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# Community Benefit Report 2005

Submitted to Office of Statewide Health Planning and Development  
Accounting and Reporting Systems Sections  
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## I. Introduction

SB 697 legislation, signed into law September 1994, requires California non-profit hospitals to reaffirm their mission statement, conduct a community needs assessments every three years, and develop and adopt a community benefits plan, which is annually updated and a copy submitted to OSHPD.

In accordance with SB 697, Children's Hospital & Research Center Oakland (herein referred to as Children's) conducted a thorough needs assessment in 1995, 1998, January 2002, and again in May 2005. As part of the on-going process of goal setting, service delivery and program evaluation, Children's refers back to the needs assessment to evaluate and adjust the community benefits program.

After completing a thorough review of our 2005 goals, including our objectives and implementation plans, Children's reports its progress in providing valuable services, education and support to the community, and outlines its 2006 goals.

## II. Mission

The mission of Children's Hospital & Research Center Oakland is to ensure the delivery of high quality pediatric care for all children through regional primary and specialty networks, a strong education and teaching program, a diverse workforce, nationally recognized research programs and child advocacy efforts.

## III. Definition of Community

Children's Hospital & Research Center Oakland considers the focus for its community benefit planning to be the areas that surround the hospital, the children and adolescents and their families living in Oakland. Oakland is home to at-risk populations and includes residents most likely to benefit from the community services that Children's provides.

## IV. Community Needs Assessment

### Quantitative Data

The Alameda County Public Health Department, through its Community Assessment, Planning and Education Unit (CAPE), produced a number of reports, including Alameda County Health Status Report 2003, Oakland Health Profile 2004 and Select Health Indicators for Cities in Alameda County, 2004. These reports provide the quantitative data used in developing our program goals. The reports were compiled from reliable existing sources including, but not limited to, Census 2000, Alameda County Public Health Department, Children NOW and Centers for Disease Control reports.

### Qualitative Data

Children's Hospital & Research Center Oakland gathered qualitative data about the local community through group meetings. One forum was the Children's Summit, which brought together parents, teens, local community leaders, and community-based agency directors and staff. The second was a family focus group held at the hospital. The objective was to gather information about community health needs and problems faced by the local community and recommendations for ways to address these issues.

## V. Community Benefit Plan

The following section provides a review of Children's Hospital & Research Center Oakland's 2005 Community Benefit Plan. This analysis, along with the community needs assessments completed last year, were considered as we updated our 2006 goals, objectives and evaluation criteria.

### 2005 – Goal I

**Children's Hospital & Research Center Oakland will provide and improve health information available through the hospital Web site. Children's plans to promote the Hall of Health in schools and parent organizations, and to support the Hall of Health in its funding efforts through community partnerships, grants and fundraising opportunities. Children's will promote community awareness of its services through health and wellness fairs, and through an updated brochure directed to the public, and wider distribution of the comprehensive directory of services to the medical and advocacy communities.**

#### Objectives

- Provide free health information through the hospital Web site.
- Continue to support the Hall of Health in its funding efforts through community partnerships, grants and fundraising.
- Increase awareness of medical services through community outreach and distribution of brochures.

#### Evaluation Criteria

Health Information:

- Number of visitors to the health library on Children's Web site
- Number of subscriptions to the Family Health Connections e-newsletter

Hall of Health:

- Number of visits
- Number of outreach activities
- Periodic updates to exhibits

Service Directory:

- Number of directories and brochures distributed
- Community outreach

#### Progress Report

The Health Information library, available on the hospital's web site, [www.childrenshospitaloakland.org](http://www.childrenshospitaloakland.org), has answers to health questions, as well as expert advice on parenting topics from newborn care to house rules for teenagers. The library contains information on hundreds of topics ranging from abrasions to whooping cough. More than 6,700 people accessed health information through the on-line health library in 2005.

In November 2004, the hospital introduced Family Health Connections, a personalized health e-newsletter. This innovative, online service allows families to decide what health information, health reminders, and health links they want to get and then delivers it to their email address each month at no cost. The service is available to the general public, the hospital's patients, families and staff and referring physicians. The newsletter topics can also be accessed directly from the hospital's Web site. As of December 31, 2005, 657 people subscribed to the newsletter.

**Hall of Health:** Children's Hospital & Research Center Oakland maintains an interactive health and wellness museum and exhibit hall for children. The museum is located in Berkeley and works with healthcare providers and other museums in developing its interactive displays.

Staff members also develop school and public programming. These programs offer health education including curricula for educators in both English and Spanish. The wide variety of contemporary health issues presented—from general healthcare to drug use and teen pregnancy—appeal to diverse audiences.

The Museum is open Tuesday through Saturday, from 10 a.m. to 4 p.m. These hours meet the needs of the museum's audience—primarily school groups and summer camps. The Hall of Health offers computerized exhibits, interactive devices and a wide selection of videos. Live presentations in one of two high-tech amphitheatres include talks on the human body, nutrition, puberty, drugs and addiction, and other topics as part of the regular programming. The museum also sponsors special events and Kids on the Block puppet shows to promote acceptance and understanding of physical, mental and cultural differences.

In 2005, the Hall of Health served 16,156 children and adults, including 172 school classes, through on-site and off-site programs. The Hall of Health also went into the community, taking its puppet show and traveling exhibit to five community health fairs.

The Hall of Health, in collaboration with Children's Hospital's research institute, received in 2004 an \$800,479, three-year grant from the SEPA (Science Education Partnership Award) Program of the National Institutes of Health. This grant enabled the Hall of Health to develop a fourth- and fifth-grade curriculum in health and biomedical science for minority students in low-income communities, and to create a new exhibit on social and genetic factors in health. The goals of the curriculum and exhibit are to encourage children to live healthier lives, teach them basic concepts of science and scientific investigation, and inspire them to envision themselves as future healthcare workers and biomedical researchers. Thanks to the SEPA grant, admissions fees, and a previous grant from the Institute of Museum and Library Services, approximately 50 percent of the museum's annual budget is now realized.

**Directories of Services:** In 2005 we continued to distribute the 2004-2005 comprehensive directory. We received requests to send out more than 400 directories, with most offices requesting multiple copies. In addition we continued to distribute an over-sized rolodex-style referral card used by physician offices, county services and community organizations to access services at the hospital. Throughout 2005, the comprehensive directory was updated and expanded. The 2006-2007 Physician Referral Directory was printed in December 2005 and mailed to more than 6,600 physicians and other community and county organization in January 2006. A smaller booklet providing general information about Children's Hospital was reprinted to increase public awareness. Over 6,000 booklets were distributed at health fairs, through mailings and by hospital departments.

