



# Better Together

COMMUNITY BENEFIT REPORT



The Children's Hospital *of Philadelphia*®

Hope lives here.®



# Better Together

2014 COMMUNITY BENEFIT REPORT

In my 25 years at The Children's Hospital of Philadelphia — starting as a nurse, through my time in administration and now as president and chief executive officer — I've watched the growth of CHOP's involvement in the community, outside the walls of the Hospital and our expansive Care Network throughout Pennsylvania and New Jersey.

Every year, employees come up with new ideas to promote child health in the community, and new (and familiar) community groups present us with fresh opportunities to collaborate. Together, we are improving child health in many ways.

In 2014, CHOP created a new, exciting way for employees to follow their hearts through community outreach: CHOP Cares Community Grants. This program offers employees resources that enable them to put their ideas into action. Learn about some of their innovative projects on Page 10.

Also in 2014, CHOP launched the Violence Prevention Initiative (VPI), which grew out of the research and community-building of our earlier work in this area and collected all those efforts under a new organizational structure. See how the VPI's signature programs are changing attitudes toward bullying and retaliation as they work to stop the cycle of violence (*Page 4*).

Within Children's Hospital, we constantly seek ways to give our patient families more — more education, more resources, more hope. The newly opened Keto Kitchen (*Page 14*) and psychological counseling for parents coming to the Center for Fetal Diagnosis and Treatment (*Page 20*) are just two examples of services for which CHOP is not reimbursed by insurers.

Throughout this *Community Benefit Report*, you will see many more ways in which we follow through on our commitment to ensure better health for all children — whether they live close by, in one of the many communities throughout the region where the CHOP Care Network operates, or around the globe. Year after year, in partnership with parents and community groups, improving the well-being of children remains — and will continue to remain — our priority.

**Madeline Bell**  
President and Chief Executive Officer  
The Children's Hospital of Philadelphia

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CHOP cardiac patient Kellen, 2, in the Sea Garden. (See Page 16).

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Cover: Jackie, 4, and William, 3, have received all their primary pediatric care in the CHOP Care Network since birth. See all 50-plus network locations on Page 44.

# Successful Strategies

## New Umbrella Initiative Aims to Interrupt the Cycle of Youth Violence with Coordinated Programs

**H**olding the attention of an auditorium full of seventh and eighth graders for 90 minutes might seem impossible. But what if each kid had special glasses to watch a 3-D movie? Or if you gave them all handheld devices so they could vote and see the results projected immediately on a large screen? Or offered compelling stories from kids like themselves, kids who have been bullied or have watched bullying happen in their schools and neighborhoods?

Leaders in the Violence Prevention Initiative (VPI) at The Children’s Hospital of Philadelphia asked themselves those questions. “Kids’ lives in Philadelphia are punctuated by violence,” says VPI co-director Stephen Leff, Ph.D. “How do we reach those kids and interest them in learning more about bullying?”

The answer is the Free2B multimedia bullying prevention program from VPI, which successfully reaches the kids and holds their attention while opening their eyes to the effects of bullying and what they can do to prevent it — both for themselves and their peers.

“We see changes in attitude from the start of the program to the end,” says Leff. At the beginning, 57 percent of students said they thought bullying was a normal part of growing up. After the presentation, only 21 percent said they thought bullying was normal. Initial results suggest that students found Free2B extremely engaging and enjoyable, and that the presentation enhanced students’ knowledge of bullying facts, prosocial attitudes about bullying and confidence in resolving conflicts.

“It works because we pulled together the best science and cutting-edge technology and combined that with the voices of youth,” Leff says. Free2B has been piloted in two Philadelphia schools, and plans include ramping up the program so all seventh and eighth graders see a presentation. “Even with the challenge of finding time within the busy school schedule, we feel it’s feasible because we operate in collaboration with the schools,” Leff says.

Free2B is the newest in a slate of programs that address violence, now all operating under the VPI umbrella. VPI’s July 2014 launch was an outgrowth of the Philadelphia Collaborative Violence Prevention Center, which had built strong relationships with community groups and academic institutions that share CHOP’s mission to develop and initiate research-based strategies to reduce violence and its effect on children.

“Our goal is to create sustainable change,” says VPI co-director Joel Fein, M.D., M.P.H. “We believe the partnership-based model is what sets us apart. We invite community and school stakeholders to the table, and we stay at the table with them. It’s longer lasting than if we come in, do a program and then leave.”

All programs are built on a framework of trauma-informed care, which recognizes that people often have experienced many different types of trauma in their lives and those experiences affect how they respond to outreach and services.

VPI also collects input and expertise from a multidisciplinary group of clinicians and

*continued >*



In sixth grade, Chedaya (*pictured above, center*) was severely bullied over her sneakers (*left*). Above: CHOP violence prevention specialist Laura Vega, M.S.W., L.S.W., and Chedaya's mom, Catina, (*right*) helped her overcome the bullying and violence she experienced at school. She's on the path to recovery.

researchers from across CHOP to help set direction and priorities for the initiative. Each VPI fellow — from areas such as psychology, adolescent medicine, social work, injury prevention, emergency medicine, nursing, behavioral health and others — offers a unique perspective on the causes and impact of violence on children and youth, as well as solutions.

The result is a powerful network of violence experts that helps VPI be strategic and practical

in its efforts, as well as nimble in its ability to respond to violence and crisis in communities.

**In addition to Free2B, signature programs under the VPI umbrella include:**

**Partner for Prevention (P4P)** is an intensive, whole-school approach to bullying prevention in which children in third to fifth grades learn valuable skills — problem-solving, anger management, empathy and perspective-taking

## When Violence Hits Home

**W**hen parents who are experiencing intimate partner violence (IPV) bring their child to the pediatrician, there is an opportunity to intervene to stop the cycle of violence. That is the mission of the Children’s and Mom’s Project (CAMP) and the IPV Task Force at Children’s Hospital.

Considering that between 30 and 60 percent of abusive partners also abuse children in the household and that children exposed to IPV display behavioral and developmental effects, a pediatrician is perfectly positioned to connect the family to services that can positively impact the children’s long-term health and well-being. The catch is that the pediatrician needs to pick up on signs of potential abuse and gain parents’ trust so they are willing to share information about their lives and accept help.

When a CHOP pediatrician learns a family or patient is experiencing intimate partner violence (also termed domestic violence), he or she can call an IPV specialist from CAMP who offers on-site violence counseling at the Nicholas and Athena Karabots Pediatric Care Center. The medical team can attend to the child’s needs while the IPV specialist works with the survivor to create a safety

plan, access resources, consider options and offer referrals for ongoing counseling, therapy, legal assistance, relocation resources and more. Counselor services are free, confidential and provided through CHOP’s community partner, the Lutheran Settlement House’s Bilingual Domestic Violence Program, which also serves three other hospitals in the Philadelphia area.

IPV specialists also work to improve Hospital policies, procedures and training so healthcare providers can be more effective at identifying, screening for and referring survivors of IPV. The specialists have been instrumental in raising awareness of how IPV affects children and also encouraging medical professionals to address any IPV issues.

“We want screening questions to be a routine part of pediatric visits,” says IPV specialist India, B.S.W. “And if the parent will talk with their child’s doctor or nurse but isn’t ready to talk to an IPV specialist, we support the providers by consulting and offering ways they can help the family.”

The IPV Task Force was formed as part of the Violence Prevention Initiative at CHOP. ■

— while teachers, administrators and lunchroom supervisors are supported in their efforts to provide a safe, productive school environment. P4P is currently in place at four schools within the School District of Philadelphia.

P4P provides students with problem-solving approaches for multiple forms of bullying, including physical, cyber and relational aggression (such as the spreading of rumors), and strategies for bystanders of bullying.

Even lunch and recess staff are included in the training in order to improve supervision, communication, rules and structured activities during times when bullying can happen.

**The Violence Intervention Program (VIP)** is a community-focused program that provides direct services to CHOP patients 8 through 18 years old who have already been injured by assault and are treated in the CHOP Emergency Department (ED) or Trauma Unit, by working with them in the Hospital — and after discharge. Of the 14,000 adolescents who come to the Children’s

Hospital ED each year, roughly 300 meet criteria for the VIP and are eligible to receive its intensive case management services; about 40 to 50 are enrolled in the program each year.

Engaging patients in the Hospital during their recovery is an opportunity to change their lives and reduce retaliation and recidivism. VIP provides emotional and social support for youth and their families, helping youth exposed to violence deal with their emotions and reactions to difficult social situations, and increasing self-esteem and leadership skills. A long-term goal is to reduce the odds that the youth will be involved in crime or perpetuate violence in adulthood.

Many other CHOP programs, some of which are profiled in this *Community Benefit Report*, also have components that address violence that affects children. CHOP clinicians and staff who work with children living in homeless shelters, undergoing intensive behavioral treatment or facing gender/sexuality questions, for example, include violence prevention and trauma-informed care in their practices. ■

Stephen Leff, Ph.D., brings anti-bullying programs to Philadelphia schools as part of CHOP’s Violence Prevention Initiative.



Photo courtesy of NewsWorks

# School's In

## When Hospitalized Children Need Education, CHOP Teachers Deliver



Teacher Jamie Johnson reviews lessons with Stephanie, 13.

Alexa, 5, sits up in her bed at The Children's Hospital of Philadelphia, her green- and purple-painted toenails peeking out from the blanket. It's school time, and she's smiling at her teacher, Colleen Cerebe, one of five full-time teachers in CHOP's Hospital School Program.

Together, they fill out the daily calendar and get ready to read *Knuffle Bunny Too*, one of Alexa's favorite books. "I like books," she says. "I like writing, too."

For Alexa, who is being treated for acute lymphoblastic leukemia, her daily school time adds structure and normalcy to her schedule. In fact, she doesn't like to take a certain kind of pain medicine in the morning because it makes her sleepy and she doesn't want to miss school. Her mother, Larilza D'Amato, is grateful for the program. "It makes the days go by faster. She loves it," Larilza says. "It's great for her to stay on track and will be a huge help when we make the transition home and back to school."

Bringing normalcy to the abnormal circumstances of being hospitalized and helping children keep up academically are two key reasons CHOP offers its Hospital School Program. Patients who have been hospitalized for two weeks and are expected to stay at CHOP for at least two more weeks qualify for schooling. And children with chronic conditions, such as sickle cell disease and Crohn's disease, that result in frequent hospitalizations attend school anytime they are an inpatient.

CHOP's teachers reach out to the child's home school, asking for curriculum and lesson plans. The Hospital also seeks reimbursement for teaching time from patients' home school districts, but the fee covers only about one-third of the cost for the service. In fiscal year 2014, teachers, including per diem help when needed, taught 318 children from 170 different school districts for 3,714 total hours.





Speech-language pathologist Carlene Koken, M.A., C.C.C.-S.L.P., (top left) is part of the teaching team in Children's Seashore House, where many patients, like Ben, 12, (left), are in long-term recovery from traumatic brain injuries.

Some children, like Alexa, have one-on-one teaching time. Others go to a room on their unit for class with other patients. While teachers try to group children of similar age, it's not always possible. "I've had days when one minute I'm working on colors and shapes with a kindergartener and the next minute I'm helping a junior figure out a calculus problem," says Jamie Johnson, a certified special education teacher. "You definitely need to be nimble in this job."

Johnson spends most of her time working with children who are recovering from brain injuries. Occupational, speech and physical therapists are also on hand as patients spend two hours a day in cognitive communication class, relearning skills like raising their hands, getting in and out of a desk, opening a combination lock, and other tasks that may be difficult as they compensate for their injuries.

