



Children's National.



Community Benefit Report





Celebrating
150 Years

Acknowledgments

The Child Health Advocacy Institute would like to extend our appreciation to everyone who contributed to this report. We could not have gathered this information without support and guidance from many dedicated individuals across Children's National Hospital. Sasha Smith, Community Health Educator, led the stakeholder interviews and report writing with substantive direction and input from Tesa White, Program Manager of Community Benefit, and Desiree de la Torre, Director of Community Affairs and Population Health Improvement.

A Message to Our Community

Since our founding in 1870, Children's National Hospital has been committed to serving patients and families in our community. We have made it a priority to advocate for the unique needs of children and address community health issues that impact their quality of living.

We are proud to share our fiscal year 2019 Community Benefit Report. Guided by our Community Health Needs Assessment, these efforts aim to address significant health needs at the individual, community and policy levels. We are pleased to report the outstanding programs, services and other community benefits our hospital delivers to Washington, D.C., Virginia and Maryland.

Programs like the ones detailed in this report can only be successful with strong partnerships. We celebrate our generous and committed community members who help Children's National carry out its mission to provide a quality health care experience for our patients, as well as improve health outcomes for children and families. We hope this report illustrates our deep dedication to our community and that you find inspiration in the stories told on the following pages.



Kurt Newman

Kurt Newman, M.D.
President and Chief
Executive Officer



Tonya V. Kinlow

Tonya V. Kinlow
Vice President, Community
Engagement, Advocacy,
and Government Affairs



A Legacy of Caring

Over 150 years ago, Children's National began as an idea shared among a small group of nurses who saw a community reeling from the effects of the Civil War. With a focus on service to our city's youngest population, they opened one of the nation's first children's hospitals. Children's National has grown from a small 12-bed hospital housed in a rented row house to a 323-bed facility dedicated to clinical excellence, transformative research, innovation and service to the community.



Children's National was founded to serve the needs of children in the District of Columbia, and community-centered care continues to be at the core of who we are. Although the needs of our modern families differ from the needs of 150 years ago, our dedication to service has not changed. From the beginning, developing a partnership with the Children's Health Board to serve children in neighborhood health centers, to the founding of the Child Health Advocacy Institute in 2007, Children's National is proud to be on the forefront of innovation in pediatric public health.

As an institution, we've invested more than \$160 million in our community in fiscal year 2019. Through policy, partnership and advocacy, we are dedicated to meeting the needs of children and families in our community. Part of this responsibility includes training the next generation of pediatric

health experts. Each year, we train over 600 medical school students from national and international universities. In addition, we train 1,000 residents, nursing students and other health care professionals from radiologic technicians to art therapists. Other community benefit initiatives include community health education, community outreach and workforce development.

Children's National is dedicated to serving our community, through acts large and small. We know that with collaboration and dedication, a single idea can transform a community.



Our Community *Leads the Way*

Since our inception, Children's National has partnered with our community to identify our community health needs. In an effort to make a meaningful collective impact on health and reduce redundancy in the District of Columbia, Children's National collaborated with other hospitals and community health centers to establish the DC Health Matters Collaborative.

The DC Health Matters Collaborative, formerly known as the DC Healthy Communities Collaborative, is a coalition of Washington, D.C., hospitals and community health centers that envision an equitable and sustainable state of health for all District of Columbia residents. We came together in 2012 in response to new requirements in the Patient Protection and Affordable Care Act of 2010 (ACA) mandating non-profit hospitals to issue a Community Health Needs Assessment (CHNA) and corresponding implementation strategy – referred to as our "Community Health Improvement Plan (CHIP)" – every three years.

To date, we have partnered to complete three joint needs assessments in 2013, 2016 and 2019, with a companion CHIP. Through our 2019 CHNA work, we connected with over 300 individual stakeholders through interviews, focus groups and town halls. We also analyzed health care and demographic data to create the clearest possible picture of the needs of our community. The 2019 CHNA and CHIP place ongoing focus on the 2016 CHNA priorities: mental health, care coordination, health literacy and place-based care. We leverage the capacity, expertise and relationships that have been built to address these needs.



Mental Health

Improve access to mental health services, including prevention and treatment of psychological, emotional and relational issues, enabling a higher quality of life for DC residents.



Health Literacy

Improve health literacy or the ability to obtain, process and understand health information and services, and increase capacity of the health system to respond to literacy and language needs.



