

Beyond Our Hospital Walls



2012 Community
Benefit Report

Children's
Hospital
LOS ANGELES®
We Treat Kids Better

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To Our Community Partners and Friends:

“We achieve our best together,” is one of our most important organizational values, because collaboration is essential to everything we do at Children’s Hospital Los Angeles. It’s what enables us to fulfill our mission of creating hope and building healthier futures for the patients and families we serve.

Inside our hospital, collaboration between our doctors, nurses and staff is the reason we are ranked fifth in the nation on the prestigious *U.S. News & World Report* Honor Roll, and why we recently earned the Top Hospital designation from The Leapfrog Group—an honor we have earned four years running.

Outside our hospital, our spirit of collaboration can be seen in the programs and initiatives highlighted in this report. The partnerships we enjoy with organizations throughout the diverse communities we serve allow us to positively impact the lives of children well beyond the walls of our hospital.

I believe our collaborative partnerships are key to our continued growth and success. As the health care industry evolves and we prepare for the coming reforms, we will be challenged to innovate and develop new ways of delivering world-class care. And we are committed to working with one another and our strategic community partners to take full advantage of the opportunities presented to us.

To that end, I look forward to growing new partnerships to expand our reach while we also work to strengthen existing relationships, allowing us to positively affect the lives of even more children and families.

The hope and healthier futures we create for the children we serve depends on all of us working together to ensure the best possible outcome. Fortunately, thanks to our collective commitment to collaboration, we are better positioned than ever before to deliver on our mission of care in our community and beyond.

Sincerely,



Richard D. Cordova, FACHE
President and Chief Executive Officer
Children’s Hospital Los Angeles



Our Commitment to Children and Families in Our Community

Children's Hospital Los Angeles' commitment to patients and their families extends well beyond the walls of our hospital. Our community benefit services and activities ensure we remain responsive to the needs of our community. This investment helps make a difference in the lives of children, adolescents and their families.

Community benefit is defined as clinical or non-clinical programs or activities that provide treatment and/or promote health as a response to identified community needs with the following objectives:

- Improve access to health care services
- Enhance public health of the community
- Advance medical or health care knowledge that provides public benefit
- Relieve or reduce the burden of government or other community efforts

Community Benefit Financial Highlights:

- Unreimbursed Costs for Medical Services of Government-Sponsored Programs¹: **\$119.5 million**
- Charity Care at Cost²: **\$4.7 million**
- Subsidized Health Services: **\$6.3 million**
- Research Activities: **\$26.3 million**
- Health Professions Education: **\$25.4 million**
- Community Health Improvement Services and other Community Benefits³: **\$7.6 million**

Grand Total: **\$189.8 million**⁴



About Children's Hospital Los Angeles

Our Mission

We create hope and build healthier futures.

As a leading academic children's hospital, we fulfill our mission by: Caring for children, adolescents, young adults and families, advancing knowledge, and preparing future health care providers.

More Than 110 Years of Providing Quality Care to the Community

Our History

Few hospitals in California have a legacy as rich and storied as ours. Founded in 1901, Children's Hospital Los Angeles is the oldest freestanding pediatric hospital in California. Known back then as "the little house on Castelar Street," the hospital began a long tradition of treating kids better in the yellow, two-story home. During that first year of operation, we admitted 14 patients and opened the "surgery suite" in the pantry. The hospital's only doctor also made house calls on horseback. Now a premier children's hospital with more than 110 years of experience, we look forward to providing our patients with another century of care.



Our Values

We achieve our best together.
 We are hopeful and compassionate.
 We are learners leading transformation.
 We are stewards of the lives and resources entrusted to us.
 We serve with great care.



The Marion and John E. Anderson Pavilion

We didn't just build the newest inpatient facility for children in the state. We designed an inviting healing environment filled with light and color for our patients. All aspects of the Marion and John E. Anderson Pavilion keep families in mind. Some of the many amenities include playrooms on every floor, a family resource center and a playground specially designed for children with and without physical disabilities.

Each floor of the seven-story, 460,000-square-foot building features a California landscape theme highlighted by natural light and vibrant color. This healing design depicts different geographic regions, ranging from the blue sea to majestic mountains. Most importantly, each room includes a daybed, allowing parents to stay at the bedside with their child. Eighty-five percent of the patient rooms at Children's Hospital are private, but we do have semi-private rooms available for children who would enjoy having a roommate.

¹ The Medi-Cal program partially offsets these losses through the Disproportionate Share Hospital (DSH) Program, designed to support "safety net" hospitals such as Children's Hospital Los Angeles. The hospital received \$42.3 million in DSH funding in FY 2012.
² Includes cost of care provided to underinsured and/or uninsured children.
³ Children's Hospital's investment in the Community Benefit Inventory for Social Accountability (CBISA) system has proven to be an excellent mechanism to track otherwise undocumented community benefits.
⁴ In January 2010, the State of California enacted legislation that provides for supplemental payments to certain hospitals funded by a quality assurance fee paid by participating hospitals as well as matching federal funds (the "Hospital Fee Program"). Supplemental payments and fees related to the Hospital Fee Program produced a net benefit of \$58.1 million to Children's Hospital Los Angeles in the fiscal year ended June 30, 2012.

Children's Hospital Expands Outpatient Services in the Community

Valencia

Children's Hospital Los Angeles – Valencia opened in the Santa Clarita Valley in July 2012. Located just one exit south of Magic Mountain on Valencia Boulevard, off the I-5 Freeway, the center offers Board-Certified and Board-Eligible pediatric specialists for initial evaluation and follow-up care in endocrinology, gastroenterology, hematology-oncology, imaging and laboratory services, neurology, orthopaedics, otolaryngology, pediatric surgery, plastic and maxillofacial surgery, pulmonology and urology.



The grand opening of Children's Hospital Los Angeles – Valencia was celebrated in July with a ribbon-cutting ceremony.

South Bay

Children's Hospital Los Angeles – South Bay is scheduled to open in February 2013. Located in Torrance the same Board-Certified and Board-Eligible specialists providing care at Children's Hospital will be offering consultations and follow-up care in cardiology, endocrinology, gastroenterology, neurology, ophthalmology, orthopaedics, otolaryngology, pulmonology, plastic and maxillofacial surgery and urology, with more specialties to be added soon.

Arcadia

These two new locations follow the opening of the hospital's first outpatient treatment center, Children's Hospital Los Angeles – Arcadia, in November 2010. The Arcadia location offers convenient access to a wide variety of Board-Certified and Board-Eligible pediatric specialists for initial evaluation and follow-up care.

Children's Optical

Located in Monrovia, close to the Children's Hospital Los Angeles – Arcadia, Children's Optical offers one-stop shopping for patients needing prescription eye glasses, contact lenses, frame repairs, accessories and protective eyewear. Children's Optical provides customized lenses for children to ensure proper prescriptions and comfort.



Ensuring Continued Access to Preventive and Primary Care for Children and Adolescents

The AltaMed Community Health Clinic of the Division of General Pediatrics at Children's Hospital Los Angeles serves as a preventive and primary medical care center for children and adolescents in our community. AltaMed is a Federally Qualified Health Center (FQHC), with emphasis on delivering high-level preventive and primary medical care. AltaMed is an essential community partner in providing first-class medical care for families in underserved areas of our community, where the need is greatest.

