

New Beginnings

2019 Report to the Community



Nicklaus Children's
Health System

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Dear Friends,

At Nicklaus Children's Health System, each and every year brims with new beginnings. Newborns enter the world in need of treatment for complex medical conditions, teens struggling with emotional disorders receive the support they need to enable a fresh start, and families find new medical care paths for children that lead to brighter tomorrows.

All of us at Nicklaus Children's are honored to be part of so many new beginnings for the children and families we serve. And in 2019, we had beginnings of our own to celebrate.

Let's start with the opening of our Special Delivery Unit, part of the hospital's Fetal Care Center. The new birthing unit — one of the first of its kind in the nation — was created for healthy mothers expecting a baby requiring surgery or other complex care immediately after birth. It enables families to remain together in the same hospital, while ensuring the best possible beginning for each critically ill newborn.

2019 also brought organizational renewal, with the formation of a team tasked with refocusing the hospital on what we do best: putting patients and families first to deliver an amazing patient experience, operational excellence and to build for the future. This refocus on core strengths has reinvigorated our organization and is helping us chart a stronger path forward.

Nicklaus Children's developments in research in 2019 are helping families find hope and new beginnings. Our genomic medicine work related to whole genome sequencing and rapid whole genome sequencing may soon become the standard of care for families of children and newborns with unknown genetic disorders.

We hope you will take a moment to review our 2019 Report to the Community. Within you will learn of our reach and commitment to our community, and how we are making a difference for those we serve.

The great work celebrated herein would not be possible without the collaboration of our physicians, clinical and support staff, and the many donors and volunteers who contribute generously to our organization. This collaborative spirit has served us well over the years and never more than in 2020 as we focus on meeting the community's pediatric care needs amid the global COVID-19 pandemic. We extend sincere thanks to all members of our Nicklaus Children's Health System family for your steadfast commitment to putting patients and families first in an ever-changing world.

Sincerely,



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



Mario Murgado
Chairman,
Nicklaus Children's Health System



Special Delivery Unit Keeps Families Together While Newborns Receive Life-Saving Care



Imagine a new mother separated from her critically ill newborn at birth. Or the spouse, compelled to leave the recovering mother at the birth hospital to accompany the ailing infant to Nicklaus Children's for life-saving care. For some families, this difficult scenario is something of the past.

2019 brought transformative care for families expecting babies requiring intervention at birth, with the June opening of Nicklaus Children's Special Delivery Unit, a service of the Fetal Care Center. The 10-bed specialized birthing unit – one of only a few such units nationwide – serves healthy mothers delivering a newborn requiring advanced pediatric care immediately after birth. It enables families to stay together through birth, maternal recovery and specialized infant care.

"With our new Special Delivery Unit, we are now able to keep families together while a newborn receives the care he or she needs," said Dr. Saima Aftab, Director of the Fetal Care Center. "Not only is the baby in the best possible care environment, the entire family benefits from being able to remain together in the same hospital, supporting the recovery of both mother and child. It's a perfect example of how our organization focuses on putting patients and families first."

The Fetal Care Center was founded in 2017, through a collaboration with Boston-based Brigham and Women's Hospital, to provide families expecting an infant with complex medical needs with comprehensive fetal evaluation and a plan of care for the baby prior to birth. The program establishes a supportive network for families expecting a child requiring intervention at birth for congenital differences such as heart defects, neurological conditions, craniofacial anomalies and more. The steady growth of center referrals, which increased 12 percent in 2019, demonstrates the program's value to families and referring physicians.

Healthy mothers whose babies will require immediate complex care at birth may be candidates for giving birth in the Special Delivery Unit. From June to December 2019, 11 high-risk babies were delivered in the new unit. Combined, these neonates required 58 life-saving or life-altering surgeries.



"With our new Special Delivery Unit, we are now able to keep families together while a newborn receives the care he or she needs."

Dr. Saima Aftab

Convenience is a hallmark of the Fetal Care Center, which offers around-the-clock access to the program's nurse navigators. These specialized nurses serve as points of contact and care coordinators, facilitating appointments for diagnostic testing and subspecialty physician consults on behalf of the fetal medicine physician, referring pediatrician, perinatologist or obstetrician.

Often, appointments for diagnostics, including fetal ultrasound, fetal MRI and fetal echocardiography and consults with specialty pediatricians who would care for the child after birth can all be scheduled within a single day.

For more information on the Fetal Care Center, please visit www.nicklauschildrens.org/fetalcare



Fetal Care Center

Nicklaus Children's Hospital: Florida's Pediatric Care Leader

History repeated itself once again in 2019 as seven Nicklaus Children's Hospital specialty programs were again identified among the best in the nation, according to *U.S. News & World Report's* 2019-20 "Best Children's Hospitals" rankings. Nicklaus Children's continued to have more ranked pediatric programs than any other hospital in Florida.

Nicklaus Children's 2019-20 rankings were as follows:

Cardiology & Heart Surgery, #50

(only ranked program in South Florida)

Diabetes and Endocrinology, #48

Neonatology, #49

(only ranked program in South Florida)

Neurology & Neurosurgery, #16

(no other program in the southeastern U.S. is ranked higher)

Orthopedics, #36

Pulmonology, #42

(no other program in South Florida ranks higher)

Urology, #45

(only ranked program in Florida)

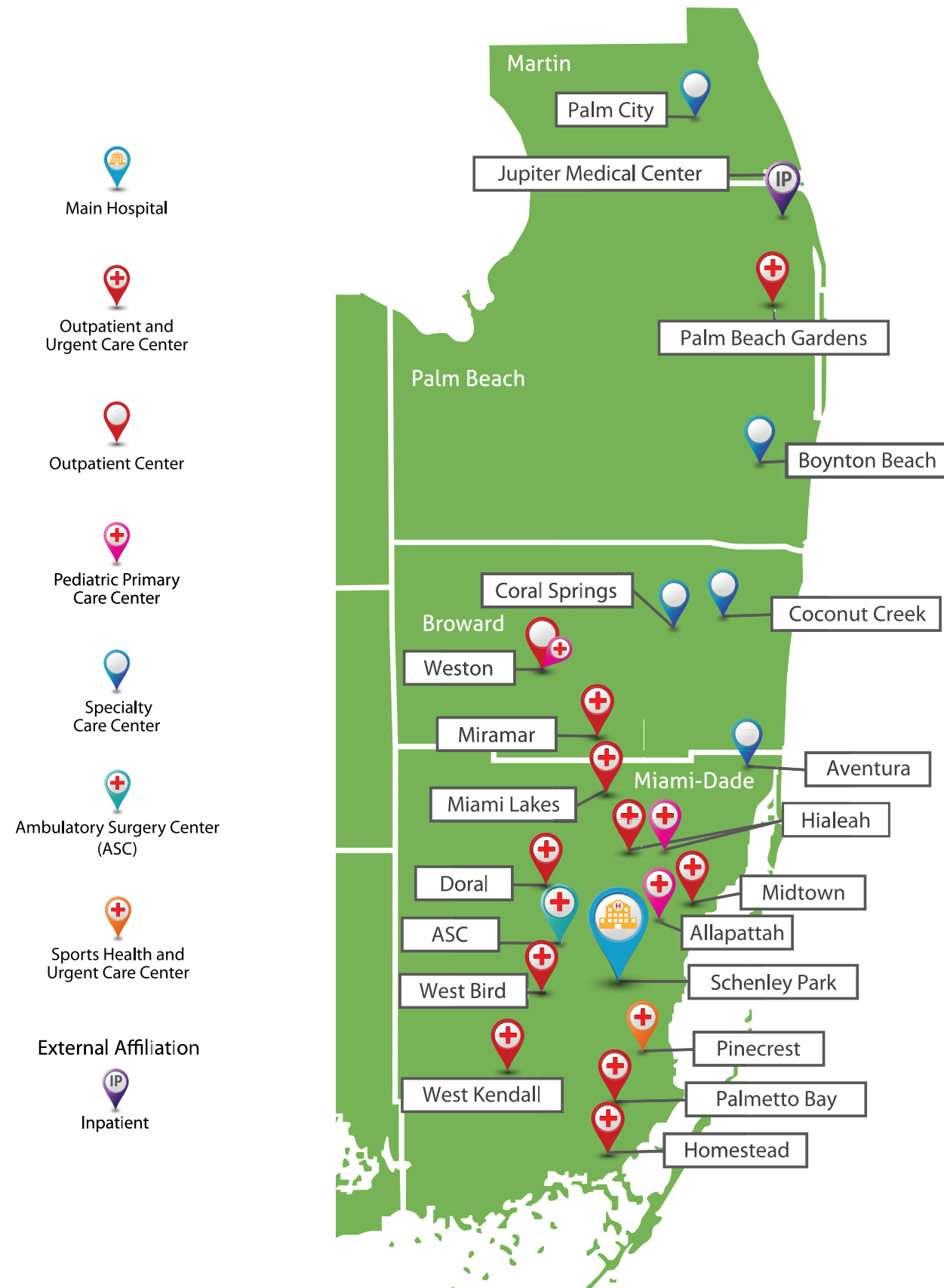
Nearly 200 hospitals from across the nation participated in the 2019-20 *U.S. News & World Report* survey. The methodology is based on clinical outcomes such as patient survival, infection rates and complications; the level and quality of hospital resources directly related to patient care such as staffing, technology and special services; delivery of healthcare programs that prevent infections and adherence to best practices; and expert opinion among pediatric specialists and subspecialists. The survey is updated every year, designed to account for new treatments and evidence-based best practices, informed by leading experts in the field.



