

# BETTER TOGETHER

COMMUNITY IMPACT REPORT



Children's Hospital  
of Philadelphia®



# BETTER TOGETHER

## 2018-19 COMMUNITY IMPACT REPORT



At Children's Hospital of Philadelphia (CHOP), our commitment to children's health extends beyond our facilities on our Main Campus in University City and the 50-plus locations in the CHOP Care Network.

Every day, staff from CHOP are working in the community to identify and address the challenges families face in raising healthy children — including healthcare disparities and related factors like housing insecurity and poverty. This is one of a number of ways we can work to achieve health equity.

In the pages of this *Community Impact Report*, we highlight some of the programs CHOP employees are leading to ensure kids in the communities we serve have the best chance to grow up healthy and safe. A sample:

- Families that need support to access benefits for their children or have difficulty getting their landlord to make necessary repairs to their home can turn to the Medical Legal Partnership for help (see Page 16).

- Mothers-to-be and new moms can have their baby-related questions answered by dedicated doctors and nurses who regularly provide health education at Mothers' Home, a shelter in Delaware County (see Page 20).
- Cultivating a love of books and an awareness of how to live a healthy lifestyle is the aim of a story time held at the Free Library, co-located in the South Philadelphia Community Health and Literacy Center with CHOP's South Philadelphia primary care practice (see Page 24).

These stories and the others in this report give you a glimpse of how we at CHOP work tirelessly — in many different venues and in many different ways — to accomplish our mission by improving the health and lives of children.

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: After she was bullied, Chedaya, shown with her mother Catina, benefited from a Violence Prevention Initiative program.  
Right: Ronald's family received healthy food and instruction on how to prepare it from CHOP's Food Pharmacy.*

# DREAM TEAM: iSTEM AND FIRSTHAND

## Health Hackers curriculum brings STEM education to under-resourced youth

iSTEM, an employee resource group (ERG) at CHOP, is dedicated to inclusion in the hospital's STEM (science, technology, engineering and math) workforce. One aspect of the ERG's mission is to provide mentorship and educational opportunities for under-represented populations in the communities surrounding the hospital. FirstHand — a CHOP-supported educational initiative at University City Science Center — provided the perfect opportunity for iSTEM programmers and developers to lend their expertise.

A nationally recognized STEM-focused program serving students from under-resourced schools, FirstHand engages students in creative, hands-on learning in hopes of sparking interest in STEM-related fields. When a team of iSTEM volunteers collaborated with FirstHand program managers to develop a health-focused programming curriculum, Health Hackers was born.

### Health Hackers

Initially a pilot program, Health Hackers is a 10-week curriculum that integrates health and wellness with interactive programming, application design and physical computing.

At the beginning of the program, each student team is given a profile of a child their age with a medical condition. The profile describes the child's condition and provides insight into their daily life. FirstHand students are then tasked with prototyping a device that might help that child navigate their mental and physical needs. One team, for example, designed a special water bottle — complete with medication compartment and reminder function — for a child with migraines.

Over the course of 10 weeks, iSTEM mentors taught the students the skills needed to develop their prototypes into real applications, games and interactive tools, which were then presented at a final showcase.

Donna Vito, Outreach Manager at CHOP and communications lead for iSTEM, believes that Health Hackers creates a pathway for students to pursue STEM-related interests. “These kids get it,” she says. “It’s assimilated into their lives. Learning new ways to use technology added to the knowledge they already had.”

In addition to preparing FirstHand students for 21st century jobs and helping to cultivate peer-to-peer empathy, this



*Above: Clinical data developer Joe Mirizio mentors some of the students in the Health Hackers program.*

community service project provided an opportunity for iSTEM mentors to reconnect with CHOP’s mission.



Joe Mirizio, a clinical data developer at CHOP and community outreach lead for iSTEM, says, “Working with these students week after week and watching them develop their skills encouraged us to want to be there to see what they’ll do with the knowledge we gave them.”

Ultimately, Mirizio hopes that Health Hackers mentees will remember the skills they learned as they consider future educational and career paths.

FirstHand is now offering multiple sessions of Health Hackers, and the iSTEM mentors plan to continue their collaboration through support with final project development. ■

**LEARN MORE:**  
[istem@email.chop.edu](mailto:istem@email.chop.edu)

**iSTEM Health Hackers**

**8** CHOP mentors

**15** 8th graders

**66** hours of mentorship

**185** in class/lab learning hours



*Shai, 4, can breathe easier in her home thanks to renovations completed through CAPP+.*

# IMPROVING ASTHMA WITH HOME REPAIRS

A new partnership with the city enables no-cost home repairs to reduce asthma triggers.

When Shaneena Stevenson gives a tour of her recently renovated home, the superlatives flow like water. “Stupendous. Great. So nice. Like a brand-new house. Wow.”

Her 4-year-old daughter, Shai, pipes up with the best description of all: “Sparkly!”

The Stevensons are enjoying a gleaming new bathroom, kitchen, living room ceiling and basement flooring, thanks to renovations available through an innovative program from Children’s Hospital of Philadelphia, CAPP+. Those areas had been laden with mold from longstanding plumbing problems and were making Shai’s asthma worse.

Since the repairs, done at no cost to the family, Shai hasn’t had an asthma flare. “She’s been able to just take her regular preventive medicine and hasn’t needed her rescue inhaler,” Stevenson says. “I’ve definitely seen an improvement.”

That is exactly the goal of CAPP+, an extension of CHOP’s 20-year-old Community Asthma Prevention Program (CAPP). CAPP gives families that struggle to manage their child’s asthma extra support with education and help minimizing asthma triggers — environmental causes of asthma flares or attacks — in their homes. A specially trained

community health worker (CHW) visits the home and might advise removing carpet in the child's bedroom, demonstrate trigger-preventing cleaning techniques, discuss pest control, or convince a child to keep one favorite stuffed animal instead of an entire menagerie.

### Sharing info is critical

But sometimes, CHWs see probable causes of triggers that go beyond a simple fix. Most common is water damage — from leaky roofs, pipes or drainage systems — that leads to mold and mildew. Also prevalent are pest problems due to unsealed openings. These are repairs families don't have the skills or the money to fix, leaving their children at increased risk for asthma attacks.

That's where CAPP+ steps in. A collaboration between CHOP and a city nonprofit program that provides free home repairs and handicap accessible modifications for low-income Philadelphians, CAPP+ fixes those bigger problems.

"CAPP+ would not be a reality if it weren't for a partnership between Children's Hospital of Philadelphia and the city of Philadelphia," says CHOP President and CEO Madeline Bell. "We bring the health expertise, and they bring the housing expertise. Together, this makes a great partnership."

"It's going to give kids an environment to live in that gives them a fighting chance at having a better life than they have now," adds Philadelphia Mayor Jim Kenney.

### Asthma: the big disrupter

Asthma is the No. 1 noninjury reason for kids' emergency department visits and the leading health-related reason children miss school, and the accumulated missed days can have a lifelong impact. Parents often have to miss work, adding additional stress to low-income families.

"We know that with CAPP alone, we see a



*The Stevenson's kitchen before and after the CAPP+ repairs*



reduction in hospitalizations by 48 to 50%," says the program's Medical Director, Tyra Bryant-Stephens, MD, "and we expect that to be even larger now that we're doing these major home repairs."

Asthma outcomes of participating children will be measured to track CAPP+'s impact. Included in CAPP+ is a requirement that local minority- and women-owned contractors are hired and supplies are purchased, when possible, within the city of Philadelphia to advance CHOP's commitment to economic inclusion. ■

**LEARN MORE:**  
[chop.edu/cappvideo](http://chop.edu/cappvideo)

# USING BASKETBALL TO BOOST BRAINS

If you want to engage teenagers — especially teenage boys — start with basketball.



That was the lure that Mathew Millar, RN, BSN, MBE, MPH, a nurse manager in the Division of Gastroenterology, Hepatology and Nutrition, used to encourage youth 13 to 17 living in West Philadelphia homeless shelters to participate in All-In Basketball, a program that combined academic enrichment, character development and basketball skills building.

Each of the five Saturday morning sessions started with the NBA Math Hoops, a nationwide program that uses player statistics in math calculations to help youth learn and practice math skills. It's a way to make math fun for kids while showing how different operations, like figuring percentages, are applicable to real life. Both boys and girls were invited and participated.