**Community Outreach:** In addition to targeted service-based outreach, such as thalassemia and sickle cell, the hospital sponsored its own Wellness Day in Pleasanton, providing health education lectures, service information, arts and crafts, and an organic vegetable stand. Wellness Day was attended by over 200 people who came specifically to learn about services the hospital offers. Children's also reached out to pediatricians nationwide using a 10-postcard education series entitled "Did you know?" Each postcard featured a fact illustrating Children's place as one of the nation's leading pediatric medical centers.

**2006 – Goal**

**Children's Hospital & Research Center Oakland will provide and improve health information available through the hospital Web site. Children's plans to promote the Hall of Health in schools and parent organizations, and to support the Hall of Health in its funding efforts through community partnerships and grant opportunities. Children's will promote community awareness of its services through media outreach, education programs and its Web site to the medical and advocacy communities.**

Objectives

- Provide health information through the hospital Web site.
- Continue to support the Hall of Health in its fundraising efforts through community partnerships and grants.
- Increase awareness of medical services through community and media outreach and a more visible Internet presence.

Evaluation Criteria

Health Information:

- Number of visitors to the health library on Children's Web site
- Number of subscriptions to the Family Health Connections e-newsletter

Hall of Health:

- Number of visits
- Number of outreach activities
- Periodic updates to exhibits

Service Awareness:

- Number of visits to and length of time spent on the Web site
- Education programs
- Media outreach

**2005 – Goal 2**

**Children's Hospital & Research Center Oakland will continue working toward a comprehensive plan of wellness for Oakland's children through advocacy and community outreach.**

Objectives

- Continue promoting access to healthcare for all children through advocacy and outreach efforts on a local and national level.
- Create a grassroots advocacy community (Children's CAN) committed to speaking out on legislative issue affecting funding and access to healthcare for children.
- Host the fourth Children's Summit in the form of a public policy day, bringing together elected officials to share the challenges and rewards of providing quality healthcare for children and to develop a stronger voice for issues affecting Oakland's children.
- Participate in selected community health fairs.

Evaluation Criteria

- Report on advocacy and outreach
- Number of grassroots advocates in the Children's CAN database
- Usefulness of the Children's Summit
- Summary of health fairs attended

### Progress Report

**Advocacy:** Children's Hospital continued its advocacy efforts through personal visits with legislators. Frank Tiedemann, President and CEO joined Mary Dean, Senior Vice President, External Relations on several of her seven trips to Washington, D.C. They spoke with legislators about the hospital's obesity prevention program and the need for on-going funding. In addition to personal visits, Mr. Tiedemann and Ms. Dean sent 55 letters to legislators through the year seeking their support for Children's Hospital through Medicaid and CHGME funding.

Legislators also received HandPrints, a quarterly magazine, Inside Children's, a weekly publication and a series of ten postcards entitled "Did you know?" to keep them informed of and connected to what's happening at the hospital.

Community involvement in advocacy was promoted through advocacy training, advocacy alerts and the development of Children's Child Advocacy Network (CAN). In January 2005 Children's hosted an advocacy training day, bringing together 27 members of the community to learn how to better advocate for children. Discussion leaders included legislative aides, as well as federal, state and parent advocates.

In March of 2005, Children's CAN was introduced as an on-line advocacy community that focuses on legislative issues affecting children's health. Issues include Graduate Medical Education (GME) and Disproportionate Share Hospital (DSH) funding, obesity research and funding, access to healthcare and medical research. Membership is open to all and includes parents, community organizations and others who are concerned about children's well being. In December, a mailing of 56,000 invitations went out to parents and guardians of Children's patients encouraging them to "stand up and be heard" by joining Children's CAN. The mailing piece included a return addressed postcard with spaces for name and email address. Advocacy alerts were sent out throughout the year to Children's CAN members, hospital staff and community leaders informing them about healthcare issues and asking them to contact their legislator. Seven alerts and updates were distributed during 2005.

In addition to advocacy alerts, Children's Hospital implemented two advocacy postcard campaigns. The first supported a general awareness of and commitment to the hospital by our local, state and federal legislators. The postcards were integral to the 2005 advocacy calendar, which was produced in November 2004. Each month, staff and community members were reminded to sign and send that month's postcards. Approximately 12,000 postcards were sent throughout the year to 24 elected officials. The second postcard campaign, developed to mirror the advocacy calendar, supported Children's FY06 appropriations. Held over the summer months, June through August, more than 5,000 pre-written, pre-addressed postcards were signed by staff and patient families and sent to Washington, DC.

The 2005 Children's Summit was not held due to a busy legislative season. It was replaced by small group meetings with legislators to inform them of the importance of Medicaid/Medi-Cal funding.

**Community Outreach:** The hospital participated in many community events including the Temescal Street Fair, the Schools Out Fair at Eastmont Mall and KCBS's Health Watch. These events provided a forum for community business people and parents to learn about the wide range of services Children's offers and the value of having a hospital just for kids in their community.

**2006 – Goal**

**Children's Hospital & Research Center Oakland will continue working toward a comprehensive plan of wellness for children in the Oakland and the East Bay area through clinical services, research, advocacy and community outreach.**

**Objectives**

- Provide access to healthcare for all children through clinical services, research, advocacy and outreach efforts on a local and national level.
- Grow its grassroots advocacy community (Children's CAN) committed to educating our community on public policy and encouraging them to speak out on legislative issue affecting funding and access to healthcare for children.
- Host a Children's Summit in the form of a community benefits day, bringing together elected officials, community groups and the public to learn about the services we provide to the community that promote quality healthcare for children, why they are important, and how people can partner with Children's or access these services.
- Participate in selected community health events.

**Evaluation Criteria**

- Report on clinical research related to children
- Report on advocacy plans and results
- Growth of membership in Children's CAN
- Response to activation of grassroots advocates belonging to Children's CAN
- Activities as a result of the Children's Summit

**2005 – Goal 3**

**Children's Hospital & Research Center will continue to improve tuberculosis awareness, education, and care for at-risk children and their families, and to provide expertise in the diagnosis and management of tuberculosis for community healthcare providers.**

**Objectives**

- Provide expertise in the diagnosis and management of tuberculosis. This includes reviewing chest X-rays and performing appropriate tests for children suspected of having tuberculosis.
- Screen patients for tuberculosis in the hospital and outpatient settings with appropriate attention to at-risk populations such as immigrant children and immunosuppressed children.
- Maintain close ties with the public health departments of Alameda, Contra Costa, and other surrounding counties to provide expertise in identifying and treating children with tuberculosis infection and disease.
- Provide educational sessions through scheduled conferences and grand rounds to educate hospital and community physicians on all aspects of tuberculosis and its management.
- Provide comprehensive education to families affected by tuberculosis.

