

## Foundress Of Mission Of Mercy Hailed As National Lifetime Achievement Finalist



Dr. Gianna Talone-Sullivan, Foundress of Mission of Mercy, was nominated as a 2011 Lifetime Achievement finalist at the second annual *Next-Generation Pharmacist* awards, a national event sponsored by Pharmacy Times in Boston, on August 29. This nomination is a tremendous honor that highlights Talone-Sullivan's dedication to the pharmacy industry.

A panel of judges, chaired by *Pharmacy Times'* Editor-in-Chief, Fred M. Eckel, R.Ph., M.S., evaluated candidates against the highest standards of the pharmacy profession, including customer service and patient care, as well as how each nominee is contributing to the pharmacy profession as a whole.

The *Next-Generation Pharmacist* awards honored pharmacy professionals in 10 additional categories, selected from nearly 350 nominations received from 40 states and Guam. Talone-Sullivan, who was nominated for the first time this year, is in the esteemed company of award winner Maj. Jeffery Neigh, Deputy Chief, Eisenhower Army Medical Center Department of Pharmacy.

"It is an honor to have been named as one of four finalists for the 2011 Lifetime Achievement Award by my peers in the pharmacy industry," says Talone-Sullivan. "The outstanding qualifications of the nominees speak well for the future of the pharmacy profession. **My nomination is really the result of all the Mission of Mercy volunteers, benefactors, staff and the countless community partners and members of our Leadership Councils and Board of Directors.** In their service at Mission of Mercy, each has given without the expectation of consolation, and this is the ultimate gift. Thank you all for your unconditional love and your selflessness in serving the less fortunate with 'healing through Love.' I am blessed that God has gifted me with the great joy of your friendship. This honor belongs to you all!"

Talone-Sullivan started her career as vice president of Pharmacy Services for United Healthcare/Physician's Health Plan in Arizona. She worked with PCS Health Systems to institute a National Drug Formulary and managed a National Pharmacy and Therapeutics Committee composed of nationally recognized practitioners.

In 1991, she founded Mission of Mercy, a nonprofit organization that provides free health care, medications and dental care to uninsured and underinsured people. Started in Arizona, the organization now has expanded to Maryland, Pennsylvania, and Texas. Using recreational vehicles that are outfitted as mobile medical clinics, Mission of Mercy has volunteers from multiple health care professions. The organization has grown from six volunteers to more than 640 staff and volunteers.

Mission of Mercy clinics serve up to 150 patients and dispense more than 300 medications per day. Talone-Sullivan capitalizes on indigent pharmacy programs in cooperation with pharmaceutical companies so Mission of Mercy can offer the latest pharmacologic therapies. Since its inception, Mission of Mercy has completed a total of more than 280,000 patient visits, dispensed more than 520,000 free prescription medications, and provided more than 55,000 free dental procedures.

Talone-Sullivan does not take a salary from Mission of Mercy, choosing to work as a part-time community pharmacist.



### Our Mission

Mission of Mercy Arizona is a non-profit, non-sectarian mobile medical outreach program serving Maricopa County. We provide access to health care to the most vulnerable in our community - the sick, poor, and uninsured - by making quality primary health care and prescriptions available at no charge. Mission of Mercy seeks to restore dignity to all people by being an instrument of "healing through Love," and by the reciprocal sharing of God's mercy with those we serve.

### Clinic Locations & Schedules

M.O.M.-AZ serves patients at five sites in the Valley. Hours are 8 a.m. to 3 p.m. on the following days and locations:

- Maryvale - Church of the Nazarene, 3201 N. 51st Ave. Phoenix 1st, 3rd & 5th Tuesdays
- South Phoenix - St. Catherine of Siena, 6600 S. Central Ave. Phoenix 2nd & 4th Tuesdays
- Phoenix - Shepherd of the Valley Lutheran Church 1500 W. Maryland Ave. Phoenix Every Wednesday
- Mesa - Christ the King Community Center 1616 E. Broadway, Mesa Every Thursday
- Avondale - First Southern Baptist Church of Avondale 1001 N. Central Ave, Avondale 2nd & 4th Mondays

**APPOINTMENTS:  
602.486.7798**

**Bilingual Telephone Hours:  
Tuesday 1 to 6 p.m.  
Thursday 9 a.m. to 2 p.m.**

For additional information or clinic directions visit our web site at

[www.aMissionOfMercy.org](http://www.aMissionOfMercy.org)

## M.O.M.'s Perspective: *Uniting to Heal*

Each day at Mission of Mercy new stories of hope, healing and love make their way through the clinics and back to our offices. Like our patients, no two stories are the same but they invariably end the same way: a young parent, a fragile family, an innocent child – someone with nowhere else to go – receives both medical attention and a medical home that they've gone without for too long. At the same time, our clinic volunteers and staff are part of a unique dynamic of reciprocal love as we experience the power of what is possible when our community is **uniting to heal**.



