

TRUMAN MEDICAL CENTERS  
ANNUAL  
REPORT

TMC

2009

*Prepared for the United Way  
of Greater Kansas City*

Truman Medical Center

# VISION

Our vision is to lead the way to  
a healthy community.

# MISSION

Our mission as academic healthcare centers is to  
provide accessible, state-of-the-art quality healthcare  
to our community regardless of the ability to pay.



Dear United Way partners:

I am proud to share this report with you, providing a glimpse of how we improve thousands of lives every day as the largest provider of quality outpatient care in Kansas City and throughout Jackson County.

The TMC Health System includes TMC Hospital Hill, TMC Lakewood, TMC Behavioral Health, the Jackson County Health Department and a number of primary care practices throughout Eastern Jackson County. We also are one of the nation's top academic medical centers, serving as the primary teaching hospital for the University of Missouri-Kansas City Schools of Medicine, Dentistry, Pharmacy and Nursing.

It's hard to imagine Kansas City without TMC, so integral are we to this community. A third of all Jackson County babies enter life at one of our two campuses. TMC Hospital Hill alone operates one of the busiest adult Emergency Department in the Kansas City metropolitan area – more than 60,000 visits a year to our Level 1 (the highest designation) facility. It is also an important job on an entirely different level. We serve our community as its only safety net hospital. Nearly a half million of our community's neighbors come to us each year, either underinsured or completely lacking health insurance coverage. TMC provides more than \$7 million in uncompensated care each month, and that number continues to climb.

Ultimately, a hospital system is judged by the values it holds most dear. We value optimal clinical outcomes, integrity and a commitment to health care excellence. We also believe in knowledge, education, research and innovation. And we ensure compassion plays a role in all that we do. Each patient is important, regardless of their ability to pay, and we are there to listen to their story as part of our long tradition of patient-first health care. They know they can put their trust in our hands.

At TMC, our mission is one we take seriously. We are dedicated to providing a strong, vital healthcare system to Kansas City and Jackson County, and by doing so, we hope to lead the way toward a more healthy community.

Thanks to all you do to help support TMC.

Sincerely,

A handwritten signature in black ink that reads "John W. Bluford III". The signature is fluid and cursive.

John W. Bluford III  
President & Chief Executive Officer  
Truman Medical Centers



# OVERVIEW OF SERVICES

One of TMC's strengths is its ability to provide high-quality healthcare to all our patients. Our person-first approach puts the health needs of the patient above profit. And that enables our caregivers to never have to compromise on care.



*TMC Emergency Department patients receive extremely thorough evaluation and treatment by attending and resident physicians.*

## Emergency Care/Trauma

One of TMC's major strengths is our 52-bed Emergency Department on Hospital Hill, which, in 2009, treated more than 60,000 patients. TMC is known for being a Level One Trauma Center, the highest designation, ready to respond to the most challenging emergencies. In 2005, our Hospital Hill Emergency Department was significantly expanded and renovated. The upgrade greatly improved the flow of patient traffic, providing more privacy and better equipment, including diagnostic tools.

In the event of a chemical, biological or radiological disaster, TMC would be a first responder, with three trauma rooms with dedicated radiology units, two decontamination units, and isolated waiting and triage areas with separate air-circulation systems.



*Almost 2,500 babies were born at TMC Hospital Hill in 2009.*

## Maternity Care

At TMC Hospital Hill, 20 home-like suites are designed for mothers-to-be and their new additions. A newborn intensive care unit for infants with special needs is nearby.

The Birthing Center at Lakewood features 11 private suites where the focus is on individualized care. A capital campaign is under way to raise funds for the expansion and relocation of what will become the Family Birthplace at TMC Lakewood. Upon completion, the new 19,290 square-foot Family Birthplace will consist of 19 Labor/Delivery/Recovery/Post-Partum (LDRP) rooms, two new operating/C-section rooms, an upgraded four-bed patient triage area and a large nursery with a separate isolation area.



