



**Community
Health Needs
Assessment**
2020
Progress Report



NEMOURS
CHILDREN'S HEALTH

Well Beyond Medicine

The 2019 Community Health Needs Assessment for Nemours Children's Hospital, Florida (formerly Nemours Children's Hospital) identified the following top priorities to address in improving the health of the community's children:

- Access to health services
- Prenatal and infant health

Our immediate focus will be on these top two priorities identified through the evaluation process. Through direct services, or through partnership with other health care or community leaders in the area, we are committed to addressing the health and wellness needs identified for children in Central Florida.

Access to Health Services

According to the needs assessment, 7.4 percent of children in the total service area (TSA) lack health care insurance coverage, comparable to the national benchmark. However, this percentage increases significantly among children living below 100 percent of poverty (18 percent). Of those parents with children who have health care coverage, 10.7 percent report that their child was without coverage at some point in the past year. In addition to insurance instability, the two greatest barriers to access to health care reported in the study were **inconvenient office hours** and **getting a doctor's appointment**. In the TSA, 40.2 percent reported difficulty or delay in obtaining health care services for their child, less favorable than the national benchmark (28.4 percent). The barrier of inconvenient office hours is unfavorably high for parents living in Orange, and difficulty getting appointments is unfavorably high for parents living in Polk County.

Initiative

- Provide coordinated, comprehensive and culturally appropriate care to children and families of Central Florida in a way they can understand.

Goals

- Expand services to increase access to pediatric care.

Metrics

- # of patients seen at Nemours Children's Health locations
 - In 2020, more than 39,000 patients were seen at our locations.
- # of patients seen at Nemours Children's Urgent Care locations
 - In 2020, more than 15,000 patients were seen at our locations.
- # of patients seen at Nemours Children's satellite operations
 - In 2020, more than 30,000 patients were seen at our satellite operations.
- # of patients enrolled and seen with our telehealth services
 - In 2020, there were 290,165 enrollees in Nemours CareConnect, 124,600 patients enrolled in the newly launched Nemours App, and almost 11,000 online urgent care visits were performed by our telehealth services provider group.

Nemours Children's, Florida provides and improves pediatric health care at all levels of care, from minor injuries to the most complex conditions, through coordinated patient-centered medical services, biomedical research, education, prevention and advocacy — ensuring that patients experience care that is safer as well as more reliable, responsive, integrated and available. Nemours Children's, Florida has earned The Joint Commission's Gold Seal of Approval for accreditation by demonstrating compliance with their national standards for health care quality and safety in hospitals. As we continue to fulfill our mission and vision in Central Florida, we are proud to bring the highest quality of care to the community we serve by offering many pediatric specialties and subspecialties.

New Models of Care and New Technology

In response to the evolving health care landscape, we recognize the need for improving health care quality, as well as increasing access and equality for all children in Central Florida. One method of improving access is through application of innovative models or technologies that better coordinate care and information sharing for all patients.

Patient-Centered Medical Homes

Nemours Children's Primary Care practices are nationally certified as Patient-Centered Medical Homes (PCMHs). The PCMH is a model of primary care that combines patient-centered access, team-based care, population health management, care coordination and quality improvement to enhance care delivery. This model provides patients with enhanced access to care and the ability to develop and sustain quality relationships with their provider and health care team, as well as opportunities to build relationships with specialists who expand care in the community. The PCMH model also allows our practices to be proactive in the care of patients and to shift the focus from treatment and emergency care to prevention and health promotion.

Growing to Increase Access

Primary Care

To meet the need for primary and preventive care in the community, Nemours Children's Primary Care has established an ever-growing network of pediatric primary care practices in 19 Central Florida locations. Our highly qualified primary care pediatricians and staff provide general pediatric and preventive health services in a PCMH setting. Services provided include care for routine illnesses and everyday bumps and bruises, vaccinations and well checkups. We are helping children — from the tiniest newborns through age 18 — reach their full potential. However, in 2020 this service was suspended to make certain we can maintain social distancing during the coronavirus (COVID-19) pandemic. Sick care is also available on Saturdays between 8 a.m. and noon at designated locations.