U.S. News & World Report's 2019-20 "Best Children's Hospitals" rankings: Nicklaus Children's continued to have more ranked pediatric programs than any other hospital in Florida.

BEST CHILDREN'S HOSPITALS USNews & WORLD REPORT CARDIOLOGY & HEART SURGERY 2019-20	BEST CHILDREN'S HOSPITALS USNews & WORLD REPORT DIABETES & ENDOCRINOLOGY 2019-20	BEST CHILDREN'S HOSPITALS USNews & WORLD REPORT NEONATOLOGY 2019-20	BEST CHILDREN'S HOSPITALS USNews & WORLD REPORT NEUROLOGY & NEUROSURGERY 2019-20	BEST CHILDREN'S HOSPITALS USNews & WORLD REPORT ORTHOPEDICS 2019-20	BEST CHILDREN'S HOSPITALS USNews & WORLD REPORT PULMONOLOGY 2019-20	BEST CHILDREN'S HOSPITALS USNews & WORLD REPORT UROLOGY 2019-20
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'Where the Children Are': Continuing to Expand in South Florida



Talk about a winning formula. Nicklaus Children's commitment to bringing world-class pediatric care to communities throughout South Florida continues to drive growth and preference for the Nicklaus brand. It's all part of putting patients and families first by offering exceptional quality and convenience.

Urgent Care Center and Outpatient Center Volume Growth: The hospital's 12 urgent care centers, situated from Homestead in southern Miami-Dade County to Palm Beach Gardens, drew a record 172,500 patient visits in 2019, a 12 percent increase from the year prior.

All services of the health system's various outpatient centers, including urgent care, rehabilitation services and imaging services captured 349,834 patient visits in 2019, a year-over-year increase of 3 percent.

"We are delighted to see continued growth in demand and preference for these convenient community-based services," said Marlene Fernandez, Director of Operations for Nicklaus Children's Outpatient Centers. "This speaks to our vision to be 'where the children are,' combining excellence with care convenience to support the region's families."

Expanding Pediatric and Subspecialty Centers: What's more, the health system continued to expand its pediatric and pediatric specialty offerings with the opening of three new Nicklaus Children's Pediatric Specialists centers in 2019. Nicklaus Children's Pediatric Specialists is a physician-directed multi-specialty pediatric group practice, offering care at locations throughout South Florida.

In its first foray into Martin County, the practice opened a specialty consult office in Palm City. The new center offers pediatric specialty appointments, including cardiology, gastroenterology and endocrinology consults. The Nicklaus Children's



"This speaks to our vision to be 'where the children are,' combining excellence with care convenience to support the region's families."

Marlene Fernandez

Pediatric Specialists Palm City office is located at 3228 SW Martin Downs Boulevard, Suite 33, Palm City, FL 34990.

"We continue to see demand for our pediatric specialists throughout the region. We are pleased that we can now offer families in Martin County the convenience of consulting our pediatric specialists close to home," said Dr. Ramesh Sachdeva, President, Nicklaus Children's Pediatric Specialists.

In addition, two Nicklaus Children's Pediatric Specialists pediatric practices were opened in 2019, one in Flamingo Park, the other in Allapattah.

The Flamingo Park pediatric office is located at 4410 W 16th Avenue, Suite 60, Hialeah, FL 33012. The Allapattah office is located at 3445 NW 7th Street, Miami, FL 33125.

For a complete list of Nicklaus Children's outpatient, urgent care and pediatric specialists locations, please visit: www.nicklauschildrens.org/Locations

The following service locations opened in 2019:

- Nicklaus Children's Pediatric Specialists at Palm City
- Nicklaus Children's Pediatric Specialists at Flamingo Park Plaza in Hialeah
- Nicklaus Children's Pediatric Specialists at Allapattah

New Beginnings and Renewal



2019 was a year of transition and renewal for Nicklaus Children's Health System.

The health system board in 2019 appointed Matthew A. Love, then chief financial officer, to serve as President and Chief Executive Officer. Love was tasked with charting a stronger course for the health system

amid a changing environment for reimbursement and other operational headwinds.

And in turn, Love laser-focused the health system on its core strengths of providing quality and convenient pediatric care, and on recruiting new leaders and doctors to share in the vision of providing amazing patient care through operational excellence to build for the future.

"Nicklaus Children's is an essential and valued part of the South Florida community," said Love. "Our strength and purpose since our founding in 1950 has always been to put the needs of the patients and families we serve first. Our renewed focus on what we do best is helping to position our organization for an even stronger future."

Love joined the health system in 2018 as chief financial officer and has more than 20 years of experience in financial and operational oversight in both adult and pediatric healthcare systems. Prior to joining the health system, he served as senior vice president and chief financial officer of Regions for Mercy Health System in Ohio, where he led a team of seven regional chief financial officers.

Recruitment and leadership-building efforts Love began in 2019 led to the onboarding and promotion of top leaders who share in the vision of putting patients and families first.

For a complete list of Nicklaus Children's Health System leaders, please visit www.nicklauschildrens.org/ELT





Growing Collaboration with Jupiter Medical Center Keeps Palm Beach County Families Closer to Home

Remarkable things happen when great organizations team up to put patients and families first. Since 2013, Nicklaus Children's Hospital has collaborated with Jupiter Medical Center and generous donors to support and enhance pediatric care offerings in Palm Beach County.

2019 marked major milestones in the collaboration with the opening of Jupiter Medical Center's 16-bed Level II De George Neonatal Intensive Care Unit and the Mastroianni Family Pediatric Emergency Department, a standalone 6,300-square-foot pediatric emergency facility.

Both facilities were developed with clinical best practice guidance from Nicklaus Children's. The neonatal unit is part of a new state-of-the-art five-story patient tower that now serves as the main entrance to Jupiter Medical Center.

Previous Nicklaus-Jupiter Medical Center initiatives led to the 2016 opening of the 12-bed De George Pediatric Unit, providing comprehensive child-centered and family-focused care on the Jupiter Medical Center campus.

Through established protocols and parent involvement and consent, some newborns, infants, children and adolescents at Jupiter Medical Center who need certain surgical or critical care services not available in the region are periodically referred to Nicklaus Children's main campus, as medically appropriate.

Nicklaus Children's Achieves ISO 9001 Quality Management Certification by DNV GL



When you want to remain the best at what you do, making a commitment to raising your own performance bar is key. Nicklaus Children's Hospital did just that in

2019, successfully completing its ISO 9001 Quality Management System certification by DNV GL. This capped a three-year voluntary journey to advance quality standards for the health system's 309-bed flagship hospital and network of outpatient and specialty care centers throughout South Florida.

"The hospital sought to become an early adopter of this most stringent accreditation standard as part of its longstanding commitment to quality and patient safety," said Matthew A. Love, Chief Executive Officer, Nicklaus Children's Health System. "ISO certification not only reflects that mission, but helps empower it. We are proud to have achieved this milestone as the ability to integrate these quality standards with our clinical processes is a major step forward," he said.

Since the hospital's initial DNV GL accreditation in 2016, Nicklaus Children's and its network of outpatient centers participated in annual accreditation site visit evaluations to ensure steady progression

toward ISO 9001 certification. ISO 9001 sets forth criteria for quality management that include a strong customer focus, engagement of top management, a process approach and continual improvement. The ultimate impact of ISO within hospitals is the reduction or elimination of variation, so that critical work processes are performed consistently and successful best practices are ingrained in the organization.

ISO 9001 is the most widely accepted quality management system in use around the world, and is quickly gaining acceptance among U.S. healthcare providers as a foundation for their quality and patient safety programs.

"The hospital sought to become an early adopter of this most stringent accreditation standard as part of its longstanding commitment to quality and patient safety."

Matthew A. Love





Nicklaus Children's Hospital Nurses Receive a Milestone Fourth National Magnet® Recognition



Three times may be a charm, but four is especially fabulous. Nicklaus Children's Hospital attained Magnet® recognition from the American Nurses Credentialing Center's (ANCC) Magnet Recognition

Program® for the fourth consecutive term. At the time of the announcement in January 2019, Nicklaus Children's was one of only six children's hospitals in the nation that had received a fourth Magnet designation.

