

Arkansas Children's Hospital's commitment to community benefit work ensures that children, youth, and their families can plug in to healthy communities. Community benefit enhances the health of communities, improving access to health care, advancing medical or health knowledge, and supporting government or community efforts. Fiscal year 2020 was the first year of the 2020-2023 Implementation Strategy based on the 2019 Community Health Needs Assessment for Arkansas Children's Hospital.

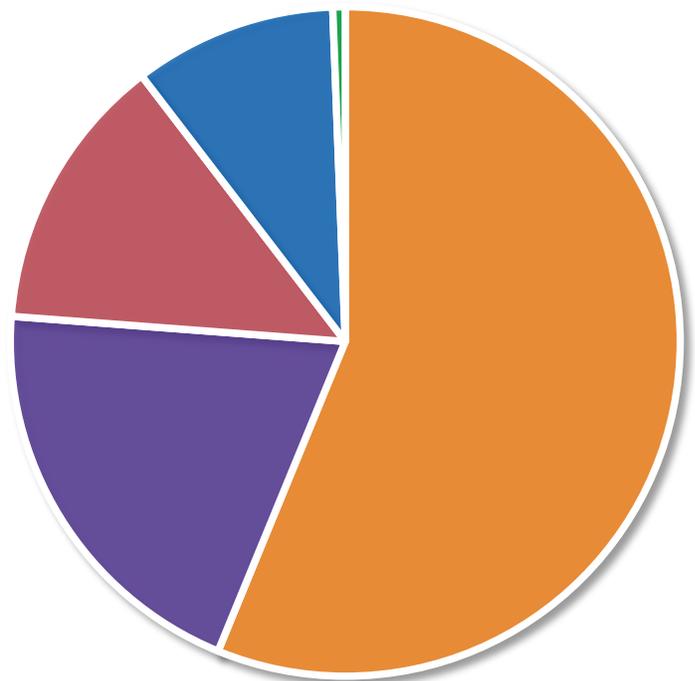
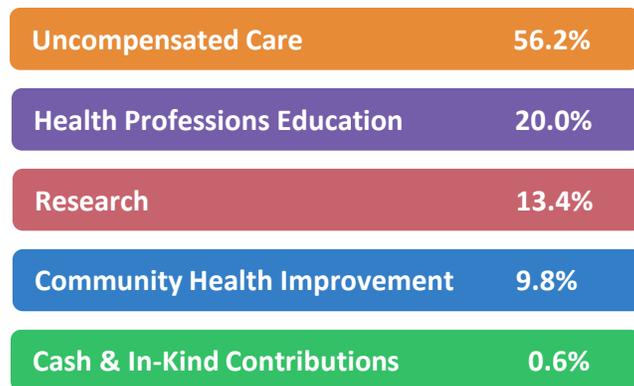
### Arkansas Children's Statewide Response to COVID-19:

At the beginning of the COVID-19 pandemic in March 2020, Arkansas Children's quickly pivoted to increase telemedicine options, provide educational information about the spread of the COVID-19 virus, and provide assistance to meet families' basic needs. A statewide hotline fielded calls related to COVID-19 and children's health. The hotline began on March 12, 2020 and responded to over 10,000 phone calls through the end of June 2020. Arkansas Children's leaders participated in a collaborative task force to provide resources and a safety guide for schools, educators, students, and families for the return to in-person learning. Communities shared their generosity with Arkansas Children's, and from March – June 2020, 39,271 cloth masks were donated to Arkansas Children's to share with patients, caregivers and staff at an Arkansas Children's facility. Arkansas Children's remained committed to serving the children of the state during this challenging time.

In **FY20** – Arkansas Children's Hospital invested

# \$74,617,352

in Community Benefit work.



### Uncompensated Care

## \$41.9 million

spent supporting qualifying families' health care needs.

Uncompensated care ensures that families can meet their own basic needs while helping their children access needed health care. Arkansas Children's Hospital has a strong history of, and commitment to, treating patients regardless of ability to pay.



**\$7,321,035** spent improving the health needs of children and their families.

Community health improvement programs are designed to address a specific health need. The 2019 Community Health Needs Assessment identified ten focus areas for these community health improvement activities. This work follows the goals set out in the 2020-2023 Implementation Strategy for Arkansas Children's Hospital.

