



FY24 COMMUNITY BENEFIT ANNUAL REPORT

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, wellbeing and potential of children, with unwavering compassion for those most vulnerable.

VISION

To create a world of wellbeing for all children

VALUES



Inclusion

Respect for our differences,
with celebration of our
uniqueness



Team

Stronger together, with
a commitment to one
Children's Mercy



Curiosity

Quest for knowledge, with
a passion to find answers



Kindness

Love and
compassion,
with empathy



Integrity

Honesty, with
accountability
and transparency



A note from our President and CEO

Dear Friends and Colleagues,

At Children's Mercy, our mission is clear and unwavering: every child deserves the opportunity to live a healthy, fulfilling life. This belief drives everything we do, from providing compassionate and transformative care to pursuing innovative research and discovering groundbreaking therapies, treatments and cures. Our commitment extends beyond our doors, touching the lives of children and teens in Kansas City and beyond.

As I join our 9,000+ team members who live this mission, we continue to partner, act, invest and build on things in the community that:

- Improve health and access to services.
- Advance medical knowledge.
- Relieve or reduce barriers.

There are countless ways to support the community – placing experts in schools, reducing financial burdens, sharing best clinical practices, addressing root causes of health challenges and more. We will continue to show up for the people and kids who need us most.

While the 2024 numbers in this report are notable, our work to foster a healthier future for all is never done. As a physician surrounded by some of the best, I know the health of our region is a collective responsibility, requiring collaboration, curiosity and creativity. This passion can spark true change in the most impactful way.

Here's to building a healthier community together,
Ale

Alejandro Quiroga, MD, MBA | President and CEO
Children's Mercy Kansas City



What is Community Benefit?

Children's Mercy engages in meaningful programs and activities that improve the lives of children beyond the walls of our hospital. These initiatives help support the hospital's mission to improve the health and wellbeing of children and are part of the annual community benefit we provide. 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.
- Enhance the health of the community.
- Advance medical or health knowledge.
- Relieve or reduce a governmental burden or other community efforts.

Community benefit is the basis of tax-exempt status for a non-profit hospital. Community benefit activities are classified by the Internal Revenue Service in the categories of uncompensated care, subsidized health services, health professions education, research, community health improvement and community building.

Community Investment¹

Fiscal Year 2024²

Uncompensated Care	\$155,799,240
Charity Care at Cost	\$30,937,347
Unreimbursed Medicaid	\$124,861,893
Subsidized Health Services	\$50,565,271
Health Professions Education	\$21,635,202
Research	\$21,737,945
Community Health Programs and Partnerships	\$17,382,242
Community Health Improvement Services	\$11,951,510
Partnerships, Services, Support ³	\$1,224,824
Community Benefit Operations	\$2,645,349
Community Building Activities ⁴	\$1,188,232
Total Community Investment \$268,308,132 \$735,091/day	

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

¹Expenses rounded up.

²Fiscal Year 2024: July 1, 2023 - June 30, 2024

³This category per IRS guidelines is named Cash and In-Kind Donations.

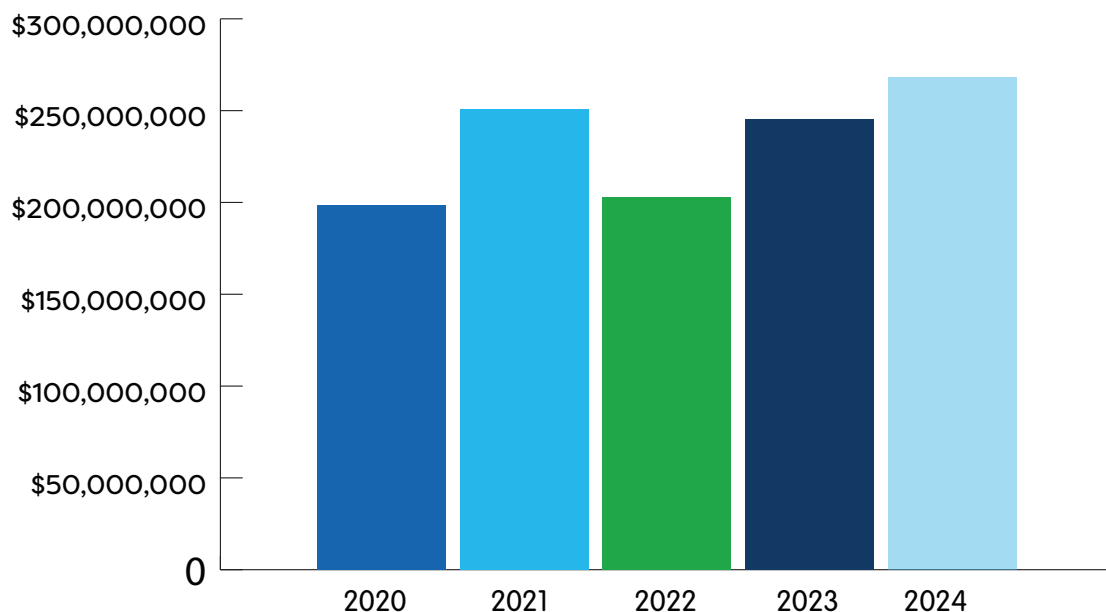
⁴Community building activities are reported on an annual basis to the IRS separate from the other Community Benefit categories. For the purpose of this report, we incorporate community building in the total Community Benefit.



