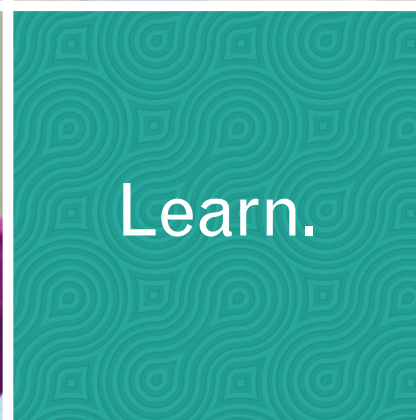


Live.



Learn.



Hope.

2019  
Report to  
the Community



CEO Joyce Jackson speaks at Northwest Kidney Centers' 17th annual Breakfast of Hope.



Board chair Dr. Lisa Florence, a retired transplant surgeon, makes a presentation to the board of trustees.

## Dear friends,

Growth and change have been our watchwords this year. What stayed the same was our steady focus on what is best for patients.

**Growth.** We opened a second dialysis clinic in Federal Way and one in Fife, our first in Pierce County. We enlarged our Kent clinic's treatment capacity by 50%. The state approved south Everett as the site of our 20th dialysis clinic; it will open in 2020. With your help, we grew our fundraising to \$3.3 million, a new record.

**Change.** Less tangible but noteworthy was our adoption of a new electronic medical record, replacing a system in use since 2005. Teams spent more than a year getting ready for the successful software launch, making us more efficient in serving patients.

**Caring for patients.** Our scores for quality of care continue to lead the nation. The average rating of our clinics is 4.6 on the federal government's 5-star scale.

**And more change.** Joyce Jackson announced retirement plans and the board launched a search for the next CEO. Our executive team is prepared to hold a steady course during the transition.

Northwest Kidney Centers staff members come to work every day so that people with kidney disease can enjoy optimal health, quality of life and independence. We extend our deepest thanks for your part in supporting that mission.

*Joyce F. Jackson*

President and CEO

*Lisa L. Florence MD.*

2019 Chair, board of trustees

### Our vision

To be the provider of choice.

### Our mission

To promote the optimal health, quality of life and independence of people with kidney disease through patient care, education and research.



# 2019 snapshot

Burien Pavilion  
construction



## EXPANSION

Construction hummed along at our future clinic in Seattle's Rainier Beach neighborhood as well as at our new Burien campus. The campus includes a dialysis clinic relocated from West Seattle, a modern logistics center to process and distribute supplies and equipment, and a centralized office for support staff members formerly spread around the region. These sites will open in the new fiscal year.

## CEO

Northwest Kidney Centers has had only three chief executives in its 57 years. Now the board of trustees is seeking the fourth. After 21 years at our helm, Joyce Jackson announced plans to retire in late 2019. Jackson unified Northwest Kidney Centers clinics and developed standardized procedures, built revenue from service delivery and fundraising, and launched research initiatives poised to advance kidney care in significant ways.



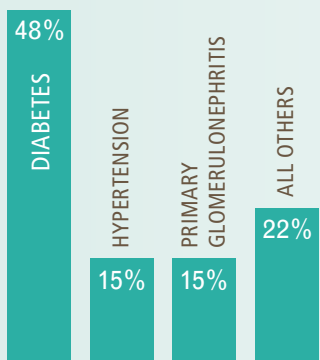
Joyce Jackson  
and U.S. Sen.  
Patty Murray,  
2003



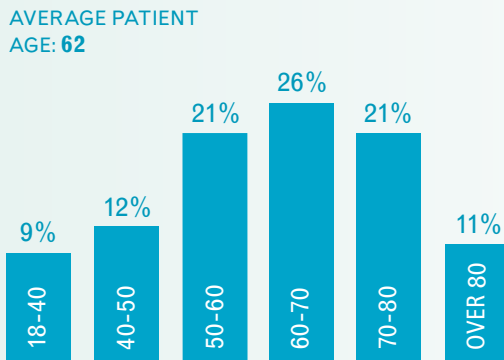
PHOTO ©NASA

## RESEARCH

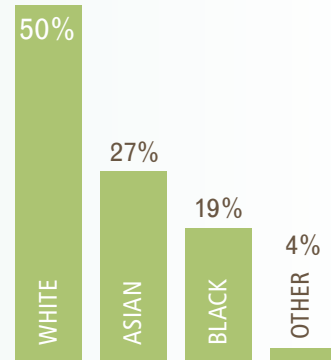
We cheered this year at NASA's launch of the kidney-on-a-chip into space. Astronauts performed experiments accelerated by microgravity to learn about kidney function. Those experiments were devised at the Kidney Research Institute, our collaboration with UW Medicine. We also got good news from the Center for Dialysis Innovation, which we helped launch in 2017. Its AKTIV portable kidney won a national KidneyX prize as a promising new device concept.



CAUSES OF KIDNEY  
FAILURE IN OUR PATIENTS



PATIENTS' AGES



PATIENTS' RACES

## BY THE NUMBERS

Northwest Kidney Centers is the provider of choice for nearly 4 out of 5 people who need dialysis in our area. We are the 8th-largest dialysis provider in the U.S. and the 3rd-largest nonprofit U.S. dialysis provider.

