



CookChildren's[®]

2018 Annual Report

with 2017 Summary

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Cook Children’s Health Care System embraces an inspiring Promise – to improve the health of every child in our region through the prevention and treatment of illness, disease and injury. Based in Fort Worth, Texas, we’re proud of our long and rich tradition of serving our community.

Our not-for-profit organization encompasses nine companies – a medical center, two surgery centers, a physician network, home health services and a health plan. It also includes the Child Study Center at Cook Children’s, Cook Children’s Health Services Inc., and Cook Children’s Health Foundation. With more than 60 primary, specialty and urgent care locations throughout Texas, families can access our top-ranked specialty programs and network of services to meet their unique needs.

We’ve worked to improve the health of children from across our primary service area of Denton, Hood, Johnson, Parker, Tarrant and Wise counties for more than 100 years. Based on the exceptional care we provide, patients travel to Cook Children’s from around the country and the globe to receive life-saving pediatric care built on leading technology, extraordinary collaboration and the art of caring.

For more information, visit cookchildrens.org.



Our Promise

Knowing that every child's life is sacred,
it is the Promise of Cook Children's
to improve the health of every child in
our region through the prevention and
treatment of illness, disease and injury.



W.I. Cook Memorial Hospital, 1929

Our 100th year

Our celebration of 100 years was not only about the amazing milestones we've accomplished, but also about each and every person who has shared their life with us and the stories they have to tell. Throughout the year, we shared those stories. Here are some of the highlights.

On March 21, 1918, the first children's hospital in Fort Worth opened with 30 beds and a Promise to provide every child in the area access to medical care. Today, that Promise continues to be fulfilled every day thanks to our staff, volunteers and donors. As we look toward the future, we reflect on all of those celebratory centennial moments created in 2018.



Watch highlights of our 100th birthday and celebrating our patients.



Awards and accolades

Cook Children's was ranked in five out of 10 specialties in *U.S. News & World Report's* list of Best Children's Hospitals for 2018-2019.



#47



#29



#28



#46



#37

A GREAT honor

Five outstanding nurses from Cook Children's were named as 2018 Dallas-Fort Worth Great 100 Nurses: Leigh Anne Campbell, Lisa Farmer, Lisa Logan, Abby Morse and Julie Van Orne.

Quality to the core

Each year, SPH Analytics, a leader in analytics and population health care management, recognizes the highest performing health care entities with the APEX Quality Award. Cook Children's Pediatric Surgery Center in Plano, Texas, was one of 84 ambulatory surgery centers recognized nationally for demonstrating the highest levels of excellence in patient satisfaction.

Reaching for the stars

In 2018, Cook Children's Cardiology program earned a distinguished three-star rating from The Society of Thoracic Surgeons (STS) for its excellent outcomes in congenital heart surgery. The analysis of data for congenital heart surgery covers a 4-year period, from Jan. 2014 to Dec. 2017, and includes 119 participating hospitals. Cook Children's is one of just 13 facilities to receive the highest rating.

How we measure up

In March 2018, Cook Children's transformed the way we deliver care to families and share important health information among physicians, with the launch of Epic, an electronic health platform. Organizations using Epic were awarded Gold Stars for their percentage of completion of more than 700 different implementation and optimization efforts. Fewer than 10 percent of all Epic organizations achieve a score of eight gold stars or higher. In the 39-year history of Epic, there has never been a pediatric customer to achieve eight gold stars ... until now! Cook Children's was the first.

Cook Children's Information Services team is wired

The College of Healthcare Information Management Executives (CHIME), named Cook Children's to its 2018 Healthcare Most Wired list for maximizing the capabilities of information technology to improve quality care and patient safety. This was our seventh year in a row to receive this national honor.

Center of excellence

Cook Children's was recognized in 2018 as a Be the Match Center of Excellence by the National Marrow Donor Program®. This honor is given to bone marrow and stem cell transplant programs that share a commitment to helping patients receive the life-saving transplants they need.

Flying high

Cook Children's Teddy Bear Transport team received the Air Medical Service Award at the 2018 Texas EMS Conference. This emergency medical service recognition is given to those who demonstrate the highest standards in providing patient care, leading the way in innovation and commitment to critical care.

Bringing home bronze

Our Neurology Brainstormers Team (Scott Perry, M.D., Diana Grado, Melissa Gomez, Vanetta Zollicoffer and Kelsey Bassett) competed in the live final round of the PharmaTimes Clinical Research Team of the Year. Nearly 70 teams entered this national competition. After all three rounds, Cook Children's Neurology Brainstormers became bronze place winners, highlighting Cook Children's great work and quality research.



