



El Paso Children's

HOSPITAL



2012 ANNUAL AND COMMUNITY BENEFIT REPORT



TABLE OF CONTENTS

PAGE 2

WELCOME

PAGE 3

**EL PASO CHILDREN'S HOSPITAL
BOARD OF DIRECTORS**

PAGES 4-9

EL PASO CHILDREN'S HOSPITAL

PAGES 10-18

COMMUNITY BENEFIT



WELCOME

Lawrence G. Duncan,
Chief Executive Officer



On February 14, 2012 El Paso was no longer the largest city in the country without a dedicated separately licensed children's hospital. El Paso Children's Hospital opened its doors and was immediately embraced by the community, demonstrating the incredible need for specialized pediatric care in the region. This fantastic facility designed for hope and healing is open and providing tertiary pediatric services. After nearly a decade of planning and hard work by dedicated individuals from the El Paso Children's Hospital board, the University Medical Center administration and our academic partners at the Paul L. Foster School of Medicine at Texas Tech; the dream of dedicated pediatric care at El Paso came true. Over 25,000 patients have come through our doors, either as an inpatient or outpatient and received excellent service and quality just as was promised during the campaign of 2007. The El Paso Children's Hospital is a testament to a community that demanded more for their children and by doing so has guaranteed their most precious resource, their children will be well taken care for generations to come. I encourage each and every one of you to come in and take a tour of El Paso Children's Hospital and see what a wonderful asset it is to the community. Thank you all for your support and we look forward to decades of improving healthcare for the children of El Paso and the region.

Sincerely,

A handwritten signature in black ink that reads "Lawrence G. Duncan". The signature is written in a cursive, flowing style.

**EL PASO CHILDREN'S
HOSPITAL BOARD
OF DIRECTORS**



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MISSION, VISION, & HEART

Our Mission

El Paso Children's Hospital's mission is to provide compassionate, coordinated, family-centered care for children with a dedicated commitment to excellent patient outcomes, inclusive leadership and innovative pediatric research and education.

Our Vision

The Vision of El Paso Children's Hospital is to enhance the lives of children from the greater El Paso area and surrounding region by providing a place of hope and healing through unmatched excellence in pediatric patient care, research and education.

Our Core Values

These core values reflect our passion for quality care and how we serve patients, families, employees, and our community.

Healing Environment:

We create a unique and nurturing environment by fostering teamwork and shared decision making through the practice of family centered care, including age appropriate comfort measures.

Excellence:

We strive for excellence in quality, service, and leadership. We continuously learn and work to improve our skills, programs, and services.

Accountability:

We are accountable to fulfill our mission of serving children and their families. Every role makes a difference.

Respect & Dignity:

We honor and value the individuality, diversity, and contributions of our patients, families, and each other.

Transparency:

We communicate by sharing and receiving information that is timely, instructive, and empowering.

THE DREAM BECOMES A REALITY

The dream of a dedicated children's hospital became a reality on February 14, 2012. El Paso Children's Hospital is the largest expansion of pediatric medical services in West Texas and is located on the U.S.-Mexico border. El Paso Children's Hospital is the first and only separately licensed, independent, 501(c) (3) not-for-profit children's hospital in the El Paso region, and is the only dedicated Pediatric Hospital within a 250-mile radius of El Paso, Texas. El Paso Children's Hospital is accredited by the Joint Commission and the College of American Pathologists. It is one of eight children's hospitals in the State of Texas and is a member of the Children's Hospital Association of Texas. El Paso Children's Hospital is one of 221 members of the Children's Hospital Association, and is the designated hospital in El Paso County for Children's Miracle Network.

El Paso Children's Hospital elevates the quality and scope of medical care in the El Paso region by providing unmatched excellence in specialized pediatric patient care as well as research and education opportunities. El Paso Children's Hospital is advancing pediatric healthcare through our education affiliations with (among others) the Paul L. Foster School of Medicine at Texas Tech University Health Sciences Center, University Medical Center of El Paso, University of Texas at El Paso, William Beaumont Army Medical Center, Columbia University, University of South Alabama, and El Paso Community College. Additionally, El Paso Children's Hospital is an anchor facility of the Medical Center of the Americas campus.

