



Community Benefit and Needs Report for The Children's Home of Pittsburgh & Lemieux Family Center

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Mission and Values

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.

Pediatric Specialty Hospital

The Children's Home operates a 24-bed, free-standing specialty hospital, with three 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. In addition, with the help and input from families, The Children's Home creates a care schedule that is feasible for parents to manage at home. The staff devotes many hours helping family members learn to care for the needs of their child by promoting a parent-professional partnership where parents or guardians are part of the care-giving team.

Expertise and experience are the hallmarks of The Children's Home's Pediatric Specialty Hospital. The medical staff includes: neonatologists, pediatricians, and physician specialists. Staff also includes nurse practitioners and registered nurses with between 2 and 30 years of NICU and/or pediatric nursing experience. Physicians who are not on the hospital's staff, but who are following a child admitted to The Children's Home can be granted temporary privileges. Each child's care team includes a physician, a primary care nurse, a medical social worker, an infant/child development specialist, and the parents. An individual treatment plan is developed for every child and is updated throughout the stay. A detailed discharge plan helps ensure that all necessary care and support services, including equipment and medications, are in place to ease the transition to home.

The hospital atmosphere is calm and quiet. Each bed space has a rocking chair beside it and a handmade quilt, which is also a "getting-ready-to-go-home gift" from The Children's Home's volunteers. Specially trained individuals volunteer regularly at The Children's Home to provide "baby holding" services. The pediatric unit is more vibrant, offering a common play area for children who are well enough to leave their patient rooms.

The hospital also offers a family living area that includes eight private bedrooms, or "nesting rooms," the Austin Lemieux Sibling Playroom, full bathrooms, common living rooms and kitchen areas, a washer and dryer, telephones, and an emergency nurse call system connected directly to the nursing station. The nesting rooms allow families the opportunity to care for their infants privately and independently, including overnight stays, with the reassurance that the nursing staff is nearby. For families with older children, the option is available to sleep overnight in the unit with their child.

There are no restrictive visiting hours at The Children's Home, allowing parents' access to their child at all times. Family members may visit at any time, either at their child's bed side or in the nesting rooms.

The Children's Home developed a collaborative telecommunications conferencing project with the cardiothoracic clinical team from Children's Hospital of UPMC. The staff physicians can now provide timely consultative services to optimize care, improve outcomes and expedite discharge.

Since inception, more than 4,800 babies and children have benefited from The Children's Home's specialty care. On average, more than 300 families a year interact with the Hospital. The average length of stay is 14 days.

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.



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Child's Way®

Child's Way® is a Pediatric Extended Care Center for medically fragile children ages birth to twenty-one. Originally licensed to age eight, The Children's Home 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. 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. Over several years of strategic planning, conducting surveys and prudent financial analysis, it was determined that families had no alternative to home care for their medically fragile children. This left families in need without an income or an ability to return to work because they had to stay at home to care for their medically needy children. Child's Way opened its doors in May of 1998 and has now served over 300 children.

On a daily basis, Child's Way provides daytime nursing care (Monday through Friday, 6:30 am to 6:00 pm), child development services, early identification of potential health problems, and high staff to patient ratio (1:3 or 1:4). In addition, Child's Way offers specialized treatments including but not limited to: wound care, feeding therapy, blood draws from peripheral or central lines, ostomy care, tracheotomy care, glucose monitoring, and gastrostomy feedings.

Child's Way is a Keystone Star 3 designated facility. The Keystone Stars program is an initiative for quality childcare in Pennsylvania and provides staff training annually to ensure program requirements.

In partnership with Pittsburgh Public Schools, Child's Way is a Supplemental Head Start Preschool program serving 5 children on a daily basis. Our teachers and staff have access to more materials and trainings that better the education of our children. As an additional educational component, Child's Way receives several visits a year from:

- The Carnegie Library reading program
- Carnegie Science Center
- The Carnegie Museum
- Pittsburgh Youth Ballet
- Specialized volunteers/presenters providing cultural, musical, therapeutic, or recreational activities.