**Evaluation Criteria**

- Referrals
- Case load
- Requests for education and other services

#### Progress report

- The number of pediatric active tuberculosis cases seen in 2005 was comparable to 2004.
- Children's continues to work closely with the public health departments of Alameda and Contra Costa Counties by providing TB physician expertise in the county pediatric chest clinics. An Infectious Disease physician continues to see patients for a half-day session weekly in pediatric chest clinics in Alameda County and monthly in Contra Costa County.
- At Children's Hospital, over 50 consultations on tuberculosis-related questions were provided for both outpatients and inpatients. At the Alameda and Contra Costa county pediatric chest clinics (combined), over 1,000 consultations were provided for children at risk for tuberculosis.
- The Infectious Disease department provided educational sessions on pediatric tuberculosis to community physicians, community public health workers, hospital medical staff, and hospital physicians-in-training including the California Tuberculosis Controllers Association Spring Conference, Grand Rounds at John Muir Medical Center, Children's Hospital Oakland Monterey Conference and preceptorships of pediatric residents rotating through the Pediatric Chest Clinics.

#### 2006 – Goal

**Children's Hospital & Research Center Oakland will continue to provide tuberculosis awareness, education, and care for at-risk children and their families, and to educate community healthcare providers in the diagnosis and management of pediatric tuberculosis.**

#### Objectives

- Provide expertise in the diagnosis and management of tuberculosis. This includes reviewing chest X-rays and performing appropriate tests for children suspected of having tuberculosis.
- Screen patients for tuberculosis in the hospital and outpatient settings with appropriate attention to at-risk populations such as immigrant children and immunosuppressed children.
- Maintain close ties with the public health departments of Alameda, Contra Costa, and other surrounding counties to provide expertise in identifying and treating children with tuberculosis infection and disease.
- Provide educational sessions through scheduled conferences and grand rounds to educate hospital and community physicians on all aspects of tuberculosis and its management.
- Provide comprehensive education in person and through the hospital Web site to families affected by tuberculosis.

#### Evaluation Criteria

- Referrals
- Case load
- Number of families who received tuberculosis education in person or through our Web site.

**2005 – Goal 4**

**Children's Hospital & Research Center Oakland will continue its partnerships with the Oakland and Berkeley Unified School Districts, along with other community and academic institutions in the Bay Area, to assist minority youth in exploring careers in the healthcare and biomedical fields through FACES for the Future.**

**Objectives**

- Recruit, teach and support up to 30 promising, culturally and ethnically diverse 10th grade students in health careers and preparatory education each year. By the end of three years, enroll up to 90 students total.
- Place the students in supervised clinical training and paid work experience in hospital/clinical settings.
- Provide up to 90 students, over a three-year period, with educational, psychosocial, and personal support in the form of tutoring, case management and mentoring by undergraduate and health professionals of color.
- Coordinate with schools on academic course work.

**Evaluation Criteria**

- Number of students receiving academic credit and improving overall academic performance
- Number of students graduating from high school, entering college and intending to pursue a career in a health-related profession

**Progress Report**

Of the first 24 students who began FACES in the 2002/03 school year (graduation date of 2005), 20 students graduated from the program in the spring of 2005, representing a final retention rate of 83 percent. The attrition among the class of 2005 was largely due to severe psychosocial challenges.

Of the 20 seniors who completed the program in 2005, 100 percent graduated from high school in May 2005. This fact is particularly striking in light of a 2005 Harvard University study, which found that only 48 percent of Oakland freshman graduate from high school. Among the graduating seniors, 100 percent enrolled in college this fall and all intend to pursue a career in healthcare.

Thirty-four sophomore high school students began the FACES program in the spring of 2005 (graduation date of 2007). Thirty-one students continued in the fall of 2005, representing a 91 percent retention rate. The students who left the program either discovered that healthcare careers were not for them or moved a way.

Prior to the 2003/04 school year, the FACES program expanded to include six area high schools in the Oakland and Berkeley Unified School Districts. The 2003/04 class (graduation date of 2006) began with 28 students. The students successfully completed the first year and 21 decided to continue on to the second year of the program in 2005. Those who did not continue withdrew because of psychosocial reasons or because they decided a healthcare profession was not for them. Sixteen students of this class will graduate in May 2006 and 100 percent will enter college in the fall. Eighty-eight percent will enter directly into four-year institutions. Students were accepted to 30 colleges across the country, including eight campuses of the University of California, Stanford University, Holy Names University and Tuskegee University.

The FACES program supported a total of 76 students at the end of 2005. Students receive high school credit for their participation in the program along with a grade. Data gathered to evaluate the scholastic performance of FACES students in comparison to their high school peers suggests FACES participants outperform

students not involved in the program. Over the lifetime of the program, all students who graduate from FACES also graduate from high school.

**2006 – Goal**

**Children's Hospital & Research Center Oakland will continue its partnerships with Oakland and Berkeley Unified School Districts, along with other community and academic institutions in the Bay Area, to assist minority youth in exploring careers in the healthcare and biomedical fields through FACES for the Future. The program will expand to a five-year program, providing graduates the support they need during their first two years of college.**

**Objectives**

- Recruit, teach and support up to 35 promising, culturally and ethnically diverse 10th grade students in health careers and preparatory education each year. By the end of three years, enroll up to 90 students total.
- Place the students in supervised clinical training and paid work experience in hospital/clinical settings.
- Provide up to 150 students, over a five-year period, with educational, psychosocial, and personal support in the form of tutoring, case management and mentoring by undergraduate and health professionals of color.

**Evaluation Criteria**

- Number of students receiving academic credit and improving overall academic performance
- Number of students graduating from high school, entering college and intending to pursue a career in a health-related profession

**2005 – Goal 5**

**Children's Hospital & Research Center Oakland will continue to develop and enhance its existing community benefit programs.**

*These programs support healthy children, families and community. The following list provides a brief description of each program.*

**Blood and Marrow Transplantation (BMT) House**

Children who have received a blood or marrow transplant must live within a 30-minute drive the hospital for approximately 100 days after initial discharge from the inpatient setting. Located less than a block from Children's, the BMT house offers sliding scale lodging to BMT patients and their families who reside out of the area. Each living space in the two-flat home has a generous kitchen, large living room, one bedroom, one bathroom and a full laundry with washer/dryer and storage area. The BMT House, handsomely decorated by IKEA, was developed through the combined efforts of the hospital, the business community and family contributions and can comfortably accommodate families with up to six members. In 2005, eight families stayed at the BMT house.