Through outside speakers and discussions, each session addressed a topic of interest to the teens, such as socio-behavioral issues, shelter policy and staff, curfews, relationships of all kinds, depression, family issues, punishments, boredom and bullying.

Then the kids played basketball, sharpening their skills and getting exercise. There were also healthy snacks provided by Whole Foods. All-In was a partnership between CHOP's Homeless Health Initiative; Families Forward Philadelphia, a shelter in West Philadelphia; and Philadelphia Youth Basketball. It was partially funded by a CHOP Cares Community Grant.

"Often, these kids are not able to leave the shelter environment when they want. They can't just go to a park and play basketball," Millar says. "These sessions gave them a sense of freedom, an





*Kids came to All-In Basketball to shoot some hoops, but learned math and coping skills, too.*

outlet. They learned about things they might not have had the opportunity to explore before. All of the feedback we received was really positive.”

One session involved a field trip to the Allen Iverson Roundball Classic, which features a game between former National Basketball Association players and NBA hopefuls.

At the final session, the teens received awards and gifts for participating.

“The kids told me that in the shelter, the only thing they can really do is watch TV and play video games,” Millar says. “It was nice to be able to give them something to look forward to.” ■

“These sessions gave them a sense of freedom, an outlet. They learned about things they might not have had the opportunity to explore before.”

MATTHEW MILLAR,  
RN, BSN, MBE, MPH

# SUPPORT FOR THE DIABETES TEAM

Community health workers work with families to help them overcome social challenges.

At CHOP's Diabetes Center, multiple staff members work as a team with each patient and family to help them manage their child's diabetes.

We have endocrinologists, nurse practitioners, certified diabetes educators, social workers, nutritionists, child life specialists and a psychologist who examine, teach and support each family. For most families, this comprehensive team approach puts their child on a path to successful diabetes management.

However, there are some families, often with lower socioeconomic status or from

vulnerable, underserved populations, whose circumstances are so complex and stressful that they struggle to manage their child's illness, resulting in poorly controlled diabetes, frequent Emergency Department visits, increased hospitalizations and higher complication rates.

CHOP has added a new member to the diabetes team for those families — a community health worker (CHW) — to provide the additional support they need to overcome the hurdles that have prevented them from safely and consistently managing their child's diabetes.



*CHW Tawana Casey (far left) worked with this single-parent family, which was experiencing housing, food and utility insecurity. Tawana worked with PECO to have electricity reconnected so the child's insulin could be refrigerated.*

### Community health worker's role

CHWs, as a nonmedical staff, help families manage the challenging parts of life that go beyond medical matters. They help families get on track to successfully manage their child's diabetes and to position children to develop the life-long skills needed to manage their health now and in the future.

The CHW helps the parents and child identify the socioeconomic issues that make it difficult to focus on their diabetes care, create a plan to address these challenges and then work toward solutions. *(See adjacent box for range of services.)*

While CHWs have a basic understanding of diabetes and its management, they are not a source of medical information and cannot answer specific diabetes-related or health questions. They can help families connect with someone from the Diabetes Center to answer those types of questions.

Each CHW works with an individual family for 12 months, visiting more frequently at the beginning and then, as progress is made, less frequently. Last year, our CHWs worked with 52 families and made a total of 350 home visits.

### Building a community

One recurring theme CHWs report their families face is social isolation. To combat this feeling, CHOP has developed community support events to provide opportunities for families to connect with each other and the diabetes team, meet a variety of community-based vendors and resources, and join support groups lead by social workers and CHWs.

Children and teens also have the chance to get to know other kids with type 1 diabetes and, through facilitated discussion groups, share their experiences and learn coping techniques.

More than 130 families regularly attend these events, which have continued to grow in size since they started in early 2019. ■

### Community health workers can help families:

- Arrange transportation to medical appointments, and help families navigate the healthcare system
- Create better communication between the family and the diabetes team to build a strong relationship
- Make connections with community support services for children and their parents (such as mental or behavioral health providers, if necessary)
- Identify where the family can get healthy food and learn how to prepare nutritious meals for the entire family
- Work with the child's school to facilitate care during school hours and for extracurricular activities, and to improve communication between the school and family
- Ensure living conditions (housing, utilities, etc.) are not compromising diabetes management

**LEARN MORE:**  
[chop.edu/diabetes](http://chop.edu/diabetes)

# JUST WHAT THE DOCTOR ORDERED

CHOP's Healthy Weight Food Pharmacy serves up nutritious groceries and health education to food-insecure families.

In fall 2018, Children's Hospital of Philadelphia launched a pediatric, hospital-based food pharmacy to promote healthy nutrition and address food insecurity in the Philadelphia area. Part of CHOP's Healthy Weight Program — a multidisciplinary, comprehensive initiative that targets pediatric obesity — the Healthy Weight Food Pharmacy is a foodbank and education center that aims to reduce hunger and improve health by making nutritious foods readily available to patients and their families.

One in five people in Philadelphia experiences food insecurity, which means they don't consistently have access to enough nutritious food. A cornerstone of the Healthy Weight Program is teaching families about the relationship between wholesome food and overall health. However, fresh, nutritious food can sometimes be expensive, and if families can't afford it, they often turn to the least expensive option — processed foods that are high in fat and calories and can put children at risk of obesity, diabetes and hypertension (high blood pressure).

## Addressing food-insecurity

When the Healthy Weight Clinic identifies a family as food-insecure, the family is referred to CHOP's onsite Food Pharmacy, where manager

Iliana Garcia meets with them privately to help determine their needs. The Food Pharmacy provides referred families a three-day supply of nutritious food, including fresh produce, whole grains, dairy and eggs. Families can customize their bags depending on allergies and preferences, but Garcia encourages them to try new foods and recipes that won't strain their budgets.

As of June 2019, the Food Pharmacy program has enrolled 219 patients. Each patient is sent home with enough food for their entire family — more than 800 people in all have benefitted from the program.

"So far, we have distributed 5,200 pounds of food," says Saba Khan, MD, attending physician with CHOP's Healthy Weight Program and Director of the Food Pharmacy. "That's the equivalent of over 500 meals."

The Food Pharmacy was made possible in part by a generous donation from GIANT Food Stores, a longtime CHOP supporter.

In addition to food distribution, Food Pharmacy staff also work with families to address their long-term nutrition needs by connecting them to community resources. Families that aren't already enrolled in nutrition benefit programs — such as the Supplemental Nutrition Assistance Program (SNAP) or Women, Infants and Children (WIC) — are given information about eligibility



and helped to enroll. Families that are enrolled learn how to maximize their benefits and participate in incentive programs that provide access to things like affordable produce.

### Expanded services to meet more needs

In May 2019, the Food Pharmacy began to screen families for additional needs, including those related to housing, transportation, utilities and behavioral health. Some enrolled families report concerns about unstable housing, and many struggle to pay utility bills. Others have cancelled medical appointments due to a lack of transportation. Still more families are affected by behavioral health needs, such as depression. The Food Pharmacy offers onsite social workers to address these needs by connecting families to appropriate resources.

*Above: Food Pharmacy Manager Iliana Garcia, standing, discusses the available foods and preparation options to Dallas, Davionne, Ronald and their mother, Brooke.*

“We hope to continue learning from the program we have,” says Khan. “We want to make sure we’re offering a program that’s serving families effectively.”

Ultimately, program leaders hope to expand the Food Pharmacy, making these vital resources available to even more patients and families. ■

**LEARN MORE:**  
[chop.edu/healthyweight](http://chop.edu/healthyweight)  
267-426-2782

# LINKING PHYSICAL AND FINANCIAL HEALTH

Co-locating free tax return preparation with primary care helps families take control of their finances.



*George Dalember, MD, MSHP, started the program at CHOP.*

Every day, CHOP pediatrician George Dalember, MD, MSHP, sees the effects of poverty on children’s health.

So, when he saw research that showed providing free tax preparation services for low-income families results in more money in their pockets, he worked to make those services available at the Nicholas and Athena Karabots Pediatric Care Center, part of the CHOP Care Network, in West Philadelphia.

