



**Children's**<sup>SM</sup>  
Healthcare of Atlanta



**IMPACT  
REPORT**

**2023**

**CARING  
FOR ALL OF  
GEORGIA'S  
KIDS**

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**A  
MESSAGE  
FROM OUR  
CEO**



# A MESSAGE FROM OUR CEO



Last year, I had the privilege of meeting Ambassador Andrew Young, former Atlanta mayor, who made a special visit to speak to Children's employees. During our conversation, Ambassador Young shared stories from his life about people coming together to work toward a common purpose. His accomplishments—from drafting Civil Rights legislation to bringing the 1996 Olympics to Atlanta—are proof that, when passionate people work together, what seems impossible can become possible.

At Children's, we see the power of collaboration every day as our dedicated team comes together to diagnose a rare illness, develop a new treatment, deliver cutting-edge care or provide peace of mind to worried parents. And we see the incredible potential of collaboration as our team—and our community—unite behind the promise of healthier tomorrows for all kids.

Nowhere is this more evident than within our growing healthcare System. As we approach the September 2024 opening of Arthur M. Blank Hospital and expanded North Druid Hills campus, we are more confident than ever before in our ability to provide comprehensive specialty care to kids across Georgia and beyond. Because we've seen what we can accomplish together.

This year, we launched programs to promote open communication and information sharing to remind our team that every voice matters and we each have a role to play in making our bold vision for the future a reality. For example, our Culture Champions initiative allows staff representatives to reinforce the ideals that make our workplace one we're proud to call home. By listening and learning from each other, we've established the trust and transparency that supports strong teams and makes progress possible.

This applies to alliances outside of our walls as we seek to fulfill our obligation as our state's only pediatric healthcare system. We engaged with local leaders to determine how we can best meet the needs of kids in all 159 Georgia counties. And we took action when it became clear that we're facing a shortage of pediatric providers and services in rural areas, working with Mercer University to launch a major initiative to build local capacity, increase the number of pediatricians and improve access to services in these medically underserved communities.

In these pages, you'll learn more about how we are working at every level to pursue a world where every child has the resources, support and care they need to grow and develop to their full potential. I am so proud of all we've accomplished this year, and I'm optimistic about our ongoing efforts to shape the future of pediatric care for the next generation of Georgia kids.

Sincerely,

A handwritten signature in black ink that reads "Donna Hyland". The signature is written in a cursive, flowing style.

Donna Hyland

CEO, Children's Healthcare of Atlanta



WHO  
WE  
ARE





## WHO WE ARE

For more than a century, parents and caregivers have trusted us with what matters most: the health and well-being of their children.

We are consistently ranked as one of the leading pediatric healthcare systems in the country by U.S. News & World Report. Our providers have expertise that spans more than 60 specialties and programs, and each one has been trained specifically to treat infants, kids and teens. That's the kind of dedication to Georgia's kids that you can only find at Children's.

## MISSION

To make kids better today and healthier tomorrow

## VISION

A unified pediatric system that does everything possible to make anything possible for kids

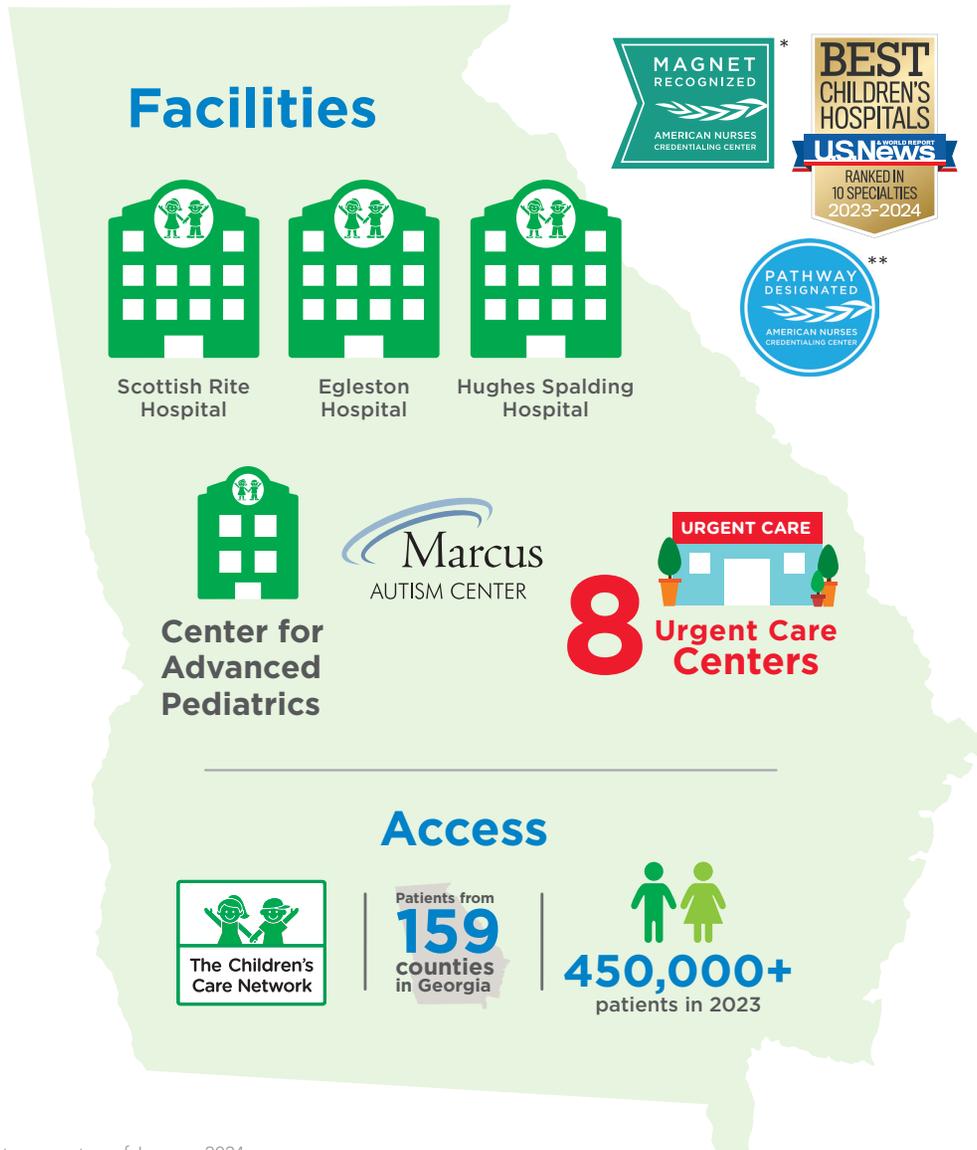
## VALUES

Care About People  
Passionate About Kids

Dedicated to Better  
Committed to Self



## System Overview



## Recognition

- U.S. News & World Report: Best Children's Hospitals
- Atlanta Business Chronicle: Healthiest Employers in Atlanta



## 2023-24 Rankings

- Aflac Cancer and Blood Disorders Center – No. 8
- Gastroenterology – No. 9
- Orthopedics – No. 10
- Urology – No. 10
- Nephrology – No. 11
- Cardiology and Heart Center – No. 12
- Pulmonology – No. 16
- Neurology – No. 19

## STRONG<sup>4</sup>LIFE<sup>SM</sup>

**814,000+**  
kids served  
in 2023

**60+**  
specialties  
with access to  
**2,300 +**  
physicians

**2,600+**  
patients  
enrolled in  
clinical research

## Research & Teaching



Data current as of January 2024

\*Scottish Rite Hospital and Egleston Hospital are designated by the ANCC Magnet Recognition Program®

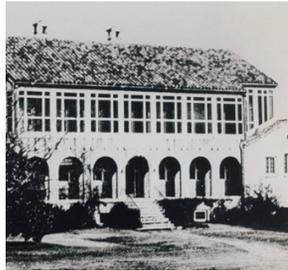
\*\*Hughes Spalding Hospital is designated by the ANCC Pathway to Excellence Program®

## A HISTORY DEDICATED TO CHILDREN



**1915**

**Scottish Rite Convalescent Home for Crippled Children** opened for children needing recovery after receiving orthopedic care. Within four years, the facility was renamed **Scottish Rite Hospital for Crippled Children** to recognize its expanding medical services.



**1928**

**Henrietta Egleston Hospital for Children** opened. The hospital was built in honor of Thomas R. Egleston Jr.'s mother, Henrietta, who had tragically lost four of her five young children to childhood diseases.



**1952**

**The Hughes Spalding Pavilion** opened to provide medical care for African American adults and children. Prominent Atlanta businessman and attorney Hughes Spalding recognized the need for a hospital to serve the Black population. The hospital also provided medical training for African Americans in the workforce.



**1956**

Egleston Hospital became the pediatric teaching affiliate of **Emory University School of Medicine**.



**1998**

Egleston Children's Health Care System and Scottish Rite Medical Center came together to form **Children's Healthcare of Atlanta**, becoming one of the largest pediatric healthcare systems in the country. The new organization had a single priority: providing the best family-centered care possible.



**2006**

Children's began managing **Hughes Spalding Children's Hospital**, adding a third hospital to anchor our growing System.



## 2008

Children’s brought the **Marcus Autism Center** into our System. Every year, the center treats thousands of children with autism and related disorders.



## 2011

Children’s launched **Strong4Life**, a childhood obesity awareness and wellness movement that reaches families through public awareness, policy change, community partners and school and healthcare provider programs.

Building on this obesity prevention model, we began expanding our team of experts in 2018 to cover additional specialties: behavioral and mental health, injury and illness prevention, and child protection.



## 2018

The **Center for Advanced Pediatrics** opened. The center brings together multiple pediatric clinics, programs and specialists to better serve children and teens with complex medical conditions.



## 2019

The **Support Center** opened. It is home for the System’s non-clinical and support employees. The Support Center also houses the Strong4Life Fitness Center, the Employee Care Clinic, the Tech Bar and a state-of-the-art Conference Center, which are open to all Children’s employees, regardless of their main location.



## 2020

Children’s and The Arthur M. Blank Family Foundation announced the naming of the newest hospital within the healthcare System. **Children’s Healthcare of Atlanta Arthur M. Blank Hospital** is one of the largest healthcare projects ever in Georgia’s history.



## 2024

**Arthur M. Blank Hospital will open its doors on September 29.** The 2-million-square-foot facility will improve quality of care, patient experience and access to specialized pediatric healthcare for Georgia’s children and families.

