“In 2019, Akron Children’s Hospital focused on preserving and enriching the special time that is childhood. These efforts supported our ongoing mission to treat every child as we would our own.”

JOHN ORR, CHAIRMAN, BOARD OF DIRECTORS
Dear Friends,

Akron Children’s Hospital has a long-standing tradition of providing high-quality, locally focused care to the children we’re privileged to serve. As we work to fulfill our vision of becoming a top-ranked, innovative pediatric health care leader, we remain committed to our independent status and foundational promises of caring for every child and each other.

Since we launched our 2020 strategic plan in 2017, we’ve been evolving our clinical care model, growing a skilled, diverse workforce, building our technical and physical infrastructure, and forming collaborative partnerships to achieve our mission and vision. As we prepare to embark on a new chapter of strategic development, our pursuit of innovation and excellence will be based on our time-tested framework of quality, safety, value and patient experience.

This 2019 annual report showcases our hard work. All of our clinical and support teams played an important role in the opening of our first regional health centers. On our Beeghly campus, with the support of our generous donors, we opened a $2.3 million behavioral health center, and we expanded our mother-baby care continuum with new neonatal and maternal-fetal medicine partnerships. For busy parents, we launched our Quick Care Online service and Akron Children’s Anywhere app to connect with families via their mobile devices.

2019 was a stellar year in every way, driven by our focus on quality. We’re proud to be leading the way in keeping our patients safe through the Children’s Hospitals’ Solutions for Patient Safety Network. We also engaged a national audience on the state of children’s health and well-being at our Child Advocacy Summit, and celebrated CEO Emeritus Bill Considine’s 40th anniversary.

Little did we know as we started 2020 the challenges we would face from the COVID-19 pandemic. Our hospital was involved in the regional surge planning and prepared quickly to treat COVID-19 patients even as we adapted to continue safely caring for our pediatric patients. Fortunately, we have not yet been called into action, and we have shifted our focus to carefully resuming services to meet the needs of the patients we serve in a safe environment.

When it comes down to it, we are all in this together. Our work would not be possible without the loyalty and commitment of our donors, board members, employees, partners and patient families. By relying on each other, we will get through this crisis and resume full operations as a stronger organization.

Grace Wakulchik
President,
Chief Executive Officer

John Orr
Chairman, Board of Directors
Helping entry-level employees advance through education

Akron Children’s and Stark State College partnered to provide hospital employees and community members educational opportunities for clinical careers in high-demand fields. Through the partnership, the hospital covered the cost of pursuing degrees in key career tracks at Stark State and worked to eliminate barriers to completing education programs, such as child care and transportation.

“Raising the minimum wage for employees is important in acknowledging how much we appreciate all they do to support the work of Akron Children’s Hospital.”

GRACE WAKULCHIK, PRESIDENT & CEO

Raising minimum wage for employees

Akron Children’s employees see the work they do as much more than a job. To honor their commitment and dedication, the hospital raised its minimum wage to $15.
40 years of advocacy under William Considine

The first-ever Child Advocacy Summit marked 40 years of leadership under William Considine, who was hired as hospital CEO in 1979. The summit served as a call to action for public policies focused on children’s health and well-being, and advocates discussed the need to make children’s health a priority.

Diversity efforts earn national nursing award

Akron Children’s received the Prism Diversity Award from the American Organization of Nurse Executives. The Prism award recognizes organizations for advancing diversity efforts within the nursing profession. The hospital was honored for its ASCEND program, which is an effort to ensure that Akron Children’s nursing workforce reflects the patients and communities we serve.

Emergency department and nurses recognized for innovation

The emergency department in Boardman received the Emergency Nurses Association’s 2019 Lantern Award for demonstrating innovation in leadership, practice, education, advocacy and research.
Increasing access

New app helps families manage their children’s health

The Akron Children’s Anywhere app gives families the ability to find a location, find a doctor, review their child’s symptoms to determine the appropriate level of care, manage medication information and more.

Quick Care Online allows families to see a pediatric expert for common childhood health issues using their mobile phone, tablet or computer – from 6 a.m. to midnight, 365 days a year.

Patient Visits

<table>
<thead>
<tr>
<th>Type</th>
<th>Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outpatient Total</td>
<td>1,212,882</td>
</tr>
<tr>
<td>School Health</td>
<td>605,196</td>
</tr>
<tr>
<td>Primary Care (ACHP)</td>
<td>511,768</td>
</tr>
<tr>
<td>Specialty Visits</td>
<td>345,461</td>
</tr>
<tr>
<td>Emergency</td>
<td>104,630</td>
</tr>
<tr>
<td>Urgent Care</td>
<td>32,348</td>
</tr>
<tr>
<td>Home Care</td>
<td>6,483</td>
</tr>
</tbody>
</table>

Bringing appointments to kids through school-based health centers

Recognizing that many school-age children do not have a primary care provider, Akron Children’s developed school-based health centers in two northern Ohio school districts and nine school buildings as part of a pilot program. Families can opt into the program that will allow them to receive well-child exams and evaluation for minor illness with a nurse practitioner. School health services are now in 191 school buildings in 36 districts and 10 counties.

