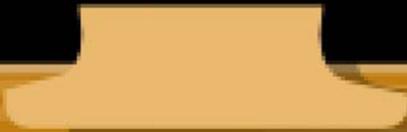


Today's Lesson:

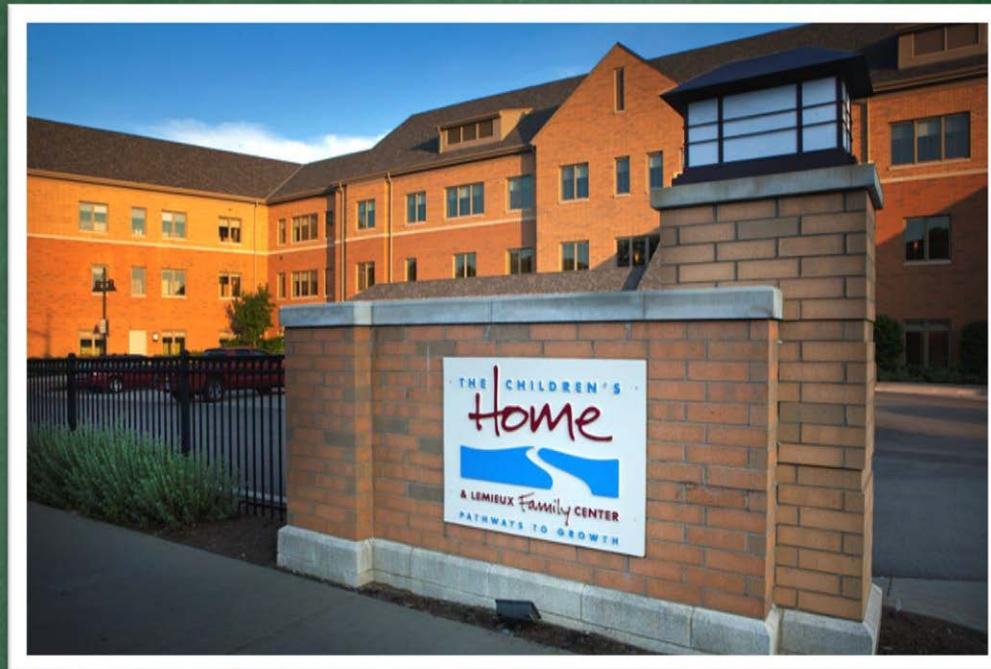
Community Benefit Report for
The Children's Home Of Pittsburgh
& Lemieux Family Center

FY 2014



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 the Lemieux Family Center, work both 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 hospital also offers a family living area that includes eight private bedrooms, or “nesting rooms,” Austin’s 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 4,497 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 16.64 days with a daily census of 13.55.

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. 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 339 children.

On weekdays from 6:30 am to 6:00 pm, Child's Way provides daytime nursing care, 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 also committed to providing top-notch educational opportunities. The Keystone STARS program is a voluntary initiative for quality early childhood education in Pennsylvania and provides staff training annually to ensure program requirements. Child's Way participates in Keystone STARS, and is proud to have earned a Star 3 rating.

In partnership with Pittsburgh Public Schools, Child's Way is a Supplemental Head Start Preschool program serving 3 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
- Pittsburgh Youth Ballet
- Specialized volunteers/presenters providing cultural, musical, therapeutic, or recreational activities.

Clinical Education

The Children's Home is proud to contribute to the medical community in the greater Pittsburgh area by: providing hands-on clinical experience for medical and nursing students, offering Grand Rounds, and connecting allied professionals to shared community resources.

University of Pittsburgh's School of Medicine

Residents of the University of Pittsburgh's School of Medicine tour Child's Way® and the Pediatric Specialty Hospital as part of their child development rotation. Many physicians who are current active medical staff were first introduced to 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:

- 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
- La Roche College Nursing School
- Mercy Hospital School of Nursing

Nursing Schools in the Pediatric Specialty Hospital

Nursing students can receive their clinical experience in pediatrics at the Pediatric Specialty Hospital. Each academic term, schools send students to work on the hospital floor with patients and their families. The Pediatric Specialty Hospital hosts nursing students from: University of Pittsburgh, Duquesne University, LaRoche College, and West Penn Pittsburgh Technical Institute.

The Pediatric Specialty Hospital also provides tours to 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 this year at the Children's Home and is an acceptable educational forum in the medical community. The topics discussed were 'Neonatal Abstinence Syndrome' and 'Is Withholding/Withdrawing Artificial Hydration and Nutrition Ethical'. One CEU credit per program was granted for participation and there were 145 attendees during fiscal year 2014.

Alliance for Infants and Toddlers

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.

Adoption Program

For more than 121 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 adoptive family program and the Transitional 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 35 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.

Adoptive 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.

Transitional Care. Short-term transitional care is available for babies of birthparents who need time to make a decision about adoption. Transitional care 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 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 several different types of services under the contract. Child Preparation Units of Service are sessions with children that help them to understand their histories and why they cannot live with their biological parents. This helps children to be well adjusted in their current placements. Child Profiles are another Unit of Service which involves the social worker gathering extensive research for each child and compiling that information into a document. The document is then used to help a child's family better understand the child's history and to help each child be matched with the best family possible. The Children's Home also completes family profiles on families interested in adopting through the foster care system and supports them through the process of being matched with a child. Post Permanency units of service are also completed with families who have already adopted through The Children's Home. Post Permanency units of service allow The Children's Home to offer post adoption support services to all of our adoptive families. Additional SWAN services completed include helping county children and youth agencies draft post adoption contact agreements between birth and adoptive families, working with children to identify permanent resources for them, and supervising the placement of a child in an adoptive home as requested by a county agency.

