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2000

Children's Mercy Annual Report 1999

Children's Mercy Hospital

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All Aboard!!

1999
Annual
Report



Ch-Ch-Children's Mercy Hospitals and Clinics



Letter From the CEO



Dear Friends,

At the end of every year, I like to reflect on what a wonderful journey it's been for Children's Mercy and the children for whom we provide care. This year has certainly been no exception, as you'll read in this annual report. It's also at this time that I look forward to even greater things to come in the year ahead. I know that will be the case again in the year 2000 — thanks to the outstanding support we receive from friends like you throughout our region, as well as from our own employees, medical staff and volunteers.

Indeed, 1999 was a milestone year. We opened a new inpatient tower and an on-site MRI center. We also kicked off an exciting new program to expand our research efforts. I'm particularly pleased that Congress also passed legislation to correct the previous inequities in funding for children's hospitals that provide graduate medical education.

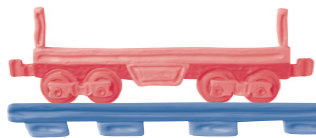
As we look forward to the year 2000, I'm excited about the opportunities to continue building on our past successes to provide the finest care for children and families. Those opportunities will be made possible through the generosity and caring of so many people throughout our region who contribute their time, their funds, their leadership and their commitment to children. People like you.

Thank you for all you have done and continue to do for those we serve at Children's Mercy. I hope this annual report gives you an overview of what your contributions have helped make possible for our children, and I wish you all the best in the coming year.

Sincerely,

A handwritten signature in red ink that reads "Randall L. O'Donnell".

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

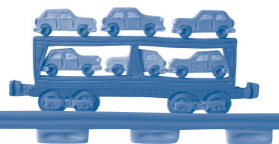


Our Mission

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.



Side by Side



One of the things we take pride in at Children's Mercy is how we take care of not only children, but also their families. It says so right in our mission statement.

And it's true in more ways than one.

Take the case of 11-year-old Anna Skaggs and her 40-year-old mother, Karen Skaggs. Both were patients at Children's Mercy Hospital this spring.

"A lot of people were working together, pulling for us so we could be together," explains Karen. "I thank God that Children's Mercy took me in. I am a firm believer that I could not have gotten better care anywhere else."

An adult as a patient at Children's Mercy? Mom and daughter in adjacent rooms? What's going on here?

The story of Anna and Karen Skaggs began this spring when Anna had back surgery because of her scoliosis. Complications left her legs paralyzed and landed her in a hospital near her hometown of Seneca, Mo. After two weeks in an adult rehabilitation unit, the family began looking elsewhere for help.

"I believe the Lord was leading us to Children's Mercy," Karen says.

Soon after Anna began therapy, Mom needed help. Her cystic fibrosis began to make her sicker and sicker, and her doctor was hundreds of miles away.

"I spent that first night on the mother's bed (in Anna's room in the Sutherland Tower). I woke up and I couldn't get out of bed," says Karen. "When the nurse came in and said Dr. Michael McCubbin (a pulmonologist) would see me, it was like a message from an angel."



Dr. McCubbin, director of the Cystic Fibrosis Center, says that once he examined Karen and saw how sick she was, it was obvious she needed to be admitted. Karen says leaving Children's Mercy was not an option.

"I knew I was deathly sick, but I couldn't leave (Anna). She was really hurting and I would die before I go...I'll stay by my daughter," Karen recalls.

And for the next three weeks that's where they remained—side by side, in adjacent rooms.

Karen says the care Children's Mercy provided extended beyond the mother/daughter medical care. She had praise for social workers who helped arrange a room at the Ronald McDonald House for her husband and 13-year-old son, and for the Child Life specialists and psychologists who took care of other special needs. The whole family, she says, will remember one night in particular.

Anna had been a soccer player before her recent battles and remains a big fan of the game. Knowing that, the Children's Mercy staff came up with four tickets to an Attack soccer game at Kemper Arena.

"It had been a long time since we had been out as a family together," says Karen. "We had the best time of our lives. Anna was really into it, whooping it up and all. It was awesome."

"This gave us a sense of normalcy. We were a family united. We didn't want it to end."

