

BETTER TOGETHER

COMMUNITY
BENEFIT REPORT



Children's Hospital
of Philadelphia®





BETTER TOGETHER

2015 COMMUNITY BENEFIT REPORT

One of the most rewarding facets of being the leader of The Children's Hospital of Philadelphia is learning about the many CHOP employees who go above and beyond to help children in our communities.

At CHOP, we have long extended our reach outside the walls of the Hospital and our CHOP Care Network locations. Today, we offer nearly 100 long-standing and new programs to address the health and well-being of children in the communities where they live.

In addition to those efforts — many of which are profiled in this *Community Benefit Report* — individual staff also use their own time and talents to support the health of children and families. Some employees volunteer to bolster ongoing programs and others initiate their own projects.

In our lead article (*see Page 4*), we shine a spotlight on some of these hidden heroes who volunteer so that kids with chronic conditions can go to summer camp; so that students are inspired to consider a career in science or medicine; so that families have food for Thanksgiving and kids have holiday gifts; so that community members are trained in CPR; and so that families can connect with other families that have children with the same medical issue. Their efforts are inspiring.

One exciting community collaboration in the works in 2015 was the development of our \$42.5 million South Philadelphia Community Health and Literacy Center, a nationally significant project that puts a CHOP primary care practice, the City of Philadelphia's Health Center 2, a Free Library of Philadelphia branch and a recreation center all in the same location. This first-of-its-kind facility will be a shining example of our dedication to creating new ways to serve families.

Every day at CHOP and in our communities, we make breakthroughs that improve children's health. I hope you enjoy learning more about them in this report — and I look forward to sharing many more stories with you in the years to come.

A handwritten signature in black ink that reads "Madeline Bell". The script is fluid and cursive.

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

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Cover: Rhyan, shown with her mom, Tanysha, spends fewer days in the Hospital thanks to Clinical Pathways. See story on Page 22.

Right: Vanessa, 14, with her father, Eduardo, benefited from Chair’s Initiatives. See story on Page 18.



Here, There and Everywhere

Employees Volunteer in the Community to Improve Children's Health

When CHOP employees see children facing health and wellness challenges in the community, our reaction is to figure out how we can help. Does a group need information or training? We share our expertise. Do students need a mentor or does a camp need medically trained counselors? Employees make the time. Are neighbors or community facilities in need of supplies or a hands-on volunteer? We'll organize a collection or participate, sometimes for months or even years.

Every week, employees — individually and in groups — volunteer to step outside their workplaces at The Children's Hospital of Philadelphia, using their healthcare knowledge in a variety of ways with a shared goal: improving the lives of children and families.

Examples abound and span the spectrum. We share just a few of the many stories on the following pages.



Above: Members of CHOP's Information Systems staff and Youth Heart Watch presented an AED device to E.M. Stanton Elementary School. The device was purchased with funds from IS's annual Health Information Technology (HIT) Week basket sweepstakes. Also during HIT week, IS staff held a workshop showing members of TechGirlz, a nonprofit that aims to foster an interest in science and technology in middle-school girls, how technology is used in healthcare.



Healthcare Careers: Here We Come!

Serving as mentors for **Spark Philadelphia**, a nonprofit mentoring program for middle-school students, was as exciting for the CHOP employees who volunteered as it was for the participating students.

“I think it is a great idea to help out kids from our area and encourage them that the sky is the limit,” says Tom Reilly, assistant manager, Environmental and Linen Services, and one of the mentors. “The kids learned that with a dream, hard work and determination, anything is possible.”

Students Bashear and Saleemah, eighth graders from John Barry Promise Academy in West Philadelphia, came to CHOP two hours a week for 10 weeks. Bashear was mentored by Reilly and Robert Nieves, business manager, Environmental and Linen Services. Saleemah’s mentor was Christine Tillson, procurement operations manager, Supply Chain.

Bashear and Saleemah toured CHOP, meeting people across the institution. Each week, they worked on different skills such as goal setting, networking and time management. “First, we

Spark Philadelphia managing director Jim Schroder, center, presents the “Taking Positive Risks Award” to CHOP mentors, from left, Tom Reilly, Christine Tillson and Robert Nieves, and Spark students Bashear and Saleemah.

would discuss what the skill meant to them,” Nieves says. “After a brief explanation, we’d give examples of how we could implement that skill.”

“My main objective was to show Saleemah that there were multiple career paths in healthcare for her to explore,” Tillson says.

All students in the Spark program worked on a career discovery project, which they presented to their families and teachers.

“Bashear comes from a tough area of the city, where not much may be expected of him as far as his future is concerned. We were able to help him see that he can do better than those before him,” Nieves says. “I felt like I was able to affect his life in a positive manner by showing him that there are opportunities for him. I explained that he could do whatever he wanted to do if he worked hard enough for it.”

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CHOP's Department of Biomedical and Health Informatics brought 11 Raspberry Pi computer chips like this one – it's the size of a credit card – when seven staff members held a computer programming class at Penn Wood High School in Lansdowne.

Children’s Hospital promotes several programs with a similar theme: Give high-school and college students a taste of a career in healthcare, scientific research or in other CHOP areas as a way to ensure a talented and dedicated workforce in the future.

When Jeff Miller, a research informatics supervisor in **CHOP’s Department of Biomedical and Health Informatics**, learned that Penn Wood High School in Lansdowne didn’t offer computer programming courses, he gathered six of his colleagues and arranged an after-school introduction at the school, and the volunteers also talked about their career paths to CHOP.

“It was good to get the students excited about programming, but to me, it was just as important to expose them to the different kinds of jobs at CHOP,” Miller says.

Kristina Cobey of Human Resources organizes a couple “**Lunch with a CHOP Nursing Professional**” days each year. Students with an interest in nursing come to the Main Campus and connect one-on-one with nurses, asking questions and gaining insight into what their jobs truly entail.

“We had many requests to shadow a nurse for a day, and for safety reasons we can’t accommodate those requests,” Cobey says. “This gives students

the opportunity to speak with a R.N., see an area of the Hospital and learn about the many opportunities nursing provides.”

High school students can also learn about CHOP through the **University City District’s Summer Intern Program** and the **Summer Explorer Program** in the Hospital’s Volunteer Department.

Students interested in research have several options.

In a partnership with the School District of Philadelphia and the Franklin Institute, the CHOP Research Institute joined the **Science Leadership Academy (SLA)**, an alliance to provide real-world research experience to high school students. SLA is a model for diversity both in its curriculum and student population, where 49 percent of students are African American and 8 percent are Hispanic. SLA students work in CHOP Research Institute labs for several hours each week during the school year under the guidance of a faculty mentor. They set goals that include learning and practicing laboratory safety, conducting practical research, understanding the value of team science, and giving back to the medical and local community. Twelve students have participated in the program.

Various CHOP departments offer **Cristo Rey High School** students in grades 9 through 12 internships as a required part of their education. Students assigned to the Research Institute worked five days a month in the laboratory of neurology researcher Adam Resnick, Ph.D., studying the molecular basis of pediatric brain tumors.

During the summer of 2015, the **CHOP Office of Responsible Research Training** piloted a research internship for two students from the Dr. Charles Brimm School for the Medical Arts, a public magnet high school in Camden, N.J., that introduces health-related hands-on experience. CHOP surgeon Edward Doolin, M.D., a champion and supporter of Brimm for decades, served as the faculty sponsor of the partnership. Students were assigned a CHOP mentor who guided their research experiences and also showed them a variety of careers in academic research.

The **Division of Neurology** offers two competitive, paid internships for high school students each summer and interns participate in a basic research project.



The students above work in CHOP labs several hours each week, with mentor supervision, as part of the Science Leadership Academy, an alliance to provide real-world research experience to high school students.

The **CHOP Research Institute Summer Scholars Program (CRISSP)** provides college students with theoretical knowledge, practical training in academic research and critical exposure to pediatric-focused career trajectories under the direct mentorship of CHOP faculty. Selected students train full-time for 10 weeks. Researchers and their teams volunteer to teach research techniques and supervise a student research project. Interns also attend seminars and events to promote their exposure to a variety of biomedical research. Weekly lunches with faculty, lectures, and clinic and operating room tours rounded out the experience. ■

Making Summer Camp Accessible for All Kids

Nine years ago, when a local family wanted to start a residential outdoor camp for children with cardiac conditions, CHOP cardiologist Brian Hanna, M.D., Ph.D., stepped up to serve as medical director.

“Our mission is to provide a safe environment for children with thoracic transplantation or pulmonary hypertension so they can interact with their peers, experience life away from their protective families and be challenged to step outside of their comfort zone,” Hanna says of the camp, which has been held for one week each summer since 2007 at the Echo Hill Outdoor School in Maryland on the Chesapeake Bay. “Just think about the organization that it takes to get 30 kids through the med room three times a day for IV therapies, oral and g-tube meds, liquids, pills and inhalations. This alone is a feat worth seeing!”

Under Hanna’s guidance, the volunteer nurses, nurse practitioners, respiratory therapists, pharmacists, physicians and fellows make it a reality for the happy campers year after year.

CHOP employees also volunteer at summer camps for children with kidney disease, diabetes, brain injuries, muscular dystrophies, epilepsy and other serious health conditions that necessitate

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Staff from the Diabetes Center for Children volunteer at several camps in Pennsylvania each summer.

a heightened level of medical care be on hand 24/7. The children can safely have a camping experience while their parents are at ease, knowing experienced clinicians are taking care of their kids' medical needs.

For several years, the nursing staff of the 4 East/4 South units of Children's Hospital have collaborated with the City of Philadelphia Parks and Recreation Department to bring trauma prevention education to children at Philadelphia summer day camps. In partnership with the Community Nurse Advocacy Fellowship (*see related story on Page 40*), they developed lessons on sun, water, helmet, ATV and pedestrian safety. Each topic included hands-on play for

the campers to enhance learning. CHOP staff educated more than 500 children, ranging in ages from 6 to 11 years old, at 15 summer camps.

The kids particularly enjoyed one activity that provided a valuable safety lesson, too. An egg, representing a brain, was placed into an insulated bucket, which represented a bike helmet. Nurses threw the bucket to demonstrate the important use of a helmet during an accident. The children expected the egg to crack, but were amazed to see the "brain" intact after the demonstration. ■

Special Care for Special Families

Families are at the center of several special events and programs organized by a variety of specialties at CHOP.

Cerebral Palsy Family Day combines education with recreation for children with cerebral palsy and their families.

Girls with Turner syndrome and their families are invited to an annual Spring Fling that offers fun activities and sessions on how to better cope with the condition.

The Cooley's Anemia Program offers educational presentations to populations at-risk for this inherited disorder.



One way CHOP demonstrates its commitment to diversity is by participating in the Anti-Defamation League's Walk Against Hate and Diversity Expo in May.



Pride@CHOP sponsored a table at the Philadelphia Trans Health Conference (left) to raise awareness of CHOP as a healthcare provider and employer of choice for the LGBTQ community. Members have participated in the Philadelphia Pride Parade (above) as a group for several years.

The Cystic Fibrosis Center provides education for newly diagnosed patients and their families that covers health and social issues for the growing child and adolescent, transition from adolescent to adult programs, and information on new therapies.

The Pediatric Stroke Program staff facilitates support groups for families and siblings of children who have had a stroke.

Many other CHOP staff support their patients by facilitating education sessions and participating in community events, like walks or bike rides, held by disease-specific foundations and organizations.

For example, clinicians from the Division of Neurology have participated in the Epilepsy Foundation’s Summer Stroll, Annual Epilepsy Walk, Mikes for Migraine Walk, Muscle Summit, and Ride Ataxia. These events support a variety of services that help patients cope with their neurological disorders.

Providers in the Center for Childhood Communication walk side by side with patients and families in the annual Walk4Hearing, sponsored by the Hearing Loss Association of America Pennsylvania Chapter. ■

Supporting, Enhancing Diversity

CHOP’s institution-wide commitment to diversity is supported by the Office of Diversity and Inclusion (ODI) and several Employee Resource Groups (ERGs) that offer employees opportunities to work on initiatives to ensure specific dimensions of diversity are fully integrated at the Hospital and in the broader community.

Employees and CHOP leaders participated in larger community events and worked to build awareness and skills among CHOP’s own staff so that the Hospital is welcoming to all.

Pride@CHOP, which works to foster a positive work environment that supports employees, patients and patient families identifying as LGBTQ, promoted education for fellow employees to enhance sensitivity to the needs of all patients and families seeking services at CHOP.

The group co-sponsored, with the Patient and Family Services Department, an education session for Hospital staff titled Creating an LGBTQ Inclusive Experience for Patients and Families.

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In June, Pride@CHOP held its first Safe Zone Training for 92 employees, educating staff on how to be a resource for our LGBTQ patients and families.

