Respect matters. It changes people’s lives. It changes people’s health.

John W. Bluford, president & CEO, 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.

As Kansas City’s only **quality net** healthcare system, TMC is committed to providing access and optimal medical outcomes for all who seek our care, whether they have the best insurance or no insurance.
Dear Friends:

Welcome to our 2014 Truman Medical Centers Community Benefit Report.

As a quality net healthcare system, TMC is committed to providing access and optimal medical outcomes for all who seek our care, whether they have the best insurance or no insurance. We have the opportunity to touch thousands of lives in a positive, compassionate way each and every day. But we believe that providing our community the finest medical care — regardless of the ability to pay — is only one aspect of the TMC mission.

We are in the business of maintaining wellness equally as much — or more so — as we are in the business of treating disease. To lead the way toward a healthy community requires that we often must step outside the walls of TMC Hospital Hill and TMC Lakewood. It is a unique healthcare concept we call “thinking outside the bed.”

What does that mean? Within the pages of this annual report, we will explore where our “thinking outside the bed” vision is taking TMC. For instance, you will read about:

• **TMC’s revolutionary work**, led by Shauna Roberts, MD, and funded by the Health Care Innovation Challenge award from the Centers for Medicare and Medicaid Innovation. TMC is implementing truly innovative strategies targeted at the highest-need, highest-cost patients — strategies that could become a model for other hospitals throughout our country.

• **TMC’s partnership with the Kansas City Chiefs**, which provides wellness education and promotes healthier living to families throughout the metro area. A fourth Touchdown Family Fest is in the planning.

• **The Healthy Harvest Mobile Market** – an extension of our weekly produce market on Hospital Hill. A 40-foot retro-fitted bus provides Kansas City’s urban core easy access to fresh fruits and vegetables.

• **The Health & Wellness Center** – a partnership between TMC and the Health Sciences Institutes of Metropolitan Community Colleges – Penn Valley to provide access to health screenings at four branches of the Kansas City Public Library.

Those forward-looking initiatives are just four of the latest efforts we believe prove that when it comes to leading the way to a healthy community, TMC walks the talk. We hope that you will explore the pages of this report for other examples of how our programs and processes are helping improve the lives of the community we serve. A hospital system is judged by the values it holds most dear, and we are proud of the example we are setting in our community.

From the more than 4,200 compassionate caregivers and devoted professionals at TMC, may we wish you great health and wellness.

Sincerely,

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

Peggy Dunn
Chairman, TMC Board

John W. Bluford
TMC President and CEO

Peggy Dunn
Chairman, TMC Board
TMC recently announced that a $2.3 million gift from the R.A. Bloch Cancer Foundation will be used to endow its newly expanded and relocated oncology unit at TMC Hospital Hill.

The gift is part of nearly $6 million that was raised entirely through philanthropy to fund the 17,000 square foot center. It will be named The Richard and Annette Bloch Cancer Center at Truman Medical Centers and will more than triple the size of the current unit at TMC.

“Today is a momentous occasion for us and for cancer care in Kansas City,” TMC President/CEO John Bluford said at the press conference. “Cancer is a disease that ignores race, gender, social status and the border between the states.”

TMC is a member of the Midwest Cancer Alliance (see page 12) and collaborates with the University of Kansas Cancer Center on clinical trials.

Annette Bloch was on hand for the announcement and said she was most excited about that ongoing collaboration.

“I am so proud to be a part of it and to have KU and

TMC Connects

Bloch Foundation donates major gift

TMC to open new oncology unit in 2014

TMC Connects

TMC President and CEO John W. Bluford with major donor Annette Bloch and TMC oncology campaign co-chairs Mark Thornhill and Tom Holcom.

Annette Bloch, whose $2.3 million gift endowed the Richard and Annette Bloch Cancer Center at Truman Medical Center.

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Architectural rendering of the entrance to the Cancer Center, which will open in 2014.

Truman work together on research and with clinical trials,” she said. “Just think how many people now will be taken care of. I just love it. But what I’m really excited about, is that … my husband tried for so many years, to have hospitals work together across the state line and it never happened. And now it is and we’re doing it first.”

The center will include an onsite pharmacy, a patient navigator program, an education center, a boutique for survivor consultations such as the selection of prosthetics and wigs, and it will also add expanded space for cancer research and clinical trials.
Easy access to fresh fruits and vegetables, something so many of us take for granted, is now a reality for many in Kansas City’s urban core, thanks to TMC and the Hospital Hill Economic Development Corporation.

In the summer of 2012, TMC rolled out the Healthy Harvest Mobile Market, an extension of the weekly produce market on Hospital Hill — only this one is on wheels. The 40-foot retro-fitted bus, donated by the Kansas City Area Transportation Authority (KCATA), is stocked with seasonal produce and some non-perishable items. Shoppers can expect the same quality in produce as in most high-end grocery stores at affordable prices.

“The lack of a quality neighborhood grocery store brings local resident Bea Clodfelter out to the Mobile Market.

“I'm here almost every week,” Bea said. “It’s convenient, and it saves me from having to haul this through the grocery store,” pointing to her large bag of produce.

Education also is a major focus of the Healthy Harvest Mobile Market. Periodically nutritionists and dieticians are available to help teach customers how to eat healthier and healthy recipes are provided to demonstrate what can be made from mobile market stock available for purchase.

“The produce and non-perishable items are being sold for as low a price as you are going to find anywhere,” says TMC Chief Community Engagement Officer Niki Lee Donawa. “We believe our mission is to not only treat the patients at our hospital,” said Donawa, “but to help improve the overall health of our community.”

