

# Every day is **Play day**

ANNUAL REPORT 2020



**RankenJordan**  
PEDIATRIC BRIDGE HOSPITAL



## A Note From Brett

As we entered 2020, I wrote a letter to the workforce at Ranken Jordan about resilience. We had just come off the heels of a resounding year preceded by major changes in our operations and leadership structure. The team at Ranken Jordan demonstrated brilliant strength despite experiencing changes in their workflow, their leadership, and their workspace. After all, we have the best models of resiliency in our hospital—our children.

Now, I am awed and humbled at the way that resilience continues. **In the face of a global pandemic and civil unrest, our workforce doubled down on their commitment to the children and each other.** We closed our fiscal year meeting our financial and operational goals, but the real successes aren't the ones I can show on paper. Our mission continued through small moments.

The moments our kids smiled when seeing the Stanley Cup. The moments we grieved together after the passing of a former employee. The moments we bridged Courtney home after her five-year stay with us. The moments we witnessed racial injustice and asked each other how we can create a more equitable and inclusive work environment. The moments our children lit up when Santa visited the hospital. The moments we supported each other after providing palliative care to our children. The moments we watched the national news declare a state of emergency and our leaders opened the hospital's first Command Center. The moments we asked our volunteers to stay home and they hosted a parade outside for our children and workforce. The moments the community donated hundreds of face masks and shields to better protect us in the face of a personal protective equipment shortage.

Throughout these struggles and successes, our workforce never wavered in their commitment to our children and families.

In each of these moments, Ranken Jordan grew in nearly every definition of the word. Many hospitals suffered layoffs, furloughs, and even closings in fiscal 2020, but we hired dozens of new employees, cared for hundreds of children, and celebrated zero central line infections.

**While some people may never want to look back on this year, I could not be prouder. We grieved together. We celebrated together. We grew together. Thank you.**



**Brett Moorehouse**  
President & CEO, Ranken Jordan Pediatric Bridge Hospital

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# FY20 Events Timeline



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## Annual Golf Tournament July 2019

We hosted our 16th annual golf tournament and raised more than \$90,000! More than 200 golfers joined, including kiddos Rae, Jeremiah, and May, to raise support for our children.



## Margaret and Richard Riney Visit July 2019

Margaret and Richard Riney visited the hospital with their family and friends. They were able to see the fruits of some of their first gifts—playful murals painted in three treatment rooms, sorely needed iPads for distraction, therapy and entertainment, and a mobile sensory station that remains extremely popular among our kids. The Riney family also provided for “play dates,” including bringing in a portable planetarium!



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## RSM Visit July 2019

Ranken Jordan was chosen as the 2019 Birdies Fore Love charity of the RSM Clayton office. RSM combined their volunteer day (Dollars 4 Doers) with their Birdies Fore Love campaign and raised over \$23,000 through the local RSM office in Clayton and the RSM US Foundation. On July 31, 2019, more than 75 RSM employees converged on Ranken Jordan and spent the afternoon volunteering their time to clean and beautify our facility—cleaning windows, sweeping, pulling weeds, etc.



## Top Docs Listed August 2019

Eight physicians at Ranken Jordan named to St. Louis Magazine’s “Top Doctors.”



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## Surprise Squad August 2019

TV station KMOV brought their “Surprise Squad” to surprise and recognize longtime volunteer and PGA professional Kevin Corn. In honor of Corn, the Surprise Squad donated a golf simulator to the hospital!



## Challenger Baseball August 2019

The annual Challenger Baseball league kicked off their season on the Catch-22 Foundation Miracle Field.



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**Celebration of Life for Marci Zimmerman September 2019**

Last year we celebrated the life of our dear Marci Zimmerman. Marci's life was celebrated by so many of the workforce who knew her, as well as her family. Her empathy gave our patients hope, and her laughter made our employees and fellow volunteers smile. To this day, we miss her grace, resilience, and so much more.



**Stanley Cup Visits  
October 2019**

**MRJS Dinner OCT 2019**

Members of the Mary Ranken Jordan Society, those individuals who make generous annual contributions surpassing \$1,000, enjoyed the annual Society reception featuring several very special speakers. Noreen and Tom Laffey were honored with the hospital's highest public honor—the Service to Children Award. Their passion for Ranken Jordan ultimately led them to co-chair the hospital's capital campaign in 2012. With camaraderie, strong networking, and enthusiasm for the cause, the Laffeys helped the campaign to successfully reach its \$11 million goal, launching a \$35 million expansion of the hospital.



Society members also had the great honor of visiting with Susan Walker and her cousin, Marcia Norman, during the reception this past October. Walker is Mary Ranken Jordan's great niece from Oxford, England. Walker thanked all members in attendance for generously strengthening her Great Aunt Mary's legacy—a legacy of faith, hope and charity. These three pillars inspired and guided Mary Ranken Jordan's life, and they remain at the foundation of her important mission of "considering the children first in all that we do." Walker's research showed that for her great aunt, charity was not just about giving money. "Mary took a loving interest in the children she helped in her hospital daily," Walker says.