Education

University of Pittsburgh, School of Medicine

Residents of the University of Pittsburgh, School of Medicine tour Child's Way® and the Pediatric Specialty Hospital as part of their child development rotation. Many physicians who are active medical staff have first been introduced to the medical programs of The Children's Home as a resident.

Nursing Schools in Child's Way

The Child's Way® program provides clinical experience to regional nursing schools as part of their clinical curriculum. Schools that place students in Child's Way include:

- The University of Pittsburgh School of Nursing
- UPMC Shadyside School of Nursing
- UPMC St. Margaret School of Nursing
- Duquesne School of Nursing
- Citizen's General School of Nursing
- Franciscan University, Wheeling, West Virginia
- La Roche College Nursing School
- Mercy Hospital School of Nursing

Nursing Schools in the Hospital

Nursing students receive their clinical experience in pediatrics in the Pediatric Specialty Hospital. Each academic term, the school sends students to work on the hospital floor with patients and their families. The current list of schools:

- University of Pittsburgh
- Duquesne University
- LaRoche College
- West Penn Pittsburgh Technical Institute
- Chatham University

The Pediatric Specialty Hospital also tours many nursing schools as part of the students' pediatric rotation. The tour exposes students to the family-centered acute care services offered in a "home like" environment.

Grand Rounds

Physician and Nursing Grand Rounds were offered two times at the Children's Home and is an acceptable educational forum in the medical community. This fiscal year's topics included 'Management of the TPN Patient' and 'Current Management of Infants, Children and Adolescents with Hypoplastic Left Heart Syndrome'. One CEU credit per program was granted for participation, and there were 77 attendees during fiscal year 2012.

Alliance for Infants

Therapists from the Alliance for Infants and Toddlers – an organization for licensed therapists that is the main point of contact for early intervention services in Allegheny County – tour the Hospital as ongoing education regarding resources available in the community.

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Adoption Program

For more than 119 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.

The Children's Home is also a leader in the field of open adoption. We began conducting open adoptions 33 years ago and have learned much from the clients we've served and from specialized staff training. Open adoption can be a rewarding, positive experience for all involved – birth families, adoptive families and child – with the right support.

Infant Placement Services. The infant placement services include the following programs:

Birthparent Counseling Program. Professional counseling services provide birthparents with nonjudgmental support and guidance. If the birthparents choose adoption, the counselors assist in creating an adoption plan for the baby. Counseling and group support is provided during and after the pregnancy.

Adopting Family Program. Adoptive parents are offered support, counseling and education. A thorough orientation is conducted followed by an application process and the completion of a family study as required by Pennsylvania law.

Foster Care. Short-term foster care is available for babies of birthparents who need time to make a decision about adoption. Foster families are carefully selected, approved and specially trained by staff of the Adoption Program.

Post-Adoption Services. Information, education, consultation and short-term counseling are provided for individuals, couples, and families dealing with adoption-related issues. A variety of adoptive family support groups are also offered.

Additional Services. In addition to the infant placement services and post-adoption services, The Children's Home provides the following additional services:

Private Adoption Counseling Services. We offer individualized, short-term counseling services for birthparents in private adoptions. Services are provided at the recommendation of an attorney, at the request of the birthparent or the prospective adoptive parents, and/or in fulfillment of a legal requirement by the state in which the adoption is to occur.

Infertility Counseling. Infertility-related counseling is available for individuals and couples as they make decisions regarding the testing and treatment of infertility. The Children's Home supports them as they cope with related issues including sexuality, marital conflict, communicating with friends about infertility, and perhaps the possibility of adoption. Services range from single consultations to ongoing support.

Research and Reunion Program. The research and reunion program provides research services and emotional support for adopted people wishing to learn more about their birthparents. Services range from basic birth history information to full searches of sealed court records (after court approval). The Children's Home offers assistance to birthparents who want to be available to the children they placed for adoption, and facilitates reunions.

