

# Community Health Needs Assessment 2020-2022 IMPLEMENTATION PLAN



Your child. Our promise.

© 2020. The Nemours Foundation. © Nemours is a registered trademark of The Nemours Foundation. J5062 (04/20)

Nemours<sup>®</sup> Children's Hospital

# Community Health Needs Assessment 2020–2022 Implementation Plan

## Table of Contents

About Nemours	2
Community Health Needs Assessment (CHNA)	7
Access to Health Services	9
Prenatal and Infant Health	14
Injury and Safety	18
Nutrition, Physical Activity and Weight	21
Mental Health	24
Vision, Hearing and Speech Conditions	26
Cognitive and Behavioral Conditions	29
Neurological Conditions	31
Allergies	33
Oral Health	33
Tobacco, Alcohol and Other Drugs	33
Additional Efforts to Benefit Our Community and Support Its Health	34



# About Nemours



## About Nemours

Nemours is an internationally recognized children’s health system that owns and operates two freestanding children’s hospitals: the Nemours/Alfred I. duPont Hospital for Children in Wilmington, Del., and Nemours Children’s Hospital in Orlando, Fla. along with outpatient facilities in five states, delivering pediatric primary, specialty, and urgent care. Nemours also powers the world’s most-visited website for information on the health of children and teens, KidsHealth.org, and offers on-demand, online video patient visits through Nemours CareConnect. Nemours ReadingBrightstart.org is a program dedicated to preventing reading failure in young children, grounded in Nemours’ understanding that child health and learning are inextricably linked, and that reading level is a strong predictor of adult health.

Established as The Nemours Foundation through the legacy and philanthropy of Alfred I. duPont, Nemours provides pediatric clinical care, research, education, advocacy, and prevention programs to families in the communities it serves.



### Nemours Children’s Hospital

Nemours Children’s Hospital (NCH) opened its doors on October 22, 2012 in Lake Nona Medical City dedicated to providing pediatric health including family-centered specialty care, education, and state-of-the-art services. Nemours has grown significantly in Central Florida since NCH opened in October 2012. Since 2012, NCH has cared for children from all 50 states and 61 countries. The hospital is licensed for 100 beds and offers the region’s only 24-hour emergency department designed just for children. NCH offers pediatric medical services that were previously unavailable in the region. For example, there are 100 fellowship-trained pediatric interventional radiologists in the U.S. Three of them care for children and families at NCH. Additionally, NCH offers Central Florida’s only Muscular Dystrophy Association Clinic which provides care for children with neuromuscular disorders.

## Research

Nemours researchers are dedicated to finding new treatments and cures to improve children’s health. In 2018, NCH had 55 researchers/principal investigators conduct 121 clinical trials and research studies.

## Education

Nearly 100 physicians from Nemours serve on the faculty of the University of Central Florida, College of Medicine. NCH provides many of the pediatric clerkship experiences which are required for students at UCF College of Medicine. In June 2019, NCH established their pediatric residency program and welcomed their inaugural class of 12 residents.

## Awards

- NCH has earned the distinction of being named one of only nine “Top Children’s Hospitals” in the country in 2019 by the Leapfrog Group in recognition of its exceptional quality and patient safety. NCH received this distinction also in 2014 and 2016.
- In October 2019, NCH was honored with its sixth consecutive Florida Hospital Association “Innovation of the Year in Patient Care” award for its ‘Path to Home’ patient discharge improvement process.

## Other Nemours Programs

Nemours has a tradition of working beyond the walls of our facilities and in the community where families live.

- Nemours is preventing childhood obesity through the [Nemours Florida Prevention Initiative](#) to help create a healthier child care environment.
- We are supporting the early identification and treatment of kids at risk for reading failure through [Nemours BrightStart!](#)
- [The Nemours Center for Children’s Health Media](#) operates [KidsHealth.org](#), the most-visited site on the web for information about health, behavior, and development from before birth through the teen years. On a typical weekday, KidsHealth gets as many as 1 million visits.

## Patient Satisfaction

At Nemours, we consider families the most important members of every child’s care team. We truly care about what our patients and families think and feel and are committed to always being collaborative, respectful and compassionate.

One of the ways we ask for our families’ feedback is through satisfaction surveys conducted by Press Ganey, a research firm that surveys patient families from more than 7,000 health care organizations. Press Ganey helps us measure our performance in relationship to other pediatric health care providers, and this enables us to identify ways that we can improve the patient and family experience.

