



Soaring to New Heights

2022 REPORT TO THE COMMUNITY



**Nicklaus Children's
Health System**

Where Your Child Matters Most



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MISSION:

To inspire hope and promote lifelong health by providing the best care to every child

VISION:

To CREATE a healthy future for every child

VALUES:

Collaboration
Responsibility
Empowerment
Advocacy
Transformation
Empathy



Dear Friends,

Years are measured by the events and accomplishments that take shape within their bounds. It gives me special pleasure to share that 2022 was without a doubt a banner year for Nicklaus Children's Health System, as we soared to new heights in fulfilling our commitment to the children and families of South Florida and beyond.

We were honored in 2022 to be ranked by *U.S. News & World Report* as a number one children's hospital in Florida, a recognition that shines a light on our clinical leadership and commitment to providing the best possible care to the region's children. As further testament to our national pediatric care standing, we were selected among the nation's top children's hospitals for quality and safety by the Leapfrog group.

What's more, we also received accolades from those who know us best, our employees. Based on staff surveys conducted nationally, *Newsweek* selected Nicklaus Children's among the nation's "Most Loved Workplaces," an honor that is a measure of the respect, care and appreciation we demonstrate for those who serve the region's children.

Nicklaus Children's also soared in achieving goals of our 2021-2023 strategic plan, with remarkable strides made in addressing the ambitious targets set forth for each of our organizational pillars: Amazing Patient Care, Operational Excellence, Building the Future and Focus on Us.

Highlights include expanding our clinical presence to new Florida communities, breaking ground for our new surgical tower slated to open in 2024, and soaring past our ambitious 2022 fundraising goals, thanks in large part to the generosity of Kenneth Griffin and his remarkable \$25 million donation. In addition, we launched a new community outreach initiative aimed at furthering our already substantial organizational impact in South Florida.

Our year of soaring to new heights would not have been possible without all who comprise our Nicklaus Children's family – physicians, clinical and support teams, donors and the patients and families who look to us for care and support. We thank each and every one for being the collective wind beneath our wings.

Sincerely,



A handwritten signature in black ink that reads "M Love". The signature is fluid and cursive.

Matthew A. Love
President and Chief Executive Officer,
Nicklaus Children's Health System

Amazing Patient Care



RANKED NUMBER 1 IN FLORIDA!

Nicklaus Children's Hospital soared in 2022 as results of the 2022-2023 *U.S. News & World Report* "Best Children's Hospitals" survey were unveiled. The hospital ranked number one in Florida (tied with two other hospitals), with five Nicklaus Children's specialty programs listed among the nation's best, including

- Cardiology and Heart Surgery
- Neonatology
- Neurology and Neurosurgery
- Orthopedics
- Pulmonology

"The top ranking is a win for the children and families of South Florida and beyond," said Matthew A. Love, President and CEO. "Our dedication to being the best springs from the commitment of our clinicians and support teams to ensuring we offer world-class care to those we are privileged to serve."

Nearly 200 hospitals participate in the annual survey. The methodology is based on clinical outcomes such as patient survival, infection rates and complications; the level and quality of hospital resources directly related to patient care such as staffing, technology and special services; delivery of healthcare programs that prevent infections and adherence to best practices; and expert opinion among pediatric specialists and subspecialists.





A RECORD YEAR OF SERVING CHILDREN

Nicklaus Children’s experienced its busiest year ever in meeting the urgent and emergent pediatric healthcare needs of the region. In 2022, the hospital was honored to provide care for the largest number of patient visits on record to its Emergency Department and Urgent Care Centers.



97K

Visits to the Emergency Department in 2022



223K

Visits to Nicklaus Urgent Care Centers in 2022

NICKLAUS CHILDREN’S BRINGS CARE CONVENIENCE TO NEW COMMUNITIES

East. West. North. South. Nicklaus Children’s Pediatric Specialists, the health system’s clinical group practice, in 2022 opened new care settings extending in all directions from Nicklaus Children’s Hospital near Coral Gables. Each of the locations offers a new level of pediatric care convenience for the neighboring communities.

Opening were Nicklaus Children’s Pediatric Specialists offices in Coral Reef to the south, as well as a northerly addition in Miami Beach. The two bring to 18 the total number of offices throughout South Florida that offer NCPS pediatric specialty consults.

To the west is a new affiliation with NCH North Naples Hospital, where Nicklaus Children’s Pediatric Specialists physicians provide care for children in the neonatal and pediatric intensive care units. (See more on page 14).

