



**Community
Health Needs
Assessment
2019
Progress Report**

Your child. Our promise.

Nemours® Children's Hospital

Nemours Children's Hospital Community Health Needs Assessment 2019 Progress Report

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Access to Health Services



The 2016 Community Health Needs Assessment for Nemours Children’s Hospital (NCH) identified the following top priorities to address in improving the health of the community’s children:

- access to health services
- prenatal and infant health
- injury and safety

Our immediate focus will be on these top three priorities identified through the evaluation process. However, Nemours believes that we have a responsibility to our communities to address all health concerns identified by this study. 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, 6.9 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 just above the federal poverty level (11.4 percent). Of those parents with children who have health care coverage, 12.2 percent report that their child was without coverage at some point in the past year.

In addition to insurance instability, the three greatest barriers to access to health care reported in the study were **lack of appointment availability, inconvenient office hours and finding a physician**. More than one-third of parents in the TSA (36.3 percent) reported difficulty or delay in obtaining health care services for their child, less favorable than the national benchmark (29.4 percent). Families in Osceola County reported the most difficulty getting an appointment and finding a physician. In addition, in Orange County, families reported the highest prevalence of difficulties due to culture or language difficulties.

Approximately 37.2 percent of parents in the TSA reported that their child needed to see a specialist at some point in the past year. Among these respondents, 45 percent of these parents had “major” or “moderate” problems obtaining the necessary care for their child. In addition, 17.5 percent reported that it took 30 or more days to get an appointment.

A total of 13.7 percent of parents in the TSA reported taking their child to a hospital emergency room more than once in the past year. Of those respondents, nearly half reported that the visit was for something that could have been treated in a doctor’s office.

Initiative

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

Goals

- A. Create **programs and initiatives** to increase access to specialty care.
- B. Expand and maintain **satellite operations** to extend specialty care into the community.
- C. Provide and expand **unique service offerings and subspecialty care** not otherwise accessible in the Central Florida community.

Metrics

1. # of patients seen at Nemours Primary Care locations
2. # of patients seen at Nemours Urgent Care locations
3. # of patients seen at Nemours satellite operations
4. # of patients enrolled and seen with Nemours CareConnect
5. # of schools using Nemours CareConnect

2019 Progress Metrics

1. More than 155,000 patients were seen at Nemours Primary Care locations.
2. More than 40,000 patients were seen at Nemours Urgent Care locations.
3. More than 189,000 patients were seen at Nemours satellite operations.
4. More than 25,000 patients enrolled with Nemours CareConnect, and more than 5,000 online urgent care visits were performed by our Nemours CareConnect physician group.
5. Two elementary schools and two early learning centers in Central Florida partner with Nemours CareConnect in their school clinics.

NCH is dedicated to providing and improving 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, more reliable, more responsive, more integrated and more available. NCH 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 a large number of pediatric specialties and subspecialties.

New Models of Care and New Technology

In response to the evolving health care landscape, Nemours recognizes 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. 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 Nemours’ 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

Nemours 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 18 Central Florida locations. Our highly qualified primary care pediatricians and staff provide general pediatric and preventive health services in a Patient-Centered Medical Home setting. Services provided include care for routine illnesses and everyday bumps and bruises, vaccinations and well checkups. Nemours is helping children — from the tiniest newborns through age 18 — reach their full potential.

To ensure access to care when parents need it, each Nemours Children's Primary Care office offers walk-in sick care for established patients between 8 a.m. and 9 a.m. every weekday. Sick care is also available on Saturdays between 8 a.m. and noon at designated locations.

Nemours Children's Urgent Care

Of the CHNA respondents who took their child to the Emergency Department 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 has 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 at two of our four locations and is available until 10 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. 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, Sanford and Waterford Lakes (East Orlando).

Nemours CareConnect

When their regular pediatrician is not available, parents can receive care from a Nemours board-certified pediatrician 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 Department.

Nemours Satellite Operations

To meet access needs of children and families in our community, Nemours 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. Nemours rotates a multitude of specialists throughout our specialty care network, offering appointments in cardiology, pulmonology, GI, urology, endocrinology, orthopedics, general surgery and many others.

