



Community
Health Needs
Assessment
2023
Progress Report



NEMOURS
CHILDREN'S HEALTH



Abuse, Neglect, Child Abuse & Health



About Nemours Children's Health

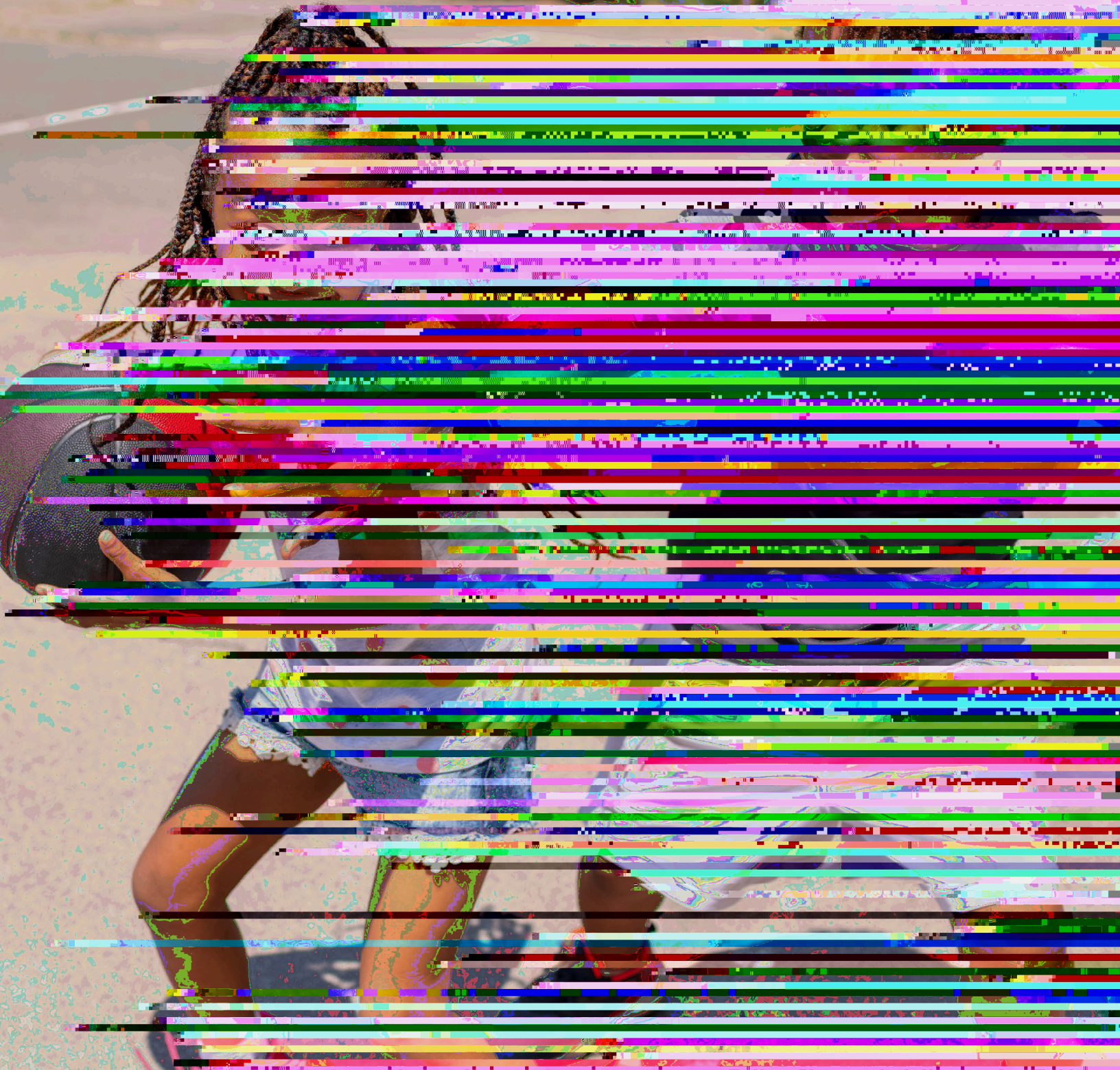
We are one of the nation's largest multistate pediatric health systems, which includes two free-standing children's hospitals and a network of over 75 primary and specialty care practices. We seek to transform the health of children by adopting a holistic health model that utilizes innovative, safe and high-quality care, while also caring for the health of the whole child beyond medicine. We also power KidsHealth.org from Nemours® KidsHealth® — a pioneer and leader in pediatric health content, trusted by millions worldwide for more than 25 years to help keep families healthy.

