





Grace Wakulchik and Bernett L. Williams

At Akron Children's Hospital, we are passionate about providing quality, high-value care to patients and families close to home. To achieve this goal, we continually evaluate the needs of children in the communities we serve and look for ways to fill gaps in the pediatric care and services we offer.

Our Community Health Needs Assessments help us identify the most pressing health care needs of children in our region, and we use this information to develop specific strategies to address those needs.

To help us improve the health of children and remove barriers to care for families, we rely on partnerships with people and organizations who share our values and mission. We collaborate with many community-based organizations, academic institutions and care providers to reduce the burden of care, improve community health, train current and future providers, support research and innovation, and advocate for policies that support children, families and caregivers.

We are pleased to highlight some of our community benefit initiatives to improve health outcomes for our children. Those efforts include programs to better manage asthma care, promote infant vitality, expand access to behavioral health services, train regional first responders, increase identification of abuse injuries in infants and provide real-world career development experiences to high school students.

To ensure our efforts are focused where they will have the greatest impact, we have already launched our 2019 Community Health Needs Assessment. Once completed, our teams will use the report's findings to adjust current and implement new strategies that will help us make greater strides in improving the health and well-being of our area's children.

At its core, health care is about people helping people. We are grateful for the support of our partners, and we are continually inspired by our patients and families as we work together to create positive change in our communities and ensure a brighter future for our children.

Sincerely,

Grace Wakulchik
President and Chief Executive Officer

Bernett L. Williams
Vice President of External Affairs

WHAT IS COMMUNITY BENEFIT?

Community benefit is a means of measuring the investments we make in the health and well-being of children and families within the communities we serve. As a not-for-profit hospital with a commitment to addressing the needs of our most vulnerable, Akron Children's engages in a variety of activities that go above and beyond the traditional, core functions of a health care organization.

Through community benefit reporting, we document the costs we incur to support efforts that improve health care access, enhance population health, advance medical or health knowledge, and/or reduce the burden on government and community-based agencies.

Our community benefit investment includes:

- The losses we incur to cover the costs of providing medical care to patients whose families are unable to pay for all or part of their care.
- The significant gap between the cost of providing care to Medicaid patients and the reimbursement received for those services.
- The costs of community outreach, education and wellness programs we deliver, for which we are not funded or reimbursed.
- The costs of education and training for future medical and allied health professionals.
- The costs of research conducted for the purpose of sharing knowledge outside the hospital to improve health outcomes for more children.
- The advocacy efforts in which we engage to improve children's health on a broad scale.
- The contributions of time and tangible resources to support community partners and other not-for-profit organizations with missions similar to our own.

We exclude from community benefit reporting any activities which are:

- Designed for marketing or fundraising purposes.
- Limited to hospital employees and/or patients alone.
- Considered "costs of doing business" or consistent with the current standard of care.
- Contributed by hospital staff on their own time.

Please contact Lauren Trohman at ltrohman@akronchildrens.org for questions or more information.



IN 2018:



175+
COMMUNITY BENEFIT
PROGRAMS AND
ACTIVITIES TRACKED



100
STAFF REPORTING
COMMUNITY BENEFIT
INFORMATION



Reducing Complications of Childhood

Asthma

Four-year-old Nyla Johnson inhales her asthma medication as her mom, Armoniee Jennings gently tells her, “Just breathe.”

It wasn't always this easy to get Nyla to take her medication. Diagnosed with asthma as an infant, she used to be afraid of having the mask placed over her mouth and nose. To make the mask for her inhaler more appealing, Armoniee and Nyla decorated it with sparkles and bows fit for a princess.

Armoniee wasn't surprised when her daughter was diagnosed with asthma at such a young age. Nyla's older brother, Dominique, age 7, was diagnosed as an infant too, but he's since outgrown it. Armoniee also had exercise-induced asthma as a child.

Nyla takes a daily asthma medication and has a rescue inhaler for times when she has trouble breathing, such as during a bad cough or cold. Now that she's older, Nyla has learned to recognize when she needs her rescue inhaler.

As a result, Nyla's asthma has been well managed by the treatment plan recommended by her pediatrician P. Cooper White, MD, director of Akron Children's Locust Pediatric Care Group. It's helped her avoid visits to the emergency department, as well as costly hospital stays for asthma-related complications.