Every specialty has its own way of measuring success. Many of our specialties rank in the top 20 percent of patient satisfaction, which shows how well we’re listening to our patients and families, and how well we’re taking care of children.

Some of the key patient satisfaction indicators are:

- likelihood of recommending Care Provider
- explanation of problem or condition
- concern for questions or worries
- patient and family confidence in Care Provider

The specialties that rank in the top 20 percent of patient satisfaction:

- Interventional Radiology
- Nephrology
- Cardiology
- Neurosurgery
- Endocrinology
- Behavioral Health
- Allergy
- Ophthalmology
- Consultative Pediatrics
- Gastroenterology

## Participation and Collaboration

We welcome ideas and advice from patients and families about how to best deliver family-centered care. We include families as part of the child’s care team — after all, no one knows the child better than the parents and families who care for them.

**Family Advisory Council (FAC)** — At the heart of family-centered care is the belief that when kids, families and health care providers work together, our children get the best care possible. Our FAC is made up of a diverse group of families and Nemours’ associates (employees) who have intimate experience with many of the inpatient and outpatient services available at NCH. The goal is to gain insights from the families that will advise Nemours on our policies and practices, empower families to share their thoughts, and advocate on behalf of the families to promote the diverse needs of families caring for children with chronic medical conditions.

**Youth Advisory Council (YAC)** — We are very fortunate to have a vibrant group of kids ages 10 to 18 who commit their time and talents to making the hospital a better place for our patients and families. The YAC comes together to have a say in how the hospital is run — to work on projects and share opinions, concerns and ideas for improving our care in all kinds of ways.



## NemoursOne: Our Electronic Health Records

The electronic health record (EHR) is a secure, online environment that connects all phases of care for our patients — inpatient, outpatient, at home and at the referring physician’s office. Only 1.1 percent of hospitals in the country have achieved the level of advancement and distinction of NemoursOne, our electronic health record system.

Using our EHR, we’ve been able to:

- Improve communication among our clinicians, our referring physicians and patients and families.
- Reduce prescription error rates throughout our system.
- Track Body Mass Index (BMI) for all patients to chart our obesity initiatives.

The traditional medical record was a single folder that held all of the documents relevant to a particular doctor’s care of a patient. However, only one person could have access to that chart at one time. With our advanced electronic health record, crucial information about the patient’s care can be used by anybody trying to make decisions for the best interest of the patient, anywhere in Nemours.

For Families

- Nemours recognizes the importance of parents and families as decision makers in the care of their own children. MyNemours gives parents and caregivers online access 24/7 to the most current information that Nemours has about the child in a fully secure setting.

For Health Care Professionals

- Primary care or referring physicians can use NemoursLink to securely access information about the care provided by our Nemours medical team. NemoursLink makes it easy for primary care and referring physicians to monitor the patient’s progress anytime, day or night.

# Community Health Needs Assessment (CHNA)

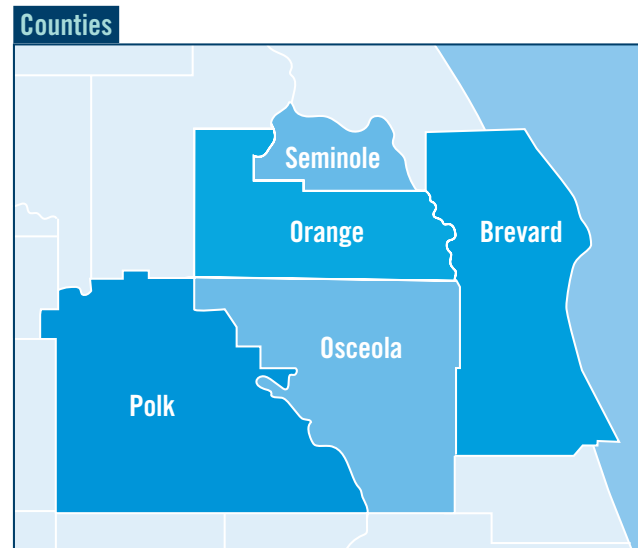




## Community Health Needs Assessment (CHNA)

During 2019, Nemours embarked on a journey to identify the child and adolescent health needs of the communities near Nemours Children’s Hospital (NCH) in Central Florida. Nemours engaged Professional Research Consultants, Inc., to assist in determining the health status, behaviors and needs of children and adolescents in our immediate service area, which has been defined as households with children in Brevard, Orange, Osceola, Polk and Seminole counties in Florida.

