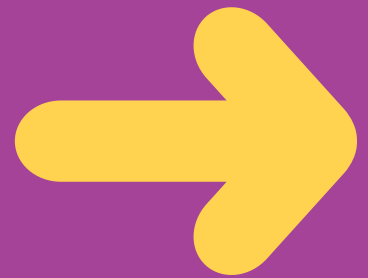
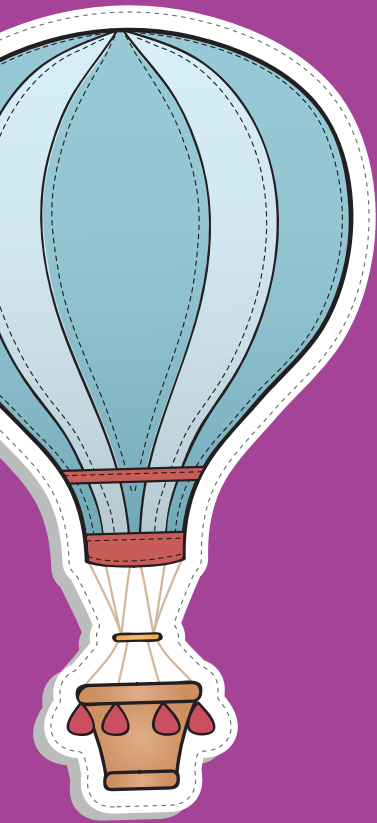
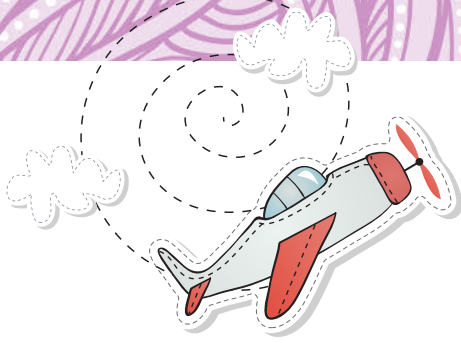


Community Benefit Report for 2012





OUR MISSION

Improve the health and well-being of children by providing comprehensive, family-centered health care and committing to the highest level of clinical and psychosocial care, and to research, academic and service excellence.



OUR VISION

Be a national and international leader recognized for advancing pediatric health and delivering optimal health outcomes through innovation and a high-value, integrated system of care.



OUR 2012 INITIATIVES

In 2012, Children's Mercy allocated more than \$166 million to provide health care infrastructure and services that would otherwise be unavailable to thousands of our community's children. On the following pages are summaries of a number of initiatives undertaken to improve the health and well-being of children.

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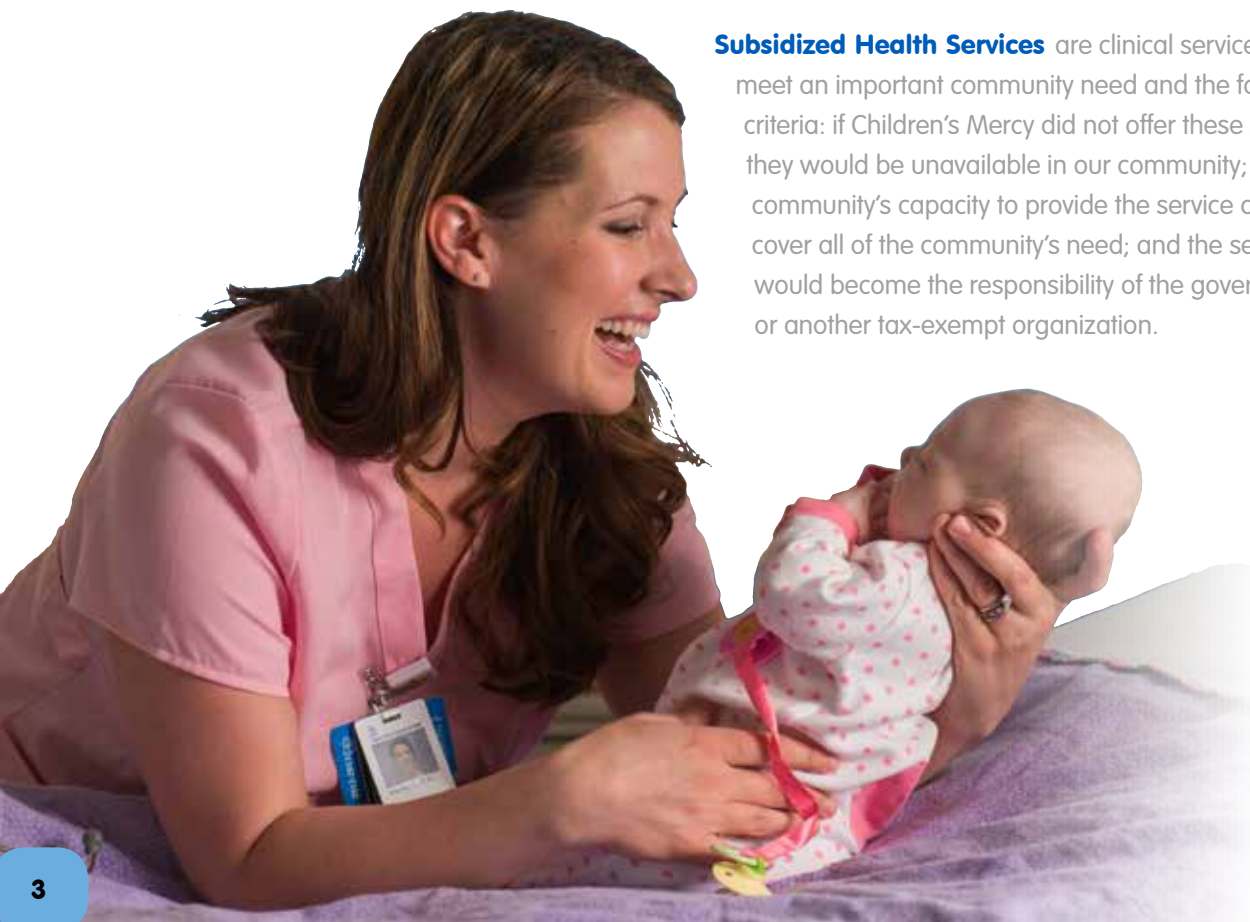
UNCOMPENSATED CARE