## THE PEDIATRIC DIFFERENCE

Kids and teens aren't just little adults. Caring for them takes specialized skills and expertise to meet the unique needs of their developing minds and growing bodies. It takes tenacity to remain steadfast in the pursuit of cures for illnesses that take aim at a child's potential for a bright future. It takes trust to depend on a team of many, each making invaluable and distinct contributions critical to a shared mission to give kids the best possible care. And it takes heart to comfort families facing their toughest challenges, to alleviate fears and instill hope, and to embrace every opportunity to make a child smile.

This is what distinguishes world-class pediatric care. **This is Children's.**



“

*Parents know we have incredible clinicians who will do anything they can to help their kids. When you layer the patient experience on top of that, it helps create memories, informs our reputation and builds our community's confidence.*

”

—Sam Hosokawa,  
Vice President of Patient Experience



## SETTING THE STANDARD OF CARE

At Children's, the only reward that matters is a healthy kid. The best recognition: hugs from a happy family. When you have established yourself as one of the leading pediatric care providers in the nation, awards and accomplishments like these become a foundation of excellence upon which you can build and grow:

- We were ranked among the nation's top pediatric hospitals for 2023-2024 on the **U.S. News & World Report Best Children's Hospitals** list, with four specialties ranked in the top 10 and eight specialties ranked in the top 20.
- Children's received initial designation from the American Nurses Credentialing Center's (ANCC) **Magnet Recognition Program**® for Egleston Hospital and Scottish Rite Hospital in 2018 and 2019, respectively. Egleston and Scottish Rite received their second Magnet designation in 2023.
- Hughes Spalding Hospital received a **Pathway to Excellence** designation in 2019 from the ANCC.
- Egleston Hospital has been verified as a **Level I Trauma Center** by the Verification Review Committee (VRC), an ad-hoc committee of the Committee on Trauma (COT) of the American College of Surgeons (ACS) since 2019. It is the first and only Level I Pediatric Trauma Center in Georgia. Scottish Rite Hospital has been verified as a Level II Pediatric Trauma Center. Egleston and Scottish Rite are among the highest volume pediatric trauma centers in the U.S.
- Scottish Rite and Egleston hospitals have been verified as **Level I Children's Surgery Centers** by the ACS Children's Surgery Verification (CSV) Quality Improvement Program. Children's is the only healthcare system in Georgia, and among just 25 pediatric sites nationwide, to earn this distinction.

- Egleston Hospital Neonatal Intensive Care Unit was verified as a **Level of Care IV Neonatal Center** by the Georgia Department of Public Health (DPH) and American Academy of Pediatrics (AAP).
- Children's has been tapped by the **Patient-Centered Outcomes Research Institute (PCORI)** as one of 42 health systems nationwide to carry out a pioneering initiative to accelerate the implementation of practice-changing research results in clinical care to improve patients' outcomes.
- The Children's Care Network Inc. (TCCN), a collaboration between Children's and community physicians to strengthen pediatrics in Georgia and ensure better health outcomes for patients, has earned **accreditation for clinical integration** from the Utilization Review Accreditation Commission (URAC). It is one of only seven organizations in the U.S. to hold this designation, which recognizes a commitment to quality care, enhanced processes, patient safety and improved outcomes.



“

*At Children’s, we’re able to explain things in a developmentally appropriate way, so kids can truly understand what will happen during a treatment, exam or surgery. Adult facilities rarely have the time or resources for that important step.*

”

—Natalie Jones,  
child life specialist at Scottish Rite Hospital



## A PLACE WHERE KIDS CAN BE KIDS

Children’s is the only freestanding healthcare system in Georgia dedicated solely to caring for kids. Our hospitals and clinics are built for children—with technology, equipment and spaces designed especially for them. We tailor every aspect of our care and our environment to allow kids to maintain some normalcy and just be kids.

### About Our Hospital School Program

Building a place where kids can be kids includes creating a dedicated space for our patients to continue learning. Our Hospital School Program is an integral part of our efforts to provide holistic, kid-focused care.

- We have **16** teachers, two administrative and four PRN support staff.
- Our hospital teachers provided more than **2,000** direct instructional sessions in 2023.

In addition to providing on-site instruction, our team takes additional steps to make sure our patients can stay in school or return to school despite any health issues or disabilities, acting as education advocates, working with other teachers and school systems to educate them on a child’s illness and ways to accommodate the child. We work with all patients who need our services, reaching out to over **150** school districts in Georgia and even some schools across state lines when necessary, to make sure that these patients fulfill their educational needs.





**COMMITTED  
TO EXCELLENCE**



# COMMITTED TO EXCELLENCE

From researching new cures to saving young lives, nothing compares to the work we do at Children's. And nothing compares to the people who make our work possible.

We are fortunate to have more than **14,000** employees who are united by a shared purpose and the pursuit of excellence, inspiring them to go above and beyond each and every day to provide the comprehensive specialty care kids and families across Georgia depend on. We are committed to creating an organization that takes care of these extraordinary employees by inspiring them, prioritizing their wellness, fostering mutual respect, honoring diversity and adopting inclusive practices. This is our promise:

**People first, children always.**

## EVERY ROLE MATTERS

At Children's, every team member, no matter their role, is integral to our Mission to make kids better today and healthier tomorrow. We're committed to creating a culture in which all employees know their value and feel supported doing the work they love through:

### Engagement

We launched the Adopt-A-Team pilot program this year to strengthen camaraderie across our System. Pairing clinical and non-clinical teams in activities and discussions fostered a greater appreciation and understanding of the contributions each employee makes and how they can support each other to provide better care for our patients.

### Education

Through its new initiative, Shared Learning Through Patient Safety, the Quality and Patient Safety Department aims to strengthen our culture of excellence and safety by encouraging discussions on lessons learned from patient safety events to reduce risk of recurrence and improve patient care.

### Opportunity

We equip our employees with the tools they need to thrive in their current role, as well as additional resources, like dedicated career coaches, should they decide to change roles within Children's or aspire to a leadership position.



## FOLLOWING HER PASSION

After nearly two decades supporting Children's caregivers as Chief Administrative Officer, Linda Matzigkeit acted on a calling to do more to help our clinical teams care for kids. She pursued training and obtained her license to be an emergency medical technician (EMT), and now in addition to her leadership role, she is caring for kids on the front lines in our Emergency Departments. Her experience not only allowed her to fulfill a personal goal, but it also gave her insight into ways executives can better support clinical staff, resulting in process changes that directly impact patient care.

*“During the height of our COVID-19 response, I saw the demand for clinical caregivers increase, our teams were exhausted. And I kept thinking, ‘I really wish I could work taking care of patients.’ Now I do, and I can advocate better for the front lines because I’ve walked in their shoes.”*

—Linda Matzigkeit, Chief Administrative Officer

## PRIORITIZING OUR EMPLOYEES' WELLNESS

At Children's, we believe doing the work you love shouldn't mean sacrificing all the other things that make you whole and keep you well. We're committed to providing team members with the resources they need to help them find balance, to stay healthy and feel supported.

Our dedication to putting our people first has placed us on Seramount's list of the **100 Best Companies for working parents** for 19 consecutive years. The only pediatric hospital in the country recognized with this honor, Children's earned top marks for our parental leave policies, childcare access, health benefits, wellness offerings and educational assistance programs.

Children's was also proud to be named a 2023 Atlanta Business Chronicle **Top 10 Healthiest Employer**. We encourage our employees to focus on self care, and through partnerships with employee and physician wellness, the WorkLife team, our benefits professionals and more, employees have easy access to a variety of free resources that allow them to make health and wellness a priority.

### Promoting healthy lifestyles with an emphasis on better habits

Children's employee wellness program, Strong4Life, offers wellness programs and events that focus on adopting healthier habits that center around these core areas: fuel your body, move more, rest and recharge and reflect and express.

Through Strong4Life, employees benefit from many offerings, including:

- **Wellness programs**, workshops, races, challenges, as well as wellness and resiliency retreats
- One-on-one emotional wellness consultations
- **Schwartz Rounds**, a multidisciplinary forum for employees to practice vulnerability and honesty during conversations about what it really means to work in pediatric healthcare
- A peer-to-peer support program, **TakeCARE**, intended to foster healing after events such as multiple patient deaths, intense traumatic events and other emotionally challenging events
- The **Strong4Life Fitness Center**, which supports employees wherever they are in their wellness journey by offering access to fitness trainers and one-on-one consultations with a Strong4Life Wellness Coach



## Promoting social well-being

Ensuring all employees feel as though they belong is an important aspect of Children's culture and many teams, such as WorkLife and Diversity and Inclusion, plan events to support that goal. From at-work gatherings celebrating occasions like the Super Bowl, March Madness, holidays and more, to group meetings and events hosted by the Diversity and Inclusion team, the hope is that there is something to make everyone feel welcome and inspired to get involved.



*Will Border, MD, Chief Physician Wellness Officer*

## Focusing on physician well-being

We are committed to nurturing and supporting physicians in all areas of wellness—mental, emotional, social and physical. Led by our Chief Physician Wellness Officer, Will Border, MD, we are approaching wellness holistically so that we can help reduce stress and the risk of physician burnout, while fostering resilience and continue providing quality patient care.

In 2023, our physician wellness efforts were focused primarily on:

- Continuing the **Pebble in my Shoe** initiative, which helps remove barriers and points of frustration that impact a physician's workday and well-being
- Implementing division-specific **burnout surveys** to take a targeted approach at reducing physician burnout
- Offering **emotional support** to physicians after emotionally challenging events
- Pairing new physicians with physician **mentors** to serve as a resource for them as they begin their careers at Children's

### Nurturing professional development

Childrens' offers comprehensive programs and educational resources to support employee development. These include **career coaching**, LinkedIn Learning and more tools to help employees stay on the leading edge of healthcare innovation, empower them to offer outstanding care and gain the skills they need to take their career to the next level.



