

2021
NURSING
ANNUAL
REPORT



Hands that heal.
Hearts that care.



Jineal Shinn, MSN, RN, NEA-BC
Chief Nursing Officer
Joe DiMaggio Children's Hospital®

Greetings from Chief Nursing Officer Jineal Shinn

It was another year of change, growth and challenges for the nursing team at Joe DiMaggio Children's Hospital®, as you will see throughout our 2021 Nursing Annual Report.

Our nurses continue to rise higher to meet new challenges that come their way with greater frequency these days. Despite the demands of the ongoing pandemic, we remained focused on our vision and goals: building a highly reliable, empowered culture to achieve the highest level of patient safety and quality care.

This year also brought an even stronger focus on our Journey to Nursing Excellence, which includes our work

toward our first Magnet® designation. This journey is strengthened by our collaboration with our physician and interprofessional and ancillary teams, all of whom support nursing excellence, day in and day out. Our guiding principles continue to be: empower everyone to lead, do the right thing, we are one team where everyone matters, and lead with love.

In this report, you will see many examples of ways our nurses have brought our mission and strategic goals to life. They continue to expand and enhance our impact and strengthen our Department of Nursing Strategic Plan pillars of Safety and Quality, Service, People, Finance, Growth and Community.

It has been my deepest privilege to lead alongside our nurses and witness their tireless commitment, compassionate care, and embodiment of Memorial Healthcare System's mission - to heal the mind, body, and spirit of those we serve.

To the nurses at Joe DiMaggio Children's Hospital: know that your inspiration, strength, compassion, resiliency, and innovation is appreciated. It is through your healing hands and caring hearts that we continue to foster a culture of nursing excellence. Thank you for your expert, compassionate care.

Jineal Shinn



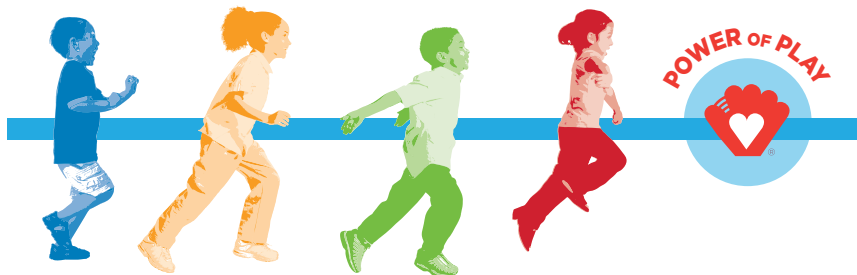
2021 NURSING ANNUAL REPORT

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We're Growing Up!

Joe DiMaggio Children's Hospital and the larger Memorial Healthcare System are growing. As we look to the future and the continued need for the children in our community, additional space is vital. Our planned expansion of an additional four floors will double the floors of the current hospital building to eight, ensuring we remain uniquely qualified to treat the most complex and critical conditions. Slated for completion in Fall 2022, the expansion will add an additional Cath Lab, Hybrid OR, Intraoperative Magnetic Resonance Imaging (IMRI), and additional inpatient services.



The Power of Play

We believe in the healing power of play and that creating fun, playful and positive experiences for our children helps to support their healing. New play facilities will be added to every floor, and an 8th-floor play area will be expanded to 8,000 square feet.

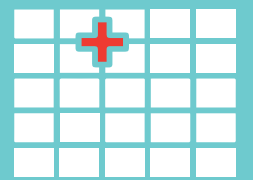
OUR HEALING HANDS. CARING HEARTS. CULTURE OF EXCELLENCE.



592+
nurses



7.74 average years of experience



25 areas, programs
and departments
supported by nurses

World's first
children's
hospital named



**Planetree Designated®
Person-Centered**

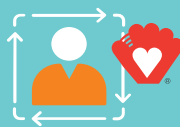
Redesignated 2021

270k+
pediatric
patient
encounters
each year

50+
children's health
and specialty
services offered



51% specialty
certification rate



96% Nurse
Residency Program
1-year retention rate

62 nurses
participating in the
clinical ladder program



INSPIRING ACTION, EMPOWERING CHANGE

At Joe DiMaggio Children’s Hospital, our nurses have created a culture that inspires the achievement of superior outcomes through a shared vision, professional excellence, interdisciplinary leadership, and collaboration.

Excellence and our Journey to Magnet® Excellence. Our commitment to these pillars and ideals ensures that we deliver unparalleled patient- and family-centered care, support and empower our nurses, and enhance the nursing profession.