Since our founding in 1897, Children's Mercy has provided quality care for children and families in our region — regardless of their ability to pay. In 2012, the amount of uncompensated care totaled \$130,131,102, which includes charity care, unreimbursed Medicaid and other means-tested government programs, and subsidized health services. This benefit of providing quality medical care for sick and injured children demonstrates the commitment of Children's Mercy to its mission and the Kansas City community at large.

Charity Care means Children's Mercy provided free or discounted health services to children who met the hospital's criteria for financial assistance and were deemed unable to pay for all or a portion of the services received. The 2012 charity care benefit totaled \$11,065,579.

Unreimbursed Medicaid and Other Means-Tested Government Programs includes all government-sponsored health programs (federal, state and local) where a family's eligibility for benefits or coverage is determined by income or assets. "Unreimbursed" is the shortfall created when the amount paid by the government-sponsored program is less than the hospital's cost to care for that patient. The total benefit provided for unreimbursed medical services in 2012 was \$109,954,552.

Subsidized Health Services are clinical services that meet an important community need and the following criteria: if Children's Mercy did not offer these services they would be unavailable in our community; the community's capacity to provide the service could not cover all of the community's need; and the service would become the responsibility of the government or another tax-exempt organization.





Several examples of our commitment to providing subsidized health services include:

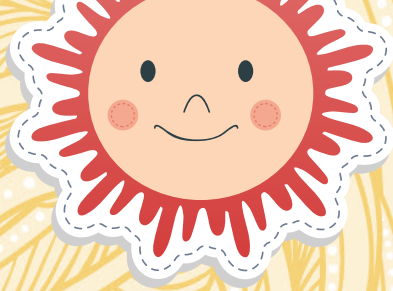
- **Pediatric Care Clinics at Children’s Mercy Broadway:** Every child should have access to primary care medical services. That is the Pediatric Care Clinic’s (PCC) goal. The PCC provides a full range of primary health care services for all children. The PCC offers a medical home to those who are underserved, uninsured or receiving Medicaid benefits, as well as those who require complex care. The PCC team includes board-certified pediatricians and nurse practitioners who work closely with other providers to ensure a strong continuum of care for every child we serve. The PCC strives to be culturally sensitive in all situations and are advocates for children both locally and nationally. In 2012, the PCC served more than 40,000 patient encounters.

