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Mercy Improving Patient Experience With New Walk-In Orthopedic Clinic

SEPTEMBER 19TH 2024 BY DEE LOFLIN

Mercy Improving Patient Experience With New Walk-In Orthopedic Clinic

Patients experiencing orthopedic injuries can be seen faster with Mercy Southeast's newest walk-in service.

Orthopedic walk-in care is a specialized service of Mercy Clinic Orthopedics and Sports Medicine – 650 S Mount Auburn in Suite 101 in Cape Girardeau. The new service provides immediate diagnoses and treatment for new or acute musculoskeletal issues that occurred within the last two weeks, such as:

- New, sudden injuries
- Bone fractures
- Muscle strains
- Joint sprains
- Swollen joints
- New injuries in need of a diagnosis

Patients ages 10 and older will benefit from receiving immediate attention without having to wait for an appointment, significantly improving injury recovery times. Patients can also visit the new clinic without a referral from their primary care physician.

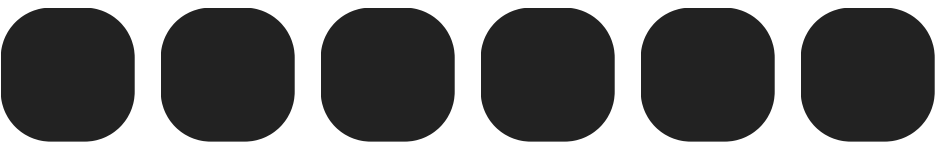
Mercy's board-certified orthopedic and sports medicine specialists have expertise in diagnosing and treating a wide range of orthopedic injuries. A team of doctors, nurse practitioners and certified athletic trainers will serve patients in the new clinic.

"We're very excited about our new walk-in orthopedic clinic option," Andrew Lawrence, MD, Mercy sports medicine specialist, said. "If you or a loved one gets laid up by an unexpected injury or trauma, you won't have to wait to get started on your road to recovery. Our team of orthopedic and sports medicine specialists will have you back to the activities you enjoy with the expertise and compassion you have come to know and expect from Mercy Southeast."

Mercy Orthopedic Walk-in Care is open 8 a.m. to 3:30 p.m. Monday through Friday. Learn more by calling 573.519.4960 or visiting www.sehealth.org/services/orthopedics

Mercy, one of the 20 largest U.S. health systems and named the top large system in the U.S. for excellent patient experience by NRC Health, serves millions annually with nationally recognized care and one of the nation's largest and highest performing Accountable Care Organizations in quality and cost. Mercy is a highly integrated, multi-state health care system including more than 50 acute care and specialty (heart, children's, orthopedic and rehab) hospitals, convenient and urgent care locations, imaging centers and pharmacies. Mercy has over 900 physician practice locations and outpatient facilities, more than 4,500 physicians and advanced practitioners and 50,000 co-workers serving patients and families across Arkansas, Kansas, Missouri and Oklahoma. Mercy also has clinics, outpatient services and outreach ministries in Arkansas, Louisiana, Mississippi and Texas. In fiscal year 2023 alone, Mercy provided more than half a billion dollars of free care and other community benefits, including traditional charity care and unreimbursed Medicaid.

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Mercy Hosts Inaugural Precision Medicine Summit, Pioneering Advancements in Personalized Patient Care

SEPTEMBER 16TH 2024 BY DEE LOFLIN

Mercy Hosts Inaugural Precision Medicine Summit, Pioneering Advancements in Personalized Patient Care

As advancements in targeted therapies accelerate, Mercy is at the forefront, leading the charge in transforming patient care. To build on its foundation, Mercy recently held its first [Precision Medicine Summit](#), a pioneering event that brought together medical professionals and experts to discuss the future of personalized health care.

The summit was spearheaded by Mercy’s Director of [Precision Medicine](#) Dr. Gautum Agarwal, whose leadership and vision were instrumental in making the event a success. After the significant participation at this year’s Summit, plans are already in place to expand the summit into a larger annual conference for medical professionals across the county, aiming to foster further collaboration and innovation in this rapidly evolving field.

“The future of medicine lies in our ability to tailor treatments to the unique genetic makeup of each patient,” Dr. Agarwal said. “At Mercy, we’re committed to leading the way in precision medicine, providing cutting-edge care that improves outcomes while also transforming lives.”

One keynote speaker, [Dr. Aadel Chaudhuri](#), co-director of Mayo Clinic’s Cancer Individualized Medicine Office, said Mercy is leading the way when it comes to using technology in medicine.

“Mercy has already adopted many of these technologies that are just now being developed and validated,” Chaudhuri said. “For example, Mercy is already using large language model AI to generate summaries of notes to facilitate care from the ER to admission onto the floor, and that’s pretty ahead of the game.”

Mercy is also building a dynamic, multidisciplinary precision medicine team of physicians and advanced practice providers, all dedicated to delivering exceptional care with a commitment to improving patient care and outcomes.

“The work Mercy is doing is pretty amazing, working with several large organizations to charter the frontier of health care and computation,” said keynote speaker [Dr. Gaurav Singal](#), physician, computer scientist and member of the faculty and board of advisors for Harvard Medical School.