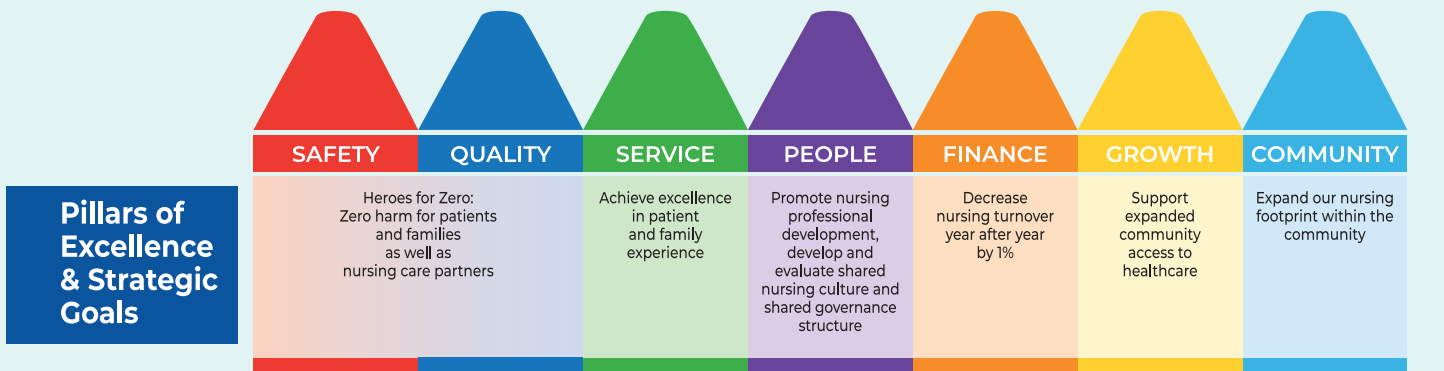
Everything we do is driven by our dedication to patient- and family-centered care, exemplified through seven pillars that represent our goals as outlined in our 2021-2024 Nursing Strategic Plan. This plan was created as part of our internal Journey to Nursing

On the following pages, we are proud to highlight the work of our nurses in 2021 that exemplifies our values and strategic goals and supports our Journey to Nursing Excellence.

NURSING STRATEGIC PLAN 2021-2024

Vision: As a community of nurses, we will create a culture that inspires the achievement of superior outcomes through a shared vision, professional excellence, interdisciplinary leadership and collaboration.

Mission: Heal the body, mind and spirit of those we touch.



PATIENT- AND FAMILY-CENTERED CARE

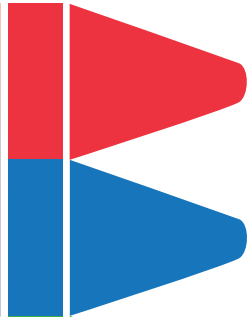
Continuing our Journey to Magnet Excellence®
 In 2021 Joe DiMaggio Children’s Hospital Nurses engaged in activities and workshops as part of our Journey to Magnet Excellence®, some of which included:

- 2021 Magnet Conference
- Creation of our Journey to Excellence (JOE) Team
- Shared Governance workshops and strategic planning
- Optimization of internal systems to track degrees and specialty certifications
- Continued review of nursing-sensitive indicators and patient satisfaction scores
- Creation of the Center for Nursing Excellence newsletter



Jineal Shinn, Maria Panayotou, Aly Olmezer and Genesis Garcia at the 2021 Magnet Conference.

SAFETY & QUALITY



COMMITTED TO ZERO HARM

At Joe DiMaggio Children's Hospital, we're committed to be "Heroes for Zero," which means we aim to always provide care with zero harm to patients and families, as well as our nursing care partners. We are always looking for ways to enhance and improve our processes and procedures to ensure safety and quality of care for all children.

Here's a look at some safety and quality initiatives from 2021:

Managing the COVID-19 Crisis

The COVID-19 pandemic continued to present our nursing teams with challenges and opportunities to support initiatives that increase safety.

In 2021, the nurses on the 3 Central unit provided 13,824 patient care hours for patients with COVID-19 infections and 2,124 hours for patients with suspected infections.

One successful initiative, born out of needs identified in our ambulatory clinics, was the creation of the Joe DiMaggio Children's Hospital COVID Vaccine Clinic. In conjunction with pharmacy

and interprofessional partners, nurses, including our surgical services nurses, supported the organization and functioning of the clinic, which provided vaccines to our patients and pediatric community members.

Another COVID initiative took place in the Pediatric Emergency Department, where nursing teams instituted a screening process to isolate patients potentially infected with COVID-19. This screening process helped to safely isolate patients. Additionally, an outdoor weatherproof tent was converted into a patient waiting area to support more efficient wait times.