Charity Care	\$11,065,579
Unreimbursed Medicaid	\$106,576,370
Other Means-Tested Government Programs	\$3,378,182
Subsidized Health Services	\$9,110,971
Uncompensated Care	\$130,131,102

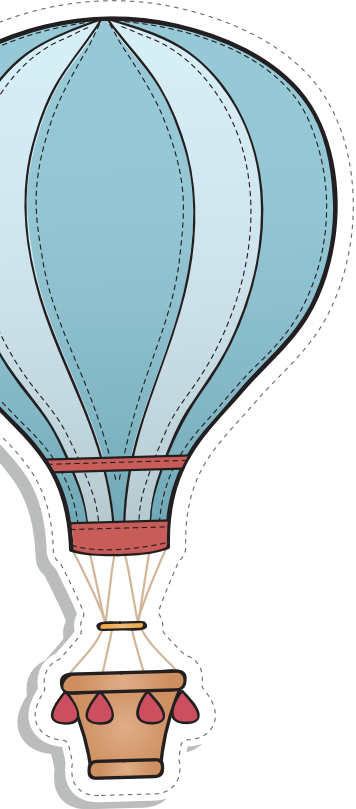
- **The Teen Clinic:** This clinic provides primary care with an emphasis on wellness and prevention, mental health, family and school issues and behavioral problems. The Division of Adolescent Medicine at Children’s Mercy meets the unique needs of young people as they transition from children to adults. Our team of experts includes physicians who are board certified in pediatrics and adolescent medicine. Patients and families also are supported by full-time nurse practitioners and social workers who provide case management, crisis intervention and access to community resources. Patients are treated for a wide range of physical and emotional issues unique to adolescents as they approach adulthood. In 2012, the Teen Clinic served more than 14,000 patient encounters.

- **Children’s Mercy West-The Cordell Meeks Jr. Clinic:** This is a primary care clinic and recognized Level III Patient-Centered Medical Home for children. Services provided include same-day sick visits and well-child exams including physicals for daycare, school, sports and Kan Be Healthy Screening. The clinic provides patient-centered care for about 8,000 children and adolescents in Kansas City, Kan. Approximately 40 percent of the families served are Spanish-speaking. In addition to providing primary care, the clinic focuses on asthma, weight management and preventive care. In 2012, Children’s Mercy West served more than 16,000 patient encounters.





HEALTH PROFESSIONS EDUCATION



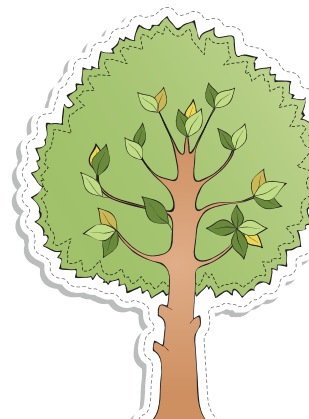
Children's Mercy is a regional and national center for training the pediatric primary care providers and specialists of tomorrow. With a decline in the national numbers of pediatric providers, we train the physicians, nurses, and allied health professionals to keep healthy kids healthy and to provide seriously ill patients with the best care possible. In the past year, Children's Mercy trained more than 400 pediatric residents, visiting residents and fellows who have pursued further education as pediatricians, surgeons, radiologists, clinical pharmacologists, and many more subspecialists.

Children's Mercy residents in pediatric medicine study advanced medical methods and are exposed to state-of-the-art techniques in personalized medicine, genomics and research. By constantly rethinking how pediatric medicine will be delivered in the future, trainees are

equipped to become pioneers in the field of pediatric medicine.

In addition to the traditional medical residency and fellowship training programs, Children's Mercy also trains future generations of various pediatric specialists. Examples include:

- **Child Life Internship:** Because of its distinct emphasis on psychosocial care, treating the whole child, and cultivating the hospital as a home away from home for our patients, the Child Life department at Children's Mercy carries enormous importance. We believe that one of the best ways to invest in this critical service is to offer regular internships to those students training to become Certified Child Life Specialists. In 2012, 14 individuals completed an internship in child life at Children's Mercy.
- **Social Work Practicum:** The Social Work Practicum at Children's Mercy is an invaluable training opportunity that accepts the most promising social work students into a year-long program to help them hone the "hands-on" skills they need to be social workers in a family-centered, pediatric setting. In 2012, Children's Mercy trained 12 masters of social work advanced level and administrative students from schools across Kansas City in inpatient, outpatient and community settings.