Pride@CHOP also sponsored a table at the Philadelphia Trans Health Conference to raise awareness of CHOP as a healthcare provider and employer of choice for the LGBTQ community; and participated in the Philadelphia Pride Parade and Festival, taking the opportunity to interact with hundreds of people from the LGBTQ community and make them aware of the inclusive environment at CHOP.

The **Young Professionals Network**, which focuses on generational diversity in the workplace, volunteered with Philabundance, an organization that works to fight hunger in our community. The **All Abilities Resource Group**, an ERG that aims to expand the visibility of people with disabilities

Martin Luther King Jr. Day of Service gave CHOP employees the opportunity to help with painting at Furness High School (top) and organizing donated items and clothing at Jane Addams Place (below).

in the workplace, participated in the City of Philadelphia’s celebration of the Americans with Disabilities Act’s 25th Anniversary at Dilworth Park at City Hall. (See Page 12 for Multicultural Professional Network’s school supplies drive.)

The ODI, along with CHOP’s Office of Government Affairs, Community Relations and Advocacy, became community partners with Global Citizen and its Martin Luther King Jr. Day of Service. CHOP employees volunteered for various projects at the historic National Marian Anderson Museum and in Gray’s Ferry and South and West Philadelphia. ■

Generosity to Share

CHOP orthopedic surgeon David Spiegel, M.D., has volunteered in Nepal for two decades, performing surgeries and training local surgeons. When he heard about the country's 7.8-magnitude earthquake in April 2015, he immediately thought of his friends there and the challenges they faced in treating the thousands of injured.

He quickly made plans to go to Nepal. Leaders at CHOP contacted him about how the Hospital could help. Nepalese surgeons indicated that lack of supplies was a major concern, and they emailed a list of essential items.

CHOP's Supply Chain department began gathering 1,000 pounds of surplus supplies, including more than 80 surgical packs, and arranged to ship everything to a hospital in Nepal.

While Spiegel did make the trip and help with medical care, "the story isn't about me," he insists. "The main thing is how CHOP responded by sending supplies so the surgeons could continue to treat patients who needed their help."

CHOP's generosity, and that of our employees and patient families, has bolstered nonprofits' ability to serve their clients and allowed children locally and beyond to enjoy the start of the school year and holidays with donated items.

In addition to the shipment to Nepal, in 2015 CHOP also donated used supplies and items no longer in use, such as exam tables, IV poles, furniture, scrubs, suture materials, wheelchairs, respirator masks, crutches, diapers, infant formula, shoes and other miscellaneous medical supplies. Recipients included Mission Relief, FELMAUSA, International Children's Heart Foundation, National Greyhound Adoption Program and Elephant Sanctuary.

Donations of gently used and excess supplies are also part of the Hospital's **EcoCHOP** initiative, which has resulted in 1,546 tons of recycled materials, a 43 percent recycling rate — well above the national healthcare benchmark of 15



These young girls' village in Nepal (top) was severely damaged by the 2015 earthquake and had not received any medical aid until a field camp was set up. David Spiegel, M.D. (bottom), is checking a patient at the field camp.

to 25 percent. CHOP reduced its medical waste for the eighth year in a row to 1.25 pounds per adjusted patient day, about half the benchmark of 15 percent.

The **CHOP Care Network Kennett Square** primary care practice shares the belief, along with community partner Kennett Area Community Service Program, that no one should go without basic necessities. To support that mission, the office collects donated food items from staff and patient families and delivers boxes to the local food cupboard, which serves more than 3,400 people a year. The office also collects new, unwrapped toys for Toys for Tots.

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Staff from the **CHOP Care Network Specialty Care and Surgery Center Voorhees** participates in a Thanksgiving food drive to ensure families can enjoy the holiday. Last year, 15 Hematology/Oncology families received all the ingredients for their holiday meal, which included a “virtual turkey” – a picture of a turkey colored by our patients, placed in a roasting pan and “stuffed” with a grocery store gift card.

In December, the Voorhees staff organized its annual patient and family holiday party for more than 350 people. They received support from long-time partners: veterans from the South Jersey Marines Toys 4 Tots program; student council members from St. Paul’s School in Burlington, N.J., who serve as elf assistants; and members of the West Deptford Women’s Club, who staff Santa’s Toy Room, complete with Santa himself. Families from as close as Camden and as far away as Cape May attended. The event also served as a reunion for Voorhees patients who were being treated at CHOP’s day hospital at the same time years ago. Some patients became supportive friends attending one of the six residential camp programs for medically complex children that staff work with every summer.

In an effort to ensure that children living in West Philadelphia homeless shelters start the school year with a backpack full of school supplies, the **Multicultural Professional Network (MPN)** has organized a drive for school supplies each August for six years. Employees across the institution donate items, which members of MPN collect and deliver to the shelters. ■

CHOP Care Network Staff Share Their Expertise, Time

When **Kathryn Limmer, M.D.**, a pediatrician at CHOP Care Network Flourtown, agreed to be a volunteer mentor at Cornerstone Christian Academy in Southwest Philadelphia a few years ago, she didn’t anticipate how invested she would become in the health of the teachers and the 250 students of the independent K – 8 school.

A casual conversation about health grew into a brainstorming session with school staff, parents and community health professionals that spawned the Health and Wellness Task Force, which she now co-chairs.

As the task force began to envision what a healthier school might look like, Limmer recommended using the School Health Index, an assessment tool created by the Centers for Disease Control and Prevention, to determine the school’s current “health.”

The index evaluates areas such as physical education and physical activity, nutrition, tobacco use, asthma, unintentional injury and violence prevention, and sexual health, including prevention of HIV, other sexually transmitted diseases and pregnancy.

Limmer led the task force through eight self-assessment areas: health education, physical education, health services, nutrition services, counseling, psychological and social services, healthy school environment, health promotion for staff, and family/community involvement. She also facilitated planning for improvement and then identifying top priority actions.

“It has been my honor to work with these caring professionals and community members who have such great hopes and dreams for the children in this community,” Limmer says. “We still have work to do, but we know we’re on a good path to helping these students live healthier lives.”

Margery Schonfeld, M.D., understands that not all families have the resources to bring their children to a doctor, including the CHOP Care Network Central Bucks primary care practice where she’s a pediatrician.

One evening a month, she sees children as a volunteer pediatrician at the Anne Silverman Community Health Clinic, located at Doylestown Hospital. The clinic’s mission is to provide free medical and dental care for uninsured and low-income adults and children in central Bucks County, including immigrants whose primary



Representing CHOP at a Kennett Square event, from left, are: Maria Rey, Spanish interpreter; Ohaila Mustafa, Arabic interpreter; Carla McCourt, C.P.N.P., CHOP Care Network Kennett Square; Irma Padilla-Caruth, Spanish interpreter; Gabriela Jenicek, manager, Language Services and Spiritual Care; and Diane Melchior, practice manager, CCN Kennett Square.

Jennifer McDonald, D.O., a pediatrician at CHOP Care Network West Grove, explained heart function at a local school.

Photo courtesy of Rich Schwartzman at chaddsfordlive.com.

language is not English. The clinic operates with a small full-time staff and relies on volunteer physicians and interpreters. Schonfeld also makes herself available for phone consultations and to review test results as needed.

“Over the years, I have come to know many of the families who receive care there,” Schonfeld says. “It is extremely gratifying to be able to provide continuity of care to such a vulnerable population of children.”

When **Wendy Wallace, D.O.**, a pediatrician in the CHOP Care Network North Hills office, thinks about the health and well-being of the children in West Chester, she considers those beyond the scope of the primary care practice.

Wallace is president of the board of trustees for the Care Center Foundation, a nonprofit that supports young families and single parents in West Chester. The Care Center’s facility houses an Early Head Start program (for children 6 months to 3 years) and a pre-K program (for 3- to 5-year-olds).

“Our program also supports the young families with meals, clothing and education support,” Wallace says. “While my involvement in the Care Center is nonclinical, the overall health of the children and families in our program is of high importance. There are no TVs or superheroes, but a lot of behavioral support, reading and activities.”

Physicians and staff from the **CHOP Care Network Kennett Square** practice and interpreters from **CHOP’s Language Services Department** teamed up for health education at the fourth annual Vive tu Vida! (Live Your Life) Get Up! Get Moving!® event in Kennett Square. The CHOP-sponsored table shared health- and safety-related information with an estimated 2,000 people who attended.

Jennifer McDonald, D.O., F.A.A.P., a pediatrician and medical director of the CHOP Care Network West Grove primary care office, helped organize the Healthy Heart Day at Pocopson Elementary School in February. Third, fourth and fifth graders visited interactive stations, learning how the heart functions and about healthy eating and exercise. ■

Poor Neighborhoods, Sick Neighborhoods

Understanding How Childhood Poverty Contributes to Adult Illnesses

As a child growing up in Atlanta, Roy Wade Jr., M.D., Ph.D., M.P.H., often accompanied his father, a Baptist minister, on visits to sick parishioners. Even then, he could see the connection between poverty and complicated, chronic diseases. Why were these African-Americans, who should be in the prime of their lives, suffering heart attacks or losing limbs to diabetes?

Today, as a pediatrician at the CHOP Care Network Cobbs Creek primary care practice, Wade not only treats disease, but also researches the poverty-illness connection. Specifically, he is studying how growing up in low-income urban neighborhoods can create unhealthy stress in children's lives — stress that has been linked to major health problems in adulthood.

The goal is to make pediatricians aware of how day-to-day stresses affect children so families can be guided to helpful resources to lessen the impact and support better health — now and into the future.

Wade's work builds on the foundation of the 1998 Adverse Childhood Experiences (ACE) study, which showed that the more traumatic events, or "ACEs," a person experienced in childhood — things like domestic violence, sexual abuse, drug use in the home or parental divorce — the worse his or her health was likely to be later in life. This included not only an increased likelihood of substance abuse and mental illness, but also higher rates for diseases like diabetes, cancer and heart disease.

Wade's work focuses on the traumatic experiences of urban youth. "If you think about growing up as a minority, what is the impact of discrimination and prejudice on health?" he asks. "What about things like community violence and other neighborhood-level stressors?"

Wade and fellow CHOP researchers Judy Shea, Ph.D., David Rubin, M.D., M.C.S.E., and Joanne Wood, M.D., M.S.H.P., interviewed young adults who had grown up in Philadelphia neighborhoods with high poverty levels, asking about what had been stressful in their childhoods. While many traumatic events, such as substance abuse in the home or physical abuse, overlapped with the ACE study, several commonly cited stressors were new, including single-parent homes, neighborhood crime and violence, economic hardship, and



*CHOP Care Network
Cobbs Creek*



discrimination. The results were published in the medical journal *Pediatrics*.

Thanks to a three-year grant from the Stoneleigh Foundation, Wade and his team are building an assessment tool — essentially a list of carefully worded questions — that pediatricians everywhere can use to identify childhood traumas early, so that these children can be better connected to the support and resources they need.

The researchers are also interviewing younger children to better understand how they think about their own difficulties.

“We need to capture the language our kids use to describe these experiences and make those into questions,” explains Wade. “Our work will be grounded in the experience of children. They’re the experts.” ■

Researching the connection between poverty and disease has led Roy Wade Jr., M.D., Ph.D., M.P.H., to study the effects of growing up in a poor neighborhood where trauma is an everyday occurrence. He is working on developing a list of screening questions pediatricians can use to assess childhood trauma, allowing for earlier counseling and other treatment, if needed.

Roadmap Guides the Way

Families with Children on the Autism Spectrum Have Website Full of Vetted Resources and Information



Keenly aware of the needs of her son Brandon, now 8, Jean Schultz provided parental input during the development of the Autism Roadmap.

Search for “autism spectrum disorder,” and Google instantly returns more than 20 million results. Where are parents with a child on the spectrum to turn for trusted, vetted and helpful resources?

Now there is the Autism Roadmap™, created by the Center for Autism Research (CAR) at CHOP. Accessible at carautismroadmap.org, the Autism Roadmap is a comprehensive, one-stop website to help families find accurate, up-to-date information about autism spectrum disorder (ASD).

The site provides customized information based on what families need – whether their child has just been diagnosed or they’ve hit an obstacle and need new ideas and resources.

“It’s all about looking for the unique village of support, resources and programming you need to make progress,” says Jean Schultz, whose son Brandon is on the autism spectrum. “The Roadmap provides the information needed to create that for families – no matter where they are in their journey.”

Families using the Roadmap find directories of service providers, community resources, government programs, information and ideas for various stages of life, plus explanations of the latest research on ASD treatments and interventions. Families can search based on a variety of criteria, including zip code, search radius and type of provider, such as a speech-language pathologist, dentist, psychologist and so on. The site contains more than 400 vetted articles.

“With one in 68 children now thought to be affected by an autism spectrum disorder, more and more parents are struggling to understand an

autism diagnosis, find the resources their child needs, and get help for all the normal milestones: from toilet training and school to adolescence and adulthood,” says Judith Miller, Ph.D., a psychologist at CAR who was instrumental in the site’s development.

