2004

Children's Mercy Annual Report 2003

Children's Mercy Hospital

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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.

6 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.

EPA ADMINISTRATOR VISITS – Christine Whitman, then administrator of the Environmental Protection Agency, visited Children’s Mercy in May to learn more about the hospital’s leading-edge programs in management for children with asthma. Children’s Mercy is the only hospital in the country which teams its allergy and asthma physicians with environmental health specialists to assess the health effects of contaminants in homes and schools.

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.
2003 STATISTICS & FINANCIAL INFORMATION

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

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<tr>
<th>FY2003</th>
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<tr>
<td><strong>Inpatient Care</strong></td>
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<tr>
<td>Admissions</td>
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<td>Average Length of Stay</td>
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<td>Average Daily Census</td>
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<td>Occupancy Rate</td>
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| **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    |

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<th><strong>REVENUE</strong></th>
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<tr>
<td>Grants &amp; Contracts</td>
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<tr>
<td>Investment Income</td>
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<tr>
<td>Gifts</td>
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<td>Jackson &amp; Other Counties</td>
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<td>City of Kansas City</td>
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<td>Misc. Revenue</td>
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<tr>
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<th><strong>EXPENSES</strong></th>
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<tr>
<td>Salaries &amp; Related</td>
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<td>Supplies</td>
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<tr>
<td>Depreciation &amp; Interest</td>
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<tr>
<td>Insurance</td>
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<tr>
<td>Other Care</td>
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</tbody>
</table>

Cash Received: $27,023,316 • New Pledges: $3,110,333
Total Dollars Raised: $30,133,649
$1 Million and Above
Hall Family Foundation, KCMO
J.E. & L.E. Mabee Foundation, Tulsa, OK
Mrs. Adelaide O. Ward, KCMO

$500,000 to $999,999
Josephine Bunting Estate, SMKS
Clarence B. Francisco Estate, SMKS
Heart of America United Way, Inc., KCMO
Miller Nichols Charitable Foundation, KCMO
Aline M. Thompson Revocable Trust, Gallatin, MO

$100,000 to $499,999
 Anonymous
Mrs. Mary S. Brannn, KCMO
Children’s Miracle Network, OPKS
Louise H. Higginbotham Estate, KCMO
Mr. and Mrs. Graham T. Hunt, SMKS
Tullius and Bessie Johnson Trust, Liberty, MO
David Woods Kemper Memorial Foundation, KCMO
William T. Kemper Foundation, KCMO
Mary E. Lutes Estate, Deerborn, MO
Walt and Eloise Peniston Trust, KCMO
Alice Piercy Estate
The Suzanne Feld Zalk Charitable Trust, KCMO
Young Champions of Kansas, LLC, Lenexa, KS
Mildred M. Wilson Trust Indenture, St. Louis, MO
Benoitic -Metasic Trust, Platte City, MO
Mr. and Mrs. James B. Burrell, Jr., KCMO
Mr. and Mrs. Lloyd C. Olson, Parkville, MO
Harry Portman Charitable Trust, KCMO
Mr. and Mrs. Robert B. Riss, KCMO
Susie M. Root Charitable Trust, KCMO
Gladdys Saxon Irrevocable Trust
Sedalia -Petts County Unit of Way, Sedalia, MO
Mr. and Mrs. John W. Sutherland, OPKS
C. W. Titus Foundation, Tulsa, OK
United Community Fund of Neosho Area, Neosho, MO
United Way of Southwest Missouri, Joplin, MO
Mr. and Mrs. Robert Walker, OPKS
John R. Wall Estate, Higginsville, MO
Mildred M. Wilson Trust Indenture, St. Louis, MO
Mr. and Mrs. Jeff Wolfe, Mission Hills, KS
Young Champions of Kansas, LLC, Lenexa, MO
The Suzanne Feld Zalk Charitable Trust, KCMO

$5,000 to $9,999
Anonymous
Mrs. Lucliee Armactos, Mission Hills, KS
Atchison Area United Way, Atchison, KS
Thomas R. Bailey Trust, Corrison, MO
Mr. and Mrs. James Bartimus, Leawood, KS
Janice N. and Herman G. Bartz, Jr. Charitable Trust, Mission, KS
Mr. and Mrs. Charles Battey, Mission Hills, KS
Mr. and Mrs. Bill Beavers Bassheu, KS
Mr. and Mrs. Alhaya M. Bisarca, Leawood, KS
Mr. Scott T. Boyd, KCMO
Burns Recovered Support Group, Inc., St. Louis, MO

