

2022 Nursing Annual Report



Joe DiMaggio  **Children's Hospital**[®]

Hands that heal. Hearts that care.



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



2022 Nursing Annual Report

INSIDE THIS REPORT

2022 Nursing At A Glance	4
2021-24 Nursing Strategic Plan	5
Safety & Quality	6
Service	9
People	10
Finance	12
Shared Governance Spotlight	13
Growth	14
Community	16
Patient Experience	17
Awards and Accolades	18
Our Impact	19

Greetings from Chief Nursing Officer Jineal Shinn

It was another year of change, growth and innovation for the nursing team in our journey to excellence at Joe DiMaggio Children's Hospital, as you will see throughout our 2022 Nursing Annual Report.

Organizations that strive for excellence every day are learning organizations. That means our hospital constantly evolves its services and processes to meet the needs of our patients, as well as define our teams' unique skills and competencies required for delivering extraordinary care.

Our nurses continue to rise higher to meet new challenges that come their way with greater frequency these days. Despite the demands of nursing in a post-pandemic world, 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 included a dedicated 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 this journey to 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 to lead with love.

In this report, you will see many examples of ways our nurses have demonstrated 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 are 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

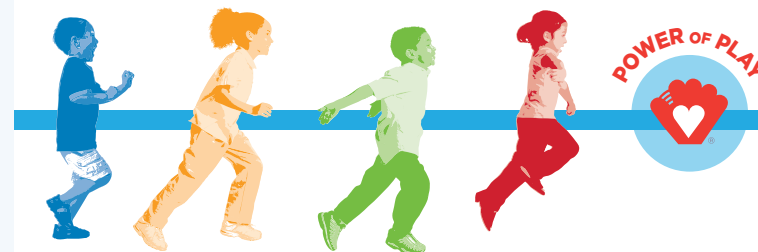


Love Builds Hope: Hospital Expansion Complete

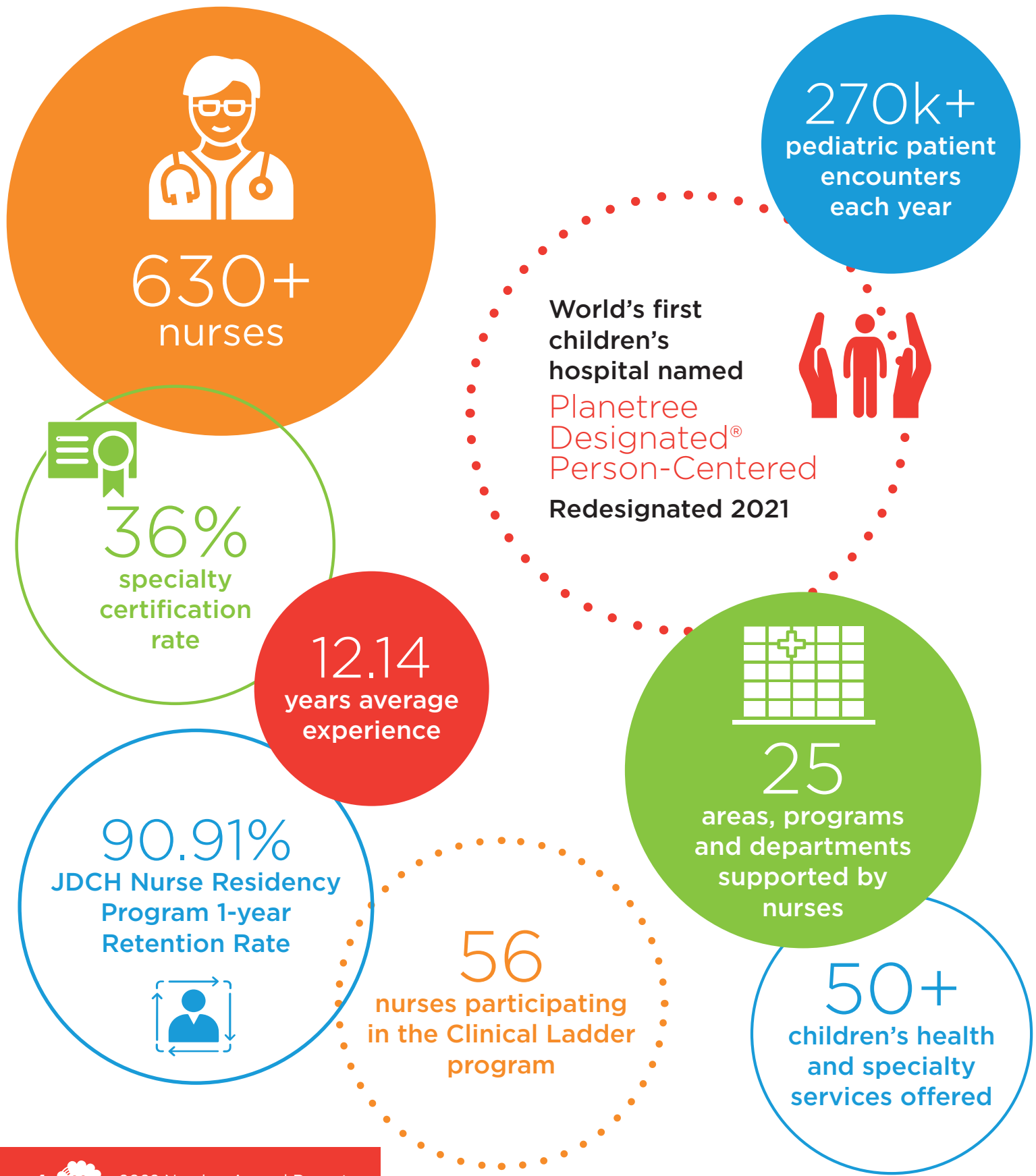
After years of dreaming, planning and construction, the \$166 million expansion of Joe DiMaggio Children's Hospital is now complete. The project – which brought the hospital from four floors to eight, doubling its size – was finished on time and within budget, despite challenges due to the pandemic. The hospital added an additional Cath Lab, Hybrid OR, Intraoperative Magnetic Resonance Imaging (IMRI), and other leading-edge technology that ensures we remain uniquely qualified to treat the most complex and critical conditions. Read more on pages 14-15.