New Quick Care option for Mahoning Valley families

When minor illnesses arise, Akron Children’s Hospital’s Quick Care is available for visits seven days a week in the Mahoning Valley.
Expansion and collaboration

New health centers bring pediatric services together

As part of Akron Children’s regional initiative to bring services closer to where families live, we opened three health centers in Mansfield, North Canton and Boston Heights. Services at these health centers include Akron Children’s Hospital Pediatrics, urgent care, pediatric specialty care, rehabilitation services, radiology and laboratory medicine.

**Mansfield**  
Opened March 26, 2019  
The new health center unites everything from pediatric primary care and urgent care to maternal fetal medicine and rehabilitation services in one convenient location.

**North Canton**  
Opened May 21, 2019  
The Timken Foundation Building at Akron Children’s Health Center offers families convenient access to pediatric primary care, a dozen in-demand specialty services and rehabilitation services.

**Boston Heights**  
Opened September 24, 2019  
The new, $14.9 million health center was named to honor the late Cynthia Parker Matthews and offers primary care, urgent care, specialty services, laboratory, radiology and rehabilitative services.

“As we designed these centers, we had families in mind in every way, from easy check-in to large exam rooms and child-friendly décor. We were also grateful for the generous donors in our community who invested in these health centers that will keep our children healthy on their journey to adulthood.”

**Grace Wakulchik, President & CEO**
Marietta Cardiology

Akron Children’s Hospital started offering cardiac care to patients in Marietta, in addition to its pediatric and adult congenital cardiology services at 15 clinics throughout northern Ohio.

Expanding services for mothers and babies

As part of our commitment to offering the latest advances in pediatric and maternal care close to home, Akron Children’s has expanded collaborations with hospitals in both Canton and Akron. Akron Children’s now operates the 25-bed Neonatal Intensive Care Unit and Maternal Fetal Medicine practice at Aultman Hospital, and added Maternal Fetal Medicine services at Summa Health. Mercy Health–St. Joseph Warren Hospital is a new maternal fetal medicine site with Summa.

Committed to providing access to mental health services for local families

With nine therapy rooms and space for group sessions, the new behavioral health center in the Mahoning Valley will help address the growing need for behavioral health services for children and teens. The dedicated space will allow Akron Children’s to double the number of behavioral health patient visits in the Youngstown area within the first year.

Teaming up to provide expanded cardiac care

The expanded collaboration between Akron Children’s and Cleveland Clinic means that families throughout northern Ohio have access to the very best pediatric and adult congenital cardiologists and surgeons from birth, including care for the most serious and complex congenital heart defects.
Research Day shined a spotlight on impactful research performed by physicians, scientists and others at Akron Children’s Hospital. Attendees interacted with leading pediatric researchers and learned how Akron Children’s impacts patient care through science and discovery.

Akron Children’s Pediatric Intensive Care Unit (PICU) earned the Beacon Gold Award for Excellence; the only PICU in Ohio to achieve gold recognition.

MAY 31, 2019: AKRON CHILDREN’S FIRST RESEARCH DAY
Research and quality improvement

Research by the numbers

NEW CLINICAL TRIALS  
28

PEER-REVIEWED PUBLICATIONS  
130

PRESENTATIONS  
116

EXTERNAL FUNDING  
$6,820,028

GRANTS AWARDED  
8

Dedicated to reducing central line associated bloodstream infections (CLABSI) in patients

As an original member of the Solutions for Patient Safety network, reducing central line associated bloodstream infections (CLABSI) has been a quality initiative for years. In 2019, the national benchmark for CLABSI events was 1.264 infections/1,000 central line days. Hospital-wide, substantial progress has been maintained in reducing these rates, with our Neonatal Intensive Care Units (NICUs), PICU and hematology/oncology unit well below the national benchmark.

Helping children cope with post-traumatic stress

20+ years of results from researchers at Akron Children’s and Kent State University has given way to hospital and primary care best practices, national conversations, trauma-informed schools and a generation of caregivers armed with information to help kids with post-traumatic stress symptoms. The findings from several studies helped inform new patient recovery best practices following traumatic injury, pioneered by Akron Children’s and later endorsed nationally by the American College of Surgeons’ Committee on Trauma.

Pediatric headache research

Migraines affect one in 11 children, and the only relief caregivers can currently offer are tried and true treatments of rest, hydration or over-the-counter pain killers like ibuprofen or acetaminophen. The Research Study for Migraine Attacks in Pediatric Patients aims to discover the effectiveness and safety of a nasal spray for acute migraine treatment in children.

