

For All Children Everywhere

COMMUNITY BENEFIT ANNUAL REPORT 2019

“Together, we will transform the health, well-being and potential of children, with an unwavering compassion for those most vulnerable.”

– Paul Kempinski, MS, FACHE
President and CEO



Dear Friends and Colleagues,

Children's Mercy has a long-standing history spanning over 123 years. Improving the lives of children has always been at the forefront. Beyond providing exceptional clinical care, our dedication to children involves transforming health and maximizing children's potential, especially for those most vulnerable across the communities we serve.

The 2019 Community Benefit Report demonstrates our efforts to create a better future for children. In 2019, our community investments totaled more than \$163 million—13% of our operating expense—or \$447,795 per day to support programs and services.

I am proud to share with you highlights from our work to improve health outcomes for children across the Kansas City region. Our triennial community health assessment helps us identify the most pressing needs and to make meaningful investments. This report focuses on our efforts and partnerships to address access to health services, reduce infant mortality and improve access to mental health services. Partnerships with community organizations help us to meet community health challenges and ensure that we are providing care and support that meets the highest standards of excellence.

Together, we will transform the health, well-being and potential of children, with an unwavering compassion for those most vulnerable. Thank you for your interest and support of children in our community.

Paul Kempinski, MS, FACHE
President and CEO

Alice Berry DDS, and Katharine Berry Endowed Chair in Executive Leadership

Mission

Children's Mercy is a leading independent children's health organization dedicated to holistic care, translational research, breakthrough innovation, and educating the next generation of caregivers.

Together, we transform the health, well-being, and potential of children with unwavering compassion for those most vulnerable.

Vision

To create a world of well-being for all children.

Values

Kindness, Curiosity, Inclusion, Team, Integrity

COMMUNITY INVESTMENT

Fiscal Year 2019*

COMMUNITY BENEFIT

Community benefit is the basis of tax-exempt status for a non-profit hospital.

COMMUNITY PROGRAMS

Children's Mercy engages in meaningful programs and opportunities that improve the lives of children beyond the walls of our hospitals and clinics. These initiatives help support our mission to improve the health and well-being of children and are part of the community benefit we provide.

Participation in the 340B Drug Discount Program
Participation in the 340B Drug Pricing Program provided a cost savings of \$34,464,687. The 340B savings gave Children's Mercy the flexibility to stretch scarce resources, provide necessary care to patients and expand vital services to the communities we serve.

To be considered community benefit, a program or service must meet an identified community need and at least one of four objectives:

Improve access to health care

Advance medical or health knowledge

Enhance the health of the community

Relieve or reduce a governmental burden or other community efforts

COMMUNITY INVESTMENT

Uncompensated Care—free and discounted care where the recipient could not afford or lacked adequate health insurance and unreimbursed cost, or shortfalls that occur when Medicaid reimbursement is below the cost of providing services.

Charity Care at Cost	\$17,258,823
Unreimbursed Medicaid	\$46,743,917

\$64,002,740

Subsidized Health Services—clinical services that meet the needs of the region's children despite a financial loss after reimbursement and consideration of charity care are removed.

\$43,411,178

Health Professions Education—training, clinical rotations, internships and continuing education for health professionals.

\$21,469,269

Research—clinical and community health studies and investigations designed to generate knowledge and made available to the public.

\$19,322,058

Community Health Programs and Partnerships—programs and initiatives to improve community health beyond patient care activities; includes in kind services donated to community organizations for a community benefit purpose.

\$14,172,624

Community Health Improvement Services	\$12,034,931
Partnerships, Services, Support ²	\$844,189
Community Benefit Operations	\$1,293,504

Community Building Activities³—programs and/or resources intended to make physical improvements to the environment, provide community support, advocate for community health improvements and address community-wide workforce issues.

\$1,067,133

TOTAL COMMUNITY INVESTMENT \$163,445,002 | \$447,795/day

*Fiscal Year 2019: July 1, 2018-June 30, 2019.

¹Expenses rounded up

²This category per IRS guidelines is named Cash and In-Kind Donations

³Community building activities are reported on an annual basis to the IRS separate from the other Community Benefit categories. For the purpose of this report, we incorporate community building in the total Community Benefit.

REDUCE INFANT MORTALITY

Infant mortality is an indicator of the general health and well-being of a community. The Kansas City region's infant mortality rates are improving, but still exceed the national average, especially for African-American infants. At Children's Mercy, we continue to expand our efforts to reduce risk factors that contribute to infant mortality while working with community organizations to provide clinical, social and environmental services to better support our youngest residents.



