



2020 Year in Review

# Hope and resilience



**Children's Hospital**  
New Orleans  
LCMC Health



## A message from our **President and CEO**

John R. Nickens IV

# Hope and **resilience**

**2020 was, for most of us, the most challenging time we have faced in our lifetimes.** Despite the challenges and uncertainty of this incredibly difficult year, it is powerful to reflect on all that we learned, all that we endured, and the many successes we achieved together at Children's Hospital New Orleans despite unforeseen obstacles – successes that will impact the health and wellbeing of the next generation.

**We remained focused on our core mission – the health of the children of Louisiana!**

From the opening of our new, 51-bed Behavioral Health Center and clinical care spaces including Cardiac Intensive Care, Surgery, Imaging, Dialysis and specialty care clinics across the state, to rapidly expanded Virtual Care services and the launch of ThriveKids, in 2020 Children's Hospital continued to invest in the future of Louisiana's children despite the challenges we faced.

2020 was difficult. Together we were faced with the worldwide COVID-19 pandemic, stay-at-home orders and unfamiliar safety measures, the loss of loved ones and so many of our fellow Americans, economic challenges, racial injustice, and violence. **But it was also a time for change, and a time to unite and overcome.**

**While 2020 was hard – our Children's Hospital family is strong and resilient, just like the incredible patients we serve. Our patients remind all of us that a brighter tomorrow lies ahead.**

From our COVID-19 response and the expansion of clinical services both in New Orleans and across Louisiana, to our vital work in the community and ongoing efforts to expand access, our team of experts has continued to provide the highest level of pediatric care available.

As we gratefully welcome 2021, we are reminded of our purpose to build a happier, healthier future for Louisiana's children with renewed focus and optimism. We are all a part of building the future – and the time for excellence in pediatric healthcare is now, and the place is Children's Hospital New Orleans.

**Now, let's take a look back at all of the extraordinary things we accomplished together in 2020...**

# Behavioral Health grand opening

The new 51-bed, 70,000-square foot Behavioral Health Center at Children's Hospital, which opened in April, is among the largest and most comprehensive pediatric programs in the nation, serving patients from across the Gulf South. The \$25 million comprehensive center is dedicated to serving children and adolescents with a wide range of mental and behavioral health disorders, and is conveniently located on Children's Hospital's main campus.



psychiatry program that more than doubles its previous capacity, with more than 2,000 visits per year.

Outpatient services, including assessment and treatment of psychiatric and behavioral disorders such as autism spectrum disorder, attention deficit hyperactivity disorder, and mood disturbance, are also provided at the new center.

Timed with the opening of the new Behavioral Health Center, Children's Hospital launched its High 5 Project, a community-wide movement to meet the mental health needs of all children. The High 5 Project aims to ensure



The opening of the new Behavioral Health Center marked a turning point in how we care for kids and teens with mental and behavioral health needs across Louisiana and the Gulf South. The Center offers acute inpatient behavioral health treatment in a safe, structured, and nurturing environment for kids and teens from seven to 17 years old. The program focuses on teaching and empowering each patient to develop healthy life skills to improve function, coping, and future quality of life.

The inpatient unit, which spans three floors of the building, serves as a treatment center for children experiencing severe depression, anxiety, and mood disorders. Using an interdisciplinary model of care, social workers, recreational therapists, and music therapists work with psychiatrists to develop customized treatment plans for each child. The center's increased capacity allows for an additional 650 patients to be treated annually, in addition to an expanded outpatient



that 5 out of 5 kids with mental and behavioral disorders receive the care and support they need to thrive.

The new Behavioral Health Center was made possible with the support of the Goldring Family Foundation and the Woldenberg Foundation, who contributed \$2 million to Behavioral Health services through their support of Children's Hospital's capital campaign.

In 2020, additional transformational gifts were made in support of Behavioral Health services at Children's Hospital, including \$100,000 from Roger Ogden to support art therapy, and \$250,000 from the Bartholomew Family Trust to help build eight specialized pods for behavioral health patients with a dedicated entrance in Children's Emergency Department.





# COVID-19: perseverance and strength

In mid-March 2020, our Louisiana communities began to first feel the impacts of the COVID-19 pandemic. Virtually every aspect of our lives was impacted, and our hospital and clinics quickly began to manage through disruptions that we could not have previously imagined.