## Women's Care Breast Center

TMC provides diagnostic breast health services, streamlining the patient experience by making virtually all of the components of a breast evaluation available in one campus location. We offer clinical breast exams, mammograms, breast ultrasounds, fine-needle aspirations, and an imaging-assisted breast biopsy technique that is less invasive than a typical surgical breast biopsy.

*TMC provided 5,306 mammograms in 2009*



*In 2009, TMC opened a new cardiac rehabilitation facility, the next phase in the expansion of the Cardiology Center on Hospital Hill which began in 2007.*

## Cardiology Center

The cardiology center on Hospital Hill offers patients a complete range of cardiac services for prevention, early diagnosis, treatment and recovery in a beautiful, patient-centered environment. TMC's Cardiology Center specializes in Interventional Cardiology, which refers to non-surgical treatments for heart conditions. Cardiac interventions are used to diagnose and treat coronary artery disease, valvular heart disease, heart failure and congenital heart disease.

The Cardiology Center features a sophisticated cardiac catheterization lab, four additional clinic rooms, increased echocardiography testing capabilities and a cardiac rehabilitation service to help prevent repeat heart problems.



*In 2009, TMC's highly skilled Pavilion medical staff saw almost 11,000 patient appointments.*

## Medical Pavilion

TMC's Medical Pavilion on Hospital Hill provides high-quality primary care, whether a patient's needs include a general physical exam or help with a specific complaint. TMC's internal medicine physicians treat high cholesterol, osteoporosis, diabetes, high blood pressure, and skin disorders, among others. The Pavilion also provides women's health services, including family planning, mid-life services, breast health, the specialized treatment of vulvar and pelvic pain diseases, obstetrics, hysteroscopic surgery and alternatives to hysterectomy, adolescent gynecology and well-woman exams. Patients can receive OB/GYN services and primary care, all in one location.



## Asthma Care

TMC has earned a strong reputation for being a top hospital for the treatment of asthma, providing superior and consistent care for patients with the disease, whether it is in the Emergency Department, inpatient unit, or outpatient setting. Our patients receive optimal care, support and education based on nationally and internationally accepted guidelines for the care of the patient with asthma.

*U.S. News and World Report named TMC one of "America's Best Hospitals" for asthma treatment in the U.S.*



*In 2009, TMC opened a spacious new state-of-the-art Diabetes Center to better serve the needs of our patients.*

## Diabetes Care Management

TMC's newly opened Diabetes Center includes a patient resource center with computer access, diabetes education classroom and consultation rooms, a comfortable, attractive waiting area; and expanded exam rooms with advanced technology to support the electronic health record progression.

The TMC Diabetes Center provides quality care for our patients with diabetes, helping to manage diabetes on a planned, rather than episodic basis. The comprehensive "team approach" connects patients with specially-trained physicians and nursing staff. The team also helps coordinate care with other specialty service providers, such as ophthalmology, cardiology, podiatry, and other referrals as needed.



*TMC's newly expanded Gastroenterology Center features three spacious new procedure rooms.*

## GI Services

TMC's Gastroenterology Center on Hospital Hill was recently remodeled and expanded to include endoscopic ultrasound equipment, one of only a few such units in the area, providing TMC patients another method for early detection of cancer. The Center also features three procedure rooms, a dedicated prep and recovery area, improved patient monitoring equipment, six exams rooms — all with new equipment including a computer in each room, a dedicated triage room, a large education classroom, and a spacious new waiting room area.

TMC Lakewood also has expanded its GI Services area. The upgrade included a move to a much larger, more efficient area which features spacious new exam rooms and state-of-the-art monitoring systems.



## Eye Clinic

The Eye Clinic is a full-service facility for the medical and surgical treatment of eye diseases. Services range from prescribing of glasses and fitting of contact lenses to the treatment of complex ocular disorders. Outpatient surgery and laser treatment, including refractive laser surgery, are performed at the Eye Foundation of Kansas City, located at 2300 Holmes.

