

2020

ANNUAL REPORT



ORLANDO
HEALTH®



ARNOLD PALMER
HOSPITAL
For Children



Orlando Health Arnold Palmer Hospital for Children has provided experienced, compassionate care to the children, teenagers and young adults of Central Florida for more than 30 years. Led by world-renowned doctors, and together with dedicated specialists and caregivers, Orlando Health Arnold Palmer offers a wide range of advanced pediatric services in an environment built just for kids.

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A Message From the President

Dear Friends,

I am pleased to present the Orlando Health Arnold Palmer Hospital for Children Annual Report for 2020.

At Orlando Health Arnold Palmer, we are committed to treating patients and families with respect and dignity, as we deliver nationally recognized care. As I reflect upon this last year, I am filled with immense pride and gratitude for what we, as a team, have accomplished. Amid all the challenges of the COVID-19 pandemic, our physicians and team members have continued to embrace excellence and compassion while coming together to provide care in new and creative ways.

Continued collaboration and dedication have brought expanded services and enhanced care to many of our programs. Our ongoing robust research and clinical trials programs offer the children in our care the most effective and advanced treatments available. Philanthropic support together with corporate and community partnerships allow us to stay on the leading edge of care with state-of-the-art technology and enriched patient experiences, such as the innovative Seacrest Studios. And, supported by Orlando Health's vision, we have seen growth among our specialty practices out into the surrounding communities, bringing expert pediatric care closer to home for Central Florida families.

As we enter a new year, we welcome the opportunity to take time to reflect on 2020 and to share our journey — our program highlights, our accomplishments and some of our plans for the future. I hope you will find this inaugural annual report an insight into the extraordinary care and passion that make Orlando Health Arnold Palmer one of the most trusted and respected names in children's healthcare worldwide.

Respectfully yours,



Cary J. D'Ortona
President, Orlando Health Arnold Palmer Hospital for Children
Senior Vice President, Orlando Health



A Look at Our Numbers

Total Beds 298 †

Visits

Discharges 7,599 †

Average length of stay 4.02 days

Total ER visits 74,265

 Arnold Palmer 40,887

 Affiliated hospitals 33,378

Level 1 Trauma alerts 300

Outpatient visits 137,816

Surgeries 6,545

Team Members 1,666 †

Providers 284 †

 Physicians 208 †

 Advanced practice providers 76 †

Residents 44*

Fellows 17*

Nurses 693 †

Volunteers 443

Primary Care Pediatricians in CIN 185

Payer Mix †

Medicaid 65%

Managed care/commercial 30%

Self-pay 2%

Other 3%

Telehealth

Encounters/Visits 14,557

New patients 11%

Existing patients 89%

Specialties 21

Cities 274

States 20

Locations

Pediatric emergency rooms 1

Community emergency rooms 8

Satellite practice locations 10

Multidisciplinary subspecialty clinics 17



Our Accolades



U.S. News & World Report – Ranked in Four Specialties

The year 2020 marked the 11th year in a row that Orlando Health Arnold Palmer has been ranked as a “Best Children’s Hospital” by *U.S. News & World Report*, a global authority in hospital rankings and consumer advice. With designations in pediatric cardiology & heart surgery, pediatric diabetes & endocrinology, pediatric urology and neonatology, Orlando Health Arnold Palmer is the most recognized children’s hospital in Central Florida.



Magnet Recognition

Meeting the gold standard in nursing excellence, Orlando Health Arnold Palmer is among fewer than 400 out of a potential 6,000 U.S. healthcare organizations to earn Magnet Recognition by the American Nurses Credentialing Center’s (ANCC) Magnet Recognition Program. We’re proud to have earned our second designation.



ACS Surgical / ACS Trauma Verification

Recognized for the highest level of pediatric surgical care, Orlando Health Arnold Palmer also has achieved Level 1 Children’s Surgical Verification and Level 1 Trauma Verification by the American College of Surgeons. We are one of a select number of pediatric hospitals in the nation — and the only facility in Florida — to achieve this level of excellence.



Leapfrog

For 2019, Orlando Health Arnold Palmer was also one of only 13 facilities in the nation to be designated as a Top Children’s Hospital by the Leapfrog Group, an independent hospital watchdog organization. The Top Hospital designation is widely cited as one of the nation’s most competitive quality awards.

Our Locations

Pediatric Emergency Room

- Orlando Health Arnold Palmer Hospital for Children Bert Martin's Champions for Children Emergency Department & Trauma Center

Hospitals and Emergency Rooms

All Orlando Health ERs are trained in pediatric emergency medicine by board-certified physicians from Orlando Health Arnold Palmer.

- Orlando Health Dr. P. Phillips Hospital
- Orlando Health – Health Central Hospital
- Orlando Health South Lake Hospital
- Orlando Health South Seminole Hospital
- Orlando Health Emergency Room and Medical Pavilion – Horizon West
- Orlando Health Emergency Room and Medical Pavilion – Lake Mary
- Orlando Health Emergency Room and Medical Pavilion – Osceola
- Orlando Health South Lake Hospital Emergency Room – Blue Cedar

Specialty Practice Locations

- Downtown Orlando
- Celebration
- Clermont
- Lake Mary
- Lake Nona
- Maitland
- Melbourne
- Osceola
- Spring Lake – Dr. Phillips area
- Summerport – Winter Garden

H ORLANDO HEALTH HOSPITALS **⌚** MEDICAL PAVILIONS
ER ERS & PEDIATRIC ERS **👤** PEDIATRIC SPECIALTY PRACTICES





INFORMATION SECURITY

UPDATE

EXIT

Our Specialties

Pediatric Services

- Adolescent Medicine
- Anesthesia
- Behavioral Health and Development
- Cardiology and Cardiac Surgery
- Craniomaxillofacial Surgery
- Critical Care Medicine
- Emergency and Trauma Care
- Endocrinology and Diabetes
- Gastroenterology
- Genetics
- Gynecology
- Hematology-Oncology
- Hospitalists
- Infectious Diseases
- Nephrology
- Neuroscience
- Orthopedics
- Otolaryngology (ENT)
- Palliative Care
- Pathology
- Pulmonary and Sleep Medicine
- Radiology
- Rehabilitation Program
- Rheumatology
- Sports Medicine
- Surgery
- Urology

Our Multidisciplinary Clinics

- Aerodigestive Center
- Bleeding Disorders Clinic
- Brachial Plexus Clinic
- Central Nervous System Tumor Comprehensive Clinic
- Craniosynostosis Program
- Cystic Fibrosis Center
- Feeding Difficulties Center
- Fetal Care Center
- Fetal GI Anomalies Clinic
- Healthy Lifestyles Program
- Neurofibromatosis Clinic
- NICU Development Clinic
- Plagiocephaly Clinic
- Pulmonary Hypertension Clinic
- Spasticity Program
- Spina Bifida Program

Two red surgical masks are arranged in a heart shape against a white background. The masks are positioned with their top edges pointing towards the top corners and their bottom edges meeting at the bottom center. A blue rectangular banner is overlaid on the left side of the masks, containing the text "Featured Services" in white. The masks have visible pleats and elastic ear loops.