“There’s a national movement to address the social determinants of health — things like housing, food insecurity, education, safe neighborhoods — by helping families get in a better position financially,” Dalember says. “Ensuring they are taking advantage of all the tax credits they are entitled to is one proven step toward that goal.”

## Partnership with nonprofit

CHOP provides tax prep through a partnership with a nonprofit, the Campaign for Working Families (CWF), which is a local provider of a federal effort called the Volunteer Income Tax Assistance Program. Free tax help is available to people who make \$56,000 or less, persons with disabilities, the elderly and limited English-speaking taxpayers who need assistance in preparing their personal tax returns. The

Internal Revenue Service trains and certifies the volunteer tax preparers.

Families may learn about the service at Karabots through flyers or from their child's care team when they have a well or sick visit. If they are interested, they make an appointment with a tax preparer so they can gather the necessary documents and ID. Neighbors who don't have a child who is a Karabots patient can also use the service.

Why at Karabots?

"We wanted to remove any barriers to families," Dalembert says. "The doctor-family relationship is strong. This is a trusted place, and there's something for kids to do in the waiting room while parents are with the preparer. Co-locating the service has helped significantly."

### Optimizing tax credits

The CWF tax preparers at Karabots are well versed in how to optimize tax refunds by making sure eligible families claim the earned income tax credit and the child tax credit.

"Our population is usually set up to receive those, but may not have claimed them in the past," Dalembert says. "We have parents who tell us that they're getting money back for the first time. The preparers do a wonderful job explaining why families are suddenly getting a refund."

Families also fill out a questionnaire to see if they are eligible for other government services, such as the Supplemental Nutrition Assistance Program (food stamps), the Low Income Home Energy Assistance Program, Temporary Assistance for Needy Families and other social programs. They then get help applying for appropriate programs.

"Our goal is to help families be in the best financial spot they can be," Dalembert says. "We know that will influence their child's long-term health." ■

## Karabots Free Tax Preparation Project Summary



**180**  
Total federal returns filed



**\$2,090**  
Average refund amount



**\$342,822**  
total federal refund amount



**\$64,626**  
Child tax credit dollars



**\$111,297**  
Earned income tax credit dollars

LEARN MORE:  
267-426-5506

# LEGAL HELP BRINGS IMPROVED HEALTH

Imagine having to choose between groceries and your daughter's asthma medicine.

Imagine having a son who is dependent on a ventilator, and losing health insurance for him because your new job means your income is slightly too high to qualify.

Imagine taking care of your four grandchildren and struggling to pay for food, when you realize you should seek custody — but you don't know where to turn for help.

For families at Children's Hospital of Philadelphia, there is help. CHOP's Medical Legal Partnership (MLP) makes lawyers part of the healthcare team. Sometimes legal

intervention is needed to address factors such as lack of heat, unstable housing, improperly denied benefits or insufficient income to buy healthy food. A combination of medical and legal expertise results in healthier kids and families.

The MLP started in 2015 as a pilot for kidney patients who require dialysis. Many of their families struggle with challenges related to housing, insurance and other issues that profoundly affect chronically ill children.

## Partnership with Community Legal Services

Now, lawyers from Community Legal Services, who have partnered with CHOP since 2018, are available at CHOP's Nicholas and Athena Karabots Pediatric Care Center in West Philadelphia four days a week to consult with any family that needs them.

This service — provided at no cost to families — has been supported by philanthropic partner Reed Smith, a law firm that also provides pro bono support on families' cases; CHOP's Breakthrough Fund; TD Charitable Trust; the Independence Foundation; and the Philadelphia Health Partnership. The support has allowed the program to grow from helping 18 families in 2018 to helping 90 in 2019.

The lawyers help appeal decisions about food stamps (SNAP), address predatory lending, represent tenants in housing matters involving substandard conditions and more.



*Camren, 14 months, receives SSI thanks to legal help his family received from CHOP.*



## FY18 and FY19 Legal Issues

Service	2018	2019
Utilities.....	13	1
Public benefits.....	7	31
Housing.....	2	32
Planning documents.....	1	2
Family .....	1	0
Special education .....	0	1
<b>Total*</b> .....	<b>24</b>	<b>117</b>

*\*Some families receive help on more than one issue.*

Support has allowed the program to grow from helping 18 families in 2018 to 90 families in 2019.

### Legally blind baby denied SSI

For Camren, now a curious, active 14-month-old who loves to dance, MLP attorneys managed the appeal for his Supplemental Security Income (SSI).

Camren was born with dense cataracts on both eyes. Even after two surgeries to remove the cataracts, he remains legally blind and therefore was eligible for SSI, an income supplement for people with disabilities who have limited income and resources. However, the first application on his behalf was denied.

That's when the MLP lawyer, Jen Burdick, got involved. Burdick, who is experienced in these types of appeals, gathered the necessary paperwork, and included a letter from Camren's CHOP ophthalmologist, Monte D. Mills, MD.

### Maximizing visual potential

"It's important children with severe visual impairment have access to services that enable

them to maximize whatever visual capacity they have," Mills says. "This is especially important for young children because the neurological part of the vision system won't develop properly if the eyes are not providing sensory information. It would be a shame for a child not to have access to what he needs and what his family needs."

With the help of the MLP, Camren's appeal was successful and he began receiving SSI benefits. The extra income ensures that Camren receives the interventions and therapies that will help him reach his full visual potential.

"Camren has achieved his goal of walking toward objects," his mother says, "so he's ready to move on to the next step!" ■

**LEARN MORE:**  
[chop.edu/MLP](http://chop.edu/MLP)  
 215-590-2072

# COMBATTING THE OPIOID EPIDEMIC

The opioid epidemic is hitting Philadelphia hard. CHOP, in partnership with the Poison Control Center, is doing something about it.



*One step to fighting the opioid epidemic is to safely destroy leftover prescription medications. The Poison Control Center created these information cards to be given to families.*

The role of the Poison Control Center (PCC) in drug education may not be obvious. However, the PCC fields more than 65,000 emergency calls every year through a 24/7 resource line staffed by Children's Hospital of Philadelphia (CHOP) nurses, pharmacists and medical toxicologists. This frontline position often makes the PCC an early warning detector for emerging public health concerns, such as the opioid epidemic's impact on children and teens.

## Stark statistics

A recent Pennsylvania Youth Survey found that nearly 50% of Philadelphia teenagers who have abused opioids got the medication from their own homes. Many difficult cases handled by the PCC are the result of teens having easy access to dangerous medicines. The team also regularly receives calls from terrified caregivers whose toddlers have been accidentally exposed to unsecured opioids. In response to these daily occurrences, the PCC staff knew they needed to take action.

The plan is simple: Teach people how easy it is to safely dispose of unused prescription opioids. By focusing on safe and convenient medication disposal, PCC staff hopes to decrease access to prescription opioids by toddlers and teens.

### One small step toward a solution

The CHOP Cares Community Fund and Grant Program offered the perfect opportunity for the PCC to pilot a safe disposal program. CHOP Cares grants are awarded to CHOP employees who have ideas for health-related community projects. This grant will allow the PCC to purchase 3,500 packets of DisposeRX®, a powder that deactivates medication by turning pills into gel.

The PCC will distribute these packets in collaboration with a local chain pharmacy passionate about community education. Pharmacists will distribute a packet of DisposeRX® and administer a survey each time they fill an opioid prescription. These survey results will help the PCC learn more about pharmacist and patient behaviors and preferences regarding safe medication disposal.

“We want families to understand that there are convenient ways to safely dispose of the medicine they don’t use, right when their prescription is filled,” says Lauren Longo, PCC public relations and health education specialist.

### An enterprise-wide effort

The safe medication disposal program is just the beginning. The Comprehensive Opioid Response and Education Program (CORE), a new CHOP initiative that originated at the PCC, is dedicated to preventing opioid-related injury and death in the hospital, the home and the community.

Spearheaded by Amy Gallagher, PharmD, VP Operations at CHOP, and Jeanette Trella, PharmD, BCPPS, Director of the Poison Control Center, CORE will ultimately be comprised of three task forces, each tackling a critical aspect of the opioid epidemic.