El Paso Children's Hospital is home to over 40-pediatric subspecialists, over 200 credentialed physicians, and the only pediatric neurosurgeon and pediatric radiologists in El Paso County. El Paso Children's Hospital pediatric subspecialties currently include emergency medicine, rehabilitation, radiology, general surgery, neonatology and perinatology, respiratory therapy, neurodiagnostics, cardiac services, anesthesiology, neurosurgery, orthopedic surgery, intensive care, gastroenterology, endoscopy, ophthalmology, maxillofacial surgery, pathology, hematology, oncology, infectious disease, allergy/immunology, endocrinology, hospitalists, pulmonology, urology, and child and adolescent psychology.



STATE-OF-THE-ART FACILITIES and TECHNOLOGY



*El Paso Children's Hospital boasts **225,000 square feet** of dedicated space exclusively for pediatric healthcare.*

The hospital's aesthetics were designed to promote a healing environment filled with abundant light, soothing colors, vibrant art, and panoramic views of the geographic region, from the Franklin Mountains to the Rio Grande for our patients and families.



El Paso Children's Hospital thrives on family-centered care and understands family plays an important role in the healing and well-being of children.

El Paso Children's Hospital features 122 private pediatric rooms, state of the art equipment and technology, family friendly space, kids "pain free" playrooms, a dedicated family resource center, kitchenettes, washer and dryers on each unit, and a playground designed just for children. Each private room has a bed suitable for children and a sofa-bed allowing parents or designated loved ones to stay with their child at all times.

DELIVERING WORLD-CLASS PEDIATRIC HEALTHCARE



El Paso Children's Hospital delivers world-class pediatric healthcare with a multidisciplinary team of pediatric sub-specialists and staff to help all children, all the time. Improving access to specialized pediatric healthcare to every child, El Paso Children's Hospital offers over 40 pediatric healthcare services using the latest cutting-edge technology and medical advances for state-of-the-art procedures.

Pediatric Intensive Care Unit

22 Private Patient Rooms

General Pediatric Unit

26 Private Patient Rooms

Hematology/Oncology Unit

24 Private Patient Rooms

Neonatal Intensive Care Unit

50 Bassinets





Pediatric Specialties Available at El Paso Children's Hospital:

- Neonatology
- Pediatric Anesthesiology
- Pediatric Cardiac Services
- Pediatric Critical Care Transport
- Pediatric Developmental & Rehabilitative Services
- Pediatric Emergency Medicine
- Pediatric Endoscopy
- Pediatric Gastroenterology
- Pediatric General Surgery
- Pediatric Hematology/Oncology/ Infusion
- Pediatric Imaging
- Pediatric Intensive Care
- Pediatric Maxillofacial Surgery
- Pediatric Neurodiagnostics
- Pediatric Neurosurgery
- Pediatric Ophthalmology
- Pediatric Orthopedic Surgery
- Pediatric Pathology
- Pediatric Radiology
- Pediatric Respiratory Therapy
- Perinatology



EPCH BY THE NUMBERS

Fiscal Year 2012 (Feb. 14- Sept. 30, 2012)

122

Pediatric Beds



Over
40

Pediatric
Sub-Specialists

Over
200

Credentialed
Physicians

Over
600

Employees



| | |
|---------------------------------------|---------|
| Inpatient Admissions | 2,400 |
| Patient Days | 13,000 |
| Outpatient Hematology/Oncology | |
| Clinic Visits | 5,000 |
| Rehabilitation Visits | 3,400 |
| Emergency Department Visits | 14,000 |
| Operations & Procedures | 1,100 |
| Inpatient Surgical Cases | 600 |
| Outpatient Surgical Cases | 500 |
| Average Number of Children | |
| Hospitalized per day | 65 |
| Radiology Procedures | 13,000 |
| Laboratory Tests | 100,000 |
| Inpatient Pharmacy Doses of Dispensed | 300,000 |
| Respiratory Therapy Treatments | 42,000 |

COMMUNITY BENEFIT

El Paso
Children's



COMMUNITY BENEFIT

El Paso Children’s Hospital is committed to serving *all children, all the time*. It is our mission to provide compassionate, coordinated, family-centered care for children with a dedicated commitment to excellent patient outcomes, inclusive leadership and innovative pediatric research and education.