More Room to Play

We believe in the healing power of play and that creating fun, playful and positive experiences for children helps to support their healing. Our vertical expansion enables us to provide more services and room for kids to be kids. The hospital now has play facilities on every floor, and an 8,000-square-foot Child Life Zone on the eighth floor. Read more on pages 14-15.



OUR HEALING HANDS. CARING HEARTS. CULTURE OF EXCELLENCE.



TRANSFORMING CARE & CHANGING LIVES

At Joe DiMaggio Children's Hospital, everything we do is driven by our dedication to providing the very best patient- and family-centered care. Our nurses achieve superior outcomes through a shared vision, professional excellence, interprofessional leadership and collaboration.

toward our first Magnet® designation. 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.

Our 2021-24 Nursing Strategic Plan outlined seven pillars that represent our goals. This plan was created as part of our journey to nursing excellence as we moved

We're proud to highlight the work of nurses throughout Joe DiMaggio Children's Hospital in 2022 on the following pages.

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.

Pillars of Excellence & Strategic Goals

SAFETY	QUALITY	SERVICE	PEOPLE	FINANCE	GROWTH	COMMUNITY
Heroes for Zero: Zero harm for patients and families as well as nursing care partners	Achieve excellence in patient and family experience	Promote nursing professional development, develop and evaluate shared nursing culture and shared governance structure	Decrease nursing turnover year after year by 1%	Support expanded community access to healthcare	Expand our nursing footprint within the community	

The Journey to Excellence

In 2022, Joe DiMaggio Children's Hospital nurses continued to work on enculturating their culture of excellence. The vision is for this culture to be validated by the American Nurses Credentialing Center and for the hospital to receive Magnet® Designation. As part of this process, we wrote 94 stories of excellence. These stories feature narrative and empirical outcomes and highlight nursing excellence at all levels within the hospital. Nearly half of these stories (42) showcased collaboration with interprofessional partners.

majority of quarters during this reporting period across the majority of units.

These stories and outcomes comprise our Magnet submission portfolio and represents a true self-study of the continued journey to nursing excellence at Joe DiMaggio Children's Hospital.



Building on our nursing excellence through frontline nurses and nurse leaders participating in the 2022 Magnet Conference

RAISING THE BAR ON SAFETY & CARE

Everything we do at Joe DiMaggio Children's Hospital is built on the foundation of delivering safe and quality care. We are always looking for ways to enhance and improve our policies and procedures, explore innovative approaches and techniques, and share our learnings with others so we can improve care for all children.

Here's how we improved safety and quality in 2022:

Life-Saving Procedure for Premature Infants

The pediatric cardiology and Neonatal Intensive Care Unit (NICU) teams at Joe DiMaggio performed the first bedside Patent Ductus Arteriosus (PDA) Closure in Florida. Infants born with Patent Ductus Arteriosus (PDA), a congenital heart defect found in babies born prematurely, need to have the opening between two major blood vessels closed, usually while they are still in the NICU. In the past, these vulnerable neonates had to be moved to large catheterization labs located in other areas of the hospital for treatment.

A collaborative team of specialists from Cardiology, Imaging and the NICU traveled to receive training regarding best practices from other centers outside of the state that have performed bedside PDA closures. The first bedside PDA closure at Joe DiMaggio Children's Hospital was performed in December and was a success. Now, teams continue to offer this unique level of intensive care to our tiniest and most vulnerable patients.