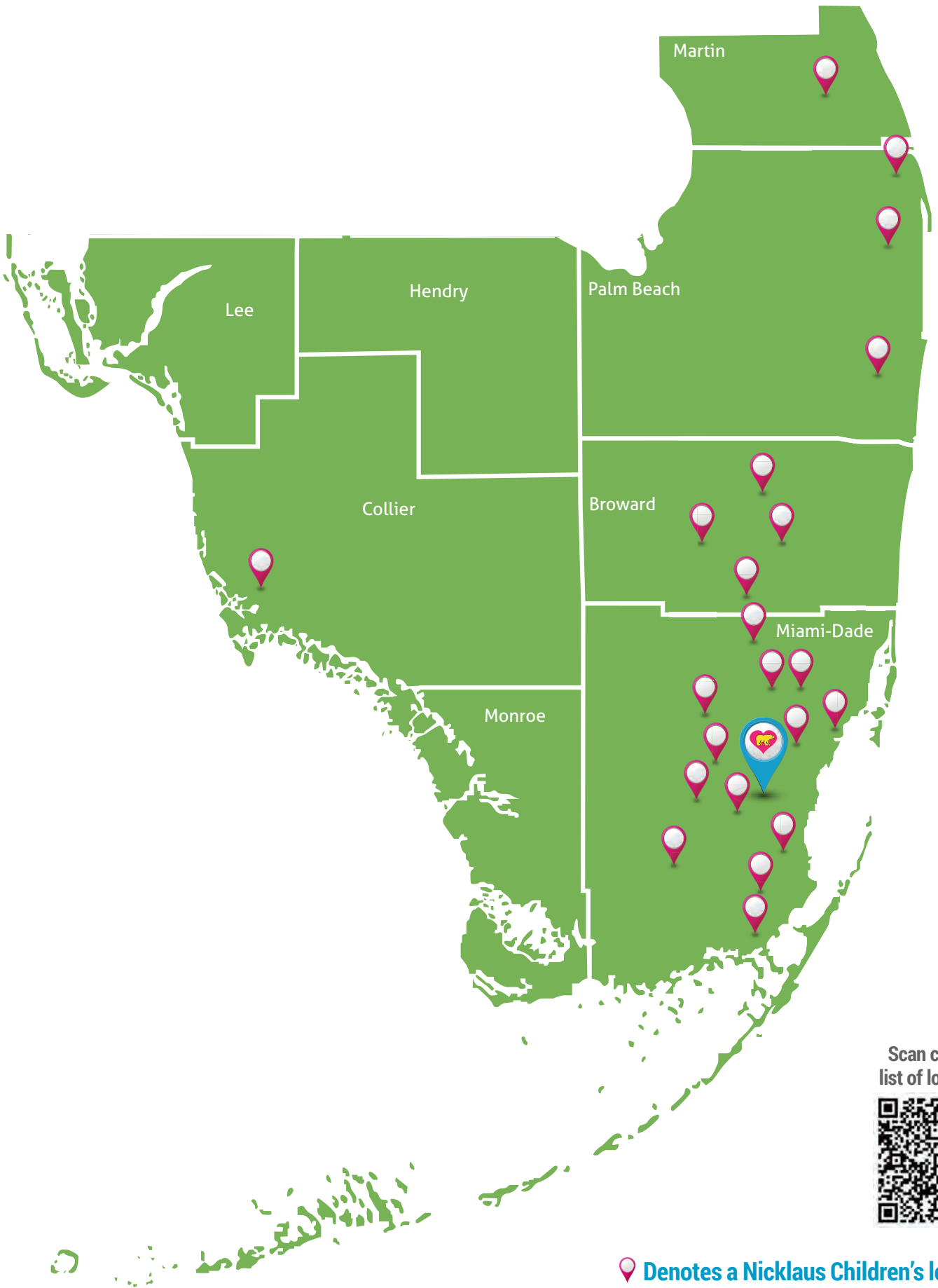
The Miami Beach office offers fetal and pediatric cardiology consults, while Coral Reef offers neurology consults.



307

NCPS physicians serving all locations





Scan code for
list of locations:



 **Denotes a Nicklaus Children's location.**
For specific information about our locations,
please visit nicklauschildrens.org/locations

HEART INSTITUTE: EASING ACCESS FOR ANXIOUS PARENTS TO BE

When prospective parents learn that their unborn baby may have a heart condition, they want hope and answers – and they want them fast. That was the impetus behind a new Nicklaus Children’s Heart Institute initiative, offering same- and next-day* fetal and pediatric cardiology services to expectant families. Services are offered at multiple locations including in Miami Beach, Boynton Beach, Palm Beach Gardens, Palm City, Coral Springs and more.

The program maintained surgical survival rates of 98 percent through 2022, well exceeding national pediatric congenital heart surgery benchmarks.

**Subject to insurance approval and authorization*



98%

Surgical survival rate
for the Heart Institute
(2018-2022)



BRAIN INSTITUTE: WELCOMING EIGHT (YES, EIGHT!) NEUROLOGISTS

Pediatric neurology is one of the region’s most in-demand services. Nicklaus Children’s Pediatric Specialists, the medical group practice of Nicklaus Children’s Health System, soared to new heights in 2022 with the onboarding of eight of the region’s leading private practice neurologists, to serve within the hospital’s renowned Brain Institute. Neurology consults are offered at the main campus as well as offices in Weston and Coral Reef. The clinicians will also continue to support inpatient care of children with medically resistant epilepsy, brain tumors, brain injuries, neuromuscular disorders and more at Nicklaus Children’s Hospital.

“Demand is very high for pediatric neurological services in our community and beyond,” said Matthew A. Love, President and CEO of Nicklaus Children’s Health System. “Nicklaus Children’s is committed to meeting the needs of the children and families of our region. We are grateful that so many leading pediatric neurologists are joining with us to fulfill this need.”



15

Neurologists and neurosurgeons serving
the Nicklaus Children’s Brain Institute

CANCER INSTITUTE: SOARING WITH EXCEPTIONAL CARE

Nicklaus Children's Cancer and Blood Disorders Institute is the largest provider of pediatric cancer care services in Florida, treating more than 200 newly diagnosed patients each year. The program maintains blood and marrow transplant survival rates that well exceed expectation and brain tumor five-year survival rates are 92 percent.

Contributing to the program's clinical leadership, it is engaged in more than 80 clinical oncology studies and is recognized as a full member of the prestigious Children's Oncology Group research consortium.



92%

Brain tumor five-year survival rate



80+

Clinical oncology studies in progress

ORTHOPEDIC INSTITUTE: THE LATEST TECHNOLOGY HELPS DRIVE SUCCESS

Nicklaus Children's institutes are committed to offering the latest technology to support patient care. For the Nicklaus Children's Orthopedic, Sports Health and Spine Institute in 2022, the latest acquisition is the EOSedge™, an imaging system that delivers high-quality, three-dimensional full-body images of patients in a standing position using low-dose radiation.

The institute has been using EOS imaging systems for its pediatric spine patients since 2013. Traditional EOS imaging services are offered at the hospital's spine clinic in Miramar and in Palm Beach County.