The assessment comprised both qualitative and quantitative data, including a customized child and adolescent health survey, focus groups, public health data, vital statistical data and other benchmark data on the health of children in Central Florida. To ensure that the ever-changing needs of the community are continuously captured, the CHNA is conducted every three years using the same methodology. The 2019 administration of the CHNA resulted in the following areas of opportunity representing the significant health needs of children and adolescents in the community.



### Areas of Opportunity

- access to health services
- prenatal and infant health
- injury and safety
- nutrition, physical activity and weight
- mental health
- vision, hearing and speech conditions
- cognitive and behavioral conditions
- neurological conditions
- allergies
- oral health
- tobacco, alcohol and other drugs

After reviewing this Community Health Needs Assessment report, Nemours’ Central Florida leadership team met to evaluate and prioritize the top health needs for children in the community. Data for the community were examined, and attendees were asked to evaluate each significant health issue from the Areas of Opportunity above. This process yielded the following top priorities for NCH to address in improving the health of the community’s children:

- access to health services
- prenatal and infant health

Our immediate focus will be on these top two priorities identified through the evaluation process. 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



## Access to Health Services

According to the needs assessment, 7.4 percent of children in the Total Service Area (TSA) lack health care insurance coverage, comparable to the national benchmark. However, this percentage increases significantly among children living below 100 percent of poverty (18 percent). Of those parents with children who have health care coverage, 10.7 percent report that their child was without coverage at some point in the past year.

In addition to insurance instability, the two greatest barriers to access to health care reported in the study were **inconvenient office hours** and **getting a doctor's appointment**. In the TSA, 40.2 percent reported difficulty or delay in obtaining health care services for their child, less favorable than the national benchmark (28.4 percent). The barrier of inconvenient office hours is unfavorably high for parents living in Orange County, and difficulty getting appointments is unfavorably high for parents living in Polk County.

### Initiative

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

### Goals

- Expand services to increase access to pediatric care.

### Metrics

- # of patients seen at Nemours Primary Care locations
- # of patients seen at Nemours Urgent Care locations
- # of patients seen at Nemours Satellite Operations
- # of patient visits with Nemours CareConnect

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. 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. 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 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 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 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.

### Nemours Financial Assistance Plan and Nemours 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 could receive it without financial barriers.

## Inpatient Rehabilitation Unit

Nemours Children’s Hospital’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 interpreting 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.



# Prenatal and Infant Health



## Prenatal and Infant Health

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

### Initiative

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

### Goals

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

### Metrics

- # of patients seen at Nemours Center for Fetal Care
- # of attendees participating in the Certified Lactation Counselor training course hosted at NCH
- # of page views from the TSA to KidsHealth.org for prenatal and infant health information

## 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, and how to 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. 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.

### Period of PURPLE Crying® Program

The Period of PURPLE Crying® is used to describe the time in a baby's life when they cry more than at any other time. The PURPLE program is designed to educate parents of new babies on the normal crying curve and the dangers of shaking a baby. Upon discharge from the NICU at 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, Central Florida

The March of Dimes, 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 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

### 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 provides 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 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
- female athlete triad
- heat-related illness
- ACL injuries
- overuse injuries
- dehydration
- sports injuries





# Nutrition, Physical Activity and Weight



## Nutrition, Physical Activity and Weight

### Healthy Choices Clinic

The Nemours Healthy Choice Clinic, an outpatient pediatric weight management program, provides multidisciplinary care to children in the Central Florida community who are clinically obese, or overweight with related risk factors. The multidisciplinary team — including physicians, nurses, a health coach, registered dietitians, exercise specialists and mental health counselors — works with patients and families to adopt long-term, sustainable lifestyle changes that can lead to significant improvements in children’s health and well-being. To increase access to the Healthy Choices Clinic, Nemours offers this service in our Downtown Orlando satellite clinic and utilizes the Nemours telehealth application, Nemours CareConnect, to extend our health coaching services for patients in the convenience of their home for follow-up appointments around goal-setting and behavioral counseling. Additionally, Nemours supports the Patient-Centered Medical Home model by providing the patient’s primary care physicians with clinical decision support tools and access to the patient’s encounter with the health coach.

