

Children's Mercy Kansas City

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Community Benefits

Who we are

2019

For All Children Everywhere: Community Benefit Report 2018

Children's Mercy Hospital

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Recommended Citation

Children's Mercy Hospital, "For All Children Everywhere: Community Benefit Report 2018" (2019). *Community Benefits*. 10.

https://scholarlyexchange.childrensmercy.org/community_benefits/10

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For All Children
Everywhere

COMMUNITY BENEFIT REPORT

.....
2018



Children's Mercy

LOVE WILL.

A MESSAGE FROM THE PRESIDENT AND CEO



MISSION

Improve the health and well-being of children by providing comprehensive, family-centered health care and committing to the highest level of clinical and psychosocial care, and to research, academic and service excellence.

VISION

To be a national and international leader recognized for advancing pediatric health and delivering optimal health outcomes through innovation and a high-value integrated system of care.

Dear Friends and Colleagues,

At Children's Mercy, we are proud of our commitment to creating healthy futures for all children. Since our founding in 1897, Children's Mercy has provided loving and compassionate care to children in the Kansas City region. Caring for children and families extends beyond the walls of our hospitals and clinics as we strive to develop healthy and safe communities where children can learn and grow.

The 2018 Community Benefit Report demonstrates our commitment to improving the health and well-being of children through our community investments and programs that address the health needs of children in the Kansas City region. In 2018, our community investments totaled more than \$178 million—13% of our operating expense—or \$488,000 per day to support programs and services that address community needs. This investment helps us strive to create healthier and thriving communities for all children.

This report provides a snapshot of our efforts to improve access to care, to support the education of providers, to better address mental and behavioral needs of children, to address social determinants of health, and to improve infant health. Much of this work would not happen without community partners and we greatly value the partnerships. Together, we accomplished so much this past year, but there is still much more to be done.

Thank you for your interest and support, and we look forward to being in touch over the year.

Sincerely,

Paul Kempinski, MS, FACHE
President and Chief Executive Officer

COMMUNITY INVESTMENT

Fiscal Year 2018*

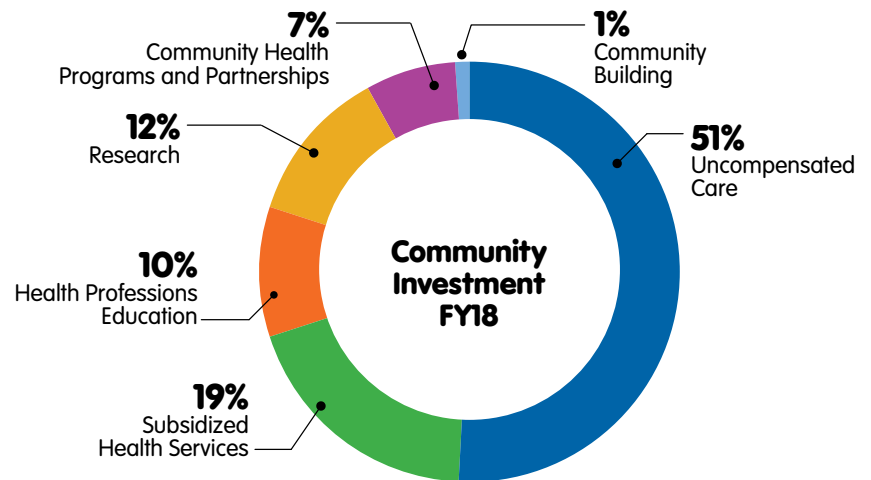
Total Community Investment: \$178,298,353
over \$488,000 per day

WHAT IS COMMUNITY BENEFIT?

Being a leader in children’s health means doing our part to make sure the Kansas City region is a healthy place to grow up. Children’s Mercy engages in meaningful programs and opportunities that improve the lives of children beyond the walls of our hospital. These initiatives help support the hospital’s mission to improve the health and well-being of children and are part of the community benefit we provide. To be considered community benefit, a program or service must meet an identified community need and at least one of four objectives:

- Improve access to health care
- Enhance the health of the community
- Advance medical or health knowledge
- Relieve or reduce a governmental burden or other community efforts

Community benefit is the basis of tax-exempt status for a non-profit hospital. Community benefit activities are classified by the Internal Revenue Service in the categories of uncompensated care, subsidized health services, health professions education, research, community health improvement and community building.



