It’s hard to imagine Kansas City without Truman Medical Centers, the area’s only true safety net healthcare system. We mend thousands of lives every year, through our two acute-care hospitals, extensive behavioral health services, primary care practices and a myriad other services. We serve the most vulnerable populations – and those with good health insurance, seeking excellent care. We are truly Kansas City’s essential health care system.
Kansas City’s Healthcare System

TRUMAN MEDICAL CENTERS

VISION:
leading the way to a healthy community

MISSION:
to provide accessible, state-of-the-art healthcare to our community, regardless of one’s ability to pay.
Ever since the Royals clinched the American League pennant in October, we’ve all seen and experienced an intensified pride in all things Kansas City. People from across the world now know what a secret gem our metro area is. The true measure of a city, however, is how well it cares for its most vulnerable citizens. As Kansas City’s only safety net hospital, Truman Medical Centers rises to this task very capably, despite increasingly tough obstacles. On any given day, TMC, as a healthcare institution, is just as skillful, gutsy and full of heart as The 2014 Royals in post-season play.

We feel honored to lead TMC, Kansas City’s only essential hospital system. We call it that because TMC provides quality, cost-efficient care to all who seek it. We are here for everyone: those fortunate enough to be privately insured; those who qualify for Medicaid or Medicare; and those who find themselves with no insurance at all. This is what it means to be a safety net hospital. It is our mission and we are deeply committed to it.

As an academic medical center, we also are deeply committed to educating future caregivers; and this is something else that distinguishes us from many other hospitals. TMC serves as the primary teaching hospital for the University of Missouri-Kansas City Schools of Medicine, Nursing, Pharmacy and Dentistry, specializing in emergency medicine and trauma services, family medicine, chronic disease management, orthopaedics, women’s health and behavioral health.

In this report, you will see what an amazing organization TMC is, and how vital it is to our community. As you read these pages, please bear in mind the challenges we face every day in delivering care to 110,000 residents of our area. Of those, 41,000 lack something many of us take for granted — basic health insurance. TMC delivered $134 million in uncompensated care last year to the uninsured, representing 12 percent of all hospital uncompensated care, and TMC Hospital Hill is the single largest provider in Missouri.

But as the demand for our services increases, funding sources are narrowing at all levels – local, state and federal. We had expected, as other hospitals in the state did, that Medicaid expansion would have been implemented this year. The Missouri Legislature, however, voted to opt out of Medicaid expansion. The result for TMC has been an extremely difficult year financially. It will be impossible for us to sustain some of our vital programs and services with the current level of funding we are receiving.

We are working to convince the Missouri legislature to transform Medicaid with eligibility expansion. If you are reading this report, you are probably an opinion leader and definitely someone who cares about the quality of care delivered to all who enter our doors. We encourage you to advocate for Medicaid transformation whenever you have the opportunity to do so.

We are very proud of the way TMC continues to innovate and grow as an organization, even in the face of fiscal hurdles. Our shared vision for the future of TMC is for it to become the region’s premier Academic Medical Center, providing the best and highest-quality care to the people of Kansas City and Jackson County, regardless of the ability to pay. With our dedicated employees, medical staff and allies like you, we look forward to a championship season for TMC.
Patients undergoing cancer treatment at TMC now do so in a new, beautiful, world-class facility, thanks to Richard and Annette Bloch and other generous donors. The Richard and Annette Bloch Cancer Center at TMC opened in Spring of 2014, the result of a $2.3 million gift by the R.A. Bloch Cancer Foundation, creating the first cancer care center in Kansas City, Mo, to bear the family’s name.

**Hope and promise for patients**

“There is definitely something special about Truman – the care, the staff, the dedication, this is what makes a great hospital. I am so proud of TMC and we are fortunate to have a hospital of this quality in the Kansas City area,” Annette Bloch said. “The new cancer center is so beautiful and so advanced. Our patients are so deserving of this new facility and all the hope and promise that will come from it.”

The Center focuses on state-of-the-art quality care, comfort, safety and providing a healing environment for patients and their families. At nearly 17,000 sq ft, the new cancer center is more than triple the size of the previous unit at TMC.

The new center features a comforting welcome area, ten dedicated clinical exam rooms and a procedure room along with 16 chemotherapy infusion rooms equipped with recliners and individual TV/entertainment centers for patients. The spacious new center, with spectacular views of downtown Kansas City, is located on the fifth floor of the TMC Hospital Hill Center Building, across from the main hospital on Holmes Street.

**Specially trained staff ... and a wig boutique**

Dedicated to the convenience of patients, the center also has an on-site pharmacy with specially trained oncological pharmacists, patient navigator staff available for consultations, education and a social worker to help address patients’ ongoing medical and home-life needs. A special “boutique” is available that provides consultations and private fittings for wigs and prosthetics for patients during advanced cancer treatment.

TMC remains an active partner and collaborator with the Midwest Cancer Alliance (MCA), a relationship that has resulted in a regional, advanced collaborative approach to research. Through expanded enrollment capacity, TMC patients have increased access to clinical trials through the KU Cancer Center and in turn, the trials’ research has benefited from expanded demographics.

**Funded by philanthropic support**

“The center provides our patients with the environment of care and comfort they so deserve and need while battling cancer,” said Jill Moormeier, MD, Chair of the Department of Medicine and Chief of Oncology/Hematology. “The Bloch Cancer Center is also a perfect example of the continued efforts of the Midwest Cancer Alliance partners to strengthen care, advance research, conduct clinical trials and ultimately find cures.”

The $6 million cancer center expansion was funded entirely by philanthropic support. In addition to the generous gift of the R.A. Bloch Cancer Foundation, major donors included the Hall Family Foundation and the J.E. and L.E. Mabee Foundation.
In healthcare, outpatient centers are the way of the future. TMC Hospital Hill’s outpatient visits have grown dramatically in the past decade; in fiscal year 2014 the number reached 211,000. TMC and partner organizations, Landmark Healthcare Facilities, Sabates Eye Centers, University Physician Associates, the National Real Estate Advisors and Regions Bank are building the spacious, modern outpatient center located at 2101 Charlotte, Kansas City, Missouri. Ground was broken in July 2014. It is the first construction of a free standing TMC building on Hospital Hill since 1998.

