



2010-2020

Commemorative Report




Advent Health
for Children

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Welcome

Letter from the Senior Executive Officer

Welcome to AdventHealth for Children's Commemorative Report. I'm Dr. Rajan Wadhawan, Senior Executive Officer of AdventHealth for Children, formerly known as Florida Hospital for Children. In this report I am pleased to share some of the amazing work that happened in last decade across our care network. Over this period of time, we have advanced our Children's hospital from a newly established Children's hospital to a leader in pediatric healthcare at a regional and national level.

At AdventHealth for Children, we are so passionate about our work and our mission that it is easy to get swept up in the incredible pace at which we move, build and expand. And that pace has only been accelerating lately! We were known as Florida Hospital for Children for most of the decade that our Children's hospital has been in existence. At the beginning of 2019, we tackled the biggest change and accomplishment of that year — our rebrand from Florida Hospital to AdventHealth. This rebrand is so much more than a new name. It means our team members across the country now share a unified brand, vision and goal of providing whole person health to our communities. This rebranding also establishes our Children's hospital as the flagship Children's hospital in our company with a national footprint. Locally, it also means that care for children is more consistent than ever throughout Central Florida.

U.S. News & World Report, the global authority in hospital rankings and consumer advice, nationally ranked AdventHealth for Children's neonatology program for the last three years in a row and named us the best newborn care in Florida in 2019 and 2020. These rankings represent our steadfast commitment to providing the highest quality, most advanced and compassionate whole-person care to the children and families we serve. This is also a testament to the exceptional clinical outcomes for the most fragile patient population of NICU patients.

We have also witnessed staggering growth across Central Florida for our Children's network. From our new pediatric ERs in Celebration, Daytona, Waterman and Holmes Regional, NICU's in Celebration, Altamonte, Daytona and Ocala to the expansion of primary and specialty services across communities, we have continued to deliver on our promise of bringing word-class care close to the home of children and their families. We have added several complex programs to our portfolio here at Children's hospital, to take care of the highest risk kids, including congenital heart surgery, pediatric bone marrow transplant, pediatric kidney transplant and pediatric liver transplant. In many of these cases, we are the only Children's hospital in the region to offer these services. We now routinely care for over 230,000 children through our ERs, outpatient clinics and inpatient hospital beds on an annual basis. The impact that our Children's hospital has on the kids in our community continues to grow exponentially.

Of course, none of this is possible without our people. They embrace excellence and constantly seek ways to make strides that improve our care, spark ideas and give our families hope. This is the spirit of our culture, and it is why any single year at AdventHealth for Children looks like a decade's worth of accomplishments and what has been accomplished in a decade would normally take multiple decades. Thank you for visiting our commemorative report. As you will see, it has been a phenomenal decade. We are not just getting bigger, we are getting even better every single day.



Rajan Wadhawan, MD

*Senior Executive Officer
AdventHealth for Children
AdventHealth for Women*

Introduction to AdventHealth for Children

AdventHealth for Children is the heart of a children's health network that includes world-class programs, specialty clinics, primary care, leading neonatal care, emergency departments and kids' urgent care. We deliver extraordinary patient care, while providing an experience that is patient age appropriate and inclusive of the family.

With the help of Walt Disney Imagineering and input from patients, families and clinicians, we created a seven-story, technologically advanced facility with a child-centered healing environment. We've assembled a top-notch team of doctors, specialists, nurses and health care professionals who are second to none. At their disposal are some of the most advanced treatments, technologies and therapies available. We lead the way, not only in our approach to health care, but in research as well, finding new methods for treating children to improve outcomes.

One of the premier children's health systems in the nation, AdventHealth for Children sets the standard for innovation, quality and comprehensive care.

Fast Facts

- Technologically advanced, flagship facility designed by Walt Disney Imagineers and supported by the Disney Children's Hospital Program to be child-friendly
- 140 pediatric specialists practicing 35 subspecialties dedicated to healing children
- Comprehensive Heart Center with a multidisciplinary team, including congenital heart disease experts and elite pediatric cardiovascular surgeons
- Level IV Comprehensive Pediatric Epilepsy Center featuring the highest designation awarded by the National Association of Epilepsy Centers
- Level III NICU offering the highest level of care available to neonatal babies
- Only pediatric bone marrow transplant (BMT) in Central Florida. The Kids Beating Cancer BMT program is the first of its kind in our area.
- Only pediatric liver transplant program in Central Florida, in partnership with UPMC Children's Hospital of Pittsburgh
- First and only Children's hospital in Central Florida to offer Rapid Whole Genome Sequencing, in partnership with Rady Children's Hospital Institute for Genomic Medicine

National Recognition

- AdventHealth for Children is recognized by *U.S. News & World Report* as the Best Children's Hospital for newborn care in Florida for 2 years in a row.
- Awarded 2017 Top Children's Hospital by The Leapfrog Group for excellence in patient safety
- AdventHealth for Children achieved Magnet® recognition in 2011 and 2016, and holds the gold standard Magnet designation from the American Nurses Credentialing Center (ANCC)
- AdventHealth for Children is an ELSO (Extracorporeal Life Support Organization) Center of Excellence in collaboration with AdventHealth. This distinguished award recognizes programs that provide exceptional care for high-risk patients needing specialized life support
- The Kids Beating Cancer pediatric Bone Marrow Transplant program is internationally accredited by the Foundation for the Accreditation of Cellular Therapy (FACT)



Our Mission and Vision

Our faith-based mission is the foundation for everything we do. We believe health should be measured in terms of the whole person — body, mind and spirit. And it's our promise to the children in our care to help them feel whole through world-class expertise and uncommon compassion.

With Christ as our example, AdventHealth cares for and nurtures people: our employees, our communities, our health care professionals and those who trust us for care and healing.

Feel Whole Promise

Our whole-person approach to care not just about healing what's wrong, it's about celebrating what's right. After more than 150 years of delivering exceptional whole-person health care with uncommon compassion, AdventHealth is one of the largest health-care providers in the United States, with more than 80,000 compassionate professionals, working to extend the healing ministry of Christ.

AdventHealth for Children Culture and Onboarding

AdventHealth for Children onboarding is a unique orientation experience for all team members who work with pediatric patients. For our employees, this is their first taste of the culture our organization embodies which is deeply rooted by our mission and values.

The culture at AdventHealth for Children is centered around putting our pediatric patients first and loving them as we would a family member. Our priority is to always advocate for our patients, their families and each other.

Our onboarding, which takes place throughout the year for all new team members, consists of interactive sessions and lessons implemented by the Disney Institute, making it a magical and memorable experience for everyone. Many employees choose to participate in additional sessions periodically to help renew, re-energize and restore the compassion and joy they help to bring to the pediatric healthcare experience while focusing on our mission-filled work.

During onboarding, the staff is taught caring communication techniques in a fun and exciting way that emphasizes the importance of individualizing the experience for each pediatric patient and their family. Team members work together to solve puzzles, role play scenarios and put into practice actions that represent our culture and mission. Upon completion, all staff throughout the network will earn a heart badge to wear as part of their uniform to help reinforce their onboarding experience and act as a badge of honor while representing AdventHealth for Children.



Our Network of Care

Supported by the strength, innovations and mission of the AdventHealth system, at AdventHealth for Children we are committed to delivering world-class programs, extraordinary patient care and clinical excellence. Our flagship children's hospital is the heart of a network that includes primary care, specialty clinics, leading neonatal care, emergency departments and kids urgent care facilities.

Primary Care Pediatricians

Board-Certified Pediatricians in Your Neighborhood

- Altamonte Springs
- Apopka
- College Park
- Lake Mary
- Mount Dora
- Orange City
- Orlando
- Tavares
- Vero Beach
- Winter Garden

Specialty Clinics

Medical Experts Close to Home

- Celebration
- Daytona Beach
- Deltona
- Kissimmee
- Lake Mary
- Ocala
- Tavares
- Viera
- Winter Garden

Inpatient Units

- AdventHealth Orlando
- AdventHealth Ocala
- AdventHealth Daytona Beach
- AdventHealth Waterman
- HealthFirst Holmes Regional

NICU

Neonatal Intensive Care Units for Our Tiniest Patients

- AdventHealth Altamonte Springs (Level II)
- AdventHealth Celebration (Level II)
- AdventHealth Daytona Beach (Level II)
- AdventHealth Ocala (Level II)
- AdventHealth Orlando (Level III)
- AdventHealth Winter Park (Level II)
- Health First Cape Canaveral (Level I)

Emergency Care

Dedicated Just for Kids

- AdventHealth Altamonte Springs
- AdventHealth Apopka
- AdventHealth Celebration
- AdventHealth Daytona Beach
- AdventHealth East Orlando
- AdventHealth Fish Memorial
- AdventHealth Four Corners ER
- AdventHealth Heart of Florida
- AdventHealth Lake Mary
- AdventHealth Lake Nona
- AdventHealth Lake Wales
- AdventHealth Ocala
- AdventHealth Orlando
- AdventHealth ER located in Oviedo
- AdventHealth Partin Settlement
- AdventHealth Waterford Lakes
- AdventHealth Waterman
- AdventHealth Winter Garden
- AdventHealth Winter Park
- Holmes Regional

Centra Care Kids

Walk-in Clinics Open 7 Days/Week; Reservations Accepted

- Lake Mary
- Winter Park

Pediatric Rehabilitation

Helping Your Child Get Back to Being a Kid

- Celebration
- East Orlando
- Winter Park

★ **FLAGSHIP HOSPITAL**

Transfer Center

The Pediatric/Neonatal Transfer Center facilitates admissions and transfers of patients to AdventHealth for Children. Over the past decade, we have strengthened our communication systems and streamlined the inpatient admission process. Now with a “one call does it all” approach, the Transfer Center team ensures patients receive the care they need without delay. From our new, state-of-the-art Mission Command Center, we provide the following services to our referring physicians and referral centers:

- Take initial inpatient referral calls from physicians
- Directly connect referring physicians to one of our intensivists or neonatologists
- Conference in hospitalists or specialists as needed
- Create the patient account and assign the bed
- Manage transfers from other facilities, including dispatch of our Pediatric and Neonatal Critical Care Transport Teams as needed

Health Navigation

Our Health Navigation team is comprised of specially trained registered nurses whose job is to make life easier for each of our patients through expert clinical assistance and educational, emotional and spiritual support. All calls are confidential, anyone can self-refer and insurance is not required to talk or meet.

Expert Health Care Coordination

Our children’s health navigators provide complimentary services that help you coordinate your child’s overall care and answer any questions you may have. These services include:

- Finding a care provider
- Answering your health care questions
- Assistance with scheduling annual office visits and screenings
- Resources and support for you and your family
- Coordination of care among multiple providers and facilities
- Referral coordination with physicians

MORE THAN
100,000
PATIENTS
TRANSFERRED
SINCE 2010.



Health Navigation Team
Doreen Forsythe, BSN, RN
Janelle Grall, BSN, RN, CPN

Tampa Partnership

In keeping with our promise to bring high quality pediatric care to all the communities that our health system serves, we expanded our Children's services to Tampa in early 2021.

As our flagship hospital in the greater Tampa Bay area, AdventHealth Tampa is partnering with our Children's hospital to offer a full suite of pediatric services at that facility, including a level 3 NICU, PICU and inpatient pediatric beds. Children in the Tampa area will now be able to access care through our specialists, with an integral connection to our quaternary Children's hospital in Orlando for highly advanced services.

We are proud to continue serving an ever-increasing footprint through this partnership within our health system.



