

Children's Hospital Los Angeles FY 2011 Community Benefit Report

To Our Community Partners and Friends:

- Letter from Richard Cordova, FACHE, President and Chief Executive Officer, on Community Benefit at Children's Hospital Los Angeles

The past year has been like no other in the history of Children's Hospital Los Angeles. With the completion of our new hospital building, the Marion and John E. Anderson Pavilion, we have recommitted ourselves to our core mission of creating hope and building healthier futures for the patients and communities we serve.

Designing a hospital specifically for children and their families with more dedicated beds for intensive and acute care was an expensive but much-needed investment on behalf of the children and the young people we will treat long into the future. From its spacious new patient rooms, to the family lounges on each floor, to the universally accessible playground, the 317-bed hospital allows our incredible doctors and nurses to care for more children than ever before.

Despite the time and attention directed toward the opening of the Anderson Pavilion, I'm proud that staff also ensured that our community outreach initiatives and programs continued to flourish. Far too numerous to list here, a few examples of the collaborative efforts highlighted in this report include:

Improving Access to Quality Health Care – In FY 2011 the Office of Community Affairs assisted more than 200 families with enrolling in insurance coverage for the first time while also performing outreach to raise awareness of insurance programs to more than 37,000 children and parents.

Promoting Healthy Habits – Through community health fairs, schools and other health care organizations our clinical dietitians reached nearly 10,000 children and

families, promoting healthy eating habits and educating them regarding eating disorders.

Providing Health Education – For FY 2011, 115 Children's Hospital nurses provided health education at a variety of venues in the community, connecting with 6,900 families.

School-Based Scoliosis Screening – Members of the Children's Orthopedic Center staff provided primary and secondary scoliosis screening, in public and private schools—often seeing up to 600 students at each school for initial screening as well as rescreening 40-60 referred students.

Combined with the opening of the Anderson Pavilion, these programs, and the others contained in this report, highlight our continue commitment to advancing the health of children inside and outside our hospital walls. With our new facility successfully opened, we are already caring for more children on our campus. And with each additional patient we treat, we gain a greater understanding of what we can do to improve the quality of life for the diverse communities we so proudly serve.

Richard Cordova, FACHE
President and Chief Executive Officer
Children's Hospital Los Angeles

Our Mission

We create hope and build healthier futures.

Our History

Founded in 1901, Children's Hospital Los Angeles is one of the nation's leading children's hospitals and is acknowledged worldwide for its leadership in pediatric and adolescent health. Children's Hospital Los Angeles is one of only 11 children's hospitals in the nation, and the only one in California, ranked in all 10 pediatric specialties in the

U.S. News & World Report rankings and named to the magazine's Honor Roll of children's hospitals.

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 is combined with clinical care and is devoted exclusively to children. The Institute's investigators hold faculty appointments at the Keck School of Medicine of the University of Southern California and the center is an academic member of the Los Angeles Basin Clinical and Translational Science Institute, an academic-clinical-community consortium.

Children's Hospital Los Angeles is a premier teaching hospital and has been affiliated with the Keck School of Medicine of USC since 1932.

The Marion and John E. Anderson Pavilion

Children's Hospital Los Angeles provides inpatient care for children in the Marion and John E. Anderson Pavilion. Named for generous benefactor and hospital Board of Trustees Co-Chair, Marion Anderson, and her husband, John, this new building is a premiere health care setting for the treatment of children. Opened in July 2011, this 317-bed building allows the hospital to transform the practice of pediatric medicine, benefiting our patients, families and caregivers for generations to come.

Children's Hospital Los Angeles – Arcadia

The same expert physicians caring for children at the nationally renowned Children's Hospital Los Angeles now see patients in its outpatient location in Arcadia, just off the I-210 Freeway.

Children's Hospital Los Angeles – Arcadia offers convenient access to a wide variety of Board-Certified and Board-eligible pediatric specialists for initial evaluation and follow-up care. Specialists from the following areas are available in this new location:

Endocrinology
Gastroenterology

Laboratory Services
Ophthalmology
Orthopaedics
Otolaryngology – Head and Neck Surgery
Pediatric Surgery
Pulmonology
Radiological Services

Investing in our Communities – Community Benefit Financial Highlights

Children’s Hospital Los Angeles’ commitment to patients and their families extends well beyond the walls of the hospital. Our community benefits and activities ensure we remain responsive to the needs of our community. This investment in the community 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 Programs: **\$94.7 million**
 - Charity Care at Cost: **\$2.7 million**
 - Subsidized Health Services: **\$5.1 million**
 - Research Activities: **\$26.8 million**
 - Health Professions Education: **\$26.million**
 - Community Health Improvement Services and other community benefits: **\$5.8 million**
- Grand Total: \$161.1 million.**

¹The Medi-Cal program partially offsets these losses through the Disproportionate Share Hospital Program, designed to support “safety net” hospitals, such as Children’s Hospital Los Angeles. The Hospital received \$44.7 million in Disproportionate Share Hospital Funding in FY 2011
²Includes cost of care provided to underinsured and or uninsured children.
³In 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 (“Hospital Fee Program”). The payments and fees under the Hospital Fee Program are retroactive to April 1, 2009. Supplemental payments and fees related to the Hospital Fee Program produced a net benefit of \$114.4 million to Children’s Hospital Los Angeles in the fiscal year end June 30, 2011.

Understanding Key Indicators of our Community’s Health

Los Angeles County is one of the largest counties in the United States with 4,752 square miles and, with a population of approximately 10 million people, is the most populous county in the nation. Within its vast geography, L.A. County is filled with dense urban areas, suburban cities and rural neighborhoods encompassing many diverse and unique communities.

Children’s Hospital Los Angeles recognizes that the best way to serve its community is to understand its health care needs and the issues that affect children, adolescents, parents and families. Our Community Health Needs Assessment serves as the basis for planning programs and services to address the identified needs of our surrounding communities, including access-to-care issues, injury prevention and chronic disease management.

Children’s Hospital works collaboratively on the assessment with four other area hospitals: California Hospital Medical Center, Good Samaritan Hospital, Kaiser Permanente Los Angeles Medical Center and St. Vincent’s Medical Center.

Recent Key Findings:

Based on the result of the 2010 Community Health Needs Assessment, the three most commonly identified needs were access to health care, childhood obesity and mental health services. Data was organized in the form of Service Planning Areas (SPAs)—which are used by County agencies for health planning purposes. Los Angeles County is divided into eight SPAs. Children’s Hospital is located in SPA 4.

Uninsured Children: SPA 6 (9.7 percent), SPA 4 (9.2 percent), and SPA 7 (8.9 percent) were found to have the highest percentage of uninsured children within LA County¹.

Childhood Obesity: 57 percent of people 12 years of age and older were either overweight or obese (Body Mass Index over 25)².

Mental Health: Of teenagers surveyed in LA County, 15.3 percent reported needing help for mental/emotional health problems. However, only 7.5 percent of teenagers surveyed reported actually receiving counseling in the past year³.

Conducting the Community Health Needs Assessment is just one of the many ways that Children's Hospital Los Angeles strengthens its commitment to the communities it serves.

Source:

¹ 2007 Los Angeles County Health Survey

² 2007 California Health Interview Survey (CHIS)

³ 2009 CHIS

Research to Ensure the Health and Well-Being of the Community-at-Large:

Children's Hospital Los Angeles was awarded funding from the National Institutes of Health. A portion of this award will fund research projects conducted by the Los Angeles Basin Clinical and Translational Science Institute (CTSI) at Children's Hospital Los Angeles.

The CTSI is comprised of a multidisciplinary team, including faculty from Children's Hospital Los Angeles, eight schools from the University of Southern California, the Los Angeles Department of Health Services and Mental Health, the Community Clinic Association of Los Angeles County and more than 30 community health organizations in the greater Los Angeles area.

Interdisciplinary projects will leverage abilities from medicine, informatics, film, dentistry, education, law, engineering, pharmacy and social work. "We are working collaboratively with others on campus and off, using L.A. as a real world laboratory to address issues that are important to the community here," says Thomas A. Buchanan, MD, principal investigator and director of the Los Angeles Basin CTSI.

"The objective of this award is to focus on improving the health of a diverse, urban population," explains Michele Kipke, PhD, associate CTSI director for Community Engagement and director of the Community, Health Outcomes and Intervention Research (CHOIR) Program at The Saban Research Institute at Children's Hospital Los Angeles. "Because of our location we are in a unique position to do this kind of research. Drawing faculty from Children's Hospital Los Angeles and the Keck School of Medicine of the University of Southern California, we can gain knowledge about densely

populated urban areas that will ultimately set the standard of care for areas like ours around the world.”