The clinic's comprehensive diagnostic and treatment services begin at birth and continue throughout childhood and adolescence. Services include

complete physical examinations and laboratory tests, immunizations, diagnostic services, counseling, developmental and behavioral assessments and intervention, hearing and vision screenings and education. To meet the needs of families, these comprehensive services are available during evenings and weekends.

With more than 44,000 patient care visits annually, the AltaMed Community Health Clinic at Children's Hospital expands access to preventive and medical services for children and adolescents in our community.



Our Community's Profile

At Children's Hospital Los Angeles, we recognize that the best way to ensure the delivery of the highest-quality and most culturally sensitive health care is to first identify, assess and understand population health indicators critical to our community's health needs. Every three years, we conduct a Community Health Needs Assessment to understand our service area demographics, identify disparities in health and assess the risk of communicable disease and chronic conditions. We utilize the assessment as the basis for planning Community Benefit programs and services.

Our hospital services reach thousands across Los Angeles County—a region that spans 4,083 square miles and includes vast urban communities, suburban areas and rural neighborhoods. Los Angeles County is home to more than 10 million residents, who come from around the world and speak more than 140 languages. It is the most populous county in the nation—and one of the most ethnically and racially diverse.

Almost half of the population is Hispanic (47.7 percent), 27.7 percent White, 13.7 percent Asian/Pacific Islanders and 8.3 percent African American. Due to the county's large size and diverse population, the region is divided into eight geographic Service

Planning Areas, or "SPAs," for health care delivery and health planning purposes.

Children's Hospital Los Angeles is located in SPA 4 (Metro-area) and the Central Health District. SPA 4 includes the communities of Boyle Heights, Central City, Downtown LA, Echo Park, El Sereno, Hollywood, Mid-City Wilshire, Monterey Hills, Mount Washington, Silver Lake, West Hollywood and Westlake. Because of our specialized expertise, Children's Hospital Los Angeles serves children from all eight SPAs.

Example of a Key Finding

SPAs 1, 2, 5 and 6 had an increase in the rate of asthma diagnosis from 2003-2005 to 2007, and these four regions had rates that were higher than those for Los Angeles County.

Patients under 20 years of age in the hospital's service area had an average hospitalization rate of 84.2 per 100,000, with asthma among the top 10 reasons for admission into a hospital. Based on the results of the 2010 Community Health Needs Assessment, asthma was among several commonly identified illnesses or chronic conditions in children and adolescents in our community.



Research to Address Issues Important to our Community

The Saban Research Institute

The Saban Research Institute of Children's Hospital Los Angeles is one of the few freestanding research centers in the U.S. where scientific inquiry and clinical care are combined and devoted exclusively to children. With \$43.8 million in total funding and \$25.5 million in funding from the National Institutes of Health (NIH), the hospital ranks eighth among children's hospitals for NIH funding.

Our research, focusing on the developmental origins of health and disease, encompasses individualized health and medicine, regenerative medicine and cellular therapies, and the developing mind.

Areas of research include:

- Developmental biology and regenerative medicine
- Developmental neuroscience
- Diabetes and obesity
- Community and behavioral health, health promotion and disease prevention
- Cancer and blood diseases
- Human physiology and imaging
- Immunology, infectious disease and pathogens

Our investigators also hold faculty appointments at the Keck School of Medicine of the University of Southern California (USC). As a premier teaching hospital, Children's Hospital has been affiliated with this top medical school since 1932.



Example of photo taken by children and parents in the PhotoVoice sessions

CTSI Community Engagement Asthma Project

The Community-based Research for Asthma Prevention and Management study is a collaborative project led by three organizations: the Southern California Clinical and Translational Science Institute (SC CTSI) at USC and Children's Hospital Los Angeles, BREATHE California of Los Angeles County (BREATHE LA) and COPE Health Solutions. As a result of this project, parents and other community members now have access to the "My Asthma Booklet."

This educational activity booklet is a handy resource for parents and caregivers looking to better understand and manage their child's asthma. It includes information on identifying symptoms and triggers, speaking to a doctor and finding asthma resources in our community.

The study team used a PhotoVoice technique to document the community's knowledge and perception of asthma risk factors, management, triggers and symptoms. PhotoVoice is a community-based participatory research approach that allows participants to document their thoughts on an issue by taking pictures of things in their community. The purpose of this approach was to develop culturally relevant prevention education and interventions related to asthma.

As parents and caregivers read this booklet, they will see a number of photos and quotes. Those photos were taken by the children and parents in the PhotoVoice sessions, and those quotes are their words. It is the hope of the collaborative that by reading about others' experiences, parents and caregivers of children with asthma will not feel alone.





East Los Angeles Farmer's Market

CHOIR Farmers Markets Project

To better understand the role of farmers markets in low-income urban areas of our community, our hospital's Community, Health Outcomes and Intervention Research Program (CHOIR), in partnership with the University of Southern California (USC), led a two-year project studying farmers market consumers in the East and South Los Angeles areas.

The team identified two newly established farmers markets in the East and South Los Angeles regions, surveying 415 consumers from the East Los Angeles Farmers Market and 1,374 consumers from the Watts Healthy Farmers' Market (South LA). Information gathered included demographics, utilization, satisfaction, eating and physical activity behaviors.

The study found that farmers market consumers in our community were primarily Latina women earning less than \$22,000 per year and reported some level of food insecurity. Most lived within four miles of the markets, with repeat visitors shopping twice a month or more.

Overall, consumers reported high satisfaction with each farmers market, and the majority reported positive changes in physical activity and eating behaviors since using the market. Community members identified the lack of good quality affordable

produce as a key barrier to eating healthy meals and expressed the desire to have farmers markets in their communities. Many consumers reported they wanted to see additional items sold at the market, including prepared foods, non-food items and other products.

The team also found that in these communities, individuals have disproportionately high rates of diabetes, obesity, food insecurity and physical inactivity, low fruit and vegetable consumption and few options to purchase fresh produce. Until recently, few studies had examined the characteristics of farmers market shoppers and, to the team's knowledge, none had examined characteristics of shoppers in very low-income, minority communities in which farmers' markets are introduced. Subsequently, the USC and Children's Hospital collaborative staff, community agencies, local advocates, politicians and community residents organized to advocate for farmers markets in both the East and South Los Angeles communities.

Prior to the opening of the East Los Angeles Farmers Market and Watts Healthy Farmers' Market, the closest farmers market was five miles from East LA and 13 miles outside of South LA. This effort enabled the collaborative to assess market utilization and consumer satisfaction of each market as a means to report outcomes back to the community and improve the delivery of service.

Access to Quality Health Care Services

Health Insurance Assistance Program

"I had wanted to be a mother for as long as I can remember," says Elizabeth Chillseyzn, mother of a 6-month-old baby, Avalos. "At age 34, I found out I was pregnant and was extremely excited. One week later, I started to experience health complications with my pregnancy." Chillseyzn was put on bed rest and monitored by her physician.