It was an Epic year

In March 2018, Cook Children's launched Epic, an electronic health platform to transform the way that we deliver care in all settings under the Cook Children's Health Care System umbrella.

The new software is transforming the way that Cook Children's delivers care in all settings within the system. It is improving patient experience and engagement, and is helping us continue to be the integrated health care system that our patient families deserve. Epic combines the electronic health records of multiple legacy systems to streamline information and programs used to input patient health data.

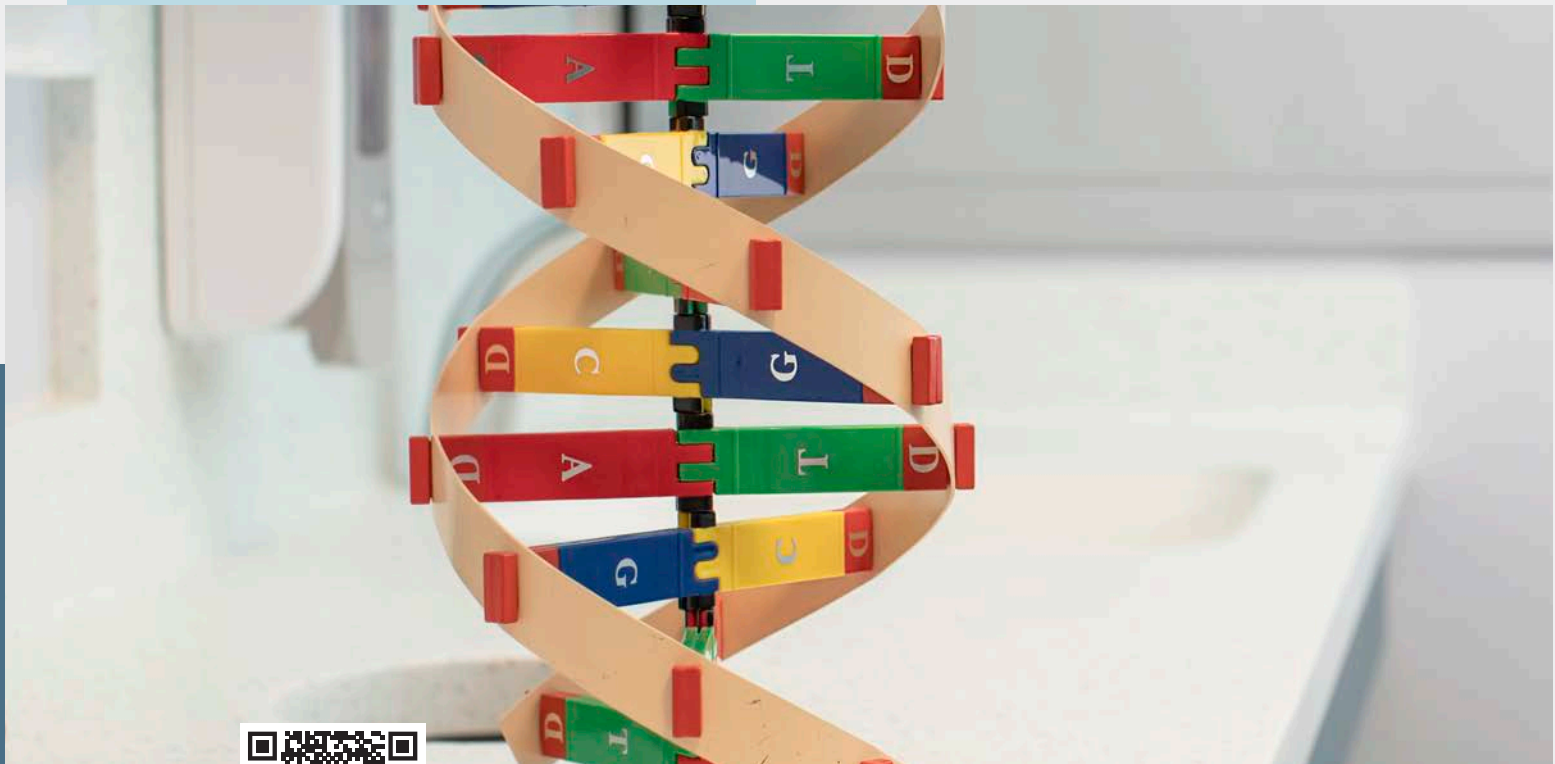
It provides a new and improved patient portal called **MyChart** and a referring physician portal called Epic Care Link.



