



**Community
Health Needs
Assessment
2018
Progress Report**

Your child. Our promise.

Nemours® Children's Hospital

Nemours Children’s Hospital
Community Health Needs Assessment 2018 Progress Report

Access to Health Services	2
Prenatal & Infant Health	9
Injury & Safety	13

Access to Health Services



This process yielded the following top priorities for Nemours Children’s Hospital to address in improving the health of the community’s children:

- Access to Health Services
- Prenatal & Infant Health
- Injury & 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 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 reported difficulty or delay in obtaining health care services for their child (36.3 percent), 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.

In addition, 13.6 percent of the TSA perceived that mental health (depression, suicide) is the number one health issue affecting adolescents ages 12 to 17. Of those respondents who perceived mental health as the number one issue, 70 percent believe that mental health resources and services are insufficient in their communities.

Initiative

To 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

2018 Progress Metrics

1. More than 49,000 patients were seen at Nemours primary care locations.
2. More than 39,000 patients were seen at Nemours urgent care locations.
3. More than 84,000 patients were seen at Nemours satellite operations.
4. More than 20,000 patients enrolled with Nemours CareConnect, and more than 5,000 online urgent care visits were performed by our Nemours CareConnect physician group.
5. Three elementary schools and one early learning center in Central Florida partnered with Nemours CareConnect in their school clinics.

Nemours Children’s Hospital (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 communities we serve by offering a large number of pediatric specialties and subspecialties, including:

- allergy
- anesthesiology
- audiology
- behavioral health
- cardiac surgery
- cardiology
- endocrinology
- gastroenterology
- general surgery
- genetics
- hematology/oncology
- immunology
- infectious disease
- interventional radiology
- neonatology
- nephrology
- neurology
- neurosurgery
- ophthalmology
- orthopedics
- otolaryngology
- pain management
- physical medicine and rehabilitation
- pulmonology
- radiology
- rheumatology
- urology

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. Within the TSA, Nemours is involved in a number of efforts to address these issues and expand access throughout that area, including:

Patient-Centered Medical Homes

Nemours Children’s Primary Care practices are nationally certified as Patient-Centered Medical Homes (PCMH). 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. Research shows that medical homes can lead to higher quality and lower costs and can improve experiences of care for both patients and providers. Recent PCMH success stories show reduced emergency department use, decreased hospital admission rates, and improved quality outcomes in their patients. 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 shift the focus from treatment and emergency care to prevention and health promotion.

Growing to Increase Access

Among the TSA, 9.4 percent of total families surveyed reported lack of transportation as a barrier to health care access. In response to this challenge, Nemours continues to expand a robust distribution network by opening new primary care, urgent care and specialty care offices throughout the region.

Nemours Primary Care

To meet the need for primary and preventive care in the community, Nemours has established an ever-growing network of pediatric primary care practices in Central Florida called Nemours Children’s Primary Care. With the opening of Nemours Children’s Primary Care practices in The Villages in March of 2019 and St. Cloud in August of 2019, Nemours operates 18 primary care practices that range from Sanford in the north to Vero Beach in the south. 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. Nemours is helping children — from the tiniest newborns through age 18 — reach their full potential.

In addition to primary care, Nemours also offers special expertise and services, including:

- asthma/allergy care and education
- behavioral evaluations (ADD/ADHD)
- obesity prevention and healthy choices

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 four designated locations.

Nemours Children's Urgent Care

Of the CHNA respondents who took their child to the Emergency Department in the last year, nearly 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. The pediatricians who practice at Nemours Children's Urgent Care are board-certified in pediatrics, with specialized experience in emergency medicine and urgent care. Their passion is caring for children, and their commitment is to support primary care physicians by providing urgent medical services outside regular office hours. Nemours Children's Urgent Care brings Nemours expertise closer to home for Central Florida kids in Kissimmee, Lake Nona, Sanford and Waterford Lakes (East Orlando).

Nemours CareConnect

When their regular pediatrician isn't available, parents can receive care for their child 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 at 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 Nemours is helping children feel better faster and 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 in Orlando–Downtown, Kissimmee, Lake Mary, Lakeland, Titusville, Orlando–Lake Nona, Vero Beach, Winter Garden, and Melbourne. 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

Nemours Children’s Hospital offers 24/7 neonatal and pediatric intensive care transport. Nemours’ transport program plays a vital role in getting infants and children to and from Nemours Children’s 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-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 50 states and 61 countries 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 (RMDH) 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.

Through Nemours’ partnership with RMDH, families have access to a location to rest and regroup, allowing parents and guardians to stay near their children. Facilities at RMDH include 15 guest rooms, laundry rooms, showers, kitchenettes with free coffee and vending machines, computers with high-speed internet, and many other amenities. A statement from the American Academy of Pediatrics (AAP) emphasizes the positive effects of family presence during a child’s hospital stay. Both children and parents experienced decreased levels of stress, children were discharged earlier, and recovery time was reduced.

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. This includes a commitment to those without financial access.

In 2018, Nemours provided more than \$2.6 million in charity care services in Florida so that children needing care could receive it without financial barriers. Through our commitment to our patients, Nemours will continue to provide this assistance to those in need each year.

Inpatient Rehabilitation Unit

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

Language/Interpreter Services

One of the primary barriers to access reported in Orange County is health literacy and cultural competence. 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 call up 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 per 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 for 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

Nemours partners with Shepherd's Hope, a not-for-profit in Central Florida that offers back-to-school physicals for uninsured, low-income families who need medical care. During the clinics, patients are seen for free by the doctors, nurses and other volunteers who donate their time. Additionally, the Nemours Florida Prevention Initiative conducted free vision screenings to identify refractive errors such as strabismus and amblyopia during the physicals. Through this work, many Nemours physicians have been inspired 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 diabetes, sickle cell, infectious disease, trach care, asthma, allergies, injuries, common cardiac diseases and rheumatology.



