THE NEMOURS STORY

WE ARE NEMOURS 1

OUR FAMILY-CENTERED MODEL OF CARE 2

THE PROMISE OF NEW POSSIBILITIES 3

EXPERT CLINICAL CARE FOR CHILDREN 4

NEMOURS/ALFRED I. DUPONT HOSPITAL FOR CHILDREN 4
NEMOURS CHILDREN’S HOSPITAL AND HEALTH CAMPUS 6
NEMOURS CHILDREN’S CLINIC 7
NEMOURS PEDIATRICS 8
NEMOURS PEDIATRIC PARTNERS 8

CARING FOR THE WHOLE CHILD 8

NEMOURS HEALTH & PREVENTION SERVICES 8
5-2-1-ALMOST NONE 9
NEMOURS BRIGHTSTART! 9
KIDSHEALTH.ORG 11
NEMOURS CENTER FOR CHILDREN’S HEALTH MEDIA 12
NEMOURS SENIORCARE 12

ADVANCING OUR MISSION 12
When your child isn’t healthy, your world stops. Suddenly, the only thing that matters is making your child better. We feel that way, too.

We are Nemours. Thousands of the country’s top pediatric specialists, researchers, educators, advocates and caregivers united in one promise: to do whatever it takes to prevent and treat even the most disabling childhood conditions. And we begin by caring for every child as if they were our own. This is the Nemours Way.

Nemours began with the vision of Alfred I. duPont to improve the lives of children. Now, more than 70 years later, our dedicated team of Associates has cared for millions of kids in our locations throughout Delaware, Florida, New Jersey and Pennsylvania. But it’s the special way we care that’s made Nemours a trusted choice for families across the country.

We’re more than a children’s hospital. As one of the nation’s leading pediatric health care systems, Nemours delivers care differently.

We start by making sure families are at the center of their child’s care.

We pioneer the latest technology and research, solving problems and making care easier.

We’ve been named among the nation’s best because of our expert patient care.

We reach beyond the walls of our hospitals and clinic and into the communities and places where families live, learn and play. Through prevention, intervention, education and research, Nemours helps give kids the very best chance to grow up healthy.

Nemours is committed to raising the bar in children’s health. And it’s why we’ve challenged ourselves to be recognized among the top five percent of children’s health systems in the country.
Every child deserves the chance to have a healthy, active future. That’s why we use a collaborative approach in caring for children. We call it the Nemours Model of Care. This approach incorporates families in all aspects of their child’s care—starting with our physicians taking time to talk with patient families in terms they can easily understand. We’ve developed MyNemours, a secure online tool families can use to easily access their child’s medical information from anywhere. And we asked our patient families what hospital features they wanted most and incorporated them into the designs of our all-new patient care building at Nemours/Alfred I. duPont Hospital for Children and the new Nemours Children’s Hospital in Orlando, Florida. Our Model of Care is built on one principle: that what we do together for children is greater than what we can do separately.

Children are at the heart of family-centered care. That’s why our Model of Care empowers Nemours doctors, referring physicians and patient families to work closely and easily share information about the health of a child—spanning clinical care, research, health education, prevention and advocacy. We’re committed to providing families with the best experience we can, every time. Whether we’re at the bedside, in the exam room, online, in the lab or in the classroom, the Nemours Model of Care helps us to anticipate and meet the needs of the whole child.
THE PROMISE OF NEW POSSIBILITIES

A PIONEER FOR ELECTRONIC HEALTH RECORD

The more information physicians have, the better they can care for children. That’s why for more than 10 years, Nemours has been pioneering the use of electronic health record (EHR) technology. Today, our EHR tracks hundreds of quality of care measures, and collects, sorts and stores data for research into a broad scope of childhood conditions. And through NemoursLink and MyNemours, we’re able to share information stored in our EHR with referring physicians and patient families, coordinating care and timely health information for each child. As an EHR pioneer, we’ve won the prestigious Davies Award, honoring excellence in health information technology.