\$20,259,981

HEALTH PROFESSIONS EDUCATION

- Residents and Fellows
- Hearing and Speech Internship
- Music Therapy Student Programs
- Dietetic Practicum
- Child Life Practicum and Internship
- Social Work Practicum
- Registered Nurses
- MOKAN Placement
- Clinical Advances in Pediatrics
- Neonatal Resuscitation Program
- Sexual Assault Nurse Examiner (SANE)
- Community Health Education
- Spanish Bilingual Assistant Training
- Section of Child Abuse and Neglect (SCAN) Outreach Services



- **Spanish Bilingual Assistant Training:** In recent years, Kansas City's population of Hispanic families has increased at a rapid rate and remains one of the metro area's largest ethnic groups. These changes have precipitated a need for providers who can communicate effectively with Spanish-speaking patients and families. The Language Services Department at Children's Mercy created the Spanish Bilingual Assistant Training program with this express purpose. This 10-week course is designed to train bilingual participants in topics such as standards of practice, legal issues, working with children, and basic anatomy. Some participants in the program continue to pursue careers as medical interpreters, becoming leaders in the effort to make health care as accessible as possible to all families. In 2012, 15 individuals completed Spanish Bilingual Assistant Training.

CHILDREN'S MERCY 2012 RESIDENCIES & FELLOWSHIPS

Allergy/Immunology Fellowship

Child Abuse & Neglect (Children at Risk) Fellowship

Child Neurology Fellowship

Child Psychology Internship

Child Psychology Fellowship

Clinical Neurophysiology Fellowship

Clinical Pharmacology Fellowship

Developmental-Behavioral Pediatrics Fellowship

Internal Medicine/Pediatrics Residency

Neonatal-Perinatal Medicine Fellowship

Pediatric Cardiology Fellowship

Pediatric Critical Care Medicine Fellowship

Pediatric Dentistry Fellowship

Pediatric Dermatology Fellowship

Pediatric Emergency Medicine Fellowship

Pediatric Endocrinology Fellowship

Pediatric Gastroenterology Fellowship

Pediatric Hematology/Oncology Fellowship

Pediatric Infectious Diseases Fellowship

Pediatric Nephrology Fellowship

Pediatric Ophthalmology Fellowship

Pediatric Optometry Fellowship

Pediatric Otolaryngology Fellowship

Pediatric Pathology Fellowship

Pediatric Radiology Fellowship

Pediatric Rehabilitation Fellowship

Pediatric Residency

Pediatric Surgery Fellowship

Plastic & Craniofacial Surgery Fellowship

Surgical Critical Care Fellowship

Surgical Scholars Fellowship



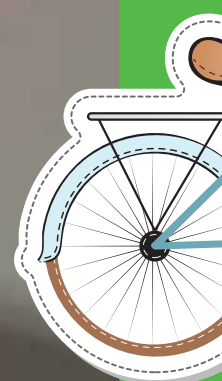
RESEARCH

Children's Mercy realizes its core mission of improving the lives of its patients and families by engaging in scientific discovery and knowledge creation. Our faculty members and staff have authored or co-authored hundreds of journal articles, book chapters and review articles. In addition, they have given several hundred scientific presentations at national and international meetings.

Children's Mercy continued to expand several of its research programs in 2012, including programs in Genomic Medicine; Chronic Renal Disease; Clinical Pharmacology and Therapeutic Innovation; and Developmental and Behavioral Medicine. Also throughout

the year, we worked diligently to lay the groundwork for the development of a focused health outcomes research program and an innovation in pediatric health care delivery program. As an academic pediatric health care system, we remain committed to pediatric research that is not only translational, but also transformational.

With more than 48,000-square feet dedicated to research, 200-plus physicians and scientists actively involved in conducting research, and clinical volumes of nearly 500,000 patient encounters per year, Children's Mercy is well-positioned to fulfill its mission of transforming pediatric medicine.





AREAS OF RESEARCH EMPHASIS

1 Genomic Medicine



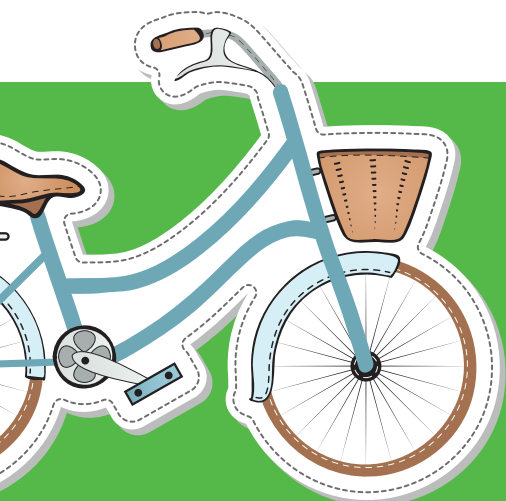
2 Clinical Pharmacology and Therapeutic Innovation