*The TMC Eye Clinic provides the full scope of ocular services.*



*TMC's OB/GYN staff has special expertise in high-risk obstetrics.*

## Women's Health Services

At TMC, we are proud of our status as a National Center of Excellence in Women's Health. Through a diverse range of programs, we seek to connect women to the best resources available in health care services, education and community outreach, and empower the caregiver to make healthy decisions for themselves and others. With these objectives as the focus, TMC offers a continuum of health care services, including family planning, mid-life services, breast health, the specialized treatment of vulvar and pelvic pain diseases, obstetrics, hysteroscopic surgery and alternatives to hysterectomy, adolescent gynecology, and well-woman exams and fertility treatment services are also available. Patients can receive OB/GYN services and primary care, all in one location.



*Patients in sickle cell crisis find a healing environment where their pain is treated quickly, in a soothing setting offering calming colors and soft lighting.*

## Sickle Cell Disease Clinic

TMC Hospital Hill is one of the top providers of sickle cell care in the region, with Kansas City's only adult Sickle Cell Center. The Center provides a variety of medical inpatient and outpatient treatments, including annual exams, nutritional counseling, physical therapy, lab and x-ray evaluations and pain management counseling.

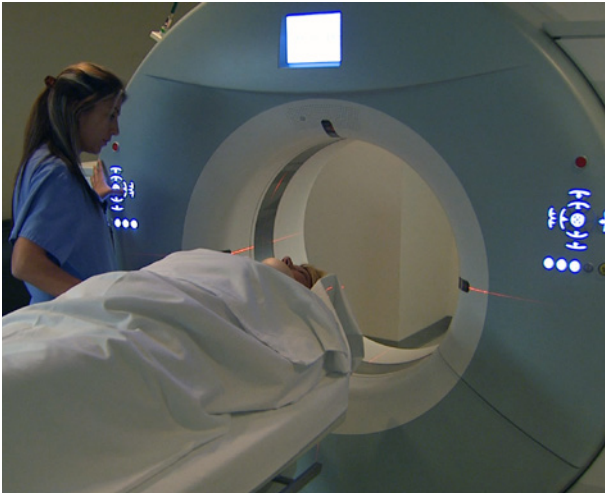
Our team creates an individual treatment plan for each patient, using a holistic approach to achieve long-term goals. TMC's sickle cell treatment team takes pride in knowing each patient's individual medical history, so they are able to treat each patient's pain according to their needs.



## Rehabilitation Services

Rehab Services provides speech, physical and occupational therapy, with the focus on maximizing the patient's independence and facilitating healthy living. Our rehab teams at TMC Hospital Hill and Lakewood work with patients who have various conditions and/or disabilities, such as amputations, arthritis, cerebral palsy, brain injury, spinal cord injury, stroke, total joint replacement, urinary incontinence, and work-related injuries.

*TMC's Rehab team helps patients who are challenged with a wide variety of disabilities*



*TMC's 128-slice CT scanner provides exceptionally precise images (most CT scanners process four to 64 slices) and does so with minimal radiation exposure to the patient.*

## Radiology Services

TMC's Department of Radiology provides a comprehensive range of services, including digital mammography, ultrasonography, nuclear medicine, and magnetic resonance imaging.

TMC is one of only a few hospitals in the region to have a 128-slice Computed Tomography or CT Scanner. Where other CT scanners can take well over 20 minutes to complete a scan for trauma, this one can complete the task in about five.

In addition to its invaluable use in trauma cases, the scanner is also used to evaluate the vascular system to detect blockages and other abnormalities and to plan surgeries.



*TMC provides diagnosis and treatment of oral and facial emergencies, broken facial bones, and placement of dental implants*

## Oral and Maxillofacial Surgery

Our doctors manage a wide variety of problems relating to the mouth, teeth and facial regions, practicing a wide scope of oral and maxillofacial surgery with expertise ranging from corrective jaw surgery to wisdom tooth removal. We also can diagnose and treat facial injuries and temporomandibular joint syndrome disorders, and perform a full range of dental implant procedures. The Facial Pain/TMJ Clinic also offers diagnosis and treatment of facial pain and (TMJ).