Nemours Hospital Partners

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

Nemours Programs

Pediatric Critical Care Transport

NCH offers 24/7 neonatal and pediatric intensive care transport. Nemours' transport program plays a vital role in getting infants and children to and from NCH, 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-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. Nemours' transport vehicle allows us to be there for children and families throughout the region, at moments when they need us the most.

Ronald McDonald House

Because of the complex nature of pediatric services, children and families come from throughout the region, across the country and around the world to receive services at Nemours Children's Hospital. Since 2012, NCH has provided families 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 has remained committed to providing our patients and families with the care that they need and want, when they need and want it. Nemours provides charity care services in Florida so that children needing care can receive it without financial barriers.

Inpatient Rehabilitation Unit

NCH's Inpatient Rehab Unit is currently a nine-bed unit. It's the first pediatric inpatient rehab unit at a free-standing children's hospital in Florida. The unit admits patients from three 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 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, Nemours provides a variety of language and interpreter services, including:

- **Video remote interpretation service:** Nemours has iPad carts throughout the hospital that can be used to reach a live interpreter in almost every language via live video stream.
- **Phone interpreter service:** Nemours' 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 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 partners with Shepherd's Hope, a not-for-profit 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, Nemours conducts free vision and hearing screenings during the physicals. Through this work, many Nemours physicians have been inspired and continue to volunteer at the medical clinics regularly.

Central Florida School Districts — School Nurse Training

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

A close-up photograph capturing a tender moment between three people. On the left, a woman with blonde hair, wearing a white t-shirt, is seen from the side, her face partially visible as she holds a baby. The baby, with its eyes closed, is resting its head against the woman's arm. In the center, a young child with curly brown hair is leaning forward, kissing the baby's forehead. The background is softly blurred, suggesting an indoor setting. A teal-colored banner is positioned in the upper right corner, containing the text 'Prenatal and Infant Health' in white. A small blue number '8' is located in the bottom right corner of the page.

Prenatal and Infant Health

Prenatal and Infant Health

The infant mortality rate in the TSA is 6.3 per 1,000 live births, slightly higher than both the Florida average (6.1) and the national average (5.9); Orange County has the highest rate, at 6.7 per 1,000 live births. In the non-Hispanic Black population, the rate increases to 11.5 per 1,000 live births. The predominant cause of death between 2005 and 2014 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).

Between 2012 and 2014, the TSA reported an annual average of 31.6 child deaths (ages 1 to 4) per 100,000. Among these children ages 1 to 4, accidents and congenital conditions are the number one and two leading causes of death, respectively.

Initiative

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

Goals

- A. Provide **prenatal education** to moms, families and providers to promote healthy pregnancies and safe deliveries.
- B. Create **infant health programs and outreach** that provide services, education and support to families and providers.

Metrics

- 1. # of patients seen at Nemours Center for Fetal Care
- 2. # of families attending the Baby Basics Classes
- 3. # of attendees at the NAS Summit

2019 Progress Metrics

- 1. Over 900 patients were seen at Nemours Center for Fetal Care.
- 2. Nemours Primary Care has discontinued the Baby Basics Classes.
- 3. Nemours did not host an NAS Summit in 2019. However, NCH became involved in the executive committee of Project Opioid. Through Project Opioid’s events and advocacy efforts, NCH was able to educate and inform the community regarding babies and families who experience neonatal abstinence syndrome (NAS) and opioid use disorder (OUD).

Education and Support

KidsHealth.org — Pregnancy and Newborn Center

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

NICU Discharge Education

Nemours 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, Nemours providers educate families on safe sleep practices, car seat safety, shaken baby syndrome and infant CPR. Nemours 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.

Milk Bank of Florida

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 NCH, 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

Nemours Center for Fetal Care

Nemours is dedicated to serving children and their families at every stage of life. The Center for Fetal Care at NCH 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 Nemours does 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.

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, NCH 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 hosts a 40-hour Certified Lactation Counselor training course once a year, providing education, certification and resources to providers and breastfeeding advocates.

