

# BETTER TOGETHER

COMMUNITY IMPACT REPORT



Children's Hospital  
of Philadelphia®



# BETTER TOGETHER

## 2017 COMMUNITY IMPACT REPORT



In addition to all the good Children's Hospital of Philadelphia can do on our Main Campus and in our CHOP Care Network locations throughout Pennsylvania and New Jersey, we're always driven to do even more to improve the health and well-being of children.

We address needs of children in the communities we serve with innovative projects and programs that touch families' lives where they live. Some of them are highlighted in this year's *Community Impact Report*.

- Urologist Greg Tasian, MD, MSCE, has researched the increasing prevalence of kidney stones in kids and went on to collaborate with the Philadelphia School District, Philadelphia Health Department and Philadelphia Water Department on a project that placed three hydration stations in each Philadelphia public school (see Page 4).
- The Pediatric Advanced Care Team, our palliative care program, extended its services beyond the inpatient setting and into families' homes (see Page 16).

- Our South Philadelphia and West Philadelphia primary care locations have partnered with Our Closet, a local nonprofit, to hold monthly pop-up shops where families can select free clothing for their children (see Page 8).
- Several of our nurses have provided care at summer camps for children with special medical needs (see Page 6).

Every day at CHOP, we work to improve the health and lives of children in the communities we serve — and we won't rest until every child is on the path to good health. I hope you enjoy learning more about our journey.

A handwritten signature in black ink that reads "Madeline Bell".

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

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*Cover: Early Head Start.*

*Right: CHOP volunteer medical staff help make the fun possible at Dragonfly Forest summer camp.*





# SIP CITY

## CHOP was Part of Group that Pushed for Hydration Stations in Every School



*Greg Tasian, MD, promotes drinking water with kidney stone patient Farrah, 10.*

The more clean, fresh, cool water kids drink, the fewer sugar-sweetened beverages they're likely to consume and less likely they are to get kidney stones. Those are two positive health outcomes that Greg Tasian, MD, MSc, MSCE, a urologist at Children's Hospital of Philadelphia (CHOP), wanted to promote in Philadelphia's school children.

He joined a coalition that included the GreenFutures Sustainability Program of the Philadelphia School District; Get Healthy Philly, an initiative of the Philadelphia Department of Public Health; the Philadelphia Water Department; the Food Trust; student activists, like those in the Ecology Club at Central High School; and CHOP that resulted in the installation of three hydration stations in each Philadelphia public school.

"Greg's research was a key catalyst to pull a bunch of organizations together to get this done," says Mica Root, senior projects coordinator for Get Healthy Philly. "It gave us the energy and momentum we needed around increasing access to and appeal of hydration stations in the schools."

Tasian cited research that showed the chance of a child getting a kidney stone has more than doubled over the last 20 years. Drinking a lot of water dilutes a person's urine, making it harder for the naturally occurring minerals to stick together to form a stone. But many schools had old-fashioned drinking fountains that either didn't work or didn't look inviting.

Whatever the reason, the kids avoided them, relying instead on soda, juice or purchased bottles of water for daytime sipping — a difficult and costly situation in a city where 38 percent of children live in poverty.

Tasian and Root targeted six schools in need and applied for a CHOP Cares Community Grant to help fund the purchase and installation of hydration stations.

“Greg’s research was a key catalyst to pull a bunch of organizations together to get this done. It gave us the energy and momentum we needed around increasing access to and appeal of hydration stations in the schools.”

MICA ROOT, SENIOR PROJECTS COORDINATOR, GET HEALTHY PHILLY

In the meantime, the coalition — with some advocacy from City Council — raised awareness of the issue, which convinced School Superintendent William Hite to commit to putting three new hydration stations in every Philadelphia school.

“So instead of buying hydration stations with the grant, schools used the money on supplies for posters to encourage kids to drink water and for mats in front of the stations to prevent slipping on spilled water,” Root says.

Unlike Tasian’s research, which includes studies that scientifically track how to prevent kidney stones, this project didn’t have a research component. “We knew from general information that kids weren’t drinking enough water,” he says. “I might have been able to get the ball rolling on getting hydration stations installed, but it was a total team effort. In the end, the kids benefit, and that’s what it’s all about.” ■



*A newly installed hydration station at a Philadelphia public school*



# CHOP VOLUNTEERS MAKE CAMP SPECIAL

Every summer since 2010, Catherine Hamilton, BSN, RN, an inpatient nurse on the 7 West unit at Children’s Hospital of Philadelphia, packs her bug spray and sunblock and heads to Dragonfly Forest, an overnight summer camp for kids with special medical needs.

Hamilton looks forward to volunteering as a clinician for the hematology week, which is a special camp experience for children with sickle cell disease and hemophilia.

“I love it,” she says, “because we get to see kids outdoors, being healthy, doing everything any other kid would do at an overnight camp. I appreciate the children as children — not as patients. I’m in awe of them.”

Hematology week is one of five camp weeks at Dragonfly Forest. Other sessions are set aside for kids with persistent asthma, autism and 22q deletion syndrome. And one week is designed to help teens transition to adulthood. For the three summers since the Greater Philadelphia YMCA assumed leadership of the program, camp has been held at YMCA Camp Speers in the Poconos.

Every day of each week, a minimum of one physician and three nurses — plus respiratory therapists for the asthma week — are needed to staff the “Getaway,” aka the infirmary. “But we

aren’t stuck in there,” Hamilton says. “We go with the kids for their activities, participate in the talent show, immerse ourselves in the fun.”

She has fond memories of taking a young boy with sickle cell on his first canoe ride across the lake and watching a teen with hemophilia disease zip lining. “These are things they’ve never done before, but with extra precautions, we made it happen,” she says. “It’s wonderful to experience it with them.”

Instead of being the “different” kid, at Dragonfly Forest, the kids are just like everyone else. “Everyone understands what they go through,” Hamilton says. “For once, they’re in the majority.”

“I get such joy seeing the kids doing some of the things that they might not ever have the chance to,” says Jennifer Hill RN, BSN, CPN, a nurse in the Apheresis Center who’s volunteered for nine years at Dragonfly Forest and for 12 years at a similar camp before that. “I also enjoy seeing them when they are well rather than only seeing them when they are sick. They can be completely different children when they are not in the hospital.”

Caylin Bolden, now 13 and a six-time camper, looks forward to camp every summer so she can

reconnect with other kids with sickle cell disease she's become friends with over the years.