Beyond caring for the children of our region, El Paso Children’s Hospital works to improve the lives of and well-being of children and make an impact in the communities we serve. This community benefit report measures the investments we make to meet these identified community needs:

- Improve Access to Healthcare Services
- Enhance Public Health of the Community
- Advance Medical or Health Knowledge
- Relieve or Reduce the Burden of Government or Other Community Efforts

Our Community Investment Includes:

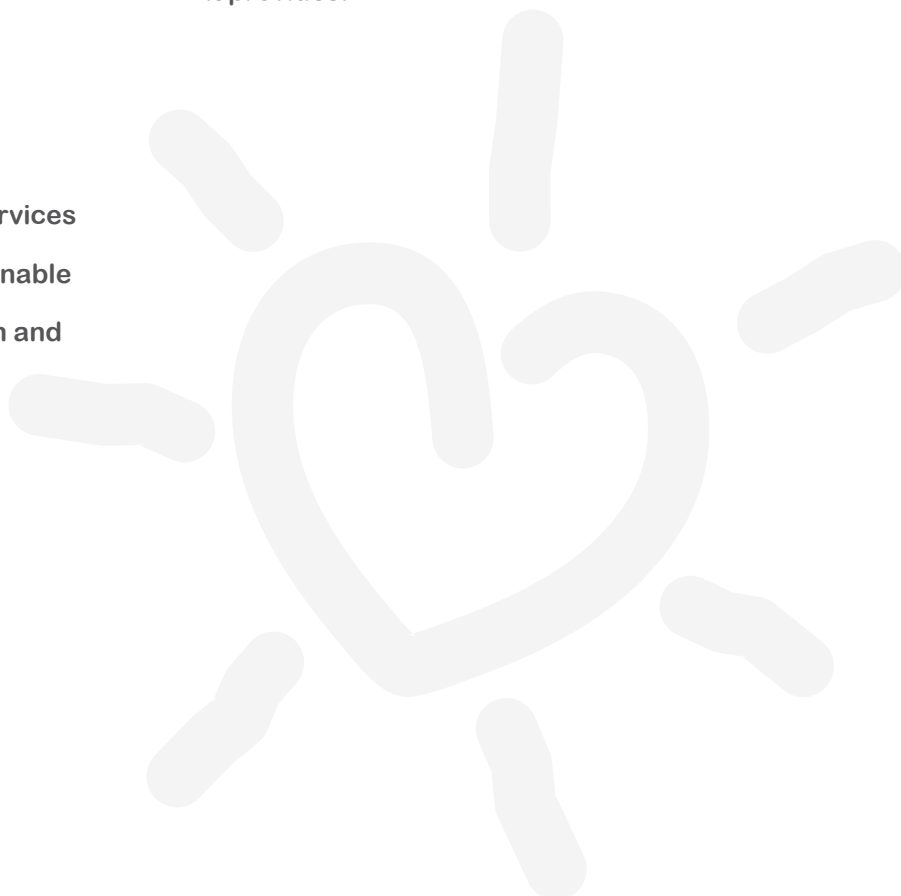
Improving access to healthcare services. The costs we incur to cover the medical services provided to a patients whose families are unable to pay. The community outreach, education and programs we are not reimbursed for.

We are proud and honored to serve the children of our community and serve as the pediatric safety net for the region. We know the importance of providing service to all children, all the time regardless of their inability to pay.

Defined:

Charity Care consists of services for which El Paso Children’s Hospital neither received, nor expected to receive, payment because it was determined, with the assistance of the patient, the patient’s inability to pay.

Uncompensated Care is an overall measure of El Paso Children’s Hospital care provided for which no payment was received from the patient or insurer. It is the sum of a hospital’s “bad debt” and the charity care it provides.