In addition to TMC and the HHEDC, the Healthy Harvest Mobile Market was made possible by the generous support of the Healthcare Foundation of Greater Kansas City, Kansas City Power & Light, Menorah Legacy Foundation, Metcalf Bank, JE Dunn, James B. Nutter & Company, the Kansas City Parks and Recreation Department and the Kansas City Area Transportation Authority.
TMC and the Hospital Hill Economic Development Corporation (HHEDC) are aggressively raising funds jointly to develop and open a 35,000 square-foot community grocery store in the urban core.

Designed as a one-stop-shop grocery with extensive produce, meats, and dairy as well as a bakery, floral department, and preassembled and pre-prepared meals, the grocery store will have a multi-use commercial kitchen for preparing catered dishes, conducting cooking classes, and hosting community events. TMC clinical staff will also provide disease-specific purchasing and shopping prescriptions for customers.

In addition to the grocery store, there will be educational, entrepreneurial, and economic programs, with classes on healthy cooking, wellness, purchasing economics, and menu development. A farmers' market is planned on the grounds as well as an area for outdoor community events.

Corporations who thus far have stepped forward to fund the grocery store project are Quest Diagnostics, JE Dunn Construction, KCP&L and Burns & McDonnell.

Health & Wellness Explorers

At-risk youth learn about great careers in healthcare

Teens don’t always make the right health choices. But for the adolescents who participate in the Health and Wellness Explorers program, the process of making better health choices in their daily lives has been simplified. And thanks to the program, a world of possible careers in medicine has opened up to them.

2014 marks the fourth year of the Health and Wellness Explorers, a partnership between the Kansas City Public Library and Truman Medical Center Hospital Hill. The program is made possible in large part due to generous donations from Dr. Bipin Avashia, this year’s effort will be bigger and more informative than ever before.

Every Thursday in July, teens from the Library’s Southeast, North-East, and L.H. Bluford branches come together to explore careers in medicine by visiting local medical sites and connecting with health educators.

Through a series of weekly field trips and two lock-ins, they will learn about jobs in medicine — and how to make healthier choices in their lives.

“During our presentation on nutrition, I learned that the students had no idea what a calorie or serving size mean when choosing a healthy food item,” recalls Raquel Garcia, a community health nurse at Truman Medical Center. “For most of the teens, this was the first time they were exposed to healthier food items such as yogurt and turkey burgers. Watching the students eat the fat-free, sugar-free items and loving them was one of the most rewarding experiences of the summer.”

On field trips they visit TMC Hospital Hill, the Culinary Arts Center at the Guadalupe Center, Penn Valley Community College’s Health and Science Institute, and the Kansas City Fire Department Ambulance Barn.
TMC has received an estimated $4.5 million grant over three years to implement an innovative care management strategy for the highest-need, highest-cost patients with multiple chronic conditions, mental health and/or substance abuse issues, and poor health status due to social economic issues. The grant is provided through a Health Care Innovation Challenge award from the Centers for Medicare and Medicaid Innovation. The designated patient population — those considered “superusers” of potentially avoidable hospital inpatient and Emergency Room resources — lives within ten Kansas City zip codes.

“The Innovation Challenge is another example of TMC leading the way to a healthier Kansas City community by providing better care, improved community health and lower healthcare costs,” said John W. Bluford, TMC President/CEO. “Through longstanding community partnerships with CCO and others, we will work together to engage the most vulnerable populations of our community and shape a healthcare delivery system that focuses on keeping high-risk patients out of the hospital, providing better care to those who need it, while holding down healthcare costs.”

TMC is partnering locally with Communities Creating Opportunity (CCO) and other community groups. Together the organizations are working with Kansas City’s urban core residents to help them overcome the difficult life situations and complex medical conditions many experience.

This innovation serves 750 patients over three years. “This is the next step in TMC’s work with programs such as Guided Chronic Care and Passport to Wellness, jumpstarted with funding from the Healthcare Foundation of Greater Kansas City, to create individualized care programs for chronically ill patients and those patients who experience healthcare disparities,” said Dr. Shauna Roberts, TMC Corporate Quality Medical Director. “With the technical assistance from our national partners and the work of local community partners, we are building upon each other’s success with the ultimate goal of a national framework for a better, less expensive and more efficient healthcare system.”

**Rutgers Health Innovations Grant**

Team works to change healthcare delivery – for the better

A team from Rutgers Center for State Health Policy and the Camden Coalition of Healthcare providers visited TMC and participated in a panel discussion attended by community healthcare leaders. The panel, left to right: Joel Cantor, Director of Rutgers Center for State Health Policy; John Bluford, TMC president and CEO; Jeffrey Brenner, MD, executive director of the Camden Coalition of Healthcare Providers; Hannah Gravette, lead community organizer for PICO National Network’s Bring Health Reform Home campaign; Jerry Jones, Executive Director, Communities Creating Opportunities; Tricia McGinnis, Director, Rutgers Center for Healthcare Strategies; Shauna Roberts, MD, medical director of Quality Resources, TMC.

**TMC BY THE NUMBERS**

$130,982,738

In uncompensated care provided in 2013
Having a chronic disease can be frustrating and lonely. TMC patients who suffer from such illnesses now have the opportunity to learn how to manage issues common to all chronic disease sufferers, regardless of the specific condition.

The Chronic Disease Self-Management Program is a workshop given two and a half hours, once a week, for six weeks, at TMC Hospital Hill. Workshops are facilitated by two trained leaders, one or both of whom are non-health professionals with chronic diseases themselves.

Subjects covered include: techniques to deal with problems such as frustration, fatigue, pain and isolation; proper exercise for maintaining and improving strength, flexibility, and endurance; appropriate use of medications; communicating effectively with family, friends, and health professionals; nutrition; decision making, and how to evaluate new treatments.