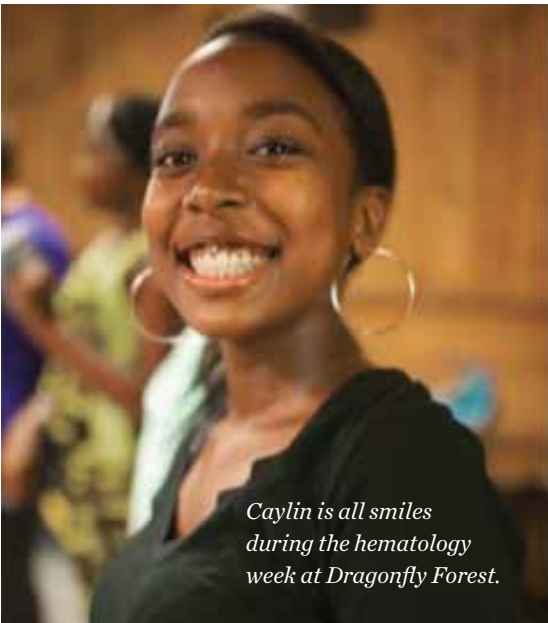
"I've met so many people at camp, and it's really great to see my friends each year," she says. "There, people understand you. It's not like at my school, where not many kids know about sickle cell disease."

It was hard for Caylin to pick her favorite part of Dragonfly Forest, "because everything is so much fun. If I have to pick, I'd say the lake and beach. There are canoes and hammocks. It's really pretty there."

Knowing that CHOP staff are on hand, taking care of medical needs as they arise, "gives parents peace of mind," Hamilton says.

That was certainly the case for Melissa Bolden, Caylin's mom. "The first year I was nervous," Melissa says, "but I trusted other parents who told me, 'Send her. She'll be fine, and you'll be happy.' She hasn't missed a year since. She loves it so much we had to change our vacation week so she could still go to camp."

"There's something magical about being there," Hamilton says. ■



*Caylin is all smiles during the hematology week at Dragonfly Forest.*

## SPECIAL CAMPS FOR SPECIAL KIDS

*In addition to volunteering as medical staff at Dragonfly Forest, CHOP clinicians also support kids at camps for:*

- **Kidney disease:**  
Camp Jeremy, Kidney Kamp, Camp Kydnie
- **Brain injury/pediatric stroke:**  
Camp Cranium at Camp Victory
- **Heart conditions/  
pulmonary hypertension:**  
Echo Hills Outdoor School  
Heart Camp
- **Diabetes:**  
Camp Freedom, Keystone  
Diabetic Kids Camp at Camp  
Victory, Camp Setebain
- **Cancer:**  
Ronald McDonald Camp
- **GI diseases:**  
Camp Oasis
- **Various serious illnesses:**  
Paul Newman Foundation's  
Hole in the Wall Gang Camp



# HELPING FAMILIES WHERE THEY ARE

## CHOP Primary Care Offices Partner with **Our Closet** to Give Patients' Closets a Boost with Free Clothes

Danna went from table to table in a conference room at CHOP's Nicholas and Athena Karabots Pediatric Care Center in West Philadelphia. Each table was covered with neatly folded children's clothing, separated by size. In one corner, a rack was full of coats; another was packed with dresses and skirts.

She picked out a toddler's pair of pants and some shirts for her 2-year-old son, Cin'er, while her 5-year-old, Jah-mir, called for her attention: "Mommy! Here's a Mickey Mouse shirt!"



They were shopping at a pop-up shop held at their CHOP primary care office by Our Closet, a nonprofit created to provide gently used clothing to adults and children. The pop-ups held at CHOP exclusively offer kids' clothes. Each adult who comes to shop can pick out 10 articles of clothing, including shoes, boots and accessories. Everything is free.

With help from a mother-daughter team of volunteer personal shoppers, Danna found coats, gloves and play clothes for both her sons. (Sorry, Jah-mir, the Mickey Mouse shirt didn't make the cut.) They wore the coats home and another volunteer carefully packed away the rest of the items in Our Closet shopping bags.

"I think this is so good, so nice what they do for us," Danna says, as she wheeled the stroller out. "It really helps."

Helping is what Our Closet founder and Executive Director Jill Aschkenasy had in mind when she envisioned the charity in 2011. Unlike other programs, families don't need a referral, and there are no eligibility requirements.

"We do pop-up shops vs. having a brick-and-mortar store. We come to where people are, instead of making them come to us," Aschkenasy says.

For the first few years, all of Our Closet's pop-up shops offered both adult and children's clothing. But Aschkenasy noticed that parents were torn between selecting clothing for themselves or clothes for their kids.



In 2015, Aschkenasy and Steve Wilmot, Senior Director of the CHOP Care Network, connected and decided the primary care locations in Philadelphia would be perfect locations for kids-only pop-up shops. They began with shops at Karabots and Cobbs Creek in 2016, and later added South Philadelphia. Now, Our Closet rotates between the three offices, holding one CHOP pop-up shop a month. Each pop-up shop serves at least 50 families and gives away 500 articles of clothing.

“We want to do as much as we can for our families, many of whom face the incredible forces of poverty,” Wilmot says. “This is a wonderful service for them. The quality and quantity of clothing are really great. The Our Closet volunteers engage with families and make it a very personalized, very dignified experience.”

Each adult is given a ticket and waits their turn to shop, so the shopping area doesn’t get overcrowded. Volunteer personal shoppers greet each adult – and their children, if they’re with them – ask what type and size of clothing they’re looking for and assist as they find the appropriate items. Once items are selected, shoppers “check out” at a counter, where items are folded and put in branded Our Closet bags – “just like at a department store,” Aschkenasy says. “The feedback we get is that people really appreciate the experience, the respectfulness of it.”

Marcella was all smiles as she checked out after picking five items each for her 6-year-old son and 10-year-old daughter.

“We were at CHOP for an appointment and learned about it,” she says. “This is my second time coming, and each time they have had some really nice stuff to pick from. I got lucky today with a pair of shoes and a pair of boots in the right sizes.

