

Arkansas Children's Hospital (ACH) is committed to making the children of Arkansas better today and healthier tomorrow. To accomplish this, we reach beyond our walls to the communities of over 700,000 children in Arkansas, where they live, learn and play. Our community benefit work helps to push our mission forward by improving access to healthcare, advancing medical and health knowledge, and supporting government or community health efforts. During fiscal year 2021, ACH continued work to advance initiatives established in the 2020-2022 ACH Implementation Strategy.

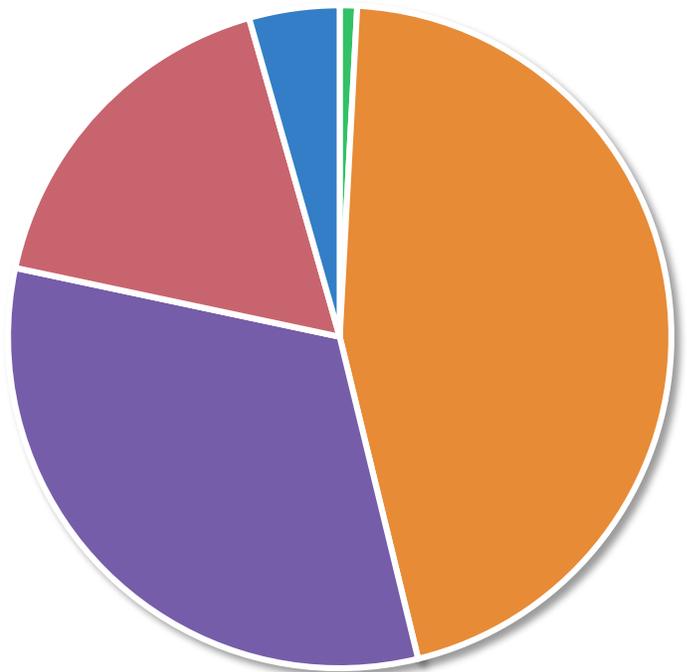
Arkansas Children's Statewide Response to COVID-19

The Arkansas Children's team worked diligently to address and fulfill ongoing needs associated with the COVID-19 pandemic. During fiscal year 2021, Arkansas Children's teams expanded telehealth services, maintained a statewide pediatric COVID-19 hotline, served on a collaborative COVID-19 task force, and created public health communication resources to encourage vaccination, handwashing, masking, and more. The Arkansas Children's Telehealth Department expanded the capability for more than 70 clinics to have telemedicine appointments and increasing visits to over 100 visits each day, including visits for patients ACH and Arkansas Children's Northwest. The statewide hotline to responded to over 3,000 phone calls related to COVID-19 and children's health questions and concerns each month. Until the service was discontinued in October 2020, calls were answered 24 hours a day, seven days a week by clinical support staff.

In **FY21** – Arkansas Children's Hospital invested

\$61,912,510

in Community Benefit work.



Uncompensated Care

\$28,498,482

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.



\$5,832,477 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 2020-2022 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 FY21, these programs helped approximately 8,000 families with children, prenatal to age five, in 75 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 FY21, the Safety Zone helped over 600 visitors and distributed more than 1,200 products such as smoke alarms and cabinet locks.
- 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

- Arkansas Children's Resource Connect (powered by FindHelp.org), a closed-loop referral system, was launched in April of 2021 for use by patients, families, and staff at Arkansas Children's to address the social issues of families in a system-wide and statewide approach. In the first three months of use (April – June 2021), the most common searches were for food pantries, help to pay for utilities, and help to pay for housing. Over 350 searches occurred during the early launch of this important program. This digital system is helping Arkansas Children's connect families to resources for meeting basic need and help with other social resources.
- The Arkansas Children's Medical Legal Partnership helps address health-harming legal needs affecting patients. From July 2020 through June 2021, Legal Aid attorneys closed 226 cases, and 62 of those cases were for extended representation. The most frequent types of cases were to support family stability, such as child custody, divorce, addressing domestic violence, for housing and renting conditions, for issues related to education, and for adult guardianship.

Mental Health & Substance Use

- Project Prevent is a statewide youth tobacco prevention coalition. In FY21 there were 70 chapters in 38 counties, and over 1,200 youth participated in tobacco avoidance activities, including an annual conference and a film contest.
- The Injury Prevention staff 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, led 49 grief support sessions and events around the state with around 950 people participating. These sessions provided much needed support and assistance to bereaved children, families and professional caregivers in Arkansas through education, program development, and grief support programs.

