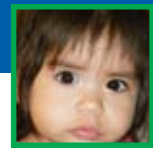


Turner  House
Children's Clinic



2009

Annual Report



A MESSAGE FROM LEADERSHIP

Two words summarize 2009 for Turner House Children's Clinic: *Challenge and opportunity*. The growing rate of uninsured and underserved children has substantially increased the need for safety net health care services, challenging Turner House Children's Clinic to expand capacity and make internal changes. At the same time, the REACH Healthcare Foundation Medical Home Initiative provided technical assistance from Qualis Health and enabled the clinic to redesign systems and practices. The results: Improved patient flow, decreased wait time in the clinic through conversion to same-day scheduling, revised clinic and financial policies and procedures, and improved data collection and reporting.

In addition:

- New Clinic Manager and Office Manager positions have resulted in a stronger management structure.
- Two new programs—Healthy Steps for Young Children and HPV Promotion – have resulted in more thorough developmental screenings and an increased number of young women who received HPV vaccine to prevent cervical cancer.
- A new strategic plan was developed and implemented.
- The Board of Directors was expanded, bylaws were revised, and two new committees—Medical Affairs and Board Member Development—were created.

By the end of the year, Turner House Children's Clinic was seeing nearly 30% more patient visits over previous year: More than 4,000 children received care in close to 10,000 visits.

We are grateful to all who allowed us to meet the challenge and maintain our commitment to provide quality health care to uninsured and underserved children in the Kansas City metropolitan area.

Dennis R. Boody
Executive Director

Sallie Veenstra, M.D.
President, Board of Directors

NEW ECONOMY – NEW FACES

Turner House Children's Clinic has always served a diverse population. Though there are no geographical limitations, most patients have come from Wyandotte County, but that is changing. Take the case of Shawna and her children who live in Johnson County. Shawna and her husband have their own business which used to provide health insurance for their family. But as a result of increasing insurance costs, they were no longer able to afford insurance, and for the first time in their lives, had no health insurance for their children.

When her son was sick, a friend told Shawna about Turner House Children's Clinic and she made an appointment. She was impressed with the treatment her son received, and has identified the clinic as the regular source of care for her children.

This is a growing trend, and Turner House Children's Clinic is committed to providing access for uninsured and underserved children, regardless of their geographic location and their ability to pay.

MEET THE STAFF

Turner House Children's Clinic is pleased to announce the following new staff members added during 2009:

- Omar Enriquez, *Front Desk/Medical Assistant*
- Elena Leal, RN, *Clinic Manager*
- Maria Reyes, *Healthy Steps Specialist*
- Marina Ruiz, *Medical Assistant*
- Reyna Vallejo, *AmeriCorps HPV Educator*
- Heather Young, *Office Manager*

Other 2009 Staff:

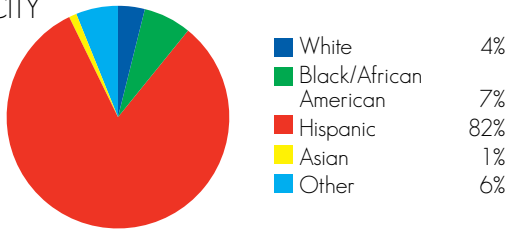
- Nancy Beezley, MD
- Dennis Boody, *Executive Director*
- Rachel Duarte, *Medical Assistant*
- Olga Fernandez, RN
- Cinthya Hernandez, LPN
- Jolee Juergens, *Administrative Assistant*
- Satish Khurana, MD
- Miriam Lara, *Medical Assistant*
- Randy Lopez, PNP
- Victoria Mendoza, *Front Desk*
- Amada Olivas, *Front Desk/Medical Assistant*
- Edna Perez-Koury, MD
- Brenda Ramos, *Interpreter*
- Maria Rios, *Front Desk*
- Cori Stites, *Patient Prescription Program*
- Phyllis White, *Director of Development*
- Stevie Wilson, PNP
- Eunice Zuniga, *Medical Assistant*