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

- Cardiac Center offering expert testing, condition management, inpatient critical care and surgery
- Award-winning Center for Cancer and Blood Disorders
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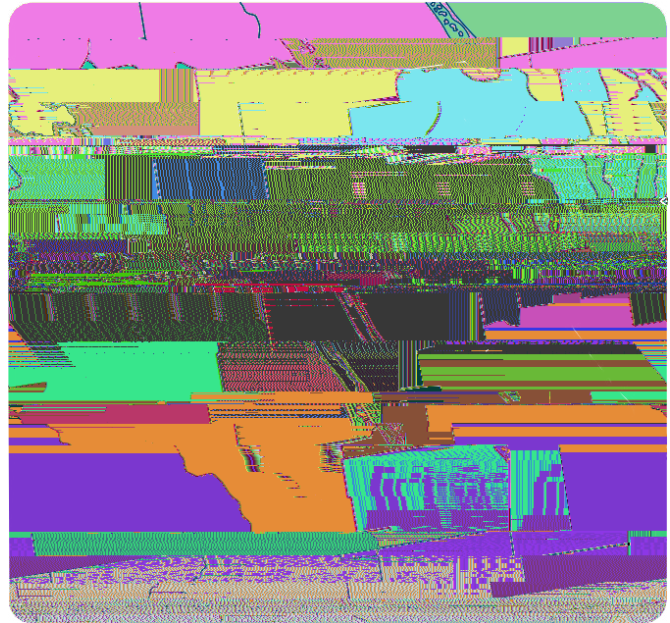
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Health Need Assessment



Community Health Needs Assessment

Section 501(r)(3)(A) requires a hospital organization to conduct a community health needs assessment (CHNA) every three years and to adopt an implementation strategy to meet the community health needs identified through the CHNA. During 2012-2013, Nemours Children's Health embarked on our first journey to identify the child and adolescent health needs of the community. Nemours Children's engaged Professional Research Consultants, Inc. (PRC) to conduct a Child & Adolescent Health Needs Assessment (CHNA) with the goal of gathering data to assist in determining the health status, behaviors and needs of children and adolescents in the service area which has been defined as households with children in Brevard, Orange, Osceola and Seminole counties in Florida. The assessment was comprised of both qualitative and quantitative data. During the last decade, Nemours Children's Hospital, Florida has conducted four CHNAs (2013, 2016, 2019 and 2022) and worked with PRC to ensure the changing needs of the community are captured in the CHNA.



As the result of Nemours Children's growth, we expanded our catchment focus to add Polk County to the Target Service Area for the 2019 and 2022 assessments. The following areas of opportunity metrics represent the significant health needs of children and adolescents in the community, based on the information gathered through this study in 2022:

Areas of Opportunity

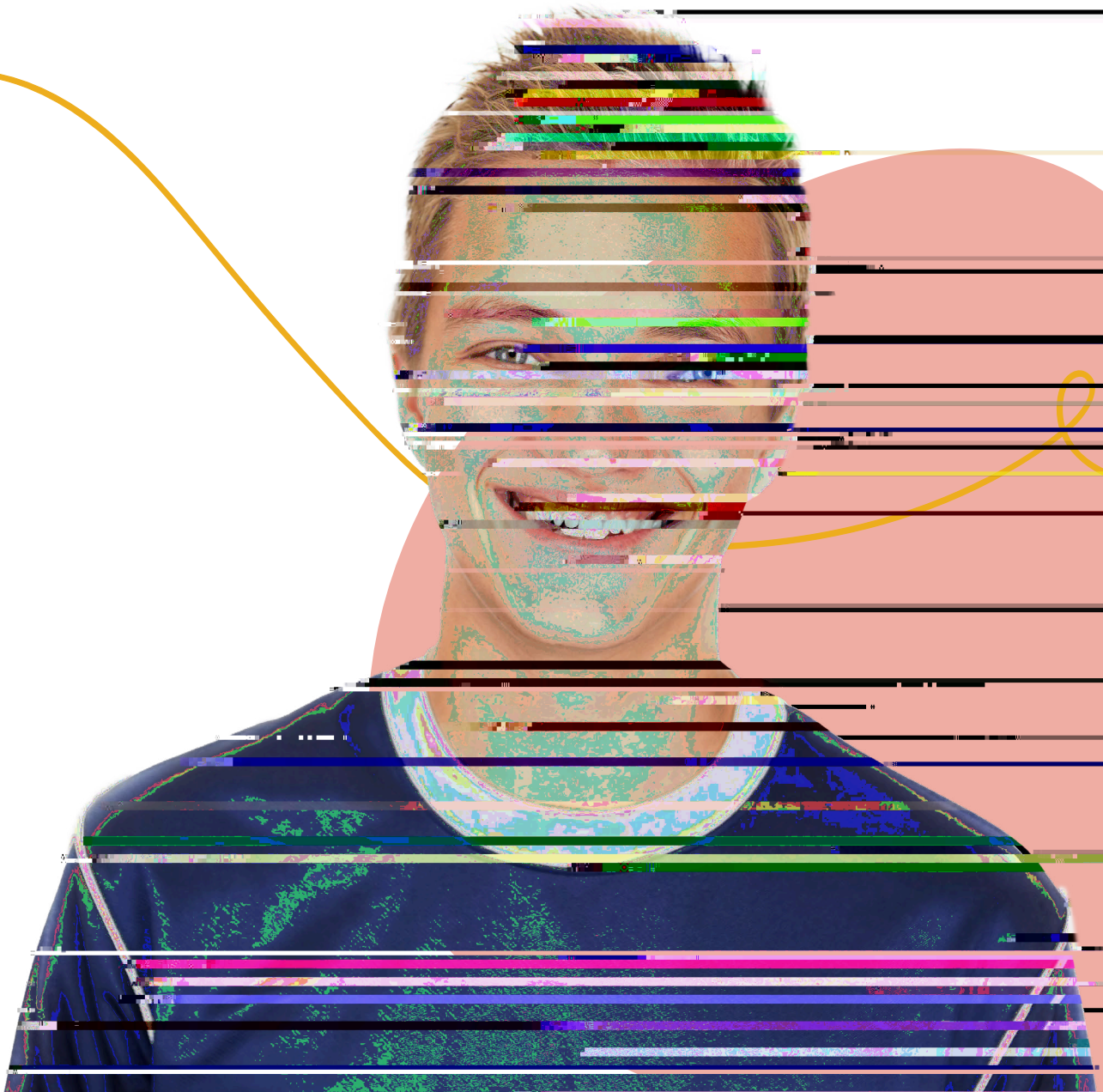
- Access To Health Services
- Allergies
- Infant Health
- Injury and Violence
- Neurological Conditions
- Nutrition, Physical Activity and Weight
- Asthma
- Bone, Joint and Muscle Conditions
- Cognitive and Behavioral Conditions
- Mental Health
- Vision, Hearing and Speech Conditions
- Tobacco, Alcohol and Other Drugs
- Potentially Disabling Conditions
- Diabetes
- Oral Health
- Sexual Health

After reviewing the data from the CHNA assessment in early 2022, our leadership met to evaluate and prioritize the top health needs for children in the community. Statistically significant trends from the community were examined — a direct result of ranked opportunity areas by participants.