The hospital quickly operationalized our incident command structure, and implemented safety protocol to keep patients, families and team members safe. Working

closely with our pediatric infectious disease specialists, infection preventionists, and leaders across LCMC Health, Children's Hospital managed through the first months of the COVID-19 pandemic with the dedication of team members across all facets of the organization. In April, when stay-at-home orders were first directed by the Governor, Children's Hospital quickly adapted, meeting the needs of patients and families through a rapidly expanded virtual care program.

While Children's Hospital cared for some COVID-19 positive patients, the majority of people hospitalized during the initial height of the pandemic were treated at adult facilities, including LCMC Health's University Medical Center, Touro, New Orleans East Hospital, and West Jefferson Medical Center. Answering the call for help, over 150 Children's Hospital team members volunteered to work at our LCMC Health adult hospitals to lend support and expertise in aiding fellow frontline workers.

Support personnel was not the only resource Children's sent to the adult hospitals. The Children's Transfer Center tracked daily data on suspected and confirmed COVID-19 patients across the LCMC Health system, and

the Children's Hospital Virtual Care team helped launch telehealth programs for several adult service lines.

As Louisiana entered various phases of reopening in the early summer, Children's Hospital worked diligently to ensure our facilities were safe, and that families felt safe upon visiting. With family-friendly screening stations at entrances, our staff screened an average of 2,400 visitors and team members each weekday. "We're safe" messaging and new visitor guidelines were also used as the hospital and clinics began to get back on track with services that were delayed or rescheduled during the stay-at-home orders.



Our environmental services team members continued to work around-the-clock to ensure our facilities were clean, and established new cleaning procedures for high touch surfaces such as elevators, doorknobs and furniture.

Throughout 2020, our supply chain team worked behind the scenes to ensure patients, families and team members had the personal protective equipment they needed to stay safe. This included 907,000 surgical masks, 2.9 million pairs of gloves, 179,000 gowns, 160,000 KN95 masks, and 14,000 packs of disinfecting wipes.

**As Louisiana entered various phases of reopening in the early summer, Children's Hospital worked diligently to ensure our facilities were safe, and that families felt safe upon visiting.**



## Return to school support

Children's Hospital proudly served as a resource for schools across Louisiana through our Return to School Support program, providing guidance on COVID-19 best practices and procedures to keep students and teachers safe upon their return to in-person learning.

In partnership with the Louisiana Department of Education, Children's Hospital's team of COVID-19 guidance experts supported schools and childcare centers across the state in their reopening plans and processes, in addition to working with NOLA public, private, charter, and parochial schools. The expertise gained since the start of the COVID-19 pandemic, combined with our existing school wellness initiatives, provided Children's Hospital a natural opportunity to help make the reopening process for schools a safer,

smoother experience for students, parents, and educators.

Children's Hospital's program provided school partners access to a dedicated hotline, access to drive-thru and on-site COVID-19 testing, a robust webinar series, one-on-one medical consultation, and a website with parent and school resources, FAQs, and more. In addition, Children's Hospital donated more than 100,000 masks to New Orleans area schools to help students and families safely prepare for the unprecedented school year.



## Introducing ThriveKids, The Student Wellness Project

As the health experts for kids in Louisiana, Children's Hospital advocates for the health of students, and those who care for them, with a variety of school wellness programs. In October 2020, Children's announced that the hospital is allocating \$5 million in direct funding and setting aside another \$2.5 million to match community donations for a total commitment of \$10 million to launch ThriveKids, The Student Wellness Project. ThriveKids is a comprehensive school wellness initiative that is focused on one thing – advancing the mental and physical health of all kids.

ThriveKids is a community-based program that brings health services directly to kids – at school. The



program provides school-based virtual care, mental and behavioral health services, sports medicine, chronic condition management, COVID-19 support, school nurse support, a dedicated nurse hotline for school wellness, and best practice reference materials for schools throughout Louisiana. ThriveKids involves direct collaboration with schools, and customized programs based on each school partner's specific needs.

The launch of ThriveKids was celebrated with a virtual event broadcast live from a NOLA Public School. The event included city and state leaders, and our own Children's Hospital experts who shared about student health and wellness priorities via Live Stream to 300+ teachers and school administrators who tuned in from home.