"Sustained Magnet recognition speaks to our organizational commitment to nursing leadership and excellence," said Carolyn Domina, Interim Chief Nursing Officer at Nicklaus Children's. "Our nurses contribute to our quality outcomes, best practices and clinical decision-making in measurable ways. I am so proud of the work that they do each and every day and for their commitment to sustaining this most prestigious honor."

Magnet recognition distinguishes healthcare organizations that meet rigorous standards for nursing excellence and is the highest and most regarded honor an organization can receive for professional nursing practice. Nicklaus Children's was the first pediatric hospital in Florida and fifth pediatric hospital in the nation to achieve ANCC Magnet designation in 2003. The sustained designation serves as a reflection of the hospital's commitment to deliver the highest quality of care and excellence in clinical outcomes.

Nicklaus Children's Hospital Honors the Late Dr. Sanjiv Bhatia with Street Dedication

The late Dr. Sanjiv Bhatia, who passed away suddenly and unexpectedly in 2018, left his mark on Nicklaus Children's Hospital in many ways. He was beloved by his patients as well as the medical staff, employees and the surgical fellows he trained. In 2019, the hospital honored the legacy of the renowned neurosurgeon, renaming SW 60th Court and 30th Street bordering the campus as Dr. Sanjiv Bhatia Way.

Attending an event to unveil the new street sign were Dr. Bhatia's wife, Dr. Rita Ghose Bhatia, the couple's children, and Miami-Dade County Commissioner Rebeca Sosa, as well as more than 70 of Dr. Bhatia's former colleagues including doctors, nurses and staff.

Dr. Bhatia served as Chief of the Department of Surgery and Medical Director of the Operating Room at Nicklaus Children's Hospital. He dedicated his life to healing children and was a renowned leader in surgical treatment of children with complex brain anomalies.



The late Dr. Sanjiv Bhatia



The family of the late Dr. Sanjiv Bhatia, with Miami-Dade County Commissioner Rebeca Sosa (upper right).



Nicklaus Children's Family Advisory Council, a Partner in Advancing Family-Centered Care

When Nicklaus Children's Marketing Department needed patient and family input on options for a new design and navigation for its consumer website in 2019, to whom did it turn for input?

Why, the health system's Family Advisory Council, of course. And with great results. The website, which went live in 2019, has won national accolades for form and functionality, and draws 8,000 visits per day.

"The Family Advisory Council is an amazing resource for our health system," said Matthew A. Love, President and Chief Executive Officer. "We value the insights of this group and regard them as key partners in advancing our patients-and-families first philosophy."

Established in 1998, the council's mission is to work in partnership with hospital staff to promote delivery of patient- and family-centered care. Responsibilities include:

- Review emerging hospital programs and services and provide recommendations to enhance family-centered care practices
- Participate in development of guidelines and policies to enhance the patient experience
- Assist with planning of new facilities to ensure the family perspective and needs are at the forefront
- Serve on hospital committees or assist with Family Advisory Committee projects

"At times, Nicklaus Children's Hospital has been our family's second home," said council member Marilyn Aguilera. "Ultimately, my goal as a member of the Family Advisory Council is to contribute the lessons I learned along the way to help support the partnership between families and medical care providers."

In addition to providing input on hospital programs and services, the Family Advisory Council also generates new ideas to help other hospitalized families. A recent initiative of the Family Advisory Council is QUEST, a program designed to support patients and families in taking an active role and participating in their child's medical care.

For more information on the Family Advisory Council, including how to become a member, please call 305-669-5819.



"Ultimately, my goal as a member of the Family Advisory Council is to contribute the lessons I learned along the way to help support the partnership between families and medical care providers."

Marilyn Aguilera

Healthier smiles came to Palm Beach County in 2019.

Tooth decay is the most common chronic disease among U.S. children – five times more prevalent than asthma. And troublingly, dental care is one of the nation’s greatest unmet children’s health needs, especially for low-income families.

For underserved families in Palm Beach County, help with pediatric dental care is now quite literally on the way in the form of the Nicklaus Children’s Mobile Dental Unit, now offering care for children in the county thanks to a \$1 million grant from Nicklaus Children’s Health Care Foundation and The Honda Classic Cares.

The Mobile Dental Unit is a fully equipped 40-foot van that functions as a dental office with two operator suites as well as state-of-the-art telehealth applications. Staffed with a pediatric dentist, a dental resident and two dental assistants, the team provides screenings, exams, treatments and oral hygiene education, at no charge.



Mobile Dental Offers Palm Beach County Something New to Smile About



This photo was taken prior to the COVID-19 pandemic. New clinical safety protocols were introduced in the spring of 2020 for the protection of all.

Building a Better World for Children through Cultural Enrichment

From whimsical trolls, to superheroes and Broadway-caliber shows, Nicklaus Children's Health System in 2019 helped bring to life South Florida educational and artistic offerings to enrich the lives of the region's children.

Sponsorships funded during the year ranged from child-friendly museum exhibits to theater and symphony sponsorships, and art installations that touched the lives of thousands of South Florida children and their families.

"At Nicklaus Children's we are committed to supporting the well-being of the whole child," said Michelle Boggs, the Health System's Senior Vice President of External Affairs; and President of Nicklaus Children's Hospital Foundation. "Through our investment in diverse cultural enrichment activities, we strive to create a brighter more captivating world for our young people," she said.

Sponsorship highlights:

Frost Museum: The Nicklaus Children's Personalized Medicine Initiative sponsored the Frost Museum's "The Secret World Inside You" exhibit, held May 24 through September 8. The exhibit, which featured videos, larger-than-life models and interactive games, took visitors on a journey through the human body to explore the microbiome. Woven into the exhibit were stories and videos highlighting the hospital's biobank, Fetal Care Center and more.

Museum of Discovery and Science: The health system sponsored "Hall of Heroes: Discover Your Super Powers," an interactive exhibit, held from May 17 to September 2 at the Museum of Science and Discovery in Fort Lauderdale. The Hall of Heroes exhibit brought visitors into the world of superheroes, crime-fighters, gadgets and spies through an immersive experience.

Arsht Center: The health system continued to sponsor the Arsht Center's Broadway in Miami series. Shows sponsored by the health system in 2019 included, The Lion King, School of Rock and Les Misérables.

Pinecrest Gardens: Sponsorship of an exhibit featuring two giant wooden trolls by internationally renowned folk artist Thomas Dambo has added some whimsy to Pinecrest Gardens. The trolls were constructed of locally sourced, repurposed wood, broken branches and fallen trees. "By doing this I hope to lure people away from concrete cities and computer screens and reconnect them with the natural world," Dambo told the Miami Herald at the exhibit opening.

Greater Miami Youth Symphony: The youth symphony performances at the Banyan Bowl at Pinecrest Gardens were again sponsored by the health system in 2019. The performances shine a light on the region's young symphony performers.

Miami City Ballet: Nicklaus Children's Sports Health Program sponsored Miami City Ballet's 2019 George Balanchine Nutcracker performance. As part of the sponsorship, the hospital's sports health experts provided injury prevention guidance to Miami City Ballet performers.



Wooden troll designed by Thomas Dambo as part of exhibit at Pinecrest Gardens

Research that Fosters New Beginnings



Medical treatments of tomorrow are available to the region's children today, thanks to the work of the Nicklaus Children's Hospital Research Institute, a regional leader in bringing forth innovations in the diagnosis, treatment and cure of pediatric illnesses.

In 2019, the institute was engaged in more than 300 active research studies funded through academic affiliations, grants, industry, the Children's Oncology Group and the Nicklaus Children's Hospital Foundation.

"Nothing spells hope for a family in need than to gain access to emerging clinical offerings," said Jennifer McCafferty, PhD, Chief Research Officer and Chief of Staff for Nicklaus Children's Health System. "New treatments are investigated each year and we are honored to have a key role in bringing these to families who look to us for the next generation of treatment."

2019 research highlights include:

Advances in Genomic Medicine

Nicklaus Children's is one of the first hospitals in the country to pilot whole genome sequencing (WGS) and rapid WGS (rWGS) as the new standard of care. In collaboration with Rady Children's Hospital, Nicklaus Children's has provided whole genome and rapid whole genome testing to 113 patients and their families. This cutting-edge sequencing technique offers hope to families of critically ill newborns with unidentified genetic anomalies, as well as children who have been on a "diagnostic odyssey," where previous tests did not provide an answer. The majority of the patients participating in WGS and rWGS studies have received a final diagnosis based on the sequencing results. For 71 percent of these patients, treatment plans were modified as a result of the findings. In all cases, diagnosed conditions were the result of rare, and

frequently newly discovered genetic mutations that cannot be detected by other technologies. The WGS and rWGS studies were led by Drs. Balagangadhar Totapally, Magaly Diaz-Barbosa and Parul Jayakar.