40K

Approximate number of outpatient visits hosted in 2022 by the Orthopedic, Sports Health and Spine Institute



How we Make an Impact

Each year, Nicklaus Children's institutes provide hope and care for thousands of children and families. Here's a few examples of lives made better in 2022 through the important work that we do.

Nicklaus Children's Hospital is the hospital where your child matters most.



Beckett

BECKETT BATTLES BACK FROM EPILEPSY

Beckett is an amazing "comeback kid" who is thriving after treatment for a complex seizure disorder known as bilateral epilepsy. The Tampa area 12-year-old is earning straight A's and has resumed appearances in local theater productions in 2022 after receiving care at the Comprehensive Epilepsy Center at Nicklaus Children's, home to some of the world's most innovative treatments for medically resistant seizures. The answer for Beckett was implantation of a responsive neurostimulator device. The device detects seizures activity and sends pulses that help the brain return to normal.

"We were so fortunate to find the help that Beckett needs. Our trips to Nicklaus Children's Hospital are always worth the journey. The experts there are amazing," said Beckett's mother, Kacy.

A HEARTFELT REUNION

In a happy moment of celebration for all involved, Javon, 18, was reunited in 2022 with his quick-thinking coach and the medical team who saved his life. The reunion at Nicklaus Children's celebrated Javon's recovery after he experienced sudden cardiac death during wrestling practice in 2021.

A coach used the school's portable external defibrillator to stabilize the boy's heart while paramedics were on the way. After lifesaving intervention and a procedure to correct a formerly hidden heart condition, Javon is thriving. **"I can't thank Nicklaus Children's enough,"** said Javon's mother, Shanetta. **"They went above and beyond to save my son's life. I'm forever grateful."**



Javon



Stephanie

A STAR GOALKEEPER STAYS IN THE GAME

It was a crushing blow for a star athlete. Stephanie, who had earned statewide accolades for her goalkeeping prowess was sidelined by a torn ligament in her shoulder. She worried that the injury would derail her soccer dreams. But within six months of her 2022 surgery with the Orthopedic, Spine and Sports Medicine Institute team, Stephanie was back in the game and making plans for a college soccer career. Go Stephanie!

GIANNA RINGS THE BELL TO CELEBRATE NO MORE CHEMO

It was not the sort of news a parent expects to hear. When Gianna, an active 5-year old, complained of leg pain in early 2022, her mother took her to their pediatrician to find the cause. Answers came fast. Within an hour of an X-ray, the child's family got the news that Gianna likely had cancer. She started treatment at the Cancer and Blood Disorders Institute at Nicklaus Children's, including surgery to remove cancerous bone tissue, surgical replacement of the child's knee with a metal prosthetic and chemotherapy. In December, Gianna rang the bell in the Cancer and Blood Disorders unit to celebrate her last chemotherapy treatment. While more orthopedic treatment and physical therapy lie ahead for Gianna, she and her family are moving forward with hope and courage.



Gianna

Your support helps children like Beckett, Javon, Stephanie and Gianna. To donate please visit give.nicklauschildrens.org



STAFFING PEDIATRIC INTENSIVE UNITS ON FLORIDA'S WEST COAST

Nicklaus Children's added NCH Health Care System in Collier County to its growing list of collaborators in 2022. NCH Health Care System selected Nicklaus Children's to provide pediatric and neonatal intensive care services at NCH North Naples Hospital. Physicians from Nicklaus Children's Pediatric Specialists are now staffing the units, providing expert pediatric care that enables area families to remain close to home when a child or newborn requires hospitalization. Other organizations that collaborate with Nicklaus Children's include Baptist Health South Florida and Jupiter Medical Center.



128

Miles between Nicklaus Children's Hospital intensive care units and the intensive care units at NCH North Naples Hospital

EVACUATING NEWBORNS IN HURRICANE IAN'S WAKE

After Hurricane Ian battered communities along Florida's west coast in 2022, Nicklaus Children's LifeFlight Critical Care Transport team flew into action, evacuating newborns from damaged hospitals and transporting them to Nicklaus Children's and other Florida hospitals in the hurricane's wake.

LifeFlight ground and air ambulances were summoned to transport 11 newborns from the storm-ravaged region. LifeFlight is uniquely prepared to transport critically ill newborns and children, with specialized equipment and staff that makes the service an invaluable community resource.



11

Children transported due to Hurricane Ian



4,527

Total patients transported by LifeFlight during 2022



WHERE CHILDREN CAN BE CHILDREN WHILE RECEIVING MEDICAL CARE

Weekday crafts and child-friendly activities in the lobby. Clown care and pet therapy visits. Toys to celebrate holidays, birthdays and care milestones during hospitalization. These are just a few Nicklaus Children's Hospital features that create a special care environment for children.

"We never forget for even a minute that we are a children's hospital," said Perry Ann Reed, Chief Operating Officer and Senior Vice President, Nicklaus Children's Health System and President, Nicklaus Children's Hospital. "With that specialization is a responsibility to ensure that children can be children while in clinical settings. Our doctors, nurses and other specialists provide care exclusively for children and have a deep understanding of their special medical and emotional needs. Together with our support teams, we do an amazing job of creating a child-friendly world within our walls."

A new initiative for 2022 involved prizes from the "Golden Tower" provided to children concluding a visit in the Emergency Department and urgent care centers. Nearly 24,000 of the prizes were distributed since the program launch in June of 2022.



10K

Patients engaged in bedside activities (pet therapy, Red Nose docs and other activities)



14K

Patients who participated in main campus patient engagement events



SOARING WITH A GROWING TEAM OF CLINICIANS

Nicklaus Children's continued to answer the need for more pediatric subspecialists to serve Florida's children. In 2022, Nicklaus Children's Pediatric Specialists, the hospital's clinical group practice, on-boarded 130 clinicians, representing a wide range of specialties. Those who joined the practice during the year include 15 anesthesiologists, eight neurologists, four cardiologists, three endocrinologists and 37 specialists to serve in the hospital's Emergency Department and network of Urgent Care Centers.



