See how much WE’VE GROWN

ANNUAL REPORT 2018

One mission.
One child at a time.

RankenJordan.
PEdiATRIC BRiDE HOSPITAL

Faith Willis, 4-years-old
Last year, I saw more changes at Ranken Jordan than I have in my entire 30-year career in health care. It was a year of many milestones. The resilience of our community—the workforce, our donors, the board of directors—helped us increase our capacity and help more children get home than ever before in our history.

Since joining Ranken Jordan in 2006, I’ve focused on growth. To serve more children, we needed to grow our workforce and facility. In 2018, we did that. We nearly doubled our size and added more than 140 new employees so we can help the growing population of medically fragile children.

This past year of tremendous growth was not immune to obstruction. A construction project of this size always comes with a few hiccups. Throughout these transitions, the mission remained clear—help kids get home.

I’m proud to say: “mission accomplished.” We completed our expansion on time and within budget, and the most important part is that we increased the number of kids we care for by 20 percent in 2018. As we continue to grow, we must be nimble in addressing the gaps and challenges we need to solve for this growing population of children with medical complexities.

As I look forward to what more we can do for the kids, I offer heartfelt thanks to our employees, volunteers, board of directors, donors, and community partners who remained committed to the mission of Mary Ranken Jordan to care for as many children as possible, one child at a time. I’m so proud of how much we’ve grown and excited about the many possibilities ahead.

Brett Moorehouse
President & CEO, Ranken Jordan Pediatric Bridge Hospital
Nurturing GROWTH

As medicine continues to advance, medical survivorship is rising. This fast-growing subpopulation of pediatric patients requires intense care management. We opened in 1941 specifically to help this community and treat them through “Care Beyond the Bedside.” By the time the hospital moved from Ladue to Maryland Heights in 2004, our 34 beds were quickly full and the wait list was growing.

Fast forward to February 2018—with much anticipation, we opened the new Berges Family Foundation Adolescent Center, a three-story, 75,000-square-foot, $35 million expansion that nearly doubled our capacity to 60 beds. This addition brought exciting opportunities for our patients and families.

Unlike a traditional hospital with long corridors flanked by patient rooms, our hospital features large, colorful, light-filled common areas designed to be fully enjoyed by children who spend about 70 percent of their waking hours outside their rooms. Getting out of bed and playing is essential for the recovery of our children. Our building’s wide hallways, natural light and features such as a rock climbing wall inspire kids to get up and move.

A 28-foot rock climbing wall is the focal point of a large indoor playground with soaring ceilings and naturally lit by a massive glass window wall. An entertainment area complete with a stage, sound equipment and lighting faces a fully accessible audience area. This open area includes numerous strategically placed electrical outlets so staff can plug in any necessary medical equipment while kids are out of their rooms.

Activity areas also include two functional kitchens designed with a mix of universal design and standard features to help prepare kids to transition home. The dining space outside Dierberg’s kitchen feels like a food court instead of an institutional cafeteria.

Phase two of the expansion, which opened in August 2018, features a one-of-a-kind outdoor recreation area highlighted by a 5,700-square-foot, fully accessible and adaptive ball field in addition to a six-hole putting green and walking path.

The focal point of the outdoor recreation area is the ball field. Donated by the Catch-22 Foundation, a nonprofit established by Mike and Kristin Matheny, the 5,700-square-foot adaptive and accessible synthetic grass ball field is built to scale. It’s about one-half the size of a standard Little League T-ball field.

Designed as a multi-purpose field, it can also be used to play soccer. The barrier-free design is a game changer that enables kids who previously couldn’t play sports because of limited mobility—due to reliance on wheelchairs, walkers, crutches, braces, being connected to ventilators and even lying on stretchers—the opportunity to participate in games.

In addition, kids and families enjoy two synthetic grass putting greens with six holes. A tee box for the putting green doubles as home base on the field. The new putting green will enable PGA golf pro Kevin Corn to conduct weekly golf lessons outdoors.

Outdoor recreation features also include a paved path, two large lookout areas and an additional patio, as well as hard scape areas and two dry creek beds. A bridge spans one of the creek beds, keeping with the hospital’s philosophy of being a “bridge” between hospital and home.