Creating a Cancer Vaccine with Patient's Own Cells

In 2019, Nicklaus Children's became the first facility in the southeastern United States to implement a Phase III clinical trial of Vigil™, a cancer vaccine created from a patient's own tumor cells, which is administered in combination with standard chemotherapy. This novel immunotherapy treatment study is based on a successful Phase IIB trial, in which Nicklaus Children's also participated. A product of study sponsor Gradalis, Inc., Vigil is made by inserting two genes into a patient's cancer cells: one that blocks a cancer cell protein to inhibit cell growth, and another that stimulates the body's immune system to recognize and respond to the cancer cell, similar to how it would respond to a foreign pathogen. The modified cells are then treated with radiation to prevent further growth and then introduced into the patient's body as Vigil. The combination of low-dose Vigil with standard chemotherapy treatments may increase the body's anti-tumor response and improve quality of life for patients with Ewing's sarcoma. The principal investigator for this study is Dr. Guillermo De Angulo and the sub-investigator is Dr. Maggie Fader.

Personalized Cancer Therapy

Nicklaus Children's Personalized Medicine Initiative, in collaboration with Florida International University, is offering a targeted therapy for recurrent and drug-resistant cancers. The pilot study aims to assess how "ex vivo" testing of approved cancer-fighting drugs can predict clinical outcomes. This method involves testing a drug on cancerous tissue that has been removed from the patient's body. Using a robust, high-throughput

drug sensitivity assay in combination with mutation analysis, the study collaborators select targeted therapies and study consecutive ex vivo samples taken from the treated patient over time to understand the basis of drug resistance. The study is led by Daria Salyakina, PhD; Dr. Ziad Khatib; and Dr. Maggie Fader, together with Diana Azzam, PhD, of Florida International University.

Nicklaus Children's Biobank

In 2019, its inaugural year, the Nicklaus Children's Biobank enrolled 60 participants from service lines throughout the hospital, with particular interest from families of patients receiving care through cardiology, hematology/oncology, and neurology divisions. Through the collection of biological samples and donor health data, the Nicklaus Children's Biobank intends to support a broad range of scientific studies. Samples may be used immediately, further processed (into DNA, cell lines), and/or stored for future use. The increasing speed and availability of genomic testing is frequently influencing decisions around patient care. Nevertheless, minority populations are grossly underrepresented in genomics research. By contributing samples to the Biobank, members of South Florida's diverse communities are participating in correcting this imbalance. In collaboration with Sanford Health, Dr. Paula Espinal is leading Nicklaus Children's Biobank with the clinical directorship of Dr. Steven Melnick.

Next Generation Sequencing for Diagnosing Central Nervous System Infections

Nicklaus Children's researchers are testing the potential of next generation sequencing for arriving at faster, more accurate diagnosis of pediatric central nervous system infections. Conditions such as meningitis and encephalitis are potentially life-threatening and can be difficult to diagnose.

Identifying a pathogen is important, both in terms of guiding therapeutic management and in characterizing prognosis. Using innovative sequencing technology, researchers can identify the DNA and RNA of viruses and other pathogens present in cerebrospinal fluid of patients with suspected central nervous system infections. This technique detects a broader range of pathogens than current methods and is likely to become the standard of care in the future, if proven efficient. Seventy patients in three pediatric hospitals have participated to date, and analysis of results is currently underway. The project is sponsored by IDbyDNA and led by Dr. Balagangadhar Totapally, Director of Nicklaus Children's Pediatric Intensive Care Unit; Drs. Lauge Farnaes and Nanda Ramchandrar of Rady Children's Institute for Genomic Medicine (San Diego, CA); and Dr. Antonio Arrieta of Orange County Children's Hospital (Orange, CA).

Helping Children with Medically Resistant Epilepsy

In collaboration with the Nicklaus Children's Brain Institute, the Nicklaus Children's Research Institute supports a robust portfolio of clinical research studies in the neurosciences focused on various types of epilepsy, neuro-oncology and other neurological conditions. Many trials involve use of novel investigational products and devices in both neurology clinics and neurosurgical settings. In 2019, a Nicklaus research team reported results of a study of the use of Epidiolex, a cannabis-based pharmaceutical, to reduce seizures in children with Dravet syndrome. (Epidiolex contains an ingredient from the cannabis plant that is not psychoactive.) Participants who received Epidiolex experienced a dramatically higher reduction in seizures compared with the cohort taking a placebo. The study was led by Dr. Ian Miller, Chief of the Department of Neurology.



Intensive Outpatient Program Offers Answers for Children Struggling with Depression and Other Emotional Disorders

When a child is hurting and needs psychiatric or psychological treatment, an entire family is drawn into the circle of pain.

"Children don't live alone and the pain they feel when struggling with mental illness and depression reverberates through the entire family," said Janet Rosen, PsyD, Clinical Director of Nicklaus Children's Intensive Outpatient Program.

Having observed children going through a revolving door of short-term hospitalized crisis intervention and readmission, Dr. Rosen spearheaded development of the Intensive Outpatient Program, an innovative service that is meeting the needs of the child by treating the entire family.

To be included in the program, families of children leaving the inpatient unit agree to fully engage in this intensive therapy program, which features afternoon sessions three times per week for parents/guardians, patients and family groups.

"Incorporating the entire family in the child's recovery is a formula for success," said Dr. Rosen. As proof, no child whose family participated in the program in 2019 was readmitted to the hospital within 30 days of discharge.

What's more, the program experienced an almost 100 percent increase in patient/family participation in 2019, with many families coming from Broward and Palm Beach counties to take part.

"We are delighted that we are making a difference for the children and families we serve by adopting this holistic approach," said Dr. Rosen. "It is another example of how Nicklaus Children's helps families find new beginnings."



"Incorporating the entire family in the child's recovery is a formula for success."

Dr. Janet Rosen

DNA Day 'Gone to the Dogs' at Nicklaus Children's

What a doggone great way to learn about DNA.

Children at Nicklaus Children's celebrated DNA Day in April 2019 with a learning activity supported by a group of four-legged friends. Several of the hospital's amazing pet therapy dogs – ranging from a small Havenese to a giant Bernese Mountain dog – helped illustrate the diversity of genetic traits. Children participated in a dog coloring book activity and went home with their very own plush dog.

National DNA Day commemorates the description of DNA's double helix structure by James Watson and Francis Crick in 1953 and the completion of the Human Genome Project (an international project that sequenced the first entire human genome) in 2003. Both of these groundbreaking announcements occurred on April 25, exactly 50 years apart.

Nicklaus Children's Personalized Medicine Initiative (PMI) sponsors DNA Day activities annually to familiarize the public with the latest advances in genomic research.





Dr. Juan Calisto and team



Dr. Brian Ho (first from right) and team

Outreach to Peru: Two Medical Teams on Life-Changing Missions

Taking part in medical mission trips is a longstanding tradition among Nicklaus Children's clinicians, who are among the region's leaders in pediatric innovation. Such trips are an opportunity to share with other countries the latest clinical methods and provide life-enhancing care for children in need.

In 2019, two Nicklaus physicians brought their medical expertise and support teams to South America as part of separate initiatives to provide life-changing medical care for children in Peru.

Pediatric otolaryngology surgeon Dr. Brian Ho participated in a mission to Cusco, Peru organized by Support Our Smiles, a nonprofit comprised of medical professionals who volunteer their time to deliver ear, nose and throat care to underserved children around the world. Dr. Ho, in collaboration with colleagues from Cincinnati Children's Hospital and the Children's Hospital of Georgia, evaluated more than 100 children, performed more than 20 surgeries, visited a school for hearing-impaired children and conducted approximately 50 hearing tests.

Dr. Juan Calisto and Raquel Pasarón, APRN, from the Nicklaus Children's Colorectal Center care team participated in a mission trip to Lima, Peru to deliver collaborative care to 19 children affected by complex colorectal conditions, as well as provide education and onsite training for Peruvian pediatric surgeons. Nicklaus Children's was one of only four organizations invited to participate in the program, sponsored by Red De Corazones and the Instituto Nacional de Salud del Niño in Lima.

A New Nicklaus Name for Region's First Pediatric Ambulatory Surgery Center

The region's first and only ambulatory surgery center for children received a new name in 2019 to align with branding of all other entities of Nicklaus Children's Health System.

The newly renamed Nicklaus Children's Ambulatory Surgery Center first opened in 2015 on the campus of Florida International University and is a collaboration between the health system and a group of physician partners. In the last two years, it has been the site of about 6,000 pediatric outpatient surgeries annually.

In other 2019 news, the center, which features five state-of-the-art surgical suites, underwent a successful reaccreditation survey by the Accreditation Association for Ambulatory Health Care (AAAHC), with no deficiencies identified.