Advancing healthcare
The $29 million, 90,000 square foot, four-level outpatient center is part of a Land Clearance Redevelopment Authority Urban Renewal District and will help consolidate outpatient medical and surgical services into one facility on Hospital Hill. This center will bring current and future patients the highest quality of care, in the best facilities and by the finest medical providers available, thereby advancing healthcare in the region.

Surgery, therapy and more
Due to open in Summer 2015, the services provided within the outpatient center will include: Sabates Eye Centers, UMKC Vision Research Center, Eye Foundation of Kansas City, an ambulatory surgery center, diagnostic imaging center, physical/speech and occupational therapy, plastic surgery center and medi-spa, oral and maxillofacial surgery, orthopaedic surgery, urology, podiatry, gastroenterology and ear, nose & throat and audiology.

“The new center will be very convenient for our patients, allow our physicians to increase productivity and efficiency, expand services and attract new patients to Hospital Hill,” said Dr. Matt Gratton, University Physician Associates Board Chairman.
Faster recovery time, less pain, smaller incisions and lower infection risk. These are a few advantages offered by da Vinci, a surgical system now available for appropriate candidates at TMC Lakewood. With the da Vinci Surgical System, surgeons operate through just a few small incisions. Da Vinci uses a magnified 3D vision system and tiny wristed instruments that bend and rotate far greater than the human wrist. As a result, da Vinci enables the surgeon to operate with enhanced vision, precision, dexterity and control. Da Vinci is beneficial for performing routine and complex surgery.

**Back to work in days, not weeks**
The da Vinci system is being used primarily for hysterectomies, colectomies, repairing hernias and removing gallbladders. The Firefly system, also available at TMC Lakewood, enables surgeons performing robotic surgery to benefit from fluorescence imaging.

“My gallbladder patients are back to work or activity in a few days rather than weeks or a month,” says Adam Kramer, D.O., da Vinci-certified surgeon on staff at Lakewood. “The patients who have had hysterectomies go home immediately and are back to activity quickly, plus we are able to do surgeries on patients who, due to weight or other characteristics, would not have been able to undergo other minimally invasive approaches.”

Physicians are rigorously trained and credentialed before using the da Vinci system. So far, eight physicians are trained and certified.
TMC adds plastic surgery program at Lakewood

Patients in need of plastic and reconstructive surgery — from cosmetic enhancement of the face and body to major reconstructive procedures for those who have suffered from a traumatic injury or illness — can now come to TMC Lakewood. The added services are the result of a new full-time program headed by Carol Ann Aylward, M.D., F.A.C.S., who joined TMC’s medical staff in early 2014. Dr. Aylward grew up in Kansas City and received her medical degree from the University of Missouri-Kansas City School of Medicine.

“The expertise that Dr. Aylward brings to the patients of TMC and the Kansas City community is second-to-none,” said TMC Chief Medical Officer Mark Steele, MD. “Her services, skills and personal drive to always provide the best to her patients fit perfectly with TMC’s overall goal of providing our patients with the best care, in the best facilities with the best clinicians and technology available.”

Dr. Aylward’s services include skin lesion and cancer removal/repair, endoscopic procedures (i.e., hand/carpal tunnel release), breast cancer reconstruction and plastic surgery and non-surgical cosmetic procedures such as body contouring, facelifts, Botox injections and fillers.

“Carol Ann Aylward, M.D., F.A.C.S., board-certified plastic and reconstructive surgeon, heads TMC’s new plastic and reconstructive surgery program.”
TMC is known for its expertise in managing chronic health issues such as diabetes, obesity, asthma and heart disease. People who suffer from chronic disease, regardless of the specific illness, share many of the same difficulties: persistent pain; feelings of frustration, fatigue, and isolation; medication questions; and problems communicating about their illness with loved ones and health professionals. Many of these issues are exacerbated when the sufferer has a low-income and/or low-literacy level.

Expanded by popular demand
Several years ago, TMC began offering its patients free participation in the Stanford Chronic Disease Self Management Program, a workshop given two and a half hours, once a week, for six weeks. The workshops have been so helpful and well-received; TMC has expanded them to numerous venues throughout the city, including the Concord Cultural Center, Maywood Baptist Church, Ivanhoe Community Center, Palestine Community Center, Jackson County Health Department and the Lucile H. Bluford Branch of the Kansas City Public Library. TMC also offers classes for HIV/AIDS patients; classes are closed to assure their privacy.

Fewer Emergency Room visits
“Patients tell us how much the classes help them socially, emotionally, and in the performance of their jobs,” says Raquel Garcia, RN, community health education nurse. “We also get great feedback from their family members.

“Class participation tends to decrease Emergency Department admissions for these patients as well,” she adds.

The classes are led by two trained facilitators, one or both of whom have chronic diseases themselves, or live with someone who has a chronic disease. Participants who are TMC patients receive free transportation to the classes.

Sudden Infant Death Syndrome (SIDS) is the leading cause of death among babies one month to one year old, and claims the lives of about 2,500 infants each year in the U.S. SIDS can strike without warning, usually in seemingly healthy babies. It remains unpredictable despite years of research.

Cribs save lives
Even so, the risk of SIDS can be greatly reduced. TMC has partnered with SIDS Resources to provide workshops to teach expectant moms ways to decrease the likelihood of SIDS.

In the workshops, moms learn how to create a safer sleep environment for their baby, and that a crib is the safest place for babies to sleep. Upon completion of the workshop, moms who deliver at TMC are eligible to receive a free crib.

Cribs for moms who can’t afford one
“This is a very valuable program to those underserved moms who may not be able to afford a crib for their baby,” says Niki Lee Donawa, Chief Community Relations Officer. “It also teaches them about the dangers of putting their babies to sleep with other children or adults, and the risk of SIDS and accidental suffocation.”