# DISTINCTIONS AWARDS

IN THE PAST TWO YEARS

2010

- + TMC President/CEO John W. Bluford, Chairman-Elect Board of Trustees (*American Hospital Association*)
- + TMC President/CEO John W. Bluford, Vice Chair, Committee for Health and Wellness (*Greater Kansas City Chamber of Commerce*)
- + Heroes in Healthcare Award (JR Foster) (*Ingrams*)
- + 15 TMC physicians named “Super Docs” for their specialty (*KC Magazine*)

2009

- + Specialty Excellence Award for Pulmonary Care (*Healthgrades*)
- + Heroes in Healthcare Award (Melissa Curtice) (*Ingrams*)
- + Ingram’s Magazine Best Companies to Work for Recognition (*Ingrams*)
- + Kansas City’s Top Doctors (Nelson Sabates, Ophthalmology) (*Ingrams*)
- + 14 TMC physicians named “Super Docs” for their specialty (*KC Magazine*)
- + TMC Chief Financial Officer Al Johnson, CFO of the Year Award (*Kansas City Business Journal*)
- + TMC named one of the Top 10 Companies in Kansas City (*Kansas City Business Magazine*)
- + TMC President/CEO John W. Bluford, Distinguished Service Award (*Missouri Hospital Association*)
- + TMC Behavioral Health Project Wisdom, President’s Award for Vulnerable Populations, Safety Net Awards (*National Association of Public Hospitals and Health Systems*)
- + TMC President/CEO John W. Bluford, Past Chair, Board of Trustees (*National Association of Public Hospitals and Health Systems*)

# DESIGNATIONS

IN THE PAST TWO YEARS

2008

- + TMC President/CEO John W. Bluford, Immediate Past Chair, Board of Directors (*Greater Kansas City Chamber of Commerce*)
- + Specialty Excellence Award for Pulmonary Care (*Healthgrades*)
- + Kansas City's Top Doctors (Steve Griffith, Family Medicine) (*Ingrams*)
- + 16 TMC physicians named "Super Docs" for their specialty (*KC Magazine*)
- + TMC Chief Financial Officer Al Johnson, CFO of the Year Award Finalist (*Kansas City Business Journal*)
- + TMC StartRight Teen MOMs, Honorable Mention - Patient Centered Care, Safety Net Awards (*National Association of Public Hospitals and Health Systems*)
- + TMC President/CEO John W. Bluford, Chair, Board of Trustees (*National Association of Public Hospitals and Health Systems*)

# FAST FACTS FOR 2009

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## LICENSED BEDS

277 // TMC Hospital Hill (78 are Behavioral Health)

103 // TMC Lakewood

212 // TMC Lakewood Care Center (long-term care)

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## INPATIENT CARE

19,668 // Admissions  
(includes Neo-natal Intensive Care Unit)

4.4 // Average Length of Stay (days)

236 // Average Daily Census

62 // Occupancy Rate (percent)

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## LONG TERM CARE

398 // Admissions

145.8 // Average Length of Stay (days)

159 // Average Daily Census

75 // Occupancy Rate (percent)

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## PATIENT DAYS

54,545 // Medical/Surgical

10,865 // Intensive Care

4,227 // Neonatal Intensive Care

58,010 // Long-term care

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## TOTAL PATIENT DAYS

86,318 // Acute

144,328 // Total acute and long-term care

## OUTPATIENT VISITS

187,575 // TMC Hospital Hill clinics

10,863 // TMC Hospital Hill Pavilion

65,586 // TMC Lakewood clinics

11,701 // TMC Lakewood Pavilion

11,928 // Outreach Clinics (Raytown, Grain Valley, etc.)