Community Education. Community adoption educational events, with continuing education units (CEU's), are sponsored by The Children's Home for adoption professionals and other professionals in adoption-related fields. In addition, The Children's Home's adoption professionals are available to other organizations, agencies, and institutions to conduct seminars, training, and consultation concerning a wide range of issues involved with adoption.

SWAN

The Children's Home of Pittsburgh obtained a contract with the Statewide Adoption and Permanency Network (SWAN) in July of 2012. The mission of SWAN is to help children who are in the custody of children, youth and family service agencies to prepare for and to achieve permanency. The adoption program provides two types of units of services under the contract. Child Preparation Units of Service are sessions with a child that help them to understand their history and why they cannot live with their biological parents. This allows each child to grieve

losses which better prepares them for a permanent family. Child Profiles are another Unit of Service which involves the social worker gathering extensive research for each child and compiling that information in a document that is used to help understand the child's history and help each child find a permanent family.

Outreach and Adoption Education

The Adoption department provides education to social workers, medical staff and case managers at many hospitals in Southwestern Pennsylvania. The hospital staff finds it beneficial to learn how

to better serve their patients who are considering an adoption plan. Many do not have the time or expertise to counsel them appropriately through the stages of grief as they go through the process of letting go of their child. The staff is relieved when they learn that The Children's Home will handle all of the legalities in adoption, foster care for the infant if necessary and support to the birthparents. They appreciate knowing that when The Children's Home is involved, their patient will be treated with the utmost respect and dignity and that the adoption will be handled professionally by Masters level counselors who are available 24 hours a day, 365 days per year.

Outreach to pregnant women who are in jail helps the community by providing safe, permanent, loving families for children who may otherwise live a life of instability while their parents fulfill the terms of their incarceration. The Children's Home adoption staff educates the women about openness in adoption. Many are pleased that they can choose the adoptive family for their child and stay in touch with the child and family throughout their lives. When women are educated about the benefits of adoption, they may be more likely to understand that they are providing their child with a happy, stable life which they cannot provide at this time in their life.

High Schools in the Pittsburgh area and beyond appreciate the knowledge that The Children's Home provides to their health and family education classes. Students are always fascinated to learn about the details of adoption as it is today, as many are touched by adoption in one way or another. It also gives them knowledge to pass on to friends who may experience an unplanned pregnancy at some time in the future. Guidance counselors and school nurses also benefit from adoption education because they can better assist students who may become pregnant. For many students who cannot face the idea of abortion or parenting, adoption may be the only reasonable alternative for them. Once they understand adoption, they are better able to make an educated decision about what is best for them.

The Children's Home attends numerous college and university health fairs throughout southwestern Pennsylvania to educate students, faculty and staff about adoption through an educational game. Participants spin a brightly colored wheel and read the adoption myth on the space where the pointer lands. They match the myth with the adoption reality and read the reality. Then participants may choose a prize such as sugar-free gum, snacks, or a pen. Participants may take away brochures or the flyer that includes all the adoption myths and realities for their reference.

Collaborations

Safe Place Program

The Children's Home is part of the Safe Place collaborative program. Safe Place is the first step to help for any youth in crisis or at risk. This community collaboration program, operated by youth shelters or youth serving agencies make it possible for any youth to access help at locations which display the Safe Place sign. Safe Place connects youth to immediate help and safety and offers supportive services to both youth and their families.

Outside Organizations

The Children's Home has expanded its awareness within the community by offering its meeting space to local groups free of charge. We are pleased to be a resource to these valuable organizations. Groups that have utilized our space include:

- Helping Hands Healing Hearts
- Aching Arms
- Mended Little Hearts
- Jeremiah's Place
- Children's Hospital of Pittsburgh Bereavement Support Group

- Friendship Development Association
- Bloomfield-Garfield Corporation
- Friendship Preservation Group

Who We Serve

As a pediatric specialty hospital, pediatric extended care center, and adoption program, our mission is to serve the medically fragile population from birth to 18 in the greater Allegheny County. We welcome patients from our surrounding hospitals, including Children’s Hospital of Pittsburgh 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.



Our Community

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 12 provided by the organization totaled \$1,023,296.