“Our focus on pediatrics and child health allows the clinicians and scientists of Children’s Hospital Los Angeles to make a unique contribution to the CTSI,” says D. Brent Polk, MD, director of The Saban Research Institute at Children Hospital and member of the CTSI Board of Oversight. “The grant will allow us to continue the successful work at The Saban Research Institute ensuring our position as a leading pediatric academic center in the 21st century.”

Improving Access to Quality Health Care

We work to address barriers to quality health care services and affordable health insurance coverage for children, adolescents and families in our community.

[Health Insurance Program Application Assistance](#)

“Since her birth in September 2006, we have gone through many changes in her care,” says Courtney Piscitelli, mother of Shelby Madden. “My daughter was born with what was considered a pre-existing condition, which made her ineligible for certain types of services under our family’s health plan.”

Shelby, 5, was born with a rare syndrome, which affected her head and facial structure. Piscitelli learned early on that she would need to fully understand the limitations of her insurance, the explanation of benefits and the insurance approval process to ensure the best coverage for her daughter’s care.

“This was another part-time job for me, along with already working full-time and being a single parent,” she says.

The effects of economic stress on Piscitelli’s employer resulted in a reduction of health benefits and an increase in her family’s deductible, making Shelby’s continued care unaffordable on her mother’s salary.

“I remember the day I came into the hospital’s Community Affairs office while Shelby was having outpatient surgery,” Piscitelli says. “It was one of four surgeries in her then-three years of life. I was worried about her and consumed with the guilt of

possibly not being able to afford the continued medical care she required, even though I held down a steady full-time job.”

“As I handed them my paperwork to complete a Healthy Families Program application, I immediately felt like a weight had been lifted off my shoulders,” she adds. “There is nothing in the world that comes close to the hope and peace of mind you have when you know your child is in the best hands possible.”

The Office of Community Affairs at Children’s Hospital helps families like Piscitelli’s access low-cost health insurance coverage by assisting with applications for health programs and referrals to other community health resources.

In FY 2011, more than 200 children and families were assisted in accessing new health insurance coverage. More than 37,000 children and families were reached through outreach campaigns to provide awareness of available programs.

Shelby is doing well under the care of a specialized team of doctors and nurses at Children’s Hospital, who regularly monitor her growth and development.

“Children’s Hospital has helped us with everything from Shelby’s essential health needs to addressing her ongoing social needs, to our difficult financial and scheduling needs,” Piscitelli says. “Above all, they offer hope to those who need it most.”

[Bringing Child Health Issues to Lawmakers](#)

Every year, Children’s Hospital participates in Family Advocacy Day, an event sponsored by the National Association of Children’s Hospitals. Family Advocacy Day is an opportunity for patients and families to meet with members of Congress and share their stories to illustrate why all children need children’s hospitals.

“A strong Medicaid safety net and funding for children’s hospitals’ graduate medical education are essential for our hospital to continue to provide quality, specialized care for all children,” explains Gail Margolis Esq., vice president of Government, Business and Community Relations for Children’s Hospital.

To ensure that our child health advocacy efforts make an impact, the hospital builds strong relationships between our hospital leaders and local, state and national representatives. “There’s a serious and growing financial vulnerability at many of the

state's hospitals, and these key relationships help ensure that these challenges are addressed," Margolis says.

This year, Max Page, also known as "Mini Darth Vader," and his family joined other families representing their Children's Hospital at Family Advocacy Day in Washington, D.C., to share his story with lawmakers about how Children's Hospital Los Angeles has made an impact in his life.

"Family Advocacy Day is an exceptional opportunity to personalize these issues and show legislators just how deeply children's hospitals nationwide affect real-life families," Margolis says.

"You guided us when we felt lost, taught us so we felt competent and supported us so we didn't fall down ... We marvel at your abilities and the strength you have to do your critical jobs. We are thankful you were called to work in pediatrics and that you played a major role in our lives ... Children's Hospital is our second home; we would do anything to give back to our hospital." -The Page Family

[Advocating for Children's Health Issues](#)

Budget shortfalls in California have forced more and more cuts to health and humans services programs, and many of these cuts affect children.

With new regulations, budget actions and comprehensive health reform on the horizon, children's health insurance advocates must be diligent in preventing erosion of current programs and in finding opportunities to improve access to care for children.

To help achieve this goal, the Los Angeles Healthcare Provider Alliance for Children (LA-HPAC)—gives general pediatric residents at Children's Hospital Los Angeles the chance to collaborate with the American Academy of Pediatrics and First 5 to advocate for children's health.

"The program prepares and mobilizes health care providers to be effective advocates toward achieving universal, affordable and meaningful health care coverage for all children through 5 years," says Susan Wu, MD, program director. "It utilizes in-person and online training modules to educate health care providers on

health insurance issues and help them develop advocacy skills to respond to time-sensitive policy matters.”

LA-HPAC hosted several legislative advocacy trainings in FY 2011 for pediatric residents at Children’s Hospital, Kaiser Permanente Los Angeles Medical Center, University of California, Los Angeles and the University of California, Davis.

During a local legislative visit to Sacramento, a group of pediatric residents, practicing physicians and members from Children’s Hospital, the American Academy of Pediatrics-California/California Medical Association and First 5 visited 11 policymakers.

[More Improving Access to Quality Health Care Highlights for FY 2011](#)

- The USC University Center for Excellence in Developmental Disabilities (UCEDD) at Children’s Hospital Los Angeles engages in local, statewide and national systems change initiatives to promote the promises of the Developmental Disabilities Assistance and Bill of Rights Act. The Act seeks to assure that individuals with developmental disabilities and their families have access to needed community services, individualized supports and other forms of assistance that promote the independence, productivity, self-determination and community inclusion of this population across the lifespan.

Proactive Approach to Preventive Health

We take a proactive approach to address the health needs of children through community-based health promotion, screenings and disease prevention.

[Community-Based Cardiac Screening for High School Athletes](#)

Recently, in our local communities, there have been several occasions where a young athlete has fatally collapsed while participating in a physical activity. According to *HealthDay News*, an estimated 76 young U.S. athletes collapse and die from sudden cardiac arrest during practice or a game every year.

Researchers have found that the most common cause of sudden cardiac death among young athletes is a heart condition called hypertrophic cardiomyopathy. This occurs when the heart is thickened and enlarged, which makes it more difficult to pump blood.

At Children's Hospital Los Angeles, the Division of Cardiology has collaborated with the Chad Foundation for Athletes and Artists to provide preventive cardiac screenings for high school athletes in our local communities. These include an exam, an electrocardiogram (which measures the heart's electrical activity) and an echocardiogram (an ultrasound of the heart).

"Since the initial program in 1999, we have provided comprehensive cardiovascular screenings for hundreds of athletes and family members at the Chad Foundation annual volleyball tournament," says Michael Silka, MD, head of the Division of Cardiology at Children's Hospital. "A number of individuals with previously unrecognized heart disease have been identified, as well as many individuals who are given a clean bill of health."

In addition, hundreds of cardiac screenings for student-athletes from various local high school teams are provided in conjunction with the Chad event.

The Division's cardiac screening services for high school athletes also have been extended to the Los Angeles Unified School District (LAUSD). LAUSD is among the largest school districts in the United States, with an estimated 750,000 students.

"For many of these students, the LAUSD physician on-site is their closest access to health care," Silka explains. "As medical professionals who are responsive to the health needs of our community, we provide our services as a backup when needed."

In addition to providing specific training for one of LAUSD's staff physicians, the Division's cardiologists are available to consult with physicians concerned about possible heart disease in one of their students.

[Pertussis Vaccine for Parents of Neonates](#)

Pertussis (whooping cough) continues to circulate widely, causing the hospitalization and death of young infants who are too young for routine immunization.

The California Department of Public Health (CDPH) recently reported that immunity from immunization or disease wanes over time. This is most evident in children vaccinated for pertussis before kindergarten, as they become susceptible to the disease again by early adolescence.

At Children's Hospital Los Angeles, we are aware that children are susceptible to contracting diseases from a variety of sources. The CDPH reports that close contacts, most often parents, are the most common known source of pertussis in infants. As a result, the CDPH recommends that all parents of newborn infants receive the Tdap (tetanus-diphtheria-pertussis) vaccine before the infant leaves the hospital. To assist with this, the CDPH made the Tdap vaccines available to hospitals free of charge.

"Our Pharmacy obtained a supply of this vaccine and arranged to have the vaccine administered by Pharmacy staff to parents who needed it," says Carol Taketomo, PharmD, director of Pharmacy at Children's Hospital. "Our pharmacists vaccinated 49 of our Newborn and Infant Critical Care Unit parents and one Cardiothoracic Intensive Care Unit parent with the Tdap vaccine."