$1,000 to $4,999
Mr. and Mrs. Joseph W. Campbell, OPKS
Cancer Awareness Run Enterprise Inc., SMKS
Anna and Ralph E. Considine Memorial Trust, KCMO
Mr. and Mrs. Richard Coleman, Pittsburg, KS
Dr. and Mrs. William B. Drake III, Smithville, MO
Mr. Kevin A. Dunn, SMKS
Mr. and Mrs. David V. Francis, SMKS
Mr. J. Scott Francis, KCMO
Franklin County United Fund, Ottawa, KS
Mr. and Mrs. David E. Hall, SMKS
Mr. and Mrs. Donald J. Hall, Jr., SMKS
John Q. Hammons Golf Foundation, KCMO
Mr. and Mrs. Thomas M. Higgins III, KCMO
Mr. and Mrs. Alfred J. Hoffman, Mission Hills, KS
Mr. and Mrs. Charles J. Hoffman, Jr., Prairie Village, KS
Mr. and Mrs. Ed Hoffmann, Louisburg, KS
Mr. and Mrs. Rusty Jandl, Mission Hills, KS
Ms. Mary Jane Jaspersen, Dallas, TX
Johnson County United Way, Warrensburg, MO
Mr. and Mrs. Bruce Mathews, KCMO
Mrs. John D. McCall, SMKS
Mr. and Mrs. Harold S. Melcher, SMKS
Mr. and Mrs. George W. Morris, Jr., SMKS
Mr. and Mrs. Rebbie S. Murphy, Spring Hill, KS
Mr. and Mrs. Barton J. Nelson III, KCMO
Mr. and Mrs. John S. Parmerlee, KCMO
Mr. Carl D. Peterson, KCMO
Plaza Fountain Fund, KCMO
The Honorable and Mrs. Carol S. Price, KCMO
Mr. and Mrs. Bruce A. Reed, Fairway, KS
Mr. and Mrs. Joseph L. Robison, KCMO
Mr. and Mrs. James G. Schircher, Glen Allen, VA
Ms. Margaret H. Silva, KCMO
Mr. Robert A Tucci and Mrs. Cynthia L. Wolle-Tucci, Prairie Village, KS
Mr. and Mrs. Paul Uihlmann III, SMKS
United Community Funds of Vernon County, Nevada, MO
United Way of Higginsville, Inc., Higginsville, MO
United Way of Nodaway County, Maryville, MO
Ms. Karyl W. Walsh, Leawood, KS
Webber Family Foundation, SMKS
Mrs. Beverly Wolfe, KCMO
Mr. and Mrs. Frank A. Young, Prairie Village, KS
Mr. and Mrs. Hugh J. Zimmer, SMKS

$5,000 to $9,999
Boeing Wichita Employees Community Fund, Wichita, KS
Children’s Mercy Century Club
Cross Foundation, Inc., Mission, KS
Danciger Institute, KCMO
Mr. William A. Dann, Lawrence, KS
Frances H. Davis Trust, Leavenworth, KS
Enright Foundation, KCMO
Francis Families Foundation, KCMO
Mr. and Mrs. Donald J. Hall, SMKS
Mrs. Orval Lee Haynes, Kearney, MO
Dr and Mrs. John Hunkeler, SMKS
Mary Lee Lacy Matial Trust, Harrisonville, MO
Mr. and Mrs. Deming Mader, Leawood, KS
Mrs. Barbara H. Marshall, KCMO
Gladya R. McCall Estate, Chillicothe, MO
Cleo M. McCoy Estate, Harrisonville, MO
Mr. and Mrs. W. Keith Pence, Leawood, KS
Lucile Pedri Trust, KCMO
Richard McDonald and Mhaneh Charities, KCMO
Richard W. Sees Marital Trust
Clara L. Shumway Charitable Trust, KCKS
Tommy Simone Memorial Scholarship Fund, KCMO
Earl & Elizabeth Toots Charitable Trust, Joplin, MO
The Courtney T. Turner Charitable Trust, KCMO
United Way of Wyandotte County, Inc., KCKS

$10,000 to $24,999
Mr. and Mrs. John D. Anglin, Independence, MO
Mrs. Mary C. Bennett, KCMO
Bi-County United Way of Cass and Jackson, Inc., Independence, MO
Dennis M. Billingsley Trust, Ottawa, KS
Leo Burcher Marital Trust and Goldie Bues ten trust, KCMO
Carthage Area United Way, Carthage, MO
Mr. and Mrs. Jerry P. Erding, Stillwell, KS
Mr. Alan J. Feldman, Oak Brook, IL
Dora and Louis Fox Charitable Trust, OPKS
Fraternity of Eagles Aerie 3770, Nevada, MO
Friends of Children’s Mercy, SMKS
Mary L. Hawkins Trust, Chillicothe, MO
Mr. and Mrs. Eric D. Hicks, OPKS
Rhea Pearl James Trust, Ottumwa, IA
Muriel McSweeffer Kaufman Foundation, KCMO
Nevada P. Linscomb Fund, KCMO
Ms. Barbara J. Marshall, Estes Park, CO
Massman Foundation, KCMO
Missouri Ek’s Benevolent Charity Fund, Warrensburg, MO
Mildred Paige Moore Trust, Platte City, MO
Mr. and Mrs. James B. Burrell, Jr., KCMO
Dr. and Mrs. Lloyd C. Olson, Parkville, MO
Harry Portman Charitable Trust, KCMO
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<tr>
<th>Company/Municipality</th>
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<td>Olathe, KS</td>
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<td>Reynolds &amp; Reynolds, Shawnee, KS</td>
<td>Shawnee, KS</td>
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<td>Russell Stover Candies, Inc., KCMO</td>
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<td>Bob Slight Lincoln-Mercury, Inc., Lee’s Summit, MO</td>
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<td>Smith Smith Golf Clubs, Inc., Shawnee, KS</td>
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<td>Smith St. John Company, North Kansas City, MO</td>
<td>North Kansas City, MO</td>
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<td>State Street, KCMO</td>
<td>Kansas City, MO</td>
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<td>Summit Woods S/C, KCMO</td>
<td>Kansas City, MO</td>
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<td>Toshiba Senior Classic, Newport Beach, CA</td>
<td>Newport Beach, CA</td>
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<td>Universal Manufacturing Company, KCMO</td>
<td>Kansas City, MO</td>
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<td>World Reach, Inc., Bethesda, MD</td>
<td>Bethesda, MD</td>
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<tr>
<td>Yellow Corporation, OPKS</td>
<td>Kansas City, MO</td>
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</tbody>
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**$1,000 to $4,999**