Ranken Jordan reached new heights in 2018 with expanded services and a larger footprint. Our growth is key to being able to help an increasing number of patients and families who need us.
In 2011, Kristen was expecting a healthy boy. However, the baby came early at only 26 weeks. While Kristen witnessed the heroic efforts of the neonatal intensive care unit nurses, she knew she wanted to be a nurse. At the same time, she realized she could only be a nurse and not a new mom. “My sister told me that to be a nurse was an incredible gift, so I just had to do it right then,” Kristen says. She enrolled in school and graduated in 2012. While working to earn her degree, she was thrown into a new world. “It was really overwhelming to see the nurses caring for their patients with such dedication,” she says. “I knew I wanted to work with kids, but wanted to work where it was going to be a lot more family-centered.” This was the perfect opportunity for her. “You really get to know the kids. I love what they work on, and what they want to do. And it’s such a neat way being involved here. Everyone helps each other out.”

Kristen went back to school because she was a registered nurse in one year. In some time to complete all her prerequisites while she was caring for her son, she also had to figure out how to juggle school, doctor’s appointments, and a job while also caring for her child.

“I find myself running here, with the lab, doing equipment and supplies. It began with about 40 pieces, and now there are more than 400 pieces of equipment,” she says. “We have a job to do here, and it’s incredibly rewarding for all the opportunities that have been given to us.”

While Tom started at Ranken Jordan in housekeeping and maintenance, he later worked in purchasing and central supply, in an attempt to care for all areas of the hospital. When he had the opportunity to apply, “I was excited about it,” he says. “I was able to be a little bit of a theater director.” And indeed, he didn’t want to just have to learn all the responsibilities—“I have seven additional responsibilities”—in the same time, he says. “It’s an honor to work here, and I’m incredibly grateful for all the opportunities that have been given to me.”

Tom began his career in shipping and receiving at a local company while he was in high school. A friend from high school told him to look into the field of purchasing and materials management. “I really enjoyed the material and doing the job. Tom said to his friend, “Tom, I want to be in the hole that I can be more rewarding than anywhere else. I’m not sure if I can do it in shipping can do,” he knew working with children and patients was something that would make him feel better.”

The nurses really liked that, so it became regular practice,” he says. Everything else grew, too. When he started, we only had about 10 feeding formulas. Now our inventory system includes more than 200. We now have more than 200. We now have 50. He began purchasing equipment in addition to supplies. While Tom worked in shipping and receiving, he began helping take care of patients, and then supplied them, to the bedside. Tom saw a need and began stocking supplies at the bedside instead of in just a couple of closets. “It’s an honor to work here, and I’m incredibly grateful for all the opportunities that have been given to me.”

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Innovation is core to our culture at Ranken Jordan, and in 2018 we added additional educational roles to care for our growing staff and patient base. Nearly every new employee orientation was bigger than the one before, with the largest one being 24 new employees in one month!

With the increasing levels of acuity in our kids, as well as advancements in medicine and technology, we added additional clinical educator roles focused on training and supporting clinical staff who need specialized and individualized education. Even clinicians with years of experience benefit from additional training when caring for kids with medical complexities.

Turnover in the nursing field is high across the nation. One of the ways we address this at Ranken Jordan is through our investment in education. We want our clinicians to build a career with us.

A new partnership at Ranken Jordan gives our kids the opportunity to connect with animals from across the country. San Diego Zoo Kids is an innovative television channel with programs produced primarily for medical facilities that serve pediatric patients and their families. The creation and development of the channel has been funded by businessman and philanthropist T. Denny Sanford. A generous gift from The Tilles Foundation has made the channel available on shared-space television monitors at Ranken Jordan.

San Diego Zoo Kids’ programming offers family-friendly, animal-oriented stories that are both entertaining and educational. The channel offers up-close video encounters with animals, stories about caring for animals, quizzes about animals and habitats, and a wide variety of short video vignettes. Viewers can see video from the San Diego Zoo’s famous Panda Cam and other online cameras, as well as content from other zoos across the country, including the Saint Louis Zoo.

“We are so pleased to be a part of this partnership,” says Michael Macek, chief operating officer of the Saint Louis Zoo. “Connecting people with animals and nature is what we are all about; we hope the programming can bring smiles to the faces of the children who are dealing with health challenges.”

Our Care Beyond the Bedside model encourages our kids to be out of their rooms as much as possible, learning and engaging with others. We air San Diego Zoo Kids in our shared spaces, giving our children a fun and educational TV program to watch together. This allows them to connect with the animals and each other.