There are days when Nia, 16, a junior at Camden County Technical Vocational School who is fighting cancer, can't wait to get back to school to continue her classes in medical coding and technology. But in the meantime, she is tutored by teacher Gemma Magnusson. "I don't want to get left back," Nia says. "Then people will think I'm dumb, and I am not dumb. I want to graduate."

Magnusson uses the hour they have together each day to focus on math and history. She contacted the school and arranged for Nia's physical and occupational therapy sessions to count as physical education credit. "Advocating for our patients is part of the job," says Magnusson. ■

# Big Hearts

## Employees Use CHOP Cares Community Grants to Make a Difference



“Jolene,” a sound-sensitive mannequin, was part of the Center for Childhood Communication’s booth at the 2014 XPoNential Music Festival, allowing concert-goers to test if their personal headphones were set at a volume that could cause hearing damage.

Preterm infants, overweight children, kids interested in science, and youth with diabetes are just a few of the many children who have benefitted from CHOP Cares Community Grants, an initiative from the Hospital’s Office of Government Affairs, Community Relations and Advocacy (OGACRA).

OGACRA recognized that many employees at Children’s Hospital are deeply involved in the communities where they work and live. The CHOP Cares Community Fund was created to help employees do even more to advance the health and well-being of children and their families. The fund includes money raised through the sale of CHOP specialty license plates, as well as individual donations and Hospital contributions.

Employees propose a project; emphasis is put on connecting projects to community needs identified by CHOP’s Community Health Needs Assessment and collaborating with programs already in place. The Hospital’s Community Advisory Board, which includes community members and CHOP employees, and OGACRA staff select grantees every October and April. The first grants were awarded in October 2013.

“We’ve been pleased with the enthusiasm employees have shown for the program,” says Peter Grollman, vice president of Government Affairs. “There’s been a lot of teamwork on projects, which means we’re leveraging our current knowledge and resources to meet the needs of even more children and their families.”

## Some project examples:

Nearly 400 kids with diabetes and their parents attended the Fourth Annual “**Living Well with Diabetes: Now and in the Future**” conference — at a reasonable cost with help from a CHOP Cares grant. Twenty-two attendees were given scholarships.

The Office of Responsible Research Training partnered with the Healthy Weight Program to host a CHOP booth at the annual **Philadelphia Science Festival**, a free community event held on the Ben Franklin Parkway. An estimated 30,000 people attended. The CHOP Cares grant, along with other funds, allowed CHOP to sponsor a booth with a fun wellness theme, with the goal of getting kids excited about science. Thousands of children competed throughout the day in a Step Challenge by using pedometers to count how many steps they could take in 30 seconds. “With non-stop activity all day, the Science Festival was a wonderful way for CHOP to connect directly with community families,” says researcher Jodi Leckrone, M.Ed.

One grant was used to launch a **Books for Babies program** at CHOP Newborn Care at Pennsylvania Hospital’s Developmental Follow-up Clinic, which treats preemies from birth to 2 years old. Following the Reach Out and Read model that is active in nine CHOP Care Network locations, every child receives a book at each visit and parents are encouraged to read to their children as a way to promote literacy. “Both babies and parents have been very excited about our program,” says neonatologist Karen Szczepanski, D.O.

Another grant went to help the **Shiloh CDC Freedom School**, a nonprofit community development organization in Trenton, N.J., to fund materials for children ages 7 to 14 to participate in daily health and physical fitness activities. The program gets parents involved by including health and physical fitness activities and healthy meal preparation in parent workshops.



Creating healthy exercise and eating habits are part of the Freedom School programming. Parents get involved by attending CHOP-sponsored presentations on healthy lifestyles.

A nurse in the Division of Urology used a grant to support a **healthy lifestyles program** at a nonprofit day care and after-school care center near her Glassboro, N.J., home. The grant funded a weekly exercise and education program for families and helped buy bouncing and climbing equipment to get kids moving at a young age.

A group of social workers based at the Nicholas and Athena Karabots Pediatric Care Center received a grant to support the **People’s Emergency Center (PEC) Eat Well Cooking Workshop Series**. The grant funded monthly cooking classes for 10 families at PEC’s transitional housing facility. Workshops teach families skills for preparing healthier meals on a limited budget and improving their quality of life. ■

*CHOP Cares Community Grants are exclusively available to CHOP employees.*

# Teach Them Young

## CHOP and IBC Collaborate to Encourage Healthy Futures

CHOP's Aleshia Smith, R.N., M.S.N., C.S.N., steps into a fourth-grade classroom as part of the Healthy Futures Program, sponsored by the Independence Blue Cross (IBC) Foundation, and introduces herself. "Their eyes light up," Smith says. "They all know where CHOP is and know someone who was hospitalized there. It's like I'm a celebrity!"

Her celebrity status helps her accomplish her true mission: educating students about staying well. Her lessons focus on preventive health efforts and managing chronic diseases, like asthma and diabetes. Smith's presence in the school through Healthy Futures gives her the opportunity to provide health assessments,

education and resources to a large group of children in identified schools in the five-county Philadelphia area. Children's Hospital is the "Stay Well" partner in Healthy Futures' three-pronged program of Eat Right, Get Fit and Stay Well that was launched in the 2013-14 school year. The comprehensive initiative's goal is to reduce obesity in school-age children.

Smith spends one day a week at each of the four "core" schools spread out across IBC's service area: Global Leadership Academy, William H. Ziegler, Assumption BVM and Nativity of Our Lord. Smith collects data including heights and weights of the students. She also helps with state-mandated health screenings.



Kids got a chance to play a little soccer at PPL Park under the supervision of Philadelphia Union players. The Union is a "Get Fit" partner in the Healthy Futures Program.



Above: The Philadelphia Freedom team tennis franchise is another “Get Fit” partner. Right: All students are weighed and measured as part of the research component to Healthy Futures. Far right: “Eat Right” is another part of Healthy Futures.



Her time in the classrooms depends on each teacher’s schedule. Sometimes she slips information in during science (circulatory or GI systems) or even social studies (“Where are the countries facing outbreaks of Ebola?”). “Time is so tight, but I try to have 20 minutes a week of face-to-face time with the kids,” she says.

“I focus on the general wellness of the population in those schools,” Smith says. “I help out where I’m needed.” In addition to the four core schools, she visits about 16 others once a year.

Smith also collects heights and weights at four schools not involved in Healthy Futures for “control” data. Drexel University is the research partner in Healthy Futures. Smith ensures that data are collected at the appropriate times and follow standard procedures that support the research protocol.

For Smith, who had worked at CHOP as a bedside nurse and in the MRI sedation unit, Healthy Futures presented the perfect opportunity. “I’m a certified school nurse, and I spent three years in the Philadelphia schools,” she says. “I find it really interesting to interact with kids in their own environment. When I give wellness talks, they always have tons of questions.”

Thanks to Healthy Futures, Smith is there to answer them. ■

# Seizure Prevention

## CHOP Opens First-ever Keto Kitchen to Help Families Adhere to Ketogenic Diet



For 20 years, Christina Bergqvist, M.D., director of the Ketogenic Diet Program at CHOP, wanted a teaching kitchen where parents could learn the basics of how to prepare food for their children whose seizures were being treated with the ketogenic diet.

The extremely high-fat diet is challenging to maintain because measurements need to be precise and recipes followed exactly. But it's worth it: Children on the keto diet can go from having 200 to 300 seizures a day to one or two a month. "It transforms their lives," Bergqvist says.

After grassroots fundraising from grateful families, CHOP opened the nation's first Keto Kitchen in September 2013 on 9 South in the Main Building. "Almost every family in the program contributed something," Bergqvist says. "It's something everyone in the program wanted."

Children with epilepsy are first treated with antiseizure medication, which works for 70 percent of patients. The rest are candidates for the ketogenic diet, which is medically prescribed. Two-thirds of these children have a greater-than-

Top left: Brenda L. Banwell, M.D., chief, Division of Neurology; patient Korey Walton; Tom Dole, Senior VP, Outpatient and Clinical Services; patient Loren Costa; and Christina Bergqvist, M.D., director, Ketogenic Diet Program, cut the ribbon to officially open the Keto Kitchen.

Bottom left: Chef LeAnn DeMarco created a recipe for tasty Keto Cupcakes as part of CHOP's program to provide cooking instruction for outpatient families that have children who will benefit from the ketogenic diet.



For Korey, 9, lunch is three small logs of cream cheese wrapped in deli ham, a glass of 6 percent heavy cream fortified with canola oil, and two Goldfish crackers, his carbohydrate treat for the day.

50-percent reduction of seizures, and 20 percent experience complete control of seizures. The diet works, in part, when multiple metabolic pathways are affected when fat is used as fuel for the brain.

Children starting the diet are hospitalized for five days so clinicians can manage potential side effects like acidosis, dehydration and hypoglycemia. During that time, parents attend three cooking classes in the Keto Kitchen. Measurements must be accurate to one-tenth of a gram. Recipes swap nut or soy flour for grain flour as carbohydrates are limited to 10 grams a day — equal to half a slice of bread or 50 blueberries. Protein is also limited because the body can convert it into a carbohydrate. Parents must measure everything their child eats.

Families whose children started on the keto diet before the kitchen was built are now welcome to return for cooking classes. The Hospital has partnered with the Culinary Institute of Philadelphia, which sends interns to CHOP. The culinary students learn about the diet from CHOP's registered dietitians and create recipes that meet the requirements and taste delicious, too! With support from a CHOP Cares Community Grant, they've created about 30 recipes including cupcakes, pizza and tortillas.

"Parents learn how to cook a few recipes so they have skills they can use at home," Bergqvist says. "At other centers, about 20 percent of patients drop out of the diet. But in our program, only 1 percent drop out. That's partially due to our staff, who give a lot of support, and partially due to the kitchen. Families feel like they're prepared and really ready to make the diet work." ■

# Dig In!

## The Sea Garden Delivers Outdoor Space for Rehabilitation and Relaxation



Ashley, 14, works in the Sea Garden's herb bed as part of her occupational therapy to treat amplified musculoskeletal pain syndrome.

Sometimes, nature is just the right prescription. And CHOP's Sea Garden, an outdoor space off the third floor of Children's Seashore House, is just what the doctor ordered.

Since its opening in spring 2012, physicians, nurses and physical, occupational, art and music therapists have brought children to the Sea Garden for therapy, and just as importantly, for fun and a dose of sunshine.

"Many of our rehabilitation patients are at CHOP for weeks or months," says Tami Konieczny, M.S., O.T.R.-L., occupational therapy team leader for Rehabilitation Medicine. "The garden is an amazing space for them." Almost every day from April to mid-October, therapists take children into the garden where they water the plants, weed or harvest vegetables in a therapeutic way.

Some patients need to work on arm strength, others on balance. Others who are recovering from traumatic brain injuries may take a vegetable or herb inventory and then are charged with finding recipes that use those ingredients. Youth in the Amplified Musculoskeletal Pain Syndrome Program start their day of rigorous therapy with yoga in the garden.

Music therapist Sarah White, M.A., M.T.-B.C., sees children visibly brighten when they enter the Sea Garden. "It's a change of environment, and they really appreciate that," she says. "There are nice little nooks all over, so we have space to give them individual attention in a beautiful spot."

Art therapists bring children to the garden so they can be inspired by what happens to be growing at the time and revitalized by being outside.