Learn more online by visiting the MyChart website.

Genetic Oncology Clinic

Cook Children's opened its Genetic Oncology Clinic to provide care and counseling to children and their families with a genetic predisposition to cancer. This program also provides education on cancer genetics, reviews cancer history with the family to identify relatives with a potential risk and helps with access or enrollment in ongoing clinical research trials. Our program is one of only a few genetic oncology clinics in the U.S.



Watch the video to learn more about our Genetic Oncology Clinic.

Celebrating 25 years of kidney transplants

With the second largest renal transplant program in the state, Cook Children's celebrated its 25th year providing lifesaving kidney transplants. The nephrology program was also designated as a Center of Excellence by Optum Health in 2018.



Here we grow again

In 2018, Cook Children's broke ground on a new primary care office in the Town of Prosper and a Cook Children's North Campus location, also in Prosper. The north campus location will first offer primary and urgent care services in the fall of 2019. In the spring of 2020, it will expand to include an ambulatory surgery center, medical office building and outpatient imaging. And finally, in 2022 we will offer an inpatient pediatric hospital with intensive care services, an emergency department, operating rooms and a medical/surgical unit.

To meet the needs of the rapidly expanding population in Fort Worth, we also broke ground in 2018 on Cook Children's Walsh Ranch location. Located at I-30 and Walsh Ranch Parkway, the new facility will open in the fall of 2019 with primary, orthopedics, sports medicine and urgent care services.



Learn more about Cook Children's Medical Center – Prosper.

Healing hearts

Through a new partnership, Cook Children's and Covenant Children's are providing expert cardiac care for the children of West Texas and New Mexico. Cook Children's cardiothoracic team works with the Covenant Children's team in Lubbock on a regular basis to help consult, diagnose and treat children with congenital heart defects. This helps the patients stay as close to home as possible.



Learn more about Cook Children's Cardiothoracic Surgery and hear baby Harper's story.

Advanced research for pediatric stroke

Cook Children's Stroke and Thrombosis Program continues to advance research and discovery of new and innovative ways to provide prestigious care for all pediatric stroke patients. Because of her research, Marcela Torres, M.D. received the 2018 Endowed Chair to lead this breakthrough program at Cook Children's. Dr. Torres and co-director, Fernando Acosta Jr., M.D. have been invited to speak in front of numerous audiences on the awareness, recognition and education of childhood stroke.



Learn more about our Stroke and Thrombosis program.

Stretching away the pain

As part of our expanding Pain Management program and its focus on providing alternative pain-control methods, yoga is now being offered to our patients who suffer from chronic pain. The benefits of yoga expand beyond just pain management – it can help with anxiety, grief, depression, sleep disorders and post-traumatic stress. Our dedicated yoga instructor travels throughout the medical center daily to work specifically with our patients who may benefit from this therapy. Cook Children's is one of a few children's hospitals in the U.S. providing a comprehensive pediatric pain management program that combines the use of both medication and alternative medicine.



Learn more about yoga as pain management for kids.

Generosity heals

Cook Children's was founded on philanthropy, and the Promise to care for every child in need. For over a century, this community has come together to support our patients and that Promise made long ago. The impact that each and every gift has on the lives of our patients is significant, whether it's supporting innovative treatments and new technologies, or providing therapeutic arts for patients or meal cards for patient families.



More than 100 areas within Cook Children's Health Care System were supported by philanthropic funds, including:

Behavioral Health

The majority of our behavioral health patients are under-insured or have no insurance. Remaining true to our Promise, Cook Children's is committed to providing behavioral health services to these children. Our philanthropic community is helping us provide for these children and families who have the fewest resources and the greatest need.

Dodson Neuro Research Endowment

Established in 2018, the Dodson Neuro Research Endowment will create a firm financial foundation, providing for patients and families at Cook Children's long after the initial gift. Endowment dollars are vital because they generate income year after year to sustain the highest quality of patient care, education and research. Gifts to this endowment will make an impact that will last beyond the donor's lifetime, providing for future generations.

Child Life

Our Child Life department makes hospital visits easier and more comfortable for patients and their families. From helping a child choose a "flavor" of anesthesia and providing iPad® tablets and virtual reality goggles for distraction, to visits from facility dogs, therapy clowns and music therapists, Child Life is all about helping to take away the stress. Thanks to the support of donors, no patient family ever receives a bill for any Child Life service.