Because of construction room closures, the 4 Central unit temporarily relocated part of its operations to an adjacent clinical space. In doing so, there was zero impact to quality and safety for patients and families on the adjacent unit.

Joe DiMaggio Children's Hospital transport team, which transports young patients with complex and critical conditions to our hospital for care, also implemented a new electrostatic sprayer as part of their COVID-19 response to prevent the spread of infection.

2,191 COVID vaccines administered in 2021





Joe DiMaggio Earns 2021 Leapfrog Top Hospital Award for Outstanding Quality and Safety
This is the third time that Joe DiMaggio Children's Hospital received the recognition, which is considered one of the most competitive awards American hospitals can receive. We were one of eight children's hospitals nationwide to receive the award in 2021.

Outperforming National Benchmarks

For the second consecutive year, Joe DiMaggio Children's Hospital Pediatric Emergency Department outperformed the Press Ganey national benchmarks – which measure patient experience for hospitals nationwide – in all the nursing-sensitive patient experience questions. These ratings reflect our nurses' commitment to providing safe, patient- and family-centered care, even in a busy practice environment.

As part of our efforts with the Solutions for Patient Safety (SPS) network, Joe DiMaggio Children's Hospital also reduced incidents of serious harm events in 2021. Our year-over-year improvement has demonstrated a consistent decrease in serious harm events. These events include adverse drug events, central line bloodstream infection (CLABSI), catheter-associated urinary tract infection (CAUTI), falls, pressure injuries, surgical site infections, and unplanned extubations.

Improving Processes for Care

The nursing team in the Pediatric Emergency Department took initiative to evaluate and improve antibiotic treatment administration for some of our most vulnerable patients. An increase in the number of patients visiting the pediatric ED in 2021, coupled with the complexity of care they required, decreased the amount of time it took care teams to deliver antibiotic treatments. The team set out to positively affect this increase in time to treatment.

Through a nursing workgroup and collaboration with other care providers, teams tracked the time for antibiotic treatment and then created a new and improved process. They developed an alert for when these patients arrive to the Emergency Department, which supports more timely medication administration.

ZE
RO

pressure injuries reported in 2020 & 2021 for our complex rehabilitation patients.

Excelling in Quality & Service Indicators

Units throughout our hospital continued to excel in their rates for several nursing sensitive clinical indicators, including hospital-acquired pressure injuries, catheter and central line infections, and falls.

Another area of improvement was surgical site infections, which were reduced significantly after implementing education, protocols and processes in collaboration with the Solutions for Patient Safety prevention bundles.

Other improvements in 2021 included:

- The hospital adopted a handwashing technology to support increased compliance and real-time feedback regarding effective handwashing in all units. In 2021 more than 65,000 digital observations of handwashing were recorded per month
- For the past eight quarters, the IMCU outperformed national benchmarks within the National Database of Nursing Quality (NDNQI) for Central-Line Bloodstream Infection (CLABSI) rates.



Collaborating to Improve Care Near & Far

Joe DiMaggio Children's Hospital is committed to working with other leading children's hospitals around the country and world, to teach and learn how we can all improve outcomes, care, and the patient experience.

In 2021, our NICU partnered with Boston Children's Hospital to incorporate IPASS, a bedside handoff procedure to improve and enhance communication between providers to provide the highest level of safety.

Joe DiMaggio Children's Hospital Skin and Wound team also participated in an interhospital virtual visit with Cincinnati Children's Hospital, to share and learn best practices in pressure injury bundle implementation, compliance, and auditing.

PICU Recertified as a Trauma Center

Joe DiMaggio Children's Hospital Pediatric Intensive Care Unit (PICU) was recertified as a trauma center by the American College of Surgeons. The certification establishes that our PICU meets essential criteria that ensures trauma care capability and institutional performance, as outlined by the American College of Surgeons' Committee on Trauma.

Improving Safety for Innovative Care

To support safe and quality care for patients needing extracorporeal membrane oxygenation (ECMO), an ECMO-specific digital alert was created to mobilize care for the emergent needs of these patients.

Safely Decreasing Fear Prior to Surgery

Surgical Services nurses created a guide to assist with decreasing patient and family fears prior to surgery. This guide provides just-in-time education, tips and support for patients and families.

Caring for Hearts, Young and Old

The Joe DiMaggio Children's Hospital Heart Institute was accredited as a Children's Cardiomyopathy Foundation Center of Care, and an Adult Congenital Heart Comprehensive Care Center. In 2021 they implanted the first Pediatric HeartMate3 Ventricular Assist Device (VAD) in Florida.