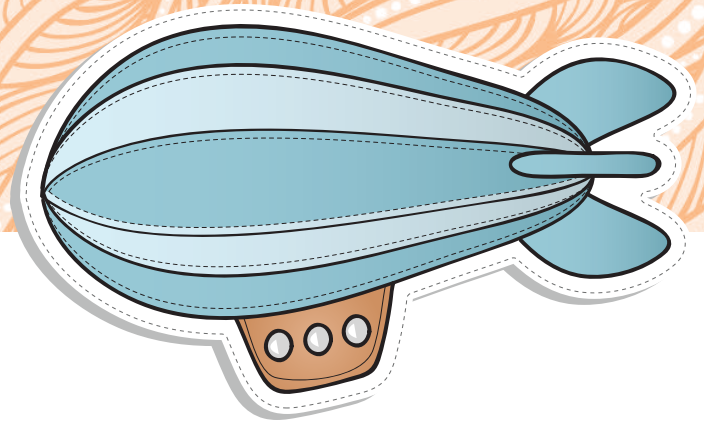
3 Health Services and Outcomes



4 Innovation in Health Care Delivery



\$10,450,689



COMMUNITY HEALTH IMPROVEMENT SERVICES

Community Health Improvement Services are designed to improve community health and include community health education, outreach and prevention services. A few highlights include:

Healthy Start Team 1 and 2: Healthy Start is a community-oriented health promotion project whose goal is to reduce infant mortality and morbidity. Services include modeling effective consumption of health care, crisis intervention, emergency assistance, transportation and connection to community resources. Additionally, access is provided to mental health services, clinical nursing services, and support services for fathers.

The Healthy Start programs are carried out by a group of providers who engage in regular home-based work with families of young children to promote health care. Children's Mercy partners with other nonprofit, mission-

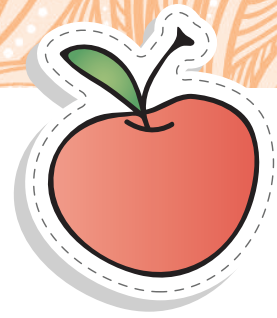
driven organizations to operate Healthy Start Team 1 and 2, including the Mother-Child Health Coalition of Greater Kansas City, Truman Medical Center and Project Eagle. Healthy Start is available to all households with a pregnant woman or a child under 2 years of age in economically depressed geographic areas of Kansas City, Mo., and Kansas City, Kan., that have historically high rates of infant mortality and morbidity. Spanish-speaking teams provide interpretation services in the home to help access health care appointments and to assist with financial resource applications to overcome barriers.

COMMUNITY HEALTH IMPROVEMENT SERVICES

These activities are carried out to improve community health and include community health education; community-based clinical services; health care support services; and social and environmental improvement activities. Children's Mercy programs conducted in 2012 include:

- Bereavement Program
- Buckle-Up Car Seat Program
- Celebrating Healthy Families
- Concordia Baby Health Fair
- Daily Pollen and Spore Report
- Family and Friends Flu Shot Clinic
- Health Information Line
- Healthy Start Team 1 and 2
- Inner City Asthma Camp
- Legal Aid Referral Program
- Operation Breakthrough
- Period of Purple Crying
- PHIT Kids Evening Course
- The Discovery Camp
- TIES
- ZOOM to Health

\$2,930,278



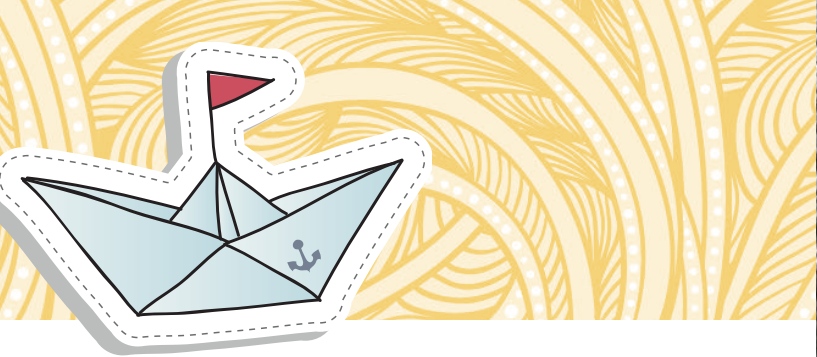
Operation Breakthrough: Children’s Mercy operates a primary care clinic at Operation Breakthrough, a large single-site early education child care and social services facility serving more than 400 children daily from the urban core in Kansas City, Mo. There are significant geographical and financial barriers to primary and preventive care for this patient population which the Children’s Mercy Clinic at Operation Breakthrough helps alleviate. The clinic provides screenings, physicals and other care services on a regular basis and also holds scheduled appointments for acute care and chronic conditions. Other services include well-child checks, staff education, asthma care, immunizations and parent education. Operation Breakthrough also hosts a bus tour for pediatric residents and other Children’s Mercy staff to foster a better understanding of the diverse communities surrounding the Adele Hall Campus, where many of our patients and their families live.