“We are currently challenging ourselves to become national leaders by taking a

## Opioids by the numbers

**1,074** Philadelphia overdose deaths involving opioids (2017)

**75%** of U.S. adults with substance use disorder started using at 17 or younger

**3,500** packets of DisposeRX will be distributed for safe medication disposal

multifaceted approach to tackling the opioid epidemic. The principle of family-centered care is guiding our strategy,” says Dr. Trella.

This approach will include prioritizing increased recognition and treatment of adolescents with substance use disorder, as well as identifying young children at risk of experiencing trauma through substance use disorder in the home, and connecting them to appropriate resources.

By partnering with community-based and governmental agencies over the next two years, CHOP intends to better serve all families impacted by substance use disorder. ■

**PARTNER WITH THE PCC AND CORE:**  
poisoncontroladmin@email.chop.edu  
chop.edu/PCC

# CHOP CLINICIANS BRING LESSONS, LOVE

Fellows and nurses visit Mothers' Home twice a month so residents feel prepared to care for their newborns.

Being a new mother is daunting enough all by itself. Add in the uncertainties that come with being homeless, and it would be easy for a mom to be overwhelmed.

Helping mothers feel prepared and comfortable caring for their newborn babies is the mission of two Neonatology fellows and two nurses from CHOP who provide two monthly health education sessions to mothers-to-be and new moms at Mothers' Home, a residential shelter in Darby, Delaware County.

"The moms are very interested in learning all they can," says Emily Echevarria, MD. "Despite facing adversity, they're doing the best they can and are eager to take care of their babies."

"The moms are very interested in learning all they can. Despite facing adversity, they're doing the best they can and are eager to take care of their babies."

EMILY ECHEVARRIA, MD

## Topics reflect mothers' interests

Topics are often requested by the moms and cover everything from pregnancy and post-partum issues to newborn care and safe sleeping, and everything in between. "We may have one topic planned, but if something else comes up, we'll shift and answer their questions," Echevarria says.

Echevarria and Morgan Hill, MD, another fellow, organize the doctor-led sessions, and they bring along other physicians, nurses, physician assistants, social workers or psychologists if the topic is better addressed by someone else. Moms are especially eager to learn about developmental milestones and nutrition-related topics, like breastfeeding and when and how to introduce foods.

The Neonatology fellows' program began in 2016. It is complimented by the education program supported by two clinical nurse educators from the Harriet and Ronald Lassin Newborn/Infant Intensive Care Unit (N/IICU) at CHOP. Heather Hopkins, MSN, RNC-NIC, and Alison Kovacs, MSN, RNC-NIC, CBC, organize their monthly visits of nurses through the Delaware Valley Association of Neonatal Nurses. In coordination with the fellows' curriculum, they cover a wide variety of topics and include demonstrations of infant CPR.



### Bringing food, clothing, gifts and caring

The CHOP clinicians also bring breakfast, thanks to funding from a CHOP Cares Community Grant, and children’s books to promote mothers reading to their children. They bring donated baby clothes and supplies and, during the holidays, gift cards and other presents.

As much as the education itself, it’s the genuine caring and concern from the CHOP clinicians that the women at Mothers’ Home embrace.

“They really do care,” says Charlotte Gordon, Program Manager at Mothers’ Home says of CHOP’s doctors and nurses. “Some moms are here for a year and a half, so they establish a bond and rapport that leads to trust.”

The clinicians sit around a table with the mothers, making the education more of a friendly chat than a lecture. “We engage in woman-to-woman conversation,” Kovacs says. “In addition to the health topics, we talk about changing bodies and emotions, about relationships, living situations and future goals.”

And when the clinicians hold the babies, mothers watch carefully. “Without even trying, the doctors and nurses model how to hold and soothe the babies,” Gordon says.

“We have fallen in love with this place and all of the mothers and babies we have met there,” Kovacs says. “We really do build trust and relationships as we’ve stayed true to our word and came back month after month.” ■

*Neonatologists, Emily Echevarria, MD, far left, and Morgan Hill, MD, far right, lead monthly education sessions for residents of Mothers’ Home in Darby, Pa.*

## Learning, sharing

*Topics covered by CHOP clinicians*

- Developmental milestones
- Rashes
- Infant and maternal nutrition
- Breastfeeding
- Safety
- Safe sleep and sudden infant death syndrome (SIDS)
- Colds and germs
- When to visit the Emergency Department
- Vaccines
- CPR training
- Perinatal health and post-partum depression
- Coping

# FROM INTERPRETER SUMMIT TO SCHOOL

Needs highlighted at the event triggered a coalition to create an interpreter training program.

When Gabriela Jenicek, MA, CDM, Director of CHOP's Language Services Program, conceived of a gathering of local hospital leaders working in language access and health literacy and community leaders, she didn't envision the innovative proposal that would stem from that event.

Jenicek, fortified by a CHOP Cares Community Grant and in partnership with the Pennsylvania Health Literacy Coalition, invited a wide variety of voices and perspectives to the Language Access Leadership Summit. The objective was to improve language access to healthcare for patients and families with limited English proficiency (LEP) in the Greater Philadelphia area.

"We didn't invite the interpreters themselves," says Jenicek of the November 2017 event held at CHOP. "We would have been preaching to the choir."

Instead, she brought together grassroots organizations on the frontline of helping refugees and immigrants get settled in the region and the agencies and healthcare institutions aiming to serve them. All 120 seats at the summit were filled. Everyone shared their struggles, many that were based in the lack of language access. Healthcare had some problems, but access to schools, legal, social and government services, and basic business transactions were also hindered because LEP families couldn't understand or make themselves understood.



*Miriam Enriquez, Director of immigrant affairs for the City of Philadelphia, gave the opening remarks, and, Glenn Flores, MD, Chief Research Officer at Connecticut Children's Medical Center, delivered the keynote address at the Language Access Leadership Summit.*

From keynote speaker Glenn Flores, MD, Chief Research Officer at Connecticut Children’s Medical Center, attendees learned of the inequities and errors that can happen when an untrained person serves as an interpreter. Being bilingual isn’t enough; specific training is required.

“It confirmed that language access is not where it should be. There is a lot that needs to be done regarding interpreter education, provider education and client education,” Jenicek says.

### We need more trained interpreters

The group concluded the priority was to increase the pool of interpreters by training more bilingual individuals to become highly proficient interpreters.

“Now, there are classes you can take over a few weekends and get a certificate, or there are masters-level programs,” Jenicek says. “There is nothing in between.”

When Jenicek presented this problem to CHOP Senior VP of External Affairs Peter Grollman, he introduced her to the director of the Department of Commerce for the city of Philadelphia, who introduced her to people in the Office of Workforce Development, who then connected her with people at the Community College of Philadelphia (CCP).

“We all agreed we needed an academic pipeline for this job,” Jenicek says. “What’s most exciting is that everyone saw the benefit of it right away.”

Since then, a coalition — which also includes Philadelphia’s Office of Adult Education and Office of Immigrant Affairs plus stakeholders from the courts, the school system, interpreter associations, language services providers, hospitals, community organizations working with refugees and immigrants, and English as a Second Language educators — has been busy creating curriculum for an associate’s degree in language interpretation at CCP. The new, two-year program would properly prepare students to interpret in all sorts of settings: medical, legal, school, government and business.

## We Hear You

*For fiscal year 2019, CHOP’s language interpreters had:*

**140,000**

In-person encounters

**84,000**

Telephonic encounters

**In more than 80**

Different languages

### 6 most frequent languages interpreted:

Spanish • Arabic • Mandarin  
Vietnamese • Portuguese  
American Sign Language

Students in the program must enter with proven proficiency in two languages. From her experience, Jenicek says most will be native speakers of another language who will need to pass an English proficiency test to enroll. Classes at CCP are scheduled to begin fall 2021.

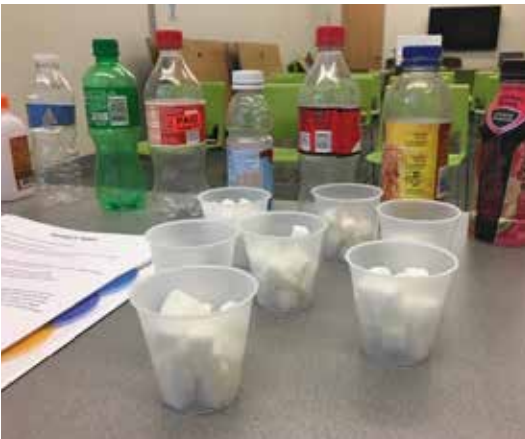
“CHOP is excited to be part of spearheading a pipeline to provide trained foreign language interpreters,” Jenicek says. “It will benefit the entire Philadelphia community.” ■

#### LEARN MORE:

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

# SOUTH PHILLY SYNERGY BENEFITS KIDS' HEALTH

Working with the librarian, South Philadelphia primary care nurse engages kids to teach about health and wellness.