Unplanned extubation numbers decrease in Akron NICU

The hospital has seen a steady decline in the number of unplanned extubations (removal of breathing tubes) as a result of several new protocols, including using two caregivers for turning the baby, skin-to-skin care and holding and weighing intubated patients.
OFFICERS

John C. Orr
Chairman
President & CEO
Myers Industries, Inc.
(Retired)

Stephen E. Myers
Vice Chairman for Finance
Myers Industries, Inc.
(Retired)

Grace A. Wakulchik
Chief Executive Officer
Akron Children’s Hospital

Spencer A. Kowal
Chief Financial Officer & Treasurer
Akron Children’s Hospital

Kirsten R. King
Secretary
Women’s Board of Akron Children’s Hospital

Anthea R. Daniels
Assistant Secretary
Chief Legal Officer
Akron Children’s Hospital

DIRECTORS

Virginia C. Addicott
President & CEO
FedEx Custom Critical
(Retired)

Donna J. Axson
2nd Vice President
Women’s Board of Akron Children’s Hospital

Robert C. Berk
Vice President
Creative Technology

Timothy Burke
President
Northeast Ohio KeyBank

David A. Catania
Sr. Vice President
Managing Director,
Akron/Canton Market
Oswald Companies

Norman C. Christopher, MD
Noah Miller Chair
Department of Pediatrics
Akron Children’s Hospital

Patrick M. Covey
President & CEO
The Davey Tree Expert Co.

John P. Crow, MD
Chairman
Department of Surgery
Akron Children’s Hospital

Virginia “Gina” C. Drosos
Chief Executive Officer
Signet Jewelers

Paul M. Dutton
Partner
Harrington, Hoppe & Mitchell, Ltd.

Michael L. Forbes, MD
President, Medical Staff
Akron Children’s Hospital

Tammy A. Gersman
President
Women’s Board of Akron Children’s Hospital

William M. Hopkins
Vice President
The Tire Technology & Strategic Initiatives
Goodyear Technical Center
(Retired)

Duane L. Isham
Attorney; Senior Partner
Roetzel & Andress (Retired)

William Kelleher
Vice President,
Operational Excellence
The Timken Company

Dale Koblenzer
Senior Vice President
Wealth Management Advisor
Merrill Lynch

Kara C. Lewis
Vice President
Bemstein Private Wealth Management

Philip H. Maynard
Chairman/Owner
ASW Properties, LLC

Greg A. McDermott
President
GAMcDermott, LLC

Robert S. McGregor, MD
Chief Medical Officer
Akron Children’s Hospital
Elaine Russell Reolfi  
Executive Vice President,  
Human Resources  
TimkenSteel Corporation

Richard S. Rogers  
President & CEO  
B.W. Rogers Co.  
(Retired)

Sarah Rossi  
Treasurer  
Women’s Board of  
Akron Children’s Hospital

Glen L. Stephens  
President  
G. Stephens, Inc.

Peg Stalter  
1st Vice President  
Women’s Board of  
Akron Children’s Hospital

The Honorable  
Elinore Marsh Stormer  
Judge  
Summit County Probate Court

Robert J. Wells  
Senior Vice President, Corporate Communications & Public Affairs  
The Sherwin-Williams Company (Retired)

William D. Wooldredge  
Chief Financial Officer  
Kings Medical Group  
(Retired)

2019 Board of Directors  
As of December 31, 2019

DIRECTORS  
EMERITUS

William H. Considine  
CEO Emeritus,  
Akron Children’s Hospital

Richard L. Hardgrove  
President  
First National Bank of Ohio  
(Retired)

William R. Holland  
Chairman & CEO  
FirstEnergy Corp.  
(Retired)

Charles L. Horn  
President  
Firestone, Park & Evans Insurance Agency  
(Retired)

HONORARY  
DIRECTORS

Joseph M. Clapp  
Chairman & CEO  
Roadway Services, Inc.  
(Retired)

Estelle F. Kaufman  
Associate Member  
Women’s Board of  
Akron Children’s Hospital

The Honorable  
James R. Williams  
Judge  
Summit County Court of Common Pleas  
(Retired)

As of December 31, 2019
2019 FOUNDATION

Financials

<table>
<thead>
<tr>
<th>DOLLAR AMOUNT**</th>
<th>PERCENTAGE***</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2019 GROSS PATIENT SERVICE REVENUE</strong>*</td>
<td></td>
</tr>
<tr>
<td>Medicaid/Medicaid Managed Care</td>
<td>$1,043,514.39</td>
</tr>
<tr>
<td>Medicare/Other Governmental</td>
<td>$45,398.93</td>
</tr>
<tr>
<td>Commercial Payors</td>
<td>$853,819.76</td>
</tr>
<tr>
<td>Other</td>
<td>$58,997.92</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$2,001,731</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>NET REVENUE*</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Net Patient Services Revenue</td>
<td>$915,267</td>
</tr>
<tr>
<td>Other Revenue</td>
<td>$78,709</td>
</tr>
<tr>
<td>Contributions</td>
<td>$5,877</td>
</tr>
<tr>
<td>Net Assets Released</td>
<td>$3,413</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$1,003,266</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TOTAL EXPENSES*</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Wages and Benefits</td>
<td>$588,579</td>
</tr>
<tr>
<td>Supplies, Services and Other Expenses</td>
<td>$251,746</td>
</tr>
<tr>
<td>Depreciation and Interest</td>
<td>$70,994</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$911,319</strong></td>
</tr>
</tbody>
</table>

*Consolidated  **In Thousands  ***Allocate from Revenue Payor Mix