By eliminating asthma-related emergency department visits, we're reducing the financial burden on the hospital and government-sponsored programs such as Medicaid, and improving quality of life for our patients.

Dr. White is one of the champions of the Easy Breathing Program at Akron Children's, which is standardizing the diagnosis and treatment of asthma for children in our region.

“Easy Breathing is a great example of 21st century medicine,” said Dr. White. “It has elements of quality improvement, population health and effective use guidelines to help children like Nyla lead healthier lives.”

LIVING WITH ASTHMA DOESN'T HOLD BACK THIS PINT-SIZED PRINCESS



Nyla Johnson

400

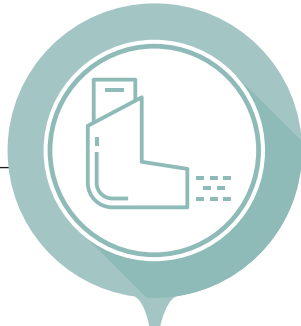
HOSPITALIZATIONS
AND EMERGENCY
DEPARTMENT VISITS
AVOIDED



- 59% updated within past year in primary care
- 94% updated at hospital discharge
- 80% updated at emergency visit

84,000

CHILDREN
SCREENED



UPDATED ASTHMA
TREATMENT PLANS

15,277

CHILDREN



EASY BREATHING
PROGRAM



NEW ASTHMA
CASES
DIAGNOSED

2,400

MANAGING ASTHMA IS A TEAM EFFORT

Living with a complex condition such as asthma can be a challenge for many patient families. To give them all the tools they need to keep their children healthy, our asthma care management team was formed to provide education and support when children are hospitalized for asthma flare-ups.

The team also contacts patient families after they're discharged from the hospital to answer questions and ensure each child's plan of care is followed at home. They communicate with patients' schools, primary care providers and asthma specialists, help address insurance issues or other financial barriers that may prevent patients from getting their medication, and facilitate referrals to home care and other hospital or community resources.

"We give parents

everything they need to manage their child's asthma, so their child can stay in school, participate in everyday activities and live a normal life. We teach them how to be proactive and stay healthy. Our goal is to give children and families the tools they need to stay well, so we don't see them again as inpatients."

IRENE GENET
RESPIRATORY THERAPIST

1

readmission
within 30 days
of discharge



ASTHMA CARE
MANAGEMENT TEAM

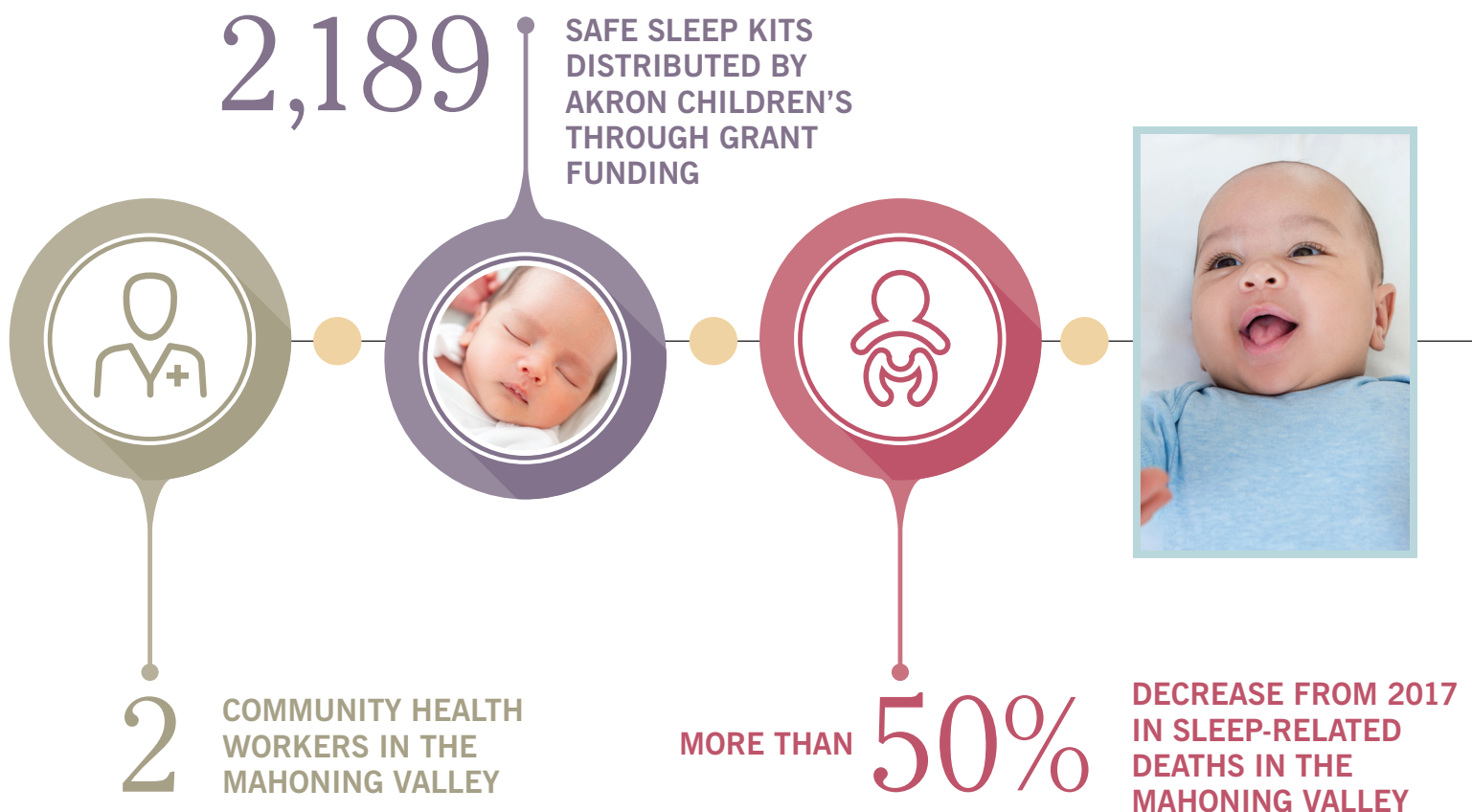
Reducing Infant Mortality in the Mahoning Valley

