2004

Children's Mercy Annual Report 2003

Children's Mercy Hospital

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2003 ANNUAL REPORT

one of the best

Children’s Mercy
HOSPITALS & CLINICS
www.childrens-mercy.org
THE SECRET IS OUT …

Long considered one of Kansas City’s best kept secrets, Children’s Mercy Hospitals and Clinics is truly in a class all its own. From coast to coast, from border to border, the word is out: Children’s Mercy cares for all children and families; Children’s Mercy researchers break new ground for brighter futures; Children’s Mercy grows bigger and stronger, north and south. Children’s Mercy is no longer a secret. Children’s Mercy is, without a doubt, one of the best.
Our Mission
Children’s Mercy Hospital provides the highest level of medical care, technology, services, equipment and facilities in promoting the health and well-being of children in the region, from birth through adolescence. Patients and their families are treated with compassion in a family-centered environment that recognizes their physical, emotional, financial, social and spiritual needs. The comprehensive health care environment provided by the hospital includes clinical services, research and teaching efforts which are designed to serve today’s and tomorrow’s children and the community in which they live.

Our Vision
The Children’s Mercy Hospital commits to providing quality pediatric medical care with service excellence and efficiency to everyone we serve.
National honors, ongoing expansion for patient care and research, wonderful gifts from generous donors ... 2003 was a stellar year for Children’s Mercy Hospitals and Clinics.

JANUARY

ONE OF THE BEST! – Children’s Mercy was named one of the Top Ten Children’s Hospitals in America by Child magazine, which conducts the nation’s most extensive survey of pediatric hospitals in selecting its Top Ten. Although Children’s Mercy’s overall excellence was recognized, special tribute was paid to our clinical pharmacology program and inpatient research unit, our child-family environment and psychosocial programs like the Friday Night Carnival, and our asthma programs. The Top Ten listing appeared in the February, 2003 issue of Child magazine.

MAGNET DESIGNATION – Shortly after learning of the Top Ten listing, Children’s Mercy also learned it had received magnet designation, nursing’s highest honor, in recognition of the excellence of our patient care services. Fewer than 100 hospitals nationwide had received this honor at that time, and Children’s Mercy was the first hospital in Missouri or Kansas to receive the prestigious designation. A team of nurses had worked for more than a year on the comprehensive application process and the visit of a survey team from the American Nurses Credentialing Center, which awards magnet status.

HENSON OPENS – With the opening of a new year came the opening of a new inpatient unit, the new sixth floor of the Paul and Betty Henson Patient Tower. The new 27-bed unit provides care for patients with long-term, chronic illnesses such as diabetes, other endocrine disorders and cystic fibrosis, as well as patients in rheumatology and dermatology. The unit was designed with a focus on patient education, including a kitchen for teaching healthy meal preparation to diabetes and CF patients.
**FEBRUARY**

**BED SIZE NEARS 300** – Following recent expansions, the number of licensed beds at Children’s Mercy Hospital was increased to 241 in February. Children’s Mercy South is licensed for 34 beds, with expansion of inpatient units underway at that location as well.

**MARCH**

**EMPLOYEE SERVICE AWARDS** – More than 350 Children’s Mercy employees were honored in March for five years or more of service. The late Katherine Smith, MD, who founded the hospital’s Adolescent Medicine program, received an award for 40 years of service. Mary Thompson of Patient Financial Services was honored as Employee of the Year, and Carolyn Littlejohn Greene of Infection Control won the Carol Belt Advocacy Award.

**CHILDREN’S MIRACLE NETWORK RADIOTHON** – For three days in March, the airwaves of Mix 93.3 radio were filled with the stories of children and families who had been helped by Children’s Mercy Hospitals and Clinics and the pediatric programs at KU Medical Center, resulting in a record $350,000 raised for the two hospitals.

**APRIL**

**HIPAA GOES INTO EFFECT** – Children’s Mercy was hard at work for nearly two years preparing for the new Health Insurance Portability and Accountability Act (HIPAA), which took effect in April and mandates numerous new ways for health care providers to protect patients’ confidentiality.