### Supporting work-life harmony

Children's supports employees by offering services that ease some of the challenges of balancing their duties at work and at home. Some of the programs we've initiated to foster work-life harmony include:

- A **Concierge Program** that helps staff take care of personal errands like picking up dry cleaning, travel planning and arranging meals to go
- A convenient **Care Clinic**, which allows employees to receive care at on-site health clinics or through video visits
- **Wellness fairs** that allow staff to easily complete their annual health screenings

## LEADING BY EXAMPLE

To be one of the nation's premier pediatric care providers takes a bold vision for the future of our community and a desire to cultivate change that will make a positive difference in the lives of all families that call Georgia home. Children's is fortunate to have leaders who have proven to have the dedication and wisdom to shepherd us through some of our greatest healthcare challenges, like the COVID-19 epidemic and labor shortages, as well as the ambition and foresight to help us meet the needs of future generations of Georgia children.



**Chief Executive Officer Donna Hyland** was named a [2023 Georgia Trustee](#), which is the highest honor the State of Georgia can bestow. She was recognized for shaping the delivery of healthcare to Georgia's kids during her 36 years overseeing tremendous growth and progress at Children's. Her ongoing commitment to the community extends outside of Children's, including her work on the boards of the Atlanta Committee for Progress Inc., Metro Atlanta Chamber of Commerce Executive Committee, the Ryan Seacrest Foundation and other key organizations in Georgia.



**Douglas Graham, MD, PhD, Chief of the Aflac Cancer and Blood Disorders Center of Children's** was named among Atlanta's top 22 healthcare leaders by Atlanta magazine. A physician scientist and a pediatric cancer researcher, Dr. Graham has played an integral role in the development of a new oral therapy for leukemia that may offer children with relapsed and resistant acute myeloid leukemia and acute lymphoblastic leukemia improved outcomes and the opportunity to improve their quality of life with an oral medicine that can be taken at home.



**Wilbur Lam, MD, PhD, pediatric hematologist/oncologist at the Aflac Cancer and Blood Disorders Center of Children's** and associate dean of innovation at Emory University School of Medicine, was elected to the National Academy of Medicine and the National Academy of Inventors in 2023. Election to these academies is considered one of the highest honors in the fields of health, medicine and innovation, and recognizes individuals who have demonstrated outstanding professional achievement and commitment to service.



## DIVERSITY, EQUITY AND INCLUSION



# DIVERSITY AND INCLUSION

At Children’s, we embrace our differences, celebrate each person’s unique gifts and value every perspective. Children’s demonstrates our commitment to diversity and inclusion through hiring and employment policies and practices, programs to foster open dialogue and understanding, and efforts to help ensure our team’s equal access to opportunity and our patients’ access to care.



## Our Statement on Diversity

Children’s welcomes and appreciates everyone, regardless of gender or gender identity, age, race, ethnicity, national origin, socioeconomic status, sexual orientation, political affiliation, religion, health status or family composition. Our goal is to be a place where people feel valued for their professional and personal contributions, and to be a model for standing against discrimination, and standing for diversity and inclusion.

We demonstrate our commitment to diversity in our employment policies and practices, training programs, benefits, recruitment and in how we communicate—because we firmly believe everyone deserves the right to be seen, heard and respected in an organization free of discrimination.

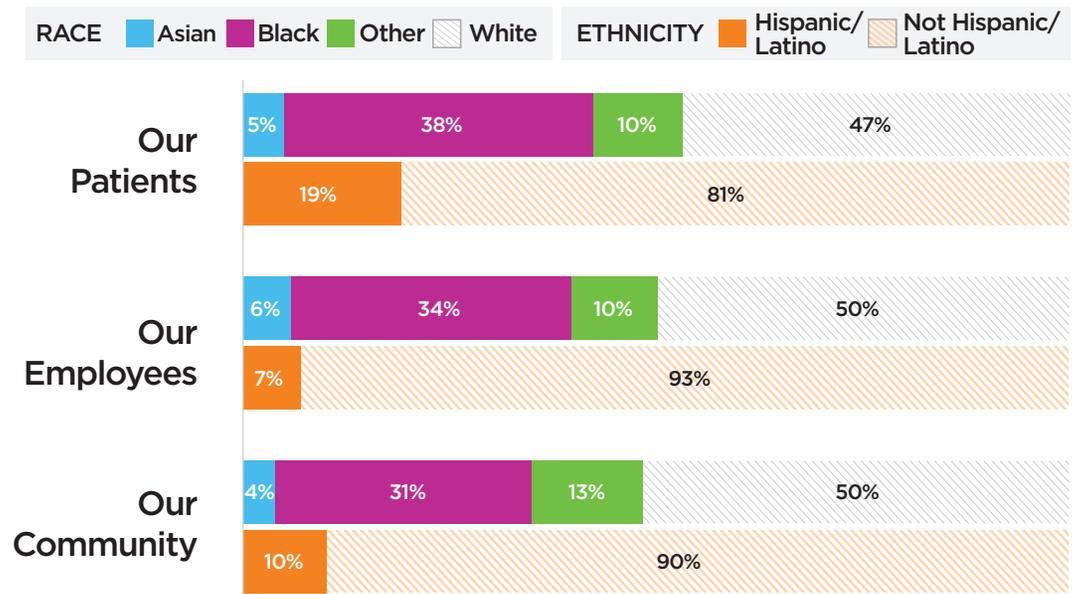
We will deliver the same high level of service and respect to each of our patients and their families throughout our communities. We will enhance the lives of the children we serve by ensuring that every child and every family feels welcomed, valued and understood in our trusted and caring environment.

## REPRESENTATION MATTERS

When kids visit our hospitals and clinics, they see doctors, nurses, lab techs, support staff and many others who wear a Children’s badge—and who look a lot like themselves. We strive to have a multicultural team that is a reflection of the community we serve for a reason. A diverse workforce, made up of people with different beliefs, backgrounds and life experiences, not only fosters a dynamic and welcoming environment for all, it also better equips us in meeting the needs of our diverse community.



### Our patients and employees reflect the community we serve



We know that the more distinct voices at the table, the greater our understanding of how we can best serve the kids and families we care for, and best support our team as they strive to achieve their career goals and change lives for the better. This is why we’ve taken steps to ensure we utilize diverse hiring pipelines.

- Our recruiting team has cultivated relationships with a number of **historically black colleges and universities (HBCUs)**, including Albany State University, Tuskegee University and Florida A&M University, hosting multiple recruiting events in 2023.
- We participated at the **National Black Nurses Association Conference, Latin American Association Career Fair** and our team members spoke at various diverse networking groups.
- We collaborate with **community groups** like Goodwill Career Services.
- We work with **military and veteran organizations** and in 2023 participated in eight recruitment events hosted by these organizations.
- Children’s participates in **Briggs & Associates’** program for people with Intellectual and Developmental Disabilities (IDD).

## LESSONS LEARNED THROUGH MENTORING

In February 2023, Children's joined the Big Brothers Big Sisters Metro Atlanta (BBBSMA) "Beyond School Walls" mentorship program, an initiative through which Children's employees provide one-on-one, career-focused mentorship to students from North Atlanta High School. Twenty-five "bigs" paired up with their "littles" to set goals for the 2023-2024 school year. The goal is to encourage career and post-secondary education readiness, while developing students' relational skills. But students aren't the only ones learning through this experience. By building positive mentor relationships, our team has gained invaluable knowledge that is informing how we can extend our reach to better support our local communities.



Marc Welsh, Children's Chief Diversity Officer and Kwame Johnson, President and CEO of BBBSMA

## RESEARCH TO BREAK DOWN BARRIERS

Caring for all of Georgia's children means taking a critical look at the barriers that inhibit equal access and care equity for minorities.



**Mattie Wolf, MD, MSc**, received the 2023 Society for Pediatric Research (SPR) Clinical Research Award for Fellows for her work on the Association of Neighborhood Deprivation Index and Race with Neonatal and Post-Neonatal Infant Mortality in Georgia. She co-authored an important study examining the death rate of Black infants from necrotizing enterocolitis (NEC) compared to white infants. She is also part of a cohort doing research and advocacy in the perinatal equity space, and leads the Neonatal Equity Working Group uniting regional Neonatal Intensive Care Units to address disparities in neonatal care.



**Michelle-Marie Peña, MD**, received the SPR Award to Enhance Diversity in the Research Workforce. She led a community-engaged study in response to racial disparities in breastfeeding rates, which examined the influences affecting decision-making about infant feeding among Black parents. Dr. Peña is an inaugural steering committee member of the Neonatal Justice Collaborative and inaugural co-leader of the American Academy of Pediatrics Section on Neonatal-Perinatal Medicine working group Representation and Equity in Neonatology (REIN).



**Soumitri Sil, PhD, ABPP**, director of the Pediatric Psychology Clinic at the Aflac Cancer and Blood Disorders Center, received a \$6 million grant in 2022 from the National Institutes of Health (NIH) Helping to End Addiction Long-term (HEAL) Initiative<sup>®</sup> to develop and test a new, culturally tailored pain management intervention for adolescents with chronic pain related to sickle cell disease, which primarily affects Black and African Americans in the U.S. Dr. Sil is currently completing feasibility pilot testing for the new intervention to be followed by a randomized controlled clinical trial.

## BUILDING BELONGING

At Children's, we are committed to creating a workplace where all people feel valued for their professional and personal contributions and to making all feel welcome.

To promote a culture of belonging for all, Children's has implemented a variety of efforts and initiatives that have inspired positive changes, including events honoring multicultural holidays and a D&I Dialogue Series to shine light on unique perspectives. We had more than **2,500** employees participate in a variety of events throughout the year.

As part of our ongoing Diversity and Inclusion efforts, in 2023 we launched a mandatory **Diversity, Equity and Inclusion (DEI) training** to establish a consistent understanding of key DEI terms and concepts across our organization. Children's hosted People First Leadership Series sessions on topics including, "Managing with Cultural Sensitivity" and "Managing a Multigenerational Workforce."

We also expanded the **Children's Inclusion Network**, which is made up of voluntary, employee-led **Employee Resource Groups (ERGs)**. These include:

- Asian American and Pacific Islander Connect (AAPI Connect)
- Black Employees and Allies Connecting Our Networks (BEACON)
- Hispanic and Latine Unidos
- LGBTQ+ Proud
- Working Moms Unite

More than **1,300** employees and physicians have joined one or more of the ERGs, either as members who identify with the group(s) or as allies to show their support. By encouraging open communication and allyship, these groups are key to our efforts to foster connection and understanding. With open hearts and open minds, we grow stronger, together.