This is just one example of how pharmacists at Children's Hospital provide a full complement of pharmacy services to meet the health needs of our patients, staff and parents in the community.

[School-Based Scoliosis Screening Program](#)

Scoliosis (a curve in the spine) is the most deforming orthopaedic problem confronting children in our community. Although only two to three percent of the population have scoliosis, it can severely affect children and lead to pain, limited activity, reduced respiratory function and diminished self-esteem.

According to the National Institute of Arthritis, Musculoskeletal and Skin Diseases, three to five out of every 1,000 children develop spinal curves that are considered large enough to require treatment.

At Children's Hospital Los Angeles, the Spine Center in the Children's Orthopaedic Center annually performs 250 spine surgeries and follows more than 1,000 children and adolescents with spine problems.

“School-based scoliosis screenings are critical because they provide early detection, which is crucial for successful treatment,” says David L. Skaggs, MD, director of the Children’s Orthopaedic Center at Children’s Hospital.

Although state law requires that all girls in seventh grade, and all boys in eighth grade, be screened for scoliosis, this screening is always available throughout the school year.

Phyllis D’Ambria, RN, manager in the Children’s Orthopaedic Center, has championed the Center’s various community benefit programs, including school-based scoliosis screenings, for the past 31 years. The program provides primary and secondary screenings for students from various public and private schools in our community at no charge.

“It is important to screen early and continue to screen often,” D’Ambria says. “I go to 10 schools in any given day in various school districts to rescreen 40 to 60 students per site who are referred by the school nurse to an orthopaedic specialist.”

The program also provides initial screenings to two to four schools a day, reaching 400 to 600 students at each school. In addition, the program provides education to various public and private school nurses on how to screen for scoliosis.

By providing early detection of this progressive condition, these screenings are making a real difference in the quality of life of children in our community.

[Comprehensive General Health Care](#)

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’s demonstrated ability to operate a successful Federally Qualified Health Center (FQHC), with emphasis on delivering high-level preventive and primary medical care, make them an essential community partner to provide 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.

“Our clinicians have significant experience serving children and families in our community with special health needs and provide a wide range of well-child care, acute care and specialty services in a family-centered atmosphere,” says Robert Jacobs, MD, MHA division chief of General Pediatrics at Children’s Hospital Los Angeles.

Services for children and adolescents include complete physical examinations and laboratory tests, immunizations, diagnostic services, counseling, developmental and behavioral assessments and intervention, hearing and vision screenings, and education. To address the health needs of children, adolescents and families in our community these comprehensive services are available in the evening and on the weekend.

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.

Oral Health Program

Dental caries (tooth decay) is considered the most common infectious and chronic disease of childhood. Most patients and families are not aware of the potential health, psychosocial and economic impact of dental disease in children. Among other complications, tooth decay can lead to infections, recurrent pain that influences school performance/attendance and loss of teeth, which affects self-esteem.

Despite efforts to raise public awareness of this largely preventable disease, many children still do not see a dentist until much later than the currently recommended one-year visit. This has been attributed to barriers to dental access, as well as cultural/societal misconceptions about preventive dental care.

As a result, a significant number of children in the community have high rates of dental decay—18 percent for 2-to-4-year-olds; 52 percent for kids 6 to 8; and 67 percent for those 12 to 17. There also is a subpopulation of children with medical conditions and therapies that can predispose them to dental disease.

To help children in our community maintain good dental health, two of our pediatricians—Joseph Gantan, MD, and Fasha Liley, MD—developed the Oral Health Program in the AltaMed General Pediatrics Clinic at Children’s Hospital Los Angeles.

The program's goal is to promote oral health in young patients 6 months to 5 years of age.

Since its inception three years ago, the program has averaged 350 new patient referrals annually, with many patients returning for periodic follow-up to continue their oral health education. Because several patients did not already have a dental home, we established partnerships with general and pediatric dental providers to streamline the referral process.

"As pediatricians, we understand the connection between the oral and medical health of children," Gantan says. "Because of this, we are committed to maintaining these types of programs. However, we need to continue to work with our dental colleagues to ensure all children have established a dental home by 1 year of age."

[Infant-Toddler Hearing Screening](#)

Baby Sound Check is an innovative model program for integrating infant-toddler hearing screening into routine well-baby care in pediatric medical offices. The goal: early identification of hearing loss.

The program was created in collaboration with local community health care clinics and the Division of General Pediatrics at Children's Hospital Los Angeles to meet the hearing health needs of underserved populations in our community. In the first three years of the program, more than 6,000 children have received objective hearing screenings in 11 community health clinics in the Los Angeles area.

Because of the program, at least nine children with permanent sensorineural hearing loss have been identified. In addition, 200 children with significant transient hearing loss due to ongoing middle ear disease have been diagnosed and guided to appropriate intervention and treatment services.

Furthermore, Baby Sound Check has enabled primary care physicians to immediately rule out hearing loss as a contributing factor in more than 900 children with developmental concerns.

Strategies to Improve Health Knowledge

We develop health education and other systematic strategies to improve health knowledge and health behavior of children and families in our community.

Family Resource Center

At Children's Hospital Los Angeles, we're committed to empowering all families to become more knowledgeable in key areas that affect the health of their children.

To expand our reach and capacity in this area, we opened the Helen and Bill Close Family Resource Center in the Marion and John E. Anderson Pavilion. Officially dedicated in September 2011, the Center is a warm and welcoming place for the whole family to learn how to care for themselves or a loved one who is at home or in the hospital.

"The Family Resource Center is open to everyone in our community, not only patients," says Lori C. Marshall, PhD, RN, administrator of Patient Family Education and Resources at Children's Hospital. "It serves as a hub of health knowledge and community resources for children and families, as well as one of the entry points into the hospital."

Visitors to the Center can:

- Learn about standard medical care, as well as complementary and alternative medicine options.
- Create connections with other individuals, including youth and parent coaches who can offer support.
- Find experiences to enhance learning and healing through special programs at our hospital, including Spiritual Care, Child Life, Social Work Services, Nutrition, Rehabilitation Services (physical, speech and occupational), Interpreting and Translation Services, Pharmacy, Bibliotherapy, Nursing, Community Programs, Injury Prevention and our pediatric medical residents.

The Family Resource Center is just one more way Children's Hospital is working to strengthen the network of patient and family education and community resources to empower families to take charge of their health.

Parent University

Knowledge is power, especially when it comes to a child's health. To better educate, inform and empower parents and families about issues affecting their health and health care choices, Parent University was developed at Children's Hospital Los Angeles.

In FY 2011, Parent University classes covered an array of timely health topics, including well-child visits, vaccines, common illnesses, talking to your teen, nutrition, sleeping and infant and child safety.

The classes are free and are open to all parents and parents-to-be. Each session is offered in English and Spanish and is taught by our caring health professionals, including Board-Certified/Board-eligible doctors, nurses, dietitians, pharmacists and other specialists.

Sixty-five parents and parents-to-be attended Parent University in FY 2011.

Epilepsy Resources for Parents

Over a 6-year period, the USC University Center for Excellence in Developmental Disabilities (UCEDD) at Children's Hospital received federal funding to improve access to services for children with epilepsy in California and three western states (Alaska, Nevada, Wyoming). Project Access developed 15 products to assist parents, agencies and professionals to support family access and knowledge to services. Products were translated into multiple languages. The "Epilepsy and Seizure Disorders: A Resource Guide for Parents," provides parents and caregivers with information and tools they can use to better understand and manage their child's condition. New resources developed in FY 2011 included an information sheet on medication substitution, a list of children's books addressing epilepsy, a seizure description tool to enable the parent to describe the signs and symptoms that are observed when their child has a seizure and a guide for preschool and childcare centers.

The Resource Guide provides teachers, school staff and parents in our community with the tools necessary to comfortably care for a child with epilepsy.

Community Outreach

Los Angeles is home to families that come from more than 140 countries—and speak more than 86 languages. It spans a diverse geographic region, amidst one of the largest and most diverse multiethnic populations in the nation.

Children’s Hospital Los Angeles serves children and families from all Service Planning Areas (SPAs) in Los Angeles County. The hospital is physically located in the Metro area and the Central Health District of the city of Los Angeles—an area that is home to more than 1.2 million families and 300,000 children and youth. This large population represents various diverse communities with specific needs.

The Office of Community Affairs at Children’s Hospital works closely with local schools, community-based organizations, community leaders and civic groups on various community health initiatives and participates in community outreach events in diverse communities.

“We utilize a variety of outreach strategies to address various health care needs and effectively communicate and educate families on timely child health issues,” says Olga Taylor, Children’s Hospital’s outreach coordinator. “These issues include chronic conditions and the prevention of common diseases, such as pertussis (whooping cough). Through education, outreach, awareness and advocacy, the Office of Community Affairs promotes health and well-being of children and families.”