Increasing Safe Sleep Environments

Sleep-related infant deaths continue to affect too many families in the Kansas City region. Through a number of efforts and collaborations, Children's Mercy works to increase the number of infants in safe sleep environments. The Center for Childhood Safety encourages safe sleep practices for families through consultations in clinics, on inpatient units, over the phone and at community events. One hundred and thirty-nine consultations were provided in fiscal year 2019.

Parents acknowledged that without the safe sleep consultations and education, they would not have practiced safe sleep at home.

Children's Mercy physicians work with staff at Kansas City area hospital well-baby nurseries and neonatal intensive care units (NICUs) to identify areas of improvement regarding safe sleep. They spent close to

200 hours working together to implement educational initiatives aimed at increasing health care provider compliance with safe sleep practices in the hospital setting, as well as enhancing safe sleep education provided to parents. The program has provided training, education, and resources to support provider and parent practices.

Children's Mercy partnered with the community organization, Sleepyhead Beds to increase the availability of portable cribs. Sleepyhead Beds distributes portable cribs based on referrals from other community agencies that provide safe sleep education, home visiting programs, social services, or public schools. The agency places an order with Sleepyhead Beds, receives the cribs, and provides them to the family with information on safe sleep practices for the child. The partnership has provided 300 cribs to community-based agencies.

Reaching Faith Communities

One of the more effective ways to reduce infant mortality is to engage the community in developing strategies to address the challenges that affect them. Children's Mercy worked with families, community-based agencies and health organizations to collaboratively develop a faith-based infant mortality reduction program. Every Baby to 1 works to ensure every infant survives and thrives during their first year of life. In partnership with the faith community, Every Baby to 1 promotes safe sleep, safe space and social support for families.

The program initially partnered with the New Bethel Church in Kansas City, Kan., to develop a set of education and support programs to ensure that every baby thrives and survives. Under the leadership of the Community Health Council of Wyandotte County, the program has grown to additional congregations. During fiscal year 2019, the program reached more than 1,000 families. For more information, visit everybabyto1.org/.

80 families reached at community baby showers in partnership with the Black Health Care Coalition

52 hours advocating to legislators on maternal and infant mortality, vaccines and car seat safety

1,233 car and booster seats provided to families



“

Every Baby to 1 has been such a benefit to my life, not only by giving well-needed information and diapers, but also the love that is shown beyond the churches' four walls is indescribable.”

– Every Baby to 1 Participant

197 families benefited from 4,414 encounters through the TIES'and Healthy Families Children's Mercy programs

475 families received a Pack and Play through the Center for Children's Safety

IMPROVE MENTAL AND BEHAVIORAL HEALTH

Emotional and behavioral health are critical components of a child's development. The need for mental and behavioral health services is at an all-time high across the nation. Our most recent Community Health Assessment brought to light the increases in depression, anxiety and suicide among children and youth. Getting help can be difficult, especially for families with limited resources. Reducing the stigma and barriers involves collaboration and creativity to increase access, remove barriers and provide prevention services and education.

Training Spanish-Speaking Providers

Access to mental and behavioral health services is impacted by a variety of factors such as stigma and culture, lack of insurance and availability of providers. Difficulty in finding a provider who speaks a family's native language often leads to barriers in receiving quality mental health services. Behavioral health disparities exist for those with Limited English Proficiency (LEP) because they are unable to access services due to a language

barrier. Children's Mercy set out to increase the number of providers who are culturally and linguistically proficient in the service of Hispanic patients with LEP. The Children's Mercy Adelante program provides culture and language coaching designed to improve communication and understanding between bilingual mental and behavioral health providers and Spanish-speaking families.


Adelante is a unique kind of training because it allows the learners to use Spanish at work with the support of a Culture and Language Coach (CLC) to provide culturally appropriate support and enhance communication between patient/family and provider. The CLC observes

interactions between providers and their patients, filling communication gaps as needed and providing post-observation linguistic and cultural feedback. The training covers the vocabulary, pronunciation, grammar, and the impact of Hispanic cultural influences in mental health care settings. Qualitative measures show improved communication abilities in mental and behavioral health care providers. Other outcomes include enhanced communication at community sites, site language champions identified to foster a continual learning environment, and development of a mental and behavioral health language assessment. Ravi Starr, a site champion and bilingual licensed therapist, states, "I have seen the biggest change [in] culture... At the same time, providers are starting to help each other informally, even when the language coach is not present..."



Juan Calderón (center) coaches Ravi Starr and Paula Hernandez during a simulation of a client/provider interaction.

