

MERCY Perspectives



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Thank You!

*It takes a
village...*

On a blustery winter morning, Joseph*, one of our recurrent patients, came to our medical clinic for his regular physician's visit for his multiple health issues, which include diabetes, high blood pressure and heart disease. Although employed, Joseph fits into the ALICE category (Asset Limited Income Constrained Adults), those who earn too much to qualify for Medical Assistance yet not enough to afford basic life essentials like healthcare and medications.

During his visit, Dr. Michael Sullivan, Mission of Mercy's Medical Director, found Joseph to be extremely ill and suspected that he might have COVID. Knowing that he lived in a large household that included a grandmother in her 90s, and realizing that he had no other place to go, Dr. Sullivan felt compelled to find a location where Joseph could socially isolate.

So Dr. Sullivan reached out to MOM's contact at Frederick Hospital for advice and was referred to Nick Brown, executive director of the Religious Coalition for Emergency Human Needs. Nick immediately placed Joseph in a dedicated hotel room, where he was also provided food through the Frederick Rescue Mission. When it was obvious that Joseph needed to be hospitalized, he was transported to the hospital by the Frederick Community Action Agency. After a two-week stay in the hospital, Joseph returned



to the hotel until he was completely well and ready to go home. Through this caring and collaboration with community agencies, Joseph is now back at work and is returning to Mission of Mercy for his regular medical and dental care.

This scenario is repeated daily in the other communities in which we serve. Non-profits provide housing, meals, transportation and hospitalization (when needed) to ensure the health, safety and well-being of those who are sick and suffering and have nowhere to turn.

Mission of Mercy is proud to be a part of caring, collaborative communities and we thank each of you for partnering with us to save the lives of those who are disenfranchised in our society.

**name changed to protect patient's privacy.*

Grace Under Pressure

Over the course of the last year, Mission of Mercy's volunteers and staff have had to make scores of adjustments to our service model because of the challenges presented by the COVID-19 pandemic. Yet through it all, this team has exhibited true grace under pressure. Here are a few of their thoughts and reflections on their work during the pandemic.

“Flexibility and innovation mark the Frederick registration team's response to serving patients. Since September, we've functioned in different spaces with reduced staffing. The waiting room is now the patients' cars, so we've implemented a call-in system for talking with patients during clinic. Staff and patients are adjusting to the new routines. But as needs change, registration will, too.”

-Martha Willson

“It has been an exhausting and wonderful experience volunteering with MOM at the Taneytown clinic site during the pandemic. We have had to do much running around parking lots in all kinds of weather. But we must remember our patients sitting in cars in all kinds of weather. Our patients have been so kind and thoughtful, and kindly receptive to our new regulations. And they are always smiling!”

-Ruth Edder

“In the Fall of 2002, I showed up at the Harrisburg clinic on several Fridays to observe things and see if volunteering at a medical clinic would be a good fit for me when I retired the following June. Here I am about 20 years later with that tug at my heart just as strong! Having purpose in your life especially when retired brings fulfillment. The patients and volunteers at MOM go a long way to fill part of that purpose in my life. I always feel that the gratitude and deep appreciation between myself and our patients is a two-way street.”

-Sue Shebosky, R.N.

“I feel blessed to have the opportunity to work with the staff and patients of Mission of Mercy, where the cornerstone of our practice is love and dignity for all. It truly is the gift of giving and receiving. And I have an appreciation for everyone who continues to make this good work happen through contributions, including prayer.”

-Joyce Iglehart R.N.

“I really enjoy being a Spanish interpreter for the Reisterstown clinic. Although I have not been able to do this during COVID except for phone calls, I hope to return once I get the vaccine. I know that MOM provides a great service to our patients and I am glad that my church has been part of this work for over 20 years.”

-Susan Henry



“As a volunteer, it is a sheer delight to help people with their medical needs. I am so pleased to lend a ‘helping hand’ and be a ‘listening ear.’ So many patients say, ‘Thank you for listening to me.’”

