



2018 Child and Adolescent Community Health Needs Assessment Summary

2019 – 2021 Implementation Plan Years

Boys Town National Research Hospital

555 North 30th Street

Omaha, NE 68131

BACKGROUND

Our Mission – To change *the way America cares for children and families.*

How we accomplish our Mission - Through the inspiration of Father Flanagan, Boys Town National Research Hospital (BTRNH) provides healing and hope to children and families suffering from physical and mental illnesses and disabilities, especially those who struggle with hearing, language, speech and related communication. Accredited by The Joint Commission, Boys Town National Research Hospital is dedicated to providing leading edge clinical care, pioneering translational research and improving the lives of children and their families through applied technology and educational outreach programs. The hospital annually serves more than 46,000 children and families from across the United States.

Since the opening of Boys Town National Research Hospital in 1977, the hospital has been internationally recognized as a leader in clinical and research programs focusing on childhood deafness, visual impairment and related communication disorders. Today, the hospital offers a broad range of clinical services, including ear, nose and throat, and audiology services at the Boys Town Ear, Nose and Throat Institute, general and specialty pediatric care including orthopedics, gastroenterology, allergy, asthma, pulmonology, neurology, ophthalmology and behavioral health services including Psychiatric Residential Treatment Facilities (PRTF) and outpatient child psychiatry. The hospital offers surgical and clinical services at two Omaha locations: 555 North 30th Street in Omaha (East Site) and 14000 Hospital Road on the campus of Boys Town, Nebraska (West Site). Clinic services are provided at six locations across the metropolitan area.

Boys Town National Research Hospital has developed a pediatric health care network to provide an array of pediatric services to treat physical and mental illnesses through affiliations and cooperative ventures, as well as through those services owned and operated by the Hospital. Boys Town National Research Hospital in eastern Omaha has 31 licensed beds. The hospital in western Omaha has 36 licensed beds. A site specific

CHNA implementation plan will be submitted for each location.

The customized survey for this 2018 Community Health Needs Assessment (CHNA) was developed by Boys Town National Research Hospital, Children's Hospital & Medical Center, Building Healthy Futures and Professional Research Consultants Inc., and is similar to the previous 2015 and 2012 surveys allowing for data trending. The study area (referred to as the Metro Area) concentrated exclusively on pediatric and adolescent populations in Douglas and Sarpy Counties in Nebraska and Pottawattamie County in Iowa.

The CHNA gathered data to determine the health status, behaviors, and needs of children and adolescents in the Metro Area. The survey was administered by landline, cellphone or on-line to a random sample of 995 parents/guardians of children under age 18. Additionally, secondary data (e.g. census data, Youth Risk Behavior Survey, Healthy People 2020 and other Public Health Data) was obtained and allowed for benchmark data at the state and national levels. Qualitative data was gathered through an online Key Informant Survey from 166 community stakeholders including community/business leaders, healthcare providers, physicians, public health representatives and social service providers.

Douglas County (NE) was divided into 5 geographical areas (Northeast Omaha, Southeast Omaha, Northwest Omaha, Southwest Omaha and Western Douglas County) to ensure Boys Town was able to determine possible variation in needs between its eastern and western sites.

SURROUNDING COMMUNITY AND SERVICE AREA

Boys Town National Research Hospital's first hospital site is located in Northeast Omaha in Douglas County. Its second hospital is located in Southwest Douglas County and includes Western Douglas County in its primary service area. However, clinicians see children from the entire metropolitan area, as well as all 50 states, at both sites. Most patients at Boys Town National Research Hospital are under the age of 18, but clinicians do see some young adults who have a chronic condition that originated at birth or during childhood.