12
mental/behavioral
health providers coached
1,000+
Spanish-speaking
visits



17 Child-Adult
Relationship Enhancement
(CARE) workshops
reaching 238 families

200+ hours of
education and outreach
programs on behavioral
health topics for
community members

1,600 students
reached through 9,500
hours of intervention with
school-based
social workers

10,500
children reached through
the anti-bullying program,
Red Card: Call It When
You See It


Enhancing Development: The Power of Play

In September 2018, the American Academy of Pediatrics (AAP) released the clinical report, *The Power of Play: A Pediatric Role in Enhancing Development in Young Children*, which explains how and why playing with both parents and peers is key to building thriving brains, bodies and social bonds. Research shows play can improve children's abilities to plan, organize, get along with others and regulate emotions. In addition, play helps with language, math and social skills, and even helps children cope with stress.

Children's Mercy staff in collaboration with two refugee resettlement agencies, Jewish Vocational Service in Missouri and Catholic Charities of Northeast Kansas, developed a program to provide a play intervention for children and youth newly arriving to the United States. The program provides education for agency staff, and

soccer and bouncing balls to newly arrived children and youth. These balls are waiting to greet the children at their new housing and at their cultural orientations during the families' first week of arrival. Agency caseworkers then provide guidance on appropriate games to play using the balls. The initial response from families has been overwhelmingly positive. This small token is a reminder of the importance of play amidst the ongoing adversity each family faces.

86,910
completed suicide screens
at Children's Mercy



Access to Health Services

Access to the right care at the right time is a key factor in supporting a child's healthy growth and development. Children's Mercy has a long and distinguished history of providing high-quality child and adolescent health care services, but the health of the Kansas City region's children could improve. Families often face barriers to health care for a multitude of reasons including inconvenient office hours, lack of transportation, cultural/language barriers, and the cost of services. Children's Mercy strives to improve access in many ways, including the expansion of primary and specialty care services and appointments, the provision of transportation assistance, and the reduction of social and financial barriers.


- **25+ community health fairs** reaching more than 12,000 individuals were participated in.
- **2,000 youth** received care at community-based clinics in partnership with Operation Breakthrough, Synergy Services and University Academy.
- **655 families** accessed the Women's Infant and Children's (WIC) Supplemental Nutrition program at the Center for Community Connections.
- **4,988 vaccinations** provided through the Friends and Family Flu Program.
- **5,735 families** received Medicaid enrollment assistance. For more information, find our Financial Assistance Policy at [childrensmercy.org/financialcounseling](https://www.childrensmercy.org/financialcounseling).

Bringing Access to the Field

At Children's Mercy, we want kids to stay active and have the care and resources they need to perform at their best. One way we are helping is providing athletic training services including sports physicals and sideline coverage to middle school and high school sports teams in the Kansas City region. Children's Mercy partners with 20 high schools and several competitive sports clubs to provide daily practice and game coverage for student athletes. In fiscal year 2019, over 1,000 sports physicals were performed. Having a pre-participation physical is vital to assessing the health and safety of each athlete wanting to participate in a sports activity. A team of physicians and athletic trainers provide the service to student athletes before participating on sports teams. One school said "The Children's Mercy Athletic Trainer allows our athletes to perform at their best abilities and gets them back into action in a rapid and healthy manner. Athletic training is key for safety and rehab of our athletes." The Sports Medicine Center also provides a team physician on the sideline during home varsity

football games. The physicians dedicated more than 80 hours providing services on the sidelines.





Children's Mercy's Circulation program

provides on-demand,
non-emergency medical
door-to-door transportation
to Primary Care
appointments.

Tackling Transportation Barrier

Approximately 3 million children across the country miss medical appointments each year because they do not have a way to get there. Nearly 31 percent of them are subsequently seen in a hospital emergency room for the condition associated with the missed appointment. But perhaps a more compelling way to tell the story is through the experience of families who face transportation barriers.

- Like the mother who was not sure how she would navigate the bus system with infant twins and their 10-year-old sister, to get the little ones in for a newborn assessment.
- Or the mom for whom a primary care appointment for her two children required a 25-minute walk to the bus stop, a transfer, and the same trip in reverse to go home.
- Or the 18-year-old girl living in a shelter who needed to be seen, but had no way to get there, then to school.

No matter how you tell the story of transportation as a barrier to care, the result is unfortunate: late arrivals, missed appointments, preventable emergency room visits. The Children's Mercy's Family Support Fund provides bus passes and taxi vouchers for families in need of transportation assistance. In fiscal year 2019, over 1,100 families received transportation support from the Fund.

In 2019, Children's Mercy launched the Circulation program that provides on-demand, non-emergency medical door-to-door transportation to Primary Care appointments. In the first three months of launching the program, 170 families used 385 rides. Rides are offered to families in need of transportation assistance when scheduling an appointment. Moving forward, the Circulation program will expand to additional clinical areas.

ADDITIONAL COMMUNITY INVESTMENTS

Educating the Next Generation of Health Professionals

through training, education and support opportunities to encourage individuals toward future careers in health fields.