Featured Services

Cardiology

With more than 20 years of experience and expertise in pediatric cardiology, Orlando Health Arnold Palmer offers families an unmatched level of trust and confidence in knowing their child is receiving the best care. The Heart Center at Orlando Health Arnold Palmer brings together a select group of leading-edge cardiologists and other cardiac specialists to offer expertise in the diagnosis and treatment of infants, children and adults with congenital heart disease. With our close relationship with Orlando Health Winnie Palmer Hospital for Women & Babies, many patients treated in The Heart Center are diagnosed before or at birth and are able to receive immediate care. From routine checkups to complex heart surgery, families from Central Florida and beyond can depend on Orlando Health Arnold Palmer for a wide range of pediatric heart services.

Highlights

- Orlando Health Arnold Palmer Hospital for Children is the only children’s hospital in Central Florida to be ranked a “Best Children’s Hospital” in cardiology and heart surgery by *U.S. News & World Report*.
 - Ranked for 9 consecutive years
 - Ranked No. 1 in Central Florida for pediatric cardiology and heart surgery
 - Ranked among the top 20 children’s hospitals in the nation for cardiac surgery outcomes
- According to statistics published by the Society of Thoracic Surgeons, Orlando Health Arnold Palmer has the highest volume of complex cardiac procedures in Central Florida, and our 97.7-percent cardiac surgery survival rate is the highest of any pediatric program in Central Florida (January 2015 – December 2018).
- The Heart Center at Orlando Health Arnold Palmer has the largest team of pediatric cardiac care physician specialists in Orlando.
- Our cardiac program specializes in congenital heart abnormalities associated with genetic anomalies such as trisomy 21 (Down syndrome), trisomy 18 (Edwards syndrome), trisomy 13 (Patau syndrome), 22q11.2 deletion (DiGeorge syndrome), Turner syndrome and Williams syndrome.

Numbers Snapshot

Locations	7
New patients	528
Patient visits	1,728
Heart surgeries	152
Cath lab cases	248
Size of team	36

Program Spotlights

Maternal Bonding for Babies with Heart Defects

Beginning in April 2020, Orlando Health Arnold Palmer, in partnership with Orlando Health Winnie Palmer Hospital for Women & Babies, instituted a protocol to allow and encourage mother-baby bonding immediately after birth for babies prenatally diagnosed with a heart defect. Even the majority of newborns with complex congenital heart disease, including those with critical cyanotic cardiac defects, are allowed and encouraged to maternally bond immediately after birth. This has made a tremendous difference, physically and emotionally, for these mothers, families and babies.

The immediate skin-to-skin contact promotes mother-baby attachment, and those babies who are able to participate in immediate skin-to-skin contact demonstrate more successful bonding. This successful bonding has been documented to decrease neonatal stress and the stress reaction; improve neonatal temperature and respiration regulation; improve oral feeding, including postoperatively; decrease length of hospital stay, including postoperatively; and boost immunity. In addition, maternal bonding after birth improves breastfeeding success both from a neonatal and maternal standpoint.

For mothers, knowing there can be an opportunity to hold and bond with their newborn after birth can decrease stress and anxiety during the remainder of the pregnancy following prenatal diagnosis of a heart condition. For some mothers and fathers, this may be the only opportunity to hold their baby until after recovery from heart surgery.

For babies diagnosed with a complex cardiac defect, the mother and baby are required to be evaluated prior to delivery before being cleared for mother-baby bonding immediately after delivery. This is to be certain of the accuracy of diagnosis and to determine if the bonding is medically safe for both mother and baby.



Jackson

Born with hypoplastic left heart syndrome, a rare congenital heart defect in which the left side of the heart is severely underdeveloped, Jackson needed immediate care just days after being born. At Orlando Health Arnold Palmer Hospital for Children, Jackson's team of cardiac specialists outlined a plan of care that included a series of three carefully planned, lifesaving surgeries to repair his heart. Strengthened by care from our cardiac experts, Jackson is living a healthy, happy childhood.

Innovative Patent Ductus Arteriosus Closure Program

Orlando Health Arnold Palmer became the first hospital in the state to institute a very active transcatheter patent ductus arteriosus closure program for premature babies as small as 700 grams (1.5 lbs.).



Babies are born with a natural opening in the heart between the aorta and pulmonary artery called the ductus arteriosus. Under normal circumstances, for full-term babies, this vessel closes naturally or becomes tiny within the first few days of life. However, in some babies, particularly those born prematurely, the hole remains open. This is called a patent or persistent ductus arteriosus (PDA). Pioneered at Le Bonheur Children's Hospital in Memphis, the closure procedure involves the insertion of a wire mesh device through a catheter to close the hole and stop blood flow through the PDA.

As one of only 10 facilities participating in a PDA device trial, our program is a national leader, and other centers are following our protocols. Currently, we are evaluating 100 cases per year and treating 20-25 babies. Together with Orlando Health Winnie Palmer, we also are developing a referral program so we can ensure that babies born at hospitals unable to perform this procedure can get the care they need. We will transport the baby to Orlando Health Arnold Palmer, perform the procedure here and then transport the baby back to the referring hospital.

"They really have become like second family...It's nice to know they love your child just about as much as you do."

— Jackson's parents, Jacqi and Jason



Emergency & Trauma

The Bert Martin's Champions for Children Emergency Department & Trauma Center is the first and only facility in Central Florida to provide emergency trauma care exclusively to children. As part of the Orlando Health Orlando Regional Medical Center Level One Trauma Center, we provide the highest level of trauma care for the most critically ill or injured children. Designed specifically for the care of children, our trauma center is led by board-certified and fellowship-trained physicians and surgeons supported by an experienced team of skilled pediatric emergency nurses, respiratory therapists and anesthesiologists. The center features state-of-the-art trauma/resuscitation areas and a heliport for quick access to critical care for children transported by the Orlando Health Air Care Team emergency helicopter service.

Highlights

- Orlando Health Arnold Palmer is the only Level One Trauma Center facility in Central Florida providing dedicated pediatric trauma care.
- Orthopedic surgeons and neurosurgeons specializing in pediatric care are available 24/7 for trauma cases.
- Pediatric radiologists review all images for specialized child-specific care.
- We support all Orlando Health ERs 24/7 with access to immediate consult with our pediatric specialists or emergency transport to Orlando Health Arnold Palmer.
- The Orlando Health Arnold Palmer ER handles 55,000 visits per year.
- The pediatric emergency readiness team developed standardized pediatric emergency response protocols and procedures for all Orlando Health ERs.