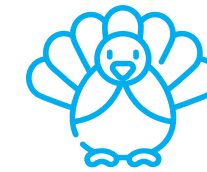


**Clarke Power Services and Smart Vest Donation  
November 2019**

Clarke Power Services selected Ranken Jordan as their corporate charity for 2019. With this honor came a \$25,000 donation to purchase 12 SmartVest Airway Clearance Systems for our respiratory patients.



**Halloween Parade  
October 2019**



**Thanksgiving Baskets  
November 2019**

Employees of Dowd Bennett donated their time and resources to give families at Ranken Jordan baskets overflowing with everything needed to make a complete and memorable Thanksgiving meal. Each basket included traditional holiday fixings and a gift card for the turkey and other perishable items.



**Ameren Corporation Charitable Trust Donation  
December 2019**

The Ameren Corporation Charitable Trust donated \$100,000 to fund power lifts to ensure safer lifting of patients as they transfer in and out of bed.





## Courtney Goes Home DEC 2019

Courtney was a thriving 12-year-old when she contracted a virus that attacked her brain. Most of the major nerves in her body were affected.

Within hours of walking into the ER as an active pre-teen with simple flu-like symptoms, she was comatose, a quadriplegic and ventilator-dependent. After spending five years with us, she recently was able to return home! During her time at Ranken Jordan, Courtney earned a high school academic letter for having over a 3.3 grade point average—all without ever attending classes on campus! Even more amazing, Courtney must rely solely on her visual and listening/memory skills and had to dictate her answers to her homebound teacher.

Courtney is one of five children who recently transitioned home after a long stay. These five patients accounted for 10 years of hospitalization at Ranken Jordan—10 years they would have spent alone in a room at a conventional children's hospital. Three of the children were considered to be in the "not expected to survive" category. They not only survived but WENT HOME with their families! Your kind and generous heart gives these children the best possible chance at recovery. You not only make transitioning home a possibility, you make it a reality for children facing some of the most complex medical conditions.



Missouri Foundation for Health named Dr. Nick Holekamp as the 2019 Dr. Corinne Walentik Leadership in Health Award honoree.

For nearly 20 years, Dr. Holekamp has ensured that Ranken Jordan patients have the best chance for a full recovery by combining the care and technology of a hospital setting with a child-centered, family-friendly environment that encourages play, rehabilitation, and social integration. Throughout his career he has acted as a tireless advocate for medically complex children who often also struggle with financial and social issues. He was recognized on Dec. 18 at the Foundation's annual dinner.

The Walentik award was created to honor the late Dr. Walentik's commitment to serving vulnerable groups, especially children. Each year the award is presented to a health leader in Missouri who exemplifies the passion, dedication, and energy that she brought to her work. Dr. Holekamp received a \$2,500 personal award and a \$25,000 donation to a charity of his choice. Dr. Holekamp donated both to Ranken Jordan.

Dr. Holekamp began his career at Cardinal Glennon Children's Medical Center, where he saw firsthand the impact social determinants of health can have on well-being. Following that, he worked for nine years with children at the Mercy Hospital JFK

Clinic, which solely treats those who are uninsured or underinsured and fall within federal poverty guidelines.

In 2000, Dr. Holekamp joined Ranken Jordan, which was then a pediatric nursing home with only a few beds. Under his leadership the organization has grown into the only licensed, specialized pediatric hospital in Missouri and now serves children from birth to age 21 who have complex medical conditions that could include either injury or illness, bridging the gap between traditional hospital treatment and home. In 2018, he oversaw a \$35 million, 75,000 square-foot expansion that doubled its capacity to 60 beds. He continues to lead initiatives that ensure collaborative, high-quality, child-centered care based on the successful *Care Beyond the Bedside* model.

"It's a real honor to receive an award named after Dr. Corinne Walentik," Dr. Holekamp says. "She had a reputation for being extremely rigorous and diligent in doing absolutely everything to the best of her ability for her patients and families. It wasn't about any attention or celebrity. She was just hard working in a very difficult field."

Dr. Holekamp is part of an impressive list of Walentik Leadership in Health honorees, including Dr. Katie Plax, Sister Anne Francioni, Dr. Jason Purnell, DiAnne Mueller, and Brittany "Tru" Kellman. "I can't imagine a better addition to this inspirational group of leaders than Dr. Holekamp," says MFH President and CEO Bob Hughes. "The work that Ranken Jordan is doing is unlike any other work in the state, and it is making a huge difference to Missouri families. Ensuring that children have resources like Ranken to provide crucial, affordable care is parallel to the work that Corinne did for so many years. We are thrilled to recognize Dr. Holekamp for his commitment to healthier communities."

"On a wall in my office in letters 2-feet tall I have a poster with the word 'YES' on it," Dr. Holekamp says. "People come to me to see how we can do better by a child in a difficult circumstance, to somehow give them a better option. My answer is YES. How can we get it done?"



**Santa Visits December 2019**  
Christmas celebrations with Maryland Heights police and fire departments.



**Curium Pharma Adopted Families December 2019**  
Hospital neighbor Curium Pharma donated holiday gifts, clothing, and other necessities to help nine of our families.

**Logan Society Dinner January 2020**  
The Yvonne and Joseph P. Logan Society, named in memory of Yvonne and Joseph P. Logan, honors those who have included Ranken Jordan in their estate plans, ensuring *Care Beyond the Bedside* has support long into the future. Society members enjoyed dinner and updates from hospital executives.