“There was no comprehensive, one-stop shop to find this information,” says Gail Stein, L.S.W., A.C.S.W., the clinical social worker at CAR. “For example, how and where can your child learn social skills? There was no clear path.”

The Roadmap was supported entirely by philanthropy and developed with nearly a dozen of the nation’s top autism experts at CAR. Families, researchers, and mental and behavioral health workers from the greater Philadelphia area gave input to ensure it was comprehensive and easy to use. It is continuously updated with new information.

“Because it’s critical that parents use reliable information and resources, it is so wonderful to have the Roadmap, where you know the information is credible,” says Schultz. “And it’s so easy to navigate. If you are just learning about the diagnosis, you can read the basics. If you are looking for research articles and more in-depth, current information, it’s there. You don’t need to go hunting all over the Internet!” ■

Other CAR activities include:

CAR’s mission also includes research, working to improve community and service provider awareness of ASDs, and improving access for children with ASDs and other developmental disabilities to comprehensive care.

- **autismMatch** – an online research registry to match families interested in taking part in autism research with researchers at CAR and other institutions
- **Next Steps Workshops** – a series of educational sessions for parents and professionals that address important milestones for families living with autism
- **Distinguished Lecture Series** – featuring internationally renowned autism researchers who usually give an academic lecture and a lecture for family members, individuals with ASD, teachers and others who work with those on the spectrum
- **Huddle Up for Autism** – an annual community event, sponsored in partnership with the Philadelphia Eagles, that combines fun family activities with raising awareness of autism.



The website (screenshots shown left) provides families customized information based on what they need — whether their child has just been diagnosed or they’ve hit an obstacle and are looking for new ideas and resources.

Striving for Better

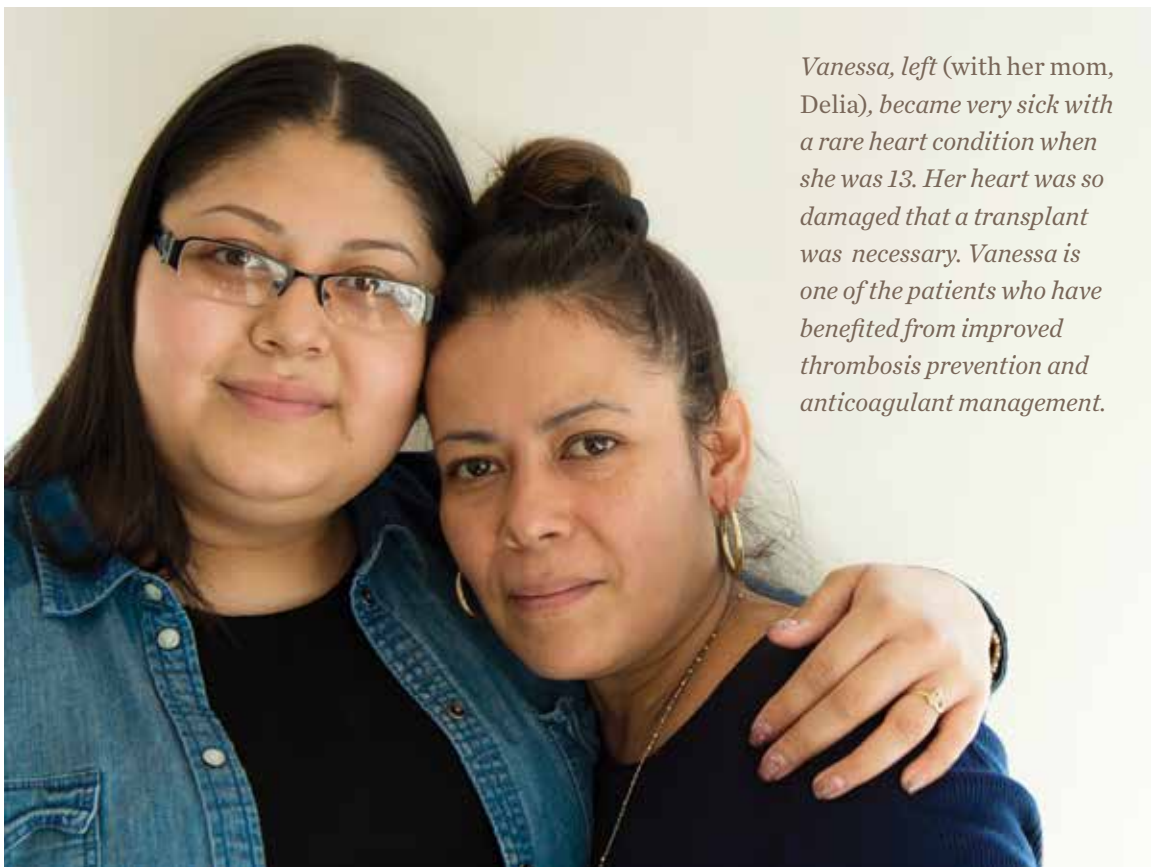
Chair's Initiatives Fund Innovative Ideas to Improve Care

When Alan Cohen, M.D., was physician-in-chief at The Children's Hospital of Philadelphia, he would hear about potential ways to improve pediatric healthcare from the doctors, nurses and other staff. But putting those ideas into action was sometimes constrained by lack of time and funding.

That's why in 2004, Cohen, with the backing of the Department of Pediatrics and support from operating officer Alison Marx, launched the Chair's Initiatives, an internal grant program that funds promising improvement projects — giving those with the ideas the means to develop them. Operating on a two-year cycle, teams submit proposals, and a multidisciplinary team selects the winning projects.

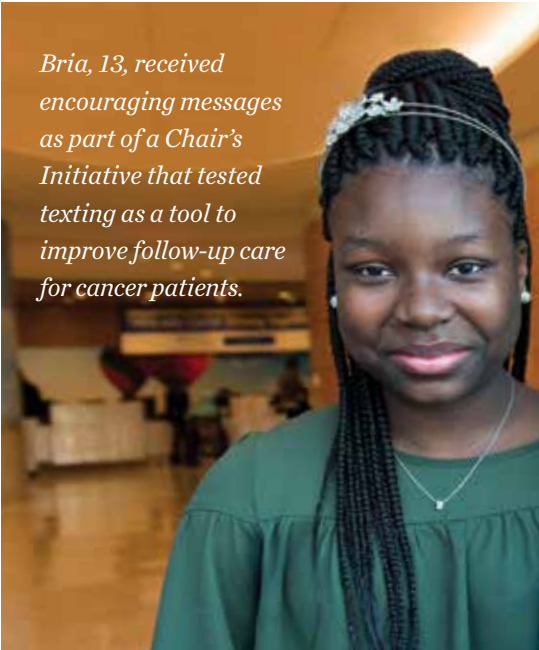
"It's been rewarding that the Chair's Initiatives have given life to so many great ideas," says Cohen, a hematologist who stepped down as chief in 2013 and now serves as medical adviser to CHOP President and CEO Madeline Bell. "Projects have touched every corner of the Hospital, gone into our CHOP Care Network primary care practices and even entered our patient families' homes."

Over the years, Chair's Initiatives have addressed a wide array of healthcare challenges, everything from developing a system that reduces missed appointments to drafting guidelines that improve the effective use of anticoagulant (blood thinner) therapy and creating a web portal to help families manage their child's chronic disease.



Vanessa, left (with her mom, Delia), became very sick with a rare heart condition when she was 13. Her heart was so damaged that a transplant was necessary. Vanessa is one of the patients who have benefited from improved thrombosis prevention and anticoagulant management.

Bria, 13, received encouraging messages as part of a Chair's Initiative that tested texting as a tool to improve follow-up care for cancer patients.



Some Chair's Initiatives have spawned new centers or programs that focus on a specific disease or condition, such as the Intestinal Rehabilitation Program (for children with short bowel syndrome), the Center for Bone Health, and Minds Matter: Concussion Care for Kids.

When Joseph W. St. Geme, M.D., became physician-in-chief, he continued the Chair's Initiatives in collaboration with Kathy Shaw, M.D., M.S.C.E., associate chair, Quality and Safety, Department of Pediatrics, and Marx.

"This program has had a remarkable impact on patient care across our organization, fueling continuing advances that distinguish CHOP from other top children's hospitals," says St. Geme.

The 2014 – 15 round, the program's fourth, continued prior focuses on quality and patient safety, including clinical guidelines, outcomes measurement and piloting of different care models to deliver accessible, high-quality care at lower cost and coordinate complex, accountable care across disciplines. ■

Read about all 33 Chair's Initiative projects at chop.edu/chairs-initiatives.

Chair's Initiatives Fourth Round Project Summaries

- Dermatologists and computer specialists developed an app that will help standardize and improve care of adolescents with acne treated by their primary care pediatricians.
- A team of CHOP psychologists, pediatricians and other healthcare professionals created screening tools and handouts to help pediatric practices better assist victims of bullying. Youth and teens gave their input so that the materials reflected their experiences. The screening tool is now in use by many CHOP practices, and more than 60,000 patients have been screened.
- One project studied healthcare delivery among children with a variety of inflammatory, allergic and neoplastic conditions and those who have had a transplant rejection. A team used the data to create best practice recommendations for the use of glucocorticoids, also known as steroids, which are commonly given to this patient population.
- A team of CHOP psychologists, physicians, a nurse practitioner, and computer specialists created and tested a text message intervention to help adolescents and young adults completing cancer treatment stay healthy and adjust to life after cancer.
- A team created guidelines and better care practices to prevent thrombosis (blood clots) and improve anticoagulant (blood-thinner) management for cardiac patients. Children with heart defects that prevent normal pumping of blood, who require surgeries and use of long-term IV lines, plus other factors, may be at higher risk for complications.

Meeting Needs

When Employees Want to Help, CHOP Cares Grants Provide Funds



One grant helped make Hippo Car Seats more easily available to families of young children who've had surgery for hip dysplasia, like Bane, 2.

When Children's Hospital employees have an idea to improve the health and well-being of children in the community, and financial support will make a difference, they can turn to CHOP Cares Community Grants.

The grants are an initiative from the Hospital's Office of Government Affairs, Community Relations and Advocacy, and in their second year they made possible employee projects that touched on everything from eating better to car safety, and from reproductive health education to teaching CPR to passersby.

Employees apply for the grants, and CHOP's Community Advisory Board selects grantees every October and April. Grants of up to \$5,000 cover supplies and equipment, while employees donate their time.

Here is a sampling of grants from last year:

Through **CHOPed: The Art of Mastering the Renal Diet**, children with chronic kidney disease learned how to prepare foods that meet the requirements of their diets, which need to limit salt, potassium and phosphorus. The grant funded a week-long summer renal cooking course at the Restaurant School at Walnut Hill College for Philadelphia-area youth and their families. In addition to learning yummy recipes and why the renal diet was important to their health, the kids connected with each other. Said one camper, "It showed me I'm not the only one."

Building on **CHOP's Reach Out and Read** program to promote early literacy and school readiness, two doctors created special bookmarks that explain to parents how they can best guide children's interactions with books at different ages.



Above: A CHOP nurse used a grant to buy baby wipes and baby wash to supplement the diapers provided by the Mitzvah Circle Foundation's Diaper Bank. Left: The Department of Pediatrics added more than just muscle during a workday at the Walnut Hill Community Farm. Administrators used a grant for wood chips, garden beds, and fruit and vegetable plants.

More than 350 individuals learned to perform hands-only CPR and choking relief techniques during **Sidewalk CPR** events at six different locations across Philadelphia and South Jersey on the first Saturday in June. More than 100 CHOP employees volunteered to provide the training, using rented manikins and automated external defibrillators.

When infants or young children have surgery for hip dysplasia or orthopedic injuries, they are fitted with a special cast that keeps their hips in a specific, splayed position. This makes it impossible for them to fit into a traditional car safety seat. A grant funded the purchase of a number of **Hippo Car Seats** that families can rent at a reduced cost, allowing the children to ride safely. The Hippo seats are available through CHOP Home Care, which also delivers them.

A nurse who volunteers at the nonprofit Mitzvah Circle Foundation used a CHOP Cares Grant to boost the effectiveness of that group's

Diaper Bank, which supplies diapers to families who cannot afford them. The grant added nearly 2,000 bottles of baby wash and 1,750 packages of baby wipes to the Diaper Bank's supply of diapers. One grateful mother wrote: "I was worried how I would make my paycheck stretch knowing I was extremely low on diapers and wipes for my son. Seeing the box from you made life that much better, along with bringing tears of relief."

Nearly 20 administrators and managers in the Department of Pediatrics volunteered at the **Walnut Hill Community Farm** in West Philadelphia, which partners with CHOP to provide employee and patient families with healthy foods through its CSA. They built garden beds, spread wood chips in the paths and planted fruits and vegetables. ■

Read about additional CHOP Cares Community Grants projects on Pages 11, 24, 26, 33, 36, 37, 43, 44 and 47.