### Parenting Supports

- The Arkansas Home Visiting Network (AHVN) is a thriving coalition of providers and stakeholders that work together to help parents and children. The AHVN continues to implement six evidence-based home visiting models. In FY20, these programs helped approximately 8,000 families with children, prenatal to age five, in 73 of the 75 counties in the state.
- In response to the COVID-19 pandemic, each of the home visiting models adapted its approach. The majority of the models stopped in-person home visiting services at the end of March 2020 and rapidly transitioned to virtual formats by early May. Approximately 20% of families served through home visiting models had zero access to virtual means of conducting visits; for those families, home visitors conducted a mix of visits in person utilizing PPE and visits by phone.
- The Safety Zone is a public space on the ACH campus where families can receive education and products to promote safety. In FY20, the Safety Zone helped 703 visitors and distributed 1,734 products such as smoke alarms and cabinet locks.
- The Injury Prevention Center provides safe sleep training throughout the state. A goal for FY20 was to teach more first-responders to be able to recognize poor sleeping conditions when making house calls; 433 firefighters were trained in FY20. In response to the COVID pandemic, IPC staff pivoted to providing many of its services over video calls, including helping parents properly install car seats.
- In AR, 95% of birthing hospitals are now safe-sleep certified by Cribs for Kids®, a national standard. Arkansas has one of the highest percentages of certifications in the nation. The Injury Prevention Center played a lead role in accomplishing this in partnership with the collaborative group convened by the Arkansas Department of Health. Infants born in Arkansas are now very likely to be born at hospitals where safe sleep is demonstrated and taught to new parents.

### Social Issues

- A social needs screener was given to families at four clinics, Circle of Friends (COF) primary care clinic, Southwest Little Rock primary care clinic, General Pediatrics, and the Adolescent Clinic. The paper tool contains 14 yes-or-no questions related to food insecurity, housing and special education needs. In FY20, work began to transfer the paper screener to a virtual tool, and will help inform referrals to community-based organizations that may help with social resources.
- The Arkansas Children's Medical Legal Partnership helps address health-harming legal needs affecting patients. From July 2019 through June 2020, the Legal Aid partner attorneys closed 99 cases for eligible patients and families. The most frequent types of cases were for educational support and to support family stability, including child custody, divorce, and addressing domestic violence.

### Mental Health & Substance Use

- Project Prevent is a statewide youth tobacco prevention coalition that grew in FY20 from 47 chapters to 78 chapters. Over 1,200 youth participated in tobacco avoidance activities including an annual conference and a film contest.
- The Injury Prevention staff were trained on three evidence-based programs for suicide prevention and positive mental health: Mental Health First Aid, Applied Suicide Intervention Skills Training (ASIST), and SafeTalk. These are available to schools, community members, and workplaces as needed.
- ACH's Center for Good Mourning, a member of the National Alliance for Grieving Children, provided over 70 grief support groups around the state with around 750 people participating. These sessions provided support and assistance to thousands of bereaved children, families and professional caregivers in Arkansas through education, program development, and grief support programs.
- ACH Community Health Fund: The Regional Mental Health Forum: School Nurse and School Counselor Team Approach training occurred in February 2020; 72 nurses and counselors representing 38 school districts were trained. This project brings the school counselor and the school nurse together to realize their role as a team, and offer a networking opportunity that will ensure a more robust level of communication and health services.

## Access to Quality Care

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- The Stephens Elementary School-Based Health Clinic, supported by ACH-funded practitioners, performed 679 visits in FY20. This was a 118% increase from 311 visits in FY17. The clinic provided 393 vaccinations, made 49 specialty care referrals, and 47 behavioral health care referrals in FY20.
- ACH financial counselors helped patients, as well as siblings and parents, sign up for healthcare coverage. In FY20, 35 financial counselors processed 8,206 Medicaid applications.