Special activities, like decorating "care crows" or flower pots, draw children from all over the Hospital. When it's planting time, kids get to dig in the dirt. Once a week during the summer, child life specialists hold a movie night for inpatients. "It's a way to inject a sense of normalcy in their stays at CHOP," White says. Parents are welcome to





enjoy lunch with their children at one of the many picnic tables, which are wheelchair accessible.

Teaching healthy eating is another component. “We grew kale, which I didn’t think the kids would like. But one of our occupational therapists found some great recipes that kids really enjoyed,” says Konieczny. “We’re always looking for ways to incorporate the garden.”

CHOP employees volunteer to help with upkeep during monthly Garden Work Days. Once the tomatoes begin to ripen, chefs from the Main Food Court get in on the act. The annual Great Tomato Harvest features a recipe contest and special chef-inspired offerings that rely on the garden’s bounty.

“The Sea Garden motto is ‘Hope Blooms Here,’ and it has truly blossomed even beyond our happiest expectations,” says Alison Marx, operations officer, Department of Pediatrics, who led the Sea Garden’s inception. “With the help of philanthropy, the Pennsylvania Horticultural Society, volunteers and staff, we were able to take a rather dreary space and create a place of joy, healing, respite and renewal.” ■



Pennsylvania Horticultural Society project manager Julie Snell helps Eoin, 4, plant beans. Butterfly bushes, daffodils, tomatoes, cabbage, marigolds — and “care crows” — are some of the items that fill the garden.

# Not ‘Broken’

## At-risk Kids Need Unconditional Support, High Expectations

When Ken Ginsburg, M.D., M.S.Ed., sees youth from challenging environments — whether in a homeless shelter, on a Native American reservation, in an under-resourced neighborhood or on a military base — he looks beyond the problems and sees the possibilities.

“We must never see kids as broken,” says Ginsburg, a physician in the Craig-Dalsimer Division of Adolescent Medicine at The Children’s Hospital of Philadelphia. “Kids are experts in their own lives, and we must build on their strengths and earned wisdom.”

Since his earliest days as a medical student at Albert Einstein College of Medicine in New York City, when he treated people who were homeless, and through his 28 years at CHOP, Ginsburg has consistently worked with marginalized populations. He blends his natural compassion with evidence-based research to create strategies and toolkits that guide parents and professionals in supporting youth to thrive during both good and difficult times.

He sees teens facing difficult times every week as the medical director for Covenant House Pennsylvania, a shelter in Germantown for runaway, homeless and trafficked youth. CHOP’s partnership with Covenant House goes back 17 years and includes a weekly clinic, where Ginsburg oversees care provided by medical students, residents and a nurse practitioner. A CHOP health educator is at the shelter full time.

“We must give kids absolute respect and unconditional love,” Ginsburg says. “Covenant House youth are deeply compassionate and caring. They want to repair the world. It’s from them that I draw my inspiration every week.”

In 2006, Ginsburg began working with military families through the Military Child Education Coalition and the Army. Children whose parents are in the military have to deal with frequent relocations and, increasingly, repeated deployments. When the parent returns from deployment, the family has to adjust again. Ginsburg developed strategies to help families and has trained thousands of professionals at bases around the world in how to implement them.

“Families need to stay connected to their kids, even through deployments,” Ginsburg says. “They need peer support, to learn to take care of themselves as a model that displays healthy ways to handle stress. The military parent needs to stay connected, communicate, even discipline from a distance. I have been awestruck by the tremendous resilience in military communities.”

Ginsburg has also worked with the National Congress for American Indians to develop resilience-building strategies for Native American youth.

The Boys & Girls Clubs of America (BGCA) reached out to Ginsburg in 2011 to tap into his expertise around building resilience in children and youth from at-risk environments. He became the external resilience expert for BGCA, helping it consider which approaches would be



most effective. Because there are 450 military-based Boys & Girls Clubs and 250 Native American clubs, his BGCA relationship dovetails perfectly with his earlier work.

“The power of human connection is transformative in people’s lives,” Ginsburg says. “We know what happens to children has a profound effect on the adults they become. The most important thing for a young person is that at least one person cares about them unconditionally and holds them to high expectations. It should be a parent. But when a parent is unable, we professionals are critical. I have tried to work with parents and professionals to guide them on how to fill this vital role.” ■

Ken Ginsburg, M.D., M.S.Ed., with his twin daughters and *Raising Kids to Thrive: Balancing Love with Expectations and Protection with Trust* co-authors Ilana (left) and Talia. Each daughter wrote a chapter and helped with the design of the book.

Another Ginsburg book, *Reaching Teens: Strength-Based Communication Strategies to Build Resilience and Support Healthy Adolescent Development* is written for youth-serving professionals, including health clinicians, and is linked to more than 400 cloud-based videos that provide expert guidance from adolescent health professionals, youth program staff and teens.

# Hope — and Stress

## Psychological Care Available for Mothers Carrying Babies with Birth Defects



Joanna C.M. Cole, Ph.D., the world's only dedicated clinical psychologist within a fetal center, (left) and Julie S. Moldenhauer, M.D., medical director of the Special Delivery Unit

Mothers who learn that the baby they are carrying has a birth defect can access a unique resource when they are treated by the Center for Fetal Diagnosis and Treatment (CFDT) and the Garbose Family Special Delivery Unit (SDU) at The Children's Hospital of Philadelphia: onsite psychological services.

“Mothers are at heightened risk for anxiety, traumatic stress and depression as a result of their baby’s diagnosis,” says Joanna C.M. Cole, Ph.D., the clinical psychologist in the CFDT and SDU. “Carrying a baby with a fetal anomaly puts tremendous stress on the mother and her partner. Some families really struggle. I’m here to provide them with coping strategies to manage this complex time.”

Cole is introduced to mothers who request a psychological consultation or who have been referred to her by members of the CFDT/SDU team — physicians, advanced practice nurses or social workers. She has also instituted a mental health screening tool for all CFDT patients and their partners to identify families at highest psychological risk.

Therapeutic treatment is adapted to each mother’s and family’s needs. Some engage in individual or couples counseling during pregnancy and continue to receive support while their fragile babies are being treated in the Harriet and Ronald Lassin Newborn/Infant Intensive Care Unit (N/IICU). Some even request that Cole be present during their delivery.

“I help families recognize and work through the psychological aspects of a complicated pregnancy and the birth experience to minimize trauma and

emotional distress,” Cole says. “I remain available to support mothers in the postpartum period and even after discharge, eventually connecting them to a therapist in their home area.”

Having a psychologist on staff at a fetal center is distinctive. “As far as I know, I’m the only full-time psychologist in a fetal center,” Cole says. Her services don’t fit neatly into the standard 50-minute counseling hour that insurance companies are used to, which is one reason CHOP doesn’t seek reimbursement for them. She also provides mental health education for staff in the CFDT, SDU, N/IICU and at a national and international level.

While the CFDT staff often offers hope to families facing a birth defect diagnosis and shares in the joy when a baby experiences a positive outcome, there is also sadness and loss. Cole is there through it all.

Couples often struggle with their decision to continue a wanted pregnancy, and she is available to provide options counseling. For those families that continue their pregnancy when the fetus has a life-limiting diagnosis, she is at their side — along with members of the CFDT Perinatal Palliative Care and Bereavement Program. “It can be minutes, hours or a few days,” Cole says. “Whatever time a family may have with their baby is precious to them. We help them grieve throughout their pregnancy as well as connect to and celebrate the life of their little one.”

Some mothers who undergo fetal surgical interventions are put on long-term bed rest, and some are hospitalized in the SDU due to pregnancy complications. “It is important to help these women with the emotional toll of being on restrictive bed rest,” Cole says. “Being an otherwise healthy mother in a hospital can be hard.”

Treatment can include cognitive behavioral therapies (such as teaching how a mother’s thoughts can affect her feelings and bodily sensations), postoperative pain management and distress tolerance and relaxation techniques.

## Cole’s role in the Center for Fetal Diagnosis and Treatment:

- *Identify expectant mothers and partners who are at highest risk for symptoms of depression, anxiety and traumatic stress.*
- *Develop, implement and study therapeutic interventions to address these symptoms.*
- *Counsel expectant parents and family members on effective coping strategies during the pregnancy to manage depression, anxiety and trauma symptoms, in order to decrease their symptoms in the postpartum period and beyond.*
- *Educate CHOP staff and providers across the world on best practices to address the psychological needs of this unique population.*

It also involves emotional preparation for a complicated pregnancy, N/IICU hospitalization and, potentially, life with a child with special needs. Cole also offers couples counseling. “The stress can take a toll on relationships,” she says. “Couples learn effective strategies for communicating with each another during a particularly difficult time.”

The CFDT opened in 1995. Cole’s position was created in 2012 and, with no model to follow, she’s shaped her role in response to the unique needs of the families cared for by the Center. “I’ve been able to fully integrate myself into the team.” Cole says. “We are working to develop the standard of care for mental health services within a fetal center.” ■

# Asked and Answered

## CHOP and Norristown School Nurses Collaborate to Improve Kids' Health

About a year after Children's Hospital opened a CHOP Care Network primary care practice in Norristown, nurses from the Community Nursing Advocacy Fellowship (CNAF) program invited a handful of school nurses from the area for an informal chat.

"We wanted to see how we could use CHOP's resources to help them," says Sally Poliwoda, B.S.N., R.N., CNAF leader. "They were very interested in collaborating with us."

The result: Two CNAF fellows, Vi Nguyen, R.N., B.S.N., C.P.N., a nurse in the CHOP Care Network South Philly primary care practice, and Katie Stuart-Shor, R.N., B.S.N., C.C.R.N., a Pediatric Intensive Care Unit nurse, pulled together a day-long nursing education event for all 12 nurses in the Norristown Area School District. They also built a partnership that will lead to future collaboration.

"We didn't decide the topics for the School Nurse Development Day," says Nguyen. "We gave the nurses a brief needs assessment listing a variety of topics, and had them rank their interest. That gave us a clear idea of the direction the day would take."

Next, the fellows reached out to CHOP experts on the highly ranked topics and lined up volunteer speakers for Development Day. "We found clinicians were eager to help us and share their knowledge," says Nguyen. "They made sure their presentations covered situations the school nurses may face in their day-to-day care of school children."

Development Day presentations covered concussion care, asthma, diabetes management, obesity prevention, and pediatric and adolescent heart health.

Feedback from attendees was overwhelmingly positive and presented additional opportunities to collaborate. For example, to ease a Norristown child's return to school after an inpatient stay at Children's Hospital, the fellows led a change to CHOP's electronic medical record system that prompts doctors to include discharge instructions targeted to school nurses.

The fellows also made connections that addressed the school nurses' concerns about automated external defibrillators (an introduction to staff at CHOP's Youth Heart Watch Program) and asthma care (sharing information on the American Lung Association program that provides school nurses with spacers).

### Other 2014 CNAF projects included:

#### Safety Education at Summer Day Camp

Two fellows helped CHOP expand its safety education series in the Philadelphia Parks and Recreation's Neighborhood Day Camps to reach 500 campers in 15 parks across the city with an updated curriculum for kids of all ages. CNAF and 4 East/South Unit nurses presented a basic first aid course and introduced the safety program at pre-camp counselor training sessions, highlighting the important role the counselors play in keeping campers safe with good supervision, following and enforcing safety behaviors, and being good role models.



### Martial Arts at Jane Addams Place

A CNAF fellow helped coordinate a new wellness program for children living at Lutheran Settlement House/Jane Addams Place homeless shelter in West Philadelphia. A cooperative effort of CHOP's Homeless Health Initiative and nonprofit Red Kite Rising brought a martial arts program to the shelter as a way to help heal trauma through movement and to teach the children to control both their minds and bodies.