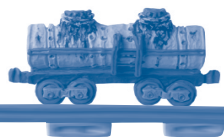
But eventually, it did, and also eventually, Anna and Karen were dismissed from the hospital and have returned to their home near Joplin, Mo. Anna continues to do fairly well, though she is now being seen by Patrick Murphy, MD, for a bladder problem and will need at least another year of therapy.

"It has been a long ordeal for her," Karen says. "On March 1, she was running and jumping and was a normal 11-year-old little girl. And then on March 2, she wakes up and can't move her legs for nine days. Now that's scary."

"We don't know where it will lead," she says. "But we know she is in good hands."



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 infants, children and teens and their unique medical and developmental needs. We are a not-for-profit health care system, providing \$20 million in charity care a year.



Where We Are

Children's Mercy's pediatric expertise 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, 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 and Manhattan

1999 Stats



The past year was one of tremendous growth in the number of children served at Children's Mercy. Service statistics for fiscal year 1999 (July 1, 1998 - June 30, 1999) include:

Admissions (a 12.4% increase over last year)	9,709
Total patient days	50,178
Total outpatient visits	192,368
Hospital clinics	142,600
Emergency room visits	38,907
CM South Specialty Center	20,628
Outreach clinic visits (a 25% increase over last year)	1,717
Home health visits (a 30.2% increase over last year)	18,432
Surgery cases	
Inpatient	2,604
Outpatient at Hospital	5,397
Outpatient at South (a 55.6% increase over last year)	1,822
Transport	1,553
Employees: (FTEs)	2,293
Volunteers: Active, in-house	665



H i g h l i

Children's Mercy Hospitals and Clinics ended the 20th century with another exciting year filled with growth, progress and new services for children and families. A quick look back at the highlights of 1999:

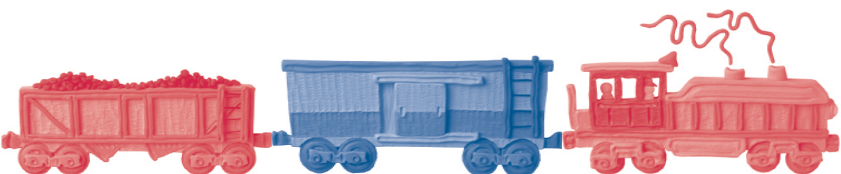
- Although a fire broke out on the roof of the West Tower the evening of Jan. 28 and three floors of patients were evacuated, the fire was quickly extinguished with a minimum of disruption, thanks to the Kansas City Fire Department. Temporary beds were found for some children, but all patients were returned to their floors in less than 24 hours, with very little long-term damage to any of the hospital facilities.
- The Joint Commission for the Accreditation of Healthcare Organizations (JCAHO) visited Children's Mercy Hospital, Children's Mercy South and Children's Home Care for a week in March, and awarded all three full accreditation for the next three years. The highest compliment, however, was when all three JCAHO surveyors said they would not hesitate to have their own children and grandchildren cared for at Children's Mercy.
- Children's Mercy partnered with the National Institutes of Health to host a national pediatric research conference in Kansas City, only the second in a decade to focus on children's needs in research. More than 250 physicians and scientists from throughout the nation attended.
- Children's Mercy joined with the other two Missouri children's hospitals and child advocacy organizations throughout the state to work for the defeat of Proposition B, which would have allowed Missourians to carry concealed weapons. In addition, the hospital's Center for Childhood Safety provided presentations to more than 50 organizations throughout the year on gun safety and children.
- The Children's Miracle Network radiothon and telethon, which jointly benefits Children's Mercy and the KU Children's Center, raised more than \$900,000 in early June, a record for CMN activities in the Kansas City region.
- Immediately following the CMN success, the 20th annual Children's Mercy Hospital Golf Classic was held on June 8, raising more than \$250,000 to help fund a new Magnetic Resonance Imaging center for the hospital. Host Tom Watson was joined by PGA stars Lee Trevino, Vijay Singh and Steve Elkington for another fun-filled day of golf and excitement.
- The Sybil Silkwood Nutter Playground was officially dedicated on June 17, giving Children's Mercy patients and families a unique and delightful place for play and respite. The playground was donated by the James B. Nutter family in memory of his mother, who raised funds for Children's Mercy when she was a child in 1908.



