

 **Gillette Children's**
Specialty Healthcare
A CHILDREN'S MIRACLE NETWORK AFFILIATE



**We Are Different,
We Are the Same**



On the Cover:

Identical twins Elijah (right) and Aaron Blasingame love swimming, playing basketball and riding their bikes. But Elijah, who was born with cerebral palsy, faces different challenges than his brother does. He uses a wheelchair to play basketball and go long distances. He rides an adaptive bike and walks with the help of a walker. And he needs a caring team of medical, surgical, therapeutic and assistive-technology specialists to keep him healthy, active and strong.

"With Gillette's help, I'm raising two boys who have different needs, but the same hopes and dreams," says the boys' mother, Janelle Berry-Blasingame. Read more of this family's inspiring story on Page 6. And watch for Elijah in Gillette's new advertisements, which show how Gillette's unique approach to health care helps ordinary kids be ordinary kids.



Because All Children Deserve the Same Opportunities...

2010 was an exciting year for Gillette—and for children's health. The Twin Cities boasts five hospitals dedicated to caring for kids, many of which announced new or expanded facilities last year. But even in our strong health care landscape, we know that Gillette's 2010 story is different. After all, we are the only hospital in the region dedicated to providing comprehensive care for children, teens and adults who have disabilities and highly complex conditions.


This has been our mission since, in 1897, we became the nation's first hospital for children who have disabilities. At the time, many people believed such children were untreatable—or, worse, unworthy of treatment. But our founders believed that all children deserve the same opportunities in life. So they created a different kind of hospital—one that works tirelessly to remove barriers for kids who have some of the most complex needs in pediatric medicine. Today, Gillette offers unrivaled expertise in our specialty areas, and we are known throughout the region, nation and world for many of our programs.

I emphasize our unique mission because it infuses everything that is new and different at Gillette today. Every building we construct, every piece of technology we purchase, and every decision we make is designed to reinforce our position as the best hospital for children who have disabilities. Last year, we opened a larger Pediatric Intensive Care Unit to support our surgical practice and Minnesota's first Level I Pediatric Trauma Center. We also built a new patient care building to house Rehabilitation Therapies and our world-renowned James R. Gage Center for Gait and Motion Analysis. Perhaps most importantly, we pursued a conservative financial strategy that resulted in a strong operating margin—protecting our mission now, and into the future.

After all, the more than 23,000 patients we serve each year wouldn't have another Gillette to turn to if our services weren't available. That's why we will continue to grow in the ways that strengthen our longstanding mission. And that's why we will continue to share information about our strategy with you. Your support—whether you're a donor, volunteer, staff member, patient, legislator or member of the community—is vital for our future.

The theme of this year's report emphasizes the ways in which Gillette provides a different kind of health care to give all kids the same chances in life. I hope that the stories of our patients, staff and donors will inspire you.

Thank you,



Margaret Perryman
President and Chief Executive Officer
Gillette Children's Specialty Healthcare

Gillette Is Different

We Focus on the Most Complex Cases

As the region's largest provider dedicated to caring for children who have disabilities, we see patients who have some of the most extensive needs in pediatric medicine. In fact, our inpatient cases are the most complex among all pediatric and adult hospitals in the Twin Cities, according to data from the Minnesota Hospital Association.

We Offer Unique Services

Gillette occupies the Twin Cities' dominant market-share position in pediatric orthopedics, inpatient rehabilitation, neurosurgery, and key diagnoses in craniofacial surgery. Our Center for Cerebral Palsy is one of the nation's largest cerebral palsy programs, and our James R. Gage Center for Gait and Motion Analysis is the busiest clinical motion analysis center in the world.

We Are a Vital Resource

Gillette's special expertise makes us a sought-after partner for other health care providers. For example, we provide screening and consultations in several neonatal intensive care units. Patients transfer to Gillette from other hospitals when they need pediatric rehabilitation services, advanced diagnostic procedures, and complex orthopedic surgeries and neurosurgeries.

Our Reach Is Local, National and Global

We treat patients from every county in Minnesota, as well as from nearly every state and a dozen other countries. To bring our services to greater Minnesota, our Mobile Outreach Clinic visits 17 communities—making ours the most extensive assistive technology outreach program in the nation.

We Are Expanding Services That Are Unmatched

Because Gillette's services are rare and vital, we must expand to meet the needs of our patients. To accommodate significant growth, we embarked on a major expansion in 2010—including a 10-bed Pediatric Intensive Care Unit, a 52,000-square-foot patient care building, a new Brainerd Lakes Clinic and an expansion of services at our Maple Grove Clinic. Learn more inside this report!



Margaret Perryman, Gillette's president, continues to carry out the vision of Arthur Gillette, M.D., whose portrait hangs in our new patient care building.