The bedside PDA closure team celebrates the completion of the first procedure in late 2022.

Other enhancements in the NICU and maternity units include:

- Instituting a wipeout CLABSI initiative in the NICU with clinical nurses, nurse leaders and interprofessional team members after a rise in Central Line Acquired Bloodstream Infections. Since the implementation of the initiative, the unit has successfully celebrated several months CLABSI-free
- Continuing support for mothers in providing breastmilk to their infants. This year, the breastfeeding taskforce has helped an average of 79.43% mothers continue breastfeeding at discharge
- Educating new parents about shaken baby syndrome. Purple Cry education is being provided for all parents of newborns with information about this period of an infant's growth and tips and tools on best ways to get through the challenging time

- Improving timing for newborn screening results. An order set was built into the electronic health record and education provided to staff to support a 72-hour turnaround time for all results

Improving Surgical Testing & Education

To enhance and improve the preadmission testing process for all surgical procedures, nurses collaborated with other departments to streamline the process. They adopted new schedules to make preadmission testing more convenient for patients and began using a new, off-site location to make the appointments more accessible.

They also worked to improve education for patients, using catheter-based pumps to provide medication after surgery. In conjunction with surgeons, nurses created an educational pamphlet that helps patients and families understand the functionality of the pump, provides tips on use, and lets them know when to call their provider if problem arise. The pamphlet is available in surgical units and in provider offices for pre-surgical education.

Emergency Needs Rise

In 2022, the Emergency Department saw unprecedented volumes of patients seeking care. More than 70,000 patients and families sought out care in the ED. To improve safety and care for severely ill patients, nurses participated in a project to enhance care for pediatric patients with sepsis, to aid in early recognition and intervention.

Added Support for Dialysis Patients

Patients undergoing dialysis are now receiving additional support at Joe DiMaggio Children's Hospital. Nurses have teamed up with the Inpatient Physical Therapy Department to start patients on physical therapy during dialysis days, to improve treatment outcomes and reduce cramps during treatment.

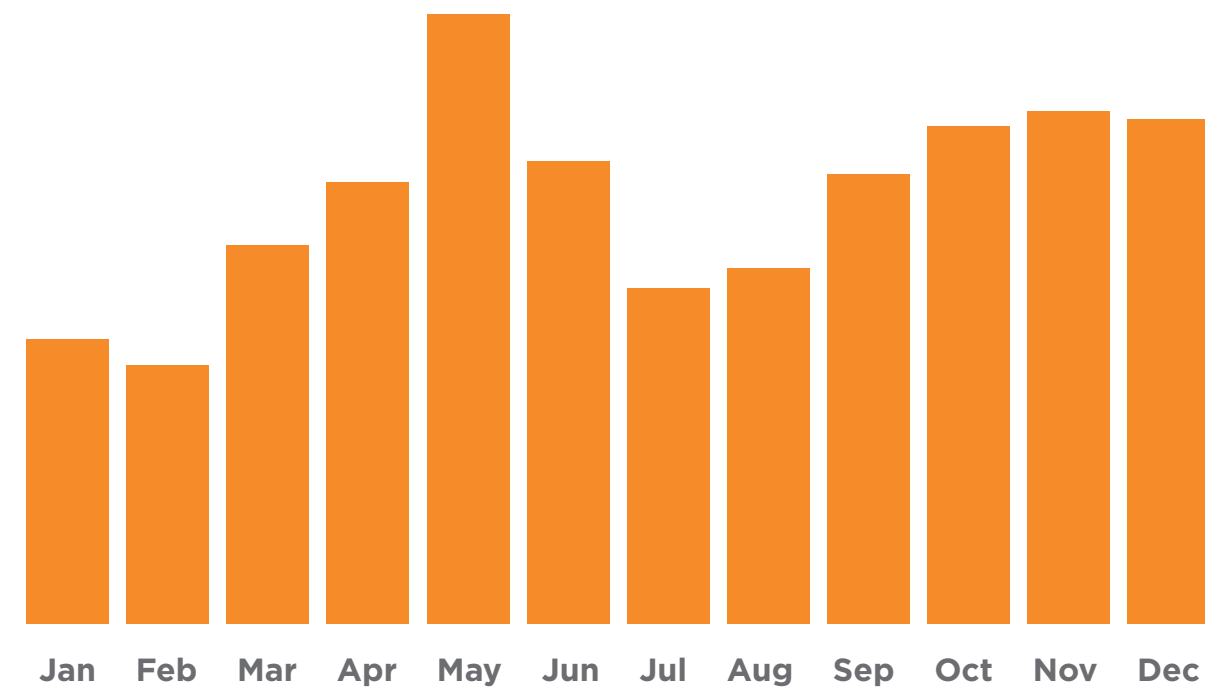
Helping Children through Imaging Tests

Nurses in the Imaging Department continue to collaborate with child life specialists to provide imaging services without sedation for qualifying patients. The project aims to reduce the use of sedation by engaging the patients in understanding the processes and procedures for tests and offering age-appropriate distraction activities.



