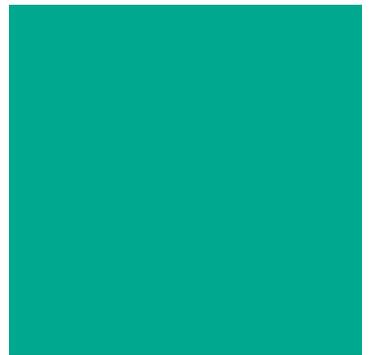




Healthy  
*kids.*



Healthy  
*communities.*



2009-2010  
Community  
Report



# Mission of Care

Martin J. Gavin, President and Chief Executive Officer

At Connecticut Children's, our core mission is to improve the physical and emotional health of children across Connecticut. We do everything possible to provide unparalleled clinical care in an atmosphere specifically designed for children and their families.

Last year alone, Connecticut Children's provided treatment to a child over 270,000 times. But that is just a fraction of the overall service we provide. Our doctors, nurses and other dedicated professionals are committed to preventing illness and injury to children, working to discover new cures, training the next generation of health care providers and advocating for children's health care rights each and every day. It is in service to this mission of care that Connecticut Children's becomes more than the sum of its parts.

In this brochure we shed light on a variety of those activities. You will learn about how the care and services that Connecticut Children's provides goes outside our walls and touches on programs ranging from training and education, to volunteering, to the coordination of complex care issues throughout the country. The stories you will read are about our co-workers, our mentors, our neighbors, and our friends – all working within the Medical Center (and often in their spare time) to help make kids lives better.

We see a lot of children in our hospitals and at our specialty care centers. We do everything from setting broken bones, to providing a comforting hug, to exploring the leading edge of pediatric research. Yet some of the best things we do for children they will never see or know about. Because sometimes giving kids the care they deserve means helping to make the world a little better place.

Sincerely,



Martin J. Gavin  
President and Chief Executive Officer

Last year,  
Connecticut  
Children's provided  
care to a child over  
270,000 times.

# Training

Marilyn Sanders, MD, Director, NICU Follow-up Clinic

For a free-standing children's hospital like Connecticut Children's, training can take many forms. It could be summer internships for high school and college students. Or residency programs affiliated with the UConn Medical School. But one of the most interesting training developments in the last year is the formation of the Northern Connecticut Neonatal Collaborative.

In November 2008, Connecticut Children's and the University of Connecticut Health Center jointly sponsored a conference to promote cooperation and collaboration in improving the health of Connecticut's newborns. The conference drew 61 multidisciplinary attendees from 19 different birthing hospitals. As a direct result of this conference, the Northern Connecticut Neonatal Collaborative was formed. All 19 member hospitals are committed to participation in this exciting new endeavor, and to Connecticut's neonates.

Connecticut Children's, in response to a need identified by the Collaborative, recently opened a state of the art Neonatal Simulation Center. The simulations are created with a mannequin and computer software which replicates a variety of emergency situations. The goal of the Neonatal Simulation Center is to provide training to all levels of pediatric healthcare providers from nursing students, to medical students, to visiting providers from other hospitals. Currently, simulation training is being used to teach lifesaving procedures such as newborn resuscitation training in Connecticut Children's residency program.

## **In the future, the Northern Connecticut Neonatal Collaborative will focus on the following key issues:**

### **Introduce Medical Careers to Young People**

Connecticut Children's is working hard to interest high school student in healthcare careers. During the past year three Career Days and four Career Exploration events were held, which attracted more than 350 students from high schools in the greater Hartford area. We've also worked closely with the Central Area Health Education Center, whose mission is to expose minority youth to healthcare careers.

### **Support Clinical Training Programs**

Connecticut Children's acts as a placement site for most of the clinical training programs in the state. During the past year 56 clinical students completed 14,000 hours of their education at Connecticut Children's, and more than 500 students completed over 37,000 hours of instructor-led placement hours here.

### **Maintain Ongoing Professional Development**

Connecticut Children's is a leader in bringing continuing education to community pediatricians and providers. During the past year over 300 hours of continuing education has been available through 42 Grand Rounds, multiple Evening Lectures and other events.



Simulation training is currently being used to teach lifesaving procedures in Connecticut Children's residency program.



Earlier this year, Connecticut Children's became the first hospital in the state to offer a neonatal simulation training program. Above, Victor Herson, MD, Director of Neonatology at Connecticut Children's oversees a training procedure demonstrated by Adam Matson, MD and Nancy Cyr, RN and Clinical Educator at the Medical Center.