“I’m thankful for CHOP making this available. It’s been a real blessing for my family.” ■

## POP-UP SHOPS at CHOP

**0**

Eligibility or referral needed to receive clothing

**10**

Articles of clothes for each family – free of charge

**12**

Pop-ups at CHOP locations per year

**50**

Families served per shop

**100%**

Kids-only clothing

**6,000**

Articles of clothes given away annually at CHOP Pop-ups

*At left, kids showing off their pop-up shop finds at the CHOP Care Network Cobbs Creek primary care location.*

# CHOP AND INSURER COLLABORATE FOR COMPLEX PATIENTS

## Ramped Up Care Coordination Helps Kids be Kids

The goal is a simple one: Help children with chronic or complex medical conditions stay out of the emergency room and the hospital so they can spend more time just being kids.

### WHAT IS A CARE COORDINATOR?

A care coordinator advocates for patients with complex needs while in the hospital and eases their transition after discharge. Several care coordinators are funded by philanthropy, making it possible for CHOP to provide the best patient and family experience.

Things can get complicated for families whose child needs to see several different doctors for different ongoing medical issues or is frequently hospitalized. It's easy for them to get overwhelmed.

Children's Hospital of Philadelphia is working to make things easier for families.

Together, CHOP and Keystone First, Pennsylvania's largest Medicaid managed care health plan, created an innovative way to support these families with a partnership called Karabots-Keystone Cares (K2C).

More than 500 patients who call the Nicholas and Athena Karabots Pediatric Care Center their medical home get extra attention from a team of K2C care coordinators. They help families navigate the health system by lining up specialty care appointments, remind parents when their child is due for an appointment or well visit, follow up with the family after inpatient stays or Emergency Department visits, and connect families with community supports.

The eight care coordinators are the cornerstones to the program, but they are supported by a team of nurses, doctors, community health workers, a social worker and an office administrator.

*As the inpatient care coordinator for children with complex medical needs who are seen at the Nicholas and Athena Karabots Pediatric Care Center, Suzanne Kamps, RN, BSN, kept all of a child's care providers in the loop on hospitalizations and discharges.*



One important feature of the program is an inpatient care coordinator, who keeps tabs on all K2C patients who are in the hospital or Emergency Department. Her role is to ensure that all patients' physicians, including their primary care doctors at Karabots, are aware the child is at CHOP. She also works with families to ensure a smooth transition home at discharge.

For some patients, going home may mean arranging for home nursing care, delivery of medical equipment or training parents on how to give medications or treatments. The inpatient care coordinator works with the patient's inpatient care team, the home care team and the family to ensure all the necessary pieces are in place to support the child upon discharge.

She also shares pertinent information with the family's assigned care coordinator at Karabots, who will help the family schedule

necessary follow-up appointments to keep recovery on track.

All this extra attention is working.

In the first 15 months of the program, the more than 500 medically complex children enrolled in K2C were hospitalized about 23 percent less frequently compared to before they were enrolled. They went to the Emergency Department 15 percent less often, too. In part due to fewer hospitalizations, average healthcare charges for these patients dropped approximately 35 percent.

It's a combination of the big things — like making sure families have appropriate home care services to support the child and transportation to pediatric and specialty care appointments — and the small things — like making sure a child gets the annual flu vaccine, immunizations and checkups — that help the child stay well. ■

# COMBATING HUNGER, ONE FREE MEAL AT A TIME

Emergency Department physician Danielle Cullen, MD, MPH, MSHP, is painfully aware of the hunger too many children in Philadelphia experience.

The statistics are startling: More than 38 percent of Philadelphia children, some 130,800 kids, live in poverty. In the summer, when school-age children can't take advantage of free meals at school, food insecurity grows.

“From earlier research, we knew that about a third of the families that came to the Emergency Department (ED) were food insecure,” says Cullen, meaning they lacked reliable access to a sufficient quantity of affordable, nutritious food. “We see nearly 100,000 patients a year, so that’s

over 30,000 children who could be hungry.”

She decided to do something about it. Cullen led a project that turned CHOP's ED into one of more than 1,000 Summer Food Service Program (SFSP) locations in Philadelphia. SFSP is a U.S. Department of Agriculture program that pays for community groups to set up feeding locations during the summer to fill the food gap for children who receive free school meals.

## Finding Partners

Working with CHOP's Community Relations team, Cullen, ED nurse practitioner Morgan Mirth, MSN, CPNP-PC, and their ED collaborators developed a partnership with the Archdioceses of Philadelphia,



## Summer Food Service Program in CHOP's ED includes:

A boxed meal — complete with a sandwich, a side, fruit or vegetables, and milk — and information on the Summer Food Service Program and how families can find meal locations close to their homes. Meals are delivered by Career Path interns.



already a SFSP provider, to make and bring meals to CHOP. They worked with CHOP's Security Department and Aramark, CHOP's food service vendor, to plan for delivery and safe food storage.

To deliver the meals to families, the ED group turned to interns in CHOP Career Path. Career Path is a program that helps young adults with chronic illness and/or disabilities bridge the gap between high school and the working world by providing job coaches and internships at CHOP.

Then the organizers got agreement that any leftover meals would be shared with families that bring children to CHOP's Fostering Health Program.

This is how it works: Once a nurse determines a child age 2 to 18 is cleared to eat (because food won't interfere with any treatment), families are offered meals for the child, any siblings present, and parent if under the age of 18. Boxed meals, complete with a sandwich, a side, fruit or vegetables, and milk, are delivered by a Career Path intern.

### Sharing info is critical

Deliveries also include information on the Summer Food Service Program and how families can find meal locations close to their homes. "Sharing that information is a key component, since only one of 10 children who is eligible for SFSP meals in Philadelphia takes advantage of the program," Cullen says. One easy way to access sites is to send a text with the word "food" or "comida" to 877877 to connect to an automated service that lists sites by zip code.

The first summer, the ED ran a seven-week pilot to test the concept. It was a huge success. They distributed more than 50 meals a week, and families and clinicians were thrilled with the results.

Of the families who completed a survey, 88 percent thought a hospital was a good location

## In Philadelphia:

**38%**  
of children live in poverty

**22%**  
of children are affected  
by food insecurity

**130,800**  
kids face food insecurity  
in the summer

**Only 1 in 10**  
eligible children gets meals  
from the Summer Food  
Service Program

*Sources: Pew Charitable Trusts, Philadelphia's Poor, 2017. Feeding America, Map the Food Gap, 2018.*

for a SFSP, 91 percent reported the process was easy and 92 percent were comfortable with the process of being offered and receiving a meal in the ED. As busy as the ED can be, the doctors and nurses who work there did not see the lunch program as interfering or delaying care for the children.