As part of these outreach efforts, health education information and tools are provided to the general community in various languages. Resources and referrals to community-based organizations are offered through educational community booths.

The Office of Community Affairs reached more than 53,000 children and families by participating in 35 community-organized events in FY 2011. In addition, in collaboration with various departments at Children’s Hospital, our successful community initiatives reached more than 490,000 children and families in Los Angeles County through community outreach.

Kids in our Community Learn about Blood

This innovative approach to teach children about the circulatory system is a great example of how Children's Hospital uses effective education and outreach strategies to engage parents and children in our community.

"Do you want to learn about blood?" Aimée Williams, project coordinator at the Hemostasis and Thrombosis Center at Children's Hospital Los Angeles, will often ask this question to children at our community health fairs.

"I utilize a snack activity to teach about blood," Williams explains, "The snack is made up of Cheerios, marshmallows, raisins and pretzels. Each part of the snack represents a part of a person's blood: Cheerios are the red blood cells, marshmallows the white blood cells, raisins are platelets and pretzels are fibrin. When you mix all of the items together, you have a snack that represents the components of blood!"

While participants make the snack, Aimée explains what each part of the blood does in a person's body. For example, marshmallows represent white blood cells, which fight germs.

The goal of the snack activity is not only to have fun while learning about blood, but also to teach community members about bleeding and clotting disorders, particularly von Willebrand disease. Von Willebrand disease is the most common bleeding disorder; according to the World Hemophilia Foundation, it affects 1 percent of the world's population. As many as nine out of 10 people with the disorder are undiagnosed.

"Bleeding disorders are not uncommon, and the symptoms that may lead to the diagnosis of a bleeding disorder are very common (nose bleeds, bruising)," says Guy Young, MD, director of the Hemostasis and Thrombosis Center. "It is very important to educate the community about the symptoms of bleeding disorders because these disorders can otherwise lead to serious medical consequences."

The Hemostasis and Thrombosis Center at Children's Hospital Los Angeles is the largest hemophilia treatment center in California and treats children and adults with bleeding and clotting disorders. The Center also serves as an international referral center for children with hemostasis and thrombosis disorders, providing excellent clinical care and research.

Through her outreach efforts, Williams has met a handful of families in our community who believe that they or someone they know may have von Willebrand disease.

“My goal is to educate others about bleeding and clotting disorders so that they learn what they are and where to get treatment,” she says. “I also want them to have fun while they learn!”

Remember to Read

Reading skills are important to children’s success in school and work, and are critical in their development of the use of language to communicate. In addition, reading becomes a fun and imaginative way to encourage children to learn visual recognition and to identify what he or she hears and feels.

“All children need to read to succeed,” explains Cindy Weaver, also known as Aunty Cindy. Cindy is one of the team of volunteer storytellers provided by the Literally Healing program at Children’s Hospital Los Angeles—a multifaceted literacy program that supports families both on our campus and on discharge back into their communities.

Aunty Cindy has been reading to children at our hospital for more than five years in The Saban Reading Corner, a committed space provided by the hospital. She leads story times twice a week and gifts more than 160 books a week to our patients and their siblings.

“Literally Healing is committed to positioning children for success, despite their medical limitations,” says Claire Austin, founder of the Literally Healing program.

In addition to reading times, carefully screened books are placed in a Therapeutic Library in the hospital and are provided free-of-charge to patients and their siblings. Books in this library have been carefully reviewed by hospital staff for their ability to help hospitalized children better understand and master the issues they face on a daily basis. Those issues include depression, sibling jealousy or guilt, fear of disfigurement, living with a permanent disability and even death and grieving.

“Through reading these books, our patients and their siblings can build mastery, courage and hope during their hospitalization,” Austin says.

The program annually gives away books to children and families in our community as well. In FY 2011, the Literally Healing program gave more than 4,300 books to organizations and schools in our community.

[Community Pediatrics and Advocacy](#)

One of the ways that our pediatric medical residents positively influence the health of children in our communities is through the Community Pediatrics and Advocacy Program.

Developed and launched by Children's Hospital pediatric medical residents, the Community Pediatrics and Advocacy Program offers young physicians the opportunity to learn the most effective methods for child health advocacy by exposing them to advocacy and outreach opportunities at the individual, community and legislative levels.

Medical residents collaborated with Los Feliz and Allesandro elementary schools in our community to teach children about safety issues and injury prevention. Pediatric interns are assigned a topic, such as animal, pedestrian or Halloween safety. The interns then create a lesson plan for that topic and teach three to four sessions to approximately 30 elementary students at one time.

In FY 2011, Children's Hospital interns taught seven safety-related topics at each school, reaching more than 1,600 elementary students.

Pediatric medical residents also provide voluntary home safety assessments to families in our community. Through the hospital's Home Safe Home Project, residents perform a home safety visit to one of their primary pediatric patients, along with a faculty mentor.

In addition, pediatric residents perform a neighborhood walk to understand environmental health hazards that affect their patients and families. Children and their families are taught to identify home safety hazards as well as how to prevent injury.

In FY 2011, 90 Children's Hospital residents were trained in home safety, and they conducted 120 Home Safe Home assessments.

[RN Remedies Blog for Families](#)

Experienced pediatric nurses at Children's Hospital Los Angeles have created a dynamic online education forum for parents: the RN Remedies blog.

Since its beginnings in November 2010, a group of eight nurses have posted more than two dozen blog topics, covering childhood obesity, flu symptoms, onset of puberty, teens and texting, car seat safety, doctor visit tips and symptoms of common childhood conditions.

"Our nurses are a diverse and extraordinary group who are continuously teaching, exploring and growing," says Mary Dee Hacker, MBA, RN, NEA-BC, FAAN, vice president, Patient Care Services and chief nursing officer of Children's Hospital Los Angeles. "Our pediatric nurse bloggers are taking our profession's core commitment to education and combining it with the Internet's remarkable power to reach families everywhere."

Children's Hospital has leveraged social media tools such as Twitter and Facebook to direct fans to the RN Remedies blog feature each Monday morning. The blog has accumulated a steady core of followers and reaches more than 4,000 hits each month. Readers are encouraged to email their questions and topic suggestions, creating an intimate connection between the nurse bloggers and seekers of health information.

"The blog allows us to get information out to parents regarding children of all ages, and we are excited to share our experiences and expertise with parents on a global level," says Kelli Anderson, RN, one of RN Remedies' creators. "It's a whole new world, and I'm thrilled to be a part of making a difference in the community, one post at a time."

[More Family Education Highlights for FY 2011](#)

- The Center for Endocrinology, Diabetes and Metabolism hosted College Night for eight families of college students with diabetes. College students were given tips on how to manage their diabetes during long hours of school, nighttime studying and other college activities.

- The hospital's Annual Diabetes Family Retreat gave children and families a chance to learn the latest on diabetes research and meet with other children and families with diabetes.
- More than 55 caring hospital staff members raised funds for the March of Dimes' March for Babies campaign. At the event, the Office of Community Affairs provided education to 2,000 people regarding various community benefit services at Children's Hospital.
- Our annual Congenital Adrenal Hyperplasia Family Day attracted 60 families who enjoyed a day of learning and meeting other families dealing with the disorder.
- Our Bloodmobile, "The Maxmobile," reached more than 600 people per month, including local high school students, with education about the need to donate blood for children in our community.
- Clinical dietitians reached 9,500 children and their families at community health fairs, schools and other health care organizations. Dietitians promoted healthy eating habits and provided education on various eating disorders.
- Physicians and sonographers at Children's Hospital hosted a local symposium, "Echocardiographic Evaluation of Congenital Heart Disease." The symposium taught community sonographers and sonography students the finer points of echocardiography in neonates, infants, children, adolescents and adults with congenital heart disease. More than 70 people attended.
- The Division of Pediatric Surgery hosted "Biliary Atresia Day: A Day of Education and Networking." The event convened 42 families who have a child with biliary atresia, and gave them a chance to meet, share experiences and attend educational seminars.
- Children's Hospital residents developed the LATCH NOW program, which aims to improve breastfeeding support among community providers and mothers. The program works with the Los Angeles County Department of Public Health and numerous Los Angeles hospitals, and it reaches more than 10,000 people in our community each year.
- In FY 2011, 115 Children's Hospital nurses provided health education at various community venues, reaching 6,900 children and their families.

Compassionate Support System for Families

We provide a compassionate, caring support system for our patients, their siblings, families and the broader community in their time of need.

