

MERCY

Perspectives

FALL 2021



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Thank You!

She came to Mission of Mercy with an aching tooth.

Mission of Mercy treated that—and saved her life



Access to skilled healthcare is something all people deserve and is essential to conveying to the sick or injured that they are valued and should to be treated with dignity.

That is why 27 years ago, Dr. Gianna Talone Sullivan founded Mission of Mercy. She aspired

to fill a gap in the medical safety net by providing compassionate medical and dental care to uninsured and underinsured patients. She was committed to ensuring that their socioeconomic status would not define the care they received because she believes all are God's children and are worthy of dignity and respect.

For nearly three decades, Mission of Mercy has been a leader in community healthcare by providing integrated free medical and dental services, and prescription medications through our mobile clinics. We were doing this long before these approaches became mainstream.

Since our inception, thousands of patients have benefitted from Mission of Mercy's commitment to restore dignity and healing through Love. That includes patients like Mary, who arrived at

our clinic site on a humid June morning, hoping that a filling or an extraction would relieve her nagging tooth pain. So imagine her surprise when she received a comprehensive health assessment prior to her dental appointment. This evaluation revealed that Mary had dangerously high blood pressure. She was also screened for diabetes.

"As a nurse and a dentist, I am acutely aware of the correlation between oral health issues, diabetes, and high blood pressure," said Dr. Roslyn Kellum, Mission of Mercy's dental director.

"That is why I initiated this health assessment for all our dental patients. Our medical and dental teams want to help our patients achieve overall wellness."

After Mary saw Dr. Kellum for her tooth pain, she was seen by Dr. Michael Sullivan, Mission of Mercy's chief medical director. He ordered follow-up blood work, which Mary received free of charge from one of our local participating hospital partners. The results revealed Mary had a life-threatening blood disease.

But thanks to the free, comprehensive evaluation she received that summer morning, Mary is now being treated for her chronic life-threatening health issues through Mission of Mercy. Oh, and yes, her toothache is gone, too.

Mission of Mercy's Value to the Community

Mission of Mercy brings both tangible and intangible benefits to the patients and communities we serve.

The tangible benefits are reflected in the dollars we save both our patients and our healthcare providers. When we see patients and offer critical interventions and preventative care that keeps them out of the emergency room, we all benefit.

We have done that in droves since our founding in 1994:

Provided more than
 **216,000**
 FREE DOCTOR
 PATIENT VISITS

Provided more than
 **20,886**
 FREE DENTAL
 PATIENT VISITS

Dispensed more than
 **433,729**
 FREE PRESCRIPTION
 MEDICATIONS

 Top 4 Diagnoses or Treated Conditions at our Clinics

- 1** DIABETES
- 2** HYPERTENSION
- 3** DIGESTIVE SYSTEM DISORDERS
- 4** HIGH CHOLESTEROL

 In FY21 the estimated value of pro bono services and other in-kind donations is

\$1,800,000

In addition, many of our patients receive pro bono services from our community hospital partners, including:

- Radiology
- Laboratory
- Medical Supplies
- Medications
- Donated Clinic Space
- Utilities
- Specialists (in-office pro bono visits)
- Mobile Medical Clinic Storage
- Vendor Pro Bono/ Discount Services

 **ROI**

According to the Mobile Health Clinics Association, the positive return on the investment for mobile clinics is \$12 for every \$1 spent on operations.

 **\$1** **\$12**

But the greatest return on our work does not equate to dollars:
 We bring hope, healing and a restoration of dignity to those who are sick and in pain.
 We convey to them that they are valued, they are important and that we care about them.

THAT IS PRICELESS!

We Get by with A Lot of Help from Our Friends

The medical and dental professionals of Mission of Mercy know that sometimes patients need more care than we alone can provide. In some cases, it may be blood tests, other times it might be x-rays or other diagnostic imaging tests. But thanks to our network of partners in the communities we serve, we can make sure that we provide our patients with an accurate diagnosis so we can help them address any acute or chronic health conditions they face.

Our community health partners have told us that we help them as well, by providing care that keeps people out of the emergency room and allows for early diagnosis and treatment of chronic diseases like high blood pressure and diabetes.

Affordable Dentures



"We have many patients who travel to Mission of Mercy sites from Anne Arundel, Howard and Prince George's counties so they can get the dental care they need. Most of our dental patients do not have dental insurance so without Mission of Mercy, many patients would suffer from not having dental care. Working with Mission of Mercy is a perfect fit for us, since our mission is to provide a smile for every budget, delivered with compassion, dignity and respect."

Kelly Bacon, Office Manager for Affordable Dentures and Implants

Frederick County Health Department



"I would like to recognize the contributions that Mission of Mercy, its small staff and many volunteers make every day to keep its services available to those who don't have other easily accessible or affordable options in Frederick County. Mission of Mercy has been a major critical safety net for physical health and with the addition of a mobile dental unit, it has become a major contributor to the dental safety net in Frederick County as well."