Family and Friends Flu Shot Clinic: Children’s Mercy provides no-cost influenza vaccinations to family members, volunteers and caregivers of our patients, in addition to the general public. The Center for Disease Control recommends everyone ages 6 months and older receive an annual seasonal influenza vaccination. There are no restrictions for those who receive the shot, and recipients only provide their name and birth date. Providing flu shots supports immunity and especially protects infants under 6 months old,

those who are immunocompromised, and pregnant women. In 2012, Children’s Mercy provided 1,616 flu shots to the general public free of charge, at a total cost of approximately \$29,417.

ZOOM to Health: ZOOM to Health is a new treatment program for English- and Spanish-speaking families with young children who are overweight. Those eligible are parents and children, 2 to 8 years of age, who have a Body Mass Index at or above the 85th percentile. After a medical checkup, (which includes a weight check and blood draw), the family attends six weekly small group meetings plus an orientation session. Parents and children meet separately; parents meet with experts in nutrition and psychology, while children have a lesson, play and exercise in another room. Other children ages 2 to 12 also are invited to participate in the lesson and activities. A light, healthy meal is served at each session. In 2012, ZOOM to Health served 33 children plus their caregivers and siblings.

PHIT Kids Evening Course: PHIT Kids stands for Promoting Health in Teens and Kids and is intended to create healthier eating and activity habits, which can lead to healthy weight. In addition to the PHIT Kids Weight Management Clinic, evening education classes are offered to participants ages 9 to 17 and their parents/caregivers who are ready for family-based changes. Five professional health educators offer instruction on nutrition, physical activity and behavioral topics during evening sessions. The sessions are weekly for up to six months and then monthly for up to 21 months. Classes are two hours long and include 30 minutes of physical activity and 45 minutes of interactive learning time in separate age groups. Each class ends with all groups coming together for a brief wrap-up. Child care is included for parents/caregivers with multiple children. In 2012, the PHIT Kids Evening Course served 68 “tweens” (9 to 12 years old) and 70 teens (13+ years old).



CASH AND IN-KIND CONTRIBUTIONS

Cash and in-kind contributions include contributions made by an organization to support community benefit activities provided by others. In-kind contributions include the cost of staff time and other non-monetary resources donated for community benefit. Examples include:

Cash Contributions: Donations were made to various nonprofit and civic organizations that share our mission of improving the health and well-being of children. Examples include the Boys and Girls Club of Greater Kansas City, First Downs for Down Syndrome, Children's TLC, March of Dimes and the Ronald McDonald House Charities. In 2012, Children's Mercy provided a total of \$177,435 aligned with our mission.

Family Support Fund: This fund helps families through the Department of Social Work after family and community resources have been exhausted. Funds can be utilized for bus, taxi or plane fares; gasoline cards; transportation; food; lodging; medical equipment and supplies for home use; long distance phone calls; and special food products required for a child's treatment. Other needs or uses may be identified through a comprehensive social work assessment of the patient and family. In 2012, the Family Support Fund provided 650 individuals with assistance.



