# CHILDREN'S HOSPITAL OF PITTSBURGH OF UPMC

### IN YOUR COMMUNITY

# CHILDREN'S HOSPITAL VITAL STATISTICS FISCAL YEAR 2010

#### **Operations:**

Licensed beds: 296

Admissions and observations: 18,054

Emergency Department visits: 71,722

Total surgeries: 24,583 Affiliated physicians: 563

#### Free and Reduced-Cost Care:

Charity care and shortfalls in government programs for the poor: \$31 million

# **Employment and Economic Impact:**

Hospital employment: 3,021

Economic impact of hospital: \$1 billion

Children's Hospital of Pittsburgh of UPMC is a unique resource providing compassion and medical excellence for the youngest, most vulnerable patients in the region. Since its founding in 1890, Children's Hospital has operated under one simple rule: No child should ever go without necessary care. The hospital's family-centered approach respects young patients and their families, while offering the most sophisticated care for children and adolescents.

#### **CARE WITHOUT CONDITIONS**

Children's Hospital is dedicated to delivering the care its patients need. The hospital has continued an extensive program of free and reduced-cost care, and offers numerous outreach programs to make care accessible to families across the area. These initiatives included:

- Dedicating \$31 million to uncompensated care. This included charity care costs and shortfalls in payments from government insurance programs for the poor.
- The hospital's Family Care Connection program funded in part by Allegheny County served 726 families and 1,551 children under 17 with general and specialized social services. Delivered in Braddock, Rankin, Wilkinsburg, Turtle Creek, Hilltop, and Lawrenceville, these services included home visits by nurses, child development and school readiness, parenting education, pre- and postnatal education by nurses, a fatherhood program, referrals to community resources, and community networking.
- Children's Hospital's community education programs, which served more than 21,000
  children and more than 19,000 adults at 452 talks, health fairs, and other events throughout
  the greater Pittsburgh Region. Discussion topics included pediatric health concerns, child
  development, parenting, injury prevention, and hospital services.

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## AN AVENUE OF "RIGHT-SIZED" DEVELOPMENT

An important component in the development of the new Children's Hospital campus has been a commitment to supporting the Lawrenceville renaissance. Over the past three years the median home price in central Lawrenceville has increased 64 percent, according to the Urban Redevelopment Authority of Pittsburgh. In addition, many local vendors have extended their hours to accommodate new business created by the presence of Children's employees. UPMC also has worked with city officials to upgrade traffic signs and lights at nearly a dozen intersections, to help the area handle traffic associated with the hospital.

• A new partnership with Shriners Hospitals for Children®-Erie to enhance orthopaedic care for children in the Erie area. Pediatric orthopaedic surgeons from Children's Hospital began treating children at the Shriners hospital, complementing the hospital's existing orthopaedic staff.

#### A HEALTHY DEVELOPMENT FOR THE REGION'S CHILDREN

In May of 2009 the new, \$625-million Children's Hospital and research campus in Pittsburgh's Lawrenceville neighborhood was completed. These new facilities have allowed UPMC to expand its investment in the health of the children of the Pittsburgh region and build on the \$54.2 million that Children's-affiliated researchers at the University of Pittsburgh and their collaborators have been awarded in research grants and contracts. The hospital is a model for sustainable development, and has become an economic engine for its surrounding communities. Children's Hospital is:

- Designed from the ground up to help children heal. Family-centered rooms include a
  home-like environment and comfortable space for parents to sleep. More than 30
  measures were taken during construction to make the building as quiet and restful as
  possible. Not surprisingly, in 2010, the hospital was named one of the "Top 20 Most
  Beautiful Hospitals in America" by Soliant Health.
- The first pediatric hospital in the United States to achieve a Stage 7 Award from HIMSS Analytics for achieving a virtually paperless patient record environment and the most comprehensive use of electronic medical records. Together with "computer on wheels" displays, this system has given Children's doctors new ways to keep family members informed and reassured about their children's treatment.
- Among only eight pediatric hospitals nationwide to be named a Leapfrog Top Hospital.
   Awarded by the independent Leapfrog Group, this designation reflects instituting computerized provider-order-entry systems shown to reduce medication errors; meeting stringent standards for complex, high-risk procedures; proper staffing of intensive-care-units; and achieving outcomes targets for select medical and surgical procedures.
- Leadership in Energy and Environmental Design (LEED)-certified. Children's Hospital
  was awarded this designation in Fiscal Year 2010, thanks to the use of recycled
  building materials, low-volatile-organic-compound paints and carpets, green roofing
  systems, water-efficient landscaping, water fixtures that reduce usage, and other
  environmental efforts.
- An economic generator for the region. The total economic impact of the new Children's Hospital construction project is estimated to be over \$700 million, with more than \$200 million of that amount to be generated in the City of Pittsburgh.
   Job generation since 2003 includes more than 4,000 direct construction-related jobs and an additional estimated 4,000 jobs created by the hospital's presence in the community.



## GETTING FAMILIES BACK ON THEIR FEET

The last two years have been a roller coaster for Melissa and Wayne Mahler and their four children. They both lost their jobs; she had surgery for cervical cancer; their second-oldest son, Ethan, never started talking.

"When my youngest, Rylee, started talking and Ethan would only say two or three words ... I started thinking ... something is wrong," Melissa Mahler says.

Ethan's Children's Hospital pediatrician recommended that the family visit Family Care Connection in Turtle Creek, one of six family support centers Children's Hospital runs throughout the region. Some families come in crisis; some to look for new parenting tools; and some parents come back, once their children are older, to help others. In the Mahlers' case, the family got help with a number of issues: It started with evaluation and treatment for Ethan's ADHD and possible autism. But it also continued, with help with securing jobless benefits, getting food, paying rent and utility bills — even advocacy in dealing with government programs.

The Mahlers are determined tomorrow will be better. She's studying to be a paralegal; he's traveling, trying to start a business. "I just don't want to be dependent on [Family Care Connection] for the rest of my life," she explains. "I want to move on so ... another family can take our spot."