*During the Sugar Shock lesson, kids learned how much sugar their favorite drinks contained.*

With a Philadelphia Free Library branch sharing the same building as CHOP's South Philadelphia primary care practice, nurse Vi Nguyen, MSN, RN, knew there had to be a way to help neighborhood kids stay healthy by creating synergy and building on both institutions' strengths.

Working with the children's librarian, Link Ross, Nguyen landed on monthly education sessions, called Healthy Hangouts with CHOP, that taught children about healthy topics in a way that was engaging and fun.

"It wasn't a school-type lesson," Nguyen says. "We made it interactive so it was a fun environment — not like a teacher giving them a lecture."

In the midst of a game or art project, Nguyen definitely provided important health information in a way that kids could understand and use in the future.

## **Assist from Nursing Fellows**

She coordinated with CHOP's Community Nurse Advocacy Fellowship (CNAF), which has been active around Philadelphia for 15 years, promoting child health in a variety of settings. Nguyen was able to piggyback off CNAF's vetted and tested education programs. "I didn't have to reinvent the wheel," she says. "These topics are proven winners with kids."



## Healthy Hangout Topics

*All kids receive a gift to reinforce their healthy lesson.*

- **Hand hygiene:** mini hand sanitizer
- **Healthy heart:** jump ropes
- **Dental hygiene:** toothbrush and toothpaste
- **Go slow, whoa foods:** reuseable water bottle
- **Creating a restaurant menu (portion sizes):** healthy stickers
- **Sugar Shock:** reuseable water bottle



One favorite was the Sugar Shock lesson. Nguyen lined up several different types of beverages — soda, juice, water and energy sport drinks — and then put a stack of sugar cubes that reflected each one’s sugar content next to it.

“That was a real eye-opener for them,” she says. “We showed how to read the labels to pinpoint where the sugar may be hiding and taught them how to calculate how many sugar cubes that would be. They had never thought there was that much sugar in one bottle of soda.”

Current and past CNAF fellows volunteered to help at the monthly events, so each child received plenty of attention.

### Small gift, big payoff

With the help of funding from a CHOP Cares Community Grant, Nguyen was able to buy small giveaways that reinforced the lesson. After Sugar Shock, each kid received a reusable water bottle to encourage them to drink water instead of a sweetened beverage. She also made an info sheet on each topic for parents so they could continue the healthy conversations at home.

Healthy Hangouts sessions occurred during regular elementary school homework help time when kids were already in the library. It had a drop-in format, so kids could stop by the activity

table when it fit their families’ schedule.

Healthy Hangouts are just one of several collaborations between CHOP and the library branch. Staff from the primary care office have attended other children’s story times, coordinating with Ross to prepare a relevant health or wellness lesson to go with the book or theme.

Social Worker Sarah Dziejdz, MSW, curated a group of wellness books in different languages that cover a wide variety of topics. The collection, which takes up a whole shelf, is promoted throughout the South Philadelphia Community Health and Literacy Center, built for the community by CHOP and the City of Philadelphia in 2016. The building also houses the Philadelphia Health Center 2 and the DiSilvestro Recreation Center and Playground.

“Everyone recognizes the opportunities to work together to help families,” Nguyen says. “We have a great partnership.” ■

### LEARN MORE:

[chop.edu/south-philadelphia](http://chop.edu/south-philadelphia)

# PODCASTS AND BLOGS SHARE HEALTH INFO

CHOP doctors bring the latest pediatric medical advice to other physicians and families

Doctors at Children’s Hospital of Philadelphia have a ton of knowledge. They share their expertise with families during patient visits and with fellow physicians at conferences all across the country and all over the world.

But there’s only so much face-to-face time available. That’s why several CHOP physicians share what they know electronically, for free, via podcasts and blogs.



*Katie Lockwood, MD, with Paul Offit, MD, Director of the Vaccine Education Center, a guest on Primary Care Perspectives.*

Katie Lockwood, MD, a primary care pediatrician in the CHOP Care Network South Philadelphia practice, began her podcast, *Primary Care Perspectives: A Podcast for Pediatricians*, in 2016. There are now more than 85 episodes available, with new episodes twice per month.

In each 20-minute episode, Lockwood brings in a CHOP expert and they discuss the expert’s specialty area. Over the years, Lockwood has kept pediatricians up to date on everything from autism to the Zika virus.

“In these interviews, I get to help CHOP specialists share their passion with pediatricians everywhere, and we all learn together,” says Lockwood. “Although the podcast is geared toward pediatricians, I find many parents enjoy listening to learn more and get a behind-the-scenes look at the collaboration between their specialists and primary care providers.”

All doctors need to complete continuing education to maintain their licenses. Since *Primary Care Perspectives* is an authorized provider of this education, listening to the podcast not only keeps them updated but also counts toward doctors’ requirements.

## Advice and more for parents

Two pairs of CHOP physicians were inspired to reach out to parents — beyond their roles at Children’s Hospital — to create flows of

Several CHOP physicians share their knowledge in hundreds of podcasts and blogs — for free.

information on their own. Neither are substitutes for a family's relationship with its own pediatrician, but instead seek to provide general health information families can trust.

Neonatologists and close friends Joanna Parga-Belinkie, MD, and Diana Montoya-Williams, MD, started a podcast after they had babies at about the same time and found themselves talking about their experiences with their pregnancies and newborns and swapping advice. Instead of keeping these chats to themselves, they share them with other parents at [babydoctormamas.com](http://babydoctormamas.com) and via several podcast platforms.

With more than 60 episodes available, parents will find a wide range of topics. Some focus exclusively on infant care like diaper rashes and swaddling, and others extend to the delivery experience with talks on C-sections and home births.

"Early parenthood can be such a difficult, isolating time with so many questions," Parga-Belinkie says. "We wanted to help new parents feel less alone and provide a fun way to learn about the scientific evidence behind some common pediatric recommendations for baby care."

Julie Kardos, MD, medical director of CHOP Primary Care, Newtown, and Naline

Lai, MD, medical director of CHOP Primary Care, Central Bucks, met on the first day of their pediatric residency at CHOP and quickly discovered that, in addition to their love of medicine, both had a love of writing. Skip ahead a few years and the fast friends shared a frustration that the time they had during office visits was too short to get into a lot of detail as they answered parents' questions and parents were often frantic or distracted, so couldn't fully take in what they heard.

"Parents needed pediatric health information to digest on their own time and at their own pace," Kardos says. Their answer, in 2009, was to begin writing the *Two Peds in a Pod* blog. It reiterates and expands on advice they give in the office, but is available 24 hours a day on a computer or smart phone.

At [twopedsinapod.org](http://twopedsinapod.org), families can find answers to hundreds of questions about keeping their children healthy. Kardos and Lai cover topics from the tried and true (teething, tantrums and ticks) to the latest medical research.

### An insider's view of CHOP

A source of information on recent CHOP developments is CHOP CEO Madeline Bell's podcast, *Breaking Through*. She interviews leading physicians and researchers on what they've been working on and their goals for the future. It's a peek behind the scenes at CHOP and current research that's underway. ■

#### LEARN MORE:

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

[babydoctormamas.com](http://babydoctormamas.com)

[twopedsinapod.org](http://twopedsinapod.org)

<https://breakingthrough.podbeam.com>

# BEYOND MEDICINE: EASING STRESS & PAIN

Oncology patients can try massage or yoga to help them get through cancer treatments.

It started, as most good ideas do, from a desire to help relieve the suffering of children.

In this case, Tracey Jubelirer, MD, an oncologist at Children’s Hospital of Philadelphia, was searching for ways to relieve the anxiety, pain and nausea she saw her cancer patients going through during their treatment.