## Transforming our campus

The \$300 million transformation of Children's Hospital's campus is not only improving infrastructure and technology, but the enhancements we're introducing will make it easier for patients and families across the region to access our vital services. In 2020 Children's Hospital entered the final phase of construction with the future facade of the hospital taking shape, and renovations to the hospital's all new emergency, child life and cancer centers underway.

Throughout the first half of 2020, Children's Hospital was busy activating new clinical care spaces within the new 235,000-square-foot medical tower, the core of our campus expansion. This began with the move of patients

into our new, 28-bed, 35,000-square-foot Cardiac Intensive Care Unit (CICU) in February. The heart of our Heart Center, our CICU expands specialized pediatric cardiology services for the region and is expertly designed to care for patients with any cardiac medical or surgical condition requiring specialized care, from newborns to adulthood.

### Progress continues despite COVID-19 challenges

During the height of the COVID-19 pandemic, Children's Hospital achieved many important campus transformation milestones. In April, Children's celebrated

the opening of our new, state-of-the-art Imaging Center, serving patients from across Louisiana in a fully comprehensive space equipped with the latest imaging technology, in a kid-friendly environment that amplifies the patient experience. The Imaging Center includes an Adventure Series, designed in collaboration with General Electric, that features custom travel-related themes, taking kids around the world and on outer space adventures as they undergo imaging tests.

Also in April, Children's Hospital activated our new, state-of-the-art 57,000-square-foot Surgery Center. The expanded Surgery Center serves patients from across Louisiana and the Gulf South in a child-friendly environment that integrates each phase of the surgical experience. The Surgery Center includes a spacious lobby and waiting area for families on the second floor of the new Medical Tower, leading to a 23-bed Same Day Surgery Unit with all-private patient rooms, which will expand to 42 patient rooms at the completion of phase two of the expansion next summer.



A spacious 17-bay Post Anesthesia Care Unit (PACU) is located right next to the Same Day Surgery Unit with easy access for families immediately before and after a child's surgery. The PACU will gain an additional seven bays in phase two of the project. The Surgery Center also features 12 expansive Operating Rooms, including an OR dedicated to the Da Vinci robot, two cardiac catheterization labs, and two special procedure suites for endoscopy and bronchoscopy. The ORs surround a large Sterile Core with direct access to Sterile Processing and Central Sterile supply.

In May, Children's continued progress, opening an all-new, expanded Dialysis Center that includes six private treatment rooms where the parent or caregiver can stay with his or her child during both hemodialysis and apheresis treatments. The space also provides convenient access for families, located on the first floor of the clinic.



# Statewide growth

While transforming our main campus in New Orleans, Children's is at the same time focused on advancing pediatric healthcare across the State with the opening of new, expanded multi-specialty clinics in Covington, Baton Rouge and Metairie in 2020. Our number one focus is expanding access while delivering one high standard of care for children across the state.

Our new Northshore Pediatrics, Specialty Care and Outpatient Therapy Center features 15,000 square feet of clinical care space located on the Lakeview Regional Medical Center campus. The center was custom-built to meet our growing needs on the Northshore, increasing our footprint by 4,000 square feet, and featuring 23 exam rooms. The Northshore is a growing and vibrant community for families, and increasing our presence there will ensure the unmatched pediatric care provided by Children's Hospital remains close to home for its residents.

In July, Children's Hospital opened a new, 12,000 square foot specialty care location in Baton Rouge, expanding access to specialized pediatric healthcare for children and families across the greater Baton Rouge area. The new center features 24 exam rooms, two treatment rooms and a dedicated room for echocardiograms. The expanded facility will also allow for increased capacity, with significantly more provider coverage for pediatric



subspecialties such as cardiology and ENT, and the addition of mental and behavioral health services.

The Heart Center at Children's Hospital experienced significant growth over the last year with the recruitment of pediatric heart specialists from some of the nation's top children's hospitals, including a new chief of pediatric cardiothoracic surgery, a perfusionist, two cardiac intensivists and a heart failure specialist, in addition to an all-new 28-bed Cardiac Intensive Care Unit and state-of-the-art Surgery Center on Children's Hospital's main campus in New Orleans. This care is extended through specialty clinics across the state, which includes a new pediatric cardiology clinic in Alexandria, which opened in June 2020.



In November, Children's Hospital also opened a newly renovated pediatrics and specialty care location in Metairie. The 33rd Street Pediatric and Specialty Care Center now offers multiple specialties and general pediatrics in a convenient location for families across New Orleans and Metairie.