Destination Programs, Leading Outcomes

Adler Family Coordinated Care for Kids

Beny Guedes, MD, Medical Director

The purpose of the Adler Family Coordinated Care for Kids (CCK) Program is to ensure children with special health care needs receive the best possible care, tailored to their unique needs inside and outside of the hospital.

There are three main branches of the CCK Program: the Complex Care Clinic, Pediatric Palliative Care Program and Multidisciplinary Clinics. The care team comprises co-medical directors Ben Guedes, MD, and Stacy McConkey, MD, program director Jessica Galo, a top-notch nursing staff and social work care coordinators.

The CCK Complex Care Clinic serves as the medical home for children with chronic and complex medical conditions. To be eligible for the clinic, patients must be 21 years of age or younger, have a chronic condition expected to last longer than one year and a complex condition requiring more than two sub-specialties.

Diagnosis-specific multidisciplinary clinics are managed by the CCK Program. Many complex childhood diseases require close collaboration between specialists who have differing areas of expertise.

Typically, the process of diagnosing and developing a treatment plan can take weeks or months, as the patient meets with each doctor separately and the doctors confer about treatment. Multidisciplinary Clinics offer patients access to a team of health care experts who review the diagnosis and create a treatment plan of care in one location, at one time.

There are currently two Multidisciplinary Clinics offered at AdventHealth for Children—the Neuro-oncology Clinic and Neurofibromatosis Clinic—with more being developed every day.

Providing nearly
600
patients
with care
since 2018.

The Coordinated Care for Kids program has achieved Patient-Centered Medical Home Recognition by the National Committee for Quality Assurance.



Comprehensive Fetal Medicine Care Coordination Program

We know a high-risk pregnancy can be overwhelming and stressful. As part of Adler Family Coordinated Care for Kids, we offer a comprehensive fetal medicine care program for our families.

Serving 618 patients since the program began in 2014, our Comprehensive Fetal Medicine Care Coordinators support women with compassionate, personal guidance throughout every step of a high-risk pregnancy, serving as a constant link between them and their care team. Care Coordinators provide the following services:



- Coordinating care amongst providers
- Coordinating care plans designed or recommended by providers
- Answering questions, explaining information and providing support
- Attending key appointments
- Scheduling appointments with multiple specialists, including high-risk obstetrical, neonatal and pediatric specialty physicians
- Assisting with insurance issues
- Connecting patients and their families with resources and support services
- Scheduling private tours of the Labor and Delivery and Newborn Intensive Care units

Allergy and Immunology

We are at the forefront of diagnosing and treating allergies and correcting immunodeficiency disorders that can have lifelong health implications. Our allergy and immunology experts are specially trained in three specific areas: food allergies, asthma and environmental allergies, and primary immunodeficiency disorders. Their goal is to diagnose the problem and devise an effective plan for treating the disorder or deficiency, including those allergies related to food, pollen, medicine or topical substances.

Conditions we treat include:

- Allergic rhinitis (hay fever)
- Asthma
- Atopic dermatitis (eczema)
- Drug allergies
- Food allergies
- Hives
- Immune-system problems and various
- Allergic and immunologic disorders
- Insect sting allergies
- Severe allergic reactions (anaphylaxis)

Behavioral and Developmental Care

Emily Forrest, MD, Medical Director

Our Developmental Pediatrics team provides evaluations, medical treatment and ongoing care for infants and children with a range of behavioral and developmental disorders including attention deficit hyperactivity disorder (ADHD), autism spectrum disorders (ASD), anxiety and other associated conditions. In addition, they provide ongoing care for developmental delays related to prematurity.

Bone Marrow Transplant

Susan Kelly, MD, Medical Director

AdventHealth for Children is a Duke Health affiliate in pediatric bone marrow transplant (BMT). The Duke Pediatric Blood and Marrow Transplant Program is a nationally and internationally recognized leader in caring for children with blood and bone marrow diseases. This relationship partners our own, worldclass transplant team with the clinical experience of Duke Health for advisory and operational support to further advance our own pediatric BMT program. All of this adds up to enhanced quality of care for our patients – right here in Central Florida.



Susan Kelly, MD, Medical Director

The Kids Beating Cancer Pediatric Transplant Center is Central Florida's first and only pediatric BMT center. We perform stem cell transplantation with bone marrow, umbilical cord blood or peripheral blood from family members or donors from around the world. Transplantation is the only curative treatment for many blood-related diseases such as leukemia, lymphoma immune deficiency, or anemia including sickle cell anemia. We support children from diagnosis to cure. In addition to cutting-edge transplantation, we offer comprehensive services that include pre-transplantation consultation and evaluation, education, social and family support services and long-term post-transplant follow-up.



Our Pediatric Cellular Therapy Program is accredited by FACT for meeting the most rigorous standards in every aspect of stem cell therapy.

116
TRANSPLANTS
SINCE
2015.

Cancer and Blood Disorder Care

Fouad Hajjar, MD, Medical Director,
Oncology and Hematology

Our Pediatric Oncology and Hematology Program has an international reputation for treating and healing children who suffer from cancer or blood disorders, including leukemia, lymphoma, brain tumors, sickle cell anemia, blood and clotting disorders and thalassemia.

The expertise of our medical team, with physicians trained at Yale, St. Jude Children's Research Hospital and Duke, sets us apart, as does our multidisciplinary approach that offers patients the best possible care at all levels.

We work closely with our pediatric bone-marrow transplant physicians to offer complete care for patients who suffer from disease recurrence that requires stem cell or bone marrow transplantation. Our program affiliation with the Children's Oncology Group means our local families no longer have to travel long distances to receive care that uses the most sophisticated research protocols to treat their child's cancer. With recently renovated outpatient and inpatient facilities, we offer comfort, safety and state-of-the-art monitoring. Our brand-new family lounge and laundry facility — located on the inpatient unit — offers parents a place to congregate while their child is being cared for by our experienced nurses.

FIRST
HOSPITAL

IN THE REGION WITH A
NEUROFIBROMATOSIS
PROGRAM



Fouad Hajjar, MD,
Medical Director,
Oncology and Hematology

Cardiology

Zahid Amin, MD

Medical Director, Pediatric Cardiology Network

Jorge Garcia, MD

Medical Director, Pediatric Echocardiography Lab

Bhavya Trivedi, MD

Medical Director, Pediatric Electrophysiology

Matthew Zussman, MD

Medical Director, Pediatric Interventional Cardiology

Our elite team of cardiologists diagnoses and treats a wide range of conditions including congenital heart defects and acquired heart conditions. We specialize in some of the most advanced, minimally invasive procedures that are designed to avoid open-heart surgery whenever possible. Our goal is to provide cutting-edge management of each patient's condition throughout their lifetime to maximize their health and quality of life.

- We provide cardiology services through a broad network of clinic locations in Central Florida and along the east coast including Celebration, Daytona Beach, Lake Mary, Tavares, Viera and Winter Garden.
- We are home to a state-of-the-art hybrid catheterization laboratory where we perform some of the most advanced, minimally invasive, low-risk alternatives to surgery for the treatment of congenital heart disease in the country.



*Pediatric Hybrid
Catheterization Suite*

NEARLY
**1,200
CASES**
FROM STAT 1
TO STAT 5
SINCE 2012.

- Our fetal cardiology program provides in-depth evaluation of suspected cardiac anomalies such as heart defects and arrhythmias that are detected prenatally. We provide the expertise, counseling and state-of-the-art care necessary to support your child and your family, prenatally and beyond.
- Destination program treating international patients from China, Russia, Africa, South America and the Caribbean



Congenital Heart Surgery

If your child's heart condition requires surgery, your cardiologist will refer you to our congenital heart surgery team. Our surgeons treat a wide array of pediatric cardiac conditions including arrhythmias, cardiomyopathy, heart defects and valve disease. We also have a dedicated, 10-bed, pediatric cardiac intensive care unit (PICU), which provides families with world-class, personalized care.



AdventHealth for Children has received accreditation for consistently setting high standards in pediatric cardiovascular echocardiography while providing the best care possible for our patients and their families.

Craniofacial and Plastic Surgery

Cleft and Craniofacial Center

Raj Sawh-Martinez, MD, MHS

Chief of Pediatric Plastic Surgery

Medical Director, Cleft & Craniomaxillofacial Surgery

Kaveh Asadi, MD

Surgical Director, Neurological Oncology,

Pediatric Neurological & Craniofacial Surgery

At AdventHealth for Children, our providers have been serving central Florida for decades. That dedication has been reinvigorated with the development of the AdventHealth Cleft & Craniofacial Center, where our multidisciplinary team is focused on helping provide solutions to the most challenging clinical conundrums. Our team of experts meets families in our multidisciplinary clinic, where the latest technologies in imaging, 3D-printing and customized virtual surgical planning technologies are routinely employed.

AdventHealth for Children's team of compassionate professionals is adaptable, offering telehealth visits to keep families safe. The Craniofacial & Plastic Surgery team's robust referral program is evidence of the trust and our patients, their families and their physicians place in our care.

Craniofacial disorders, including deformities in the skull, face, ear, lip, palate, nose or vascular structures of the head and neck, occur quite commonly in infants. AdventHealth for Children provides a full range of specialized care for these complex conditions.

Distinguishing between surgical and non-surgical options can often be challenging. For instance, positional plagiocephaly must be differentiated from craniosynostosis, a more severe condition that can lead to increased intracranial and intraocular pressure on rapidly developing brains and may require surgery in the first few months of life.

The AdventHealth Cleft and Craniofacial Center is focused on leading the way in surgical innovation, education, research, high-volume and high-quality patient care in Central Florida and beyond. When a congenital craniofacial deformity, oncologic condition or traumatic

67%
**MINIMALLY
INVASIVE
CRANIAL VAULT
RECONSTRUCTION
RATE**

injury affects a child's health and wellbeing, our esteemed surgical experts are here to restore their patient's health, function and positive self-image with elite skill and compassion.

Our Cleft and Craniofacial Center Team is led by renowned fellowship-trained craniofacial plastic surgeons and pediatric neurosurgeons providing customized approaches to treating each patient — with a focus on the latest evidence, innovative minimally invasive techniques, neurocognitive outcomes and virtual surgical planning. In addition to our team leaders, our team includes expert specialists including complex care pediatricians, neuropsychologists, pediatric otolaryngologists (ENT), speech and language pathologists, geneticists, social workers, orthodontists, and oral and maxillofacial surgeons complex care pediatricians, neuropsychologists, pediatric otolaryngologists (ENT), speech and language pathologists, geneticists, social workers, orthodontists, and oral and maxillofacial surgeons who provide expert multidisciplinary care for our families.

The Cleft & Craniofacial Center has more than 20 years of experience serving the families of Central Florida, and today employs state-of-the-art minimally invasive and endoscopic procedures. We believe experience, training and results matter. This allows us to care for complex cranial and facial dysmorphologies with faster recovery times, lower blood loss, decreased transfusions and low complication rates.

**3.2
DAYS**
**LENGTH OF
STAY FOR OPEN
CRANIAL VAULT
RECONSTRUCTION**

**1.3
DAYS**
**LENGTH OF STAY
FOR MINIMALLY
INVASIVE
CRANIAL VAULT
REMODELING**



Cleft Lip Reconstruction

Pediatric Plastic Surgery

Raj Sawh-Martinez, MD, MHS

*Chief of Pediatric Plastic Surgery
Medical Director,
Craniofacial Surgery*

This is a landmark year for the development of our coordinated efforts to extend plastic and reconstructive surgery services across the AdventHealth system. In our facilities and hospitals, we are focused on delivering care that helps children develop emotionally, spiritually and with confidence. With leading-edge technologies, research and world-class clinical care, our Pediatric Plastic Surgery program has quickly become the 'go-to' program in Central Florida as the only program able to care for congenital findings into adulthood.