Interprofessional Spotlight: Surgery Verification

Joe DiMaggio Children's Hospital was recently designated Level 1 Children's Surgery Verification from the American College of Surgeons ACS Children's Surgery Verification Program.

ENHANCING THE PATIENT & FAMILY EXPERIENCE

In addition to providing outstanding care for our patients, our nurses at Joe DiMaggio Children's Hospital strive to ensure exceptional service. We want our patients and their families to have the finest experience possible before, during and after their hospital stay.

Here are some ways we've enhanced our service and the patient and family experience this year:

Redesignated as a "Person-Centered Organization" by Planetree

Joe DiMaggio Children's Hospital was the world's first children's hospital to earn Planetree's "Person-Centered Organization" award in 2017, and was redesignated with the gold level honor in 2021. Only one other children's hospital worldwide has received this prestigious recognition, which focuses on 60 different criteria that explore how health organizations partner with families, and ensure family comfort, dignity, empowerment and more.

Joe DiMaggio Children's Hospital Receives 2021 Press Ganey Pinnacle of Excellence Award®

Across our organization, clinical nurses partnered with interprofessional partners with the goal of improving patient experience indicators, which are measured by Press Ganey®. In November 2021, Press Ganey recognized Joe DiMaggio Children's Hospital as a top-performing healthcare organization in patient experience, showcasing exemplary levels of performance for a minimum of three consecutive years.

In 2021, Joe DiMaggio Children's Hospital continued to score above average in several measured criteria, including:

- Nursing-Sensitive Patient Satisfaction Scores
- Nursing-Sensitive Patient Indicators, such as patient falls and infections

Adapting to Community Needs

Our inpatient acute care units leveraged technology to support intravenous access attempts. Utilizing this technology reduced the need for multiple attempts to place an IV and supported a better experience for our patients and families.

Our ambulatory unit deployed five new dialysis machines to serve the needs of our patients and families.

Technology Enhancements

Our inpatient acute care units deployed a new technology to support intravenous access we leveraged technology to reduce IV sticks and decrease multiple attempts. This technology supports our nurses while also providing a better experience for our patients and their families.



Parents read to their newborns as part of the Reach Out and Read Program in the NICU.

Supporting Infant Development & Parent Bonding

The Neonatal Intensive Care Unit (NICU) initiated a Reach Out and Read® program for our smallest patients as part of a national pilot program that aims to support infant development and parental bonding.

All NICU parents receive a packet that includes a book and educational information on the importance of reading to their baby. The packets were created with funds from the Joe DiMaggio Children's Hospital Foundation. Nurses were critical in helping to promote the program, and they encourage parents to read to their baby when visiting.

THE SECRET TO OUR SUCCESS

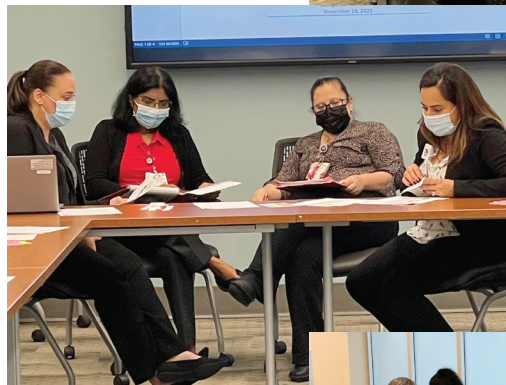
At Joe DiMaggio Children's Hospital, our success is possible thanks to the passionate, committed nurses and providers who share our mission and vision for healing and providing exceptional service. We remain steadfast in our efforts to promote nursing professional development, develop and evaluate shared nursing culture, and enhance our shared governance structure.

Here's how we supported our people in 2021:

New Center for Nursing Excellence, Education and Innovation Opens

The Center for Nursing Excellence, Education and Innovation was officially formed in 2021. This center supports all nurses at Joe DiMaggio Children's Hospital and plays an integral part in coordinating nurse onboarding and orientation – including for our nurse residency program – as well as our internal Journey to Nursing Excellence and Journey to Magnet Excellence®.

This year, nurses from all levels and all settings embarked on a restructuring journey to redesign our hospital-level Shared Governance Structure, which was supported for many years by dedicated clinical nurse leaders. Nurses participated in an all-day workshop and used appreciative inquiry (which includes formal steps to discover, dream, design and destiny) to complete an in-depth analysis of the current council structure, reimagine a new structure, and discuss how that structure can be sustained, grow, and evolve.