Teen Benefits From Hospital Partnership After Near-Fatal Crash

Eight excruciating hours had passed since Michelle Fitzpatrick saw her son in the emergency room. Surgeons had been working to save Sean Fitzpatrick's life after what was described as the worst facial trauma the team had ever seen. When she finally reached her son's bedside in Gillette's Pediatric Intensive Care Unit (PICU), Fitzpatrick was overwhelmed. "He was on a ventilator, and his body was covered in wires and surrounded by machines," she remembers. "I thought, 'Who will keep track of all of this? Who will keep Sean safe?'"

Alaina Matzke, a Gillette nurse, quickly comforted Fitzpatrick. "I showed her every piece of equipment, explained every number and told her what to expect," Matzke says. "But mostly, I let the whole family know that I would be right by Sean's side. He was my only focus that night."

Nearly Killed by a Drunk Driver

Twelve hours earlier, 17-year-old Sean had texted his mom to say that he was on his way home for dinner. He was in the back seat of a friend's car, waiting at a stoplight, when the unthinkable happened. An intoxicated man driving more than 80 miles an hour slammed into the car from behind, crushing the back.

The teens in the front of the car made it out relatively unscathed. But when Sean was finally pulled from the back seat, his injuries appeared so grim that those on the scene thought he was dead. That belief quickly took hold among Sean's friends and classmates, and news of the accident spread.

Saved by Level I Pediatric Trauma Center

An ambulance rushed him to Regions Hospital, which partners with Gillette to operate Minnesota's first Level I Pediatric Trauma Center. A highly skilled team immediately began stabilizing Sean, preparing him for what would become 8.5 hours of surgery.

As Gillette and Regions specialists worked to save Sean's life and plan his care, the waiting room filled with teens who believed that their friend had died. "I stood up and told them that Sean was alive—in danger, but alive," Fitzpatrick says. "We said a lot of prayers that night."

Transformed by Comprehensive Surgery and Rehabilitation

Once in Gillette's PICU, Sean and his family endured days marked by small steps forward—and some big steps back. There were concerns of potential paralysis and brain damage. Seizures shook his body and frightened his family. Through each challenge, family members say they found comfort in the expertise of their caregivers. "For families, it's a brand new, traumatizing experience," says Matzke. "They're reassured by the fact that we've seen it all before."

Gradually, the good signs began to outweigh the bad. Although Sean required significant reconstructive surgery on his face, injuries to his body proved less severe. To the surprise of everyone involved in his care, Sean was able to go home after three weeks of intensive care and rehabilitation. "I was really determined—or maybe just stubborn," Sean says. "Everyone who took care of me understood."

Thankful for a Service They Never Knew They'd Need

Although Sean faces additional reconstructive surgeries and treatments, his family is grateful he's alive to meet those challenges. "I hate to think about what would have happened if we didn't live near a Level I Trauma Center, or if he'd been taken to another hospital first," says a tearful Fitzpatrick. "I can't thank Gillette and Regions enough for saving my son's life!"

Making a Difference

Securian Funds High-Tech Nursing Station

A generous donation from Securian Financial Services helped to provide the high-tech central nursing station on Gillette's new Pediatric Intensive Care Unit. Lori Koutsky of Securian says the company directs its philanthropic dollars to causes that have a wide reach. "An accident could happen to any of us—and any of our children," she says. "Gillette and Regions are providing a resource that benefits our entire community. We are honored to be part of supporting such a worthy cause."



A Different Kind of Partner

Larger Gillette PICU Supports Level I Trauma Center

Drawing on Gillette's pediatric expertise, Regions Hospital became Minnesota's first Level I Pediatric Trauma Center in 2009. Gillette brings pediatric intensivists, pediatric neurosurgeons, pediatric orthopedic surgeons, pediatric surgeons, pediatric rehabilitation medicine physicians and a state-of-the-art Pediatric Intensive Care Unit (PICU) to the partnership. "Gillette has pediatric expertise and resources that are unparalleled in the Upper Midwest and beyond," says Michael McGonigal, M.D., director of trauma services at Regions Hospital. "Our partnership combines Regions' years of experience treating traumatic injuries with Gillette's long history of caring for children who have special needs."

In 2010, Gillette opened a larger PICU to support a growing surgical practice and the Level I Pediatric Trauma Center. The unit's state-of-the-art technology and thoughtful design enhance patient safety and privacy—creating a healing environment for the whole family. The 10 private rooms each have their own nursing stations and space for a parent or caregiver to stay overnight. Like all Gillette spaces, our PICU is designed specifically to meet the needs of people who have complex injuries and disabilities.

Sean Fitzpatrick recently visited one of his nurses, Alaina Matzke, in Gillette's new Pediatric Intensive Care Unit, where Sean recovered after a major accident last year.