130

Clinicians on-boarded in 2022

KOSHER LOUNGE PROVIDES A WELCOMING SPACE

Nicklaus Children's is committed to offering comfort and convenience to every patient family. The Healing Hearts Kosher Lounge, which opened in 2022, provides a dedicated space for Jewish patients and families to maintain their kosher food practices during a hospital stay. The new space on the first floor of the hospital's Advanced Pediatric Care Pavilion (APCP) was dedicated in a special ribbon-cutting ceremony, thanks to a generous gift from the nonprofit organization, Healing Hearts.



IMPROVING LIVES AND CARE EXPERIENCE THROUGH VIRTUAL AND AUGMENTED REALITY

Artful distraction plays an important role in managing stress and anxiety for children in medical environments. Virtual reality – with its immersive qualities – is increasingly becoming an important tool in helping reduce children’s anxiety and perceptions of pain. Nicklaus Children’s in 2022 reached new heights in the use of augmented reality technology to support the children we serve.

BEAR (Better Experiences through Augmented Reality) Program: Children in a variety of settings, including pre- and post-operative care, are using virtual reality tools as pleasant distractions. The program is helping reduce anxiety and need for sedation in some medical imaging environments.

DRIVE (Driving Improvements through Virtual Reality Experience) Program: Driving can be an anxiety-inducing event for many people. Neurodiverse individuals, particularly those with autism, tend to experience heightened levels of apprehension when driving, especially when it’s time to take their driving exam. The DRIVE Program – a blend of virtual and hands-on driving experience – helps prepare atypical learners for a successful driving exam.



364

Children served through BEAR in 2022



10

Participants served by the DRIVE program to date



Operational Excellence

RESEARCH OFFERS HOPE FOR CHILDREN WITH SERIOUS ILLNESSES

When standard treatments are not effective for children with complex disorders, Nicklaus Children's Research Institute offers next-generation hope and healing for families from South Florida and around the globe.

Nicklaus Children's Research Institute is one of the largest providers of pediatric clinical research in Florida. In 2022, the institute participated in a wide range of studies to help assess potential treatments of tomorrow. In addition, the research institute in 2022 received full reaccreditation by the Association for the Accreditation of Human Research Protection Programs, Inc. (AAHRPP). The hospital is one of the few pediatric programs in the nation and the first in Florida to achieve this accreditation.

Highlights:

- **Project Baby Manatee:** Through 2022, 111 Nicklaus Children's intensive care unit patients received rapid whole genome sequencing, enabling a fast diagnosis for 46 percent and a change in clinical management for 44 percent. In addition, 33 children on a diagnostic odyssey received whole genome sequencing to end their search for a diagnosis.
- **Cancer Precision Medicine:** The hospital is collaborating with Florida International University on a study of ex-vivo (outside of the body) testing of cancers treatments. This approach makes possible testing of medications on a sample of a patient's cancerous tissue to determine which treatment will be most effective within the patient.



227

Research studies underway in 2022



111

Patients who participated in Project Baby Manatee since 2019





NICKLAUS INSTITUTES ATTAIN NEW HEIGHTS

Nicklaus Children's healthcare institutes were soaring in 2022, with two additional hospital programs achieving institute status during the year. Institutes embody the highest level of clinical achievement and leadership among medical specialty programs. Joining the institutes tier in 2022 were the Cancer and Blood Institute and the Orthopedic, Sports Health and Spine Surgery Institute. The two previously established hospital institutes are the Heart Institute and the Brain Institute.



100

Approximate number of
clinicians who are part of Nicklaus
Children's Hospital's four institutes



IMPROVING CARE ACCESS: 'YES, WE CAN SEE YOU NEXT WEEK!'

One of the most frustrating aspects of healthcare today is the frequent need to wait weeks and sometimes even months for an appointment with a medical specialist. Such waits are especially trying for parents seeking answers for a child.

Nicklaus Children's Pediatric Specialists, the employed clinical practice of Nicklaus Children's, made improving access for patients a top priority in 2022 and with amazing results.

A team of health system leaders worked together to create additional appointment slots, incorporate telehealth, and optimize use of physician assistants and advanced nurse practitioners to see more patients in a timely manner.

The result was nearly 5,000 more patients who were scheduled within seven days of their request.

"When a child can be seen by a specialist within seven days, it is an immensely gratifying experience for the family and for us. This is a win for everyone," said Dr. Chad Perlyn, President of NCPS.



23,233

Patients seen within seven days in 2022



4,729

The increase in patients seen within seven days in 2022 compared with 2021



SOARING IN QUALITY AND SAFETY

Nicklaus Children's Hospital was named a Top Children's Hospital nationally by The Leapfrog Group, a national watchdog organization that is a recognized standard-setter for healthcare safety and quality. Nicklaus Children's was one of only 12 hospitals nationwide recognized as Top Children's Hospitals for patient safety and quality.

The quality of patient care across many areas of hospital performance is considered in establishing the qualifications for the award, including infection rates, practices for safer surgery and the hospital's capacity to prevent medication errors.



12

Leapfrog Top Children's Hospitals (nationally)



**Building the Future
Forward. For Generations.**



BUILDING THE FUTURE OF PEDIATRIC SURGERY

With a turn of gold-painted shovels wielded by hospital patients and supporters, work began in 2022 on construction of Nicklaus Children's planned 127,000-square-foot surgical tower, slated for completion in 2024.