**Bone Density Clinic**

The Bone Density Clinic, located in the HEDCO Science Center, serves clinical and research study patients at risk for low bone mass due to endocrine disorders, certain medications, non-weight bearing or as a result of poor absorption of calcium. The Dual Energy X-ray Absorptiometer (DXA) uses low-dose radiation (1/20th of a chest x-ray) to assess bone density in patients as young as 4. In 2005, 200 patients were evaluated using the DXA.

### **Caregivers of Medically Fragile Children Training**

The Center for the Vulnerable Child offers an 18-hour training course annually to foster parents, kinship caregivers, birth parents and professionals in the community who wish to learn more about the needs and resources available for young children with complex medical, developmental and psychological concerns. Children's Hospital specialties, such as neurology, infant development, and pulmonology participate in the program. The training is funded by the Alameda County Department of Children and Family Services and is offered in collaboration with Children's Hospital and community agencies. Registration, parking and refreshments are offered free of charge to participants with an Alameda County Department of Children and Family Services affiliation and to other community participants for a nominal charge.

### **The Center for Child Protection**

The Center for Child Protection, the designated site for pediatric forensic medical services in Alameda County, provides comprehensive medical, psychological, case management and intervention services for children impacted by abuse and/or violence. An interdisciplinary team of specially trained physicians, physician assistants, pediatric nurse practitioners and social workers care for these children. Mental health services, funded through the Victims of Crime program or department grants, are provided in several locations around Alameda County including downtown Oakland, East Oakland and South Hayward. In 2005, the Center for Child Protection worked with approximately 750 children.

### **The Center for the Vulnerable Child**

The center brings together an interdisciplinary team organized into the Clinical Services and Research Programs. The center dedicates itself to promoting health and social welfare of vulnerable children and their families and has several individual programs including CATS, PASSAGE, Project SPARK, the CORE Program, Family Outreach & Support Clinics, the Family Empowerment Club and SEED. Although the programs have different focuses, all work with families and children experiencing poverty, family disruption, homelessness, foster care placement, drug exposure, abuse and neglect, or other potential threats to the realization of their full potential. The CVC also offers continuing education classes for foster parents and anyone else working with children. These meetings are open, free and informal. Classes meet the second and fourth Wednesday of the month from 10 to 11:30 a.m. Topics vary and include medical, behavioral, educational and emotional issues of foster children. Classes have been ongoing since 1993.

### **Child Life Services**

Child Life Services provides education on issues such as the impact of hospitalization on child development, normal and abnormal responses to the stress in hospitalization, and strategies for preparing children for hospitalization. The program provides patients with age-appropriate, therapeutic activities at the bedside or in playrooms, the teen lounge and the creative arts center. An art therapist introduces art experiences to special populations. These activities promote the developmental, physical, emotional and psychosocial well being of patients and families. The artist-in-residence program provides patients an outlet to express themselves through their own artwork, which is often used in community programs and projects. The Child Life Program provides services to almost all inpatients and their families, as well as to outpatients and families in multiple clinics.

### **Child Safety Program**

Children's Trauma Services department collaborates with local police departments, Alameda County Safe Kids Coalition, Nurses and Cops Caring for Contra Costa

Children, and Contra Costa County Injury Prevention Coalition, as well as grassroots community groups, schools, churches and public agencies to build community awareness of kids' safety. The program, funded through grants and donations, focuses on car seat safety and helmet use.

The car seat program is available through all units in the hospital and the Primary Care Clinic. Children and their families who are seen at the hospital and discharged home are provided education and a car seat if the child was involved in a motor vehicle crash and the family has demonstrated financial need and has exhausted all other resources to obtain a new car seat. Families being seen at the Primary Care Clinic receive car seats based on financial need and referral from their primary care physician. Before car seats are issued, families are required to watch an educational video on car seat safety. Approximately 250 car seats are distributed through Primary Care each year.

The Intensive Care Nursery has a specialized car seat program for children treated in the nursery whose families have demonstrated financial need and have exhausted all other resources. Spica car seats and EZ on vests, used to accommodate children in casts who cannot safely use a conventional car seat, are available on a loaner basis through Trauma Services, the Emergency Department and Orthopedics.

The helmet program, also administered by Trauma Services, is available throughout the hospital and the Primary Care Clinic. Children seen in the ED are given a helmet if the child's helmet was damaged or the child doesn't have one. Families being seen at the Primary Care Clinic receive helmets based on financial need and a prescription from their primary care physician. Before a helmet is issued, children watch an educational video and get properly fitted for the helmet. Primary Care distributes approximately 75 helmets each year.

In addition to the car seat and helmet distribution, Trauma Services participated in Car Seat Check Ups, Bike Rodeos and health fairs during 2005.

#### **Critical Incident Stress Management Team**

Staff from the Patient Services department and mental health professionals from the hospital's EAP provide critical incident debriefing counseling to hospital employees and community paramedics and police affected by violent or traumatic events.

#### **Developmental Consultation and Training**

Developmental and Behavioral Pediatrics employees work with staff and volunteers of dozens of East Bay agencies that serve children and their families, providing them with consultation services (including child-specific consultations) and training in child development. These agencies include mental health services, childcare providers, drug treatment programs, and programs for vulnerable populations. Presentations were made to Link to Children, Jewish Family Services, and Alameda County Infant-Toddler Mental Health clinicians.

#### **DOVES Project**

Effective child abuse prevention begins through early intervention with families impacted by domestic violence. The Domestic Violence Education and Screening Project (DOVES) is a pediatric domestic violence program located in the Center for Child Protection at Children's. DOVES provides training and consultation to hospital staff, promoting routine screening of caregivers for domestic violence. DOVES' clinical social workers (both English and Spanish-speaking) connect families to community-based services, provide crisis intervention, and individual, family, and group support in our outpatient clinic. In 2005, DOVES provided comprehensive support to 60 children and their families.

### **Educational Classes and Consultations Promoting Children's Health**

Education programs offered by Children's staff serve a wide range of constituents, including children, parents, guardians, foster parents physicians, community and county organizations, and cover a broad range of topics from career opportunities to specific disease management techniques. Below is a list of official hospital and individual employee educational activities and consultations provided to enhance the health of children:

**Audiology Workshops:** The Audiology department offered a half-day workshop on Auditory Neuropathy with guest lecturer Dr. Yvonne Sinninger from UCLA. It was attended by approximately 125 people including parents, teachers, speech pathologists, audiologists and physicians. Approximately 200 people attended the annual Cochlear Implant Workshop, entitled Educational Concepts/Mainstream Strategies. Participants included parents, teachers, speech pathologists, audiologists, nurses and physicians.

