





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

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

Our immediate focus will be on these top three priorities identified through the evaluation process. However, Nemours believes that we have a responsibility to our communities to address all health concerns identified by this study. Through direct services, or through partnership with other health care or community leaders in the area, we are committed to addressing the health and wellness needs identified for children in Central Florida.

Access to Health Services

According to the needs assessment, 6.9 percent of children in the total service area (TSA) lack health care insurance coverage, comparable to the national benchmark. However, this percentage increases significantly among children living just above the federal poverty level (11.4 percent). Of those parents with children who have health care coverage, 12.2 percent report that their child was without coverage at some point in the past year.

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

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

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



Growing to Increase Access

Nemours Primary Care

To meet the need for primary and preventive care in the community, Nemours Children's Primary Care has established an ever-growing network of pediatric primary care practices in 18 Central Florida locations. Our highly qualified primary care pediatricians and staff provide general pediatric and preventive health services in a Patient-Centered Medical Home setting. Services provided include care for routine illnesses and everyday bumps and bruises, vaccinations and well checkups. Nemours is helping children — from the tiniest newborns through age 18 — reach their full potential.

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

Nemours Children's Urgent Care

Of the CHNA respondents who took their child to the Emergency Department in the last year, more than half reported that the visit was for something that could have been treated in a physician's office. For this reason, Nemours has expanded our urgent care hours throughout the TSA. Nemours Children's Urgent Care offers immediate, advanced pediatric care to patients who range from newborn to 18 years of age. Care is provided as early as noon at two of our four locations and is available until 10 p.m. at every location, every day, including holidays. Patients can now reserve their spot in line with an online check-in system, allowing the patient and their family to wait more comfortably at home — or wherever is convenient — until their estimated visit time. The pediatricians who practice at Nemours Children's Urgent Care are board-certified in pediatrics, with specialized experience in emergency medicine and urgent care, bringing expertise closer to home for children in Kissimmee, Lake Nona, Sanford and Waterford Lakes (East Orlando).

Nemours CareConnect

When their regular pediatrician is not available, parents can receive care from a Nemours board-certified pediatrician through Nemours CareConnect, a telehealth service designed just for children. Care for minor illnesses and injuries is available 24/7. Parents can use their smartphone, tablet or computer to have a face-to-face video visit whether they're home or on the go. A summary of the visit will be sent to the child's pediatrician so their medical record is complete. Nemours CareConnect is one more way to help children feel better faster and to avoid unnecessary visits to the Emergency Department.

Nemours Satellite Operations

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

Nemours Hospital Partners

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

Nemours Programs

Pediatric Critical Care Transport

NCH offers 24/7 neonatal and pediatric intensive care transport. Nemours' transport program plays a vital role in getting infants and children to and from NCH, providing a mobile intensive care unit environment so critical care can begin immediately. Our ground transport includes a fully equipped pediatric intensive care ambulance plus a Nemours-owned, custom designed mobile intensive care unit (the size of a fire truck) that features space to care for two newborn or pediatric patients at once. Nemours' transport vehicle allows us to be there for children and families throughout the region, at moments when they need us the most.

Ronald McDonald House

Because of the complex nature of pediatric services, children and families come from throughout the region, across the country and around the world to receive services at Nemours Children's Hospital. Since 2012, NCH has provided families from all over the United States and internationally with medical care for children with rare and unique conditions. For families to have access to these relatively rare medical resources, they require a place to stay while their child is receiving care. Ronald McDonald House provides a "home away from home" for families of seriously or chronically ill or injured children receiving treatment at area hospitals, offering nurturing and supportive environments where families can stay together and find comfort.

Financial Assistance Plan and Uninsured Discount Program

Since opening our doors, Nemours has remained committed to providing our patients and families with the care that they need and want, when they need and want it. Nemours provides charity care services in Florida so that children needing care can receive it without financial barriers.

Inpatient Rehabilitation Unit

NCH's Inpatient Rehab Unit is currently a nine-bed unit. It's the first pediatric inpatient rehab unit at a free-standing children's hospital in Florida. The unit admits patients from three months to 17 years of age. The rehab unit offers intensive physical, speech and occupational therapy, as well as 24-hour inpatient medical and nursing care.

Language/Interpreter Services

Nemours believes that one of the most important aspects of delivering family-centered care is making sure families are informed, in a way they can understand, about what is happening with their child's health at every step. To help families be the very best advocates for their child's care, Nemours provides a variety of language and interpreter services, including:

- § **Video remote interpretation service:** Nemours has iPad carts throughout the hospital that can be used to reach a live interpreter in almost every language via live video stream.
- § **Phone interpreter service:** Nemours' phone interpreter service is available in almost every language — 24 hours a day, seven days a week, for both inpatients (staying at the hospital) and outpatients (coming in for an appointment or procedure then going home).
- § **American Sign Language (ASL):** Nemours also meets the communication needs of deaf children and families, providing an American Sign Language interpreter when needed.
- § **Two board-certified medical interpreters:** These interpreters provide in-person support for complex medical conversations.