Infection Prevention Milestones

The Inpatient Acute Care Units celebrated important milestones with prevention of infections and pressure injuries. The 4 Inpatient Unit celebrated more than eight years without a pressure injury, while 3 Inpatient has recognized for more than two years without a central-line-associated bloodstream infection.



Both units also trialed an acuity-based staffing tool to better support staffing assignments. The tool aims to support nurses in providing the safest care possible while also enhancing the patient experience during their hospital stay.

Nurse-Led Research Improves Critical Care

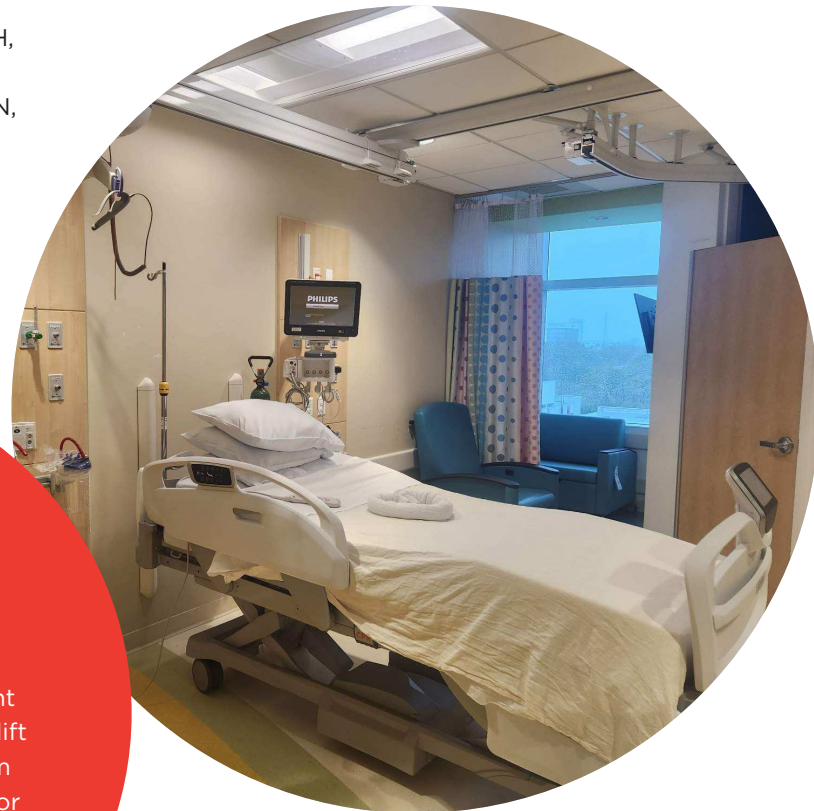
In the critical care units at Joe DiMaggio Children's Hospital, a focus on skin is paramount. Knowing that pressure ulcers and injuries are common complications for patients, nurses from the Cardiovascular Intensive Care Unit, Pediatric Intensive Care Unit and Intermediate Care Unit partnered up with the hospital's wound care nurse and saw a significant reduction in skin-related pressure injuries.

The initiative included a nurse-led research study surrounding the impact of vasopressors and the development of pressure injuries in pediatric critical care patients. Led by Lea Crestodina, MSN, APRN, CWOCN-AP, CDES, along with Ryan Moran, MD, MPH, Breanna Vandale, MSN, RN, Jacklyn Campbell, DNP, APRN, RN, CPNP-AC, CCRN, Lisette Kaplan, MSN, RN, CCRN, Patricia Proffitt, RN, and Jason Adler, MD,

the study examined children between the ages of birth and 18 years old who were given a vasopressor during an admission in the PICU or CVICU.

Initial findings revealed possible correlation to potential for pressure injury and additional causative factors, as well as the need for further research and investigation. An additional study was conducted with a focus on the placement of intraoperative chest tubes and the impact on post-operative pleural effusions.

The results of the studies have been utilized to create practice pathways expanding the autonomous practice of clinical nurses, and more is planned to disseminate the research findings with the aim of supporting practice and safe outcomes.



Joe DiMaggio Children's Hospital has six new patient rooms in the rehabilitation unit with adaptive technologies to support safer patient transfers. The rooms include built-in lift devices that can move patients from their bed to the in-room bathroom for toileting and personal care.