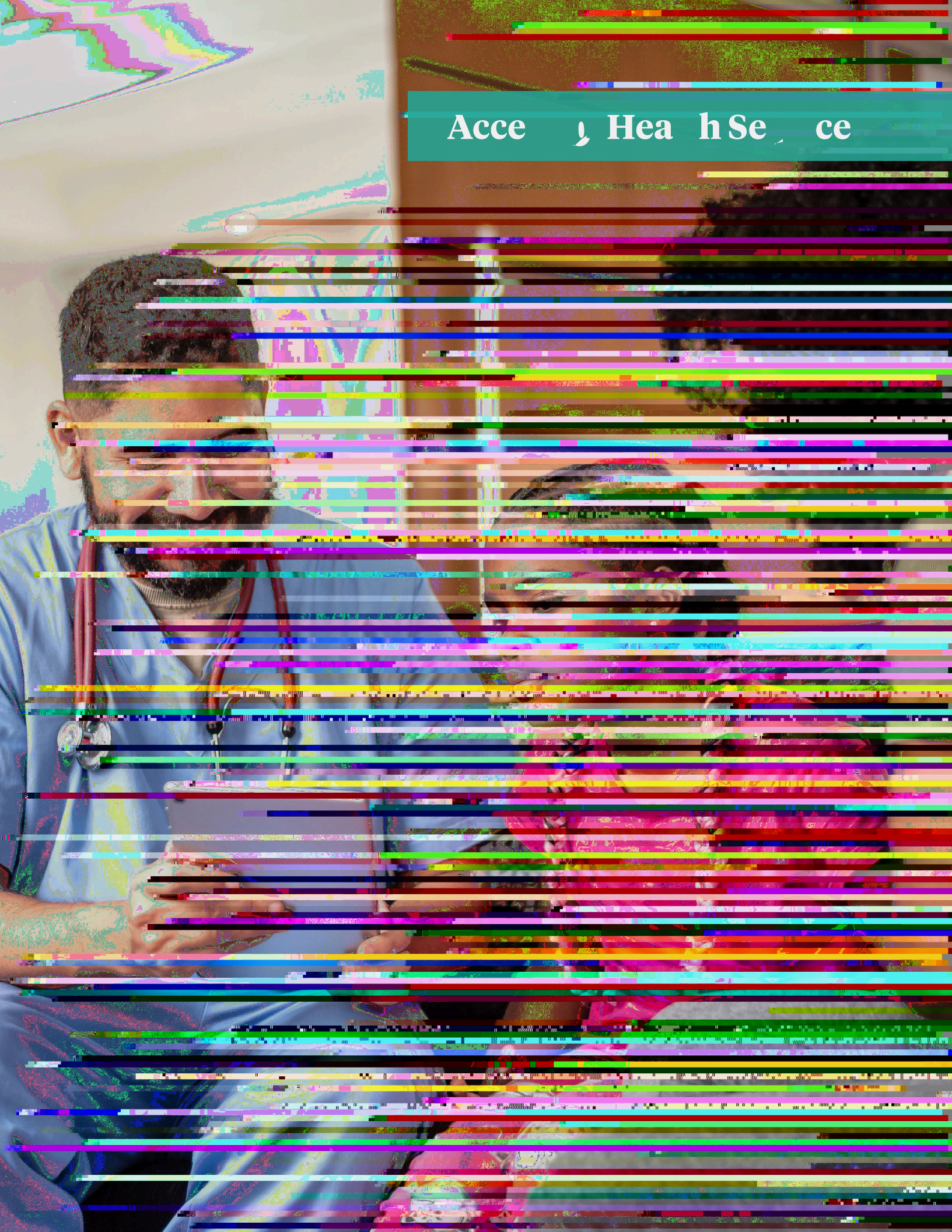
This process yielded the following top priorities for Nemours Children’s Hospital, Florida to address in improving the health of the community’s children:

- Access to Health Services
- Infant Health
- Mental Health

Our immediate focus is on these top three priorities identified through our implementation process. However, we believe 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.



Access to Health Services



New Models of Care and New Technology

In response to the evolving health care landscape, we recognize the need for improving health care quality, as well as increasing access and equality for all children in Central Florida. One method of improving access is through application of innovative models or technologies that better coordinate care and information sharing for all patients.