Early in her pregnancy, Chillseyzn went to the emergency room experiencing complications and was frightened about the thought of miscarrying. An ultrasound revealed that her baby had signs of a congenital deformity. She sought out services at Children's Hospital Los Angeles and met with other mothers of children with congenital deformities to get a better understanding.

Her high-risk pregnancy and caring for Avalos' special needs prevented her from returning to work. "Since I was on bed rest during my pregnancy and still had not returned to work, my employer released me, and my health insurance ended," says Chillseyzn. "As a result, I did not know where to turn or whom I could ask for help to ensure my baby would get the health services he needed."

Her doctor referred her to the Children's Hospital Office of Community Affairs and the Health Insurance Assistance program. One of the team's certified application assistors helped her navigate the process to acquire health insurance for her child.

The Office of Community Affairs at Children's Hospital Los Angeles helps families like Chillseyzn's access available community resources, including low-cost health insurance coverage and health programs.

"I had no idea there were health programs available for my baby," says Chillseyzn. "The assistor helped me complete a Healthy Families program application and provided me with resources to community health programs. Now, I will be able to afford health insurance for my baby and continue with his much-needed health care."

In the past year, the Office of Community Affairs assisted more than 300 children and families in accessing new health insurance coverage and reached more than 45,000 children and families through outreach campaigns promoting awareness of available access to health programs.

Chillseyzn is sharing her baby's pictures for the first time in this report. "I feel great relief," she says. "I have Children's Hospital Los Angeles, its medical services and support programs, including the Office of Community Affairs, to thank for making my baby's health a priority," says Chillseyzn.

Children's Hospital staff conducted more than **100** in-person visits with federal government officials, state senators, assembly members, seven visits with local government representatives for the purpose of advocacy for children's health.



Elizabeth Chillseyzn and baby Avalos

Promoting Preventive Health Strategies

Pediatric Residents Become Community Leaders and Effective Child Advocates

"Exposing pediatric residents to the environment of our surrounding community has proven to be very successful in teaching about the delivery of culturally effective pediatric care," says Mona Patel, MD, director of the Home Safe Home Program at Children's Hospital Los Angeles. "Physicians in training at Children's Hospital are learning to become community leaders and effective advocates for our children's health."

Through the Community Pediatrics and Advocacy Rotation program, pediatric residents gain knowledge about the issues that affect the health of children, adolescents and families in our community. In the past year, 35 Children's Hospital residents trained in Community Pediatrics and Advocacy. They conducted 27 home visits and environmental health hazard assessments in the community.

As part of their rotation, pediatric residents participate in the Home Safe Home Program to assess safety hazards in our community. Along with a faculty mentor, the residents perform a home visit and environmental health assessment of one of their primary pediatric patients.

"Through review of pre- and post-survey data collection, we are seeing a significant impact of the Home Safe Home Program on pediatric resident education and on family education in injury prevention and environmental health," says Patel, assistant professor of pediatrics at the Keck School of Medicine of the University of Southern California. "Pediatric residents feel more comfortable and effective providing home injury prevention tips to their continuity clinic patients. Cultural awareness is enhanced, and residents better understand the practical limitations of their medical treatment plans in the context of the social, environmental and economic situations in which their patients live."

Pediatric residents share their experiences:

"This home visit was incredibly helpful."

"It helped me understand the true socioeconomic status of families in our community and allowed me to observe the family dynamic and guide families in providing a safe environment for their children."

"Real in-home experiences such as this one help solidify safety information that is useful to impart to all my clinic patients."



Mona Patel, MD, and a pediatric resident assess safety hazards in our community

82 physicians and pediatric residents advocated for children's health by conducting **12** local and **20** State legislative visits— Los Angeles Healthcare Provider Alliance for Children (LA-HPAC)

Community Outreach and Education

"May I speak to you about how to prevent whooping cough (Pertussis)?"

That's what Olga Taylor, administrative coordinator of Community Outreach for Children's Hospital Los Angeles, asked parents and caregivers of young children as they passed by the hospital's educational booth at the Central City Neighborhood Partners Resource Fair. The fair took place in the Pico-Union district in August 2011.

Families approached the booth eager to learn about whooping cough.

"Is this the flu?" one parent asked. "Oh, my child is current with his immunization and is protected," another said.

"I only have a few minutes to convey my message about good health and prevention," says Taylor. "Knowing that my role as a representative of Children's Hospital in our communities is positively impacting the health of children, adolescents and families has been personally rewarding, and it's a big help for families, who receive needed resources and information."

In the past year, the Office of Community Affairs and other Children's Hospital Los Angeles departments reached more than 70,900 children and families by participating in more than 90 community-organized events.

Our hospital's outreach programs focus on underserved communities throughout Los Angeles. These communities represent the largest and most diverse multiethnic populations in the nation. The Children's Hospital Los Angeles Office of Community Affairs has been leading collaborative efforts to assess, understand and address the key indicators that affect the health of children, adolescents, parents and families in our community.

The Office of Community Affairs works closely with local schools, community-based organizations, community leaders, faith-based organizations and civic groups.

Health issues addressed through outreach and education include access to health care, immunizations, child passenger safety, healthy eating and exercise, poison prevention, prematurity awareness, prevention of common illnesses such as pertussis and the promotion of critical hospital services for the underserved.

"I utilize several health education and outreach tools to engage with families in our community, including interactive learning booths, hands-on demonstrations, simulation activities, fact sheets, one-on-one education, photo board exhibits, health-related games for children and youth and health-related giveaways and incentives," says Taylor.

Olga Taylor, administrative coordinator of Community Outreach for Children's Hospital conducts health education and outreach



- **50** high school athletes received free cardiac screenings
- **15** NICCU parents received free pertussis vaccine
- **57,000** junior high students received free scoliosis screenings
- **1,804** patient care visits with the Oral Health Program
- **300** infants and toddlers are screened for hearing loss annually by the Baby Sound Check program
- **50** parents and parents-to-be attended Parent University
- **15** infants were provided with nasopalveolar molding (NAM) treatment
- **760** children and families in our community learned about blood
- **23,092** books were donated to children and families
- **3,500** youth and families learned about adolescent health
- **160,000** individuals learned about donating blood
- **165,000** visitors clicked on our hospital's RN Remedies Blog for Families

An Innovative Array of Services Supporting Families

HOPE-STAR

Sharing her daughter's health-related experience with elementary school classmates and their parents was indescribable, says Kathey Kelley, mother of 8-year-old Parker Brockway. Kelley is referring to a visit to her daughter's class made earlier this year by Betty Gonzalez-Morkos, PsyD, of the Hematology-Oncology Psychosocial and Education (HOPE) Program in the Children's Center for Cancer and Blood Diseases at Children's Hospital Los Angeles.

One of seven initiatives within the Hope program, STAR includes a full complement of school intervention services to hematology and oncology patients across the spectrum of illness, treatment and survivorship. Staffers consult with families, medical teams and schools and provide parental advocacy skills training, participate in Individualized Education Program (IEP) special education planning, develop classroom/school presentations and provide patient and parent counseling.