Joe DiMaggio Children's Hospital is one of two pediatric inpatient rehabilitation programs in Florida certified by the Commission on Accreditation of Rehabilitation Facilities (CARF), and the only CARF-accredited program in South Florida.

SERVICE

IMPROVING SERVICE, ENHANCING CARE

Providing patient- and family-centered care is more than a value at Joe DiMaggio Children's Hospital, it's part of who we are and how we work. Each year we continue to evaluate the needs of our patients and look for ways to provide expert care in way that enables them to have the best experience possible.

Here are a few ways we've enhanced our service in 2022:

Data Feedback Improves the Patient Experience

Engaging clinical nurses in review of patient experience data is critical to increasing awareness of how patients experience and react to the care we provide. It's also a great way to gauge unit performance month over month and highlight areas for improvement and growth.

With the support of the Center for Nursing Excellence, Education and Innovation, workgroups on several units were formed to regularly review data reflecting patient experiences. Thanks to the work and diligence of these workgroups, increases in patient satisfaction survey scores were realized in many of our inpatient and outpatient units, including the NICU, 3 Inpatient, Ambulatory Services and Surgical Services.

Workgroups also collaborated with clinical nurses and unit leaders to create new initiatives, which focused on:

- Adjusting technology-based rounding practices to better support patients and families
- Adding additional questions to future surveys
- Implementing initiatives reflective of the voice of the clinical nurse to better engage patients and families



Teammates from Ambulatory Services at the Joe DiMaggio Children's Hospital Community Day, October 2022 celebrated the opening of our vertical expansion, and provided community members with education throughout the day.

Emergency Department Improvements

In partnership with our Patient- and Family-Centered Care Advisory Council, clinical nurses and nurse leaders in the pediatric Emergency Department developed an initiative to support patients and families as we experienced increased census numbers throughout the year.

This collaboration centered around increased rounding in waiting areas, activities for patients to participate in, snack carts, and enhanced communication during periods of extended wait times.

SUPPORTING THE PEOPLE BEHIND OUR SUCCESS

Our nurses play a critical role in all aspects of the hospital – from patient care to operations to clinical outcomes and growth. Here’s how we celebrated and empowered our nursing team in 2022:

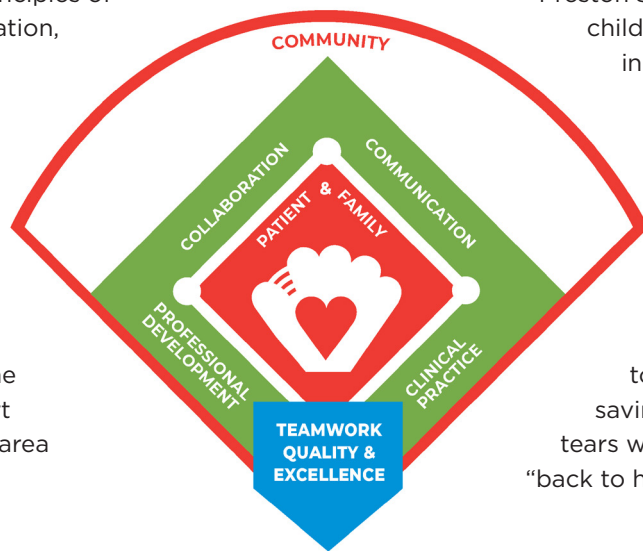
New Professional Nursing Practice Model

Our Journey to Excellence champions, comprised of clinical nurses and members of our child life team, created our new professional practice model. This model aligns with Memorial Healthcare System’s mission and vision, is the driving force of nursing care, and reflects how nurses practice, collaborate, communicate, and develop professionally to provide the highest-quality care to those we serve.

At the center of our professional practice is patient- and family-centered care. It is at the core of what we do.

At home plate, are the key principles of teamwork, quality and excellence. We start and end here in our work, and throughout our journey around the bases.

On the baselines are the principles of clinical practice, communication, collaboration, and professional development, which are critical to our professional practice and our work with interprofessional partners. Community rests in the outfield as we aim to spread our work beyond the walls of the hospital and receive support from the community in our area and beyond.



Clinical Rounds: A Special Success Story

Nurses and interprofessional partners in the Clinical Ladder program host monthly clinical rounds, where they share lessons from recent cases. Nurses, occupational and physical therapists, and a social worker from Inpatient Rehab shared a special case presentation about a 17-year-old patient, Preston, who arrived at Joe DiMaggio’s Emergency Department in January 2022 with a ruptured arteriovenous malformation.

Preston spent more than two months in the children’s hospital, most of which was spent in the ICU on mechanical ventilation.

When he was discharged to Inpatient Rehab, many thought it would take him more than a year to return to his baseline level of functioning, if that level was even possible.