Spiritual Care Services

Whether you are a patient, family member, staff or friend, when you walk into Children's Hospital, you will find an environment that promotes compassionate and caring service for all. From the dragonfly sculptures in The Joyce and Stanley Black and Family Healing and Meditation Garden, which are used as a symbol for transformation and healing, to our Interfaith Meditation Room and Chapel, which is open for reflection and prayer, we honor all individual beliefs and religious traditions.

Our Spiritual Care Services programs offer support and comfort to patients, families and staff of all faiths and cultures in times of crisis, loss, injury or illness. The programs include sacred literature from diverse traditions, a place for prayer requests, and religious services and rituals.

"Even under the worst most difficult circumstance, families are able to find hope and healing at our hospital, largely through the use of our chapel, and through attending our spiritual ceremonies," says the Rev. Dagmar Grefe, manager of Spiritual Care Services at Children's Hospital.

In addition to interfaith services, our Spiritual Care Services program celebrates Roman Catholic Mass every Sunday for patients and families at our hospital.

"Approximately 70 percent of the patients at our hospital are Roman Catholic," Grete says. "The celebration of Roman Catholic Mass is important to them and is open to the community." In FY 2011, more than 1,500 children and their families attended the celebration of Mass and other spiritual ceremonies.

Chaplains at Children's Hospital also collaborate with various faith communities, religious leaders and local faith-based organizations to support patients and families in our community with their spiritual care needs.

The HOPE Program

The HOPE Program provides compassionate psychosocial care and support for patients diagnosed and treated in our Children's Center for Cancer and Blood Diseases (CCCBD). In addition to offering a complete range of culturally sensitive services for young people with cancer or blood diseases, the program helps them with transition to school, college and vocational work.

The following are highlights from HOPE initiatives in FY 2011:

- **The STAR Program** assisted 131 children and their families with school re-entry after cancer and blood disease treatment. It also provided school intervention services, including consultation to families and medical teams, and parent advocacy skills training.
- **The LIFE Program** provided comprehensive health services to 100 new survivors of childhood cancer at Children's Hospital, and served 250 returning survivors. The LIFE Clinic for Adult Survivors provided adult-focused diagnostic and therapeutic services to 30 patients.
- **The Teen Impact Program** assisted 200 adolescents and young adults with cancer and blood diseases, providing group interventions, retreats and recreational outings to improve their quality of life as cancer survivors.
- **The HOPE Resource Center** is accessible to patients and families at the hospital and through a web portal. By centralizing electronic and print information resources in various languages, services and referrals information in one location, the HOPE Resource Center helps guide families, staff and community providers in searching for additional information on pediatric cancer and blood diseases. In FY 2011, the web portal was accessed by 4,500 patients, families and providers in our community.
- **The HOPE Neurocognitive Program** provided comprehensive neuropsychological evaluations and screenings to 150 children and youth.
- **The HOPE Psychology Program** helped 120 children and their families cope with the psychological challenges associated with surviving cancer and blood diseases.

- **The Celebrate Life with HOPE event** was attended by 2,700 children, families, staff and community partners in June 2011 on the New York City backlot of Paramount Pictures. The annual event brings together childhood cancer survivors and their families, health care providers, community agencies, volunteers and various Children's Hospital departments and programs to celebrate life and share information on various health topics.

NICCU Family Support Program

One in every 10 babies born in the U.S. is admitted to a newborn intensive care unit because of premature birth or other medical condition.

At Children's Hospital Los Angeles, we treat the most critically ill of these newborns, who often have complex neonatal disease conditions. Patients are transported for care to our Newborn and Infant Critical Care Unit (NICCU) from neonatal intensive care units throughout the greater Los Angeles metropolitan area, Southern California and other states, such as Nevada, Arizona and Hawaii.

For many of these families, coping with a baby's NICCU stay can be very difficult. The multidisciplinary team at Children's Hospital cares for and addresses the needs of parents, siblings, grandparents and the extended family throughout the hospitalization of a baby in the NICCU, during the transition home and in the event of a newborn death. In collaboration with the March of Dimes, Children's Hospital Los Angeles offers the NICCU Family Support Program.

The program includes a professional development component that provides NICCU staff with educational opportunities to help them support families on a daily basis.

"Through the Children's Hospital and March of Dimes partnership, we have implemented a Family Staff Advisory Council (FSAC) as part of the NICCU Family Support Program," says Hoda Sapir, a clinical social worker in the NICCU. "The council is comprised of NICCU staff and graduate NICCU parents who work together to develop customized supportive educational programs to serve the specific needs of each NICCU family."

As part of the program, each NICCU family receives a patient care kit that includes educational flyers, a keepsake journal, a guide and glossary and an information booklet.

Families also have 24-hour access to informational resources and online communities through the March of Dimes kiosk in the NICCU Parent Lounge. There, parents and families of NICCU babies can visit secure websites to research neonatal diseases and connect with other NICCU families.

Patients in our NICCU have direct access to a wide range of pediatric medical and surgical subspecialists and ancillary services that allow treatment across the full range of neonatal diseases.

[The Mark Taper-Johnny Mercer Artists Program](#)

At Children's Hospital, the latest medicines and treatments are not the only tools we use to help patients heal. We also use paint, clay, musical instruments and rhymes. In fact, research has increasingly shown that art and music provides many benefits for sick and hospitalized children.

The Mark Taper-Johnny Mercer Artists Program at Children's Hospital brings a wide array of art experiences to critically and chronically ill children and teens and their siblings and families. The program's multidisciplinary team provides art, music and writing activities, as well as dance, movement and other creative and expressive experiences for patients and families in their time of healing.

"We collaborate with various community-based organizations and various professional artists and performers from the Los Angeles area to offer entertainment, diversion and educational workshops in both the inpatient and outpatient areas at Children's Hospital," says Alexandra Field, artist program lead.

In collaboration with several community artists and internal artists, volunteers, clinicians and students, the Mark Taper-Johnny Mercer Artists Program reached 7,700 children and families in FY 2011.

[More Family Support Highlights](#)

- Clinical social workers provide counseling services and link patients and families to necessary resources and support programs at our hospital and in our community. In FY 2011, hundreds of families were assisted with funds for prescription expenses, meal vouchers, bus tokens and other transportation services.
- Child Life specialists help our patients and families cope with illness and hospitalization through play, preparation, education and self-expression activities. Understanding that a child's well-being depends on the support of the family, Child Life specialists provide information, support and guidance, and serve hundreds of parents, siblings and other family members in our hospital every year.
- In FY 2011, our Comfort and Palliative Care Team reached 60 community providers and collaborated with local hospice agencies to teach about pediatric palliative and end-of-life care and supportive care to families.
- Pharmacists at Children's Hospital provide educational services for patients and families. They also participate in community benefit projects, including providing prescription donations to assist families in our community.
- The Audrey Hepburn CARES Team at Children's Hospital provides comprehensive services to young victims of abuse and their families. The team's provides compassionate effort to support children and families by creating a child-friendly and safe environment.
- In FY 2011, 59 adolescents with Turner Syndrome and seven counselors with the condition attended the hospital's annual Turner Syndrome Camp.
- Our Foster Care HUB serves 800 children and youth annually, providing initial medical exams, mental health screenings and care coordination to medical and mental health services for children in foster care.
- To serve our culturally and linguistically diverse patient population, the Diversity Services department secures interpreting services for an average of 30 different languages, serving hundreds of families each month.

- In FY 2011, 370 families were provided with gifts through the Holidays From the Heart Program. The program links families with hospital departments who provide gifts based on specific individual and family needs.
- Staff, parents and children in the Child Development Center at Children's Hospital collected items, wrote cards and drew pictures of appreciation to send to hundreds of our troops for Christmas.
- Each year, more than 500 compassionate individuals from our community volunteer more than 82,000 hours in 55 different areas of our hospital and various community benefit initiatives. In FY 2011, Volunteer Resources donated and distributed 400,000 toys to patients, siblings and families in our community.

Children with Special Needs

We care for children with special needs and provide an array of services to support their families.

Excellence in Developmental Disabilities

More than 100 interdisciplinary faculty, staff and trainees in the USC University Center for Excellence in Developmental Disabilities (UCEDD) at Children's Hospital Los Angeles partner with community programs and the families we serve to deliver education (pre-service and community), conduct research and provide service for children with disabilities and their families. The three major program areas are Community Mental Health, Developmental Disabilities Advocacy, Policy and Statewide Initiatives and Leadership Education in Neurodevelopmental and Related Disabilities (LEND) Training Program.