SIDS Resources is a private, not-for-profit network that connects people to programs, services and information relating to SIDS in Missouri and surrounding counties. TMC’s partnership with SIDS Resources was facilitated by TMC’s Community Engagement Outreach team.
In June 2014, TMC opened Fairmount Family Medical Care in Western Independence, which had been without a comprehensive healthcare facility since 2007. The $4 million, 8,000 square foot facility replaced a temporary clinic that opened in November 2012.

The new facility provides acute family care in a safe, comfortable setting. Fairmount Family Medical Care treats patients of all ages and also offers health and wellness information, chronic disease management and older adult services.

Drs. Cramer and Clark: a winning team
TMC and Fairmount Family Medical Care also added Tara Clark, DO, to the staff to help serve the nearly 3,000 patients per year. They’ve also added outpatient behavioral health services, including individual, group and family counseling; child and adolescent services and seniors treatment programs.

Randall Cramer, MD, Fairmount physician, says he is grateful for the opportunity to work at the center and the commitment from TMC. “I’ve never felt so much support from a hospital in their willingness to provide services to a community,” he says. “Our patients have had nothing but great reactions to our new facilities, there is much more room, everything is centered on the needs of our patients and the entire environment is very soothing and healing. TMC truly put their money and talent where their mouth is.”
TMC moves non-clinical operations to KC’s northland

TMC has expanded northwards with the opening of the Truman Support Center at Tiffany Springs Parkway and Interstate 29.

More room for important departments
The move was the result of a generous gift from Zimmer Companies, Inc. which donated the 117,000-square-foot office building to TMC. The building houses non-patient care operations. Mitzi Cardenas, TMC’s Senior Vice President for Strategy/Business Development and Technology, says the new building represents a positive move for the organization and employees.

“The Tiffany Springs location provides beautiful office space with ample, free parking for our employees as well as amenities such as walking trails and nearby shopping,” Cardenas says. “It also allows us to consolidate many of our departments, making space available in the hospitals for clinical care and putting like-functions together for great interaction.”

Plans for the new space include a fitness center and recreational area in the top floor as well as a canteen area for lunch and breaks. The gift is a result of a longstanding relationship between Zimmer, JE Dunn Construction Company and TMC.

Helping TMC fulfill its mission
“We are extremely pleased to have found this opportunity to assist such a fine local organization,” says Zimmer Companies Chairman Hugh J. Zimmer. “TMC plays a vital role in the Kansas City community, providing a wide range of medical services and care to people from all parts of the metropolitan area. It is our hope that this gesture will go a long way in helping Truman Medical Centers continue its mission for many, many years.”
TMC’s acclaimed Information Technology (IT) division recently has received three distinguished awards.

**HIMSS Enterprise Davies Award**
In November, TMC was named a 2014 HIMSS Enterprise Davies Award recipient by the Healthcare Information Management Systems Society (HIMSS), which recognizes outstanding achievement in the field of health information technology. Specifically, the Nicholas E. Davies Award recognizes the use of the electronic health record (EHR) to improve health-care delivery processes and patient safety while achieving a demonstrated return on investment. TMC earned the award in part for using EHR to significantly reduce the number of episodes of venous thromboembolism and hospital acquired pressure ulcers. These clinical improvements have resulted in cost avoidance of nearly $8 million since implementation. As much of the care delivered by TMC is uncompensated, cost avoidance through clinical improvement is critical for remaining financially sound.

**CHIME Leadership Award**
TMC also received the 2014 Transformational Leadership Award at The College of Healthcare Information Management Executives (CHIME)14 Fall CIO Forum. The Award honors an organization that has excelled in developing transformational information technology that improves the delivery of care and streamlines services. The award is given to the organization’s CIO and CEO, who recognize the need for a strong partnership between its technology team and executive leadership. Senior Vice President - strategy, business development and technology Mitzi Cardenas and recently retired President and CEO John W. Bluford accepted the award. They earned the honor in part for launching “Quality to the Sixth Power,” a system wide initiative to drive quality improvement at TMC.

**Health Care’s Most Wired**
And finally, TMC has been named for the fourth consecutive year as one of Health Care’s “Most Wired” organizations of 2014 by Hospitals & Health Networks magazine, the journal of the American Hospital Association, recognizing TMC for its adoption of technologies to improve patient documentation, advance clinical decision support and evidence-based protocols, reduce the likelihood of medication errors, and rapidly restore access to data in the case of a disaster or outage. For the first time TMC has achieved “Advanced Organization” status, the top 2 percent of all healthcare organizations surveyed in 2014. TMC has been a leader in the use of EHR, which improves the safety and quality of a patient’s care. As part of a Center for Medicare & Medicaid Innovation grant, TMC has been targeting interventions for patients with chronic conditions. The focus is on high-cost zip codes, mainly in the city’s urban core. Data in the EHR helps identify patient populations, individual histories and care needs. An alert system lets practitioners know when a patient shows up at a facility.

“Technology is involved in every initiative we have,” says Cardenas. “Our goal is to give clinicians and business leaders the ability to view information in a way that is significant to them and to deliver it at the point of care or the point of business operations.”
Walgreens pharmacy opens at TMC Lakewood; Hospital Hill Walgreens expands

Patients and staff at both TMC Lakewood and TMC Hospital Hill now have the convenience and safety of a Walgreens, just steps away. Walgreens recently opened a new pharmacy at TMC Lakewood, offering patients the same high-quality services that have been offered at TMC Hospital Hill since 2007. Walgreens services are designed to complement the medical care provided at TMC and help patients transition to home while being medication-compliant. The new TMC Lakewood location is on the first floor, close to the main entrance. In addition to prescription services, Walgreens at both locations will offer one-on-one patient counseling, specialty pharmacy medications, as well as medication adherence advice and education tools.

In addition, the Walgreens at TMC Hospital Hill, one of the first in-hospital Walgreens in America, has expanded significantly. The improvements include a much larger waiting room for patients, two large private consultation areas for patients and caregivers, pharmacists positioned to answer patients’ questions at private registers, and more immunization services.
TMC receives highest recognition for patient care

The National Committee for Quality Assurance (NCQA) announced that Truman Medical Centers (TMC) has achieved Level 3 (the highest) recognition from the NCQA Patient-Centered Medical Home 2011 (PCMH 2011) program. The PCMH 2011 program emphasizes evidence-based, patient-centered processes that focus on highly coordinated care and long-term relationships. TMC’s primary care clinics at Hospital Hill and Lakewood each achieved this prestigious recognition.