The October groundbreaking ceremony, attended by hospital namesakes Jack and Barbara Nicklaus and other luminaries, launched the next phase of the hospital's Master Facility Plan, a tower that will rise four stories above the hospital's Emergency Department, located at the center of the main campus near Coral Gables.

The surgical tower will be home to new state-of-the-art operating suites to replace existing operating rooms that are now 35 years old and lack the size and ceiling height necessary to accommodate fully the latest equipment, along with multidisciplinary surgical teams required for complex cases. Offerings will include augmented reality during surgery, virtual reality surgical planning and more. The new structure will also offer spacious and private pre- and post-surgical care spaces for the children and families we serve.



127K

Amount of square footage planned for tower



2024

Year when tower will be completed



Nicklaus Children's Hospital leaders, supporters, and patients break ground for the new state-of-the-art surgical tower.

Rendering of the new Nicklaus Children's Hospital Surgical Tower, slated for completion in 2024.





SOARING WITH A RECORD FUNDRAISING YEAR

Nicklaus Children's Hospital Foundation rocketed beyond its annual contribution goal to achieve yet another record-breaking fundraising performance in 2022. Funds raised exceeded \$43.8 million to serve the children and families of South Florida.

"Nicklaus Children's Hospital is able to meet the needs of children thanks to a generous community that truly understands the importance of having a top children's hospital to provide care for the region's children," said Matthew A. Love, President and CEO.

Highlights include:

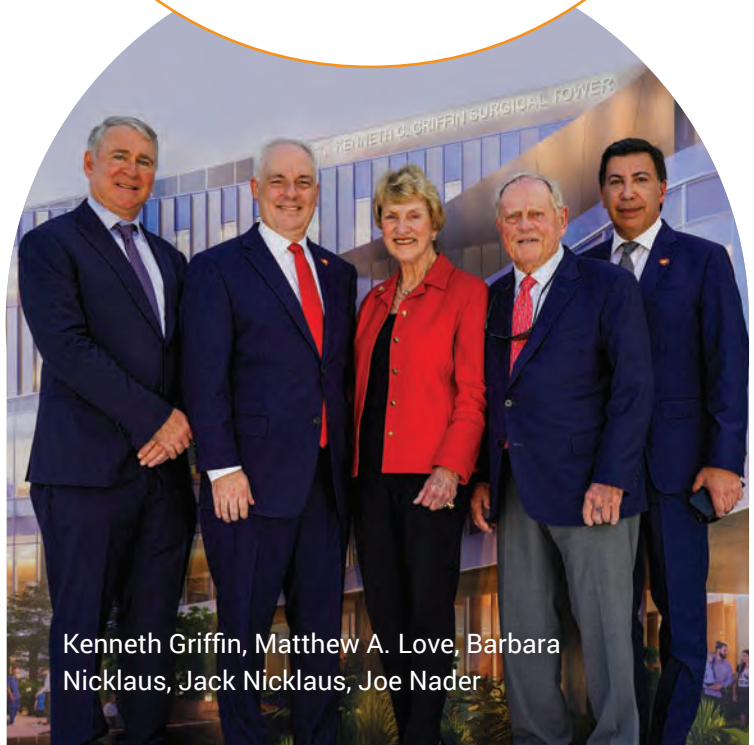
- **\$25 million** gift from Kenneth Griffin to advance surgical care at Nicklaus Children's (*see page 26 story*).
- **\$2 million** gift from Nicklaus Children's Health Care Foundation to support cardiac surgery, child life, cancer research and more.
- **\$1.1 million** grant from the Glenn W. Bailey Foundation to provide innovative healthcare technologies.
- **\$1 million** planned gift from the estate of Carlos Malamud to support pediatric epilepsy services and programs.
- **\$1 million** gift from Michelle and Michael Hagerty to support the hospital's greatest needs.
- **\$1 million** gift from VoLo Foundation to support the new surgical tower.
- **\$300,000 gift** from John Paul Medina to support the creation of the Medina Innovation Lab to improve the patient experience.
- **\$260,000 in-kind gift** from The Sourcing Group, LLC.
- **\$250,000 gift** from Juan Carlos and Vivian Mas to support the new surgical tower.
- **\$250,000 gift** from The Altman Family Foundation, Inc., to support the hospital's Patient Assistance Fund.
- **\$250,000 bequest gift** from Melisa and Fred Levenson to support the hospital's greatest needs.



NICKLAUS CHILDREN'S RECEIVES HISTORIC GIFT FROM CITADEL FOUNDER AND CEO KENNETH C. GRIFFIN

Nicklaus Children's Hospital received one of the largest single donations in the hospital's 72-year history in 2022. The \$25 million gift from Citadel founder and CEO Kenneth C. Griffin, which was formally announced in January 2023, will support the new five-story, 127,000-square-foot surgical tower opening in 2024. In recognition of this remarkable gift, the tower will be named the Kenneth C. Griffin Surgical Tower.

"Nicklaus Children's Hospital is a world leader in healthcare," said Kenneth Griffin. "We are so blessed to have such a talented team dedicated to providing the best care to every child. I am honored to support this mission."



Kenneth Griffin, Matthew A. Love, Barbara Nicklaus, Jack Nicklaus, Joe Nader



A DIAMOND BALL TO REMEMBER

The 2022 Diamond Ball was also a record-breaking affair. Nicklaus Children’s Hospital Foundation’s signature fundraising event raised \$3 million – a new record for the glittering soirée, which is a highlight of the South Florida philanthropic calendar.

The Havana Nights-themed event drew generous donors and sponsors from throughout the region to celebrate the many ways that Nicklaus Children’s creates a better world for the region’s children.