**Careers in Healthcare:** Staff members attend career nights and visit classroom presenting the many options open in healthcare. Some of the schools and conferences attended were: UC Santa Cruz's "Expand Your Horizons, an annual conference to encourage high school girls to go into careers in science; Berkeley High School anatomy classes to speak about careers in nursing, and elementary and high school career days in the East Bay.

**CPR for Pulmonary Patients:** The pulmonary function lab teaches CPR to pulmonary patients before they go home. Since many patients have tracheostomy tubes, teaching is adjusted to fit the size of the child and each individual situation.

**Cystic Fibrosis:** Parent education day for the parents of children with cystic fibrosis. One day is in English and one in Spanish.

**Flower Power:** Presented by the Center for Child Protection, Flower Power is an eight-week group for girls, 9 to 10 years of age. The focus of the group is to identify girls' individual strengths and to develop emotional intelligence in a group format. In this type of program the girls may develop greater self-esteem and connectedness to the other girls in the group. They may also begin to identify ways their current skills, talents, and interests can begin to lead them towards interesting education and career paths.

**Infant Massage:** Offered at the Contra Costa County Heritage Program, this three-hour class teaches foster care parents about medically fragile infants—what it is like in the ICN, what the infants' needs are after discharge and how to incorporate infant massage. The class is held twice a year with about 30 people attending each time. An infant massage class is also offered in Contra Costa County for foster care parents with their babies. It is a four-week class for up to six parents and is held twice a year.

**Peace Project:** Another class offered through the Center for Child Protection, Peace Project is a six-week group for boys ages 5 to 7. The focus of the group is to build a vocabulary of feelings and an awareness of how bodily sensations are connected to emotions. Once they have begun to develop awareness through guided meditations, music and art, they begin to discover that their feelings and bodies are connected, and that they can learn ways to calm themselves down in order to avoid using violence to solve problems.

**School Workshops:** Parents arrange for a staff member to go to their child's school and give an educational talk to the school nurse and teachers regarding their child's condition. Talks are generally geared toward how the disease relates to school

issues. Mental Health Services for School Based Programs works with school communities to provide workshops on topics such as suicide indications, cultural awareness, drug and alcohol abuse, and sex education.

### **Advocacy for Children's Health**

Advocacy includes a range of activities, from participation in ad-hoc councils exploring a single policy issue to permanent committees and commissions dedicated to helping children.

*The following list includes both official hospital and individual employee advocacy on behalf of children:*

**Alameda County Child Abuse Council's Multi-Disciplinary Team:** Employees participate in this team, collaborating and working to solve complex child protection issues.

**Alameda County Injury Prevention:** Employees from the Trauma department attend monthly county meetings on injury prevention.

**Board Advocacy Committee:** The group is comprised of hospital board of trustees members and medical staff who meet to review local, state and federal child health policy issues and establish priorities within Children's Hospital & Research Center Oakland to ensure that the needs of the children are addressed at all levels of government.

**Contra Costa County Injury Prevention:** Employees from the Trauma Services department attend monthly county meetings on injury prevention.

**Ethnic Health Institute:** A member of Children's administration sits on the board of the Ethnic Health Institute, which coordinates health education, research, health provider training, and community outreach and awareness for the entire community, with a special focus on underserved and minority populations.

**Individual Advocacy:** Many hospital employees advocate for children and work with various organizations including the Mayor of Berkeley's Healthcare Task Force, the Mayor of Oakland's Commission on Disabled Persons, the Alameda County Social Services Foster Care Task Force, the UCSF Institute for Health Policy Studies, the Youth Law Center and the HIV/AIDS Planning Council.

**Marcus E. Foster Educational Institute:** A member of Children's administration sits on the board of the Marcus E. Foster Educational Institute, which develops relationships and mobilizes resources that create opportunities for all children in the Oakland public schools to achieve excellence.

**RotaCare:** Attending physicians and residents participate in a free pediatric clinic held monthly for uninsured children in San Leandro, providing immunizations and school physicals. One goal is to get the kids connected with a primary care pediatrician and enrolled in insurance.

### **The Family Empowerment Club**

This program consists of an eight- to 10-week series of one-hour meetings offered semi-annually through the Center for the Vulnerable Child. Meetings are free of charge to related caretakers (mothers, fathers, grandparents, aunts, uncles, etc.) who are receiving case management services from the Center for the Vulnerable Child or other community agencies. Many past participants have had histories of homelessness, substance abuse and Child Protective Services involvement. The program provides families with effective parenting strategies, enhances the

relationship skills of group participants, supports families in addressing aspects of the child's social environment that threaten healthy development and links families with community resources.

### **Family House**

Located less than a block from the hospital, Family House provides temporary lodging at sliding scale rates for families who must travel long distances or whose children remain hospitalized for extended periods of time. The 16-bedroom facility also has communal kitchens, TV/living rooms, playrooms and a gym. In 2005, 482 families stayed at Family House for a total of 3,371 nights.

### **Family Resource & Information Center**

The staff and volunteers at the Family Resource & Information Center provide support, education, information and referrals to children, teens and adults of all backgrounds. The Center welcomes patients and families to use its multilingual books, magazines, journals and videos. Families have access to computers with Internet connections so they can research health topics, create Web pages about their child's condition, keep up with work or personal email, locate maps and directions or just be diverted from the stresses of hospital life. Consumer health books and databases are available for health-related topics ranging from family life and child development to understanding and coping with chronic illness. To help families manage life in the hospital, the center provides information about hospital services as well as nearby hotels, restaurants and places of worship. Special events sponsored by the center include coffee hours and knitting classes for parents and caregivers. Interns from local universities create nutritional displays and conduct wellness outreach to waiting rooms. Parents experienced with hospitalization serve as advisors to Spanish speaking families and guides to the center. The Family Resource & Information Center also furnishes 24-hour programming of educational and recreational videos on closed circuit TV. Schedules are available in all patient rooms, at all nursing stations and in the center.

### **Family Support**

Children's Hospital & Research Center Oakland offers assistance with transportation needs on a limited basis. Bus and BART tickets are provided for patients and their families with no other means of transportation for inpatient and outpatient care. Taxi vouchers are available for emergency needs.

### **Foster Parent Continuing Education**

The Center for the Vulnerable Child offers 90-minute bi-monthly groups in cooperation with the Alameda County Social Services Agency and a number of local foster family agencies. The groups provide education and support to foster parents, kinship caretakers, parents and professionals on a broad range of topics concerning children in out-of-home care. Topics have included children's perspectives on race and ethnicity, resources for children's summer activities, the Court Appointed Special Advocate Program, speech/language issues and treatment resources, and working with substance-abusing birth parents. Outside speakers are often brought in to present on a particular topic. All groups are provided free of charge.