**Coordinated care = improved outcomes**

“What TMC’s complex patient population, in which nearly 70 percent suffer from at least one chronic illness, coordination of care and open communication are vital in transforming primary care into what patients need and want it to be…focused on their individual needs, “ said TMC Executive Vice President for Clinical Coordination Mark McPhee, MD. “The patient-centered medical home model emphasizes these aspects and helps to elevate the quality outcomes, reduce healthcare costs and improve patient experiences of care.”

**Partnership with patients**

The NCQA PCMH Recognition program identifies practices that promote partnerships between individual patients and their personal clinicians, rather than treating patient care as the sum of episodic office visits. Each patient’s care is delivered by clinician-led care teams that provide all healthcare needs and coordinate treatments across the healthcare system. Medical home clinicians demonstrate the benchmarks of patient-centered care, including open scheduling, expanded hours and appropriate use of proven health information systems.

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Vigil program supports patients in final stages of life

Being seriously ill is a difficult thing. It can be a time of anxiety and sadness. For patients who do not have friends or family it is even more difficult. For those patients who do have loved ones, sometimes friends and family are exhausted and need a break.

In 2014, TMC launched No One Dies Alone (NODA), a program in which volunteers provide support, compassion, comfort and reassurance to patients who are gravely ill.

Volunteers, called Caring Companions, sit with patients and provide social, emotional, and spiritual support. They may play music, pray, hold a hand, talk, read out loud, or just sit in quiet companionship. NODA volunteers are recruited from TMC’s employee base and from the community. They receive special training through TMC’s Department of Human Values in Medicine.

No One Dies Alone provides Caring Companions for gravely ill patients.
TMC sponsors fourth annual citywide health fair at Arrowhead

TMC, in partnership with the Neighborhood Tourist Development Fund, WIC, Amerigroup, KanCare, Metcalf Bank, Quintiles and Get Your Rear in Gear sponsored the fourth-annual Touchdown Family Fest on Saturday, July 19 at Arrowhead Stadium. More than 3,000 people attended, from 54 zip codes.

Touchdown Family Fest is a free citywide health and wellness extravaganza that offers dental screenings for children, limited adult dental screenings, sports physicals for children, adult physicals, vision screenings and fitness and wellness stations for children. Services this year were provided by Cleveland Chiropractic College, Burlingame and Mock, Team Smiles (TMC’s dental partner), TMC Lakewood Dental and Perfect Sense.

In addition to the health and wellness screenings and information, the event included a special guest appearance by six-time Olympic medalist Jackie Joyner-Kersee, who dominated the Olympic heptathlon and long-jump events throughout her four Olympic appearances. She led a stretching exercise, answered questions and signed autographs for attendees. Kansas City Royals Hall of Famer Frank White, The Kansas City Chiefs cheerleaders, players, ambassadors and KC Wolf were also on hand for photos and autographs.
TMC launches expanded website

TMC’s Public Relations, Marketing & Brand Management department created and launched a comprehensive new corporate website, which went live in the summer.

The new site is designed to streamline patients’ and visitors’ experience, to get them to the information they need more quickly on whatever device they are using. It offers simplified navigation, embedded videos, image galleries, a robust search tool and Quick Click links based on the top visited pages. The homepage includes a calendar, news/headlines, video links and cross marketing sections with the Charitable Foundation website to promote donation and support opportunities.

Each main campus (TMC Hospital Hill, TMC Lakewood & TMC Behavioral Health) has a landing page designed to guide visitors quickly to campus-specific services and contact information. The site is compatible with all browser types, mobile phones, tablets/iPads and Desktop computers.

TMC Hospital Hill first in metro to earn Baby-Friendly status

TMC Hospital Hill has earned the international “Baby-Friendly” designation from Baby-Friendly USA, Inc. This makes TMC the first in the metro area and only the second in the State of Missouri to earn this prestigious designation. There are more than 20,000 designated Baby-Friendly hospitals and birth centers worldwide. Currently there are 208 active Baby-Friendly hospitals and birth centers in the United States.

Healthier babies and moms

“We are thrilled and honored to have earned this international designation and be the first and only hospital in the area to be ‘Baby-Friendly,’” says Lynette Wheeler, TMC Chief Nursing Officer. “The goal of this endeavor is to encourage the natural instincts of a new mom and create that immediate bond with skin-to-skin contact and allowing infants to stay in the same room at all times with their mothers. This and the other steps all help both mom and the new baby start off with a happier, healthier life.”

The Baby-Friendly USA Ten Steps to Successful Breastfeeding were developed by a team of global experts and consist of evidence-based practices that have been shown to increase breastfeeding initiation and duration. Baby-Friendly hospitals and birthing facilities must adhere to the Ten Steps to receive, and retain, a Baby-Friendly designation.

Optimal levels of care

Becoming a Baby-Friendly facility requires comprehensive training and skill building among all levels of staff. The designation is given after a rigorous on-site survey is completed. The award is maintained by continuing to practice the Ten Steps as demonstrated by quality processes.

Baby-Friendly USA, Inc is the U.S. authority for the implementation of the Baby-Friendly Hospital Initiative (“BFHI”), a global program sponsored by the World Health Organization (WHO) and the United Nations Children’s Fund (UNICEF).
TMC Lakewood partners with Independence organizations

More than half of TMC Lakewood’s patient base resides in Independence, so it makes sense for TMC to build partnerships with key Independence organizations. In recent years, TMC has built alliances with The Independence School District, the City of Independence, the Independence Chamber of Commerce, and other affiliated organizations to meet community needs.

Dental care for kids
The innovative Mobile Dental program is a product of the Independence School District partnership. The state-of-the-art unit has brought preventive and dental screening services to more than 6,000 children at Independence School District (ISD) elementary schools.