Each participant in the workshop receives a copy of the companion book, Living a Healthy Life With Chronic Conditions and an audio relaxation CD, Relaxation for Mind and Body.

The Self-Management Program is designed to enhance regular treatment and disease-specific education such as Better Breathers, cardiac rehabilitation, or diabetes instruction. In addition, many people have more than one chronic condition. The program is especially helpful for these people, as it gives them the skills to coordinate all the things needed to manage their health, as well as to help them keep active in their lives.
The Lucile H. Bluford branch of the Kansas City Public Library

Health and education go hand in hand

A library may seem an unlikely place for a blood pressure check, but actually, the library makes perfect sense. Health and education go hand in hand. Truman Medical Centers and the Health Sciences Institutes of Metropolitan Community Colleges-Penn Valley have teamed up to create the Health & Wellness Center, providing access to health screenings, such as blood pressure checks, nutrition, wellness information and regular programs. Originally focused at the Lucile Bluford branch of the Kansas City Public Library, the team’s efforts have expanded to three additional libraries.

Health education also plays a key role in this partnership. The Lucille Bluford branch Health and Wellness Center provides an assemblage of printed materials, books, DVDs and articles on far-ranging health topics ranging from teen pregnancy to adult diabetes. Weight scales may be found in the restrooms. Additionally, the library houses totes to check out with information on such health conditions as high blood pressure, sickle cell disease, diabetes, obesity, asthma and HIV/AIDS.

To complement these resources, the library hosts a mini-health fair with opportunities to take exercise classes and participate in health screenings, including a full cholesterol panel work up. Co-hosting companies providing the health experts have included Cleveland Chiropractic College, and the Jackson County Health Department. The mini-health fair has even expanded to Northeast Library, Southeast Library and Ruiz Library on a rotating basis. As part of the education rotation mix, the various libraries cater to a teen audience hosting teen lock-ins on Friday nights, providing education on STDs prevention, pregnancy prevention, career planning, healthy eating, and other relevant teenage health topics.

“Teens don’t always make the right health choices, but often their decisions – or lack of a decision – comes from a lack of understanding that healthy choices can make a big difference in their quality of life,” says community health educator Raquel Garcia. “But we often can say the same thing about adults. Health and education go hand in hand.”

TMC and the Helen Gragg Clinic at Operation Breakthrough

A helping hand for parents in tough circumstances

Where can parents living in poverty find childcare, healthcare and peace of mind conveniently located at one site? Operation Breakthrough and TMC have provided the answer with the Helen Gragg Clinic.

The clinic works to serve parents who have lost their health insurance or who are unable to receive primary care, wellness exams and other health care support services. Financial counseling for the uninsured is also available.

TMC practitioners provide a variety of screenings, including pregnancy, urinalysis, diabetes, high blood pressure and cholesterol. Also, parents may receive education for services such as family planning, smoking cessation and healthy eating.

“For parents living in poverty, many of whom are single mothers, the more convenient services we offer, the more likely you are to make a positive difference in their lives,” said Sister Berta Sailer, co-founder and co-director of Operation Breakthrough. “We are happy to partner with Truman Medical Centers and the Helen Gragg Clinic to offer our parents the care they need and deserve in a convenient location.”

Walk-in appointments are held twice a week around pick-up time of most children – from 4 to 6 p.m.
Poor oral health is the No. 1 health-related reason grade school children miss school. More tragically, tooth decay, the most common chronic childhood disease, can result in impaired speech development, inability to concentrate in school and reduced self-esteem.

Truman Medical Center Lakewood’s neighboring Independence School District recognizes that a significant portion of its elementary school population – more than 6,000 students in 16 elementaries – does not have regular access even to basic dental screening and preventative services. Many parents lack the financial resources. Others simply cannot arrange to get their children to dentists.

TMC Lakewood’s dental staff stepped up to develop a unique dental program for the Independence district.

Two dentists have been assigned to each school, working with portable equipment to provide services, including exams, cleaning and fluoride treatments for all students. A key component of the program is education, teaching each to establish good oral health care habits for a lifetime. The results are promising. To date, more than 4,000 students have been screened and provided with preventive services. Also, more than 425 students required additional treatment and were referred to a local dentist or the TMC Lakewood Dental Clinic. Initial screenings and examinations have demonstrated a 22 percent rate of pain and acute dental infection among students.

But the Lakewood staff is not content with its initial successes. A Mobile Dental Coach allows dentists to provide full service, fully accessible care at each school and to provide a more extensive range of services than what was currently available with the portable equipment.

Evening Under the Stars, TMC Lakewood’s signature fundraiser, provided funds to support the mobile dental coach. See page 18 for further information.
In 2010, the Kansas City Chiefs and TMC began a long-term partnership to improve the health of the Kansas City community, especially those residents who live in the urban core.

The Chiefs and TMC are working together to provide wellness education and promote healthier living for the people of Kansas City through community festivals, health fairs and educational events. One of the products of this partnership is the annual Touchdown Family Fest, a Health and Wellness extravaganza that features live entertainment and free health screenings, including sports physicals, immunizations, blood pressure screenings, weight management screenings, organ donor awareness, vision screenings, dental screenings, diabetes counseling, healthy cooking demonstrations and more. Touchdown Family Fest 2013 was a very successful event, drawing people from 53 zip codes.

Because of the partnership, The TMC Charitable Foundation is the recipient of proceeds raised through the Annual NFL 101 Awards gala. The prestigious black-tie awards event was founded in 1969 and has evolved into what many sports insiders consider the finest awards event of its kind.
Fairmount Family Medical Care

TMC Lakewood opens new clinic in Independence

TMC Lakewood has opened Fairmount Family Medical Care in western Independence. Dr. Randy Cramer is seeing patients at this interim location while a new, permanent facility is built in an adjacent location, set to open in early 2014.

