

Arkansas Children's Northwest (ACNW) 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 Northwest.

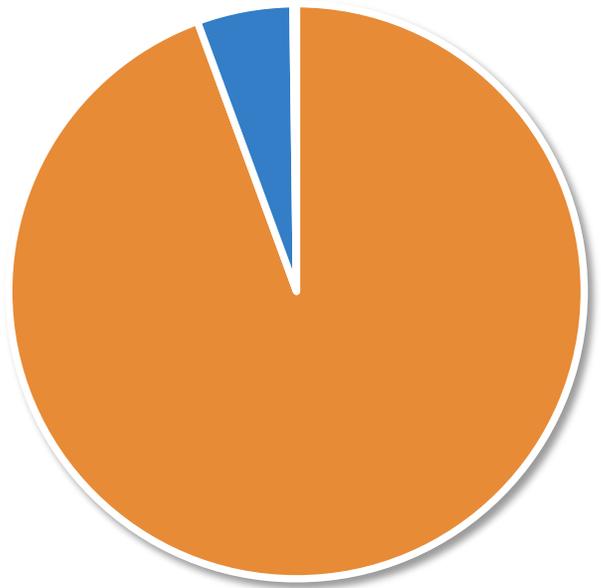
### Arkansas Children's Statewide Response to COVID-19:

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 Northwest invested

# \$9,165,173

in Community Benefit work.



Uncompensated Care	94.4%
Community Health Improvement	5.4%
Cash & In-Kind Contributions	0.2%

### Uncompensated Care

## \$8 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 Northwest has joined the long history of Arkansas Children's Hospital in supporting a commitment to treating all patients regardless of ability to pay.



## Community Health Improvement Programs

**\$498,934** spent improving the health needs of children and their families.

The 2020-22 Implementation Strategy for Arkansas Children's Northwest identifies seven components to address the ten major needs found in the 2019 Community Health Needs Assessment for the northwest region of the state.

### Food Insecurity and Childhood Obesity

- ACNW worked with Arkansas Children's health educators to provide 28 Pop-Up Cooking Matters classes to 725 students in the northwest Arkansas region.
- Other work to address food security included an inpatient caregiver meal program that provided free meals to at-risk families. Emergency food boxes were distributed to 38 families who had a child seen at ACNW.

### Equitable Access to Care

- Financial counseling services at ACNW range from screening a patient for Medicaid, to answering insurance questions, to helping families complete TEFRA applications, and more. ACNW financial counseling services aim to screen 100% of self-pay patients during their visit.
- Financial counseling is offered English, Spanish and Marshallese-speaking staff to best serve the Northwest Arkansas community. In FY20, 5,253 Medicaid applications were completed for eligible families.

### Injury Prevention and Parenting

- The Injury Prevention Center at Arkansas Children's Hospital provides statewide training like safety baby showers to parents, including in Northwest Arkansas. Other actions to prevent child injury included offering resources to families identified as under-resourced. These included car seats, medication lock boxes, firearms storage, and Halo sleep sacks.
- Arkansas Children's health educators offered a virtual training for its babysitting safety class. This training was available online for the first time and was able to reach students around the state. Thirty-five students were trained during two virtual sessions, including students from Northwest Arkansas.

### Immunizations

- For FY20, ACNW provided 2,277 flu shots to patients. Additionally, ACNW is able to track the immunization rate of its patients – in the final quarter of FY20 (April – June 2020), 53% of eligible patients were fully immunized for their age.

### Reproductive Health

- ACNW is still in the planning phase for a strategy to improve access to reproductive health education by leveraging current partnerships to reach families and students in the region.

### Oral Health

- The Northwest Arkansas dental sealant program served 1,464 students. The Northwest Arkansas mobile dental clinic served 284 patients through 592 visits in FY20. The Arkansas Children's Hospital mobile dental clinics closed in mid-March when schools, the primary setting for the program, closed due to COVID-19.

## Cash & In-Kind Contributions

**\$14,060** spent supporting community organizations and causes that promote children's health.

Cash & in-kind contributions supported other non-profits to improve child well-being. Arkansas Children's Northwest supported 11 organizations in the Northwest Arkansas area.



#### Highlights of Arkansas Children's Northwest Community Donations:

- Supported the Northwest Arkansas Food Bank and their efforts to address children and family food security. This food bank works with 160 partner agencies to help serve food insecure families in four counties: Benton, Carroll, Madison, and Washington.
- Supported Arkansas Advocates for Children & Families in the work to promote policies that ensure children have equitable access to quality education, healthcare, and other programs.