Twins Have More in Common Thanks to Gillette's Expertise

After her son's surgery, the little things brought tears to the eyes of Janelle Berry-Blasingame. Like the time she realized her son's feet could touch the bottom of the pool. "You see that little head poking out of the water and know that it was all worth it," she says.

Her son, Elijah, underwent selective dorsal rhizotomy surgery and weeks of rehabilitation at Gillette. Before the surgery, cerebral palsy kept Elijah's muscles so tight that walking and standing up straight were extremely difficult. Going through surgery can be tough for any kid, but Elijah has the additional challenge of keeping up with a twin brother who doesn't have cerebral palsy. "With Gillette's help, I'm raising two boys who have different needs, but the same hopes and dreams," says Berry-Blasingame.

Stunned by the Prospect of Twins

The boys' journey began seven years ago, when Berry-Blasingame discovered, 20 weeks into her pregnancy, that she was carrying twins. "I barely had a chance to let the news sink in, when they said I was already dilated," she remembers. "That's when the fear of raising two babies changed to panic for their safety."

Doctors prescribed complete bed rest at home, which kept labor at bay for six weeks. "I remember pleading with the doctors, saying, 'No, we need a few more weeks—just a few more weeks,'" she says. "But I was losing amniotic fluid, so we couldn't wait any longer."

One Diagnosed With Cerebral Palsy

Elijah and Aaron Blasingame came into the world at 26 weeks of gestation, each weighing just over 2 pounds. The boys spent 10 weeks in a neonatal intensive care unit, where brain scans helped to diagnose Elijah with cerebral palsy—a complex condition that causes abnormally tight muscles, which can affect movement, balance, posture, speech and feeding.

As the boys grew, it became clear that Elijah faced challenges his brother didn't. "I worried that Elijah

wouldn't be able to play sports and do things like his brother would," Berry-Blasingame says. "And I worried that Aaron would feel that Elijah got all of the attention because of his special needs."

Changed Forever by Gillette's Expertise

Then the family discovered Gillette, where they learned how to help Elijah while keeping the boys' connection strong. Elijah visited Gillette's Spasticity Evaluation Clinic, which brings together experts in orthopedics, neurosurgery, rehabilitation medicine and more. Gillette eased Elijah's tight muscles with medical treatments, assistive technology and ongoing therapy. Whenever possible, Aaron was involved with his brother's treatments. "They had a loving as well as competitive relationship," says Kath Roske, physical therapist. "Elijah loved showing his brother the new things he could do."

When Elijah was 5, he underwent testing in Gillette's James R. Gage Center for Gait and Motion Analysis. His doctors determined he was a good candidate for selective dorsal rhizotomy surgery—a complex procedure in which a neurosurgeon cuts the nerve rootlets in the spinal cord that are contributing to a child's muscle spasticity. The choice came with some reservations. "It's a permanent procedure, so there's no going back," says Berry-Blasingame.

Driven to Keep Pace With His Brother

After surgery and weeks of intense rehabilitation, however, Elijah was making great strides. Today, his mother believes that he'd be much further behind his peers had he not had the surgery. His most important peer, of course, is his twin brother. "With hard work and a little adaptation, Elijah can do the same activities as his brother can," she says. "They have an amazingly close relationship, and Gillette has helped it stay that way!"

Making a Difference

Merrill Legacy Will Touch All Aspects of Care

In life, Dorothy Merrill was known as an excellent baker, an expert blackjack player, an avid investor and—perhaps most importantly—a caring philanthropist. When she passed away at age 93, she left a \$2 million estate gift to Gillette. As an unrestricted gift, it can be used to support patient care and advancements in any Gillette program. "Dorothy's generosity will touch all aspects of patient care at Gillette," says Jon Galloway, vice president of development. "Her legacy will live on through the lives of each of our patients and their families."



A Different Depth of Expertise

New Gillette Building Enhances Care, Expands Research

Gillette offers unrivaled expertise in caring for children who have disabilities and complex medical conditions. For patients who have cerebral palsy and movement disorders, we offer gait and motion analysis, medical and surgical treatment, and comprehensive rehabilitation therapies. Our unique services attract patients from across the country—making Gillette's cerebral palsy program one of the largest in the U.S. and our James R. Gage Center for Gait and Motion Analysis the busiest clinical gait center in the world.

In 2010, Gillette built a 52,000-square-foot patient care building to house Rehabilitation Therapies and our Center for Gait and Motion Analysis. Connected to the main hospital via skyway, the new building provides more space for motion analysis research and enhances our patients' rehabilitation experience. "Patients going through rehabilitation work so very hard," says Judy Miller, manager of Rehabilitation Therapies. "Having a lovely and functional space helps our therapists create activities that are fun, engaging and challenging. And the kids love the big windows and the seahorse aquarium."

