

**COMMUNITY HEALTH NEEDS ASSESSMENT  
FOR  
THE CHILDREN'S HOME OF PITTSBURGH  
& LEMIEUX FAMILY CENTER  
FISCAL YEAR 2015**



# Our Community Health Needs Assessment

The Children's Home of Pittsburgh conducted a Community Health Needs Assessment (CHNA), in order to identify and prioritize the health needs of the pediatric population in Allegheny County.

Our CHNA is based on secondary demographic statistical data, community surveys, community input and discussions with our CHNA committee, which is comprised of representatives from the community, health service providers and staff of The Children's Home.

Outcomes of our CHNA will be approved by The Children's Home of Pittsburgh's Board of Directors, and will be made available to residents of Allegheny County.

## Our Mission

The Children's Home of Pittsburgh, established in 1893, is an independent, non-profit licensed organization whose purpose is to promote the health and well-being of infants and children through services which establish and strengthen the family. Our three programs: Adoption, Child's Way®, and the Pediatric Specialty Hospital, along with our Lemieux Family Center, work independently and collaboratively to accomplish our mission.



## Our Visions

- ◆ Create a sustainable regional organization that provides the highest quality of adoption and unique pediatric services to our patients, clients and their families.
- ◆ Remain an independent provider of services that promote the health and well-being of children and establishes and strengthens families through collaboration with payers, health care providers, hospital systems and social service agencies
- ◆ Proactively identify community needs in the pediatric continuum of care and establish and expand programs into revenue generating areas to meet those needs
- ◆ Develop processes for data collection and utilize such data to create benchmarks regarding programs, their use and clinical outcomes.
- ◆ Educate referral sources and communicate a clear, consistent and unified message about our mission and services in the broadest possible community.

# Our Programs

## ◆ Pediatric Specialty Hospital

The Children's Home operates a 16-bed, free-standing specialty hospital, with two specialized units that provide continued acute care for infants and children transitioning from hospital to home. The Children's Home is a model of family centered care and serves as a bridge between the acute care hospital and home. The hospital offers the family the "hands-on" ability to deal with complicated treatment plans and to recognize potential problems at their earliest stages.



## ◆ Lemieux Family Center

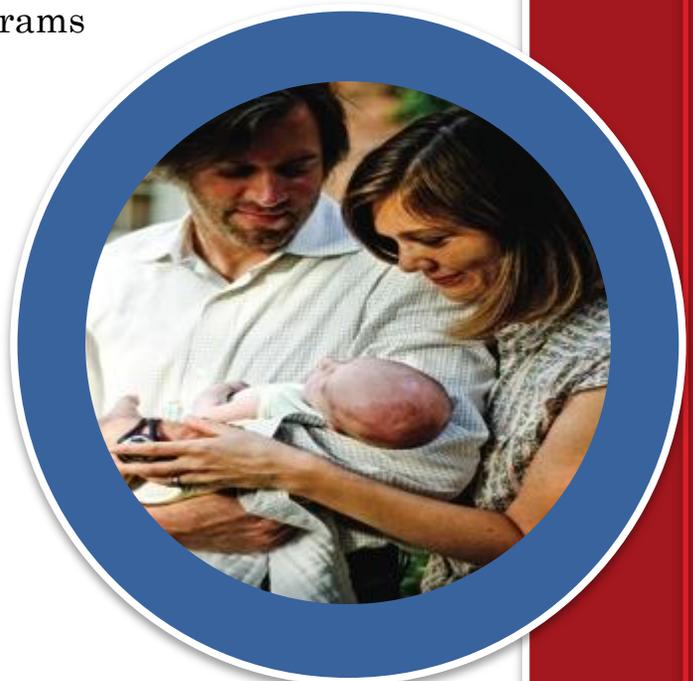
In 2007, The Children's Home of Pittsburgh became The Children's Home of Pittsburgh and Lemieux Family Center in recognition of the ongoing and substantial support provided by the Mario Lemieux Foundation. This addition signifies the importance of family at the center of our mission and is physically represented through the many family spaces throughout the building and outdoors, including portions of our large family living area and Austin's Playroom for siblings. Lemieux Family Center includes living spaces that allow for special family time and create a sense of home and comfort for the children and families we serve.