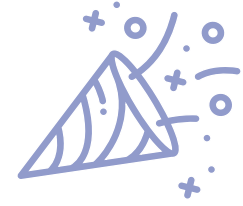
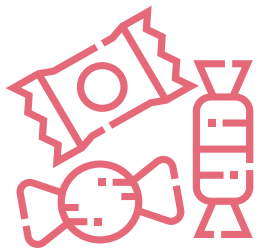
**Cerner & Corporate Website Upgraded January 2020**



**New Board Members February 2020**  
Dr. Dawn Andrew and Roma Bordewick elected to board of directors; Jacob Risk elected Young Professionals Board President.



**Sweet Shoppe February 2020**  
Every year, our kiddos open the Sweet Shoppe, where they sell items to our visitors and workforce. The kids staff the shoppe, set the prices, create the inventory, and manage all transactions. This activity helps the kids with socialization and other skills while also providing our workforce sweet options for their Valentine!



**Employee Service Awards February 2020**  
Annual employee recognition dinner celebrates a combined 333 years of service.



**Erin Awarded 40 under 40 February 2020**  
Erin Bachelier, our head of human resources, was named to the St. Louis Business Journal's 40 Under 40 list.

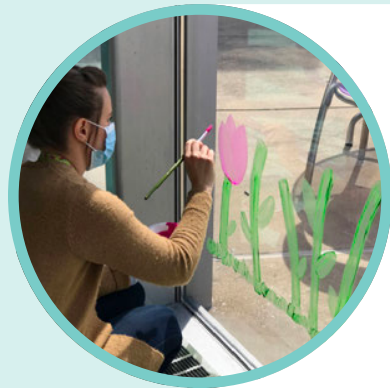


**COVID-19 MARCH 2020**



**Thank you for your support during the COVID-19 pandemic**  
Ranken Jordan was one of the first hospitals in the area to implement universal masking. The global supply of personal protective equipment was disrupted, and supplies were short, but the St. Louis community rallied together and provided hundreds of masks to our workforce, our children, and their families.

While the world grappled with the coronavirus pandemic, the employees at Ranken Jordan followed the lead of our kids and made time for play.



Therapeutic art is beneficial for all ages. Our workforce leaned into their creative side during quarantine and painted the windows, designed greeting cards, and wrote inspiring notes to display at the main entrance.

**Our employees made candygrams for each other, and our kiddos were delighted to deliver them across the hospital.**

**As employees cared for our patients, we also wanted to care for our employees. We purchased “Fruit My Cube” so employees could have a healthy snack every week.**

Many kids outside of Ranken Jordan still need our help, and the stay-at-home orders accelerated our initiative to offer virtual support groups, classes, and other events to the community.



Flexibility during a crisis is so important. We opened our meditation room to be used any time by anyone. We also expanded the hours of the wellness gym so employees could exercise as needed.



## Special Thank You



This spring, Ranken Jordan was grateful to have received an extraordinary amount of special in-kind support. From face coverings to meals for the staff, we offer our heartfelt thanks for everyone’s support during the State of Emergency declared in St. Louis County on March 13, 2020.



**5-hour ENERGY**  
**Mr. and Mrs. Sam Ackley**  
**The Advertisers Printing Company**  
**American Airlines**  
**Mr. and Mrs. Glen Anderson**  
**Basket of Hope**  
**Ms. Trinity Bennett**  
**Ms. Mala Boara**  
**Ms. Patty Bostick**  
**Ms. Patricia L. Chambers**  
**Companion Baking Company, Inc.**  
**Dino’s Deli**  
**Ms. Anita Dutrow**  
**Ms. Colleen Echterhoff**  
**Ms. Betsy Fritz**  
**Ms. Mary Goldkamp**

**Mr. and Mrs. Brian Hogan**  
**Imo’s Pizza**  
**Ms. Queanna Jones and Ms. Julia Jones**  
**Dr. and Mrs. Eliot J. Katz**  
**Ms. Carol Lohman**  
**Mr. William Melchior and Ms. Karen Person**  
**Mr. and Mrs. Charles L. Meyr**  
**Ms. Hanna Oberlander**  
**Ms. Megan Ottomeyer**  
**Mr. and Mrs. John D. Prosperi**  
**Ms. Kaylee Reed**  
**Ms. Fern Rocchio**  
**Ms. Joan Rogers and Ms. Mary DePriest**  
**Ms. Jean Roussin**  
**Ms. Karen Rowllins**



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**Ranken Jordan Founder's Day**  
**April 2020**

**Nurse Call Light System Upgrade**  
**April 2020**

A generous gift from Bill and Shannon Willhite allowed us to improve a system that nurses use daily.



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**Give STL Day raises \$8,000**  
**May 2020**

Give STL Day is a 24-hour online giving event to support non-profits in the area. Ranken Jordan took part and raised more than \$8,000.