Ohio's infant mortality rates are improving, but they still exceed the national average, especially for African-American infants. The Ohio Equity Institute has identified nine Ohio counties where the majority of infant deaths occur, which includes Mahoning County.

Through community collaborations with clinical, social and behavioral health service providers, we're working to reduce risk factors that contribute to infant mortality, such as lack of access to prenatal care, short spacing between pregnancies and maternal stress. We're also promoting progesterone therapy to reduce premature births and educating families and other caregivers on how to prevent sleep-related deaths.

In 2018, Akron Children's hired two community health workers to serve the Mahoning Valley, who make home visits to at-risk moms to ensure they receive the services they need to deliver a healthy baby. As the number of families served continues to grow, our community health workers are there every step of the way, helping them access community resources.

In addition, Akron Children's is a care coordination agency for the Mahoning County Pathways Community HUB, which was formed to reduce poor birth outcomes by connecting at-risk families to community services and resources. Through the HUB, our community health workers provide a vital link to the larger network of resources and help clients navigate the system.





Nyla and Gabrielle Hopkins with community health worker, Andrea Flakes

COMMUNITY HEALTH WORKERS PROVIDE VITAL LINK TO COMMUNITY RESOURCES

When community health worker Andrea Flakes visits Gabrielle Hopkins and her four young daughters at their Youngstown apartment, baby Nyla reaches for Andrea to hold her. The two share a special bond that began before Nyla was born.

Gabrielle was 7 months pregnant when she met Andrea in August 2018. Although her pregnancy was considered high risk due to high blood pressure, she had only three prenatal visits. Without a place of their own, Gabrielle and her children were staying with Gabrielle's sister when a cousin referred her to Andrea.

"Gabrielle's cousin was familiar with our program and recognized we could help her," said Andrea, who had recently been hired by Akron Children's as a community health worker when Gabrielle became her first client.

Throughout the rest of Gabrielle's pregnancy, Andrea was there to coordinate doctor's appointments, including arranging for transportation. Gabrielle had been on a year-long waiting list for a subsidized apartment and Andrea helped her follow up on the application, as well as apply for other resources, such as the Women, Infant and Children (WIC) food assistance program.

With Andrea's help, Gabrielle never missed another prenatal visit, and on Oct. 24, 2018, Nyla was born on time and at a healthy 6 lbs., 11 oz.