CATEGORIES OF COMMUNITY BENEFIT	FY18 NET EXPENSE ¹
UNCOMPENSATED CARE	\$91,491,464
Charity Care at Cost	\$17,617,304
Unreimbursed Medicaid	\$73,874,160
SUBSIDIZED HEALTH SERVICES	\$34,280,553
HEALTH PROFESSIONS EDUCATION	\$17,958,505
RESEARCH	\$22,142,707
COMMUNITY HEALTH PROGRAMS AND PARTNERSHIPS	\$11,567,311
Community Health Improvement Services	\$10,151,415
Partnerships, Services, Support ²	\$733,708
Community Benefit Operations	\$682,188
COMMUNITY-BUILDING ACTIVITIES³	\$857,813
TOTAL COMMUNITY INVESTMENT	\$178,298,353

For more information about our work in the community see: childrensmercy.org/CommunityBenefit

* Fiscal Year 2018: July 1, 2017-June 30, 2018

¹ Expenses rounded up

² This category per IRS guidelines is named Cash and In-Kind Donations.

³ Community building activities are reported on an annual basis to the Internal Revenue Service separate from the other Community Benefit categories. For the purpose of this report, we incorporate community building in the total Community Benefit.



UNCOMPENSATED MEDICAL CARE: **\$91,491,464**

For more than 122 years, Children's Mercy has continued to treat every child who passes through its doors. In Fiscal Year 2018, the total uncompensated medical care provided by Children's Mercy included:



\$17,617,304

in free and discounted inpatient and outpatient care (formerly known as "charity care") where the recipient could not afford services or lacked adequate health insurance.



\$73,874,160

in unreimbursed cost, or shortfalls that occur when providers are reimbursed below the cost of providing services for Medicaid. Close to 49% of children seen at Children's Mercy receive Medicaid.



Children's Mercy provides staff to assist families who cannot afford services or lack health insurance. Over 4,850 individuals received assistance with Medicaid enrollment. For more information, find our Financial Assistance Policy at childrensmercy.org/financialcounseling.

**FOR MORE THAN 122 YEARS, CHILDREN'S
MERCY HAS CONTINUED TO TREAT EVERY
CHILD WHO PASSES THROUGH ITS DOORS.**

SUBSIDIZED HEALTH SERVICES: \$34,280,553

Children’s Mercy takes a thoughtful, strategic approach in offering a set of clinical services that meet the needs of the region’s children. Often, this means the services are provided at a financial loss. Eighteen programs and services fall into this category reaching over 130,000 children.

SPOTLIGHT:

Children’s Mercy’s Dental Clinic provided over 5,000 comprehensive preventive and therapeutic oral health care services for infants and children, including those who can’t receive services elsewhere due to insurance, special health care needs, and those covered by Medicaid. Specially trained pediatric dentists and residents provide the clinical care that ranges from primary oral health care to specialty dental services that address such conditions as dental decay, dental anxiety, oral habits, malocclusions, growth and development, congenital anomalies, children with spectrum disorders, complex medical diagnosis and dental trauma. The dental staff works closely with primary care providers and other specialties to provide care for children with special health care needs. Robin Onikul, DDS, Medical Chairman of the Dental Clinic, feels strongly that, “The Dental Clinic makes high-quality dental care a reality for many Kansas City area children who might otherwise not receive the dental care they need.”



Children’s Mercy Home Care is the only full-service pediatric home health agency in the region. The team provides care in the homes, as well as coordinates with area pediatricians, hospitals and schools to ensure patients and families receive comprehensive home care services. In Fiscal Year 2018, 5,439 visits occurred covering nursing, physical and occupational therapy, speech therapy and medical social work support and services. The Home Care services provide continuity of care for patients in order to deliver the best care to improve health outcomes.



FY18 SUBSIDIZED CLINICS, PROGRAMS AND SERVICES

- Adolescent Medicine
- Burn Unit
- Dental Clinic
- Developmental and Behavioral Sciences
- Dialysis Services
- Safety Care and Nurturing Clinic (SCAN)
- Down Syndrome Clinic and ADHD Clinic
- Emergency Medicine
- Genetics Programs
- Hematology and Oncology
- Home Care Division
- Maternal and Fetal Health Services
- Neonatology Division
- Ophthalmology
- Pain Management
- Primary Care including the Teen Clinic, Operation Breakthrough Clinic, Synergy Services Clinic and University Academy Wellness Center
- Transport Division
- Weight Management Clinic