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**Zero CLABSI** **MAY 2020**

**Team Effort Sets Record in Infection Prevention**

While 2020 has been heavy with worry thanks to the ongoing COVID-19 pandemic, the team at Ranken Jordan Pediatric Bridge Hospital has reason to celebrate. The hospital has surpassed a full year—a record—without having a central line-associated bloodstream infection (CLABSI) in any patients. “This significant achievement is a direct indicator of the high-quality nursing care at Ranken Jordan,” says Melanie Hubert, RN, infection prevention and quality specialist at the hospital.

Ranken Jordan cares for fragile children with complex medical needs. Many of these children have central lines that remain in place for long periods.

A central line is a catheter or small tubing that is placed into a large blood vessel that connects directly to the heart. It allows fluids, medicines or nutrition to reach the bloodstream. These central lines are inserted when an intravenous catheter will be needed over weeks or months.

It can be challenging to prevent central line infections because the line is accessed so frequently to administer medication, nutrition or for blood draws, Hubert explains. “Every time the line is accessed, it’s an opportunity for an infection to be introduced. At Ranken Jordan, it can be even more challenging because children are frequently out of their rooms and are more active.”

Ranken Jordan is committed to the *Care Beyond the Bedside* approach so the team takes additional steps

to keep children safe while they play. This includes seeking better ways to prevent CLABSIs.

“We’re not going to allow a central line from disrupting the ability of kids to play and have fun,” says Kristin LaRose, RN, chief nurse officer. “We feel the benefit of getting kids out of their rooms outweighs the risks.”

**Collaborating to Improve Safety**

To tackle the issue of CLABSIs, the hospital formed a workgroup that included an infection prevention physician, an infection prevention specialist, nurses on the front line and hospital leadership to identify opportunities for improvement.

The workgroup examined policies and procedures to make sure the most up-to-date, evidence-based practices were followed consistently. Based on research of best practices, the team created a standardized check list designed to prevent CLABSIs. The front line staff tailored the list based on issues they had encountered in their direct patient experience at Ranken Jordan. Nursing leadership also began visiting patient bedsides to identify any high risks for infection and work more closely with bedside team members.

LaRose says input from the front line staff coupled with the team’s research into best practices were key to driving positive results—preventing CLABSIs. “We created a realistic, doable and comprehensive check list for staff to ensure the right care steps were happening every day, every shift, with every child.”

This is the first clinical outcomes project that included front line staff. “The positive results validated the process we went through,” LaRose says. “Everyone realized the difference we all can make if we’re thoughtful and systematic about how we address an issue. “Everyone is so mission focused for the kids here. There’s a lot of personal accountability with all of our infection control practices. The team is vigilant in their care for our fragile patients.”

**Positive Results in the Face of Multiple Challenges**

The team’s diligence paid off with zero CLABSIs in more than a year—and counting.

The accomplishment is even more remarkable considering in the past year the hospital had the

highest number ever—more than 1,700—of days of patients with central lines. The team also cared for the highest number of individual patients (36) with central lines during this time period. “We had the most central line days ever and the most individual patients with a central line yet we were still able to maintain zero infections,” Hubert says. “To have had as many central line days without an infection is a remarkable feat.”

LaRose points out that the zero infection rate applies to the whole hospital, not just an individual unit in a hospital. “That’s rare for any hospital, but especially considering we care for patients with a range of complexities, diagnoses, and ages from birth to 22.”

Hubert agrees. “Most of our children with central lines at Ranken Jordan are under age 3. This age group is the most difficult to keep the central line safe because they tend to scratch, pull on the line or chew on it. The fact we’re able to keep this young population safe speaks a lot to all of the staff.”

**A Cost Savings Bonus**

The team’s efforts also impact health care costs. Hubert says the cost of a CLABSI can range from \$3,700 to \$36,000 per episode. “CLABSIs are costly in health care and can add patient days. So our team has not only done the right thing for patients, we’re also saving the health care system significant money.”

**Creating a Culture of Infection Prevention**

Because the children at Ranken Jordan play around the hospital, the hospital team is always mindful of keeping kids safe through infection prevention.

In addition to zero CLABSIs, vigorous infection control practices at Ranken Jordan also have meant zero COVID-19 cases amongst patients in the hospital.

“Through education and communication, prevention is front and center in everyone’s minds at Ranken Jordan,” Hubert says. “That makes an impact on any infection, whether it’s CLABSI or COVID-19.”





## DAISY Award MAY 2020

### Debi Kienstra, DAISY Award Winner, Leaves Handprints on Hearts

Debi Kienstra, RN, BSN, was so immersed in her daily work caring for patients at Ranken Jordan that she nearly missed a special ceremony honoring her as the hospital's second DAISY Award winner. In fact, she didn't even know she was nominated for the award.

"I was so busy, I wasn't going to go," Kienstra says. "When I walked in the room and saw my name on the board at the awards ceremony, I was totally blown away. Everyone, including my family, had kept the award a secret. This award is such a gift and honor because I feel like we just do what we do each day—we're here to care for families. But I'm still floating on air after receiving this award."

The DAISY Award is an international recognition program honoring extraordinary nurses for their skills and compassion. Nurses are nominated by patients, family members, or team members.

Two other names were also on the board: Joni Bellinger, who hired Kienstra, and Blottie Ussery, who was Debi's preceptor. "What two great women to be on the stage with," Kienstra says. "If I was in the hospital, I would want them to take care of me. They are awesome as people and as nurses."