Until Nyla reaches her first birthday, Andrea will make monthly home visits to ensure she continues to thrive. Gabrielle also knows she can contact Andrea for help with basic necessities, such as formula, diapers and toiletries, so she can provide for her daughters.

PROVIDING ACCESS TO COMMUNITY RESOURCES INCLUDING:

- Alta Head Start/ Behavioral Healthcare
- Community Legal Aid
- Cribs for Kids Mahoning County
- Mahoning and Columbiana Training Association
- Mahoning Youngstown Community Action Partnership
- Mercy Health Centering Program/Resource Mothers
- Planned Parenthood
- Project MKC (Diaper Bank)
- Ohio Department of Job and Family Services
- Youngstown City Health Department
- Youngstown Metropolitan Housing Association



ONGOING
HOME
VISITS TO

20
FAMILIES

Increasing Access to Behavioral Health Services

Access to mental health care for children and teens is a nationwide challenge, with poor mental health associated with increased risk of substance abuse, teen pregnancy, higher school drop-out rates and other risk-taking behaviors. Within our service area, diagnoses related to mental health consistently show in the top five reasons for inpatient admissions and emergency department visits in children 12 and over.

In 2018, we integrated mental health services into all 28 of our primary care locations to make it easier for our patients

to access the care they need – in the familiar setting of their pediatrician's office. These services are provided either with our own staff or through partnerships with community mental health providers.

Although most visits with a mental health provider occur in person, we also offer a telepsychiatry program in some offices. These virtual appointments use high-definition videoconferencing technology so providers can see nuances in facial expressions and other subtle behaviors that are useful in assessing a child's condition.





Left to right: Kristine Harris, LISW; Denise Kelly, LPCC-S; Jeff Smith, MD; and Janice Sta Maria, LISW (not pictured: Jennifer Butler, LPCC-S)

NEW STAFF MEMBERS INCREASE ACCESS TO BEHAVIORAL HEALTH CARE

Last year, we hired four new mental health therapists and one pediatric psychiatrist, which allowed us to fully integrate behavioral health services into all our primary care locations and add a third telepsychiatry site.

The new mental health therapists include:

- **Jennifer Butler, LPCC-S**, who sees patients in our Mansfield office
- **Janice Sta Maria, LISW**, who splits her time between our Alliance, New Philadelphia and North Canton offices
- **Kristine Harris, LISW**, who see patients in our Green and Fairlawn offices
- **Denise Kelly, LPCC-S**, who sees patients in our Boardman office

In addition, **Jeff Smith, MD**, a pediatric psychiatrist, now provides telepsychiatry services to our Ashland office.

“These staff members

made it possible to add behavioral health services at three of our Akron Children’s Hospital Pediatrics offices, as well as a telepsychiatry site at our office in Ashland. We’ve also increased our days of coverage at existing locations by 15 days per week, so more children can receive the care they need in a timely manner.”

STEVEN JEWELL, MD
DIRECTOR OF PEDIATRIC PSYCHIATRY AND PSYCHOLOGY

Looking ahead, our behavioral health services team will continue to expand community partnerships and hire additional staff to bring mental health care services to more children.



6%

INCREASE IN
BEHAVIORAL HEALTH
PATIENT VOLUMES
FROM 2016

Emergency Medical Personnel

Education

WOOSTER SQUAD REVIVES TEEN IN CARDIAC ARREST



Ethan Rutherford

The heroic efforts of a crew from the Wooster Fire Department saved the life of Ethan Rutherford, 14, when he suffered sudden cardiac arrest.

The area had been blanketed by heavy snow and Ethan was excited to help his dad tune up the snow blower. However, before they could tackle the heavy snow, Ethan collapsed. As his mother, Erin, called 911, his dad, Mark, began CPR. Just six months earlier, Mark had received CPR certification through Ethan's Boy Scouts camp.

Capt. Mike Maag of the Wooster Fire Department served as shift commander that day. He was joined at the scene by firefighters/paramedics Kristen Priest and Don Smith, and Lt. Chris Hawkins, who was in charge of transporting Ethan. When the squad arrived, Ethan didn't have a pulse and wasn't breathing. He was defibrillated five times before he was revived.

Although it was protocol to take the teen to Wooster Community Hospital, the ER physician there ordered his transfer to Akron Children's. Due to the snowstorm, the hospital's transport service wasn't running and Life Flight was grounded. The Wooster Fire Department worked with the Ohio Department of Transportation to safely transport Ethan to Akron Children's, despite treacherous road conditions.