San Diego Zoo Kids debuted in 2013 at Rady Children’s Hospital in San Diego. Since then, it has been installed in 154 children’s hospitals and Ronald McDonald Houses in 34 states across the U.S. and the District of Columbia, and in facilities in Mexico, Canada, Australia, Pakistan, Qatar and Curacao.

We added mobile workstations, so our clinicians can care for patients beyond the bedside.
Improving QUALITY

ZERO WORKPLACE INJURIES RELATED TO PATIENT HANDLING

Nursing has one of the highest rates of occupational injuries, according to the U.S. Bureau of Labor Statistics. Many of those injuries are due to patient handling. Ranken Jordan is focused on the safety of our workforce, and a home-grown, collaborative committee of front-line staff is dedicated to protecting our employees through safe patient handling training and advocacy. Because of consistent training as well as the installation of new ceiling lifts, we celebrated zero workplace injuries due to patient handling in 2018. In addition, there have been no missed work days due to workplace injury.

A FRESH LOOK AT INFECTION CONTROL

Our unique model of care, Care Beyond the Bedside, requires an especially conscientious approach to patient safety and infection prevention. We restructured the program and enhanced the level of expertise to fit our growing hospital. The renewed program already has paid dividends in the form of increased compliance with infection prevention protocols and a decrease in the number of potentially serious infections.

New Positions Added

Focusing On Caring for Kids

After months of therapy learning to use her new prosthetic, Christa returned to Ranken Jordan to lead a line dance with our kiddos.

Teenager Finds Perspective After Accident

CHRISTA GOERS

Christa entered this world with a wild and adventurous spirit. At nine months, she was climbing out of her crib. She got her first stitches when she was just one-year-old and took her first ambulance ride the day before her second birthday. She broke her foot twice, and both times she removed her cast early on her own. When she turned six years-old, she moved out of the house into her own apartment. “She’s always kept me on my toes,” says Cindy Quick, Christa’s mother.

In February 2018, Christa was driving home from one of her two jobs. It was a rainy night, and she saw a car stalled in front of her. She swerved to avoid it and succeeded, however, in the turn, her car hit the siderail repeatedly, throwing Christa out the window, then continued to flip off the road. She was air-lifted to a nearby hospital where she remained in a coma for weeks. She had to undergo multiple surgeries, including the amputation of her leg. When she finally woke up in the ICU five weeks later, her mom told her everything that happened.

“Nothing can prepare you for this, but my accident-ridden childhood prepared me for this,” Christa jokes.

Christa was determined to rehabilitate herself and go home as quickly as possible. Her whole life she’s fought to be independent, and she wouldn’t let this accident set her back. Her mom knew home couldn’t be her next step though. “I volunteered at Ranken Jordan in high school,” says Cindi, “and I thought if Christa could go there? So I call them, and together we got the wheels in motion for her to recover there.”

Christa was anxious for a quick recovery, and she wasn’t looking forward to having to go to another hospital. Upon admission, she fell into depression. She expected her stay to be just like the previous hospital – stuck in a bed in the ICU, surrounded by busy staff, and surrounded by everyone else. However, every day at Ranken Jordan got a little better than the one before. Surrounded by the playful environment and encouraging staff, Christa became a skilled patient and conversant with her therapy. “It’s right and day from a regular hospital,” she says. “They have music and art therapy, lots of recreational things to do like riding bikes and going to a café within the building. Everyone knows your name and know your needs. They’re always in a good mood and make you feel loved.”

Through support from the in-house psychologist and her entire therapy team, Christa climbed out of depression. “They helped me realize it was okay to be upset – they encouraged me to feel what I needed to feel and then move on.”

She even found inspiration from other patients. “I looked up to every patient there with me. There was a 3-year-old there, and he could have been in pre-school playing with other kids, but instead he was in the hospital. If he could do it, I could do it.” In a little less than three months, Christa was discharged. She returns for outpatient visits and to mentor patients in the inpatient and outpatient programs.

“I didn’t realize how much I needed Ranken Jordan, and I’m grateful I can give back,” she says. “Since the accident, I am so much more appreciative of everything. I used to constantly look at what I was going to do next. Now, I’ve learned to slow down and focus on the moment and what’s best for me in that moment. And after careful thought, I know what I want to do next. I want to be a physical therapist. I want to help others and see them progress just like I did.”