That spirit of camaraderie and respect is one reason why her co-workers nominated Kienstra for the DAISY Award.

#### A Giving Teacher and Nurturer

"She teaches new nurses to be kind, thorough and compassionate," her co-workers wrote. "This RN leads by example by lending a helping hand, slowing down when she needs to, and showing love to everyone at Ranken. She cares about every kid the hospital, whether they are her assigned patient or not."

Kienstra has even been known to rap for kids and dance in their rooms, even though she laughingly admits she is an uncoordinated dancer.

Kienstra's nominators also commended Kienstra's exemplary work with a particular patient who had especially complex medical and emotional needs. Kienstra built a relationship with this challenging patient based on kindness and compassion. On one occasion when the patient was upset over a variety of things and refusing medication and care, Kienstra approached the patient, held her hand and calmly discussed the patient's concerns. "She listened, found solutions, and brought a huge smile to the patient's face," the nominators wrote. "This RN completely changed the course of the patient's day."

To Kienstra, offering comfort is her first instinct. "This patient was sick and lonely," she says. "She had no one. I think how I would want my child treated if she was all by herself and I would want someone to be with my child."

#### Compassion and Humor Build Connections

With more than 30 years of nursing experience, Kienstra has learned to regroup after difficult days and she focuses on staying positive. Her sense of humor helps both her and her co-workers, as well as patients and families. "While we work hard, we can have fun, too," Kienstra says. "We have strong relationships and people really care about each other."

When parents visit their children at Ranken Jordan, Kienstra's friendly nature often opens the lines of communication in a difficult situation. "I try to help parents in any way to make the situation better. It's amazing the walls that come down then. This also helps us get more done when training parents to provide care at home."

Kienstra lost her first child to SIDS so she has a special understanding of a parent's anguish when a child is sick and they feel helpless. "That look in parents' eyes is gut-wrenching. I recognize it and will do whatever I can do to make a difference."

Compassion is the hallmark of Kienstra's nursing. "I want every patient to feel that I care. When you are gentle with them, and smile, they relax their bodies so they can heal, sleep and not be in pain. We're so lucky at Ranken Jordan because so many nurses, CNAs, therapists and doctors show that same gentleness."

#### Changing Lives One Smile at a Time

When Kienstra was seeking new job opportunities nearly five years ago, her daughter introduced her to Ranken Jordan. "I have my daughter to thank for me coming here. She is now a physical therapist but had done her observations and an internship here and told me she thought I would really like Ranken Jordan."

And she was right. "I love the staff and the kids here," Kienstra says. "We're like a family and we support each other. It's all about teamwork in caring for kids. Everyone pitches in no matter what their title."

She continues: "There is no other place like Ranken Jordan around. So many parents tell me when they walk in our doors they can feel this is a special place."

Kienstra is a vital part of making Ranken Jordan special because of her heart for nursing. "I've always liked taking care of people," she says. "I was the oldest of five kids and babysat since age 10. Then I became a candy striper as a high school freshman and knew for sure I wanted to be a nurse."

Her mom saw it, too. "Even at a young age, Debi was thoughtful and caring," says Kienstra's mom, Carole. "She has always asked others 'What can I do for you?'"

That simple, heartfelt question has woven a life-changing tapestry of compassion and kindness. And it complements Kienstra's philosophy in life: "If you can go through life and put a handprint on someone's heart, then you've done your job."

Congratulations to Kienstra for receiving the prestigious DAISY Award in honor of her dedication and compassion in nursing to benefit the children at Ranken Jordan!



HONORING NURSES INTERNATIONALLY  
IN MEMORY OF J. PATRICK BARNES

# New Psychology Program

JUNE  
2020

## Centene Charitable Foundation Gift Supports Key Service

Ranken Jordan Pediatric Bridge Hospital recently added an outpatient psychology service to support medically complex patients who come to the hospital for outpatient therapy or clinics.

Claire Wallace, PhD, a pediatric psychologist at Ranken Jordan, leads the service, which seamlessly integrates with the hospital's existing therapy program. Dr. Wallace co-treats patients along with speech, occupational and physical therapists.

"This outpatient psychology service fills a void to offer more comprehensive care," Dr. Wallace says. "We're not just treating a child's physical condition, we're also treating all the psychological components that go with that. By embedding psychology services in outpatient treatments, we're providing more holistic, wrap-around care."



### Specialized Psychology Expertise

As a pediatric psychologist, Dr. Wallace has specialized training to treat children with medically complex conditions. This means in addition to treating anxiety, depression, and behavior problems, she and the other pediatric psychologists at Ranken Jordan also are trained to help children with sleep, feeding, adherence, pain, adjustment to illness, and trauma.

This is distinct from child clinical psychologists who primarily focus on anxiety, depression, and behavioral disorders.

### Outpatient Support for Patients and Families

Dr. Wallace often meets with parents individually to help them support their children. With medically complex children, she says the family system is a key issue.

"We treat the whole child and family as a unit to maximize outcomes because what happens in families impacts the patient's care. We see a lot of stressed out families who struggle to meet their children's needs once they return home. My goal is to be a bridge to help them transition better.