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 12 was \$114,433.

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 12, which included sponsor revenue, food, CEU's, and staffing, the total amount came to \$952.09. Clinical nursing students completed their training in both the specialty hospital and in Child's Way®. The nursing students completed 3,296 hours in the hospital, totaling \$105,081.13 in community benefit. Child's Way® accommodated 9,504 clinical hours by the nursing students coming to a total of \$242,254.06.

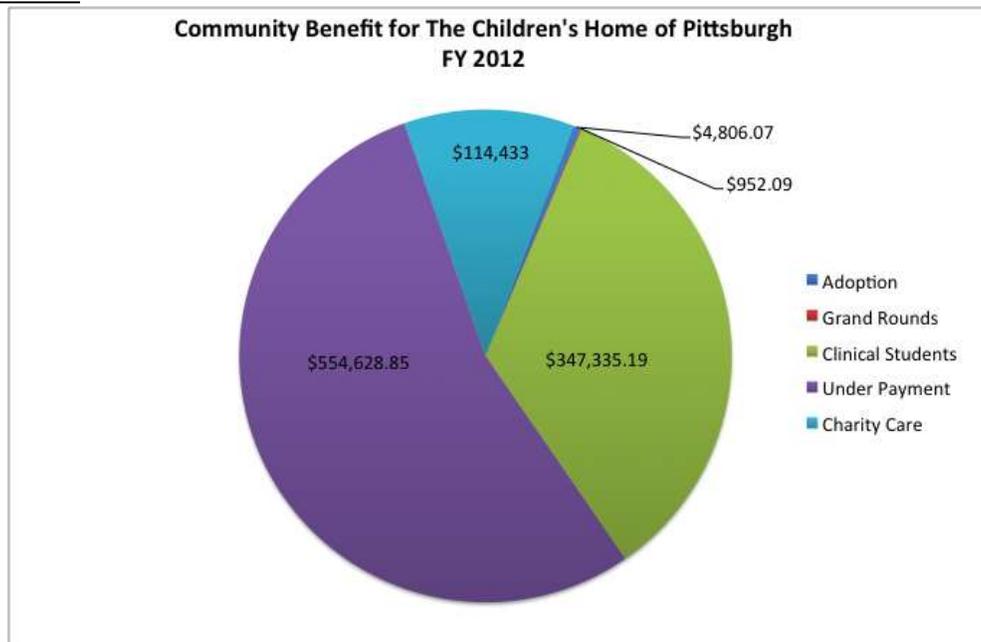
Adoption

The Adoption department at The Children's Home provides a variety of programs at the benefit of the community. The staff received 89 calls for phone support, referrals, or brief counseling, totaling over 22 hours of staff involvement. There were 31 sessions of birth parent counseling, equating to 175 hours of staff time. Using the average hourly compensation of the Adoption staff, the total community benefit of the programs was \$5,947.07.

Under Payment

The largest portion of community benefit for The Children's Home is under reimbursement. By calculating the cost of patient days versus the reimbursement of services from insurers, including: Medical Assistance, Gateway, UPMC for You, UHC Community Plan, Aetna, Carelink, Caresource, Coventry Health Care, Golden Rule, Health America and United Healthcare. The total under reimbursement for the organization was \$554,628.85 for FY 12.

Overall Benefit



Community 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.

The Children’s Home has assessed the needs of their community as an organization for the first time this year. A Community Needs Assessment was started in January of 2013 by executive management. Our organization utilized Parente Beard for guidance in completing our CHNA for this year.

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

The goals of our CHNA were to:

- Understand our communities’ health care needs.

- Develop roadmap to direct resources where services are most needed and impact is most beneficial.
- Collaborate with community partners where together we can make a positive impact.
- 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 is 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 it’s 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 additions 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. Our first class will be held at The Children's Home on April 25th.

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 Woomer 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. Our first class will be held on June 5th and will be open to all patient families, caretakers, and community members.

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. The committee will meet in June to assess the progress of the programs and evaluate how well they are meeting the communities' needs.