According to his mother, Elijah Blasingame's abilities improved dramatically after he had testing in Gillette's James R. Gage Center for Gait and Motion Analysis and underwent selective dorsal rhizotomy surgery.

Empowered Employees Mean Safer Patient Care

Nurse Kaaren Waters knew immediately that something was wrong. Although the syringe pump on her patient's IV read "infusion complete," there was still medication in the pump. That's when she realized that a piece of technology her team had begun using just days earlier had helped to prevent a medication error. "The additional safety check made a difference," says Waters.

An antibiotic order had incorrectly contained 10 times the prescribed dose. Thankfully, Gillette had recently begun using a new dose-checking syringe pump. The pump stopped administering the medication before an overdose could occur. "I'm so proud of our team," says Laura Hay, the pharmacy clinical coordinator who worked on the team that recommended the new syringe pump. "This wasn't something that was required of us through regulations. We just knew that there was a better way to administer these medications to our kids."

Empowered to Promote Safety

Margaret Perryman, chief executive officer, says the event illustrates Gillette's culture. "As we strive to exceed expectations, we empower our staff to make improvements—and then recognize them when they do," Perryman says. "We don't wait for a problem to occur to make changes."

A study released in the March 15, 2011, issue of *Annals of Internal Medicine* suggests that an organization's culture is strongly associated with its performance. Researchers discovered that high-performing hospitals have a strong shared vision that emphasizes communication and supports all efforts to improve care. Hay says that continuous improvement is a strong part of Gillette's culture. "We're always encouraged to find the best way to care for our unique patient population," she says.

Recognized as a Strong Caregiver and Employer

A philosophy of empowerment and recognition is part of why Gillette earns high marks as a health-care provider—and employer. In 2010, the Minnesota Hospital Association (MHA) recognized Gillette for our

advancements in preventing falls, pressure ulcers and infections. Waters received MHA's Good Catch for Patient Safety Award for recognizing and reporting the potential error prevented by the new syringe pump.

As an employer, Gillette was recognized as a top place to work in 2010 by the *Star Tribune* in Minneapolis. And the American Psychological Association designated Gillette a psychologically healthy workplace. Perryman says that Gillette's commitment to patient care goes hand in hand with its commitment to employees. "We know that cultivating a positive work environment means better patient care," she says.

Appreciated by Patients and Families

High-quality patient care and an exemplary staff drew Isaiah Newfield's family to Gillette. Like most of Gillette's patients, Isaiah requires a vast array of services, in his case because he has spina bifida, hydrocephalus, seizures, neuromuscular scoliosis, and other physical and developmental disabilities. When Isaiah was recently hospitalized at Gillette for seizures, the Newfields say they were impressed not only by the team's expertise, but also by how well Gillette's staff works with families.

"Isaiah has a lot of diagnoses," says Olivia Newfield. "Everyone on the team is great at taking the time to explain what is happening in a way that we understand. And they value our input, realizing that we know our son best. I can't say enough good things about the team at Gillette."

Driven to Continuous Improvements

Hay says patients like Isaiah inspire Gillette's staff to make continuous improvements. "Our patients can be very small, but they have big needs," she says. "They rely on us to know how to take care of them."

Making a Difference

Johnson Family Gives Back in Gratitude to Gillette's Staff

When Adam Johnson developed sudden and intense pain in his right shoulder, his family sought answers. After many false starts and weeks of frustration, they found Gillette—where Adam saw Mark Gormley Jr., M.D., pediatric rehabilitation medicine physician. "We honestly believe that if we hadn't found Gillette, Adam would still be in terrible pain," says his mother, Jill Johnson. In gratitude for Adam's treatment, the Johnsons contributed toward a new break room for Gillette's staff. "Without exception, everyone at Gillette was incredible," Johnson says. "We wanted to give back in a way that would honor the entire staff."



Treated recently as an inpatient for seizures, Isaiah Newfield—shown with his mom, Olivia Newfield—is one of many children who benefit each year from Gillette's expertise and culture of safety.

A Different Story in a Struggling Economy

Gillette Proves a Strong Employer, Economic Asset

Government leaders praise Gillette as a healthy, innovative and strategic health-care organization and a strong asset to the Twin Cities. "Gillette is playing an important role not only in health care—serving children who have disabilities—but also in our local economy," says Chris Coleman, St. Paul mayor. "Gillette is a significant St. Paul employer that's creating even more jobs through its construction projects."

Expansion projects that Gillette began in 2009 and continued in 2010 created more than 750 jobs and increased Minnesota's gross domestic product by more than \$85 million. A mid-sized organization that now employs people in the equivalent of 1,000 full-time positions, Gillette has had no economic layoffs in 10 years—even when other organizations have significantly cut programs and staff.

