$757,000.

Many thanks to our generous sponsors for supporting Heat It To Beat It!

BE uninTImidated
RBC Wealth Management
I Run for Appendix Cancer
ShopRite
ThermaSolutions
Transamerica
Walgreens Infusion Services



BreastFest



On Saturday, October 17, The Tyanna Foundation presented their flagship event, BreastFest at Power Plant Live. The Tyanna Foundation is an all-volunteer organization created by five spirited sisters to honor the memory of their mother, Tyanna O'Brien, who passed away from breast cancer.

The annual celebration continues The Tyanna Foundation's tradition of hosting an afternoon party filled with live music, drinks, food, games and fun, in hopes of inspiring others to become involved in breast cancer education, treatment, and research. Funds raised at the event support a fellowship in breast imaging, transportation assistance, and educational materials for patients at The Hoffberger Breast Center at Mercy.

Empower A Cure

A morning of meaningful connections and inspiration in support of The Hoffberger Breast Center at Mercy took place on October 25. This action-filled yoga event celebrating life included an all-level yoga flow, shopping for a cause, libations, scrumptious eats, and breast cancer risk assessment at three lululemon athletica locations—Harbor East, Columbia, and Towson.



Mercy Live!



Montgomery Park, a Baltimore landmark listed on the National Register of Historic Places, provided a distinctive setting for Mercy Live!, which was held on June 8. The venue set the perfect stage for a vintage department store theme, paying homage to the building's former tenant, The Montgomery Ward Catalog House.

More than 650 guests enjoyed the opportunity to browse the “departments” of food, festivity, and fun. It was a step back in time, complete with store windows featuring live mannequins, retail display cases, and an amazing inventory of surprises with a complete catalog of stylish entertainment.

Tremendous support in all sizes from the corporate community demonstrated how Mercy, like Montgomery Park, has too become a Baltimore landmark to all who come to our doors.

Mercy Medical Center thanks the following Corporate Partners and Mercy Live Sponsors for their generous support during the July 1, 2014 to June 30, 2015 year.

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Angie's Spa Cancer Foundation

Grant Awarded to Provide Free Therapeutic Spa Services to Cancer Patients Undergoing Chemotherapy

Mercy welcomed Nancy Berry, Executive Director of the Angie's Spa Cancer Foundation, on October 1, to thank the Foundation for a recent grant award to support acupuncture and massage therapy for patients experiencing side effects of chemotherapy. Two friends of the Medi-Spa at Mercy matched a challenge grant presented by Angie's Spa, bringing the total funds available to provide underserved cancer patients at Mercy therapeutic spa treatments to \$10,000.

"Mercy was one of seven hospital programs nationally awarded a grant from Angie's Spa," said Donna Chang, RN, BSN, Director of the Medi-Spa at Mercy.

The Medi-Spa at Mercy, located in The Harry and Jeanette Weinberg Center, works with physicians and staff at The Institute for Cancer Care at Mercy to connect eligible oncology patients to spa services.



Nancy Berry, Executive Director, Angie's Spa Cancer Foundation, Rebekah Hoffman, Mercy Patient, Donna Chang, RN, BSN, Director of the Medi-Spa at Mercy