Urgent Care

Of the CHNA respondents who took their child to the emergency room in the last year, more than half reported that the visit was for something that could have been treated in a physician's office. For this reason, we have expanded our urgent care hours throughout the TSA. Nemours Children's Urgent Care offers immediate, advanced pediatric care to patients who range from newborn to 18 years of age. Care is provided as early as noon on weekdays at two of our three locations, and at noon on the weekends. It is available until 8 p.m. at every location, every day, including holidays. Patients can now reserve their spot in line with an online check-in system, allowing the patient and their family to wait more comfortably at home — or wherever is convenient — until their estimated visit time. To help patients during the coronavirus pandemic, Nemours Children's Urgent Care now offers rapid molecular (PCR) COVID-19 testing. The pediatricians who practice at Nemours Children's Urgent Care are board-certified in pediatrics, with specialized experience in emergency medicine and urgent care, bringing expertise closer to home for children in Kissimmee, Lake Nona and Waterford Lakes (East Orlando).

Satellite Operations

To meet access needs of children and families in our community, Nemours Children's operates outpatient pediatric clinics providing specialized pediatric care for families in Central Florida as far west as Wesley Chapel in Pasco County, along the I-4 corridor, and as far south as Vero Beach in Indian River County. We rotate a multitude of specialists throughout our specialty care network, offering appointments in cardiology, pulmonology, GI, urology, endocrinology, orthopedics, general surgery and many others.



CareConnect

When their regular pediatrician is not available, parents can receive care from a Nemours Children’s board-certified pediatrician or advanced practice registered nurse through Nemours CareConnect, a telehealth service designed just for children. Care for minor illnesses and injuries is available 24/7. Parents can use their smartphone, tablet or computer to have a face-to-face video visit whether they’re home or on the go. A summary of the visit will be sent to the child’s pediatrician, so their medical record is complete. Nemours CareConnect is one more way to help children feel better faster and to avoid unnecessary visits to the emergency room. In 2020, the Nemours CareConnect telehealth service transitioned to the Nemours App, making it easier for families to securely access their child’s medical records, see a pediatrician on demand, search our award-winning educational content, and get other tools designed to help caregivers keep their child healthy.

Our Hospital Partners

To further demonstrate Nemours Children’s organizational commitment to provide access to world-class pediatric health care for all children and families in Central Florida, we partner with community hospitals throughout the region and beyond to provide pediatric subspecialty care close to home. We provide a variety of support for these partners, including hospital-based services, subspecialty consults and, in some cases, outpatient clinics.

Our Programs

Pediatric Critical Care Transport

Nemours Children’s, Florida offers 24/7 neonatal and pediatric intensive care transport. Our transport program plays a vital role in getting infants and children to and from Nemours Children’s, Florida, providing a mobile intensive care unit environment so critical care can begin immediately. Our ground transport includes a fully equipped pediatric intensive care ambulance plus a Nemours Children’s-owned, custom-designed mobile intensive care unit (the size of a fire truck) that features space to care for two newborn or pediatric patients at once. Our transport vehicle allows us to be there for children and families throughout the region, at moments when they need us the most. In some cases, we may arrange helicopter or fixed-wing aircraft transport.

Ronald McDonald House

Since 2012, Nemours Children’s, Florida has provided families throughout the region, from all over the United States, and internationally with medical care for children with rare and unique conditions. For families to have access to these relatively rare medical resources, they require a place to stay while their child is receiving care. Ronald McDonald House provides a “home away from home” for families of seriously or chronically ill or injured children receiving treatment at area hospitals, offering nurturing and supportive environments where families can stay together and find comfort.

Financial Assistance Plan and Uninsured Discount Program

Since opening our doors, Nemours Children’s has remained committed to providing our patients and families with the care that they need and want, when they need and want it. We provide charity care services in Florida so that children needing care can receive it without financial barriers.

Inpatient Rehabilitation Unit

Nemours Children’s, Florida’s Inpatient Rehab Unit is currently a five-bed unit. It’s the first pediatric inpatient rehab unit at a free-standing children’s hospital in Florida. The unit admits patients from 3 months to 17 years of age. The Rehab Unit offers intensive physical, speech and occupational therapy, as well as 24-hour inpatient medical and nursing care.