Three Kids Find a Family—and a Hospital Designed for Them

When she began scheduling as many as 28 appointments per month for her kids, Kelly Domeier reached a breaking point. “I had to quit my job,” she says. “Having three children with special needs was more than a full-time job already.”

Domeier says she never could have imagined how complicated her life would become when she visited an adoption agency and saw a picture of the boy who would become her son. “You see that little face, and you just know,” she remembers. “He’s yours.” But after three adoptions and countless medical appointments, Domeier now knows that it takes more than love to raise three children who have special needs. “We would be lost without Gillette,” she says. “It’s a place that provides so much of what we need—and a place where my kids feel at home.”

Moved to Adopt Kids With Special Needs

The Domeiers say it was love at first sight when they first saw a picture of Dillon. The couple had been struggling to conceive and decided on adoption as a way to build their family. Open to parenting children with special needs, the Domeiers eventually adopted three children born with cleft lip and palate—Dillon, now 16, Melissa, 14, and Riley, 9. They also eventually had a biological son, Corey, now 7.

Their first adoption proved challenging. And the Domeiers quickly discovered that their children would face many obstacles. “When I met Dillon, they handed me an 18-month-old who couldn’t sit up and was too small for 6-month clothing,” she says. “I knew then that it would be a long road.”

Amazed to Find So Many Services at Gillette

Like most children born with cleft lip and palate, all of the Domeiers’ adopted children have required extensive medical care. At first, the family saw specialists at locations throughout the metro area. Then they

discovered Gillette. “We had speech therapy sessions at Gillette, and I thought, ‘Wow, we can get everything that we need right here,’” Domeier remembers.

She says she was particularly impressed by the collaboration Gillette’s care team displayed. “My kids might be in with the orthodontist, and she’ll call the surgeon to discuss the case,” she says. “Some places say they work in teams, but Gillette really does.”

Thankful for a Place Designed Just for Them

The three oldest Domeier children have had surgery, orthodontic and dental work, speech therapy, psychiatry appointments and many other services at Gillette. Melissa uses a hearing aid, so Domeier says she’s thrilled to learn that Gillette now has audiology services as well. “Not every place knows how to work with kids like mine,” she says. “Gillette does it every day. The whole place is designed for us.”

Gillette pediatric dentist David Collier, D.D.S., echoes Domeier’s sentiment. “Familiarity breeds comfort—and comfort means better care,” he says. “At Gillette, families can count on spaces that are accessible and staff members who are familiar with children who have special needs. Plus, they can draw on the support of other families facing similar challenges.”

Inspired to Reach Out

Domeier says she is so pleased with Gillette’s services that she feels inspired to reach out to other families. “When I see scared parents, I just want to give them a hug,” she says. “I want to say, ‘Everything is going to be OK. You are at the best possible place for your child.’”



A Different Take on Convenience

Gillette Adds Audiology to Comprehensive Services

For children who have disabilities, obtaining even routine health care is challenging. Everything from dental exams to imaging scans becomes far more difficult for children who have complex health issues. At Gillette, we’re committed to being a place where children who have disabilities come first. That’s why we offer services and design spaces that create the best possible outcomes and experiences for the families we serve.

In 2010, Gillette added audiology to a growing list of services for children who have special needs. “The earlier we can diagnose and treat hearing loss, the better our chances of minimizing negative effects on communication and development,” says Analise Ludwig, Aud.D., Gillette audiologist. She adds that families appreciate the convenience of having an audiologist on-site. “Families that are already juggling multiple responsibilities feel relieved that they can get yet another service that they need at Gillette,” she says.

Kelly Domeier and three of her children—Dillon, Melissa and Riley—take a break in Gillette’s Dairy Queen Family Room after a busy morning of appointments.



Making a Difference

Dairy Queen Grant Creates Relaxing Space for Families

Thanks to a generous grant from Dairy Queen in 2010, families have a new space to call their own at Gillette. The Dairy Queen Family Room is a sunlight-filled area adjacent to the Ginkgo Coffee Bar and Deli. Last year also marked the fifth anniversary of Miracle Treat Day—a day on which Dairy Queen stores donate a portion of Blizzard proceeds to Gillette. “One of our core values is giving back to the communities in which we live, work and do business,” says Sara Will, manager of youth, family and cause marketing for Dairy Queen. “We’re so proud of our 26 years supporting Gillette’s amazing work for kids in our community.”

Boy Finds His Voice With Gillette's Help

"Extreme frustration."

That's how Tabitha LaBelle described attempts to communicate with her 7-year-old son, Isaiah. Born with cerebral palsy, Isaiah has almost no control over his movements. His understanding and mental abilities, however, are typical of other kids' his age. "It's like being trapped inside of your own body," his mother explains. "It's devastating."