-Jan McQuaid, Nurse Volunteer

“I am honored to be part of this group of selfless volunteers who truly are Jesus’ hands and feet. As I witness their compassion and respect as they care for all of God’s children, it makes me proud to be a part of this mission. With all of the challenges this pandemic has presented, modifications were quickly made to ensure quality care for all Mission of Mercy patients while making their safety a priority. In these difficult circumstances, the patients and volunteers are happy to do whatever it takes to ensure that the sites remain open and our clients get the care and medication they need. I pray that we all stay safe and healthy!”

-Carol Holland, Reisterstown Clinic Registration

“It is a good feeling giving something to others in need. It gives me a feeling of accomplishment to help patients who are not able to afford non-generic medications receive these through the drug companies. When I discover a drug company that will assist a patient, I feel as if I have just gotten a ‘wonderful bargain.’”

-Bob McQuaid, Indigent Drug Program Volunteer

“Volunteering at MOM has been a blessing, to be able to help our patients by giving them hope for treatment they so desperately need and can’t afford, and also letting them know someone really cares. I am so thankful God led me to MOM. The doctors, nurses and volunteers here are all very special making sure every patient is well taken care of and always treated with respect and dignity.”

-Connie Ross

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, to all the people you can, as long as ever you can.”

-John Wesley, founder of the Methodist Church



“I love the opportunity to serve beyond the bubble in which I live. At the same time I am mindful of the other seven family members with whom I live. Careful use of PPE is always a priority. The rewards, however, are the ‘thank you’ and the ‘gracias’ that are always there at the end of a patient encounter.”

-Mike Flessner, DDS



The Hosts with the Most

Mission of Mercy operates with the support of a multi-denominational group of churches which open their campuses to us to serve as host sites for our mobile medical and dental clinics. They also help us to reach people in the communities in which they live and work, making health care accessible to them.



"We love hosting Mission of Mercy because it is a simple way to provide such a major need for our community. Their staff are wonderful people and they truly love serving and caring for those in need of medical and dental assistance. Along with providing for medical and dental needs, their mission is to also provide dignity. This is one of my favorite aspects of Mission of Mercy. There are a lot of places where someone can find help but there are few places where people find dignity. In that sense, Mission of Mercy is providing a rare service for our community but one which I know is a partnership with God. It is treatment for the whole person and we are proud to open our doors to join them in that mission."

Mark Chester, Lead Pastor
Gettysburg Foursquare Church



"We at The Church of Jesus Christ of the Latter-day Saints could not be more delighted to be the host site for Mission of Mercy in Frederick. Since this is the busiest of Mission of Mercy's clinic sites, many of our members and leadership team also act as volunteers for the organization as medical and dental professionals as well as with the monthly food drops. We also believe that we are part of a 'spiritual calling' with Mission of Mercy. For as St. Paul said in his letter to the Philippians, Ch. 2, Verse 5, 'Among whom ye shine as lights in the world.' Serving with Mission of Mercy is truly the way in which we all are able to 'shine as God's light into the world' bringing hope and healing to the sick and the suffering."

Jim and Sarah Olson
Coordinators, Frederick Church of Jesus Christ of the Latter-day Saints.



"Jesus came so that we might have abundant life. As his followers, we believe that our ministry at RUMC should help change people's lives for the better. Our partnership with Mission of Mercy continues to be one of our most significant outreaches to our neighbors in Reisterstown. We have witnessed countless people receive much-needed care and healing, which is a tangible expression of God's love for them."

During this pandemic time, when so many other forms of assistance have become increasingly difficult to access, we have felt it especially important for us to continue hosting Mission of Mercy. Ensuring that people have access to good medical care is a way for us to participate in God's healing work."