2012
CASH AND IN-KIND
CONTRIBUTIONS
Totalled \$328,414

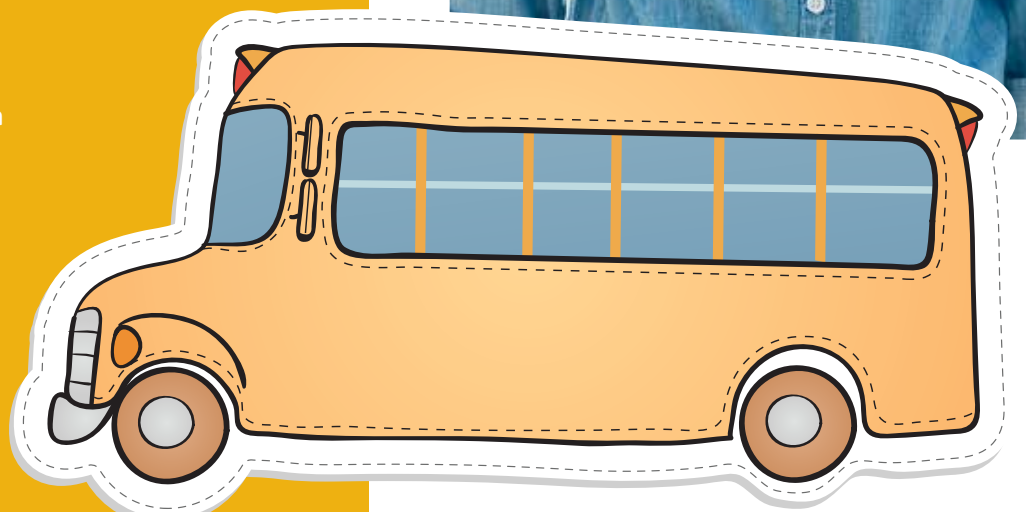


Ronald McDonald Family Room: This hospital unit and accompanied services are for families spending long days providing comfort for a Children's Mercy inpatient. Parents find needed respite in the Ronald McDonald Family Room provided within Children's Mercy on the second floor of the West Tower. The accommodations are available free of charge to parents of all children who are inpatients; overnight accommodations are available for parents of Pediatric Intensive Care Unit, Intensive Care Nursery, Burn Unit and Bone Marrow Transplant Unit patients, and other patients as determined. The Ronald McDonald Family Room offers television and quiet rooms, sleeping rooms, showers, toiletries, laundry and kitchen facilities. Children's Mercy provides the space and necessary support services, such as housekeeping, maintenance, security and laundry. In 2012, there were 59,867 visits to the Ronald McDonald Family Room.

\$21,008

COMMUNITY BENEFIT OPERATIONS

Community Benefit Operations, directed by the Strategic Planning Department, are activities associated with community benefit planning and administration. The functions of internal tracking and reporting, coordinating community benefit volunteer programs and overseeing community benefit program activities totaled an estimated value of \$21,008 in 2012.





COMMUNITY BUILDING ACTIVITIES

Community Building Activities seek to address root causes of health problems, such as poverty, homelessness and environmental hazards. Activities include programs to address issues such as physical improvements and housing, economic development, community support, environmental improvements, leadership development, coalition building, advocacy for community health improvement or safety and workforce development. Examples of Community Building Activities facilitated by Children’s Mercy include:

Project RISE: Project RISE stands for Reaching for Independent Successful Employment. This program provides workforce development activities for many of our long-term patients with special needs or chronic medical conditions. This enhances community building and workforce development activities that address the under-representation of people with disabilities in the workforce. Community Building Activities also include staff participation in organizations that advocate for the employment of people with disabilities, including: Missouri APSE, the Greater Kansas City Business Leadership Network and Advancing Futures for Adults with Autism. These organizations provide education to business leaders and human services professionals. Workforce development activities include

the recruitment of candidates with significant disabilities who may be eligible for employment at Children’s Mercy; extra support and mentoring for hospital volunteers with significant disabilities; and information or referral services provided to individuals in the community. Partnerships with local school districts, community rehabilitation providers and government agencies have been developed to assist with the transition of special-needs young adults into the workforce. Common conditions or disabilities that Children’s

Mercy provides on-the-job training for include: Autism Spectrum, Down syndrome, developmental delays, brain injury, cerebral palsy and physical disabilities. When appropriate, Project RISE facilitates role placement and the creation of employment opportunities. In 2012, Project RISE recruited, coached and mentored 42 individuals