Surgical specialties offered at the center include general pediatric surgery, dentistry, gastroenterology, ophthalmology, orthopedics, otolaryngology, plastic surgery and urology.



Putting Patients and Families First Through Training Pediatricians of Tomorrow



Each year, newly minted pediatricians and pediatric subspecialists graduate from Nicklaus Children's pediatric teaching program and go out into the larger world to make a difference for pediatric patients.

This essential role in preparing the next generation of pediatric clinicians is a part of the hospital's longstanding commitment to our patients and their families. Founded as early as 1958, and accredited in 1965, Nicklaus Children's pediatric teaching program is the largest in the Southeast, providing top-quality training in 2019 for 86 pediatric residents and 38 subspecialty fellow trainees in 14 pediatric subspecialties. Also in 2019, the program was accredited to offer three new subspecialty fellowship programs in pediatric gastroenterology, clinical biochemical genetics and child and adolescent psychiatry. These programs will be launched in 2020.

Pediatricians and subspecialists who received training at Nicklaus Children's are now practicing throughout the nation and in countries around the world.

Highlights of the 2019 training program include:

- Sixty-seven percent of the 2019 residency program graduates went on to accept prestigious subspecialty fellowships.
- Equally important, the remaining 2019 graduates went on to pursue careers in primary-care pediatrics, with several securing positions right here in the South Florida community.

What's more, for 55 years, the hospital has hosted "Perspectives in Pediatrics," the longest-standing pediatric postgraduate course in the nation. More than 600 pediatricians come to South Florida annually to participate in this renowned program, which features experts from all over the world. The hospital's Pediatric Board Review Course has been offered for 24 years and has been instrumental in preparing pediatricians from all over the U.S. to pass their board recertification. The course is recognized by the American Board of Pediatrics as an approved maintenance of certification activity. In 2019, Nicklaus Children's Hospital held its first Board Review Course nationally in Pediatric Hospital Medicine, a new and emerging specialty.

Continuous Emergency Readiness to Keep Children Safe

Given its critical role providing care for the region's most vulnerable children, Nicklaus Children's Hospital takes emergency readiness seriously – and then some.

From hurricanes, to pandemics, mass casualty incidents and hazardous materials spills, the Nicklaus Children's emergency management team, and clinical and support staff always stand ready to serve the children and families of South Florida. As part of this essential function, the hospital regularly conducts drills and training sessions to ensure staff are prepared to address any emergencies that arise, and routinely tests equipment and internal emergency alert systems. The emergency management team also remains in close touch with state and county emergency preparedness officials to monitor potential threats.

"All of us at Nicklaus Children's take our commitment to the region's children very seriously. It is an honor to work with such a dedicated team of professionals with the goal of keeping children and families safe," said Vernon Jones, Director of Emergency Management.

As a reflection of the hospital's readiness, the Emergency Management Department in 2019 was the focus of two successful surveys, one by the hospital's credentialing body, DNV GL, the other by the state of Florida. Both survey teams found no emergency readiness deficiencies – a remarkable achievement, given the rigor of the survey process.



"All of us at Nicklaus Children's take our commitment to the region's children very seriously. It is an honor to work with such a dedicated team of professionals with the goal of keeping children and families safe."

Vernon Jones





A Health Plan That Puts Patients and Families First

Just like the children and families we serve, Miami Children's Health Plan – part of Nicklaus Children's Health System – grew by leaps and bounds in 2019. As it concluded its first year of operations in December, the plan featured more than 20,000 members in seven counties.

"Based on the rapid growth in membership, Miami Children's Health Plan clearly meets the needs of the region's families," said Matthew A. Love, President and Chief Executive Officer of Nicklaus Children's Health System. The plan features more than 9,000 providers, an attractive range of choices for any family.

In other 2019 highlights, the health plan implemented a secure provider-facing tool to share member and claim information to enhance holistic patient management. In addition, new member-facing technology is helping optimize member connection with care managers.

Miami Children's Health Plan is part of Nicklaus Children's commitment to meeting the healthcare needs of the region's most vulnerable children. It was made possible through a contract with the Florida Agency for Health Care Administration (AHCA) to serve Medicaid beneficiaries and provide physical and behavioral health services through Florida's Statewide Medicaid Managed Care (SMMC) Program.

"Based on the rapid growth in membership, Miami Children's Health Plan clearly meets the needs of the region's families."

Matthew A. Love

The Morton and Linda Bouchard Healing Garden Offers Space for Quiet Reflection

Nicklaus Children's celebrated the opening of The Morton and Linda Bouchard Healing Garden on its main campus in February 2019. The garden, funded by the generous Bouchard philanthropists, offers a place of comfort and reprieve for hospitalized patients and their families. Located in an outdoor terrace of the hospital's Advanced Pediatric Care Pavilion, the garden features colorful plants, topiary and a video wall with relaxing outdoor scenes.

"Our patients and families are so fortunate to benefit from the generosity of Morton and Linda Bouchard," said Michelle Boggs, President of Nicklaus Children's Hospital Foundation. "The garden enables families to experience a nurturing outdoor environment, while remaining close to their child's care team. We are so grateful to these two remarkable philanthropists for their commitment to the families in our care."

Attending the opening of the garden was First Lady Melania Trump along with Jack and Barbara Nicklaus, longtime supporters of the hospital and community leaders. Barbara and her husband, golf icon Jack Nicklaus, are namesakes of Nicklaus Children's Hospital and continue to support the hospital through their Nicklaus Children's Health Care Foundation, founded in 2004, in an effort to provide families access to world-class pediatric healthcare.



2019 Awards and Recognition



National

Hospital Programs Again Ranked among the Best in the Nation



Seven Nicklaus Children's Hospital specialty programs were again identified among the best in the nation, according to *U.S. News & World Report's* 2019-20 "Best Children's Hospitals" rankings. Nicklaus Children's has more ranked pediatric programs than any other hospital in Florida.

Nicklaus Children's 2019-20 rankings were as follows:

- Cardiology & Heart Surgery, #50**
(only ranked program in South Florida)
- Diabetes and Endocrinology, #48**
- Neonatology, #49**
(only ranked program in South Florida)
- Neurology & Neurosurgery, #16**
(no other program in the southeastern U.S. is ranked higher)
- Orthopedics, #36**
- Pulmonology, #42**
(no other program in South Florida ranks higher)
- Urology, #45**
(only ranked program in Florida)

Nearly 200 hospitals from across the nation participated in the 2019-20 *U.S. News & World Report* survey which is updated every year to account for new treatments and evidence-based best practices, informed by leading experts in the field.

Nicklaus Children's Achieves Certification to ISO 9001 Quality Management System



Nicklaus Children's Hospital successfully completed its ISO 9001 Quality Management System certification by DNV GL. Nicklaus Children's was the second freestanding children's hospital in

the nation to obtain this certification. ISO 9001 is the most widely accepted quality management system in use around the world, and is quickly gaining acceptance among U.S. healthcare providers as a foundation for their quality and patient safety programs.

Hospital Earns Fourth Consecutive Magnet® Recognition for Excellence in Nursing



Nicklaus Children's Hospital again earned Magnet® recognition by the American Nurses Credentialing Center's (ANCC) Magnet Recognition Program® for the fourth consecutive term.

Magnet recognition distinguishes healthcare organizations that meet rigorous standards for nursing excellence and is the highest and most regarded honor an organization can receive for professional nursing practice. Nicklaus Children's was the first pediatric hospital in Florida and fifth pediatric hospital in the nation to achieve ANCC Magnet designation in 2003. The designation serves as a reflection of the hospital's commitment to deliver the highest quality of care and excellence in clinical outcomes for the patients we serve.

Nicklaus Children's Earns 'Most Wired' Ranking



Nicklaus Children's Hospital earned 2019 HealthCare's Most Wired recognition as a certified level 9 hospital and received a Performance Excellence Award from the College of Healthcare Information Management Executives (CHIME). The Most Wired program conducts an annual survey to assess how effectively healthcare organizations apply core and advanced technologies into their clinical and business programs to improve care practice in their communities.

Nicklaus Children's commitment to its patients has long driven its focus on implementing technology to enhance safety, communications and security.

LifeFlight® Critical Care Transport Program Granted CAMTS Accreditation



Nicklaus Children’s Hospital’s LifeFlight® critical care transport program in 2019 achieved full three-year accreditation status from the Commission on Accreditation of Medical Transport Systems (CAMTS), the gold standard for transport teams internationally. LifeFlight is the only pediatric/neonatal team in Florida to achieve this standing. CAMTS offers a program of voluntary evaluation of compliance with accreditation standards demonstrating the ability to deliver service of a specific quality. LifeFlight provides specialized advanced life support and critical care patient transport by ground and air ambulance 24 hours a day, 365 days a year. The service safely transports more than 4,000 patients annually within a service area that includes South Florida, the Caribbean, and Central and South America.