For years, communication required asking yes or no questions and then waiting for, and interpreting, a subtle response—a flick of the hand or a turn of the head. Then the family began working with Dana Anderson, a speech and language pathologist at Gillette. "Dana said she would stick with us until we found a system that worked," LaBelle says.

Grief-Stricken Upon Realizing Disability's Extent

LaBelle saw signs of a physical disability soon after her son was born. She didn't understand the extent of his limitations, though, until she and Isaiah, then 1, met with a speech therapist in their hometown. "She brought out cards and was trying to get him to point to things he wanted," she remembers. "I realized she wasn't trying to get him to talk. She knew he would never talk."

Isaiah received his official diagnosis—cerebral palsy—at Gillette. "Our other therapists said that Gillette was where we needed to be, because Gillette specializes in helping kids like Isaiah," LaBelle says. Here, Isaiah receives medical treatment for his muscle spasticity and has regular therapy sessions, including speech therapy.

Frustrated by Communication Difficulties

Isaiah's physical limitations prevent him from forming words. Instead, he responds to direct questions by indicating yes or no with his head or right hand. Although his family has become fairly good at interpreting his responses, others struggle. "Isaiah has a hard time communicating with his peers," LaBelle explains. "His friends and cousins might think a movement means he's giving an answer, when really he isn't."

Looking for a better way to communicate with Isaiah, the LaBelles visited Anderson at Gillette's Maple Grove Clinic. Anderson believed that Isaiah might be a good candidate for a relatively new technology that uses a person's eye gaze to control a communication device. "For patients with extremely limited muscle control, controlling devices can be very difficult and fatiguing," Anderson explains. "With the new technology, people can use their eyes—often one of the few body parts they can control—to operate the device, which they use to communicate."

Hopeful About a New Technology

Such devices, however, aren't appropriate for everyone. They're also expensive—costing upward of \$18,000—and insurance companies require ample evidence before they will cover the cost. So Anderson worked painstakingly with the LaBelles to document Isaiah's experiences with other types of controls, none of which he could operate consistently without quickly fatiguing. Then he tried the eye gaze device. "It was incredible," says his mom. "Once he got the hang of it, he could make jokes and ask to play games! His personality was coming out."

Isaiah completed a trial with the device for eight weeks, until he had to give it back and wait for insurance approval. It took six months of writing letters and providing documentation, but Isaiah now has his new communication device. "I can't thank Dana and Isaiah's teachers enough for all of their work in helping us get this device," LaBelle says. "For the first time in Isaiah's life, we're actually excited about communication. I imagine a future where Isaiah is cracking jokes and talking with his cousins."

Thankful for Gillette's Commitment—and Reach

But first, Isaiah will need weekly speech therapy sessions to perfect using his new system. LaBelle says she's thankful that those visits can take place at Gillette's Maple Grove Clinic, saving the family the time and expense of traveling to St. Paul. "We have three children who have special needs," LaBelle says. "If we didn't have amazing care 40 minutes from home, I don't know what we'd do."



Making a Difference

SuperAmerica Surpasses Fundraising Goals

In 2010, SuperAmerica again surpassed its fundraising goals, bringing in more than \$575,000 to support patient care at Gillette. The secret to the company's success: grass-roots strategies such as holding softball tournaments, asking customers to round up the cost of their purchase and donate the surplus, and taking part in themed fundraising weeks. "They are simple concepts, but they generate huge results," says district manager Tracy Pink. "Our employees are excited to get customers involved in a cause that benefits children in their local communities."



Because he has little control over his movements, Isaiah LaBelle—shown talking to his mother, Tabitha LaBelle—uses his eyes to control his new communication device.

A Different Way to Reach Out

Gillette Adds Brainerd Lakes Clinic, Expands Maple Grove

Because Gillette's services are vital for children who have disabilities, we're committed to bringing care to families throughout the region. In addition to our main hospital and clinic in St. Paul, we offer clinics in seven locations. Our Mobile Outreach Clinic also travels to 17 communities in greater Minnesota, saving families more than 700,000 miles of travel each year.

In 2010, Gillette expanded services at its Maple Grove Clinic and built a Brainerd Lakes Clinic. Focusing on children who have cerebral palsy, Deborah Quanbeck, M.D., pediatric orthopedist, joined the Maple Grove Clinic's comprehensive rehabilitation therapies and assistive technology team. The Brainerd Lakes Clinic provides assistive technology services and serves as a hub for outreach efforts in central and northern Minnesota. "Having a launching point in Brainerd will save us thousands of miles and hundreds of hours of staff time," says Gary Kroll, Assistive Technology manager. "We can invest those savings in even better service for greater Minnesota."