"We want to make any impact we can to combat hunger," Cullen says. "We're excited for the program to expand to more CHOP locations in future summers." ■

# HAVING FUN WHILE SAVING LIVES

The numbers are grim: Every three days, a young athlete suffers from sudden cardiac arrest (SCA), and every year, 7,000 children under 18 are affected by SCA and 350,000 adults die from SCA. But learning how to save a life is informative and can be fun.



*Youth Heart Watch taught CPR and AED use to kids in South Philadelphia.*

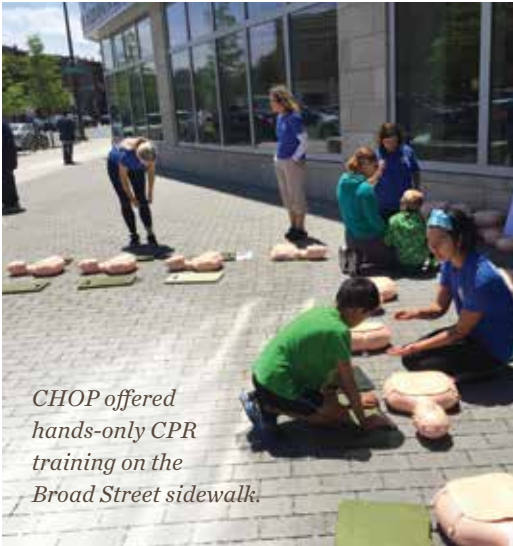
Two groups from Children’s Hospital of Philadelphia used a community-wide event at the South Philadelphia Community Health and Literacy Center to educate people, young and old, on how to perform cardiopulmonary resuscitation (CPR) and use automated external defibrillators (AEDs). Those interventions can help keep those undergoing sudden cardiac arrest (SCA) alive until Emergency Medical Services (EMS) arrives.

Youth Heart Watch, a CHOP program that aims to prevent sudden cardiac death among children and adolescents by promoting access to AEDs in schools, recreation centers and other public places, set up fun activities in the South Philadelphia Branch of the Free Library. Kids collected hints about CPR and AEDs and gathered in a project room to learn more.

To make it fun and improve retention of the “chain of survival,” participants joined in a scavenger hunt to learn the steps:

- 1) Recognize that someone is suffering a SCA
- 2) Call 911
- 3) Do CPR until EMS arrives
- 4) Use an AED when available

“We taught children of all ages as they came through the library,” says Zane Schultz, Youth Heart Watch program coordinator. “First they learned what sudden cardiac arrest is and why using an AED is so important. Then we had skills



*CHOP offered hands-only CPR training on the Broad Street sidewalk.*

training on how to do CPR and on correct use of an AED.”

The kids — more than 30 completed the training — got a kick out of practicing CPR on training manikins. Attendees also learned where the AEDs are located in the building, in case they ever need to help someone at the library, the CHOP Care Network South Philadelphia primary care practice, the City of Philadelphia Health Center II or the DiSilvestro Recreation Center, which are all located on the site, built by CHOP in partnership with the city.

### CPR training on the sidewalk

Right on the Broad Street sidewalk in front of the Health and Literacy Center, John A. Erbayri, MS, NRP, CHSE, Program Manager of CHOP’s Emergency Care Programs, and eight volunteers were busy offering “bystander CPR” training to anyone who walked by.

The South Philadelphia location was one of five spots throughout Southeastern Pennsylvania and South Jersey where CHOP had set up training as part of its Annual Sidewalk CPR event in recognition of National CPR/AED Awareness week. More than 500 people were trained at the five sites.

## SAVING A LIFE

There are **350,000** adult deaths due to sudden cardiac arrest in the United States each year. Knowing CPR and how to use an AED can save lives.

### Bystander Intervention Rate

**32%**  
Bystander CPR

**2%**  
Bystander AED used

### Survivor Rate

**9%**  
Survival with bystander CPR, but no AED used before EMS arrival

**38%**  
Survival with bystander CPR, application of AED and shock delivered before EMS arrival

*Sources: American Medical Association; Journal of the American College of Cardiology*

“It’s always a fun day,” says Erbayri. “Most people don’t realize that they can save a life by doing chest compressions alone. In five minutes, we can show them what to do so if they’re ever in the situation where CPR is needed, they can step in with confidence and make a life-saving difference.” ■

#### LEARN MORE:

[YouthHeartWatch@email.chop.edu](mailto:YouthHeartWatch@email.chop.edu)  
[chop.edu/YouthHeartWatch](http://chop.edu/YouthHeartWatch)

# FOR THE TOUGH TIMES

## Siblings Learn to Deal with Emotions of a Dying Brother



*Chase and Ella, with PACT child life specialist Kelly Goldin, who used art projects (at right) to help them handle their emotions and grief.*

After her 8-month-old baby, Shane, was diagnosed with a rare and deadly cancer, Michele Metzgar's concern expanded beyond her sick son to include her two older children, Chase, then 8, and Ella, 3.

“Once we understood that Shane’s cancer was terminal, I asked how they would help prepare our older children for what was happening,” Metzgar says. “My concern was that not dealing with their emotions could lead to disruptive behaviors and bad habits that could last into adulthood.”

The Metzgar family was introduced to CHOP’s Pediatric Advanced Care Team (PACT), which provides palliative care for children facing life-limiting and life-threatening diagnoses and their families. In addition to treating symptoms and side effects of disease and treatment, palliative care also treats emotional, social, practical and spiritual problems that serious illnesses bring to families. It differs from hospice care, which provides support near the end of life, by often beginning earlier in a disease process, when families need help with both managing symptoms and making decisions for care. Some palliative care happens at the hospital; some happens at the family’s home. PACT provides both.

PACT psychosocial staff, including social workers, a chaplain, child life specialists, art therapists and a bereavement coordinator, collaborate to determine what level and type of support will be most helpful to patients, siblings and parents in the home.

“Each family that is referred to our PACT home-based team is assessed by our expert psychosocial and bereavement specialists,” says



Dana Dombrowski, LSW, PACT Psychosocial Program Coordinator. “We tailor our services based on the needs of every individual family.”

For the Metzgars, that meant child life specialist Kelly Goldin, CCLS, CTRS, began coming to their home to work with Chase and Ella. Using fun art projects — glitter was involved — and medical play, Goldin helped Ella have a basic understanding of Shane’s illness. With Chase, Goldin planned activities that gave him ways to express his emotions.