Our clinicians are expertly trained and come from elite institutions, bringing the most advanced techniques with a personalized, warm approach to every child and family they meet. Our teams work together to tackle the most challenging cases and provide unparalleled attention to every detail of our patients' care.

At the AdventHealth for Children Pediatric Plastic Surgery Program, our experts treat a wide variety of common conditions, including vascular anomalies, skin lesions and masses, pediatric skin cancers and congenital anomalies. Our multidisciplinary Cleft and Craniofacial Center is comprised of renowned, award-winning expert physicians from many fields working closely together to provide the best solutions to complex, multi-system conditions, including cleft lip, cleft palate, craniosynostosis, mandible hypoplasia (small jaw), and all craniofacial syndromic conditions. We are focused on treating our patients like members of our families, as we engage in long-term care of congenital conditions through adulthood.

Our team is steeped in quality improvement and data-driven outcomes in an innovative, robust clinical and translational research program. Our faculty routinely publish in leading peer-reviewed journals and are among the most published experts in the state. Whether it's our



*Raj Sawh-Martinez, MD
Medical Director*

use of modern 3D photography, virtual surgical planning, custom 3D-printed approaches, or our innovative approaches to multidisciplinary care – our patients and families rest assured that they are in the best of hands.

Families from throughout the state come to our faculty for their expertise, warmth and data-driven approaches for the most comprehensive, innovative options. At AdventHealth for Children, we believe that feeling whole should never be compromised, and we are focused on providing the best care possible for all.

"Dr. Raj and his staff are absolutely amazing. They are attentive and helpful, providing answers and extra attention. I felt at ease knowing my son was being cared for by such an informative and engaged provider. My son's scar is minimal and the care, both during and post-procedure were phenomenal."

—T. Mastrapa,
Mom



Surgical Removal for Keloid Mass

Dermatology

Tace S. Rico, MD, Medical Director

Our pediatric dermatology experts are well versed in treating young skin using some of the most effective, yet gentle, treatments available. We only work with newborns, children and young adults and use advanced approaches including clinics for vascular lesions, excimer laser therapy, phototherapy and pediatric laser hair removal.

Innovations and Outcomes

- We treat hemangiomas using oral medications and other noninvasive treatments such as laser therapy instead of surgery.
- We use highly targeted excimer laser therapy to treat specific skin issues including psoriasis, atopic dermatitis and vitiligo.
- We offer non-invasive Omnilux light treatment for acne.
- We perform laser treatments for various conditions including port wine stains.



Tace S. Rico, MD, Medical Director

**WE HAVE TREATED
MORE THAN
28,000
PATIENTS**

including nearly
12,000 new patients and
3,500 vascular lesions
patients since 2012.



Joshua A. Gottschall, MD, Medical Director

Ear, Nose and Throat Care

Joshua A. Gottschall, MD, Medical Director

Our ear, nose and throat (ENT) specialists are leading the way in using surgical techniques and new technology to provide a wide range of head and neck procedures, including tonsillectomies that are less painful for patients and complex sinus procedures accomplished with far greater accuracy than ever before. Our ENT team also includes audiologists and speech pathologists.

Our Comprehensive Center for Ear Health is pioneering one of the most important advances in auditory medicine since the hearing aid – cochlear implants and bone-anchored hearing aid (BAHA) technology – to enable deaf children to not only hear, but continue to develop critical speech and language skills.

**FIRST
SINGLE-SURGERY
BILATERAL
COCHLEAR IMPLANT
IN CENTRAL FLORIDA**

Emergency and Urgent Care

Heidi Marie Kellock, MD, Medical Director

State-of-the-art, child-friendly emergency care in the AdventHealth for Children network is conveniently located throughout Central Florida. Our network includes 60+ child dedicated emergency beds open 24/7 as well as two dedicated after hours kids urgent care facilities, all designed from the ground up to be kid friendly and scare-free.

Our emergency-medicine team includes specially trained physicians, nurses, and childlife specialists. And when time is of the essence, we have five specialized ambulances and one helicopter standing by to provide emergency transfers.



14
EMERGENCY CARE
LOCATIONS

2
DEDICATED PEDIATRIC
URGENT CARE LOCATIONS

5
PEDIATRIC
AMBULANCES

1.3 million
PATIENTS
TREATED
SINCE 2010.

Endocrinology, Diabetes and Metabolism

Konda Reddy, MD, Medical Director

Our specially trained staff includes physicians, pediatric diabetes educators, a dietitian and a support team with expertise in diabetes, obesity, failure to thrive and metabolic problems. We are home to Central Florida's only specialty-trained metabolic physician. Using advanced diagnostics and therapies, we treat endocrine, diabetes and metabolic health issues such as adrenal gland hypo-/hyper-function, ambiguous genitals/intersex, diabetes in childhood and adolescence, early or delayed puberty, enlarged thyroid glands, ovarian and testicular dysfunction, pituitary disorders and more.

Conditions we treat:

- Adrenal gland hypo/hyper function
- Diabetic counseling
- Early or delayed puberty
- Failure to thrive
- G6pd deficiency
- Growth problems
- Hyper/hypothyroidism
- Low blood sugar (hypoglycemia)
- Metabolic disorders
- Obesity
- Pituitary gland hypo/hyper function
- Polycystic ovary syndrome
- Prediabetes
- Thyroid disorders
- Type 1 & Type 2 diabetes
- Underactive or overactive thyroid gland

Genetic Obesity Testing

AdventHealth for Children believes in the importance of talking to kids about healthy eating choices, better sleep habits and the benefits of staying active to care for their whole-person health. Of course, sometimes a child and their family can be making all the best lifestyle choices and still struggle to reach a healthy weight. Now, with a quick and easy saliva swab to complete a genetic obesity test, parents can find answers for their children who are living with obesity.

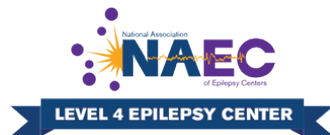


Epilepsy

Ki Hyeong Lee, MD, MS, Medical Director
Pediatric Neurology and Comprehensive Pediatric Epilepsy Center

Jim Baumgartner, MD, Surgical Director
Comprehensive Pediatric Epilepsy Center

The Level IV Comprehensive Pediatric Epilepsy Center provides the most comprehensive epilepsy evaluation and management available in the country and is a destination treatment facility.



Innovations and Outcomes

- Home to the Pediatric Headache Center led by Dr. Nitzmari Melendez-Vazquez — whose goal is to identify the cause of headaches and treat the possible underlying disease
- Only physician-led ketogenic diet clinic in Central Florida led by Dr. Joo Hee Seo
- Central Florida's only adult and pediatric tuberous sclerosis clinic as designated by the Tuberous Sclerosis Alliance
- Performed the first-ever hemispherectomy in Central Florida and performed 55 hemispherectomies in eight years
- 82% had more than 50% reduction of seizures following the palliative surgery and callosotomy
- One of the few medical centers in the country to offer laser interstitial thermal therapy (LITT) — a minimally invasive surgical technique
- Shorter surgeries, better outcomes and faster recoveries with robot-guided stereotactic assistance (ROSA)

92%

HAD
SEIZURE
REDUCTION
(ENGLE CLASSIFICATION 1
OUTCOME) FOLLOWING
RESECTIVE SURGERY
OR
HEMISPHERECTOMY

Gastroenterology, Hepatology and Liver Transplant

Regino Gonzalez-Peralta, MD, Medical Director

Our pediatric gastroenterology team uses some of the most advanced medical techniques to diagnose problems in children associated with the stomach, bowels, liver or nutritional health.

Our team works in a highly collaborative environment, leveraging the collective expertise of more than 30 sub-specialties. We diagnose and treat a wide range of conditions including failure to thrive, short gut syndrome, celiac disease, eosinophilic esophagitis, obesity, liver disorders, achalasia, Hirschsprung's disease and inflammatory bowel disease.

Liver Transplant

In order to make lifesaving, pediatric-liver transplants available throughout Central and North Florida, AdventHealth for Children has partnered with UPMC Children's Hospital of Pittsburgh to develop a comprehensive pediatric liver-transplant program. This is the first program of its kind in Orlando and the second in Florida.

15
PEDIATRIC LIVER
TRANSPLANTS
SINCE 2018.



Regino Gonzalez-Peralta, MD, Medical Director



W. Raleigh Thompson, MD, Medical Director

General Surgery

W. Raleigh Thompson, MD, Medical Director

Whether it's a relatively simple surgery to relieve pain or a major operation to save a life, our highly trained team of board-certified surgeons, pediatric specialists and pediatric nurses uses some of the most advanced surgical techniques and technologies available.

Our areas of special surgical expertise include neonatal surgery, endoscopic or robotic abdominal and thoracic procedures, chest-wall reconstruction and vascular malformations. More common procedures like hernia repairs and circumcisions are also performed in safe, child-friendly environments.

Innovations, Outcomes and Outreach

- We have pioneered robotic procedures in Central Florida, such as resection formegacolon and inflammatory bowel disease.
- Our surgeons led AdventHealth's Haiti earthquake relief team.
- We lead a comprehensive, general surgery residency and mentoring program.
- We hosted the American Pediatric Surgical Association conference which featured experts from AdventHealth for Children and the AdventHealth Nicholson Center.

Genomics & Personalized Health

Majed Dasouki, MD, Medical Director

AdventHealth's Genomics and Personalized Health Program leverages the power of genetic information to provide advanced healthcare at both the personal and population level. In 2019, AdventHealth launched "WholeMe," a study in which its partner Helix is evaluating 10,000 people's DNA for the genes linked to familial hypercholesterolemia (FH), a life-threatening genetic condition that causes high cholesterol. Left untreated, FH can lead to a heart attack, even in young adults.

Rady Children's Hospital Rapid Whole Genome Sequencing Partnership

Our new partnership with Rady Children's Institute for Genomic Medicine (RCIGM), a subsidiary of Rady Children's Hospital and Health Center in San Diego, California, is the latest in AdventHealth's investment in genomics. Rapid Whole Genome Sequencing is a comprehensive test used to decode rare genetic disorders by scouring the entire genetic code for disease-causing variations or errors. The goal of this collaborative research initiative is to make genetic screening fast, easy and routine for diagnosing critically ill babies and children, and to more effectively treat those suffering from genetic diseases with customized, precision medicine.

SMA Gene Therapy

Spinal muscular atrophy (SMA) is a rare, progressive genetic disease caused by the mutation or deletion of the survival motor neuron 1 (SMN1) gene. It results in progressive neuronal death, eventually leading to the need for breathing, eating and mobility support. Without intervention, SMA is typically fatal before the second year of life. In May 2020, the state of Florida added SMA to its newborn screening program.

For patients with an abnormal SMA screen, AdventHealth for Children now offers treatment with Zolgensma, an FDA-approved gene therapy. Infused intravenously one time in an outpatient setting, this treatment preserves and maintains the motor neurons, positively impacting the patient's quality of life.

Medical Imaging

Jennifer Williams, MD, Medical Director

When it comes to children's medical imaging, our primary goals are quality, patient safety and comfort. That's why our network of pediatric imaging locations provides high-quality imaging and state-of-the-art technology, while focusing on radiation dose reduction and offering innovative strategies for patient comfort.

