

A close-up photograph of a woman with dark hair kissing a young child on the cheek. The woman is on the left, and the child is on the right, looking towards the camera with a slight smile. The background is bright and out of focus, suggesting an outdoor setting. A teal-colored rectangular overlay covers the bottom left portion of the image, containing text and a logo.

Community Health Needs Assessment

2021

Progress Report



NEMOURS
CHILDREN'S HEALTH

Well Beyond Medicine

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**About Nemours
Children's Health**

About Nemours Children's Health

Nemours Children's is one of the nation's largest multistate pediatric health systems, which includes two free-standing children's hospitals and a network of nearly 75 primary and specialty care practices. Nemours Children's seeks to transform the health of children by adopting a holistic health model that utilizes innovative, safe and high quality care, while also caring for the health of the whole child beyond medicine. Nemours Children's also powers the world's most-visited website for information on the health of children and teens, Nemours KidsHealth.org.

From our beautiful location in Orlando's Lake Nona Medical City to specially designed play areas, our children's hospital is like no other in the region. Some of the signature services offered at this hospital include:

- Cardiac Center, with expert testing, condition management, inpatient critical care and surgery
- Award-winning Center for Cancer and Blood Disorders
- Center for Fetal Care for high-risk babies

Our interventional radiology services include the only dual-trained pediatric diagnostic and interventional radiologists in Florida. And our's was the first muscular dystrophy program in Central Florida certified and approved by the Muscular Dystrophy Association (MDA). Nemours Children's also offers families access to primary, specialty and urgent care throughout much of Florida. In 2021, we provided more than 123,000 outpatient visits at these locations.

The mission of Nemours Children's is to provide leadership, institutions and services to restore and improve the health of children through education and programs not readily available, with one high standard of quality and distinction regardless of the recipient's financial status. Nemours Children's is committed to providing patient- and family-centered health care; educating the next generation of health care providers through a variety of education affiliations; offering extensive online and in-person continuing medical education; providing health and wellness information for kids, teens, parents and educators via Nemours KidsHealth.org; and offering families 24/7 access to virtual consults with Nemours Children's pediatricians using computers and mobile devices.

Nemours Children's has been recognized as a model of, and an advocate for, transforming the pediatric health care system from a focus on sickness to a focus on wellness, often in collaboration with community and health care partners. Our leaders and associates serve on numerous boards of organizations addressing health and children's issues. A wide range of community organizations receive our support as part of our commitment to support those who support children. We are also focused on bringing our standard of care — and better health — to local communities. We do this not only by providing both primary and specialty care at various locations throughout the region, but by continuously seeking answers to the most vexing problems in children's health.

Our researchers look for and find novel treatments for complex childhood conditions, and our population health and prevention specialists work to reverse long-standing patterns of unhealthy behavior across our communities. Our Community Health Needs Assessment (CHNA), conducted every three years, provides us an opportunity to survey community members and systematically address their concerns. This progress report details the strategies we employed to address the top concerns identified in 2019, as well as the ongoing work conducted in these areas.

Community Health Needs Assessment



The 2019 Community Health Needs Assessment (CHNA) for Nemours Children’s Hospital, Florida identified the following top priorities to improve the health of the community’s children:

- Access to health services
- Prenatal and infant health

Our three-year 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, Nemours Children’s Health is committed to addressing the health and wellness needs identified for children in Central Florida.

Access to Health Services

According to the CHNA, 7.4 % 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 poverty level (18 %). Of those parents with children who have health care coverage, 10.7 % 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 % reported difficulty or delay in obtaining health care services for their child, less favorable than the national benchmark (28.4 %). The barrier of inconvenient office hours is unfavorably high for parents living in Orange County; 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 primary care locations
- # of patients seen at Nemours Children’s urgent care locations
- # of patients seen at Nemours Children’s satellite operations
- # of patients enrolled and seen with Nemours Children’s on-demand telehealth

2021 Progress Metrics

- 60,000 patients were seen at Nemours Children’s primary care locations.
- 20,900 patients were seen at Nemours Children’s urgent care locations.
- 42,500 patients were seen at Nemours Children’s satellite operations.
- In Florida, there were almost 60,000 enrollees in Nemours app and over 7,000 online visits through Nemours Children’s on-demand telehealth.

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 vision and mission 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

Our 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, we have established an ever-growing network of pediatric primary care practices in 20 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, everyday bumps and bruises, vaccinations, and well checkups. Nemours Children's is helping children — from the tiniest newborns through age 18 — reach their full potential. Sick care is also available on Saturdays 8 a.m. to 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, Nemours Children's has expanded our urgent care hours throughout the TSA. Our urgent care locations offer immediate, advanced pediatric care to patients who range from newborn to 18 years of age. Care is provided as early as 10 a.m. on weekdays at one 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 tests to patients who need them. 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, we operate 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, gastroenterology, urology, endocrinology, orthopedics, general surgery, and many others.

