August 2025

DONOR Connection

PITTSBURGH MERCY
A HERITAGE OF HOPE

Jaime Dircksen named President & CEO of Pittsburgh Mercy

Pittsburgh Mercy is proud to announce Jaime Dircksen as its new President and CEO, effective August 31. Jaime has served as Interim President since early 2025 and brings more than 20 years of leadership in public health, community well-being, and health equity.

“Jaime’s career has been defined by a deep commitment to improving health outcomes for vulnerable populations and communities through innovative strategies, cross-sector partnerships, and transformative initiatives,” said Mark D. Gibbons, Chairperson of the Pittsburgh Mercy Board of Directors. “Her energy and passion have been tangible as interim president; I look forward to seeing her next phase of leadership.”

In her new role, Jaime will continue guiding strategic direction and operational excellence across Pittsburgh Mercy’s broad range of services, including behavioral health, intellectual and developmental disabilities, homelessness outreach, and integrated wellness.

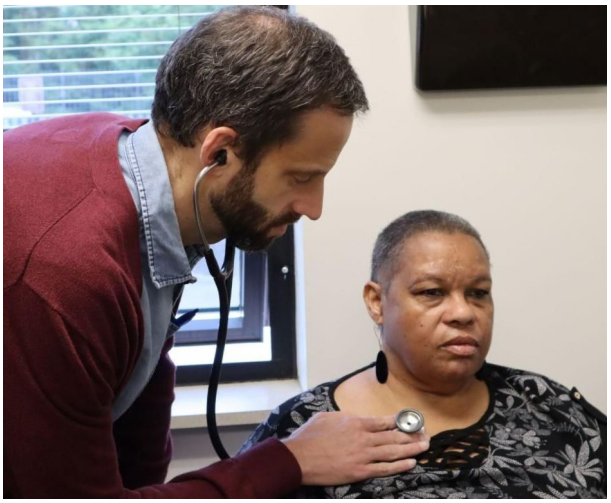
“I have spent my entire career engaging in partnerships that advance opportunities to improve health and well-being for people experiencing poverty and other vulnerabilities,” said Dircksen. “These past four months, serving in the interim role, have truly been inspiring as I watch the team serve the most vulnerable populations with dignity and creativity. I am honored and excited to serve as the next president and CEO of Pittsburgh Mercy.”

Jaime previously served as Vice President of Community Health & Well-Being at Trinity Health and held leadership roles at the Chicago Department of Public Health and Chicago Public Schools. She holds a Master of Social Work from the University

of Chicago and a BA in Social Work from the University of Akron. She has served on Pittsburgh Mercy's Board since 2022.

Read full press release

Program Spotlight: Pittsburgh Mercy Family Health Center



Many people are familiar with Pittsburgh Mercy's services in the areas of homelessness, behavioral health, and intellectual and developmental disabilities. But did you know that Pittsburgh Mercy also boasts the Pittsburgh Mercy Family Health Center (PMFHC)?

The outpatient primary care center opened in 2012 on Pittsburgh's South Side to address health disparities and meet the complex needs of those with mental illness and/or substance use disorders. It was the first program of its kind in Western Pennsylvania to fully integrate a primary family medical practice (serving both adults and children) into an established behavioral services organization.

Our comprehensive approach to care extends beyond traditional medical services: we address a range of other needs and care management services such as housing, food insecurity, advanced directives, medications for opioid use disorder (MOUD), and referrals to mental health and SUD services.

Through the **Pittsburgh Mercy Family Health Center**, persons served throughout Pittsburgh Mercy's broad continuum of care can establish a primary-care homebase, enabling clinicians and staff to work cooperatively with the many other services we provide, from street medicine and outreach to persons-served participating in outpatient recovery groups.

Since its opening, PMFHC has evolved to continue serving the community's most at-risk individuals. In 2016, we introduced our **care hubs** model to more efficiently integrate care that extends beyond traditional primary health care. The hubs can immediately respond to a patient's need for additional services such as food, housing, benefits coordination, substance use treatment, pharmacy access, shelter support, and psychiatry. Each care hub is staffed with one or two doctors, physician assistants, or nurse practitioners; one or two medical assistants; and a care manager with a specific specialization (mental health, chronic disease, homeless services, and substance use disorders).

