

## Our Community Benefit

The Children's Home is located in the Garfield neighborhood of Pittsburgh, Pennsylvania. We are surrounded by the neighboring communities of East Liberty, Lawrenceville and Friendship, all which utilize our services. These neighborhoods look to The Children's Home as a center of excellence and we strive to meet the needs of the citizens, within our scope of practice.

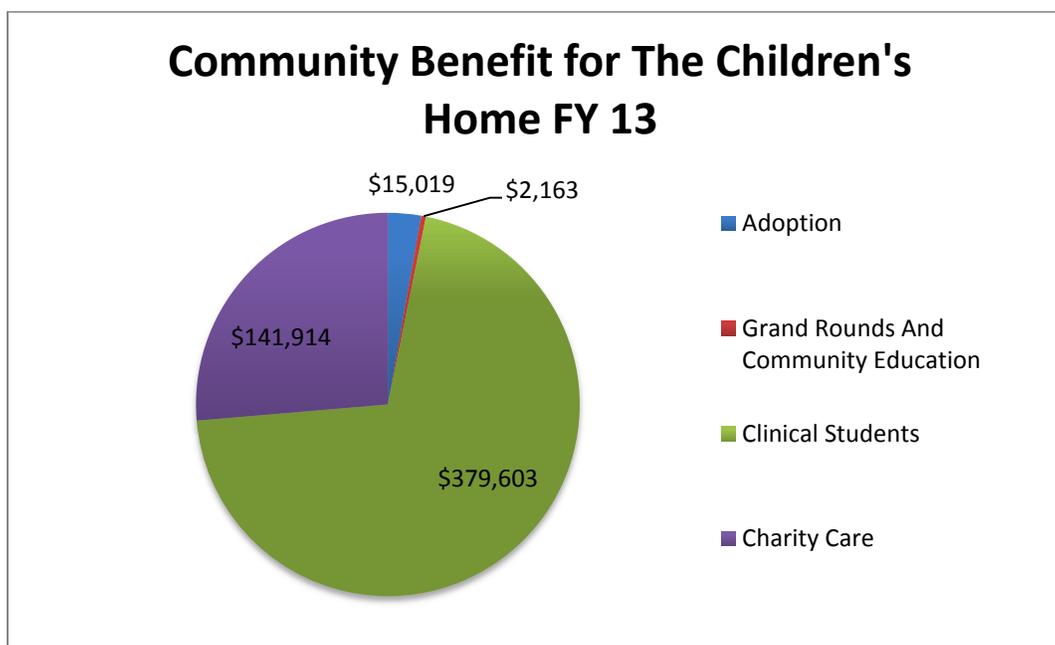
### What is a Community Benefit?

Community Benefit is generally defined as: Programs or donations that provide treatment or promote health and healing in response to identified community needs and do one or more of the following:

- Improve access to health care
- Enhance the health of the community
- Advance medical or health care knowledge
- Relieve or reduce the burden of government or other community effort

### Our Community Benefit

The Children's Home provides a plethora of community benefits to the neighboring communities. The community benefits are programs or activities that educate, promote health, increase residents' knowledge about healthcare, and improve the overall health of the community. These programs, along with a variety of community building activities, help by creating better-educated families who can look to The Children's Home for support and resources. The Children's Home promotes their mission through the community benefits throughout the organization, especially through the use of education. From the substantial amount of charity care, to the numerous clinical students that utilize the organization for their education, The Children's Home gives back to the community as much as possible. The amount of benefit for FY 13 provided by the organization totaled \$538,698



### Charity Care

It is the policy of The Children's Home of Pittsburgh to offer financial assistance to patients/families that meet certain criteria. The Children's Home offers goods and services that enhance a safe discharge, provides a supportive learning environment and /or assist in the permanent placement of a child. The estimated costs associated with charity care for FY 13 was \$141,914



### Clinical Students

Clinical nursing students completed their training in both the specialty hospital and in Child's Way®. The nursing students completed 3,384 hours in the hospital, totaling \$108,803 in community benefit. Child's Way® accommodated 8,216 clinical hours of student nurses from various nursing schools, totaling over \$270,799 in benefit.

### Adoption

The Adoption department at The Children's Home provides a variety of programs at the benefit of the community. This year, there were a total of 19 placements along with many other resources provided by the staff. The staff received over 500 calls for phone support, referrals, or brief counseling, totaling over 31 hours of staff involvement. There were over numerous sessions of birth parent counseling, equating to 400 hours of staff time. Using the average hourly compensation of the Adoption staff, the total community benefit of the programs was \$15,019.