## ◆ Child's Way®

Child's Way® is a Pediatric Extended Care Center for medically fragile children ages birth to twenty-one. Child's Way offers an alternative or supplement to in-home nursing and therapy care for medically fragile children. Licensed as the first pediatric extended care center in the Commonwealth of Pennsylvania, this program was established to fill a gap in services in the community. Originally licensed to age eight, The Children's Home recently worked with parents and legislators to raise the age limit to twenty-one. On August 3, 2012, Gov. Corbett signed HB 1960 in a ceremony held at The Children's Home.

## ◆ Adoption Program

For more than 122 years, The Children's Home has been respected in the community and across the country for the quality of work in infant adoption. More than 7,000 infants and young children have been placed with families through The Children's Home. The Adoption Program provides a comprehensive range of services in support of adoptive families, birth families, and adopted children and adults. The success is based on a belief that adoption is not a one-time event, but a lifelong journey. The program offers a lifetime of support services through a staff of experienced professional counselors. The services and programs provided by The Children's Home include infant placement services, which consist of the birthparent counseling program, the adopting family program and the foster care program; post adoption services; private adoption services; infertility counseling; research and reunion; and community education.



## Our Community

As a pediatric specialty hospital, pediatric extended care center, and adoption program, our mission is to serve the medically fragile population from birth to age 21 in the greater Allegheny County region. We welcome patients from surrounding hospitals, including Children's Hospital of Pittsburgh of UPMC, Magee Womens Hospital of UPMC, West Penn Allegheny Hospital and outlying hospitals. Our hospital provides acute care for infants and children transitioning from the hospital to home.



## Demographic Information

*Source: U.S. Census*

- ◆ Total population of Allegheny County less than 18 years of age is 241,663 (about 20%)
- ◆ A large number of children in Allegheny County are medically underserved
- ◆ 15% of children in Allegheny County live in poverty
- ◆ 28% of children in Allegheny County are covered by Medicaid, while 13,000 additional children are covered by CHIP (Pennsylvania's Children's Health Insurance Program)

## CHNA Background

The Patient Protection and Affordable Care Act (PPACA) effective March 23, 2010 and The Health Care Education Affordability Reconciliation Act of 2010, signed into law on March 30, 2010 (collectively “Health Care Reform”), among other things, initially defined certain requirements for tax-exempt hospitals, including meeting a community health needs assessment requirement. This requirement was further clarified in an IRS Notice issued in July 2011 which generally requires disclosing the hospital’s strategy for meeting the community’s needs for health services on its Form 990.

According to the Association for Community Health Improvement, a Community Health Needs Assessment helps an organization to:

- ◆ Review the community’s health status and unmet needs
- ◆ Collect information to target community benefit and outreach programs;
- ◆ Meet the requirements mandated by the Patient Protection and Affordable Care Act for non-profit hospitals
- ◆ Create or strengthen partnerships among community organizations with shared accountability for the population’s health.

An underlying principle of community benefit activities is that hospitals and health care systems use their resources for programs that best address identified needs in the local community. The Community Health Needs Assessment (CHNA) is both the activity and the product garnered from identifying and prioritizing a local community's unmet health needs. The process is accomplished through the collection of data and the analysis of the data, including engaging community stakeholders. The process is critical to the development of strategies and action plans to address the prioritized needs. If done well, the process can also open the door to significant opportunities.