Care Coordination

Support the deliberate organization of patient care activities and information-sharing protocols among health care providers, government agencies and community-based organizations.



Place-Based Care

Partner to bring convenient and culturally sensitive care options to the community, especially areas of need.

As we reflect on the past 150 years, we remember all the work that came before us. We are proud to belong to a legacy of caring, and look toward the future with hope as we continue our commitment in building a community where every child has the opportunity to grow up stronger.



A Mission to Prevent *Childhood Injuries*

"It takes a village to keep kids safe."

- Chenille Holloman, Program Manager
Safe Kids District of Columbia

As a Children's National pediatric trauma surgeon, it was the job of Martin Eichelberger, M.D., to care for families during some of the hardest moments of their lives.

Preventable injuries, not illness or disease, are the leading cause of death and disability in children in the United States. In 1988, in direct response to what he was seeing as a doctor, Dr. Eichelberger and Herta Feely, a public relations professional at Children's National, partnered with Johnson & Johnson to establish Safe Kids, a health education and advocacy program to reduce traffic injuries, drownings, falls, burns, poisoning and other preventable tragedies in children. It was the first campaign of its kind dedicated to the prevention of childhood injuries.

What began as the Safe Kids campaign grew quickly, and in 2005 the program expanded to officially become Safe Kids Worldwide, a coalition-based organization that gives communities the tools and supports to address their own unique safety needs. Safe Kids Worldwide currently exists as a network of more than 400 coalitions in the United States and partners in more than 30 countries. Since the program's inception in 1988, Safe Kids Worldwide reports childhood death from unintentional injuries has dropped nearly 60%.

As the founding chapter of Safe Kids Worldwide, Children's National's own coalition, Safe Kids District of Columbia, innovates, educates and partners with its community to prevent childhood injury. "Safe Kids is an integral part of Children's National Hospital. Safe Kids continues to lead the way with an innovative and imaginative approach. Their work is changing the country and the world, in terms of how children are cared for and kept safe," says President and CEO of Children's National, Kurt Newman, M.D.

"It takes a village to keep kids safe," explains Safe Kids District of Columbia Program Manager Chenille Holloman. "We share small, actionable steps with families, educators and clinicians to keep kids out of the emergency room for injuries that could have been prevented." Holloman's "small but mighty" team is always discovering innovative ways to connect with their community.

This year they staffed car seat inspection stations, provided school educational sessions, distributed written materials on topics from helmets to home safety, and conducted bike rodeos, walk to school days and neighborhood pedestrian safety assessments. Holloman communicates to children, "Safety is cool and exciting. It's something we should all be doing." Engaging children and families in safety is the core of what they do. She believes that finding community champions is essential.

One of those partnerships is with Garfield Elementary School, in District of Columbia's Ward 8. In May 2019, Safe Kids District of Columbia, along with their partners, led a series of events at Garfield Elementary School where every student was properly fitted with a bike helmet, participated in art advocacy for traffic safety and learned to ride a bike safely. The series involved volunteers from multiple community organizations, including the Washington Area Bicyclist Association (WABA), Safe Routes Partnership, Metropolitan Police Department, District Department of Transportation and Project Create. Hannah Nagle of WABA states, "We have been able to reach larger audiences like students and school administrators, and offer more information to community members through Safe Kids District of Columbia." Kori Johnson of Safe Routes Partnerships echoes the sentiment, "Our partnership with Safe Kids District of Columbia and Children's National Hospital has brought innovative outreach, educational resources and highly dedicated staff support to our community engagement programs." Building a safer community is not done alone. Through dedication and collaboration, we can build a safer environment for the District of Columbia's children. "Building trust is not quantifiable. Neither is a commitment to partnership, but it has the potential to evolve into a lasting community impact," says Johnson.

For Holloman, the work to find the right partners and serve the vast and varied needs of families in the community never stops. Looking toward the future, Holloman hopes to continue to build strong community relationships to address the unique needs of each neighborhood in Washington, D.C. Her priority is identifying safety champions to focus on key issues to move the needle on safety in our city. While the needs of families evolve over time, her commitment to the work stays the same. "We do this work so kids in Washington, D.C., can grow up stronger. While we at Children's National take great pride in healing children, we would rather see them thriving in their schools and in their communities than in our facilities for avoidable injuries," says Holloman.



Since Safe Kids Worldwide's inception in 1988, childhood death from unintentional injuries has dropped nearly **60%**.