Prenatal & Infant Health

Prenatal & 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 Neonatal Abstinence Syndrome (NAS) Summit

2018 Progress Metrics

1. Over 1,200 patients were seen at Nemours Center for Fetal Care.
2. Nemours Primary Care has discontinued the Baby Basics Classes.
3. Around 39 attendees participated in the NAS Summit hosted by the Seminole County Department of Health.

Prenatal Education

KidsHealth.org — Pregnancy and Newborn Center

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

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 for all children, including child safety. Before families are discharged from the NICU, Nemours providers educate them 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, which contains video instruction and an inflatable mannequin so the family can practice at home. The infant CPR kits were donated to NCH by the American Heart Association.

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 facing high-risk pregnancies or problems with their unborn child. Although Nemours doesn't deliver babies, we co-manage care with moms' doctors and coordinate services focused on babies' health before, during and after birth. The Center for Fetal Care is designed with the health of pregnant patients in mind. It provides a dedicated clinic space, prompt scheduling, and referrals to pediatric specialists that are arranged and tracked by the Center of 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" for the baby, 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 Hospital provides a storage location to support milk banks as well as a neonatal nurse practitioner and an International Board Certified Lactation Consultant. To support breastfeeding and infant health, Nemours hosts a weeklong Certified Lactation Counselor Training course once a year, providing education, certification and resources to providers and breastfeeding advocates.

Neonatal Resuscitation Program

Nemours Children's Hospital 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. The course is open to all health care providers in the Central Florida community for a nominal fee.

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

Nemours Children's Hospital 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. The course is available through NCH and is available to all health care providers and ancillary personnel for a nominal fee.

March of Dimes of Central Florida

The March of Dimes of Central Florida is a longtime partner of Nemours Children's Hospital, 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, whether because of work or other obligations. For this reason, 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 in order to soothe and comfort our tiniest patients. Nemours NICU Cuddler Program is especially important to soothe babies with Neonatal Abstinence Syndrome (NAS) who may be experiencing elevated stress and discomfort.

Neonatal Abstinence Syndrome (NAS) Summit

Neonatal abstinence syndrome (NAS) is a group of problems that occur in a newborn who was exposed to addictive opiate drugs while in the womb. Babies with NAS are more likely than other babies to be born with low birth weight, and to have breathing and feeding problems and seizures. Nemours and the Seminole County Department of Health are working together to prevent and improve care for this issue both in the health care setting and at home. The NAS Summit is designed to enable various disciplines and centers to come together to educate, network and brainstorm ways to communicate and improve care for infants with NAS and their families. Nemours continues to partner with the Seminole County Department of Health as a member of the Seminole County Opioid Council.

Injury & Safety



Injury & 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 Nurse Health Conference
2. # of players served through United States Tennis Association (USTA) Player Development Program

2018 Metrics

1. 60 school nurses attended our School Nurse Health Conference.
2. 40 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 program, 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

Hands-Only™ CPR is cardiopulmonary resuscitation without mouth-to-mouth breaths. It is recommended for use by people who see a teen or adult suddenly 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.

School Nurse Health Conference

Nemours hosts an Annual School Nurse Health Conference dedicated to school nurses and other school health professionals from across Central 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 Nemours Children's Hospital's simulation lab and small group discussions on topics relevant to school health.

Nemours Children's Health Summit for Early Childhood Education Professionals

Nemours hosted its first annual health summit geared specifically to educators and professionals caring for children from birth to age five in early learning settings across Central Florida. Building off the successful model of the School Nurse Health Conference, this program included training for typical pediatric care for common health conditions and behaviors among young children, including emotional well-being, infectious diseases, nutrition and physical activity, and response to medical emergencies. The summit included a hands-on training through Nemours Children's Hospital's simulation lab, and small group discussions on topics relevant to early childhood health.

Sports Medicine — Prevention and Treatment

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

Nemours and the Andrews Institute partnered to become the official medical services providers for the USTA National Campus. This includes being the official medical services provider, with a medical team that includes a team physician (sports medicine), athletic trainers, and access to pediatric and adult subspecialties. Additionally, the medical team provides coverage during tournament events as well as prevention, health promotion and acute care services for athletes training and competing at the National Campus.

Since the inception of the Player Development Program, Nemours has cared for approximately 40 elite players/athletes in the ambulatory setting for preventative, diagnostic, sports medicine and acute care clinical needs. These athletes come to the USTA National Campus to train for competitive tennis nationally and internationally.

In November 2018, members of the sports medicine team hosted and participated in a conference in Lake Nona for the American Medical Tennis Association in conjunction with the Society for Tennis Medicine and Science.

Additionally, Nemours and the USTA National Campus have partnered to provide child and family education around sports nutrition, care of the growing athlete, and other pediatric health promotion. Together, we have supported multiple summer camps and special events for the children and families of the Orlando community.

Nemours Children's Hospital provides sports physicals and a sports medicine physician for football games for Lake Nona High School and is looking to expand this service to additional schools in Central Florida. 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 understand that young athletes are not simply smaller versions of adult athletes. We also understand the importance of preventing sports injuries. Nemours provides free printable resources for coaching staff, parents and athletes on many topics, including:

- concussion prevention and detection
- female athlete triad
- knee safety/preventing ACL injuries
- heat-related illness
- overuse injuries
- preventing dehydration
- preventing sports injuries
- a guide for adolescent athletes