Kaden

When 9-month-old Kaden was found floating in the family pool, he was transported to the Bert Martin's Champions for Children Emergency Department & Trauma Center at Orlando Health Arnold Palmer, where he received lifesaving care that gave him a second chance and hope for a bright future.

"When we were told Kaden was being taken to Orlando Health Arnold Palmer Hospital for Children, we knew we were going somewhere designed to help him. And every single day, we were given some little glimpse of hope."

— **Kaden's parents, Marissa and Johan**



Endocrinology and Diabetes

A child's normal growth and development depends heavily on their hormones and the glands that produce them. For children facing pediatric diabetes or other endocrine system disorders, the Endocrinology and Diabetes Center at Orlando Health Arnold Palmer features a multidisciplinary team of board-certified physicians, certified diabetes educators and a dietitian who provide comprehensive evaluation, treatment and management suited to each child's individual needs.

Our team is experienced in treating a wide range of conditions, including:

- Adrenal disease, including congenital adrenal hyperplasia
- Diabetes, types 1 and 2 and maturity onset diabetes of the young (MODY)
- Disorders of sex development
- Growth disorders, including short stature
- Hypopituitarism and diabetes insipidus
- Obesity, insulin resistance and dyslipidemia
- Specific genetic disorders, including Turner syndrome and Prader-Willi syndrome
- Thyroid disease (underactive or overactive)
- Vitamin D, calcium and metabolic bone disorders, including rickets

Numbers Snapshot

Locations	4
New patients	2,191
Patient visits	10,344
Specialty clinics	1
Size of team	26

Highlights

- Our 2020-21 “Best Children’s Hospital” ranking by *U.S. News & World Report* for Diabetes & Endocrinology includes being ranked among the top 5 in the country for diabetes outcomes. This ranking, part of the methodology and a percentage of the overall score, is determined by demonstrated success in achieving target diabetes control measures.
- Our Endocrinology and Diabetes Center offers leading-edge technology in the treatment of diabetes mellitus, including advanced hybrid closed loop systems. The latest in type 1 diabetes care, this artificial pancreas technology uses continuous glucose monitors and smart algorithms to adjust insulin delivery via an insulin pump.
- The center is conducting several clinical trials, including new treatments for growth hormone deficiency and precocious puberty.
- To better engage the community, our diabetes team co-hosted a virtual diabetes camp in partnership with Camp Boggy Creek. The camp provided patients with type 1 diabetes and their families a social and educational experience with classes and activities. Our diabetes team planned the curriculum, our doctors gave lectures, and our dietitian presented a cooking class.

Looking Toward the Future

- The center will be adding physicians and expanding care to new locations throughout the Central Florida region.
- We will be collaborating with our colleagues in the Division of Genetics to enhance access to endocrine care for patients with Turner syndrome, Noonan syndrome and other disorders.
- Orlando Health Arnold Palmer has been selected to host the 2021 regional Human Growth Foundation conference. The Human Growth Foundation is a nonprofit global leader in endocrine research, education, patient advocacy and support for people with growth deficiencies.



Gastroenterology

The Center for Digestive Health and Nutrition at Orlando Health Arnold Palmer follows a multidisciplinary approach to care with highly trained specialists collaborating for the most-effective results. Our entire team of physicians is board certified in pediatric gastroenterology and nutrition, and they work together with pediatric nurse practitioners, dietitians, developmental psychologists, nurse coordinators and surgeons to provide the best possible care. Each of these providers has extensive experience in treating children with digestive disorders. Along with excellence in clinical care, we also are committed to teaching and research. We maintain a team of physician scientists and members committed to the creation of new knowledge in the discipline of gastroenterology. Together, we provide comprehensive, coordinated care for each child.

Highlights

- The Center for Digestive Health and Nutrition has a more than 90-percent clinical remission rate for our patients with inflammatory bowel disease. This is due in large part to our participation in the ImproveCareNow Quality Improvement Initiatives for pediatric patients with inflammatory bowel disease.
- Through aggressive management in our Spina Bifida Clinic and Neuro Intestinal Motility Program we have dramatically improved the quality of life of our patients with neurogenic bowel, achieving greater than 90-percent social continence.
- This year saw our first adolescent bariatric surgery patient who underwent a successful procedure and has been doing extremely well postoperatively.

Numbers Snapshot

Locations	9
New patients	4,350
Patient visits	19,652
Procedures	3,500
Participants in Healthy Lifestyles Program	175
Multidisciplinary specialty centers and clinics	9
Pediatric GI subspecialty programs	10
Size of team	42

Program Spotlights

Healthy Lifestyles Program

Led by Dr. Shaista Safder, the Healthy Lifestyles Program is directed toward children and families who are at risk for obesity or have an elevated body mass index (BMI). The program concentrates on evaluating and managing the medical complications that correlate with obesity. Weight loss, reduced BMI, Tanida improvements, and healthier food choices and overall way of life are considered ambassadors for the Healthy Lifestyles Program.

In 2020, our program has seen an overwhelming number of graduates with reduced BMI as well as weight loss and healthier lifestyle maintenance. With such a successful and proven track record, we have now initiated our Peer Mentor Program that includes former successful graduates of our Healthy Lifestyles Program. Members work closely with our coordinator and the Healthy Lifestyles Program team and meet monthly with their program peers. Goals of the Peer Mentor Program include:

- Learning more about living a healthy lifestyle by encouraging others
- Learning how to apply character traits and keys to success for a healthy lifestyle
- Helping others to reach their goals
- Collaborating with other community organizations/resources
- Serving as hosts/hostesses for our upcoming events
- Earning healthy bucks that can be redeemed for prizes and rewards





First Successful Bariatric Surgery for Adolescent Patient

This year saw our first successful adolescent bariatric surgery patient. In partnership with the Orlando Health Weight Loss and Bariatric Surgery Institute, the 16-year-old female patient underwent a sleeve gastrectomy and has been doing extremely well postoperatively.

To make this surgery a success for this patient — and patients in the future — we are following strict protocols for adolescent bariatric surgery, including:

- BMI greater than 35 with certain comorbidities or BMI greater than 40
- Medically refractory patients with unsuccessful weight loss through intensive diet, lifestyle modifications or pharmacotherapy
- Post-pubertal with skeletal maturity
- Successful completion of psychological assessment
- Understanding of post-op diet and lifestyle changes
- Compliance with all recommendations
- Supportive social structure

We are seeing more children with severe early onset pediatric obesity, and as our program develops, we expect to see as many as 10 patients per year in need of bariatric services.



Hematology-Oncology

The Haley Center for Children's Cancer and Blood Disorders at Orlando Health Arnold Palmer is the largest and most comprehensive pediatric oncology and hematology program in Central Florida. We are part of the first national effort of pediatric hospitals collaborating on groundbreaking cancer research, including understanding the genetic make-up of tumors to develop targeted therapies. We are expanding the reach of these lifesaving treatments by creating the largest pediatric clinical cancer research center in Florida.