## Food Insecurity

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- ACH supported Cooking Matters programs that teach low-income residents to cook healthful, low-cost meals in a variety of community settings, including Cooking Matters, Cooking Matters at the Store, and 'Pop-up Cooking Matters' (a curriculum for high school students). During FY20, the six-session Cooking Matters classes engaged 23 adults and 36 teenagers.
- Over 2,000 bags of non-perishable groceries were distributed to patient families through a partnership with nearby Helping Hand food pantry. The ACH on-campus community garden produced 4,425 pounds of fresh produce which were provided to Helping Hand food pantry for distribution in the nearby community.
- ACH Community Health Fund: In the wake of COVID-19, the AR Hunger Relief Alliance worked to ensure that children who are out of school had safe access to meals through public libraries and other community spaces.

## Childhood Obesity

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- In response to the COVID-19 pandemic, Arkansas Children's health educators helped compile free, digital resources for teachers to share with their students. This helped children have access to safe, age-appropriate digital content.

## Reproductive Health

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- In FY20, ACH health educators implemented the Love Notes program to two different high schools. One hundred two students participated in the program. For the fall semester, almost all students were at least satisfied with the program and 56% of the students were very satisfied or extremely satisfied.

## Oral Health

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- ACH supported four regional, mobile dental clinics in the central, northwest, southeast, and southwest regions of Arkansas. The mobile dental program reaches over 1,000 children per year, offering over \$1.2 million in dental services. During FY20, 1,464 school-age children in Arkansas received 5,474 dental sealants. Students received 520 restorative dental visits and 412 preventive dental visits through the four mobile dental clinics.

## Child Injury

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- Child passenger safety is one of the primary focuses of the Injury Prevention Center. Certification courses educated over 700 professionals to properly install car seats; families have access to 26 satellite sites around the state. Staff provided 326 car seat fittings, which was a decrease from FY19 because of COVID-19.
- Teen driving safety is another focus of the Injury Prevention Center. Two hundred students participated in the Teen Driving Leadership Conference. There were also three different Teen Driving ROADeOs reaching 177 teens and 77 adults.

## Immunizations

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- ACH worked with Immunize Arkansas on how to assist school-based health centers in immunizing students – especially in completing series of vaccinations. The group worked with other healthcare leaders to communicate the importance of catching up on vaccination series that were delayed due to clinic closures because of COVID-19. Arkansas Children's Hospital sponsored the annual summit of Immunize Arkansas, which brings together Arkansas leaders who are focused on increasing immunization coverage rates statewide.
- ACH Community Health Fund: The fund supported Immunize Arkansas to conduct a statewide survey of parents to better understand vaccination hesitancy and confidence. This survey used the "Childhood Vaccination Hesitancy and Acceptance Questionnaire" that was developed by the CDC National Center for Health Statistics.

**\$14.9 million** spent to support the future health work force.

ACH provided educational experiences for nursing students from around the state. This builds a future workforce of high quality nursing care for children in Arkansas. ACH maintains affiliation agreements with over fifty schools of nursing from all education levels. A student said that, "this is the best clinical experience we have ever had and thank you for making this possible!"

**1,275** Nursing students received nursing education at ACH



## Research

**\$9.9 million** spent to support research to improve children and caregivers health.

Funding supported nurses, physicians, scientists, and other investigators in their research of new innovative tools, techniques, and treatments to cure illnesses, promote wellness, and create new health possibilities for children in Arkansas. Specifically, funds supported the work of the Arkansas Children's Research Institute and ACH nursing staff time that was spent on groundbreaking research.



### *Highlights of Arkansas Children's Hospital Nursing Research:*

- Lived experience of caregivers for infants with gastroesophageal reflux after discharge
- Virtual reality for implantable port access for adolescents with cancer
- Animal-assisted intervention in children with acquired brain injury undergoing pediatric rehabilitation

## Cash & In-Kind Contributions

**\$476,709** spent to support community organizations that promote children's health.

Cash & in-kind contributions were provided to other non-profits to improve child well-being. ACH supported more than three dozen nonprofit causes that aligned with community health needs.



### *Highlights of Arkansas Children's Hospital Community Donations:*

- Improved the food security of families with donations to the Arkansas Food Bank, the state's largest food bank, and Helping Hand Food Pantry in the Central High neighborhood adjacent to ACH.
- Addressed family violence through safety, strength, and hope for victims of family violence with a donation to Women and Children First.
- Ensured families have a safe and convenient place to stay while accessing care for their children with a donation to the Ronald McDonald House Charities.