

Turner  House
Children's Clinic



2011
Annual Report

A LETTER FROM THE EXECUTIVE DIRECTOR



For more than 22 years, Turner House Children's Clinic has provided high quality pediatric health care to our community's low-income, uninsured and underserved children. In the heart of one of Kansas City's neediest neighborhoods, we improve the health of a growing number of children and help them overcome the negative impact of poverty. The need is great.

More than one-third of Wyandotte County's total population is under age 18. Almost 88% of students in the Kansas City, Kansas school district qualify for free and reduced lunch. In

the neighborhoods surrounding Turner House, 90% of families live at or below the Federal Poverty Level.

During this time of transformational change in health care, Turner House Children's Clinic is also transforming. Symptomatic care is shifting to preventive, whole-person care. We are actively working to increase access to available appointments, proactively manage patient care, improve health outcomes, and reduce health care system costs. In navigating this road of change, Turner House has hired additional providers, is adding clinic space, launching electronic medical records (EMR) and adopting a Patient-Centered Medical Home practice model. This means that:

- Each patient is assigned to a pediatric primary care provider and care team, which strengthens relationships with patient families and provides continuity of care.
- Chronic conditions and diseases like obesity and asthma are actively managed, reducing unnecessary emergency room visits, and improving children's chances at life-long healthier lifestyles.
- Satisfactory patient family experience is valued and monitored through quarterly surveys, measuring appointment availability, customer service, and provider communication.
- Age-specific well-child physicals and immunizations are actively managed, ensuring that children are receiving developmental screenings and that risk of childhood disease and illness is reduced.
- Our clinical teams and administrative management receive weekly, monthly and quarterly reports of health outcomes and clinic performance, ensuring that our patients are receiving consistent, high quality care.

As a result of these changes, patient visits increased almost 8% in 2011 over the previous year and health outcomes are improving.

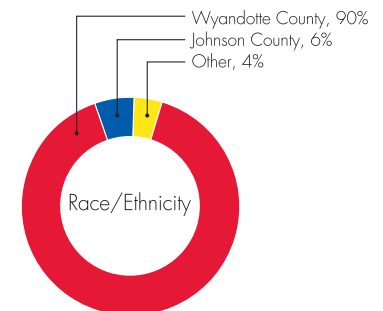
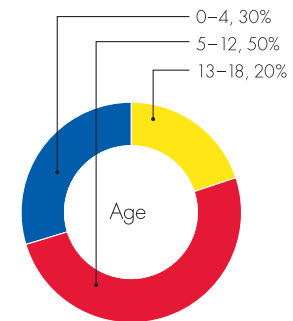
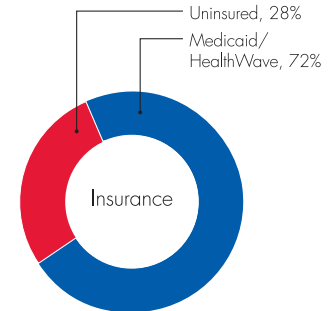
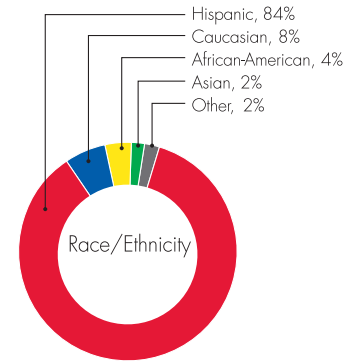
We are grateful for the financial support of area health care foundations, family foundations, corporations, churches, pediatricians and individuals who support the mission of Turner House Children's Clinic, its transformation, and, as a result, the improved health and potential of our community's children.

Janet Burton

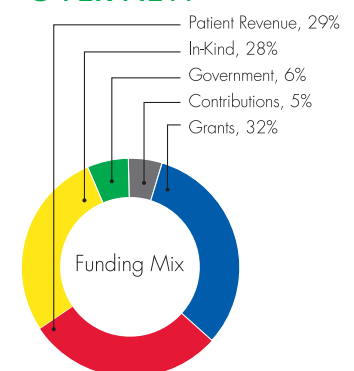
Janet Burton,
Executive Director



2011 PATIENT DEMOGRAPHICS



2011 FINANCIAL OVERVIEW



A MESSAGE FROM THE BOARD CHAIR



In 2011, Turner House Children's Clinic continued to expand on the progress of the previous year. Highlights of the year included:

- Selection of a vendor for electronic medical records and implementation of the patient management software for the system;
- Continuation of work toward Patient-Centered Medical Home recognition;
- Certification of Medical Assistants;
- Hiring of new staff providers, including a full-time pediatrician, a part-time nurse practitioner, and a full-time registered nurse.

We are grateful to our patients, staff, board and the community for their patience and support. We look forward to continuing to improve quality of care and increasing the capacity to reach more uninsured and underserved children.

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

MEET OUR NEW STAFF

A warm welcome to these new staff providers who are enabling Turner House to schedule more appointments and improve continuity and quality of care.



Dr. Valeria Higinio is a full-time bilingual pediatrician with special interests in adolescent care, health literacy, pediatric obesity and culturally sensitive care. Dr. Higinio joined Turner House after practicing at Children's Mercy Hospital. She is a graduate of the University of Kansas School of Medicine and Wichita State University.



Julie Thorne is a Certified Pediatric Nurse Practitioner with nearly thirty years of experience. She has a master's degree in nursing from the University of Missouri-Kansas City and also practices at Children's Mercy Hospital.

VOLUNTEER SERVICE AWARD



Turner House presented the first annual Dr. Frank Vaughters' Service Award to Dr. Antoni (Toni) Diehl at a reception in December, held at the offices of Metzler Bros. Insurance.

The award, named after the founder of Turner House, was given to recognize an individual who exhibited the Turner House values of Respect, Empathy, Compassion, Integrity and Quality in the service and advocacy of underserved children.

Dr. Diehl began volunteering for Turner House in 1990 shortly after the clinic opened, soon after retiring from his 40-year practice of pediatric cardiology. He has been an active physician volunteer for 20 years and served as medical director from 2003-2005. He served on the board of directors of Turner House and its nominating, development and medical affairs committees. He volunteers for Habitat for Humanity and has traveled to the Dominican Republic to provide medical care for the children of sugar cane cutters.

"Dr. Diehl's commitment to Turner House was critical to the organization's growth during its early years, and his caring spirit continues to enrich us, our patient families and our community today," said Janet Burton, executive director.

Other physician volunteers were also recognized for their service to Turner House, including Dr. Vaughters, one of the founders of Turner House, who was killed in the 2010 earthquake in Haiti. Dr. Vaughters' daughter, Emma, was present to accept the award.

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