As a designated member of the Children's Oncology Group (COG), we're able to offer advanced treatment options through clinical research trials and shared learning programs that bring together a wealth of information from around the world. Through our involvement in COG and consortiums such as Beat Childhood Cancer and Pediatric Oncology Experimental Therapeutics Investigators' Consortium (POETIC), we're able to continue providing the most effective treatment options available.

Our pediatric hematology-oncology services include:

- Hemophilia and Thrombosis Treatment Center
- Sickle Cell Disease Program
- Brain Tumor Program
- Solid Tumor Program
- Developmental Therapeutics Program
- Leukemia/Lymphoma Program
- Cancer Survivorship Program
- Proton Therapy
- Oncofertility

Going forward, the Haley Center for Children's Cancer and Blood Disorders will continue to grow in key areas. The focus will be on delivery of care that is not only innovative but done with the highest standards of safety, honing disease-specific expertise and care, and expansion of developmental therapeutics. As we learn more about the specific drivers of pediatric cancer, we continue to advance our facility's expertise and treatments.

Numbers Snapshot

Locations	5
New patients	948
Patient visits	7,531
Specialty clinics	5
Size of team	65

Highlights

- The Haley Center for Children's Cancer and Blood Disorders is the only program in Central Florida with three neuro-oncologists dedicated to diagnosing and treating brain tumors.
- Our pediatric neurosurgical team has more than 40 years of combined experience and has been nationally ranked by *U.S. News & World Report*.
- Our program offers more clinical trials for kids than anywhere else in the state.
- We offer Central Florida's only designated Hemophilia Treatment Center recognized by the Centers for Disease Control and Prevention (CDC).
- Our Oncofertility Program is the only pediatric fertility preservation program in Central Florida, bringing together cancer and fertility experts to help preserve a child's ability to have children in the future.

Looking Toward the Future

- We will recruit a full-time team member to collect data on all pediatric cancer and blood disorder cases diagnosed at the Haley Center for Children's Cancer and Blood Disorders to allow us to measure quality of care, patient outcomes, program development, and participate in epidemiological and outcomes research.
- We will create disease-specific teams that will be led by a physician program head responsible for development of their program area.
- We will design more effective therapies that can stop illness before it begins, with research that encompasses all aspects of science from laboratory discovery to clinical research.
- The Haley Center for Children's Cancer and Blood Disorders is in the process of expanding to include a pediatric Bone Marrow Transplant & Cellular Therapy Program. As medicine advances, stem cell transplants and other cellular therapies have become the treatment of choice for an increasing number of children.

Program Spotlight

Pediatric Neuro-Oncology

The Pediatric Brain Tumor Program at Orlando Health Arnold Palmer is the only program of its kind in Florida that brings pediatric oncology, pediatric neurosurgery, proton therapy and a freestanding children's hospital together on one campus. Caring for a child with brain cancer is complicated and requires the involvement of many healthcare experts. Our multidisciplinary care consists of expert doctors who are critical to the child's diagnosis and care, including pediatric neurosurgeons, radiation oncologists and neuro-pathologists; medical and nursing staff with specialized experience in pediatric brain tumors; neuro-oncology social work support; and play intervention and therapy with Child Life Specialists who support children and families as they cope with illness.

Using the most advanced technology, research and clinical knowledge available, our program features:

- Individualized treatment plans developed collaboratively with experienced pediatric neuro-oncologists and pediatric neurosurgeons
- Proton therapy at the Marjorie and Leonard Williams Center for Proton Therapy to provide precision cancer treatment while minimizing harmful side effects to children's still-developing bodies, particularly the brain
- Access to new therapies through clinical trials and an international research network



Katie Rose

When Katie Rose's parents searched for answers for their newborn's worsening symptoms, they turned to Orlando Health Arnold Palmer. After she was diagnosed with glioblastoma (GBM), one of the deadliest forms of brain cancer, a multidisciplinary team, including critical care, neurosurgery and oncology specialists, were able to guide Katie Rose through treatment and a hope for a healthier, brighter future.

"When we were going through one of the most difficult times that a parent can ever go through, everyone at Orlando Health Arnold Palmer was just so respectful and nurturing."

— **Katie Rose's parents, Mary and Tom**



Neonatal Intensive Care Unit (NICU)

With a Level III designation, the Neonatal Intensive Care Unit (NICU) at Orlando Health Winnie Palmer Hospital for Women & Babies has developed into one of the largest and most technologically advanced NICUs in the nation, providing the highest level of care for premature and high-risk newborns. In addition to neonatology care, approximately 40 percent of our babies require some type of specialty care — such as surgery, cardiac, ENT, genetics, neurosurgery, etc. — from our physicians at Orlando Health Arnold Palmer. In a unique partnership, Orlando Health Arnold Palmer has a wealth of expert pediatric specialists ready to deliver care in a broad spectrum of services to make sure NICU babies get the top care. Located just across the street and connected by an enclosed walkway, Orlando Health Arnold Palmer provides on-site care for NICU babies with virtually any medical condition, as well as follow-up and ongoing care for our NICU graduates.

Numbers Snapshot

Beds	142
Discharges	1,491
Babies treated since the opening of the NICU	50,000
Babies staying more than a week	80%
Average length of stay	26 days
Babies transported from other hospitals	156
Babies requiring specialty care in addition to care by neonatologists	40%
Percentage of multiples	30%
Size of team	450

Highlights

- Our NICU recently completed a six-month process to refine and standardize the protocols we utilize to resuscitate 22- and 23-week infants. This is unique to Orlando Health Winnie Palmer as many other NICUs do not have the ability and expertise to resuscitate 22-week infants. This standardization is increasing the survival rate of micro preemies, babies born before 25 weeks, and doing so without complications from being premature.
- Our unit has earned a Beacon Award for Excellence in nursing practice.
- Our extracorporeal membrane oxygenation (ECMO) program maintains the ECMO Center of Excellence award.



Diana

Born on Mother's Day at 22 weeks and 4 days gestation, Diana weighed just 12 ounces and was only 9 inches long. Termed a micro preemie, the odds were against Diana. Most babies born this early and small have a nearly impossible chance of survival. Diana never needed any lifesaving surgeries — just time and care from the team of experts in the NICU.

To stay positive throughout their daughter's journey in the NICU, Jomary and Federico took things one day at a time. They didn't focus on her future, but rather on short-term goals and meeting milestones. After 179 days in the NICU, Diana was discharged home, becoming the tiniest baby to ever graduate from our NICU. In fact, according to the University of Iowa's Tiniest Baby Registry (which keeps a running list of reported cases of smallest surviving babies), Diana will join a group of only 10 babies in the world recorded to have survived at her size and gestational age.

"I owe them my baby's life. Everything has been great."