“TMC Lakewood has made a strong commitment to bring access to family centered medical care to the Independence community,” said TMC Lakewood Chief Operating Officer Charlie Shields. “In a relatively short period of time Dr. Cramer has established a large, dedicated patient base in the community and we expect it to only grow in this new location.”

Dr. Cramer provides family centered care for patients of all ages, newborns to older adults. His practice focuses on acute and preventative/wellness care, chronic disease management and pediatrics. He earned his Osteopathic Medical Degree from the Arizona College of Osteopathic Medicine in Glendale, Arizona, and completed his family medicine residency at Memorial Family Medicine in South Bend, Indiana and for the last year has been seeing patients at a TMC Lakewood location in northwestern Independence.

The MCA is a membership-based organization bringing cancer research, care, and support professionals together to advance the quality and reach of cancer care, prevention, early detection, and survivorship in the Heartland. The MCA links the University of Kansas Cancer Center with the hospitals, physicians, nurses, and patients battling cancer throughout Kansas and western Missouri.

The MCA’s purpose is profoundly important to our area: it provides strong support to community cancer care professionals; enhances cancer care for patients across the Heartland Region; advances network access to innovative, investigator-initiated clinical trials, newly developed targeted diagnostics, therapies, and prevention strategies, and continuing professional education opportunities.

TMC by the Numbers

333,076 Outpatient visits in 2013

Jill Moormeier, M.D., chief of TMC’s oncology section, is a key TMC operative in the Midwest Cancer Alliance. She presented at a recent breakfast for community leaders.

Rendering of The Fairmount Family Medical Clinic.
Could a sandwich really lead to greater patient satisfaction? If that sandwich includes a healthy dose of heart, it can.

Members of the TMC workforce are learning about the heart-head-heart sandwich as part of training in “The Language of Caring,” a program that helps strengthen staff communication skills so that interaction with patients becomes more empathetic.

“The primary goal of the Language of Caring training is to empower frontline staff to own their roles and be proactive in their approach and interactions with the people they serve,” says Candice Brooks, director of Guest Services. “This will lessen anxieties, improve the patient experience, and increase overall patient satisfaction. In turn, the overall reputation of our organization will grow, not only for clinical and technical expertise, but for the extraordinary and caring people who work for Truman Medical Centers.”

The training focused on improving communications and behaviors, increased accountability by management and how to ensure that it is sustained over time.

One of the key skill-builders of the Language of Caring is the heart-head-heart sandwich. It works roughly this way: Your first communication is from the heart. (I care about you. I want to help.)

Your second communication is from the head. (What I am going to do to fix the problem?)

The final communication is once again from the heart. (It reinforces that I care about you, and I want to help.)

Anecdotal evidence suggests that when we speak from the heart patients become less anxious, more cooperative, less demanding and they actually heal faster.

Other skill-builders include: The practice of presence, acknowledging feelings, showing caring nonverbally, explaining positive intent, the blameless apology, the gift of positive regard, and the caring broken record.

Candice says providing tools to strengthen our team communications is important even for those not involved in direct patient care.

“We all care about patients, even if we aren’t all caring for patients,” Candice says. “Those who don’t serve patients directly serve those who do, and caring communication between co-workers is essential for creating an exceptional place to work and an exceptional healing experience for our patients.”

Patients and families -- and our coworkers don’t trust how much we know...
TMC's 4-Gold and 4-Blue unit are piloting team-based care, a modernized way to deliver patient care. Unlike traditional care, where patients are treated independently by caregivers from varied disciplines, a team-based model focuses on all disciplines working closely together to produce the best possible outcomes. The patient is seen by a team — comprised of attending physician, nurse, case manager and hospital pharmacist — working collaboratively together at his or her bedside.

The advantages of team-based care:

- **Superb access to care** - each team member understands their role in the patient's plan of care and will work together to achieve effective outcomes.

- **Patient Engagement in care** – patients will have the chance to ask questions to the entire team during rounds, and staff will have the opportunity to assure the patient understands the plan and day's schedule before the team moves to the next patient.

- **Ongoing, routine patient feedback** – the patient will have an opportunity to address with staff any questions, comments, or concerns they may have regarding their plan of care.

Since its opening in 2009, TMC's Center for Sleep Health has become one of Truman's most important service lines. In the summer of 2012, the sleep laboratories at The Sheraton Kansas City expanded from four beds to eight, and became accredited by the American Academy of Sleep Medicine. Specially equipped to monitor brain waves and sleeping patterns, the sleep labs create a natural, comfortable setting to help patients sleep normally so doctors can diagnose specifically what is causing the patient’s sleep problem, and the best treatment to correct it. The Sleep Clinic on Hospital Hill also expanded into its own space; it formerly had shared space with TMC’s pulmonology clinic.

TMC’s staff includes board-certified sleep medicine specialists, pulmonologists and a neurologist who offer a wide range of treatment options for individuals who have difficulty sleeping at night, difficulty staying awake in the daytime, or who experience unusual movements.
Updates

HMSS, Stage 7

TMC awarded highest honor in medical records technology

TMC has received the Stage 7 Award from the Healthcare Information and Management Systems Society. The Stage 7 Award represents attainment of the highest level on the Electronic Medical Records Adoption Model (EMRAM), used to track electronic medical records progress at hospitals and health systems.

HIMSS Analytics developed the EMR Adoption Model in 2005 as a methodology for evaluating the progress and impact of electronic medical record systems for hospitals in the HIMSS Analytics™ Database. There are eight stages (0-7) that measure a hospital’s implementation and utilization of information technology applications. The final stage, Stage 7, represents an advanced patient record environment. The validation process to confirm a hospital has reached Stage 7 includes a site visit by an executive from HIMSS Analytics and former or current chief information officers to ensure an unbiased evaluation of the Stage 7 environments.