### FLORIDA PREVENTION INITIATIVE (FPI)

#### Wide Dissemination and Targeted Saturation of Community Prevention Programs

Nemours Children’s Health System has a tradition of working beyond the walls of our facilities and in the community where families live, learn, work and play. We provide a continuum of care from outpatient and inpatient services to community outreach and child health advocacy. The Nemours Florida Prevention Initiative (FPI) fills a strategic role in our integrated health system through health promotion and disease prevention activities by reaching children who are part of our community, with a focus on obesity prevention in early care and education (ECE) settings. Nemours recognizes that habits are readily malleable during these years and that early prevention beats the cost of later remediation.

#### Wellness Policies in Early Care and Education (ECE)

Nemours FPI aims to improve environments, policies and practices to support healthy behaviors in ECE settings through the development of customized wellness policies. Our approach includes working with ECE professionals through technical assistance to increase their knowledge of nutrition, physical activity, recommendations for regulating screen time and best practices to help create healthier environments that support children’s development of positive associations with healthy eating and activity. Nemours aims to increase access to active play, healthy food and healthy beverages, as well as support breastfeeding and staff wellness.



## Leveraging Community Partnerships to Disseminate Messaging

Nemours FPI is a key partner in Central Florida’s ECE sector, serving on various boards, committees and task forces with the shared goal of children’s health. With feedback from community partners, ECE programs and families, we have developed science-based educational materials around healthy living to share in the community and in our clinical practices. Nemours works with community partners to spread consistent health messaging across the Central Florida area and empower children and families to practice healthy behaviors where they live, learn, work and play.

Nemours’ community resources include:

- 5-2-1-Almost None brochure with magnet and posters
- Nemours Healthy Plate and Place Mat
- Healthy Lifestyle prescriptions pads
- Staying in the Game: A Care Guide for Adolescent Athletes
- Sleep and Your Child: A Guide for Families
- Eating Healthy on a Budget
- Sometimes/Anytime Food and Activities Game Cards
- Nemours Child Care Wellness Policy Workbook and customized posters
- A Simple Guide to Packing Healthy Meals
- Activity Cubes to promote movement in the classroom
- Healthy Development in the Early Years: A Guide for Families of Young Children





# Mental Health



## Mental Health

### Embedded Clinicians Within Medical Specialty Clinics

One of the top concerns reported by the TSA is correlation between mental health and physical health. At Nemours, we take a holistic approach to health care and treat every child as if they are our own. The Nemours Cystic Fibrosis Clinic is an example of how we develop multidisciplinary teams to treat the “whole” child.

There is an emotional toll on children living with cystic fibrosis (CF). They often have periods where they cannot interact with other children because of the risk of developing infections. Nemours CF experts understand how lonely this can be, so we have developed resources to help children cope with these feelings. Nemours licensed clinical social workers provide comprehensive psychosocial assessments, resource coordination and mental health screenings for patients and families living with CF. The hematology, oncology and psychology departments at Nemours work together to provide patients and patient families with the education and resources they need for dealing with cystic fibrosis on a day-to-day basis. Due to the recognized mental and emotional effect of health conditions on children, we make behavioral health clinicians available to patients and families receiving inpatient treatment and outpatient care in our clinics. In addition, we offer newsletters and support groups, and often pair children of similar ages so patients can develop friendships among their peers.

In addition to our social workers and licensed mental health providers, Nemours’ psychologists serve both the inpatient units and our outpatient multidisciplinary clinics. Our division of Behavioral Health focuses on treating the patient and family as a whole, specializing in children with both medical and psychological needs. Our psychologists work within the entire hospital to provide consultation liaison services to the general medical floors and intensive care units for a multitude of diagnoses, including new diagnoses such as cancer and chronic illness such as Crohn’s disease. Psychologists are currently working in our accredited craniofacial, pediatric pain and diabetes clinics. Our division attempts to care for these complex patients and families in our outpatient clinics as it is often very challenging to find providers in the community with knowledge of medical illness.

### Pain Management Clinic

The Nemours Pain Management Clinic — staffed by a multidimensional team — specializes in the diagnosis and management of patients with chronic pain. Unlike other multidisciplinary pain centers, our outpatient facility includes research and teaching activities in its regular programs. At NCH, the pediatric pain program consists of a primary physician, who is board-certified in both pediatric anesthesiology and pediatric pain management, a psychologist, a social worker, a nurse/coordinator and a physical and occupational therapist working as a team to help with the communication and better management of patients’ pain.