Pastoral Care - burial assistance program

Because Cook Children's values each sacred heart beneath our blue peaks, burial assistance is provided to all families who experience death in our medical center. Through the generosity of our donors, we offer this financial assistance to help defray a portion of the funeral expenses. This is just one example of how Cook Children's Pastoral Care department is utilizing donor funds to tend to the emotional and spiritual needs of our patient families.

\$19,160,053
was given in FY17

\$39,321,057
was given in FY18

Our role in the community

The Center for Children's Health, led by Cook Children's, is home to the Community-wide Children's Health Assessment & Planning Survey (CCHAPS), Community Health Outreach and Community Health Research. The center's goal is to create aligned collaborations that will allow us to make our North Texas region one of the healthiest places to raise a child. Since the release of the 2009 survey, Cook Children's staff has hosted numerous community events designed to share the findings from the 2009 survey and facilitate collaboration at the community level.

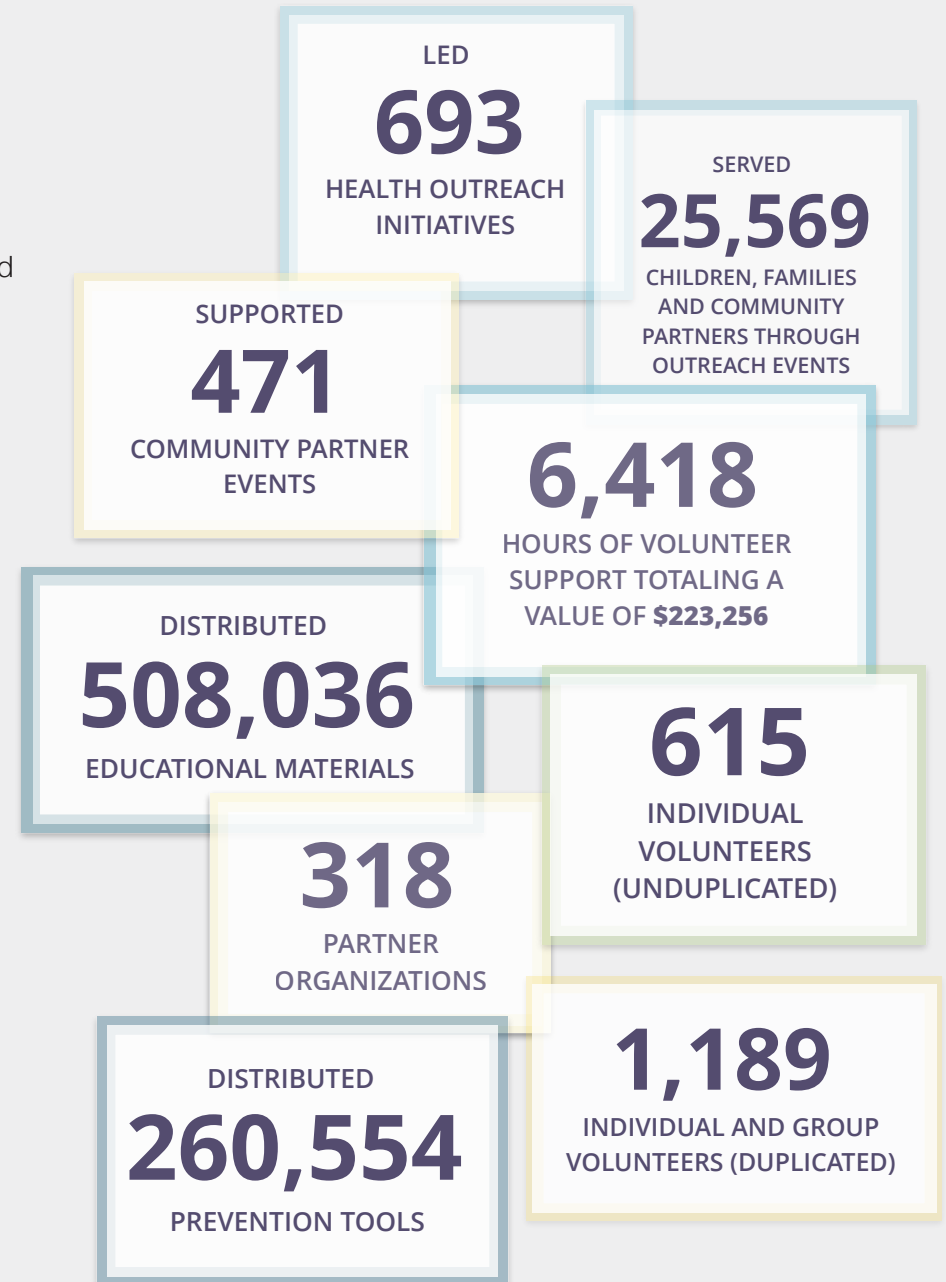


Key community initiatives

- Nutrition and physical activity education
- Child passenger safety training and certification, parent education and car seat distribution events
- Drowning prevention campaign
- Early detection of child abuse and neglect training
- In-home asthma education and trigger remediation program
- Mental health educational workshops and youth art contest
- Oral health education, treatment and kit assembly and distribution
- Parenting education and support
- Train the Trainer programs for poison prevention and oral health

Community collaborations

- Adverse childhood experiences taskforce
- Children's Oral Health Coalition
- Healthy Homes Asthma program
- Hood County for Healthy Children
- Johnson County Alliance for Healthy Kids
- Safe Baby Sleep Council
- Safe Kids Tarrant County
- Save a Smile
- Wellness Alliance for Total Children's Health of Denton County
- Wise Coalition for Healthy Children



*Sources: The Center for Children's Health Program Fundamental Measures Reports for Oct.1-Sept. 30, 2018

Financial statement

Net revenue:	2017	2018
Medical Center	\$890,537	\$926,927
Physician Network	\$178,969	\$183,165
Home Health	\$28,193	\$28,752
Child Study Center	-	\$2,744
Health Plan	\$484,827	\$546,073
Investment Income	\$21,773	\$98,264
Other Revenue	\$98,081	\$129,005