HEALTH PROFESSIONS EDUCATION: \$17,958,505

Training the next generation of pediatric health professionals increases access to care and enhances children's health outcomes. Supporting continuing education opportunities and training programs is essential to improving care for children across the community. Programs and activities included in health professions education are:

- Trainings and rotations for fellows, residents and medical students
- Pediatric advocacy and global health rotations
- Nursing student clinical rotations
- Allied health students in practicums, internships and clinical rotations
- Continuing education events and consultation services for practicing health professionals

SPOTLIGHT:

The **Behavioral Health Master Class** is a product of a collaborative effort between Children's Mercy and University of Kansas Medical Center to find innovative solutions to integrate behavioral health into pediatric primary care. The class targets primary care practitioners who encounter pediatric patients with behavioral/mental health as their primary presenting concern. Practitioners participate in a two-day intensive educational conference



and receive ongoing virtual education and on-demand support. Sarah Soden, MD, Division Director of Developmental and Behavioral Sciences says, "Collaboration is key to addressing

the growing demand for pediatric behavioral health care needs across the region. The partnership with community pediatricians that is fostered by the Behavioral Health Master Class has been robust and rewarding for us all." In 2018, 74 practitioners completed the class. As primary care practitioners increase their competency in behavioral/mental health, the goal is for children and families to be treated in the primary care setting, thus increasing the availability of specialized care for high acuity and more complex cases.



Children spend many hours each day at school and sometimes the only health provider they see is the school nurse. Children's Mercy supports school nurses and other school health professionals through a variety of workshops

and direct consultations. Annually, Children's Mercy hosts a **School Health Conference** for school nurses from across Kansas and Missouri. Over 90 nurses and other school health professionals attend the conference focused on topics that address key health and mental health concerns facing today's students. In addition, attendees have the opportunity to learn from experts through hands-on, interactive and educational exhibits.



The profession of Medical Interpreting requires proficiency in a second language, knowledge of medical terminology and the ability to bridge cultural gaps to support communication between the family and health care team. The Department of Language Services offers a variety of opportunities for medical interpreters to build new skills in serving Limited English Proficient (LEP) patients. **Advanced Medical Interpreting** classes are offered quarterly by the department and are open to both Children's Mercy staff and community interpreters. Participants receive continuing education credits required for national certification in the profession and learn from other colleagues in this specialized field. Course topics include Simultaneous Interpreting, Sight Translation, Interpreting for Nutrition, Interpreting in Labor and Delivery, as well as Coping with Stress for Medical Interpreters.



RESEARCH: \$22,142,707

Children's Mercy believes breakthroughs happen when the walls between research and medicine are eliminated, allowing researchers and physicians to work side by side. This commitment is leading to new ways to treat, diagnose and even prevent complex childhood diseases. Each day, Children's Mercy researchers are bringing innovations from bench to bedside and beyond to improve outcomes for children here and around the world. More than \$22 million in research funds met Community Benefit criteria. The included studies or investigations are clinical and community health research designated to generate knowledge that will be made available to the public.

In 2018, the Children's Research Institute began construction on a new building. The building is carefully designed so research and clinical care come together. It is a new way of working together, not in the silos of closed labs or division based on specialties, but in cross-functional teams aligned together to benefit children.

For more information on the Children's Research Institute, visit childrensmercy.org/research.

**57 RESEARCHERS
RECEIVED
INTERNAL SUPPORT
FOR THEIR
INVESTIGATIONS.**





COMMUNITY HEALTH PROGRAMS AND PARTNERSHIPS: **\$11,567,311**

Children's Mercy establishes programs and initiatives to address the identified health needs of children in the community. In collaboration with other community organizations, we strive to address the root causes of health problems through a variety of health education, outreach and prevention services.

In addition, Children's Mercy partners with several community organizations by investing in their programs and through service on community boards. This involvement allows us to expand our reach in improving child and community health. In Fiscal Year 2018, this work resulted in:



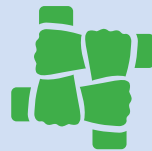
2,639

car and booster seats provided



122

families received home environmental health assessments



\$488,387

invested in partnerships with community agencies



2,900+

employee hours invested to local, state boards and advisory committees

SPOTLIGHT:

The **Center for Community Connections** located at Children's Mercy Broadway, connects families with community resources and support to address their social and emotional needs. The center houses the Medical Legal Aid Referral program led by Kansas Legal Services and the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) with Truman Medical Centers. Whether addressing housing solutions or helping with a Medicaid application, the staff at the center are with families every step of the way. Over 400 families participated in center programs during 2018. The ultimate goal of the center is to improve health outcomes and address social determinants of health by reducing barriers to accessing and engaging in pediatric health care. • • •



For many children, school lunch is the only meal they consume each day. During the summer months, many children are at risk of going hungry. As a result, Children's Mercy participates in the United States Department of Agriculture's Summer Food Service Program. The **Kids Eat Free!** program provides nutritious lunches to all children (ages 1 to 18 years old) who visit a participating Children's Mercy facility. Over 7,600 meals were served in the summer of 2018! Harvesters, the Kansas City region's food bank, partners with Children's Mercy to provide meals at our clinics.