A Better Path

Standardizing Care Delivery Improves Outcomes for Each Child



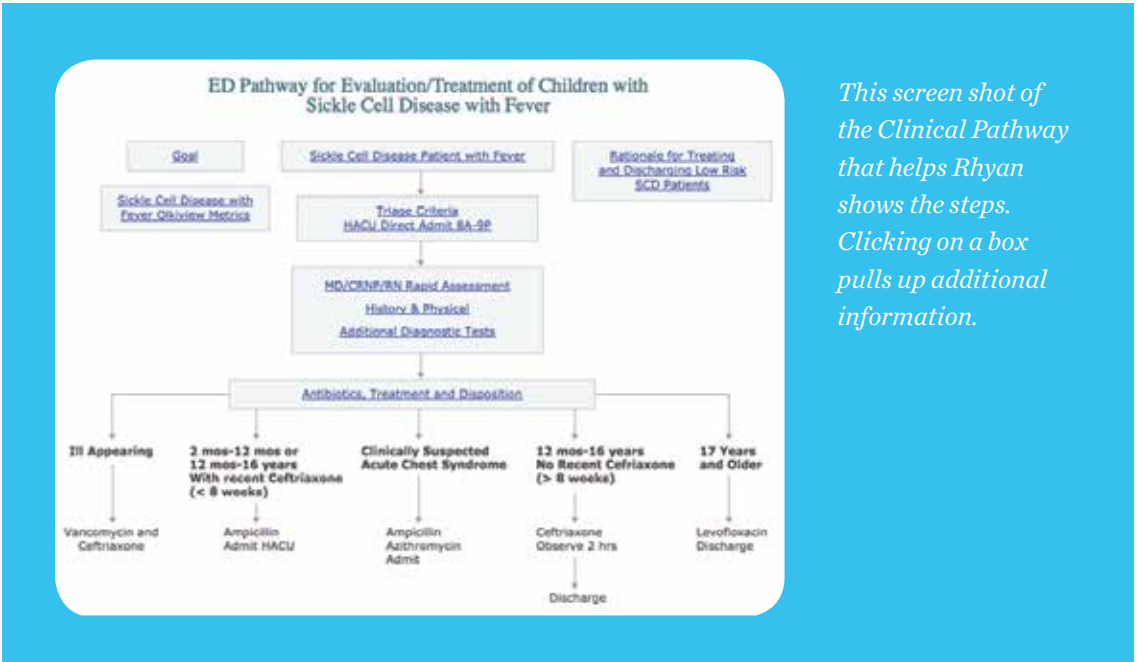
Because of a research-based protocol outlined in a Clinical Pathway, 5-year-old Rhyan spends less time in the Hospital, which makes her mother, Tamnysha, very happy.

For five years, any time Rhyan spiked a fever, her mother, Tamnysha Roberson, brought her to the Emergency Department at The Children’s Hospital of Philadelphia. Because Rhyan has sickle cell disease, she typically would be admitted to the Hospital to make sure she didn’t develop a serious bacterial infection, a common complication of the disease.

However, because of an innovation known as a Clinical Pathway, that process has changed for the better. Now when Rhyan visits the E.D. with a fever, doctors give her IV antibiotics, carefully monitor her for several hours and then, usually, send her home. A team of CHOP doctors and nurses researched the best way to treat fever in sickle cell patients and created a series of detailed steps — a pathway — to follow that would produce the best outcome.

Clinical Pathways help clinicians better manage increasingly complex patient care. New technology, new medications and newly published research all add up to information overload that can be difficult to keep up with, no matter how dedicated the doctor or nurse is. The pathways ask a series of questions about the patient and symptoms and, using the answers, provide guidelines for treatment, based on the most up-to-date learning on a given condition. They limit variation, the enemy of best practices.

Whether the topic is asthma or appendicitis, whether the setting is an inpatient unit, operating room, primary care practice or the E.D., help is a click away. The team takes particular pride in providing more than 100 Clinical Pathways to clinicians throughout the region, across the country and around the



This screen shot of the Clinical Pathway that helps Rhyan shows the steps. Clicking on a box pulls up additional information.

globe. About half the monthly 30,000 views of the pathways on chop.edu/pathways are from outside the Hospital.

“It’s a way for CHOP to provide leadership and have an impact on the quality of care kids receive around the world,” says Ron Keren, M.D., M.P.H., CHOP’s chief quality officer.

To create a pathway, clinicians from multiple disciplines collectively and collaboratively determined ways to standardize care.

“We bring together a multidisciplinary group of experts who are up to date on the latest literature, who have a lot of experience with a particular condition or process of care,” says Keren. Pathway teams also receive support from an improvement adviser and a data analyst.

And it’s not one-and-done, either. The teams that create the pathways reconvene at regular intervals to measure outcomes, review evidence and consider: Should we do anything differently? Should we change our recommendations? It is a continuous cycle of learning and improvement.

“We are surrounded by excellence in this Hospital,” says Jane Lavelle, M.D., associate director, Emergency Medicine, who has helped spearhead the development of Clinical Pathways for the Office of Clinical Quality Improvement. “If we can engage clinicians in creating standards of care, unleashing the creative energy and brilliance of people throughout the institution, that’s incredibly powerful.”

And what about those who see standardization as “cookbook medicine”? Keren stresses that pathways are a guide, not a mandate. In fact, having a protocol in place that streamlines care “opens up time to talk about the kids who don’t quite fit the pathway, to customize care for kids who need it.”

For Rhyan, the benefits live much closer to home. Thanks to a pathway based on evidence that sickle cell patients deemed “low-risk” can safely be treated for fever at home, Rhyan has far fewer hospital admissions. That leaves more time for much more important activities like playing with her dog, Foxy. ■

Fun and Fit

Innovative Advocacy Project Encourages Dance as Exercise and Expression

Third-year residents Joyce Chang, M.D., and Sneha Ramakrishna, M.D., tapped into their shared passion for dance to bring an innovative fitness project to children in CHOP's Healthy Weight Program as part of the Community Pediatrics and Advocacy Program (CPAP).

Chang had trained in ballet, hip-hop and Chinese classical dance, and Ramakrishna trained in classical Indian dance. "We wanted to show our patients that dancing can be a fun fitness activity as well as a way to express themselves," Chang says.

They used their CPAP rotation, the time when every resident focuses on community pediatrics and advocacy, to create Dance It Off, a video that included a hip-hop routine and a Bhangra dance. They choreographed simple dance steps in repeating sequences and gave step-by-step

instructions in the video, making it easy for any child to follow along and – more importantly – get moving.

The final video was distributed to Healthy Weight Clinic patients and will be used during Obesity Prevention Month.

Here is a sampling of other CPAP projects.

Research has shown that one way to protect newborns from whooping cough (pertussis) is "cocooning" – vaccinating all the baby's caregivers so they won't accidentally spread pertussis. To see if offering the vaccine to adults in a pediatrician's office would remove barriers to vaccination, three residents conducted a one-month pilot: They offered the pertussis vaccine to all unimmunized adult caregivers coming to the CHOP Care Network Cobbs Creek primary care office for the baby's initial newborn visit, with the assistance of a CHOP Cares Community Grant. A total of 62 adults were vaccinated, 76 percent of them men. Surveys of those who had not been previously vaccinated showed that two-thirds weren't aware of how important their own vaccination was to the health of the infant in their care. The goal is to pilot the program in other CHOP primary care locations in Philadelphia.

A team of residents built on CHOP's relationship with the Bhutanese refugee population in South Philadelphia to address the group's nutritional deficiencies and food availability. Residents met with staff in the Refugee Clinic, as well as WIC in South Philadelphia, and attended Bhutanese American Organization–Philadelphia health fairs, where they met families to hear their questions. Residents then created short, focused education modules that can be taught at the health fairs.



Kenya, 10 (left), performed in the Dance It Off video with third-year residents Sneha Ramakrishna, M.D. (center), and Joyce Chang, M.D., as part of their Community Pediatrics and Advocacy Program project.

In addition to organizing book drives that brought in thousands of books for CHOP's Reach Out and Read program and creating instructional bookmarks, two residents underscored the importance of reading to hospitalized children through a bedtime story TV series. CHOP physicians were videotaped reading their favorite children's book, and the tapes are shown in patient rooms at night, successfully modeling a nightly bedtime story routine.

Several projects placed residents in Philadelphia public school classrooms. In cooperation with Need in Deed, a nonprofit that aims to prepare youth for civic responsibility and service, a resident taught about gun safety, bullying and suicide. The session included brainstorming, talking through case scenarios, and making a plan to help students educate their parents and peers.

Greenfield Elementary School sixth graders learned about bullying, proper sleep hygiene, coping with stress, and good nutrition and exercise habits through a curriculum written by a senior resident in conjunction with the school's faculty. CPAP continued its partnerships with Dancing



These bookmarks, available in English and Spanish, give parents age-specific tips on how to make the most of reading to their children.

Classrooms' program of weekly ballroom dance lessons for fifth-grade students, providing health lessons in three Philadelphia schools, and with the Philadelphia Fire Department, providing pediatric-specific education to paramedics. ■



Fifth-grade students in three Philadelphia schools participated in Dancing Classrooms' program of weekly ballroom dance lessons and health sessions led by residents for their CPAP project.

A Place of Their Own

CHOP Support and Social Group Gives Transgender Kids and Teens a Safe Place to Share Their Experiences



Zuri, 8 (above, center, and at right), has found friends like herself at the CHOP Support and Social Group. Transgender children often feel isolated, even if they have school and neighborhood friends, as Zuri does.

From the earliest years, Jessica* and Nate's* child sought out toys, clothes and play generally associated with girls. Born with male anatomy, at 4 years old Zuri* announced that she was a girl.

“Fortunately she was able to articulate what she felt,” says Jessica. “We took her to see a counselor, Linda Hawkins, who after talking with her, told us ‘She’s not being precocious or trying to get attention. She feels this way; you need to let it play out.’”

Jessica and Nate accepted having a transgender child — “It required a little rewiring of thinking about parenting,” Jessica says — and began using female pronouns and the name Zuri. “We received a lot of support from our family, our church and school. She’s had nearly three years living as a girl, and while it hasn’t been without challenges, she’s thriving.”

One thing was missing: a safe place where Zuri could talk about being transgender with other transgender children. Jessica and Nate, too, lacked peers who could relate to what they were experiencing.

Hawkins, Ph.D., M.S.Ed., L.P.C., who left private practice in 2014 to help start the Gender & Sexuality Development Clinic at The Children’s Hospital of Philadelphia, listened when parents talked about needing nonclinical support. She and clinic co-director Nadia L. Dowshen, M.D., used a CHOP Cares Community Grant to fund monthly support groups for transgender children and teens in the greater Philadelphia area and their parents.

With community partner the Mazzoni Center, CHOP welcomes dozens of children and youth

who identify as gender variant, transgender or gender nonconforming and their families to the CHOP Support and Social Group for facilitated discussions and fun activities on the second Saturday morning of each month.

“We’ve gone nearly every month since they started, and Zuri just loves it,” Jessica says. “For her, it’s a sense of not being alone. Being transgender can be isolating. But at the group, she sees other young girls like herself. And she’s gotten to know older kids, too. It’s helped her sense of identity.”

During the first year of the groups, families identified another need: an additional group for siblings. In 2015, with funding from the Department of Patient and Family Services, a sibling group began.

“Parents open up about some really challenging subjects,” Jessica says. “There’s a lot of pain, but also a lot of laughter. It’s a privilege to be part of that deep sharing.”

The groups complement the clinic’s work and have served as a springboard for families to develop friendships that extend beyond the group sessions. Jessica and Zuri frequently make a day of it with other families who have children in the fifth grade and younger group. They’ll have lunch together and go to a park or museum. They have had other families over to their home for a play date and lunch.

“Families wanted this,” Hawkins says. “They have told us the single most effective support is talking to other parents – not coming to clinic, not reading a book. Dads, especially, tell us the group is like medicine to them.”

For Jessica, the Support and Social Group is Children’s Hospital doing what it does best. “CHOP gets the ‘care’ part of healthcare and realizes it involves the whole family,” she says. “I so respect CHOP for stepping out and taking a leadership role to address the needs of families like ours.” ■

**Names changed at the family’s request.*



One-stop Clinic and More

Families with a Child with Down Syndrome Find Wealth of Resources Through CHOP



Andi, 12, has been a patient of the Trisomy 21 Program at CHOP since she was a baby.

As an experienced mom of a child with Down syndrome, Gwen Beideman has one overarching piece of advice: “Contact the Trisomy 21 Program at CHOP.”

Gwen’s daughter Andi is now 12, and through the years the program has supported their family formally through the Trisomy 21 Clinic and referrals to specialists who have expertise in treating children with Down syndrome, and informally by offering advice and support through phone calls and community events.

CHOP’s Trisomy 21 Program follows individuals with Down syndrome from infancy through young adulthood.