— **Jomary, Diana's mom**

Nephrology

Caring for Central Florida children since 2011, the Hewell Kids' Kidney Center is the only hospital-based pediatric nephrology center in our region, and about 5,000 children visit the center annually. Our skilled and compassionate team specializes in helping children with end-stage kidney disease, metabolic bone disease, obesity-related kidney disorders, systemic lupus nephritis, kidney transplantation preparation and post-transplant care as well as acute kidney failure in newborns and more.

Highlights

- Since opening, the Hewell Kids' Kidney Center has performed over 7,216 hemodialysis treatments and over 4,015 days of peritoneal dialysis.
- More than 145 children on dialysis have visited the center from across the U.S.
- In total, approximately 53 of our patients have undergone transplantation.
- A mutually beneficial relationship with Tampa General Hospital has resulted in seven children being successfully readied for transplant in 2020.
- We have maintained Top 10% in the U.S. for performance in significant patient dialysis treatment metrics.
- We are a participant in the National Children's Hospital Association's Standardized Care to Improve Outcomes in Pediatric End-stage Kidney Disease (SCOPE) collaborative, which is focused on identifying and sharing effective interventions to prevent infections in children and adolescents on peritoneal dialysis and hemodialysis and was instrumental in creating the Transition project.
- Our Hewell Kids' Kidney Center team created a support group for children and families now recognized as an important component of the model dedicated to the treatment and care of this patient population.
- The center has received recognition from the Centers for Disease Control and Prevention for 1,000-plus days without a CLABSI (central line-associated bloodstream infection).
- Our team has had six abstract "posters" presented and published in internationally recognized journals and conferences.



Program Spotlight

Peritoneal Dialysis Program

Our peritoneal dialysis (PD) program allows children with end-stage kidney disease awaiting kidney transplantation to receive dialysis without having to make the sometimes stressful trip to the hospital. The patient is able to have their treatment, seven days a week, away from the hospital and usually in the comfort of the family home. For infants, PD can be especially beneficial, as they can receive treatment through the night. In addition to the benefits of not having to come to the hospital every other day for treatment, the PD program gives patients and families the opportunity to travel and even enjoy a vacation away from home. Families must complete a significant amount of training (up to seven days, four hours each day) in order to have their child participate in the program. We are continually accepting new patients into the program.



Neuroscience

The Leon Pediatric Neuroscience Center of Excellence at Orlando Health Arnold Palmer Hospital for Children is one of the most comprehensive pediatric neuroscience programs in Central Florida, offering expertise in all subspecialty areas of pediatric neurosciences. Our multidisciplinary team of world-renowned experts utilize state-of-the-art evaluations and procedures specialized for young people, so that these children have a fair chance to develop to their full potential. Our pediatric specialties include:

- Behavioral Health and Development
- Neurology
- Neurosurgery
- Neuropsychology
- Rehabilitation

Numbers Snapshot

Locations	10
New patients	7,587
Patient visits	15,547
Hospital consults	23,148
Surgeries	365
Specialty clinics	9
Size of team	42

Program Spotlights

Fetal Spina Bifida Surgery

In collaboration with the Leon Pediatric Neuroscience Center of Excellence, the Fetal Care Center at Orlando Health Winnie Palmer Hospital for Women & Babies is dedicated to helping families when prenatal conditions are diagnosed. Our experienced neurosurgeons and maternal-fetal specialists perform innovative procedures that include repairing the most severe form of spina bifida. Only a few hospitals in the United States can perform this type of open fetal surgery — we were the first in the state of Florida and still remain the only one in the Southeast. Our team's expertise and experience have produced consistent, positive outcomes for babies with spina bifida, and our program continues to flourish, with 23 surgeries now completed since the program's inception in 2018.



Celeste

In 2018, Celeste was the first baby at Orlando Health to receive life-changing in utero surgery for spina bifida. Today, she is walking on her own unassisted.

"When my baby was diagnosed with spina bifida, the Fetal Care Center at Orlando Health Winnie Palmer gave me hope. It's amazing that they could perform surgery on a baby, still in the womb, and basically change her entire life."

— Celeste's mom, Akosua





Neurology and Epilepsy

Orlando Health Arnold Palmer's comprehensive Neuroscience Center of Excellence includes state-of-the-art technology and innovation across a range of specialties and neurological conditions, including epilepsy. Our epilepsy program is designated as a Level 4 Epilepsy Center, which means that patients have access to the most-advanced technology and solutions available to care for all conditions on the epilepsy spectrum, including epilepsy surgery.

Each year, Orlando Health Arnold Palmer cares for more than 2,000 children who are being monitored for epilepsy. In 2021, and thanks to philanthropic support, we will begin advancing our Epilepsy Monitoring Unit (EMU) with upgraded equipment and the most-advanced technology available. The EMU will provide families and doctors with comprehensive evaluation that results in precise diagnostics, which are especially critical for patients with hard-to-manage, complex seizure disorders. This advancement in technology will transform the entire continuum of care from diagnosis to treatment and ongoing follow-up, giving children like Owen and their families hope.



Owen

When 11-month-old Owen was suffering from more than 20 seizures per day, our comprehensive epilepsy surgery team evaluated his condition and performed surgery. Owen is now seizure free and thriving.

"The doctors really and truly have the best interest of my child, not what's going to be best for the hospital, but what's going to be best for the child."

— Owen's mom, Kim



Orthopedics

The Orlando Health Arnold Palmer Hospital Center for Orthopedics consists of board-certified and fellowship-trained orthopedic surgeons as well as a team of skilled specialists offering a variety of inpatient, outpatient, diagnostic and rehabilitation services to ensure every condition – big or small – is always treated with the most-advanced care possible. Our specialty practice is home to the EOS Imaging System, Central Florida’s first and only ultra-low radiation dose, 3D, full-body imaging technology for pediatric patients. Children with scoliosis or hip dysplasia who require frequent imaging can especially benefit from this system, which performs a full 3D body image with only a fraction of the radiation traditionally used in X-rays and in less than four minutes.

Areas of specialized care include:

- Musculoskeletal injuries
- Scoliosis and spinal injuries
- Hip disorders
- Hand surgery
- Trauma
- Sports injuries
- Limb deformities
- Clubfoot
- Congenital disorders
- Benign lesions of the bone and soft tissue

Numbers Snapshot

Locations	5
New patients	6,419
Average patient visits per year	20,130
Orthopedic surgeries	1,218
Specialty clinics	4
Size of team	20

Highlights

- Our Center for Orthopedics worked through a multimodal pain management strategy for spinal fusion patients that demonstrated an overall decrease in the use of postoperative narcotics.
- Our program is pioneering development of novel fixation techniques in the management of bladder exstrophy by combining surgical procedures with urology. Novel fixation techniques are the use of subcutaneous internal fixation (INFIX) versus external fixation (EXFIX) for pelvic stabilization. Because there are no external pins, there is decreased risk of infection and pin-site irritation, which also makes sitting easier.
- We have made advancements in the Hip Preservation Program by combining arthroscopic management and joint preservation osteotomies into one procedure rather than two separate surgeries with different surgeons.
- Our program participates in multiple international study groups including the International Hip Dysplasia Research Group, Pediatric Cervical Spine Study Group and The Children's Spine Foundation, which allows us to combine data with other institutions around the world involving low-event diseases to better understand pathology and best procedures.
- The center participates in multiple industry-sponsored trials, such as one for MAGEC Rods (spine instrumentation).