“The board and executive management at Truman Medical Center have developed a strong corporate drive to optimize investment in IT to improve quality and efficiency,” says John P. Hoyt, FACHE, FHIMSS, Executive Vice President, HIMSS Analytics. “Truman Medical Center also has a commendably aggressive program to eliminate paper, as physicians electronically document history and physicals, progress notes, consultation notes, discharge summaries and provider documentation in the Emergency Department.”

TMC Hospital Hill and TMC Lakewood are among only 2 percent of the more than 5,000 U.S. hospitals in the HIMSS Analytics® Database, to be awarded the HIMSS Analytics Stage 7 Award.

Pulmonary Fibrosis

TMC participates in study of lung scarring

TMC is a major participant in the Mary Katherine Gelmacher Pulmonary Fibrosis Research Program at the University of Missouri at Kansas City (UMKC) Lung Research Center. Pulmonary Fibrosis is the formation of excess fibrous connective tissue in the lungs, commonly described as “scarring of the lung.” It is estimated that up to 200,000 Americans have pulmonary fibrosis, and the disease is responsible for more than 40,000 deaths a year.

“Unfortunately, there is currently no effective drug treatment of pulmonary fibrosis,” says Gary A. Salzman, MD, director of the UMKC Lung Research Center. “We have been doing research on pulmonary fibrosis at the Center for the last decade and have made great strides in investigating potential therapies to prevent scarring after an injury to the lung.”

TMC by the Numbers

155,453

Pounds of fruit and vegetables sold at TMC’s Healthy Harvest Produce Market and Mobile Market in Fiscal Year 2013.

TMC is the first hospital in the Kansas City area to achieve HMSS Stage 7.

TMC was the first hospital in the Kansas City area to receive the Stage 7 Award from the Healthcare Information and Management Systems Society.
A new partnership between Truman Medical Center Lakewood's Family Birthplace and the Associated Women’s Care Physicians (AWCP), was formed in early 2013 to allow the Eastern Jackson County medical group’s patients access to the labor, delivery, recovery and post-partum facilities at TMC Lakewood.

“We are excited to partner with AWCP, which is committed like TMC to delivering the highest level of personalized service to all patients,” said Chief Operating Officer Charlie Shields. “It is a great compliment that AWCP has chosen to send their valued patients to TMC Lakewood.”

AWCP is a premier obstetrics practice focused on family-centered obstetrical care and gynecological services, prenatal care for low and high-risk pregnancies and vaginal and cesarean section deliveries among other women's care services. The medical team, located in Blue Springs and Lee's Summit, consists of five board certified OB/GYNs: Laura Doan, MD, Ingenue Cobbinah, MD, Robert Chang, MD, Uneeda Leverett, MD, Dawn Steiner, MD, and Traci Johnson, MD.

“Our physicians and staff are excited about this new journey and we feel very fortunate to continue our strong commitment to providing the highest level of care to our patients at TMC Lakewood's Family Birthplace,” said Dr. Johnson. “We are looking forward to building a mutually beneficial relationship with all the physicians, nurses, and staff at TMC Lakewood.”

Since its October 2011 opening, Lakewood Family Birthplace has realized a 50 percent growth in births. With capacity for more than 1,800 births per year, the facility delivered nearly 1,400 babies in 2013. Recently, TMC Lakewood has been designated a Level II neonatal intensive care unit in partnership with Children’s Mercy Hospital.
Employee Wellness Program

Healthy lives begin from within

Truman Medical Centers believes in creating a vibrant culture of health and wellness not only for its patients, but also for its employees. Since helping others lead healthy lives must start from within, TMC motivates its workforce toward a healthier lifestyle and helps them to make positive choices in their lives that will lead to lasting changes toward health and wellness.

In addition, in 2005, TMC became the first company in Kansas City, and possibly the country, to take the “smoke-free campus” concept to the next level by no longer hiring smokers. Tobacco use is the leading preventable cause of disease and death and this was a tangible way to show our focus on helping our employees lead healthy lifestyles.

Access to healthcare and access to quality, fresh fruits and vegetables are important to good health. That is why, April through September, TMC also holds a weekly Healthy Harvest Fresh Produce Market. (see page 5)

TMC’s Health and Wellness Program has many other exciting and unique aspects that offer our employees opportunities they might not otherwise have. The hospital has implemented a system by which employees can “cash-in” their paid time off hours (PTO) for reimbursement of wellness-related purchases for items such as the purchase of a mountain bike, the services of a personal trainer, or a gym membership, for example.

It’s no wonder for the third year in a row TMC was named one of Kansas City’s top 3 healthiest employees by the Kansas City Business Journal.

TMC Healing Arts

Arts program helps heal the healers

The TMC Center for the Healing Arts, launched a decade ago by TMC CEO John Bluford, is a thriving program that reflects our belief in the importance of healing the healer and our conviction that the environment in which we deliver care is as important as the care itself. The Center incorporates visual, performing, communicative, and relationship arts as a form of learning, expression, and healing for patients and employees. In the past decade, TMC has become a hospital inside an art gallery, with a visual arts program that includes three corporate-sponsored galleries; a professionally curated art collection consisting of approximately 500 individual pieces of art and rotating galleries at both TMC Hospital Hill and TMC Lakewood. Other aspects of the program include Monthly “First Friday” concerts at each of TMC’s two major campuses, the Healing Arts Patient Channel and special Programs for TMC Behavioral Health patients.

Renowned photographer Jeff Mitchem gave a presentation at TMC Hospital Hill, as part of the Healing Arts program. Several of Mitchem’s works are included in TMC’s art collection.

