




2018
Report
to the
Community



NORTHWEST
Kidney Centers



Dear friends,

Our 5-year plan says we will Care Better, Perform Better, Grow Bigger and Grow Together. We've been busy doing that, with your support. Here are highlights:

CARE BETTER | Every one of our facilities received 4 or 5 stars out of a possible 5 in this year's federal ratings of dialysis quality. We established the first dialysis-provider-operated palliative care program in the United States. We are laser-focused on safety and infection prevention.

PERFORM BETTER | We are adopting kaizen, an approach to our work that empowers every staff member to help generate continuous improvement. We used kaizen to help place patients more quickly into the clinic that will be their long-term treatment home; efficient placement facilitates more treatments with existing resources as we stretch to meet demand.

GROW BIGGER | State-approved expansion will boost our capacity by 12 percent by the end of calendar 2019, and we have more applications in the pipeline. We opened a dialysis clinic in Federal Way, and had a second one in that city almost ready to open by year end. We are expanding by 50 percent at Kent. Our Lake City and Scribner clinics got facelifts. And we are building new clinics in Fife, Burien and Seattle's Rainier Beach.

GROW TOGETHER | We fight diabetes, the leading cause of kidney failure in our patients, and help to promote organ transplant – working with the American Diabetes Association Washington, African Americans Reach and Teach Health Ministry, and LifeCenter Northwest. We are very proud of our Kidney Research Institute, a collaboration with UW Medicine, celebrating 10 years of innovation and discovery.

Thank you for being connected to us – as a donor, volunteer or collaborator. We appreciate your role in our community of caring for people with kidney disease.


President and CEO


2018 Chair, Board of Trustees



Informatics manager Elsa Spicochi, left, and CEO Joyce Jackson join in the Tour de Cure to fight diabetes.



Board Chair Dr. Lisa Florence speaks at a clinic event. Volunteer leadership is a strength of our community-based organization.

Our vision

To be the provider of choice.

Our mission

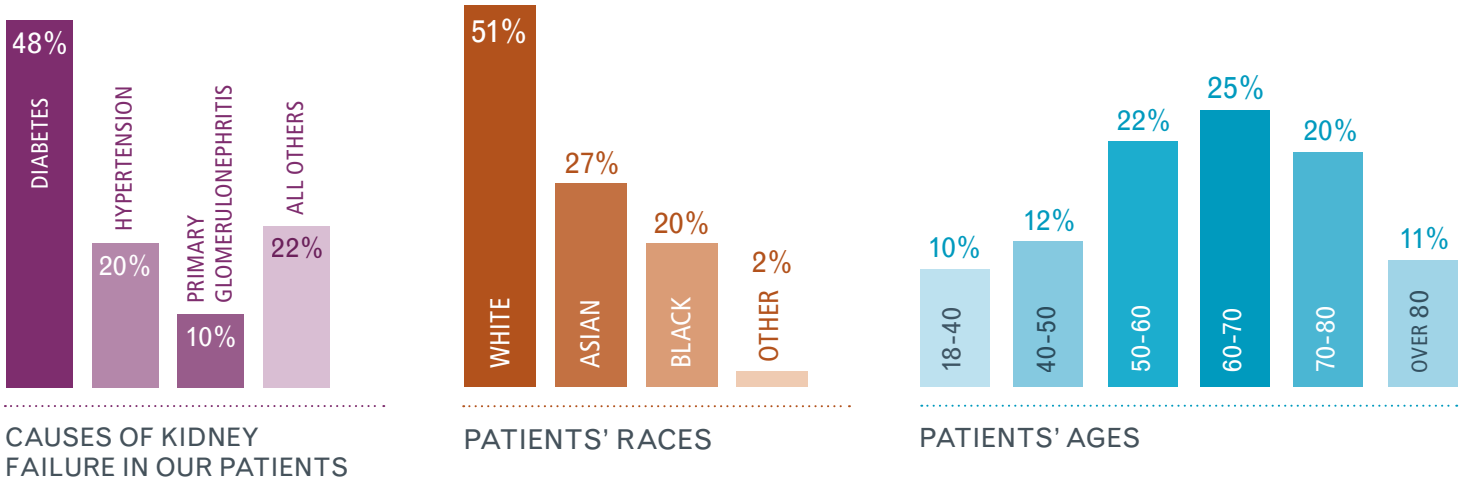
To promote the optimal health, quality of life and independence of people with kidney disease through patient care, education and research.