Preston and his parents attended the clinical rounds presentation to express their gratitude for the life-saving care, bringing team members to tears when he walked in and declared he was “back to himself.”



Preston (pictured center) along with members of his care team, Jennifer Blackman, Lauren Hudak, Alexa Krichmar, and Marilyn Tyre

DAISY Award Winners

Joe DiMaggio Children’s Hospital continues to find new ways to recognize nurses throughout the hospital who go above and beyond to provide exceptional care. In 2022, we adopted two new DAISY awards. The DAISY Award® For Extraordinary Nurses honors nurses for their extraordinary compassionate care and is a cornerstone in nursing recognition at more than 5,000 hospitals worldwide.

Joe DiMaggio Children’s Hospital added:

- **The DAISY Team Award** to recognize a nurse-led team for their commitment to excellence in patient- and family-centered-care
- **The DAISY Nurse Leader Award** honors a nurse leader for exceptional care, commitment to his or her team, and leadership

We received 298 total nominations from patients and staff wanting to recognize nurses for their dedication and care.

“I will forever be eternally grateful to my nurse for making this the most comfortable hospital stay I ever had.”

“We were so appreciative of our nurse. He took his time to explain everything so that my husband and I would understand.”

“She inspires me to always be caring and compassionate.”

“She came into our room with this kind, caring and compassionate energy right away. I felt I could breathe.”

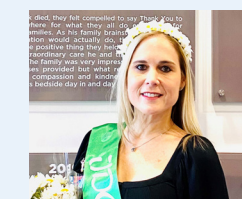
“Her humanity, empathy, optimism, and patient advocacy were all felt.”



2022 Quarterly Winners



Q1: Diana Gonzalez ASN, RN, CPHON, 4 Inpatient



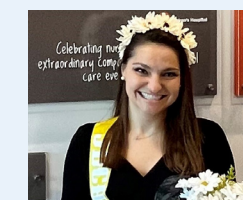
Q1: Melissa Santiago BSN, RN, 4 Inpatient



Q2: Jennifer Fezza BSN, RN, CPN, Imaging Services



Q3: Amie C. Marsh, ASN, RN, Intermediate Care Unit



Q4: Lauren Hudak BSN, RN, Inpatient Rehabilitation

DAISY Team Award

Intermediate Care Unit for their exceptional team effort in providing the safest, quality care to our patients undergoing peritoneal dialysis.



DAISY Nurse Leader Award



Nicole Williams, BSN, RN, CCRN-K, Nurse Manager of CVICU



Nayda Boehm, MA, BSN, RN, NE-BC, Director of Nursing

SUSTAINING RESOURCES TO SERVE

Families throughout South Florida and beyond rely on Joe DiMaggio Children's Hospital for their health needs - from everyday care to emergency services. To continue to meet the community's needs, innovate and grow, we are committed to being good stewards of our resources.

Here are financial highlights from 2022:

Increased Pediatric Emergency Needs

Joe DiMaggio Children's Hospital's Emergency Department saw unprecedented volumes, with surges in some months spiking as high as more than 300 visits per day, for consecutive days.

Nursing teams collaborated with interprofessional partners to find creative ways to meet needs, improve the patient experience, and make the best use of all resources, including staffing and space available.

To meet the growing needs of the community while still delivering the same level of care and experience, we created a new patient arrival process, brought back volunteers to help improve the patient experience, and automated rounding by charge nurses.

New Surgical Policies Focus on Safety and Efficiency

Surgery teams at Joe DiMaggio Children's Hospital revamped their surgery processes to provide surgeons specific blocks of time to schedule surgical cases in the hospital's busy operating rooms.

Interprofessional surgical teams analyze these surgical blocks to ensure OR efficiency, safe case completion and turn around, as well as stewardship of resources, including time and supplies, with a focus on cost effectiveness, safety and patient experience. Blocks are reviewed and revised periodically to meet the needs of our surgeons serving our patients and families.



Surgical Services Teammates with Sharon Gourzong, Director of Nursing

NEW COUNCILS MOVE PROJECTS FORWARD

As part of the new, hospital-level Shared Governance structure, nursing councils were created to enhance, support and advance the nursing practice at Joe DiMaggio Children's Hospital. Here's what the councils accomplished in 2022:

Professional Development and Education Council

provides clinical staff members with tools to flourish, professional growth opportunities through educational assessments, professional development, and recognition. This year, they've:

- Finalized the Nursing Educational Needs Assessment to establish council goals regarding continued learning
- Supported national nursing certification by promoting review classes, study aids, and the established HR certification reimbursement benefit
- Celebrated professional development milestones such as Clinical Ladder advancement, years of service at Memorial Healthcare System, national certifications, and advanced degrees
- Developed advanced life support skills through monthly mock code education and simulated activities

Quality Council evaluates nursing-sensitive data to prioritize areas of opportunity. In 2022, they:

- Looked at data from the NDNQI database related to falls, CLABSI, CAUTI, pressure injuries, and more, and noted that falls on inpatient units could be improved

- Utilized Solutions for Patient Safety (SPS) bundles to promote and improve safety for our patients. The council deployed members to units to perform SPS fall reliability observations, to collect data and promote fall safety awareness among staff, patients, and families, with the goal of increasing fall observations by 10%

Practice Council supports and develops nursing practice at Joe DiMaggio Children's Hospital. In 2022, they:

- Aimed to recruit members from each unit to facilitate practice discussions and support the dissemination of information from the hospital-level council to unit-based councils
- Continued to evaluate current nursing practice and explore areas of opportunity for improvement and cross-council collaboration

Research, EBP and Innovation Council investigates, evaluates, conducts, and translates evidence and research into the practice environment to foster a culture of clinical inquiry and innovation. Recently, they:

- Continued to support units in their work regarding medication guardrails utilizing the monthly "Guardian of the Guardrails" award
- Implementing an IV insertion distraction device to support pain-free IV insertions for patients
- Implemented quality improvement projects, which interface with the electronic health record



A LABOR OF LOVE COMES TO FRUITION: PATIENTS MOVE INTO NEW HOSPITAL ADDITION

Everyone at Joe DiMaggio Children's Hospital celebrated when patients were moved into the hospital's newly renovated building.

On November 8, 2022, after months of careful planning and collaboration, 55 children and their families were transferred via the skywalk to the new floors of the expanded hospital. The \$166-million dollar project – which was completed on time and within budget, despite numerous challenges due to the COVID-19 pandemic – brought the hospital building from four to eight floors.



Jineal Shinn, MSN, RN, NEA-BC, Chief Nursing Officer, and Directors of Nursing Breanna Vandale MSN, RN, and Nayda Boehm, MA, BSN, RN, NE-BC, spearheaded the relocation project. They spent more than 600 hours strategizing and preparing with departments, nurse leaders and bedside teams throughout the hospital to ensure a smooth and safe transition. The months-long process included education for staff on changes between existing and new units, training on the upgraded technology and equipment, creating checkpoints to ensure the safe and comfortable transfer of all patients, preparation for emergency events, and rehearsals in which plans were finessed and optimized.

The move took place over eight hours, with the average move time for each patient and family taking about 15 minutes.

Nurses and interprofessional partners are "all hands on deck" as they opened the command center on move day!

Completed in 2022: a four-story vertical includes new units for patients, operative suites and space for play, a critical part of healing for patients and families.

While moving patients into the new units was a serious project, in true Joe DiMaggio Children's Hospital fashion the team found ways to make the day fun, too. Patients were serenaded and celebrated by the hospital's resident clown, Lotsy Dotsy, and members of the Child Life team received special visits by princesses and more.

Our New Digs

The expansion project added the following new features to Joe DiMaggio Children's Hospital:

- **High-tech environments** that improve integration within the surgical floors, including an enhanced interventional radiology suite and hybrid, cardiac operating rooms that can simultaneously accommodate both catheter-based procedures and traditional surgeries
- Innovative technology that offers **real-time magnetic resonance imaging (MRI)** during brain surgeries
- An **inpatient rehabilitation gym** with an outdoor terrace, several therapeutic rooms, a sensory room, a Virtual Reality treadmill, and a Bioness Vector Track
- A **Garth Brooks Teammates for Kids Child Life Zone**, made possible in part by a generous donation from the Finker-Frenkel Family Foundation, with a daily itinerary of activities and exhibits for kids of all ages, expressive and therapeutic play areas, production space for in-house "Joe D. TV," and open places to host yoga, music, art, and special events
- Larger and more efficient space for the **pediatric pharmacy**
- Expanded **pediatric ICU** capabilities



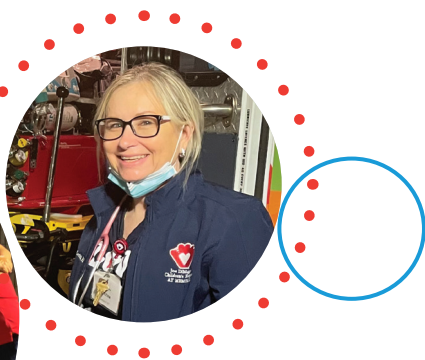
COMING TOGETHER DURING HURRICANE IAN

On September 28, 2022, as Hurricane Ian – a category 4 storm – barreled through Southwest Florida with 150-mile per hour winds and causing 18-foot storm surge, colleagues at a children’s hospital in Lee County reached out to Florida hospitals requesting transfer of 67 NICU and 13 PICU patients due to a loss of power and water pressure.