**SEN. TALENT ANNOUNCES SICKLE CELL LEGISLATION** – Missouri Sen. Jim Talent chose Children’s Mercy Hospital as the site to announce a bill he was introducing to provide additional funding for treatment, education and access for patients with sickle cell disease.

**VOLUNTEER AWARDS** – Children’s Mercy paid tribute to its auxiliaries and the more than 700 volunteers who support programs and raise funds for the hospital at a special luncheon in April. The late Mary Bingham was named Volunteer of the Year.

**MAY**

**NEW NURSERY BEDS** – Due to increasing numbers of babies coming to the hospital’s Intensive Care Nursery on 3 Sutherland Tower, 12 new beds were added to the unit in May. Six rooms “next door” on 3 Henson Tower were converted to nursery beds.

**JUNE**

**HOME CARE ANNIVERSARY** – Children’s Home Care (renamed Children’s Mercy Home Care), the region’s only exclusively pediatric home care agency, marked its 10th anniversary. In the past decade, home care nurses, physical and occupational therapists, social workers and speech therapists made nearly 90,000 home visits.

**GOLF CLASSIC** – Three of the world’s best-known golfers – John Daly, Nick Price and Bruce Lietzke – joined golf legend Tom Watson for the 24th annual Children’s Mercy Hospital Golf Classic at Blue Hills Country Club, raising more than $250,000 to help construct and equip the new Endocrinology/Diabetes Clinic at Children’s Mercy Hospital.

**SUMMER VOLUNTEER PROGRAM** – Our largest group ever – 95 teen-agers – gave part of their time this summer to volunteer at Children’s Mercy Hospital.

**“SPIRIT OF THE HEART”** – Brightly bejeweled birds floating above the lobby at Children’s Mercy Hospital were dedicated in a special ceremony in June. The “Spirit of the Heart” mobile was commissioned by Donald and Adele Hall in memory of Jason and Shsah Parris Cohen, children of hospital board member Roshann Parris.

**SUMMER TOYS** – In addition to what they do to help children every day, Children’s Mercy employees collected hundreds of toys and much-needed toiletries for the children at the Operation Breakthrough day care center.
AUGUST
LIVER TRANSPLANTS – Children’s Mercy usually performs an average of one liver transplant per month – but this month, our Liver Care Center team performed three transplants in the same week! Nine-year-old Robbie Ledbetter of Raytown, 2-year-old Matthew Smith of Seymour and 1-year-old Connor Levy of Odessa received new livers within seven days of each other, and all three boys are doing well.

OCTOBER
NORTHLAND BOUND! – Children’s Mercy Northland, a new outpatient specialty center and urgent care center, opened across the street from Metro North Mall on Oct. 20. The Northland pediatricians and community welcomed the new location with open arms, and both the clinics and after-hours urgent care program have been busy since Day One.

FOUNDER’S AWARD – Children’s Mercy President and CEO Randall L. O’Donnell, PhD, was honored with the Founder’s Award from the Midwest Bioethics Center in recognition of his leadership in issues related to health care ethics.

NOVEMBER
PEDIATRIC RESEARCH CENTER OPENS – The new Clinic and Research Building, adjacent to the Hall Family Outpatient Center, was completed in November, with the third and fourth floors designated as the Children’s Mercy Pediatric Research Center. The hospital’s genetics and biomolecular research programs moved into their new state-of-the-art laboratories in November, with the labs in immunology, neonatal, renal and surgery research following in December and January 2004.

JUDY HENRY HUNT CLOCK TOWER DEDICATED – Visitors to Children’s Mercy Hospital are now greeted by a whimsical clock tower which chimes every 15 minutes in the main circle driveway. The colorful new tower is dedicated in honor of Judy Henry Hunt, long-time Children’s Mercy volunteer leader and past board chairman, in recognition of a major gift from her husband and three children.