### Primary Care Practices

All adolescent well-child visits include a universal depression screening. Care coordinators help families obtain mental health resources and services in their community.

### Community Partnerships and Collaborations

The Nemours Behavioral Health Department actively works with community partners, including the Mayor’s Youth Mental Health Commission in Orange County, to address mental health issues in our Central Florida community.



# Vision, Hearing and Speech



## Vision, Hearing and Speech

### Spot™ Vision Screenings

The Nemours Ophthalmology Department and FPI work together to provide free vision screenings at community events and to promote early detection of vision problems. A handheld, portable device allows Nemours to take a Spot™ Vision Screener to these events and into early care and education (ECE) settings to reach children who do not have access to routine screenings. This Spot™ Vision Screener reduces the time it takes to determine if a child has a potential vision concern, which, if not treated, could result in irreversible vision problems later in life.

### *Our Healthy Eyes*

Nemours' *Our Healthy Eyes* is a collaborative program developed by Nemours FPI and Nemours BrightStart! in partnership with NCH Ophthalmology to reach young children, educate their families about eye and vision health, and identify those who need follow-up care. Nemours provides ECE settings with a lesson plan about eye and vision health. The one-day lesson is followed by a vision screening event where Nemours provides additional resources, including a family newsletter and information for follow-up care.

### Eyeglass Recycling

In many homes, eyeglasses that are no longer used are sitting in dresser drawers. Those eyeglasses can change another person's life. That's why Nemours FPI, in partnership with the Lions Club Recycle for Sight program, collects used eyeglasses. These glasses are delivered to Lions Club recycling centers where they are cleaned, sorted, packaged and distributed to needy children and adults in our community, free of charge.

### *Our Healthy Ears*

Modeled after *Our Healthy Eyes*, Nemours' *Our Healthy Ears* is a collaborative program developed by Nemours FPI and Nemours BrightStart! in partnership with NCH Otolaryngology and Audiology to reach young children, educate their families about ear health and hearing, and identify those who need follow-up care. Nemours provides ECE settings with a lesson plan about the ear and hearing. The one-day lesson is followed by a hearing screening event where Nemours provides additional resources, including a family newsletter and information for follow-up care.

### Newborn Hearing Screening

Most states (43) have a statute requiring universal newborn hearing screening. Since October 1, 2000, newborn hearing screening has been required in Florida, unless the parent objects. The intent of this statute is to provide a statewide comprehensive and coordinated interdisciplinary program of early hearing impairment screening, identification and follow-up care. The goal of early identification and treatment is improving the adverse effects of hearing loss on speech and language development, academic performance and cognitive development. In addition to providing newborn screening in our own Neonatal Intensive Care Unit, Nemours Audiology provides the service for some of our hospital partners, including Osceola Regional Medical Center.



## The Nemours Cochlear Implant Program

The Cochlear Implant Program at NCH assists numerous children with congenital and acquired deafness gain access to sound and develop spoken language skills. Our multidisciplinary team — including ENT surgeons, audiologists, speech therapists, nurses and social workers — collaborates to help each child maximize their communication potential. Nemours assists parents in becoming experts on their child’s hearing loss and aids them in how to be their child’s advocate in all settings.

## Nemours Children’s Hospital Audiology Division

NCH has the largest group of pediatric audiologists in Central Florida and offers comprehensive pediatric audiometric assessment and management. In addition to the basic newborn hearing testing, we provide advanced auditory electrophysiologic testing, including auditory brainstem response (ABR) testing and evoked auditory cortical testing. The division supports unique programs such as the Cochlear Implant Program and the Craniofacial Program, and offers diagnostic excellence for conditions such as auditory processing disorder and auditory neuropathy spectrum disorder. We have a busy hearing aid dispensary that manages not just conventional hearing aids, but also implantable hearing devices, such as bone-anchored hearing aids. To expand access and convenience, our division offers audiologic services throughout the Central Florida region.