Workshop participants engage in discussion to create a new Shared Governance structure.



This led to the creation of new shared governance councils, which include:

- Professional Development and Education
- Nursing Quality
- Nursing Practice
- Evidence-Based Practice, Research and Innovation

A hospital-level coordinating council was also created to support the dissemination of information from the councils, and to continue the strategic planning process for hospital-level shared governance councils within Joe DiMaggio Children's Hospital.

The Center for Nursing Excellence also supported the reinvigoration of Joe DiMaggio Children's Hospital Pediatric Clinical Grand Rounds, a monthly educational offering provided by clinical nurses across various departments. This offering highlights the work of our teams, and their commitment to safe patient- and family-centered care.



DAISY Award Winners

The DAISY Award® For Extraordinary Nurses – now a cornerstone in nursing recognition at more than 5,000 hospitals worldwide – honors nurses for their extraordinary, compassionate care. The program was started in 1999 by Mark and Bonnie Barnes to honor the memory of their son, and has grown into a worldwide nurse recognition program.

Nurses are nominated for a DAISY Award by patients, family members, physicians and interprofessional partners and chosen through a selection process.

Nominations capture the heartfelt appreciation of patients, families, and co-workers as they describe extraordinary examples of compassion and share how a nurse made a difference in their lives.

In 2021, the following Joe DiMaggio Children's Hospital nurses were honored with a DAISY award:

- Michel Hernandez Rodriguez and Suzette Cole-Patterson, CVICU
- Lidia Pruteanu, Pediatric Ambulatory Services
- Sherrie Rivera, Pediatric Ambulatory Services
- Carine Black, CVICU



After a pause in in-person celebrations, quarterly DAISY and Sunflower ceremonies resumed in December 2021.

2021 Nursing Clinical Ladder Members

39 RN IIIs
23 RN IVs

Nurses Step Up To Make an Impact

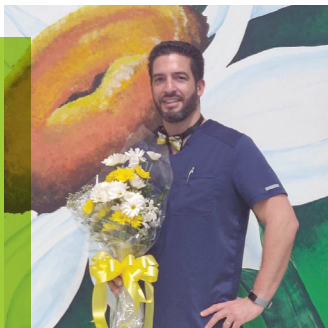
The Clinical Ladder program at Joe DiMaggio Children's Hospital – designed to enable nurses, respiratory therapists and surgical technicians advance their skills, careers and have more impact while remaining at the bedside in the units they love – continued to grow in 2021.

The program now consists of 62 Joe DiMaggio Children's Hospital nurses who work alongside nursing leaders on quality improvement projects, shared governance committees, and quality and safety initiatives. Participants are empowered to make evidence-based practice decisions and implement innovative ideas within their units, with the goal of improving quality of care for our patients and their families.

The nurses also participate in monthly meetings, seminars and workshops that enable them to advance their nursing, leadership, and professional skills.

The group at Joe DiMaggio Children's Hospital is also committed to solidifying their footprint in the community. In 2021, they held a supply drive for Women in Distress, a local shelter in Broward County. Clinical Ladder members collected donations and delivered four carloads of supplies (including personal items, cooking items, and other home goods) to the shelter.

The group also continued to host quarterly Adopt-a-Street clean-up events in the neighborhood surrounding the hospital.



Clockwise from top left: Michel Hernandez Rodriguez, Lidia Pruteanu, Sherrie Rivera, Carine Black.



STEWARDING OUR RESOURCES TO SERVE

We're committed to providing unparalleled, expert care to the community in South Florida and beyond. To continue to grow our reach, impact, and services, we must responsibly steward our resources. This requires cooperation and support from all levels of our hospital.

Here's how we made progress in 2021:

Rallying Together to Provide Care

Throughout the COVID-19 pandemic, patient needs fluctuated as South Florida rode the waves of the pandemic.

During this time, many Joe DiMaggio Children's Hospital nurses rallied together to support Memorial Healthcare System by flexing into different areas where extra hands and help was needed. This was especially critical when cases surged, nonelective procedures were put on pause, and Memorial was called on by the governor to create the first drive-through testing center in Florida.

Nurses and staff also took on additional special assignments, such as helping with our Vaccine Village. Nurses collaborated with pharmacy colleagues for vaccine distribution and 2,191 doses of the COVID-19 vaccine were given in 2021.