6,000+ student learners provided shadowing, internship, and practicum opportunities

1,400+ students attended health care career presentations



200 residents and fellows enrolled and trained

31 youth participated in the Health Sciences Explorers program



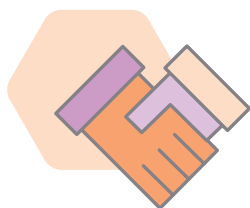
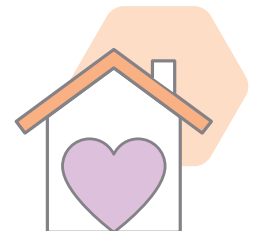
Improving Housing Environments and Stability

through the evaluation and reduction of environmental triggers and housing issues.



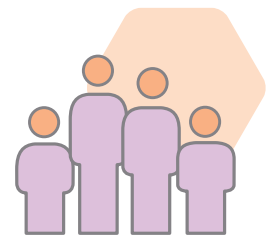
>100 families received cleaning supplies and safety kits for their homes

5,300+ hours invested to improve the environmental health of homes



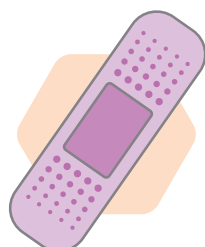
52 Medical/Legal Partnership housing consultations

90 families received Asthma Friendly and/or Healthy Home Assessments



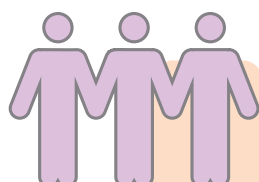
Eliminating Pediatric Injury and Violence

by providing preventive education and participating in efforts to address intentional and unintentional injuries.



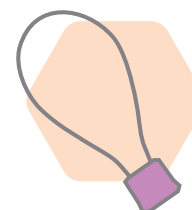
2,300+
hours of injury and safety
prevention presentations
and trainings for
community members

1,123 bike helmets
distributed through
BikeWalkKC partnership



175
community members
received Stop the
Bleed training

2,000+
gun locks
provided to families



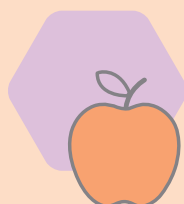
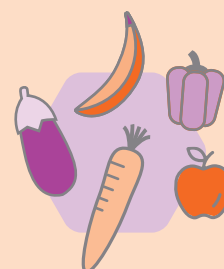
Addressing Food Insecurity

by providing access to healthy foods and increased education on childhood obesity prevention efforts.



1,686
units of formula
donated to Operation
Breakthrough and the
Food Equality Initiative

22 Food Demonstration
Events provided families
new ideas to incorporate
fresh fruits and vegetables
in their children's diets



9,931
meals served across six
Children's Mercy sites
through Kids Eat Free!
Summer Food Program

800+ pounds
of produce harvested from
the Community Garden



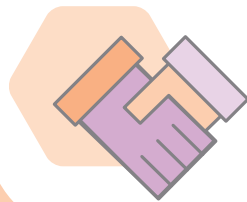
ADDITIONAL COMMUNITY INVESTMENTS

Investing in Community Organizations

through collaboration, partnerships and providing
resources to key community agencies and initiatives.

100+

community agencies partnered
in key initiatives or received
additional support to advance
their work in addressing the
region's critical health needs



4,100+

hours of service on
non-profit boards across the
Kansas City region



A list of some of the organizations we worked with during fiscal year 2019.
We value our collaborations with community organizations.

American Heart Association of Greater Kansas City
BikeWalkKC
Black Health Care Coalition
Blue Valley School District
Catholic Charities of Northeast Kansas
Center for Child Protection
Center for Practical Bioethics
Charlie's House
Community Health Council of Wyandotte County
Cristo Rey Kansas City
El Centro, Inc.
Happy Bottoms
Harvesters-The Community Food Network
Jewish Vocational Services
Kansas City Public Schools Education Foundation
March of Dimes Kansas

Missouri Infant Mental Health Association
NBC Community Development Corporation
Northland Health Alliance
Nurture KC
Operation Breakthrough
Reach Out and Read
reStart Inc
Ronald McDonald Charities of Kansas City
Sleepyhead Beds
Synergy Services
The Family Conservancy
The Food Equality Initiative
The Leukemia and Lymphoma Society of Mid-America
Urban Neighborhood Initiative
Uzazi Village
Zero Reasons Why

Identifying Community Health Priorities

In March 2019, Children's Mercy hosted the Children's Health Summit. Over 200 representatives from the Kansas City area came together to identify what the region should focus on to improve and support the health of children across the community. Through data analysis, discussion and reflection, community members developed a vision of what Kansas City should achieve to enhance the future for our region's most vulnerable children.



For more information about our work in the community visit:
childrensmercy.org/in-the-community/



Children's Mercy