Innovations and Outcomes

- National leader in low-dose imaging, meeting standards of the Image Gently campaign, the Alliance for Radiation Safety and the American College of Radiology
- Industry-revolutionizing techniques and equipment including CT (computed tomography) with iterative reconstruction and low-dose protocols
- National leader in neuroimaging using state-of-the-art fMRI and 3T intraoperative MRI (magnetic resonance imaging) technology
- Innovative strategies for patient comfort and distraction including the use of Cinemavision video goggles and the "Picture Perfect" preparation program for MRI (Over 90% of the children who have participated in our MRI Picture Perfect program have completed an MRI without sedation or anesthesia.)
- Low-dose fluoroscopy with a groundbreaking "Fluoroscopy Ready" preparation program
- Credentialed pediatric anesthesiologists for those times when sedation or anesthesia are needed
- An imaging team that includes child-life specialists to ensure a supportive and caring experience for our patients





Narendra Dereddy, MD, Medical Director

Neonatal Intensive Care (NICU)

Narendra Dereddy, MD
Medical Director, Level III NICU

Kreangkai Tyree, MD
Medical Director, Level II NICU

Our Neonatal Intensive Care network is staffed by a medical team of neonatologists, neonatal nurse practitioners, neonatal nurses, respiratory therapists and pharmacists, and backed by some of the most advanced technologies and care available for treating premature and sick babies.

Our leading-edge technologies include extracorporeal membrane oxygenation (ECMO), nitric oxide therapy, hypothermia management, neonatal/pediatric surgical suites, surfactant therapy, a neonatal respiratory program and a 10-county neonatal air- and ground-transport team.

AdventHealth for Children is recognized by *U.S. News & World Report* for the second consecutive year as the Best Children's Hospital in Florida for newborn care.



7 Convenient Locations in Our Neonatal Network

AdventHealth Altamonte Springs (Level II)
AdventHealth Celebration (Level II)
AdventHealth for Children (Level III)
AdventHealth Daytona Beach (Level II)
AdventHealth Ocala (Level II)
AdventHealth Winter Park (Level II)
HealthFirst Cape Canaveral (Level II)

21,000+
BABIES CARED
FOR SINCE
2010

Nephrology

Deogracias Peña, MD, Medical Director

We are taking pediatric kidney care to the next level by offering pediatric kidney transplants along with utilizing some of the most advanced treatment options for metabolic, kidney and urinary tract disorders in children under internationally recognized leadership. Our nephrology program covers many conditions including:

- Chronic urinary tract infections
- Clinical hypertension
- Dialysis (hemodialysis and peritoneal dialysis)
- Glomerulonephritis
- Kidney biopsy
- Kidney disease and injury
- Kidney Stones
- Management of kidney transplant patients
- Mineral bone disorders
- Nephrotic syndrome
- Plasmapheresis
- Proteinuria and hematuria
- Renal replacement therapy

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PEDIATRIC
KIDNEY
TRANSPLANTS
SINCE 2010.





Michael Westerveld, PhD, Medical Director, Pediatric Neuropsychology

Neuroscience

Ki Hyeong Lee, MD, MS, Medical Director
Comprehensive Pediatric Epilepsy Center

Jim Baumgartner, MD, Surgical Director
Comprehensive Pediatric Epilepsy Center

Kaveh Asadi, MD, Surgical Director
Neurological Oncology and Craniofacial Clinic

Holly Skinner, DO, Medical Director
AdventHealth Sleep Center Orlando

Michael Westerveld, PhD, Medical Director
Pediatric Neuropsychology

We are at the forefront of pediatric neuroscience with a skilled team of specialists who diagnose and treat a range of disorders, including brain tumors, spinal disorders, seizures, sleep disorders and learning difficulties.

Awards and Accreditations



Level IV Epilepsy
Center



Tuberous Sclerosis
Clinic



Nationally Accredited
EEG Lab

Our medical directors are early adopters — and often innovators — of advanced treatments, and use leading-edge equipment and techniques. Our highly integrated team of epileptologists, neurologists, neurosurgeons, neuroscientists, developmental specialists, therapists and pediatric neuropsychologists work collaboratively to assess problems and recommend the most effective course of treatment.

AdventHealth for Children's two neuro-operating suites are equipped with some of the best tools in the country to combat neurological disease. Intraoperative diagnostic imaging provides live images during surgery, enabling neurosurgeons to check the accuracy and precision of their work in real time.

This technology leads to more successful results and reduces the potential need for follow-up surgeries. We also offer the only MEG (magnetoencephalography) scanner in Florida used to measure a child's magnetic brain activity in order to help define the exact point of seizure onset.

Committed to advancing care, our neuroscience team is also actively involved in research to further understand disease processes affecting children. We are proud to be at the forefront of advanced personalized medicine with national collaborations moving this research forward.

Distinctive features of our neuroscience care include:

Level IV Comprehensive Pediatric Epilepsy Program — One of the largest and most comprehensive programs of its type in the nation, services include nutritional therapy, resective surgery, corpus callosotomy, hemispherectomy/hermispherectomy, vagus nerve stimulation, seizure monitoring unit, tuberous sclerosis clinic, 3T MRI and non-surgical brain mapping.

Neurofibromatosis and Neuro-Oncology Clinic — Recognized as the second-largest Neurofibromatosis Clinic in the country, our skilled, multidisciplinary team of specialists provides diagnostic services, support and education, clinical trial information and participation, specialty referrals, condition monitoring and genetic counseling.

Chiari Center — As the largest clinic of its kind in the United States, we offer diagnostic services as well as medical and surgical management options.

Craniofacial Clinic — We are the only craniofacial and cleft palate clinic in Central Florida to employ the latest endoscopic procedures performed by both pediatric neurosurgical and plastic surgical doctors, each with at least 20 years of experience.

Conditions we treat include:

- Epilepsy
- Brain tumors
- Neurofibromatosis
- Spina bifida
- Chiari malformation
- Hydrocephalus
- Arachnoid cysts
- Tethered cord
- Syringomyelia
- Craniosynostosis

This technology leads to more successful results and reduces the potential need for follow-up surgeries. We also offer the only MEG (magnetoencephalography) scanner in Florida used to measure a child's magnetic brain activity in order to help define the exact point of seizure onset.

Minimally Invasive and Precision Pediatric Neurosurgery

To ensure the best possible patient outcomes, our neurosurgical team employs minimally invasive approaches and precision neurosurgery to target brain pathology and tumors. When appropriate, we use a number of state-of-the-art techniques:

- **Intraoperative MRI and CT** — Aids in the removal of brain lesions, making the procedure safer and improving outcomes
- **Neuro-navigation (“GPS”)** — Guides the surgeon through the use of computer-assisted technology
- **Intraoperative neuromonitoring** — Provides real-time feedback regarding the function of the nerves, brain and spinal cord

Home of the
only MEG Brain
Imaging System
in the state of
Florida

Shorter surgeries,
better outcomes
and faster recoveries
with robot-guided
stereotactic
assistance
(ROSA)

- **Robotic and laser-assisted surgery** — Reduces risk of brain trauma and side effects
- **Endoscopic brain surgery** — Allows for faster recovery and reduced hospital stay

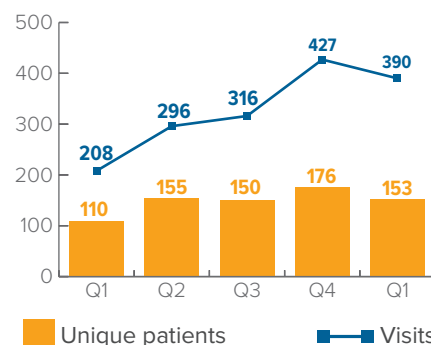
Headache Center

Nitzmari Melendez-Vazquez, MD, Pediatric Neurologist

The only program of its type in Central Florida, AdventHealth for Children's Headache Center provides a comprehensive approach to the diagnosis and treatment of all types of pediatric headaches. We combine the knowledge of board-certified pediatric neurologists along with a neuropsychologist, physical therapists, nurse practitioners and medical assistants.

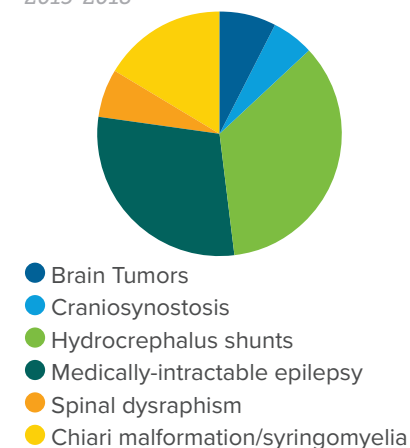
For each patient, our multidisciplinary team collects a detailed history and performs a comprehensive neurologic examination to determine the appropriate next steps for diagnosis that may include imaging, lab work or lumbar puncture. We then create individualized care plans that address determination of treatment for acute headache episodes, preventive treatment and education on lifestyle adjustments. In addition, psychological intervention is offered and focuses on teaching our young patients and their families skills to improve coping with headaches as well as relaxation techniques. We also offer behavioral cognitive therapy if needed.

Headache Clinic Volumes



Neurosurgical Patients

2015-2018



Orthopedics

Raymund Woo, MD, Medical Director

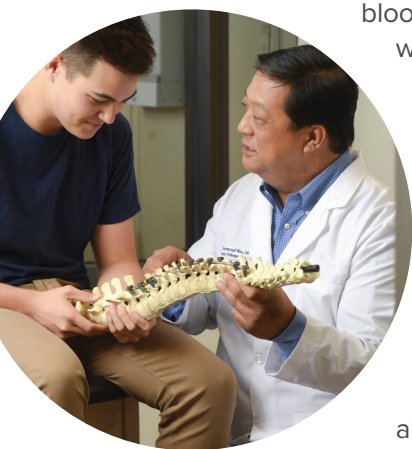
A child's body is fundamentally different than an adult's. From sports injuries to complex health issues such as dwarfism and bowing legs, our team of skilled orthopedic specialists and surgeons understand the unique health issues facing children.

Our pediatric orthopedic expertise is wide-ranging and includes treatment for rib deformities, clubfoot, congenital deformities of the legs, muscular dystrophy, neuromuscular disorders, neurofibromatosis, osteonecrosis, spinal deformities and spina bifida. Our sports medicine team treats a variety of sports injuries and conditions including ACL injuries, shoulder and patella dislocations, concussions and fractures. In addition, our team has been recognized worldwide for technological advances in robotically assisted pediatric surgery using the Mazor Robotics' Renaissance System with over 300 successful surgeries.

Robotic Scoliosis Surgery

The biggest development in advanced surgery for spinal scoliosis is the accuracy and safety provided with robotic assistance. The precision and reliability of the robot significantly reduces OR time and blood loss, decreasing pain and hospitalization stay while improving patient safety and recovery. We

have been a pioneer in robotic scoliosis surgery, performing Florida's first robotic pediatric spine surgery in 2012 with the Mazor Robotics Renaissance robot. In July 2018 we marked another milestone, performing the world's first pediatric scoliosis surgery with the new Globus Excelsius GPS robot. This state-of-the-art platform incorporates robotic assistance with real-time navigation. Imagine the capability of an autonomous robotic arm combined with the ability to operate using a 3D image of the spine — just like the GPS navigation unit in your car!