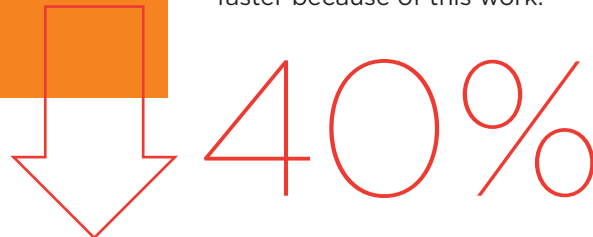


Nurses administer doses of the COVID-19 vaccination during Vaccine Village events.

Enhancing Services, Efficiencies & Processes

One way we steward our resources is by exploring ways of reducing redundancies and enhancing processes. Using processes like Lean Six Sigma, departments were able to reduce redundancy in supply orders, supporting being stewards of our resources. A discharge readiness project for our patients with complex cardiac conditions decreased the average length of stay for these patients by 40% in 2021. Patients safely returned home faster because of this work.

Length of stay decreased for cardiac patients in 2021



GROWTH

EXPANDING ACCESS TO CARE

At Joe DiMaggio Children's Hospital, we are here to serve our community. We continue to grow and expand our footprint so we can support expanded access to healthcare.

We made exciting progress in 2021:

Expanding Care, Building Hope

We're growing up! In 2021, Joe DiMaggio Children's Hospital continued its vertical expansion project that will add four more floors to our main hospital, nearly doubling its size. We're also upgrading technology, streamlining critical care, and adding more support programs for families.

More Space

The addition will house 156,000 square feet of space and include:

- 20 new medical/surgical beds
- Six rehabilitation beds
- A rehabilitation gym
- 20 cardiovascular intensive care (CICU) beds
- Four cardiac procedure rooms
- A post-anesthesia cardiac unit
- 26 ICU beds and 26 intermediate care beds
- 6,000 square feet dedicated to patients and families with a play area, classroom, dining room, teen room, family lounge, fitness room, interactive TV room, and a beauty salon and spa



This image is a render of the planned expansion of Joe DiMaggio Children's Hospital.

The new space and technology will allow us to provide children access to personalized care, further harness the power of play and provide more family support. In addition to our resident clown, Lotsy Dotsy, therapy dogs and child life services, we're adding play space on every floor - so no child is left out of the fun. We'll also have age-appropriate areas for everyone, from tots to teens, and places for families to dine and relax together.

Growing Our Reach, Capabilities & Knowledge

Part of enhancing access to care is informing families in the community and beyond about the expertise, care, and services available at Joe DiMaggio Children's Hospital. In 2021, we increased our outreach efforts as well as service marketing both internally to existing patients and families, and externally, to alert more families in the community about our offerings.

We also continue to leverage technological advances, especially in our planned surgical services expansion area. The expansion will include an Intraoperative MRI system to make a difference in care for our neurosurgery patients by providing safe, quality and accurate care with goals of reduced infection and fewer re-operations.

Multidisciplinary teams throughout Joe DiMaggio Children's Hospital also continue to be involved in numerous programs and registries, and collaborate with national leading children's hospitals to share, learn, and explore ways continue to improve patient experiences and outcomes, making care safer for all children. We participate in the Vermont Oxford Network, ACS National Surgical Quality Improvement Program and Virtual Pediatric Systems, and we partner closely with Boston Children's Hospital.

We're also a member of the Children's Hospital Association's Solutions for Patient Safety (SPS) Network, with more than 150 children's hospitals working together noncompetitively, to share, teach and learn from each other in order to improve hospital processes and outcomes.

All Made Possible by Love

The expansion of our facilities, technology, research, education, and programs are made possible thanks to the generous support of our community that we received through the Joe DiMaggio Children's Hospital Foundation's Catch the Love Campaign.



BEYOND OUR HOSPITAL WALLS

At Joe DiMaggio Children's Hospital, our care extends beyond our hospital walls. Our nurses partner with community and service groups to further our impact, expand access to care and educate the community. They are also active in professional groups to enhance their skills and the nursing profession. Nurses volunteer in countless community events throughout South Florida including various charity walks, Tour de Broward, and more.

Nurses in the Community

Nurses involved in our Clinical Ladder program continued their annual community service projects, including quarterly Adopt-a-Street clean up events in the neighborhood surrounding the hospital. They also held another supply drive for a local women's shelter, Women in Distress.

The NICU nurses also participated in the annual March of Dimes fundraising event and several units adopted families during the holiday season, and donated toys and gifts for the families. Nurses from various departments donated school supplies and backpacks to be distributed across the county at the start of the school year.



Clinical Ladder members and friends ready to participate in the quarterly Adopt-a-Street clean-up event.

Members of Clinical Ladder collected and donated four carloads of supplies to Women in Distress.