One of the First in Florida: Safe Sleep Hospital Program Certifies Nicklaus Children’s



The National Safe Sleep Hospital Program recognized Nicklaus Children’s Hospital as a Certified Safe Sleep Hospital for its commitment to best practices and education on infant safe sleep. The hospital is one of the first in Florida to receive this designation. The National Safe Sleep Hospital Certification Program was created by Cribs for Kids®, a Pittsburgh-based organization dedicated to preventing infant sleep-related deaths due to accidental suffocation. In addition to being a Cribs for Kids® partner, Nicklaus Children’s was recognized for following the safe sleep guidelines recommended by the American Academy of Pediatrics (AAP), and providing training programs for parents, staff and the community.

Health System Receives A+ Rating from Fitch Ratings



Nicklaus Children’s Health System once again received an A+ bond rating from Fitch Ratings credit rating agency. The

health system, which includes a 309-bed freestanding children’s hospital and a growing network of pediatric outpatient centers, was also recognized by the agency as having a stable fiscal outlook for the future. The positive rating is a reflection of the organization’s ability to adapt within a changing national environment of reduced healthcare reimbursements and maintain a strong financial position in the marketplace to support additional growth to meet the needs of the community.

Health System Captures Platinum Awards for Internet Home Page and Digital Marketing Campaigns



Nicklaus Children’s Health System was honored during the 20th annual eHealthcare Leadership Awards as a platinum recognition recipient in two categories – best internet home page and best

digital marketing campaign. Platinum recognition is the highest level of achievement bestowed by the annual awards program, which highlights the very best websites and digital communications from a broad spectrum of healthcare organizations. More than 200 organizations were recognized in 22 different Healthcare Leadership Award categories as winners of platinum, gold, silver and distinction awards.

Health System Earns National Awards for Marketing Excellence

The health system received three national Aster Awards for marketing excellence in 2019. Projects for which the system received recognition included:

- Cancer and Blood Disorders Center brochure, which received a Gold Winner award.
- 30-Minute Program – A Child’s Journey, which was awarded Silver Winner status.
- Foundation TV Campaign, which received Gold Winner recognition.

The Aster Awards competition is dedicated to recognizing excellence in healthcare marketing communications.

Regional

Michael Fux Honored as Health Care Hero by Chamber of Commerce



Michael Fux, Vice Chair of the Nicklaus Children’s Health System board, received a 2019 Health Care Hero Award in the “Individual of Merit” category from the Greater Miami Chamber of Commerce. Fux was honored for his generous work to improve the lives of

hospitalized children. He funds the Michael Fux Family Center at Nicklaus Children’s Hospital, which offers a host of activities to support and delight families, including a movie theater, recreational space, laundry services, a small fitness gym, massage room and hair salon. He also sponsors an annual holiday party for families of children who have had a challenging year medically, featuring generous gifts for all children in the family from their personal wish lists.





Toniya

Toniya: Heart of a Champion

Not every high school basketball champion has her heart surgeon cheering from the sidelines at her final home game. So it was for Toniya, captain of the Miami Killian Senior High School Lady Cougars, who in the fall of 2019 was awarded a scholarship to play for Wilberforce University in Ohio.

Dr. Redmond Burke, Director of Cardiovascular Surgery at Nicklaus Children's, attended the ceremonial final game to honor his former patient as she took a bow for her sports prowess.

The celebration brought back a flood of memories for both Dr. Burke and the college-bound teen, who first met years before, after Toniya collapsed on the basketball court at age 13.

Toniya's stunned family soon learned that the seemingly unstoppable athlete had a heart condition called anomalous coronary artery. The condition often goes undetected and sudden cardiac arrest can be the first sign.

Enter Dr. Burke. He encouraged the family to have Toniya undergo corrective surgery, so that she could safely resume playing basketball, a central focus of her life. The surgery was a success, but the road to recovery was not easy.

"Toniya had to learn to trust that her heart would not fail her again. Being sidelined exacted a toll on her physically and mentally," recalls Dr. Burke.

Toniya's mother Nyree recalls post-surgical follow-up visits with Dr. Burke. "He encouraged her to believe in herself and get back in the game," she said.

"It's gratifying to see someone with such a gift be able to pursue her dreams."

Dr. Redmond Burke

After roughly two years of therapy, the once and future athlete stepped onto the court again. When back in play, there was simply no stopping her. As she concluded her high school career, Toniya was inducted into the Killian All-Time Roster, reserved for the school's most elite athletes. She had a final season scoring an average of 13 points per game and a bright future in college basketball.

"It's gratifying to see someone with such a gift be able to pursue her dreams," said Dr. Burke.

Go, Toniya!

Treatment for Rare Bone Cancer Sparks Enduring Friendship

The latest cancer treatment and a cure. That's what families seek when choosing Nicklaus Children's Cancer and Blood Disorders Center. A new best friend? Well, that's simply extra.

2019 was a challenging year made better by friendship for Maja, 10, and Victoria, 12. The pair battled the same rare form of cancer at Nicklaus Children's, and found in each other the gift of shared courage.

It was remarkable that Maja and Victoria were going through treatment for osteosarcoma at the same time. The disorder is rare, with only about 450 new cases diagnosed in children in the U.S. each year. The two young ladies found strength by going through treatment together.

Maja, of Jupiter, FL, was the first to arrive at the Cancer and Blood Disorders Center. She underwent surgery on her femur and knee to remove the cancerous tissue. When Maja learned that another girl was newly admitted to the unit with the same type of cancer, she wrote her a letter of encouragement. That outreach sparked a friendship that would see the two girls through their journey to recovery.

During their time in the unit, Maja and Victoria would routinely visit the other's room to watch a movie together and shared in arts and crafts projects organized in the unit, including making "slime," a favorite. And of course each was on hand to share in their friend's ceremonial end-of-treatment bell-ringing ceremony in the unit.

"Being in a children's hospital and having the opportunity to find a friend going through treatment for the same rare form of cancer was a blessing."

Maja's mother

Thankfully, both Maja and Victoria are on the road to recovery. Maja underwent surgery to place a special implant in her leg that will enable it to grow along with her. Victoria's care plan included a novel bone transplant procedure.

"Being in a children's hospital and having the opportunity to find a friend going through treatment for the same rare form of cancer was a blessing," said Maja's mother. "The girls loved spending time together."



Victoria and Maja

Naples Family Finds Hope and Healing at Nicklaus Children's Fetal Care Center

Kristen Palmer recalls the excitement of all the sweet milestones that come with a first pregnancy, hearing the heartbeat, learning the baby's gender, and experiencing those first little kicks. However, at 26 weeks' gestation, the happy expectations dissolved into fear when Kristen learned during an ultrasound that her precious baby's spine was growing outside her tiny body.

"My husband and I went through so many emotions on that day. We were so worried about what the future would hold and what life would be like for our daughter," said Kristen.

Knowing the baby would need the best possible care, the Naples native took the advice of her maternal fetal medicine specialist and scheduled a consultation with clinicians at Nicklaus Children's Fetal Care Center. The program offers care management and support for families expecting infants with complex medical conditions that will require treatment or surgery soon after at birth.

The next months were filled with medical appointments for Kristen and her family. The hope and confidence conveyed by the Fetal Care Center staff buoyed the family. A nurse navigator walked Kristen through every step of the planning process, from the scheduling of appointments, to meeting her daughter's future doctors and surgeon, and answering any questions she had, day or night.

What's more, Kristen knew she would be able to give birth in the newly opened Special Delivery Unit at Nicklaus Children's, part of the Fetal Care Center. The 10-bed unit was created to ensure that healthy mothers can deliver high-risk babies at Nicklaus Children's, enabling immediate care of the newborn at the region's premier children's hospital.

When baby Jocelyn was born in September 2019 at Nicklaus Children's, she was soon in the care of renowned pediatric neurosurgeon Dr. John Ragheb and other members of the neurosurgical team, including Dr. Toba Niazi and Dr. Shelly Wang.

Today, Jocelyn is thriving and meeting her developmental milestones. "Although it was a worrisome time for our family, the whole team — from the fetal care nurses to the surgeons — made us feel so comfortable and reassured during the entire process. We routinely visit Nicklaus Children's for follow-up appointments with pediatric specialists. The three-hour drive is always worth the peace of mind."

Jocelyn

Adam Gets Back on Track

Adam, then age 15, and his family were enjoying a relaxing day at the beach, when suddenly life threw them a curve ball.

While applying sunscreen to his son's back, Adam's father, a physician, noticed a distinct curvature in the boy's spine that he instantly recognized as scoliosis, a progressive disorder that often requires surgical intervention.

The unexpected discovery led the family to Nicklaus Children's Hospital's renowned Center for Spinal Disorders and a whirlwind care odyssey. After a year of monitoring by the spine center team, Adam's curvature had continued to progress to the point that corrective surgery was recommended.