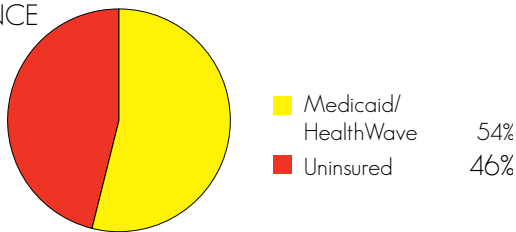


2009 PATIENT DEMOGRAPHICS

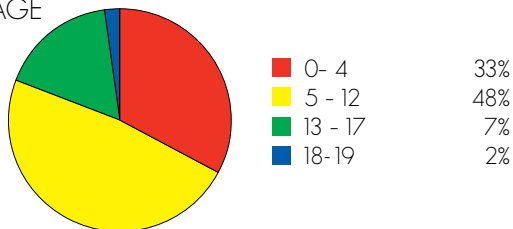
ETHNICITY



INSURANCE

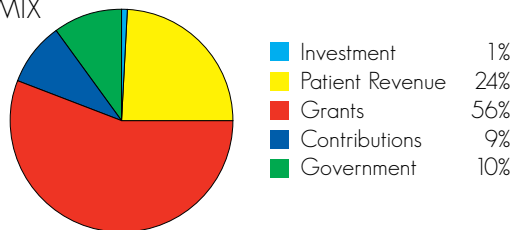


AGE



2009 FINANCIAL OVERVIEW

FUNDING MIX



PATIENT-CENTERED MEDICAL HOME INITIATIVE

In 2009, the REACH Healthcare Foundation invited Turner House Children's Clinic and other safety net clinics to participate in a Medical Home Initiative, designed to advance the transformation of safety net clinics into patient-centered medical homes.

In this model of care, patients receive well-coordinated services and enhanced access to a clinical team. Clinicians use decision support tools, measure their performance, engage patients' in their own care and conduct quality improvement activities to address patients' needs. The model has the potential to improve clinical quality, improve patient experience and reduce health care costs.

Using National Committee on Quality Assurance (NCQA) Patient-Centered Medical Home standards as a framework, Qualis Health consultants conducted interviews with clinic leadership and staff, performed an on-site assessment of clinic workflows and operations, and reviewed various documentation. A baseline assessment survey was administered, and the results were used to prepare a Gap Analysis to identify deficiencies and opportunities for improvement. A plan was then developed with recommendations based on the evaluations, interviews and gap analysis. Through this initiative, the consultants provided technical assistance to Turner House in the following areas:

- Access and communication
- Optimization of the practice management system
- Patient tracking and registry functions
- Care management
- Patient self-management and support
- Test and referral tracking
- Performance reporting and improvement
- Revenue cycle analysis

This assistance has been invaluable for Turner House Children's Clinic to improve clinic operations and move toward NCQA accreditation as a patient-centered medical home.

Thank you, REACH and Qualis!





VOLUNTEERS

Volunteers are a vital and unique part of the Turner House Children's Clinic team. In 2009, nearly half of our clinic sessions were covered by a pool of 25 volunteer physicians and nurse practitioners. Their hours are valued at over \$52,000. Equally important is their passion and concern for serving uninsured and underserved children who might not otherwise receive care. Thank you to the following who contributed their services in 2009:

Roxanne Alamos, Administrative
Allison Anderson, MD
Mala Bhagat, MD
Angela Blackwell, Administrative
Anne Bray, MD
Richard Charette, MD
Stephanie Clark, Administrative
Marsha Dannenberg, MD
Herb Davis, MD
Antoni Diehl, MD
Betse Gage, MD
Kale Gentry, MD
Caryl Herman, CPR
Jonathan Jacobs, MD
Paul Johnson, MD
Kevin Koch, MD
Eve Krahn, MD
Kelly Kreisler, MD
KUMC students
Carol Lindsey, MD
Kevin Maxwell, Administrative
Tiffany McElroy, Administrative
Lance Miller, MD
Claire Morello, MD
Carl Myers, MD
Bryan Nelson, MD
Sam Ramm, Fundraising
Carey Rawson, MD
Katie Scott, Fundraising
Pamela Shaw, MD