*Raymund Woo, MD,
Medical Director*

**ROBOTIC-
ASSISTED
SCOLIOSIS SURGERY**

**LIMB
RECONSTRUCTION**

Sports Medicine

Our mission is to provide comprehensive care for pediatric and adolescent athletes in our communities. That's why we have partnered with neighboring high schools like Bishop Moore Catholic and Edgewater to be the primary health care providers for their student athletes. Our sports medicine team, consisting of primary care and surgical specialists with advanced surgical and non-surgical training, provide sideline coverage for athletic events and work alongside the student body. We treat a variety of sports injuries and conditions including ACL injuries, shoulder and patella dislocations, concussions and fractures.

Pioneering the Globus Excelsius GPS Robot in Pediatrics

In July 2018, we became the first facility to perform scoliosis spine surgery using the Globus Excelsius GPS robot on a child. This robot and procedure had never been implemented to treat a child before and was more typically used to treat adults with arthritis or low back pain. Traditionally, this type of surgery was done without visual guidance, but technological advancements over the last six years or so have led to improved accuracy and precision, creating the best outcomes for our patients.

Heyden Lazo is an avid surfer and also the first-ever pediatric Globus Excelsius GPS scoliosis surgery patient. Heyden came to AdventHealth for Children because he had scoliosis and after wearing a brace for numerous years, he realized that having surgery was absolutely necessary to improve his quality of life.

His first surgery was a smaller procedure to see if we could control his scoliosis, but unfortunately an additional surgery was needed. We had to evaluate the best type of surgery necessary to allow Heyden to continue to be active but cure his scoliosis at the same time.

Following Heyden's surgery, he has an extremely hopeful future, with plans of going to college, backpacking (a feat he once thought impossible with two rods in his back), and of course returning to his first love...surfing.



Globus Excelsius GPS Robot

Palliative Care

Amanda Bashir, MD, Medical Director

The Pediatric Palliative Care Program provides compassion, intensive communication and specialized medical care aimed at reducing pain and symptoms of children living with life-threatening conditions.

Our goal is to achieve the best possible quality of life for our patients and their families by providing spiritual, emotional and psychological support; helping families make tough decisions about treatment options; coordinating with all health care providers caring for the child and family; and managing the pain and symptoms caused by the child's life-threatening illness.



Primary Care

We offer a world-class network of pediatricians, nurse practitioners and physician assistants close to home for babies, children and adolescents. We're here to help with everything from the sniffles to the more serious, offering same-day sick visits, extended office hours, virtual visits and, in some locations, weekend appointments.

Our Services:

- Rapid COVID testing
- Behavioral and developmental evaluations and treatment, if needed
- Specialization in ADD/ADHD
- Care for minor illnesses like the cold and flu, allergic reactions and more
- Direct access to our advanced pediatric specialists
- Nutrition counseling
- Recommended immunizations and vaccines
- Regular health checkups
- School and sports physicals
- Treatment for minor injuries
- Well-child care from birth through adolescence

Pediatric Residency Program

Stacy A. McConkey, MD, Program Director

AdventHealth for Children's pediatric residency program is designed to promote development of tomorrow's physicians using the adult learning model for both general and subspecialty trained pediatricians. Residents care for patients alongside a fully functional team that includes faculty physicians, nurses and the extensive support team at AdventHealth for Children.

The educational curriculum covers a wide variety of conferences, from casebased discussions, lectures and hands on training in simulation for procedures and patient care to morning report style conferences with faculty involvement. In addition to this, program participants receive training consistent with the Disney Guest Service model followed by all AdventHealth for Children employees, making them top in their fields in all core competencies, including patient care, satisfaction, quality and safety.



Rehabilitation

Helping children overcome disabilities, diseases, injuries and developmental problems, our pediatric acute care and outpatient rehabilitation experts help patients develop or restore their skills to promote independence and maximize function in daily-living tasks. Diagnoses may include neurological impairments, congenital heart problems, orthopedic injuries, concussions, childhood cancer, feeding and swallowing disorders, speech or neuromotor impairments, sensory integration disorders, hearing conditions, autism spectrum disorders and other developmental concerns.

In all health care settings, parents and caregivers are encouraged to participate in treatment sessions to assist the child and reinforce newly learned or relearned skills.

Hearing Loss and Cochlear Implant Program

Excelling at early identification, diagnosis, amplification and early intervention by six months of age, our multidisciplinary Hearing Loss and Cochlear Implant Program features a highly trained network of specialists, including Audiologists, Auditory Verbal Speech Therapists, Otolaryngologists and Hearing Screeners. Parents meet with the entire team to determine the path that is best for their child. Our goal is for children diagnosed with hearing loss to be mainstreamed for school.

Specific services provided include:

- Comprehensive audiological evaluations
- Auditory processing evaluations
- Free hearing communication consultations once a patient is diagnosed as hearing loss by our audiology team
- Parent/infant classes to educate parents on equipment as well as listening and spoken language strategies
- Individualized auditory verbal therapy to promote listening and spoken language outcomes
- Hearing aid evaluations, fitting and follow-up
- Cochlear implant evaluations and mapping

Key accomplishments include:

- Over 100 children successfully completing the program
- Significantly increasing the number of children identified with hearing loss by three months of age — a goal set by the Early Hearing Detection and intervention Act (EHDIA)
- Successfully increasing the number of hearing loss children receiving early intervention by six months of age

**Over
60,000**

patients seen for
feeding, hearing,
speech, occupational
and physical therapy
since 2014.

Urology

Michael Keating, MD

Medical Director

Pablo Gomez III, MD

Medical Director, Robotic Surgery

AdventHealth for Children's pediatric urology team is internationally known for their wide range of expertise in the field. This includes innovative programs in the reconstruction of several genito-urinary malformations and ambiguous genitalia, as well as robotic surgery, minimally invasive surgery and urinary stone disease.

Our mission is to provide each patient and family with the highest quality medical care in a supportive and safe environment that focuses on whole-person wellbeing. The provider team contributes their combined experience and expertise to the common goal of helping young patients lead normal and healthy lives. They also remain actively involved in research to continually improve care, with over 150 manuscripts published in peer-reviewed journals and hundreds of presentations and lectures across five continents.

Pioneering Robotic and Minimally Invasive Surgery

The surgical team, under the directorship of Pablo Gomez, MD, is a world leader in minimally invasive and robotic surgery. It has collectively treated thousands of cases and pioneered procedures in minimally invasive surgery that were once thought impossible for children, including laparoscopic appendicovesicostomy and laparoscopic pyelolithotomy. We also hold a patent on a high-intensity focused ultrasound (HIFU) device for fetal surgery — a non-invasive alternative method of occlusion designed to help avoid complications.

Our physicians are pioneers in the field of robotic surgery. They were the first to perform robotic pyeloplasty in infants, nerve-sparing robotic extravesical re-implant of ureters for reflux and robotic uretero-ureterostomy.

Pediatric Kidney Stone Center

AdventHealth for Children has a comprehensive Pediatric Kidney Stone Center to properly address the unique needs of children with stone disease. The only program of its type in Central Florida, it is dedicated to the management and research of kidney stones in children. A multidisciplinary team of specialists provides the diagnostic acumen required to medically treat stone disease and perform intervention when surgery is needed. Children affected by stone disease are also offered support and education, clinical trial information and participation, dietary and medical management, and genetic counseling.

Voiding Dysfunction and Urodynamics Program

This comprehensive program is devoted to the treatment and management of children who have both day-time and night-time urinary incontinence. After an initial assessment of severity and type of wetting, a variety of non-invasive techniques, including behavioral modification and medical options, are offered to treat this common yet challenging problem.



*Pablo Gomez III, MD
Medical Director*

Weight and Wellness

Angela Fals, MD, FAAP, Medical Director



Angela Fals, MD, FAAP Medical Director, Ronald J. Manchester, Director of MissionFIT

A cornerstone of our mission is preventative health and wellness. Our team of specialists provides education, support and services to combat major pediatric health issues, such as obesity and diabetes.

Our highly trained pediatric weight-management team is comprised of doctors, specialists and other health care professionals who understand the sensitive nature of obesity and excessive weight. We use proven techniques and treatments delivered in a judgment-free environment to help patients lose weight and keep it off

while addressing any other related health issues.

Healthy Weight and Wellness Program

This program is designed to provide support to Central Florida families to help children with obesity establish healthy lifestyles. We provide children, teens and families information to make healthier food and lifestyle choices from birth to old age.

Our team of specialists includes an obesity medicine pediatrician, a child clinical health psychologist, a certified exercise physiologist and a registered dietitian. Together, they work with children and their families to learn how to eat healthier, stay active, exercise the mind as well as the body, understand emotions, better understand the body and build positive relationships with friends and family. They also keep families motivated as they work through the process of developing healthy lifestyles for life.

Mission Fit Possible

Want to help your children live an active, rewarding lifestyle? We have the tools to help parents, children, teachers and health care professionals turn health, nutrition and fitness into enjoyable, healthy habits. FIT approaches each aspect of physical and mental wellbeing, not only for children and teens, but also for the family unit when household support is needed to affect change.

Edible Education Experience at the Emeril Lagasse Foundation Kitchen House and Culinary Garden

What happens when you build a kitchen classroom right in the middle of the pole beans and broccoli? You get a crop of kids who not only know where their food comes from (because they planted it) but also how to cook delicious and nutritious meals.

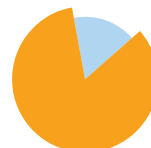
Founded by the Emeril Lagasse Foundation, this 3,000-square-foot Kitchen House & Culinary Garden is home to many programs and events for the Healthy Weight and Wellness Program and Mission FIT POSSIBLE. It is the first of its kind in the United States to be conceived of and built from the ground-up — specifically to give kids an edible education experience.



Healthy Weight and Wellness by the Numbers

Increased daily family physical activity

88%



Decreased sugar sweetened beverages

79%



Decreased frequency of eating out/fast food

84%



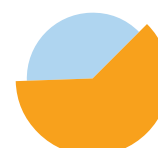
Reduced or maintained blood pressure levels

75%



Improved or maintained percent body fat

62%



Report improved quality of life

93%



Clinical Excellence

Letter from the Chief Medical Officer

Over the past decade, AdventHealth for Children has grown tremendously, burgeoning into a nationally known children's hospital. We now serve as a hub for the entire AdventHealth medical system and have formed a highly respected care network that extends throughout Central Florida. Our physician leadership model has been integral to this success, and some of our key initiatives have included:

- Expanding our network of care by attracting some of the best and brightest pediatric specialists in the country
- Enhancing communication and coordination across specialties to more strongly integrate our teams and take a true multidisciplinary approach that improves the care we provide to our patients
- Standardizing the high level of care provided throughout our system by identifying and implementing decision trees, best practices and evidence-based treatment plans for conditions like asthma and diabetes, both on an inpatient and outpatient level Incorporating technology that fosters information sharing throughout our care network locally and across the country, including enhanced virtual conferencing and more sophisticated electronic medical records
- Implementing enhanced safety training through development of our Safety Academy that is led by nationally recognized safety experts
- Establishing quality standards and metrics to ensure we are providing high-value, cost-effective care to the patients and families we serve
- Fostering continual quality improvement by providing our team an ongoing open forum to share new ideas and concerns
- Growing our residency program which provides our team a continual influx of fresh ideas and perspectives
- Extending our outreach to affiliate hospitals in neighboring communities

Of course, 2020 provided us with a new, unprecedented challenge — COVID 19. We quickly formed a multidisciplinary team, affectionately called the “COVID Busters,” that meets as often as needed to discuss challenges, review the rapidly evolving research and information, and develop solutions to promote our patients’ health and safety. This group of 20-30 pediatric physician and medical professional leaders has assembled a battery of evidence-based treatment plans that were all verified by a scientific committee prior to implementation, and we continually improve our protocols and strategies as we learn more about this new disease.