# Child Advocacy

Jane Baird, Director of Government Relations

Too often, children don't have a voice in the decisions that directly affect them and their families. Connecticut Children's advocacy efforts are aimed at making sure that kids' concerns are always conveyed and considered when public policy is made.

"It is particularly important that free-standing children's hospitals take an active role in advocating for the health and safety of children," said Jane Baird, Director of Government Relations at Connecticut Children's.

"Other ages, groups and causes are pretty well represented, but kids don't vote. So those of us who do, need to make sure kids' interests are looked after. Besides, children are our specialty. It's what we do. Consequently we see and feel children's policy issues acutely. That's not to say we are the only group advocating for children in Connecticut. We often collaborate with other groups, but we believe it's our responsibility to take a leadership role."

In our clinical work we help one sick child at a time, but through legislative advocacy we can help scores of children over the long term. This may be as straightforward as supporting laws and policies that are good for children and opposing ones that aren't. We also function as an expert resource with regard to pediatric health care issues for policy makers. "We encourage all of our staff and doctors to be advocates for children. Especially in terms of leveraging their experiences at Connecticut Children's to provide expert testimony whenever possible. Part of my job, in fact, is to train our residents and new staff in techniques of effective advocacy."

## Other Child Advocacy Initiatives:

### Early Identification of Cystic Fibrosis

On May 8, 2009, Governor Rell signed Public Act 09-20, championed by the Central Connecticut Cystic Fibrosis Center, which requires screening for Cystic Fibrosis in newborn infants. Now all babies born in Connecticut will be screened at birth for this chronically debilitating genetic disorder, improving outcomes and quality of life for the children and families who have been affected by this disease.

### Transportation Services for Critically Ill Children

Because Connecticut Children's provides tertiary care services that are not available at community hospitals, the Medical Center's critical care transport team is needed to bring critically ill or injured children and newborns from other facilities when they need a higher level of care. In 2009, our pediatric critical care specialists advocated successfully for a legislation to make sure that children have access to these transportation services.

### Helping Children with Autism to Reach Their Potential

A new Connecticut law will help families who face autism access critical services that contribute to successful outcomes for their children. Clinicians from Connecticut Children's, along with the Feeding Team and CCMC School, successfully advocated for changes that expand insurance coverage for the diagnosis and treatment of children with Autism Spectrum Disorders.

Through legislative advocacy we can help scores of children over the long term.



Through its advocacy programs, Connecticut Children's ensures that the voice of children and their families is heard on healthcare matters that directly affect them. Above, Ann Taylor, Senior Vice President and General Counsel and Jane Baird, Director of Government Relations are pictured with Janaysha Ortiz (age 13) and Sharon Fote, RN, Primary Care.

# Volunteerism

Paul Kapustinski, RN, spends almost every waking hour helping people.

He cares for sick and injured children in the Emergency Department at Connecticut Children's Medical Center where he works as a staff nurse. And when he's not working, he spends time every week serving meals at the Hartford Rescue Mission on Main Street.

But over the last two years, there has been a growing overlap in Kapustinski's two worlds.

Paul's regular visits to the rescue mission caught the attention of his co-workers in the ED and they wanted to experience the same feeling of helping those less fortunate. Once a month, four or five of the staff from the medical center's ED accompany Kapustinski on one of his weekly visits to the mission where they serve meals and clean up after dinner. In total, about 35 Connecticut Children's employees help cook the meals and take turns going to the rescue mission.

"Paul is just a good person who is very quiet and unassuming," said Margo George, Assistant Nurse Manager of Connecticut Children's ED. "This isn't something that Paul had to sell us on. He's a shining example to the staff – they actually went to him with the idea of helping out at the rescue mission."

A wide cross section of staff – including doctors and nurses, patient care associates and support staff – participate in helping at the rescue mission. The group even includes former employees of the ED, who continue to cook and accompany Kapustinski to the shelter.

## Other examples of Connecticut Children's employees who are active in the community:

### City-Wide Science Fair

Sixteen employees volunteered to act as judges at a city-wide science fair in Hartford. A physician from Connecticut Children's gave the keynote address at the award ceremony. Connecticut Children's staff also participated in a role modeling program in which volunteers visited classrooms to talk about how science has been used in their jobs.