In the past year, STAR provided interventions and specifically tailored services to 249 patients and their families.

Parker, who was diagnosed in December 2006 with a brain tumor known as a pilocytic astrocytoma, a very common form of childhood brain tumor, had missed the last four months of first grade because of treatment.

"Typically, Parker was back in school after a few days or a week after surgery," says Kelley. Not this time. Parker's surgery lasted six hours, and the result was starting over physically for Parker. She could not sit, lift her hands or even walk with help. She studied at home and worked on physical therapy to regain the strength she had worked so hard to build.

When Parker was ready to return to school, she and her mother decided that completing first grade with a new round of classmates "would be OK." But Parker's teacher recommended that Kelley talk to the second-grade class about Parker and her experiences as a way to explain why she talks a bit slower, writes a bit slower and needs a hand to walk longer distances.

Kelley reached out to the HOPE Program's School Transition and Re-entry Service (STAR) at Children's Hospital and met with Gonzalez-Morkos. Together with Parker, they planned a presentation for the class.

"Parker was very involved in choosing pictures and videos of her recovery, such as physical therapy, and sharing the everyday fun things she enjoys, such as swimming, dancing and gymnastics," says her mom. "Dr. Betty was supportive of our goal, aware of Parker's history and was ready for any questions that might come forward. She listened to Parker, to me and to Parker's teacher and put together an honest, simple presentation of Parker's illness, surgeries, chemotherapy and recovery process."

"As the first and longest-running comprehensive school intervention program in the nation, STAR helps each child maintain his or her critical role as a child and student, even while battling disease," Gonzalez-Morkos says.

For Parker, those services were a major success. "The presentation was well-received, any wondering about Parker was no longer in question and the parent response was supportive, emotional and positive," Kelley says. "The HOPE Program's STAR services make a critical impact in helping overcome the obstacles children and families with illness face each day."

Betty Gonzalez-Morkos, PsyD, speaks to Parker Brockway's class

Mark Taper – Johnny Mercer Artists Program

Unlike traditional art and recreation programs, the Mark Taper – Johnny Mercer Artists Program at Children's Hospital Los Angeles is an innovative model that brings together local artists and performers with registered and certified creative arts therapists to meet the diverse needs of our patient population.

In the past year, the program provided children with opportunities for creative expression through the visual arts, music, dance and poetry in more than 10,000 encounters.



Born six weeks prematurely, "Camilla" (not her real name) was a patient in the Newborn and Infant Critical Care Unit (NICCU) at Children's Hospital Los Angeles. Just two weeks after she was born, her nurse requested that a music therapist work with Camilla to promote developmental skills and help her tolerate the stimuli of her surroundings, which were highly agitating to her. Camilla's nurse and parents also were seeking alternative ways to increase family bonding because Camilla was not healthy enough to be held by her mother and father.

Alexandra Field, lead of the Artists Program, introduced herself as a music therapist to Camilla's father at their first therapy session. Then, with the nurse translating from Spanish to English, he explained with frustration and desperation that he wanted to hold his baby, feel close to her and help her get better.

Field had Camilla's dad stand by her side, directly in front of the baby's incubator, as she began slowly playing her guitar. She matched the rhythm of the music to the baby's breathing called "musical entrainment" to promote relaxation, and then began to sing.

As Camilla lay in her incubator with her eyes closed, both her body and face appeared to relax. "I took this opportunity to empower Camilla's dad by showing him how to connect with his daughter using his voice and encouraged him to sing," Field says. "I knew that if she heard her father's voice, it would further calm her and possibly lower her heart rate and blood pressure to healthier levels."

Almost immediately, Camilla's eyes opened. She looked at her father and maintained eye contact with him. After he had been singing for a couple of minutes, she gave him a smile out of the corner of her mouth.

"She has never smiled at me! This is the first time!" exclaimed her dad. After so many days of feeling sad, helpless and overwhelmed, Camilla's father relished his first uplifting experience with his daughter.

The program staff collaborates with the entire treatment team at the hospital, including medical staff and other providers of family-centered care. The collaborative and multidisciplinary approach of the Artists Program offers patients something beyond diversionary arts and crafts projects. Art and music therapists assist patients and their families to express and explore thoughts and feelings regarding illness, hospitalization and related stressors.

- **3,297** families accessed the Children's Hospital Family Resource Center
- **164** parents participated in a gastrostomy tube (G-Tube) training
- **12,330** children and families accessed health related videos
- **223** families, attended the Annual Diabetes Family Retreat
- **4,560** parents accessed information about childhood blood diseases
- **249** parents of neonates participated in **51** parent education activities
- Trained, registered therapy dogs reached **40,200** children, and **20,000** parents and patient siblings
- **170** families received bereavement/grief support
- Interpreting services are available for more than **30** different languages

Behavioral Health Services

Angelita is like many other 4-year-old girls: she loves to play with her dog, “Bow-Wow,” dress up in high heels and pretend to be a singer. But Angelita has also been exposed to traumatic events as a young child.

She was referred to the Community Mental Health Center. There, she was seen by Laura Mazariegos, MSW, who, along with her Early Childhood teammates at Children’s Hospital Los Angeles, is trained to provide child-parent psychotherapy, an evidence-based treatment program that can be delivered in home-based settings.

Children’s Hospital’s Early Childhood clinicians are trained to build on the natural resilience of children and their families, and Angelita has proven to be a very resilient youngster.

“Angelita has responded beautifully to the specialized trauma-focused treatment provided to her and her grandmother,” Mazariegos says. “She is now in preschool, appears happy and is learning how to make friends and how to express her needs.”

The Community Mental Health Center is a program of the USC University Center for Excellence in Developmental Disabilities (UCEDD) at Children’s Hospital. The program provides more than 50,000

behavioral health visits annually and serves more than 5,000 children, youth and families at the hospital campus and two outpatient facilities.

More than 150 interdisciplinary faculty, staff and trainees form the UCEDD, which offers training (pre-service and community), conducts research and provides services for children with disabilities and their families.

Mazariegos exemplifies the center’s collaboration-minded, community-focused professionals. “Collaborating with local county services and community organizations to address the mental health needs of children in our community has been very successful,” she says.

For Angelita, Children’s Hospital’s ability to provide services in the home was essential to the success of her treatment. Her grandmother, who is a working grandparent, faced the challenge of adapting to a new role as Angelita’s primary caregiver. As a result of her participation in child-parent psychotherapy, she is now more confident in her role and has been able to help Angelita thrive.

Mazariegos and her colleagues at Children’s Hospital will continue to support Angelita and her grandmother as they complete the process of adoption—confident in the knowledge that their family is on the path to a healthier and happier future.



Laura Mazariegos, MSW, (left), provides child – parent psychotherapy in home-based settings

Comprehensive Health Interventions for Adolescents

Project NATEEN

Despite facing several social and economic challenges, Katherine Ortiz, a 19-year-old mother of a 3-year-old boy named Noah, was determined to graduate from high school on time, pursue a career in social work and be an excellent mother at a young age.

“I became pregnant when I was 15 years old,” says Ortiz. “I was very scared, and became worried because I knew this would change my life. I just did not know if it would be for the better or for the worse.”