*[For more information about our Diversity and Inclusion initiatives, click here.](#)*



*Linda Matzigkeit, Chief Administrative Officer, and MomForce associates*

## HELPING MOMS RETURN TO THE WORKPLACE

The MomForce program equips participants with valuable connections and resources to re-enter the workforce. Moms are provided meaningful, resume-building work in nonclinical areas, mentorship from other working parents, an orientation to Children's and opportunities to refresh their skills. Children's has now offered the program in the fall and spring for 10 years, with more than 133 participants—approximately 60% of whom were later hired as part of our team. The fall 2023 cohort was our largest yet, with 20 MomForce associates joining 20 different departments.

## EVENTS CELEBRATING DIVERSITY AND FOSTERING DIALOGUE

### MLK Day of Service



On our second annual **MLK Day of Service**, nearly 300 Children’s employees and their families gave back to their communities—one of the many things Dr. Martin Luther King Jr. was passionate about. Volunteer activities ranged from packing food boxes with HOPE Atlanta to revitalizing gardens and making warm blankets with the Westside Future Fund.

*“It really put a smile on my face to see my friend’s daughters—11-year-old twins and a 9-year-old—packing up care kits and enjoying the volunteer work. They understand the importance of serving on MLK day and any other day.”*

—Karen Wilkins, Staff Chaplain at Scottish Rite Hospital

### Juneteenth



In honor of **Juneteenth**, nearly 100 employees gathered for a family movie night.

*“I’m thankful Children’s is highlighting this important day because it shows unification at a system level. Children’s continues to prove its commitment to its employees, and for that I am grateful.”*  
—Imani Scutchins, CPG Project Coordinator

### Atlanta Pride Parade



At the annual **Atlanta Pride Parade**, more than 400 employees filled the streets of Midtown to represent Children’s.

*“Knowing that our company is an ally to me and my family—not only at work, but also publicly—means so much.”*  
—Myndee Baron, Physician Education Learning Coordinator

### Hong Kong Dragon Boat Festival



At the Atlanta **Hong Kong Dragon Boat Festival**, nearly 200 Children's employees and their families participated and cheered Children's rowing team.

*“This festival is such a wonderful opportunity to bring our Children's family together in a new, exciting way that's filled with cultural experiences and cuisines.”*

—Jessica LaGala, Employee Wellness Manager

### D&I Dialogue Series



Chief Diversity Officer Marc Welsh sat down with **Andrés Irlando**, Children's Board Member and President at Zayo Group, for a conversation on advancing diversity and inclusion. Irlando shared that his daughter's medical journey opened his eyes to the disparities amongst bone marrow donors for racial and ethnic minorities. As a result, he has also become an advocate for Latinos in the U.S. and Mexico to join programs like Be the Match, an organization that connects patients who need bone marrow transplants with donors.

### Diwali



In November, more than 250 employees gathered for various events celebrating **Diwali**, the festival of lights observed annually by Hindus, Jains, Sikhs and Buddhists.

*“It is so nice to be a part of an organization that allows us to share in authentic cultural celebrations.”*

—Tiffany McGregor, Strategic Sourcing Specialist

## CIVIL RIGHTS ICON VISITS CHILDREN'S IN HONOR OF BLACK HISTORY MONTH

Nearly 800 Children's employees joined leaders for a special conversation between CEO Donna Hyland and Ambassador Andrew Young Jr. in honor of Black History Month. The discussion provided our team a once-in-a-lifetime opportunity to hear from a leader of the Civil Rights Movement, and a chance to reflect on the power of a community united by caring.

Ambassador Young has dedicated his life to the peaceful pursuit of social justice and creating opportunities for all people to thrive. During the discussion, he shared firsthand experiences of overcoming adversity and explained why, sometimes, pain and persecution can inform decisions that drive positive change.

"This was one of the best experiences of my life. It was so exhilarating learning from Ambassador Young in such an intimate setting. I cannot thank our Children's Executive and D&I teams enough for providing such a valuable experience," said Katherine King, RN, PICU assistant nurse manager.

A former Mayor of Atlanta and a champion of the effort to bring the 1996 Olympics to our city, Ambassador Young has a special place in his heart for our community. And he told our team just how much he values the impact Children's has on the families who live here.

***"You are all one of the best examples of an organization that makes a difference in the city. You give your life for your work. I feel like it's an honor to be in your presence because you take care of our children."***

— Ambassador Andrew Young Jr.





## OUR COMMUNITY IMPACT



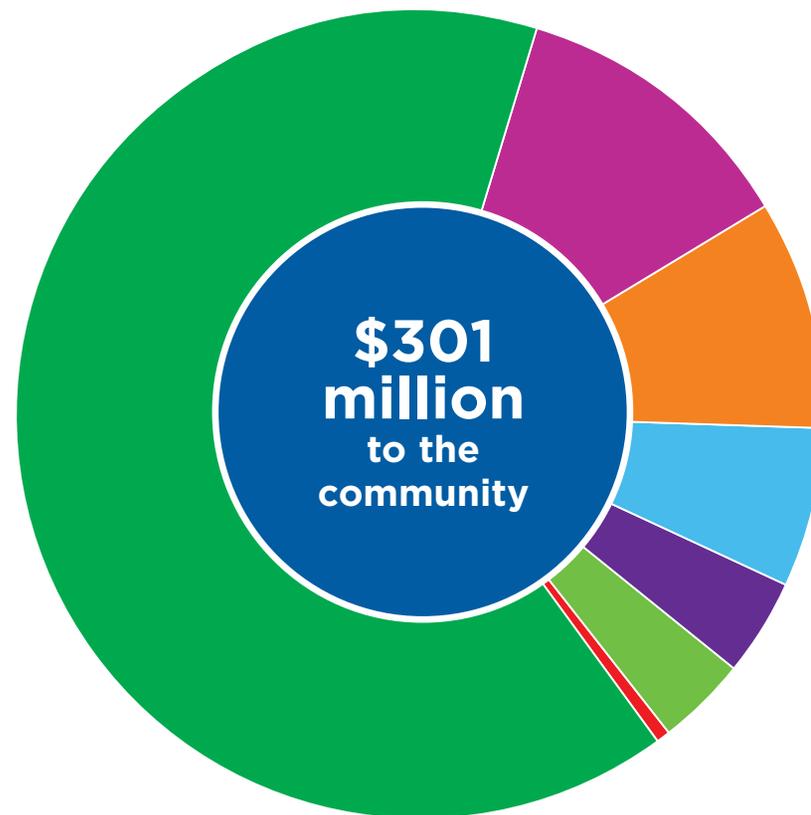
# OUR COMMUNITY IMPACT

As a leading clinical care provider, we have a responsibility to uphold principles that advance health inside and outside our walls. That means leveraging our influence, cultivated over more than 100 years, to continuously improve outcomes for those we serve, building stronger communities and leading the way in our field.

## OVERVIEW OF OUR COMMUNITY BENEFIT

In 2022, Children’s provided **\$301 million** to the community through benefits to our patients and their families. The services and programs offered can be broken down into seven areas:

- Unreimbursed clinical care | \$196.2 million
- Subsidized health services | \$34.6 million
- Lifesaving research | \$27.6 million
- Specialty pediatric services | \$19.2 million
- Wellness programs | \$11.8 million
- Physician training programs | \$10.8 million
- Cash and in-kind donations | \$800,000



### **Unreimbursed clinical care | \$196.2 million**

While the delivery of unreimbursed care is one way that we meet our community's needs, we also offer extensive programs and subsidized health services to augment care. In 2022, approximately 58% of our unique patients or more than 250,000 kids were on Medicaid, PeachCare for Kids or unable to cover the cost of their care.

### **Subsidized health services | \$34.6 million**

In an effort to ensure quality care for children of all ages in Georgia, we provided \$34.6 million in subsidized health services despite a financial loss to our organization. These services include, among others, the Trauma Program, Stephanie V. Blank Center for Safe and Healthy Children, Center for Cleft and Craniofacial Disorders, Marcus Autism Center and our clinical behavioral and mental health programs. Without Children's, these services would be unavailable in the community, the community's capacity to provide these services would be below the community's need, or they likely would become the responsibility of the government or another tax-exempt organization.

### **Lifesaving research | \$27.6 million**

We collaborate with Emory University School of Medicine, Georgia Institute of Technology and other academic institutions to advance pediatric medicine and pursue answers to perplexing medical conditions. In 2022, Children's managed more than 600 active clinical trials and more than 2,000 patients enrolled in clinical research. Throughout 2022, Children's provided \$27.6 million for lifesaving research in pediatric diseases and tracked more than 2,281 visit hours in the Children's Pediatric Research Unit.

### **Specialty pediatric services | \$19.2 million**

Our healthcare system goes well beyond traditional medicine to create healing environments specially designed for kids. In 2022, Children's provided \$19.2 million in special pediatric services, including child life specialists, chaplains, facility dogs, music therapy, family libraries, play areas and hospital-based classrooms that are important components to the care and healing of kids and their families.

### **Wellness programs | \$11.8 million**

Since Strong4Life was created in 2011 to fight childhood obesity, we've expanded our mission for child advocacy to include injury and illness prevention, child protection and preventative behavioral and mental health programs. We committed \$11.8 million to support children's wellness in Georgia. In 2022, we reached and served more than 813,000 Georgia children and worked with more than 825 schools and early childhood education centers. We trained more than 400 providers in 2022.

### **Physician training programs | \$10.8 million**

As the primary pediatric teaching site for Emory University School of Medicine and Morehouse School of Medicine, we provided \$10.8 million to train the next generation of caregivers, which included 539 residents and 216 fellows during the 2022-2023 academic year. There is a growing shortage of pediatric physicians and by training more in Georgia, more will likely stay in the state to practice and care for our growing needs.

### **Cash and in-kind donations | \$800,000**

The life-changing care provided at Children's is not limited to an exam room. In 2022, we committed \$800,000 in cash and in-kind donations to the community. These represent contributions, supplies and compensation paid to our employees away from normal job duties at Children's. This included time spent volunteering as camp counselors, logistics staff and medical providers at Camp Twin Lakes, which offers overnight summer camps for children facing serious illnesses, challenges and disabilities.

## PROVIDING AFFORDABLE CARE TO GEORGIA'S KIDS

Each year, Children's manages more than 1 million patient visits, serving families from all 159 counties in Georgia and every income level. We also provide hundreds of millions of contributions to the community through programs and services that benefit kids—including unreimbursed and charity care.