**Dr. Barbara Brookmyer,
Frederick County Health Officer**

WellSpan Health



"WellSpan, a non-profit community health system, has partnered with Mission of Mercy for many years, mainly through WellSpan Gettysburg Hospital. Mission of Mercy has respectfully maintained the dignity of patients, seeing them in the clinic and helping with access to medications while WellSpan has assisted with access to imaging and labs. At its monthly medical clinic in Gettysburg, the staff and volunteers of Mission of Mercy have assisted hundreds of patients who otherwise would struggle to get the medical care they need to be healthy. The partnership of WellSpan and Mission of Mercy has helped us make sure no one falls through the cracks but are treated with the compassion they deserve."

Chris Echterling, M.D., WellSpan Medical Director of Vulnerable Populations

Shared Patient Program with Frederick Health



"Since 2013, Frederick Health has invited the physicians of Mission of Mercy to send patients to us for x-rays, MRIs and other forms of specialty testing. This is part of our commitment to serving our friends and neighbors who are sick and in pain. This partnership is the embodiment of our mission to contribute to the health and well-being of the community we serve. Through this collaboration, designated nurses at Frederick Health work with Dr. Michael Sullivan, Mission of Mercy's medical director, to identify patients who could utilize Mission of Mercy."

**Thomas A. Kleinhanzl
Frederick Health President & CEO**

Hands-on Help

Volunteer Physical Therapist Mike Johnston

At his part-time job as a physical therapist, Mike Johnston knows how appreciative his patients are when he can help them overcome their injuries so that they can get back to living and working without pain.



Imagine then how grateful his Mission of Mercy patients are when he does that for them, too—especially because thanks to his volunteerism, they can get the care they need even though they may not have health insurance or cannot afford their co-pays for regular PT.

Every month, Mike spends two or three Monday mornings at the Frederick clinic before heading to his paying job, where he often sees patients until 8 p.m. Some might consider that schedule a bit too grueling, but for Mike, who has been volunteering at Mission of Mercy since 2015, it is invigorating.

“I’ve done lots of volunteer work in the past, but my time at Mission of Mercy leaves me with just a really rich satisfaction that I am doing my little bit to help,” he said.

He often sees patients who are in the food service industry or cleaning businesses, for whom being able to move without pain

is crucial to being able to work to support their families. “A lot of what I do is hands-on therapy initially, but then I teach them how to do things differently at work and home, things like proper posture and ergonomics, as well as exercises so they can do it on their own,” he said.

It helps that Mike, who calls himself an “intermediate” Spanish speaker, can talk directly to his patients. “That really helps put them at ease. And it is an important part of being welcoming and showing them that I am really listening to them.”

Although Mike doesn’t receive compensation for his services, he says the rewards of volunteering at Mission of Mercy is payment enough. “The patients are very, very appreciative,” Mike said. “And I love being around a group of other volunteers of all ages who are all doing their little part. It’s really nice to be around other people who are also giving back.”



What Mission of Mercy Means to Us

We asked a few of our volunteers to share their thoughts on why they give their time and talents to Mission of Mercy:

“I love volunteering. It is the main reason that I come.”

-David Crome

“We are delighted to be a small part of the Mission of Mercy team. It is a pleasure to work with such wonderful, caring people to fulfill the needs of the patients.”

-Joan and Bart Orndorff

“I am honored to be involved in such a worthwhile service endeavor.”

-Paul Smith

Dental Program

News and Updates



Mission of Mercy's Dental Director, Dr. Roz Kellum, was featured in a March 29, 2021 article in the Cumberland Times-News entitled "Dental health is a concern in rural areas." Dr. Kellum was quoted along with Dr. Diane Romaine, current president of the Maryland State Dental Association Foundation, about the national disparity in dental care for those aged 65 and older.

Romaine noted that 70 percent of people in this age group do not have dental benefits, yet diverting emergency department dental visits could save Maryland's Medicaid program \$4 million per year.

But good oral health has real implications for overall physical well-being as well. Dr. Kellum emphasized that the mouth is the gateway to a lot of working systems in the body. "People who go without dental care can be at risk for health problems including diabetes, cardiac and respiratory issues," she said.

Kellum added that in her 30-plus years in healthcare, she's seeing an all-time high number of patients in their 20s, 30s and 40s who suffer from dental problems or require full-mouth teeth extractions due to poor diet and nutrition or abuse of substances including alcohol and opioids.

That is why she has initiated a new protocol for all Mission of Mercy dental patients. They are now assessed for high blood pressure and diabetes prior to their dental visits and are referred to Mission of Mercy's medical professionals for additional medical tests when needed.

"We care for our patients. We want to help them," the article quoted Dr. Kellum as saying. "We want to get them comfortable and healthy with dignity, love and respect."

Some patients who come to Mission of Mercy are reluctant to share their stories. Because we do not require proof of ability to pay or other documentation, our patients find the care they need without fear or reprisals. Such was the case of a shy, 59-year-old woman who came to our dental clinic in need of an extraction. She didn't want to reveal her personal story but was overflowing with gratitude to Mission of Mercy:

"They treat you with love and Godliness. They don't look at you for who you are or what you are. They are moved in a spiritual way. When you are sick, you need more than medical treatment, you need to feel loved, too."