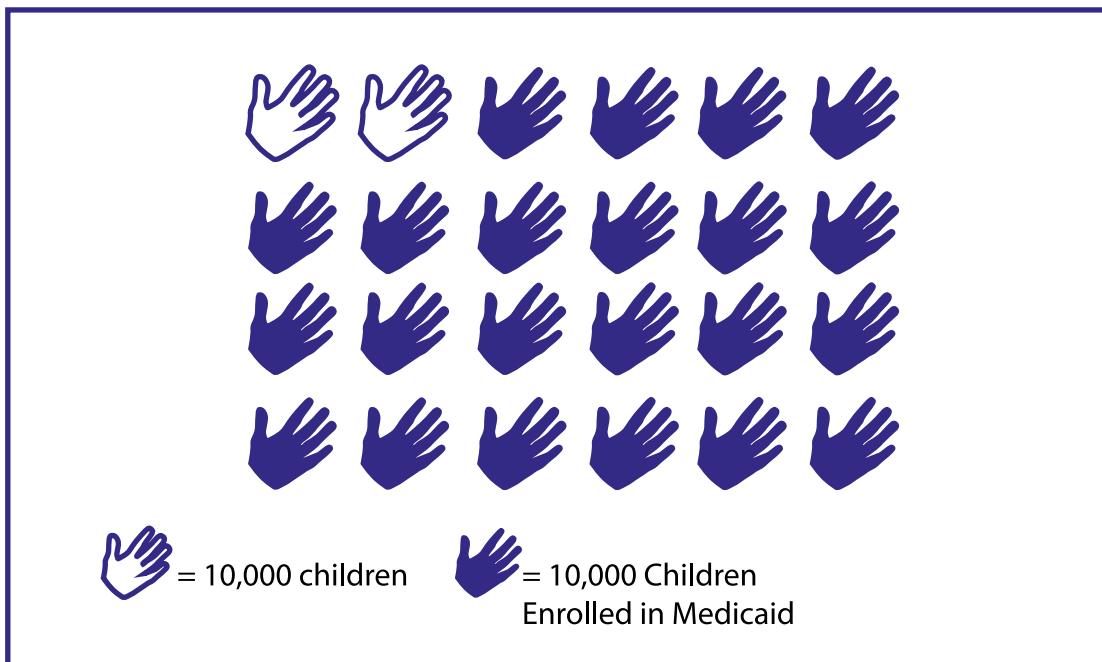


Improving Access to Healthcare Services

El Paso Children’s Hospital serves a dramatically underserved pediatric region. According to the Kids Count Data Center, there were over 750,000* children in Southern New Mexico and West Texas and 222,433* of those children were enrolled in Medicaid in 2011.

750,000 Children in El Paso County

222,433 Children Enrolled in Medicaid



El Paso knew there was a need for pediatric specialists, increasing access to pediatric healthcare services, and built El Paso’s first ever not-for-profit dedicated children’s hospital on February 14, 2012. El Paso Children’s Hospital increased access to world class pediatric healthcare by recruiting over 40 pediatric subspecialists to a dramatically underserved pediatric region.

*Data Source: Kids Count Data Center

(Southern NM: Chaves County, Dona Ana County, Eddy County, Lea County, Otero County)

(West Texas: Brewster County, Ector County, El Paso County, Midland County, Presidio County, Reeves County)

Charity Care

El Paso Children’s Hospital is committed to serving the community and serving all children, all the time. It is our philosophy that no child will be denied healthcare coverage regardless of their inability to pay. El Paso Children’s Hospital provides free “charity care” to families who do not qualify for public insurance and meet certain eligibility requirements. El Paso Children’s Hospital provided \$2.5 million in charity care to patients.

Donations and Sponsorships

El Paso Children’s Hospital believes in giving back to the community it serves. In 2012, El Paso Children’s Hospital contributed \$17,000 in sponsorships to community organizations that share our commitment to helping *all children, all the time*. The recipients included: El Paso Youth Symphony Orchestra and the March of Dimes. El Paso Children’s Hospital also contributed in kind donation services to the Texas Perinatal Association- El Paso Chapter for the Fourth Annual Spectrum of Healthcare from Mother to Baby Conference in 2012.

Education

El Paso Children’s Hospital improves the advancement of health knowledge by providing educational opportunities to families, physicians, nurses, respiratory therapists, physical therapists, occupational therapists, pharmacists and other clinical and non-clinical technicians.