“How can we provide nonpharmacological support to help them through their treatment journey?” she says. “That was my starting point.”

She had reviewed studies of how integrative therapies — like yoga, acupuncture, aroma therapy and massage — had helped adult patients, but there was little research specifically on pediatric patients. In partnership with CHOP’s Integrative Medicine Program and with the support of generous donors, Jubelirer

pushed to make these complementary therapies available in CHOP’s Specialty Care Centers in King of Prussia, Pa., and Voorhees, N.J., in addition to inpatients in the hospital in University City.

“Parents tell me they really appreciate it and feel like it is helping their children,” Jubelirer says.

Cameron, a 7-year-old with Ewing sarcoma, would get so stressed out before his chemotherapy that it was making him physically sick.

“Cameron had so much anxiety when he came for treatment,” Jubelirer says. “Tonia Kulp, our yoga instructor, worked with him and taught him how to use his own mind and breath to calm down and reduce the stress. It made a big difference. His nausea was gone.”

The key to success is “meeting patients where they are,” Jubelirer says.

## Integrative Oncology Services

Location ..... Available therapies

King of Prussia ..... yoga, reiki

Voorhees, N.J. .... yoga, reiki, massage

Main Campus inpatient ..... yoga, reiki

Buerger Center ..... monthly multidisciplinary integrative oncology clinic on Main Campus in University City





*Yoga instructor Tonia Kulp helps Cameron, 7, de-stress before chemotherapy sessions.*

For some children with cancer, a gentle massage can make a world of difference. Massage therapist Tiffany Silliman Cohen, LMT, PHMII, CIMT, coordinates with oncologists and physical therapists in the Voorhees oncology clinic to determine which patients may benefit from massage therapy.

“I’ll ask the child if they’re in pain, having discomfort or are stressed out,” Cohen says. “Then, I adapt the massage to serve their needs on that particular day.”

Sometimes, she’ll give a massage while patients are waiting to see their oncologist or for their chemotherapy to begin. She can even massage a child’s back during treatment. “They lean forward so I can work on their back,” she says. “I also will massage an arm. We make it work.”

Massage for children is much gentler than what an adult may have. Children remain clothed, and one parent is always present.

If Cohen notices a type of massage is particularly effective, she’ll teach the child’s parent the technique so the therapy can also happen at home.

“We see the benefits both physically and psychologically,” Cohen says. “Massage can reduce stress-related symptoms so the child is more relaxed. It can help reduce pain. It can even help with headache.”

Even the option to have a massage or not can be empowering. “These children are facing interventions that are painful and scary, and they’re not there by choice,” Cohen says. “Having a choice to have a massage, even if they turn it down that day, restores a bit of control, and I think that has value.” ■

**LEARN MORE:**  
[chop.edu/integrated-health](http://chop.edu/integrated-health)

# PUTTING A FOCUS ON SOCIAL-EMOTIONAL DEVELOPMENT

A CHOP program supports childcare centers to promote a focus on positive behaviors.

When one little girl at a childcare center in Philadelphia was asked about the rules for her classroom, she didn't hesitate.

"Listening ears ... quiet lips ... still body," the 4-year-old said. She also said it was "awesome" to have her entire class get recognition for following the rules.

Those words are music to the "listening ears" of Marsha Gerdes, PhD, a senior psychologist with CHOP's PolicyLab, who has been on a mission to reduce the number of suspensions and expulsions from childcare centers. The approach of Positive Behavior Intervention and Supports

(PBIS) was chosen to guide centers on a way to support the social and emotional development of all children.

The statistics are startling: In the United States, more than 5,000 preschool students are expelled each year, which is more than three times higher than students in kindergarten through 12th grade. Racial disparities exist in rates of expulsions and suspensions.

Gerdes understands the long-term damage when a child misses out on early childhood education. "Without proper support during these early years, a child is more likely to not

Childcare center classroom rules: listening ears ... quiet lips ... still body.

— Words that are music to the "listening ears" of Marsha Gerdes, PhD, a senior psychologist with CHOP's PolicyLab.



In the United States, more than **5,000 preschool students are expelled each year**, which is more than three times higher than students in kindergarten through 12th grade.

be ready for kindergarten and even at risk for dropping out of school later on,” she says.

Early childhood educators are well prepared to support language and learning; however, they are less equipped to help all children grow in their social-emotional skills and to help children with challenging behaviors learn how to better regulate their emotions. When a child does things like biting, hitting and throwing tantrums, the easiest way to solve the problem may be to remove the child, either with suspension or expulsion. Gerdes wanted to give teachers a framework to effectively work with students so they develop socially and emotionally in appropriate ways.

Instead of training individual teachers, Gerdes received a grant to immerse every teacher and administrator in two Philadelphia child care centers in the PBIS model. They received training and support throughout the year. Every classroom, from the 6-month-olds to the preschoolers, participated.

“We wanted to build the centers’ and the teachers’ capacity to help these children,” Gerdes says. “A key was ongoing coaching. It wasn’t a one-and-done training.”

Gerdes measured each center’s progress, and results were encouraging. Centers that implemented PBIS had lower rates of suspension and increased the quality of the preschool classrooms.

CHOP partnered with the Public Health Management Corp. (PHMC), a regional nonprofit, to provide training.

Several components of the program led to its success:

- Support was ongoing. After initial PBIS training, a PHMC facilitator visited both centers consistently, reinforcing strategies and serving as a resource.
- Both centers held a monthly core leadership meeting to implement PBIS efforts and emphasize the center-wide nature of the program — all classrooms, all ages, all the time.
- Each center named a PBIS “champion” who served as an on-site coach.
- Teachers tracked specific circumstances around when a child was struggling. For example, if one child tended to lose control around the same time of day or around the same classmate, the teacher could better theorize the reason and promote problem-solving.

Initial success has Gerdes planning the next phase, rolling out PBIS to additional Philadelphia childcare centers and engaging families so they’ve able to use the PBIS strategies at home.

“We want childcare centers to have the tools they need to ensure every child has the opportunity to thrive in the classroom and beyond,” she says. ■

**LEARN MORE:**  
[chop.edu/policylab](http://chop.edu/policylab)

# A PATH WITH POTENTIAL

## CHOP's Nursing Workforce Exposure Luncheon provides career education to Philadelphia students

"We want students to know what it's like to be a CHOP nurse. They can enter the field as a nurse resident and then branch out into so many different areas."

DENISE COAN, BSN

The Nursing Workforce Exposure Luncheon at Children's Hospital of Philadelphia is a free, semiannual event for anyone interested in learning about a nursing career at CHOP.

Hosted during winter and summer breaks, this event on CHOP's Main Campus targets local high school and college students, as well as adults who have gone back to school to pursue a second career in nursing.

The luncheon offers students an opportunity to meet nursing professionals and learn about the various facets of a nursing career. Denise Coan, BSN, event organizer, is a 32-year CHOP veteran who began her career as a nurse before transitioning into recruitment three years ago.

"We want students to know what it's like to be a CHOP nurse," says Coan. "They can enter the field as a nurse resident and then branch out into so many different areas."

### A diverse workforce

As the United States faces a predicted nursing shortage, this interesting and flexible field offers an open career path with many projected job openings — during a time when other fields hold few options.

Coan says that the goal of the luncheon is to educate students about the different facets of nursing and to continue to build a diverse nursing workforce at CHOP. "The idea is to





engage kids from all different backgrounds and experiences and have them begin to consider nursing as a career,” she says.

To this end, Coan focuses her recruitment efforts first on CHOP employees whose children may be interested in attending, and then on local high schools and community colleges in the Philadelphia area. Many of these students come from low-income areas and may worry about the cost of a college education.

Coan and members of CHOP’s nursing staff talk to students about the different educational avenues available, including those that can make a nursing degree more affordable. Students struggling to pay for college at a four-year institution might consider earning an associate degree from a community college before pursuing their bachelor’s. “You can do it in pieces,” says Coan.

### First-hand experience

The Nursing Workforce Exposure Luncheon has grown in popularity over time and can

*From left: Clinical nurses Kelley Wolcott, RN and Tanya McKenzie, RN, work in CHOP’s Garbose Family Special Delivery Unit.*

host 70 to 100 students. The event begins with a general introduction to CHOP, and then nurses from a variety of clinical areas (general floors, intensive care, emergency department), as well as paramedics and post-anesthesia recovery nurses, give short presentations about their experiences. Many nurses come back each year to present, enjoying the opportunity to engage students learning about the nursing profession.