# Steps in our CHNA

1. Establish a Community Needs Committee– consultants, staff/board leaders, and clinicians
2. Review the CHNA strategic plan with the committee and revise the scope of work, project plan, timeline and responsibilities
3. Define “community” for purposes of the CHNA
4. Obtain community input on what the needs are of the community
5. Brainstorm and prioritize the community needs that fit with our mission
6. Establish initiatives and programs that will meet the needs of the community
7. Approve initiatives and develop implementation strategy to address needs
8. Adopt implementation strategy of initiative
9. Implement programs during fiscal year 2016 and track progress
10. Make information readily available to organization and community
11. Establish communication protocol to ensure transparency
12. Determine how best to present needs and implementation strategy through Form 990 reporting.



Understand our communities' health care needs.



Collaborate with community partners where together we can make a positive impact.



Develop a roadmap to direct resources where services are most needed and impact is most beneficial.



Improve the health of our communities – achieve measurable results.

## **Conducting our CHNA**

Our CHNA was conducted from November 2014 to February 2015 and included the following:

- ◆ A CHNA Committee
- ◆ Focus groups utilizing Nominal Group Technique to identify healthcare needs
- ◆ A community survey (paper based and online)
- ◆ Community stakeholders and resources
- ◆ Primary data from community surveys
- ◆ Secondary data from the Pennsylvania Department of Health

### **CHNA Committee**

The Children's Home of Pittsburgh organized a committee of community representatives to assist with the completion of the CHNA. The committee consisted of 11 individuals with representation from the following organizations and institutions:

- ◆ The Children's Home of Pittsburgh (Staff and Board)
- ◆ Pittsburgh Montessori School
- ◆ The Pittsburgh Food Policy Council
- ◆ West Penn Hospital
- ◆ Children's Hospital of Pittsburgh of UPMC
- ◆ UPMC
- ◆ Allegheny County Health Department

Using Nominal Group Technique and facilitated discussion, the committee developed a list of healthcare needs of the pediatric population in our community, based on qualitative and quantitative data, and committee members' expertise. The committee then decided to create a community survey with the needs that were deemed feasible for The Children's Home to address, according to its mission and resources, and to collaborate with community organization's to distribute the survey to residents of Allegheny County. The survey would be available in both paper form and an online survey through SurveyMonkey.

## **Prioritizing the Community's Needs**

The committee prioritized the list of over 20 healthcare needs in order to decide which to include on the community survey. The needs were prioritized based on the following questions:

- ◆ How important is the problem to our community?
- ◆ What is the likelihood of being able to make a measurable impact on the problem?
- ◆ Does The Children's Home have the ability to address this problem?
- ◆ Is this problem already being addressed by another organization in the community?

## **Healthcare Needs Identified**

The needs identified were then categorized into three categories: Community needs that are feasible for The Children's Home to address, needs that are not feasible for the Children's Home to address, and those needs that could best be met by creating programs internally for The Children's Home staff and patients. The decisions were based on the resources available and feasibility of The Children's Home to meet those needs. The final list of needs that would be included on the survey were as follows:

- ◆ Long term planning for medically fragile children
- ◆ Car seat safety
- ◆ Infant mortality
- ◆ Foster Family recruitment for medically fragile and older children
- ◆ Dental services
- ◆ Adverse childhood events
- ◆ Access to books and advocacy for childhood literacy
- ◆ Safe outdoor play spaces
- ◆ Healthy eating and nutrition education
- ◆ A family resource guide, providing information for parents with children both with and without special needs

The needs that were not deemed feasible for The Children's Home to take on were as follows:

- ◆ Affordable and safe housing
- ◆ Birth control education and family planning
- ◆ After school programming
- ◆ Transportation assistance
- ◆ Substance abuse
- ◆ Better access to mental and behavioral healthcare
- ◆ Vaccination education
- ◆ Preparedness
- ◆ Asthma

There were also a few suggestions in which the committee decided would best be addressed internally by the staff of The Children's Home to implement programs for the employees and patients of the organization. They included:

- ◆ Education on new child protective laws
- ◆ Post adoption counseling
- ◆ Birth control education for patient families
- ◆ Partnering with school-aged children to teach them about medically fragile children and children with special needs

## **Community Stakeholders and Resources**

The committee decided to collaborate with community organizations to help distribute the survey to residents of Allegheny County, whether by providing the paper based survey, or providing and circulating the link to the online survey.