Urgent Care Telemedicine

When their regular pediatrician is not available, parents can get care for their child from one of our board-certified pediatricians or advanced practice registered nurses through the Nemours app. Care for minor illnesses and injuries is available daily 6 a.m. to midnight. Parents can use their smartphone, tablet or computer to have a face-to-face video visit whether they are at home or on the go. A summary of the visit will be sent to the child's pediatrician, so their health record is complete. Urgent care telemedicine is one more way to help children feel better faster and to avoid unnecessary visits to the emergency room. In 2020, our urgent care telemedicine service transitioned to the Nemours app, making it easier for families to securely access their child's electronic health record, see a pediatrician on demand, search our award-winning educational content, and get other tools designed to help caregivers keep their child healthy.

Hospital Partners

To further demonstrate our organizational commitment to provide access to world-class pediatric health care for all children and families in Central Florida, Nemours Children's partners 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.

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 our hospital, 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 program allows us to be there for children and families throughout the region, at moments when they need us most. In some cases, we may arrange helicopter or fixed-wing aircraft transport.

Ronald McDonald House

Since 2012, we have 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, we have remained committed to providing our patients and families with the care that they need and want, when they need and want it. Nemours Children's provides charity care services in Florida so that children needing care can receive it without financial barriers.

Inpatient Rehabilitation Unit

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

Language/Interpreter Services

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

- **Video remote interpreting service:** iPad carts throughout the hospital can be used to call up a live interpreter in almost every language via live video stream.
- **Phone interpreter service:** This 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):** We also meet the communication needs of deaf children and families, providing an ASL interpreter when needed.
- **Two board-certified medical interpreters:** These interpreters provide in-person support for complex medical conversations.

Community Initiatives

Shepherd's Hope

We partner with Shepherd's Hope, a not-for-profit in Central Florida that operates free medical clinics for low-income families, coordinating volunteers for back-to-school physicals every summer. Doctors, nurses and other volunteers donate their time to serve uninsured, low-income families in need of medical care. Patients are seen at no charge. Additionally, Nemours Children's conducts free, automated refractive error vision screenings during the annual back-to-school physicals. Many of our participating physicians are inspired and continue to volunteer at the medical clinics regularly.

Central Florida School Districts – School Nurse Training

We offer specialized training classes for school nurses, health aides and clinic assistants throughout the TSA. We believe school nurses play an integral role in a child's care team and require ongoing training to properly care for their students. Nemours Children's 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 — typically 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
- # of attendees participating in the Certified Lactation Counselor training course hosted at our hospital
- # of page views from the TSA to Nemours KidsHealth.org for prenatal and infant health information

2021 Progress Metrics

- 2,670 patients were seen at our Center for Fetal Care.
- The in-person Certified Lactation Counselor training course remains canceled due to COVID-19 with attendees now able to participate conveniently through a flexible online 52-hour course to complete over six months.
- Over 85,000 page views from the Central Florida area on Nemours 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 the subject matter. The site is free to use, requires no registration, and is free of advertising.

NICU Discharge Education

Our focus is 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, providers educate families on safe sleep practices, car seat safety, shaken baby syndrome and infant CPR. These 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, 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 a baby's discharge from the NICU, 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

Our 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 co-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.

Promoting Maternal Breast Milk

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 an International Board-Certified Lactation Consultant, a dedicated neonatal dietician, supports a donor milk program, and serves as a storage location to support milk banks. We offer telemedicine and in-person lactation clinics for mothers after discharge to ensure successful and sustained breastfeeding. To further support breastfeeding and infant health, Nemours Children's hosts educational opportunities during World Breastfeeding Week to inform and educate our associates and patient families about breastfeeding and lactation support resources within both the hospital and the community.

Neonatal Resuscitation Program

Nemours Children's, Florida provides 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. Participants must successfully complete the online written course before attending the classroom portion of the NRP course.

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

We offer 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 postresuscitation and pretransport stabilization care of sick infants..

March of Dimes of Central Florida

The March of Dimes of Central Florida is our longtime partner, supporting 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 our NICU Cuddler Program are specially trained to provide love and affection to babies and families in the NICU at Nemours Children's, Florida. Training includes proper techniques for holding and rocking to soothe and comfort our tiniest patients. The NICU Cuddler Program is especially important to soothe babies with neonatal abstinence syndrome (NAS), who may be experiencing elevated stress and discomfort..

Primary Care

Our primary care practices have improved data analytics to assess gaps in infant care. We improve care by reaching out to parents for such things as scheduling their infants' immunizations. Additionally, our primary care practices have added lactation consultations (including via telehealth) to increase, promote and support breastfeeding. To improve compliance in blood lead screening, all clinics have increased point-of-care testing. Our primary care practices also 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.