By the end of the three-hour event, the students have experienced a first-hand introduction to many different facets of nursing, which Coan ultimately hopes will increase their understanding of the field as they consider future careers. ■

**LEARN MORE:**  
[chop.edu/nursing](http://chop.edu/nursing)

# MORE THAN A SAFETY NET

CHOP empowers homeless youth to regain control of their health and future.

Each year, hundreds of runaway, homeless and trafficked youth come to Covenant House Pennsylvania looking for services they desperately need: housing, medical care, education and more. They are supported by Covenant House staff and a small, tight-knit group of medical professionals from Children’s Hospital of Philadelphia.

The medical team at the Philadelphia location is led by Kenneth R. Ginsburg, MD, MEd, and Christopher B. Renjilian, MD, both physicians at CHOP, and includes a psychiatrist, trauma-informed substance-abuse counselor and clinical social worker as permanent staff,

as well as support from dozens of medical residents, fellows, nurse practitioners and students from area medical schools.

“We provide a safety net for a diverse group of homeless and marginalized youth who have immediate and long-term care needs,” Renjilian says. “We guide them and help them build resilience so they can take control of the issues affecting their lives.”

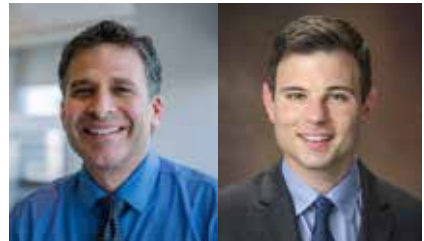
### Helping at-risk youth

When someone arrives at Covenant House, they receive an initial health assessment to identify their healthcare needs. Follow-up visits are


## By the Numbers

*CHOP’s Role at Covenant House Pennsylvania*

Fiscal Year	2018	2019
Intake visits .....	325	.....319
Acute visits.....	211	..... 277
Follow up visits .....	47	..... 73
Number of youth seen.....	350	.....337
<b>Total.....</b>	<b>644</b>	<b>....669</b>



*The medical team at the Philadelphia location is led by CHOP physicians Kenneth R. Ginsburg, MD, MEd, left, and Christopher B. Renjilian, MD.*



Each year, hundreds of runaways, homeless and trafficked youth come to Covenant House Pennsylvania.

provided at the CHOP-run, on-site clinic, which is open two days a week and available for time-sensitive care if needed. The clinic provides multidisciplinary care and treatment to youth through age 21.

Many Covenant House residents have serious and chronic health needs that can be successfully addressed during clinic visits, including:

- Medical management of conditions like diabetes, high blood pressure and asthma
- Routine preventative services, such as flu immunizations
- Support for mental health conditions, including stress, depression, anxiety and post-traumatic stress
- Reproductive healthcare, including counseling on topics ranging from healthy relationships and sexuality to disease prevention and family planning, as well as testing and treatment for sexually transmitted infections
- Substance abuse counseling and treatment

### Building resilience

“Building relationships is key to serving at-risk youth,” Renjilian says. “In some cases, we may

be the first people to treat them as adults, to ask their opinion and to really listen to their concerns about their health.”

When a shelter youth needs testing or treatment that cannot be provided on-site, the clinic medical team acts as an intermediary to specialists at local hospitals (including CHOP) — making introductions, supporting the patient and explaining what to expect. When a diagnostic test is needed or test results come in, clinic team members also work with patients so they better understand their condition and can make informed choices about their health.

“It’s all about meeting youth where they are. Most have endured multiple traumas in their young lives, but are some of the most compassionate souls I know,” Ginsburg says. “When they are given the right tools and confidence, they will follow their vision to make the world a better place.” ■

**LEARN MORE:**  
[covenanthouse.org](http://covenanthouse.org)

# 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

*Brooklyn, 5, receives behavioral health services in her CHOP primary care office in South Philadelphia. Psychologist Jennifer Mautone, PhD, uses games to teach coping strategies.*



**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 November 2019, the U.S. Food and Drug Administration approved two new breakthrough therapies for patients with sickle cell disease and both may enhance the treatment of CHOP patients, like Abu, 12.*



### **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





*The sixth Homeless Health Initiative Annual Family Fun & Fitness Day took place in June 2019. About 100 people from four West Philadelphia shelters engaged in activities and learned new information to improve their health.*

### **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

*Friends Sara and Steven, both 21, at the 2019 Buddy Walk. Sara's mother and a handful of other parents of children with Down syndrome organized the first local Buddy Walk® to raise funds to help children with Down syndrome. Those funds encouraged CHOP to start the Trisomy 21 Program. Today, the program provides care for more than 2,000 families, has a robust research arm and continues to grow each year.*



## **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

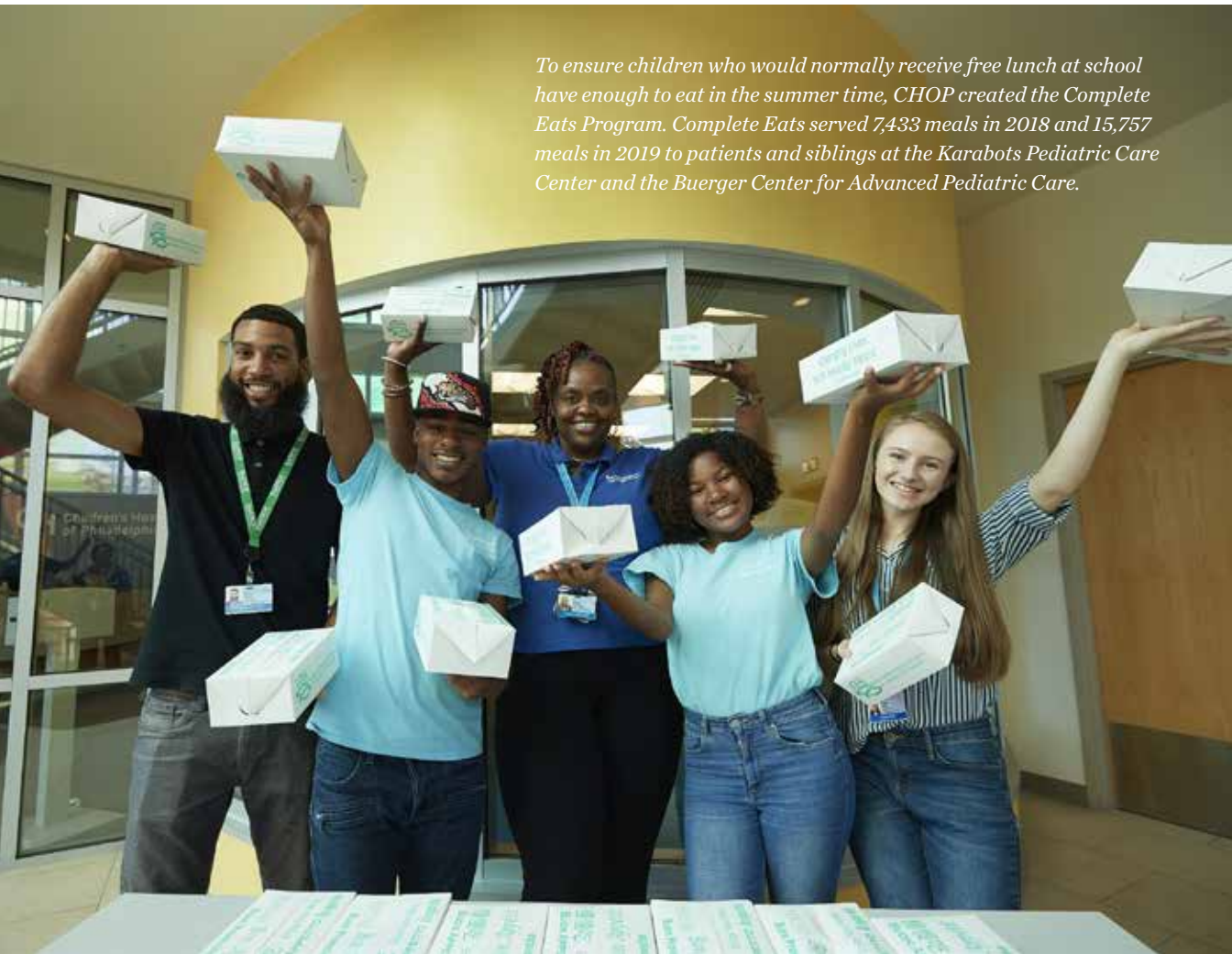
# Always Striving to Improve

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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. A group of local hospitals and health systems convened to develop a collaborative Southeastern (SEPA) Community Health Needs Assessment (CHNA), with specific focus on Bucks, Chester, Montgomery, and Philadelphia counties. 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. ■

The regional CHNA report and CHOP's responsive implementation plan are available for you to read at [chop.edu/community-relations](http://chop.edu/community-relations).