In November 2008, Ortiz learned about Project NATEEN, a program of the Division of Adolescent Medicine at Children’s Hospital Los Angeles. Project NATEEN supports pregnant or parenting teens in our community with a full spectrum of culturally sensitive and comprehensive case management services.

In the past year, Project NATEEN provided comprehensive case management services to 470 pregnant and/or parenting adolescents. It provided emergency food services to 2,594 individuals in the Hollywood, Echo Park and Silver Lake neighborhoods. “My first day at Project NATEEN was nerve-wracking,” says Ortiz. “I did not know what to expect and had no experience requesting services.”

Project NATEEN partners with community organizations and programs to provide pregnant and parenting teens—both moms and dads—with parenting classes, health education, family planning services, referrals to community resources, emergency food, legal services, college planning and application assistance and professional development for employment.

“Services provided through Project NATEEN are meant to guide pregnant and parenting teens to complete high school and to become independent, healthy families,” says Rocio Jimenez, social worker associate with Project NATEEN.

Case managers like Jimenez also facilitate support groups at local high schools and community-based organizations, including a breastfeeding support group for pregnant and parenting teens.

“My high school life was stressful,” says Ortiz. “Simple things, like completing my school work, were a challenge because I had to tend to my baby. Having someone to talk to for encouragement like Ms. Jimenez was the best thing that could have happened to me.”

“That scared, shy and ashamed pregnant girl I met through Project NATEEN three years ago has become a strong, assertive, confident individual,” says Jimenez. “Her son, Noah, is also a strong, healthy and happy child.”

At a recent Project NATEEN graduation, Ortiz was asked to speak on behalf of the program and to share her experience.

“Project NATEEN saved my life,” she says. “Ms. Jimenez helped me to apply for college and financial aid, and I am currently attending Los Angeles Trade Technical College in a pathway to a career in social work. This will be my way of giving back to those who helped me and to all those who will need my help.”



Katherine Ortiz (left), baby Noah and Rocio Jimenez Project NATEEN social worker associate

Division of Adolescent Medicine – High Risk Youth Program

Homeless youth are a growing population in the Hollywood community, according to Lisa De Gyarfas, program manager of the High Risk Youth Program in the Division of Adolescent Medicine at Children’s Hospital Los Angeles.

“In the last three decades, the streets of Hollywood have become home to thousands of teens from across the country,” De Gyarfas says, “many of whom commit illegal activity, get involved in substance abuse and engage in other high-risk behaviors for the sake of survival.”



A January 2011 count of homeless youth in Los Angeles identified nearly 4,000 youth residing in shelters, on the streets or in other places not intended for human habitation. These young people are unlikely to receive regular medical services and are seldom covered by insurance. As a result, they are among the most difficult groups for health care professionals to reach.

Since 1982, the High Risk Youth Program has been providing comprehensive integrated medical and psychosocial health services to homeless, runaway and precariously housed youth. In addition to illness and injury, these young people are at risk for substance abuse, pregnancy, physical and emotional abuse and HIV and other sexually transmitted infections.

In the past year, the program served 1,659 homeless youth, many of whom had no other access to care.

“We have an interdisciplinary team of physicians, social workers, nurses and psychiatrists who provide free medical services, counseling, crisis intervention, health education and case management for these youth,” says De Gyarfas.

The High Risk Youth Clinic makes comprehensive health care, counseling and case management services available at no cost. To maximize access to care, the program has a Mobile Health Team that provides basic medical screenings at drop-in centers and shelters for runaway and homeless youth. To approach service-resistant youth, the team utilizes a “street outreach” strategy, linking these young adults to needed health care services.

Ronald, a 22-year-old African-American male, was recently a homeless young adult. For more than six years, Ronald received comprehensive services from the High Risk Youth Program team, including medical and case management services and interventions, which were provided through a multidisciplinary collaboration between several providers.

Despite a significant trauma history and periods of homelessness, Ronald persevered by earning his high school diploma, progressing through housing programs and attaining a certificate through the California Department of Rehabilitation in a custodial trade.

“He was recently invited by extended family to move to Sacramento with them to continue his positive progress,” says De Gyarfas. “The High Risk Youth Program played a critical role in connecting Ronald to outside services, such as substance abuse counseling, public benefits and temporary shelter.”

- **67** young women attended Turner Syndrome Camp
- **210** young adults in our community participated in mentoring, tutoring and counseling
- **31** young women participated in leadership development
- **368** youth in our community received support regarding alcohol and drug-related harm
- **262** homeless youth participated in group intervention
- **688** transgender youth and other young people learned about HIV/AIDS awareness and prevention

Keeping Children Safe

Trauma Program – Child Passenger Safety

“A car seat is one of the most important baby items parents need when expecting a child,” says Nellie Marie Nuñez, certified child passenger safety technician and health education associate with the Injury Prevention Program at Children’s Hospital Los Angeles.

Approximately 65 percent of all trauma patients treated at Children’s Hospital were injured in an incident with a vehicle—as a passenger, pedestrian, bicyclist or young driver—and many of these injuries could have been prevented. In the U.S., motor vehicle crashes are still the leading cause of death among those aged 5 to 24 years.

Numerous studies have provided evidence on the effectiveness of child passenger restraints in reducing the risk of these injuries and death. However, car seats can be expensive, costing as much as \$300. For many families in our community, a new car seat is not affordable.

In partnership with Kohl’s Cares, the Injury Prevention Program at Children’s Hospital has been raising awareness of preventable injuries for nearly nine years. The program offers an array of safety services and resources for families in our community, including free car seats and child passenger safety classes.



Nellie Marie Nuñez (right), certified child passenger safety technician and health education associate with the Injury Prevention Program at Children’s Hospital

In the past year, the Kohl’s Safety and Injury Prevention Program at Children’s Hospital replaced 143 car seats, provided more than 800 car seat inspections and installations and reached 92,213 people through child passenger safety education and community outreach.

- **2,700** elementary school children learned about pedestrian safety while walking through an educational interactive replica of a small neighborhood with stop lights and motor vehicles – LA Street Smarts Program
- **600** kids in our community participated in a Bicycle Rodeo to learn about bicycle safety and wearing a helmet – The Kohl’s Safety and Injury Prevention Program
- **75** injury prevention and health education professionals in our community learned about innovative injury prevention strategies from our hospital’s injury prevention experts – Injury Prevention Symposium
- **6** undergraduate and graduate level students from various universities worked alongside senior researchers and injury prevention professionals to learn about injury prevention – Pediatric Injury Prevention Scholars (PIPS) Program

“One mother approached me at the end of the class to thank me for saving her child’s life,” says Nuñez. “At first I was quite taken aback by what she said; however, she went on to explain that what she learned was invaluable. Little did she know that the car seat she had bought for her child at a garage sale was expired. After learning how to conduct an assessment of her car seat, she found it showed signs of having been involved in a motor vehicle crash.”

Children’s Hospital boasts more child passenger safety technicians than any other children’s hospital in the country.

“Knowing that I make a positive impact on parents and caregivers through safety education and injury prevention reaffirms why I do what I do,” says Nuñez.

