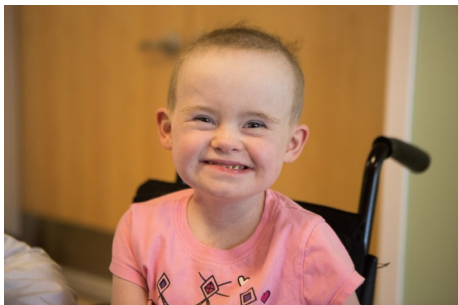




Community Health Needs Assessment

2020 Summary



The Community Health Implementation Plan (CHIP) does not represent all of the community benefit activities that are conducted, or will be conducted by the hospital. Other needs identified in the Community Health Needs Assessment (CHNA) will be addressed through other activities or deferred as there are limited resources and such resources will be deployed to address agreed upon priorities.

To learn more visit:

<https://www.rwjbh.org/childrens-specialized-hospital/community-health-needs-assessment/>



Children's Specialized Hospital:

Vision, Mission and Values

Vision:

The vision of Children's Specialized Hospital is a world where all children can reach their full potential.

Mission:

The mission of Children's Specialized Hospital is to be the preeminent provider of specialized healthcare services for infants, children and young adults.

Values:

Our trustees, employees and volunteers will embody our values in every interaction with patients, their families, each other and all other stakeholders.

Safety: We are committed to zero incidents of preventable harm for our patients, families, visitors and each other. We speak up for safety, accurately communicate, focus on the task, exercise and accept a questioning attitude, and thoughtfully interact.

Compassion: We provide a loving, caring, family-centered environment for the children, their families, and each other. We advocate for children and their families.

Excellence: We will be the best at our work and provide the highest quality family-centered care to our children. We are committed to ethical practices and transparency. We will be creative in providing care and solving problems.

Teamwork: We seek to collaborate and partner in all that we do. Every person on our team is needed to provide the safe and exceptional care for which we are known. We work together and communicate respectfully.

Fun: We will provide a positive and friendly environment.



What is Community Health Needs Assessment (CHNA)?

Children's Specialized Hospital has collaborated with New Solutions, Inc. to complete the 2020 Community Health Needs Assessment (CHNA). This three month process helps us to identify what we can do to better serve our patients, families, staff, and community.



Method

- A review of secondary data
- Online parent survey responded to by 263 parents
- This research was conducted from December 2018 to April 2019

Goals

1. Determine perceptions of the health-related needs of children with special healthcare needs and their families in our community.
2. To build upon CSH's 2017 assessment and identify current barriers to accessing health care, as well as gaps and challenges in care, for children with special health care needs and their families.
3. To explore opportunities for addressing identified needs and filling gaps.



Our Findings

The primary objective of this CHNA is to determine the difficulty in accessing community services and barriers to accessing health care for children with special health care needs. This report includes results from both primary and secondary data sources. Based on secondary data sources, the State of New Jersey has a higher percentage of children with special health care needs and a higher percentage of students (6-21 years) received special education services as compared to the U.S. overall.

Survey findings indicate that parents and caregivers find it more difficult to access the following services:

- Behavioral health
- Transitional services
- Support groups
- North Jersey residents find it more difficult to access dental services compared to South Jersey residents

Other barriers determined by this CHNA include:

- Insurance issues
- Access to care (long wait times, difficulties in scheduling appointments, cost concerns, hours of operation)
- Not knowing the types of services available

The survey also determined that specialty programs (transition to adult services and community recreational programs) are seen as very useful to parents/caregivers. In addition, early developmental screenings, camps/clubs, peer mentors, online portals, and Paralympic sports are all viewed as very useful.



2020 Community Health Needs Implementation Plan

Address the mental health complexities of the current CSH patient population

Our plan: Work with RWJBarnabas Health system to establish access for employees children to mental health services at CSH and system transitional programs if needed.

Create and implement an Employee Readiness and Placement Program for teens and young adults with special healthcare needs

Our plan: Increase the total number of students enrolled in the Work Readiness Academy at our Mountainside Facility and develop a repository of tools and/or resources that will facilitate and/or improve integrated work environments for teens and young adults with special healthcare needs.

Coordinate with RWJBarnabas Health leadership to expand programs to target the young adult population

Our plan: Partner with The Boggs Center on Developmental Disabilities, Center for Discovery, Innovation and Development (CDID), and community programs to facilitate four parent panels on transitions.

Invest in predictive analytics and patient monitoring to help manage CSH's patient population and minimize costs by addressing potential barriers to care in a more proactive manner

Our plan: Identify and begin to implement at least one new technological solution that broadens access to healthcare for children with special healthcare needs and their families

Invest in technology to improve access, operational efficiencies, cost effectiveness, physician and support services

Our plan: Implement TeleMed services for Primary Care Sick Visit Triage, Psychiatry, Psychology, and IP discharge follow-ups.

Facilitate volunteer activities promoting community service in key geographies

Our plan: CSH will place 2-3 young adult volunteers with special healthcare needs per school semester to promote employment readiness.

Improve pediatric therapy access points through the opening of new outpatient centers to reduce new patient visit and follow-up appointment wait times and expand into new markets

Our plan: Begin planning and start construction of new Union site; and, design and initiate construction of new Monmouth County and Toms River sites.



2016/2019 Implementation Recap

Needs

Non-English speaking families have trouble advocating and coordinating care for their children.



What we have done

We implemented video remote interpretation at all sites; implemented monthly diversity newsletter for staff; and continued to work toward goal of staff reflecting the populations we serve.

CSH needs to lessen wait times and offer more evening appointments.



We further expanded our Clifton, Hamilton, and Mountainside locations and opened a site in Jersey City; implemented a rapid service model; and continued to offer Friday, Saturday & Sunday appointments at select locations throughout NJ.

There is a need for more mental health and other specialty health care providers.



We co-located psychiatry and psychology in the outpatient setting; and developed a clinical pathway for youth with anxiety and have evaluated the feasibility of implementation across all sites.



2016/2019 Implementation Recap cont.

Needs

What we have done

There is a need to assist families during the transition from childhood to adult care as well as the overall navigation of the health care system.



We implemented care coordination across the organization.

There is also a need for better communication between patient's provider and care team.

CSH has a need for more recreational services and programs for children with diagnoses other than autism. There is also a need for programs for siblings, families, and caregivers.



We continued with our Activity Connection service which hosts over 40 recreational programs for patients and their siblings; we also offered programs like Managing Your Child's Behavior, Navigating Your Child's Journey, and support groups for parents and caregivers.

There is a need for a formal structure for medical and educational providers to communicate to alleviate stress for parents struggling to advocate and coordinate across systems.



We offered three workshops to support families transitioning between schools (early intervention to preschool, preschool to elementary school, elementary school to high school)