## Speech Language Pathology Division Highlights

NCH’s Division of Speech Language Pathology (SLP) team in the Department of Rehabilitation Services provides specialized therapy for children with communication deficits secondary to hearing loss. In addition to providing the crucial auditory verbal therapy as part of the Cochlear Implant Program, the division also manages patients who are hard of hearing with speech delays, and children with single-sided deafness using implantable devices. Members of the SLP are also involved in several other collaborative endeavors, including:

- diagnostics as part of the autism clinic (multidisciplinary team)
- speech and language therapy provided as part of the inpatient rehab program
- intensive feeding therapy program currently in development (multidisciplinary team)



# Cognitive and Behavioral Conditions



## Cognitive and Behavioral Conditions

### Early Autism Screening and Treatment Program

Through early screening and educational training, the autism specialists at Nemours are actively involved in identifying autism spectrum disorders at an early age, while teaching parents and care providers how best to help children thrive. We also help advocate for children to receive available services in the community and in school.

Diagnosing children with an autism spectrum disorder is complex and requires comprehensive evaluation by experienced pediatric specialists in different medical disciplines. Early intervention is proven to significantly improve symptoms and offer children the best chance to adapt, grow and thrive into adulthood. As a regional referral destination, we are uniquely experienced to evaluate, diagnose and treat autism spectrum disorders in children, from infants to adolescents. Our autism experts work to give children their best chance for success at home, at school and in the future.

### Social-Emotional Development in Early Childhood

Nemours FPI, in partnership with NCH's Division of Developmental and Behavioral Pediatrics, continues to develop an early childhood intervention program that brings evidence-based practices to the communities where they are needed the most, targeting key developmental and behavioral concerns, thus improving the child-caregiver bond. The goal is to promote community cohesion through the alliance of parent/caregivers, child care educators and Nemours.

Our three-pronged approach aims to improve the emotional, behavioral and mental health of children and caregivers by guiding and teaching children the skills to self-regulate and be resilient through adversity for their future health and well-being, while helping caregivers increase their use of positive parenting strategies and their self-efficacy in managing at risk behaviors.

### Respecting Each Awesome Child Here (REACH) Program

NCH's Emergency Department has adapted care to the needs of children within the Emergency Department. Upon arrival, families are instructed to alert staff if a child has autism spectrum disorder or another behavioral condition. From there, families and children are offered various options to help distract children from overwhelming sights and sounds, including the option to occupy a separate, quiet waiting room or playroom while waiting to be seen. The health care team and a Child Life specialist coordinate with a REACH family to identify the child's preferences and any adverse reactions to medications or behavioral triggers, enabling providers to expedite decision-making to comfort the patient.



# Neurological Conditions





## Neurological Conditions

### Spinal Muscular Atrophy (SMA)

Spinal muscular atrophy (SMA) in children is a genetically based (inherited) neuromuscular disease that disrupts the ability of nerves to communicate with muscles. A child with SMA gradually loses control of most core muscle groups, which grow weak from lack of use. Nemours' neuromuscular specialists offer many treatments and therapies to slow its progression and maximize function. Additionally, in 2016, there was a breakthrough in the treatment of SMA in children, allowing some children to live longer and reach developmental milestones. Nemours was on the forefront of the research leading to this discovery. Our hospital was one of four sites in the world to launch a clinical trial of the treatment that has shown amazing results, creating hope for families around the world.

### Epilepsy

Epilepsy is a brain disorder that causes seizures (when someone has a brief episode staring into space, shaking uncontrollably or even collapsing). A seizure happens when there is abnormal electrical activity in the brain. Nemours' pediatric neurologists see a full spectrum of conditions that can cause seizures and use the most effective, proven medications and treatments to help control and prevent seizures in children.

### Multidisciplinary Muscular Dystrophy Clinic

NCH provides a true multidisciplinary approach to muscular dystrophy care. Our team includes experts in orthopedics (bones and joints), pulmonology (lungs), neurology (brain, spine and nerves), genetics (DNA that determines heredity), physical and occupational therapy (improving muscle performance and motor skills), cardiology (heart), nutrition (help for kids with trouble eating) and psychology (behavioral and mental health). The Muscular Dystrophy Clinic at NCH is the only program in Central Florida certified and approved by the Muscular Dystrophy Association. Our program cares for the whole child, to help children with muscular dystrophy live as independently and as actively as possible, for as long as possible. This includes providing rapid access (less than one day) for infants with neuromuscular symptoms.

## Allergies

Nemours shares our expertise on allergies and other immunological responses throughout the year through educational conferences, forums and summits, with participants ranging from professionals in early care and education settings to dietitians and school nurses. Between caring for our patients and educating the community on the spectrum of allergies from food allergies to hay fever or asthma, our specialists are also actively engaged in research involving the Nemours App for Asthma — a new digital health strategy that provides e-health tools for asthma patients on a single platform.