Led by director Mary Pipan, M.D., the clinical program includes experts in developmental behavioral pediatrics, neurology, speech, occupational and physical therapy, social work, nursing, and education. The program cares for more than 1,200 children and 300 adults.

Families that receive a prenatal diagnosis may request a prenatal consult that provides resources and counseling to help them prepare for the birth of a special-needs baby. There are annual receptions for families of children up to age 2 that provide information and support and facilitate families connecting with each other. Grandparents also have their own session to learn about the condition and how best help their grandchild.

The program also partners with Parent-to-Parent, nonprofits in Pennsylvania and New Jersey that match newer caregivers with more experienced caregivers so they can share strategies for issues that arise during different life stages.

When Andi was a toddler in the Trisomy 21 Clinic, Gwen learned that even though Andi wasn’t talking yet,

Other components of the Trisomy 21 Program include:

- **Annual educational programs**

Sessions held for families and others who care for children and adults with Down syndrome cover medical, developmental, behavioral, educational and therapeutic issues and interventions to optimize health and well-being.

- **Clinical research**

The program has a robust research arm, and many families, such as the Beidemans, participate in studies to advance and improve care. “We have benefitted from earlier research,” Gwen says, “so we volunteer for studies whenever we can. We are so very thankful to the program, and we want to give back.”

- **Community outreach**

Team members speak to parent support groups, schools, early intervention specialists and others on trisomy 21-related topics.

- **Family/LEND fellow mentorship program**

Parents support CHOP’s teaching mission by mentoring healthcare professionals in relevant disciplines (genetics, PT, OT, social work, developmental pediatrics) who are

part of the LEND program by sharing what it is like to raise a child with Down syndrome. Fellows visit the families’ homes and accompany families to doctor visits or school meetings.

- **REACH (Rapport, Empowerment, Advocacy, through Connections and Health) events**

These workshops for older teens and young adults with trisomy 21 help them transition from school to work.

- **Regional subspecialty referral network**

Because individuals with Down syndrome are at greater risk for a wide range of other medical problems, the Trisomy 21 Program has developed a list of specialists who treat these conditions and who also have expertise in treating children and adults with Down syndrome.

- **Support for inpatient families with a child with trisomy 21**

A member of the program team can visit the bedside to offer emotional support and information on programs in the families’ communities.

she could communicate through sign language. “Our whole family, including Andi, learned sign language from videos really easily,” Gwen recalls. “It was a huge help. When Andi started preschool, she could say five words out loud, but she could sign more than 300 words. It was our main way to communicate until her speech developed.”

Gwen then passed this advice forward, sharing with a friend, whose son with Down syndrome was a few months older than Andi and who was experiencing communication frustrations caused by speech delays.

As Andi has matured, Pipan and the therapy team have tracked her progress and guided not only her physical care, but also education- and therapy-related care. “She’s an invaluable resource for us,” Gwen says of Pipan.

The family is comforted that Andi can keep returning to the Trisomy 21 Clinic as an adult. “It’s a relief to know the resource will be there for us at CHOP when issues come up in the future,” Gwen says. ■

Partners in Health

CHOP Reaches Out with a Helping, Healing Hand

Last year, **CHOP's Breastfeeding and Lactation Program**, led by Diane L. Spatz, Ph.D., R.N.-B.C., F.A.A.N., educated more than 100 CHOP nurses through the two-day Breastfeeding Resource Nurse (BRN) course, giving CHOP more than 600 BRNs supporting mothers throughout the institution. 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 NICU 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 third consultative visit, and she gave four

international keynote presentations and more than 10 local and regional presentations. The CHOP lactation team is at the forefront of research and bringing research to clinical practice. It supports both patient families and employees to help them reach their personal breastfeeding goals.

The **Center for Fetal Diagnosis and Treatment (CFDT)**, an internationally recognized leader in fetal diagnosis, fetal surgery and perinatal care, is also a pioneer in caring for the psychological needs of families with a prenatal diagnosis. To meet these needs, the CFDT has embedded the first full-time psychologist in a fetal treatment center. Psychological counseling services and support are provided free to patients and their partners who are vulnerable to behavioral and mental health issues as a result of a prenatal diagnosis and or perinatal loss. In 2015, our psychologist served more than 249 families in more than 780 consult sessions. Our psychologist also partnered with the Maternity Care Coalition, Philadelphia, to present a lecture on partnering with families coping with infant loss. Genetics plays an integral role in the diagnosis and treatment of fetal anomalies. Each family of more than 1,000 unique pregnancies evaluated by the CFDT received free counseling from a licensed certified genetic counselor. The CFDT has a fund to cover expenses related to travel, lodging and other expenses beyond a woman's direct healthcare needs for families that are unable to afford these costs. Last year, 68 families were supported at a cost of more than \$58,000.



Diane L. Spatz, Ph.D., R.N.-B.C., F.A.A.N., who leads CHOP's Breastfeeding and Lactation Program, was on the 10 Steps to Breastfeeding Initiative panel at a national Preemie Matters conference. More than 600 trained Breastfeeding Resource Nurses are available at the Hospital and throughout the CHOP Care Network to assist new mothers.

The **Center for Management of ADHD** puts on a series of workshops for parents of children and adolescents with ADHD. The center's website, chop.edu/ADHD, has helpful handouts and videos that parents and teachers can access to learn about the diagnosis and different strategies to help their child manage ADHD.

Joanne C.M. Cole, Ph.D. (left), clinical psychologist in the Center for Fetal Diagnosis and Treatment, enjoys the annual Fetal Family Reunion with the Hummer family.



The Children's Intensive Emotional & Behavioral Program, located within the CHOP Care Network Atlantic County Specialty Care Center in Mays Landing, N.J., provides comprehensive psychiatric partial hospital services in a behaviorally based, trauma-informed therapeutic setting for children between the ages of 5 and 12 years old. The program serves children from throughout South Jersey who experience significant psychiatric, behavioral, emotional and social needs that negatively influence their ability to learn in a typical school setting and participate constructively in the community.

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 affected by asthma. In 2015, CAPP enrolled 93 families in the Pennsylvania Department of Health's Asthma Home Visitor Project. In addition, asthma navigators served more than 1,300 families through home visits and care coordination. The asthma navigators conducted 1,000-plus asthma education and care coordination interventions in the office.

The children of families that participate in these interventions have fewer hospitalizations and emergency room visits and more visits to their primary care provider compared to the prior year. In addition, 190 adult asthmatics were enrolled in a Patient-Centered Outcomes Research Institute-funded project. CAPP was contracted to provide home visits by Keystone First and Aetna Better Health, and asthma navigators made more than 400 home visits to these adults. In summer 2015, CAPP hosted its seventh Fighting Asthma Disparities Conference where representatives from the Centers for Disease Control and Prevention, Environmental Protection Agency, National Center for Healthy Housing, Pennsylvania Department of Health, and Pennsylvania Department of Housing and Urban Development spoke to more than 90 attendees on the importance of healthy housing for children with asthma and the reimbursement necessary to make it sustainable.

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Tyra Bryant-Stephens, M.D., (far left) medical director of the Community Asthma Prevention Program, participated in a roundtable on climate change and public health with President Barack Obama and U.S. Surgeon General Vivek H. Murthy, M.D., at Howard University in Washington, D.C.



Staff from the Department of Audiology and Center for Childhood Communication help raise awareness about noise-induced learning loss at the Philadelphia Science Festival (left) and PB+Jams concerts at World Café Live.

While medically complex patients make up 1 percent of the population, they account for 50 percent of healthcare costs. **Compass Care** is CHOP's answer to helping these patients and their families experience better, more efficient and coordinated care. A Compass Care team that includes physicians, nurse practitioners, nurse coordinators and social workers partners with — but does not replace — the child's primary care provider and other medical specialists. It creates individualized, coordinated care plans for children with a high degree of medical complexity and fragility and facilitates efficient communication among specialists, physicians and care providers, between CHOP and payer groups (public and private), and with families. This innovative program was piloted in 2015.

In addition to groundbreaking research and life-saving clinical care, CHOP's **Comprehensive Sickle Cell Center** focuses much of its time on patient, family and community education, such as town hall educational lectures for local

families, particularly in the underserved areas of Philadelphia. The center also participates in many local and national education seminars, such as the annual Sickle Cell Convention, as well as local community events, such as the Sickle Cell Association Walk/Run.

The **Department of Audiology** participated in events and festivals over the last year aimed at educating the public about the prevention of noise-induced hearing loss and promoting healthy hearing habits. The use of personal listening devices, such as iPods, has been identified as a major risk factor for noise-induced hearing loss in adolescents. Approximately 12.5 percent of children 6 to 19 years old have suffered permanent damage to their hearing. CHOP audiologists staffed tables at the three-day XPoNential Music Festival in Camden, N.J., three PB+Jams kids' concerts at World Café Live in University City, the Voorhees Fire Prevention Awareness Night and the Philadelphia Science Festival's Discovery

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Helping Families Manage Diabetes in All Settings

For children diagnosed with diabetes, managing their disease is a constant activity — at home, school and play. The **Diabetes Center for Children** (DCC) at CHOP goes beyond excellence in clinical care to help families, schools and other caregivers in the community be prepared to assist with a child's treatment.

New in 2015 was Move to Independence — or M2I — special workshops for parents and adolescents that emphasized building skills and strategies for diabetes problem-solving and shared decision-making. M2I helped families take a first step toward their teen's eventual transition to managing their own care.

The DCC co-sponsors twice-yearly American Diabetes Association Safe at School Workshops for parents and healthcare providers, which equip them to advocate effectively for adequate care and equal access for children with diabetes in schools.

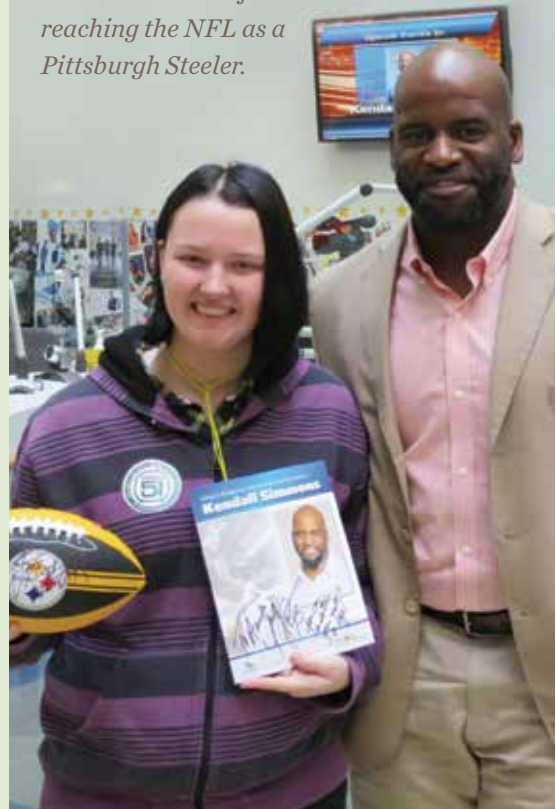
Social workers, diabetes educators and dietitians teach classes for support staff and agency personnel affiliated with Philadelphia's Department of Human Services and other surrounding child protective service agencies. Then DHS staff are familiar with the responsibilities involved with basic daily diabetes care.

A Diabetes Center social worker facilitates the Diabetes Parent Support Network, in collaboration with parent advocates. Networking, education and emotional support are what makes the sessions, held six Saturday mornings a year at CHOP, valuable for families.

Staff from the DCC help with planning for two children's summer camps and then provide on-site support so the kids can have a typical camping experience while ensuring their diabetes is safely managed.

The fifth annual Living Well with Diabetes family conference featured NASCAR driver Ryan Reed, updates on the latest research, a roundtable on raising children with type 1 diabetes who also have developmental delays and a special session for tweens. ■

Amanda Clarke, 18, learns that diabetes didn't stop Kendall Simmons from reaching the NFL as a Pittsburgh Steeler.





Ka'Lon and her parents at the Early Head Start space at the Nicholas and Athena Karabots Pediatric Care Center.

Day. Audiologists distributed hearing protection (earplugs) and provided information about custom ear protection such as musician's plugs; discussed and distributed educational materials about preventing noise-induced hearing loss; and demonstrated various age-appropriate sound experiments with specific age groups.

CHOP's **Early Head Start (EHS) Program**, a federally funded, comprehensive child development program, serves children up to 3 years old from low-income neighborhoods and their families. 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 a month. EHS helps parents develop skills to enhance their children's growth and development. Last year, CHOP's EHS provided free services to 236 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.

CHOP provides **emergency dental services** 24 hours a day to inpatients and patients admitted to the CHOP Emergency Department who require urgent dental care, through an arrangement with the University of Pennsylvania School of Dental Medicine. Approximately 200 children receive emergency dental care each year.