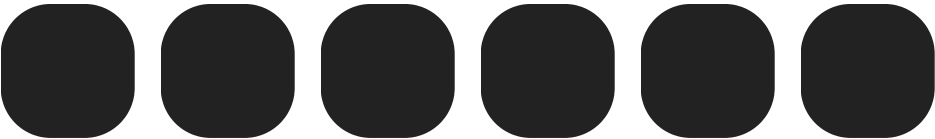
By utilizing personalized medical testing and services, physicians are better equipped to provide targeted, effective treatments tailored to the unique needs of each patient. As a leader in precision medicine, Mercy remains dedicated to expanding its services and continuing to offer patients the most advanced and personalized care available.

To learn more about the variety of proactive services Mercy offers for patients, visit mercy.net/PrecisionMed.

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Mercy to End Contract with Anthem Blue Cross Blue Shield

SEPTEMBER 10TH 2024 BY DEE LOFLIN

Mercy to End Contract with Anthem Blue Cross Blue Shield

After months of negotiation with Anthem Blue Cross Blue Shield (BCBS), Mercy has provided written notice to end its contracts with Anthem in the state of Missouri. These contracts include all commercial, Medicare Advantage, Affordable Care Act (ACA) marketplace, managed Medicaid plans (Healthy Blue) and HealthLink (which falls under the Anthem BCBS umbrella).

“Our focus remains on safeguarding our patients and ensuring they receive the low-cost, high- quality care they deserve with insurance coverage that provides the greatest amount of protection for their health,” said Dave Thompson, Mercy’s senior vice president of population health and president of contracted revenue. “We know this news will be concerning for hundreds of thousands of Mercy patients with Anthem BCBS. We will continue to negotiate in good faith with Anthem in hopes of avoiding any disruption to our patients at the end of the year – particularly those patients in need of prolonged, coordinated care. However, patients and employers considering which health plans to purchase for 2025 should consider whether Mercy, the largest health system in the state, will be in the plan they purchase.”

Mercy hopes to remove much of the red tape that makes it increasingly difficult for patients to navigate Anthem’s system and creates a burden and barrier for patients to receive care when it’s medically necessary.

“These technicalities disrupt patient care and, in some cases, can be life threatening. They are administrative tasks dictated and mandated by Anthem, and they are a barrier to timely, appropriate patient care and can shift the cost of health care away from the insurance provider to those less able to afford it – our patients,” Thompson said. “Our patients have enough to worry about as they are often in the middle of a personal health care crisis. They shouldn’t have to worry about whether their insurance company will approve their coverage. They should be able to solely focus on their health and the health of their family members.”

While Mercy and other organizations providing patient care face the burden of rising costs, managed care companies are reaping enormous profits. In June 2024, [Elevance Health, the corporate name for Anthem, reported](#) a 24.12% increase in its year-over-year net income to \$2.3 billion and a 24.29% increase in its year-over-year net profit margin. In stark contrast, Mercy’s average cost per inpatient stay for commercially insured patients is 27% below the average

for all hospitals in the state and outpatient care for that same population is 16% below the average.

As a nonprofit health system, Mercy provided more than half a billion dollars in free care in the most recently available year, fiscal year 2023. This free care includes traditional charity care, unreimbursed Medicaid and other community benefits.

“The cost of providing actual care for patients has risen significantly due to inflation, but Anthem has not kept pace with those rising costs when it comes to reimbursing us for the care we provide to our communities,” said Thompson. “It’s unreasonable for the insurer to increase its premiums to patients and employers and increase its profits while expecting those of us providing health care directly to patients daily to bear the brunt of the higher cost for providing that care.”

Mercy will remain in network for medical services with Anthem through the end of the year and will move out of network with Anthem on Jan. 1, 2025, unless a new agreement is reached. This notice does not impact Mercy retail pharmacy services which will allow Mercy Pharmacy’s retail locations to continue serving Anthem patients with their current in-network coverage.

“We’re innovating to improve access to care while achieving top performance in quality and safety. We are also keeping our costs significantly lower than other health systems,” Thompson added. “Managed care companies can and should support this work to give patients access to medically necessary care and incentivize those who provide effective care and reduce the cost burden to the health care system. We want specific provisions from Anthem to support this work and correct issues our patients have with denials and red tape.”

Mercy encourages patients to share their concerns with Anthem by calling the number on the back of their health insurance cards or by calling Anthem at 1-800-331-1476 to make their voices heard.

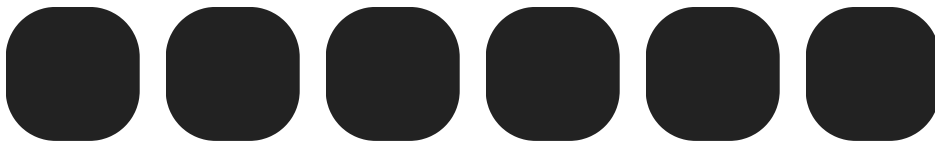
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From the Bedside to Health Care Leader: Mercy Southeast Strengthens Leadership Team

SEPTEMBER 02ND 2024 BY DEE LOFLIN

From the Bedside to Health Care Leader: Mercy Southeast Strengthens Leadership Team

Mercy Southeast will bolster its leadership team with the addition of Bryan Buckley as the new vice president of ancillary services.