“This mobile dental unit takes student dental health care to a new level in our district,” says Dr. Dale Herl, Independence School District superintendent. “It removes many of the barriers that might keep students from seeing a dentist, and could affect our students’ dental health for years to come.”

Much-needed services
TMC Lakewood has also partnered with the School District on: Project Shine, an annual work program which engages the community in polishing the image and environment of neighborhood schools; a Teen Mom's program, which provides access to prenatal care, nutrition counseling and dental care for students — with minimal disruption to class time; school-based health fairs for families to provide access to screening services and other essential resources; a psychiatric medication management service for students through Lakewood Counseling; and, through Medical Imaging Eastland, a special after-hours schedule for School District employees to receive mammograms.

The mobile dental unit has provided needed services to more than 6,000 children.

TMC by the NUMBERS

101,337 Emergency Department visits in Fiscal Year 2014

TRUMAN MEDICAL CENTERS
TMC opens specialized wound care clinic

TMC now has a specialized Wound Care Center at its Hospital Hill Campus, to help patients manage chronic or non-healing wounds caused by diabetes, burns, trauma, circulatory problems and other conditions.

Under the direction of John Hiebert, MD, FACS, FACN, the program offers aggressive treatment for wounds, which will result in faster healing for patients.

“We get to the root cause of why a patient’s wound is not healing, and we identify and treat the barriers to healing to help patients get back to the things they want to do,” he says. Dr. Hiebert is a board-certified plastic and general surgeon who trained at Harvard and MIT. He is a professor of surgery at UMKC and former chairman of plastic surgery at KU Medical Center.

The staff of the Wound Care program carefully assesses the wound and provides a variety of treatment care options that can contribute to wound closure. Treatments may include skin and soft tissue debridement, non-invasive vascular assessment, specialized dressings, compression therapy, bio-engineered skin grafts, and more.

In addition to Dr. Hiebert, wound-care providers include Lee Jackson, RN, MSN, APRN, NP-C and Angela Stokes, MSN, RN, Certified Wound Ostomy, Continence Nurse (CWOCN).

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.

Behavioral Health

TMC Behavioral Health provides inpatient and outpatient mental health services. As the largest provider of mental health outpatient services in the metro area, TMC Behavioral Health specializes in caring for serious and persistent mental illness for adults, children and families.

TMC Behavioral Health delivers services through community outreach clinics in the Kansas City metropolitan area as well as at our main location in the Crossroads Art District. Our unique role as a hospital-based mental health center supports a whole-person, integrated health model of service delivery that is increasingly the standard of best practice for healthcare.

All of our mental health services are aimed at assisting clients in managing the symptoms of their illness and in improving functioning in their day-to-day lives. Services also provide the support many persons with mental illness need to regain a sense of meaning and purpose in life. If you need help with mental health or substance abuse issues, TMC Behavioral Health is here for you.

Breast Center

TMC Hospital Hill provides diagnostic breast health services, streamlining the patient experience by making virtually all of the components of a breast evaluation available in one campus.
featured Services

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.

We also offer top-notch services in Eastern Jackson County. The Eastland Breast Center opened in Medical Imaging Eastland (acquired by TMC in 2011) in September 2013, offering state-of-the-art technology and medical expertise in the diagnosis and treatment of breast cancer. Specialized diagnostic and surgical service is provided through TMC Lakewood’s Surgery Center where plastic and reconstructive surgery services have recently been added. Eastland Breast Center works collaboratively with physicians of the University of Kansas Cancer Center-Lee’s Summit to provide medical and radiation oncology services.

Cardiology Services

The Cardiology Center at TMC 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 facility, recently expanded to include Phase III of the cardiac rehab process. The cardiac rehab unit fulfills a compelling need to serve our patients, who often cannot afford to pay for this vital service. Our patients tell us they are more comfortable and safe being able to exercise at TMC rather than a local gym. They are able to exercise with people who have similar health issues and the socialization keeps them coming back.

Diabetes Management

The Diabetes Center at TMC Hospital Hill, located in the Hospital Hill Center building, offers a large, state-of-the-art facility to serve the needs of our many diabetes patients. The space includes a patient resource center with computer access for researching diabetes and related topics; new diabetes education classroom and consultation rooms for group or individual instruction related to disease management and nutrition; a patient waiting area designed for comfort; and expanded exam rooms with advanced technology to support patient safety and quality.

The TMC Diabetes Center helps patients manage their diabetes on a planned, rather than episodic basis. The comprehensive “team approach” connects patients with specially-trained physicians and nursing staff. The team also will help coordinate care with providers of other specialty services, such as ophthalmology, cardiology and podiatry.

Emergency Care/Trauma

One of TMC’s major strengths is our 48-bed Emergency Department on Hospital Hill, which, in fiscal year 2014, treated more than 71,000 patients. TMC...
is known for being a Level One Trauma Center, the highest designation, ready to respond to the most challenging emergencies. The ED was designed for easy flow of patient traffic and patient privacy and contains state-of-the-art diagnostic tools.

In the event of a chemical, biological or radiological disaster, TMC would be a first responder, featuring three trauma rooms, a dedicated radiology unit, and two decontamination units.

**Eye Care**
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 currently performed at TMC Lakewood. Once the outpatient center opens downtown (see page 3), those procedures will be performed at the new facility. All eye surgery at TMC is performed by surgeons from the renowned Sabates Eye Centers.

**Family Medicine**
The Medical Pavilions at TMC Hospital Hill and TMC Lakewood provide high-quality primary care for patients of all ages and all conditions whether a patient’s needs include a general physical exam or help with a specific complaint. TMC’s family medicine physicians treat both acute and chronic illness, including high cholesterol, osteoporosis, diabetes, high blood pressure, and skin disorders, among other conditions. Our family medicine physicians perform well child examinations, as well as physical and preventive care for persons of all ages. Medical Home Case Managers provide individual counseling for TMC family medicine patients.

The Hospital Hill 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.

The TMC Lakewood Family Medicine Care Clinics — Fairmount Family Medical Care, Raytown Family Medical Care and Grain Valley Family Medical Care, and the Bess Truman Family Medicine Center, located at TMC Lakewood — are an important medical resource to the residents of eastern Jackson County.