Moving forward, our vision is to set the national pediatric standard of care for the entire AdventHealth system by continuing our culture of mutual respect and our multi-disciplinary approach to improve outcomes, reduce costs, increase patient satisfaction and enhance the overall patient experience.



Michael Keating, MD

*Chief Medical Officer
AdventHealth for Children*

Letter from the Chief Nursing Officer

At AdventHealth for Children, patients and parents trust our nurses to deliver whole-person care to them and their precious children. From the care provided in our urgent cares, emergency rooms and specialty clinics to inpatient units and NICUs, our nurses serve patients and families with expertise and compassion.

As professional nurses, we combine advanced technologies and clinical expertise to deliver leading-edge care and improve the health of children and women across the state. Our nurses are committed to excellence, dedicated to family-centered care and embody our mission — to Extend the Healing Ministry of Christ.

I am proud to work alongside this award-winning, Magnet®-recognized nursing team. AdventHealth for Children achieved Magnet® recognition in 2011 and 2016, which is the highest national honor an organization can receive for nursing. We started pursuing Magnet Recognition® in 2008 and were recognized for the first time in 2011. AdventHealth for Children has since achieved this gold standard for nursing excellence a second time in 2016 and is working towards their third.

Only seven percent of the nation's hospitals have received this recognition, which provides benefits including:

- Highest standard of care for patients due to evidence-based practices and excellent clinical outcomes
- Lower risk of 30-day mortality and lower failure-to-rescue rates
- Excellent job satisfaction among nurses due to inter-professional collaboration, research and involvement in decision making at all levels of the organization

We know that happy nurses make healthier patients, and we are committed to providing the highest quality patient care for years to come.

We are also proud of our Neonatal Intensive Care team that has been recognized by *U.S. News & World Report* as the Best Children's Hospital for newborn care in Florida.

AdventHealth for Children team members demonstrate a culture of patient safety, staff satisfaction and quality outcomes that are benchmarked nationally. Practice is based on professional standards and the best evidence. This culture is sustained by a staff that works together, collaborates as professionals and provides comprehensive care that supports our patients and families. It is my privilege to partner with this amazing group of nurses, and I invite you to learn more about our team, services, research and programs that add up to exceptional care of families in our community and beyond.



Lisa Bowman,
MSN, RN, NEA-BC

Chief Nursing Officer
AdventHealth for Children
AdventHealth for Women



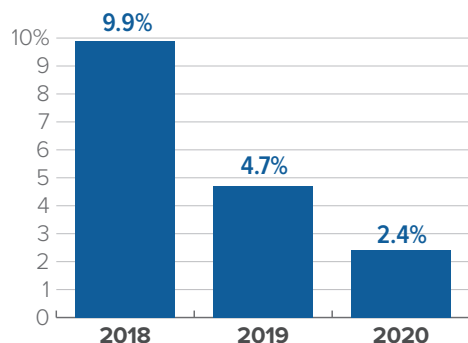
Care Transformation

AdventHealth for Children's multidisciplinary approach combines our team members' expertise and skills to transform patient care by improving coordination, streamlining treatment pathways and reducing duplication. This collaboration eliminates silos, enhances patient care and reduces costs.

For example, our pediatric emergency medicine, radiology and surgery teams have worked together to identify the best approach to diagnosing our patients with appendix issues.

Through their collective work, they have moved away from radiation-intensive diagnostics, determining that ultrasound works just as well for these patients while saving time, expense and unnecessary radiation exposure. In fact, many of the lessons we've learned and best practices we've identified are enhancing adult medicine care as well!

Decreasing radiation exposure and cost for appendicitis diagnosis



*Percent of children with appendicitis who underwent CT Scan for diagnosis

Physician Catalyst

We know that physician satisfaction and well-being has a direct correlation to good patient care. Simply put, happier physicians result in happier patients. Building off the success of our PLD (professional learning and development) leadership course that began about seven years ago, we recently established our Physician Catalyst program.

This effort is driven by an internal group of physician leaders and is designed to grow the future leaders of our organization and strengthen the patient experience. These physician leaders work together to stimulate engagement among their fellow physicians through an enhanced, mission-driven physician orientation process, ongoing education on mission standards, and other internal leadership opportunities.

Annual Surveys

National Database of Nursing Quality Indicators™ (NDNQI)

The National Database of Nursing Quality Indicators™ (NDNQI®) is the only national nursing database that provides quarterly and annual reporting of structure, process and outcome indicators to evaluate nursing care at the unit level. More than 2,000 U.S. hospitals and 98 percent of Magnet® recognized facilities participate in the NDNQI Program to measure nursing quality, improve nurse satisfaction, strengthen the nursing work environment and assess staffing levels. With powerful unit-level data, NDNQI enables action-planning and intervention for specific units needing improvement. NDNQI helps hospitals achieve the highest levels of nursing performance by tracking progress and meeting data requirements for the Magnet Recognition Program®.

Safety Survey

The Safety, Communication, and Operational Reliability (SCOR) Survey, referred to as the Safety Survey, helps to assess the safety culture of the hospital. The integrated survey also measures teamwork climate, safety climate and a variety of other scientifically related factors. All employees involved directly in patient care are asked to spend a few minutes to take the annual safety survey, as feedback is essential to improvement.

The Safety Survey is taken annually by all staff who care for patients during the third quarter. The AdventHealth for Children Quality and Safety team debriefs results with staff in all work settings, and action plans are developed to improve quality and safety for our patients, team and environment.

Employee Survey

Occurring three times annually, the Glint YourVoice employee survey measures how satisfied an employee is with his/her workplace. Engaged employees are those who are involved, enthusiastic about and committed to their work and workplace. Workers are engaged based on their responses to key workplace elements. When you're engaged, your relationships are stronger, your happiness levels rise, you accomplish more and you have the power to achieve your most difficult goals.

The Glint YourVoice employee survey is given to all staff. The leadership team shares the results with staff, and action plans for areas of improvement are created to improve the overall engagement of the team.

Shared Leadership Model

Shared leadership provides a mechanism by which all disciplines have a voice in decision-making throughout the organization to meet the strategic innovation agenda. Our shared leadership model provides a structure for clear enterprise-wide communication at all levels of practice.

Shared Leadership Structure

- Unit Practice Councils address issues unique to their patient population, operations or personnel.
- Coordinating Council integrates and monitors the activities of the councils and if necessary mediates unresolved issues within or between councils.
- Family Advisory Council empowers families and gives them a voice in the decisions that affect patient care and family experiences.
- Magnet and Professional Growth Council promotes a practice environment that supports and enhances professional achievements and role development and optimizes recruitment and retention.

- Quality and Practice Council oversees the development, implementation and evaluation of practice standards and guidelines, as well as coordinates quality-improvement activities across patient care services.
- Research and Innovations Council is responsible for decision-making, coordinating and promoting research and the use of evidence-based practice to assure excellent practice care. This council is also responsible for the evaluation of products new to the organization to ensure they are evidence-based and improve clinical care.
- Education and Informatics Council promotes clinical competency and professional growth through assessment and evaluation of educational needs and collaborates with all disciplines about informatics functionality and workflow.

Professional Practice Model (PPM)

The AdventHealth for Children Professional Practice Model (PPM) is how all professionals practice, collaborate, communicate and develop professionally to provide the highest quality care to those served by our organization. It aligns with our mission, vision and values as a campus.

Care Delivery System

Patient and family centered care is not only a component of our PPM, but is our care delivery system as well. Our goal is to deliver quality and safe care to our patients and their families through a collaborative partnership that builds trusting relationships. We seek to identify and meet our patients' and families' emotional, physical, social, spiritual and developmental needs. We listen to and honor our patients' and families' perspectives and choices, while acknowledging their values, beliefs and culture. We educate, communicate and share complete and unbiased information in ways they can understand so they can make decisions regarding their child's health care. We encourage and support their participation in care delivery and decision-making.

Quality and Safety

AdventHealth for Children strives to be a leading children's health network and is committed to providing a safe environment with consistent processes to our patients, visitors and staff. We ask ourselves what is best for the patient – every time. We understand that safety is everyone's responsibility.

Quality

AdventHealth defines quality as care that is STEEPE: Safe, Timely, Effective, Efficient, Patient-centered and Equitable.

DNV-GL Healthcare, AdventHealth's accrediting body, follows the Centers for Medicare and Medicaid Services' regulations and ISO 9001 Quality Management practices.

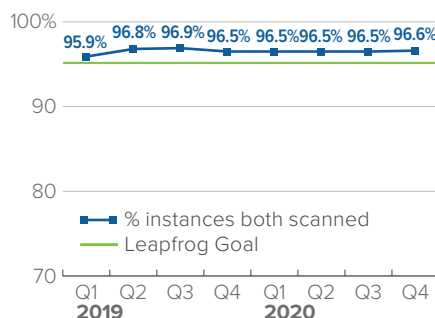
Culture of Safety

- **ISO 9001:** ISO 9001 is an international standard by which organizations manage the quality, business, and compliance of the organization. ISO 9001 was developed through the International Organization for Standardization.
- **Just Culture:** AdventHealth for Children endorses a just culture, a non-punitive approach to errors, with accountability for actions. A just culture focuses on identifying and addressing system issues that lead individuals to engage in unsafe behaviors, while maintaining individual accountability and establishing a zero-tolerance policy for reckless behavior. The focus in a just culture is on learning and improving, not blaming.
- **Quality Improvement:** AdventHealth for Children is committed to continuous quality improvement. Continuous improvement can be anything from streamlining your daily work by organizing your medication or supply rooms to reducing falls or infections on your unit.

AdventHealth for Children, through its strategic planning process, establishes measurable quality objectives and evaluates those objectives with scorecards and ongoing management reviews. This triad of outcomes, process and structure allow our organization to meet or exceed requirements and continually improve the effectiveness of our management systems.