### A medical home for in-town families

Hughes Spalding Hospital, one of Children's three hospitals, is integral to our System's efforts to make specialized pediatric care accessible to all of Georgia's kids. Conveniently located in downtown Atlanta, Hughes Spalding serves as a medical home for children living in and around the city. In 2023, our dedicated team received more than **90,000** patient visits at this high-volume hospital. Around **90%** of these patients rely on Medicaid or are uninsured, and **92%** are Black or Hispanic/Latino.

Some of the programs and services offered at Hughes Spalding include:

- **Primary Care Clinic:** Having this clinic available close to home helps families stay up to date with well-child visits and avoid the emergency department for non-emergent care. The Primary Care Clinic is a National Committee for Quality Assurance (NCQA), Level III certified Patient Centered Medical Home that addresses the needs of the whole child by providing access to clinicians, behavioral and mental health professionals, nutritionists, social workers, financial counselors, and Health-Law Partnership (HeLP) attorneys.
- **Behavioral and mental health:** In 2023, the behavioral and mental health team managed **1,600** visits in the Emergency Department at Hughes Spalding. The Behavioral and Mental Health Integrated Care Program at the Primary Care Clinic helps increase access to behavioral and mental health experts in a community where the need is high. Within this program, a behavioral and mental health physician is integrated with a primary care physician to visit with patients and help identify concerns sooner and help connect children with resources before a crisis occurs. In 2023, these physicians performed **1,400** assessments in the Primary Care Clinic.

- **Sickle Cell Disease Clinic:** Children's has the largest comprehensive sickle cell disease program in the country. Sickle cell disease disproportionately impacts individuals and families who have reduced access to quality healthcare and face strong socioeconomic and educational disparities. At Hughes Spalding, kids have access to the comprehensive care they need, including the latest treatments to manage chronic pain, tailored to each patient's individual needs.
- **Asthma Clinic:** Compared to white children, Black children with asthma in our state are twice as likely to be hospitalized, four times more likely to visit the emergency department, and three times more likely to die. Hughes Spalding has a team specially trained to care for kids and teens with asthma and breathing problems, helping to identify triggers, educating families on asthma action plans and offering individualized treatment.
- **Diabetes Clinic:** Many patients at Hughes Spalding are impacted by the social determinants that influence health, which lead to obesity and the early onset of diabetes. The Diabetes Clinic provides coordinated, comprehensive care to help kids and their families manage this chronic, complex condition.
- **Adolescent Medicine Clinic:** Teens go through many physical and mental changes as they mature, and they can sometimes participate in risky behaviors or develop unhealthy habits. Our specialized team offers a safe place that supports teens' health and well-being.

## ENGAGING WITH CLINICIANS AND PROVIDERS ACROSS GEORGIA

We support local care across Georgia with programs designed to reach clinicians and practice providers where they are. Programs available to medical professionals include:

- **The Children’s Care Network (TCCN)** is Georgia’s only comprehensive pediatric clinically integrated network. It is a collaboration with independent providers to improve patient outcomes at a community level. Independent pediatricians face a range of challenges in today’s healthcare environment, causing fragmentation of care. TCCN was created through a partnership of community physicians — both primary care and specialists — and Children’s to strengthen pediatrics in Georgia and ensure better health outcomes for patients.
- **Project ECHO** hosts virtual clinics that teach advanced clinicians how to provide excellent behavioral health care to patients in their communities.
- **Telemedicine** makes it easier than ever to provide remote care to patients via audio and video technology. In 2023, our physicians facilitated more than **13,700** telemedicine consults with patients in every corner of Georgia, meaning less disruption and expense for families.
- **Physician-to-physician advice service** is available statewide.
- **The Children’s Healthcare of Atlanta Nurse Navigation Program** is a community-based model that integrates early childhood education with child health services. It aims to help families, caregivers and children overcome healthcare barriers, achieve disease self-management and establish a medical home.
- **School health services** allow Children’s to be a resource for school health professionals across Georgia. The Children’s regional school nurse coordinator serves as a contact for school health professionals and further collaborates with the Georgia Department of Education, the Georgia Association of School Nurses, the Georgia Department of Public Health and the Centers for Disease Control and Prevention to provide training, education, technical assistance and communication on clinical pediatric topics.

## PEDIATRIC CARE, DELIVERED

A collaboration between Children’s and Atlanta Ronald McDonald House Charities, the **Ronald McDonald Care Mobile®** is a fully functioning mobile medical clinic dedicated to bringing primary care to children where they live, learn and play. The mobile clinic, which operates as an extension of the Hughes Spalding Primary Care Clinic, is staffed by a nurse practitioner who provides health education, asthma care, school-required immunizations, health checks, sports physicals and more to children.

In 2023, we cared for **1,148** unique patients on the Ronald McDonald Care Mobile—**24%** of whom were uninsured—and provided services to 33 schools within the Atlanta Public Schools (APS) and Fulton County Public Schools (FCS) Systems, as well as other community partners.



## KEEPING KIDS HEALTHY AND SAFE BEYOND OUR WALLS

Children’s has a long history of advocating for children’s health in the community by providing education for families, providers, schools and other key stakeholders, while raising community awareness about issues impacting the health of our children.

As the child advocacy prevention arm of Children’s, **Strong4Life** is dedicated to keeping kids and teens out of our clinics, Urgent Care and hospitals. Our team of Children’s doctors, therapists, nurses, registered dietitians and other wellness experts is focused on helping families raise healthy, safe, resilient kids where they live, learn and play.

Parent-child relationships are important, but we know parents are not the only adults involved in kids’ and teens’ lives. That’s why, in addition to the resources for parents and caregivers on [Strong4Life.com](https://www.strong4life.com), our team is actively developing, implementing and enhancing programs throughout Georgia using our community prevention model. By training pediatricians, teachers, early care educators, faith-based leaders and other youth-serving professionals, we can leverage their existing platforms and resources to deliver evidence-based obesity prevention, injury and illness prevention, child protection, and behavioral and mental health messaging.

In 2023, Strong4Life reached more than **814,000** children, **856** clinicians, **906** schools and more than **16,000** key stakeholders.



### Obesity prevention

While childhood obesity rates in Georgia had improved since Strong4Life first launched in 2011, we’re once again seeing rising rates stemming from the pandemic. These growing concerns, along with new obesity treatment guidelines, became priority focus areas in addition to ongoing programs. Our team of registered dietitians and exercise physiologists continue to support pediatricians, schools, early care centers and other youth-serving organizations with our Foundations of Motivational Interviewing Program, School Nutrition Program, Challenge Program, Raising Healthy Eaters Program, Building Intentional Play into the Day Training and Out of School Time Program. In total, obesity prevention efforts in 2023 reached **566** providers, **210** schools, **94** early care centers, **59** campers and nearly **300,000** kids.

### Responding to new obesity treatment guidelines

In January 2023, the American Academy of Pediatrics (AAP) released new clinical practice guidelines on the evaluation and treatment of children and adolescents with overweight and obesity. The Strong4Life team trained 305 providers throughout the state on the new guidelines and began developing the **Strong4Life Fit Together** pilot program, which launches at the beginning of 2024.

## Injury and illness prevention

At Children's, we yearn for the day when our services are no longer needed, particularly when it comes to treating preventable injuries. Working closely with Emergency Department physicians who lead the Children's Injury Prevention Program (CHIPP), Strong4Life focuses on four key injury prevention pillars: water safety, child passenger safety, firearm safe storage and safe sleep. Our Project S.A.V.E. team also focuses on sudden cardiac arrest, bringing awareness and training to schools across the state. In addition to CHIPP and Project S.A.V.E., Strong4Life supports the Nurse Navigation Program and School Health Program (supporting school nurses) and serves as the lead agency for Safe Kids Georgia.

The injury and illness prevention team led expansive efforts in 2023, including:

- Providing parent health education to **241** participants
- Hosting a car seat check on national Injury Prevention Day serving **20** caregivers and children
- Hosting the first Injury Prevention Symposium with **70** attendees
- Distributing more than **250** firearm lockboxes at community events
- Training **1,380** school health professionals
- Teaming up with the Metro Atlanta YMCA, WABE and the City of Atlanta Parks and Recreation to create the **Atlanta Water Safety Coalition**
- Teaching **110** schools through the Teens in the Driver Seat Program



### Making schools Heart Safe

Designed to prevent sudden cardiac arrest in kids across the state, Project S.A.V.E. (Sudden cardiac arrest, Awareness, Vision for prevention, Education) brings automated external defibrillator (AED) and cardiopulmonary resuscitation (CPR) training to schools in every county in Georgia, giving them an opportunity to earn the Heart Safe School designation. Project S.A.V.E. hosted **521** CPR/AED trainings last year, certifying a total of **5,630** participants and helping to protect more than **101,400** kids in Georgia.

## Child protection

Through the [Stephanie V. Blank Center for Safe and Healthy Children](#) at Children’s, our child advocacy team trained nearly **300** caregivers and more than **900** youth on online safety, more than **200** professionals on mandated reporting, and more than **300** professionals on the medical aspects of physical and sexual abuse. We also hosted **327** attendees at the Georgia Conference on Child Abuse and Neglect: From Prevention to Intervention.



## Behavioral and mental health

Our Systemwide focus on mental health care includes efforts that allow us to reach parents and caregivers directly through the [Raising Resilience](#) initiative as well as continue to support clinicians, schools, early care centers, faith-based organizations and other youth-serving groups through resilience-building programs. Our behavioral and mental health programming reached a total of **154** clinicians, **163** schools, **39** early care centers, **5** faith-based organizations and more than **117,000** kids in 2023.



*Erin Harlow-Parker and family*

## CHANGING THE NARRATIVE ON SUICIDE

In 2023, the Atlanta City Council proclaimed May 1 as “Strong4Life Raising Resilience Day.” The designation is a testament to our community’s support for our efforts to equip kids and teens with skills to cope with challenges, manage stress and make healthy choices. Just weeks before accepting the designation on behalf of Children’s, advanced practice registered nurse Erin Harlow-Parker sat down to share [her family’s story](#). Erin’s husband and former MARTA CEO Jeff Parker—who she was with for more than 35 years—was her best friend, her favorite travel buddy, and an amazing dad. In January 2022, the Parker family suffered a devastating loss when Jeff died by suicide. Erin has worked in child and adolescent psychiatry for more than 30 years, and suicide prevention has been an area of her expertise for more than a decade, which she says made sharing Jeff’s story even more important. Erin’s video and Hope and Will podcast episode launched in September in honor of National Suicide Prevention Month.