COMMITMENT TO RESEARCH & EDUCATION

Nemours is committed to improving the health and health care of children by seeking new approaches to the prevention, diagnosis and treatment of childhood diseases. We’ve set the standard for advances in research, prevention and education with more than 300 active research projects and clinical trials within our Nemours Research Centers for Excellence. And we’re ranked 14th in the nation for National Institute of Health research funding among free-standing children’s hospitals.

Coupled with research is a responsibility to develop the next generation of leaders in children’s health. That’s why we educate and train more than 1,000 residents, fellows and medical students every year. And with the help of PedsEducation.org, we can provide free online continuing education to the medical community.
EXPERT CLINICAL CARE FOR CHILDREN

What began as the promise of Alfred I. duPont to help children live free from disabling conditions is now a legacy fulfilled by Nemours. We are experts in caring for kids. That’s because caring for children is all we do. It’s why families from across the country turn to us for the best in pediatric care.

Keeping our promise to do whatever it takes has earned Nemours a place among the most respected pediatric health care systems in the nation. Year after year, our physicians are named among the Best Doctors in America® – a claim only five percent of physicians in the country can make. Nemours/Alfred I. duPont Hospital for Children has been named among the nation’s best in pediatric cardiology and heart surgery, diabetes and endocrinology, neonatology, orthopedics, pulmonology, gastroenterology and urology by U.S. News & World Report. And the Endocrinology Department at Wolfson Children’s Hospital, staffed by Nemours specialists, is ranked among the nation’s best by U.S. News & World Report in pediatric endocrinology care.

NEMOURS/ALFRED I. DUPONT HOSPITAL FOR CHILDREN
WILMINGTON, DE

A Legacy of Excellence
More than 70 years ago, with the generous support of the Alfred I. duPont Testamentary Trust, The Nemours Foundation created a hospital dedicated to the care and treatment of “crippled” children. From the very beginning, the hospital attracted international leaders in orthopedic care, forging a reputation that stands to this day. We’ve since changed our name to Nemours/Alfred I. duPont Hospital for Children, and over the years have grown into an entire system of care spanning four states—all while maintaining this legacy of excellence.

A Different Kind of Children’s Hospital
DuPont Hospital for Children offers a treatment philosophy and level of care and comfort that sets the standard. Nestled among beautifully landscaped gardens, lush lawns, sunlight and fresh air, the 200-bed teaching hospital provides all the specialties of pediatric medicine and surgery in a warm, family-centered environment.

Experts in Pediatric Specialty Care
The hospital has 250 board-certified specialists who provide intensive and acute inpatient and outpatient services in more than 30 disciplines. Our programs attract patients from our community, across the nation and around the world, offering widely recognized programs in:

- Blood and bone marrow transplantation
- Heart care and surgery
- Ear, nose and throat (ENT)
- Neurosurgery
- Cancer care
- Orthopedics
- Pediatric surgery
- Perinatal care
- Solid organ transplantation
Care That’s Inspired by Families
Nemours believes parents play a vital part in the care of their child. Our commitment to family-centered care has led us to create a Family Advisory Council as well as a Youth Advisory Council. Through both councils, we use the insights and suggestions of our diverse group of patient families to continually add to and improve our services—whether it’s using parents’ or kids’ suggestions in implementing new programs, or even in designing building features such as the ones featured in the expansion of duPont Hospital for Children.

Coming Soon – An All New Inpatient Facility
Because the needs of a child in the hospital today are increasingly complex, duPont Hospital for Children will be adding exciting capabilities to better meet those needs through our multi-phase hospital expansion, which will include a larger pediatric intensive care unit with state-of-the-art technology and a new inpatient care building. In 2011, Nemours broke ground on this new facility, featuring:
- All-private patient rooms that provide advanced technology support for caregivers and patient families
- An all new and much larger Emergency Department
- A welcoming, five-story atrium entrance which allows easier access to all services
- Patient family amenities such as healing and recreation spaces, and in-room patient portals that supply internet, TV, on-demand movies, games and health care information from KidsHealth.org