Children's Mercy is the region's leader in the promotion and implementation of evidence-based home visiting models. In the Department of Social Work, social service professionals and social workers deliver home-based family support through the **TIES (Team for Infants Exposed to Substance Abuse)** and **Healthy Families Children's Mercy** programs. The programs engage with families of an infant/expected infant to promote attachment and bonding and build strong parenting skills. In Fiscal Year 2018, 99 families benefited from 2,477 encounters in the TIES program, while 79 families benefited from 1,642 family contact hours through Healthy Families. The staff meet with families in their homes to provide support and information that builds a strong bond between parents and baby, addresses barriers to health care, connects families to community services, and partners with families to solve problems and reach their goals.

In an effort to reduce infant mortality, Children's Mercy and the Black Health Care Coalition collaborate to host **Community Baby Showers**. In Fiscal

Year 2018, three showers were held for expectant mothers and their families. The showers offer something for everyone: moms, dads and children. Moms benefit from a health basics check-up, dads attend fatherhood workshops, and children participate in story time. "Our hope is that soon-to-be parents walk away with a different perspective on becoming a parent," said Tiffany Chow, MA, MS, BS, Office of Equity and Diversity Project Manager. "We want to build confidence and establish support to make the road a little easier for families." After the baby shower events, the Black Health Care Coalition stays connected with participating families, offering support, education and resources well after each family's baby enters the world.



COMMUNITY BUILDING: \$857,813

Children's Mercy participates in a variety of community building activities addressing the root causes of health problems such as poverty, homelessness, environmental hazards and employment. These activities include programs and/or resources intended to make physical improvements to the environment, provide community support, advocate for community health improvements, and address community-wide workforce issues through numerous workforce development outreach initiatives. In Fiscal Year 2018:



309+

individuals participated in mock interviews or internship programs



536

advocacy hours for community health improvement and safety



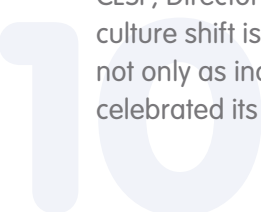
\$92,157

invested in the maintenance and improvement of Hospital Hill Park, Nutter Park and the Community Garden

IN 2018,
PROJECT RISE
(REACHING FOR
INDEPENDENT
SUCCESSFUL
EMPLOYMENT),
CELEBRATED
ITS 10-YEAR
ANNIVERSARY.

SPOTLIGHT:

Project RISE (Reaching for Independent Successful Employment) provided employment opportunities, volunteer experiences and career planning resources for 19 full- and part-time Children's Mercy employees and 50 volunteers with disabilities and chronic health conditions, including current and former patients of Children's Mercy. The program provides the structure, training and support to help employees and volunteers be successful in independent work, an important social determinant to their long-term health. The volunteer component of the program – PAVE or Providing Accessible Volunteer Experiences – offers individuals with disabilities the opportunity to explore possible career choices, learn about workplace expectations and build marketable skills through volunteer assignments. Kathy Smith, MPA, CESP, Director of Language and Accessibility Services says, "The important culture shift is thinking about people with disabilities as potential co-workers, not only as individuals to whom we provide care." In 2018, Project RISE celebrated its 10-year anniversary.





The **Health Sciences District Medical Explorers Program** is a collaboration between Children’s Mercy and Truman Medical Centers and is part of the Boy Scouts of America career exploration program. Once a month, local high school students come together to learn about opportunities and careers in health care. Each session provides exciting hands-on experiences such as heart dissections and suturing and allows the students to get a taste of what a health care career might be like. In Fiscal Year 2018, 31 students from schools across the region participated in the program. Children’s Mercy supported the registration fees for 10 students from Alta Vista Charter High School and from the Kansas City Public Schools, Lincoln College Preparatory Academy.