Financial Statements

Operating Revenues and Expenses

as of December 31, 2010 and 2009

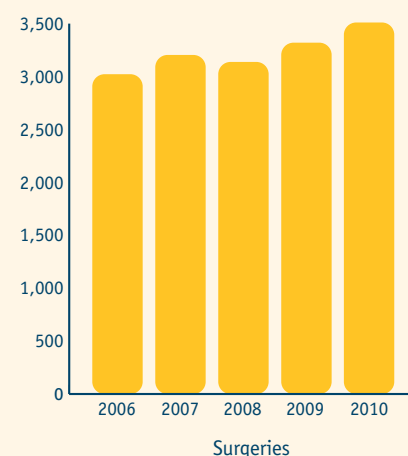
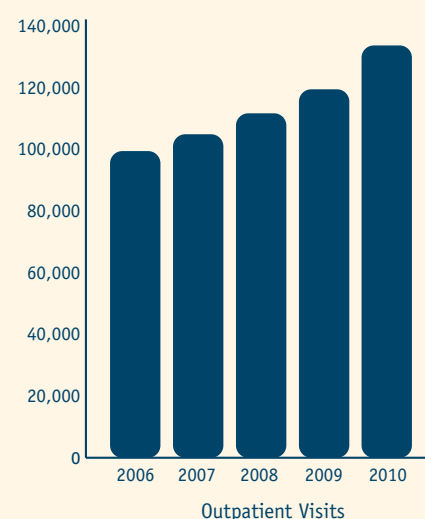
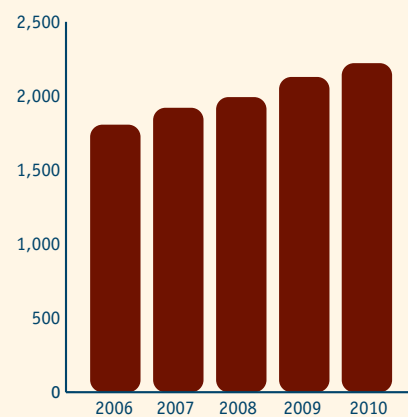
	2010	2009
	(In Thousands)	
Total Net Revenue	\$159,732	\$140,118
Operating Expenses		
Salaries and Benefits	85,581	75,213
Services, Supplies and Other	50,709	44,857
Depreciation	7,444	7,455
Provisions for Bad Debts	1,184	729
MinnesotaCare Tax	2,549	2,432
Medical Assistance Surcharge	1,665	1,522
Total Expenses	\$149,132	\$132,208
Operating Income	10,600	7,910
Nonoperating Gains (Losses), Net	3,973	3,944
Excess of Revenue Over Expenses	\$ 14,573	\$ 11,854

Condensed Balance Sheets

as of December 31, 2010 and 2009

	2010	2009
	(In Thousands)	
Assets		
Current Assets:		
Cash and Short-Term Investments	31,168	31,408
Accounts Receivable – Patient	19,549	18,622
Due From Foundation	600	0
Inventory	1,050	1,060
Other	3,422	1,743
Total Current Assets	\$ 55,789	\$ 52,833
Long-Term Investments	12,001	727
Assets Limited as to Use	63,163	57,849
Beneficial Interest in Net Assets of Foundation	14,534	14,433
Property, Plant and Equipment, Net	77,884	51,860
Other Noncurrent Assets	7,084	7,010
Total Noncurrent Assets	\$174,666	\$131,879
Total Assets	\$230,455	\$184,712
Liabilities and Net Assets		
Current Liabilities:		
Accounts Payable	8,525	6,375
Current Maturities of Long-Term Debt	1,637	1,960
Accrued Salaries and Benefits	9,484	8,175
Due to Foundation	0	22
Other	1,555	899
Total Current Liabilities	\$ 21,201	\$ 17,431
Long-Term Liabilities		
Deferred Compensation Payable and Other	5,590	5,009
Long-Term Debt	67,661	42,379
Total Long-Term Liabilities	\$ 73,251	\$ 47,388
Total Liabilities	\$ 94,452	\$ 64,819
Net Assets		
Net Assets – Unrestricted	130,174	112,022
Net Assets – Restricted	5,829	7,871
Total Net Assets	\$136,003	\$119,893
Total Liabilities and Net Assets	\$230,455	\$184,712

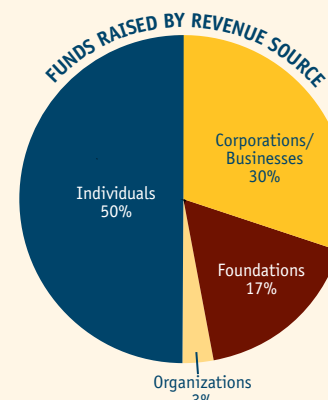
Patient Statistics 2006-2010



You Make a Difference

When you give to an organization, you want to know that your contribution matters—that you are meeting a need that might otherwise go unmet. As a Gillette supporter, you are undoubtedly making a difference.