Distinctions & Features
- Pediatric specialists named among the Best Doctors in America® year after year
- Ranked in top 1 percent of hospitals nationally in pediatric inpatient satisfaction in 2010 by Press Ganey
- Intensive and acute inpatient and outpatient services
- Clinical team approach supported by the use of a sophisticated electronic health record (EHR)
- Academically affiliated with the University of Delaware and Thomas Jefferson University
- Delaware’s only Pediatric Trauma Center
- Emergency Department with Fast Track program (for minor illnesses and injuries) and Observation Unit
- A founding partner of the Delaware Health Sciences Alliance (DHSA)
- Financial counseling services
- Free valet parking for families and visitors
A Children’s Hospital Like No Other
In 2012, Orlando will be home to Nemours Children’s Hospital, part of a unique, state-of-the-art health campus that also includes a new Nemours Children’s Clinic, an ambulatory diagnostic center and extensive research and education facilities. This new campus will bring the Nemours legacy of comprehensive children’s health care and research capabilities to the forefront of the emerging health and science sector of Central Florida. And as a part of Nemours, our new hospital will have access to the specialists and resources of the renowned Nemours/Alfred I. duPont Hospital for Children in Wilmington, Delaware.

Everything You Need, All in One Place
We understand that scheduling appointments and traveling between care facilities can be difficult for patients. That’s why when we designed the new hospital, we knew how important it would be to make sure families could access all of their services and specialists in one place. From clinic to hospital to home, we’ve created a unique system that ensures our dedicated team will be there for families every step of the way.

A Unique Approach to Healing
As a testament to Mr. duPont’s commitment to caring for the whole child, our new pediatric health campus will take a holistic approach. Healing gardens, nature trails, pet therapy areas, water features and more, create a peaceful environment that fosters both mental and physical healing.

Designed for Families by Families
When a child has a complex medical condition, a family’s needs become complex too. The new Nemours Children’s Hospital and Health Campus is designed with these families in mind. Through organizing and enlisting the help of a Family Advisory Council, our new pediatric health campus is being created to meet the unique needs and preferences of our patients and families like no other children’s hospital.

The Family Advisory Council is a group of parents, family members and community partners with a broad range of experiences within pediatric health care systems. Based on their insight, Nemours has gained valuable perspective in the design of our new pediatric health campus. We listened to the council’s feedback and suggestions and created a better environment for patients and families, including more handicapped parking, rooms that feel more like home, new technology that enhances communication with a child’s physician and much more.
Other family-friendly features include:
- Way-finding system that’s interactive and clearly designed to include multiple languages, pictures and colors
- Family concierge service
- Comfortable and spacious gathering and reception areas
- Single, private rooms with a refrigerator, 24/7 in-room dining and sleep accommodations for two parents
- Family Resource Center
- Healing and discovery gardens, nature trails and roof gardens incorporated into the environment
- Family lounge provided on each inpatient unit

The Innovative Spirit of Medical City
The Nemours Children’s Hospital and Health Campus will be located in the new Lake Nona Medical City in Central Florida. Positioned among renowned clinical teaching and medical research facilities, our pediatric health campus will be part of the emerging health and science sector of Central Florida.

Working alongside these respected organizations, we will help advance medicine and health care through innovation, research and technology. Nemours will play an important role in the advancement of pediatric subspecialists, bringing comprehensive children’s health care to the forefront of the Medical City. Providing students and postgraduate residents with development programs and fellowship training, Nemours Children’s Hospital and Health Campus will be collaborating with these respected organizations:
- The University of Central Florida College of Medicine
- Burnham Institute for Medical Research, one of the top 25 independent organizations recognized worldwide for research impact
- University of Florida Research and Academic Center
- Orlando VA Medical Center
- M.D. Anderson Orlando Cancer Research Center, the first and largest affiliate of the world-renowned University of Texas M.D. Anderson Cancer Center

NEMOURS CHILDREN’S CLINIC

Nemours Children’s Clinic is a multi-specialty pediatric group practice with locations in four states—Delaware, New Jersey, Pennsylvania and Florida. Through the Clinic, Nemours is able to bring advanced pediatric specialty care into local communities, making care more accessible and convenient for families. And should a child need more advanced care, the specialists and resources of Nemours/Alfred I. duPont Hospital for Children, and soon Nemours Children’s Hospital, are always available.