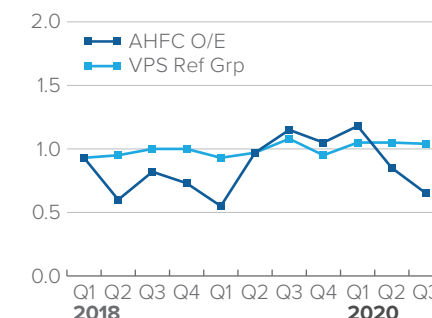
Bar Code Medication Administration

AHFC BCMA Compliance



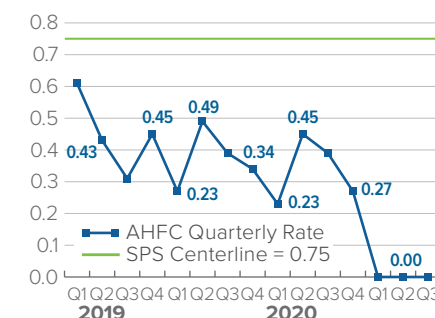
AHFC PICU: Standardized Mortality Ratio

PICU SMR - PRISM 3



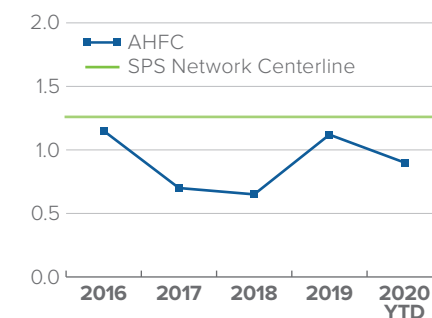
Unplanned Extubations

AHFC Unplanned Extubation Rate



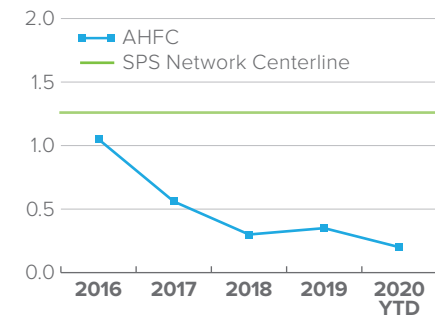
Central Line Associated Blood Stream Infection

AHFC CLABSI Rates



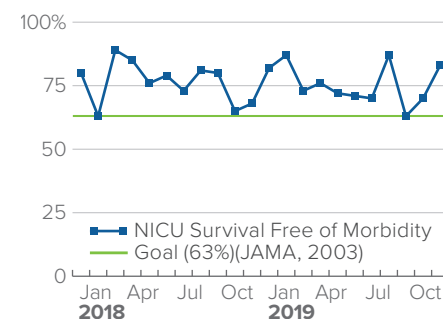
NICU Central Line Associated Blood Stream Infection

AHFC CLABSI Rates



NICU Survival

AHFC NICU VLBW Survival Free of Morbidity



VLBW Morbidities

BPD Bronchopulmonary Dysplasia
IVH Intraventricular Hemorrhage
NEC Necrotizing Enterocolitis
ROP Retinopathy of Prematurity

Experience Excellence

Disney Children's Hospital Program

Being in the hospital can be a scary time for a child. But it may not be as intimidating if you get a pep talk from your favorite Disney character, don a themed hospital gown, and gaze with wonder as stories come to life along your hospital journey. These magical experiences are now possibilities for patients at AdventHealth for Children, as the first hospital in Central Florida to debut spaces and elements transformed by The Disney Children's Hospitals Program.

AdventHealth and Disney have worked together for many years. When the Walt Disney Pavilion at AdventHealth for Children opened in 2011, it was the first of its kind, with an interactive lobby and themed patient floors featuring beloved Disney films. The immersive concept was part of Disney's long tradition of delivering joy and comfort to children facing serious illness. In 2020, the Disney team returned to AdventHealth for Children to expand on this commitment and debut all new experiences.



The Disney Children's Hospitals Program elements expand to several areas, including the emergency department, patient rooms and in frequently used areas such as imaging. These additions include:

- Murals around the hospital, which feature a variety of Disney characters that come to life in stories and games that can be accessed via the Disney Team of Heroes app on mobile devices.
- Magic Windows provide mesmerizing views into the worlds of beloved Disney stories.
- Magic Art digital screens spark to life with favorite characters who deliver inspirational messages.
- Themed Care Packages and Hospital Gowns featuring favorite characters give patients a sense of the familiar, so their hospital stays are less intimidating.
- Disney first-run movies, available in-room and in themed Mobile Movie Theater in the hospital, and complimentary access to Disney Channel, Disney Junior, and Disney XD shows on the DisneyNOW app help loneliness during hospital stays. The Star Wars Play Space in the emergency waiting area is the first of its kind in the nation.
- Training through Disney Institute, designed to equip staff and leaders with new ways to enhance their interactions with patients and families, and special Hospital Badges available in dozens of characters, giving caregivers a fun way to express themselves and share their favorite characters with their patients. Continuing participation in the Disney Toy Delivery program, which brings hundreds of toys, books and games to patients every year.

Disney's initiative to reimagine the children's hospital experience is part of the company's community outreach and philanthropy efforts. It is being facilitated at AdventHealth for Children through a Disney grant to the AdventHealth Foundation Central Florida.



Atraumatic Care Philosophy

Atraumatic care is defined as: “the provision of therapeutic care in settings, by personnel, and through the use of interventions that eliminates or minimizes the psychological and physical distress experienced by children and their families in the health care system.” (Wong, 1989)

AdventHealth is committed to standards of practice that help to reduce the stress, fear and anxiety often experienced by patients and their families during a health care encounter.

Primary components to providing atraumatic care include:

- Minimizing and controlling pain
- Promoting parental/caregiver involvement
- Avoiding the use of negative restraints/holds
- Utilizing atraumatic medications/techniques
- Promoting a sense of control
- Slowing down (purpose versus task)

By implementing techniques that reduce fear, stress and anxiety, we are minimizing/eliminating the risk of emotional upset. A primary focus is to not cause harm: physical or emotional. It is important to recognize that not causing emotional harm is equally as important as not causing physical harm.

Having parents/caregivers actively engaged in their children’s care is a key step toward helping children feel emotionally safe. Whether it is helping a new mom change a diaper, providing affection to a baby during an IV placement or positively holding a child during a breathing treatment, informing parents/caregivers about what they can do to help support their child makes for a much better experience.

Positively supporting patients and avoiding the use of negative restraints or techniques helps to significantly decrease stress and anxiety. If a patient is unable to hold still and the procedure cannot be done safely, the use of sedation may be necessary.

Earning the trust of our patients and their families is imperative to promoting atraumatic care. Slowing down when necessary and focusing on the purpose versus the task helps families to see and feel the compassionate care we strive to provide.

Utilizing atraumatic medications, such as Sucrose, Pain Ease spray, EMLA and Buzzy, in addition to distraction techniques such as bubbles and iPads, helps to reduce pain and aid in increasing patient/family coping.

S.T.A.R. (Sensory, Tactile, Auditory Rockstars)

The STAR Program was implemented in 2017 to improve the overall approach to caring for patients with autism, developmental delays, and other special needs. The program includes an individualized plan of care for each STAR patient; specialized sensory equipment and resources; and approaches to care designed to minimize escalating behaviors. Based on surveys, staff feel more skilled and safe working with STAR patients, and the program has helped to reduce the number of psych techs and sitters needed.

When a family comes to AdventHealth for Children, we want them to know they will receive the best care possible, and that we will do everything we can to minimize pain and to promote a positive experience.



Patient- and Family-centered Care

Whole-family care is a quality-improvement model that brings patients and families into the planning, delivery and evaluation of health care.

The philosophy is founded on the understanding that the family plays a vital role in ensuring the health and well-being of patients of all ages. With patient and family-centered care, patients and their families define their family and determine how they will participate in care and decision-making. The four principles of whole-family care are dignity and respect, information sharing, participation and collaboration.

Dignity and Respect

Health care providers listen to and honor patient and family perspectives and choices. Patient and family knowledge, values, beliefs and cultural backgrounds are incorporated into care planning and decision-making.

Information Sharing

Health care providers communicate and share complete and unbiased information with patients and families in ways that are affirming and useful. Patients and families receive timely, complete, accurate information in order to effectively participate in care and decision-making.

Participation

Patients and families are encouraged and supported in participating in care and decision-making at the level they choose. One important way they can do this is by participating in Multidisciplinary Family-Centered Rounding each weekday morning. AdventHealth has also transitioned to Nurse Bedside Shift Report to help parents be considered partners on the medical team.

Collaboration

Patients, families and providers collaborate on policy and program development, implementation and assessment, health care facility design and professional education, as well as the delivery of care.

AdventHealth is on a continuous journey to fully embrace patient- and family-centered care. The focus is on impact and redesigning processes that are meaningful to patients and families. It is not just being nice, adding activities or providing space for families. It is embracing patients and families as our partners in health care.

Family Advisory Council

The Family Advisory Council is a group of parents, hospital staff and hospital administrators who collaborate to make the hospital a better place for children and families.

At AdventHealth for Children, the Family Advisory Council empowers families and gives them a voice in the decisions that affect patient care and family experiences. Parents and family members provide valuable insight and help us make the hospital experience better.

They can share both positive and negative experiences in a constructive manner. The Council meets the second Monday of every month at 6:00 p.m. AdventHealth for Children also offers an online component of Family Advisory Council called e-Council for those who cannot make the trip for monthly meetings.

Teen Advisory Council

The Teen Advisory Council is a team of current and previous patients and community teens who help improve the hospital experience for future patients. They meet once a month and provide perspective to help AdventHealth for Children improve and deliver care in a way that meets the needs of our patients.



The Family Advisory Council has enacted

98 new initiatives
to improve patient experience since 2010.

Child Life Specialists: Play With Purpose

Play is an essential part of a child's health and recovery. Specially trained certified child life specialists combine education and play to ensure that emotional and psychosocial needs are being met. The Child Life team utilizes child development theory to individualize care, acclimating pediatric patients to their surroundings and explaining procedures and therapies in understandable terms.

Music, Yoga and Pet Therapies

Research shows that music therapy can help patients heal and reduce the length of their hospital stay. Our board-certified music therapists use songwriting, improvisation, active music-making and more to address a wide range of needs — from non-pharmacological pain and sedation management to distraction and relaxation techniques, neurological development, sensory stimulation and rehabilitation (fine/gross motor movement and speech).

Our yoga and pet therapy programs help patients relax and cope with their condition. Our volunteer, certified therapy animals are specially trained to interact with children.



Pastoral Care

We are proud to be a faith-based hospital and are focused on our mission of extending the healing ministry of Christ to our patients, their families and our community. Pastoral care is available 24 hours a day, seven days a week to anyone in need of spiritual or emotional support. We have two chapels on the Orlando campus which are open to all faiths.

Robots

A grant from Champions for Children from AdventHealth Foundation Central Florida brought Ohmni robots into the halls of AdventHealth for Children.

With many pediatric patients, such as Kayla, pictured below, confined to their hospital bed, these robots give our patients the opportunity to experience the world outside of their hospital room. It also provides a sense of comfort and socialization they otherwise wouldn't have.

In the future, these robots will be brought outside of the hospital to help allow patients to enjoy a change of scenery through visiting theme parks, sporting events and more.

\$10,000
was raised to
purchase
4 robots



"We can use the technology of the robots to help facilitate those interactions, the robot can go into a room of an adult and interact with their children at home,"

— AdventHealth
Child Life Manager
Chantelle Bennett



Ronald McDonald House

Many families travel far from home and spend several weeks or months to get treatment for their child at AdventHealth for Children. For children facing a serious medical crisis, nothing is scarier than not having mom and dad close by for love and support. A Ronald McDonald House provides a place for families to call home, so they can stay close by their hospitalized child at little to no cost.

The Houses are built on the simple idea that nothing else should matter when a family is focused on the health of their child—not where they can afford to stay, where they will get their next meal or where they will lay their head at night to rest.

The sunny yellow, three-story House is a short walk to the hospital, located on land donated by AdventHealth for Children.

The House is a “home-away-from-home” for the families who stay here. There are 22 bedrooms with private bathrooms, a kitchen and dining area, laundry room, playroom and living room.

Ronald McDonald House also provides the following services that allow families to focus on their child’s healing process:

- Transportation to and from the hospital when needed
- Lunch and dinner provided by community volunteers when possible
- Access to a community pantry and refrigerator with donated food
- Access to Ronald’s Treasure Room, with household items and small gifts



Communication and Connection

Leader Rounding

Nurse leaders regularly round on employees. These conversations give staff the opportunity to speak one-on-one with leadership on topics including day to day operations, unit activities and areas of improvement.

Connection Central

Staff participate in unit-based huddles to hear unit-, campus- and system-level updates for the week, such as operational changes, leadership updates, CREATION Health and mission moments..

From the CEO

From the CEO is a weekly newsletter sent out by Dr. Rajan Wadhawan to provide quick updates on initiatives, events and other relevant news.

Unit and Department Forum

All staff are encouraged to attend unit-based forums to interact and provide suggestions and feedback to leadership. Every team member has an opportunity to provide input on every level.

