

2020 COMMUNITY BENEFIT REPORT

Rising to the Challenge

Supporting the Community During COVID-19



Children's Hospital Colorado



In 2020, the world collectively faced a new challenge: the COVID-19 pandemic. Navigating this new world came with numerous obstacles that will have long-lasting effects on pediatric healthcare and the lives of the patients and families we serve at Children's Hospital Colorado.

Since March 2020, Children's Colorado has committed to a systematic response to the COVID-19 pandemic. In addition to maintaining a focus on exceptional, quality care for patients and families, the organization dedicated personnel and financial and physical resources to mitigate the pandemic's impact on our community.

This summary of Children's Colorado's efforts during the first year of the COVID-19 pandemic is just a snapshot of the investment of financial resources and staff time deployed to quickly develop, build and implement new infrastructure, clinical operations, public health education initiatives, research programs and cross-system coordination activities necessary to rise to the challenges created by the COVID-19 pandemic.



Coming together to respond to crisis

Early on, Children’s Colorado’s incident command center established the scientific advisory council, an academic and operational partnership designed to advise hospital leaders on the best available evidence for screening and treating children with COVID-19 and protecting healthcare workers. This multidisciplinary team of scientists, clinicians and operational leaders was charged with reviewing and translating the constantly evolving COVID-19 literature to guide the organization’s clinical and operational practice and policy. Children’s Colorado has publicly shared these tested documents, tools and resources to assist other healthcare systems. These resources are designed to be useful in any rapidly developing public health emergency or emerging disease, not just COVID-19.

In addition to working with others in the field throughout the pandemic response, Children’s Colorado worked in close partnership with the state to support its COVID-19 response and improve the health of Colorado’s children and families. At the request of Gov. Jared Polis and the Colorado Department of Public Health and Environment, Children’s Colorado instituted a COVID-19 response infrastructure that included mobile testing sites, lab services, public health education resources, webinars for medical professionals and community members, mask decontamination for community-based providers, lab services for community-based testing. Additionally, the organization shared its medical supplies to help manage statewide needs.

Adjusting to telehealth services

In response to stay-at-home orders, the Children’s Colorado Pediatric Telehealth Department made swift adjustments to enable continuity of high-quality care for our patients.

Recognizing the challenges primary care providers (PCPs) faced during the initial stages of the pandemic, our team worked with PCPs to address operational concerns regarding health and safety, patient services, telehealth functionality and personal protective equipment. This support evolved into an online guide to implementing telemedicine services and other health and safety protocols.

Serving as a community resource

At the start of the pandemic, Children’s Colorado began hosting COVID-19 virtual town halls for PCPs twice each month. Each town hall featured epidemiology updates from Children’s Colorado’s pediatric infectious disease and senior leadership teams and explored the potential impacts of the pandemic on primary care. The town halls also included an open forum question and answer session for participants.

Additionally, throughout the pandemic, our system provided up-to date, family-friendly information and resources to support kids and families. This included a COVID-19 hotline which answered questions about symptoms, vaccines and where to access healthcare.

5,000

Outpatient telehealth visits conducted in the first six days of April 2020





Supporting schools and families through changing guidelines

The 2020 school year was particularly challenging for the school and childcare sites Children’s Colorado serves. The School Nurse Program found continued to meet as many needs as possible, fielding calls from educators and parents virtually via telehealth. The team also continued to serve as an advisory partner for school staff and parents throughout the pandemic, delivering trainings and consultations virtually for both individual health needs and systemwide safety guidance.

In Colorado, learning was transitioned to a virtual format in mid-March, but state public health guidance for schools was not released until September. During that six-month gap, Children’s Colorado organized biweekly town hall meetings with school administrators and their health

staff, providing access to infectious disease doctors who advised schools on how to safety operate during the pandemic. These town halls became a boon for many parents, who were struggling to balance concerns about safety with access childcare, all while managing virtual learning and ensuring children had continued access to health services normally delivered in-person at school.