233,633 // Behavioral health

521,286 // Total Outpatient visits

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## EMERGENCY/URGENT CARE VISITS

61,393 // Hospital Hill

30,836 // Lakewood

92,229 // Total Emergency Visits

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## SURGICAL PROCEDURES

2,653 // Inpatient

8,126 // Outpatient Surgery

10,779 // Total Surgical Procedures

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## BIRTHS

2,493 // Hospital Hill

1,122 // Lakewood

3,615 // Total

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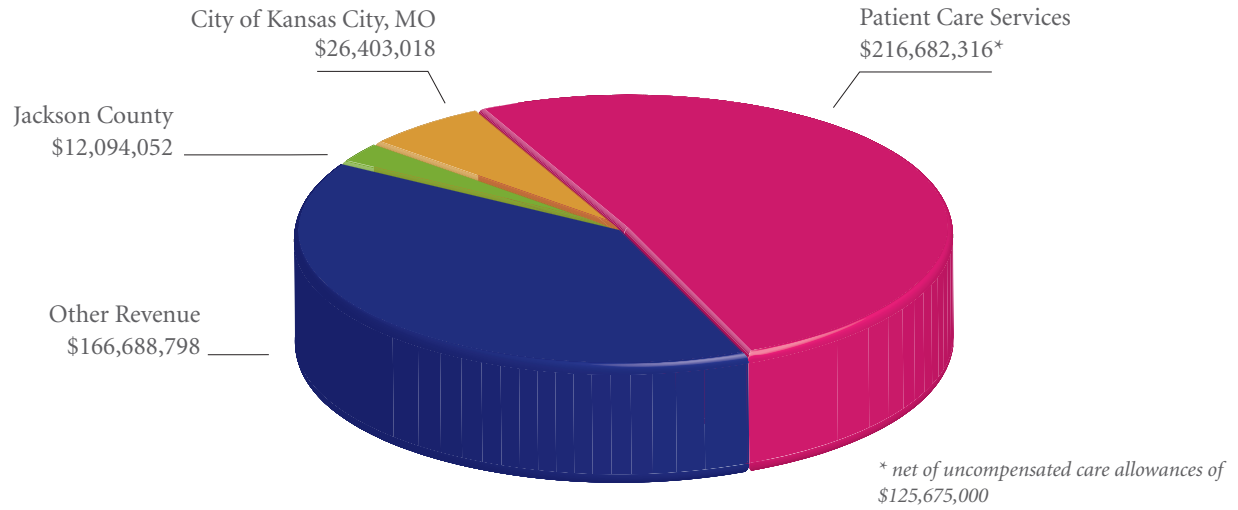
## STAFF