In addition to educational institutions and healthcare providers throughout the county, community organizations that helped distribute our survey included:

- ◆ Allegheny County WIC Office
- ◆ Hosanna House
- ◆ Carnegie Library of Pittsburgh
- ◆ University of Pittsburgh
- ◆ Allegheny County Health Department
- ◆ Children’s Hospital Advisory Network for Guidance and Empowerment (CHANGE)

## Our Survey

The Children’s Home created a survey with 10 pre-determined healthcare needs to be prioritized based on personal opinion of Allegheny County residents. The survey also included an option for residents to comment on additional healthcare needs that were not included in the pre-determined list. The zip codes of participants were included, to provide The Children’s Home with additional demographic data. A copy of the survey can be found below:



**The Children's Home of Pittsburgh  
Community Health Needs Survey**

As a requirement of the *Affordable Care Act*, The Children's Home of Pittsburgh must complete a Community Health Needs Assessment every three years to comply with IRS regulations. The goals of the Community Health Needs Assessment, or CHNA, is to review the health status of the community and its unmet needs, implement community benefit and outreach programs to meet those unmet needs, and strengthen partnerships among community organizations.

**Please take a moment to take our Community Needs Survey**

Consider the healthcare needs of the pediatric population in the community. The healthcare needs identified below have been identified from both state and national data, and our Community Health Needs Committee.

**Please prioritize the needs in our community that are identified below from 1-10, with 1 being the highest priority, based on your opinion of its importance and need in the community:**

- |  |  |
|--|--|
| ___ Long term Planning for medically fragile children                            | ___ Literacy and Education Advocacy  |
| ___ Car Seat Safety  | ___ Adverse Childhood Events   |
| ___ Infant Mortality   | ___ Safe Outdoor Play Spaces   |
| ___ Recruiting Foster Families for older children and medically fragile children | ___ Nutrition and Obesity  |
| ___ Access to Dental Services  | ___ Resources and education for parents for children, including health care and safety tips and where to find help |

Is there another healthcare need in the pediatric population not listed above that you believe should be addressed by The Children's Home?  
Yes  No