UCEDD Services for the Community

The USC University Center for Excellence in Developmental Disabilities at Children's Hospital provides a comprehensive, interdisciplinary range of clinical and community services including:

- **Clinical Services** – Provided through various hospital-based interdisciplinary programs and community-based programs

- **Diagnosis and Evaluation** – Diagnostic and treatment/intervention recommendations for developmental, behavioral and attention problems
- **Feeding Development** - Comprehensive assessment and treatment services for feeding, growth and nutrition problems
- **Behavioral Pediatrics**
- **Community Mental Health** – Provides individual and group therapy to serve children with severe emotional and behavioral issues, as well as at-risk children and families. Includes the HEALS program for victims of such violent crimes as non-accidental trauma, sexual molestation and neglect
- **Learning Abilities Program** – Assessment of the impact of learning strengths and disabilities on school achievement and behavioral development; recommendations for behavioral and special education support and services
- **Community-Based Programs** – Diagnosis, evaluation and treatment for infants, children and adults at several sites throughout Los Angeles County including school-based sites
- **Individual, Family and Community Capacity Building** – Promotes activities that help assure quality of life for children and adolescents with developmental disabilities and their families through active involvement in the home, systems of training and service, community support and policy-making
- **Prevention and Early Intervention** – UCEDD physicians and other health care providers focus on proactive outreach, early identification of needs, enhanced individual and family resources and provision of quality community resources

In FY 2011 more than 33,451 visits and 1,309 patients were seen through the USC UCEDD mental health clinics at Children’s Hospital, served over 2,000 patients/clients through community based services and provided care for approximately 200 patients with autism spectrum disorder.

In addition, 9,653 individuals, including professionals/para-professionals, parents and family members, individuals with developmental disabilities and other community representatives received training on special health care needs for children through 196 training events.

More than 2,500 hours of technical assistance for community-based organizations was provided, reaching more than 44,838 individuals. The USC UCEDD disseminated multi-lingual children's health information to over 670,000 individuals through its webpage, media contacts, conferences and direct mail.

Together with patients, families and community partners the USC UCEDD at Children's Hospital is working to accomplish a shared vision that foresees a nation in which all individuals, including the youngest children and individuals with disabilities, participate fully in their communities.

[Oral Health for Children with Special Health Care Needs](#)

The Division of Dentistry and Orthodontics at Children's Hospital Los Angeles provides routine and specialized dental and orthodontic care for more than 4,000 children and adolescents every year, including those with complicated conditions such as cancer and hemophilia, cleft lip and palate and other congenital disorders. The Division has a long-standing tradition of providing community benefit and of caring for children with special health care needs.

A great example of the Division's community benefits is the Nasoalveolar Molding (NAM) Program led by John Groper, MD, and Simon Gamer, MD, serving approximately 20 infants free-of-charge each year at Children's Hospital Los Angeles.

"Nasoalveolar molding is a pre-surgical treatment that serves to align and reshape the oral structures affected by craniofacial defects and is used in preparation for surgical repair of cleft lip and cleft palate," says Jose Polido, DDS, division chief, Dentistry and Orthodontics at Children's Hospital.

In addition, the Division participates in various community events to advocate for and provide oral health education and awareness to children and families in our community. It also provides screenings focused on children with special health care needs.

"It is very important that all children maintain good oral hygiene," Polido says. "Our community benefit efforts are helping children and families in our community better their oral health and stay healthy and happy."

Advancing the Health and Well-Being of Adolescents

We provide comprehensive, specialized, appropriate sensitive care to address the health needs of adolescents in our community.

Adolescent Medicine

Leading our community efforts in the area of adolescent development is the Division of Adolescent Medicine at Children's Hospital Los Angeles. The Division's leadership is known nationally for developing new program models that represent state-of-the-art health interventions for adolescents.

"Our therapeutic approaches and community partnerships promote personal empowerment within the context of healthy relationships, families and communities," says Marvin Belzer, MD, chief of the Division of Adolescent Medicine at Children's Hospital.

In response to the needs of adolescents and young adults in our communities, the Division employs more than 100 interdisciplinary staff who work across six major program areas:

- Adolescent physical and mental health
- Homeless youth
- HIV/AIDS
- Pregnancy and parenting
- Substance abuse
- Youth violence and gang prevention

"Our Division's advocacy and community benefit efforts, including cutting-edge research and interventions, help advance the health and well-being of adolescents and their families in our communities and worldwide," Belzer says.

Project NATEEN

Project NATEEN is an Adolescent Family Life Program that provides culturally sensitive and comprehensive case management services to pregnant and parenting teens in our community.

“The program provides pregnant and parenting teens in our community with a full spectrum of supportive services so that they may accomplish personal, educational and effective parenting goals,” explains Alejandra Barragan, case manager with Project NATEEN.

One of the program’s clients is Katherine Espinoza, the 17-year-old parent of a 1 year old. She received services from the program including parenting classes, comprehensive case management and other resources enabling her to succeed as a teen parent. She has graduated from high school and is now attending Santa Monica College.

Case managers like Barragan facilitate support groups at local community high schools and community-based organizations. In addition, the program hosts a breastfeeding support group for pregnant and parenting adolescents in our community.

In FY 2011, Project NATEEN served 1,610 adolescents in our community. The program’s community benefit efforts are ensuring that adolescents in our community have the support necessary for future planning and independence.

[Gang Prevention and Youth Development](#)

Many young people in our community live in neighborhoods where educational, recreational and employment opportunities are very limited. At the same time, young people are exposed to alcohol and drugs—and gang violence in their schools and on the streets.

According to the Los Angeles County Department of Public Health, homicide is one of the leading causes of death among youth in the City of Los Angeles. A high percentage of these homicides were committed with firearms, and many were related to gang violence.

In response to the city’s need for a comprehensive, community-based strategy to reduce gang crime and violence in Los Angeles’ most gang-plagued communities, the Division of Adolescent Medicine launched a comprehensive multiagency gang prevention program in 1996.

Children’s Hospital Los Angeles is the lead agency for the Cypress Park/Northeast Los Angeles Gang Reduction Youth Development (GRYD) zone, which

leads violence prevention efforts to improve the well-being and safety of youths and their families in the Cypress Park, Glassell Park and Highland Park neighborhoods.

Established by the Office of Los Angeles Mayor Antonio Villaragoisa, in 2007, the GRYD program aims to reduce gang-related crime and engage at-risk youth in positive activities.

The story of one 12-year-old boy, Oscar Cartagena, illustrates the challenges these young people face.

Oscar attends Irving Middle School, located in an area of Northeast Los Angeles that is heavily impacted by gang violence.

“When he first came to the GRYD program Oscar faced many personal and family challenges and was at risk for gang involvement,” says Adrianna Rincon, case manager GRYD program

The GRYD program provides youths like Oscar, along with their families, with comprehensive case management services, including individual and family counseling, mentorships, academic assistance and tutoring, community mobilization and parent leadership workshops, educational, cultural and recreational activities and lessons in various sports at local community centers.

“Since Oscar’s involvement in the GRYD program, he is doing well in school, and has high aspirations for the future,” Rincon says.

In FY 2011, the GRYD program served 830 young people in our community.

[More Adolescent Medicine Highlights](#)

- The Teenage and Young Adult Health Center serves the community by providing adolescent primary and subspecialty care. The Center has approximately 3,000 visits a year and provides comprehensive social developmental assessments and services.
- The High Risk Youth Program (HRYP) provides integrated health services for runaway and homeless youth in our community, ages 12 to 24. The HRYP also has a Mobile Health Team that offers basic medical screening at drop-in centers and shelters to maximize access to care. In FY 2011, the program served 1,634 young people in our community.

- The Substance Abuse Prevention and Treatment Services (SAPT) program specializes in non-residential prevention and treatment of substance-related problems affecting adolescents in our community. The program is offered free-of-charge and served 448 youth in FY 2011.
- The Substance Abuse and HIV Intervention Project (SHIP)-Project Legacy served 225 homeless youth in our community in FY 2011. Project Legacy is a nine-week group intervention designed to support youth in reducing their HIV risk and substance abuse by engaging them in goal-setting and future planning.
- More than 430 young people in our community received individual, family and group mental health services in FY 2011. These included transgender health services, and services for young people at risk of or living with HIV/AIDS.

Keeping Children Safe

Our community-based injury prevention efforts in the Los Angeles area help minimize preventable injuries and keep children in our communities safe.

Preventing Unintentional Injuries

Every year, more than 8,000 injured children are seen in our Emergency Department, many of them requiring hospitalization. The Trauma Team at Children's Hospital Los Angeles follows each of these patients—from the time they enter our hospital through their discharge, and as patients of the hospital's outpatient Trauma Clinic.

As the only free-standing Level 1 Pediatric Trauma Center in Los Angeles County, the Trauma Program at Children's Hospital not only provides a complete continuum of pediatric trauma care, but it also offers an active program of injury-prevention education, research and outreach for children and families in our community.