Our primary care practices are nationally certified as Patient-Centered Medical Homes (PCMHs). The PCMH is a model of primary care that combines patient-centered access, team-based care, population health management, care coordination and quality improvement to enhance care delivery. This model provides patients with enhanced access to care and the ability to develop and sustain quality relationships with their provider and health care team, as well as opportunities to build relationships with specialists who expand care in the community. The PCMH model also allows Nemours Children's 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



To meet the need for primary and preventive care in the community, we established an ever-growing network of pediatric primary care practices in 15 Central Florida locations. Our highly qualified primary care pediatricians and staff provide general pediatric and preventive health services in a PCMH setting. Services provided include care for routine illnesses and everyday bumps and bruises, vaccinations and well checkups. Nemours Children's is helping children — from the tiniest newborns through age 18 — reach their full potential. Sick care is also available on Saturdays, 8 a.m. to noon at select locations.



To meet access needs of children and families in our community, Nemours Children's operates outpatient pediatric clinics providing specialized pediatric care for families in Central Florida along the I-4 corridor, and as far south as Vero Beach in Indian River County. We rotate a multitude of specialists throughout our specialty care network, offering appointments in cardiology, pulmonology, GI, urology, endocrinology, orthopedics, general surgery and many others.



When their regular pediatrician is not available, parents can receive care from a board-certified pediatrician or advanced practice registered nurse through the Nemours app. Care for minor illnesses and injuries is available daily 6 a.m. to midnight. Parents can use their smartphone, tablet or computer to have a face-to-face video visit whether they'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. Our urgent care telemedicine is one more way to help children feel better faster and to avoid unnecessary visits to the Emergency Room. In 2020, our urgent care telemedicine transitioned to the Nemours app, making it easier for families to securely access their child's medical records, see a pediatrician on demand, search our award-winning educational content, and get other tools designed to help caregivers keep their child healthy.



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

Other Programs



A photograph of a couple in a romantic embrace. The man is on the left, wearing a white shirt, and the woman is on the right, wearing a white top. They are both looking down and smiling. The background is a soft, out-of-focus indoor setting. A teal banner is positioned at the top right of the image, containing the text 'I fa Hea h' in white. The entire image is overlaid with numerous horizontal, multi-colored digital glitch lines that create a sense of motion and digital distortion.

I fa Hea h

Infant Health



Overview:

The infant mortality rate in our TSA is higher than both the Florida and national averages at 6.1 per 1,000 live births and higher in Polk County at 7.5 per 1,000 live births, respectively.

Initiative

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

Goals

-  to moms, families and providers that promote healthy pregnancies and safe deliveries
-  that provide services, education and support to families and providers

Metrics

- # of patients seen at Nemours Children’s Center for Fetal Care
 - **8,266 encounters among 2,872 patients**
- # of opportunities for newborn education facilitated by our experts
 - **Participated in 2 community partner events to provide newborn and infant health education**
 - **Center for Fetal Care assisted 124 families to apply for eligible Healthy Start services**
 - **Hosted 8 Baby Basics webinars**
 - **Conducted 46 newborn and infant medical simulation and partner hospital education trainings**
- # of lactation consultant appointments conducted at primary care clinics
 - **199 lactation visits were conducted**

Education and Support

 Nemours KidsHealth provides online resources to help families better understand how to stay healthy and safe

information and encourage wellness development and safety for all children. Prior to a baby's discharge from the NICU, our providers educate families on safe sleep practices, car seat safety, shaken baby syndrome and infant CPR. We 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.

Improving Outcomes and Safety for Mothers and Infants



We are dedicated to serving children and their families at every stage of life. Our Center for Fetal Care 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 Children's does not deliver babies, we manage care with each mother's doctor and coordinate services focused on her baby's health before, during and after birth. Our center 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.



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



We provide classroom instruction in the Neonatal Resuscitation Program (NRP). NRP is an educational program based on the American Academy of Pediatrics and AHA guidelines for cardiopulmonary resuscitation and

Me a Health



Mental Health

Overview:

A total of 20% of our TSA parents reported that their child has received mental health services in the last year which