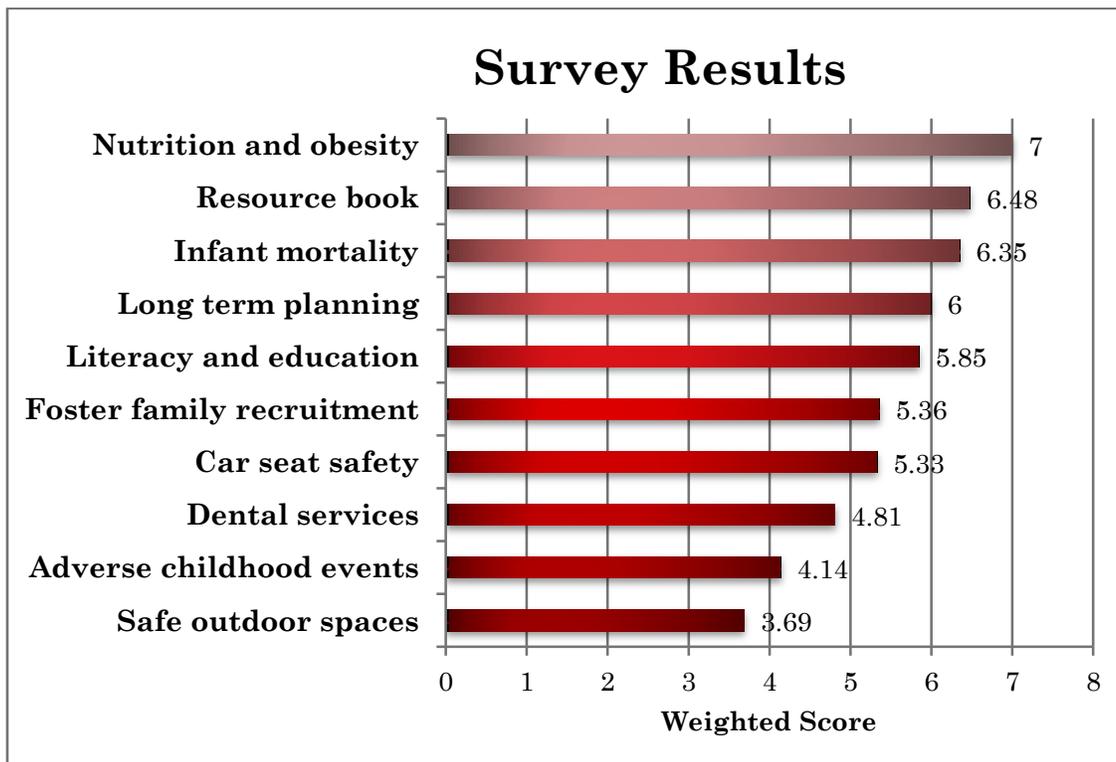
If yes, what is it/are they: \_\_\_\_\_

What is your Zip Code: \_\_\_\_\_

# Survey Results & Assessment Findings

There were 84 total surveys collected, with representation from over 36 zip codes throughout Allegheny County. The surveys were ranked using a weighted scoring system calculated by SurveyMonkey. The survey was made available to the community from November 30, 2014 to January 19, 2015. The results from the survey are as follows, with number one being the highest priority:

1. Nutrition and Obesity
2. Resource Guide for Parents
3. Infant Mortality
4. Long Term Planning for Medically Fragile Children
5. Literacy and Education Advocacy
6. Recruiting Foster Families for Older Children/Medically Fragile Children
7. Car Seat Safety
8. Access to Dental Services
9. Adverse Childhood Events
10. Safe Outdoor Play Spaces



Below is a breakdown of the weighted scores for each need addressed on our survey:

	1	2	3	4	5	6	7	8	9	10	SCORE
Nutrition and obesity	22.62%	22.62%	3.57%	13.10%	10.71%	8.33%	4.76%	1.19%	8.33%	4.76%	7.00
Resource book	23.81%	10.71%	15.48%	8.33%	5.95%	5.95%	5.95%	7.14%	3.57%	13.10%	6.48
Infant mortality	17.86%	14.29%	10.71%	8.33%	5.95%	13.10%	7.14%	13.10%	4.76%	4.76%	6.35
Long term planning	13.10%	8.33%	14.92%	11.90%	10.71%	10.70%	9.52%	5.95%	7.14%	8.33%	6.00
Literacy and education	9.52%	11.90%	8.33%	7.14%	15.48%	13.10%	11.90%	14.29%	8.33%	0.00%	5.85
Foster family recruitment	4.76%	8.33%	8.33%	15.48%	16.67%	10.71%	5.95%	9.52%	11.90%	8.33%	5.36
Car seat safety	2.38%	11.90%	11.90%	9.52%	8.33%	13.10%	20.24%	7.14%	7.14%	8.33%	5.33
Dental services	2.38%	4.76%	11.90%	10.71%	14.92%	8.33%	13.10%	9.52%	10.71%	14.29%	4.81
Adverse childhood events	2.38%	3.57%	10.71%	4.76%	4.76%	10.71%	14.29%	17.86%	15.48%	15.48%	4.14
Safe outdoor spaces	1.19%	3.57%	4.76%	10.71%	7.14%	5.95%	7.14%	14.29%	22.62%	22.62%	3.69

The CHNA committee chose three healthcare needs that were identified to create program for. The committee decided to focus on Nutrition and Obesity, a Resource Book, and Car Seat Safety. These needs were chosen based on the internal resources available at The Children’s Home, in addition to outside resources and the possibility of collaborating with outside organizations to create new programs.