After a two-week stay at Akron Children's, Ethan made a full recovery. Although the cause of his sudden cardiac arrest was never determined, he received an implantable defibrillator to restore his heart rhythm, in case it happens again. An avid scout, he's now focused on achieving the prestigious Eagle Scout rank.

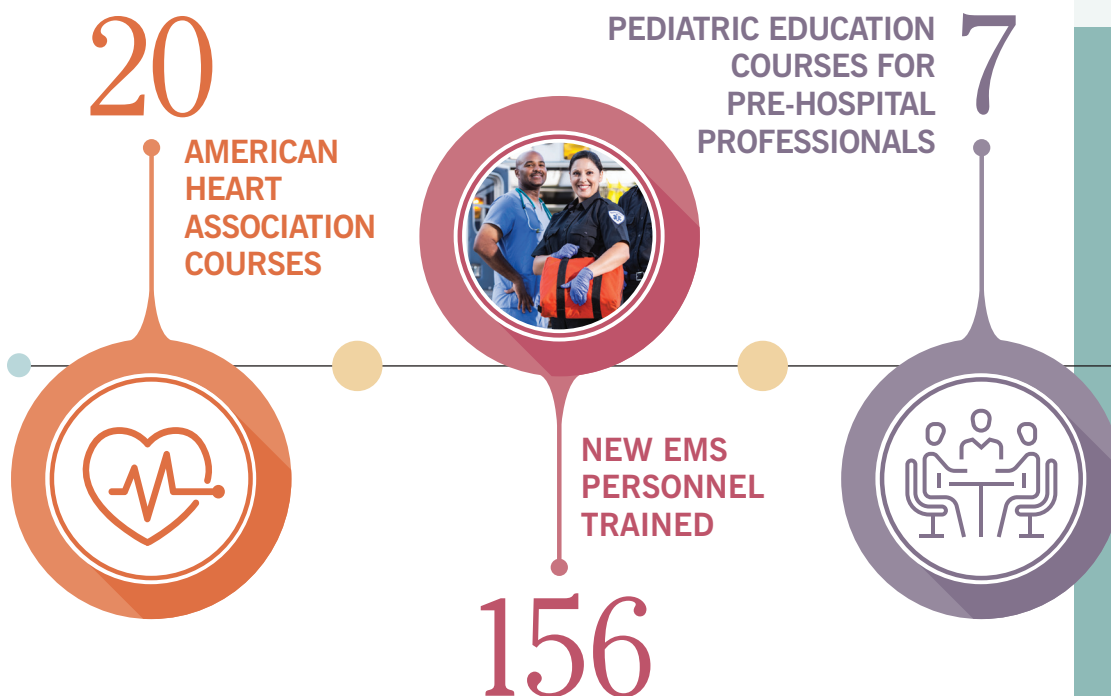
The outstanding care Ethan received at the scene and during transport demonstrates the spirit of cooperation between Akron Children's and the region's fire/EMS squads.

"Akron Children's and the Wayne County Fire/EMS community have enjoyed a long-standing relationship for years," said Maryann Forrester, BSN, RN, NRP, EMSI, CCISM, Akron Children's EMS program coordinator. "Over decades, we've conducted numerous pediatric resuscitation and trauma classes to provide them with relevant, applicable and realistic training. This situation reflects the blend of education, dedication and outstanding teamwork that is typical of Wayne County."

When a child has a medical emergency or receives a traumatic injury, the training and support we provide to EMS personnel ensures that first responders throughout the region are ready to provide life-saving care.

Our support for EMS personnel includes direct instruction and field training in the emergency department and Burn Center.

EMS outreach education



STUDENT RESEARCHER EXPLORES CARE IN THE BURN CENTER

Children under the age of 24 months are more likely to suffer a non-accidental burn injury due to abuse. As a result, we've established a protocol in our Burn Center to ensure all burn patients age 24 months and younger receive a social work evaluation to identify concerns for abuse.

Through our Summer Pediatric Research Scholars program, a student from The Ohio State University conducted a research study to determine if these social work evaluations are routinely completed and whether they're effective in identifying at-risk patients and other social concerns. Burn Center staff mentored the student as she learned the steps in a research project, and summarized and presented her work.