“During one visit, Kelly took Polaroids of Chase making different faces expressing a variety of emotions he was feeling,” Metzgar remembers. “Then he could put up a picture to tell us how he was feeling on a particular day.”

As Shane’s health deteriorated, PACT’s social worker, chaplain and bereavement social worker helped the family prepare for a death at home and Shane’s funeral, “so we wouldn’t have to make all those decisions in the midst of our grief,” Metzgar says.

Shane was 19 months old when he died, peacefully, at home. Goldin helped Chase and Ella decide how they wanted to say goodbye to their baby brother, and both chose to see and hold Shane one more time.

Care from PACT didn’t end there. Goldin continued to visit Chase and Ella regularly for a year, and has come for sessions when needed beyond that. PACT even came to Chase’s school and helped him explain to his fellow students about his emotions, and then held a separate session for classmates’ parents so they could learn how to talk to their own children about it.

“There’s still a lot of grief, even three years later,” Metzgar says, “but because of the work of the PACT team, we’re able to talk about it. Kelly gave Chase a vocabulary to discuss these feelings and has continued to work with Ella as her grief has changed as she’s gotten older. They’re able to live their lives as normally as they can because of Kelly.” ■



**LEARN MORE:**  
[PACT@email.chop.edu](mailto:PACT@email.chop.edu)  
[chop.edu/PACT](http://chop.edu/PACT)

# Partners in Health

## CHOP's Community Program Information

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Each program has been identified as being of special interest to Families, Teens, Clinicians and/or Community Partners.

### ADOLESCENT FAMILY PLANNING

#### Teens

Confidential services provided to teens at the Karabots Center for little or no cost  
[chop.edu/family-planning](http://chop.edu/family-planning)

### ADOLESCENT INITIATIVE

#### Teens, Clinicians

Integrated system of clinical care, research, training and prevention for adolescents at risk for or infected with HIV  
[chop.edu/adolescent-initiative](http://chop.edu/adolescent-initiative)  
215-590-4943

### BREASTFEEDING AND LACTATION PROGRAM

#### Families, Clinicians

Educational and support program for mothers to encourage pumping and eventual breastfeeding of all infants, and especially those who are hospitalized  
[chop.edu/breastfeeding](http://chop.edu/breastfeeding)  
215-590-4442

### CENTER FOR AUTISM RESEARCH

#### Families, Clinicians

Multidisciplinary approach to research causes of autism spectrum disorder, pioneer new treatments, support families, and train the next generation of clinicians and researchers  
[centerforautismresearch.com](http://centerforautismresearch.com)  
866-570-6524

### CENTER FOR FETAL DIAGNOSIS AND TREATMENT PSYCHOSOCIAL SERVICES

#### Families

Wide array of counseling and support services for families facing the life-changing news that their baby has a birth defect  
[fetalsurgery.chop.edu](http://fetalsurgery.chop.edu)  
800-IN-UTERO

### CENTER FOR INJURY RESEARCH AND PREVENTION

#### Families, Teens, Clinicians

Evidence-based information, resources and tools from experts across all pediatric injury research priorities: teen driver safety, child passenger safety, pediatric biomechanics, post-injury care and recovery, violence prevention, and digital health  
[injury.research.chop.edu](http://injury.research.chop.edu)  
215-590-3118

### CENTER FOR MANAGEMENT OF ADHD

#### Families, Clinicians

The region's largest and most comprehensive center for diagnosing and treating attention and learning problems in children and adolescents with free online videos addressing success in school, at home and after high school, and other topics  
[chop.edu/adhd](http://chop.edu/adhd)  
215-590-7555

*Olivia Podolak, MD, gives Asa Hughes, 17, a balance test as part of a Center for Injury Research and Prevention concussion study.*



### **CENTER FOR PEDIATRIC NURSING RESEARCH AND EVIDENCE-BASED PRACTICE**

#### **Clinicians**

Puts a focus on building the scientific foundation for clinical practice, symptom management, and preventing illness through screening and education  
[chop.edu/nursing-research](http://chop.edu/nursing-research)

### **CHAIR'S INITIATIVES**

#### **Clinicians**

Internal grant program to support CHOP staff who have innovative ideas to establish new models of care in pediatrics and tackle some of the most daunting challenges in healthcare  
[chop.edu/chairs-initiatives](http://chop.edu/chairs-initiatives)  
215-590-1000

### **CHILDREN'S INTENSIVE EMOTIONAL AND BEHAVIORAL SERVICE**

#### **Families, Clinicians**

Comprehensive psychiatric partial hospitalization services for children ages 5 to 13 with significant behavioral and emotional needs in the Atlantic, Cape May, Cumberland and Ocean counties of New Jersey  
[chop.edu/ciebs](http://chop.edu/ciebs)  
609-677-7850

### **CHOP CAREER PATH**

#### **Families, Teens, Community Partners**

Job coaching and internship program to help young adults ages 18 to 22 with chronic illness and/or disabilities bridge the gap between high school and the working world  
[chop.edu/transition](http://chop.edu/transition)  
267-426-1316

### **CHOP CARES COMMUNITY FUND AND GRANTS**

#### **Community Partners**

Grant program to support Children's Hospital employees in their volunteer efforts to improve children's health and well-being in their communities  
[chop.edu/chopcaresfund](http://chop.edu/chopcaresfund)  
267-426-6904

### **CHOP RESEARCH INSTITUTE SUMMER SCHOLARS PROGRAM**

#### **Teens**

Full-time mentored research experience in basic, translational, clinical and behavioral research for college undergraduate students  
[crissp.research.chop.edu](http://crissp.research.chop.edu)  
[crissp@email.chop.edu](mailto:crissp@email.chop.edu)

In 2017, Cole Hamstead, a 12-year-old patient of the Hemostasis and Thrombosis Center at CHOP, was awarded the National Hemophilia Foundation's Ryan White Youth Award for Excellence. Cole was recognized for his advocacy for people affected by hemophilia or other bleeding disorders. Cole is diagnosed with hemophilia and, along with his mother, works tirelessly to educate others about the needs of people with bleeding disorders.