### Stress Relief Training for Early Head Start Parents

A CNAF fellow wanted to help parents participating in CHOP's Early Head Start Program identify stress in their lives, understand its impact and learn simple stress management techniques as a way to cope and improve their caregiving capabilities. She held monthly Six Ways to Wellness classes for six months in CHOP's Nicholas and Athena Karabots Pediatric Care Center in West Philadelphia. Mothers who attended confirmed they face high levels of stress on a daily basis and reported that they successfully used the techniques they had learned to reduce their stress. ■

Clockwise from top left: CNAF coordinator Sally Poliwoda, B.S.N., R.N., leads young residents of Jane Addams Place in exercises as part of their wellness program. Norristown school nurses benefitted from a day-long education conference led by CNAF fellows. A CNAF fellow Elizabeth Perry, R.N., B.S.N., coordinated the launch of a martial arts program for children living in Jane Addams Place. Fellows Sara Foelster, R.N., B.S.N., C.P.N., and Brittany Prosseda, R.N., B.S.N., C.C.R.N., promoted trauma prevention by organizing safety education for more than 500 Philadelphia children at Neighborhood Day Camps.

# Healthy Diet, Healthy Child

## Screening for Food Insecurity at Pediatric Visits Is a Step in the Right Direction

Several years ago, when a child came to one of the CHOP Care Network primary care practices, her pediatrician, Saba Khan, M.D., had a strong hunch her family was experiencing food insecurity — meaning that there wasn't enough food in the home on a reliable basis.

“I couldn't find out; the information wasn't available,” Khan remembers. “That spurred me to figure out a way to make food insecurity questions part of a primary care visit.”

Knowing the vital connection between a healthy diet and a healthy child, Khan and Deepak Palakshappa, M.D., took action. They adapted a two-statement food insecurity screener validated by Children's HealthWatch and secured participation from clinicians in three CHOP primary care sites to screen families when they brought their children in for checkups.

The statements were: 1) “In the last 12 months, we were worried whether our food would run out before we got money to buy more.” 2) “In the last 12 months, the food we bought just didn't last and we didn't have money to get more.” Approximately 12 percent of families agreed with the statements, signaling they were experiencing food insecurity.

“We see patients from families who struggle, who face chaos every day, who are living on the poverty line,” Khan says. In 2013, more than one in five children in Philadelphia County were food insecure, which is more than twice the national average, according to Children's HealthWatch. “Children may seem perfectly fine on the surface,

but when you look more deeply, food insecurity is an issue.”

Even children who are obese can experience food insecurity. “Families often bring carb-dense, high-calorie foods into the home,” says Khan, who is medical director of CHOP's Healthy Weight Program, “because those foods tend to be lower in cost.”

Initially, a CHOP Cares grant allowed CHOP to give small food packages to families identified as food insecure. Later, thanks to a W.K. Kellogg Foundation grant, families were connected with the Benefit Data Trust (BDT). This community nonprofit organization investigates what benefits — such as the Supplemental Nutrition Assistant Program (food stamps) — families are eligible for and helps them apply. The relationship with CHOP is BDT's first foray into helping families with children. Its history has been helping elderly clients.

“The screening questions give us an opportunity to have a meaningful conversation with families,” Khan says. “That allows us to discuss the connection between healthy food and children's health, as well as what options are available for families that may be worried about having enough food at home.”

Next steps include research seeking to understand the connection between food insecurity and how much healthcare a child uses; interviews of participating parents to find ways Children's Hospital can better address food insecurity in the primary care setting; and the roll-out of screenings to five suburban practices in the CHOP Care Network. ■



## Running on Determination

When the staff of the Healthy Weight Program (HWP) at Children's Hospital heard about the Healthy Kids Running Series, a national program that introduces kids to running in a fun way through age-appropriate races, they thought it would be a wonderful way to get Philadelphia children moving.

But the Healthy Kids Running Series was operating almost exclusively in suburban areas. Would it work in an urban setting? How would families from West Philadelphia afford the fee? Who would supervise the kids?

With the determination of the HWP staff, donations to subsidize the cost and many volunteers, the first series was launched in the spring of 2014 and was a rousing success.

While HWP patients were encouraged to attend the five-week-long program, kids from all over Philadelphia were welcome — and more than 160 participated, including several children living in West Philadelphia homeless shelters served by CHOP's Homeless Health Initiative (HHI). The HWP subsidized most of the program fee, thanks to grants.

In addition to the Healthy Kids Running Series, the HWP was involved in other community outreach efforts, promoting healthy lifestyles and raising awareness of childhood obesity last year. Its message reached approximately 31,000 children and their families.

Many outreach efforts were presented in partnership with like-minded groups within CHOP. For example, the Office of Responsible Research Training partnered with the HWP to present a booth at the Philadelphia Science Carnival. When HHI



Healthy Weight Program patient Gigi (*right*), 8, and her sister, Isabella, 10, had a great time participating in the Healthy Kids Running Series.

and the Community Nursing Advocacy Fellowship held a Family Fun and Fitness Day in West Philadelphia, the HWP was on hand to promote healthy eating and exercise, giving participants cookbooks and other helpful information.

The HWP also continued its support for Philly Girls in Motion, the ELECT (Education Leading to Employment and Career Training) program for pregnant and parenting teens, the Food Trust farmers market program and the West Philadelphia Food Community Supported Agriculture. ■

# More Than Number Crunching

## PolicyLab Strives to Improve Child Health Through Practice and Policy Change



PolicyLab's Senbagam Virudachalam, M.D., M.S.H.P., (*standing*) created a peer-led cooking program, Home Plate, to teach families how to prepare healthy meals at home.

**P**olicyLab, a Center of Emphasis within The Children's Hospital of Philadelphia Research Institute, takes an "evidence to action" approach to improving children's health. PolicyLab comprises 55 people who are experts in medicine, law, public health, health policy, psychology, biostatistics, social work, health services research, program evaluation and ethics. The faculty's clinical work caring for children and families drives PolicyLab's interdisciplinary research, which in turn informs policy and practice changes.

Collaboration is critical in framing the research questions, gathering information and finding solutions. On the local and state level, PolicyLab's partners include the School District of Philadelphia (SDP), the Philadelphia Department of Human Services (DHS), the Aramark Charitable Fund, the National Center for Health Statistics, the Pennsylvania Department of Human Services, and Philadelphia's Department of Behavioral Health and Intellectual disAbilities Services (DBHIDS).

An example of PolicyLab's national work is the selection of co-director David Rubin, M.D., as an appointee of President Barack Obama to the federal Commission to Eliminate Child Abuse and Neglect Fatalities. Rubin is one of 12 experts, and the only pediatrician, on the Commission.

### Here are a few highlights of PolicyLab's work in fiscal year 2014:

#### Education

In 2014, PolicyLab collaborated on a study with the Philadelphia Mayor's Office of Education, SDP, DHS and Philadelphia Youth Network to analyze the educational experiences of children involved in the child welfare and/or juvenile justice system. The resulting PolicyLab study found that 17 percent of Philadelphia students in the third, seventh, ninth and 12th grades in the 2011 – 2012 school year had been involved in the child welfare and/or juvenile justice system at some point in their lives. As a result, DHS moved social workers to schools with high concentrations of children with child welfare and/or juvenile justice involvement. PolicyLab's innovative

work with this cross-systems data project serves as one example of the translation of research into practice.

### **Nutrition and Obesity Prevention**

Meals cooked at home are, in general, healthier than meals prepared outside the home, leading researchers to conclude that home cooking is potentially an effective strategy to prevent obesity. But how often do families prepare home-cooked meals? PolicyLab's Senbagam Virudachalam, M.D., M.S.H.P., analyzed two years of national data and discovered that African-American families, on average, prepared the fewest home-cooked dinners.

Virudachalam spearheaded a partnership with CHOP's Early Head Start Program in West Philadelphia and the Aramark Charitable Fund to conduct a research trial called Home Plate. The goal is for peer mentors to teach families how to prepare healthier meals by giving them shopping and cooking skills that will raise their confidence and allow them to incorporate home cooking and healthy eating into their daily lives. Cooking classes are held in the Dorrance H. Hamilton Center for Culinary Enterprises kitchen in West Philadelphia. "We hope to positively impact children's food-related habits and routines from the earliest ages," Virudachalam says.

### **Mental and Behavioral Health**

PolicyLab has worked at the local, state and national level to improve the mental and behavioral health services for vulnerable children. In Pennsylvania, PolicyLab conducted research on the use of psychotropic medications among children on Medicaid. This work was developed to inform the state's efforts to oversee the use of psychotropic medications and build stronger mental health infrastructure for children, particularly those in foster care. In addition, PolicyLab representatives have been serving on the state's Health Workgroup and chairing the Subcommittee on Psychotropic Medications to help the state develop its psychotropic medication oversight policies. PolicyLab also provides consultation to federal policymakers

and other national leaders in the development of best practice policies and programs.

"While we know that many children benefit from medication, we also need to invest in proven alternatives since too many children continue to be prescribed medications for non-approved indications," says Kathleen Noonan, J.D., PolicyLab co-director.

Locally, PolicyLab supports the City of Philadelphia's behavioral health programs, particularly the scale up of evidence-based behavioral health services through Parent Child Interaction Therapy (PCIT). PCIT is a 12- to 20-session intensive behavioral health intervention demonstrated to reduce behavioral concerns and improve caregiver-child attachment. In this work, PolicyLab regularly partners with Philadelphia's DBHIDS, DHS and Community Behavioral Health on a variety of projects and advisory groups.

### **Affordable Care Act's Impact On Children**

PolicyLab's analysis of the Patient Protection and Affordable Care Act (ACA) strives to better understand how emerging health insurance products from state insurance marketplaces meet the healthcare needs of children. PolicyLab researchers are also analyzing how coverage from the marketplaces' plans relates to the Children's Health Insurance Program.

Noonan and Rubin provided an overview in a *JAMA Pediatrics* article of both the opportunities and challenges the ACA presents. As they wrote, "The critical need is sustaining high rates of coverage for children while maintaining affordable access."

The ACA also allocated \$1.5 billion to strengthen and expand home visiting programs across the United States as a way to improve the health and well-being of at-risk children. While home visiting programs have shown to reduce smoking among pregnant women and increase spacing between pregnancies, PolicyLab researchers raised a caution that projections showing these programs will also prevent child maltreatment are based on inconclusive evidence. ■

# All In

## CHOP Partners with Community Groups, Parents, Providers to Maximize Impact



Craft making was just one of the many activities at Huddle Up for Autism, a family event sponsored by the Center for Autism Research in partnership with the Philadelphia Eagles.

Last year, CHOP's lactation program, led by Diane L. Spatz, Ph.D., R.N.-B.C., F.A.A.N., added Beth Froh, Ph.D., R.N., to the team. Froh serves as clinical supervisor for the [Lactation Program and Human Milk Management Center](#). Spatz educates more than 100 CHOP nurses annually through the two-day Breastfeeding Resource Nurse (BRN) course resulting in more than 600 BRNs supporting mothers throughout the enterprise. CHOP also employs four international board certified lactation consultants, who provide support to families with infants admitted to the Hospital. Spatz taught a one-day neonatal intensive care specialist course to more than 50 community health professionals. CHOP also seeks to improve evidence-based lactation support and care for families at hospitals in the Philadelphia region through its annual half-day Human Milk Assembly program. Spatz went to Thailand for a second consultative visit, and she gave two international keynote presentations and more than 10 local and regional presentations. The CHOP lactation team is in the forefront of research and the translation of research to clinical practice. It supports both patient families and employees to help them reach their personal breastfeeding goals. In April 2014, CHOP was approved to be a "milk bank in development" by the Human Milk Banking Association of North America (HMBANA), which oversees nonprofit milk banks and will certify CHOP as an official HMBANA milk bank before the end of 2015.