495 // Medical Staff

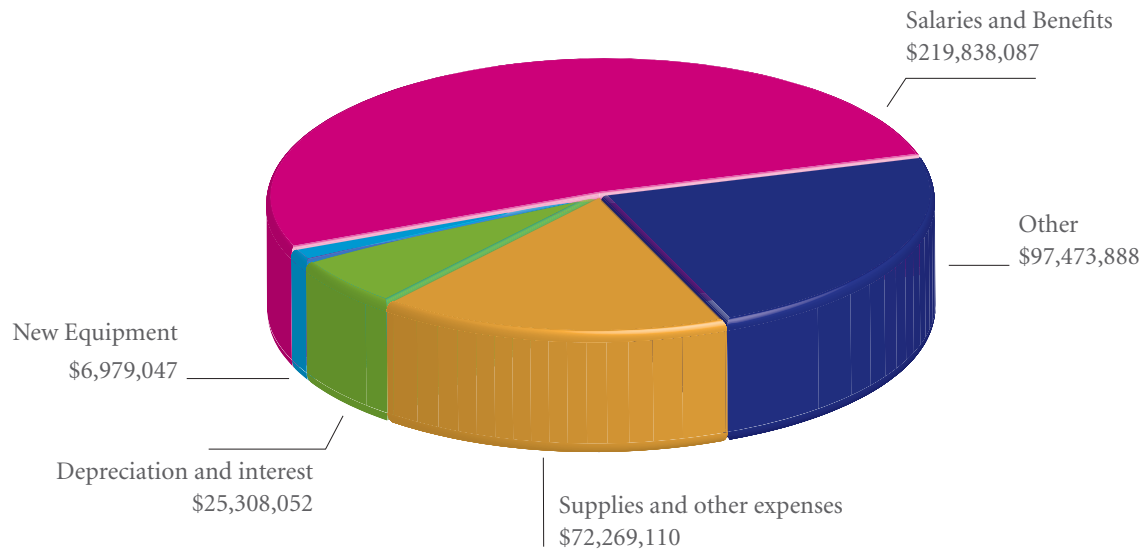
260 // Volunteers

3,273 // Employees

## REVENUE



## USES OF REVENUE



# \$9,188,826.00

TOTAL FUNDRAISING REVENUE

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FOUNDATION GRANTS/DONATIONS	\$6,714,542.56
EVENTS	\$511,049.00
INDIVIDUAL DONATIONS	\$584,419.49
BUSINESS/CORP DONATIONS	\$1,378,814.95

## BOARD OF DIRECTORS | 2009-2010

Paul M. Black*	Jon R. Gray*	John R. Marshall	Mark T. Steele, M.D.
John W. Bluford	R. Stephen Griffith, M.D.	Leo E. Morton	Jerome S. Tilzer
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Sue Frank	Robert C. Levy*	John Rizzo	
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## EMERITUS DIRECTORS | 2009-2010

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Felix N. Sabates, M.D.	John C. Wurst
Frank P. Sebree III	

## CLINICAL DEPARTMENT CHAIRS | 2009-2010

*Chief Medical Officer* – Mark Steele, M.D.

*Associate Medical Director* – Lakewood – R. Stephen Griffith, M.D.

*Associate Medical Director* – Behavioral Health – Stephen Jarvis, M.D.

Anesthesiology

*Chair* – Kara Settles, M.D.

*Vice-Chair* – Valerie Chow, M.D.

Dentistry

*Director* – John Dane, D.D.S.

Emergency Medicine

*Chair* – Matthew Gratton, M.D.

*Vice-Chair* – Bill Anderson, M.D.

Community and Family Medicine

*Chair* – R. Stephen Griffith, M.D.

*Vice-Chair* – L. Michael Silvers, M.D.

Medicine

*Chair* – George Reisz, M.D.

*Vice-Chair* – Medicine (Clinical) – Jill Moormeier, M.D.

*Vice-Chair* – Medicine (Education) – David Bamberger, M.D.

OB/Gyn

*Chair* – Dev Maulik, M.D.

*Vice-Chair* – Roger Smith, M.D.

Ophthalmology

*Chair* – Nelson Sabates, M.D.

Oral Surgery

*Chair* – Brett Ferguson, D.D.S.

Orthopedic Surgery

*Chair* – James Hamilton, M.D.

Pathology

*Chair* – Russell Fiorella, M.D.

Psychiatry

*Chair* – Stephen Jarvis, M.D.

Radiology

*Chair* – Lawrence Ricci, D.O.

Surgery

*Chair* – Glen Talboy, M.D.

## LEADERSHIP | 2009-2010

John W. Bluford III

*President/Chief Executive Officer*

Marla Bernard

*Vice President, Corporate Support Services and Safety Compliance*

Mitzi Cardenas

*Vice President/Chief Information Officer*

William H. Colby, JD

*General Counsel*

Teresa Collins, RN BSN CEN CCRN MBA

*Chief Nursing Officer*

James D. Dawson

*Executive Director TMC Charitable Foundation; Vice President of Strategic Business Development*

Catherine D. Disch

*Corporate Executive Vice President; Chief Operating Officer, TMC Hospital Hill*

Gerard J. Grimaldi

*Vice President, Health Policy & Governmental Relations*

Suzanne Haug

*Service Integration Leader*

Al Johnson

*Chief Financial Officer*

Marsha Morgan

*Chief Operating Officer, Behavioral Health*

Shauna R. Roberts, M.D., C.P.E.

*Corporate Quality Medical Director*

CiCi Rojas

*Vice President, Community Engagement*

Harold Siglar

*Chief Operating Officer, TMC Lakewood*

Vicki Smith

*Vice President, Public Relations & Marketing*

Mark Steele, M. D.

*Chief Medical Officer*

Barbara Zubeck

*Internal Audit/Compliance*



| Better. For Everyone.