The Memorial Healthcare System Transfer Center worked with the Florida Neonatal and Pediatric Transport network and other local hospitals to evacuate all 80 patients within 36 hours. Joe DiMaggio Children’s Hospital was determined to be the best place to accommodate 22 critically ill neonates who required care in either a Level 2 or Level 3 NICU.

The Joe DiMaggio transport team safely transferred patients by ambulance, while helicopter transport was provided by two additional hospitals and FEMA. All patients were accompanied by specialized teams with necessary equipment such as ventilators, invasive monitoring and warming isolettes. When ambulances left Joe DiMaggio Children’s Hospital to pick up the infants, the in-house catering team and staff filled the vehicles with pallets of water and non-perishable items for staff.

Joe DiMaggio Children’s Hospital Foundation with coordination from administration provided support for the families once they arrived, from meals to lodging, as well as personal care items. Teams coordinated donations from the local community who were eager to pitch in and support those affected by the storm. All patients were safely returned to Lee County hospital or discharged to home.



Members of the Joe DiMaggio Children’s Hospital transport team are pictured in between trips to Lee County during Hurricane Ian.

Nurse Leaders in the Community

In addition to advancing the nursing profession and care at Joe DiMaggio Children’s Hospital, many of our nurses participate in and hold leadership positions with local, regional, and national professional organizations. These include:

Society of Pediatric Nurses (SPN)

Judine Foster and Cathy-Jo Martinez have served in leadership roles, including secretary and president, of the South Florida SPN Chapter for many years.



Association of Pediatric Hematology/Oncology Nurses (APHON)

Nurses within the Hematology Oncology department at Joe DiMaggio Children’s Hospital lead the local Palm Beach/Broward APHON chapter by filling all officer roles:



President: Gabrielle Fisher, Pediatric Oncology Research Specialist II

VP: Courtney Trace, Pediatric 4IP and Outpatient Hematology Oncology Nurse Manager

Treasurer: Maryliz Melius, Clinical Manager Pediatric 4IP

Secretary: Jamie Granie, Clinical Manager Pediatric 4IP

Community Liaison: Christine Spector, RNIV Pediatric 4IP

PATIENTS & FAMILIES: PART OF THE JOE DIMAGGIO CHILDREN’S HOSPITAL TEAM

Patient- and family-centered care is a foundation of our care model at Joe DiMaggio Children’s Hospital. Everything we do is to serve our patients, their families, and the community. We not only welcome patient and family feedback and ideas but encourage them to get involved – both in their own care and in enhancing and advancing processes and procedures through the hospital.

Joe DiMaggio Children’s Hospital has a robust Patient and Family Advisory Council (PFAC), with subcommittees that meet monthly with staff and administration. They play a critical role in projects, initiatives, communications, and more.

Here are some PFAC highlights from 2022:

Behavioral Health Committee

- Contributed to the construction of Behavioral Health Strategic Plan and the Behavioral Health Staff Newsletter during Patient-Centered Care Month
- Partnered with an inpatient psychologist to address needs of patients and families while in the hospital
- Provided feedback to the Behavioral Health inpatient visiting hours survey

NICU Committee

- Participated in the Florida Perinatal Quality Collaborative
- Participated in the “Tides of Hope Bead Program,” which helps parents document milestones in their children’s NICU journey and enhances parent/provider communication



PFAC members round frequently to spread cheer and provide snacks to units.

- Celebrated NICU nurses by providing baskets of treats for all NICU units
- Contributed to the PAIRED caregiver survey
- Participated in meetings on “Parent Wristband Alternative” to reduce infections

PFAC General

- Current Chair and past Chair participated in a panel sharing their family stories and illustrating the key concepts of patient- and family-centered care to 300 NSU Health Science graduate students
- Piloted a program of rounding families in clinical units to provide support to families
- Building a Parent 2 Parent Mentor Program (P2P) through the Learning Collaborative at Stanford Children’s Hospital
- Developing a local and in-house restaurant guide for families
- Updating the Family Resources Packet to be included in the admissions packet
- Provided feedback on the redesign of the Surgical Services family waiting room

Youth Advisory Council

- The 23 members continue to create monthly themed events for patients. Members go around with Child Life, inviting patients to join them for the activity.

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 (2022-23, 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 (2022-23, 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**—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
- ♥ **JDCH 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



8,615
Admissions
in FY2022

64,480
Visits to our
Emergency
Departments in
FY2022

90,000+
Outpatient Visits
in FY2022

We deliver more than
HALF
the babies born
in Broward
at Memorial Regional Hospital,
Memorial Hospital West
and Memorial Hospital
Miramar

3
Kidney Transplants
in 2022

7
Heart
Transplants
in 2022

8273
Surgeries in
FY2022



**Joe DiMaggio
Children's Hospital®**

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