- Adams Global Communications, Inc., OPKS
- Agnew Dish Realty Clinic, Raytown, MO
- All Erection & Crane Rental Corporation, Cleveland, OH
- Allied North America Insurance Brokerage of Missouri, LLC, Clayton, MO
- American Airlines
- American Auto Credit, Inc., KCKS
- American Reinsurance Company, OPKS
- Amanda’s Casino, KCMO
- Andrews McMeel Universal Foundation, KCMO
- Anonyms
- ARAMARK Services, Inc., KCMO
- Argus Health Systems, Inc., KCMO
- AT&T Community Giving Program, Orlando, FL
- Automatic Systems, Inc., KCMO
- Aventis Pharmaceuticals Foundation, KCMO
- Bank Midwest, KCMO
- Bank of America Private Bank, KCMO
- Bank of America, KCMO
- Bartimus, Hickman, Oettle & Obetz, P.C., Leawood, KS
- George K. Baum & Company, KCMO
- Blackwell Sanders Peper Martin, KCMO
- Bombardier Aerospace/Leapjet, St. Louis, MO
- Books Are Fun, Inc., Belton, MO
- Borderland Trading Inc., Rio Rico, AZ
- BrandsMart Stereo & Video, KCMO
- Bud Brown Chrysler, Inc., OPKS
- Brownie’s Bar & Restaurant, Raymore, MO
- Bryan Cave LLP, KCMO
- Burt & Flechter Company, Independence, MO
- Burns Communications, Inc., Fresno, CA
- Cable-Dahmer Channel Inc., Independence, MO
- Callahan Transportation, Inc., KCMO
- Bob D. Campbell and Company, Inc., KCMO
- Capitol Federal Savings, Topeka, KS
- Carter Glass Co., Inc., KCMO
- Carter Pordolou Productions, Inc., SMKS
- Gates Auction and Realty Company, Liberty, MO
- CBIZ Benefits & Insurance Services, Inc., KCMO
- Centmark Corporation, Lenexa, KS
- CityGroup Business Services, Tampa, FL
- Cives Corporation, Roswell, GA
- Clinical Reference Laboratory, Inc., Lenexa, KS
- Coca-Cola Bottling Of Mid-America, Inc., Lenexa, KS
- Commerce Bank—Commerce Funds, KCMO
- Compeace, Ashburn, VA
- Corporate Communications Group, Inc., OPKS
- Country Club Bank, KCMO

**Total $1 Million and Above**

- City of Kansas City, Missouri, KCMO
- City of Kansas City, Missouri
- City of Kansas City, Missouri, KCMO
- City of Liberty, MO
- City of Olathe, KS

**Total $500,000 to $999,999**

- Jackson County, Independence/Kansas City, MO
- Johnson County Commission, Independence, MO
- Platte County, Platte City, MO

**Total $10,000 to $24,999**

- Atchison County Commission, Atchison, KS
- Bates County Commission, Butler, MO
- Daviess County, Frankfort, KY
- DeKalb County Commission, Macon, MO
- Grundy County Commission, Trenton, MO
- Harrison County Commission, Bethany, MO
- Henry County Commission, Clinton, MO
- Holt County Commission, Missouri, MO
- Lafayette County Commission, Lexington, MO

**Total $5,000 to $9,999**

- Newton County Commission, Neosho, MO
- New Vision Mutual Insurance Company, Neosho, MO
- Nodaway County Commission, Maryville, MO
- Ray County Commission, Warsaw, MO

**Total $1,000 to $4,999**

- Andrew County Commission, Savannah, MO
- Atchison County Commission, Rock Port, MO
- Bates County Commission, Butler, MO
- Daviess County Commission, Gallatin, MO
- DeKalb County Commission, Macon, MO
- Grundy County Commission, Trenton, MO
- Harrison County Commission, Bethany, MO
- Henry County Commission, Clinton, MO
- Holt County Commission, Oregon, MO
- Lafayette County Commission, Lexington, MO

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- City of Olathe, KS

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- Grundy County Commission, Trenton, MO
- Harrison County Commission, Bethany, MO
- Henry County Commission, Clinton, MO
- Holt County Commission, Oregon, MO
- Lafayette County Commission, Lexington, 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.