In the spring of 2019, at age 16, Adam underwent a spinal fusion procedure with Dr. Thomas Errico. The result: a corrected spinal curvature and a new career aspiration for Adam.

As the son of two clinical professionals, a medical career had long been in Adam's sights. The 2019 surgery gave a particular focus to his trajectory: He now plans to join the ranks of Dr. Errico and other orthopedic surgeons specializing in scoliosis treatment.

"Having gone through this, I will really be able to relate to my patients," said Adam. "If they are a little worried, I'll be able to show them the pictures of my spine before and after surgery and reassure them that everything will be fine."

Dr. Errico concurs that Adam will be an excellent addition to the spinal surgery field. "Adam is a remarkable young man with a great future. I am honored to have been part of his care team and pleased to learn of his future goals."

Adam has since concluded his senior year at Christopher Columbus High School and continues to pursue his interest in mixed martial arts, recently earning his brown belt. He begins premedical studies in the fall of 2020 at Florida International University, a life back on track with a new focus for the future, thanks to Dr. Errico and Nicklaus Children's Center for Spinal Disorders.

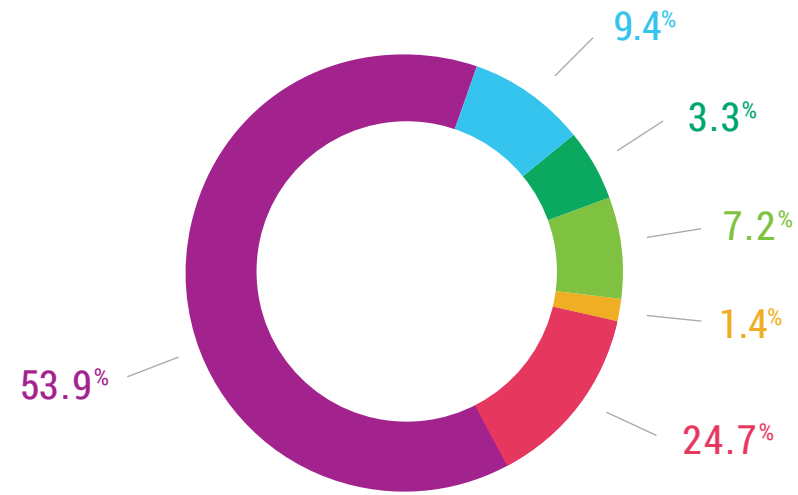


Adam

2019 Financial and Statistical Highlights

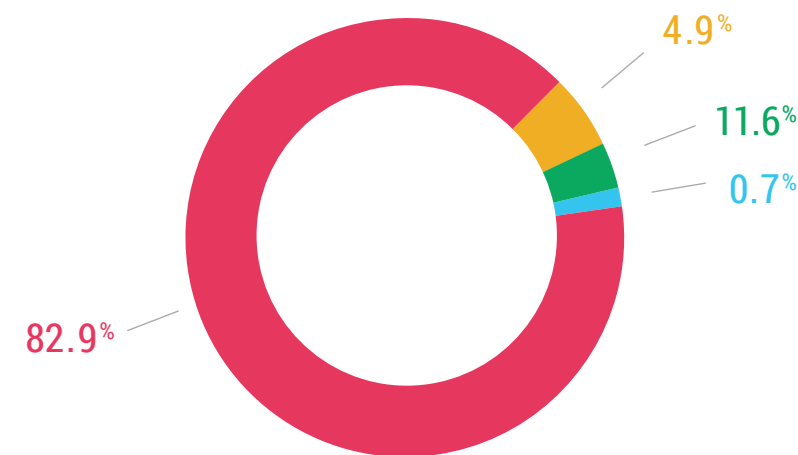
2019 Expenses

- Salary and Benefits
- Supplies
- Malpractice and Other Insurance
- Depreciation and Amortization
- Interest
- Other



2019 Sources of Revenue

- Net Patient Revenue
- Investment Income
- Grants and Other Revenue
- Net Assets Released from Restrictions Used for Operations



2019 Payor Mix

- Medicaid, Self Pay & Other Government
- Contracted Managed Care



2019 Statistical Data

- 63,197** Total Inpatient Days
- 9,455** Total Inpatient Admissions
- 173.1** Inpatient Average Daily Census
- 56%** Inpatient Occupancy
- 92,322** Total ER Visits (main campus)
- 172,510** Ambulatory Visits
- 6,336** Observation Visits
- 16,265** Total Surgical Cases
- 7** Average Length of Stay (days)

2019 Community Benefits

- 4,159** Number of Employees
- 86*** Number of Residents
- 38*** Number of Subspecialty Fellows
- 300** Number of Research Protocols
- 75** Schools Served by School Health Initiative
- 26,870** Total School Health Student Encounters
- 3,540**** School-Based Mental Health Counseling
- 1,239***** Health and Safety Classes Provided
- 6** Specialty Medical Children's Camps

* largest number of pediatric residents and fellows in the Southeast

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

*** including school-based and other



A Message from the Foundation President

It was because of you, our generous supporters, that Nicklaus Children’s Hospital Foundation had a remarkable 2019. As a community, we upheld a shared vision to be “where the children are” and continued to garner greater advocacy and philanthropic support. We raised record funds to support the hospital and helped more patients receive the care they needed to lead healthier lives.

Together, we set a record-breaking year for our foundation, raising nearly \$2 million at the annual Diamond Ball gala in support of mental health initiatives for patients at Nicklaus Children’s Hospital. In addition to the Diamond Ball, other successful fundraisers throughout the year helped us raise funds for many areas of the hospital, from ophthalmology to bereavement services and housing for patient families. We were grateful to also receive a number of generous gifts from individuals, foundations and corporations that will transform how care is delivered and accessed at Nicklaus Children’s next year and beyond.

In total, we raised nearly \$22.5 million in 2019 to support the children and families who turn to us during their most difficult time. This represents more than a 50 percent increase in funds raised over the previous year, and we thank you for your continued support of our work to inspire hope and promote lifelong health by providing the best care to every child.

As we continue providing care for one of the most underserved and underinsured populations in Florida, this private support goes a long way to help those with the most need. The future is bright for Nicklaus Children’s, as we are reminded of the inspiring stories of Mariah, Alanis and Joshua, just a few of our patients who have overcome great odds to now be on the path to health and healing. With friends like you, we will continue to strengthen and grow our legacy as the region’s leading pediatric care provider for years to come.

Thank you for being our partner!



Michelle Boggs
Senior Vice President, Nicklaus Children’s Health System
President, Nicklaus Children’s Hospital Foundation

Foundation Highlights

Record \$2 million Raised for Pediatric Mental Health at 13th Annual Diamond Ball Gala

Almost 700 guests gathered for the 13th Annual Diamond Ball on October 19, where nearly \$2 million was raised to benefit the patients and families at Nicklaus Children's Hospital. The gala was chaired by community pillars Juliana and Alex Kryz, and honored philanthropist Michael Fux for his commendable work helping underserved children in South Florida.

The funds raised that evening are being used to support mental health programs for children like Mariah who, thanks to dedicated healthcare workers at Nicklaus Children's, was able to receive critical support to help fight mental health challenges.



Nicklaus Children's Young Ambassadors Funding Supports Seven Projects

The group of young, passionate South Florida professionals who comprise Nicklaus Children's Young Ambassadors (NCYA) had a banner year in 2019, raising \$271,275 for the hospital.

The group's largest fundraiser of the year, the 8th Annual Fashion Gives Back, was a resounding success with funds supporting rehabilitation equipment and training.

NCYA also raised funds that will support ophthalmology services and outreach, the VACC Camp and Camp Roaring Sun, the Go Green Initiative, housing for patient families and bereavement support through Nico's Promise.

Nico's Promise Raises \$250,000 to Support Grieving Families

Nico's Promise: A Journey of Hope and Healing hosted its 5th annual fashion show titled "Siempre" in the fall. Nearly 500 guests and sponsors helped raise \$249,646 to benefit the bereavement program at Nicklaus Children's Hospital. Over the past seven years, Nico's Promise has served 1,400 families who have suffered the loss of a child, from providing countless group sessions to coordinating annual celebrations of life.



Milestone Year as Regional Children's Miracle Network Hospital

In 2019, Nicklaus Children's Hospital celebrated its 32nd year as the official Children's Miracle Network Hospital in South Florida. Over the years, major partners like Ace Hardware, Costco, Dairy Queen, Marriott, Publix, Sam's Club, Speedway and Walmart have raised millions in funds to support our patients and families. We are grateful that these, and many other organizations across South Florida, continue to support Nicklaus Children's Hospital each year.