2018 at a glance



Dialysis technician Annabelle Perez checks in with Rajendra Kumar at the Elliott Bay clinic.

OUR PATIENTS



CAUSES OF KIDNEY FAILURE IN OUR PATIENTS

PATIENTS' RACES

PATIENTS' AGES

RESEARCH

Since the Kidney Research Institute was established in 2008:

\$100 million+ in grant support

1,000 peer-reviewed publications

30+ studies underway



John Ruzinski manages the lab at the Kidney Research Institute, a collaboration between Northwest Kidney Centers and UW Medicine.



BY THE NUMBERS

- 8** Rank among U.S. dialysis providers, by size

- 16** Clinics as of June 30

- 1** Clinic opened this year, Federal Way East

- 9** Hospital clients

- 1,766** Patients

- 93** Kidney transplants, a record

- 24%** On the transplant waitlist

- 15%** On home dialysis

- 276,500** Dialysis treatments

- 1,115** Pharmacy customers

- 728** Employees

- 61** Average patient age

- 15%** Working or in school

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

- 759** Attendees at our free Choices class about therapy options

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. Founded in Seattle in 1962, it was the world's first dialysis organization. Now ranked as the 8th largest dialysis provider in the United States, it is known for high-quality services, deep community connections and generous donor support.

2018 Board of Trustees

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2018 Foundation Board

Brian Forcum, chair	Jim Liming
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Richard Bloch	Tom Olson
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Administration

Joyce F. Jackson,
president and chief executive officer

Suzanne Watnick, MD,
chief medical officer

Dietitian Nicole Inglesby offers advice to a patient at the new Federal Way East clinic.



COMMUNITY BENEFITS

Thank you for your support.

Your gifts this year helped us expand facilities and excel in the three areas of our mission.

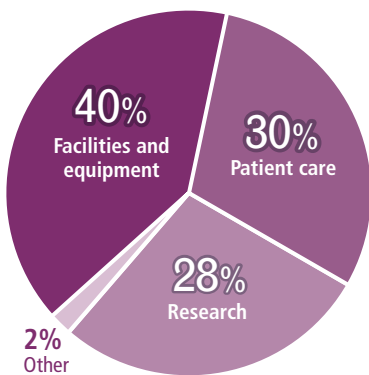
Patient care. Gifts enabled us to establish the nation's first palliative care program by a dialysis provider; prepare for home dialysis training in three new locations; and continue charity care for those who couldn't get life-saving dialysis otherwise.

Education. Gifts supported scholarships that will help staff members sharpen their skills by going back to school; fellowships for kidney doctors; and our extensive chronic kidney disease education program, provided free to the community.

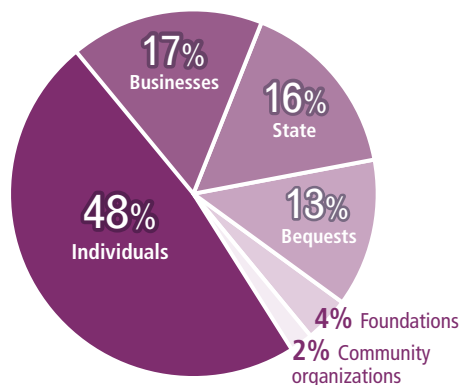
Research. Gifts helped raise significant funds to expand kidney research and bring hope to people living with kidney disease.

Please contact us if you would like a list of the year's donors.

Your financial support of our mission totaled \$3 million in donations.



HOW WE USED YOUR GIFTS



GIFT SOURCES

FINANCIAL RESULTS

Northwest Kidney Centers is the provider of choice for nearly 4 out of 5 people who need dialysis in our area.





Our annual income comes from payments for dialysis treatments, earnings on investments, and financial donations from people like you. Performance was strong in each of those areas, giving us a solid base on which to build for the future.

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

Total revenue

\$133 million

STRATEGIC PLAN

-  Care better
-  Perform better
-  Grow bigger
-  Grow together



Vice president Jane Pryor, right, leads our development activities. She visits with Glenda Roberts of the Kidney Research Institute at the Breakfast of Hope.

