



The mission of Mercy Community Healthcare is to reflect the love and compassion of Jesus Christ by providing excellent healthcare to ALL and support to their families.



# MERCY COMMUNITY HEALTHCARE

## Making a difference in family healthcare

BY REBECCA BAUER

**M**ercy Community Healthcare (MCH) has come a long way in fifteen years. They're often remembered as the little children's clinic in the old house in downtown Franklin. But, they have grown to serve the entire community. As a not-for-profit, they serve both insured and uninsured and offer something no other medical facility in the area can.

"We came from humble beginnings and have grown to be a special place," says David Winningham, CEO.

Walking into the pediatric care facility, families will find an immaculate space three times the size of the former house, with 18 exam rooms and a large range of certified staff. The waiting room is not filled with toys; they avoid spreading germs that way. Instead, children can enjoy a movie or parents can read to them in the library. The library is filled with donated books that children can take home if they wish, and keep.

The Mercy team consists of more than 80 full and part-time staff, ten Board certified physicians, three of which were former chief residents at Vanderbilt University Hospital. And, last year, they expanded to primary care for adults in a nearby center.

"We have the best of the best in doctors and care, and we're open

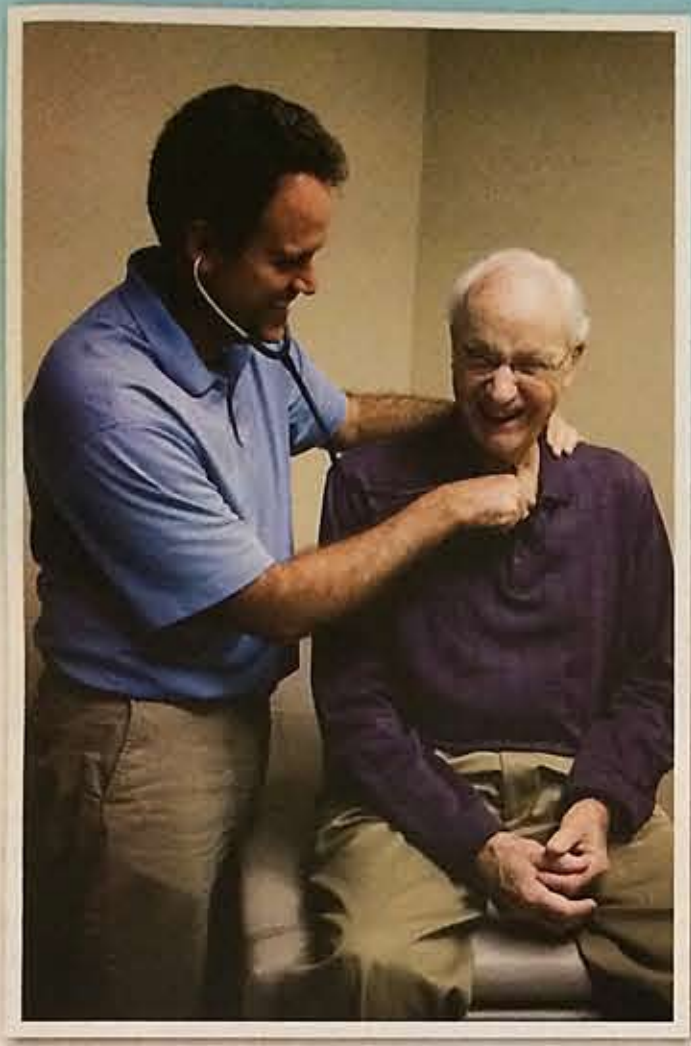


to everybody. We want our patients to be happy about going to see the doctor," says Winningham.

Operating under a faith-based mission, MCH exists "to reflect the love and compassion of Jesus Christ by providing excellent healthcare for all and support to their families." The physicians may not reach their highest earning potential working for a not-for-profit, but they choose

to be here because of the mission.

So what sets them apart from other doctor's offices or walk-in clinics? Mercy states, "No one is too old, too young, too rich, or too poor to receive care from Mercy's experienced medical team, and most importantly, no one is turned away because of their inability to pay." But it



only starts there.

Imagine taking your child in for a physical illness and after a careful assessment, they discover psychological issues contributing to the illness. Symptoms can be treated, and so can the cause. Mental health professionals are right there in the same office. Integrated mental and behavioral services are part of the model.

Tracie Dycus, Marketing and Events Coordinator, says, "When you bring your child here, they become a patient with continuing care. The



families many times don't even know what we have here, then they see how great the facility is, the excellent staff. What's really important to know is our services are comprehensive."

David offers an example: "A mother comes in with her infant son and after tests it's determined he has a hole in his heart. And, you have a mother who doesn't speak very much English, so we have a Spanish-speaking care coordinator who helps her with everything they need, appointments with a specialist, medications, even transportation if needed."

He gives another example: "A 23-year-old tells his parents he's not feeling well, but he has no insurance. He finds out about Mercy and when he comes in, through tests, he finds out he has colon cancer - at 23 years old. Imagine his reaction when hearing this, and knowing he's uninsured and not employed at the time. Within 15 minutes of delivering this news, we have a clinical therapist that comes in to meet with him, and a care coordinator to find the needed resources."

CONTINUED ON PAGE 22

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CONTINUED FROM PAGE 21



Mercy is also one of the few Federally Qualified Health Centers designated by the Department of Health and Human Services. They have staff to assist people in researching and applying for health insurance required under the Affordable Health Care Act.

Winningham says, "We do more than just treat the illness, it's about outcomes, not just treating a patient, but actually making them better. It's because of this comprehensive care the infant with the hole in his heart or the young man with colon cancer will get better."

As a not-for-profit, MCH provides care through grants, insurance company reimbursements and donations from individuals and organizations, including many churches. It also takes the hard work of staff and volunteers to raise the \$1.3 million needed each year.

To support Mercy Community Healthcare, you can make a donation, volunteer or participate in one of their events. Better still, become a patient. Many insured families rely on Mercy for the best in compassionate and comprehensive health care.

Mercy is dedicated to improving the physical, mental, and spiritual health of its patients and the community. The more support we can give, the healthier a community we become overall.

**Events Coming Up:**

Join MCH for their largest fundraising event, the 36th Annual Franklin Classic 5K/10K Run on September 1st. Includes a 1k Kids Fun Run, live music, vendors, and more. Visit [www.franklinclassic.org](http://www.franklinclassic.org).

American Girl Fashion Show Model Search August 16 and 23 and the American Girl Fashion Show November 8.

Visit [mercycommunityhealthcare.org](http://mercycommunityhealthcare.org) for more on their services and events.

*Rebecca Bauer is a Maryland Native and has called Franklin home for the past 12 years. She is a marketing communications specialist, freelance writer and equestrian who loves discovering the people and places of the south.*

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