Total sources of revenue	\$1,702,380	\$1,914,930

Operating Expense	\$1,254,616	\$1,427,044
Community Benefit	\$194,374	\$220,396
Interest Expense and Fees	\$30,285	\$30,308
Capital Expenditures	\$117,747	\$134,613
Funds Available to Reinvest in Children's Health	\$105,358	\$102,569
Total uses of revenue	\$1,702,380	\$1,914,930

(dollar amounts above are in thousands)

Charity care at cost:	2017	2018
Cook Children's Medical Center	\$5,926,245	\$7,414,290
Cook Children's Physician Network	\$1,020,132	\$1,386,815
Cook Children's Home Health	\$73,299	\$107,086
Total charity care	\$7,019,676	\$8,908,191

Total uncompensated care at cost: (charity + Medicaid shortfall + bad debt)	2017	2018
Cook Children's Medical Center	\$100,766,887	\$130,933,042
Cook Children's Physician Network	\$6,490,276	\$7,344,518
Cook Children's Home Health	\$11,872,838	\$13,517,309
Total uncompensated care	\$119,130,001	\$151,794,869



System leadership

Served July 2017- June 2018

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System leadership

Served July 2017- June 2018

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By the numbers

Based on Oct. 1, 2017-Sept. 30, 2018

259,613

Emergency department/
urgent care visits



478

Cardiothoracic
surgery procedures



13,453

Cook Children's Medical
Center **admissions**



513,163

Pediatric office visits



34

Stem cell/bone
marrow
transplants



126

Cook Children's
Physician Network
primary care doctors



284

Cook Children's
Physician Network
specialty care doctors



Inpatient **surgeries**

4,109



532

Heart
catheterizations



5

Deep **brain stimulation** surgeries



3,742

Patient transports
across Texas



By the numbers

Based on Oct. 1, 2017-Sept. 30, 2018

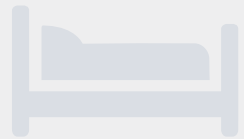
579,896

Specialty care visits



2,016

Pediatric intensive care admissions



445

Licensed beds

12,932

Specialty care patient days



2,752

Cook Children's Home Health nursing visits

21,921

Cook Children's Home Health rehabilitation visits



6,750

Pediatric intensive care patient days

407

Cardiovascular intensive care admissions



1,048

Neonatal Intensive Care admissions



117,597

Cook Children's Neighborhood Clinic office visits

16,023

Outpatient surgeries



Neonatal intensive care patient days

21,257



Average length of inpatient stay

6.2 days

38,852

Medical/surgical patient days







Cook Children's
CHERYL
CHERYL BOYD, RRT
HOME HEALTH
RESPIRATORY THERAPIST

cookChildren's



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