### Grand Rounds and Community Education

The Children's Home has always stressed the importance of education and provides numerous community benefits through Grand Round educational forums and placing clinical students throughout the organization to assist in their training. After calculating the costs of the Grand Rounds that were held during FY 13, which included sponsor revenue, food, CEU's, and staffing, the total amount came to \$2,162. Our Baby Ready Pets and Pediatric First Aid classes accommodated over 35 members of the community, providing \$800 worth of free education.

## **Community Health Needs Assessment**

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 not-for-profit hospitals; and
- 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. Our Community Needs Assessment was started in January of 2013 by executive management. Our organization utilized Parente Beard for guidance in completing our CHNA.

### Steps in our CHNA Process

The steps in our strategic plan were as follows:

1. Establish a Community Needs Committee— consultants, staff/board leaders, 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 by June 30, 2013 and track the 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.

## Goals of our CHNA:



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.

## Community Needs Committee:

### **Purpose**

The Committee shall assist in developing policies for improving the health of communities served. It will ensure that a dialogue is initiated and maintained with appropriate community stakeholders, and will play a key role in meeting federally-mandated requirements for a Community Health Needs Assessment

### **Our committee was composed of:**

- Pamela Schanwald, CEO and President of The Children's Home
- Erin Colvin, Clinical Director of The Children's Home
- Kim Phillips, Director, Chief Financial Officer of The Children' Home
- Renee Wilson, Early Interventionist from Pittsburgh Public Schools
- Gwynn Wardwell, Board member
- Theresa Heck, Board member
- Ben Miller, MD, Physician at Children's Hospital of UPMC
- Gail Woomer, RN, Faculty at The University of Pittsburgh
- Liana Verzella, Administrative Resident at The Children's Home

\* The Committee was required to meet at least 2 times

## Prioritizing Health Needs

When prioritizing and deciding upon the community's needs, the committee followed these 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 hospital have the ability to address this problem?

## Deliverables

The Community Needs Committee of The Children's Home of Pittsburgh held its first meeting on February 8, 2013. The committee discussed the CHNA and the requirements that must be met by June 30, 2013. After reviewing the strategic plan, the committee brainstormed on which community needs were a priority and how our organization could best meet those needs. The committee decided that the safety and education of patients, their families, and the neighboring communities was a top priority. Based on the guidance and recommendations from the committee members, who represent the community in a variety of ways, it was decided on unanimously to implement two new programs at The Children's Home. Stemming from numerous requests and questions by patient families, the committee suggested collaborating with Animal Friends of Pittsburgh and holding a pet safety course for families bringing new infants home. Using an already established program, Baby Ready Pets, The Children's Home was able to easily create an implementation strategy in the organization. Because of the ongoing need to educate the community on safety of their families, this program does not only benefit patients and their families, but all families in the area as well. Using the expertise and background of the committee, it was agreed upon that a much needed program would be a first aid class. Following the mission of The Children's Home, it was decided that the organization would implement an initiative educating families on the safety and well being of their children through a Pediatric First Aid Class.

### Baby Ready Pets Program

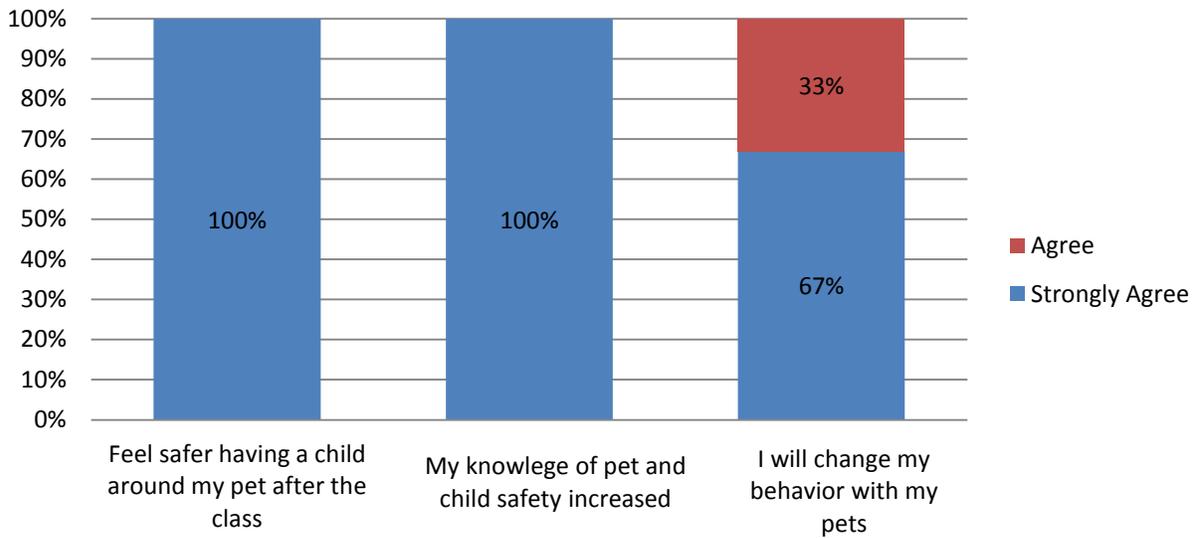
By collaborating with Animal Friends, a no-kill shelter in Pittsburgh, The Children's Home is able to offer this free program to families and caregivers in the community. Baby Ready Pets, a program based on a seminar by the Humane Society of the United States, is a two-hour class that helps prepare a family pet for a new addition to the home. Ron and Mary Papik, volunteers at the shelter and instructors, offered to provide the class at no charge to The Children's Home and free of charge to participants. Because of the medically fragile population of The Children's Home, the class will be altered to accommodate these type of patients, as well as include the original information from the class. By the end of the class, participants will know how to train their pets in a variety of concepts, so that they can safely bring their new infant home. We have held two successful classes this fiscal year, with 9 participants and over 20 hours of preparation and education, totaling over \$300.