Outreach and Adoption Education

The Adoption Program 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.

Community 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 age 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 Bloomfield, 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 health care, 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 14 provided by the organization totaled \$1,210,571.

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 for services from insurers, including Medical Assistance, Gateway, UPMC for You, Coventry Cares, Amerihealth and UHC Community Plan, the total under reimbursement for the organization was \$760,584.

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 14 was \$249,000.

Education

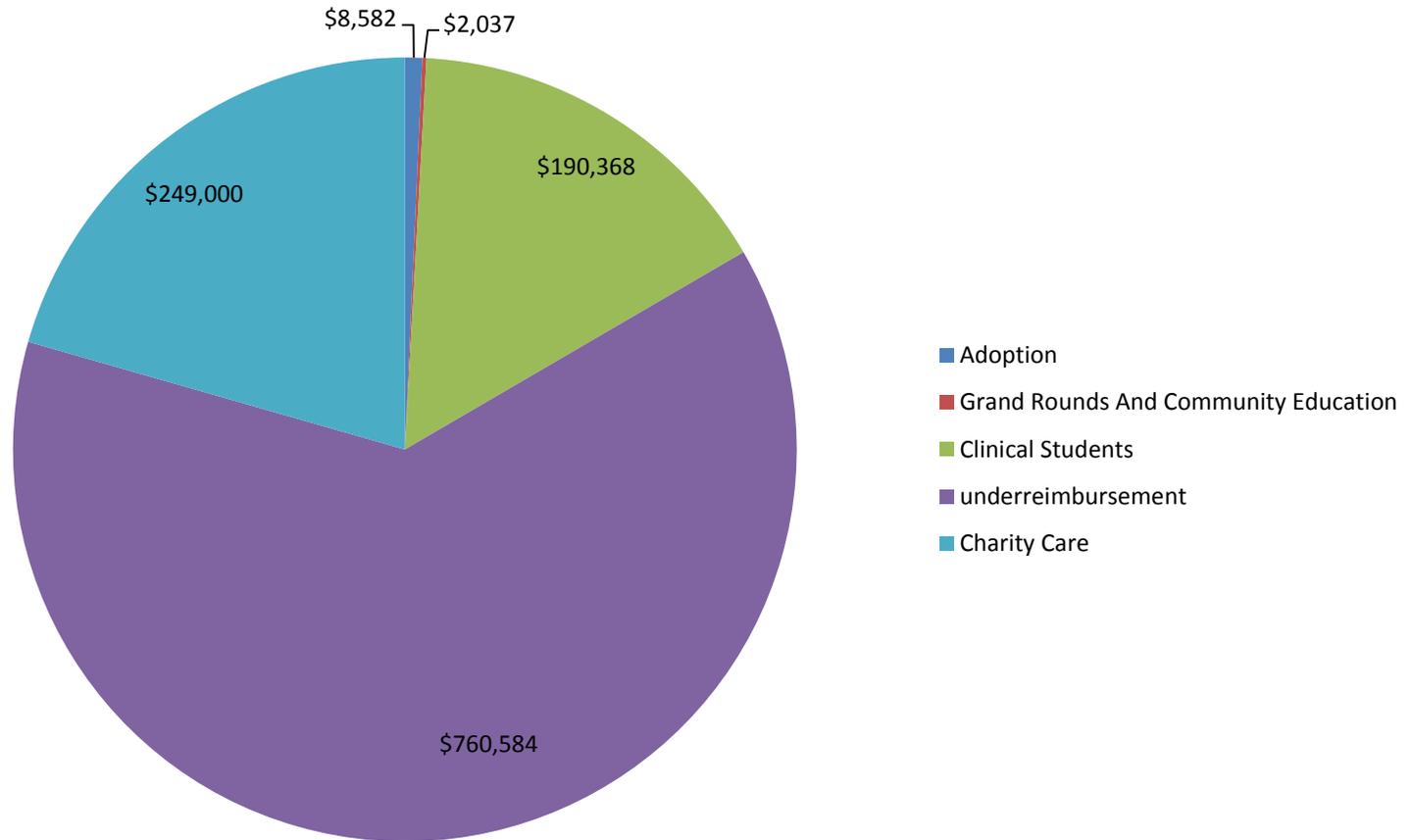
The Children's Home has always stressed the importance of education and provides numerous community benefits through Grand Round educational forums and placing clinical students throughout the organization to assist in their training. After calculating the costs of the Grand Rounds that were held during FY 14, which included sponsor revenue, food, CEU's, and staffing, the total amount came to \$1,237. Clinical nursing students completed their training in both the specialty hospital and in Child's Way®. The nursing students completed 1,928 hours in the hospital, totaling \$69,408 in community benefit. Child's Way® accommodated 3,360 clinical hours by the nursing students coming to a total of \$120,960. Our Baby Ready Pets classes accommodated several members of the community, providing \$800 worth of free education.

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 18 placements along with many other resources provided by the staff. The staff received calls for phone support, referrals, search and reunion or brief counseling and held several sessions of birth parent counseling. Using the average hourly compensation of the Adoption staff, the total community benefit of the programs was \$8,582.

Overall Benefits

Community Benefit for The Children's Home FY 14



If you have any questions regarding our
Community Health Needs Assessment or
Community Benefit, please contact Kimberly
Phillips at kphillips@chomepgh.org

Visit our Website:

www.childrenshomepgh.org