Program Spotlight

Multimodal Pain Management Strategy for Spinal Fusion Patients

Traditionally, standard postoperative protocols include narcotics, which can unfortunately sometimes lead to an overuse and abuse of narcotics. Seeing the need for an alternative regimen to address this issue, we worked through a multimodal pain management strategy for spinal fusion patients. Over the course of approximately two years, we looked at the results of changing from narcotics to the use of nonsteroids and Tylenol to determine whether there was a demonstrated decrease in the need for narcotics and any benefits related to decreased use. We found that scheduled nonnarcotic pain regimens resulted in lower narcotic use (45-percent decrease), shorter hospital stays (three days compared to four), shorter time to “out of bed” (OOB) with physical therapy and improved physical goal achievement compared to patients who were given narcotics. As a result, our current procedure calls for the determination as to whether a patient should be on the multimodal protocol versus the patient-controlled PSA machine that administers narcotics be dependent on each individual patient case and the surgeon’s discretion.



Esther

Moving to the Central Florida area after serving as missionaries in Mexico, Esther’s parents felt blessed to find a care team at Orlando Health Arnold Palmer who took the time, care and resources to fully focus on Esther’s well-being. They plan to stay in Florida as long as Esther, who was born with multiple abnormalities, needs regular care because this is the team they trust to deliver the most-individualized care.

“Every single time, her care is very specific and unique to her and that’s huge. That’s what every hospital promises, but actually being a witness and seeing it happen ... we can trust that she really is in good hands.”

— **Esther’s parents, Alex and Bill**



Rehabilitation

Central Florida's leader in pediatric rehabilitative care, the Pediatric Rehabilitation Program at Orlando Health Arnold Palmer offers a child-friendly environment for a full range of pediatric rehabilitation services guided by compassionate and skilled occupational, physical and speech therapists. We work with children through both our acute care and outpatient therapy programs, providing them with the tools needed to improve function and maximize potential.

Outpatient Rehabilitation

Highlights

- Our rehab team is involved in 24 multidisciplinary clinics led by our specialty physicians.
- Our program has recently experienced considerable growth, nearly doubling care provided in the past four years.
- We have increased presence of our speech therapists with our craniofacial specialty physicians to offer consultation and education for babies with cleft palate and tongue ties.
- Our new Complex Tics Clinic and Chronic Headache Clinic provide multidisciplinary resources to offer children relief and improved outcomes.
- As part of a rehab continuum, we are seeing more adults with diagnoses that fit the expertise of our pediatric therapists, such as spina bifida and cerebral palsy. These individuals have lifelong wheelchair and adaptive-equipment needs. One of our occupational therapists with expertise in wheelchair seating and positioning has been working with our adult rehab team to share expertise and help provide the best care for our patients.

Numbers Snapshot

Patient referrals:	————	450/month or 5,400/year
Total patient visits	————	48,806
Therapy sessions per day	————	330
Daily size of team	————	31

Program Spotlight

Constraint Induced Movement Therapy

Constraint induced movement therapy (CIMT) is a technique we employ to help children with a hurt arm improve functional use, so they can be more independent in play and daily routines. We follow a family-centered approach that incorporates using a lightweight cast that is applied to the child's non-affected arm. The child participates in play-based therapeutic activities to facilitate improved use and functional movement of the weaker arm.





Feeding Difficulties Center

The Feeding Difficulties Center, a pediatric rehabilitation specialty program, offers the most comprehensive assessment of feeding difficulties in Central Florida, supporting families through a multitude of feeding challenges such as food allergies, chewing or swallowing problems, digestion issues or picky eaters.

Looking Toward the Future

- We are working on updating our post-program follow-up, which will set us apart from other national providers by providing detailed, quantified progress of our patients.
- We are continuing the development of program offerings to underserved patient populations, such as obese children under 5 years of age and families with psychosocial issues impacting their child's feeding.
- We will be starting a Feeding Difficulties Family Support Group in 2021 for parents and caregivers. The program was delayed in 2020 due to COVID-19. We expect this new virtual support group to fill the void for families experiencing difficulties.

Numbers Snapshot

New patients ————— 191
Size of team ————— 7



Penelope

After surgery to correct bilateral corneal opacity that caused Penelope to be born blind, she suffered complications and side effects that led to long-term gastrointestinal and feeding issues. The team at the Feeding Difficulties Center put together a customized, multifaceted plan to help Penelope overcome her feeding hurdles.

"I felt like they were understanding my daughter's needs and my fears and concerns. They were helping me deal with those fears by giving me proper therapies and proper treatment plans, so we were working together."

— Penelope's mom, Anne





Surgery

Orlando Health Arnold Palmer Surgery offers a comprehensive range of surgical services, from general surgery to specializations such as neonatal surgery, surgical oncology, thoracic surgery and complex liver and lung operations. Our multispecialty team, including board-certified, fellowship-trained surgeons, are skilled in the most effective surgical methods and technologies, including minimally invasive procedures for pediatric patients of all ages, from newborns to teenagers.

Our experienced surgeons have been dedicated to pediatric healthcare for nearly 30 years and proudly lead the surgical program at Bert Martin's Champions for Children Emergency Department & Trauma Center at Orlando Health Arnold Palmer Hospital for Children, part of the only Level One Trauma Center in Central Florida.

Highlights

- Orlando Health Arnold Palmer has achieved Level 1 Children’s Surgical Verification and Level 1 Trauma Verification by the American College of Surgeons in recognition of the high level of pediatric surgical care we provide. We are one of a select number of pediatric hospitals in the nation — and the only facility in Florida — to achieve this level of excellence.
- Our program offers single-site laparoscopic surgery and other minimally invasive surgery options. Specialized procedures include:
 - Minimally invasive approach to chest wall deformity repair
 - Minimally invasive technique for pilonidal management involving endoscopic approach with punch biopsy
- Our advanced care includes xenografts, which are biologic dressings, for burn management.
- Our program is participating in a multidisciplinary fetal care clinic for prenatal anomalies, including congenital diaphragmatic hernia (CDH), gastroschisis, congenital pulmonary airway malformation (CPAM), omphalocele and more, in partnership with the Center for Maternal Fetal Medicine at Orlando Health Winnie Palmer.
- We recently added a nurse practitioner to our expert team of providers.
- We have initiated telehealth for outpatient care to better serve our patients.