Strong Families, Strong Communities

"I use the African proverb 'each one teach one'... meaning when one person learns something; it is their duty to share it with others.

- Yvonne Garces, M.S.W.
Social Worker
Children's National primary care practice
at the Town Hall Education Arts Recreation
Campus (THEARC)

Pediatric health care does not occur in a vacuum. Children are affected by the health and well-being of their entire family.

With this in mind, the social work team at Children's National primary care practice at the Town Hall Education Arts Recreation Campus (THEARC) lead two family-centered support programs: Teen Steps of Success, a teen social and education group, and Effective Black Parenting, a free parenting class built upon a nationally licensed and recognized curriculum.

Since 2011, "Teen Steps of Success: Real Issues, Real Facts, Real Talk" has served as a safe place for teens in one of the District of Columbia's neighborhoods experiencing the highest health inequities. Teen Steps of Success serves as an opportunity for teens to express themselves, have their questions answered, have social contact, complete goal setting for the future and receive information about personal health and fitness. For many, it is a safe haven to receive support and encouragement while maintaining or building a sense of self-worth and positive self-esteem.

For Teen Steps of Success facilitator, Niko Smith, personal connection is everything. "This program looks at the individual as a whole person. They are affected by every encounter whether it is in school, in the community or through social media. I believe it is important to always keep in mind that everything affects the individual," says Smith. In fiscal

year 2019, thirty 120-minute sessions were held. Teens learned about topics including mental health, nutrition, anger management, families and adult transition. As their instructor, Smith was heartened to see that every participant reported improvement in themselves. "They teach me and I teach them," she says. Supervisor Ellen Wiggins, L.I.C.S.W., a program manager at THEARC, agrees. "Ms. Smith has been able to draw out the shyest and most withdrawn teenagers. They end up opening up." A group with a focus on shared communication, connection and acceptance is a powerful experience for teens.

Effective Black Parenting is a series of classes at THEARC that also seeks to treat the whole family and connect them with the resources they need to live healthy lives. Nearly 10 years ago, Children's National social worker Yvonne Garces, M.S.W., and Ellen Wiggins saw a growing need in the community they serve. "We're located in Ward 8 which has the highest percentage of children in foster care in Washington, D.C.," explains Wiggins. "Under the Child and Family Services Agency (CFSA), parents were required to take classes to get their children back, but classes weren't available."

Garces and Wiggins took it upon themselves to find an appropriate curriculum, and found the Effective Black Parenting program from the Center for the Improvement of Child Caring. The two became certified educators and trainers in the program, and began implementing the classes, which are free and open to any family that wishes to attend. Garces and Wiggins both note how rewarding it is to see parents from many different racial and cultural backgrounds attend the class.

"I use the African proverb 'each one teach one,'" says Garces, meaning when one person learns something; it is their duty to share it with others. "I'm a grandmother and a great-grandmother. This class teaches me how to parent all over again." Wiggins believes the community-aspect is what makes the class so impactful on the parents who take it. "They form a camaraderie," she says. "They teach each other what they've tried and what worked. Parents who have had success chime in...Young parents, older parents, foster parents; it's a mix of people, but they listen to each other."

After decades as a social worker, Garces is always looking for more ways to support and connect families, knowing superior health comes from strong communities. They hope to continue to lead the way on family-centered care, and expand access to programming that strengthens family units. "When you have that village, it makes our job easier," she explains.

"You guys have taught me a lot. I am very anti-social, but when I came here I made new friends. I want to come back next year because the program really helped me and changed my life."

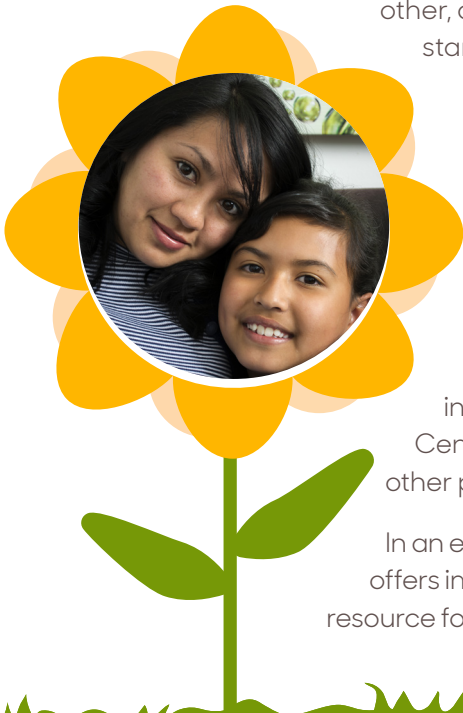
- Kiara, age 16



Helping Our Children *Grow and Thrive*

For Children's National staff, caring for children means caring for their families and communities. With this in mind, we are leading two initiatives focused on supporting and providing resources for families experiencing barriers to health care.