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For the first time in our history, we received a generous endowment in 2018. The Saigh Foundation supports children and youth across the St. Louis region through education and health care initiatives, and they selected Ranken Jordan as the recipient of a $1 million gift for the Saigh Foundation Endowment for Care Beyond the Bedside.

“We cannot imagine a more fitting lifetime partner,” says Steve Lindee, chief development officer of Ranken Jordan. “The opportunity for this historic, first-time endowment offers a safety net after 77 years of institutional evolution and service to the patients of Ranken Jordan. It is unprecedented and generous, and we are deeply moved that The Saigh Foundation so generously supports our most fervent dream — transitioning kids from hospital to home through care beyond the bedside.”

Founded by Fred M. Saigh, the Foundation continues his work to support the younger communities who might not otherwise receive the assistance they need.

“Supporting and investing in the health care needs of children is core to our mission, and we’re so proud to fund this endowment for Care Beyond the Bedside at Ranken Jordan,” says JoAnn Hejna, executive director for The Saigh Foundation. “One goal of ours is that this investment will spark additional growth for this program and more for the children at this hospital.”

The funds of this endowment will help support recreational, child life and music therapies, in particular. Child life focuses on the hospitalized child coping, finding normalcy, and improving overall developmental skill. Recreational therapy uses the lens of recreation to improve functional motor skills, develop independence, improve cognition and cope with illness and injury through the building of abilities. Music therapy is utilized to help patients reach their goals through the expression and intervention of music. These therapies embrace the beyond bedside care treatment modality. This demonstrates to children, parents and the whole family that they can enjoy a high quality of life at home together rather than be relegated to long-term institutional care. Because of this approach, patients improve more quickly and to a greater degree, enabling them to make a successful transition from hospital to home.

“This philosophy has been present with us since day one at Ranken Jordan,” says Steve. “With the endowment from The Saigh Foundation, we can help ensure our patients and their parents have opportunities to improve physically, mentally, emotionally, socially, and developmentally so our kids can continue to grow, play and learn successfully at home.”

Our ultimate goal is to help every child heal physically, spiritually and emotionally, so they can return home.
More than 100 kids walked the bridge from Ranken Jordan to home in 2018. Caring for children with medical complexity means we care for the kids who are sicker than 99% of the entire pediatric population. Unfortunately, that means not every family bridges home. The families we care for and our workforce asked us to hold a memorial service to honor the children and workforce members we’ve lost. We were glad to oblige, and in 2018, we hosted our first memorial service honoring those we’ve lost over the past five years.

WE’RE HUMBLED TO SHARE THIS EXCERPT FROM THE SERVICE

“The sad, unavoidable truth is that there is no preparation for losses like these, and attempting to keep a safe distance from children so magnetic, endearing, funny, so amazing, would be impossible.

If there is any small measure of solace to be found in these losses, it is in our shared memories—the way these children touched our hearts, made us laugh, brought us together.

So, in those moments when the world seems to be a sadder, emptier version of itself without these children’s smiles, sass and hearts ... remember that you are never ever alone.”

WRITTEN BY JOSHUA KLEMP | AUGMENTED BY SARA STEINER

As we care for more children, spiritual care and the PHRS teams added a new group called Little One’s Prayer Group. They meet weekly, read a story together and find a spiritual connection between the story and the children’s everyday lives.
When Kris and Brian Hogan visited a friend’s child at Ranken Jordan Pediatric Bridge Hospital 11 years ago, they immediately knew it was a hidden gem in St. Louis. “It was just amazement,” says Kris, who has a special education background. “The kids were out of their rooms and interacting with families, visitors, and one another. The Ranken Jordan caregivers take a multidisciplinary approach to healing while maintaining a nurturing and loving environment.”

The moving experience stayed with Kris. Once the Hogan’s three children were grown, she decided to pursue her passion for helping children by joining the hospital’s Board of Directors.

Her face lights up when she talks about how the hospital is making a difference. “I am drawn to Ranken Jordan and impressed by what they offer to the St. Louis community. I am still inspired to see the kids thriving.”

Kris is now in her second Board term and is passionate about Ranken Jordan as ever. “As a Board member, I not only see what the needs are but also all the behind-the-scenes work and expenses it takes just to keep the hospital running. But there is so much we need to do for kids. Brian and I look for ways we can do more for children—they are our future.”