Serving Our Community

El Paso Children’s Hospital encourages all staff members to become involved in the community by volunteering with community organizations. As a not-for-profit dedicated children’s hospital, we understand the value of volunteerism and allow staff to give their time during the work week. Some of the organizations that benefited this year include:

Staff Community Involvement

- American Red Cross
- BorderRAC
- Candlelighters
- Children’s Hospital Association of Texas
- Child Abuse Clinic Advisory Board
- Child Life Council
- En Voz Alta
- Drowning Prevention Coalition
- Junior League of El Paso
- March of Dimes
- Pediatric Leadership Council
- Texas Alliance for Patient Services
- United Way of El Paso
- Visiting Nurses Association
- YWCA

Family-Centered Care Services & Programs

El Paso Children’s Hospital understands the vital role families play in the health and well-being of their child. We know that, at times, there is a need for additional support to patients and families to help get them through a time of crisis or cope with a chronic illness. At El Paso Children’s Hospital, we focus on providing family-centered care as an essential part of treatment and care for our patients.



*All
Children
All the
Time.*

El Paso Children's Hospital provided

\$2.5 Million

in Charity Care to Patients

EDUCATION

Grand Rounds

El Paso Children's Hospital held monthly grand round sessions focused on pediatric health issues. From February to September of 2012, El Paso Children's Hospital conducted six Grand Rounds, serving a total of 700 attendees. Grand Round topics included Faces of Critical Pediatric Illness, Lower Extremity Growth in Children, Child Maltreatment: Five Lessons for Health Care Providers, Current Frontiers in Congenital Heart Surgery, Paradigm Shifts in Medicine, and Teaching Clinical Reasoning at the Bedside and in the Clinics: An Educational Toolkit.

Pediatric Community Visits

Over 30 El Paso Children's Hospital Specialists visits were held with community pediatricians to discuss pediatric services and specialties available to their patients.

Nurses, Social Workers, Physical Therapists, Speech-Language Pathologists, Occupational Therapists, Dieticians, Promotoras, Early Intervention Specialists, and other health professionals and community workers.

Clinical Conferences

The Texas Perinatal Association conference Fourth Annual Spectrum of Healthcare from Mother to Baby brought health professionals together to discuss new advances in the healthcare field pertaining to maternal and child health issues in the US/Mexico border region. The conference included included Obstetricians, Gynecologists, Family Physicians, Pediatricians, Neonatologists,

Education by the Numbers

| | |
|---|-----------------------------------|
| NRP: | 32 Attendees Trained |
| STABLE: | 40 Attendees Trained |
| CPR: | 86 Attendees Trained |
| Health Fairs: | 200 Attendees |
| Asthma Education: | 15,000 Patients & Families Served |
| Grand Rounds: | 700 Attendees |
| Pediatric Specialists Community Visits | 30+ Visits |



FAMILY-CENTERED CARE SERVICES

El Paso Children's Hospital understands that being in a hospital can be a stressful experience for a child. The Child Life Program at El Paso Children's Hospital helps pediatric patients and their families address any fears, concerns, or misconceptions related to the impact of illness or injury on normal human development while they are in the hospital. Our team of Child Life Specialists provides therapeutic activities such as arts and crafts, storytime, and play time in our pain free play rooms and teen rooms.

Art Therapy

Patients can receive individual or group therapeutic art sessions conducted by artists through the Creative Kids Arts in Motion Program. This program offers opportunities for alternative expressive outlet, as well as fosters socialization with patients of varying diagnosis and age during the hospital stay.



Volunteer Program

Child Life Volunteers allow for and optimize nonmedical interactions. Under the supervision of a Certified Child Life Specialist, volunteers are available for opportunities of normalization and play during peak waiting times in our Emergency Department, General Pediatrics, Pediatric Intensive Care Unit, and Hematology/Oncology Unit.



JLEP, Inc. Family Resource Center

The Junior League of El Paso, Inc. Family Resource Center empowers families to become knowledgeable advocates for their children through access to materials that provide comfort and reassurance. The center also provides an area for families to gather, relax, learn and support each other during their time at El Paso Children's Hospital.

JLEP FRC BEAR Storytime

The Junior League of El Paso, Inc. Family Resource Center B.E.A.R. Storytime promotes literacy and brings comfort to children by sharing the joy of reading aloud, journaling and positive interaction. B.E.A.R. Storytime books are gifted to participating children to encourage family literacy and bonding.