*To ensure children who would normally receive free lunch at school have enough to eat in the summer time, CHOP created the Complete Eats Program. Complete Eats served 7,433 meals in 2018 and 15,757 meals in 2019 to patients and siblings at the Karabots Pediatric Care Center and the Buerger Center for Advanced Pediatric Care.*



# 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

☆ Primary Care Practice & After-Hours Urgent Care

● Specialty Care Center

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

○ Specialty Care & Surgery Center

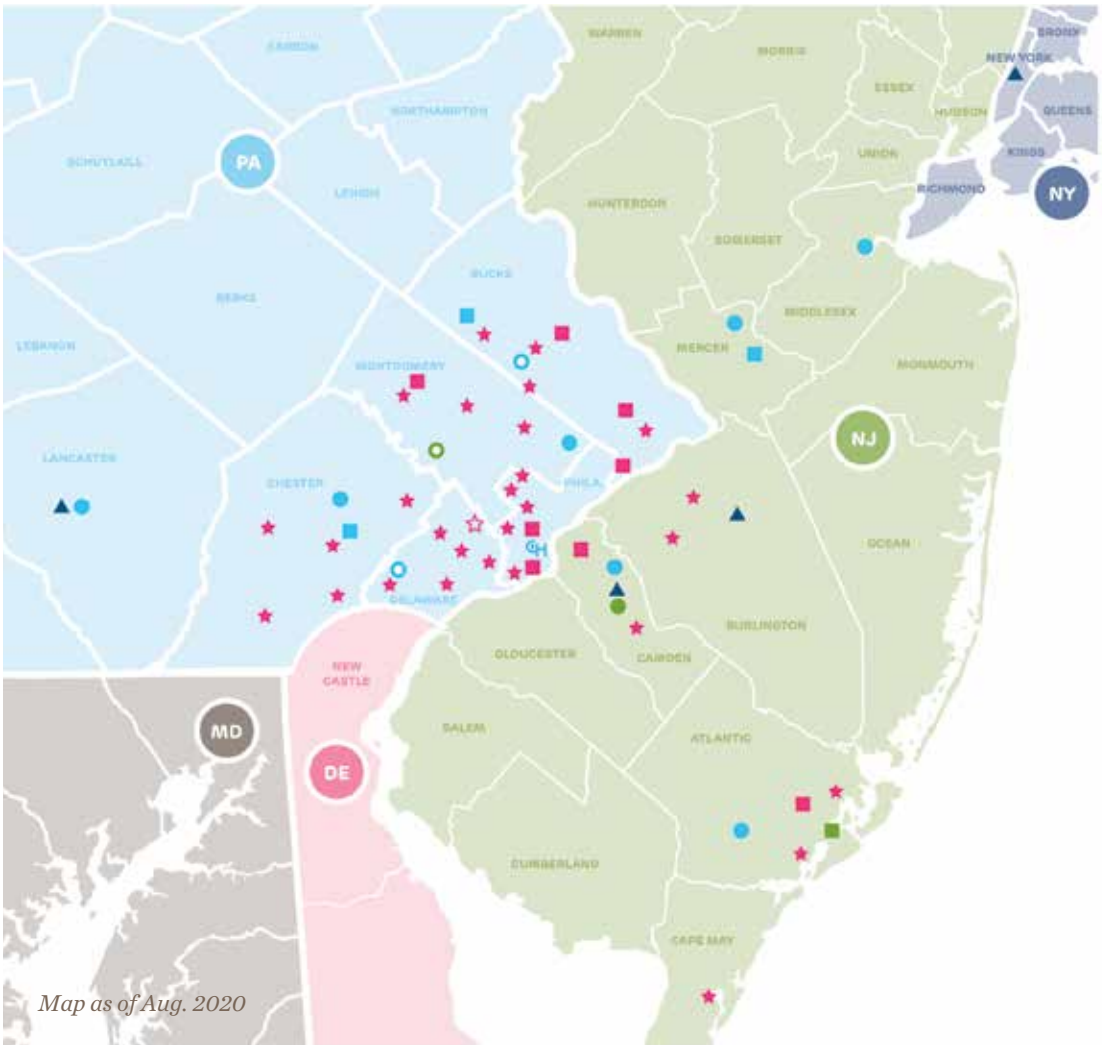
● Specialty Care Center, Surgery Center, After-Hours Urgent Care & Home Care

■ CHOP Newborn Care

■ CHOP Pediatric Care

■ CHOP Newborn & Pediatric Care

▲ Hospital & Integrated Specialty Program



# 2018 Financial Commitment to the Community

CATEGORY	TOTAL
Financial Assistance/Charity Care <i>(cost of medical care services for families that qualify for CHOP's financial assistance policy)</i>	\$4,912,304
Medicaid Programs <i>(unreimbursed cost of Medicaid and other means-tested government health programs)</i>	\$160,601,840
Community Health Improvement Services <i>(community-based clinical services, health education and support services focused on public health)</i>	\$22,279,134
Health Professions Education <i>(net costs incurred by CHOP to train health professionals, including pediatricians)</i>	\$48,247,365
Subsidized Health Services <i>(Hospital-based clinical services provided at a financial loss to the organization)</i>	\$20,644,785
Research <i>(cost of studies that identify new treatments and cures)</i>	\$111,424,497
Cash and In-kind Contributions <i>(funds and goods provided to other organizations to provide community benefit)</i>	\$2,163,703
	<b>\$370,273,628</b>

All financial data is for fiscal years July 1, 2017, through June 30, 2018. On the adjacent page is all financial data for fiscal years July 1, 2018, through June 30, 2019. These reports include 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 267-426-5506.



# 2019 Financial Commitment to the Community

CATEGORY	TOTAL
Financial Assistance/Charity Care <i>(cost of medical care services for families that qualify for CHOP's financial assistance policy)</i>	\$3,216,725
Medicaid Programs <i>(unreimbursed cost of Medicaid and other means-tested government health programs)</i>	\$176,559,163
Community Health Improvement Services <i>(community-based clinical services, health education and support services focused on public health)</i>	\$19,258,870
Health Professions Education <i>(net costs incurred by CHOP to train health professionals, including pediatricians)</i>	\$58,362,065
Subsidized Health Services <i>(Hospital-based clinical services provided at a financial loss to the organization)</i>	\$26,148,923
Research <i>(cost of studies that identify new treatments and cures)</i>	\$142,547,149
Cash and In-kind Contributions <i>(funds and goods provided to other organizations to provide community benefit)</i>	\$3,553,800
	<b>\$429,646,695</b>

**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).

Artist's rendering of CHOP's King of Prussia Hospital, slated to open in fall 2021.



## Filling a Crucial Need

Children's Hospital of Philadelphia's new King of Prussia hospital, announced in 2018, will dramatically reshape the pediatric healthcare landscape in a way that's needed right now. Situated at the intersection of several major routes, King of Prussia is easily accessed by a wide arc of communities, bringing CHOP's world-class care to even more families.

We're creating something utterly new: a pediatric healthcare hub. By adding a hospital and emergency room to our thriving specialty care and urgent care services in King of Prussia, we are showing our steadfast commitment: Families in the region will have the reassurance of knowing CHOP care — at every level and at every hour — is within easy reach. ■



## Children's Hospital of Philadelphia®

Office of Community Relations

[chop.edu/community-relations](https://chop.edu/community-relations)  
267-426-5506

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.