Neonatal Resuscitation Program

NCH 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. 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)

NCH 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 NCH, supporting the hospital through generous donations and support. Throughout the years, Nemours 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

Nemours understands 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 Nemours NICU Cuddler Program are specially trained to provide love and affection to babies and families in the NICU at Nemours Children's Hospital. These volunteers are trained on the proper techniques for holding and rocking to soothe and comfort our tiniest patients. The Nemours 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 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 have added 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.

Injury and Safety



Injury and Safety

While the majority of children in the TSA were not seriously injured in the last year, 13.3 percent sustained injuries serious enough to require medical treatment. Of these respondents, more than two-thirds (67.3 percent) reported that their child was seriously injured just once in the past year, 22.9 percent of respondents reported two incidents, and 9.8 percent said their child needed medical treatment for an injury three or more times in the past 12 months. When asked what the child was doing when the injury occurred, parents mentioned activities such as organized sports, playing, and falling or tripping. The prevalence of serious injury among children in the TSA is highest among boys, teens, and white and Hispanic children.

The number one leading cause of death among children ages 1 to 19 years is accidents, primarily drowning in children ages 1 to 4 and motor vehicle accidents in children ages 15 to 19. Approximately 91.8 percent of respondents reported that their child “always” wears a seatbelt (or appropriate car seat for younger children), a significant decrease in seatbelt usage from 2013. The lowest usage was reported among children under 4 years of age at just 84.4 percent.

Initiative

Increase awareness of and participation in community safety and injury initiatives and programs.

Goals

- A. Provide **safety/injury education** to patients and families.
- B. Create targeted **safety/injury initiatives** to serve the needs of the community.

Metrics

1. # of attendees at our School Health Conference
2. # of players served through the USTA Player Development Program

2019 Metrics

1. 60 school nurses attended our School Health Conference.
2. 11 players were served through USTA Player Development Program.

Education and Training Initiatives

Car Seat Safety Program

In addition to Nemours Children’s Hospital’s NICU discharge education programs, Nemours provides car seat safety resources for all children leaving the hospital. If a family does not have an appropriate car seat to safely transport the patient, NCH will provide one at the time of discharge. In addition, Nemours’ Certified Car Seat Installation Technicians review best practices for car seat safety and provide detailed instruction on how to install a car seat in the family’s vehicle.

Hands-Only™ CPR Training Initiative and World Heart Day

Hands-Only™ CPR is cardiopulmonary resuscitation without mouth-to-mouth breaths. It is recommended for use by people who see a teen or adult collapse in an out-of-hospital setting, such as at home, at work or in a park. In the event of a cardiac emergency, people are more likely to perform Hands-Only™ CPR and ultimately save a life. Nemours Cardiac Center is working together with the American Heart Association, Central Florida school districts, fire departments and other

community organizations to promote and conduct Hands-Only™ CPR Training throughout Central Florida.

Nemours Florida School Health Conference

NCH hosts this annual conference dedicated to school nurses and other school health professionals from across Florida. The program includes training for typical pediatric care in a school setting, such as management of injuries, allergies, asthma, diabetes, substance abuse, mental health and response to medical emergencies. The conference includes hands-on training through the Nemours Institute for Clinical Excellence simulation lab and small group discussions on topics relevant to school health.

Sports Medicine — Prevention and Treatment

United States Tennis Association (USTA) Collaboration for Sports and Injury

Nemours and the Andrews Institute partner as the official medical services providers for the USTA National Campus. This includes being the exclusive medical team, team physician (sports medicine), athletic trainers and specialty providers. Additionally, the medical team provides coverage during tournament events as well as injury prevention and health promotion initiatives, including acute care services for athletes training and competing at the National Campus.

NCH provides sports physicals and a sports medicine physician for football games for Lake Nona High School. In addition, Nemours providers support education training for teachers, coaches and school staff for sports-related topics, such as common cardiac conditions.

Educational Resources for Young Athletes

At Nemours, our team of experts understands that young athletes are not simply smaller versions of adult athletes. We also understand the importance of preventing sports medicine injuries before they happen. For this reason, Nemours provides free printable resources for coaching staff, parents and athletes on many topics, including:

- concussion prevention and detection
- female athlete triad
- heat-related illness
- ACL injuries
- overuse injuries
- dehydration
- sports injuries