Children’s Hospital’s Injury Prevention Program also has launched a faith-based initiative, working closely with faith-based organizations to provide education and resources and, most importantly, build capacity and implement injury prevention champions in their communities. In addition, the program provides a venue for families in our community to recycle expired, recalled or damaged car seats. Children’s Hospital serves as the only such location in the city of Los Angeles, and is one of only two in the county.

Health Career Pathway Initiatives

Office of Community Affairs Community Workforce Program

Financial strains led Maria Elena Montalvo, a graduate of the Health Careers Pathway Initiative, back to school. The program is a partnership between the Office of Community Affairs at Children's Hospital Los Angeles and the Youth Policy Institute (YPI) Workforce Development Program.

"Both my husband and I were struggling at work managing in a challenging economy, Montalvo says. "Business was down by more than 50 percent and continued to drop this past year, to the point where we both were financially strained."

Montalvo turned to her local Metropolitan Skills Center for guidance and learned about medical insurance billing classes. "I decided I needed to reinvent myself, which meant going from working in the banking and business corporate industry to learning new skills to work in the health industry," she says. "I knew it was a risk to go back to school and not produce an income, but I was working toward my future and knew that I was going to be able to help my husband."

At the Skills Center, Montalvo learned about the YPI Workforce Development Program and its partnership with Children's Hospital. The partnership provides individuals with work readiness opportunities, including a hands-on experience in a real work environment at the hospital.

- **129** high school students explored nursing and health professions
- **16** Latino and African American senior high school students participated in a biomedical research internship
- **7** graduate level students trained in Health Administration Internship
- **27** early careerists participated in a specially designed curriculum in health care policy
- **78** individuals completed the CA-Leadership Education in Neurodevelopmental and Related Disabilities (LEND) Training Program
- **22** undergraduate students participated in a biomedical research internship
- **5,280** total clinicians attended Pediatric Grand Rounds presentations at Children's Hospital Los Angeles
- **3,089** health professionals participated in various adolescent health trainings
- **73** pharmacy students trained
- **21** Physical therapy/Occupational therapy (PT/OT) students trained

This past year, 20 unemployed mid-career adults from our underserved communities completed a 160-hour health career internship at Children's Hospital. Two of these individuals were hired, 10 individuals were referred to partner institutions for employment opportunities and the rest are pursuing higher education.

In addition, through youth development initiatives from the Office of Community Affairs, 35 young adult participants in mentorship and workforce development programs at our hospital obtained paid internships and went on to pursue higher education at local community colleges. Our hospital also hired seven young adults as full-time employees. Through youth development activities at community venues, 200 high school students participated in health careers panels, and more than 2,000 high school students and their parents were reached at college fairs.

"Many young adults and individuals in our community do not have access to opportunities for employment or professional development," says Rolando Gomez, project leader of Government, Business and Community Relations at Children's Hospital. "We have fostered partnerships with community and civic organizations, such as YPI, to address the critical need for a skilled health care workforce that reflects the diversity of our community."

For more than 10 years, our hospital's Office of Community Affairs has been collaborating with local high schools, colleges and universities, Workforce Investment Boards (WIBs), youth development organizations and citywide initiatives such as the Mayor's Hire LA's Youth program to provide internships, mentorship and work experience opportunities for young adults and unemployed individuals in the community. Through these efforts, individuals gain entry-level work experience, learn critical employment skills and are encouraged by our mentor staff to pursue higher education.

"I was very excited when I heard the news that my internship was going to be at Children's Hospital. I started my internship in Health Information Management (HIM), in the Release of Information unit," says Montalvo. "I am very grateful to the unit's management—Ruth Hauser, director; Roz Turnbaugh,

manager; and Mirtha Cortez, lead—and my newfound co-workers, who made me feel welcome and were very patient as I learned."

The Office of Community Affairs places young adults and unemployed individuals in internships throughout our hospital in various departments. Managers in these departments provide coaching, mentoring and workplace skill development. Departments include nursing, physical and occupational therapy, guest services, food services, safety and security, research, administration, medical records, information services and facilities.

"Our aim is to introduce aspiring individuals to the numerous health career opportunities available in hospitals," says Gomez. Through the scope of this Health Careers Pathway Initiative, the Office of Community Affairs has been able to help young adults and unemployed individuals in our community gain worksite internships that led to employment opportunities.

"After completing my internship, I was offered an employment opportunity with HIM, where I am still working," Montalvo says. "I am 52 years old, and I am still dreaming. My next dream is to obtain the Professional Coding certificate."



Mirtha Cortez (left) and Maria Elena Montalvo



Patrice Madu (left), Mirtha Cortez, Rolando Gomez, Ruth Hauser and Maria Elena Montalvo

Health Profession Education

Pediatric Residents

The Pediatric Residency program at Children's Hospital Los Angeles is one of the largest in the country. Children's Hospital annually trains 500 medical students, 83 full-time residents, three chief residents and 107 fellows, who collectively reflect the diversity not only of our patient population, but also of the Los Angeles region. For the past 13 years, 95 percent of our Pediatric Residency graduates have passed the American Board of Pediatrics exam on the first attempt—far above the national average.

In addition, one of the advantages of such a large program is that it brings together many different types of people, and friendships are made that extend well beyond residency.

Advocacy

Helping HANDS (Health Advocacy Network of Doctors) was created to offer residents advocacy opportunities at the individual, community and legislative levels.

Throughout the year, the advocacy program offers noon conferences on such topics as health care finance, health insurance, child health legislation, international health, environmental health, health disparities, media skills and legislative advocacy skills.

Community Pediatrics Rotation

Interns spend time at community sites learning about various child health resources, different care delivery models and the role of pediatricians in community health. These community sites include Women, Infants, and Children (WIC), the Health Consumer Center, the Department of Public Health and the Alliance for Child Rights. Interns participate in injury prevention education at local schools, provide education at health fairs and review health nutrition and lifestyle in obesity clinics.

IMPACT Project Track

This track is designed for interns interested in a more in-depth and focused experience in community-based intervention or policy work. Interns on the IMPACT Project Track spend up to six weeks of their intern year working on the development of a single project. They work closely with advocacy directors and mentors to perform a needs assessment, design and implement their study or intervention, arrange meetings with key community partners and complete grant applications.



Our commitment to quality inpatient care begins with our commitment to supporting our nurses' career goals and the development of future nurses.

Advancing Nursing Education

Children's Hospital Los Angeles is committed to supporting and encouraging our nurses to pursue their professional development by advancing their education and obtaining certifications. The hospital actively promotes and communicates opportunities for professional growth, and nurse leaders allow flexible scheduling to accommodate nurses' balance of work, school and home life. Children's Hospital also offers financial support for education and informs nurses of opportunities at local colleges and universities. The hospital offers:

- Tuition assistance program
- RN to BSN program grant
- Terry Varatta Scholarships for nursing graduate students
- College and university information sessions

Our commitment to quality inpatient care begins with our commitment to supporting our nurses' career goals and the development of future nurses. This past year Children's Hospital Los Angeles served as a training site for more than 1,000 student nurses from

various community colleges and universities within Southern California. In addition, 106 nurses graduated from the Versant™ RN Residency in Pediatrics at Children's Hospital—a 22-week program providing new nursing school graduates with a comprehensive clinical and learning experience to prepare them for work in an acute care environment.