*“When we first learned that Jeff had died, I wanted the right story to be told. I couldn’t save Jeff, but calling it what it is from the get-go—saying ‘suicide’—was an opportunity to educate and to decrease stigma.”*

—Erin Harlow-Parker

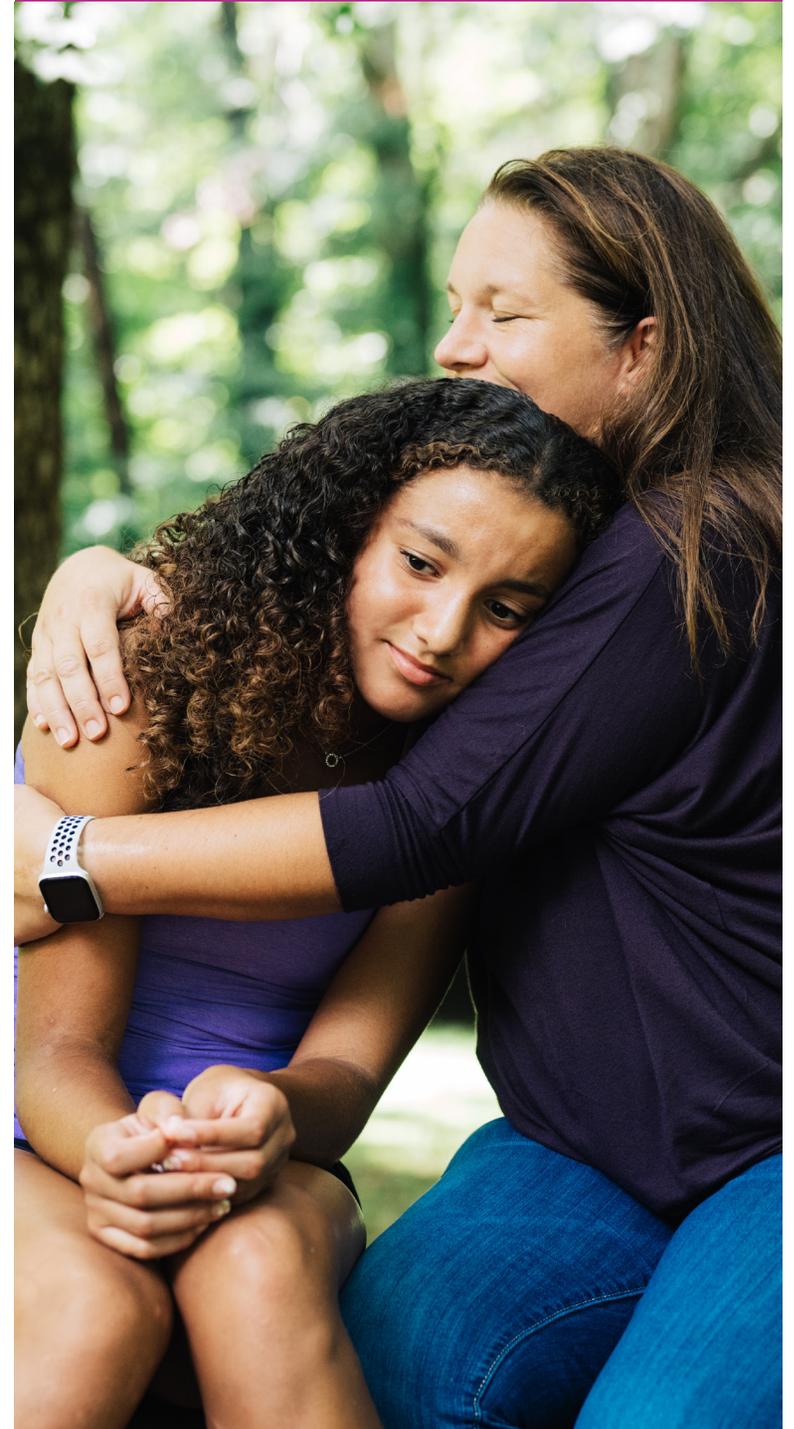
## SHAPING THE FUTURE OF BEHAVIORAL AND MENTAL HEALTH CARE

At Children's, we understand that behavioral and mental health are key to a child's overall well-being. And we're committed to addressing the growing demand for services to manage these increasing concerns impacting children today. We want to change the trajectory of the youth mental health crisis by partnering with our community to build a network of sustainable care for kids.

To be successful, we have to reach kids before they're in crisis. By providing access to a full continuum of care—prevention, intervention and crisis recovery services—we can help mitigate risk and support mind, brain and behavioral development throughout childhood. Our team of psychiatrists, therapists, psychologists and other pediatric behavioral and mental health specialists utilizes a holistic, family-centered approach to care and evidence-based treatment methods. This, combined with a collaborative use of existing community resources and training for parents, providers and schools, will allow Children's to continue striving to reduce stigma, lower the rates of depression and anxiety and instill resiliency in our kids.

### Leading the conversation on behavioral and mental health

To lead our efforts to confront the rise in behavioral and mental health issues in children and adolescents, Children's recruited John Constantino, MD, as the new chief of Behavioral and Mental Health in 2022. An expert partner and ally, Dr. Constantino's published research is among the most highly cited in his field, and his holistic approach to mental health has had industry-wide impact. His vision for the future is to create and innovate an equitable, inclusive and evidence-based behavioral and mental health program for Children's and the kids of Georgia.





## BROADENING THE POOL OF SKILLED MENTAL HEALTH PROVIDERS

To address the shortage of qualified pediatric mental health professionals in Georgia and beyond, Children's has partnered with the Nell Hodgson Woodruff School of Nursing at Emory University and the Liz Blake Giving Fund to develop a scholarship program to expand and equip the next generation of mental health professionals. The Blake Scholars Program will provide full tuition for nurse practitioners with an interest in child and adolescent behavioral and mental health to pursue a post-graduate certificate in psychiatric mental health nursing at Emory. Graduates of the Blake Scholars Program will be considered for pediatric psychiatric mental health nurse practitioner positions at Children's, including the new Zalik Behavioral and Mental Health Center.

## Expanding access to care with new center

Children's new Zalik Behavioral and Mental Health Center is dedicated entirely to pediatric behavioral and mental health. Since opening in October 2023, the center serves as a central location for Children's providers and community partners to come together to deliver evidence-based care to kids throughout Georgia. Offering crisis recovery services and a comprehensive outpatient treatment program, the center will allow us to advance Children's efforts to become a national model for caring for the whole child—body and mind.

While currently available only to internal referrals, these services are offered both via telehealth and in-person, and include medication management, psychiatric assessments, referrals to community care and bridge care for patients with acute psychiatric needs awaiting long-term treatment within the community. In addition to our Behavioral and Mental Health Clinic at North Druid Hills, the Zalik Center will provide a balance of prevention and outpatient treatment services, with crisis recovery services supported by training support from The Hope Institute. It will allow us to advance a statewide ecosystem for the support and protection of kids' healthy mind and brain development.



## CARING FOR OUR COMMUNITY

We are Georgia's trusted pediatric provider not only because we deliver quality healthcare, but also because of our commitment to care for the community we call home. We're committed to doing everything possible to make anything possible for kids. That includes taking advantage of opportunities beyond our walls to assist, inspire and encourage kids as they pursue their dreams.



## AN EMERGING SPORT: GIRLS' FLAG FOOTBALL

Children's is dedicated to empowering girls in sports and using our expertise to help keep players on the field. That's why we are teaming up with the Atlanta Falcons to support girls' high school flag football in the state of Georgia. Together, we are working to identify and solve barriers to play, including donating \$5,000 in 2023 to supply equipment to two schools in need. In addition, Children's attended the National Association of Intercollegiate Athletics (NAIA) Showcase, and our trainers were on-site at the Girls Flag Football Allstar Game and a free clinic at Flowery Branch earlier this year that attracted over 200 athletes and 75 coaches from around the state.

The continued growth of girls' flag football has opened the door to additional NAIA college scholarships for female athletes that didn't previously exist. With organizations like the Falcons and Children's offering support to help grow the game, we are hopeful that more schools will offer scholarships to these amazing female teen athletes in the future.

## Engaging our community

Children’s Community Engagement team connects us to our community, building awareness for the pediatric care and specialty services Children’s offers, while also supporting the needs of the community by providing resources for children and families, including trainings, Strong4Life materials and sponsorships. When the Children’s Community Engagement team isn’t providing resources, they’re making it easier for people and organizations in Georgia to give back to the kids we serve.

“*As Community Development Officers, we exist to educate, influence and encourage our communities. Some days we’re celebrating with a child who asked birthday guests to bring toys for our patients, and others we’re informing community leaders about our mission and providing them with the tools needed to advocate for kids in their communities. Our work takes many forms, all of which strengthen our bond with our community.*”

— Pam Younker, Community Development Officer



Left and above, Strong4Life Superhero Sprint

Strong4Life in community events, including health fairs, festivals, 5K walk/runs and more. Our involvement in these events is one way we deliver key campaign messages, promote specific programs, and build relationships with community partners and stakeholders. In 2023, Strong4Life supported 50 of these events, reaching an estimated **21,500** people with healthy habits messaging. In addition to supporting events in the community, Strong4Life also hosts an annual 5K and 1-mile fun run each summer. In 2023, the Strong4Life Superhero Sprint welcomed nearly **1,100** race participants.





### Riverfest 2023

Children's sponsored **Riverfest**, engaging close to 30,000 attendees over the weekend through games promoting healthy habits.



### Raising awareness for autism

Every Saturday throughout the month of April, members of the **Johns Creek Fire Department** engaged with shoppers at local grocery stores to raise awareness for autism and collect donations for Marcus Autism Center.



### Supporting inspiring athletes

Children's sponsors athletes from the Atlanta metro area who have excelled in sports and in life while overcoming tremendous challenges. **Positive Athlete** is a recognition program that celebrates high school student-athletes and coaches who give back to their schools and communities in a significant way, either through their athletic accomplishments, character or positive attitude.



### Engaging local groups

Seven hundred mothers from **Jack and Jill** chapters across the Southeast collected snacks, personal care items, books and more to provide to patients at Hughes Spalding Hospital. Lovette Russell, Chair of Hughes Spalding Hospital Advisory Board, is pictured above.