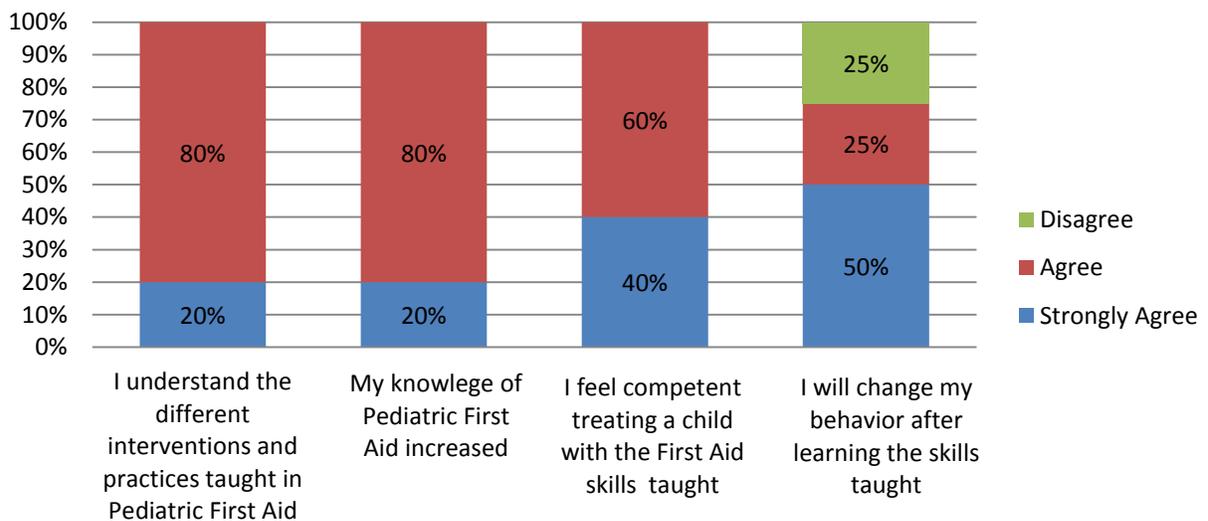
### Pediatric First Aid Classes

A series of pediatric first aid classes will be offered free of charge by The Children's Home. The class will educate a caregiver on the basics of first aid and what to do in an emergency situation dealing with an infant or child. Committee member, Gail Woome RN, is certified in teaching the course based on PedFacts training. The two-hour interactive course will provide any caregiver with essential knowledge and training on first aid. The class will include hand out materials, supplemental information, and a first aid kit for each participant. In 2014, the class provided over \$500 of free education and served 28 participants.

## Outcome of the Baby Ready Pets Education Class



## Outcomes of Pediatric First Aid Class



### Ongoing Assessment

The marketing and development department of The Children's Home will be advertising for these programs through social media, throughout the organization, in a community bulletin, local businesses, and marketing to the neighboring hospitals, the Children's Hospital of Pittsburgh of UPMC, West Penn Allegheny Hospital, and Magee Womens Hospital of UPMC, as well as organizations throughout the community. Our committee will meet throughout the year to assess the progress of the programs and evaluate how well they are meeting the communities' needs. The next assessment will be completed in 2015.