[The Center for Autism Research](#) (CAR) at CHOP searches for the causes of autism spectrum disorder (ASD) and the most effective treatments. CAR also strives to raise awareness of ASD and other developmental disabilities in the community and to improve access for affected children to comprehensive, community-based, family-centered care through dissemination of information about ASD. Activities to meet these goals include: autismMatch, an online research registry for families interested in taking part in research at CAR and other academic institutions; Next Steps, a series of educational workshops for parents and professionals; the free Distinguished Lecture Series to bring the latest information and research to both the medical



To more broadly share helpful information about helping children heal — their minds as well as their bodies — post-injury, the Center for Injury Research and Prevention translated its **AfterTheInjury.org** website into Spanish.

community and families; and Huddle Up for Autism, a large, annual family fun and autism awareness event sponsored in partnership with the Philadelphia Eagles.

CAR also serves as the clinic for one of six locations of the **Center for Autism and Developmental Disabilities Research and Epidemiology** (CADDRE) Network, centers of excellence in autism epidemiology funded by the Centers for Disease Control and Prevention. Epidemiologic research related to ASD and other developmental disabilities seeks to answer questions such as what factors (genetic, environmental and others) make it more likely that a child will have ASD, what other disabilities children with ASD have, and the biomarkers and economic costs of ASD. Several CAR researchers also participate in CADDRE studies.

**The Center for Childhood Communication's CATIPIHLER** (CHOP's Assessment and Treatment Implementation Program for Infants/Toddlers with Hearing Loss – Enhancing Rehabilitation) program is an interdisciplinary, family-centered program for children with permanent hearing loss, from birth through kindergarten. Since its inception in 2006, several hundred children and their families have received services from the program. In 2014, CATIPIHLER expanded its services by establishing staff audiologists as “educational liaisons” to support families’ access to area educational programs. It increased outpatient health and behavior services for all families regardless of their child’s age, including direct

care; psychosocial consultations to clinicians, parents and community professionals; and training for clinicians, professionals and schools. CATIPIHLER offered several family events, workshops and support services throughout the year including the annual picnic following the Hearing Loss Association of America Walk for Hearing in October and a weekly email blast with several hundred recipients. Nearly 400 children throughout Pennsylvania and New Jersey have received support through the Baby Loaner Hearing Aid Bank since its inception, with 58 systems currently on loan.

Of the 8 million children in the United States who suffer an injury that requires emergency room care or a hospital stay, nearly 1 million identify as Hispanic. In response, the **Center for Injury Research and Prevention** (CIRP) at CHOP launched a website in Spanish to help families. At **AfterTheInjury.org/es**, parents can watch brief videos, download tip sheets and create a personalized care plan based on their child’s individual needs. It is one of several CIRP research-based websites that provide the public with critical information about safety prevention and recovery. In 2014, 549,930 people visited CIRP’s websites and viewed 1.3 million Web pages to find information on CIRP research, teen driver safety ([www.teendriversource.org](http://www.teendriversource.org)), car seat safety ([www.chop.edu/carseat](http://www.chop.edu/carseat)), concussion management ([www.chop.edu/concussion](http://www.chop.edu/concussion)), youth violence prevention ([www.chop.edu/violence](http://www.chop.edu/violence)) and traumatic stress prevention ([www.aftertheinjury.org](http://www.aftertheinjury.org), English version).

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## How Can We Help?

CHOP employees step outside their traditional healthcare and support roles and pull together in ways that strengthen local communities.

**Nursing's Community Service Committee** continued its relationship with Jane Addams Place with a dining room remodeling project. Using grants from the Friends of Nursing fund and the CHOP Cares Community Fund, volunteers spent two days sprucing up and improving the safety of the kitchen/dining area.

The Office of Diversity and Inclusion at CHOP renewed its **Young Heroes Club sponsorship of Joseph Pennell Elementary School**. Through the club, a program of the National Liberty Museum, employee volunteers teach leadership skills while helping youth address key community issues. The kids learned how to research, contact decision makers and share what they learned through speaking and writing. The Pennell club, 56 kids strong, held a "Stamp Out Bullying" community event at the school and presented information to more than 200 of their fellow students.



Pennell students were also among the 65 people who participated in the Anti-defamation League's **Walk Against Hate** as part of CHOP's group.

More than 25 volunteers from **Pride@CHOP** participated in Philly Pride Month, marching in the 2014 Philly Pride Parade, participating in Philadelphia OutFest and staffing a table at the Pride Festival, where 300 people learned how CHOP respects and honors diversity among patients, families and staff.

CHOP's **Multicultural Professional Network (MPN)** collected and donated about 400 pounds of school supplies to five Philadelphia homeless shelters as the culmination of its annual back-to-school drive. MPN volunteers kept mothers living at St. Barnabas Shelter in mind when they prepared and wrapped shoeboxes with personal care items for holiday gifts. ■

MPN back-to-school drive



### The Children's Intensive Emotional and Behavioral

**Service** (CIEBS) provides comprehensive psychiatric partial hospital services in a behaviorally-based, trauma-informed therapeutic setting for children between 5 and 12 years old. Last year, CIEBS added an extended day psychiatric program, from 3 to 7:30 p.m. for children ages 8 to 13, allowing it to help even more children. The programs serve children from Ocean and Atlantic counties in New Jersey who have significant psychiatric, behavioral, emotional and social needs that get in the way of their ability to learn and participate in the community. CIEBS helps these children reach their behavioral, emotional and social learning potential. Parents participate in evening training sessions so the behaviors learned at CIEBS are reinforced at home. The overall mission of the program is to improve child and family functioning to a degree that will allow the children to be productive in their homes, schools and communities.

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### CHOP's Community Asthma Prevention Program

(CAPP) conducts community service and education projects, community-based asthma research, and asthma interventions to improve the lives of children in Philadelphia communities most affected by asthma. In 2014, CAPP enrolled 125 families in either the Merck Childhood Asthma Network's You Can Control Asthma Care Coordination Project or the Pennsylvania Department of Health's Asthma Home Visitor Project. Combined, these projects resulted in a total of 500 home visits from CHOP staffers related to interventions for parents and caregivers of children with asthma. Children who participated in the Care Coordination project demonstrated fewer hospitalizations and emergency room visits and more visits to their primary care provider compared to the year prior.

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**CHOP's registered dietitians** frequently partnered with CHOP colleagues in many programs throughout the community. Dietitians also led educational events for families and patients with



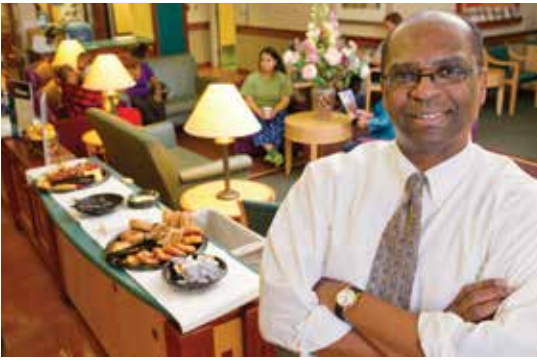
Providing continuing education for paramedics is one of several projects from the Community Pediatrics and Advocacy Program. Training in advocacy is part of every CHOP resident's curriculum.

many different health conditions such as cancer, celiac disease, muscular dystrophy, cystic fibrosis, diabetes, bone diseases and metabolic diseases. They shared their expertise on nutrition's role in health and well-being by presenting at conferences for dietitians and other healthcare professionals, and at medical and nursing schools in the region and nationally.

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Each of CHOP's 140 pediatric residents participates in our **Community Pediatrics and Advocacy Program**, an integral part of trainees' education. In addition to three advocacy rotations, every resident takes on an advocacy project that combines community need with the resident's interests and passions. Examples of recent projects include partnering with the Philadelphia Fire Department to deliver pediatric continuing education units for paramedics; researching and piloting free pertussis (whooping cough) vaccinations for parents at a newborn's first pediatrician appointment to boost the "cocooning" protection for babies too young to be vaccinated; and developing Transplant Medicine Quick Guides for each of the solid organs (lung, liver, heart and kidney) to allow residents to become familiar with transplant medicine protocols.

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The **Comprehensive Hemostasis and Thrombosis Center** at Children's Hospital takes a family-centered approach to the diagnosis, treatment and prevention of bleeding in children and adolescents with hemophilia, Von Willebrand disease, platelet disorders and other bleeding disorders. The team focuses on education and developing an individualized care plan for each child. In November 2013, medical director Leslie Raffini, M.D., and nurse coordinator Regina Butler, R.N., went to Ghana, where they provided training and guidance to hemophilia providers there as part of the Twinning Program, which is sponsored by the World Hemophilia Federation. The program also publishes *Beyond Blood*, a newsletter for families that gives the latest treatment information and news of recent activities.



Families with children who have sickle cell disease (SCD) can benefit from two programs supported by CHOP's **Comprehensive Sickle Cell Center** that promote education and advocacy. The Sickle Cell Disease Parents Network meets bi-monthly at CHOP to discuss issues that range from research to management of sickle cell disease. The SCD Teen Group was created to enhance adolescents' knowledge about sickle cell disease, encourage and develop coping skills, and address adolescent social concerns. The center also offers training and information for school nurses through ongoing outreach programs.



Hospitality and respite are always offered by the helpful, friendly staff at the **Connelly Resource Center for Families**, led by librarian Prentice Beckett (top). The center is also where families learn medical skills they need to care for their child at home and has a children's library area.

The **Connelly Resource Center for Families**, on the eighth floor of the Main Building, offers a source of information, services and respite for family members whose children are being treated at CHOP. Parents come to the center in the morning for a free cup of coffee or some orange juice. They return during the coffee hour for snacks and conversation. These small services mean so much to the many family members — 6,500 a month — who use them. The Connelly staff assist families with their laundry so families can return to their child's bedside. Parents can fax, copy, scan and email documents using equipment in the library. They can check out a book or borrow a video all free of charge.





A CHOP Cares Community Grant allowed more families to attend Living Well with Diabetes, to meet former Olympian Gary Hall Jr. (left) and to learn how to better control their diabetes.

The **Diabetes Center for Children** (DCC) at CHOP goes beyond clinical care and participates in numerous community educational and outreach programs to help patients, families and schools. In the summer, kids with diabetes can enjoy summer camp, like any other kid, because CHOP physicians, nurses, social workers, nutritionists and diabetes educators provide onsite support for two residential summer camps — American Diabetes Association (ADA) Camp Freedom in Montgomery County, Pa., and Camp Setabaid near Berwick, Pa. CHOP also co-sponsors an annual family conference, Living Well with Diabetes, where families can learn from experts and hear motivational speakers. Safe at School Workshops, co-sponsored by the ADA, offer parents and healthcare providers the training and tools needed to advocate effectively for adequate care and equal access for children with diabetes in schools. Twice a year, staff from Philadelphia’s Department of Human Services and other area child protective service agencies are

invited to an education session where DCC providers review the responsibilities involved with diabetes care to keep agency personnel up to date. A DCC social worker acts as facilitator and mentor for bimonthly meetings of the Diabetes Parent Support Network.