## Creating a culture of caring

There's a common thread that unites all Children's employees. Each is committed to caring—for our patients, their colleagues, neighbors, family and friends. We encourage our team to fulfill their passion for giving back and offer opportunities for them to come together to serve our community.



## Making an impact

Just as they do each and every day at Children's, on Service Day, more than 200 administrative staff played a vital role in helping us care for our community's kids and families. These nonclinical team members made an impact by volunteering at local nonprofits, including Open Hand, Hope Atlanta, Books for Africa, Mercy Care and Atlanta Community Food Bank. Volunteers also helped at Hughes Spalding and Egleston hospitals.



Michael Heard, Advanced Technologies Coordinator, and James Fortenberry, MD, Chief Medical Officer and Medical Director of Pediatric ECMO, join former patient, Evan, and his family. In 1996, Evan was on ECMO for more than 30 days, a record for Children's at the time.

## CREATING LASTING CONNECTIONS

When you've dedicated your career to caring for kids and their families, there is nothing more rewarding than seeing firsthand how they are thriving thanks to the support they received at Children's. We celebrate the incredible patients who have graduated from our care, and we honor the employees who made their healthier tomorrows possible, at our yearly reunions. These events are an opportunity for patients and families to reconnect with our staff and other patients who faced the same challenges. And they are an opportunity for our team to see what an impact they've made thanks to their unwavering commitment to our Mission. "Through this event, we get to see kids who are now playing sports, looking forward to prom, graduating high school and more. It's so touching to know that we played a role in helping them be able to experience these moments," said Joel Davis, advanced technology coordinator and reunion organizer for the Extracorporeal Membrane Oxygenation (ECMO) Center team in the Children's Heart Center.

## IMPROVING ACCESS TO CARE IN RURAL GEORGIA

Children’s is dedicated to improving access to pediatric care for all of Georgia’s kids—no matter which county they call home. We are actively working with local partners to improve access to pediatric services, providing the specialized clinical knowledge needed to support programs that address the current and future needs of rural families.

In 2023, Children’s served more than **32,000** kids from rural counties for a total of more than **77,000** patient visits. Our pediatric-trained transport team provides critically ill infants, children and teens from rural Georgia with access to specialized hospital care and treatment. In 2023, we transported **311** patients from 66 rural counties. Children’s Cardiology saw **9,335** patients from 119 rural counties in 2023, and there are 23 Children’s Cardiology clinics throughout Georgia.

Children’s has made a significant financial pledge commitment to Atlanta Ronald McDonald House Charities to allow them to further their mission of nurturing the health and well-being of children and families and providing a home away from home for those who must travel to Atlanta for healthcare.

In addition to our specialized pediatric care, we have reached children in 103 rural counties with our prevention programs.

[To learn more about our ongoing commitment to rural health, click here.](#)



Alex, from Franklin County, received specialized care at Children’s.

### Care close to home

Working with Mercer University School of Medicine (MUSM) and the Georgia Rural Health Innovation Center (GRHIC), Children’s launched a major initiative to improve access to pediatric healthcare in Georgia’s 120 rural counties. Funded by a dedicated and long-term sustainable fund of \$200 million that the Children’s Board of Trustees allocated in 2022, Children’s is supporting MUSM and GRHIC as they establish pilot programs with rural hospitals and pediatricians. These pilot programs include:

- **Rural hospital support:** Rural hospitals currently face a challenge in their ability to treat and keep pediatric patients in their communities. Through the Kids Alliance for Better Care (KidsABC), rural hospitals receive the training and support needed to better respond to pediatric patients in their emergency departments. Participating sites undergo a process that includes an initial assessment to assess staff competency, facility readiness, and the presence of pediatric-focused clinical guidelines. In the pilot’s inaugural year, the project included eight rural hospitals.

- **Rural pediatrician support:** Rural pediatricians are often isolated with little access to subspecialty support, after-hours support and regular clinical updates. This initiative provides physician-to-physician telehealth support and offers provider training. MUSM conducts an assessment to determine core training needs. This project initially involves five rural pediatricians. In addition, Children’s clinicians have prepared more than 550 educational handouts with helpful resources in more than 20 specialties. These are available [online](#) and accessible to rural pediatricians to share with their patients and families. We also supported MUSM in the launch of the Pediatric Advancement Speaker Series on topics including infectious disease, behavioral health, cardiology and obesity.
- **Behavioral and mental health support:** Behavioral and mental health support continues to be identified as an urgent need across the country, with a specific need to create access points for rural providers and schools to connect to mental health professionals. MUSM and Children’s work with schools, pediatricians and hospitals to develop a comprehensive approach to pediatric mental health, initially in two communities with virtual mental health services and a focus on suicide awareness and prevention.



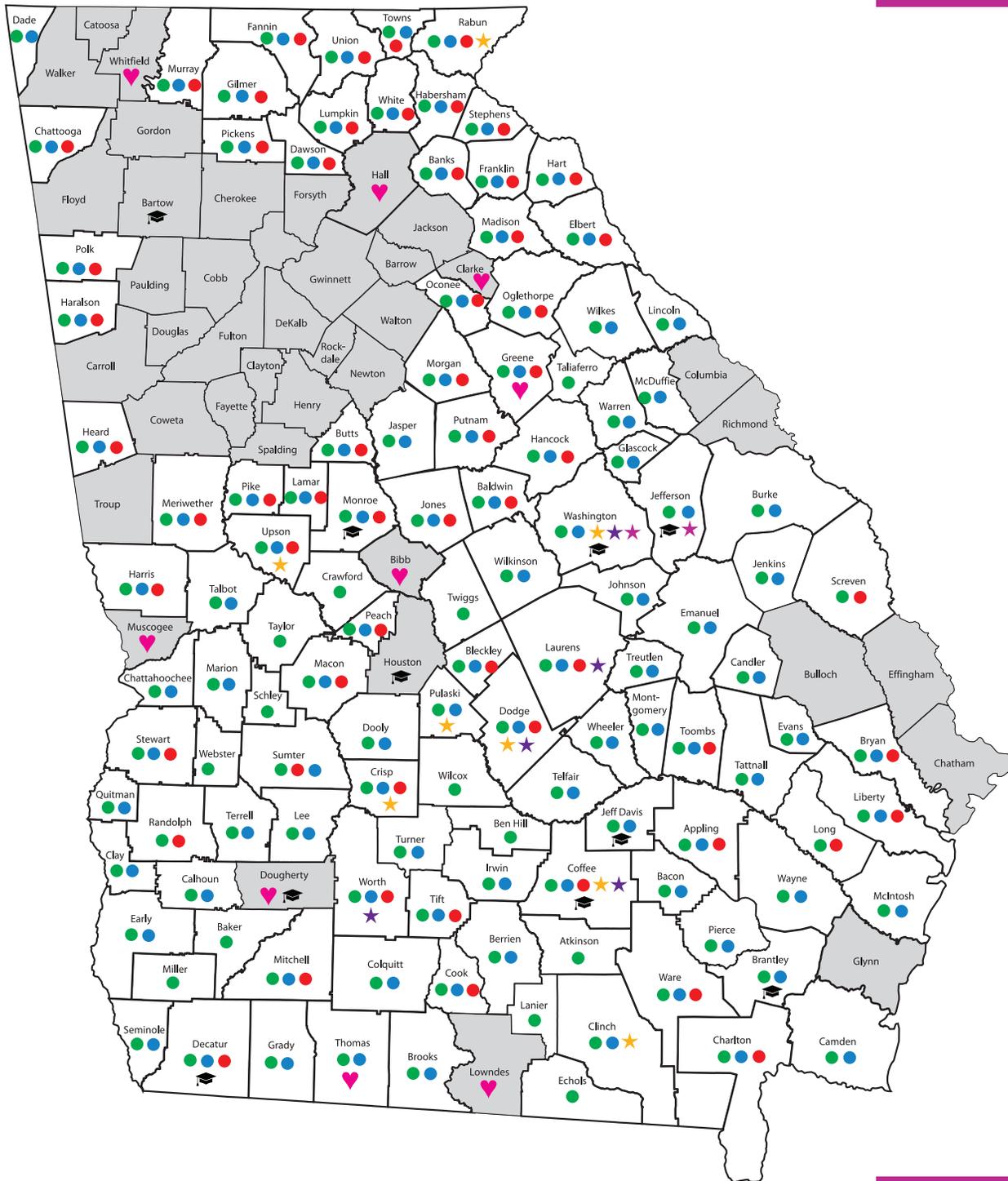
- **Rural access line pilot:** In 2023, Children’s implemented a direct line for rural providers participating in KidsABC to seek consultative support from Children’s pediatric specialists.



Members of the inaugural class of scholars visit Children’s

## Meeting the rising demand for rural pediatricians

Given the need for more pediatricians in these rural and medically underserved areas, Children’s funded **10 full-tuition scholarships** in 2023 through a program at MUSM for medical students specializing in pediatrics who commit to serving in rural Georgia for at least four years after residency. We have committed to funding 10 additional scholarships in 2024.



## OUR REACH IN RURAL GEORGIA

- All 120 rural counties
- Non-rural counties
- Kids from rural Georgia receiving clinical care from Children's
- Children's locations outside metro Atlanta
- Home counties of rural patients transported
- Rural counties served by Children's prevention programs
- Home county of Rural Pediatrics Scholarship Program recipients
- Rural Hospital Support
- Rural Pediatrician Support
- Behavioral and Mental Health Support

Patient data from 2022.  
 Rural counties in Georgia are defined by the State Office of Rural Health, a division of the Georgia Department of Community Health, as those with total populations of less than 50,000 people.



## INVESTING IN TOMORROW'S TREATMENTS TODAY

Striving to ensure a bright, healthy future for Georgia's kids means never settling for what's working today. New illnesses emerge and treatments advance—it's up to us to stay one step ahead. At Children's, we keep pushing because the promise of one more discovery and one more life saved is always on the horizon. And we know that clinical research is our best path forward.

When it comes to developing more effective treatments, creating medical devices and discovering cures for disease, we believe the more top minds involved, the better. Fortunately, Atlanta is home to some of the leading academic and scientific institutions in the country. Children's has fostered affiliations with Emory University, Georgia Institute of Technology, Morehouse School of Medicine and others over several decades.