Creating a World of Wellbeing for All Children

Trends in Community Benefit at Children's Mercy

Children's Mercy is dedicated to improving the health and wellbeing of all children in our community. Since 2020, we've invested over \$1 billion in clinical services and community health programs to ensure that children have access to the care they need, when they need it most. Through these efforts, our services and programs touch the lives of 800,000 people on average per year. With more than 1.4 million staff hours dedicated to community benefit services and programs over the past five years, we're committed to working with the community to create a healthier, brighter future so that every child has the opportunity to grow up to their fullest potential.



Easing the Financial Burden of Health Care Costs on Families

Uncompensated Medical Care: \$155,799,859

For over 127 years, Children's Mercy has provided care without regard to a patient's or family's ability to pay. In Fiscal Year 2024, the total uncompensated medical care provided by Children's Mercy included:



82,746

individuals receiving free or discounted inpatient and outpatient care when the recipient could not afford services or lacked adequate health insurance coverage, totaling \$30,937,347.



\$124,861,893

in unreimbursed cost, or shortfalls that occur when providers are reimbursed below the cost of providing services for Medicaid. The Medicaid program is extremely important to Children's Mercy as approximately 50% of our patient population is covered by Medicaid.

Children's Mercy provides staff to assist families who cannot afford services or lack health insurance. 3,989 individuals received enrollment assistance in Medicaid in Fiscal Year 2024. For more information about our Financial Assistance Policy, visit childrensmercy.org/financialcounseling

**FOR MORE THAN 127 YEARS,
CHILDREN'S MERCY HAS CONTINUED
TO TREAT EVERY CHILD WHO PASSES
THROUGH OUR DOORS.**

Meeting the Health Needs Of The Region's Children

Subsidized Health Services:
\$50,565,271

Children's Mercy takes a thoughtful, strategic approach in offering a set of clinical services that meet the needs of the region's children. Often, this means the services are provided at a financial loss. Programs and services that were included in this category in 2024 reached over 142,693 children across the region.

FY24 Subsidized Clinics, Programs and Services

- Burn Unit Outpatient
- Child Adversity and Resilience
- Child and Family Mental Health Services
- Center for Healthy Lifestyles and Nutrition
- Developmental and Behavioral Medicine
- Endocrinology
- Gastroenterology
- General Pediatrics
- Hematology and Oncology
- Neonatology Follow-Up Clinics
- Rheumatology
- Sexual Assault Nurse Educator Program





Educating the Next Generation of Health Care Professionals

Health Professions Education: \$21,635,202

Training the next generation of pediatric health professionals increases access to care and enhances children's health outcomes. Supporting continuing education opportunities and training programs is essential to improving care for children across the community. Programs and activities included in health professions education are:

- Trainings and rotations for fellows, residents and medical students.
- Pediatric advocacy and global health rotations.
- Nursing student clinical rotations.
- Allied health students in practicums, internships and clinical rotations.
- Continuing education events and consultation services for practicing health professionals.

Highlights:

- 94 advanced practice nursing students participated in clinical rotations.
- 318 allied health students participated in practicums, internships or rotations.
- 58 clinical fellows trained in 20 subspecialties.
- 79 residents enrolled in pediatric residency program.

A Research Center for Children

\$21,737,945

Children's Mercy believes breakthroughs happen when the walls between research and medicine are eliminated, allowing researchers and physicians to work side by side. The Children's Mercy Research Institute (CMRI) integrates research and clinical care with multidisciplinary teams at the point of care while bringing together nationally recognized expertise in genomic medicine, precision therapeutics, population health and health care innovation.

As a result, we accelerate the development of groundbreaking individualized therapies and treatments that transform the potential of all children, one child at a time.

For more information on the Children's Mercy Research Institute, visit childrensmercy.org/research.

Commitment to Community Engaged Research

We are committed to designing and implementing research studies that are responsive to the priorities of the communities we serve. We are committed to partnering with patients, families and community members to ensure transparency in research activities from study inception to dissemination. We do this by supporting engagement of diverse patients, families and communities in the design, implementation and dissemination of research through the CMRI Patient, Family and Community Advisory Board.





Program and Initiative Spotlight: Champ®

The Cardiac High Acuity Monitoring Program (CHAMP®) is Children's Mercy's cardiac home monitoring team. This dedicated, multidisciplinary team was built to meet the needs of babies born with complex congenital heart disease and who are in the critical period between birth and surgery.

CHAMP is a mobile application intended to be used by parents of children with complex congenital heart disease to send information electronically to their home monitoring team. Developed 10 years ago by Children's Mercy's Remote Health Solutions, with support provided by the Ward Family Heart Center Informatics and Research teams, today the application is available in 11 languages and employed by 10 hospitals through a cardiac multisite research study. CHAMP has served 1,200 families, and around 100 patients are being monitored at any given time. The team is currently evaluating how the software functions for safety and effectiveness through 2 research studies.