**EcoCHOP**, the effort to make and keep Children’s Hospital as green as possible, continued to expand its programs. CHOP has raised the percentage of waste it recycles from 33 percent in fiscal year 2008 to 48 percent in FY14. Since CHOP began composting waste in January 2011, nearly 450 tons of waste has avoided landfills by being composted. More than 49 tons of medical equipment and supplies were donated in FY14. When CHOP’s office space at 3535 Market St. was renovated, it recycled more than 33 tons of carpet. Solar panels on CHOP buildings created enough electricity to save 72 tons of carbon dioxide from being created (offsetting the CO2 absorption of 1,840 trees) last year.

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Families from CHOP's Early Head Start enjoy the family festival held at the Nicholas and Athena Karabots Pediatric Care Center, EHS' home.

CHOP's **Early Head Start** (EHS) Program, a federally funded, comprehensive child development program, serves children up to 3 years of age and their families from low-income neighborhoods. Families can choose to enroll in a center-based or home-based option. Families choosing center-based services receive free childcare in a stimulating environment. Families choosing the home-based services receive weekly home visits and participate in three group socialization events monthly. EHS helps parents develop skills to enhance their children's growth and development. Last year, CHOP's EHS provided free services to 267 children who live in West Philadelphia. Services included effective parenting classes, pest management workshops, positive relationship seminars, first aid and CPR certification, nutrition instruction and cooking classes, and school readiness activities.

When patients need **Emergency Dental Services**, CHOP and Penn Dental Medicine pediatric dental residents step up. CHOP oral surgery

residents are on call 24/7 to treat urgent cases. Some patients at CHOP for other medical problems have their dental issues treated, too, to improve their overall health.

When families come to CHOP for care, but they either don't have health insurance or are underinsured, they can turn to the **Family Health Coverage Program** (FHCP) for assistance. FHCP staff help by assessing their eligibility for the appropriate state insurance program based on each family's specific circumstances and other criteria. FHCP counselors then work with families to collect the required documents and submit applications for those programs. The FHCP works on approximately 3,500 cases each year, and nearly 30 percent of families receive Charity Care. CHOP helps about half of the others obtain insurance. Families can also apply for Charity Care and will be assessed according to Financial Assistance criteria that include income, assets, insurance contribution and more. In fiscal year 2014, CHOP distributed nearly \$2.6 million in Charity Care. FHCP has a dedicated email address and a hotline to accept family referrals from physicians, nurses, social workers and case managers. FHCP widely distributes financial assistance packets throughout the Main Campus and all 50 locations in the CHOP Care Network, so families understand what insurance programs are available and how to access FHCP services.

Because CHOP is committed to assisting children and families, the FHCP will assist any child or adult in the community who needs help applying for public health insurance — not just patients treated at CHOP.

**CHOP Global Health**, the humanitarian program of the Hospital's Department of International Medicine, is committed to improving the health of children in developing countries around the world. In the Dominican Republic, the clinical care program, Niños Primeros en Salud, provides free primary care to more than 500 children through 2,300 annual patient visits. In Botswana, CHOP collaborates with the University of Botswana School of Medicine to provide educational support and clinical care to its Department of Pediatrics in the academic referral hospital in Gaborone. Through the David N. Pincus Global Health Fellowship, two CHOP pediatricians live and work in partner communities. Last year, 14 CHOP physicians, nurses and other professionals participated in the Global Health Allies program, which links Hospital staff with opportunities to improve the health of children in developing countries.

**Homeless Health Initiative (HHI)** provides health outreach services with a coordinated, multidisciplinary approach that aims to reduce health disparities and improve healthcare access and health outcomes for children residing in homeless shelters. These services are provided in West Philadelphia shelters through CHOP Night checkups; Operation CHOICES, an obesity prevention and health education program with individualized tracks for mothers, children and youth. A new martial arts program for kids, with partner Red Kite Rising, empowered children through a practice of trauma-informed martial arts healing (see Page 23). HHI launched its first ongoing program in New Jersey, presenting an education series called "Taking Charge of Your Child's Health" at the HomeFront Family Preservation Center emergency housing facility in Ewing. HHI staff provided training to more than 524 participants from agencies providing services to



Certified by CHOP's Global Pediatric Critical Care Program, Segolame Kaelo instructs healthcare workers in a Molepolole, Botswana, hospital. Botswana is one of two locations where a CHOP Global Health fellow resides.

families experiencing homelessness as part of Children's Work Group ongoing education.

In addition to treating more than 28,000 children and adolescents a year, the **Nicholas and Athena Karabots Pediatric Care Center** is becoming a resource center for the surrounding community. Last year, various local groups used meeting space at Karabots for gatherings. Among others, the Center for Grieving Children, Lutheran Settlement House and the Girls Justice League met regularly in the Karabots conference rooms free of charge. The Child Guidance Resource Center was able use space at Karabots to see patients for mental health services in the same place they receive other healthcare.

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The Kohl's Injury Prevention Program funds dozens of events where staff demonstrate proper car seat use, distribute free or low-cost safety equipment, and promote other child safety messages.

The multi-faceted **Kohl's Injury Prevention Program** at CHOP educates families about safety and provides protective equipment to help avoid injury to children. This program offers education and safety devices to increase safety practices in the community through the Safety Center at CHOP, the Kohl's Mobile Safety Center and through many community events. The program distributed safety products valued at \$97,180, which included 60 bike helmets at St. Francis de Sales School, a total of 1,371 new child safety seats to families in need, 200 lithium smoke alarms distributed in partnership with the Philadelphia Fire Department, and 129 various safety items, such as bike and ski helmets. Staff from the program also checked the quality of 2,157 child safety seats at child safety seat inspections stations and conducted 201 child passenger safety educational programs.

The **Language Services Department** offers interpreters for patients and families free of charge, and conducts more than 36,000 face-to-face encounters (70-plus languages with the majority in Spanish, Arabic, Cantonese and Mandarin) and 45,000 telephonic sessions (all languages) each year.

The mission of **CHOP's Leadership Education in Neurodevelopmental and Related Disabilities** (LEND) Program is to develop partnerships that enhance the health infrastructure of communities CHOP serves by improving services and resources for children and families of children with, or at risk for, neurodevelopmental disorders, including autism spectrum disorders. LEND's focus also includes prevention of disabilities and reducing health disparities. LEND fellows collaborate with community-based organizations and government agencies on projects to improve the health of children in homeless shelters and children in the foster care system, improve employment opportunities for youth and young adults with disabilities, improve access to Pennsylvania emergency shelters for individuals with disabilities,

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## CHOP: Building Opportunities for Careers in Healthcare

Encouraging people in the community, especially youth, to consider a career in healthcare is at the heart of several programs at Children's Hospital.

Since **CHOP Career Path** began in 2007, it has helped 35 youth and young adults, ages 18 to 22, with chronic illnesses and/or disabilities obtain competitive employment. Using job coaches and internships at Children's Hospital or in the community, the program assists young adults in making the transition from adolescence and school to adulthood and work. Nineteen individuals are employed at CHOP, and 16 are working for other businesses. Expansions in 2014 included a contract of support from New Jersey's Division of Vocational Rehabilitation to begin working with youth in New Jersey and a partnership with Philadelphia Charter Schools Office to provide services to youth transitioning out of high school.

College undergraduates with research aspirations had the opportunity to live the life of an investigator with **CHOP Research Institute Summer Scholars Program** (CRISSP). In 2014, 25 students from 20 different universities participated in CRISSP, a formal, competitive, 10-week internship that provides undergraduate students with theoretical knowledge, practical training in academic research and critical exposure to pediatric-focused career paths under the direct mentorship of CHOP faculty.

CHOP supported the mission of University City District's **West Philadelphia Skills Initiative**, which strives to connect area employers seeking talent to West Philadelphians seeking opportunity.



CHOP hired 10 adults from West Philly to nonclinical positions as inpatient clerks.

Two summer programs at CHOP gave West Philadelphia teens a taste of Hospital careers. Some participated in the **University City District's Summer Intern Program** for six weeks. Others are selected for **CHOP's Summer Explorer Program**, coordinated by the Volunteer Services Department.

Students from **Cristo Rey Philadelphia High School** worked at CHOP five days a month throughout the school year as part of its work-study program, the third year Children's Hospital has been a job partner with the school.

**CHOP's Information Services (IS) Department** provided 11 college students with co-op opportunities last year. Students worked one semester at CHOP and developed skills in areas such as audio/visual engineering, database administration, information security, process improvement and quality analyst testing.

Last July, the Office of Government Affairs, Community Relations and Advocacy held its first **Career Exposure Workshop**. Students from high school, college and trade school toured CHOP and heard from CHOP employees about their positions and the paths that led them there. ■

and improve access to healthcare for children who are undocumented immigrants, among other projects. Additionally, each year, LEND sponsors and hosts the Philadelphia Regional Conference on Developmental Disabilities, the region's forum for professionals, families and self-advocates. The conference had more than 150 participants in 2014.

In the [Little Rock Foundation Resource Room](#), on the first floor of Children's Seashore House, families can learn about and test new adaptive equipment and learn about additional resources to help their hearing or visually impaired child. More than 100 families visit the center each month. Little Rock staff collaborates with the Center for Childhood Communication to create an e-newsletter that is sent to more than 100 families each month.

**CHOP's Minds Matter: Concussion Care for Kids** program sees education as a big part of its mission to improving the care of children who suffer a concussion. Large amounts of useful information can be found at [www.chop.edu/concussion](http://www.chop.edu/concussion), with specific pages geared toward parents, schools, coaches and medical providers. There are clear explanations on what a concussion is, how to recognize when a child or teen may have a concussion, steps to take if a

child is suspected of having a concussion and treatment protocols. The website also provides a special section with education tools — such as posters, videos and infographics — that schools, coaches or medical offices can download for free to share accurate information about concussion. Minds Matter physicians, researchers and nurses also presented more than 30 seminars for clinicians, researchers, families and coaches in FY14 to spread the word of how to best identify and manage children with concussion.

The [MyAsthma portal](#), a convenient, online way for parents and caregivers to track their child's asthma symptoms and treatment, has been used by more than 300 families since its inception. More than half of the families have children cared for by physicians in 12 primary care practices in the CHOP Care Network; the remainder are from practices across the United States. Families that use the portal report improved communication with their pediatrician's office, better ability to manage asthma and a greater awareness of maintaining daily preventive treatment. In a randomized trial, children of MyAsthma users had a lower reported frequency of asthma flares and parents missed fewer days of work due to their child's asthma.

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Daniel, 7, was treated at Children's Hospital for a concussion suffered in a car accident. CHOP's Minds Matter website offers parents and healthcare providers concussion information, including the fact that half of all concussion are not related to sports.

## Multiple Programs Accept the Challenge to Improve Sexual Health Among Adolescents

**P**art of adolescence is discovering and exploring sexuality. Children's Hospital is involved in several community programs to help guide youth through this confusing time with education, testing and treatment to help them avoid teen pregnancy and sexually transmitted infections, including HIV/AIDS.

Through the **"I Matter"** teen pregnancy prevention initiative, a CHOP health educator staffs reproductive health resource centers at West Philadelphia High School and the Philadelphia Juvenile Justice Services Center, and refers patients to the Hospital's Nicholas and Athena Karabots Pediatric Care Center and CHOP Care Network Cobbs Creek primary care location for services. Small groups of teens come together for discussions about sexual health and contraception at the Karabots Center, led by CHOP staff using the evidence-based "Be Proud Be Responsible" curriculum. "I Matter" is in the fourth year of a five-year funding grant from the Centers for Disease Control and Prevention (CDC).