I follow patients and families after they go home so they still have support and are taken care of."

### Improved Treatment Results for Patients

Since the outpatient psychology service began in May, patients and families are already experiencing the benefits.

One 7-year-old boy with cerebral palsy had come to Ranken Jordan twice for rehabilitation after surgeries.

The child has autism with severe behavioral issues that include self-injury. He had often refused to participate in physical therapy sessions.

After another recent surgery, the boy returned to Ranken Jordan for physical therapy again. This time Dr. Wallace co-treated with the physical therapist from the beginning. She encouraged the little boy to choose some of his therapy activities and used various distracting techniques to keep his anxiety low during therapy.

"Our therapists are uniquely talented and have a strong behavioral foundation," she says. "It was wonderful to work as a team to find ways to

effectively communicate with the patient and keep him engaged." The teamwork paid off immediately. "We started seeing positive sessions from the very first time," Dr. Wallace says. "The little boy is doing amazingly well in therapy and is actively participating. When his behavior takes a turn, we're able to get him back on track more easily. Now he's excited to come here and hugs his therapist each time. This is a huge improvement over previous therapy attempts."

### Collaboration Benefits All Therapies

A St. Louis native, Dr. Wallace received her bachelor's degree from Vanderbilt University and received her master's and doctorate degrees in Clinical Psychology from Case Western Reserve University. She also completed her pre-doctoral internship at Nationwide Children's Hospital and a fellowship at St. Louis Children's Hospital.

Dr. Wallace has additional expertise in feeding therapy, which she shares with the speech and occupational therapists at Ranken Jordan to complement their work and support patient success with feeding therapy.

"I'm excited to collaborate with our teams for a more holistic approach to each patient so we can provide even better care," she says.

### Partnership Makes Outpatient Psychology Service Possible

The new outpatient psychology service at Ranken Jordan was made possible through a grant from the Centene Charitable Foundation, which invests in innovative programs and services that embrace all populations regardless of ability, age, race or economic status.

"One of Centene Charitable Foundation's pillars focuses on holistic wellness," says Brett Moorehouse, MHS, FACHE, President and Chief Executive Officer at Ranken Jordan. "Our missions go hand-in-hand to extend a full circle of care beyond the bedside. We're grateful for Centene Charitable Foundation's generosity that has enabled Ranken Jordan to fill a vital need for our patients and community. This impactful gift is already making a significant difference in children's lives."