DECEMBER
EXPANSION OPENS AT CHILDREN’S MERCY SOUTH – After a year of construction cranes, portions of the new building at Children’s Mercy South opened this month, with the underwater-themed Café serving patients, families and employees. A temporary entrance also opened and a new patient floor was prepared to see its first patients as the New Year began. In addition to this 25-bed inpatient unit opening in 2004, the expanded urgent care center in the new building will open in the summer of 2004, and renovation of the current building will accommodate additional specialty clinics.

CLINICS MOVE AT CHILDREN’S MERCY HOSPITAL – December also brought moving day for the Endocrinology/Diabetes Clinic, which moved into its spacious new location on the first floor of the Clinic and Research Building at the Hospital Hill location. New space for the Pediatric Care Center and the Paseo Clinic, two of our primary care clinics, will open on the second floor of the new building in February.

MORE PARKING, TOO! – With all of the expansion ongoing at Children’s Mercy Hospital, we needed more parking as well. Five hundred spaces in the new parking garage opened in December, with 300 more spaces scheduled to open in early 2004.

GOLF CLASSIC RETIRES – Golf legend and long-time Children’s Mercy friend Tom Watson announced in December that the 2004 Children’s Mercy Hospital Golf Classic would be the last. This will mark the 25th Golf Classic, which has raised more than $10 million for Children’s Mercy.
The past year was one of tremendous growth in the number of children served at Children’s Mercy. Service statistics for fiscal year 2003 (July 1, 2002 - June 30, 2003) include:

### Inpatient Care
- Admissions: 11,861
- Average Length of Stay: 5.03
- Average Daily Census: 163.3
- Occupancy Rate: 67.8%

### Patient Days
- Medical/Surgical: 37,700
- Intensive Care Nursery: 13,685
- Pediatric Intensive Care Unit: 5,347
- CM South Patient Care Unit: 2,875
- **Total Patient Days**: 59,607

### Outpatient Visits
- Hospital clinics: 136,289
- CM South Specialty Center: 32,249
- Primary Care Clinics: 69,336
- Outreach Clinics: 2,796
- **Total Outpatient visits**: 240,670

### Home Care Visits
- 1,844

### Emergency/Urgent Care Visits
- Emergency Room: 57,845
- CM South Urgent Care Center: 29,952
- **Total Emergency/Urgent Care Visits**: 87,797

### Surgical Procedures
- Inpatient: 3,463
- Outpatient Surgery: 10,747
- **Total Surgical Procedures**: 14,210

### Employees: Full-time equivalent
- 3,122
- Volunteers: Active
- 897

### Medical Staff
- 474
### 2003 DONOR RECOGNITION LISTS

**Gifts Received July 1, 2002, through June 30, 2003**

**$1 Million and Above**
- Hall Family Foundation, KCMO
- J.E. & L.E. Mabee Foundation, Tulsa, OK
- Mrs. Adelaide E. Ward, KCMO

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- Miller Nichols Charitable Foundation, KCMO
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Daviess County Commission, Gallatin, MO
DeKalb County Commission, Maupville, MO
Grundy County Commission, Trenton, MO
Hamilton County Commission, Bethany, MO
Henry County Commission, Clinton, MO
Holt County Commission, Oregon, MO
Lafayette County Commission, Lexington, MO

$1 Million and Above
City of Kansas City, Missouri, KCMO
$500,000 to $999,999
Jackson County, Independence/Kansas City, MO
$10,000 to $24,999
Buchanan County Commission, St. Joseph, MO
Johnson County Commission, Warrensburg, MO
Platte County Commission, Platte City, MO

$5,000 to $9,999
Nodaway County Commission, Maryville, MO
Ray County Commission, Richmond, MO
Vernon County Commission, Nevada, MO

Our financial supporters are vital to our mission. We make every effort to ensure that this list of donors who contributed in fiscal year 2003 (July 1, 2002 - June 30, 2003) is complete and accurate. If we have made a mistake, please call (816) 346-1300 so that we can make appropriate corrections.