Language/Interpreter Services

Nemours Children’s believes that one of the most important aspects of delivering family-centered care is making sure families are informed, in a way they can understand, about what is happening with their child’s health at every step. To help families be the very best advocates for their child’s care, we provide a variety of language and interpreter services, including:

- **Video remote interpreting service:** we have iPad carts throughout the hospital that can be used to call up a live interpreter in almost every language via live video stream.
- **Phone interpreter service:** Our phone interpreter service is available in almost every language — 24 hours a day, seven days a week, for both inpatients (staying at the hospital) and outpatients (coming in for an appointment or procedure then going home).
- **American Sign Language (ASL):** Nemours Children’s also meets the communication needs of deaf children and families, providing an American Sign Language interpreter when needed.
- **Two board-certified medical interpreters:** These interpreters provide in-person support for complex medical conversations.

Community Initiatives

Shepherd’s Hope

Nemours Children’s, Florida partners with Shepherd’s Hope, a nonprofit in Central Florida that operates free medical clinics for low-income families, to provide volunteer providers for back-to-school physicals every summer. During the clinics, the doctors, nurses and other volunteers who donate their time to serve uninsured, low-income families in need of medical care see patients at no cost. Additionally, we conduct free vision and hearing screenings during the annual back-to-school physicals. Through this work, many Nemours Children’s physicians have been inspired and continue to volunteer at the medical clinics regularly.

Central Florida School Districts — School Nurse Training

Nemours Children’s providers offer specialized training classes for school nurses, health aides and clinic assistants throughout the TSA. We believe that school nurses play an integral role in a child’s care team and require ongoing training to facilitate care for their students. Our providers have conducted training seminars on many topics, including adolescent health, human trafficking, vaping, diabetes, sickle cell, infectious disease, trach care, asthma, allergies, injuries, common cardiac diseases and rheumatology.

Prenatal and Infant Health



Prenatal and Infant Health

The infant mortality rate in the TSA is 6.5 per 1,000 live births, slightly higher than both the Florida average (6.2) and the national average (5.8); Polk County has the highest rate at 7.9 per 1,000 live births. The leading cause of death between 2008 to 2017 for children under 1 year of age was perinatal conditions (certain conditions occurring in the perinatal period, usually low birth weight, preterm birth, and complications of pregnancy, labor and delivery).

Initiative

- Increase education and awareness of prenatal and infant health issues among families and health care providers in Central Florida.

Goals

- Promote **infant health programs and outreach** that provide services, education and support to families and providers.

Metrics

- # of patients seen at our Center for Fetal Care
 - **In 2020, over 600 patients were seen at our center for Fetal Care.**
- # of attendees participating in the Certified Lactation Counselor training course hosted at Nemours Children's, Florida
 - **In 2020, the Certified Lactation Counselor training course was canceled due to COVID-19.**
- # of page views from the TSA to KidsHealth.org for prenatal and infant health information
 - **In 2020, there were 125,785 page views from the Central Florida area on KidsHealth.org for prenatal and infant health information.**

Education and Support

KidsHealth.org – Pregnancy and Newborn Center

Nemours Children's provides online resources to help families better understand how to stay healthy and safe during pregnancy and how to prepare for parenthood, as well as childbirth, newborn care and health conditions. All content is reviewed regularly for accuracy and balance by our pediatricians and experts in subject matter. The site is free to use, requires no registration, and is free of advertising.

NICU Discharge Education

Nemours Children's focuses on practices that allow children and families to live healthier lives. Our goal is to provide health information and encourage wellness development and safety for all children. Prior to a baby's discharge from the NICU, our providers educate families on safe sleep practices, car seat safety, shaken baby syndrome and infant CPR. Nemours Children's providers teach parents proper CPR technique and provide hands-on training with simulation mannequins. For more training, parents are provided an Infant CPR Kit donated by the American Heart Association (AHA), which contains video instruction and an inflatable mannequin for the family to practice on at home.