After the state issued its guidance in September 2020, Children’s Colorado continued to offer these town halls.



Providing resources to support families

In addition to impacting education, stay-at-home orders had a complex effect on social and economic needs for many families. During 2020, critical needs included baby formula, diapers, food, utility assistance, housing and eviction prevention, and public benefits. Prior to the pandemic, Children’s Colorado had systems in place to address social determinants of health within the community and was able to quickly adjust to address these most pressing needs.

The Resource Connect team, including the Healthy Roots Food Clinic, which serves the Aurora community, were particularly valuable in responding to financial strain resulting from the COVID-19 pandemic. Healthy Roots mobilized to offer food distribution in coordination with Aurora Public Schools’ nutrition services department at eight school sites, four days per week.

As emergency food distribution efforts were underway, the Healthy Roots team worked to provide technical assistance to Aurora Public Schools to open a healthy food pantry at Crawford Elementary School and Aurora Central High School. In addition to expanding the Healthy Roots model, plans were made to increase enrollment in the Supplemental Nutrition Assistance Program and execute partner agency agreements with Food Bank of the Rockies.

The health navigation team played a critical role in addressing social determinants of health for patients and families in a variety of clinical and community settings, addressing needs which became more prevalent during the pandemic.

3,310

Families served by Resource Connect

13,006

Families served by Healthy Roots Food Clinic

313

Tons of food distributed to families





Committing to safety beyond COVID-19

The pandemic forced adjustments to Children's Colorado's injury prevention program, particularly the child passenger safety programs. At the Anschutz Medical Campus, in-person programming was shut down between March and July 2020, requiring the team to switch to a virtual education model. The team worked to implement a virtual model across all its child passenger safety voucher program clinics and was able to offer virtual support as well. What's more, the program employed shipping carriers to deliver car seats directly to families in need.

105

Rear-facing convertible seats

9

Booster seats provided

12

Combination seats

\$10

Or less- subsidized cost for families in need



Children's Hospital Colorado, Colorado Springs moved to one-on-one car seat appointments in alignment with COVID-19 protocols. The team checked numerous car seats, provided caregiver education and conducted appointments in Spanish when requested. The team also conducted in-person and virtual car seat safety presentations for a military base and nonprofit organizations, one of which supports families experiencing abuse, neglect and addiction.



154

Car seats checked



205

Caregivers educated in car seat safety



30

Subsidized car seats provided to families in need



Advocating for children and families

The Children's Colorado government affairs team worked with elected officials and community leaders to help children and families weather the COVID-19 public health emergency. The team engaged the Child Health Champions network to communicate with Colorado's federal congressional delegation, urging them to pass emergency COVID-19 relief. This relief was critical in ensuring healthcare providers had the resources needed to keep communities safe through the pandemic, and included investments in telehealth, testing, personal protective equipment, supplies and more.

The team also worked with federal lawmakers to advocate for support for kids' behavioral health and primary care needs during the height of the pandemic and beyond. Children's Colorado also asked Congress to consider additional financial assistance to states and local governments to maintain basic government functions that protect against severe state budget cuts.



940

Emails sent by the Child Health Champions network



Honored to serve our community

At Children's Colorado, our commitment to the health of children and families extends beyond the walls of our facilities. Through partnerships with public health organizations, state and local governments, and community organizations, we were able to help countless individuals through the darkest days of the pandemic by providing resources, education and support. That work continues today.



As a nonprofit pediatric hospital, Children’s Hospital Colorado uses net earnings to reinvest in the health and wellbeing of children. Our community benefit activities go beyond caring for patients and impact our community at large. In 2020, we proudly reported more than \$292,343,194 in community benefit activities.

In 2020, we proudly reported more than \$292,343,194 in community benefit activities and \$833,468 in community building activities.

Financial assistance

\$223,395,488 ▲

The Children’s Charity Care Program provides financial assistance for patients who are uninsured or underinsured and demonstrate financial need. Financial assistance also includes unreimbursed costs of caring for patients enrolled in Medicaid, Child Health Plan Plus (CHP+) and other government programs.