\$3M

Funds raised in 2022



800

Number of attendees

MORE ‘MIRACLES’ TO COME WITH CMN FUNDING EXPANSION

Nicklaus Children’s Hospital has long been a grateful beneficiary of the Children’s Miracle Network (CMN), a national charitable organization that raises funds for children’s hospitals throughout the U.S. Nicklaus Children’s Hospital Foundation proudly receives funds raised by CMN partners (area stores and businesses) in Miami-Dade, Broward and Monroe counties. In 2022 Nicklaus Children’s was designated the future recipient of CMN dollars to be garnered in Palm Beach and the Treasure Coast, in recognition of Nicklaus Children’s growing clinical presence in the region. Fundraising for Nicklaus Children’s in the new counties will commence in 2023.

“CMN is a remarkable organization that helps make a difference in the lives of children throughout the United States. We are honored that funds raised in Palm Beach, St. Lucie, Martin, Okeechobee and Indian River counties will now support the great work that we do to offer hope and healing for South Florida’s children,” said Matthew A. Love, President and CEO of Nicklaus Children’s Health System.



28+

Number of CMN partners in the eight Florida counties in which Nicklaus Children’s is the beneficiary



**Children’s
Miracle Network
Hospitals®**



PREPARING THE CLINICIANS OF TOMORROW

Nicklaus Children's has a long and distinguished history of training future pediatricians and subspecialists. Founded in 1958 and accredited in 1962, Nicklaus Children's pediatric teaching program is currently the largest in the Southeast. Program graduates practice in South Florida as well as throughout the U.S. and the world, helping build a better future for children everywhere.

Those in training in 2022 include:

- 86 pediatric residents
- 44 subspecialty fellows
- 10 pediatric dentistry residents
- 3 pediatric pharmacy residents
- 7 child psychology interns and fellows



86

Pediatric residents



44

Subspecialty fellows



HELPING FUND THE FUTURE OF NURSING

Assisting the nurses of tomorrow was a Nicklaus Children's priority in 2022. The hospital is collaborating with Miami-Dade College (MDC) to provide scholarships for students accepted to MDC's associate of science in nursing program. The Nurse Scholars Program, features tuition scholarship awards of up to \$8,000, for students already accepted to the MDC program, with 10 scholarships awarded each fall and spring semester.

The program includes four semesters of didactic and clinical experiences as a student and student nurse interns at Nicklaus Children's Hospital and the opportunity for nurse scholars to be hired as care assistants to gain insight into the field of pediatric nursing.



\$8K

Amount of each scholarship



20

Number to be awarded annually

'ONE NICKLAUS CHILDREN'S' INITIATIVE JUMP STARTS HEIGHTENED COMMUNITY INVOLVEMENT

Nicklaus Children's launched "ONE Nicklaus Children's" – an initiative to further embed community involvement, philanthropy and advocacy into the health system's already robust culture of caring – in 2022. And what a launch it was, with the health system exceeding community engagement targets for the year.

ONE Nicklaus encourages employee charitable giving to the Nicklaus Children's Hospital Foundation. It also provides employees with paid "community time off" to participate in activities and events with mission-aligned organizations throughout the region, such as Feed South Florida, Lotus House and many more.

"We know the value of having our employees connect within our community in meaningful ways. We are delighted that staff embraced the initiative, exceeding expectations for the first year," said Matthew A. Love, President and CEO.



2,244

Nicklaus Children's
staff hours served



Focus on Us



NICKLAUS CHILDREN'S AMONG 'MOST LOVED WORKPLACES'

Employees have long known that Nicklaus Children's is an amazing place to work. So it was no surprise to many when Nicklaus Children's was named to *Newsweek's* 2022 Top 100 Most Loved Workplaces® list – the second of only eight healthcare organizations to make the list.

Results were determined after *Newsweek* surveyed more than 1.4 million employees from businesses with workforces varying in size from 50 to more than 10,000. The list recognizes companies that put respect, caring, and appreciation for their employees at the center of their business model and, in doing so, have earned the loyalty and respect of the people who work for them.

“At Nicklaus Children's, our nearly 4,300-member workforce is unified around our mission to inspire hope and promote lifelong health for the children and families we serve,” said Matthew A. Love, President and CEO of Nicklaus Children's Health System. “As an organization, we are committed to caring for the caregivers and all in our health system family, ensuring that we offer optimal benefits and a supportive culture in which employee development and recognition are always a priority.”



1.4M

Number of individuals surveyed who contributed to results



4,300

Nicklaus Children's Health System staff members



DR. ENRIQUE ESCALON RETIRES AFTER 50 YEARS OF SERVICE

After more than 50 years of providing leading-edge care for children with cancer in South Florida and beyond, Dr. Enrique A. Escalon, esteemed pediatric hematologist-oncologist, announced his retirement in 2022.

Dr. Escalon served as Director of the Division of Hematology-Oncology, within the Cancer and Blood Disorders Institute at Nicklaus Children's Hospital, since the 1980s guiding the program through its growth and transformation into a nationally and internationally recognized institute for the treatment of pediatric cancer and blood disorders.



Research studies overseen by Dr. Escalon during his 20+ years serving as principal investigator for the Children's Oncology Group research program

SEPTEMBER 2 REMEMBER PUTS THE FOCUS ON 'US'

September is a memorable month for employees of Nicklaus Children's Health System. For the third consecutive year, the organization renewed its annual month-long celebration of our amazing workforce with fun activities and gifts.



609

staff members honored for achieving 5-, 10- and 15-year service milestones during an event at Marlins Park



97

staff members celebrating 20 or more years of service, who were honored at an awards reception





A COMMITMENT TO EQUITY AND INCLUSION

Nicklaus Children’s continued to build on its commitment to diversity, equity and inclusion (DEI) in 2022. This key organizational focus is driven by a team of DEI champions who provide input on organizational diversity initiatives, ideas for new initiatives and provide feedback on initiatives already in progress. Champions are key communicators for their department/area, and at times, for the organization.