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340B DRUG DISCOUNT PROGRAM SUMMARY:

In Fiscal Year 2018, Children’s Mercy’s savings from the **340B Drug Pricing Program** totaled nearly \$20 million. Utilization of the 340B savings offsets, in part, health care costs for vulnerable populations and many of the community health and community benefit programs highlighted within this report. Other programs and service examples supported, in part, by the 340B program include:

- The annual **Family and Friends Flu Vaccination Program** that provided over 4,411 flu vaccinations free to families and friends visiting Children’s Mercy.
- Community education and **drug “take-back”** events for safe and secure disposal of unused pharmaceuticals.
- Robust child life, social work and family wrap-around services to enhance the quality of care for children both inside and outside the hospital.



BY THE NUMBERS - FISCAL

110

clinical fellows trained
in **38** subspecialties

101

residents enrolled in
pediatric residency program

95+

allied health students
participated in practicums,
internships or rotations

552

medical students trained
in pediatric medicine



111

advanced practice nursing students
participated in clinical rotations

2,657

nursing students participated
in clinical rotations



265

individuals
received social
and health
related legal
advice from the
Medical Legal
Partnership



60

Participation in over **60** local and
state-level nonprofit boards, governmental
agencies and advisory committees



1,745

families received
transportation
assistance from the
Family Support Fund



Participation in **37** health fairs reaching over **42,300** individuals

YEAR 2018



2,073

children and teens received free bike helmets and were individually fitted

2,000+

gun locks provided



488

portable cribs provided for safe sleep

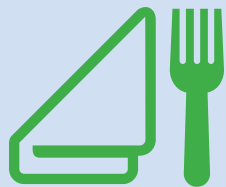
4,852

individuals received enrollment assistance in Medicaid



650+

students participated in workforce development efforts that provide experiences introducing them to health careers



7,669

children received free lunches during the summer at four Children's Mercy locations

70+

programs and activities

reaching over **49,400**

people addressed nutrition, physical activity, weight status, food insecurity,

early education, parent support, violence, housing and poverty



COMMUNITY BENEFIT PRIORITY

Based on the 2016 Community Health Needs Assessment conducted by Children's Mercy, access to health services, mental and behavioral health and infant mortality were identified as priority health needs.

Since 2016, we invested over \$42 million in programs and services targeting the priority health areas, and reached more than 418,000 individuals. Highlights from this work include:



NEED #1: ACCESS TO HEALTH SERVICES: \$21,165,510 AND 231,062 PERSONS SERVED

- Provided care to 100-plus complex, chronic, special health care needs patients and their siblings through the Beacon Program.
- Expanded on-site health services at Operation Breakthrough, University Academy and Synergy Services.
- Continue to support Project Clinic Access – 3rd next available appointment scheduling.
- Extended Primary Care appointment hours to Saturdays and four evenings a week.
- Covered over 100,000 lives through the Pediatric Care Network.
- Established on-demand transportation program for primary care appointments.



HEALTH NEEDS UPDATE

(2016-2019)

NEED #2: INFANT MORTALITY REDUCTION: \$12,882,070 AND 178,758 PERSONS SERVED

- Expanded the quality and breadth of area home visiting programs.
- Expanded safe sleep support through education initiatives and community partnerships for the distribution of portable cribs.
- Established faith-based partnership to engage churches.
- Worked with the Mother and Child Health Coalition of Greater Kansas City to publish the report **From Birth to One: Infant Health in Greater Kansas City** and to host a regional conference on infant mortality reduction strategies.
- Partnered with the Black Health Care Coalition to provide community-based baby showers.



“The problem of infant mortality in KC cannot be addressed by medical interventions alone.”



Howard Kilbride, MD
Neonatologist,
Children's Mercy



NEED #3: MENTAL AND BEHAVIORAL HEALTH: \$8,717,164 AND 8,452 PERSONS SERVED

- Established Behavioral Health Master Class for area pediatricians.
- Placed social workers in the Blue Valley School District.
- Established Acute Mental Health Screening in the Emergency Department.
- Expanded universal suicide screening across hospital clinics.
- Launched the **Red Card: Call it When You See It**, a bullying prevention program in middle and high schools.
- Delivered community-based adolescent risk reduction programs.



**BULLYING.
CALL IT
WHEN YOU SEE IT.**

RED CARD



For additional information on our work to address the three health priority areas go to: [childrensmercy.org/communityneeds](https://www.childrensmercy.org/communityneeds).



LOVE WILL.

For more information about our work in the community visit:
childrensmercy.org/in-the-community/