Community health improvement

\$21,980,556 ▲

This includes activities such as immunization fairs, dental screenings and parent education.

Subsidized health services

\$11,585,054 ▲

This includes unreimbursed costs from operating programs that meet a community need, such as behavioral health services.

Research

\$14,783,146 ▲

This includes laboratory science and applied research, both of which advance the best care for kids.

Health professions education

\$20,133,526 ▲

This includes graduate medical education for residents and fellows, nursing students and other health professionals such as community pediatricians and trauma providers.

Cash and in-kind contributions

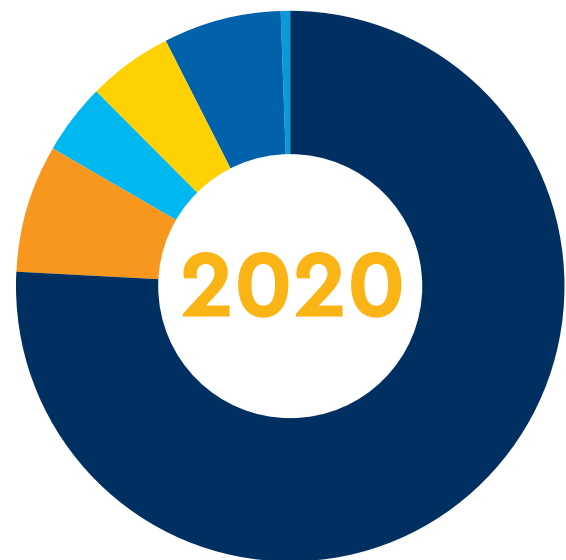
\$465,424 ▲

This includes cash and in-kind donations such as sponsorships of nonprofit events, donations of meeting spaces and donations of health and safety educational materials.

Community building activities

\$833,468

This includes environmental improvements, workforce development, community health improvement and advocacy efforts.



TOTAL = \$292,343,194 Community benefit activities
\$833,468 Community building activities

*All financial data is for fiscal year 2020. This report includes amounts expended by Children’s Colorado’s hospital facilities, as reported on Schedule H of the IRS Form 990. Accordingly, the activities in this Community Benefit Report are greater than the amounts reported in the Children’s Colorado Schedule H, which only applies to our hospital facilities. For questions or more information, call Julie Beaubian, Community Health Manager, at 720-777-8780.



Children's Hospital Colorado

Here, it's different.™

To learn more about Children's Hospital Colorado's population health and community work, visit childrenscolorado.org/CommunityHealth.

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Children's Hospital Colorado provides free aids and services to people with disabilities to communicate effectively with us, such as: Qualified sign language interpreters, written information in other formats (large print, audio, accessible electronic formats, other formats). Children's Hospital Colorado provides free language services to people whose primary language is not English, such as: Qualified interpreters, information written in other languages.

If you need these services, contact the hospital main line at 720.777.1234.

If you believe that Children's Hospital Colorado has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Corporate Compliance Officer, 13123 E 16th Avenue, B450, Aurora, Colorado 80045, Phone: 720.777.1234, Fax: 720.777.7257, corporatecompliance@childrenscolorado.org. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Corporate Compliance Officer is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201 1-800-368-1019, 800-537-7697 (TDD) Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Children's Hospital Colorado complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-720-777-1234.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-720-777-1234.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-720-777-1234 번으로 전화해 주십시오.

注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電1-720-777-1234。

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-720-777-1234.

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ملحوظة: إذا كنت تتحدث اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-720-777-1234 (رقم)

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-720-777-1234.

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-720-777-1234.

ध्यान दनुं बोसः नेपाल बोल्नेहरू भनं बाबाको निम्त भाषा सहायता सवाहः नःशःकः रूपमा उपलब्ध छ । फोन गर्नु बोसः 1-720-777-1234 ।

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-720-777-1234.

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