All of our clinics are connected by our sophisticated electronic health record (EHR) that allows us to communicate closely with a child’s physician, providing a collaborative approach in the care of children and helping us make family-centered care a reality.
NEMOURS PEDIATRICS

Not every child needs specialty care. But all children deserve special care. That’s why we have 10 Nemours Pediatrics locations in Delaware and two in Pennsylvania providing primary care for newborns, children and teens. Nemours Pediatrics locations are connected by our electronic health record (EHR), so that families get the same collaborative, family-centered approach they receive in our clinics and hospital. And we provide around-the-clock advice for patient families through KidsHealth On-Call, the 24-hour medical phone line.

Nemours specialists also work collaboratively with community-based pediatricians and family practice physicians should a child ever need advanced care. Through NemoursLink, a free internet-based tool for doctors, primary care physicians have real-time access to their patients’ clinical information to provide the best ongoing care when a child returns to them for treatment and follow-up.

NEMOURS PEDIATRIC PARTNERS

In order to deliver higher standards in pediatric care to even more children and families, Nemours works with respected health care providers, extending our world-class care through partnerships with community health and hospital systems including:

- AtlantiCare
- Bryn Mawr Hospital/Main Line Health
- Christiana Care Health System
- Holmes Medical System
- Lancaster General Health
- Sacred Heart Children’s Hospital
- Thomas Jefferson University Hospital
- Wolfson Children’s Hospital

Partnership services may include Nemours staffing in Neonatal Intensive Care Units, inpatient pediatric units, emergency departments, as well as providing 24/7 specialty coverage, or outpatient specialty services. For the most recent list of our pediatric partners and their locations, please visit Nemours.org/partners.

CARING FOR THE WHOLE CHILD

Our commitment to caring for children goes beyond just treating kids in a hospital or clinic. We believe in treating the whole child, and that means helping kids and parents make healthy decisions. That’s why we use our expertise in medical science, health education and research to help address and influence children’s well-being—so we can give kids the very best chance to grow up healthy.

NEMOURS HEALTH & PREVENTION SERVICES

Today, one out of every three kids in the United States is either overweight or obese. And we know that kids can’t do it alone when it comes to making healthy choices. Through Nemours Health and Prevention, we’re able to reach out to families, schools and community partners in Delaware—and now in Central Florida—to help children grow up healthy, with an emphasis on obesity prevention and emotional and behavioral health.

While many U.S. children’s hospitals and health systems have an advocacy component to their mission, Nemours is quite possibly the only one in the country making this kind of expansive and sustained investment in promoting children’s health.
5-2-1-ALMOST NONE

When we talked to parents about children’s habits, 9 out of 10 said kids eat too much junk food and 84 percent said kids do not get enough exercise. These are the reasons why Nemours is committed to taking a leading role in obesity prevention. We want to help families understand the causes and health implications of obesity, and the best ways to promote healthier habits. We developed the 5-2-1-Almost None formula to help children and families stay healthy and reduce their risk for becoming overweight by:

- Eating at least 5 servings of fruits and vegetables a day
- Limiting screen time to no more than 2 hours a day
- Getting at least 1 hour of physical activity a day
- Drinking almost no sugary beverages

The 5-2-1-Almost None campaign has reached more than 100,000 children in Delaware alone, and even more in Florida. Early results show that childhood obesity in the state of Delaware, once on an upward trend, has started to level off.

The success has garnered national attention and opened doors for Nemours to collaborate with other leading institutions to promote healthy lifestyles. One of the most visible partnerships is with first lady Michelle Obama’s national “Let’s Move!” campaign.

NEMOURS BRIGHTSTART!

In today’s world, reading is essential to success. Poor readers often fail to reach their potential and may suffer educational, social, emotional and economic consequences—not only while they are young and in school, but throughout their entire lives. Most children have the potential to read well, yet reading problems frequently go undetected.