## Additional Needs Identified

The following suggestions were made by participants when asked if there were any other healthcare need that should be addressed by The Children’s Home:

- ◆ What to expect and what is acceptable once you've brought your medically fragile child home.
- ◆ Importance of immunization updates
- ◆ Access to specialized infant formulas
- ◆ Regular doctors offices near Hosanna House
- ◆ Educational advocates to assure children with special needs are receiving an appropriate education

- ◆ Increase access to healthcare services
- ◆ CPR and First aid classes yearly for parents and other home caregivers
- ◆ Mental health resources
- ◆ Transition to adulthood in healthcare
- ◆ How long children have to wait before receiving needed waivers
- ◆ Immigrant and refugee needs
- ◆ Respite care
- ◆ Training for physicians regarding patient with special needs - to accept them as new adult patients in their practices
- ◆ There is a need for more alternative housing for ID and ASD youth when their family is not equipped to support their needs
- ◆ Community violence
- ◆ Homelessness for LGBT youth

While The Children's Home recognizes and acknowledges that these issues are areas of concern in the community, the CHNA committee agreed that the organization does not have the resources to meet these needs or provide the appropriate services to the community.

## **Program Implementation**

The Children's Home decided to create separate implementation plans for each of the needs that were chosen, within the 3 year timeframe requirement by the IRS.

The CHNA Committee gathered information on both internal and external resources, and used the diverse expertise of the members' knowledge to come up with the following implementation plans for the top three scored needs.



## **Childhood Obesity and Nutrition**

**Goal:** Increase education and provide programming related to childhood obesity and nutrition

**Resources:**

- WIC office
- Live Well Allegheny
- Existing programs at Children's Hospital of Pittsburgh of UPMC
- Other local organizations

**Strategic Plan:**

1. Find out what programs and educational resources are currently in place in our community
2. Collaborate with local organizations or possibly with schools to create nutrition programs or educational information to pass out to the community

**Time Frame:** Implement programs by summer 2016

## **Car Seat Safety**

**Goal:** Increase education about car seat safety and proper usage of car seats

**Resources:**

- Nurse educators at The Children's Home of Pittsburgh
- Car seat loaner program already in place at The Children's Home

**Strategic Plan:**

1. Meet with certified instructors to plan and hold classes at The Children's Home throughout the year
2. Market to organizations, non-profits, libraries, healthcare providers, and day cares in the area

**Time Frame:** Schedule classes by summer 2015

## **Resource Guide for Parents**

**Goal:** Create a resource guide for parents of children with special needs and medically fragile children

**Resources:**

- Allegheny County Health Department
- Consumer Health Coalition
- Local non-profits and internal resources

**Strategic Plan:**

1. Hire an intern from a nearby university to help gather information and create resources guide
2. Create paper based and online version of guide to be distributed throughout Allegheny County

**Time Frame:** Hire intern and create guide by end of summer 2015

## Evaluation of Programs and Future Plans

The CHNA will be brought to the Board of Directors meeting in April 2015 for approval. Each program will be evaluated on an individual basis, utilizing surveys, focus groups and population data at the end of 2016. Findings and updates for each program will be provided to the public through an annual program service statement for The Children's Home, which will be made available on the organization's website. A more detailed evaluation plan will be developed as each program is implemented.

## Acknowledgements

This CHNA would not have been possible without the help and support of the staff and administration at The Children's Home, in addition to other community organizations that contributed to the process. We would like to thank Dr. John Pletcher, CHANGE Advisory Board members and parents, the University of Pittsburgh's Graduate School of Public Health, Hosanna House, the Allegheny County Health Department, and all of those who were involved in the distribution of our survey. We would also like to thank the members of the CHNA Committee for their commitment and dedication to the assessment.



*Any questions or concerns regarding this CHNA should be directed to  
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