36

DEI champions

MAMAVA LACTATION PODS SUPPORT BREASTFEEDING PARENTS

To assist breastfeeding staff members and others, Nicklaus Children’s introduced Mamava lactation pods on the hospital campus in 2022. The pods provide breastfeeding parents a private, clean, and comfortable space to pump or nurse and are available to staff as well as patient families and visitors. Mamava pods are powered by a smart technology system that enables easy location sharing, autonomous access, and remote monitoring through use of the free Mamava app available for iOS and Android.



236

Mamava sessions utilized in 2022



Awards and Recognition



National Recognition

Nicklaus Children's Recognized as a Number One Children's Hospital in Florida

Nicklaus Children's Hospital tied with two other hospitals as the number one children's hospitals in Florida, based on *U.S. News & World Report's* 2022-23 Best Children's Hospitals rankings. Nicklaus Children's is the only top-ranked hospital in South Florida.

Nicklaus Children's 2022-23 ranked specialty programs are as follows:

- Cardiology & Heart Surgery: #47 (highest ranked program in South Florida)
- Neonatology: #41 (only ranked program in South Florida)
- Neurology & Neurosurgery: #25 (only ranked program in South Florida)
- Orthopedics: #44
- Pulmonology: #34 (only ranked program in South Florida)

Health System Named to *Newsweek's* List of Top 100 Most Loved Workplaces for 2022



Nicklaus Children's Health System has been named to *Newsweek's* 2022 Top 100 Most Loved Workplaces® List.

The results are gathered in collaboration with the Best Practice Institute (BPI), a leadership development and HR Benchmark Research company. The results were determined after surveying more than 1.4 million employees from businesses with workforces varying in size from 50 to more than 10,000. The list recognizes companies that put respect, caring, and appreciation for their employees at the center of their business model and, in doing so, have earned the loyalty and respect of the people who work for them.

Hospital Receives 2022 Leapfrog Top Hospital Award for Outstanding Quality and Safety

Highlighting its nationally recognized achievements in patient safety and quality, Nicklaus Children's Hospital was named a Top Children's Hospital nationally by



The Leapfrog Group, a national watchdog organization of employers and other purchasers widely acknowledged as the toughest standard-setters for healthcare safety and quality.

National Recognition

Hospital Awarded Patient Financial Communications Best Practices® Recognition

Nicklaus Children's Hospital achieved recognition as an Adopter of the Healthcare Financial Management Association's Patient Financial Communications Best Practices®. As a Best Practices Adopter, Nicklaus Children's demonstrated that it follows nearly 100 best practices covering all aspects of financial interactions that take place in a variety of care settings.

Neonatal Intensive Care Unit Licensed to Care for the Highest-Acuity Newborns

The Florida Agency for Health Care Administration (AHCA) licensed Nicklaus Children's neonatal intensive care unit (NICU) as a level IV NICU – the highest designation level – in recognition of the unit's ability to serve Florida's most critically ill neonates. The accreditation reflects Nicklaus Children's role as a referral center for some of the state's most vulnerable newborns. Nicklaus Children's offers a full range of pediatric and surgical medical subspecialties onsite to collaborate in the care of neonates and is supported by the LifeFlight® Critical Care transport service, capable of transporting critically ill newborns and children from hospitals throughout the region.

America's Top Doctors' Listing Includes 43 from Nicklaus Children's Medical Staff

Forty-three pediatric specialists from the Nicklaus Children's Hospital medical staff have been designated among "America's Top Doctors" for 2022 by Castle and Connolly, a New York City-based research and information company dedicated to identifying top healthcare resources.

Doctors included in the listing were nominated by their physician peers, after which their credentials are reviewed by the Castle Connolly research team, which vets physician professional qualifications, education, hospital and faculty appointments, research leadership, professional reputation, disciplinary history and outcomes data.

Hospital Earns National Recognition for Efforts to Improve Cardiac Arrest Survival in Neonates and Infants

For a third year in a row, Nicklaus Children's Hospital received the American Heart Association's Get With The Guidelines® – Resuscitation Quality Gold Achievement Award in the neonate and infant category due to its commitment to treating in-hospital cardiac arrest, and ultimately helping to improve patient survival rates.

Cancer and Blood Disorders Institute Receives Renewed Accreditation from the American College of Surgeons Commission on Cancer

Nicklaus Children's Cancer and Blood Disorders Institute received a full three-year accreditation from the American College of Surgeons' Commission on Cancer, renewing accreditation status held consecutively by the hospital since 2006. Nicklaus Children's is the only pediatric hospital in Florida to hold this accreditation.

To earn voluntary Commission on Cancer accreditation, a cancer program must meet the organization's 34 quality care standards, be evaluated every three years through a survey process, and maintain levels of excellence in the delivery of comprehensive patient-centered care.

Hospital Recognized Among 2022 Digital Health 'Most Wired'

Nicklaus Children's Hospital achieved certification as an acute Level 8 hospital, by the College of Healthcare Information Management Executives (CHIME), as part of the organization's 2022 Most Wired Survey results. The hospital ranked above peers in categories such as analytics and data management, population health, infrastructure, and patient engagement. The survey assessed the adoption, integration and impact of technologies in healthcare organizations at all stages of development, from early development to industry leading.



National Recognition

Nicklaus Children's Marketing and Communications Team Garners Awards

The hospital received numerous national marketing and communications awards in 2022, including the following:

Healthcare Advertising Awards - 39th Annual:

- Smiles Campaign - Gold Winner - Total Branding
- Heart Institute Campaign - Gold Winner
- Strategic Plans Book - Gold Winner
- Annual Report - Gold Winner
- USNWR 2021 Campaign - Silver Winner

Aster Awards:

- Annual Report - Gold Winner
- Sports Health Campaign - Gold Winner
- Smiles Campaign - Silver Winner

Trauma Center Reaccredited by American College of Surgeons

The Miguel "Mike" B. Fernandez Family Pediatric Trauma Center at Nicklaus Children's Hospital was reverified as a Level 1 Pediatric Trauma Center by the American College of Surgeons (ACS) in 2022. Nicklaus Children's is the only hospital in South Florida to achieve Level 1 Pediatric Trauma Center verification.