## Oral Health

Through Nemours community partnerships and collaborations, we reach out to those who otherwise are unaware of the need and availability of dental health services. Children enrolled in Head Start and Early Head Start programs now receive timely dental care conveniently in school with Orange Blossom Family Health's mobile dental unit. In addition to Orange Blossom Family Health, Nemours also recommends these partners to provide pediatric oral health services: Community Health Centers, True Health and Osceola Community Health Services.

## Tobacco, Alcohol and Other Drugs

### Project Opioid

Officially known as the Central Florida Collective Impact on Opioid Abuse, Project Opioid was created as the community's response to the rise of opioid use disorder (OUD) and resulting deaths in Central Florida. Nemours serves on the executive committee to represent the voice of the neonatal abstinence syndrome (NAS) baby in this crisis and to develop policy initiatives for babies experiencing NAS.

### Controlled Substance Prescribing and Adolescent Substance Abuse Prevention Conference

Nemours, other Central Florida hospital systems, professional societies and academic centers along with the Orange County Drug Free Coalition facilitate a one-day conference. It features updates on prevention and treatment of opioid dependence, latest news on health-related consequences of e-cigarettes, and training on effective screening and brief interventions for substance abuse.

### Community Vaping Forums and Trainings

Nemours conducts various community trainings for students, teachers, school nurses and parents, along with hosting community forums to address the rising concern and usage of vaping among the adolescent population. Nemours experts in adolescent health and pulmonology share the latest information about e-cigarettes: how they're marketed to teens, their chemical composition and the damage that vaping does to the body. Our specialists share strategies about how parents and other adults can approach teens and how to prevent them from starting to use these dangerous products.

## ADDITIONAL EFFORTS TO BENEFIT OUR COMMUNITY AND SUPPORT ITS HEALTH

### Boards and Leadership, Community Events and Sponsorships

Engrained in our Nemours culture is a commitment to serve the Central Florida community by providing our talents, leadership and resources to the following community organizations and events:

- 100 Black Men
- Adam Michael Rosen Foundation
- American College of Healthcare Executives of Central Florida
- American Diabetes Association
- American Heart Association
- American Lung Association
- Arthritis Foundation
- Autism Speaks
- Bacon (Big Awesome Charity of Nona) Foundation
- Be the Match
- Boy Scouts of Central Florida
- Boys Town Central Florida
- Camp Boggy Creek
- Canine Companions
- Cannonball Kids' Cancer Foundation
- Crohn's & Colitis Foundation of America, Central & Northeastern Florida Chapter
- Cystic Fibrosis Foundation
- Down Syndrome Association of Central Florida
- Early Learning Coalitions: Orange & Osceola Counties
- East Orlando Chamber of Commerce
- Embrace Families
- The Epilepsy Association of Central Florida
- FARE National Conference
- The Finley Project
- Florida Academy of Nutrition and Dietetics
- Florida Hands & Voices
- Give Kids the World
- GROW Central Florida
- Health Council of East Central Florida
- Healthy Start Coalition of Orange County
- Hispanic Chamber of Commerce of Central Florida
- The Holocaust Memorial Resource and Education Center of Florida Campaign
- Hope and Help Center of Central Florida
- Hugz From Bugz
- Iron Pigs: Pigs Against Pediatric Cancer
- Juvenile Diabetes Research Foundation
- Lake Nona Schools STEM Initiative
- Make-A-Wish of Central & Northern Florida
- March of Dimes, Central Florida
- McCormick Research Institute
- Mothers' Milk Bank of Florida
- Muscular Dystrophy Association
- Nathaniel's Hope
- National Kidney Foundation
- National Philanthropy Day
- Orange Appeal's Women's Conference
- Orlando Philharmonic Orchestra
- Orlando Science Center
- Pediatric Congenital Heart Association
- Primary Care Access Network
- Ronald McDonald House Charities of Central Florida
- Run Nona
- Runway to Hope
- School Health and Wellness Advisory Council, Orange County Public Schools
- Second Harvest Food Bank
- Seminole County Chamber of Commerce: Riverside Dash
- Shepherd's Hope
- Special Olympics
- UCF Colleges of Medicine & Nursing
- United Arts Association