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Who we are

2002

Children's Mercy Annual Report 2001

Children's Mercy Hospital

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Who We Are

Since 1897, Children's Mercy Hospital in Kansas City has been the pediatric provider of choice for families throughout western Missouri and eastern Kansas. Working closely with pediatricians and hospitals throughout the region, Children's Mercy makes the highest quality pediatric expertise available for a comprehensive range of health care needs, from non-critical illnesses and injuries to the most serious and chronic conditions.

Children's Mercy is committed to providing the finest clinical care, education and research, all focused exclusively on the unique medical and developmental needs of infants, children and teens. We are a not-for-profit health care system, providing \$12 million in charity care a year.



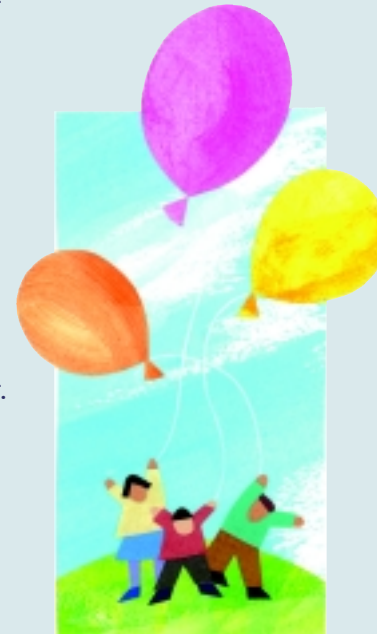
Where We Are

The pediatric expertise at Children's Mercy includes an array of programs and services, offered in a variety of locations. No matter where a child receives care from Children's Mercy, the highest quality care is being provided by the area's most respected pediatric specialists:

- Children's Mercy Hospital & Hall Family Outpatient Center, next to Crown Center in Kansas City, Mo.
- Children's Mercy South, Overland Park, Kan.
- Children's Home Care, the area's only home health care service exclusively devoted to children and families
- Primary care services, offered in areas traditionally underserved for pediatric care:
 - Main Street Clinics, Kansas City, Mo.
 - Paseo Clinic, Kansas City, Mo.
 - Parallel Parkway Office, Kansas City, Kan.
- Outreach clinics in selected specialties offered in:
 - Missouri: Springfield, Joplin, St. Joseph, Cameron and Chillicothe
 - Kansas: Wichita, Pittsburg, Salina, Manhattan and Hays

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Children's Mercy

Hospitals and Clinics

2001 Annual Report



Destiny: For Our Children
For All Children

Message from the President



Dear Friends of Children,

The year 2001 changed all our lives. The disasters that occurred on September 11 touched us in many ways; fear, the loss of innocence, and in the case of one Mercy employee, the loss of a family member on one of the fallen airplanes. We were all shocked and overwhelmed.

But children were still sick in our inpatient units, emergency room, and outpatient clinics, and all of our doctors, nurses and other staff showed their strength and commitment by continuing to provide the excellent care those children needed on September 11 and every other day. Our Mail Room staff, with new training, continued performing their daily tasks, despite scares of anthrax contamination. Dozens of "just in case" scenarios were examined and protections were implemented throughout our facilities. Through it all, the children still came, and they were cared for by the very best, my colleagues.

Although 2001 will always be remembered as a year of tragedy, it was also a year that held great joy, progress and promise at Children's Mercy Hospitals and Clinics. We broke ground on several new buildings that will help us achieve our "destiny" of being the best children's hospital in the world – for our children and for all children. (See details in the "2001 Highlights" section.)

In addition to new expansions, new programs and new accomplishments, we also honored the mission that we have worked toward every day of our 104 years—one class of care for all children regardless of race, creed, ethnic origin or inability to pay—because there is only one class of child: first class.

Thank you for all that you do for our children. Your support helps them fulfill their destinies as well.

Sincerely,

Randall L. O'Donnell, PhD
President and Chief Executive Officer

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.



2001 Highlights

EXPANSION/FACILITIES

- At the beginning of the year, Children's Mercy announced its five-year and 10-year plans to expand both Children's Mercy Hospital and Children's Mercy South in order to serve increasing numbers of children. The hospital saw record numbers for its average daily census every month in 2001 except May.
- By the end of the year, work had begun on adding two new floors (and 27 new inpatient beds) to the Henson Patient Tower

at Children's Mercy Hospital, adding four new operating rooms for the Center for Congenital Heart Disease, a new research and clinic building and a second parking garage. Construction of a second building at Children's Mercy South will begin in 2002.

- A spacious new cafeteria with a 50s diner theme opened in October, doubling the space of the previous cafeteria and expanding the foodservice options available for employees and visitors. A new vending area, also with greatly expanded choices, opened in April, funded by a gift from Kohl's.
- The Paul and Betty Henson Patient Tower was formally dedicated in April in honor of these two long-time friends of the hospital.