Transformational Gifts

Mobile Dental Unit Brings Healthy Smiles to Community

For the third year, the Nicklaus Children's Mobile Dental Unit brought free dentistry services to the most underserved children in Monroe, Miami-Dade and Broward Counties, and most recently adding service in Palm Beach County.

In all, 20,000 dental services have been provided and more than 5,000 children have been served through the mobile dental unit. Our medical team provides free oral health screenings, assessments, oral hygiene education and a full-range of dental treatments.

The mobile dental unit is supported by The Honda Classic Cares, using proceeds from The Honda Classic, a professional golf tournament on the PGA Tour. Since 2016, proceeds from The Honda Classic also supported Nicklaus Children's pediatric services and operations throughout Palm Beach County, with care provided at the Nicklaus Children's Boynton Beach Care Center, Nicklaus Children's Palm Beach Gardens Outpatient Center and the De George Pediatric Unit at Jupiter Medical Center.



Matching Grant Supports Dental Services

The Batchelor Foundation has generously renewed its support of Nicklaus Children's Hospital with a \$250,000 challenge grant to benefit mobile dental services at Nicklaus Children's. The Batchelor Foundation's support of the hospital dates back 30 years, with contributions benefiting various areas including nephrology, research and preventive medicine.

Generous Donation Funds Healing Garden for Patient Families

Linda and Morton Bouchard made a generous \$1 million gift to fund The Morton & Linda Bouchard Healing Garden in the hospital's Advanced Pediatric Care Pavilion. The Healing Garden aims to provide hospitalized patients and families a quiet space for meditation and respite.

Gifts Benefit Pediatric Cardiology

The Esrick Dream Foundation Cardiac Intensive Care Unit was named thanks to a generous gift from the Esrick Dream Foundation. The unit was the first dedicated pediatric cardiac unit in the Southeast and one of few in the nation. The cardiac care unit provides highly specialized pre- and post-operative care for children undergoing cardiac surgery and interventional catheterization.

With a \$1 million contribution from philanthropist Howard Belford, the hospital's cardiac surgery suite was named in his honor. Cardiac Surgery brings together a select group of world-renowned cardiac surgeons to treat the most complex heart defects and develop new treatments and techniques that help our patients heal.

Landmark Gift Supports Intensive Care

Lynn and Frank Scaduto made a landmark \$1 million gift supporting patient care that names the Neonatal Intensive Care Unit Floor in the hospital's Advanced Pediatric Care Pavilion. The unit provides care for more than 800 critically ill newborns a year.

Colombia-Based Global Health Program Receives Philanthropic Support

The Lawrence J. & Florence A. De George Charitable Trust has generously donated \$1 million to launch a cardiac screening program in Colombia for newborns with congenital heart disease. Working with Colombia-based partners, the program will be rolled out across several sites in the Caribe Region and is estimated to impact at least 7,000 children a year.

Kohl's Renews Partnership Promoting Healthy Lifestyle Among Children, Families

Kohl's Department Stores renewed its support of Nicklaus Children's Hospital in 2019 with a second multi-year grant through its philanthropic arm, Kohl's Cares, funding the hospital's #GiveMe5 program. Led by Nicklaus Children's Hospital Food and Nutrition Department, the program brings its mobile farmer's market into local neighborhoods and schools offering fresh vegetables and healthy recipes for the whole family to enjoy. #GiveMe5 aims to raise awareness of the importance of eating at least five fruits and vegetables a day.

Since 2009, Kohl's has donated millions of dollars to Nicklaus Children's Hospital, including funding a child bike safety program that provided kids with bike helmets and parents with safety tips.



Support for Telehealth Nursing Program

Florida Blue Foundation, the philanthropic arm of the state's leading health insurance company, has granted Nicklaus Children's Hospital Foundation \$300,000 over a three-year period to fund Baby Steps, a telehealth nursing intervention program to improve the transition to home care for pediatric patients.

Support for Mental Health, Bereavement and Cancer Programs

The Ortega Foundation donated \$130,000 to support the Nicklaus Children's Mental Health, Bereavement and Cancer initiatives, which touch the lives of underserved families, especially those who are most vulnerable.

Enriching the Patient Experience

Thanks to grant support from the Jordan Spieth Family Foundation, Nicklaus Children's Hospital worked to enhance the Children's Experiences program for hematology and oncology patient families. The grant funds a recreational specialist and provides resources that upgrade play spaces and teen lounges, boosts support for patient siblings, and helps patients understand upcoming procedures through medical play.

Record Year for Employee Giving via iGIVE

Employees across the Nicklaus Children's Health System have demonstrated a marked increase in their philanthropic support for the organization, with nearly \$125,000 raised through employee gifts. These

supporters, many of whom are part of the Nicklaus Children's Hospital Foundation Monthly Giving Circle, are enrolled in the health system's employee giving program iGIVE. The program is an opportunity to give back to the hospital by dedicating a percentage of support through every paycheck. Dollars raised throughout the year are used for funding opportunities that impact our patient families and employees.

Other Notable Philanthropic Support

Spreading Joy Through Annual Toy Drive

The community was especially generous during the holiday season's Spread Joy Toy Drive sponsored by CVS/Navarro. More than 32,500 items were donated—nearly three times the number of toys donated the previous year—with a value of more than \$800,000.



Not-So-Spooky Fundraiser Benefits Nicklaus Children's Patients

Spirit of Children, the charitable giving arm of Spirit Halloween, raised \$86,210 to benefit the hospital's Child Life Department. Each year, they donate a portion of the proceeds from all Halloween sales in its Miami-area stores. Since 2007, Spirit Halloween has contributed \$850,000 to benefit Nicklaus Children's Hospital.

Our 2019 Stories

No one tells our story better than the children and families whose lives have been made better through the good work of Nicklaus Children's Hospital. Each year, the foundation proudly shares Patient of the Month video stories to celebrate how we make a difference for those we serve.

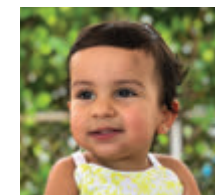
Below are the children whose dramatic stories we highlighted in 2019. To view all the videos, please visit: <https://give.nicklauschildrens.org/stories>



Baby **Alanis** was born with a caramel-colored mark on her arm which grew into a meningioma, one of the most common tumors of childhood. Through the good work of the International Birthmark Institute at Nicklaus Children's, Alanis is now free of the disfiguring tumor.



Chad, age 3, was in peril after a nautical wood pole came crashing down on him during a fishing trip with his father, damaging his heart. Thanks to surgery at The Heart Program at Nicklaus Children's, Chad has lived a healthy life and is now an active and healthy college student.



Gianna, age 2, was diagnosed with spinal muscular atrophy type 2, a rare genetic neuromuscular disorder that affects the nerve cells that control voluntary muscles. Without treatment from the physical therapy team at Nicklaus Children's, Gianna's muscle weakness could have grown worse.



At only 7 years old, **Isabella** complained of back pains and was unable to play with her friends, and even walk at times. After several blood tests and an MRI, it was determined that Isabella had leukemia. After a few weeks of treatment at the Nicklaus Children's Cancer and Blood Disorders Center, Isabella's cancer was in remission. Today, she is a happy, curious and charismatic girl who enjoys reading and writing. She is currently developing a book called "Mi Vida" (My Life), for children with leukemia.



Shortly after **Joshua** was born, his mother began to notice he was constantly coughing and sneezing. After several misdiagnoses elsewhere, Joshua visited an infectious disease specialist at Nicklaus Children's where he was diagnosed with an immune deficiency

called immunoglobulin A (IgA) – the most common immune deficiency among children. Today, Joshua is a healthy and active 5-year-old who plays baseball and the guitar.

After noticing that 1-year-old **Layla** routinely tilted her head to one side, the child's mother Diamond looked for help. Following multiple medical opinions and failed attempts at bracing and casting to correct a curvature in Layla's spine, Diamond turned to the pediatric spinal team at Nicklaus Children's Hospital. Layla was diagnosed with a rare condition known as infantile idiopathic scoliosis, or early onset scoliosis. Following a period of gravity halo traction, Layla underwent surgery to insert magnetically controlled growing rods to properly align her spine. Today, Layla attends routine checkups to adjust her rods without the need of an invasive procedure as she continues her road to recovery.



Mariah was adopted by her foster parents shortly after birth, and years later, was diagnosed with Charcot-Marie-Tooth, a degenerative nerve disease that usually appears in adolescence or early adulthood. This disorder caused Mariah to gradually lose her ability to walk, eventually requiring a wheelchair. At school, Mariah was taunted because of her disability and the fact that her skin tone was different than that of her parents. One day, Mariah tried to take her own life with over-the-counter medication. Mariah survived and her parents were grateful to find much-needed care for Mariah at the inpatient psychiatry and behavioral medicine unit at Nicklaus Children's Hospital.

Consider making a charitable gift today that promotes health and healing for all children.

give.nicklauschildrens.org

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