**18** Total clinics

**2** Clinics opened in FY 2019

**8** Hospitals served

**282,600** Dialysis treatments

**1,821** Patients, 3% more than last year

**6%** Received a kidney transplant

**20%** On the transplant wait list

**14%** On home dialysis

**47%** Patients in poverty (Medicaid qualified)

**1,100** Pharmacy customers

**373** Pre-dialysis Choices class attendees

**727** Employees

**694** Volunteers

Since the Kidney Research Institute was established in 2008:

**\$120 million** in grant support

**1,200** peer-reviewed publications

**50+** active, funded research studies

Seattle clinic dialysis technician Lindsay Maling checks on Wanda Nelson.



Northwest Kidney Centers is a regional, not-for-profit provider of kidney dialysis, public health education, and research into the causes and treatments of chronic kidney disease. It is known for high quality services, deep community connections and generous donor support. Founded in Seattle in 1962, it was the first dialysis organization in the world.

### 2019 Board of Trustees

Lisa Florence, MD, chair  
Richard Bloch, vice chair  
Owen Applequist  
Virginia Broudy, MD  
Andrew Brockenbrough, MD  
Sarah Cave  
Cyrus Cryst, MD  
Rick Greaves  
Lara Macklin

James Manning  
Meredith Mathews, MD  
Raj Mehrotra, MD  
Rex Ochi, MD  
Mark Ostrow  
Christopher Seel  
Charleen Tachibana, RN  
Robert Walerius  
Kelly Wallace

### 2019 Foundation Board

Debbie Treen, chair  
Jim Liming, vice chair  
Richard Bloch  
Catherine Bylund  
Cyrus Cryst, MD  
Brian Forcum  
Michael Kelly, MD

Christine Odegard  
Daintry Price  
Sanjit Reddy, MD  
Bryan Rush  
Nancy Spaeth, RN  
Russ Stepp

### Executive Contact

Jane Pryor, CFRE  
Vice president, development and communications



## FINANCIAL RESULTS

**We invested more than \$38 million** in capital projects, compared to \$16 million in FY 2018 and \$9 million in FY 2017. Big-ticket items included building construction, new electronic medical record system, water purification and monitoring equipment, and new dialysis machines.

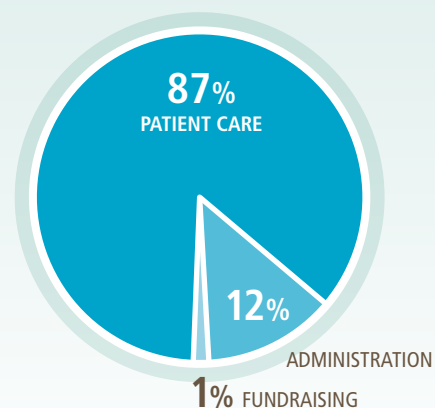
We provided community benefits totaling \$4.6 million, including support for the Kidney Research Institute, Center for Dialysis Innovation and four fellowships in nephrology at the University of Washington School of Medicine.

Our annual revenue comes from payments for dialysis treatments, earnings on investments, and generous financial donations from people like you.

We initiated a fiscal improvement plan to stabilize costs in light of reimbursement challenges. That helped us end the year with a small margin.

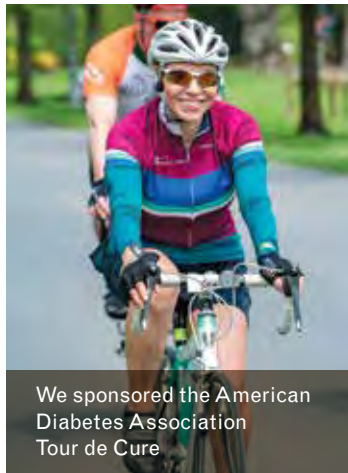
Total revenue  
\$135 million

### 2019 EXPENSES

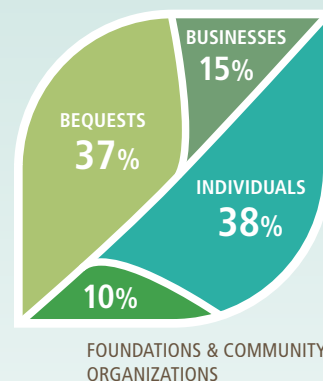


*Audited financial statements are available by request.  
Northwest Kidney Centers is a 501(c)(3) not-for-profit,  
community-based health care provider.*

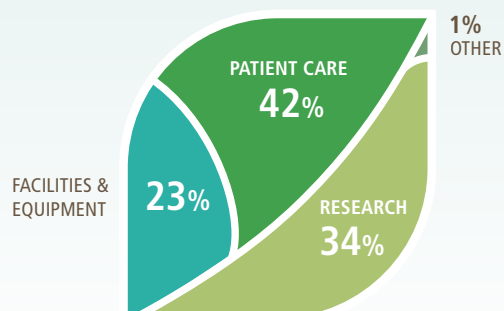
**Your support totaled \$3.3 million to advance our mission. Thank you!**



### WHO MADE GIFTS



### HOW WE USED YOUR GIFTS





OUR LOCATIONS