*From left: Kim Hamstead, Cole's mother; Jeanne White-Ginger, Ryan White's mother; Cole Hamstead; and Val Bias, CEO of the National Hemophilia Foundation, at the 69th NHF Annual Meeting in Chicago.*



## CLINICAL PATHWAYS

### Clinicians

More than 120 task-oriented care plans that detail essential steps in the care of patients with a specific clinical problem and describe the expected clinical course  
[chop.edu/pathways](http://chop.edu/pathways)

## COMMUNITY ASTHMA PREVENTION PROGRAM

### Families, Clinicians, Community Partners

An intensive, hands-on program for families with children with hard-to-control asthma that includes one-on-one education, home visits, follow-up and community education  
[chop.edu/capp](http://chop.edu/capp)  
215-590-5261

## COMMUNITY NURSING ADVOCACY FELLOWSHIP

### Clinicians, Community Partners

Part-time fellowship for CHOP nurses who aim to improve pediatric health within the community by partnering with community-based agencies  
[chop.edu/cnaf](http://chop.edu/cnaf)  
215-590-3936

## COMMUNITY PEDIATRICS AND ADVOCACY PROGRAM

### Clinicians, Community Partners

Combination of practical, interactive educational opportunities and independent community-based work to teach medical residents advocacy skills  
[chop.edu/cpap](http://chop.edu/cpap)  
215-590-0661



## COMPASS CARE

### Families, Clinicians

Intensive care coordination program for children with complex medical needs that fosters partnerships among families, primary care physicians and specialty care providers to improve the child's overall health and the family's care experience

[chop.edu/compasscare](http://chop.edu/compasscare)

215-590-8718

## COMPREHENSIVE HEMOSTASIS AND THROMBOSIS CENTER

### Families, Clinicians

Comprehensive, family-centered care program for children and adolescents with hemophilia and other inherited bleeding disorders and their families

[chop.edu/htc](http://chop.edu/htc)

215-590-3437

## COMPREHENSIVE SICKLE CELL CENTER

### Families, Clinicians

Ongoing outpatient and inpatient care, plus psychosocial services to help children and families cope with chronic illness

[chop.edu/sicklecell](http://chop.edu/sicklecell)

215-590-3535

## CONCUSSION CARE FOR KIDS: MINDS MATTER

### Families, Clinicians

Specialized program to help families, healthcare providers, school staff and coaches recognize the signs and symptoms of concussions and support children's physician-guided recovery

[chop.edu/concussion](http://chop.edu/concussion)

215-590-1527

## DEPARTMENT OF AUDIOLOGY

### Families, Clinicians, Community Partners

Comprehensive program that includes loaner hearing aids for babies, support in schools for children with hearing loss, psychosocial support for families and community education on preventing noise-induced hearing loss

[chop.edu/audiology](http://chop.edu/audiology)

215-590-7612

## DIABETES CENTER FOR CHILDREN

### Families, Clinicians

Multidisciplinary team to help patients and families learn to manage type 1 or type 2 diabetes with confidence with emphasis on education, wellness and empowering tweens and teens to gain independence

[chop.edu/diabetes](http://chop.edu/diabetes)

215-590-3174

## EARLY HEAD START

### Families

Multifaceted program that gives low-income pregnant women and families the skills they need to enhance their children's growth and development during the first three years of life

[chop.edu/earlyheadstart](http://chop.edu/earlyheadstart)

267-425-9900

## EcoCHOP

### Families, Community Partners

All things related to the environment and sustainability — from recycling to green purchasing to reducing waste to better-than-industry averages

[chop.edu/ecochoop](http://chop.edu/ecochoop)

## FAMILY HEALTH COVERAGE PROGRAM

### Families

Help for uninsured and underinsured families to enroll in financial assistance programs such as CHIP and Medicaid

[chop.edu/fhcp](http://chop.edu/fhcp)

267-426-0359

## **GENDER & SEXUALITY DEVELOPMENT CLINIC**

### **Families, Teens, Clinicians**

Medical and psychosocial support for gender variant, gender nonconforming and transgender children and youth up to 21 years of age and their families

[chop.edu/gender](http://chop.edu/gender)

215-590-3537

## **GLOBAL HEALTH PROGRAM**

### **Clinicians**

Promotes children's health across the globe — particularly among the most vulnerable in resource-limited countries — offering physicians-in-training and CHOP staff opportunities in the Dominican Republic and Botswana, as well as active collaborations in more than 15 countries around the world

[chop.edu/globalhealth](http://chop.edu/globalhealth)

267-426-9666

## **HEALTHY WEIGHT PROGRAM**

### **Families, Teens, Clinicians**

Advances the prevention and treatment of childhood obesity by integrating excellence in clinical care, research, quality education and community advocacy

[chop.edu/healthyweight](http://chop.edu/healthyweight)

267-426-2782

## **HOMELESS HEALTH INITIATIVE**

### **Families, Community Partners**

Free health and wellness services for children living in local emergency housing shelters and their parents

[chop.edu/hhi](http://chop.edu/hhi)

215-590-7646

## **HOSPITAL SCHOOL PROGRAM**

### **Families, Teens**

Helps children hospitalized for more than two weeks keep up with their classmates by providing in-room or small group educational instruction by certified teachers

[chop.edu/hospital-school](http://chop.edu/hospital-school)

215-590-2001

## **INJURY PREVENTION PROGRAM**

### **Families, Clinicians**

Dedicated to preventing injuries in children through education for families about safety, sales of safety items such as outlet covers, bike helmets and car seats at-cost, and community outreach events

[chop.edu/safekids](http://chop.edu/safekids)

215-590-5437

## **INTEGRATIVE HEALTH**

### **Families, Clinicians**

Enhances traditional medicine with complementary therapies — such as acupuncture, yoga, aromatherapy, massage and mindfulness — to address the whole person

[chop.edu/integrativehealth](http://chop.edu/integrativehealth)

215-590-5043

## **KARABOTS COMMUNITY GARDEN**

### **Families, Community Partners**

A place for relaxing and learning, serving as a site for wellness-related — and fun — activities accessible to the community

[chop.edu/gardens](http://chop.edu/gardens)

## **KETO KITCHEN**

### **Families, Clinicians**

Training space and instruction for families with children with treatment-resistant epilepsy following the ketogenic diet to learn the details of how to prepare meals that meet the diet's strict requirements

[chop.edu/keto-kitchen](http://chop.edu/keto-kitchen)

215-590-1719

*Zenish, 8, and David, 4, and their mother, who speak Bhutanese, get help from a video-interpreter during their visit with Khoi Dang, MD, in the South Philadelphia primary care office.*