i g h t s



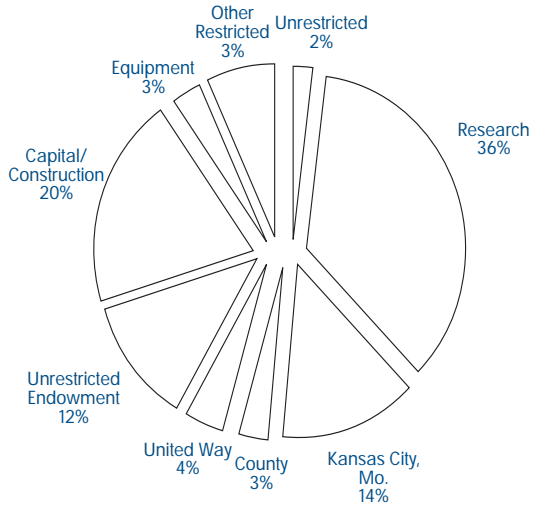
- The “Discovering Tomorrow” research endowment program kicked off at the end of June, with the goal of providing additional support to build the Children’s Mercy pediatric medical research program into one of the premier centers in the nation.
- Children’s Mercy lost a long-time friend on July 19, when retired nurse and volunteer archivist Carol Belt passed away. Carol spent most of her nursing career at Children’s Mercy caring for countless thousands of children; she also was personally responsible for saving a great deal of the hospital’s historical materials over the years. The Carol Belt Advocacy Award, which will be presented annually to a Children’s Mercy employee or volunteer who advocates for children in our community, was created in her memory.
- Surgeon-in-Chief Keith Ashcraft, MD, retired after 27 years of service at Children’s Mercy; George “Whit” Holcomb, MD, came to Children’s Mercy from Vanderbilt University to serve as the hospital’s new Surgeon-in-Chief.
- A major improvement in diagnostic services for Children’s Mercy patients was achieved when the hospital opened its first on-site Magnetic Resonance Imaging center in October.
- As an additional facet of the hospital’s growing research program, a new inpatient research unit and clinical pharmacology lab were added when the new Pediatric Clinical Research Center was dedicated on Nov. 2.
- The year ended with the achievement of a major goal for Children’s Mercy, as three patient floors moved into the new West Tower, which had been under construction for the past 18 months. The new tower, a “twin” to the Sutherland Patient Tower, now allows every medical and surgical patient at Children’s Mercy Hospital to have a single occupancy room. The West Tower will now be renovated for offices and research laboratories.
- Another milestone was achieved on Dec. 6, when Children’s Mercy CEO Randall O’Donnell, PhD, was one of three children’s hospital leaders selected to join President and Mrs. Clinton in the Oval Office for the signing of the Children’s Hospitals Education and Research Act. Dr. O’Donnell has worked actively over the past two years to support this legislation, which provides additional graduate medical education funding to children’s hospitals for training pediatricians of the future.



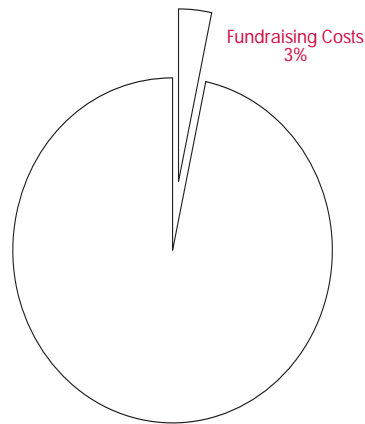
Financial Summary



Children's Mercy Hospital Funds Raised



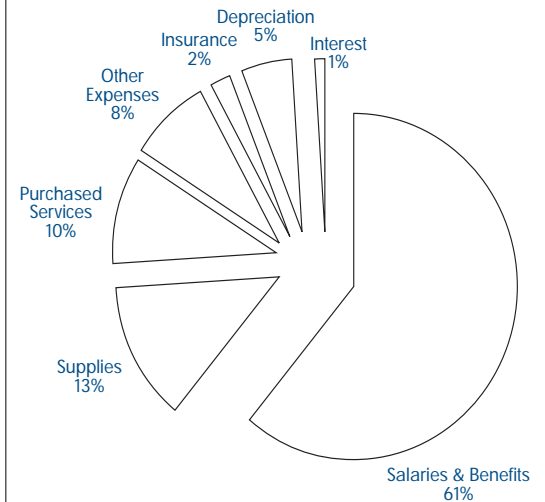
Children's Mercy Hospital Fundraising Costs