In December 2020, Children's Hospital welcomed Dr. Nicole Jones, Dr. Wendi DeFrank, and the Rainbow Pediatrics team in LaPlace to the Children's Hospital New Orleans family, expanding the hospital's general pediatrics footprint throughout Greater New Orleans.



# Virtual Care for kids



In March 2020, stay-at-home orders, and mandates to postpone elective and non-urgent procedures and healthcare visits were placed upon Louisiana residents. Children's Hospital was faced with a challenge: how to provide continuity of care while minimizing risk of exposure to COVID-19 for our patients, families, and team members. The answer was clear and simple: rapid expansion of telemedicine services.

In the face of the COVID-19 pandemic, with fear, uncertainty, and anxiety running high, Children's Hospital's Virtual Care for Kids program allowed families to continue to seek care from their own trusted providers – remotely. Prior to COVID-19, Children's Hospital New Orleans saw about 250 virtual visits per month, mainly in specialty care and behavioral/ mental health.

During the height of the pandemic, the hospital averaged more than 300 virtual visits per day with many of the visits in primary care and 24/7 urgent care, in addition to all specialties.



Almost overnight, the hospital trained and enrolled over 150 new clinicians and support staff, representing more than 30 pediatric sub-specialties and primary care, to see patients through virtual care. In the first week following the COVID-19 outbreak in our community, Children's Hospital saw a 2,000% increase in virtual care visits compared to before the pandemic.

Virtual care allowed Children's Hospital's expert pediatricians and specialists to care for the multitude of ongoing health needs of children that are not related to COVID-19, including routine wellness checks, sick visits, and follow-up visits. Pediatric clinicians can also screen health problems over the phone and determine what level of care is needed.



Virtual care has undoubtedly become a safe and transformational mode of care delivery that has changed the way we will think about healthcare moving into the future, allowing us to provide care anytime, anywhere.



# A number one focus on quality and safety

At Children's Hospital, we pride ourselves on making decisions that are guided first and foremost by our Area of Focus #1, Quality and Safety. Faced with the global pandemic, Children's Hospital's Quality and Safety department was integral to our response.



The Quality and Safety team demonstrated collaborative teamwork by leading multidisciplinary meetings to discover new ways to enhance patient safety. With the help of our Shared Governance Practice Council, for example, the Quality and Safety team rolled out a "secret shopper" hand hygiene observation program to increase hand hygiene monitoring and compliance throughout the organization.

The Quality and Safety team was instrumental in developing our COVID-19 safety practices. Extra precautions were put in place at each hospital entrance to ensure a safe environment for patients and families. Sanitizing stations, masks, and temperature checks became a daily routine in keeping safety a top priority.

In addition to these safety precautions, special reports were developed in our electronic medical record, Epic, to help assist frontline staff in closely monitoring departmental processes to prevent and reduce harm.

Quality and Safety staff rounded with both night shift and day shift caregivers, and other hospital staff, to build

upon Children's Hospital's Culture of Safety. Because of these efforts, medication errors decreased by 13% in 2020 compared to 2019. The year also brought improvements to our Neonatal Intensive Care Unit. The NICU performance improvement project resulted in a reduction in patients with abnormally low admission temperatures.

The Quality and Safety department continued to represent Children's Hospital in the medical community by presenting at conferences including the Evidence-Based Practice and Research Symposium, East Jefferson General Hospital's Research Day, and Solutions for Patient Safety Regional Learning Session. The team graduated its first 15 evidence-based practice fellows who spent nine months learning how to use the best available evidence to improve practice at Children's Hospital.



# Celebrating the year of the nurse in 2020





## Celebrating the year of the nurse in 2020



**The year 2020 was declared the International Year of the Nurse and Midwife by the International Council of Nurses in celebration and remembrance of the 200th anniversary of Florence Nightingale's birth. For nurses across the globe, 2020 and the COVID-19 pandemic closely resemble the profession of nursing nearly 170 years ago, as Nightingale faced the Cholera pandemic.**

Since Nightingale's time, medicine, technology, and the profession and field of nursing have come a very long way. Despite the challenges our hospital and other hospitals across our city faced in the wake of COVID-19, Children's Hospital nurses stepped up and made significant contributions to the care of patients during the pandemic, and to the nursing field at Children's Hospital.