The study was a retrospective review of 153 patient charts from a one-year period between 2017 and 2018. During this time period, 100 percent of all burn patients in this at-risk age group had a social work evaluation completed. Non-accidental versus accidental burns were identified. The study also concluded the evaluations were effective in identifying social concerns related to basic needs, transportation, immunization status and prior involvement with child protective services.

The results were presented at the American Burn Association conference to show other burn care providers the effectiveness of a formalized protocol for social work evaluations in creating a safer environment for at-risk children.

SUMMER PEDIATRIC RESEARCH SCHOLARS PROGRAM

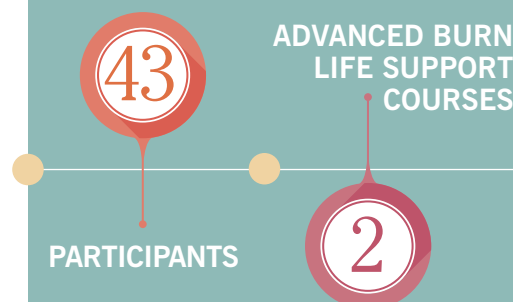
 12 STUDENT SCHOLARS

 2,465+ HOURS ON-SITE



BURN CENTER EDUCATION

As the home of the Paul and Carol David Foundation Burn Institute, we share our expertise in treating devastating burn injuries in children and adults, while advancing burn care throughout the region.



 17 PRESENTATIONS TO PRE-HOSPITAL PROVIDERS

Timely Recognition of Abusive Injuries (TRAIN) Collaborative

One in three abused children in Ohio have been seen by a medical provider with a minor injury in infancy that was not recognized as abuse. These sentinel injuries, such as an isolated bruise or small lesion in the mouth, are frequently overlooked.

Akron Children's is one of six children's hospitals in Ohio working together to address the early warning signs of abuse through the Timely Recognition of Abusive Injuries or TRAIN collaborative. Early recognition of sentinel injuries in young children is essential to preventing increasingly severe forms of child abuse.

Since the TRAIN collaborative began in 2015, it's been making an impact.



RATE OF RE-INJURY CONTINUES TO DECLINE

50%

INCREASE IN
IDENTIFICATION OF
SENTINEL INJURIES



“Young children, especially those under 1 year of age, are at the highest risk for life-long debilitating brain injuries or death from abuse. By making medical providers more aware of the early warning signs of abuse, we can make a significant impact in protecting those who are most vulnerable.”

**PAUL MCPHERSON, MD
DIRECTOR OF THE CHILDREN AT RISK EVALUATION CENTER**

PROTECTING PATIENTS AT GREATEST RISK

Through the TRAIN collaborative, Akron Children's is standardizing the evaluation and treatment of infants for suspected abuse. This includes more thorough physical exams and skeletal studies, better documentation, and consultations with social workers.

“If sentinel injuries are not recognized as potential abuse, the child may return to an abusive environment and experience further harm,” said Paul McPherson, MD, director of the Children At Risk Evaluation Center.

We continue to incorporate the evaluation protocol into our emergency department, along with a coordinated response when abuse is suspected. We've also begun to implement these processes into primary care, starting with the hospital-based Locust Pediatric Care Group.

Academy of Health and Human Services

Akron Children's was the first northeast Ohio organization to partner with Akron Public Schools in the formation of college and career academies that allow high school students to explore various careers, while preparing for life after graduation.

The Akron Children's Hospital Academy of Health and Human Services at North High School offers pathways in health care operations, early childhood education, biomedical science and allied health.

Through hospital field trips, tours, job-shadowing and presentations, students receive in-depth exposure to a variety of health care careers. In 2018:

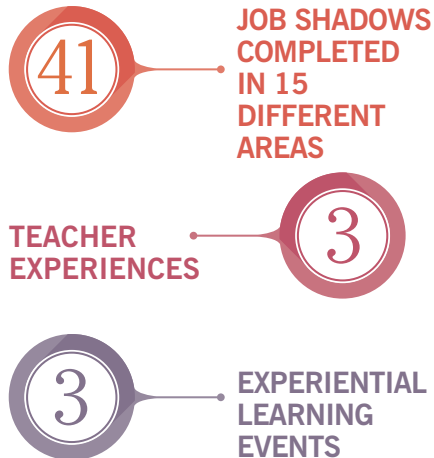
- Allied health students participated in hands-on simulations, including CPR training and basic nursing assessments.
- Health care operations students worked with our team in designing an office for optimal efficiency.
- Biomedical science students ran a mock flu vaccine clinic with assistance from School Health Services.