Robert Stein, MD
Louis Staiszny, MD
Sallie Veenstra, MD
Eileen Vu, MD
Meg Waller, MD
Jeffrey Waters, MD
Gayle Woods, RNNP
Joseph Wise, MD

Reach Out and Read

Lola Basic
Elizabeth Berry
Thelma Brown
Tanya Burdick
Cindy Cassel
Anne Marie Fleming
Betse Gage, MD
Leroy Green, Jr.
Rita Kancel
Angela Liu
Sam Ramm
Kelly Reichman
Anna Rudy
Amparo Speedone
Steven Williams
Heather Wurtz

BOARD OF DIRECTORS

Roxanne Alamos
Rosalyn Brown
Richard Charette, M.D.
J.C. Cowden, M.D.
Antoni Diehl, M.D.
Robert Diekmann
Ileana Farney
Lawrence "Skip" Gast

Roger Lambson, Ph.D.
William Moran, J.D.
Rev. Ken Nettling
Robert D. Paredes II
Andrea Ramsey
Elvira Randle
Sallie Veenstra, M.D.
Dennis R. Boody, Executive Director

DONORS

INDIVIDUAL — William & Eva Angell • William Banning • Claudia Baker • Kathryn & Michael Barsotti • Dr. Philip Black • Debra & Douglas Box • Rosalyn Brown • Michael & Joanne Chaffee • Dr. and Mrs. Richard Charette • Dr. & Mrs. J. C. Cowden • Christopher Crenner and Katherine Levy • Thomas Davis • Dr. and Mrs. Antoni Diehl • Robert and Marsha Diekmann • Courtney Fuchs and Robert Swisher • David L. Good, in memory of Wendell L. Good • Cheryl M. Goss • Dr. and Mrs. Gerald Hartman • Dr. and Mrs. George Holcomb III • Dr. Thomas M. Holder • Linda Hoover • Dr. & Mrs. M. R. Jayaram • Dr. Paul Johnson • Ralph C. Johnson, P.C. • Thomas & Linda Kelly • Dr. Roger Lambson and Victoria Tomas • Elizabeth Liddle • Scott K. Logan (Fred J. Logan, Sr. Trust) • Karen & David Mayer • Martina Medina • William Moran • Dr. and Mrs. John Murphy • Rev. Ken Nettling • Robert Ramm • Alanda Rathfon • Gregory and Beth Rieke • Jim & Kerry Scott • Dr. Michael Sheehan • Wayne Shields • Robert & Joyce Vancrum • Dr. Sallie Veenstra • Robert & Terri Wallace • Dr. Felecia Williams

UNITED WAY DESIGNATED DONORS — Anonymous • Roxanne Alamos • Dennis R. Boody • Steven Brown • Dr. J. C. Cowden • Floydine D. Fitzgerald • Janelle Ford • Brenda Gast • Skip Gast • Ileana Farney • Andrea Ramsey • Elvira Randle • John T. Stark • Phyllis White • Stephanie Wilson, P.N.P.

GRANTS — Bank of America • Economic Opportunity Foundation • Healthcare Foundation of Greater Kansas City • William T. Kemper Foundation • Kansas Department of Health and Environment • PAL Foundation • REACH Healthcare Foundation • United Way of Wyandotte County • Village Presbyterian Church • Wally Foundation • Wyandotte Health Foundation • Zimmerman Foundation

BUSINESS/CORPORATE/ORGANIZATIONS — BlueCross BlueShield of Kansas City • Brotherhood Bank and Trust • Cure' of Ars Donuts to Dogma • Heart of America Corvair Club • Metzler Brothers • Notre Dame De Sion School • Women of the Moose

IN KIND — George Howell • Dr. William Topper



Turner  House
Children's Clinic