The year 2020 started unpredictably, with community

spread of COVID-19 beginning in March. While little was known about the fatal virus at that time, one thing was clear right away: children were not being affected as badly as adults. As we watched the beds in our adult sister hospitals fill up, the census at Children's remained low. In an effort to step in the gap for the adult hospitals and their very sick patients in need, 96 RNs from Children's Hospital volunteered to serve across LCMC Health. Together, these nurses worked a combined 527 shifts, treating the sickest COVID-19 patients in our city.

The important work of our dedicated nurses did not go unnoticed. In 2020, 44 Children's Hospital RNs were nominated for the distinguished DAISY Award for Excellence in Nursing. Of those 44, 12 nurses were honored. Additionally, three nursing leaders were also recognized for their work at Children's Hospital. Lisa Labat, RN and Assistant Vice President of Patient Care

Services, was honored as a 2020 CityBusiness Woman of the Year. Additionally, Stephanie Coig, RN and MAGNET Program Director, was honored by the Louisiana State Nurses Association (LSNA) with the Nightingale Contribution to Quality Award. Benita Chapman, RN and Nurse Researcher, was also recognized by the LSNA with the RN Mentor of the Year award.

2020 was not only a year to be reactive to a global pandemic, but also a time to be proactive in furthering the mission of Children's Hospital. In 2020, the Children's Hospital nursing team rolled out its newly redesigned Nursing Professional Practice Model, which serves as framework to support nurses in their everyday practice. The values highlighted in the model are Compassion, Teamwork, Communication, Professionalism, Evidence-based Practice and Research, and Quality of Practice.

An integral area of emphasis built into the Nursing Professional Practice Model is continuing education. Children's Hospital supports nurses seeking to advance their careers with the Clinical Ladder Program, which is a structured system to provide nurses career advancement while remaining in their current clinical setting, providing direct patient care. In 2020, 82 nurses participated in this program. To give nurses the opportunity to continue their education, Children's Hospital also provides opportunities for RNs to become certified in various subspecialties. As of December 2020, of the 617 eligible RNs who serve at Children's Hospital, 52% are certified nurses.

For our incoming RNs who are choosing to begin their careers at Children's Hospital after nursing school, the hospital has created a Nurse Residency Program. This program supports new graduates who have less than one year experience in nursing to transition from a student



nurse to a professional nurse through a one-year residency and evidence-based practice and research project. In 2020, Children's began the process of having the Nurse Residency Program accredited by the Commission on Collegiate Nursing Education (CCNE), with a virtual site visit in September. Nursing leadership anticipates accreditation to be final in the summer of 2021.

While nursing at Children's Hospital achieved many accomplishments unrelated to the COVID-19 pandemic, the diligent work that our nursing team did in response to the virus was nothing short of extraordinary. The Nursing Administration team cultivated a partnership with NOLA Public Schools to set up a COVID-19 testing

clinic for students, their families, and school staff in July. In September testing moved to a drive-through model to allow families and school staff to remain safely in their cars while being tested.

The year ended on a hopeful and positive note with the release of the COVID-19 vaccine. On December 15, 2020, the first Children's Hospital nurse received the vaccine. In the days to follow, the Employee Health RNs worked diligently to vaccinate frontline staff, including nurses, with the first doses of the vaccine.

While 2020 was a tumultuous year of unprecedented change, it was also a year of learning and growth for Children's Hospital and its team of nurses.



# Medical staff highlights

**In 2020 Children's Hospital invited some of the nation's top leaders in pediatric healthcare to join our mission to change the face of pediatric healthcare in Louisiana, and we are thrilled that they accepted the challenge!**

In addition to expanding access points across Louisiana, Children's Hospital is proud to be the only institution in the State where every pediatric medical or surgical specialty is available.

**In 2020, 74 physicians and allied health professional answered the call, choosing to join the medical staff at Children's Hospital New Orleans, and to be part of our vision to build a healthier, happier future for Louisiana's children.** These exemplary new providers along with a Medical Staff comprised of over 400 pediatric-trained providers, is unmatched in our region.

Last year Children's Hospital welcomed new service line chiefs in Behavioral Health with the recruitment of Dr. Mary Lynn Dell, Dermatology with the recruitment of Dr. India Hill, and Otolaryngology with the recruitment of Dr. Scott McMurray. And Children's closed out 2020 with the announcement that one of the nation's top pediatric cardiothoracic surgeons, Dr. Frank Pigula, would be joining our Heart Center team.