### **LEADERSHIP EDUCATION IN NEURODEVELOPMENTAL AND RELATED DISABILITIES (LEND)**

#### **Clinicians, Community Partners**

Interdisciplinary fellowship training program that aims to develop community partnerships that improve healthy well-being for children with neurodevelopmental disabilities and chronic health conditions and that enhance the health infrastructure of the community, city and region

[chop.edu/lend](http://chop.edu/lend)  
215-590-6336

### **LANGUAGE SERVICES**

#### **Families**

Free face-to-face language interpretation with professional medical interpreters or access to telephone interpretation from any CHOP phone and face-to-face sign language interpretation and telecommunication devices for the deaf (TDD/TTY)

[chop.edu/language-services](http://chop.edu/language-services)  
215-590-2072

### **LITTLE ROCK FOUNDATION RESOURCE ROOM**

#### **Families, Community Partners**

Open to the public, offering a broad range of services to support parents and families of children with disabilities, including computer access for visually impaired children and adults, a Braille printer, teletypewriters (TTY) and voice carry-over telephones for deaf and hard-of-hearing persons, and catalogs featuring adaptive and assistive devices, games and toys for children with disabilities

[chop.edu/little-rock](http://chop.edu/little-rock)  
267-426-7285

### **NEONATAL FOLLOW-UP PROGRAM**

#### **Families, Clinicians**

Follow-up care for premature babies and their families that includes enrichment and developmental activities

[chop.edu/neonatal-followup](http://chop.edu/neonatal-followup)  
215-590-2183

## OFFICE OF DIVERSITY & INCLUSION

### Families, Clinicians, Community Partners

Advocates for a safe, culturally competent, equitable and caring environment at CHOP; provides expert counsel, strategies and programming designed to engage CHOP's workforce through diversity initiatives, partner to ensure culturally competent services, and support our surrounding communities

[chop.edu/diversity](http://chop.edu/diversity)

267-426-8160

## POISON CONTROL CENTER

### Families, Clinicians, Community Partners

Hotline staffed 24/7 by registered nurses and pharmacists with special training in toxicology plus information and treatment advice offered to the public and healthcare professionals at no charge

[chop.edu/poisoncontrol](http://chop.edu/poisoncontrol)

215-590-2003

## POLICYLAB

### Families, Clinicians, Community Partners

A collaboration among practitioners, families, researchers and policymakers with the goal to achieve optimal child health and well-being by informing program and policy changes through interdisciplinary research

[policylab.chop.edu](http://policylab.chop.edu)

267-426-5300

## REACH

### Families, Teens, Clinicians

Free programs for young people ages 14 to 24 with chronic conditions and their parents to help them prepare for a successful transition into adulthood by providing peer support, guidance and resources

[chop.edu/transition](http://chop.edu/transition)

215-590-7444

## REACH OUT AND READ PROGRAM

### Families

Program that gives young children a foundation for success by incorporating books into pediatric care and encouraging families to read aloud together

[chop.edu/reachoutandread](http://chop.edu/reachoutandread)

215-590-5989

## REFUGEE HEALTH PROGRAM

### Families, Clinicians, Community Partners

Source of high-quality healthcare for refugee children who have recently arrived in the United States, including initial screenings, psychosocial assessments, follow-up care and connecting families to primary care pediatricians and specialists for future needs

[chop.edu/refugee](http://chop.edu/refugee)

215-590-3000

## SAFE PLACE: CENTER FOR CHILD PROTECTION AND HEALTH

### Families, Clinicians

Comprehensive program to address the critical issues of child abuse, neglect and placement in substitute care

[chop.edu/safeplace](http://chop.edu/safeplace)

215-590-4923

## SIBSHOPS

### Families

Gatherings for well siblings, ages 5 to 12, of children with special healthcare needs or challenges

[chop.edu/sibshops](http://chop.edu/sibshops)

## SPECIAL IMMUNOLOGY FAMILY CARE CENTER


### Families, Clinicians

Care for infants, children and youth exposed to or infected with HIV at birth provided by a team that includes pediatricians specializing in HIV care, nurses, a medical assistant, social workers, an adolescent counselor, a dietitian and a developmental psychologist

[chop.edu/special-immunology](http://chop.edu/special-immunology)

215-590-2956





*Siblings like twins Sofia and Stefani, 12, can benefit from special CHOP programs that offer sibling support.*

### **THALASSEMIA AND COOLEY ANEMIA PROGRAMS**

**Families, Clinicians**

Collaborative effort of Thalassemia Center staff, patients and family members to optimize care, improve the quality of life and increase the life span of children with these disorders

[chop.edu/thalassemia](http://chop.edu/thalassemia)

215-590-3535

### **TOBACCO DEPENDENCE PROGRAM**

**Families**

Innovative program to help parents and caregivers stop smoking by providing free education, counseling, support and nicotine replacement therapy

215-590-1708

### **TRISOMY 21 PROGRAM**

**Families, Clinicians**

Multidisciplinary team approach for the evaluation and ongoing treatment of the emotional, behavioral, developmental and neurologic health needs for both pediatric and adult patients with trisomy 21 (Down syndrome) and support for their families

[chop.edu/trisomy21](http://chop.edu/trisomy21)

267-426-5283

### **VACCINE EDUCATION CENTER**

**Families, Clinicians**

Source of complete, up-to-date and reliable information about vaccines for parents and healthcare professionals

[vaccine.chop.edu](http://vaccine.chop.edu)

215-590-9990

### **VIOLENCE PREVENTION INITIATIVE**

**Families, Teens, Clinicians, Community Partners**

Umbrella program for CHOP's evidence-based efforts to reduce the incidence and impact of aggression on children and families in our community through educational programming in schools and the community, screening for risk in clinical settings, and direct casework with injured youth and their family members

[chop.edu/violence](http://chop.edu/violence)

215-590-3118

### **YOUTH HEART WATCH**

**Families, Clinicians, Community Partners**

Aims to prevent sudden cardiac death among children and adolescents by increasing public access to automated external defibrillator (AED) programs in schools, recreation centers and other public places and raising awareness of the warning signs, symptoms and risk factors for this condition

[chop.edu/youthheartwatch](http://chop.edu/youthheartwatch)