CLINICAL SERVICES

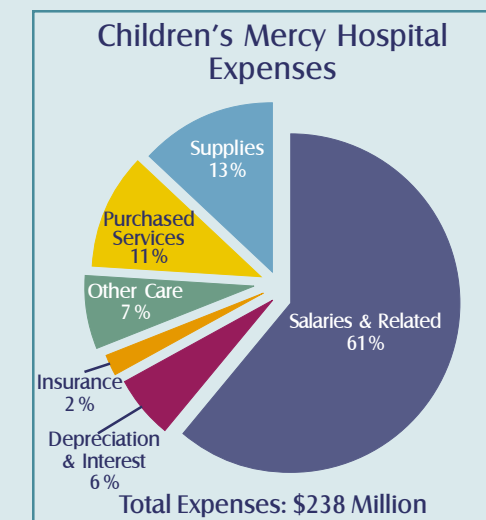
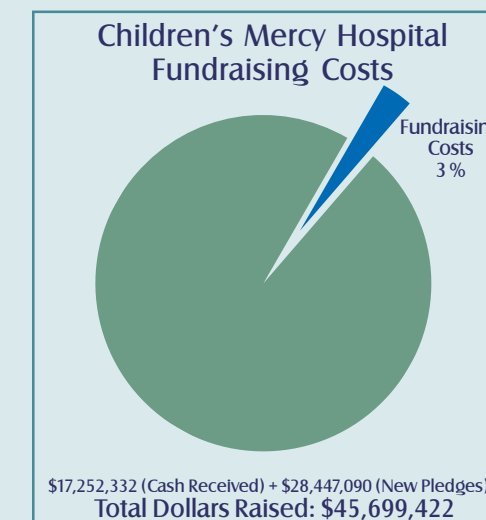
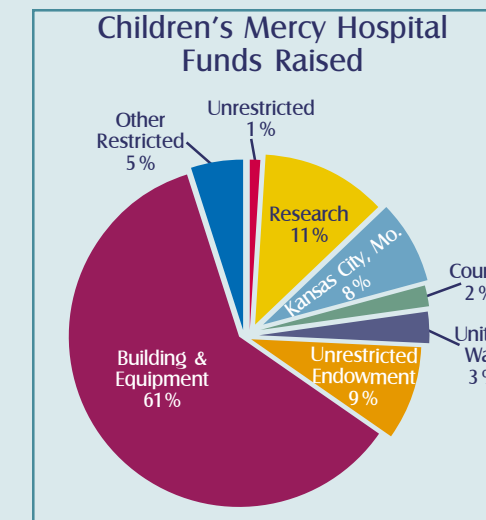
- Children's Mercy performed its first double organ transplant in May, when 4-year-old Marco Calderon received a kidney and liver transplant in a 22-hour operation.
- Robert T. Hall, MD, who established Children's Mercy's neonatology program and Intensive Care Nursery, retired in June after 31 years of service to the hospital's tiniest patients.
- Sixteen new physicians were added to the hospital's medical staff, including a second pediatric cardiovascular surgeon and specialists in endocrinology, genetics, neonatology, radiology, rehabilitation, orthopedics, neurology, urology and cardiology. The expansion of the medical staff will continue in 2002 in order to be able to serve a continuously increasing number of patients.
- Seventy new nursing school graduates joined the Children's Mercy staff in June, the largest number of new grads ever in a single year. The reason they all share for choosing to work at Children's Mercy – they love to work with children.

RESEARCH

- Children's Mercy announced the successful completion of our "Discovering Tomorrow" research campaign in October, surpassing our \$50 million goal by raising a total of \$53 million to support the hospital's research endowment, facilities expansion and research programs. The campaign included the addition of seven new endowed chairs over the past four years.
- The hospital's bone marrow transplant program was the recipient of more than \$4 million in funding from the National Institutes of Health in 2001 to support research and the establishment of a Blood and Marrow Transplant Research Consortium. Children's Mercy is the only pediatric member of the consortium, which includes institutions such as Johns Hopkins, Stanford, Duke University and others.

AROUND THE HOSPITAL

- A seventh goal was added to the hospital's strategic plan, focusing on needs in the human resources area. New strategies for employee recruitment and retention, employee recognition and staff development will be emphasized.
- Children's Mercy is leading the way in establishing a multi-faceted interactive Intranet site for its nurses, called "Web RN." A committee of nurses and Internet Services staff have developed the new tool for improved communication and education, which has already won statewide awards in Missouri and Kansas.



2001 Stats

The past year was one of tremendous growth in the number of children served at Children's Mercy. Service statistics for fiscal year 2001 (July 1, 2000 - June 30, 2001) include:

Admissions (a 4.6% increase over last year)	10,809
Total patient days	55,936
Total outpatient clinic visits	213,132
Hospital clinics	120,494
Primary Care Clinics	64,314
CM South Specialty Center	26,404
Outreach clinic visits	1,920
Emergency/Urgent Care visits (a 10.3% increase over last year)	77,886
Emergency Room	53,646
CM South Urgent Care Center	24,240
Surgery cases (a 6.3% increase over last year)	11,923
Inpatient	2,858
Outpatient at Hospital	6,510
Outpatient at CM South	2,534
Employees: (FTEs)	3,090
Volunteers: Active, in-house	670