The **Adolescent Initiative** (AI) cares for more than 160 HIV-infected youth and provides prevention, education and case management services to 3,000 Philadelphia teens in order to prevent new HIV infections. AI received a Targeted HIV Testing and Linkage grant from the City of Philadelphia AIDS Activities Coordinating Office, which allowed AI staff to provide risk assessments, prevention education, and rapid HIV screening and testing to residents at Covenant House Pennsylvania, a shelter for homeless, runaway and trafficked youth, and to link patients to needed healthcare.

AI continued its participation in **Hip Hop Philly**, an education, awareness and testing outreach program. Youth who get free testing for HIV/AIDS and sexually transmitted infections received a ticket to attend a popular hip hop concert featuring **Wale**, held in June.

In a partnership with the City of Philadelphia **Health Center 1**, AI implemented a program in which youth text a number anonymously and are prompted to answer a series of questions. Youth can meet with a case manager for additional assessment and education and receive a gift card as an incentive. This gives youth and existing Health Center 1 patients the opportunity to anonymously get answers to questions they may be scared to ask their regular healthcare providers.

The **iknowushould2.com** campaign, created by CHOP in 2013 — a collaboration between the Adolescent Initiative, CHOP Marketing and the Office of Government Affairs, Community Relations and Advocacy, with input from teens and community partners — uses social media to raise awareness of sexually transmitted infections and link teens to resources and free testing sites. CHOP researchers from PolicyLab found that of youth who interacted with the website and had never been tested, two-thirds said they planned to be tested in the next six months. They also found a significant increase in the number of adolescents 13 to 17 years old getting tested, and the number of all youth getting tested for HIV and syphilis rose after the campaign launched. ■



Reach Out and Read uses its own van to deliver many of the more than 136,000 books distributed each year through the nine participating primary care offices in the CHOP Care Network. When physicians encourage families to read together, research shows a child's language skills improve.

When parents call the **Poison Control Center at CHOP** hotline — 1-800-222-1222 — when their child ingests or comes in contact with potentially hazardous substances, frequently the answer from the center's specially trained staff of pharmacists and nurses means the child can be treated at home. That avoids unnecessary trips to an emergency room or physician's office. Since about three-quarters of the 65,000 calls that came into the hotline last year were from homes, that saved millions of dollars in healthcare costs. The center is also an invaluable resource for healthcare professionals who called more than 10,000 times for help. Students from three pharmacy schools and 13 medical schools relied on the center for toxicological training. Nearly 130,000 people visited the center's website, [poisoncontrol.chop.edu](http://poisoncontrol.chop.edu), for information.

All youth can benefit from learning how to manage their health as they move into adulthood. But for youth with special or chronic healthcare needs, transition is more complicated. CHOP is here to help with **REACH** (Rapport, Empowerment, Advocacy through Connections and Health) and Transition to Adulthood programs. REACH sessions provide a framework for youth 14 to 24 years old with physical and/or intellectual disabilities across the spectrum of severity to become independent to the extent they are able. There are general REACH events as well as targeted sessions for youth with autism spectrum disorder, intellectual disabilities, epilepsy and traumatic brain injury. Last year, 39 youth and 59 parents and guardians attended the four sessions. Parents can learn about their role in helping their children learn healthcare independence by downloading age-appropriate brochures at [www.chop.edu/transition](http://www.chop.edu/transition) (click on Resources).



CHOP's **Reach Out and Read** program is part of an evidence-based national nonprofit organization that promotes early literacy and school readiness, with a special emphasis on children growing up in low-income communities. In the exam rooms during well visits, primary care physicians and nurses advise parents about the importance of reading aloud and give brand-new, developmentally and culturally appropriate books to children ages 6 months through 5 years old. Since 1991, 15 independent evaluations have affirmed the impact of the Reach Out and Read program, showing that when pediatricians promote literacy readiness according to the Reach Out and Read model, there is a significant effect on parental behavior and attitudes toward reading aloud, as well as improvements in the language scores of children who participate. More than 136,000 new and gently used books are given out each year in the nine Reach Out and Read locations in the CHOP Care Network.

CHOP's **Refugee Health Program** offers refugee and asylee children from birth through 18 years old initial health assessments, follow-up care for refugee-specific health issues, and help integrating into ongoing primary care. The goal is to evaluate the children within 30 days of their arrival to the United States. The program has cared for more than 250 children since its March 2011 launch. Through their involvement in the Philadelphia Refugee Health Collaborative, physicians from CHOP's program have helped develop the Philadelphia Department of Health's healthcare orientation, which is offered to all new refugees in the city, and worked with pharmacies in refugee communities to prepare them to order and compound medications needed to treat diseases commonly found in refugees. The clinic provides physicians-in-training unique learning opportunities that foster their interest in global health and help them learn to approach patients and families with cultural sensitivity that will be important throughout their careers. In 2014, program providers participated in a number of

community projects focusing on refugee health and advocacy such as holding a flu vaccine clinic at the Bhutanese American Organization of Philadelphia (BAOP); translating developmental screening tools into Burmese and Nepali; creating a Health Navigator Program in partnership with the BAOP; and developing the Refugee Nutrition Needs Assessment.

The **Safe Place Treatment and Support Program** offers consultation, parent guidance and counseling treatment to children and their families to address the symptoms of child sexual abuse. Families whose insurance does not cover this type of service are seen free of charge. Safe Place social workers, therapists and physicians presented seminars to a variety of community agencies on a range of topics related to child maltreatment. Attendees to the six presentations offered each year gave positive feedback, commenting that they came away with improved understanding of the dynamics of child maltreatment and heightened awareness of services available for families.

The **Sexual Assault Response Team** (SART) was created in 2009 to improve the quality and consistency of acute sexual assault examinations (screening, testing, treatment and evidence collection) in the CHOP Emergency Department (ED). Since then, nearly 100 employees and staff have taken training on the unique care of pediatric sexual assault victims so someone is available 24/7 should a sexual assault victim come to the ED. CHOP provided full support to children who have been traumatized by ensuring they have all the amenities and supplies needed to be as comfortable as possible throughout the duration of their care. When appropriate, victims received HIV antibody testing and, when indicated, medication to prevent HIV. SART-trained employees provided education on sexual assault and violence awareness to community and court groups. CHOP continued to collaborate with Women

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The Special Trips for Special Babies program gives families whose babies were born preterm and therefore are at higher risk the opportunity to visit Philadelphia attractions like the Philadelphia Zoo and Please Touch Museum.

Organized Against Rape, the Institute of Disabilities at Temple University, the Philadelphia Department of Health – Maternal and Child Health Division, Health Federation of Philadelphia, Special Victims Unit, Philadelphia Children’s Alliance, Philadelphia District Attorney’s Office, Philadelphia Police Department Crime Lab and Sexual Assault Response Center to improve practices and learn from each other.

When families need help managing their child’s illness, CHOP’s more than 95 masters-trained **social workers** and bachelor’s prepared social work associates are ready to help, both on the Hospital’s Main Campus and throughout the CHOP Care Network. Social workers answer questions about insurance, school access, legal rights, and Hospital or community resources. They help families cope with devastating news, such as a cancer or chronic illness diagnosis. Social workers facilitate many disease-specific support groups, serve as liaisons for community-based groups and, through the **Evenstar Bereavement Program**, offer memorial services, support groups and workshops for families that have lost a child. For families in crisis, social workers are a conduit between patients and their families, and community programs, government agencies, schools and other health service providers — serving as advocates for patients’ families to ensure they receive the help and benefits they need. They help bridge the gap between the care team and patient families daily. In 2014, they helped more than 7,000 families in need of emergency resources.

CHOP’s **Special Babies Clinic** provides programming for high-risk and preterm infants through Special Trips for Special Babies. The program facilitates visits to area attractions, such as the Philadelphia Zoo and Please Touch Museum, as a tool to foster greater childhood development for more than 250 individuals, of whom 80 percent are covered by Medicaid-type insurance.



Parents now have a fast and convenient way to check vaccine information. The mobile app “Vaccines on the Go: What You Should Know” was selected from among 6,000 entries as an Award of Distinction winner in the annual Academy of Interactive and Visual Arts’ Communicator Awards.



The **Special Immunology Family Care Center** provides psychosocially supported medical care for HIV exposed infants, perinatally infected children, teens and young adults, and infected caregivers using an interdisciplinary approach. Medical care encompasses ongoing primary medical and HIV specialized care. Psychosocial care is specially designed to address barriers inhibiting patients’ health and improve quality of life. Physical and cognitive growth and development services include psychometric/developmental testing and nutritional counseling. The center also engages in clinical and behavioral research to advance the quality of available care. The core team consists of pediatricians specializing in HIV care, nurses, a medical assistant, social workers, an adolescent counselor, a dietitian and a developmental psychologist.

The **Vaccine Education Center** (VEC) at Children’s Hospital remains at the forefront of providing parents and healthcare providers in the region, across the nation and around the world with science-based information on vaccines. VEC launched its “Vaccines on the Go: What You Should Know” mobile app to put facts in the

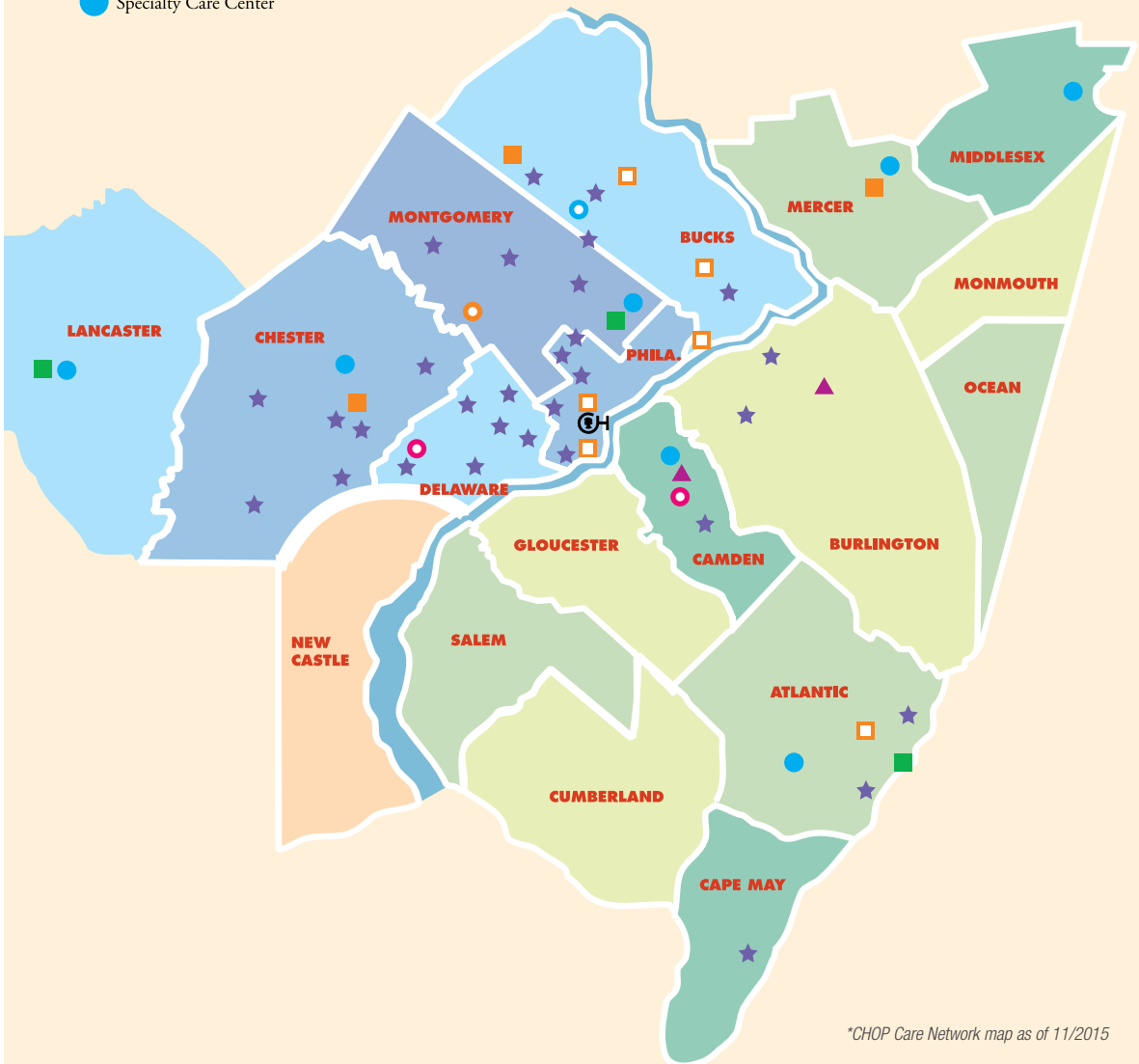
hands of people whenever and wherever they need them. The app has been downloaded more than 25,000 times by people in more than 100 countries. There were 732,000 visits to its website, **vaccine.chop.edu**; downloads of 13,679 Q&A sheets (11,786 English and 1,893 Spanish) and 2,425 booklets (2,255 English and 170 Spanish). Free webinars with continuing education credits were provided for about 1,500 healthcare professionals. VEC provided clinicians with 850 booklets, 60 tear pads, 1,720 immunization schedule clings, 670 first aid kits, 20 DVDs and 42 books.