Our collaborative model of bringing together the best in our community is not new for Mission of Mercy. In fact, for the past 14 years, collaborative partnerships have become the cornerstone of our mission and have allowed us to “do more with less.” Our partnerships with generous organizations like **Sonora Quest Laboratories**, who have provided all our laboratory services at no cost since 1997, to Catholic Healthcare West hospitals like **St. Joe's Hospital, Chandler Regional** and **Mercy Gilbert hospitals**, who provide everything from free radiology to well-woman, pre-natal, and breast care examinations and treatment, join together with a cadre of specialty care physicians and ancillary service providers who agree to see patients in their private practice at no cost. These vital partnerships have made us one of the most cost-effective non-profits in the Valley and have given Mission of Mercy the ability to build an efficient “basic needs” medical mission where healing through Love and the restoration of dignity can occur, while at the same time, saving local hospitals many thousands of dollars a year in uncompensated emergency care and avoidable hospitalizations. In fact, at a cost of \$67.00 per patient visit, which includes the doctor's visit and prescription medications, we can treat 42 patients for the cost of an average Maricopa County emergency room visit. That's a ratio of 42 to 1! And with more than \$700,000 in pro bono services annually, every donation is maximized and re-invested back to the community to address the epidemic need for access to primary health care for the 1-in-4 uninsured Arizona families.

Our role as a catalyst for building partnerships that strengthen the medical and community safety net for the underinsured and uninsured is more alive and vibrant than ever. This fall, we formalized a partnership with **Banner Hospitals** to provide our patients with access to pro bono imaging and radiology services. We are also working towards piloting a community navigation program called “Community Connections” that will link our patients to existing community resources to move them towards self-sufficiency and personal empowerment. The 16-month pilot program, generously funded by the **Virginia G. Piper Charitable Foundation**, will be piloted at our new West Valley Avondale clinic shortly and rolled out to our other four clinics in 2012.

As we move into fall and welcome many of our friends back to the Valley, I couldn't be more grateful for our community partners, donors and volunteers who support our mission of **uniting to heal**. Thank you for your commitment to Mission of Mercy and to the incredible patients and families we serve.

Catherine L. Amiot  
Executive Director, Mission of Mercy

## Mission of Mercy Pilots New Health Care Program Focused on Personal Health Empowerment

Mission of Mercy launched a new pilot program, the Community Connections Corner, designed to improve the overall health of patients through the expansion of patient support services. The program is designed to broaden patient knowledge of personal health management, connect patients to existing community health and human service organizations, and provide one-on-one “Care Corner” education appointments with qualified medical volunteers to improve long-term health outcomes. Other components of the project include a robust Volunteer Management Program and Community Outreach efforts to introduce our work to the public and engage potential new volunteers, partners and funders. Funds from the Virginia G. Piper Charitable Trust and the Sovereign Order of Malta will cover the pilot-testing phase of the program and over the next two years Mission of Mercy plans to duplicate the program at all five clinic sites throughout the Valley as a key component of our sustainability program.



Ana Berlanga-Nabozny

Mission of Mercy is also pleased to announce that longtime clinic volunteer interpreter Ana Berlanga-Nabozny will play an instrumental role in the program's rollout in her new role as Community Connections Volunteer Coordinator. “For me, it's always been all about the patients,” says Berlanga-Nabozny. “Serving and loving them, treating them with dignity is my true passion – this program is exciting because it will give our patients the health education required to make real health care improvements.”

# Celebrating One Year of West Valley Service

This fall marks the one-year anniversary of Mission of Mercy's Avondale clinic and, for Pastor of the First Southern Baptist Church Jack Marslender and member of Mission of Mercy's Arizona Leadership Council, the milestone represents more than 12 months of service; the anniversary represents his congregation's willingness to serve, and the possibility of continued growth in the years to come.