Teledentistry Appointments Now Available!

Mission of Mercy's Dental Director Dr. Roslyn Kellum can pre-screen dental patients and perform oral exams via a phone or a computer to triage patients, making sure that those with infections receive antibiotics and follow-up appointments as needed. Dr. Roz uses a new HIPPA-compliant teledentistry program called Doxy.Me that is user-friendly for both patients and dentists.

Thank you to all our licensed dentists and dental assistant volunteers who are providing care to our uninsured and underinsured dental patients amid the ongoing pandemic.

Mark Your *Calendar*

Upcoming Events to benefit Mission of Mercy



Save the Date!

Back by popular demand! Mission of Mercy will hold its second Sporting Clay Shoot at Orvis Hill Country in Fairfield, PA on **Saturday, May 7, 2022** from 8:30 a.m. to 5 p.m. Enjoy a great day of fun and/or competitive shooting, lunch, awards, a happy hour and auction.

Sponsorship opportunities are available. Please contact Jennifer White for details at 301-682-5683 x204 or jwhite@AMissionofMercy.org.

Give Thanks by Giving Back

During the month of November, please consider showing your gratitude for all you have been given by participating in two seasonal events:

The Adam's County Giving Spree: Day of Giving will be held on **Friday, Nov. 5, 2021**. This annual event, sponsored by the Adams County Community Foundation, connects donors to groups and organizations that match their charitable intentions.

You can give by dropping off your gift to the Gettysburg Times (1570 Fairfield Rd., Gettysburg, PA) on Nov. 5 from 1 p.m. to 5 p.m. or by donating online at ACCFGivingSpree.org on Nov. 5.

Those who wish to mail in their donation can find the address and the required form on our website: www.amiissionofmercy.org/maryland-pennsylvania/events/.

Giving Tuesday

On Cyber **Tuesday, Nov. 30**, please consider "buying" the gift of free health or dental care for those in need by supporting Mission of Mercy on Giving Tuesday, a global annual day of giving. Did you know a gift of \$100 provides steroid injections for a patient with arthritis and that \$500 provides treatment for four dental patients (average of six procedures each)? Every gift makes a difference, so please give online at www.aMissionofMercy.org/Maryland-Pennsylvania/ or mail your gift to Mission of Mercy, 22 South Market St., Ste. 6D, Frederick, MD 21701. Thank you!



Clinic Tours

If you are interested in taking a one-hour tour of any of our six clinic sites to observe our mission first-hand, please call Jennifer White, Development Director at 301.682.5683 ext.204, (jwhite@amiissionofmercy.org) or Linda Ryan, Executive Director at 301.682.5683 ext. 202, (lryan@amiissionofmercy.org) to arrange an appointment.

Thank You

With our deepest gratitude...

Our thanks to all those who attended our 21st Annual Mission of Mercy Gala on Sept. 17 at Ceresville Mansion. Through the generosity of the event's sponsors, as well as that of all those who participated in our silent auction, we raised over \$130,000 to support our efforts to provide free medical, dental and prescription care to the un- or under-insured in our communities. We remain eternally grateful for your support.

2021 Gala Sponsors

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Patapsco United Methodist Church
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RBC Wealth Management
Roaring Run Lions Club

Rotary Club of Frederick
Sacred Heart Church
Springfield Presbyterian Church
St. Eugenia Philoptochos Society
St. James Lutheran Church
St. John Properties
St. Katherine Drexel Catholic Church
St. Paul's Evangelical Lutheran Church
St. Paul's Lutheran Church
St. Peter's Catholic Church
Stoney Point Farm
Taneytown Lions Club
Taylorsville United Methodist Women
The Jack V. Leishear Endowment Fund
The Temple - Paul Mitchell Partner School
The Welsh Iannuzzi Family Philanthropic Fund
The Woman's Club of Glyndon
Thurmont United Methodist Church
Trinity United Church of Christ
Tyler Duncan Realty Partners, Inc.
Union Bridge Lions Club
United Methodist Women Lansdowne United Methodist Church
Upstream's Pillars with Purpose Benevolent Funds
Women's Fellowship and Service Guild
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Woodhaven Building & Development, Inc.



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In their own words...

What our patients say Mission of Mercy means to them:



"I hadn't seen a regular doctor since I had a stroke in 2017, as I have no insurance."

"Thank you for helping me with my pain, stress and blood pressure. You make me feel like family. Thank you and God bless."

"Coming here has allowed me to have regular doctor visits for the first time in years. I have also had two dental procedures which have been life savers. Can't thank you fellas enough!"

"After a devastating accident, bankruptcy and heart surgery, Mission of Mercy was my only resource for healthcare. They saved me and have continued on my behalf since 2011. Many thanks."

"Just feeling better and resting better has helped me be able to contribute more to our family."

"Because I don't have insurance, this has been a great blessing not to have to pay out of pocket for doctors' visits to maintain my overall health."