### **Healthy Eating Active Living (HEAL) Program**

The HEAL program provides guidance and support for making lifestyle changes that reduce the risk of obesity-linked diseases. The program combines clinical and outreach activities to promote healthy food choices and increased physical activity. The program staff is active in many community projects, such as the HEAC (Healthy Eating and Active Community) project sponsored by the California Endowment, the OUSD and Berkeley USD Wellness Policy, the Nutrition Coalition for Alameda

County, the YMCAs of Berkeley and Oakland, and a Health and Wellness Fair at Berkeley High School.

HEAL also provides health education for FACES students. Many student interns have used this training to teach nutrition and exercise at their schools, while others have taken on projects such as improving food options in their school environment.

HEAL also worked with five schools in the Oakland Unified School District, teaching parents how to engage kids in active play.

### **Hemophilia Treatment Center**

The Hemophilia Treatment Center collaborates with the Hemophilia Foundation of Northern California to present activities throughout the year. An annual symposium, held in May, included educational presentations on topics relevant to bleeding disorders and was attended by patients and healthcare providers. The symposium supports education and networking for affected families and their providers.

The program also hosts an annual holiday party for patients and families in Northern California living with hemophilia and von Willebrand disease. Other activities include support and staff involvement at a Bleeding Disorders Family Camp and a Bleeding Disorders Summer Camp.

### **Hospital School Program**

Through a cooperative contractual agreement with the Oakland Unified School District, the School Program provides accredited academic services to all school-age inpatients in regular education classrooms. Two regular education teachers coordinate curriculum with two special education teachers assigned to Children's. Bedside instruction is available for children unable to come to the schoolroom. More than 900 children participated in the school program in 2005.

### **Immunization Registry**

Primary Care participates in the Bay Area Immunization Registry (BARR), a member of the Statewide Immunization Information System. BARR tracks children's immunizations, wherever they have been given in the county. In 2005, 26,000 vaccinations were given and entered into the database.

### **Information and Referral**

The Social Services department provides a wide range of services to children and their families. These services include counseling, family therapy, crisis intervention, support groups, safety education, bereavement counseling and assistance with a family's adaptation to a child's new diagnosis.

### **Intensive Care Nursery Outreach Program**

The Intensive Care Nursery provides educational classes for community hospital nurses, respiratory therapists and physicians throughout the year. Classes focus on educating providers on resuscitation, stabilization, and transport of newborns who need additional critical care. Additional classes are available for care issues related to continued convalescent care of the infant upon return transport to the referring community hospital. In 2005, physicians led classes at Children's, Eden Hospital, Doctors Hospital, John Muir Medical Center, ValleyCare Medical Center, San Ramon Regional Medical Center and Contra Costa County Regional Medical Center. Nurses provided classes at Children's, San Ramon Regional Medical Center and ValleyCare Medical Center.

### **International Adoption Clinic**

The International Adoption Clinic (IAC) was opened in 2003 to meet the unique medical needs of children adopted internationally and their families. The clinic's services include pre-adoption education and evaluation of medical records, consultation services via email or phone during travel to the country of adoption, and post-adoption medical and developmental evaluations and referral.

Community educational seminars, conference talks and workshops are offered on a regular basis for the general public, and a range of individuals and organizations dedicated to international adoption issues. During 2005, the staff of the IAC provided educational talks for PACT, An Adoption Alliance, Families of Children from China, The Family Network, Across the World Adoptions, Adoption Connection, RESOLVE and the annual Children's Hospital medical education conference in Monterey. The IAC also presented at a Kaiser Pediatric Grand Rounds.

In 2005, over 200 families accessed services at the clinic.

### **Interpreter Services**

The Interpreter Services department provides experienced medical interpreters to patients and families speaking limited English or who have hearing impairments. Service is provided 24 hours a day, seven days a week.

Experienced medical interpreters work very closely with healthcare providers to ensure that no linguistic or cultural barriers exist. There are staff and on-call interpreters for the hospital's primary languages: Spanish, Vietnamese, Mien, Cambodian, Cantonese and Mandarin. For other languages, such as Farsi, Arabic, Punjabi, Hindi, Korean, Hmong and American Sign Language, agency interpreters are scheduled.

Patients and families can request an interpreter by asking any hospital employee. An interpreter will be accessed either face-to-face or by phone. In 2005, Interpreter Services handled more than 40,000 encounters.

### **Literacy Program**

The Primary Care Clinic provides a program to promote literacy and provides developmentally appropriate and multicultural books to patients and siblings in the multiple clinics on Claremont Ave. Approximately 7,000 to 8,000 new books and approximately 6,000 gently used books are distributed each year. Comcast currently partners with the hospital in this endeavor.

### **Liver Iron Monitoring**

Children's HEDCO Health Sciences Center houses a ferritometer/SQUID (superconducting quantum interference device). One of only four in the world, the ferritometer non-invasively measures liver iron concentration. Previously liver iron measurements required a liver biopsy, which is both invasive and painful. In the past year, the ferritometer successfully measured liver iron concentration in over 223 adult and pediatric patients from 2 to 57 years of age.

### **Neonatal Follow-up Program**

The Neonatal Follow-up Program includes a home-based developmental follow-up program for infants who were in intensive care nurseries in Alameda County and a Developmental Follow Up Clinic for Children's Hospital Intensive Care Nursery graduates. The home-based programs provide intensive, long-term (up to three years) home visits. A multidisciplinary team including public health nurses, psychologists, social workers, infant development specialists and a nutritionist use a family-centered approach to support the family in providing optimal care for a child who may be medically fragile and at high risk for developmental delay. Assistance

includes helping the family to access medical care, insurance, developmental services or mental health support. Emphasis is placed on helping families to bond with a child who may have medical and developmental difficulties. Two support groups are available for Spanish speaking families. A developmental follow-up clinic staffed by a developmental pediatrician is also available. First Five of Alameda County provides support for the home visiting program.

#### **Ntule Newsletter**

Published quarterly by the Northern California Comprehensive Sickle Cell Center, this newsletter serves the East Bay, San Francisco and Sacramento communities. Articles include patient stories, national and local news about sickle cell disease, information about research studies at the hospital and social gatherings for people living with sickle cell disease. Approximately 600 newsletters are distributed each quarter.

