

# Nicklaus Children's Hospital Implementation Plan

In response to the 2020 Community Health Needs Assessment

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### **Background:**

Every three years not-for-profit hospitals are required to conduct a Community Health Needs Assessment (CHNA) of the local populations they serve. Nicklaus Children's Hospital completed our 2020 Tri CHNA in collaboration with University of Miami Health System and Jackson Health System and Professional Research Consultants, Inc. (PRC): interviewing families, surveying key informants, reviewing public source information, and based on the needs identified in the research, prioritizing areas of focus. Our goal in conducting the assessment was to better understand the health status, behaviors, and needs of residents of Miami-Dade County so that we as a community – patients, families, Nicklaus Children's, and partner organizations – can optimally support their health and wellbeing. This implementation plan is a 1-year plan as a more exhaustive CHNA focused on pediatric (child and adolescent) needs will be completed in 2022. This will expand our process to examine health equity and contributing social determinants of health.

### **Implementation Plan:**

The Implementation Plan below captures Nicklaus Children's commitments to address the specific findings of the 2020 Tri CHNA. This public document is intended by way of summary and as an invitation to organizations and individuals in the community interested in collaborating on the defined areas of focus.

Priority Area	Call to Action
<b>Access to Care</b>	<ul style="list-style-type: none"> <li>• Nicklaus Children’s Pediatric Virtual Care (telehealth) is actively growing to provide greater access for our patients and their families. This service offers convenient access to non-emergency pediatric care through our state-of-the-art Telehealth Center. Families can connect with providers from the comfort of their own home via video conferencing from their computer, tablet or mobile app. The demand for telehealth grows, Nicklaus adds services and enhances appointment efficiency.</li> <li>• Nicklaus Children’s continues to enhance access to subspecialty care through provision of services at outpatient centers and offices in locations throughout South Florida. Nicklaus Children’s Pediatric Specialists, the health system’s medical group practice, also continues to grow, adding providers to better meet the needs of our community.</li> </ul>
<b>Mental Health</b>	<ul style="list-style-type: none"> <li>• The need for mental healthcare services for children and teens has grown in recent years, exacerbated by the pandemic. When demand for services exceeded available clinical staffing, the team developed a network of experts in the community to which it could refer children in need. These steps made it possible for the program to address the needs of more children. Nicklaus Children’s continues to seek opportunities to expand offerings to meet the mental health needs of children and has several collaborations in development.</li> <li>• In 2019, the hospital established an intensive outpatient program to support families of children recently hospitalized due to mental health issues. The program helps the family continue to make progress, reducing the incidence of readmission. This program continues to grow to meet demand and serve an increasing variety of patients.</li> <li>• As the South Florida healthcare partner for a national campaign to elevate awareness of mental health and provide teachers and families with resources to support children’s mental health needs, Nicklaus Children’s will not only expand the reach of these key resources, but will also be a leader in ensuring availability for Spanish-speaking families in our community.</li> </ul>
<b>Behavioral Management</b>	<ul style="list-style-type: none"> <li>• Code Bear - Autism Care -- a collaborative effort with Rehabilitation Services; Nursing and the Brain Institute. Development of a program to follow communication and/or behaviorally vulnerable patients (including Autism) through the continuum of care and beyond a single one-time visit. The Code Bear - Autism Care is a behavioral management program that is designed to identify, alleviate, and if necessary, manage anxiety and fear during hospitalization.</li> <li>• New bilingual series, “Let’s Talk” was created in response to the pandemic and is ongoing to assist in dealing with stress, resiliency in families and children, communication skills and setting goals and structuring the home environment.</li> </ul>