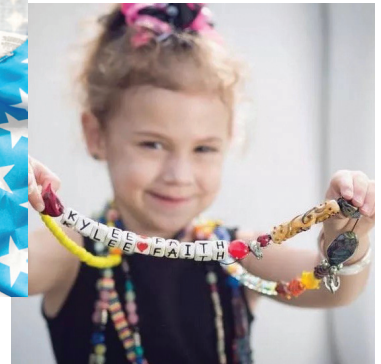




Beyond Medicine

Nurses created infant CPR kits and educational materials, and then distributed them to families being discharged from the hospital. These kits and training materials aim to provide education for families that may assist in an emergency outside of the hospital.

Nurses also reinvigorated the Beads of Courage® program in conjunction with our Child Life Team. A program of Beads of Courage, Inc., a nonprofit group dedicated to improving the quality of life for children and teens coping with serious illness through innovative arts-in-medicine programs. One of their key programs helps patients tell their story of their experience through colorful beads that represent their resiliency and treatment journey.

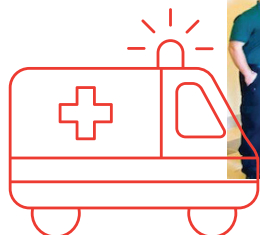


Thank you Hearts for Kylee Foundation our financial donors for the Beads of Courage Program. Pictured right, Kylee (bereaved).

Community Collaborations

Joe DiMaggio Children's Hospital nurses are active in many professional organizations, including the local chapters of the Association of Pediatric Hematology/Oncology Nurses (APHON) and the Society of Pediatric Nurses.

They also team up with other local agencies to ensure the health and safety of the community. In 2021, the Emergency Department participated in a four-day learning experience with the city of Hollywood Fire and Rescue. Members from the department also regularly attend Emergency Medical Services (EMS) council meetings.



25

Beads of Courage
program participants
in 2021

Joe DiMaggio Children's Hospital Pediatric Trauma Lecture Series on EMS Blood Transfusion with Dr. Piehl and Dr. Antevy and Joe DiMaggio Children's Hospital Nurses.

PATIENTS AND FAMILIES FIRST

At Joe DiMaggio Children's Hospital, we believe that families are a critical part of a child's healthcare journey. That's why we include caregivers as part of our healthcare team. We involve families in every step of the process - educating, empowering, and supporting them along the way. When we take care of families, children and the community thrive.

Here's how we enhanced family support to improve the patient experience in 2021:

Communication During COVID

The COVID-19 pandemic created additional stress and concern for families with children and adolescents undergoing care. As information continued to shift and evolve, we made a conscious effort to keep patients, parents and families informed every step of the way.

Our Patient and Family Department partnered with front-line staff on



the development and distribution of communications to parents on COVID-related concerns, including new information on the virus as well as changes to hospital policies and procedures.

The team also participated in a hospital-wide committee on COVID-19-related decision making.

One of our continuous best practices is our COVID-19 operational management advisory committee. This nursing-facilitated operational committee, along with interprofessional partners and patient and family advisory committee, supports shared governance decisions regarding patient and family needs while managing the pandemic.

Enhancing Services & Support

At Joe DiMaggio Children's Hospital, our Patient and Family Advisory Committees (PFAC) are actively involved in enhancing our hospital and support services and addressing family needs. In 2021, we added an additional council specifically for the Cystic Fibrosis community. They will work alongside healthcare administrators and providers in enhancing and improving current services, as well as providing much-needed perspective and feedback to help us better meet their needs.



This year, our PFACs also created two educational programs for our nurse residents to share more about Joe DiMaggio Children's Hospital's focus on patient- and family-centered care and our PFAC councils. These interactions help our nurses in training better understand how our community and family focus affects care and outcomes.

Another educational seminar was held for imaging staff, focused on how the sharing of patient and family stories helps healthcare providers learn and improve services, and supports our family-centered practices.

In October, Joe DiMaggio Children's Hospital also celebrated Patient-Centered Care Awareness Month by hosting an education session for 200 staff members in six departments on Kahoot, a game-based learning platform. It served as an engaging way to continue to emphasize the impact of patient- and family-centered care practices.

Educating Patients, Families & Caregivers

A critical part of patient- and family-centered care is providing education and resources that empower families to get involved in the care of their loved one. Our Patient and Family team worked alongside multiple departments this year to improve or create new resources for these efforts.