Approximately 65 percent of all trauma patients treated at Children's Hospital were injured from an incident involving a vehicle—either as a passenger, pedestrian, bicyclist or (rarely) as a young driver.

“Our innovative, interactive educational injury-prevention programs and activities are reaching many families and helping reduce unintentional injuries in our local

community,” says Helen Arbogast, MPH, CHES, CPST, injury prevention coordinator in the Trauma Program. “In many cases, these are injuries that are preventable.”

[LA Street Smarts](#)

For young pedestrians in Los Angeles County, vehicle-related accidents are a leading cause of injury and death. As pedestrians, children are at even greater risk of injury or death from traffic crashes due to their small size, inability to judge distances and speeds, and lack of experience with traffic rules.

To address the need to reduce child pedestrian injuries and deaths, the Children’s Hospital Trauma Program developed an innovative program called LA Street Smarts. This interactive educational set, which replicates a small neighborhood, is taken to local schools, where our experts teach children how to properly cross streets, maneuver in and around cars and stay safe while walking in the community.

All children who complete the course are provided with injury prevention materials to take home to reinforce the safety concepts and lessons learned. To date, LA Street Smarts has visited more than 25 sites in our community and has reached more than 3,000 children and their families.

[Kohl’s Safety and Injury Prevention Program](#)

In partnership with Kohl’s Cares for Kids, the Kohl’s Safety and Injury Prevention Program at Children’s Hospital Los Angeles provides safety education and equipment for children and families in our local communities.

The program raises awareness of preventable injuries and includes an array of family safety activities and resources including free-of-charge bicycle helmets, child-safety seats, child-safety seat check events, child-safety seat classes and educational materials for children and families in our community.

In FY 2011, the Kohl’s Safety and Injury Prevention Program at Children’s Hospital was present at over 100-community health and safety fairs reaching thousands of children and families. Through its biweekly child-safety-seat classes, the program provided more than 400 free-of-charge child-safety seats and reached hundreds of children and families from various communities.

Buckle Up for Life

A unique partnership between Children's Hospital Los Angeles, Children's Hospital Cincinnati and Toyota, "Buckle Up for Life" is an injury prevention initiative for families in faith-based organizations in our community.

The Children's Hospital Trauma Team taught children, teens, parents and caregivers members of various church congregations in predominantly Hispanic and African-American communities the importance of passenger safety. A health and safety fair and child-safety seat check-up event were held at each church following the completion of training. Each event was open to all families in the church's local community.

The Buckle Up for Life program at Children's Hospital Los Angeles provided 450 free-of-charge child-safety seats and taught more than 1,000 children and families from six different congregations the importance of buckling up for life.

More Trauma Program Injury Prevention Highlights

- Collaboration with the Los Angeles Dodgers in which more than 300 families in our community received child-safety seats and attended child passenger safety classes.
- The Children's Hospital Trauma Program created its first class of Pediatric Injury Prevention Scholars (PIPS) consisting of students from various universities who worked along-side senior researchers to learn about injury prevention services and research.
- In response to a community need for more training of injury prevention coordinators and professionals, the Trauma Program's inaugural Injury Prevention Symposium was developed. More than 50 injury prevention coordinators, trauma coordinators and health education professionals attended the two-day comprehensive injury prevention training focused on injury prevention best practices, evaluation and research.

- The Trauma Program’s Injury Prevention team developed a blog for families and community members as a means for education and engagement with the injury prevention team.
- In FY 2011, 81 health professionals attended the 12th Annual Trauma Conference, titled “Sports Injuries and Concussions.”
- More than 50 health professionals in our community participated in the Trauma Program Pediatric Disaster Training and received pediatric-specific disaster education and preparation in FY 2011.

Quality Health Care Beyond International Borders

Our highly skilled specialists at Children’s Hospital Los Angeles provide care and education beyond international borders to improve children’s health.

[Zhejiang Children’s Hospital](#)

In addition to our high-quality health care services to patients at Children’s Hospital Los Angeles, our caring staff members often take their expertise abroad to help children in need.

In April 2011, Pierre Wong, MD, a pediatric cardiologist with the Division of Cardiology at Children’s Hospital Los Angeles joined a team of 35 volunteers from various children’s hospitals on a mission to the Children’s Hospital Zhejiang University School of Medicine at Hangzhou in China.

The team performed five surgeries on patients with complex congenital heart disease and provided teaching and instruction to the hospital’s medical faculty members.

“We exchanged skills and ideas around cardiac evaluation, new cardiac surgery techniques, cardiac anesthetic management, intraoperative transesophageal echocardiography, postoperative cardiac care and cardiac critical care protocols,” Wong says.

Following the educational seminars, the medical team participated in and led talks to physicians from many different regions of China as part of a large, two-day symposium sponsored by Zhejiang Children's Hospital.

"This was an unforgettable and valuable experience not only for the team," Wong says, "but also for the children we served and the medical professionals we interacted with in China."

Other International Highlights

Our physicians, nurses and other health care staff have also provided services, training or developed programs in Haiti, Peru, Ecuador, Russia, El Salvador, India, Armenia, Kenya, Mongolia, Brazil, Mongolia, China and other international sites.

Tomorrow's Caregivers

Physicians of the Future

At Children's Hospital Los Angeles we believe deeply that education is among the greatest legacies we can leave for future generations, and this commitment is evident in our teaching and training of medical students, residents and fellows.

During the past fiscal year, our faculty trained 575 medical students, 85 full-time residents, three chief residents and 107 fellows who collectively reflect the diversity not only of the patient population, but also of the Los Angeles region. For the past 12 years, 97 percent of our graduating residents at Children's Hospital have passed the American Board of Pediatrics exam on the first attempt, far above the national average.

"Our faculty mentor some of the most talented young leaders of the profession," says Robert Adler, MD, MEd, vice chair of the Department of Pediatrics and director of Medical Education. "We believe that Children's Hospital Los Angeles is truly unique. Not only does our institution bring together world-class clinical care, excellent education, and leading-edge bench-to-bedside research in perhaps the most diverse urban center in the nation, it does so in an environment of collaboration, passion and dedication."

Our faculty share their expertise and unique perspective of collaboration with all those who come to our hospital for education and training—and with all whom we reach through our community initiatives and professional programs.

Innovative Nursing Education Program

One of the many characteristics that makes Children's Hospital Los Angeles such a special place is the compassion, knowledge, and dedication of our nurses. They are at the heart of our mission and the embodiment of our values. As a Magnet Hospital our organization has been recognized for quality inpatient care as well as excellence in nursing which proves the hospital uphold the tradition of professional nursing practice. Our commitment to quality inpatient care begins with our commitment to supporting our nurses' career goals and the development of future nurses.

During the past fiscal year, 70 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. The program has become a national model for new graduate nurse residency programs in other hospitals.

“We provide new graduate nurses and nursing students with the appropriate tools, clinical experience and support system necessary to care for acutely ill and injured children,” says Suzanne Taylor, RN, director of Clinical Education and Professional Development at Children's Hospital.

In addition to the Versant program, Children's Hospital Los Angeles served as a training site for more than 1,170 student nurses from more than 15 community colleges and universities within Southern California in FY 2011. Through clinical rotations, supervised by their clinical instructor and alongside our expert nurses at Children's Hospital, student nurses are able to apply theoretical nursing concepts learned in school such as assessments, documenting charts and administering medication.

Through presentations at local schools and job-shadow opportunities at the hospital, our nurses also provided learning experiences for more than 130 young adults in our community sparking an interest in a future career in nursing.

“Those aspiring to become a nurse come to Children's Hospital Los Angeles from all over the country because they want to work with and learn from our expert nurses who are at the forefront of pediatric health care,” says Mary Dee Hacker, MBA, RN, NEA-BC, FAAN, vice president, Patient Care Services and chief nursing officer at Children’s Hospital. “What makes CHLA one of America’s premier pediatric teaching hospital is the warmth and welcoming of the people here—physicians, nurses and other caregivers, who are committed to teach those caring for the ones we love the most, our children.”

Hacker also serves as a board member of the California Institute for Nursing and Health Care, a nonprofit organization dedicated to developing solutions to a critical nurse shortage and related nursing issues that affect the health of all Californians. She is also a board member of the DAISY Foundation. Children’s Hospital was the 27th hospital to partner with the nonprofit foundation to provide monthly DAISY Awards to exceptional nurses commended by leadership and peers for their compassionate care at the bedside of sick and injured children.

[More Professional Education Highlights](#)

- The Children’s Center for Cancer and Blood Diseases hosted five practicum-level psychology externs and 10 Hematology-Oncology fellows.
- The Echocardiography laboratory served as a principal externship site for students on pediatric echocardiography and congenital heart disease.
- The Division of Dentistry trains more than 25 residents yearly from the USC Ostrow School of Dentistry. It also hosts national and international residents and dental students who come to Children’s Hospital to learn about oral health care for children with special needs.