Starting this month, Buckley will oversee a variety of services including laboratory, rehabilitation, imaging, public safety, environmental services and food services, among others.

Buckley brings a wealth of experience to Mercy Southeast, with 16 years as a registered nurse specializing in critical care and emergency department settings. Since 2017, he's been in leadership positions, overseeing various services including critical care, medical-surgical, vascular access, rapid response, and inpatient and outpatient wound care.

"Joining Mercy – renowned for its exceptional customer service, care quality, and patient experience – was a significant draw for me," Buckley said. "I'm excited to delve deeper into the organization, contribute to its growth and deliver exceptional services to the community. The leadership team at Mercy Southeast impressed me, and I'm eager to foster strong relationships within this team to establish our hospital as the premier health care provider serving southeast Missouri."

Buckley recently relocated to Cape Girardeau from Hattiesburg, Mississippi, with his wife, Michelle, and their 10-year-old twins, Brooks and Mackenzie, while their oldest daughter, Madison, is beginning her freshman year at the University of Southern Mississippi. In his free time, he enjoys golfing.

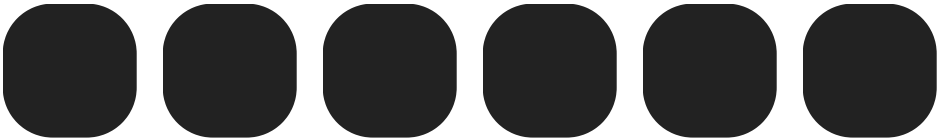
Buckley earned a bachelor’s in nursing from Alcorn State University in Alcorn, Mississippi. During his previous leadership roles, his interest in hospital administration grew. He then earned a [Master of Health Care Administration](#) from The Franciscan Missionaries of Our Lady University in Baton Rouge, Louisiana.

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Mercy Bolsters Patient Access to Primary Care

AUGUST 26TH 2024 BY DEE LOFLIN

Mercy Bolsters Patient Access to Primary Care

Mercy Southeast is expanding patient access to primary care with more providers. Patients will soon be able to see Morgan Siemer, nurse practitioner, and Renae Koehler, physician assistant, for care at Mercy Primary Care – 817 S Mount Auburn in Cape Girardeau.

Morgan Siemer, a nurse practitioner, will move into her new role this month. Since 2020, she's managed the congestive heart failure clinic at Mercy Clinic Heart and Vascular – Broadview.

"By moving to a primary care setting, I'm hoping to expand the resources and services I provide to patients and their families," Siemer said. "I'm looking forward to treating the patient as a whole and managing multiple medical conditions. As a health care provider, the opportunity to further my career and knowledge base is exciting."

A graduate of Southeast Missouri State University, Siemer earned her nursing degree and RN certification in Cape Girardeau. She then furthered her education with an APRN certification at Maryville University in St. Louis.

Siemer is a native of Cape Girardeau County and enjoys spending time with her husband, Ethan, their two children, Matthew and Maria, and two shih tzu dogs, Moose and Sturgill.

New to southeast Missouri and to Mercy is physician assistant Renae Koehler. Originally from Charlotte, Michigan, her interest in health care was sparked when she gave her grandfather insulin shots as a child.

"I'm most looking forward to creating lasting relationships with members of my community," Koehler said. "I've always loved following and improving the outcomes of patient care from the beginning of my medical career, and I'm blessed that joining Dr. Danette Miller will allow me to not only treat but also know my patients, including their backstories and who they are."

Koehler earned her associate degree in pre-medicine from Lansing Community College in Lansing, Michigan. She received her Bachelor of Exercise Science from Transylvania University in Lexington, Kentucky and a Master of Health Sciences in physician assistant studies from Lincoln Memorial University in Harrogate, Tennessee. She's also earned a Doctor of Medical Sciences in general medicine.

Koehler enjoys crafting and making things by hand. Together with her husband, Aaron, a physician assistant at Mercy Convenient Care – Jackson, they enjoy back country hiking, playing and running with their dogs, working on the family farm and homesteading projects.

To make an appointment at Mercy Primary Care – 817 S Mount Auburn, call 573.519.4500. Hours are 7 a.m. to 7 p.m. Monday through Thursday and 8 a.m. to 4:30 p.m. Friday.

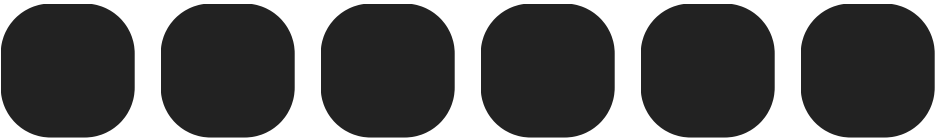
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