2018 COMMUNITY HEALTH NEEDS ASSESSMENT RESULTS

Building on the 2015 and 2012 CHNA and Implementation Plans, hospital resources and hospital mission, the following priority areas will be addressed by Boys Town National Research Hospital in the 2018 Implementation Plans:

- Access to Health Services
- Mental Health
- Neurological, Cognitive and Behavioral Conditions (West)
- Nutrition, Diabetes, Physical Activity and Weight Management
- Oral Care
- Vision, Hearing and Speech conditions (East)

Summary of Findings

The complete report of the Community Health Needs Assessment can be found at boystownhospital.org

IMPLEMENTATION PLAN

FY 2019-2021

Facility covered by this Plan:

Boys Town National Research Hospital

555 North 30th Street
Omaha, NE 68131

Process for Determining Needs to be Addressed:

Operational, clinical and executive leaders from both hospital and clinic settings reviewed the findings of the child and adolescent community health needs assessment, compared them to the Boys Town mission of "*Changing the way America cares for children and families,*", and identified the unique assets Boys Town could leverage to address the child and adolescent CHNA findings. The CHNA Implementation Plan was taken to the National Health Care Committee for review and input and received final approval by the Board of Trustees of Father Flanagan's Boys' Home on April 5, 2019.

Implementation Plan Priorities and Strategies:

The Child and Adolescent CHNA implementation plan was developed using a deliberative and inclusive internal process that included qualitative and quantitative data and was grounded in both operational considerations and the existing unique assets Boys Town National Research Hospitals have already developed to address these priorities.

The Community Health Needs Assessment identified priority health issues to be addressed. Boys Town National Research Hospital and Clinics has chosen to address seven of the top ten identified community issues, five at the East location and five at the West location.

Priority-Access to Health Services

Objective A. Increase access to primary care and to a regular source of care

Strategies:

- Expand Same Day Pediatrics hours and provider availability for same day sick visits for Boys Town and community pediatric patients to reduce utilization of Urgent Care and Emergency Room visits.
- Hire additional Internal Medicine providers.
- Explore option of creating a Patient Access Center for streamlining patient throughput, improve access to care and enhance customer service.
- Enhance transition plan for patients from Pediatrics to Internal Medicine.
- Explore the potential of additional Pediatric locations
- Hire additional Pediatric providers to assist with growing Same Day Pediatric hours and Pediatric locations.

Objective B. Explore opportunities to increase availability of select pediatric specialty services to Boys Town pediatric patients

Strategies:

- Evaluate the placement of select pediatric specialty services within existing Boys Town pediatric clinics
- Plan for addition of neurological and surgical services.
- Explore hiring an additional otolaryngologist to assist with growing needs.

Objective C. Provide opportunities for the community to learn about available services and make provider connections.

Strategies:

- Host Newborn Expo at Hospital allowing patients the opportunity to meet providers and learn about services.
- Provide free "Meet the Provider" appointments for any parent of a potential Pediatric patient wanting to know about the provider and services.

Priority-Mental Health

Objective A. Improve access to mental health services and resources

Strategies:

- Recruit at least three additional pediatric psychiatrists.
- Pilot the use of a Mental Health Nurse Navigator in the Pediatric Clinics to assist families with case management through mental health services.
- Explore the recruitment of a Community Benefits Coordinator to assist in community engagement in Mental Health initiatives.

Objective B. Provide opportunities for mental health education and resources to employees, patients/parents of patients and the public

Strategies:

- Provide CEU opportunities for nursing staff on mental health topics.
- Provide resources to pediatricians in areas such as autism, anxiety, depression, bipolar disorder, and schizophrenia.
- Provide opportunities for employees and community school nurses to be certified in Mental Health First Aid.
- Explore creating a Mental Health Literacy Campaign to educate employees, parents of patients, and the community on mental health.
- Create parenting classes for mental health topics.