At Nemours BrightStart!, our goal is to prevent significant reading failure and give children at risk for dyslexia a better chance to reach their full potential. We put preschoolers on the road to reading success using a variety of unique programs and partnering with parents, teachers, child care professionals and health care providers to bridge the gap in early literacy skills in young, vulnerable learners.

Dyslexia is the most common cause of reading problems and affects up to 20 percent of the population. Using brain science, Nemours BrightStart! identifies young children at risk for dyslexia and future reading failure, and teaches them the critical skills needed to succeed in reading. Our pioneering pre-kindergarten screening and educational intervention program in Jacksonville and Orlando, Florida—and now in Delaware—has transformed the way thousands of children approach reading, using a variety of tools and resources including:

- Reading readiness screening for preschool-age children
- Early educational instruction for preschoolers struggling with early literacy skills
- Professional development workshops, conferences and presentations that reach teachers and early childhood professionals across the nation
- Tools and resources for health care professionals to monitor literacy development milestones as part of the whole health of the child
In five years, Nemours BrightStart! has screened nearly 10,000 pre-kindergarten children and provided educational instruction to more than 1,500 at-risk learners. And outcomes have been remarkable—two-thirds of at-risk children moved to the normal range on follow-up screening measures, after scoring well below average before receiving the Nemours BrightStart! educational intervention.

As the foundation for all school success, reading level is the strongest predictor of adult health status. Working together, Nemours BrightStart! allows us to fulfill the promise of helping every child discover the joy of reading.
KIDSHEALTH.ORG—THE WORLD’S MOST VISITED SITE
DEVOTED TO CHILDREN’S HEALTH

A safe online resource for teens who need honest answers but can’t always turn to their parents or a doctor. Helping parents understand what to expect before, during and after their child’s surgery. Showing a child how to manage asthma by watching a video at her hospital bedside. These are just a few of the ways Nemours is changing how families learn about health through KidsHealth.org.

Each year, more than 250 million people turn to KidsHealth.org for answers. This award-winning, family-friendly web site is written by Nemours physicians to provide advice, comfort and perspective with content tailored for three distinct audiences: parents, kids and teens. And now it’s the most visited site in the world devoted to children’s health in both English and Spanish.

KidsHealth.org comes from the Nemours Center for Children’s Health Media, a physician-led group devoted to creating engaging media addressing a wide range of parenting and children’s health topics. The Center’s latest project is a new iPhone app, Is It Contagious?, complete with information parents need to know about 85+ common childhood conditions.

Working hand-in-hand with Nemours clinicians, KidsHealth information is now available within MyNemours, providing families with information specifically related to their children, right within their child’s health record. Shortly, KidsHealth will introduce a library of patient discharge instructions, helping families understand how to care for their child after a Nemours hospital stay or office visit. With the help of nurses and clinicians throughout Nemours, KidsHealth also creates innovative patient education videos used by Nemours and many of the nation’s leading children’s hospitals through the GetWellNetwork.
The Nemours Center for Children’s Health Media partners with outside organizations to reach as many families as possible. The Center works with groups including:

- 55+ children’s hospitals
- 250 community hospitals
- American Academy of Family Physicians
- U.S. Department of Health & Human Services
- MSN
- Seventeen.com
- NBA Fit
- Michael Phelps Foundation and Boys & Girls Clubs of America
- McClatchy-Tribune Newspapers
- School Specialties, distributors of KidsHealth student planners
- Emmi Solutions

NEMOURS SENIORCARE
Following the compassionate legacy of Alfred I. duPont, Nemours SeniorCare was opened in Wilmington in 1981 to provide assistance to the senior citizens of Delaware. Seniors who meet eligibility criteria receive outpatient health services in the fields of dental, vision and hearing care.

The Nemours Fund for Children’s Health builds and nurtures relationships with individuals and organizations who wish to advance the mission of Nemours through philanthropy. The Fund helps donors realize their wishes and dreams for restoring and improving the health of children through many types of giving opportunities. Contributions help to support patient care, biomedical research, and prevention and education initiatives.

For more information, visit Nemours.org.