**Gastroenterology Services**
TMC’s Gastroenterology Center on Hospital Hill is spacious and state of the art. It includes 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, including additional cardiac monitoring capabilities with a central monitor at the nursing station, six exam rooms — all with a computer in each room, a dedicated triage room, a large education classroom, and a spacious new waiting room area. The Center provides “one-stop shopping”
for patients, with Registration/check-in and financial all in same area.

TMC Lakewood also has a spacious GI Services area which features large exam rooms and state-of-the-art monitoring systems.

Lakewood Care Center
TMC Lakewood includes a 188-bed long-term care center, fully accredited. Unlike many stand-alone long-term care facilities, the Lakewood Care Center has immediate access to physician staff, emergency medicine and geriatric specialists. The center includes an award-winning intergenerational program.

Maternity and High-Risk Pregnancy
More than 40 percent of all babies born in Jackson County are born at TMC.

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. All deliveries are attended by a Level III Neonatal Intensive Care Unit nurse. Access to Children’s Mercy Hospital is just steps away, via an enclosed walkway. The Birthplace has specially designed birthing beds and reclining chairs that change into a bed to accommodate a guest.

The Lakewood Family Birthplace has 19, spacious and private suites each with their own private luxury bathroom and shower and the choice between standard hospital beds and queen sized Murphy-Beds. Each room features picturesque views of Eastern Jackson County, flat screen TVs, Wi-Fi and a unit-based spa with jetted tub for pre or post birth relaxation. The Lakewood Family Birthplace also provides new moms the unique choice in medical staff including board certified OB/GYNs, family medicine specialists and Certified Nurse Midwives.

The Lakewood Family Birthplace also offers pre-natal/childbirth classes and each new mom and dad will have the opportunity to take an education class, aimed at assisting them in the caring for their newborn at home. In addition, a lactation consultant is on-site to support moms pre and post-natal with breast-feeding concerns and education. The Terrific Moms Club (TMC) is a new mom’s peer support group held weekly to give new mothers a chance to offer support and education for each other.

Oral & Maxillofacial Surgery
TMC’s oral and maxillofacial surgeons 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 and temporomandibular joint syndrome (TMJ). TMC provides diagnosis and treatment of oral and facial emergencies, broken facial bones, and placement of dental implants.

Orthopaedics
The Orthopaedics Clinic at TMC Hospital Hill specializes in the care of bone and joint disorders, and musculoskeletal diseases. The medical team includes orthopaedic surgeons with subspecialties in: total joint replacement; hand surgery; upper extremity surgery; foot and ankle surgery; sports medicine; and emergency services.
The clinic is prepared to handle adult orthopaedic care including: cast/splint application and removal; consultation for function loss, deformity, muscle, joint, bone, tendon, arthritis, infections, tumor, metabolic, or development disease and congenital abnormalities; follow-up care for fractures (except skull, rib and sternum); Joint pain/fluid accumulation following injury/trauma; pelvic and acetabular fractures; and sports injuries.

In the TMC Lakewood Medical Pavilion, orthopaedic surgery services are provided through the practice of Thomas McCormack, MD, who has a special interest in gender specific total knee replacements, total hip replacements, and unicompartmental (partial) knee replacements. Additional services available include shoulder scopes, knee scopes, and ACL reconstruction.

Orthopaedic services are also available in the Lakewood Specialty Annex. Dr. Akin Cil staffs the center. Dr. Cil's special area of interest is in treating injuries to the shoulder and elbow.

Palliative Care Services
TMC has advanced certification from the Joint Commission for its palliative care services. Palliative care is specialized medical care for patients with serious illness. Our palliative care team has doctors, nurses, social workers, chaplains, pharmacists and others who work together to make the patient as comfortable as possible, and to help patients and their families make decisions about their care. The team believes in comfort, support, dignity and hope. Palliative care services are available round-the-clock to any TMC inpatient.

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

TMC also has 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. The scanner also provides exceptionally precise images and does so with minimal radiation exposure to the patient.

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 also offers comprehensive services to Eastern Jackson County through Medical Imaging Eastland, a spacious, well-established imaging center in Independence, acquired by TMC Lakewood in July, 2011.

Medical Imaging Eastland provides the optimum in patient-centered radiology services: digital mammography, open sided and high field MRI, ultrasound, bone densitometry and CT scans. Patients have access to private dressing rooms to secure belongings during procedures. The High-field and Open MRI rooms, as well as the CT scan rooms have floor-to-ceiling one-way windows so that patients can see outside the facility.

Rehabilitation Services
Rehab Services provides speech, physical and occupational therapy — as well as audiology 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.

**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. 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.

**Spiritual Health Services**
Chaplains are members of the care team at TMC. As with all healthcare professionals, they are professionally trained and certified to be a positive healing resource for patients and families. A Chaplain is present and available at TMC Hospital Hill, 24 hours a day, seven days a week. Chaplains respond to all deaths, traumas and codes, and they visit every admitted patient within 72 hours of admission. They participate daily in critical care and palliative care rounds, and facilitate spirituality groups in TMC’s Behavioral Health Units and have Sunday Chapel services within the units every week. In addition, TMC chaplains link to the larger religious community, serve on the Medical Ethics service, initiate bereavement support following a death and work with Employee Wellness for staff health.

**Sports Medicine**
The Sports Medicine Clinic at TMC Lakewood is staffed by a team of seasoned professionals, all experienced in treating the medical needs of athletes and others with musculoskeletal complaints. With sub-specialties in adolescent medicine, all staff are actively involved in supporting organized youth sports programs throughout Eastern Jackson County with on-site medical services for athletic events, from gymnastics to high school football. TMC Lakewood’s Sports Medicine providers are also the exclusive sports medicine providers for all of UMKC’s athletic teams.

Patients of all ages are seen in this clinic. Services include pre-participation exams, evaluation and treatment of acute injuries, exercise prescription and counseling, on-site rehabilitation, exercise stress testing, and osteopathic manipulation by referral.