Treatment Free Playroom

Patients, siblings, family members can play with toys, developmentally appropriate games, arts and crafts activities in the medical free playroom. Medical tasks and procedures are completed outside of this room to ensure that when patients and siblings are in the space, they can focus on being kids.



Treatment Free Teen Room

Teen patients and family members can play video games, listen to music, and participate in other activities in the pain free teen room.



Pre-Operative Support

Patients and families can learn about their child's upcoming operation with simple and honest terms. Specialists are available to provide support and education in a language that a child can understand. Specialist's use medical play, medical exploration and supportive conversation to help desensitize children, while empowering them to navigate an unfamiliar process with a sense of mastery.

Procedural Preparation/Support/ Accompaniment

Families, nurses or physicians can request a Child Life Specialist to help address a patient's fears, concerns, and misconceptions of an upcoming medical task and procedure. Child Life Specialists are able to provide simple, developmentally appropriate explanations and language for patients, or facilitate challenging conversations between parents/staff and patients regarding medical treatment and hospitalization. Through consult basis, patients may receive individualized preparation and assessment of compliance ability, non-pharmological strategies for pain management and distraction techniques for unfamiliar or uncomfortable procedures. The reduction of common fears and anxieties assists in increased patient compliance, allows fewer attempts by medical staff and assists in providing atraumatic approach to pediatric medical care.



Post Procedural Debriefing

Child Life Specialists are available to assist patients and families after challenging procedures or stressful events that may have taken place. Through play opportunities, a Child Life Specialist can assess and promote healthy coping techniques that allow children increased understanding and empowerment in processing things such as: health related stressors, loss, diagnosis, etc.



Bereavement Support

Child Life Specialists offer simple and honest developmentally appropriate explanations to patients and families experiencing grief and loss. Basic knowledge of common children's reactions and responses may be discussed with caregivers and opportunities for memory making may be offered to the child and families experiencing grief and loss.

El Paso Children's Hospital Center for the Prevention of Child Abuse

El Paso Children's Hospital Center for the prevention of Child Abuse is a cooperative effort between El Paso Children's Hospital, University Medical Center of El Paso, UMC Foundation, and TTUHSC Paul L. Foster School of Medicine funded through a MEDCARES grant. Services available to families include forensic medical exams for chronically abused children, follow-up medical exams for child abuse victims of acute sexual abuse, short term counseling, applications for crime victim compensation, testing for STDs, referrals for long term counseling and other medical services

Family Advocates

Family Advocates are available to assist families with any questions, needs, or concerns they may have about their visit at El Paso Children's Hospital. Family advocates can serve as liaisons between patients, families and the hospital in their expressions of praise or concern so that the highest standards of care are sustained on behalf of our patients and families.

They can also address questions or concerns about the patient's care, serve as a formal grievance mechanism between the family and organization, receive compliments for outstanding physicians and staff members, provide information about advance directives, provide information about Patient and Family Health Care Rights and Responsibilities, clarify Hospital Policies, and bridge the gap where families/patients may feel expectations have not been met.