Rev. Jen Eschliman
Reisterstown United Methodist Church



"We love Mission of Mercy because they are committed to 'Healing through Love.' The free medical and dental clinics are vital for those who have no insurance or cannot afford certain procedures or tests. The best part is that they do everything as unto the Lord. Just as His grace is free and open to everyone, Mission of Mercy offers free health care for all those who have a need. We are thankful for the privilege of working with this wonderful group of people and look forward to many more years of ministry together."

Kevin Marr, Senior Pastor
Faith Baptist Church, Brunswick MD

"Years ago, we recognized the need for good medical care for many in our community. So many of our people had no access to healthcare for a variety of reasons. For the last few years, Mission of Mercy has been an answer to our prayers, and a gift of grace and love to our community. With each visit, they come and share God's love, while serving those with many needs. We are so grateful for the faithful team at Mission of Mercy. They're doing God's work and providing healing for many who had been slipping between the cracks."

Hank Johnson
Harrisburg Brethren in Christ Church

"Trinity Evangelical Lutheran Church's (TELC) mission is built on knowing God, knowing neighbor, knowing TELC, and knowing life. These four pillars are the very foundation of our congregation. Through our understanding of 'knowing,' we are intentional about being present and knowing the presence of God, our church, and our community here in Taneytown. We are thankful that Mission of Mercy is able to utilize our building as a place of being able to meet people where they are."

Vicar Cody Danner
Trinity Evangelical Lutheran Church, Taneytown

Help and Healing through Collaboration



Carroll Hospital



Frederick Health



Gettysburg Hospital



Mercy Hospital,
Baltimore



UPMC Pinnacle,
Harrisburg

St. Agnes Hospital,
Baltimore

Mission of Mercy strives to provide comprehensive care to the patients we see, which means that there are times when it becomes necessary to refer them for additional lab tests, imaging studies or more advanced care—including surgeries—to our network of local hospital partners.

Located in or near the communities we serve, these hospitals recognize the value that Mission of Mercy brings to the patients we see. We make referrals for outside care only in situations where our medical staff realize that the patient's needs require more intervention to help us accurately diagnose and treat their conditions.

We are grateful for the long-standing partnerships we have with our hospital partners and their willingness to collaborate with us to help our patients feel well again, so that they may continue to work and support their families.

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Fun Shoot in Afternoon
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Thank You

Thanks to the generosity of our individual donors, foundations, churches, civic groups and businesses, in 2020 Mission of Mercy:



Provided more than

4,100

**FREE DOCTOR
PATIENT VISITS**



Provided more than

1,700

**FREE DENTAL
PATIENT VISITS**



Dispensed more than

3,800

**FREE PRESCRIPTION
MEDICATIONS**

According to the latest national Mobile Health Map (www.MobileHealthMap.org) compiled by the Mobile Health Clinics Association, the positive return on investment for mobile clinics is \$12 for every dollar spent on operations.

By this measure Mission of Mercy saves our communities over \$11 million every year.

Foundations

Adams County Community Foundation
Americares
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In their own words...

Take a look at what our patients say Mission of Mercy means to them:

“ I first came here with a swollen jaw and toothache.
The dentist abstracted my tooth and put me on
antibiotics. I feel so much better. ”

“ Dr. Sullivan has made my complicated health
greatly improved. The volunteers are amazing,
kindhearted people who are always very pleasant
and helpful. Everyone from the nurses to Dr.
Sullivan listen and figure out conservative care
plans. Thank you to everyone at MOM! ”

“ I didn't know I had problems with my blood sugar.
Now I'm controlling that. Thanks for all your help! ”

“ I came to Mission of Mercy for dental care when
they also discovered that I had high blood pressure.
I am now being treated by them for this, too.
Thank you, Mission of Mercy. ”

“ Excellent doctors make me feel comfortable and
speak directly to me about my problems, actually
caring about every single patient. Great place! ”

“ I am extremely pleased with the care I receive from
Mission of Mercy. Dedicated workers who take
great care of patients. ”