**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.
### Licensed Beds

<table>
<thead>
<tr>
<th></th>
<th>TMC Hospital Hill</th>
<th>TMC Lakewood</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acute Care</td>
<td>243</td>
<td>110</td>
<td>353</td>
</tr>
<tr>
<td>Long Term Care</td>
<td>-</td>
<td>188</td>
<td>188</td>
</tr>
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</table>

### Hospitalized Patients

<table>
<thead>
<tr>
<th></th>
<th>TMC Hospital Hill</th>
<th>TMC Lakewood</th>
<th>Total</th>
</tr>
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<tbody>
<tr>
<td>Admissions¹</td>
<td>14,237</td>
<td>4,780</td>
<td>19,017</td>
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<tr>
<td>Observations</td>
<td>2,045</td>
<td>906</td>
<td>2,951</td>
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<tr>
<td>Bedded Outpatients</td>
<td>445</td>
<td>117</td>
<td>562</td>
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### Patient Days

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<th></th>
<th>TMC Hospital Hill</th>
<th>TMC Lakewood</th>
<th>Total</th>
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<tbody>
<tr>
<td>Acute Care¹</td>
<td>70,499</td>
<td>17,334</td>
<td>87,833</td>
</tr>
<tr>
<td>Long Term Care</td>
<td>-</td>
<td>62,347</td>
<td>62,347</td>
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</table>

### Average Daily Census

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<th></th>
<th>TMC Hospital Hill</th>
<th>TMC Lakewood</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acute Care¹</td>
<td>193</td>
<td>48</td>
<td>241</td>
</tr>
<tr>
<td>Long Term Care</td>
<td>-</td>
<td>171</td>
<td>171</td>
</tr>
<tr>
<td>Births</td>
<td>1,901</td>
<td>1,582</td>
<td>3,483</td>
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<tr>
<td>Outpatient Visits</td>
<td>211,779</td>
<td>110,608</td>
<td>322,387</td>
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<tr>
<td>Emergency Department Visits²</td>
<td>71,142</td>
<td>30,195</td>
<td>101,337</td>
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<tr>
<td>Trauma Admissions</td>
<td>846</td>
<td>-</td>
<td>846</td>
</tr>
<tr>
<td>Surgical Cases³</td>
<td>5,237</td>
<td>3,738</td>
<td>8,975</td>
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<tr>
<td>Dental/Oral Surgery Visits⁴</td>
<td>9,370</td>
<td>17,968</td>
<td>27,338</td>
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<tr>
<td>Jackson County Health Department Encounters</td>
<td>-</td>
<td>-</td>
<td>164,871</td>
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<tr>
<td>Women/Infant/Children (WIC) Visits</td>
<td>40,281</td>
<td>118,508</td>
<td>158,789</td>
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<tr>
<td>Number of Unduplicated Patients</td>
<td>66,431</td>
<td>46,383</td>
<td>112,814</td>
</tr>
<tr>
<td>Commercially Insured Patients</td>
<td>9,813</td>
<td>13,477</td>
<td>23,290</td>
</tr>
<tr>
<td>Medical Staff</td>
<td>-</td>
<td>-</td>
<td>556</td>
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### Behavioral Health

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Patients</td>
<td>18,023</td>
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<tr>
<td>Admissions³</td>
<td>2,266</td>
</tr>
<tr>
<td>Outpatient Visits</td>
<td>201,725</td>
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</tbody>
</table>

### Uncompensated Care at Cost**

<table>
<thead>
<tr>
<th></th>
<th>Bad Debt</th>
<th>Charity Care</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$14,000,000</td>
<td>$120,000,000</td>
<td>$134,000,000</td>
</tr>
</tbody>
</table>

### Fiscal Year 2014 Revenue**

<table>
<thead>
<tr>
<th></th>
<th>Gross Revenue</th>
<th>Net Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$744,012,585</td>
<td>$422,322,896</td>
</tr>
</tbody>
</table>

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¹ Includes Neonatal Intensive Care Unit.
² Hospital Hill includes Behavioral Health emergency visits.
³ Includes Cesarean Sections.
⁴ Included in total outpatient visits.
⁵ Included in Hospital Hill Acute Care Admissions.

* Pre-Audit Estimations
Distinctions, Awards & Designations

Adam Williams Initiative Foundation
2012 — Adam William Initiative Award for Traumatic Brain Injury Patients

American Academy for Sleep Medicine (AASM)
Accreditation — Hospital Hill Center for Sleep Health

American Health Information Management Association (AHIMA)
2013 — TMC Health Information Management – GRACE AWARD

American Diabetes Association
Certification — TMC Hospital Hill Diabetes Center

American College of Surgeons Commission on Cancer
Accreditation — TMC Oncology Program (Hospital Hill and Lakewood)

Accreditation Council for Graduate Medical Education
Accreditation — medical residencies and fellowships

American Hospital Association
2014 — AHA/CHIME Transformation Leadership Award - Mitzi Cardenas and John W. Bluford
2011 — TMC President/CEO John W. Bluford, Chair of the Board of Trustees

Becker's Hospital Review
2013 — 300 Hospitals and Health System Leaders You Should Know — John W. Bluford
2012 — 40 of the Most Powerful People in Healthcare - TMC President/CEO John W. Bluford

Center for Patient Safety
2013 — Excellence in Safe Care Award

Centers for Medicaid & Medicaid Care Services
Medicaid Certification — Hospital Hill, Lakewood and Long Term Care
Medicare Certification — Hospital Hill and Lakewood

College of American Pathologists
Accreditation — Main Laboratory and Respiratory

Commission on Accreditation of Rehab Facilities (CARF)
Accreditation — Behavioral Health Rehabilitation Services

Greater Kansas City Chamber of Commerce
2013 — Leo Prieto, Community Outreach Education, Ace Award

Healthcare Information and Management Systems Society (HIMSS) Electronic Medical Record Adoption Model (EMRAM)
2014 — HIMSS Enterprise Davies Award
2013 — Stage Seven Ambulatory Designation
2012 — Stage Seven Designation
2010 — Stage Six Designation