Priority-Nutrition, Diabetes, Physical Activity and Weight Management

Objective A. Promote healthy eating and physical activity for patients and the community

Strategies:

- Offer parenting classes on breastfeeding and nutrition conducted by Boys Town pediatricians and certified lactation consultants at Newborn Expos and throughout the year.
- Conduct Memorial Day Run with community co-sponsors incorporating a Kids Fun Run, 1 mile Walk/Run and 5 mile Walk/Run to promote family participation and physical activity.
- Address nutrition in “Charting Your Progress” provided to parents at each well-check visit and expand current information to address nutrition, safe physical activity and weight management.

Objective B. Increase services to address nutrition for patients with comorbidities.

Strategies:

- Explore the recruitment of a Pediatric Endocrinologist to treat patients with diabetes and weight management concerns.
- Consider Pediatric Bariatric program supported by pediatric surgery.
- Increase Dietician services to address nutritional needs of children with specific diseases and disorders.
- Partner with Allergy/Asthma team to discuss asthma initiatives to identify exercise-induced asthma and increase physical activity for children with asthma.

Priority-Oral Health

Objective A. Identify strategies to improve oral health for Boys Town Pediatrics patients

Strategies:

- Assure topic of oral health is addressed at all well child encounters.
- Provide written education material on oral health in English and Spanish in 9 month, 12 month, 15 month and 24 month well check packets.
- Expand application of fluoride varnish to all Boys Town pediatric primary care patients at 9 month, 18 month and 24 month visits.
- Explore an Oral Health campaign during National Children's Dental Health Month, providing toothbrushes, toothpaste, behavioral charts and stickers related to oral health.
- Create community specific materials related to increasing oral

Objective B. Collaborate with community partners to promote oral health

Strategies:

- Identify and invite community partners to participate in Newborn Expo(s) at the East Hospital location to discuss the importance of oral hygiene with expectant parents
- Partner with American Dental Association to further support oral health awareness and education in the East Metro area

Objective C. Provide resources regarding oral health

Strategies:

- Provide information on Boys Town Pediatrics website and Knowledge Center.
- Address oral health through the Boys Town Pediatrics Healthy Children Newsletter.
- Post oral health quick tips on Boys Town Pediatrics Facebook and Twitter pages.

Priority-Vision, Hearing and Speech Conditions

Objective A. Identify possible solutions to gaps in vision care and eye health for children.

Strategies:

- Conduct vision screening at 3-year well check.
- Implement standardized vision screening technology across all clinic locations to more accurately identify patients requiring referral.
- Refer patients who fail screening to Boys Town Pediatric Ophthalmologists.
- Refer patients who are blind, visually impaired and deaf blind to the Vision Program, offering opportunities to enrich the lives of children with these disorders.

Objective B. Improve identification and management of patients with hearing loss.

Strategies:

- Routinely conduct hearing screening at kindergarten well checks
- Refer patients who fail screening to Pediatric Hearing Clinic.
- Provide loaner hearing aids to children for immediate use while parents investigate funding options.
- Assist parents of patients with hearing loss to find resources, including exploration of the Boys Town Hospital preschool.
- Provide resources related hearing loss, including Boys Town Hospital Preschool, Cochlear Implant Center, and Center for Childhood Deafness, Language and Learning.

Objective C. Increase research efforts and diagnostics related to Developmental Language Disorders and other speech conditions.

Strategies:

- Screen toddlers for language development concerns at well visits.
- Refer patients showing language development concerns to a Speech Language Pathologist.
- Provide free hearing, speech and language screenings for children ages 4-7 years old.
- Offer the Language Enrichment Camp for first grade students to assist in meeting language goals.
- Assist parents with resources to information on Developmental Language Disorders and other speech conditions, including the DLdandMe.org site.

NEXT STEPS

Boys Town National Research Hospitals is a research institution and a clinical community health care provider. As such, it is committed to be outcome-driven in its planning and programming. The implementation of an electronic health record will allow for much more targeted and planned attention to outcomes and baseline data in programming planning in the future.

Boys Town National Research Hospital – East will adapt this implementation as circumstances and new data warrant. We anticipate that community health needs will evolve over time, requiring refinements to both strategies and objectives.