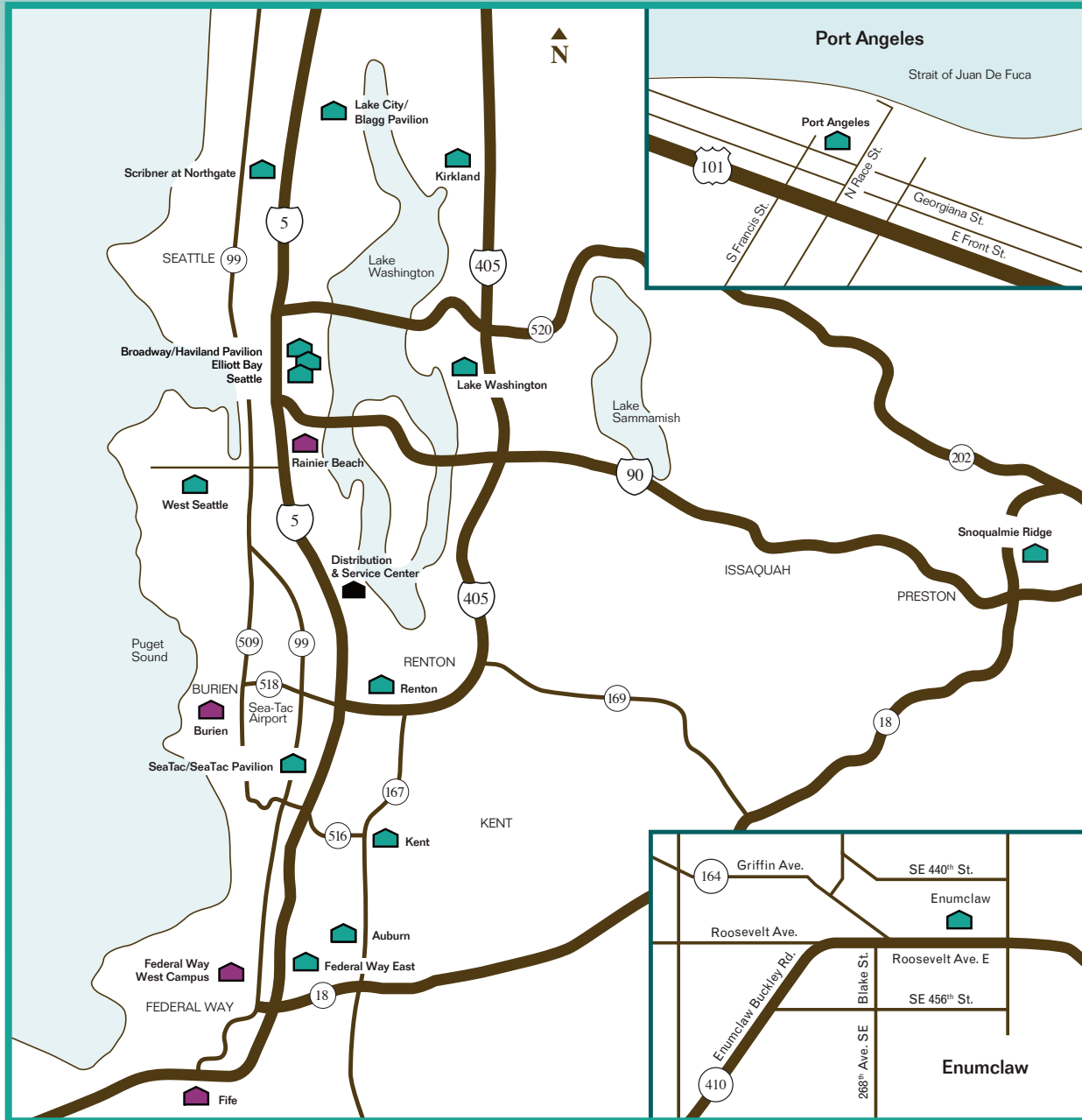


Brian Forcum chaired our Foundation Board in 2018. He speaks with Dr. Suzanne Watnick, chief medical officer, at a gathering of our Heritage Society.



Foundation Board member Russ Stepp and his daughter, Annie Stepp Grus, chaired the Discovery Gala, which raised \$766,600 for kidney disease research.

LOCATIONS



OUR COMMUNITY

- Community dialysis clinics
- Dialysis clinics coming soon
- Other Northwest Kidney Centers facilities