As a Magnet® hospital our organization has been recognized for quality inpatient care as well as excellence in nursing demonstrating that our hospital upholds the tradition of professional nursing practice.

Our Nurses

- 56 percent of our nurse leaders have a national certification.
- We have 72 nurse practitioners.
- We have 15 clinical nurse specialists.
- 124 nurses participated in the Versant™ RN Residency Program.
- We have eight nurse anesthetists.
- Average length of tenure for our nurses: 10 years.

Beyond the Walls of Our Hospital, Developing Our Local Community

Collaborating with the Community

Thanks to a neighborhood revitalization project spearheaded by the East Hollywood Business Improvement District (EHBID), new colorful and healthy trees have sprung up along Vermont Avenue in our local community. At Children's Hospital Los Angeles, we recognize the importance of collaborating with local businesses and community stakeholders to advance community initiatives and develop these neighborhood beautification projects.

Ellen Zaman, FACHE, director of Community Affairs at Children's Hospital Los Angeles, serves as a board member of EHBID. "Children's Hospital Los Angeles is located in a very diverse, vibrant community, which is East Hollywood," Zaman says. "As one of the largest employers in the area, our commitment to a cleaner, safer and more attractive business district has led to local efforts to help create and sustain a healthier community for children, their families, employees and residents in our community."

Hospital partners include the Hollywood Chamber of Commerce, the East Hollywood Neighborhood Council, Metropolitan Transportation Authority, Hollywood Beautification Team, Kaiser Permanente Los Angeles Medical Center and numerous others. "Together, we address civic and environmental issues that affect children, families and residents in our neighborhoods," says Zaman.

Over the past several years, our local community has seen more than 100 new trees planted, as well as the nourishment of the healthy trees along Vermont Avenue. In addition, the EHBID and the Hollywood Beautification Team collected more than 14,000 bags of trash, painted more than 100 pedestrian lampposts, removed more than 30 pounds of gum from our sidewalks and power-washed graffiti from our streets. Recently, the EHBID was selected to receive a grant to fund a number of landscape medians along Vermont Avenue.

"This project will calm traffic along Vermont, making our local community greener and more pedestrian-friendly," Zaman says. "In addition to these neighborhood projects, our hospital's Facilities and Security Departments work diligently to maintain a clean and safe environment for all who reside near the hospital."



Ellen Zaman, FACHE, director of Community Affairs with other East Hollywood Business Improvement District board members

Achieving our Best with Our Community Partners

We Walked for Babies!

This year's March of Dimes March for Babies event was a success—thanks to the more than 220 members of Team CHLA, who joined hospital President and CEO Richard D. Cordova, FACHE, to walk together for stronger, healthier babies.

This year, Cordova served as chair of the Greater Los Angeles March for Babies. Along with Team CHLA, more than 10,000 children, families and members of other community organizations celebrated a successful turnout for the event. Team CHLA, including Children's Hospital and Sodexo staff, St. Mary's Academy and Belmont High School students and Children's Hospital families and friends, raised more than \$35,000. The money will support community programs that help moms have healthy, full-term pregnancies and will help fund research to benefit all babies.

Community Partners

We are grateful to each of our partners, who help us achieve our Community Benefit efforts to serve those most in need in our community.



Gail Margolis, Esq., Vice President, Government, Business and Community Relations with Children's Hospital volunteers



Children's Hospital Los Angeles Clinical Services

Adolescent Medicine

- Behavioral health
- Center for Young Women
- HIV care services
- Homeless health services
- Project NATEEN (case management for teen parents)
- Reproductive health
- Substance abuse prevention and treatment
- Teenage and young adult health (primary and specialty care)
- Transgender services
- Youth violence and gang prevention

Anesthesiology and Critical Care Medicine

- Cardiothoracic intensive care
- Cardiovascular acute care
- Pain management
- Palliative care
- Pediatric anesthesiology
- Pediatric intensive care

Cardiology and Cardiothoracic Surgery

- Cardiac arrhythmias
- Cardiac catheterization
- Double switch for L transposition
- Ebstein's anomaly
- Electrophysiology
- Fetal cardiology
- Heart failure
- Heart transplants
- Hyperlipidemia
- Hypertension
- Neonatal surgery
- Non-invasive imaging
- Single ventricle
- Tetralogy of Fallot
- Total anomalous pulmonary venous return
- Transposition of the great arteries
- Valvular disease

Clinical Immunology/Allergy

- Asthma
- Atopic dermatitis/eczema
- Drug allergies/challenges
- Food allergies/challenges
- Pediatric HIV/AIDS
- Primary immunodeficiencies
- Respiratory allergies

Dentistry

- Comprehensive dental treatment under sedation/general anesthesia
- Craniofacial and special care orthodontics
- Interceptive orthodontics
- Nasoalveolar molding
- Oral surgery
- Pediatric and special needs dentistry

Emergency Medicine

- Kids Care (urgent care)
- Pediatric emergency department
- Transport
- Trauma care

Endocrinology/Metabolism

- Adrenal disorders
- Bone and mineral abnormalities
- Diabetes insipidus

- Hypoglycemia
- Obesity
- Puberty problems
- Short stature
- Thyroid issues
- Type 1 diabetes
- Type 2 diabetes

Gastroenterology

- Biliary atresia
- Celiac disease
- Chronic abdominal pain
- Chronic constipation
- Chronic diarrhea
- Crohn's disease
- Dyspepsia
- Fatty liver
- Gastroesophageal reflux
- Gastrointestinal endoscopy
- Hepatitis A, B, C
- Hirschsprung's disease
- Intestinal bleeding
- Irritable bowel syndrome
- Jaundice
- Liver and intestinal transplant
- Liver dysfunction
- Pancreatitis
- Poor growth or malnutrition
- Ulcerative colitis
- Vomiting
- Wilson's disease

General Pediatrics

- Autism and neurodevelopmental conditions
- Behavioral and mental health
- Community advocacy and policy development
- Developmental and behavioral pediatrics
- Developmental disabilities
- Foster care, child abuse and violence intervention
- Primary/general health care
- Rett syndrome
- Special health care needs – case management
- Spina bifida

Hematology-Oncology

- Blood and marrow transplant
- Bone and soft tissue sarcomas
- Bone marrow failure
- Brain and spinal cord tumors
- Clinical trials
- Clotting
- Developmental therapeutics
- Education resource center
- Genetic anemia
- Genetic white cell disorders
- Hemophilia
- Histiocytosis
- Infusion center
- Iron overload
- Leukemia/lymphoma
- Neuroblastoma
- Psychosocial and educational support
- Psychology and neurocognitive services
- Radiation oncology
- Retinoblastoma
- School reintegration
- Sickle cell disease
- Solid tumors

- Survivorship and transition services
- Teen support services
- Thalassemia
- Thrombosis