The team:

- Reviewed documents and brochures for different departments throughout the hospital
- Contributed to the redesign of the Neonatal Intensive Care Unit (NICU) Parent Resource Manual
- Participated in Solutions for Patient Safety committees, including those focused on Quality and Safety, Ethics, Grievances, as well as leadership meetings to provide the parent perspective
- Collaborated with outside organizations and Joe DiMaggio Children's Hospital teams on the creation and distribution of training materials and infant CPR kits for NICU families
- Collaborated with the manager of the Conine Club House to get parents involved on our Parent and Family Advisory Committee



Our Patient and Family Department also supports staff throughout Joe DiMaggio Children's Hospital, especially during challenging times. In 2021, they continued to recognize and support staff for their tireless work & dedication with monthly dessert trays.

The team also created "Get Well" bags for behavioral health patients to encourage and support them as they transitioned from inpatient care.

Assisting with Hospital Evaluations

Our Patient and Family team is also involved in the evaluation of hospital policies and criteria, to ensure we are meeting the needs of those we serve.

This year, the team contributed to the Planetree recertification survey (Joe DiMaggio Children's Hospital earned a Gold Star designation) and the Quest for Quality site visit for the American Hospital Association, where Memorial Healthcare System was a finalist for the Quest for Quality Award.



AWARDS AND ACCOLADES

- ♥ **Leapfrog** Top Children's Hospital, November 2020. This is a distinction achieved only by an elite group of hospitals that meet the nation's toughest standards for safety and quality
- ♥ **U.S. News & World Report** Best Children's Hospital for Pediatric Orthopedics (2020-21, 2019-20: highest-ranked in FL, 2018-19, 2017-18, 2016-17 2015-16, 2014-15)
- ♥ **U.S. News & World Report** Best Children's Hospital for Pediatric Cardiology and Heart Surgery (2020-21, 2016-17, 2015-16)
- ♥ Gold Level Award for Excellence in Life Support by **Extracorporeal Life Support Organization**, 2020
- ♥ **Planetree** Designation as a Person-Centered Organization. One of 86 organizations worldwide, and the first pediatric hospital in the world and the largest in the US, February 2017
- ♥ **Press Ganey** Guardian of Excellence: Patient Experience
- ♥ **Press Ganey** Pinnacle of Excellence: Child CAHPS, Inpatient Pediatrics
- ♥ **Press Ganey** Guardian of Excellence for 2021
- ♥ **Adult Congenital Heart Association** ACHD Accredited Comprehensive Care Center, five-year accreditation (December 2017)
- ♥ **HIMSS** Stage 7 - HIMSS Analytics Electronic Medical Record Adoption Model, measures the adoption and utilization of electronic medical record functions (awarded November 2017)
- ♥ **Children's Cardiomyopathy Foundation** Accredited Center of Care
- ♥ **American College of Surgeons** Verification as a Level II Pediatric Trauma Center, September 2017, three-year accreditation. Memorial Regional Hospital verified as a Level I Trauma Center
- ♥ **American College of Surgeons** Children's Surgical Verification, Level I Accreditation, February 2021, three-year accreditation
- ♥ **Commission on Accreditation of Rehabilitation Facilities**, 2020
- ♥ Accreditation as a **Cystic Fibrosis Foundation Core Care Center**, since 2014
- ♥ **American College of Radiology** Center of Excellence designation, 2020
- ♥ **Joe DiMaggio Children's Hospital Craniofacial Center** designated as Cleft Palate Team and Craniofacial Team by Commission of Approval Teams
- ♥ **United Network for Organ Sharing** approved for Pediatric Heart Transplant since 2010
- ♥ **United Network for Organ Sharing** approved for Pediatric Kidney Transplant, 2020



OUR IMPACT



Joe DiMaggio Children's Hospital
Only freestanding children's hospital in Broward providing specialized care throughout South Florida

3 Children's Emergency Departments
Joe DiMaggio Children's Hospital, Memorial Hospital West, Memorial Hospital Miramar

3 Neonatal Intensive Care Units (NICUs)
Joe DiMaggio Children's Hospital, Memorial Hospital West, Memorial Hospital Miramar

Outpatient Specialty Center Palm Beach County

Women's & Children's Pavilion
Memorial Hospital Miramar

7,291
Admissions
in 2021

50,536
Visits to our
3 Emergency
Departments
in FY21

21,000+
Outpatient Visits
in 2021

1/2 **Delivering more than half the babies born in Broward**
at Memorial Regional Hospital, Memorial Hospital West
and Memorial Hospital Miramar

72+
Heart Transplants

13+
Kidney Transplants

7,001
Surgeries
in 2021



**Joe DiMaggio
Children's Hospital®**

Joe DiMaggio Children's Hospital
Center for Nursing Excellence, Education and Innovation
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