In 2022, PMFHC was designated a **Patient-Centered Medical Home** (PCMH) by the National Commission of Quality Assurance, an accreditation awarded to facilities that emphasize team-based care, communication, and coordination by strengthening

relationships between patients and their clinical care teams. An example of this approach is our collaborative care meetings: one day per week is dedicated to visits for high-risk patients—those with both chronic health conditions and severe and persistent mental illness—where the medical doctor and psychiatrist meet together with the patient to review their current condition and collaborate on integrated care plans that address the entire range of needs.

While crucial for holistic patient care of high-risk individuals, our integrated model adds to the overall cost structure. This year, we anticipate a funding gap due to inadequate insurance reimbursements for the care these complex patients need, such as the cost of care managers who provide critical case management and individualized supportive care. Uncertainties regarding the future of Medicaid, Medicare, and federally designated grants may adversely impact the PMFHC's capacity to provide holistic, integrated care for the high-risk individuals we serve.

Meeting A Growing Need

From July 1, 2024, to June 30, 2025, PMFHC served 2,774 patients, with a total of 9,296 visits (up 17.4% from the prior year). Of those patients:

- 80% have annual incomes at or below the federal poverty level ($14,891 or less per year for a single person)
- 43.8% were unhoused per HRSA definition
- 72.5% were diagnosed with a mental health condition
- 32.4% have a substance use disorder (SUD)
- 18% have diabetes
- 40.23% have cardiovascular disease, including hypertension
- 27.3% suffer from chronic respiratory conditions

At PMFHC, our compassionate care takes many forms, extending beyond the traditional health care provider role. We do more than treat a patient's symptoms: we solve problems, remove obstacles, and advocate for our patients and their needs.

The following stories illustrate the profound impact of integrated care and the importance of understanding and addressing the unique needs of each individual. Are you or someone you know interested in learning more about the services at the Pittsburgh Mercy Family Health Center? Get in touch by either **sending a message**, **giving us a call**, or dropping by our South Side Flats location at 249 South 9th Street.

Want to support this life-saving work? Help sustain the Pittsburgh Mercy Family Health Center services for the growing number of vulnerable individuals who seek holistic, individualized, compassionate care.

Donate Now

2025 #ONEDAY Critical Needs Alert: We did it!

A big thank-you to everyone who participated in the 2025 #ONEDAY Critical Needs Alert campaign on behalf of Pittsburgh Mercy's flagship homeless services program Operation Safety Net!

Thanks to you, Pittsburgh Mercy exceeded our $11,000 fundraising goal**to raise a total of $15,942** in individual donations! And what's more, every donation between $25 and $1,000 **secured a prorated matching gift for Operation Safety Net from The Pittsburgh Foundation.**

Whether you made monetary gifts or simply spread the word amongst family and friends, your support helped make Pittsburgh Mercy's 2025 #ONEDAY Critical Needs Alert campaign a success.

Did you miss the 2025 #ONEDAY Critical Needs Alert? Not to worry, it's always a good time to give! Click on the button below to give to Pittsburgh Mercy.

Donate Now

Volunteer at Pittsburgh Mercy

At Pittsburgh Mercy, our volunteers provide a truly meaningful and enriching experience for community members in need. ***Thank you to our compassionate and inspiring volunteers!***

Would ***you*** like to make a difference in the lives of the thousands of people served by

our programs? Pittsburgh Mercy offers numerous ways to get involved.

Consider these volunteer opportunities:

- Serving food at Second Avenue Commons.
- Hosting a sporting event watch party at a behavioral health residential program.
- Making arts and crafts at our adult day programs for people with intellectual and developmental disabilities.
- Making PB&J sandwiches for persons served at Pittsburgh Mercy's Engagement Center at Second Avenue Commons.
- Sorting donated clothing and basic hygiene supplies for people experiencing homelessness, housing insecurity, or other crises.

For more details or to sign up, contact Pittsburgh Mercy's Volunteer and Engagement Coordinator Brendan Copp at **Brendan.Copp@pittsburghmercy.org** or 412-897-8822.

PITTSBURGH MERCY
A HERITAGE OF HOPE

Pittsburgh Mercy | 1200 Reedsdale St | Pittsburgh, PA 15233 US

Unsubscribe | Update Profile | Constant Contact Data Notice

Constant Contact

Try email marketing for free today!