Looking Toward the Future

- We will be expanding our team of providers with two additional pediatric surgeons.
- Our program will begin implementing joint patient visits in partnership with multidisciplinary burn management and occupational therapy.
- Our team will be establishing a multidisciplinary approach to pelvic floor reconstruction in collaboration with pediatric general surgery and urology.

Numbers Snapshot

Surgeries ————— **1,817**

Most common surgeries (not necessarily in this order):

- Minimally invasive surgery
- Traumatic injuries
- Neonatal intestinal anomalies
- Thoracic surgery (including chest wall reconstruction, tumors, and congenital anomalies)
- Inflammatory bowel disease surgery

Ratio of complex to routine — **2:3**
surgeries

Multidisciplinary clinics — **6**
supported

Size of team ————— **7**

Transport Services

Since 1995, Orlando Health Arnold Palmer has provided inter-facility transport services for both critically ill and non-critically ill children, helping expand our care beyond Central Florida. Our acute and critical care transport teams offer highly specialized services to referring hospitals, 24 hours a day, 7 days a week.

Mobile Intensive Care Units do not arrive on the scene of accidents, but instead, transport patients from referring hospitals to Orlando Health Arnold Palmer. Our Acute Care Transport team comprises registered nurses, paramedics and EMTs trained to care for children of all ages. And our Critical Care Transport team is composed of highly specialized registered nurses and respiratory therapists with advanced knowledge in pediatric critical care. This team provides rapid stabilization and safe transport for critically ill patients to the Orlando Health Arnold Palmer Critical Care Unit.

Orlando Health Arnold Palmer's acute and critical care transport services provide transport for a wide range of conditions. Some common reasons for a patient to be transported to Orlando Health Arnold Palmer are respiratory distress, seizures, trauma, submersion, head injuries, cardiac abnormalities and acute allergic reactions.

Numbers Snapshot

Transports	2,269
Transport vehicles	4
NICU transports	156





Urology

Orlando Health Arnold Palmer Urology provides comprehensive care to address reproductive system and urinary tract concerns in children. Our pediatric urologists, who are board certified in urology and have additional subspecialty fellowships and certifications, offer the full spectrum of assessment, diagnostic and treatment services. Beyond expertise in routine pediatric urology care, we also offer highly specialized urology programs that provide support for a variety of urological conditions to include the Pediatric Stone Center, Bladder Control Program, Spina Bifida Clinic, Treatment for Disorders of Sexual Differentiation and Minimally Invasive Surgery Program.

Minimally Invasive Robotic Surgery

Our pediatric urologists work together with parents and children and are committed to providing the least-invasive treatments available. Orlando Health Arnold Palmer performed the first pediatric robotic urology surgery in Central Florida nearly 15 years ago. Since then, we have been leading the way in pediatric robotic urology surgery in the region. Compared to conventional surgery, which uses a long incision, or other minimally invasive techniques such as laparoscopy, robotic surgery offers significant benefits for our smallest patients, including:

- Smaller incisions
- Less scarring
- Less blood loss
- Less pain and discomfort
- Shorter hospital stays
- Fewer complications
- Faster recovery time (often reduced from weeks to days)

Highlights

- Our highly trained team has performed more than 1,000 robotic urology procedures for children – the most of any facility in Central Florida.
- Our robotic surgeries are performed using the da Vinci® Surgical System.
- We work closely with the Orlando Health Advanced Robotics Surgery Center, Central Florida's largest robotic surgery program, and perform more procedures than any other program in the area.
- We are named a "Best Children's Hospital" in urology by *U.S. News & World Report*, making us the only hospital in the region with this distinction that offers robotic surgery.

Numbers Snapshot

Locations	10
New patients	155
Patient visits	432
Surgeries	660
Specialty clinics	2
Size of team	10



Healing Beyond Our Walls

Our role in the community extends beyond our hospital walls. As part of the Orlando Health family of care, Orlando Health Arnold Palmer is committed to making health and wellness accessible to the broader Orlando and Central Florida community.

Community Involvement

Throughout Central Florida, in many ways, we strive to improve the lives of the individuals and communities we serve. Through our community outreach efforts, we meet identified health needs, particularly among vulnerable and underserved communities.

These outreach efforts include events such as health screenings, health fairs, support groups, wellness activities and sponsorship of other community events. We're proud to partner with organizations that share our mission of improving health and quality of life in the communities we serve, such as:

- Camp Boggy Creek
- Children's Miracle Network
- Florida Association of Children's Hospitals (FACH)
- Give Kids the World
- Make-A-Wish Foundation
- Children's Hospital Association
- Ronald McDonald House

The Howard Phillips Center for Children & Families

As a part of Orlando Health Arnold Palmer Hospital for Children, The Howard Phillips Center for Children & Families provides critical services that help protect and heal the most vulnerable children and families in our community. The six programs that make up the center rely heavily on public and philanthropic support to provide this vital care. This year marks 20 years of services for The Howard Phillips Center for Children & Families.

Children's Advocacy Center

This group of programs includes the Child Protection Team, Child Advocates and The Healing Tree, which provide a compassionate and coordinated community response to physically and sexually abused children in Central Florida to reduce trauma and repeated abuse to children.

The Healing Tree

This leading mental health treatment program for victims of child abuse in Central Florida provides individual, group and family therapy for children (ages 3-18) who have been victims of abuse and their family members.

The Child Protection Team

This multidisciplinary team of professionals in Orange and Osceola counties provide expert assessments of child abuse and neglect cases, enabling these children to receive the services that ensure their protection and healing from trauma.

Teen Xpress

This mobile health unit provides free medical and mental health care for at-risk youth — giving vulnerable teens a safe and private medical touchpoint.

The Developmental Center for Infants & Children/Early Steps

This early intervention program provides specialized services for young children who have developmental delays or special needs in Orange, Osceola and Seminole counties.

Healthy Families

This home-visitation program offered in Orange and Osceola counties is based on the national Healthy Families America model that prevents child maltreatment and builds healthy, positive parenting skills for new mothers and fathers through education, referrals and resources.





Injury Prevention

Because many children's injuries can be prevented, Orlando Health Arnold Palmer's Injury Prevention team is dedicated to reaching out to the community, parents, caregivers and children to provide safety education and resources to help prevent these injuries. In 2020, we had contact with 5,621 children, providing education on various injury prevention topics.

As the year progressed, COVID-19 brought a stop to in-person events, and our team had to learn how to navigate a more virtual world of education. While we have seen a decrease in the number of pedestrian traffic incidents and playground falls because of shutdowns, we know these numbers will increase again, and we are focused on exploring innovative ways to ensure children, as well as parents and other caregivers, are receiving the necessary education and tools to be safe.