The Immigrant Health Workgroup, part of the Washington, D.C., Chapter of the American Academy of Pediatrics (DC AAP), is an initiative spearheaded by pediatricians at Children's National and other local health centers who saw a need in their own clinics. "Immigrant children and families make up a large and growing proportion of our city, region and country. Whether in schools, the primary care office, the Emergency Department or the hospital, caring for immigrant families is inevitable. Our aim as a workgroup is to be a sounding board and support network for each other, advocate for our immigrant communities and help educate other care providers to the best standards in providing care," explains pediatrician Dan Newman, M.D.



"The main objective of the Immigrant Health Workgroup is to achieve health equity for populations that have historically been marginalized," adds pediatrician Lanre Falusi, M.D., F.A.A.P. Caring for immigrant populations comes with unique challenges that require innovative, cross-sector partnerships to achieve great care. "Immigrant status can affect health outcomes," says Dr. Falusi. "We're advocating for this population by testifying, doing more research around immigrant health, creating partnerships and providing legal screenings in the health care setting." One of those partnerships is with CentroNia, a community-based organization focused on early childhood education and family support in a bilingual, multicultural environment. Since 2017, Children's National has partnered with CentroNia to provide community education around access to health care, legal support and other public benefits.

In an effort to provide holistic care, the Immigrant Health Workgroup also designed a project that offers immigrant families free legal screening in clinic waiting rooms. Using [immi.org](https://www.immi.org), a free online resource for immigrant families, medical students are able to screen and offer follow-up legal assistance

referrals to families who qualify. So far the project has screened 43 families and hopes to expand. A parent expressed, "I had never thought that someone would be able to give me help in that way; giving me hope after so many years of not knowing."

Another effort spearheaded by Children's National is the Trauma-Informed Care Training program. The educational initiative provides training on trauma-informed care, a type of care that acknowledges the prevalence of trauma (data indicates one in four children have had exposure to trauma). It also promotes environments of healing and recovery rather than practices and services that may inadvertently re-traumatize. "The goals are to educate our community both internally and externally, on the prevalence of trauma and the ideals of a trauma-informed approach to care, and to make these trainings available to as many organizations who serve children as possible," says Binny Chokshi, M.D., F.A.A.P.

Through a partnership with the Substance Abuse and Mental Health Services Administration, the team was able to train over 700 multidisciplinary Children's National staff. In addition, the team provided trainings to over 100 community members at community-based health centers in Washington, D.C., and Prince George's County, Maryland, as well as the District of Columbia's employment services, organizations that serve food in schools, and the Prince George's County Courthouse system. Trauma-informed care isn't just more compassionate, it's more effective. "It is a perspective shift that entails asking the question 'what has happened to this person versus what is wrong with this person'. The difference [with trauma-informed-care] is you think of patient diagnoses not in the context of behavior, but the context of their life events," explains Dr. Chokshi.

The key to success is partnering with more organizations in order to embed the training into schools, the justice system and health care to ensure all work is done through a trauma-informed care lens. Nurse and educator Simmy King, D.N.P., agrees that trauma-informed care is more important than ever. "Given the recent disruption associated with COVID-19 we know that many children may be experiencing increased or new adverse childhood experiences that result in trauma. It will be important to ensure that our nursing staff is attuned to these needs in our patients and continue to apply trauma-informed care in their practice."

Advancing trauma-informed care is essential work in creating an equitable society, explains Dr. Chokshi. "If there is a mutual understanding of the profound effect of life experiences on overall health and wellness, we can all work together to provide better care for our children and their families." The same is true of caring for families who are immigrants. When providers acknowledge the unique needs of the families they care for, they are able to provide them with the resources and information they need to grow and thrive.

"Children's National's Trauma-Informed Care Training program is a nationally recognized approach to the care of children who experience trauma. I applaud Children's National for taking the lead in ensuring that our criminal justice partners are trained in this area."