267-426-7389

# 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](http://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

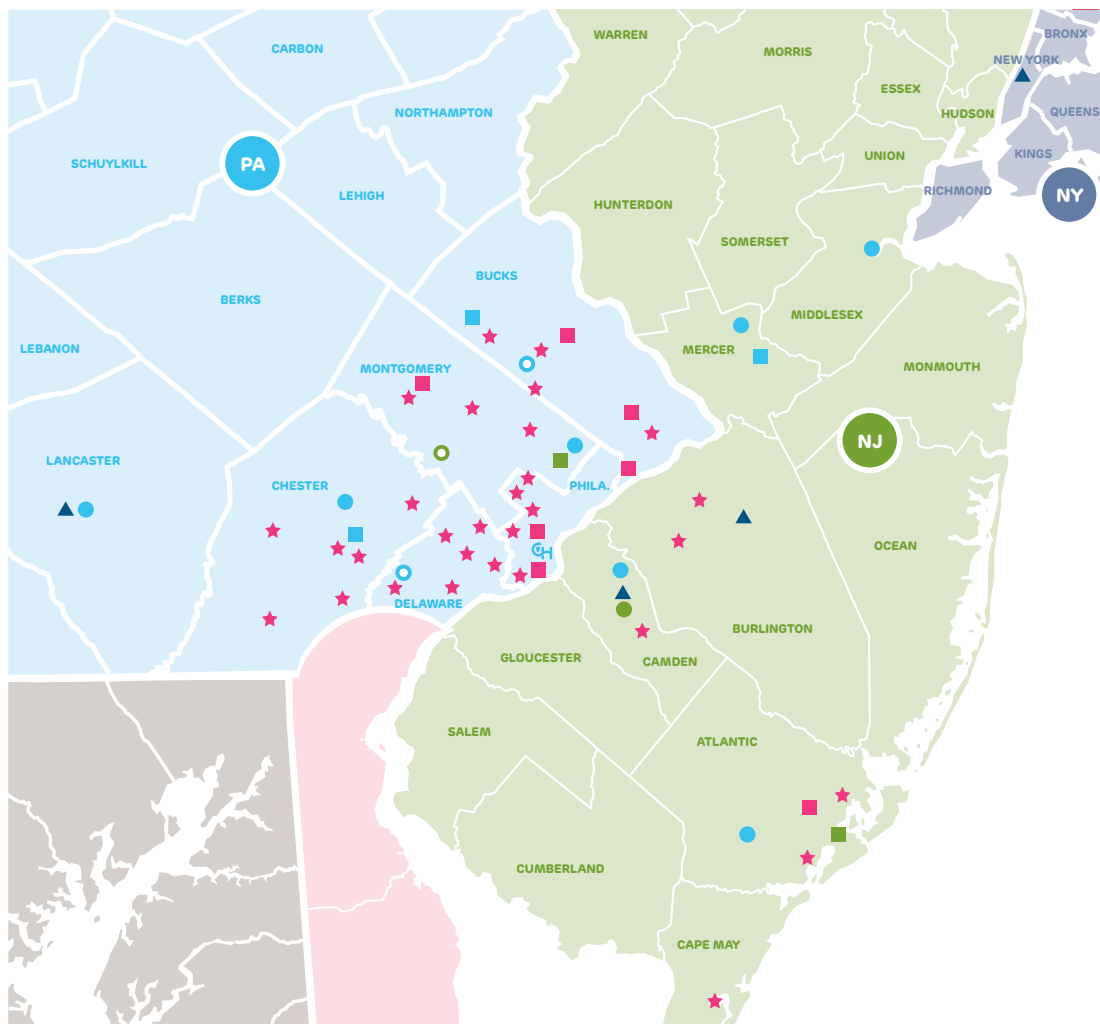
○ Specialty Care Center, Surgery Center, After-Hours Urgent Care & Home Care

■ CHOP Newborn Care

■ CHOP Pediatric Care

■ CHOP Newborn & Pediatric Care

▲ Hospital & Integrated Specialty Program



# 2017 Financial Commitment to the Community

| CATEGORY  | TOTAL                |
|---|----------------------|
| Financial Assistance/Charity Care<br><i>(cost of medical care services for families that qualify for CHOP's financial assistance policy)</i>        | \$3,990,992          |
| Medicaid Programs<br><i>(unreimbursed cost of Medicaid and other means-tested government health programs)</i>                                       | \$139,691,192        |
| Community Health Improvement Services<br><i>(community-based clinical services, health education and support services focused on public health)</i> | \$18,317,285         |
| Health Professions Education<br><i>(net costs incurred by CHOP to train health professionals, including pediatricians)</i>                          | \$48,583,265         |
| Subsidized Health Services<br><i>(Hospital-based clinical services provided at a financial loss to the organization)</i>                            | \$26,808,531         |
| Research<br><i>(cost of studies that identify new treatments and cures)</i>   | \$87,289,485         |
| Cash and In-kind Contributions<br><i>(funds and goods provided to other organizations to provide community benefit)</i>                             | \$1,327,704          |
|   | <b>\$326,008,454</b> |

*All financial data is for fiscal year July 1, 2016, through June 30, 2017. This report includes amounts expended by 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 on this fact sheet 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 more information, call CHOP's Office of Community Relations at 267-426-6904.*

**Financial Assistance Policy Summary:** *The mission of Children's Hospital of Philadelphia (CHOP) is to advance healthcare for children. To help children get the care that they need, CHOP provides financial assistance for medically necessary and emergency care to patients who meet the eligibility requirements. If CHOP determines that a patient is eligible, CHOP will waive 100 percent of the patient's financial responsibility (after all applicable insurances and other government assistance). Learn more at [chop.edu/services/financial-assistance](http://chop.edu/services/financial-assistance).*

## Always Striving to Improve

The Affordable Care Act (ACA) requires hospitals to formally review the health status and healthcare needs of residents of their service area and develop strategies to meet those needs. At 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. CHOP's needs assessment was conducted by Public Health Management Corp., 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](http://chop.edu/community-relations).



## Children's Hospital of Philadelphia®

Office of Community Relations

[chop.edu/community-relations](http://chop.edu/community-relations)  
267-426-6904

Every day, teams at Children's Hospital of Philadelphia make breakthroughs that transform children's lives. Since our founding in 1855 as the nation's first children's hospital, we have made extraordinary discoveries, trained generations of leaders, and advocated for children everywhere. Our pediatric research program, one of the largest in the country, has set a new standard for scientific innovation around the world. As a nonprofit charitable organization, we rely on the generous support of donors who are inspired by our work – and our mission.

*This brochure was printed in a solar powered facility.*

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