Event Highlights

- Best Foot Forward crosswalk safety events with local police officers
- Bike helmet-fitting and education events at various area schools
- Car seat checkpoints
- Career education with the ELEVATE Orlando mentoring program at area high schools
- In-hospital education for traumatic injury patients and families
- Junior Achievement Inspire event teaching hands-only CPR and Stop the Bleed to about 3,800 children
- Stop the Bleed training, working with EAST (Eastern Association for the Surgery of Trauma), for about 400 Boone High School students

Action Highlights

- Placing visually appealing playground safety signs in 30 Orange County parks
- Forming partnerships with groups like Junior Achievement Inspire and ELEVATE Orlando to provide injury prevention education along with career guidance to a large number of children in the community

Looking Toward the Future

- With a focus on preventing pediatric burns, we have applied for a grant to create pediatric burn safety education videos that will be shown at Orlando Health Arnold Palmer and Orlando Health Winnie Palmer.
- To help start pediatric trauma-safety discussions in the outpatient setting, we are creating educational sessions for Orlando Health Medical Group OB-GYN and pediatric practices.
- OB-GYN office educational topics will include infant safe sleep, non-accidental traumas (“shaken baby”) and fall prevention.
- Pediatric office educational topics will include the above, as well as water safety, bike/helmet safety, pedestrian safety, proper car seat use and fire safety for all ages.



Research Funding / Clinical Trials

The Corporate Office of Research Operations (CORO) is responsible for supporting investigators and administrators in research by managing research projects and clinical trials. CORO processes approximately 200 applications annually for Orlando Health. The goal of CORO is to create an outstanding climate of support for Orlando Health researchers, enabling exceptional research advances. To enable the achievement of excellence by the research community, the CORO:

- Partners with the research community to create a culture of high achievement
- Promotes shared responsibility, the ethical conduct of research and compliance
- Enhances researchers' abilities to obtain and manage grants
- Advocates for the needs of the Orlando Health research community
- Broadens awareness of the value of Orlando Health research
- Enhances the ability to perform research in a global community
- Supports strong infrastructure for interdisciplinary research

The research environment of clinical trials involves faculty and collaboration across multiple departments at Orlando Health. Research activities include the design, conduct and analysis of clinical trials. Thanks to expanded research and advanced clinical trials, we are able to offer leading-edge treatments with renewed hope and better outcomes. Orlando Health Arnold Palmer has numerous active clinical trial studies that allow our patients to gain access to new research treatments before they are widely available. While all clinical trials have participation guidelines, participants in clinical trials are allowed to play a more active role in their own healthcare and help others by contributing to medical research.

Philanthropic Support — Caring for Kids in Central Florida

As a community-owned, not-for-profit hospital, Orlando Health Arnold Palmer relies on financial support from the community and as a member of Children's Miracle Network (CMN) Hospitals. Thanks to the critical funds raised by our community partners, we have been able to invest in capital projects, purchase lifesaving medical equipment and provide a wide range of services to offer children in our community the world-class care they need and deserve.

For example, in emergency medicine, having the appropriate tools is a crucial component to successful outcomes. Thanks to philanthropic efforts, pieces of specialized equipment such as trauma stretchers with built in X-ray trays or weight scales to help determine medication doses, and a level 1 rapid infuser to provide rapid flow of fluids or blood, allow our amazing trauma team to do their jobs quickly and efficiently.

With charitable support from corporate partners through CMN, Orlando Health Arnold Palmer has an inpatient rehabilitation gym with state-of-the-art equipment and an open floorplan to help children rebuild their abilities to function successfully in their world.

Thanks to the efforts of our CMN partners, our Cardiac Intensive Care Unit was completely renovated with 20 beds, and our Hybrid Catheterization Lab received new state-of-the-art surgical and diagnostic equipment, contributing to our world-class heart care.

Even many of the toys, games, art therapy and educational programs provided for patients have been purchased with philanthropic funds, as well as wagons and portable IV poles to make it easier for kids to be mobile and visit the playrooms.



Ways to Give and Support

- **Donate Online**

Philanthropic support, large and small, powers every lifesaving treatment and breakthrough discovery at Orlando Health. Make a secure donation online at OrlandoHealth.com/Give.

- **Donate by Phone**

To make a gift by phone, call us at (407) 841-5194.

- **Donate by Mail**

To send your gift by mail, please send a check made payable to "Orlando Health Foundation."
Please reference the program your donation should support in the MEMO line. Please mail your gift to:

Orlando Health Foundation
3160 Southgate Commerce Blvd., Suite 50
Orlando, FL 32806

Philanthropic support makes dreams become reality. We are grateful for the generosity of so many to support the best possible hospital experiences for our children.

Caring for the Whole Family

Recognizing that a child's hospitalization can present many challenges for the child and family that go beyond the physical illness, Orlando Health Arnold Palmer offers several programs within our Children's Services and Community Engagement department that provide unique therapeutic and personal support to patients and their families for the best possible hospital experience.

Child Life Program

Our Child Life Program was created to help children learn stress management and coping skills needed to help them through their hospital experience. Specially trained in psychosocial and child development, our certified Child Life Specialists focus on helping to reduce the stress and uncertainties of a medical encounter by providing individualized care — including education, play and personal support — based on each child's age, development, background, temperament and past medical experiences.

Music Therapy

As a research-based and complementary treatment option, music therapy can aid in promoting the general wellness and healing of hospitalized children. Our specially trained and board-certified music therapists use a variety of interventions throughout a child's treatment and recovery, including instrumental play, music/lyric composition and music improvisation, to help in managing stress, alleviating pain, expressing feelings, enhancing memory and improving communication.

Patient Academics

To help reduce the added stress that extended or unplanned time away from school can create, Orlando Health Arnold Palmer offers academic support through a certified, on-site teacher who can assist families in understanding and navigating the various options for receiving hospital/homebound instruction through the public school system or with virtual schooling. Our goal is to help children and teens stay on track academically with as normal as possible educational opportunities throughout their medical journey.

Spiritual Care

Our Spiritual Care services are available to all families, 24/7/365 — from offering prayers and sharing scripture readings to simply lending a listening ear. We consider our hospital chaplains integral members of the healthcare team, providing clinical spiritual care that offers patients and families a calming presence and safe place during what can be a difficult time.

The Seacrest Studios

Through a partnership with the Ryan Seacrest Foundation, Orlando Health Arnold Palmer is one of only 11 pediatric hospitals in the U.S. — and the only one in Florida — to host an innovative Seacrest Studios location enabling us to support our patients' creative and artistic needs through radio, television and new media.

This state-of-the-art multimedia broadcast media center makes it possible for kids to get behind the camera and mic to develop, star and interact in original TV and radio programming during their hospital stays. Programming will be limited only by the imaginations of our patients, and patients will also have the ability to call down to the studio via their hospital room phone to engage in events they are watching on their screen.



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