#### **Pediatric Intensive Care Unit**

The Pediatric Intensive Care Unit provides educational classes for community hospital nurses and physicians throughout the year. Classes focus on a wide variety of pediatric topics ranging from stabilization of the critically ill child to ethical issues in the care of children. In 2005, educational programs offered at outside institutions included REACH Air Ambulance, Doctors Medical Center in Modesto and Contra Costa Regional Medical Center. In addition, nurses and paramedics from outside facilities are provided with clinical training opportunities at Children's. Services are available to all hospitals seeking consultation and referral information.

Faculty from the PICU participated in larger educational meetings sponsored by outside institutions. These included providing faculty for courses offered at REACH Air Ambulance's regional conferences and Contemporary Forums' national meeting in San Francisco.

In 2005, the PICU transported patients from 71 hospitals located in 27 California counties and the state of Nevada.

#### **Pediatric HIV/AIDS Program**

Outlined below are some of the ways this program actively participates with the community to address the needs of children and families affected by a diagnosis of HIV/AIDS.

**Direct Services:** Children's provides medical and psychosocial comprehensive HIV services to the women, children, youth and families of our community (Alameda and Contra Costa Counties predominantly, but also children from San Francisco, Marin, San Mateo, Santa Clara, Stanislaus, San Joaquin, Sacramento, Kern and other counties throughout mostly Northern California). Some patients, who have received care at Children's for years, return from Arizona, Utah and Pennsylvania for quarterly clinic visits.

**Education for the Community:** Staff provides regular in-service educational sessions regarding diagnostic evaluation, symptoms, care and treatment of children with HIV and AIDS for foster parents, social workers, and community health outreach workers through the Alameda County Health Dept, the Baby-Moms program of the San Francisco Department of Social Services and through the Heritage Project in Contra Costa County Program. Training also was provided for camp staff and counselors of Camp Sunburst, a weeklong summer residence camp for children with HIV/AIDS and their families. Staff members also go to schools to educate children of various ages when requested. Some of these sessions also include participation from our patients

who are willing to educate other children about the impact of HIV infection on life for children and their families.

**Education for Healthcare Providers:** Children's Hospital participates in the Pacific AIDS Education and Training Center. The staff of the Infectious Disease department also provides educational opportunities to healthcare workers interested in learning more about HIV and AIDS in children through a Pediatric AIDS mini-residency, which is typically one week long and includes intensive exposure to all aspects of HIV care for infants, children and youth. The staff provided educational sessions for the California Association of Medical Laboratory Technicians (CAMLT) called "The ABCs of AIDS - Children with HIV and AIDS" and a lecture at the School of Public Health focused on HIV and AIDS in infants and children.

**Family Care Network:** Children's Hospital serves as the fiscal administrator for the Family Care Network, a Ryan White Title IV CARE Act program bringing together 10 agencies in Alameda and Contra Costa counties to serve HIV/AIDS infected and affected women, children, youth and families. The network coordinates medical, psychosocial, primary care and case management services to children living with and affected by HIV.

**Support Services for Families Living with HIV:** The Pediatric HIV/AIDS Program offers support groups to children, siblings, youth and parents of children with HIV. These occur in clusters (monthly for four to six months at a time). We offer education to parents at these sessions regarding a variety of issues relevant to them. Participation varies from a few people to 10 to 12 at a time. The sessions are offered concurrently in different rooms for the parents, infected kids who know their diagnosis and siblings. In addition, staff provides direct interventions to assist with appropriate school placement and to address challenges faced in the schools and in the community. These may include issues such as disclosure, special educational needs, psychological and behavioral problems such as attention deficit and hyperactivity, and attention to physical limitations, among others.

#### **Postdoctoral Training Program**

This competitive program, funded by the National Institutes of Health, supports an interdisciplinary postdoctoral training program at Children's research center in molecular and cellular biology with a focus on hematology, immunology and stem cell biology. Three trainees with PhD, MD or MD/PhD degrees are eligible for the program, which emphasizes hands-on bench work in the laboratory of an experienced NIH-supported scientist.

#### **Primary Care Asthma Program**

The Primary Care asthma program offers Group Asthma Education Classes three times per month for different age groups. The groups are Wee Wheezers, for children birth to 6 years of age and a parent/guardian, Breath'n Easy, for children ages 7 to 10 and a parent/guardian, and Kick'n Asthma for youth 11 to 18 years old. Also offered is ATTACK Asthma, a class for primary care providers covering the practical aspects of managing asthma in the clinic. More than 130 healthcare providers received training in 2005.

Staff members of the Primary Care asthma program also provide medical supervision and services for Camp Breathe Easy, a four-day/three-night summer camp for children living with asthma.

#### **Scholarships**

Children's Hospital sponsors scholarships for graduates of Oakland Unified School District's high schools, awarded annually through the Marcus E. Foster Educational Institute. Children's also offers two nursing scholarships to its employees. The Ava

Elliot Scholarship for Nursing Students provides assistance with nursing school costs. It is granted to a third- or fourth-year student in a baccalaureate school of nursing program. The Ava Pischel Elliot Excellence in Nursing Award provides tuition support for continuing education courses. This scholarship is awarded to nurses who have recent teaching experience, such as being a preceptor and/or providing instructional in-service.

### **Social Services**

The Social Services department provides services to children and their families in the outpatient and inpatient areas. Social work services are coordinated through collaboration and consultation with physicians, other hospital personnel and community agencies. Social workers can assist the patient and their family to access healthcare services and their own resources during the treatment of an illness. Social workers provide a wide range of services to children and families.

### **Summer Research Training Program for Minority College Students**

This research center program, funded by the National Institutes of Health (NIH), allows college students to work in clinical and basic research programs to gain hands-on experience in their chosen area of academic interest. Additionally, the research center has established a Summer Research Internship Program for College Students who do not fit the NIH's definition of minority or who do not need funding.

### **Support of Professional Healthcare Provider Education**

A wide range of continuing education classes is offered for healthcare professionals working at Children's and in the community. These include basic life support, neonatal resuscitation, pediatric advanced life support certification, asthma updates and trauma care classes. The hospital also provides both clinical rotation experience and extended preceptorships to nursing and allied health profession students in a variety of clinical settings.