Interpreter Services

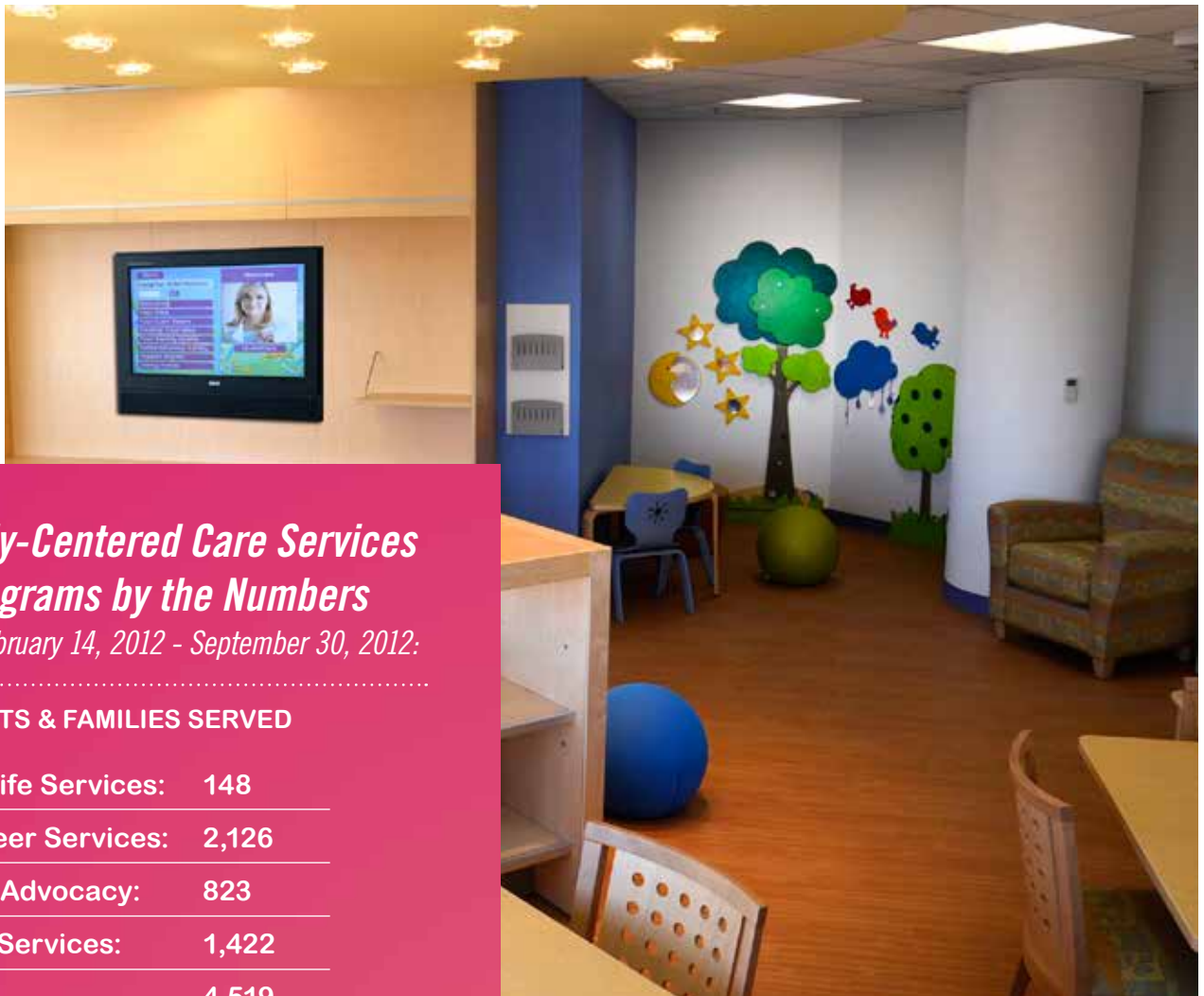
El Paso Children’s Hospital offers interpreter services in 200 different languages and American Sign Language for our deaf or hard of hearing patients and families. The interpreter services are available 24/7 and are free of charge to our patients, families and legal guardians who have limited proficiency in the English language.

Pastoral Services

Pastoral services are available for families as support, follow-up care, and grief counseling. El Paso Children’s Hospital also houses a serene and secluded Meditation Room in the main level for family members and visitors to utilize.

Social Work Services

Social workers at El Paso Children’s Hospital seek to enhance coping and participation in care by providing emotional support, care coordination, and resource assistance to patients and families that are hospitalized. Our social workers are experienced in child and family development and adjustment to illness/medical treatment and they are available to address patient or family concerns. El Paso Children’s Hospital Social Workers are trained to help families with crisis intervention, family stress, counseling, coping with illness and treatment, support groups for different illnesses, and grief and bereavement.



Family-Centered Care Services & Programs by the Numbers

From February 14, 2012 - September 30, 2012:

PATIENTS & FAMILIES SERVED

| | |
|-----------------------------|--------------|
| Child Life Services: | 148 |
| Volunteer Services: | 2,126 |
| Family Advocacy: | 823 |
| Social Services: | 1,422 |
| Total: | 4,519 |

EPCH BY THE NUMBERS

Fiscal Year 2012 (Feb. 14- Sept. 30, 2012)

Total Charity Care:
\$ 2,550,935

Total Uncompensated Care:
\$ 6,786,709

*Total Non-Reimbursable Hospital
& Family Support Services:*
\$1,360,144

Total Operating Expenses:
\$ 56,030,616

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