In 2020, Children's Hospital also appointed new pediatric specialists in emergency medicine, general surgery, otolaryngology,

## Welcoming new Service Line Chiefs in 2020



Mary Lynn Dell, MD



Frank Pigula, MD



India Hill, MD



Scott McMurray, MD





craniofacial pediatrics, child and adolescent psychiatry, ophthalmology, plastic surgery, interventional radiology, orthopedics, endocrinology, pulmonology, anesthesiology, neonatology, neurology and more.

In July, Children's Hospital hosted the hospital's 2020 Physician Business Planning Session. The submissions made it obvious how passionate our medical staff is about our patients, their families, and CHNOLA. 27 providers submitted business proposals, and Children's Hospital's leadership team is actively pursuing the four finalists' proposals as business priorities for 2021.

### Medical Education in a COVID-19 world

As the leader in pediatric academic healthcare for the state of Louisiana, education of the next generation of pediatric healthcare professionals remains at the heart of our mission at Children's Hospital. Together with our academic partners at LSU Health New Orleans and Tulane University School of Medicine, the Children's Hospital New Orleans Department of Medical Education managed to train and teach the next generation of physicians despite all the challenges that came our way in 2020.

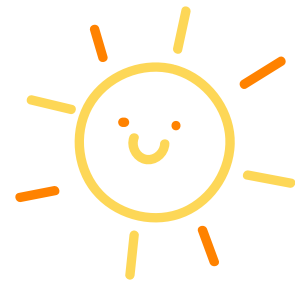
**In addition to expanding access points across Louisiana, Children's Hospital is proud to be the only institution in the State where every pediatric medical or surgical specialty is available.**





## Our top 5

### Medical Education highlights:



1

We received accreditation as the first and only **Pediatric Hospitalist Fellowship** in Louisiana, led by Dr. Amanda Messer, LSU Hospitalist attending. Dr. Callie Roth is serving as the first fellow, and began in July 2020.

2

**We expanded Graduate Medical Education Programs:** the number of residents and fellows on site increased from 134/day to 140/day in 2020.

3

**Dr. Maya Jones**, Children's Hospital ER attending, is helping to lead efforts in Diversity, Inclusion, and Equity.

4

We established the first ever Fourth Year Medical Student **Virtual Rotation** to support underrepresented students. Due to COVID-19, visiting students from other institutions were not allowed to participate in the traditional in-person visiting student rotations. LSU and Children's Hospital replaced an in-person diversity scholarship program with a virtual rotation hosting 22 students from medical schools across the country.

5

**Grand Rounds** shifted to a virtual platform in April due Covid-19 social distancing mandates. Attendance increased from an average of 40 to 150 participants for this weekly one-hour education session, as well as increased outreach to our community and academic pediatricians from as far away as Shreveport.

# Diversity and inclusion

## Children's Hospital establishes the Walter Pierre Diversity Committee

Based on Children's Hospital's six core values, in 2020 our leadership team recognized the need to create the hospital's first Diversity and Inclusion Committee. Natasha Richardson, Vice President of Academic Affairs and Community Programs, was appointed as Committee Executive to lead the diversity efforts at Children's. In the Spring of 2020, Natasha established the committee, formally named The Walter Pierre Diversity Committee.

The moniker holds special meaning, bearing the name of the late Walter Pierre who graciously served Children's Hospital as front desk supervisor for 35 years. Walter epitomized inclusivity as he represented the Children's Hospital values, greeting every person who walked through the doors of the hospital with a smile and a high five. To honor Walter and to serve as an example and reminder of the ideal team member, the committee was named for him.

At the helm of the committee, Natasha has taken on the role of planning and organizing organizational efforts around diversity, equity, and inclusion. She works closely with the Office of Medical Education to ensure that the hospital and its academic partners, Tulane University School of Medicine and LSU Health New Orleans, have programs in place that allow for the fair and equitable treatment of our trainees. She also provides strategic



**Walter epitomized inclusivity** as he represented the Children's Hospital values, greeting every person who walked through the doors of the hospital with a smile and a high five.



Our Children's Hospital community came together in June for a moment of silence for justice and equality.

direction for training initiatives on cultural competency, harassment, inclusion, and other topics to increase awareness and support of equity of inclusion.