Uninsured or underinsured? We can help! The **Family Health Coverage Program (FHCP)** assists uninsured and underinsured families by assessing their eligibility for the appropriate state program by: determining which state program a patient/family is eligible for based on federal poverty guidelines and other criteria; collecting the required documents; and submitting applications for those programs. Staff may do a financial assistance assessment, if appropriate. The FHCP has a designated email account and two hotline numbers that can be used by CHOP clinicians to refer patients to the program. FHCP has active partnerships with the Hospital's social workers and case managers, furthering the program's reach. To get the word out to families, flyers and financial assistance information packets are widely distributed throughout the Hospital and CHOP Care Network, and information is on each bill families receive. FHCP information is routinely given to self-pay patients who are seen in the Emergency Department or admitted as inpatients. CHOP's financial counselors are available to help families at any point in their care, from when they call to make an appointment until their bill goes to collections.

Food insecurity is defined as the lack of consistent access to enough food for an active and healthy life. It remains a serious public health problem affecting an estimated 14.3 percent of U.S. households. Food insecurity has been associated with numerous negative health

Information About Sexual Health Helps Protect Teens Against STDs

Thanks to the **Adolescent Initiative (AI)** at CHOP, last year more than 160 youth infected with HIV received care, and 3,000 Philadelphia teens received education and case management services in order to prevent new HIV infections.

AI maximized its reach through partnerships with the City of Philadelphia AIDS Activities Coordinating Office, the City of Philadelphia Health Center 1, Covenant House Pennsylvania, the Philadelphia Juvenile Justice Services Center, Philadelphia Parks and Recreation Department, Philadelphia Youth Network Orientations, Philadelphia FIGHT, and others.

Lambda Legal, the oldest and largest national legal organization dedicated to the civil rights of the LGBTQ community and those living with HIV, recognized AI at its annual Philadelphia event in 2015. Special recognition was given to the program's work with incarcerated youth.

In 2015, the AI program upgraded the technology it used for rapid point-of-care testing to the newest available, which requires only a finger-stick and provides results in 60 seconds. The test reduced

anxiety for youth waiting for test results and increased the reliability of results.

AI partnered with Philadelphia Parks and Recreation Centers, which served as HIV testing sites. With support from the Adolescent Trials Network and National Institute for Minority Health, monthly HIV testing began at three South Philadelphia rec centers. Staff also provided sexual health information.

AI continued its participation in Hip Hop Philly, an education, awareness and testing outreach program. Youth who got free testing for HIV/AIDS and sexually transmitted infections (STIs) received a ticket to attend a popular hip-hop concert featuring Wale. More than 800 youth participated.

In a partnership with Philadelphia Health Center 1, AI implemented a program that uses texting to encourage youth to anonymously ask questions they may be scared to ask their regular healthcare providers and get straightforward answers and meet with case managers.

The **iknowushould2.com** campaign, created by CHOP in 2013, continues to be a resource for youth to learn about STIs and where they can get free testing. ■

consequences in children including parental report of poor health, increased hospitalizations, psychosocial and behavioral problems, and poor academic performance. Addressing household food insecurity in primary care clinics may be one method to mitigate some of these negative consequences. Through a partnership with the nonprofit Benefits Data Trust (BDT), CHOP is working to address household food insecurity in the families that bring their children to the CHOP

Care Network primary care practices. Families with children under 5 years old are asked two questions by providers to screen for household food insecurity. Families who are food insecure and are interested in receiving further assistance can be referred to the BDT. The BDT contacts families to discuss services they may be eligible for, such as government benefits like food stamps and WIC, and helps them apply.

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The **Global Health Center at CHOP** leads CHOP's international pediatric efforts in low-resource settings. CHOP Global Health Center faculty is doing impactful global health work in many different countries. Two key partner sites are the Dominican Republic and Botswana. Global Health Allies, consisting of groups of five to eight CHOP employees, travel biannually to the Dominican Republic to train Dominican health promoters on specific topics and participate in health fairs.

Healthy Futures is a school-based wellness program funded and led by the Independence Blue Cross Foundation that brings education on how to "Eat Right, Get Fit and Stay Well" into 25 elementary schools. CHOP's Nursing Department supports the Stay Well component of the initiative, visiting schools to record child wellness metrics, improve school health screening rates and ensure all students receive the proper resources to maintain good health.

CHOP's **Healthy Weight Program (HWP)** tackles the serious health problem of childhood obesity. Approximately one in three children between 2 and 19 years of age is overweight or obese according to the National Center for Health Statistics. The HWP helps children reach or maintain a healthy weight and lifestyle. The program achieves this through innovative research, evidence-based clinical care, education and community advocacy. The HWP collaborates with community partners on initiatives related to healthy lifestyles as well as community-driven participatory research programs.

The **Homeless Health Initiative (HHI)** provides health outreach services through 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 family shelters through CHOP Night medical and dental exams; Operation



Twice each year, CHOP staff travel to the Dominican Republic as part of the Global Health Allies to provide training to health promoters in Consuelo and hold community workshops.

In addition to teachers, the Hospital School Program includes speech therapists like Amy Colin, M.A., C.C.C./S.L.P., to work with inpatients recovering from traumatic brain injury.



CHOICES, an obesity prevention program that offers fitness and nutrition education for mothers and children separately; and additional programming. A popular Zumba class was added to the women’s programming in 2015. 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. Health education continued for mothers of infants in an effort to support the health and improve the survival of the most vulnerable residing in shelters. HHI staff provided training to more than 524 participants from agencies providing services to families experiencing homelessness as part of Children’s Work Group ongoing education.

The **Hospital School Program** provides kindergarten through high school education services by certified teachers to inpatients who are eligible to receive home- or hospital-bound school services. The goal is to help children stay in synch with their peers and to bring some sense of normalcy to their lives while they are hospitalized. Teachers also facilitate school re-entry to ensure children are ready to return to school after they are discharged from the Hospital.

Nearly 31,000 children and adolescents call the **Nicholas and Athena Karabots Pediatric Care Center** their primary care home. The facility in West Philadelphia is also home to several CHOP programs that serve the community. It hosts a Spring Wellness Fair and donates space and use of exam rooms to mental health providers such as the Center for Grieving Children.

For children whose seizures can’t be controlled by medicine, one alternative is the ketogenic diet, a strict regimen that is very high-fat and very low-carb. The **Keto Kitchen** offers classes for family members of children on the keto diet so they can learn how to prepare recipes that meet the criteria of 90 percent of the total calories from dietary fat (such as heavy cream, butter, mayonnaise and oil) and only about 10 grams of carbohydrates per day — about one-third of a slice of bread. Each food item must be weighed to the tenth of a gram. At CHOP, families get the necessary education and support to make the ketogenic diet a manageable part of their everyday lives. A CHOP Cares Community Grant supported three culinary school interns from the Art Institute of Philadelphia’s Culinary Management Program who learned the diet, developed new recipes and taught cooking classes to our keto diet families. The recipes are accessible on chop.edu/ketorecipes, making them available to any person cooking the keto diet.

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Goal: No More Injured Kids

Preventing injuries to children and youth is the focus of two complementary programs at Children's Hospital.

The **Center for Injury Research and Prevention** (CIRP) has a multidisciplinary team — with behavioral scientists, clinicians, epidemiologists, biostatisticians, engineers, public health practitioners and communications professionals — that translates research into action to keep children, teens and young adults safe from injury.

Its practical tools and guidelines for families, professionals and policymakers ensure research makes a real-world impact. CIRP's research priorities are teen driver safety, child passenger safety, concussion, pediatric biomechanics, post-injury care and recovery, violence prevention, and e-health.

CIRP's websites (listed below) received more than 917,000 page views in 2015, delivering evidence-based information when and where families and professionals need it.

The multi-faceted **Kohl's Injury Prevention Program** at CHOP educates families about safety and provides protective equipment to help avoid injury to



children. In the Safety Center at CHOP's Main Campus, via the Kohl's Mobile Safety Center and at many community events, program staff offer education and safety devices to increase safety practices in the community.

In 2015, the program gave away 2,041 safety products, which included life jackets and new child safety seats, with a projected value of \$97,701. Staff from the program also checked the quality of 2,489 child safety seats, making sure they are properly installed, at 156 child safety seat inspection events.

In partnership with the Buckle Up for Life Program, staff conducted 20 child passenger safety education programs and distributed 410 child safety seats. The Kohl's Mobile Safety Van rolled to 93 community events, reaching approximately 287,580 people with child safety education. ■

Families can find trusted safety information at these CIRP websites:

- Teen driver safety: teendriversource.org
- Car seat safety: chop.edu/carseat
- Concussion management: chop.edu/concussion
- Youth violence prevention: chop.edu/violence
- Traumatic stress prevention: aftertheinjury.org (English) and aftertheinjury.org/es (Spanish)

The **Language Services Program at CHOP** provides support to patients, families and visitors with limited English proficiency, as well as those with hearing disabilities, many of whom have limited access to healthcare. As part of this service, CHOP conducts more than 36,000 face-to-face encounters (in 70-plus languages with the majority in Spanish, Arabic, Cantonese and Mandarin) and 45,000 telephonic sessions (all languages) each year. There are also telecommunication devices for the deaf (TDD/TTY). To help people access interpreter services, language navigation cards are available in a variety of languages at the Hospital entrance.



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 in the foster care system, improve employment opportunities for youth and young adults with disabilities, provide health education to families in Early Head Start, improve nutrition among local refugee children, 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 2015.

The **Little Rock Family Resource Room** at CHOP offers a broad range of services to patients and families with hearing and/or visual impairments. Patients and families can

Interpreters from Language Services conduct face-to-face encounters in the Hospital and Care Network, mostly in Spanish, Arabic, Cantonese and Mandarin, and telephonic sessions (all languages) so families and patients with limited English proficiency understand their medical situation and care plan.

gain hands-on experience with accessibility equipment and technology from the family relations coordinator. In addition, Little Rock offers families educational handouts, brochures, publications, computer resources, alerting and communicating devices, as well as accessibility catalogs that show the wide range of sophisticated assistive technology.

In 2015, CHOP’s Center for Simulation, Advanced Education and Innovation hosted the 10th annual **Pediatric Critical Care Fellow Boot Camp**, a pioneering fellowship orientation and bonding experience that has revolutionized orientation for first-year critical care fellows to the most common and stressful “scenarios” they are going to encounter. Ten premiere pediatric critical care fellowship programs gathered on the University

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Nurses Share Knowledge, Skills Outside CHOP's Walls

When a child becomes sick, how do parents know whether they should call the pediatrician or bring the child to the Emergency Department?

Helping them answer that question was at the heart of one project from the **Community Nurse Advocacy Fellowship** (CNAF) last year. CNAF gives staff nurses the opportunity to step outside their roles at Children's Hospital and step into a community setting where their knowledge and skills are aimed at improving children's health.

To help parents differentiate between routine and serious illness, fellow Kimberly Ross, B.S.N., R.N., an intensive care nurse, tapped into CHOP's Early Head Start (EHS) Program to reach families in West Philadelphia. Ross reviewed a new booklet, which highlights the signs and symptoms that constitute true medical emergencies, that EHS home visitors planned to share when they visit families' homes.

To prepare the home visitors to be more effective educators, Ross held a training session and armed them with answers to questions parents ask most frequently.

That was just one of several new CNAF projects. Fellows also maintained the momentum of successful previous projects. A common thread was partnering with CHOP programs and experts, maximizing the fellow's impact.

Teaming up with CHOP's Homeless Health Initiative (HHI), neonatology nurse Kara Schmidt, R.N., B.S.N., laid

the groundwork to promote and provide breastfeeding support for new mothers living in shelters. She planned a peer support group for pregnant residents and mothers of newborns. Sessions begin with a general newborn topic and move to discussions about breastfeeding. Each mother receives an informational handout, and a resource binder is available in a designated spot for mothers to use. Schmidt also planned a training session for EHS health educators who work closely with pregnant women and moms of newborns so the educators were better able to support breastfeeding.