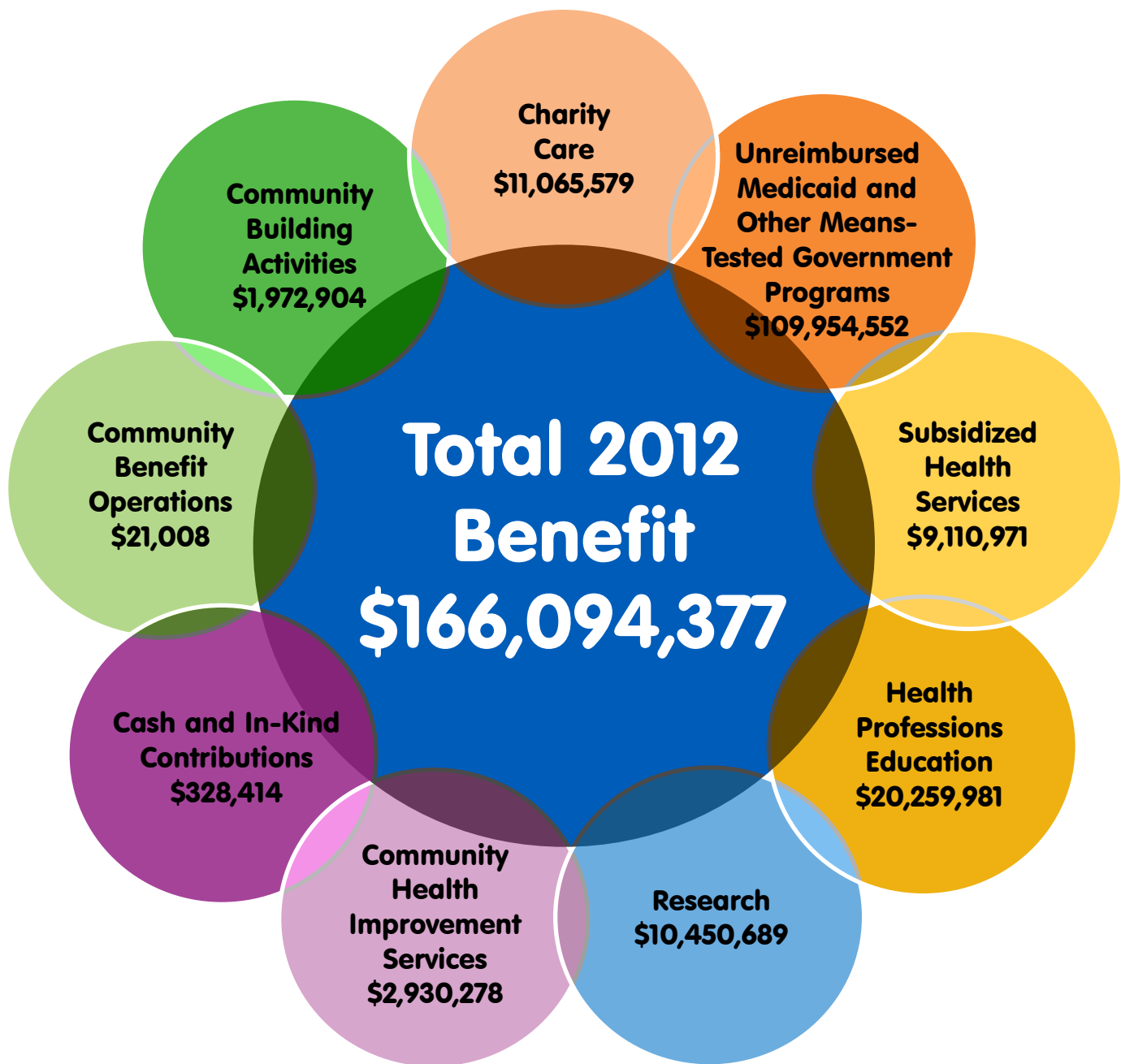
with significant disabilities for employment and volunteer opportunities.

Parents Offering Parents Support (POPS): Parents Offering Parents Support is a peer-mentoring program to educate and train peer mentors who are available to offer support to other families experiencing a similar health condition and/or challenging diagnosis. The most common medical conditions that require peer matches are referred from Rheumatology, Genomics, Cardiology, Nephrology and Endocrinology. In addition to establishing peer matches, the Family Centered Care Team develops the training materials and recruits potential mentors to the program, which has ever-increasing demand. In 2012, POPS established 62 matches and trained 23 additional parents. This included both English-and Spanish-speaking mentors. In total, there are now 109 regular peers including four bereavement peers, 16 Gift of Life peers and nine Spanish-speaking peers. In 2012, 124 parents were mentored through POPS and 23 individuals participated in the Gift of Life: Life Mentors Program.

2012
COMMUNITY BUILDING
TOTAL BENEFIT =
\$1,972,904



2012 TOTALS



Starting with a single bed in 1897, Children's Mercy Kansas City has grown into a major pediatric specialty provider for families throughout the Kansas City region. As a not-for-profit pediatric health system, we provide millions of dollars in charity care each year and numerous other forms of community benefit. We are nationally recognized for our innovative, family-centered environment focused on the unique needs of hospitalized children and their families. Providing documentation and tracking the ways in which Children's Mercy makes a

positive impact and meets the needs of the community is an important task. We hope the programs highlighted in this report provide an introduction to the various ways in which we do so. They are just a few examples of our compassionate approach to health care that continues to transform pediatric medicine. If you are interested in learning more or partnering with us on our journey to improve the health and well-being of children, please contact us at communityplanning@cmh.edu or 816-701-4370.



2401 Gillham Road, Kansas City, MO 64108