### **Support Groups**

Many clinical departments provide disease- and condition-specific support groups for patients and families including:

- Thalassemia Action Group for parents and caregivers of children with the disease (Hematology)
- AIDS/HIV Support Groups for children, siblings, youth and parents of children with HIV. These occur in clusters, monthly for four to six months at a time. Sessions are offered concurrently in different rooms for the parents, infected kids who know their diagnosis and siblings. Participation varies from a few people to 12 at a time.
- Support groups for Spanish-speaking mothers who have children with medical and/or developmental complications. The groups are held in the community and use a parent professional model, which joins the strengths and contributions of parents and professionals. One group meets twice a month in south Alameda County and the other meets once a week in north Alameda County. (Developmental and Behavioral Pediatrics)
- Support groups for parents of infants with developmental disabilities (Parent-Infant Program/ Developmental and Behavioral Pediatrics)
- Parent and child support group addressing the mental health needs of children 7 to 11 years of age. Parents and children met separately once a week for eight weeks. Psycho-education and support was offered to the parents in the areas of child development and parenting skills. The child group focused on building and improving social skills. (Behavioral Pediatrics Clinic)

### **Talking Drums**

Talking Drums is a community-based organization that partners with Children's Sickle Cell Center. It works to increase trait counseling and testing in targeted communities, to broaden community support for sickle cell programs, and to develop classes and intensive support strategies for families of children with sickle cell disease. It is funded through the Maternal and Child Health Bureau. Talking Drums offers classes to Emergency Department (ED) staff to increase awareness of and help them better understand the special needs of sickle cell patients in the ED. Education is also provided on the latest developments in sickle cell disease, trait diagnostics and treatments to health professionals, schools, and church groups and at community health fairs. In 2005, Talking Drums participated in 21 community outreach events and provided 108 trait tests.

### **Thalassemia Outreach Program**

The Thalassemia Outreach Program at Children's Hospital & Research Center Oakland provides outreach to individuals affected by or at risk for thalassemia. Language and cultural barriers mean translation materials and interpreters are critical to raising awareness of thalassemia in at-risk communities. Staff builds community relationships through health fairs, festivals, ethnic events and patient/family functions. Patients and families are kept informed about the latest research studies and outreach events through the thalassemia Web site, <http://www.thalassemia.com/>, and Perspectives, a newsletter sent to approximately 1,800 people each quarter.

In addition to community education, the outreach program also provides patient support to young children, teens and adult patients who face a variety of challenges as a result of thalassemia and its treatment regimen. Support is offered through psychosocial events and activities such as an adult retreat, teen activities, family night and an annual holiday party.

#### **2006 – Goal**

**Children's Hospital & Research Center Oakland will continue to develop and enhance its existing community benefit programs.**

#### **2006 – Goal**

**Children's Hospital & Research Center Oakland will work toward improving minority health and health disparities through translational research, nutritional genomics, and understanding the community priorities regarding children's health and well-being.**

#### **Objectives:**

- Support bench-to-bedside medicine by conducting clinical research trials
- Provide education to physicians on ethnic disparities including nutrition and culture
- Work with the community to define priorities concerning children's health and well being

#### **Evaluation Criteria:**

- Report on clinical trials and other translation research activities
- Participation in physician education program
- Community meetings and outreach

### Summary of 2006 Plan

**Goal 1:** Children's Hospital & Research Center Oakland will provide and improve health information available on its Web site. Children's plans to promote the Hall of Health in schools and parent organizations, and to support the Hall of Health in its funding efforts through community partnerships, grants and fundraising opportunities. Children's will promote community awareness of its services through media outreach, education programs and distribution of the comprehensive directory of services to the medical and advocacy communities.

**Goal 2:** Children's Hospital & Research Center Oakland will continue working toward a comprehensive plan of wellness for children in Oakland and the East Bay area through clinical services, research, advocacy and community outreach.

**Goal 3:** Children's Hospital & Research Center Oakland will continue to improve tuberculosis awareness, education and care for at-risk children and their families, and to provide expertise in the diagnosis and management of tuberculosis for community healthcare providers.

**Goal 4:** Children's Hospital & Research Center Oakland will continue its partnerships with the Oakland and Berkeley Unified School Districts, along with other community and academic institutions in the Bay Area, to assist minority youth in exploring careers in the healthcare and biomedical fields through FACES for the Future. The program will expand to a five-year program, providing graduates the support they need during their first two years of college.

**Goal 5:** Children's Hospital & Research Center Oakland will work toward improving minority health and health disparities through translational research, nutritional genomics, and understanding community priorities regarding children's health and well-being.

**Goal 6:** Children's Hospital & Research Center Oakland will continue to develop and enhance its existing community benefit programs.

**VIII. Community Benefit and Economic Value**

The following data represents the approximate economic value of community benefits that Children's Hospital & Research Center Oakland provided:

	2005	2004	2003	2002
<b>Reported Community Benefits</b>	\$9,100,787	\$8,042,963	\$15,030,847	\$11,292,798
<b>Estimate of Charity Care Costs <sup>(1)</sup></b>	\$2,124,480	\$2,440,000	\$9,425,070	\$3,887,855
<b>Estimate of Unreimbursed Medi-Cal Costs</b>	\$32,678,771	\$23,121,227	\$28,565,539	\$20,531,352
<b>Estimate of Unreimbursed Medicare Costs</b>	\$73,108	\$212,514	\$436,503	\$38,738
<b>Estimate of other Public Programs<sup>(1)</sup></b>	\$1,878,050	\$1,518,276	\$1,135,514	\$1,178,800

(1) Included in Reported Community Benefit amount.

The Finance department compiles these numbers over several months. All of the numbers derive from financial reporting information systems and from communications with department managers most directly involved with various community benefits.

The programs identified as "community benefits" at Children's Hospital & Research Center Oakland meet the definition of the term provided by SB 697. These include, but are not limited to:

- Healthcare services
- Services that address essential community needs
- Donation of funds
- Property or other resources
- Medical research
- Medical education, nursing and other professional training
- Healthcare cost containment
- Enhancement of access to healthcare or related services
- Services offered without regard to financial return because they meet a particular community need
- Health education
- Prevention
- Health promotion
- Social services.

**IX. Community Benefit  
Committee**

Mary Dean, *Senior Vice President, External Relations*  
Susan Foxall, *Project Manager, External Relations*  
Doug Myers, *Senior Vice President and Chief Financial Officer*  
Katy Silverman, *Manager, Financial Planning*

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[President and Chief Executive Officer:](#) Frank Tiedemann

[Chairman of the Board:](#) Harold Davis

**X. Public Review**

The Community Benefit Plan and Report is written and reviewed by members of the Community Benefit Committee. Upon completing the 2005 report, the committee submitted it to the board of directors at Children's Hospital & Research Center Oakland for approval.

Hospital employees are aware of the Community Benefit Plan through articles about the plan or specific programs that appear in Inside Children's, a weekly publication for hospital employees.

Children's maintains public awareness of its community services. In 2005, the Thalassemia Outreach Program attended 25 community health fairs. Other groups such as the Sickle Cell Center and the HEAL program attended community fairs and provided free screenings. Children's HandPrints, a hospital magazine, was sent quarterly to more than 17,000 community members providing further awareness of Children's public services.