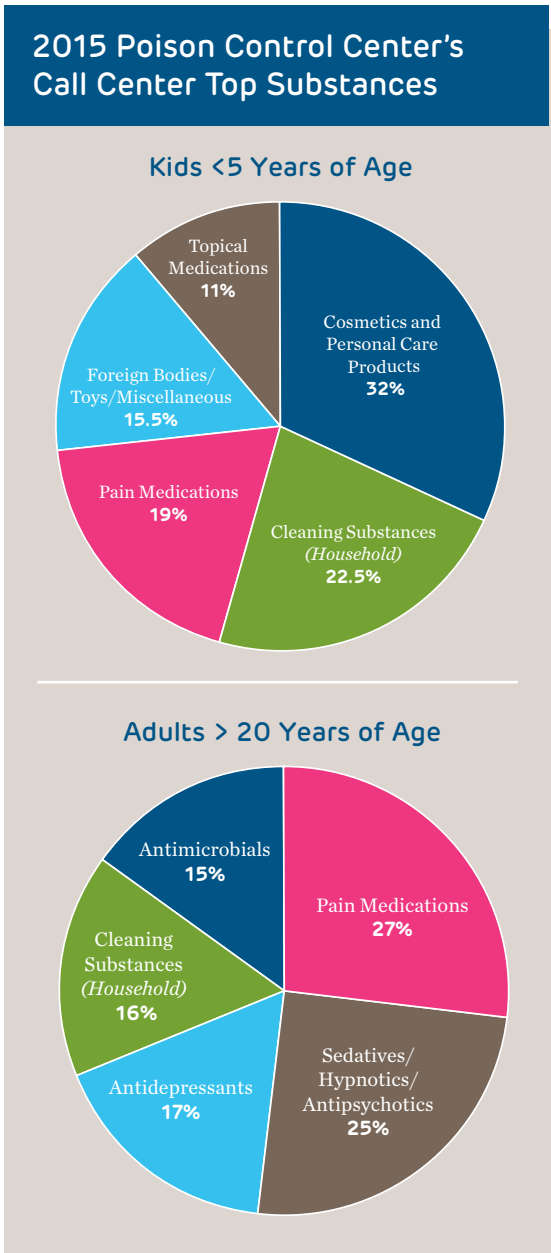
After learning of the lasting effects intimate partner violence (IPV) has on children who witness it, fellow Amanda Bullard, B.S.N., R.N., C.P.N., worked to develop appropriate screening questions to identify victims of IPV during HHI CHOP Nights, monthly pediatrician visits to area shelters. She held a focus group at HHI partner shelter Jane Addams Place to ask residents to share their thoughts on what questions would be OK — or not OK — for clinicians to ask about IPV. The group talked about the most appropriate setting to hear questions and how it would feel to be asked certain questions. Bullard also connected with CHOP's IPV specialists, who would support any shelter resident who sought help for IPV.

Sustaining projects included: safety training for summer camp counselors; leading regular health, wellness and nutrition classes for mothers and children at HHI partner shelters; and a day-long training for Norristown School District nurses. ■

of Pennsylvania campus in collaboration with the Helene Fuld Pavilion for Innovative Learning and Simulation Center. The Boot Camp was the brainchild of Sim Center medical and research director Vinay Nadkarni, M.D., Akira Nishisaki, M.D., Robbie Hales, M.H.A., R.R.T.-N.P.S., R.N., and Stephanie Tuttle, M.B.A., and it has grown in attendance from 25 to 67 pediatric critical care fellows – more than 70 percent of the first-year fellows in the United States. Core faculty volunteer for the entire weekend, coming from 22 different U.S. academic institutions and three international hospitals. In addition to experiencing the stress and strain of tackling tough problems in unfamiliar territory and learning to troubleshoot in teams, they also practice understanding the emotional side of caring for seriously sick children.

The **Poison Control Center's** hotline, 1-800-222-1222, provides information and treatment advice to the public it serves 23 Pennsylvania counties and all of Delaware at no charge. In 2015, nearly 65,000 calls came into the hotline, and staff made more than 70,000 follow-up calls. The center is staffed by certified specialists in poison information, under the direction of board-certified physician toxicologists. It also serves as an invaluable resource for healthcare professionals who called more than 10,000 times last year for help. Students from three pharmacy schools and 13 medical schools relied on the center for toxicological training.

PolicyLab seeks to achieve optimal child health and well-being by informing program and policy changes through interdisciplinary research. The PolicyLab team of more than 20 faculty and 55 interdisciplinary staff is focused on three critical areas: strengthening public systems, enhancing healthcare delivery and improving child health outcomes. Work in fiscal year 2015 ranged across early childhood development, adolescent health, child welfare, behavioral health, complex chronic conditions, use of psychotropic medications, and immigrant and refugee health. These collaborative projects include an analysis and report of Philadelphia's dropout crisis, in partnership



with Project U-Turn, entitled “A Promise Worth Keeping: Advancing the High School Graduate Rate in Philadelphia,” and an examination of the effects of the recession on children, in partnership with First Focus. Additional projects included examinations of the effect of psychotropic medication on children’s risk for type 2 diabetes; asthma medication adherence from hospital to

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Partners Facilitate Behavioral Health Services Expansion

In recognition of the need to expand psychiatric and behavioral health services in the areas Children's Hospital serves, CHOP entered into new partnerships, enhanced our services and ramped up the training of the next generation of pediatric psychologists and psychiatrists.

CHOP increased access to integrated behavioral health services to children and families at the CHOP Care Network Cobbs Creek Primary Care location, thanks to an expanded psychology internship program. Psychologists saw children during their well and sick child visits for concerns related to disruptive behavior, ADHD, sleep disturbances, toileting and feeding problems, school concerns, depression, and anxiety.

Psychology interns saw an average of 50 patients a month. CHOP psychologists provided brief, evidence-based follow-up, as well as referrals to community-based behavioral health providers. Focus groups revealed that providers considered the service to be useful in improving patient access to high-quality behavioral healthcare and allowed them to improve their ability to meet patient needs.

Through a partnership with the Children's Crisis Treatment Center, CHOP fellows in psychiatry treat very young children whose development has been impacted by biological or environmental traumas that place them at risk. Fellows move on to the Consortium Community Mental Health Center, which allows them the opportunity to work with patients with mental illness in West and Southwest Philadelphia. They learn to address these problems within community systems of care that serve the chronic and severely mentally ill and their families. Under the supervision of highly experienced child psychiatrists, fellows provide compassionate, appropriate and effective care.

Melmark, in Berwyn, has been a community resource for individuals with intellectual disabilities, autism, brain injuries, and other neurological and genetic diagnoses for nearly 50 years. CHOP's Department of Child and Adolescent Psychiatry and Behavioral Sciences has had the opportunity to partner with Melmark on many events over the past year and was honored to receive the Community Partner of the Year award on behalf of CHOP in 2015. ■

home; methods for providing comprehensive care for gender nonconforming adults and adolescents; effects of socio-economic status on hospital resource utilization; and use of preventive dental care services among Medicaid-enrolled children in Pennsylvania. PolicyLab's research influences federal, state and local policy on a number of pressing children's health issues.

All youth, and especially those with special or chronic healthcare needs, benefit from learning how to manage their health as they move into

adulthood. CHOP helps smooth the transition 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. In addition to general REACH events, there are targeted sessions for youth with autism spectrum disorder, intellectual disabilities, epilepsy and traumatic brain injury. Parents can learn about their role in helping their children acquire healthcare independence by



downloading age-appropriate brochures at chop.edu/transition (click on Resources).

REACH is also home to **CHOP Career Path**, a program that works with young adults with chronic illnesses and/or disabilities so they can join the workforce. Participants get help from job coaches and internships in the community and at CHOP. To date, 35 out of 55 youth who have participated in CHOP Career Path have obtained employment through the program; 30 are employed at CHOP throughout various departments. These competitive full- and part-time positions offer paid time off and medical benefits. There also are 25 program participants interning at the Hospital, including six high school students.

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 exam rooms during well visits, primary care physicians and nurse practitioners advise parents about the importance of reading aloud and

Elena Huang, M.D., a pediatrician at the Nicholas and Athena Karabots Pediatric Care Center, shares a book with Waldis, 8 months, as part of CHOP's Reach Out and Read program. Doctors and nurses give children a new book at their well visits and encourage their parents to read out loud to them every day.

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 Reach Out and Read, showing that when pediatricians promote literacy readiness according to this 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 at the nine Reach Out and Read locations in the CHOP Care Network.

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Dilu Kaflay (left), from the Bhutanese American Organization-Philadelphia, worked with Priya Dhar, M.D., to develop health education modules to help newly relocated refugee families.

CHOP's **Refugee Health Program** offers refugee and asylee children from birth through 18 years old an initial health assessment, follow-up care for refugee-specific health issues and help integrating into ongoing primary care. The goal is to evaluate 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, CHOP physicians from this 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. Program providers participate 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. During clinical rotations, physicians-in-training have the opportunity to foster their interest in global health and learn to approach patients and families with cultural sensitivity.

The **Safe Place Treatment and Support Program** offers consultation, parent guidance and counseling treatment to children and their families to address symptoms of child sexual abuse. This service is free for families whose insurance does not cover the cost. CHOP social workers, therapists and physicians also provide presentations to a variety of community agencies on various education topics related to child maltreatment.

The **Sexual Assault Response Team (SART)** provides quality and consistent acute sexual assault examinations in the Emergency Department, while meeting the needs of pediatric sexual assault victims who require screening, testing, treatment and evidence collection. Members of SART are in the E.D. 24 hours a day, seven days a week, ready to help any child who would benefit from their special training. SART also provides outreach education to the community, community violence awareness and court presentations.

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 public insurance.

The **Special Immunology Family Care Center** is dedicated to providing comprehensive medical, psychosocial and developmental services that are family-centered, state-of-the-art and responsive to the needs of HIV-infected and affected children and families. The program cares for HIV-exposed infants, perinatally infected children, teens and

young adults, and infected caregivers. With a multidisciplinary team, the center supports four major functions: comprehensive primary medical and HIV specialized care, psychosocial care that addresses barriers inhibiting patients' health and improves quality of life, services to monitor growth and development, and clinical and behavioral research.

As part of CHOP's commitment to provide career development opportunities to unemployed adults living in our surrounding community, Children's Hospital partnered with the **University City District's West Philadelphia Skills Initiative** to employ temporary inpatient clerks and inpatient sitters. When CHOP has openings, unemployed and underemployed adults from West Philadelphia are recruited and go through customized training at the Skills Initiative, which prepares them based on the skills CHOP has identified as important for the available positions. CHOP interviews and hires from the pool of trained people. When the West Philadelphians are placed in those jobs, their success rate is high because their skills and expectations meet the requirements. The Skills Initiative continues to support the new hires through career coaching.

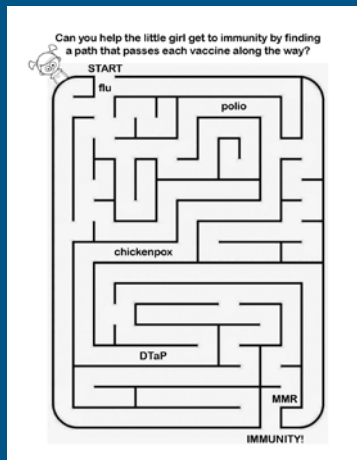
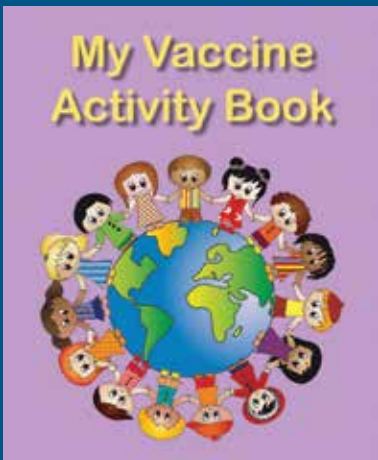
The **Vaccine Education Center** (VEC) provides information and resources to a variety of audiences including healthcare providers (physicians, nurses,



Through its partnership with the University City District's West Philadelphia Skills Initiative, CHOP hires people from neighborhoods near the Hospital and benefits from gaining motivated employees who are well prepared during WPSI training. Photo © 2016 University City District

nurse practitioners, public health professionals, pharmacists, medical assistants, office staff and students), parents, the public, media outlets and schools, as well as colleagues in the field of immunizations. Resources are provided via print, videos, web sites, presentations, newsletters, webinars, interviews, social media and individual consultations. Last year, VEC developed new materials including a coloring book, video series, Pinterest account and online trivia game. VEC also

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The Vaccine Education Center produced this activity and coloring book as a fun way for children to learn how vaccines help keep them healthy.

Teens Learning to 'Be Proud, Be Responsible'

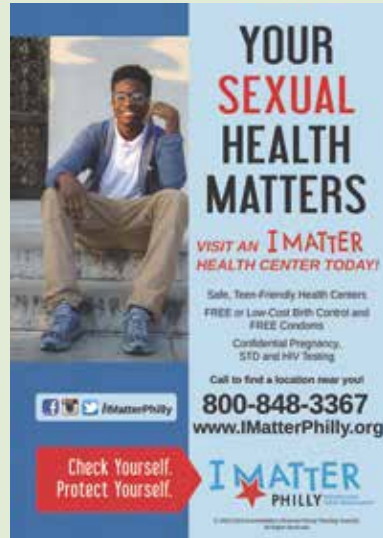
Part of adolescence is discovering and exploring sexuality. Through its community outreach programs, CHOP has guided teens on how to prevent pregnancy and sexually transmitted infections (STIs) while navigating this issue.

The Nicholas and Athena Karabots Pediatric Care Center and CHOP Care Network Cobbs Creek primary care location have spearheaded a comprehensive, community-driven initiative focusing on reducing teen pregnancy rates as part of the Centers for Disease Control-funded I MATTER Teen Pregnancy Prevention Program administered by AccessMatters, formerly the Family Planning Council.