**There is  
always a  
reason to  
smile!**



**BY THE NUMBERS  
FY20**

**15,515**  
Patient Days



**42**  
Average Daily  
Census (ADC)



**54.8**  
Average Length  
of Stay (Days)



**285**  
Inpatient  
Admissions

**283**  
Inpatient  
Discharges

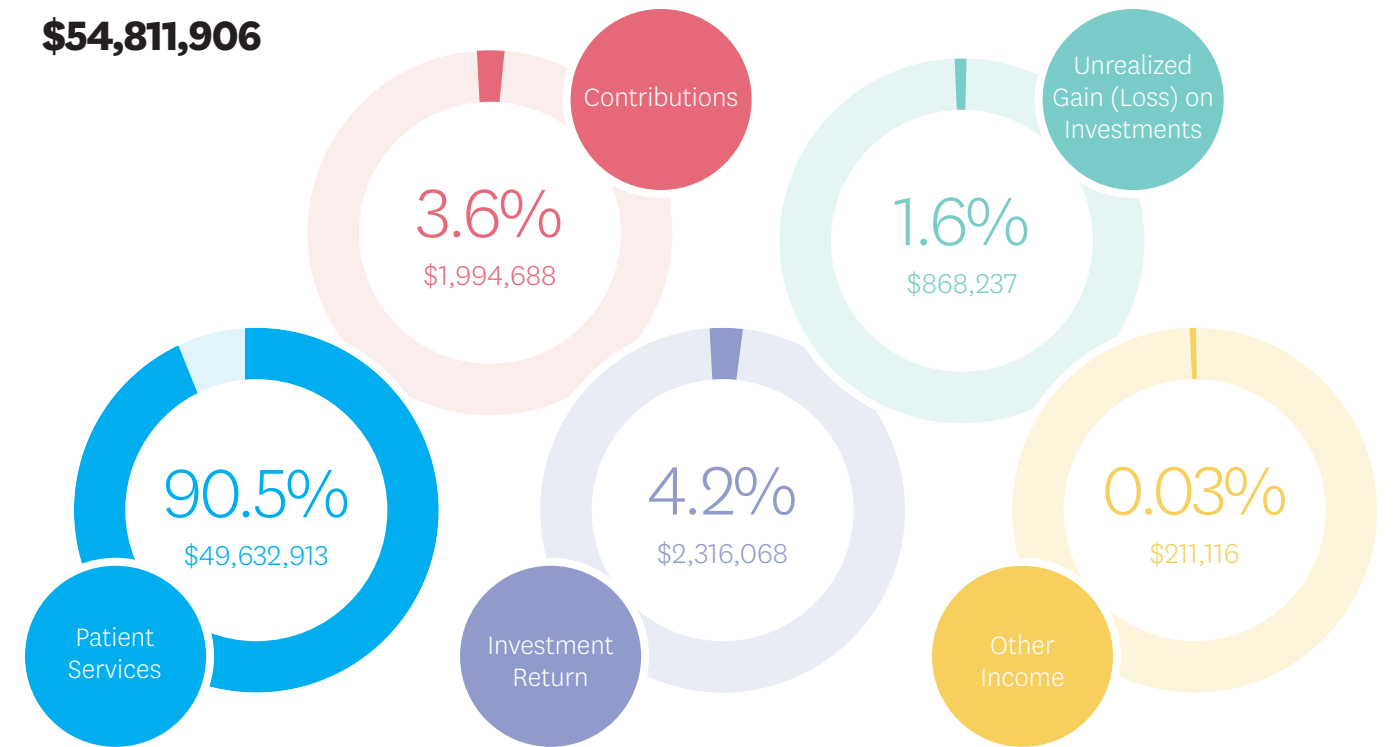


**4,061**  
Outpatient Visits

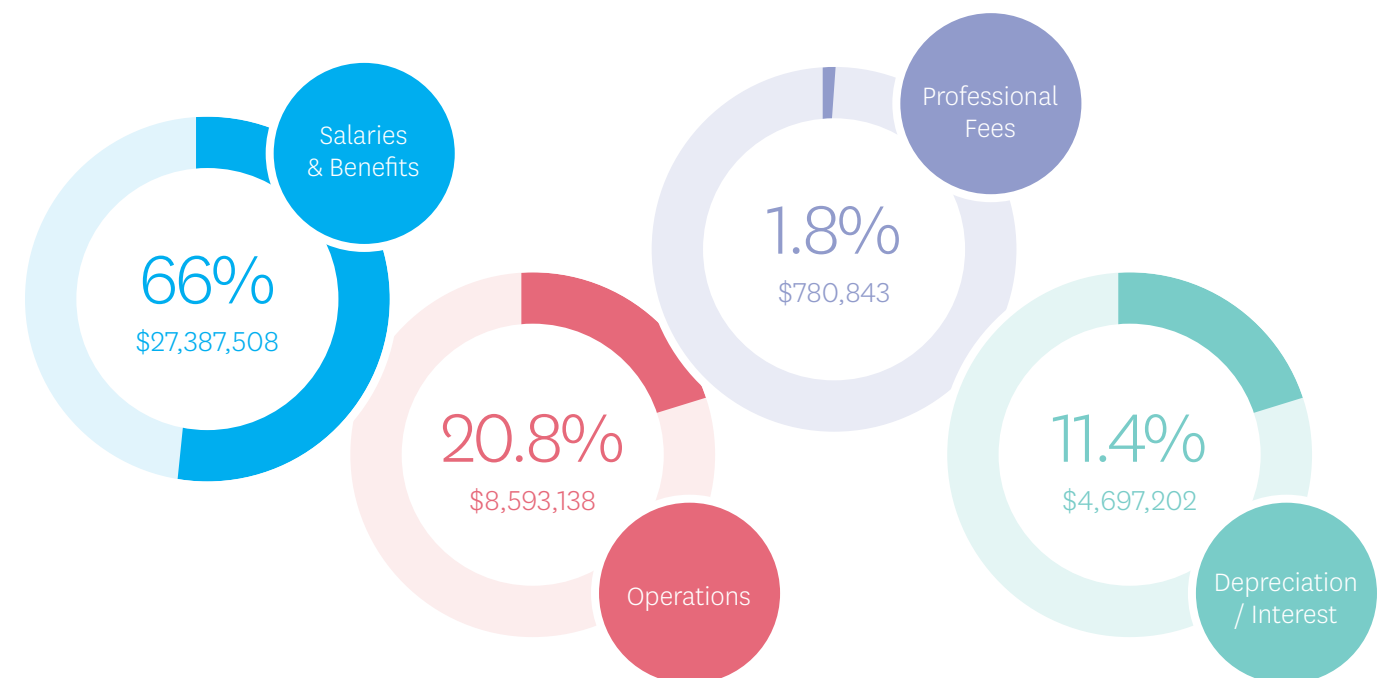
**561**  
Clinic Visits

# Financial Snapshot

Total Revenue  
**\$54,811,906**



Total Expenses  
**\$41,458,691**





# Honor Roll

Who would have thought that the world would face a global pandemic that would change our lives so dramatically?

We certainly did not plan on having to cancel our in-person gala, the source of nearly a third of the funds we must raise for our vital mission. **Despite extraordinary times, you helped the kids at Ranken Jordan continue to defy the odds. Through your generous support, you gave them the best chance of recovery, and there is no way we can say thank you enough.**

Even though we could not gather, and we missed some of our favorite events that celebrate the impact you have in the lives of Ranken Jordan kids, you helped us reach our goal! You showed that Ranken Jordan supporters are resilient, and there is nothing that can stop you from making a difference for the kids.

We realize the world has changed, but our resolve to help the kids is stronger than ever. To continue to meet the needs of the kids, our efforts to raise funds will look different than they have in the past. We invite you to join us on this journey to support the kids throughout the year. Our hearts are full of deepest gratitude for everything you have done to help these incredible young patients at Ranken Jordan on their journey home.