Hospital Medicine

- Attending-only inpatient services
- Complex medical care
- Inpatient access
- Inpatient care coordination
- Inpatient consults
- Inpatient unit coverage
- Reciprocal transfers

Infectious Diseases

- Bacterial, fungal and viral infections
- Infections following travel
- Kawasaki syndrome
- Microbial pathogens
- Unexplained fevers
- Unusual infections, including bone, joint and central nervous system

Medical Genetics

- Birth defects and dysmorphology
- Clinical genetics
- Genetic counseling
- Inborn errors of metabolism
- Mitochondrial disorders
- Neurocutaneous disorders
- Prenatal genetics consultations

Nephrology

- Acute kidney failure
- Chronic kidney failure
- Congenital kidney abnormalities
- Dialysis, acute and chronic
- Glomerulonephritis
- Hypertension
- Nephrotic syndrome
- Polycystic kidney disease
- Transplantation

Neonatology

- Extracorporeal membrane oxygenation (ECMO)
- Fetal diagnosis and intervention
- High-risk infant follow-up
- Maternal-fetal health
- Minimally invasive fetal surgery
- Newborn and infant critical care

Neurology

- Brain tumors
- Cerebral palsy and other developmental disabilities
- Epilepsy
- Headaches
- Immune-mediated neurological disorders
- Movement disorders
- Muscular dystrophy
- Neurocutaneous disorders
- Neurogenetic, degenerative and leukodystrophy disorders
- Neuromuscular disorders

Neurosurgery

- Arachnoid cysts
- Brachial plexus injuries
- Brain and spinal cord tumors
- Chiari malformation and spinal cord syringes
- Craniosynostosis and craniofacial reconstruction
- Diaphragmatic pacing

- Head and spinal cord trauma
- Hydrocephalus in utero
- Medically intractable epilepsy
- Neural tube defects
- Neurocutaneous syndromes
- Neuroendoscopy
- Spasticity surgery
- Vascular malformations
- Vertebral column anomalies

Orthopaedic Surgery

- Bone and soft tissue tumors
- Concussion evaluations and treatment
- General fracture care
- Hand and microsurgery
- Hip disorders
- Motion and sports evaluation and analysis
- Neuromuscular
- Scoliosis and spinal disorders
- Sports medicine

Ophthalmology

- Cornea issues
- Eye birth defects
- Eye technology
- Neuro-ophthalmology
- Orbit and eye movement
- Pediatric contact lenses
- Retina issues
- Retinoblastoma
- Vision development

Otolaryngology

- Airway disorders
- Chronic sinusitis
- Congenital head and neck tumors
- Ear infections
- Ear issues
- External ear reconstruction
- Facial nerve disorder
- Hearing loss
- Mastoid disorder
- Neurotology diseases
- Pediatric sinus disease
- Sleep apnea
- Speech and voice evaluation
- Tonsillectomy
- Trachea reconstruction
- Vascular lesions
- Voice disorders



Pathology and Laboratory Medicine

- Anatomic pathology
- Biochemical genetics, endocrinology and special chemistry
- Chemistry
- Chromosomal microarray with genetic counselor
- Comprehensive consultation services in all areas of anatomic pathology
- Comprehensive outreach and outpatient laboratory services
- Comprehensive point of care testing
- Cytogenetics
- Electron microscopy
- Flow cytometry immunophenotyping (leukemia/lymphoma, immunodeficiency, stem cells)
- Hematology and coagulation
- Hematopathology
- Histocompatibility and immunogenetics (human leukocyte antigen laboratory services)
- Immunology and immunoserology
- Microbiology, mycology and parasitology
- Molecular and genetic pathology
- Neuropathology and muscle biopsies
- Surgical pathology, perinatal pathology, autopsy and cytopathology
- Transfusion medicine (donor center, blood bank, therapeutic apheresis)
- Virology

Pediatric Surgery

- Abdominal
- Ambulatory surgery
- Kidney and liver transplant
- Laparoscopic endoscopic single-site (LESS) surgery
- Neonatal
- Oncologic
- Pediatric gynecology
- Thoracic

Plastic and Maxillofacial Surgery

- Cleft lip and palate
- Craniofacial
- Craniosynostosis
- Ear reconstruction
- Facial paralysis
- Hand and microsurgery
- Jaw deformities
- Scar revisions
- Tissue transplantation
- Vascular anomalies and pigmented lesions

Pulmonology

- Asthma
- Altitude testing
- Chronic lung disease of infancy
- Chronic respiratory failure
- Cystic fibrosis
- Diaphragm pacing
- Exercise stress testing
- Home mechanical ventilation
- Interstitial lung disease
- Neuromuscular disease with ventilator muscle weakness
- Primary sleep disorders
- Pulmonary function laboratory
- Respiratory control disorders
- Sleep laboratory
- Sleep-related breathing disorders
- Sweat chloride laboratory
- Thoracic restriction

Radiology/Imaging Services

- CT (computed tomography)
- General anesthesia and sedation
- General X-ray
- Interventional radiology
- MRI (magnetic resonance imaging)
- Nuclear medicine
- PET-CT (positron emission tomography with computed tomography)
- Ultrasound

Rehabilitation Medicine

- Audiology hearing testing
- Inpatient acute rehabilitation
- Newborn hearing screening
- Occupational therapy
- Physical therapy
- Sedated auditory brainstem response hearing testing
- Speech language pathology

Rheumatology

- Autoimmune hearing loss
- Chronic inflammatory and degenerative eye diseases
- Chronic inflammatory muscle diseases
- Chronic pain conditions of childhood
- Juvenile idiopathic arthritis
- Periodic fever syndromes
- Scleroderma
- Systemic lupus erythematosus
- Vasculitis

STAR Service

- Physician consultations for difficult-to-diagnose patients

Transplant Programs

- Blood and marrow
- Heart
- Kidney
- Liver and intestinal

Urology

- Advanced fetal care
- "Belly button" surgery/single incision laparoscopic surgery
- Bladder exstrophy
- Bladder issues
- Circumcisions
- Duplex kidneys
- Genital reconstruction
- Genitourinary tumors
- Hernias
- Hydroceles
- Hydronephrosis
- Hypospadias
- Disorders of sex development (intersex conditions)
- Kidney stones
- Neurogenic bladder/urodynamics/spina bifida
- Robotic surgery/minimally invasive surgery
- Undescended testicles (cryptorchidism)
- Ureteropelvic junction obstruction/pyeloplasty
- Urinary reconstruction
- Vesicoureteral reflux
- Voiding dysfunction/biofeedback

Beyond Our Hospital Walls



Credits:

- Richard D. Cordova, FACHE, President and Chief Executive Officer
- Gail L. Margolis, Esq., Vice President, Government, Business and Community Relations
- Ellen Zaman, FACHE, Director, Community Affairs
- Rolando Gomez, MBA, Project Leader, Government, Business and Community Relations
- Matthew Pearson, Director, Content Development
- Chandra Broadwater, Senior Communications Specialist, Content Development
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- Jim Deeken, Director, Creative Services
- Alex Vaz, Senior Graphic Designer, Creative Services
- Jennifer Duerksen, Project Manager, Creative Services

2012 Community Benefit Report