Teens in West and Southwest Philadelphia neighborhoods are the focus of the initiative, based on CHOP's Community Needs Assessment. The goal is to reduce teen pregnancy rates by 10 percent over five years with an emphasis on raising awareness of the most effective evidence-based forms of contraception, including long-acting reversible contraception methods. CHOP works with community organizations to provide clinical services and resources at multiple sites that serve at-risk and marginalized youth.

A key component of the initiative includes the use of the evidenced-based "Be Proud Be Responsible" curriculum. Groups of teens meet at Karabots to discuss sexual health and contraception, led by trained CHOP staff.

To expand the reach into the community, a CHOP health educator works in the reproductive health resource centers at West Philadelphia High School and the Philadelphia Juvenile Justice Services Center,



providing risk reduction counseling and education. Teens who need expanded clinical care services, reproductive healthcare, contraceptive management, and testing and treatment for STIs are referred to the Karabots and Cobbs Creek locations. There's even a teen-specific family planning phone line to make it more comfortable for adolescents to make an appointment or ask questions.

Providers focusing on adolescent health also partnered with community leaders and organizations, through participation in town hall meetings, roundtable discussions, health fairs and various other community events to provide education and resources on reducing teen pregnancy and STI rates in the target community.

CHOP also provides reproductive healthcare and education to residents of Covenant House, a comprehensive community program that provides transitional housing for runaway, homeless and trafficked youth. ■

expanded its outreach to pharmacists, who are a relatively new group of immunizers, by offering free continuing education credits for its webinar series and free booklets about vaccinations for babies, teens and adults as well as a vaccine safety booklet.

The **Violence Prevention Initiative (VPI)** works to reduce the incidence and impact of violence and aggression on children and families in the community. VPI includes efforts to reduce bullying in schools, domestic violence in the home and violent assault in the community.

The **Volunteer Services Summer Explorer Program** exposed high school students to career opportunities in a healthcare environment. More than 60 high school students had the opportunity in the summer to participate in a three-week internship and learn about various health-related careers throughout CHOP.

Last year, **Youth Heart Watch (YHW)** continued its mission of eradicating sudden cardiac arrest (SCA) in children through ongoing and new programs. Find an expanded list of resources on CPR and automated external defibrillators (AEDs) at chop.edu/youthheartwatch (under the “Resources” tab). YHW staff lectured on SCA and CPR/AED training at the Burlington County School Nurses Conference. YHW provided grants to three schools, allowing the schools to help supplement their CPR/AED program by providing additional staff training and purchasing CPR/AED materials, such as CPR manikins and AED trainer machines. A total of 778 youth were screened for heart health during events in Middletown, N.J., and Media, Pa.

CHOP’s **Youth Suicide Prevention in Primary Care (YSP-PC)** project is a multidimensional systems change approach focused on suicide prevention for youth ages 14 to 24. In collaboration with the Pennsylvania Office of Mental Health and Substance Abuse Services, YSP-PC obtained a Garrett Lee Smith SAMHSA grant for a project













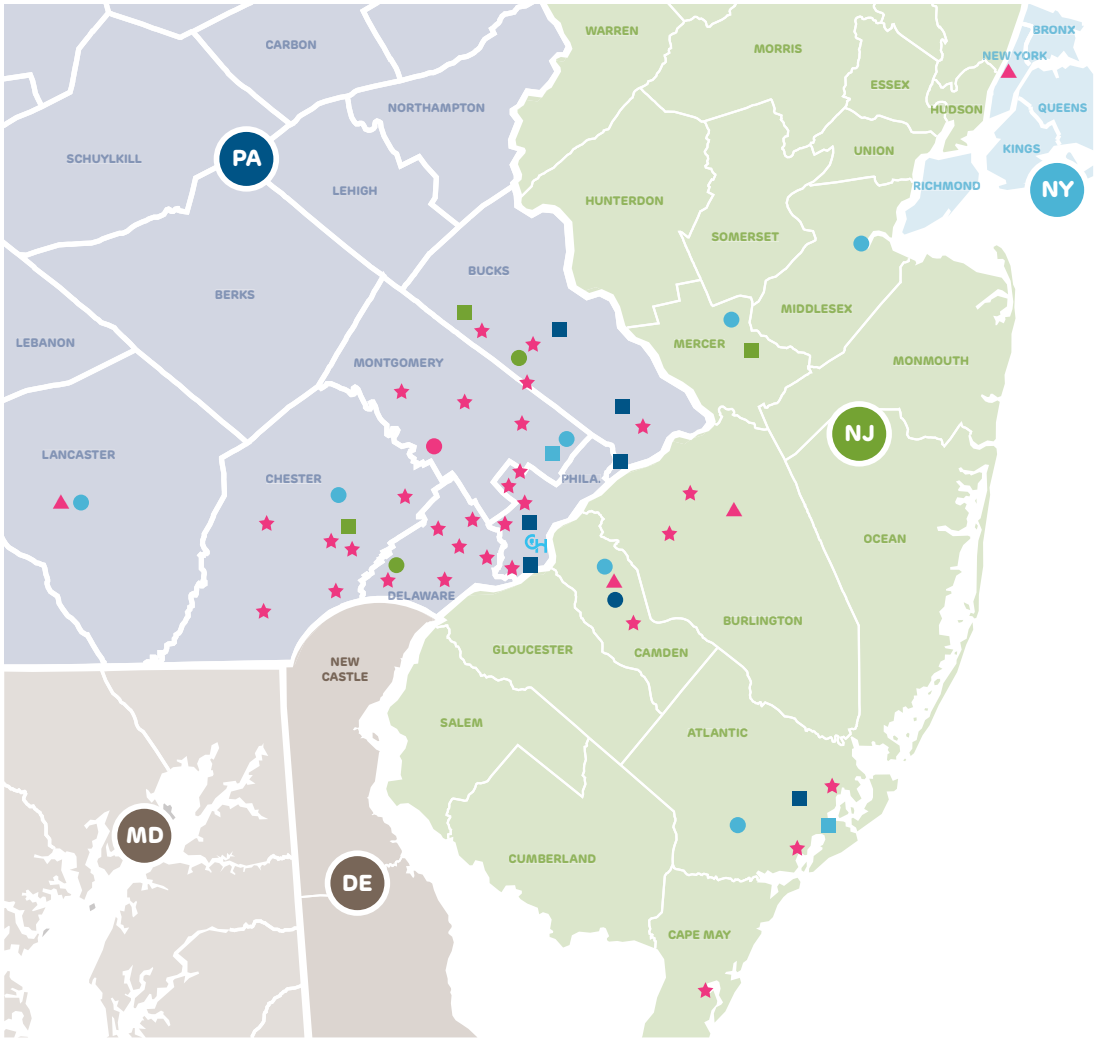
The Violence Prevention Initiative has several components. Dee-Dee (above) was beaten up in her neighborhood and found healing through the Violence Intervention Program. Youth participate in music therapy and a symbolic balloon release as part of the BRAVE group therapy program.

that aims to involve targeted primary care practices and counties; facilitate partnering between medical providers and local mental health providers; train medical staff about suicide risk assessment and related mental health concerns; and implement a web-based screening tool that is completed and scored in primary care offices during patient visits. The project, piloted at CHOP’s Emergency Department, has expanded to 12 counties across Pennsylvania. YSP-PC currently screens about 350 adolescents a month in the CHOP Emergency Department. In primary care offices, of the more than 11,000 adolescents who took the screen, more than 1,700 were identified as at risk for suicide. ■

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 chop.edu/locations.

-  Children's Hospital of Philadelphia Main Campus
-  Primary Care Practice
-  Specialty Care Center
-  Specialty Care Center, Surgery Center & After-Hours Urgent Care
-  Specialty Care & Surgery Center
-  Specialty Care Center, Surgery Center, After-Hours Urgent Care & Home Care
-  Newborn Care
-  Pediatric Care
-  Newborn & Pediatric Care
-  Hospital & Integrated Specialty Program



*CHOP Care Network map as of 12/2016

2015 Financial Commitment to the Community*

CATEGORY	TOTAL
Financial Assistance/Charity Care <i>(cost of medical care services for families that qualify for CHOP's financial assistance policy)</i>	\$2,357,705
Medicaid Programs <i>(unreimbursed cost of Medicaid and other means-tested government health programs)</i>	\$139,012,330
Community Health Improvement Services <i>(community-based clinical services, health education and support services focused on public health)</i>	\$16,207,454
Health Professions Education <i>(net costs incurred by CHOP to train health professionals, including pediatricians)</i>	\$48,166,280
Subsidized Health Services <i>(Hospital-based clinical services provided at a financial loss to the organization)</i>	\$21,936,068
Research <i>(cost of studies that identify new treatments and cures)</i>	\$65,121,145
Cash and In-kind Contributions <i>(funds and goods provided to other organizations to provide community benefit)</i>	\$1,884,343
	\$294,685,326

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 2016 assessment and CHOP’s responsive implementation plan are available for you to read at chop.edu/community-relations. ■

*All financial data is for fiscal year July 1, 2014, through June 30, 2015. 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. It 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

chop.edu/adolescent-initiative
215-590-4943

Breastfeeding and Lactation Program

chop.edu/breastfeeding
215-590-4442

Center for Autism and Developmental Disabilities Research and Epidemiology

bit.ly/caddreresearch
1-855-516-0371

Center for Autism Research

centerforautismresearch.com
1-866-570-6524

Center for Fetal Diagnosis and Treatment

fetalsurgery.chop.edu
800-IN-UTERO

Center for Injury Prevention and Research

injury.research.chop.edu
215-590-3118

Chair's Initiatives

chop.edu/chairs-initiatives
215-590-1000

Children's Intensive Emotional and Behavioral Service

chop.edu/ciebs
609-677-7850

CHOP Career Path

chop.edu/transition
267-426-1316

CHOP Cares Community Fund and Grants

chop.edu/chopcaresfund
267-426-6904

CHOP Research Institute Summer Scholars Program

research.chop.edu/programs/crissp
crisp@email.chop.edu

Clinical Pathways

chop.edu/pathways

Community Asthma Prevention Program

chop.edu/capp
215-590-5261

Community Nursing Advocacy Fellowship

215-590-3936

Community Pediatrics and Advocacy Program

chop.edu/cpap
215-590-0661

Compass Care

chop.edu/compasscare
215-590-8718

Comprehensive Hemostasis and Thrombosis Center

chop.edu/htc
215-590-3437

Comprehensive Sickle Cell Center

chop.edu/sicklecell
215-590-3535

Concussion Care for Kids: Minds Matter

chop.edu/concussion
215-590-1527 or 215-590-5932

Connelly Resource Center for Families

chop.edu/connellycenter
215-590-5778

Department of Audiology

chop.edu/audiology
215-590-7612

Diabetes Center for Children

chop.edu/diabetes
215-590-3174

Early Head Start

chop.edu/earlyheadstart
267-425-9900

Family Health Coverage Program

chop.edu/financialmatters
267-426-0359

**Gender & Sexuality
Development Clinic**
www.chop.edu/gender
215-590-3537

Global Health Program
chop.edu/globalhealth
267-426-9666

Healthy Weight Program
chop.edu/healthyweight
267-426-2782

Homeless Health Initiative
chop.edu/hhi
215-590-7646

Hospital School Program
chop.edu/hospital-school
215-590-2001

Kohl's Injury Prevention Program
chop.edu/safekids
215-590-5437

**Leadership Education in
Neurodevelopmental and
Related Disabilities**
chop.edu/lend
215-590-9154

Language Services
215-590-2072

Little Rock Foundation Resource Room
chop.edu/little-rock
267-426-7285

Office of Diversity & Inclusion
chop.edu/diversity

Poison Control Center
chop.edu/poisoncontrol
215-590-2003

PolicyLab
policylab.chop.edu
267-426-5300

Pride@CHOP
pride@mail.chop.edu

REACH
chop.edu/transition
215-590-7444

Reach Out and Read Program
chop.edu/reachoutandread
215-590-5989

Refugee Health Program
chop.edu/refugee
215-590-3000

**Safe Place: Center for
Child Protection and Health**
chop.edu/safeplace
215-590-4923

Social Work
chop.edu/socialwork
215-590-2072

Special Babies Clinic
267-426-7329

Special Immunology Family Care Center
chop.edu/special-immunology
215-590-2956

Trisomy 21 Program
chop.edu/trisomy21
267-426-5283

Vaccine Education Center
vaccine.chop.edu
215-590-9990

Violence Prevention Initiative
phillyviolenceprevention.org
215-590-3118

Volunteer Services
chop.edu/volunteer

Youth Heart Watch
chop.edu/youthheartwatch
267-426-7389



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Office of Government Affairs,
Community Relations & Advocacy

chop.edu/community-relations
267-426-6904

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