### Volunteerism Takes Many Forms

Connecticut Children's employees volunteer in countless ways for a wide variety of charities. For instance there's Nicole McGuire who volunteers at the Classical Magnet School in Hartford. She also volunteers at the Charter Oak Cultural Center, Northeast Theater Association and is a Team Captain for the Connecticut Children's Employee Campaign. Or Kevin Borrup who sits on the board of the Connecticut Health District and the Public Policy Committee of the Injury Control and Emergency Health Services section of the American Public Health Association. And Shelby Temple, who began volunteering for Connecticut Children's at the age of 14. She now works for the Medical Center and volunteers her time in our day care program. Oh, and she's also a volunteer EMT. The staff at Connecticut Children's takes pride in making a difference in the lives of children, at work and through outside volunteer activities.



Connecticut Children's employees volunteer in countless ways for a wide variety of charitable causes across the state.

# Outreach

Paul Dworkin, MD, Physician-in-Chief

Connecting children with developmental or behavioral issues to appropriate services and programs is an ongoing and complex problem. A problem that Dr. Dworkin has been making steady progress against for many years.

“Children with developmental and behavioral problems are too often eluding early detection.”



Paul Dworkin, MD  
Physician-in-Chief

“Quality programs exist, but we need to remove barriers that keep kids from connecting with the resources they need. In a nutshell, that is the idea behind the Help Me Grow model.” Our model addressed these

issues so well that it has expanded from a Hartford based program, to a Connecticut wide program, to an eight-state model – and growing. There is even some international interest.

Connecticut Help Me Grow, operating under the auspices of the Connecticut Children’s Trust Fund, provides cost effective, efficient, and user-friendly mechanisms for identifying children from birth to age eight who are at risk and connecting them to appropriate community resources. The Help Me Grow system is an elegant, simple model that harnesses the competencies of just a handful of interrelated components and existing community services yet has far-reaching impact upon service delivery to at risk children.

## The Help Me Grow model:

### Training

The Help Me Grow model is targeted at child health providers in order to improve the practice of developmental surveillance (early detection). Grand rounds presentations are delivered through hospital based pediatric departments and large pediatric clinics across Connecticut. Trainers visit community-based pediatric practices and present administrative guides and protocols for PEDS (Pediatric Evaluation of Developmental Status).

### Single, Confidential Telephone Access Point

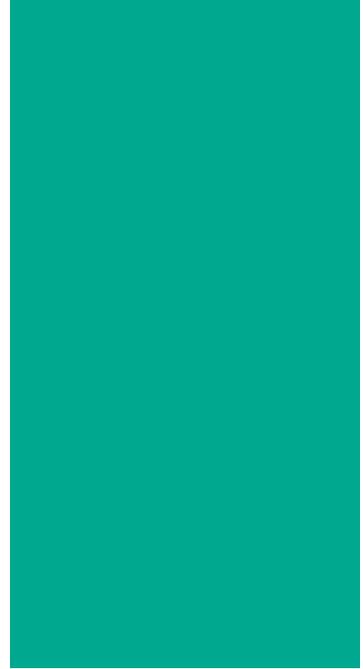
The Child Development Infoline (CDI), a specialized call center of the United Way 2-1-1, links families of young children to existing services and supports.

### Current Inventory of Community-Based Programs

Infoline can only be effective if its information and referrals are accurate and timely. Information is kept current through a cooperative link between Community Liaisons and the United Way 2-1-1 Information Department.

### Results-Based Accountability

An annual outcome evaluation is conducted by the Center for Social Research. This annual evaluation weighs the programs effectiveness in matching family needs with program services, tracks the nature of incoming calls, and assesses Help Me Grow’s progress toward established goals.



## Charity Care and Community Support Fiscal Year 2009

Charity Care.....	\$213,748
Unreimbursed Medicaid.....	\$5,313,743
Community Health Improvement and Community Benefit Operations....	\$4,238,652
Health Professions Education .....	\$6,464,802
Subsidized Health Services .....	\$954,327
Research .....	\$3,068,198
Physical Improvements and Housing.....	\$3,649,713
Community Support.....	\$1,941,656
Leadership Development.....	\$10,637
Community Health Improvement Advocacy .....	\$679,863
Total .....	\$26,535,339





Connecticut Children's Medical Center  
282 Washington Street  
Hartford, CT 06106  
[www.ConnecticutChildrens.org](http://www.ConnecticutChildrens.org)