For teachers, we offer a variety of immersive experiences and other hospital programs to help them teach through the lens of the academy. This exposes them to a variety of career paths and how they relate to core subjects, such as English and math, as well as specific education and job requirements.

Graduating seniors also receive guidance in building a resume and interviewing.

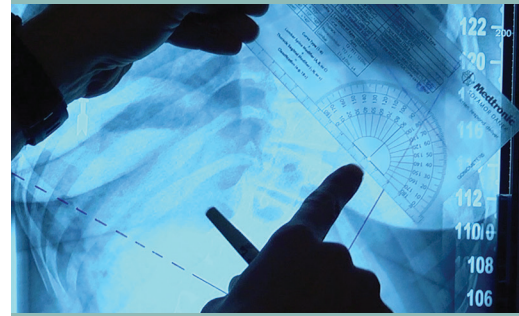


North High School students shadowing Tracy Frankowski in the lab.



“We couldn’t ask for a better partner than Akron Children’s Hospital. I can see a real change in our culture since we started the academy. Our kids are excited and engaged, and the real-world experiences they’re receiving are invaluable. Knowing there are caring adults who want them to succeed will last a lifetime.”

JANICE WEAVER
ACADEMY COACH AT NORTH HIGH SCHOOL



USING GEOMETRY IN ORTHOPEDIC SURGERY

STUDENTS OFTEN WONDER WHY THEY NEED TO LEARN ALGEBRA OR GEOMETRY

This gave math teacher Eileen Everett an idea. As a teacher at North High School, where the Akron Children's Hospital Academy of Health and Human Services is based, she remembered when her daughter was diagnosed with scoliosis years ago and doctors determined the degree of curvature of her spine.

Seeing an opportunity to teach students a real-world application of geometry, she met with pediatric orthopedic surgeon Todd Ritzman.

Since it would not be practical for Dr. Ritzman to speak to all four of her classes, she worked with an Akron Children's videographer to produce four videos showing how geometry is used in orthopedic surgery, from diagnosing scoliosis to correcting a knee deformity.



Dr. Todd Ritzman

2018 Community Benefit Investment

Our community benefit activities align with our promise to care for every child, regardless of financial circumstance. Beyond our primary mission, we engage in and support causes that foster meaningful and sustainable change in the communities we call home – all with the paramount goal of enhanced quality of life for children and families.

INVESTING IN COMMUNITIES



COMMUNITY PROGRAMS & SERVICES

includes programs and services designed to improve population health and increase access to health care. We capture various health education, outreach and wellness initiatives, in addition to health care support services for families who are vulnerable or under-resourced, and the expenses associated with operating our community benefit program.



HEALTH PROFESSIONAL EDUCATION

is comprised of the resources dedicated to future health professionals – residents, fellows, nursing students, and allied health trainees who complete portions of their education at Akron Children's.

RESEARCH, ADVOCACY & COMMUNITY PARTNERSHIPS

includes pediatric research programs, advocacy for policies that improve children's health, support for community initiatives and collaboratives, and cash and in-kind donations and services given to other non-profit organizations and partners.



UNREIMBURSED MEDICAID & UNCOMPENSATED CARE

is the difference between the costs of providing care to Medicaid patients and the reimbursement received for these services. It also includes the costs of caring for patients whose families qualify for Ohio's Free Care program and our financial assistance program. It also includes bad debt, meaning the unreimbursed costs (not charges) for services that are billed, but are uncollectible.



2018 Total Community Benefit

\$167.1*
million
*Unaudited

2016-2018 Total Community Benefit

	2016	2017	2018*
Community programs & services	\$7.7	\$7.3	\$7.0
Health professional education	\$9.5	\$6.9	\$12.5
Research, advocacy & community partnerships	\$1.8	\$5.2	\$8.5
Unreimbursed Medicaid & uncompensated care	\$87.7	\$113.6	\$139.1
TOTALS	\$107.5	\$133	\$167.1

Dollars in millions

*Unaudited

Akron Children's Hospital follows Internal Revenue Service (IRS) Guidelines in determining reportable community benefit items.



Akron
Children's
Hospital

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akronchildrens.org