City’s top 3 healthiest employees by the Kansas City Business Journal.
The TMC Lakewood Auxiliary’s eighth annual Evening Under the Stars took on a Key West theme for this year’s event.

More than $150,000 was raised for the operation of a mobile dental coach to help expand the TMC Lakewood Independence School District based dental program.

A special thank you goes to the primary sponsors of the event including J.E. Dunn Construction, Lakewood Anesthesia, Home State Health Plan, Burns and McDonnell, IBEW Local 124, and Sheet Metal Workers Local 2.

The proceeds from the event go toward the operation of the mobile dental coach, which was purchased with proceeds from the 2012 event. Tooth decay is the single most common chronic childhood disease today. More than 51 million school hours are lost annually due to dental related illness. The Independence School District, with 16 elementary schools and more than 6,000 students, recognized that a significant portion of their student population lacked access to basic dental screening or preventative services and tapped the TMC Lakewood Dental Department to help. To date, more than 4000 students have been screened and treated in the past two school terms.

TMC Lakewood’s dental staff developed a program for the district, borrowing portable equipment that is transported to schools and set up in available space. Often that was auditoriums, gymnasiums or spare office space. In each school, two dentists and a hygienist screen, prioritize and treat. Treatment includes exams, cleaning and fluoride treatments for all students. A key component of the service is education, which teaches the child to establish good oral health care habits for a lifetime that he or she can carry home to family members.
Featured Services

**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.

**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.

**Cardiology Services**

In 2009, TMC opened a beautiful new cardiac rehabilitation facility, the next phase in the expansion of the Cardiology Center on Hospital Hill which began in 2007. 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 feel more comfortable and safe being able to exercise at TMC rather than a local gym. They are able to exercise with people with 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 larger, state-of-the-art facility to better serve the needs of our patients. The center includes a patient resource center with computer access for researching diabetes and related topics; 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 the electronic health record progression at TMC and 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 52-bed Emergency Department on Hospital Hill, which, in 2013, treated more than 72,000 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, six decontamination units, and isolated waiting and triage areas with separate air-circulation systems.

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 performed at the Eye Foundation of Kansas City, located at 2300 Holmes.

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 physicians perform well child examinations, pap smears and well woman 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 TMC Lakewood Family Medicine 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 important medical resources for residents throughout Jackson County.

TMC by the Numbers

221

Graduate Medical Residents trained in 2012 through the University of Missouri-Kansas City School of Medicine
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, including additional cardiac monitoring capabilities with a central monitor at the nursing station, 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. The Center provides “one-stop shopping” for patients, with registration/check-in and financial all in same area.

TMC Lakewood expanded its GI Services area several years ago. 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.

Lakewood Care Center

TMC Lakewood includes a 212-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 inter-generational program.

Maternity and High-Risk Pregnancy

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. The Birthplace has specially designed birthing beds and reclining chairs that change into a bed to accommodate a guest. More than 3,500 babies were born at TMC Hospital Hill in Fiscal Year 2013.

The Lakewood Family Birthplace features 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.

Neurology

The Truman Center for Neurology and Cognitive Neuroscience provides state-of-the-art neurological care, whether treating patients with highly complex conditions or less complicated problems. Clinical care encompasses all neurological problems that affect the brain—strokes, seizures, tumors, multiple sclerosis, cognitive and movement disorders, Parkinson’s disease, or Alzheimer’s disease—and those that affect the spine or the nerves of the arms and legs, such as neuropathy, which can cause numb feet, and myopathy, which can cause weakness or difficulty walking. The Center was designed so that all appointment and testing needs happen in one place. Clinical faculty work very closely with Neurosurgery, Neuroradiology, Neuro-ophthalmology, Behavioral Health, and Rehabilitation Services.
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.

At TMC Lakewood, 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. TMC Lakewood has earned the Joint Commission's Gold Seal of Approval for its hip and knee joint replacement programs.

Palliative Care Services
TMC has received 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 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.

TMC also provides radiology services to Eastern Jackson County through Medical Imaging Eastland in Independence.

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.

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.
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.

Spiritual Health Services

Chaplains are members of the care team at Truman Medical Center. As with all healthcare professionals, they are professionally trained and certified to be a positive healing resource as patients and families face the various challenges that arise in a major medical center. 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.

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.

TMC BY THE NUMBERS

TMC provides 11% of all uncompensated healthcare in the state of Missouri, more than any other hospital in the state.
Distinctions, Awards & Designations

Truman Medical Centers
Most Recent Distinctions, Awards and Certifications

Adam Williams Initiative Foundation
2012 — Adam William Initiative Award
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 Hospital Association
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

Full Employment Council of Kansas City
2011 — Outstanding Business Partner of the Year (TMC)

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

Health Resources and Services Administration
2012 — Medal of Honor for Organ/Tissue Donation
2011 — Medal of Honor for Organ/Tissue Donation

Ingram's Magazine
2012 — Heroes in Healthcare Award
(John Bluford)

Kansas Business Journal
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
2011 — 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
2012 — 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.