HIMSS Honors Nicklaus Children's for its Ongoing Excellence

Nicklaus Children's Hospital was honored by a global health advocate for excellent patient care through effective use of its electronic medical records. The Healthcare Information and Management Systems Society (HIMSS) again recognized the medical center for achieving HIMSS Stage 7, the highest rating for both inpatient and ambulatory services on the Electronic Medical Record Adoption Model (EMRAM) and Outpatient Electronic Medical Record Adoption Model (O-EMRAM), respectively.

EMRAM 
HIMSS SOLUTION

O-EMRAM 
HIMSS SOLUTION



Community Recognition

Matthew A. Love Chosen Among Region's 'Ultimate CEOs'

Matthew A. Love, President and CEO of Nicklaus Children's Health System, was one of 15 top executives selected by the *South Florida Business Journal* as recipients of the publication's 2022 South Florida Ultimate CEO Awards. The award honors CEOs recognized throughout Miami-Dade, Broward and Palm Beach counties for their extensive business acumen.

Regional Family Magazines Salute Nicklaus Children's Hospital

Readers of three regional family magazines selected Nicklaus Children's as the area's top children's hospital in 2022. Recognitions were as follows:

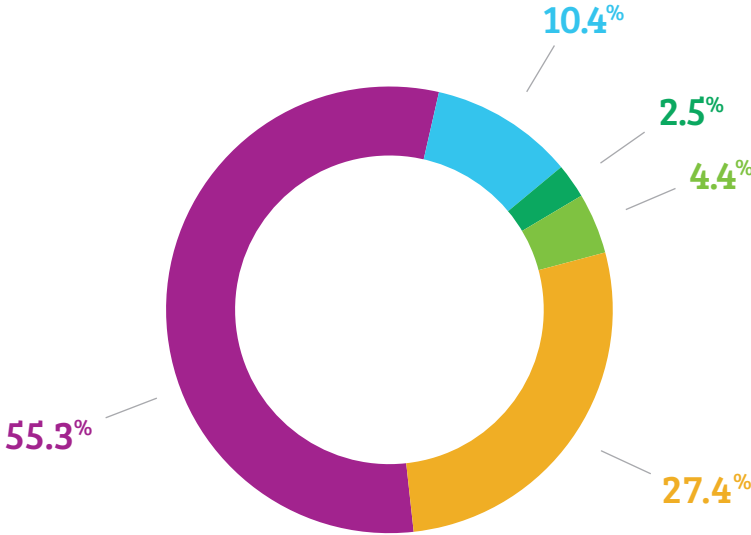
- *South Florida Family Life* readers selected Nicklaus Children's as the "Favorite Pediatric Hospital in Miami-Dade County."
- *Florida Villager* readers voted the hospital as "Best Pediatric Hospital."
- Readers of *Miami Kids Magazine* chose Nicklaus Children's as the "Best Pediatric Hospital in Miami."



2022 Financial & Statistical Highlights

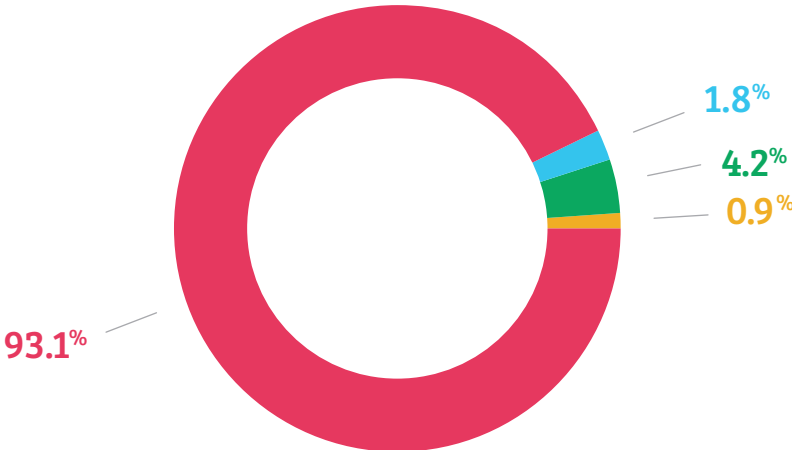
EXPENSES

- Salary and benefits
- Supplies
- Malpractice and other insurance
- Depreciation and amortization
- Other



SOURCES OF REVENUE

- Net patient revenue
- Investment income
- Grants and other revenue
- Net assets released from restrictions used for operations



PAYOR MIX

- Commercial
- Medicaid, self pay and other government



Statistical Data



61,407
Total inpatient days



16,220
Total admissions
(inpatient and observation)



187.7
Average daily census



97,461
Total ER visits (main campus)



437,970
Outpatient visits



830,807
Physician visits



15,235
Total surgical cases



6.1
Average length of stay (days)

Community Benefits



4,284
Number of employees



86*
Number of pediatric residents



44
Number of subspecialty fellows



227
Number of research protocols



75**
Schools served by
school health initiative



29,768**
Total school health
student encounters



2,329
School-based mental health
counseling



1,186
Nursing students who received
pediatric training at Nicklaus
Children's

* largest number of pediatric residents in the Southeast

** in collaboration with The Children's Trust, Miami-Dade County Health Department and Miami-Dade County Public Schools

Leadership & Boards of Directors

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The Report to the Community is produced by the Office of the Chief Executive Officer, Nicklaus Children's Health System

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Nicklauschildrens.org