By funding a different kind of health care, you're giving children who have disabilities the same opportunities that all children enjoy. And despite uncertain economic times, many of you have come forward with powerful acts of generosity.



Children's Miracle Network sponsor SuperAmerica once again increased support in 2010, raising 58 percent more through grass-roots events than it did in 2009. Dairy Queen also came through for us last year—funding a popular new Dairy Queen Family Room and Welcome Center, holding another record-setting Miracle Treat Day, and partnering with KMSP-TV on a telecast that raised funds and many new donors for Gillette. Securian, a new corporate partner, helped to fund the central nursing station on our new Pediatric Intensive Care Unit.

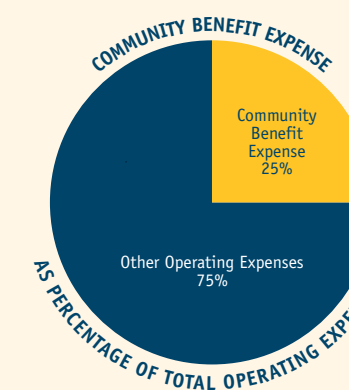
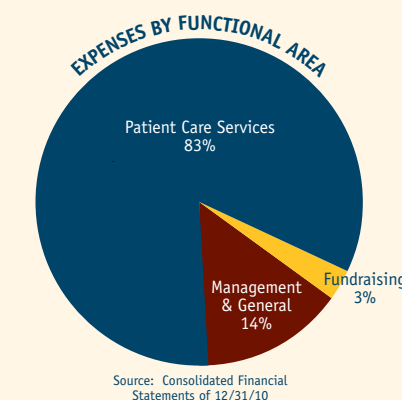
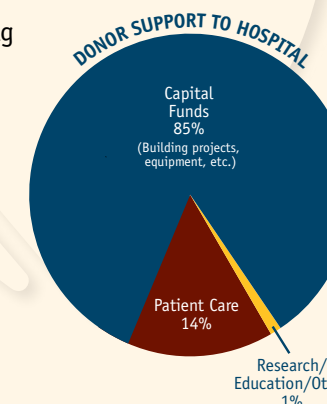
Even with these successes, we know that our future growth also relies on strong connections with individual donors. Donors like the family of Peggy King, who generously supported our new healing garden—opening this summer—to honor her memory. Or members of the Johnson family, who were so moved by their son's care at Gillette that they made a donation to help build a new break space for Gillette's staff.

Together, your gifts amounted to more than \$6.5 million in 2010. But we still have significant ground to cover to meet the needs of Gillette's patients. Your ongoing support will fund vital improvements to our services, including new surgical facilities, 10 new private patient rooms and a surgery simulation center that will let us share our cumulative expertise and facilitate superior patient safety. Your gifts are vital, because no other area hospital provides the combination of specialty services and expertise that our patients need.

Thank you for your continued compassion and support for Gillette's mission. You help us provide world class care, in the best possible way, for all of the children and families who rely on us.

Thank you,

Jon Galloway
Vice President of Development



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St. Paul (Main) Campus
200 University Ave. E.
St. Paul, MN 55101
651-291-2848
800-719-4040 (toll-free)

Brainerd Lakes Clinic
15860 Audubon Way
Baxter, MN 56401
218-824-5001
800-578-4266 (toll-free)

Burnsville Clinic
305 E. Nicollet Blvd.
Burnsville, MN 55337
952-223-3400
866-881-7386 (toll-free)

Duluth Clinic
Lakewalk Center
1420 London Rd.
Duluth, MN 55805
218-728-6160
800-903-7111 (toll-free)

Maple Grove Clinic
9550 Upland Ln. N.
Maple Grove, MN 55369
763-496-6000
888-218-0642 (toll-free)

Minnetonka Clinic
6060 Clearwater Dr.
Minnetonka, MN 55343
952-936-0977
800-277-1250 (toll-free)

Willmar Clinic
Lakeland Health Center
502 2nd St. S.W.
Willmar, MN 56201
651-634-1938
800-578-4266 (toll-free)

Mobile Outreach Clinic
For locations and schedules:
651-634-1938
800-578-4266 (toll-free)
www.gillettechildrens.org



St. Paul – Phalen Clinic
435 Phalen Blvd.
St. Paul, MN 55130
651-636-9443
800-578-4266 (toll-free)



Our Mission

Gillette Children's Specialty Healthcare provides specialized health care for people who have short-term or long-term disabilities that began during childhood. We help children, adults and their families improve their health, achieve greater well-being and enjoy life.

The 2010 annual report was produced by Gillette Communications. If you would like additional copies, please call 651-325-2320.

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