Kellogg School of Management – Health Enterprise Management Program
2011 — Laura G. Jackson Award for exceptional leadership in the healthcare industry

Lee's Summit Chamber of Commerce
2011 — Lakewood Counseling Center – Business of the Year (15+ employees)

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 Health Quality
2010 — Distinguished Quality Professional Award – Dr. Shauna Roberts

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 Minority Quality Forum
2012 — Booker T. Washington Award

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

Public Relations Society of America – Kansas City
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

The Research Foundation
2011 — Hal M. Quinn Excellence in Nursing Award – Melissa Salazar, RN
2011 — Kathy DeGrande Award for Excellence – Keasha Williams

The Joint Commission
Advanced Certification for Palliative Care

The National Center for Healthcare Leadership
2013 — Gail L. Warden Leadership Excellence Award (John Bluford)

The National Committee for Quality Assurance
Patient Centered Medical Home
Level 3 Designation – TMC Hospital Hill Medical Pavilion
# TMC Fast Facts for Fiscal Year 2013

## 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 Licensed Beds</td>
<td>272</td>
<td>141</td>
<td>413</td>
</tr>
<tr>
<td>Long Term Care Licensed Beds</td>
<td>-</td>
<td>188</td>
<td>188</td>
</tr>
</tbody>
</table>

## Hospitalized Patients

<table>
<thead>
<tr>
<th></th>
<th>TMC Hospital Hill</th>
<th>TMC Lakewood</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admissions</td>
<td>13,031</td>
<td>5,602</td>
<td>18,633</td>
</tr>
<tr>
<td>Observations</td>
<td>982</td>
<td>677</td>
<td>1,659</td>
</tr>
<tr>
<td>Bedded Outpatients</td>
<td>193</td>
<td>41</td>
<td>234</td>
</tr>
</tbody>
</table>

## Patient Days

<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>63,904</td>
<td>22,336</td>
<td>86,240</td>
</tr>
<tr>
<td>Long Term Care</td>
<td>-</td>
<td>60,929</td>
<td>60,929</td>
</tr>
</tbody>
</table>

## Average Daily Census

<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>175</td>
<td>61</td>
<td>236</td>
</tr>
<tr>
<td>Long Term Care</td>
<td>-</td>
<td>167</td>
<td>167</td>
</tr>
</tbody>
</table>

## Births

<table>
<thead>
<tr>
<th></th>
<th>TMC Hospital Hill</th>
<th>TMC Lakewood</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Births</td>
<td>2,086</td>
<td>1,443</td>
<td>3,529</td>
</tr>
</tbody>
</table>

## Outpatient Visits

<table>
<thead>
<tr>
<th></th>
<th>TMC Hospital Hill</th>
<th>TMC Lakewood</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Department Visits</td>
<td>73,869</td>
<td>33,459</td>
<td>107,328</td>
</tr>
</tbody>
</table>

## Surgical Cases

<table>
<thead>
<tr>
<th></th>
<th>TMC Hospital Hill</th>
<th>TMC Lakewood</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Surgical Cases</td>
<td>6,728</td>
<td>2,852</td>
<td>9,580</td>
</tr>
</tbody>
</table>

## Dental/Oral Surgery Visits

<table>
<thead>
<tr>
<th></th>
<th>TMC Hospital Hill</th>
<th>TMC Lakewood</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dental/Oral Surgery Visits</td>
<td>8,703</td>
<td>19,003</td>
<td>27,706</td>
</tr>
</tbody>
</table>

## Jackson County Health Department Encounters

<table>
<thead>
<tr>
<th></th>
<th>TMC Hospital Hill</th>
<th>TMC Lakewood</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Women/Infant/Children (WIC) Visits</td>
<td>47,587</td>
<td>118,229</td>
<td>165,816</td>
</tr>
</tbody>
</table>

## Number of Unduplicated Patients

<table>
<thead>
<tr>
<th></th>
<th>TMC Hospital Hill</th>
<th>TMC Lakewood</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commercially Insured Patients</td>
<td>11,816</td>
<td>14,094</td>
<td>25,910</td>
</tr>
</tbody>
</table>

## Medical Staff

<table>
<thead>
<tr>
<th></th>
<th>TMC Hospital Hill</th>
<th>TMC Lakewood</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Graduate Medical Residents</td>
<td>165</td>
<td>63</td>
<td>228</td>
</tr>
</tbody>
</table>

## Behavioral Health

<table>
<thead>
<tr>
<th></th>
<th>TMC Hospital Hill</th>
<th>TMC Lakewood</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Patients</td>
<td>12,636</td>
<td>5,968</td>
<td>18,594</td>
</tr>
<tr>
<td>Admissions</td>
<td>5,968</td>
<td>5,368</td>
<td>11,336</td>
</tr>
<tr>
<td>Outpatient Visits</td>
<td>195,989</td>
<td>105,989</td>
<td>301,978</td>
</tr>
</tbody>
</table>

## Uncompensated Care at Cost

<table>
<thead>
<tr>
<th></th>
<th>TMC Hospital Hill</th>
<th>TMC Lakewood</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bad Debt</td>
<td>$13,796,050</td>
<td>-</td>
<td>$13,796,050</td>
</tr>
<tr>
<td>Charity Care</td>
<td>$177,186,688</td>
<td>-</td>
<td>$177,186,688</td>
</tr>
<tr>
<td>Total</td>
<td>$130,982,738</td>
<td>-</td>
<td>$130,982,738</td>
</tr>
</tbody>
</table>

## Fiscal Year 2013 Revenue

<table>
<thead>
<tr>
<th></th>
<th>TMC Hospital Hill</th>
<th>TMC Lakewood</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gross Revenue</td>
<td>$7,744,755,807</td>
<td>-</td>
<td>$7,744,755,807</td>
</tr>
<tr>
<td>Net Revenue</td>
<td>$462,921,433</td>
<td>-</td>
<td>$462,921,433</td>
</tr>
</tbody>
</table>

## Preventive Care

<table>
<thead>
<tr>
<th></th>
<th>TMC Hospital Hill</th>
<th>TMC Lakewood</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mammograms Administered</td>
<td>9,926</td>
<td>-</td>
<td>9,926</td>
</tr>
<tr>
<td>Hospital Hill</td>
<td>5,788</td>
<td>-</td>
<td>5,788</td>
</tr>
<tr>
<td>Lakewood</td>
<td>4,138</td>
<td>-</td>
<td>4,138</td>
</tr>
</tbody>
</table>