Period of PURPLE Crying® Program

The Period of PURPLE Crying® is used to describe the time in a baby's life when they cry more than at any other time. The PURPLE program is designed to educate parents of new babies on the normal crying curve and the dangers of shaking a baby. Upon discharge from the NICU at Nemours Children's, Florida, parents and caregivers are educated on how to safely care for their baby during periods of extended crying and other highly stressful times through this research-based video education program developed by the National Center on Shaken Baby Syndrome.

Improving Outcomes and Safety for Mothers and Infants

Center for Fetal Care

We are dedicated to serving children and their families at every stage of life. The Center for Fetal Care at Nemours Children's, Florida provides expert maternal-fetal and perinatal care to Central Florida mothers-to-be who are facing high-risk pregnancies or problems with their unborn child. Although we do not deliver babies, we manage care with each mother's doctors and coordinate services focused on her baby's health before, during and after birth. The Center for Fetal Care is designed with the pregnant patient's health in mind and provides a dedicated clinic space, prompt scheduling, and referrals to pediatric specialists that are arranged and tracked by the Center for Fetal Care.

Milk Bank of Florida

Breast milk is the preferred feeding for all infants and offers benefits not found in any substitute. It provides something called "passive immunity," protecting the baby from a wide variety of bacterial and viral illnesses. Breastfeeding also can lead to better cognitive development, as well as physical and emotional benefits due to skin-to-skin contact. Because early nutrition is a significant contributor to healthy child development, Nemours Children's, Florida provides a storage location to support milk banks, as well as a neonatal practitioner and International Board-Certified Lactation Consultant. To support breastfeeding and infant health, Nemours Children's, Florida hosts educational opportunities during World Breastfeeding Week to inform and educate our associates and patient families about breastfeeding and lactation support resources within Nemours Children's, Florida and in the community.

Neonatal Resuscitation Program

We provide classroom instruction in the Neonatal Resuscitation Program (NRP). NRP is an educational program based on the American Academy of Pediatrics and the American Heart Association guidelines for cardiopulmonary resuscitation and emergency cardiovascular care for newborns at time of delivery. NRP introduces concepts and basic skills of neonatal resuscitation. Successful completion of the online written course is required before participants attend the classroom portion of the NRP course.

S.T.A.B.L.E. (Sugar, Temperature, Airway, Blood pressure, Lab work, and Emotional support)

Nemours Children's, Florida offers classroom instruction for the modular instructional program known as S.T.A.B.L.E. This neonatal education program for health care providers focuses on the post-resuscitation and pre-transport stabilization care of sick infants.

March of Dimes of Central Florida

The March of Dimes of Central Florida is a longtime partner of Nemours Children's, Florida, aiding the hospital through generous donations and other support. Throughout the years, our associates have become heavily involved in March of Dimes events and fundraisers; the collaborative effort has resulted in significant dollars raised to support research, educational opportunities and support services for parents, caregivers and families. Donations from the March of Dimes also support the education of medical and nursing staff in the latest developments and findings regarding neonatal and perinatal diagnosis, treatments and plans of care for high-risk newborns.

NICU Cuddler Program

We understand the importance of bonding and skin-to-skin contact with any newborn, especially those in the NICU. However, we also understand that not all parents are able to stay at the hospital for extended periods of time — some parents need to leave for work or other obligations. Volunteers with the our NICU Cuddler Program are specially trained to provide love and affection to babies and families in the NICU at Nemours Children's, Florida.. These volunteers are trained on the proper techniques for holding and rocking to soothe and comfort our tiniest patients. Our NICU Cuddler Program is especially important to soothe babies with neonatal abstinence syndrome (NAS), who may be experiencing elevated stress and discomfort.

Primary Care

Nemours Children's Primary Care has improved data analytics to assess gaps in infant care and improves care by reaching out to parents for such things as scheduling their infants' immunizations. Additionally, our primary care practices have added lactation consultations, including telehealth availability, to increase, promote and support breastfeeding. To improve compliance in blood lead screening, all clinics have increased point-of-care testing. Additionally, primary care practices offer photo screenings to detect vision abnormalities in children starting at 12 months. For parents, primary care has implemented universal postpartum depression screening of all parents in accordance with new guidelines.