- Prince George's County State's Attorney Aisha N. Braveboy

Community Benefit 2019 Highlights

Community
Benefit

\$160+
million

in community
benefit to improve
community health

Community Health
Improvement
Programs

175

community health
improvement
programs and
activities



1,011
CALLS



41 SITE
VISITS

DC MAP (Mental Health Access in Pediatrics) team facilitated 1,011 calls between primary care pediatricians and mental health specialists, improving access to pediatric mental health care and conducted 41 site visits to pediatric primary care centers to inform, educate and engage pediatricians to support the mental health needs of their patients



600 FREE CAR SEAT
INSTALLATIONS

provided at Children's National Hospital's main campus and community drive-through sites



4,100 STUDENTS AND
CHILDCARE PROVIDERS

in Washington, D.C., were educated on bike and pedestrian safety by Safe Kids District of Columbia



592 LACTATION
CONSULTATIONS

provided by the East of the River Lactation Support Center

OVER 100 HOSPITAL STAFF

participated in Grab A Plate and Advocate training sessions, sharing community engagement ideas and collaboratively determining an advocacy agenda



MORE THAN 180
ATTENDEES

received education and resources on violence prevention and self-care at the annual Child Abuse Awareness Symposium

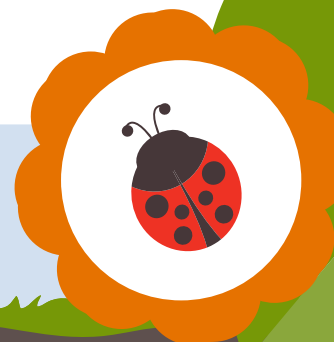


200+ PARTICIPANTS

learned about local neighborhoods (characteristics, health needs, barriers and assets) through the Social Determinants of Health Bus Trips



For more information about Community Benefit please email us at communitybenefit@childrensnational.org



Community Investment

2019

\$161,531,339 Total Community Benefit

\$100,524,227

Medicaid Shortfalls

\$42,019,803

Health Professions Education

\$7,763,439

Financial Assistance

\$3,642,052

Community Health Improvement Services

Medicaid Shortfalls.....	\$100,524,227
Health Professions Education.....	\$42,019,803
Financial Assistance.....	\$7,763,439
Subsidized Health Services.....	\$5,934,262
Community Health Improvement Services.....	\$3,642,052
Community Building Activities*.....	\$1,067,611
Cash and In-Kind Contributions.....	\$1,052,074
Community Benefit Operations.....	\$595,482

* Community building activities are part of our community investment, but are not recognized by the Internal Revenue Service as community benefit. Therefore, the financials associated with community building activities are not included in the numbers for total community benefit.

Community Benefit Programs and Activities

In partnership with community organizations, government agencies, national associations and individuals, Children's National Hospital supported the following programs and activities in fiscal year 2019.

- Advocacy and Public Policy
- Autism Workshop
- Brainy Camps
- Burn Prevention Education
- Care Coordination Workgroup
- Child Abuse Awareness and Prevention Education and Trainings
- Community Benefit Operations
- Community Support Activities
- DC Collaborative for Mental Health in Pediatric Primary Care
- DC School-Based Health Centers
- Disaster and Emergency Preparedness Education and Activities
- Health and Education Cross-Sector Collaborations
- Health Care Access Assistance
- Health Care Support Services
- Health Educational Summits, Lectures and Trainings
- Health Fairs and Community Outreach
- Health Literacy Workgroup
- Health Professions Education
- Early Childhood Innovation Network (ECIN)
- East of the River Lactation Support Center
- Emergency Medical Services Education and Trainings
- Immigrant Health Workgroup
- Injury Prevention Efforts
- Intern Advocacy Day at Capital Area Food Bank
- Kid Power (KiPOW!)
- Mended Little Hearts
- Mental Health Workgroup
- Neonatal Resuscitation Program
- Nurse Exchange Program
- Oral Health Initiatives
- Safe Kids District of Columbia
- Safety Training Class
- Shared Nursing Leadership Council Cereal Drive
- Shared Nursing Leadership Council Community Education
- Social Determinants of Health Community Bus Trips
- Special Supplemental Nutrition Program for Women, Infants and Children (WIC)
- Sports Symposium for Healthcare Providers
- Teen Steps of Success
- TOMODACHI J&J Disaster Nursing Training Program
- Trauma-Informed Care Trainings
- Workforce Development





Children's National.

2019 Community Benefit Report

For more information on all of our community benefit programs, please visit www.ChildrensNational.org/Advocacy/CommunityBenefit or contact us at communitybenefit@childrensnational.org.

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