Natasha organized and formed the committee to include a diverse group of physicians and surgeons to carry out the group's mission of creating a more inclusive, welcoming community and ultimately improve patient care and employee satisfaction by assessing the inclusivity of the workforce, cultural competence, the patient experience, community engagement, and health disparities.

In just one year, our Walter Pierre Diversity Committee has come a long way, but we're not stopping there. In 2021, the committee's goal is to provide coaching and training to our leadership team around diversity and inclusion issues. The team will also develop metrics and tools to assess diversity efforts in addition to infusing diversity into the academic and clinical experience of students and we want to Integrate diversity and inclusion efforts with patient care, quality, and safety. While still a budding program, Children's Hospital is proud of the diversity and inclusion work we have done in 2020, and are looking forward to a brighter, more equitable future.



## Together, we are extraordinary

Our world as we knew it has been forever changed by the COVID-19 pandemic. However, one thing that didn't change was the community's desire to lend a helping hand. During the unprecedented COVID-19 pandemic, the support for Children's Hospital from our community, generous donors and supporters was stronger than ever.

Within days of feeling the impacts of COVID-19, restaurants, businesses, and community members reached out, eager to support healthcare workers who, day after day, put their own exhaustion and anxiety aside to care

# Philanthropy

for those who needed them most. Meal donations and personal protective equipment began arriving for the frontline staff at Children's Hospital. PJ's Coffee, McClure's BBQ, Gracious Bakery, Fat Boy's Pizza, Creole Creamery, Cooter Brown's, Panda Express, Raising Cane's, and Saints player Michael Thomas were just some of the donors who contributed food and equipment to the Children's Hospital team. Additionally, Feed the Front Line NOLA, a project from the Krewe of Red Beans, made over

60 meal deliveries to the hospital in March and April.

Additionally, our Children's Miracle Network, Kids Fund and Capital Campaign giving was not hindered by these difficult times. Children's Hospital saw record support in 2020 from the generous individual supporters, corporations, and foundations who believe in supporting the critical mission of our hospital - for that we are incredibly grateful.



# Giving by the numbers

**\$7 million** raised for Children's Hospital New Orleans in 2020

**Extraordinary Together \$3.5 million**  
The Campaign for Louisiana's Children

**Kids Fund \$1.4 million**

Support of the Kids Fund allows us to continue to provide extraordinary care to every child regardless of his or her family's ability to pay

## Fundraising events

- ♥ **Sugarplum Ball 2020**, held before the start of the COVID-19 pandemic, benefited the hospital's new and expanded Cardiac Intensive Care Unit (CICU) and was the most successful to date, raising over **\$530K**
- ♥ **GiveNOLA Day**, raised over **\$143K** for Children's Hospital in 24 hours
- ♥ **Jazz Virtual Challenge**, our first-ever virtual endurance fundraising event raised **\$71K**
- ♥ **Peek-a-Boo at the Zoo**, the reinvented COVID-safe Halloween experience raised **\$100K**

## Children's Miracle Network Hospitals Fundraising: \$900K

Special thanks to our top CMNH partner Walmart and Sam's Club for raising more than \$400K through point-of-sale campaigns and community grants

## In-kind donations: valued at \$500K+

This includes PPE and food for frontline staff, auction items for fundraising events, equipment and more



Restricted donations to funds like Child Life, Amy's Art Cart, Leaman Family Fund, and Patient-Family Assistance: **\$500K**



Thank you to the **5K+** individuals, business, foundations, and community partners who supported Children's Hospital in 2020