Brian agrees. He has always felt a bit uncomfortable in hospitals. But he says his viewpoint changed when he came to Ranken Jordan. “There’s a different feel at Ranken Jordan. It’s an upbeat, bright and positive place. It’s truly a hidden gem in St. Louis.”

Brian and Kris consider themselves ambassadors of the hospital and hope to raise funds and awareness about Ranken Jordan’s role in the community. “The hospital is such a great asset to St. Louis and provides unique services that complement the other outstanding children’s hospitals in our community,” Brian says. “We want to help Ranken Jordan impact even more kids by giving and by introducing more people to the important role this hospital plays in our community.”

The need for Ranken Jordan’s services is up 38 percent in Missouri, Kris says. “Ranken Jordan is the only hospital of its kind in Missouri and is a vital part of the healing process. It helps kids know they are not alone. Its bridge hospital helps families learn how to meet the special care needs of their child and get used to the new normal. The hospital truly embraces the family—including siblings, because if the family unit is okay, it can cope with anything.”

The Hogans are humbled when they see how others have come together to support the Ranken Jordan’s growth. The new Berges Family Foundation Adolescent Center opened February 1, 2018, allowing the hospital to accommodate 60 patients. This expansion opened the door for more services for families, more areas for therapy, as well as for lifts to safely move patients. The expansion also provided more private spaces for adolescents, such as The Tilles Foundation Teen Lounge, and other age-appropriate areas.

Brian agrees. “Ranken Jordan takes healing to a different level. The lines between play and therapy are blurred. This helps the kids emotionally, physically and psychologically. Yet to provide patients with the ‘extras’ such as the Catch 22 Foundation Miracle Field, playground and other areas that enhance the patient experiences, donors need to help.”

He continues: “We give because we had a personal connection to someone who was helped by Ranken Jordan. Once we were connected, we realized the full benefit of what this hospital does for kids and for the community. There are many wonderful causes in St. Louis. This is one of them. Ranken Jordan has strong partnerships with the local pediatric hospitals, and together they all work to meet the spectrum of kids needs.”

Kris and Brian say their families feel driven to give back. “We feel honored to be part of the effort to support Ranken Jordan and to make a difference,” they say. “Our hope is that even more people will learn about Ranken Jordan and recognize what a valuable asset it is for families and our community.”

“For kids, their play is therapy so it’s incredible to have more space to do this,” Kris says. “Everything in the hospital is state-of-the-art and the team uses innovative, individualized approaches to healing. For example, when children play with Legos, crayons, paint, cook in the kitchen, and even play with makeup, they are improving their fine motor skills. Dancing is improving their strength and mobility. Ranken Jordan looks at what a child needs—at every age level—and determines the best way to help that child.”

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The Hogans have sponsored and participated in the annual Ranken Jordan golf tournaments, and they both co-chaired the 2019 Beyond Gala. Kris also chaired the hospital’s Inspiration Gallery to raise awareness and funds to help kids in need more for kids.

Their enthusiasm has even inspired other Hogan family members to get involved. Their daughter, Courtney Maloney, is a member of the Young Professionals Board at Ranken Jordan, while their son, John Hogan, the hockey coach and director of hockey operations at Maryville University, brought the hockey team to visit kids at the hospital.

“We’re so delighted to be part of making kids smile and allowing parents to finally be able to take their child home after what can be months or even years,” Kris says. “So many people give their time and support to make this happen.”

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Thank You To Our DONORS

Thank you to our donors who made new commitments between May 1, 2018 and June 30, 2018. For a complete list of donors who made new commitments in any of the previous fiscal years, please consult the Development Office.

The Board of Trustees is deeply grateful to the following donors who contributed to our mission to protect the rights of the child by providing compassionate care, outstanding education, and opportunities for families. Each person or organization named below is a valuable contributor to the mission of Ranken Jordan. We thank each of you for your support.

THANK YOU TO THE GENEROSITY OF THESE DONORS WHO CONTRIBUTED TO THE BEYOND CAMPAIGN TO HELP US GROW.

The Center Field Outdoors provides a generous viewing area for all the fun happening in and around "Outdoor Activity Canyon." The Wellness Center provides a third therapy gym for our children as well as a fitness space for our workforce.

The South Roof Deck provides a beautiful and easily accessible outdoor space for our children, their families, and our workforce.

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