Hospitals and Health Networks
2014 — 'Most Wired' Hospital survey and benchmarking study (2014) — Advanced Organization designation
2013 — 'Most Wired' Hospital survey and benchmarking study
2012 — 'Most Wired' Hospital survey and benchmarking study

Ingram's Magazine
2013 — Ingram's Magazine Best Companies to Work - FINALIST
2012 — Heroes in Healthcare Award (John Bluford)
Heroes in Healthcare Award (Dr. William Jennings)

Intersocietal Accreditation Commission
Accreditation — Nuclear Medicine Laboratories, Imaging Department and Cardiology

Joint Commission (TJC) on Accreditation of Healthcare Organizations
2013 — Certification Joint Replacement (Knees) (TMC Lakewood)
2013 — Certification Joint Replacement (Hips) (TMC Lakewood)
2013 — Advanced Certification for Palliative Care (TMC Hospital Hill)

Kansas City Business Journal
2014 — Kansas City’s Healthiest Employers (3,500 employees and above) – Top 3
2013 — Kansas City’s Healthiest Employers (3,500 employees and above) – Top 3
2012 — Kansas City’s Healthiest Employers (3,500 employees and above) – Top 3

Kansas City Business Magazine
2013 — TMC named one of the Top 10 Companies in Kansas City

Kansas City Chapter of the Associated General Contractors of America
2012 — Project of the Year by a General Contractor ($1 million to $5 million) - Rau Construction Company - Truman Medical Center Behavioral Health Relocation.

MARCOM International Awards
2013 — TMC Health and Wellness Billboard Campaign – Community/Public Awareness Campaign – GOLD AWARD
2013 — TMC Health and Wellness Billboard Campaign – Ads/Billboards - GOLD AWARD
2012 — TMC Healthy Harvest Mobile Market – Media Relations/Publicity – PLATINUM AWARD
2012 — TMC Lakewood Family Birthplace Happy and Healthy Beginnings – Promotional Campaign – PLATINUM Award
2012 — TMC Lakewood Family Birthplace Microsite – Websites – GOLD AWARD

LiveStrong
2012 — Community Impact Grant for Joint Commission Certification in Palliative Care

Missouri Association for Healthcare PR & Marketing
2014 — TMC Mobile Market Media Campaign, Media Relations, First Place
2014 — TMC Billboard Initiative, Special Marketing, Third Place

Missouri Department of Health and Senior Services
2014 — MO Show Me 5 Hospital Award for Breastfeeding Licensure — Hospital Hill, Lakewood and Long Term Care

Missouri Department of Mental Health
Licensure — Behavioral Health Community Psychiatric Rehab Certification — Behavioral Health
SBAR — Safety and Basic Assurances Review — Behavioral Health
TMC Leadership

TMC LEADERSHIP
Charlie Shields
President and Chief Executive Officer

Doug Brandt
Associate Chief Financial Officer

Mitzi Cardenas
Senior Vice President – Strategy and Business Development

Bill Colby
General Counsel

Marcos DeLeon
Chief Human Resources Officer

Niki Lee Donawa
Chief Community Relations Officer

Lynda Donegan, RN
Vice President – Professional Health Services

Dmert Dragovich
Vice President - Practice Management

Gerard Grimaldi
Vice President - Health Policy and Government Relations

Al Johnson
Chief Financial Officer

Mark McPhee, MD
Executive Vice President of Clinical Coordination

Marsha Morgan
Chief Operating Officer, TMC Behavioral Health

Amy Peters, RN
Chief Nursing Officer

Shauna R. Roberts, MD
Medical Director of Quality

Vicki Smith
Vice President - Marketing, Public Relations and Brand Management

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Thomas O Mills
Joan C Runnion
V. Jarene Stanford
Mabel Tinjaca
Rita Valenciano

Modern Healthcare Magazine
2013 — TMC President/CEO John W. Bluford, CEO IT Achievement
2012 — TMC President/CEO John W. Bluford, Top 25 Minority Executives in Healthcare

National Center for Healthcare Leadership – Gail L. Warden Leadership Excellence Award
2013 — TMC President/CEO, John W. Bluford

National Committee for Quality Assurance Level 3 Designation — Hospital Hill Medical Pavilion

National Minority Quality Forum
2012 — Booker T. Washington Award

NonProfit Connect
2011 — Non Profit Professional of the Year (John W. Bluford)

Pharmacy Residency Program
Accreditation

Public Relations Society of America – Kansas City
2014 — TMC Mobile Dental Coach – Community Relations – SILVER AWARD
2014 — TMC Community Billboard Campaign – Public Service – SILVER AWARD
2013 — TMC Healthy Harvest Mobile Market – Marketing Products/Services – SILVER AWARD
2013 — TMC Lakewood Evening Under the Stars – Events/Observances – SILVER AWARD
2012 — TMC Lakewood Family Birthplace – Marketing Campaign – GOLD AWARD
2012 — TMC Lakewood Family Birthplace Microsite – Websites – SILVER AWARD

Quality Oncology Practice Initiative (QOPI) Certification Program
2012 — TMC Hospital Hill Outpatient Oncology Center Certification
Truman Medical Centers
Acute Care Health System
Fiscal Year 2014

NET OPERATING REVENUE SOURCE

$420M

- Medicaid: 38%
- Medicare: 16%
- DSH: 14%
- Other: 10%
- Commercial: 6%
- City: 6%
- Medical Education: 6%
- County: 3%
- Self-Pay: 1%

PATIENTS DISTRIBUTION BY PAYOR

- Self-Pay: 41,009 (36%)
- Medicaid: 31,602 (28%)
- Commercial: 23,290 (21%)
- Medicare: 15,155 (13%)
- Other: 1,758 (2%)
- Total: 112,814 (100%)
Quality, compassion, technology and innovation are at the heart of Truman Medical Centers. The TMC health system includes two adult acute care hospitals (TMC Hospital Hill and TMC Lakewood) and TMC Behavioral Health, which provides comprehensive mental health services. TMC also operates the Jackson County Health Department and a number of primary care practices throughout Eastern Jackson County.