## Immunizations Administered

<table>
<thead>
<tr>
<th></th>
<th>TMC Hospital Hill</th>
<th>TMC Lakewood</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>to TMC Patients</td>
<td>41,367</td>
<td>-</td>
<td>41,367</td>
</tr>
<tr>
<td>to TMC Employees</td>
<td>5,719</td>
<td>-</td>
<td>5,719</td>
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</table>

## Employee Health & Wellness

<table>
<thead>
<tr>
<th></th>
<th>TMC Hospital Hill</th>
<th>TMC Lakewood</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employees</td>
<td>4,225</td>
<td>-</td>
<td>4,225</td>
</tr>
<tr>
<td>Hospital Hill</td>
<td>2,963</td>
<td>-</td>
<td>2,963</td>
</tr>
<tr>
<td>Lakewood</td>
<td>1,262</td>
<td>-</td>
<td>1,262</td>
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</table>

## Employee Wellness Screenings

<table>
<thead>
<tr>
<th></th>
<th>TMC Hospital Hill</th>
<th>TMC Lakewood</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of Employees Assessed</td>
<td>66%</td>
<td>-</td>
<td>66%</td>
</tr>
</tbody>
</table>

## Employee Absenteeism Days

<table>
<thead>
<tr>
<th></th>
<th>TMC Hospital Hill</th>
<th>TMC Lakewood</th>
<th>Total</th>
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</thead>
<tbody>
<tr>
<td>FMLA and Short Term Disability</td>
<td>28,642</td>
<td>-</td>
<td>28,642</td>
</tr>
<tr>
<td>PTO Sick Days</td>
<td>4,664</td>
<td>-</td>
<td>4,664</td>
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</table>

## Corporate Academy Course Admissions

<table>
<thead>
<tr>
<th></th>
<th>TMC Hospital Hill</th>
<th>TMC Lakewood</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employees enrolled</td>
<td>1,310</td>
<td>-</td>
<td>1,310</td>
</tr>
<tr>
<td>Classes enrolled</td>
<td>218</td>
<td>-</td>
<td>218</td>
</tr>
</tbody>
</table>

## PTO for Wellness (Hours used for fitness)

<table>
<thead>
<tr>
<th></th>
<th>TMC Hospital Hill</th>
<th>TMC Lakewood</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>4,876</td>
<td>5</td>
<td>4,876</td>
<td>5</td>
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</tbody>
</table>

## Community Wellness

<table>
<thead>
<tr>
<th></th>
<th>TMC Hospital Hill</th>
<th>TMC Lakewood</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Healthy Harvest Encounters</td>
<td>17,773</td>
<td>-</td>
<td>17,773</td>
</tr>
<tr>
<td>Weekly Produce Markets</td>
<td>11,820</td>
<td>-</td>
<td>11,820</td>
</tr>
<tr>
<td>Mobile Market</td>
<td>5,953</td>
<td>-</td>
<td>5,953</td>
</tr>
</tbody>
</table>

## Pounds of Produce Sold

<table>
<thead>
<tr>
<th></th>
<th>TMC Hospital Hill</th>
<th>TMC Lakewood</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weekly Produce Markets</td>
<td>86,042</td>
<td>-</td>
<td>86,042</td>
</tr>
<tr>
<td>Mobile Market</td>
<td>69,411</td>
<td>-</td>
<td>69,411</td>
</tr>
</tbody>
</table>

## Quality Outcomes

### Patient Re-Admissions within 30 days

<table>
<thead>
<tr>
<th></th>
<th>TMC Hospital Hill</th>
<th>TMC Lakewood</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospital Hill</td>
<td>5.69%</td>
<td>-</td>
<td>5.69%</td>
</tr>
<tr>
<td>Lakewood</td>
<td>2.64%</td>
<td>-</td>
<td>2.64%</td>
</tr>
</tbody>
</table>

## Quality Improvement

<table>
<thead>
<tr>
<th></th>
<th>TMC Hospital Hill</th>
<th>TMC Lakewood</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exclusive Breast Milk Feeding (2Q 2012-1Q 2013)</td>
<td>51.56%*</td>
<td>-</td>
<td>51.56%*</td>
</tr>
</tbody>
</table>

## CPOE/meaningful Use

<table>
<thead>
<tr>
<th></th>
<th>TMC Hospital Hill</th>
<th>TMC Lakewood</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computerized Physician Order Entry</td>
<td>99.74%*</td>
<td>-</td>
<td>99.74%*</td>
</tr>
</tbody>
</table>

## Medical Home Chronic Patients

<table>
<thead>
<tr>
<th></th>
<th>TMC Hospital Hill</th>
<th>TMC Lakewood</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>73,229</td>
<td>11,518</td>
<td>-</td>
<td>11,518</td>
</tr>
<tr>
<td>Asthma</td>
<td>2,689</td>
<td>-</td>
<td>2,689</td>
</tr>
<tr>
<td>Congestive Heart Failure</td>
<td>6,589</td>
<td>-</td>
<td>6,589</td>
</tr>
<tr>
<td>COPD (Chronic Obstructive Pulmonary Disease)</td>
<td>16,440</td>
<td>-</td>
<td>16,440</td>
</tr>
<tr>
<td>Diabetes</td>
<td>30,542</td>
<td>-</td>
<td>30,542</td>
</tr>
<tr>
<td>Hypertension</td>
<td>4,763</td>
<td>-</td>
<td>4,763</td>
</tr>
<tr>
<td>Obesity</td>
<td>688</td>
<td>-</td>
<td>688</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.

* Fiscal Year Ending June 30, 2013
** Pre-Audit Totals
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.
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