- The Department of Pathology and Laboratory Medicine hosted training for five laboratory professionals and students, including clinical laboratory scientists.
- 78 trainees representing 13 disciplines completed the CA-Leadership Education in Neurodevelopmental and Related Disabilities (LEND) Training Program of the USC UCEDD at Children's Hospital. In addition, the program trained 10 interns in Child Clinical Psychology, 10 postdoctoral fellows in Adolescent Health, Early Childhood Mental Health, Child and Family Mental Health, Pediatric Psychology and Trauma Psychology along with five pediatric interns in the USC UCEDD Dietetic Internship Program.
- The Pharmacy served as an externship site for 14 USC School of Pharmacy students.
- The Department of Rehabilitation Services served as a training site for 18 physical therapy and occupational therapy students.
- Through its accredited Clinical Pastoral Education (CPE) program, Spiritual Care Services trained 18 student interns and religious leaders with interfaith professional education and clinically supervised experience with children and families.
- The Department of Strategic Business and Innovation served as a training site for two Master in Health Administration residents and five Master of Public Health/Master of Business Administration interns and mentored 10 students.
- The Office of Community Affairs provided training for two Master in Health Administration residents, and three college students. The Office also coordinated programs encouraging advancement in health care management through 20 the American College of Healthcare Executives (ACHE).
- Our hospital offers many health profession internships in the areas of social work, adolescent medicine, child life, research and community benefit operations.

Opportunities for Young Adults in our Community

As one of Hollywood's largest employers, Children's Hospital Los Angeles serves as an economic engine for the local community, spurring growth, development and employment opportunities.

Summer Youth Employment Program (SYEP)

In Los Angeles, 18 percent of young adults ages 20 to 24 are unemployed, and approximately 22 percent of 18-to-24-year-olds do not have a high school degree or GED equivalent. This results in a large number of young adults in our community who are in need of skill development.

Individuals without at least a high school diploma struggle to compete in today's highly skilled labor pool. Many of these young adults do not have access to opportunities or mentorship by professionals.

To address this community need, the Office of Community Affairs at Children's Hospital Los Angeles is a host site for the Hire LA's Youth "Summer Youth Employment Program" and joins with the Office of Los Angeles Mayor Antonio Villaraigosa and the Los Angeles Area Chamber of Commerce and other local businesses to support community youth development.

Through the program, young adults gain entry-level work experience, learn skills critical for employment and are encouraged to pursue higher education to prepare them for a future career in health. Meanwhile, the hospital gains an opportunity to build a future workforce that is reflective of the local community.

In FY 2011, the hospital provided scholarships for summer employment opportunities for two students. One of these students, Luis Morales, was then offered a full-time position as the GetWellNetwork assistant in the Helen and Bill Close Family Resource Center at Children's Hospital.

"My experience as a student intern with the Summer Youth Employment Program helped me build confidence, communication and organizational skills, as well as other

entry-level skills necessary to prepare me to be competitive in the job market,” Morales says. “This program has made a positive impact on my life, and I am grateful to Children’s Hospital for opening its doors to me.”

[Latino & African-American High School Internship \(LA-HIP\)](#)

The Latino & African-American High School Internship Program (LA-HIP) is a biomedical summer research and college preparatory program for Latino and African-American high school students who live or attend school in the south or east Los Angeles communities.

In FY 2011, 100 high school juniors from these communities applied for 16 available summer internships with LA-HIP. The program provides a six-week hands-on medical research lab experience for students who are passionate about pursuing a career in the sciences.

Working under the direction of our scientists at The Saban Research Institute of Children’s Hospital Los Angeles, these interns conduct research projects on diseases such as cancer and tuberculosis. Others work on investigative research projects.

“The success rate of our LA-HIP students and alumni is something to be proud of,” says Emil Bogenmann, PhD, EdD, director of LA-HIP. “Graduates of the program are now matriculating to and attending various prestigious academic institutions across the region.”

LA-HIP organizes college campus visits and provides interns with the opportunity to meet admissions officials, current students, LA-HIP alumni and faculty who teach in the scientific and biology departments. Interns attend college-counseling workshops, receive financial aid counseling, and are guided through the college application process.

“Doctorates earned by African-American and Latino students combined represent less than 5 percent of PhDs received across all the sciences,” explains Bogenmann. “It’s our job to provide experience and access to education so that the workforce in research and medicine will be as diverse as our patient population.”

[More Youth Development Highlights](#)

- Camp CHLA, an innovative program of Patient Care Services provided 185 students in our community with a firsthand look at the fascinating world of health care at Children’s Hospital Los Angeles. Students observed and joined our registered nurses, respiratory care practitioners and other health care professionals in learning about health care. The five-day camp also provides students an opportunity to observe various medical procedures and participate in mock emergency drills.
- The National Institute of Diabetes, Digestive and Kidney Diseases (NIDDK) STEP-UP Program at Children’s Hospital provides short-term research education for undergraduate students from underrepresented minorities or disadvantaged backgrounds. Students perform 10 weeks of hands-on biomedical research during the summer in such areas as diabetes, digestion, endocrinology, hematology, kidney, liver, metabolism, nutrition, obesity and urology. In FY 2011, 25 undergraduate students performed their research at Children’s Hospital and presented their accomplishments at a Science Symposium.
- As part of the USC UCEDD’s Minority Partnership grants with California State University Los Angeles, 14 undergraduate students received training in working with children and youth with neurodevelopmental and related disabilities.

Developing our Local Community

At Children’s Hospital Los Angeles, we recognize the importance of our involvement in local community development initiatives.

The hospital’s presence in the local community spurs growth, development and partnerships. We collaborate with community stakeholders to address civic issues affecting children, families and residents in our neighborhoods.

Children’s Hospital is a member of our local Hollywood Chamber of Commerce, surrounding neighborhood councils and several local civic groups. In addition, the hospital collaborates on numerous community development projects through its support and leadership of the East Hollywood Business Improvement District (BID). The district

recently was renewed for 10 years with overwhelming support from local property owners.

“Children live in the context of their neighborhoods, and therefore, it is important for Children’s Hospital to play an active role in local efforts to enhance our communities,” says Ellen Zaman, FACHE, director, Office of Community Affairs at Children’s Hospital. “We have been working on several neighborhood projects to help create and sustain a healthier, safer community for children and their families.”

These projects range from street cleaning and beautification to the planning for medians along Vermont Avenue, near the hospital, to increase pedestrian traffic and safety. Over the past several years, our local community has seen more than 70 new trees planted, 100 lampposts repainted, graffiti removed from bus stop and benches and sidewalks power-washed and cleaned.

In addition, the Facilities department at Children’s Hospital Los Angeles works diligently to maintain a clean and safe environment for patients, families, staff and for business partners and community members who reside near the hospital.

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.

211 Info Line

American Cancer Society

Armenian American Chamber of Commerce

Asian Pacific Health Care Venture

Bill Cruz Early Education Program

California Highway Patrol

Children’s Bureau of Southern California

City of Los Angeles Department of Recreation and Parks

Community Redevelopment Agency

Consulado General de Mexico in Los Angeles

East Hollywood Neighborhood Council

Family Voices

Glendale Community College

Great Beginnings for Black Babies

Hollywood Homeless Youth Partnership

Jewish Family Service of Los Angeles

Local legislative offices, universities, faith-based organizations and neighborhood councils

Local YMCAs

Los Angeles Access to Health Coverage Coalition

Los Angeles City College

Los Angeles City Council Districts

Los Angeles County Department of Children and Family Services

Los Angeles County Department of Health Services

Los Angeles County Department of Mental Health

Los Angeles County Emergency Medical Services Agency

Los Angeles County Poison Prevention

Los Angeles Fire Department

Los Angeles Police Department

Los Angeles Unified School District

Los Angeles Urban League

Head Start State Preschool

March of Dimes

Maternal and Child Health Access

Mexican American Opportunity Foundation

New Economics for Women

Office of Los Angeles Mayor Antonio Villaraigosa

Para Los Niños

Padres Contra El Cancer

Queen Anne Place

Ready for School Center

Ronald McDonald House

SafetyBeltSafe U.S.A.
South Central Family Health Center
South Central Prevention Coalition
State of California Kids Plates Program
Thai Community Development Center
United American Indian Involvement
Young Nak Presbyterian Church
... and many more.

Credits:

Richard D. Cordova, FACHE President and Chief Executive Officer
Gail L. Margolis, Esq. Vice President, Business, Government and Community Relations
Ellen Zaman, FACHE, Director, Community Affairs
Rolando Gomez, MBA, Project Leader
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