Unit Leadership Council

Unit leadership meets monthly to review metrics, overall unit performance and discuss new initiatives and typically consists of managers and physician leaders.

Town Halls

Town hall meetings occur about three times per year and are offered on several dates and times, to ensure all shifts are able to enjoy the event. This is a great opportunity to hear from campus and regional leadership.

Annual Clinical Summit

The Annual Clinical Summit is a special day of inspiration and recognition. This is a time to educate the team and recognize the accomplishments of staff in all areas.

Schwartz Rounds

Schwartz rounds occur monthly and are a forum for clinical and non-clinical staff from all backgrounds and levels. The purpose is to explore the impact that an employee's job has on his/her feelings and emotions.

During Schwartz rounds, a patient-care story is shared by the patient's care team, followed by an open discussion that explores the issues that have arisen. It is not about problem-solving, but rather is a dedicated time for reflection and a safe place to voice feelings not often shared, such as frustration, anger, guilt, sadness, joy, gratitude and pride.

Debriefing

The term "debriefing" refers to conversational sessions that revolve around the sharing and examining of information after a specific event has taken place.

Mission Integrated Peer Review Process

AdventHealth's mission is to extend the healing ministry of Christ to the people and communities that we serve. The Mission Integration Peer Review (MIPR) is an evaluation process to ensure the fulfillment of this mission in everything we do.

It is designed to:

- Assess how mission (what I say I do) is congruent and helps drive operation, metrics and outcomes (what I do)
- Promote energy and creativity in the accomplishment of mission
- Generate dialogue and cross-fertilization on mission processes and initiatives
- Help move mission evaluation from programmatic and episodic to process-based in order to create an organic mission culture

The purpose of MIPR is to ensure that AdventHealth for Children is delivering mission in five key areas:

- **Leadership and Strategy:** Mission-centered leadership is essential for our organization. Every leader is a spiritual leader creating and nurturing our mission culture.
- **Team:** We view our workforce as a family. Core to our mission is the care of our employees as whole persons (body, mind, spirit), providing a work environment where they can find meaning and purpose in what they do each day.
- **Patient Experience:** A direct expression of our promise to extend the healing ministry of Christ. We care about our patients' experiences, perspectives and feedback. Every patient care interaction provides us the opportunity to listen to our patients and families.
- **Community:** We are a resource of health and healing for our community. Our goal is not only to manage disease for individuals, but also to help create health.
- **Environment:** We seek to surround our patients and employees with a healing environment, believing in the power of architecture and symbolism to convey spiritual truth. Environment can uplift our spirits and promote healing.

Ethics, Resiliency and Moral Distress

Health care ethics are the moral principles that guide our behavior toward our patients, their families and each other. Our individual resiliency allows us to adapt to difficult clinical situations and avoid moral distress.

There are four main principles used in the analysis of difficult situations, and there are different ways to evaluate situations. Recently, narrative ethics (more simply, telling our stories) is the way we explore ethical conflicts. The principles we use inside these stories are listed below.

- **Non-maleficence** means quite simply to do no harm. When this principle comes up in the clinical setting, it can be anything from protecting the privacy of patients to withholding a treatment because it would likely cause more harm than any possible benefit.
- **Beneficence** means to do good or to remove harm and is the reason most of us choose our professions.
- **Respect for autonomy** means that we respect the right of patients and families to decide what is in the best interest of the patient, even when our experiences and views differ from theirs.
- **Justice** is the fair distribution of goods and burdens across our society. It is often considered when setting health policies or looking at issues of community health. It is not commonly used inside the hospital because we rarely experience a scarcity of resources.

The Women's and Children's Ethics and Compassion Council (WCECC) is available to provide case consultations when family and team meetings have failed to get everyone "on the same page" regarding the goals of care. Just click the Departments tab on Insite, select AdventHealth for Children, and click on Ethics.

Members of WCECC meet monthly over lunch to provide education and discuss cases from the previous month. Half of the meeting is dedicated to learning ways to be more compassionate to ourselves, our families and each other. Anyone can attend. Consultations are never a substitution for medical judgment and parental decisions, but they can help work through some of the moral distress that occurs when situations escalate.

Moral distress is almost certain to occur to most people who work in a hospital—especially a children's hospital. Resiliency is the ability to identify the early signs in ourselves and our teams so that we can offer help. Moral distress has some predictable triggers that we can look for in one another, such as:

- A sudden shift in clinical care from curative to comfort care
- Feeling left out of the decision-making process
- Workplace issues, such as tight staffing or bullying
- Lack of personal clarity of your own values and triggers
- Lack of freedom to keep promises or tell the truth to families
- Unclear institutional processes for conflict resolution (ethics committees can help)
- Growing too close to patients and their families

Community Care

Letter from the Children's Foundation Board Chair

As we mark the ten year anniversary of AdventHealth for Children and our beloved Walt Disney Pavilion, I am reminded of the incredible journey that has brought us here today. From once being a few floors in a very large adult hospital, we are now a bright, incredible, and nationally ranked hospital devoted completely to the health and healing of children.

From the early days, where our dedicated core team of doctors helped us envision what our children's hospital should be to our dear friends and partners at Disney who challenged us to "dream bigger," this hospital took shape in such a powerful way. We have always placed our children and families at the center of our vision, and they remain there to this day, pushing us to do more and deliver the best medicine and science can offer -always hand in hand with caring for our children, mind body and spirit.

It has been my honor to watch this journey from the beginning, and it is with pride and heartfelt gratitude that I would like to say THANK YOU to our doctors, staff, community, donors, and supporters. May AdventHealth for Children continue to bless families and care for children from Florida and across the nation for many years to come!



Brea Weiss

*Board Chair,
Walt Disney Pavilion
AdventHealth for Children*

2020 Children's Foundation Board Members

- Brea Weiss, Chair
- Peter Williams, Vice-Chair
- Janell Scott, Treasurer
- Rajia Ackley
- Rita Adler
- Dick Batchelor
- Ross Breunig
- John and Kimberly Ehrhard
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- Linda L. Gonzalez
- Chick and Lisa Gregg
- Jessica Kendrick
- Heather McCandless
- Eydie MacInnis
- Thomas Rascoe
- Wyatt Scott
- Russell Slappey
- Linnae Williams

Foundation Community Impact

AdventHealth Foundation Central Florida, provides hope, healing and an array of resources to patients, families and providers. Generosity has been part of our legacy since we were founded in 1908. Donors throughout our community have helped shape healthcare in Central Florida and advanced treatment to millions of people across the globe.

As a nonprofit healthcare organization, AdventHealth relies on philanthropy to ensure our clinical team has ample resources available to provide the very best medical care for our patients.

The Foundation team works with individuals, families, foundations and corporations to advance the hospital's patient care, research, medical training and community health initiatives.

Since 2010, our community has raised over \$59 million for our children's hospital. Philanthropic support provides important services not covered by insurance, but that are essential to supporting our children and families during and after their care. These services include pet, art and music therapy, Child Life services, financial assistance, counseling, equipment and research.

Since 2010, our community has raised over **\$59 million** for our children's hospital.

Due to our community's ongoing support **\$4,124,585** fueled our hospital's highest priorities in 2019.

Due to our community's ongoing support \$4,124,585 fueled our hospital's highest priorities in 2019. These gifts and pledge commitments have been used to support innovative and comprehensive treatment/programs, assist uninsured and underserved patients and their families, improve Child Life therapies and expand our out-patient services.

Nearly 109,000 patients and families were served by AdventHealth and had access to the below mentioned programs throughout our network.

Nearly 109,000 patients and families were served by AdventHealth and had access to the below mentioned programs throughout our network.



Comprehensive Treatments and Programs

Over 782 patients

have been referred to our **Adler Family Coordinated Care for Kids Program** since its inception. Over 200 patients enrolled in 2019.

A total of 112 patients

have been transplanted at the **Kids Beating Cancer Pediatric Transplant Center**.

Over 5,100 patients

were seen in our **Pediatric Outpatient Procedure and Sedation Unit**. An average of 432 patients per month.

A total of 7 patients received a new liver

in partnership with the Children's Hospital of Pittsburgh & University of Pittsburgh Medical Center (UPMC).

The **Center for Child and Family Wellness** served 193 new patients, with a total of 1,945 patients enrolled in the program.

Mission: FIT Possible has served 22 schools, 1 after school programs, 10 youth organizations/summer programs.

A total of 33 locations and 2,877 students

throughout Orange, Osceola and Seminole counties.

Uninsured and Underserved Patient and Family Assistance

\$56,068,377

in unpaid costs to see low-income patients that public programs didn't cover

Close to **6,000 meal vouchers** were provided through our meal assistance programs

Over 1,000 care packages (post dental procedures) were distributed to patients and families

Over \$45,000 were distributed through our Patient Financial Assistance Program

Champions for Children

Jessica Kendrick, Chair

Champions for Children is an elite group of business professionals who strive to make a positive impact on kids and their parents — right here in Central Florida. With multiple social, professional and fundraising opportunities, giving back is easy and truly makes a difference. One hundred percent of the \$1,000 annual membership fee and all dollars raised throughout the year will benefit the following initiatives:



Child Life Program

Our Child Life Specialists are specially trained to engage children who are receiving care in the hospital. These professionals help create a calm and comfortable environment that will allow the child to put aside their fears, have fun and heal.

Patient Financial Assistance

Many families are forced to put their lives on hold when their child must spend time in the hospital. By helping cover basic needs — like gas, utilities and transportation — we're able to help families in Central Florida focus on what truly matters: helping their child get better.



West Lakes Early Learning Center

AdventHealth for Children, in partnership with the Bainum Family Foundation, Lift Orlando and Primrose Schools, spearheaded the creation of a high quality early-learning center in the communities of West Lakes which opened in 2020.

The West Lakes Early Learning Center offers early childhood education and onsite comprehensive health, wellness and social services for children ages six weeks to five years old, and their families. Located in the West Lakes community at 2122 Long Street in Orlando, it was designed to ignite children's imaginations and promote a lifelong love of learning. The center operates from 6:30 am to 6:30 pm, Monday through Friday.

According to new research published by the American Educational Research Association, access to early childhood education significantly reduces students' chances of being placed in special education or held back in school, and increases their prospects of graduating high school.



Enriching mind, body and spirit with AdventHealth for Children

Incorporating both AdventHealth's holistic, mind-body-spirit approach to children's development and the Primrose School's Balanced Learning® curriculum, the new West Lakes Early Learning Center features:

- Onsite health screenings to ensure children are meeting their developmental milestones
- Health and wellness programs
- Social support
- Purposeful play and teacher guidance to encourage curiosity, creativity, confidence and compassion
- Fresh fruit & vegetable garden with a farm-to-table approach to build healthy eating habits
- Parent interaction zones
- Advanced technology integration
- Early literacy outreach in the community



The AdventHealth CREATION Kids Philosophy

- C** Choice — Choose wisely.
- R** Rest — Get good sleep.
- E** Environment — Clean it up.
- A** Activity — Run and play.
- T** Trust — Trust God fully.
- I** Interpersonal Relationships — Enjoy others.
- O** Outlook — Think positive. Smile.
- N** Nutrition — Eat healthy foods.

The West Lakes Early Learning Center offers a Florida VPK program, will participate in 4C programs and is open to families of all incomes with tuition assistance provided to those in need.






A part of AdventHealth Orlando
407-303-KIDS (5437)

AdventHealthforChildren.com

 AdventHealth for Children

 @AdventHealthWomenandChildren