Access to Quality Care

- ACH medical providers support to two school-based health centers in the Little Rock School District. These two clinics performed 990 visits in FY21. This was a 218% increase from 311 visits in FY17. The school-based clinic also ensures students are connected to other types of care. The clinic provided 393 vaccinations, made 49 specialty care referrals, and 47 behavioral health care referrals in FY21.
- ACH financial counselors helped patients, as well as siblings and parents, sign up for healthcare coverage. In FY21, 25 financial counselors processed 5,352 Medicaid, 337 Tax Equity and Fiscal Responsibility Act (TEFRA), 326 Supplemental Nutrition Assistance Program (SNAP) and 4,827 Fee Assistance Program applications.
- ACH continued to support school nurses statewide through the School Nurse Academy, a partnership between the hospital, Arkansas Department of Health, and Arkansas Department of Education. In FY21, 127 school nurses, representing 104 school districts across the state, were trained in the latest in clinical pathways for pediatric diabetes treatment and received key supplies and resources to handle the day-to-day management of the disease for the children in their care at school.

Food Insecurity

- Arkansas Children's Hospital is following best practice models to help improve the food security of children and their families around the state. This process begins at the individual level with screening programs to determine food insecurity needs at the individual and family level. Patients are screened at most primary care appointments, and if screened food insecure, families are referred to resources and given a bag of non-perishable groceries, as available.
- Through a partnership with nearby Helping Hand food pantry, 1,387 bags of non-perishable groceries were distributed to patient families. Helping Hand also received 4,425 pounds of fresh produce, grown at the on-campus ACH community garden, to distribute to the nearby community.
- The newly launched Arkansas Children's Resource Connect also allowed families to connect to resources to address a variety of basic needs, including food security needs.

Childhood Obesity

- ACH supported Cooking Matters programs which taught 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 which engaged 847 junior high and high school students in FY21.

Reproductive Health

- ACH continued to implement the Love Notes program and expanded their reach from two high schools to four high schools, reaching 112 students this year. After the lessons in Spring 2021, 77% of the students reported they were able to recognize the warning signs of an unhealthy relationship and know how to deal with it, compared to 60% of participants at pretest.

Oral Health

- ACH supported four regional, mobile dental clinics in the central, northwest, southeast, and southwest regions of Arkansas. During FY21, 383 school-age children were reached through the work of the mobile dental clinics. Staff provided a total of 4,750 dental procedures, which included 1,067 x-rays, 910 dental sealants, 349 cleanings, 644 fillings, 223 crowns, 66 root canals, 194 extractions, and other work such as fluoride application, nitrous administration, etc.

Child Injury

- ACH Injury Prevention Center continued to work to reduce child injuries and deaths through research and outreach on the issues of motor vehicle safety, safe sleep/infant mortality, intentional injuries, and recreational safety, utilizing a comprehensive public health approach of education, awareness, and advocacy.

Immunizations

- ACH created marketing assets for partner organizations, provided funding to local-non-profits to run vaccination campaigns, and participated in multiple efforts to provide science-based information to partners for dissemination. One such effort was a back-to-school campaign, provided in partnership with Arkansas Blue Cross Blue Shield, Arkansas Chapter of the American Academy of Pediatrics, and Immunize Arkansas to promote the importance of children and youth staying on schedule for vaccinations even during the COVID-19 pandemic.

Health Professions Education

\$15,284,356 spent to support the future health work force.

ACH provided educational experiences for nursing students from around the state to build a future workforce of high quality nursing care for children in Arkansas. ACH maintained 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

\$10.8 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:

- Animal-assisted intervention in children with acquired brain injury undergoing pediatric rehabilitation
- Run-Hide-Fight: Perceptions of the Moral Obligation of Nurses in an Active Shooter Event
- The Beat Goes On: Heartbeat Music Therapy for Children with Progressive Neurodegenerative Illness

Cash & In-Kind Contributions

\$1,467,413 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:

- As a health system, Arkansas Children's donated \$1 million dollars to all food banks in the state and many food pantries, such as Arkansas Food Bank, Helping Hand of Greater Little Rock, Neighbor to Neighbor food pantry, River Valley Regional Food Bank, Compassion NWA, Food Bank of North Central Arkansas, Northwest Arkansas Food Bank, El Zocalo Immigrant Resource Center, and Food Bank of Northeast AR.
- Across the state – 2,080,704 meals were distributed and 78,542 families benefited from this donation.