Commitment to Community Health Programs and Partnerships:

\$17,382,242

Children's Mercy establishes programs and initiatives to address the identified health needs of children in the community. In collaboration with other community organizations, we strive to address the root causes of health problems through a variety of health education, outreach and prevention services.

In addition, Children's Mercy partners with several community organizations by investing in their programs and through service on community boards. This involvement allows us to expand our reach in improving child and community health.

In Fiscal Year 2024, some of this work included:

3,079

car seats, booster seats or consultations provided by the Center for Childhood Safety

4,678

employee hours invested to local and state boards and advisory committees

300

Healthy Homes phone consultations and 29 Asthma Friendly Home Assessments.

20,264

families referred to community resources or provided support by the Center for Family & Community Connections.

83,030

phone calls from caregivers to the 24/7 Nurse Advice Line.

786

individuals learned CPR through Friends and Family CPR Program.

Over

\$670,000

invested in partnerships with community-based nonprofits and health agencies.

Spotlight:

Environmental Health

The nationally recognized Environmental Health Program at Children's Mercy offers comprehensive services — including consulting, assessments, investigations and training — to address environmental health and safety concerns. The team works in homes, childcare facilities and schools to assess and mitigate exposure risks from various hazards. Through provider referrals, they can connect with patient's families to identify and implement solutions for improving environmental health and safety. In many cases, the program can secure funding to support minor home repairs, providing healthier living environments for children and families. Today, the Environmental Health team serves a large area, reaching all corners of Missouri, Kansas, Iowa and Nebraska.

In FY24, Children's Mercy invested over \$650,000 to improve environmental conditions for kids at home and at school.

PROGRAMS IN ENVIRONMENTAL HEALTH

Healthy Homes

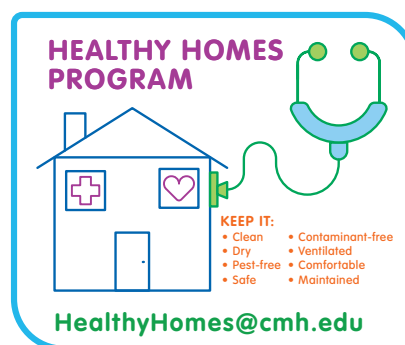
The Healthy Homes Program provides environmental health consulting, home assessments and indoor environmental investigations. They also conduct research and provide patient-driven and evidence-based education and training. In FY24, the Healthy Homes team conducted 300 phone consultations.

Healthy Schools and Childcare

The Healthy Schools and Childcare Program helps school districts and childcare organizations develop effective strategies to improve the indoor environmental conditions in their facilities. The Healthy Schools and Childcare Program believes Healthy Schools = Healthy, High Performing Kids! The program impacted over 2,700 individuals in FY 2024.

Mid-America Pediatric Environmental Health Specialty Unit (MAPEHSU)

The Pediatric Environmental Health Specialty Unit (PEHSU) Program was established in 1998 by the Agency for Toxic Substances and Disease Registry (ATSDR). Today the PEHSUs are a CDC and EPA sponsored network of interdisciplinary pediatric environmental health specialists based at academic medical centers corresponding to federal regions (www.pehsu.net) Children's Mercy provides comprehensive pediatric environmental health services through the Mid-America Pediatric Environmental Health Specialty Unit (MAPEHSU), which is one of 10 PEHSUs located in the continental United States. The goal of the PEHSU Program is to increase awareness and knowledge of pediatric environmental health.



Addressing the Root Causes of Health Problems:

\$1,188,232

Children's Mercy participates in a variety of community building activities addressing the root causes of health problems such as poverty, homelessness, environmental hazards and employment. These activities include 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 through numerous workforce development outreach initiatives. In Fiscal Year 2024:

2,998

individuals participated in exploring future opportunities in health care.

692

staff hours spent advocating for community health improvement and safety.

Over

\$19,000

invested in the maintenance and improvement of the Children's Mercy Community Garden.



340B Drug Discount Program Summary

Utilization of savings from the 340B Drug Pricing Program administered by the Health Resources and Services Administration (HRSA) offsets health care costs for vulnerable populations. During this year an estimated \$108,939,636 million dollars of savings due to participation in the 340B program was received.

Spotlight:

Children's Mercy Community Garden

In March of 2018, Children's Mercy established a community garden in partnership with the Center for Children's Healthy Lifestyles & Nutrition. The garden started with the goal to increase access to fruits and vegetables, offer healthy lifestyles education and to provide opportunities to garden and engage with nature. Today, the garden serves as a reminder of the importance of easy access to fresh, nutritious foods.

The garden is located on what was once a vacant lot on the northeast corner of 22nd and Gillham Road. From March to November, volunteers can be found watering, harvesting, pulling weeds and improving the soil.

Like all gardens, this one is ever-changing. We look forward to each season as growing beds are expanded, new fruits, vegetables and flowers are planted, and additional infrastructure is added to better meet the needs of the patients and community we serve.





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

Copyright © 2025 The Children's Mercy Hospital. All rights reserved.