With sincere thanks,



**Steve Lindee**  
Chief Development Officer

**THANK YOU  
FOR YOUR  
GENEROSITY!**

## The Yvonne and Joseph P. Logan Legacy Society Members

The Logan Society, named in memory of Yvonne and Joseph P. Logan, honors those who have included Ranken Jordan in their estate plans, ensuring *Care Beyond the Bedside* has support long into the future. The Logans had a legacy of commitment to Ranken Jordan that began in 1948. Mr. Logan served on the Board of Directors as President for 30 years. With his leadership, Ranken Jordan was able to greatly increase the number of children who received our specialized care.

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Ms. Marci J. Zimmerman \*  
\*Deceased

## Endowment Giving

Ranken Jordan's endowment plays a vital role in providing financial support to further the hospital's mission. The endowment ensures the hospital's ability to sustain itself, to evolve and grow, to hire and retain outstanding staff, and to meet unanticipated demands. It provides a perpetual stream of funds for the kids' care. Donors to the endowment are assured that only the investment income from their gifts will be distributed, allowing the principal to remain intact.

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The Margaret and Richard Riney Family  
The Saigh Foundation  
Mr. and Mrs. Stanford L. Zimmerman, In Memory of Marci Joy Zimmerman

## Lewis Wilkins Hyer Society Members (\$10,000 or more)

The Lewis Wilkins Hyer Society recognizes generous donors who invest gifts totaling \$10,000 or more annually. Honorees are part of the legacy of Lewis Wilkins "Wilk" Hyer, a dear friend and colleague of Mr. James Cash Penney Jr., better known as J.C. Penney, founder of the J.C. Penney chain of department stores. Hyer served as store manager at one of the original J.C. Penney stores in Walla Walla, Washington, before assuming a role as one of the company's top executives and financial advisors. Hyer, a friend of Mary Ranken Jordan, created a trust to benefit Ranken Jordan Pediatric Bridge Hospital, allowing his generosity to support the children today, over 60 years since his passing.

**\$250,000+**  
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The Estate of Ms. Patricia A. Rimmel  
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## Mary Ranken Jordan Society Members (\$1,000 or more)

The Mary Ranken Jordan Society recognizes those who contribute \$1,000 or more in a given year to improve the lives of children in our care. In 1941, our founder Mary Ranken Jordan, her husband, Clay, and a small staff cared for St. Louis children suffering from polio, osteomyelitis and bone tuberculosis. Membership in the Society represents an outstanding level of commitment to the children. We are proud to continue Mary's mission today, and we are especially grateful to such generous annual donors.

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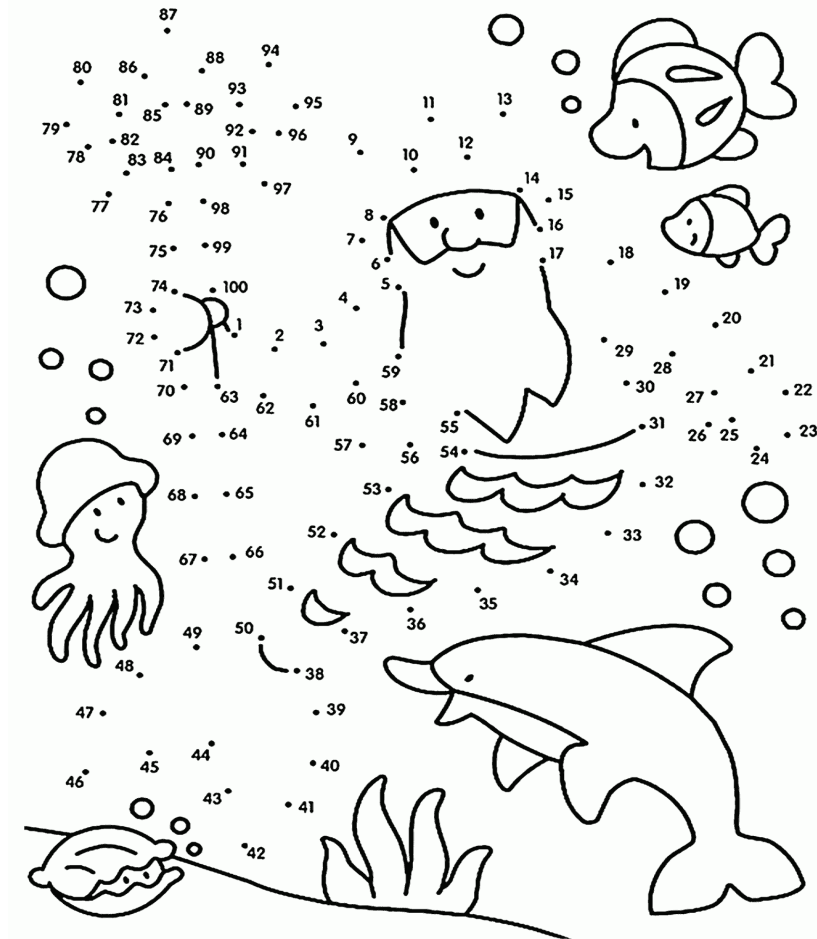
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## How to Make Slime



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fish            sunshine  
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play            jump  
beyond        walk  
happy         swim





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