2002

Children's Mercy Annual Report 2001

Children's Mercy Hospital

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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.
The year 2001 changed all our lives. The disasters that occurred on September 11 teaching us in many ways 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. Groups of “spat in the face” scenarios were examined and protections were implemented throughout our facilities. Throughout 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 the details in the “2001 Highlights” section.)

In addition to new expansions, new programs and new accomplishments, we also honored the contributions of our past. We celebrated our 100 years—one class of care for all children regardless of race, creed, ethnic origin or ability to pay. This is because there is only one class: 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

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.

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**Children’s Mercy Hospital Funds Raised**
- **Cost of Care**
  - Total Expenses: $218 million
  - Total Donations: $45,699,422
- **Children’s Mercy Hospital Expenses**
  - **Children’s Mercy Hospital Fundraising Costs**

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**2001 Highlights**

**EXPANSION/FACILITIES**
- At the beginning of the year, Children’s Mercy announced its five-year and 15-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 the 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 Hassenfeld Patient Tower at Children’s Mercy Hospital, added to new operating rooms for the Center for Congenital Heart Disease, a new research and clinical 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 live dinner 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 Kraft’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 L. Hall, MD, who established Children’s Mercy’s nephrology program and Intensive Care Nursery, retired in June after 31 years of service to the hospital and the community. During his tenure, he developed the program into one of the largest and most respected in the nation.
- Ten new physicians from the hospital’s medical staff, including one pediatric cardiac surgeon and specialists in endocrinology, nephrology, rehabilitation, orthopedics, neurology, urology and cardiology, worked with the hospital’s medical staff, including a pediatric cardiac surgeon and specialists in endocrinology, nephrology, 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.
- Seventeen new nursing school graduates joined the Children’s Mercy staff in June, the largest number of new graduates 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 endeavors, 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-disciplinary interactive Internet site for its nurses, called “Neb RN.” A committee of nurses and Internet services staff have developed the new tool for improved communication and education among nurses and other staff.

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**2001 Stats**

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Admissions</strong></td>
<td>10,899</td>
</tr>
<tr>
<td>(a 4.6% increase over last year)</td>
<td></td>
</tr>
<tr>
<td><strong>Total patient days</strong></td>
<td>55,936</td>
</tr>
<tr>
<td><strong>Total outpatient clinic visits</strong></td>
<td>213,132</td>
</tr>
<tr>
<td>Hospital visits</td>
<td>120,494</td>
</tr>
<tr>
<td>Primary Care Clinics</td>
<td>64,641</td>
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<tr>
<td>CM South Specialty Center</td>
<td>26,404</td>
</tr>
<tr>
<td>Outreach clinic visits</td>
<td>1,920</td>
</tr>
<tr>
<td><strong>Emergency/Urgent Care visits</strong></td>
<td>77,886</td>
</tr>
<tr>
<td>(a 10.3% increase over last year)</td>
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</tr>
<tr>
<td><strong>Emergency Room</strong></td>
<td>53,946</td>
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<tr>
<td>CM South Specialty Care Center</td>
<td>24,240</td>
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<tr>
<td><strong>Surgery cases</strong></td>
<td>11,863</td>
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<tr>
<td>(a 6.3% increase over last year)</td>
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<tr>
<td>Inpatient</td>
<td>2,858</td>
</tr>
<tr>
<td>Outpatient at Hospital</td>
<td>6,510</td>
</tr>
<tr>
<td>Outpatient at CM South</td>
<td>2,534</td>
</tr>
<tr>
<td><strong>Employees</strong></td>
<td>3,090</td>
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<tr>
<td>(FTEs)</td>
<td></td>
</tr>
<tr>
<td><strong>Volunteers: Active, in-house</strong></td>
<td>670</td>
</tr>
</tbody>
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