# 2020 By the numbers

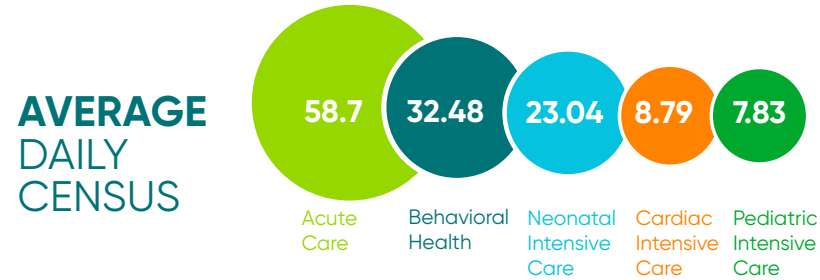
 103,272  
SPECIALTY  
CARE VISITS


 Pediatric Primary  
Care visits **108,546**


 SURGICAL  
CASES **7,960**

 **311**  
Helicopter transports

TOTAL  
TRANSPORTS  
**489**



**131**   
AVERAGE INPATIENTS  
PER DAY

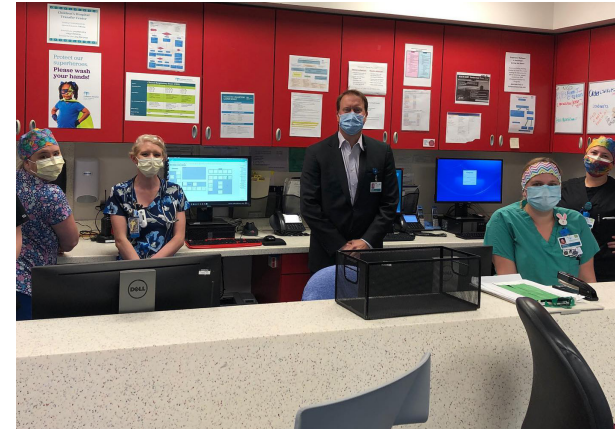
 **33,670**  
TOTAL EMERGENCY DEPT. VISITS

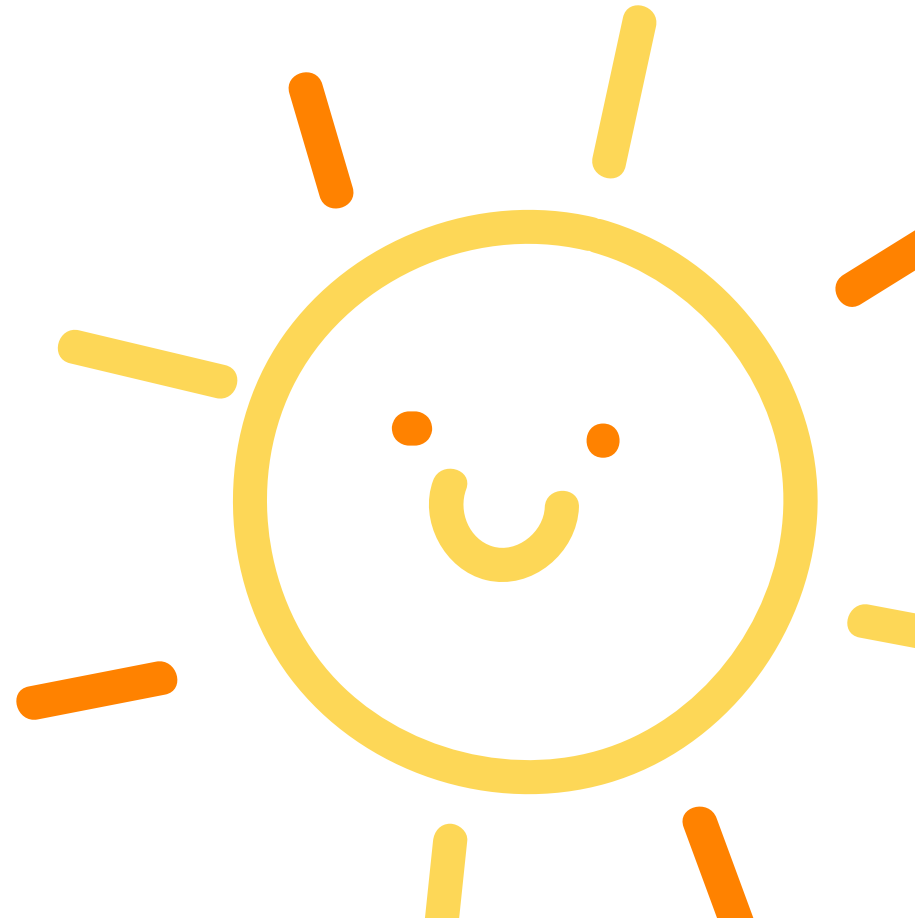
 **1,851**  
FULL TIME EMPLOYEES

 **24,912**  
VIRTUAL VISITS

Serving patients from all  
**64** parishes  
in Louisiana

 **Pediatrics clinics**









2020 Year in Review

Hope and **resilience**