Community Initiatives

Shepherd's Hope

Nemours partners with Shepherd's Hope, a not-for-profit in Central Florida that operates free medical clinics for low-income families, to provide volunteer providers for back-to-school physicals every summer. During the clinics, the doctors, nurses and other volunteers who donate their time to serve uninsured, low-income families in need of medical care see patients at no cost. Additionally, Nemours conducts free vision and hearing screenings during the physicals. Through this work, many Nemours physicians have been inspired and continue to volunteer at the medical clinics regularly.

Central Florida School Districts — School Nurse Training

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



Milk Bank of Florida

The Period of PURPLE Crying[®] is used to describe the time in a baby’s life when they cry more than at any other time. The PURPLE program is designed to educate parents of new babies on the normal crying curve and the dangers of shaking a baby. Upon discharge from the NICU at NCH, parents and caregivers are educated on how to safely care for their baby during periods of extended crying and other highly stressful times through this research-based, video education program developed by the National Center on Shaken Baby Syndrome.

Improving Outcomes and Safety for Mothers and Infants

Nemours Center for Fetal Care

Nemours is dedicated to serving children and their families at every stage of life. The Center for Fetal Care at NCH provides expert maternal-fetal and perinatal care to Central Florida mothers-to-be who are facing high-risk pregnancies or problems with their unborn child. Although Nemours does not deliver babies, we co-manage care with each mother’s doctors and coordinate services focused on her baby’s health before, during and after birth. The Center for Fetal Care is designed with the pregnant patient’s health in mind and provides a dedicated clinic space, prompt scheduling and referrals to pediatric specialists that are arranged and tracked by the Center for Fetal Care.

Milk Bank of Florida

Breast milk is the preferred feeding for all infants and offers benefits not found in any substitute. It provides something called “passive immunity,” protecting the baby from a wide variety of bacterial and viral illnesses. Breastfeeding also can lead to better cognitive development, as well as physical and emotional benefits due to skin-to-skin contact. Because early nutrition is a significant contributor to healthy child development, NCH provides a storage location to support milk banks, as well as a neonatal practitioner and International Board Certified Lactation Consultant. To support breastfeeding and infant health, Nemours hosts a 40-hour Certified Lactation Counselor training course once a year, providing education, certification and resources to providers and breastfeeding advocates.

Neonatal Resuscitation Program

NCH provides classroom instruction in the Neonatal Resuscitation Program (NRP). NRP is an educational program based on the American Academy of Pediatrics and the American Heart Association guidelines for cardiopulmonary resuscitation and emergency cardiovascular care for newborns at time of delivery. NRP introduces concepts and basic skills of neonatal resuscitation. Successful completion of the online written course is required before participants attend the classroom portion of the NRP course.

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

NCH offers classroom instruction for the modular instructional program known as S.T.A.B.L.E. This neonatal education program for health care providers focuses on the post-resuscitation and pre-transport stabilization care of sick infants.

March of Dimes of Central Florida

The March of Dimes of Central Florida is a longtime partner of NCH, supporting the hospital through generous donations and support. Throughout the years, Nemours associates have become heavily involved in March of Dimes events and fundraisers; the collaborative effort has resulted in significant dollars raised to support research, educational opportunities and support services for parents, caregivers and families. Donations from the March of Dimes also support the education of medical and nursing staff in the latest developments and findings regarding neonatal and perinatal diagnosis, treatments and plans of care for high-risk newborns.

NICU Cuddler Program

Nemours understands the importance of bonding and skin-to-skin contact with any newborn, especially those in the NICU. However, we also understand that not all parents are able to stay at the hospital for extended periods of time — some parents need to leave for work or other obligations. Volunteers with the Nemours NICU Cuddler Program are specially trained to provide love and affection to babies and families in the NICU at Nemours Children’s Hospital. These volunteers are trained on the proper techniques for holding and rocking to soothe and comfort our tiniest patients. The Nemours NICU Cuddler Program is especially important to soothe babies with neonatal abstinence syndrome (NAS), who may be experiencing elevated stress and discomfort.

Primary Care

Nemours Primary Care has improved data analytics to assess gaps in infant care, and improves care by reaching out to parents for such things as scheduling their infants’ immunizations. Additionally, our primary care practices have added lactation consultations, including telehealth availability, to increase, promote and support breastfeeding. To improve compliance in blood lead screening, all clinics have increased point-of-care testing. Additionally, primary care practices have added photo screenings to detect vision abnormalities in children starting at 12 months. For parents, primary care has implemented universal postpartum depression screening of all parents in accordance with new guidelines.



Injury and Safety

While the majority of children in the TSA were not seriously injured in the last year, 13.3 percent sustained injuries

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

Nemours Florida School Health Conference

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

Sports Medicine — Prevention and Treatment

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

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

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

Educational Resources for Young Athletes

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

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