## A Shared Dream

Big dreams for a health care clinic began nearly three years ago for the First Southern Baptist Church. "Our members have always been committed to providing people with the spiritual guidance and support necessary to live the most healthy and fulfilling lives possible," says Marslender. "We made a commitment to be more involved in our community, but we knew we couldn't do something as extensive as an on-site health care clinic without a partner."

At the same time, Mission of Mercy Executive Director Catherine Amiot set her sights on a West Valley clinic location and was working hard to engage key stakeholders in bringing



that dream to life. "No one questioned the need for health care services for the uninsured and underinsured," says Amiot. "Feedback from the community, other agencies and hospital emergency rooms, all pointed to an Avondale clinic location."

## Partnering to Serve

Together, with the help of community partners, Mission of Mercy made plans for a West Valley expansion that would work out of the First Southern Baptist Church and enlist the church's volunteers to help with clinic operations. "It was an exciting time," says Amiot. "There are enough resources to prevent people from falling through the cracks in our health care system when providers and service agencies come together."

"When we arrived for the first day of the clinic last November, we did not know what to expect," recalls Marslender. "By 7 a.m. when there was a line out the door we realized that the need was so much greater than we could have ever imagined," recalls Marslender. He explains that both he and the clinic volunteers understood quickly that they were in over their heads, but they were all willing to try. "People stepped up and were willing to serve, showing God's love in a real and practical way."

## Snapshot of Success

Since opening its doors in November 2011 to serve patients every other Monday, the West Valley clinic has averaged 60 patient visits each clinic day. Although in recent

months medical staff report seeing a sharp increase in demand from 13 West Valley cities. "More than 30 volunteers from First Southern Baptist Church support the day-to-day on-site patient care at the clinic. With increased traffic at the West Valley clinic, the nonprofit has increased patients visits by 30% and expects to surpass 3,330 patient visits Valleywide by year's end. "Our greatest need is for general and primary care medical doctors willing to volunteer at the clinic and specialty care doctors who can see patients pro bono in their offices so we can refer patients requiring additional medical attention," says Mission of Mercy Medical Director Brad Smith, N.M.D.

## Building Capacity

When asked what his hopes are for the clinic's future, Marslender explains that he's setting his sights on a an additional clinic day. "We have reached capacity. Two days per month is not enough. We need another day or else we'll have to start turning people away."

Amiot couldn't agree more. "This August we signed a letter of agreement with Banner Estrella Medical Center for \$20,000 in pro bono specialized imaging services, signaling its participation in our *Compassionate Partner Network* of hospitals providing specialty care for clinic patients requiring services above what we can provide. These are the sort of partnerships that will help us better serve our community in the years to come."



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### Mission of Mercy AZ Leadership Team

**Catherine L. Amiot**  
Executive Director

**Paula Carvalho**  
Program Manager

**Diana Navarrette**  
Administrative Assistant

### Mission of Mercy AZ Medical Team

**Brad Smith, N.M.D.**  
Medical Director

**Jill Utley, M.D.**  
Assistant Medical Director

**Jeanne Karnell, R.N.**  
Nursing Director

**Ann Collins, R.N.**  
Assistant Nursing Director

**Debi Lynch, R.N.**  
Assistant Nursing Director

### AZ Leadership Council Members

Todd Brown  
Susan Connor  
Alice Ehmann  
Tony Ehmann  
Kim Fleurquin  
Sara Gordon  
Larry Hall  
Richard Hannon  
Pastor Adrienne Heskin  
Greg Hjartarson  
Andy Jacob, M.D., J.D.  
Peter A. Liefer, Sr.  
Col. Mike Lynch, USAF (Ret.)  
Pastor Jack Marslender  
Rachel Oesterle  
Mary Schneider

### Advisors to Leadership Council

Earl J. Baker, M.D.  
Claudia Critchfield  
Marisue Garganta  
Judy Walruff, Ph.D.



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5th Annual

**Mercy in the Morning Community Breakfast**

Please join us for Mission of Mercy's community breakfast to share in the inspiring work underway in our free primary health clinics throughout the Valley.

**Thursday, December 8, 2011 - 7:30 to 8:30 a.m.**

**Pointe Hilton Squaw Peak Resort - 7677 North 16th Street, Phoenix, AZ 85020**

Please RSVP to Paula Carvalho with Mission of Mercy by Thursday, December 1 at (602) 861-2233 or [pcarvalho@amissionofmercy.org](mailto:pcarvalho@amissionofmercy.org).