**Youth Heart Watch** (YHW) was honored as one of 10 Programs of Excellence with a Hospital Charitable Services Award, a national program sponsored by Jackson Healthcare, in 2014 as it continued working toward eradicating sudden cardiac death in children through research, education, prevention and advocacy. Last year, YHW provided resources to more than 200 schools, conducted heart health screening on 413 children and adolescents, and gave six presentations. ■

# CHOP in Your Community

The CHOP Care Network\* brings the best in healthcare to your community. No matter where you live in southeastern Pennsylvania or southern New Jersey, our network is close to home and convenient. Learn more at [www.chop.edu/locations](http://www.chop.edu/locations).

-  CHOP Main Campus
-  CHOP Newborn Care
-  CHOP Pediatric Care
-  CHOP Newborn & Pediatric Care
-  Primary Care
-  Specialty Care Center
-  Specialty Care, Surgery Center & After-Hours Urgent Care
-  Specialty Care & Surgery Center
-  Specialty Care Center, Surgery Center, After-Hours Urgent Care & Home Care
-  CHOP at Virtua



\*CHOP Care Network map as of 11/2015

# 2014 Financial Commitment to the Community

CATEGORY	TOTAL
<b>Financial Assistance/Charity Care</b> <i>(cost of medical care services for families that qualify for CHOP's financial assistance policy)</i>	<b>\$2,555,345</b>
<b>Medicaid Programs</b> <i>(unreimbursed cost of Medicaid and other means-tested government health programs)</i>	<b>\$91,806,182</b>
<b>Community Health Improvement Services</b> <i>(community-based clinical services, health education and support services focused on public health)</i>	<b>\$18,557,035</b>
<b>Health Professions Education</b> <i>(net costs incurred by CHOP to train health professionals, including pediatricians)</i>	<b>\$53,994,564</b>
<b>Subsidized Health Services</b> <i>(Hospital-based clinical services provided at a financial loss to the organization)</i>	<b>\$28,363,907</b>
<b>Research</b> <i>(cost of studies that identify new treatments and cures)</i>	<b>\$61,135,610</b>
<b>Cash and In-kind Contributions</b> <i>(funds and goods provided to other organizations to provide community benefit)</i>	<b>\$529,564</b>
<b>Community Building Efforts</b> <i>(efforts to improve community health and safety by addressing root causes of health problems)</i>	<b>\$264,789</b>
	<b>\$257,206,996</b>

## Always Striving to Improve

At The Children's Hospital of Philadelphia, we continually assess the health and wellness needs of the communities we serve, match it against our current programs and determine how we can close any gaps.

When the Affordable Care Act (ACA) became law, it required hospitals to formally review the health status and healthcare needs of residents of their service area and develop strategies to meet those needs. CHOP's needs assessment was conducted by Public Health Management Corporation, a private nonprofit public health institute. Both the 2013 assessment and CHOP's responsive implementation plan are available for you to read at [www.chop.edu/govt-affairs](http://www.chop.edu/govt-affairs). ■

\*All financial data is for fiscal year July 1, 2013, through June 30, 2014. Note: This report includes amounts expended by The Children's Hospital of Philadelphia's hospital facilities, as reported on Schedule H of the IRS Form 990, and our controlled affiliates, including our physician practice plans, which are not required to complete Schedule H. Accordingly, the values in this Community Benefit Report are greater than the amounts reported in the CHOP Schedule H, which applies only to our Hospital facilities. Does not include grants and contributions that support community benefit programs. For questions or more information, please call CHOP's Office of Government Affairs, Community Relations & Advocacy at 267-426-6904.

# Program Contact Information

## Adolescent Initiative

[www.chop.edu/adolescent-initiative](http://www.chop.edu/adolescent-initiative)  
215-590-4943

## Breastfeeding and Lactation Program

[www.chop.edu/breastfeeding](http://www.chop.edu/breastfeeding)  
215-590-4442

## CATIPIHLER

[www.chop.edu/communication](http://www.chop.edu/communication)  
215-590-7612

## Center for Autism and Developmental Disabilities Research and Epidemiology

[bit.ly/caddreresearch](http://bit.ly/caddreresearch)  
1-855-516-0371

## Center for Autism Research

[www.centerforautismresearch.com](http://www.centerforautismresearch.com)  
1-866-570-6524

## Center for Injury Prevention and Research

[injury.research.chop.edu](http://injury.research.chop.edu)  
215-590-3118

## Children's Intensive Emotional and Behavioral Service

[www.chop.edu/ciebs](http://www.chop.edu/ciebs)  
609-677-7850

## CHOP Career Path

[www.chop.edu/transition](http://www.chop.edu/transition)  
267-426-1316

## CHOP Cares Community Fund and Grants

[www.chop.edu/chopcaresfund](http://www.chop.edu/chopcaresfund)  
267-426-6904

## CHOP Research Institute Summer Scholars Program

[www.research.chop.edu/programs/crissp](http://www.research.chop.edu/programs/crissp)  
[crisp@email.chop.edu](mailto:crisp@email.chop.edu)

## Community Asthma Prevention Program

[www.chop.edu/capp](http://www.chop.edu/capp)  
215-590-5261

## Community Nursing Advocacy Fellowship

215-590-3936

## Community Pediatrics and Advocacy Program

[www.chop.edu/cpap](http://www.chop.edu/cpap)  
215-590-0661

## Comprehensive Hemostasis and Thrombosis Center

[www.chop.edu/htc](http://www.chop.edu/htc)  
215-590-3437

## Comprehensive Sickle Cell Center

[www.chop.edu/sicklecell](http://www.chop.edu/sicklecell)  
215-590-3535

## Concussion Care for Kids: Minds Matter

[www.chop.edu/concussion](http://www.chop.edu/concussion)  
215-590-1527 or 215-590-5932

## Connelly Resource Center for Families

[www.chop.edu/connellycenter](http://www.chop.edu/connellycenter)  
215-590-5778

## Diabetes Center for Children

[www.chop.edu/diabetes](http://www.chop.edu/diabetes)  
215-590-3174

## Early Head Start

[www.chop.edu/earlyheadstart](http://www.chop.edu/earlyheadstart)  
267-425-9900

## Family Health Coverage Program

[www.chop.edu/financialmatters](http://www.chop.edu/financialmatters)  
267-426-0359

## Global Health Program

[www.chop.edu/globalhealth](http://www.chop.edu/globalhealth)  
267-426-9666

**Healthy Weight Program**

[www.chop.edu/healthyweight](http://www.chop.edu/healthyweight)  
267-426-2782

**Homeless Health Initiative**

[www.chop.edu/hhi](http://www.chop.edu/hhi)  
215-590-7646

**Kohl's Injury Prevention Program**

[www.chop.edu/safekids](http://www.chop.edu/safekids)  
215-590-5437

**Leadership Education in  
Neurodevelopmental and Related Disabilities**

[www.chop.edu/lend](http://www.chop.edu/lend)  
215-590-9154

**Little Rock Foundation Resource Room**

[www.chop.edu/little-rock](http://www.chop.edu/little-rock)  
267-426-7285

**MyAsthma Portal**

<http://bit.ly/myasthmaportal>  
267-426-2304

**Office of Diversity & Inclusion**

[www.chop.edu/diversity](http://www.chop.edu/diversity)

**Poison Control Center**

[www.chop.edu/poisoncontrol](http://www.chop.edu/poisoncontrol)  
215-590-2003

**PolicyLab**

[policylab.chop.edu](http://policylab.chop.edu)  
267-426-5300

**REACH**

[www.chop.edu/transition](http://www.chop.edu/transition)  
215-590-7444

**Reach Out and Read Program**

[www.chop.edu/reachoutandread](http://www.chop.edu/reachoutandread)  
215-590-5989

**Refugee Health Program**

[www.chop.edu/refugee](http://www.chop.edu/refugee)  
215-590-3000

**Safe Place: Center for Child Protection and Health**

[www.chop.edu/safeplace](http://www.chop.edu/safeplace)  
215-590-4923

**Social Work**

[www.chop.edu/socialwork](http://www.chop.edu/socialwork)  
215-590-2072

**Special Babies Clinic**

267-426-7329

**Special Immunology Family Care Center**

[www.chop.edu/special-immunology](http://www.chop.edu/special-immunology)  
215-590-2956

**Vaccine Education Center**

[vaccine.chop.edu](http://vaccine.chop.edu)  
215-590-9990

**Violence Prevention Initiative**

[www.phillyviolenceprevention.org](http://www.phillyviolenceprevention.org)  
215-590-3118

**Volunteer Services**

[www.chop.edu/volunteer](http://www.chop.edu/volunteer)

**Youth Heart Watch**

[www.chop.edu/youthheartwatch](http://www.chop.edu/youthheartwatch)  
267-426-7389



The Children's Hospital *of* Philadelphia®

**OFFICE OF GOVERNMENT AFFAIRS,  
COMMUNITY RELATIONS & ADVOCACY**

[www.chop.edu/community-relations](http://www.chop.edu/community-relations) • 267-426-6904

Founded in 1855, The Children's Hospital of Philadelphia is the birthplace of pediatric medicine in America. Throughout its history, a passionate spirit of innovation has driven this renowned institution to pursue scientific discovery, establish the highest standards of patient care, train future leaders in pediatrics, and advocate for children's health. A haven of hope for children and families worldwide, CHOP is a nonprofit charitable organization that relies on the generous support of its donors to continue to set the global standard for pediatric care.

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Keep the connection.



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