Total Dollars Raised:
\$26.9 Million

**Children's Mercy
Provided
\$20 Million in
Charity Care
Last Year.**

Children's Mercy Hospital Expenses



Total Expenses:
\$190.5 Million



Discovering Tomorrow



Children's Mercy has a rich tradition of research on behalf of children. Co-founder Dr. Katharine Berry Richardson had a dream to build a research laboratory to study childhood diseases. Her dream began to take shape in 1929 when an anonymous donor gave the hospital a "birthday gift" of \$20,000. With that, the research program at Children's Mercy was "born."

From the very start, Children's Mercy researchers have been involved in ground-breaking studies in areas such as whooping cough, chicken pox, and intravenous fluids to treat infants and children suffering from dehydration. The focus has always been on the kind of studies that made an impact on the health and well-being of children.

Now, our research team, in collaboration with hospital administrators and volunteer leaders, has developed a bold plan — a pediatric research vision — that will carry this tradition of excellence into the new millennium.

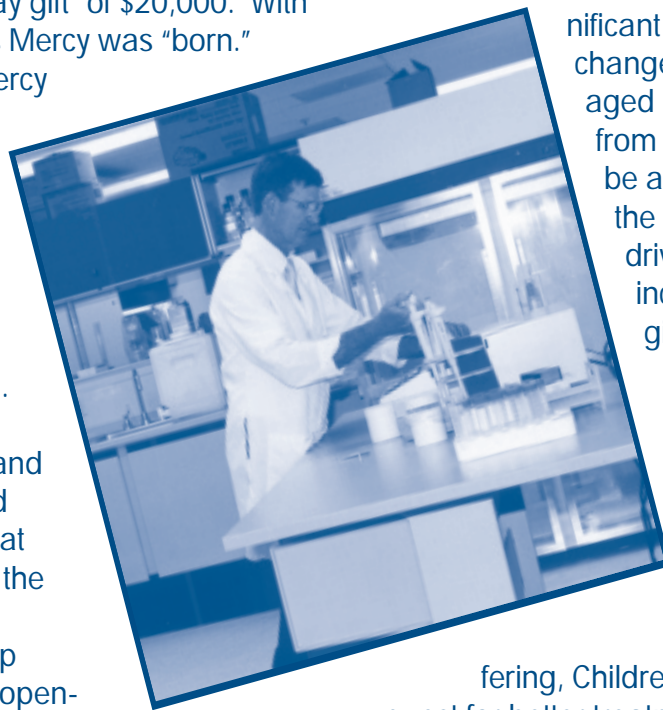
Children's Mercy took a giant step forward in achieving this vision with the opening of its brand new Pediatric Research Unit on ground level of the new inpatient tower. It is a self-contained

dedicated clinical research nursing unit with accommodations for both inpatient and outpatient studies.

ter - To support a research program of national and international prominence at Children's Mercy, significant funding is needed. Because of major changes in health care financing through managed care, research funding cannot come from regular hospital operations—there must be a separate stream of support. Therefore, the hospital has launched a \$50 million fund drive. This is an integrated campaign that includes cash gifts, pledges and planned gifts.

Because of the perseverance and expertise of Children's Mercy's research team, real progress is being made in better ways to care for sick and injured children. Children's Mercy is poised to take its place among the top pediatric research institutions in the world.

As long as even one child is suffering, Children's Mercy is determined to continue its quest for better treatments and cures — a quest to make every childhood a healthier one.



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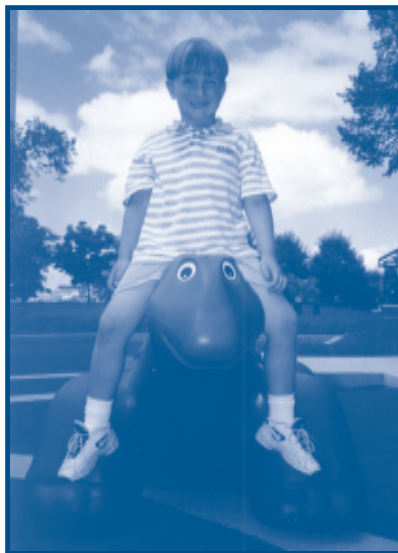
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