**Emory University School of Medicine Department of Pediatrics**, the primary academic partner of Children's, is ranked **No. 5** for federal research dollars from the National Institutes of Health (NIH) in 2023 for pediatric departments. In 2023, Children's and Emory conducted **125** new clinical trials, enrolled more than **2,600** patients in clinical research, and tracked more than **1,900** hours of patient visits in the Children's Pediatric Research Unit. Looking ahead, Children's and Emory will continue advancing research efforts, with an increased focus on emerging infectious diseases and behavioral and mental health.

Through our collaboration with **Georgia Tech**, Children's is also helping advance medical technology. This includes the use of 3D printers to create new, lifesaving surgical devices.

Affiliations like these put Georgia at the forefront of pediatric medical discovery, furthering our state's reputation for excellence in research. This will allow us to continue to attract top researchers and clinicians who will help us meet the healthcare challenges of tomorrow and better care for kids today.



## CHAMPIONING MEDICAL ADVANCEMENTS THAT WILL CHANGE PATIENT'S LIVES

### Helping kids overcome severe peanut allergy

Children's researchers proved the safety and efficacy of epicutaneous immunotherapy (EPIT) for children ages 1 to 3 years who have been diagnosed with peanut allergy. [Study results](#), published in the New England Journal of Medicine, show that 12 months of treatment with DBV Technologies' Viaskin™ Peanut patch desensitized toddlers to peanuts, decreasing the chance of experiencing an allergic reaction after an accidental peanut exposure. Brian Vickery, MD, Director of the Food Allergy Program at Children's, is a co-author on this publication, having participated as a site Principal Investigator in this global study.



### Accelerating diagnostics for serious diseases

The NIH's National Institute of Biomedical Imaging and Bioengineering (NIBIB) selected Children's, Emory and Georgia Tech to lead the newly established NIBIB Innovation Funnel Validation Center. The center seeks to accelerate healthcare diagnostic innovations for a variety of high-priority diseases.

### Getting novel treatments to patients sooner

Children's was selected by the Patient-Centered Outcomes Research Institute (PCORI) as one of 42 health systems nationwide to carry out a pioneering initiative to accelerate the implementation of practice-changing research results in clinical care to improve patients' outcomes. The ultimate goal is to cut the estimated 17-year lag between publication of research results and the translation of these findings into treatments shown to improve patient outcomes.



## Developing tools to hasten autism diagnosis

Researchers from Marcus Autism Center, a subsidiary of Children's, developed a new eye-tracking tool that can help clinicians diagnose autism earlier. Two published studies demonstrate that measuring children's looking behavior predicts expert clinical diagnosis of autism in children between ages 16 to 30 months with a high degree of accuracy. The ability to diagnose autism earlier will help jumpstart effective support for the child and their family.



For more than two decades, Warren Jones, PhD, lead author, Director of Research at Marcus Autism Center and co-author Ami Klin, PhD, Director of the Marcus Autism Center, have studied “social visual engagement”—how children look at and learn from their surrounding social environment—and how this differs in children with autism. “The far-reaching implications of these results may mean that children who currently have limited access to expert care, and face two or more years of waiting and referrals before finally being diagnosed at age 4 or 5, may now be eligible for diagnosis between the ages of 16 and 30 months,” said Dr. Klin, who is also Division Chief of Autism and Developmental Disabilities at Emory University School of Medicine. “In addition, this technology measures each child’s individual levels of social disability, verbal ability and non-verbal learning ability, which is critical information for clinicians when developing personalized treatment plans to help each child make the greatest gains.”

*For more information about research at Children's, [click here.](#)*



# ENVIRONMENTAL SUSTAINABILITY



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As an organization, our commitment to our community extends far beyond patient care. That's why we've made sustainability a key consideration in our day-to-day operations and our plans for future growth. At Children's, we believe that helping ensure healthier tomorrows for our kids means striving to be good stewards of our environment today.



## BUILDING RESPONSIBLY TO REDUCE OUR ENVIRONMENTAL FOOTPRINT

As our System grows to meet the rising demand for pediatric specialty care, we uphold our commitment to build better, using modern methods and technologies that contribute to a healthier environment.

In 2010, Children's **Hughes Spalding Hospital** was the first hospital in Georgia to earn Leadership in Energy and Environmental Design (LEED) Gold Certification. LEED is the world's most widely used green building rating system. Developed by the U.S. Green Building Council, LEED certification provides a framework for healthy, highly efficient, and cost-saving green buildings, which offer environmental, social and governance benefits.

- Our **Center for Advanced Pediatrics**, the first building to open on our North Druid Hills campus, earned LEED Gold certification in 2019.
- The **Support Center**, which opened in late 2019 on the North Druid Hills campus, earned LEED Silver certification in 2021.
- **Arthur M. Blank Hospital** is on track to earn LEED Certification upon opening in September 2024.

The new Arthur M. Blank Hospital sets a high standard for smart construction that will allow us to reduce our environmental footprint and operate in a more sustainable manner in the years ahead, with special attention given to water conservation, smart building techniques, recycling and reducing waste. Key environmental considerations taken during the planning and building of Arthur M. Blank Hospital include:



**Low-carbon-content** concrete, expected to reduce greenhouse gas emissions by **5 to 10%** compared with traditional concrete



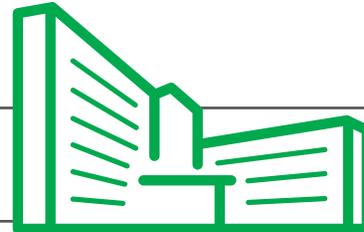
Diversion of **85%** of the construction waste stream from landfills by recycling and reclaiming as much usable material as possible from previously existing campus buildings



**Low-emitting materials,** from ceilings to floors, reduced the amount of heavy metals like mercury, lead, cadmium and copper in our building



More efficient plumbing fixtures, which will **reduce water** use by more than **20%**



**Arthur M. Blank  
Hospital**



**Reflective roofing** and top coating of the parking decks to **reduce heat** island effect or elevated temperatures surrounding buildings and hard surfaces



**Energy-efficient** air conditioning and lighting systems reduce energy use by over **5%**



**LED lighting** in all new facilities and retrofitting existing buildings will make our campus **more energy-efficient**. To date, we have retrofitted six facilities with LED lighting



## SUPPORTING A MORE SUSTAINABLE, GREEN COMMUNITY

According to the National Forest Service, Atlanta is the most heavily forested urban area in the country. At Children's, we're proud to uphold this commitment to maintaining the canopy of green that makes our city not only more beautiful, but healthier, too. We designed our expanded North Druid Hills campus to be a healing environment for our patients and families, as well as a green hub within the city that will help filter stormwater, reduce the urban heat island and increase biodiversity. It will feature:

- **20** acres of greenspace and gardens
- **3** miles of walking trails
- **1,200** new trees and shrubs native to Georgia, which will require **50%** less water than non-native plants
- Reduced amount of kudzu, English ivy and other invasive plants taken from the buffer and the streambank of North Peachtree Creek tributary, with the help of Trees Atlanta

Morrison Healthcare, one of Children's food distribution vendors, is partnering with **The Common Market Georgia** to increase purchases of locally sourced fruits, vegetables and other value-added goods. The Common Market Georgia is a nonprofit local food distributor with a mission to connect communities with good food from sustainable family farms, working to improve food security, farm viability, and community and ecological health. In 2023, Egleston Hospital and Scottish Rite Hospital purchased more than **5,000 pounds** of food from The Common Market.

In addition to providing a more sustainable food option to our hospitals, Morrison also works with **Second Helpings Atlanta**, a food rescue organization that collects surplus food and delivers it to those in need, with the dual goal of reducing food waste and hunger in metro Atlanta.



## REDUCING WASTE

### Paper

Since 2011, Children's has contracted Iron Mountain to store, protect and dispose of our paper documents. One hundred percent of Iron Mountain's shredded paper is recycled into new paper products, avoiding the environmental impacts of making virgin paper. In 2023, Iron Mountain shredded and recycled more than **450** tons of Children's documents, the equivalent of nearly **11,000** trees preserved.

As part of the move to the new Arthur M. Blank Hospital, we are enforcing a **Path to Paperless** plan that will result in paper documents being purged, converted or retained. Similar programs were implemented in previous office moves, with the goal of reducing our teams' reliance on paper.

### Electronics

As we strive to remain in step with the rapid pace of technological advances, we are careful to do so responsibly, initiating best practices that allow us to maximize the lifespan of our electronic devices by reissuing them or reselling them. When they are no longer operable, we repurpose them by recycling them or using them for parts. In 2023, we have:

- Reissued approximately **300** computers
- Recycled around **8,200** electronic devices

By working with a recycling vendor certified by the Sustainable Electronics Recycling International (SERI) with an R2 certification—the highest possible certification available worldwide—we can help ensure that none of our e-waste ends up in a landfill.



## FACILITATING ALTERNATIVE TRANSPORTATION

We are helping limit air pollution and reduce our carbon footprint by making it easier for our visitors and staff to utilize alternative means of transportation to and from our campuses.

- We have **28** electric car charging stations at our current locations.
- Arthur M. Blank Hospital will have **43** dual charging stations to serve **86** vehicles.
- We have added electric and alternative fuel vehicles to our fleet. Most of our courier vehicles are hybrid and all will be hybrid or electric by 2025.
- Our campuses are accessible via shuttle buses and within proximity to **MARTA** services, connecting us to transit hubs citywide.



# Children's

SHAPING THE  
FUTURE



## SHAPING THE FUTURE

Our not-for-profit healthcare System has come a long way since it opened its doors more than 100 years ago. It has been transformed again and again, each time with the sole purpose of meeting the changing needs of our growing community. Opening on Sept. 29, 2024, the new Arthur M. Blank Hospital and the expanded North Druid Hills campus will allow us to make a positive impact on the lives of all families who call Georgia home for generations to come.



## CARING FOR THE NEXT GENERATION OF GEORGIA KIDS

Arthur M. Blank Hospital is more than a new facility. It's 2-million-square-feet of progress in our effort to deliver cutting-edge care to kids here at home and shape the future of pediatric care nationwide. After the opening of Arthur M. Blank Hospital, Children's will no longer operate Egleston Hospital, while Scottish Rite Hospital and Hughes Spalding Hospital will remain key care facilities within the Children's System.

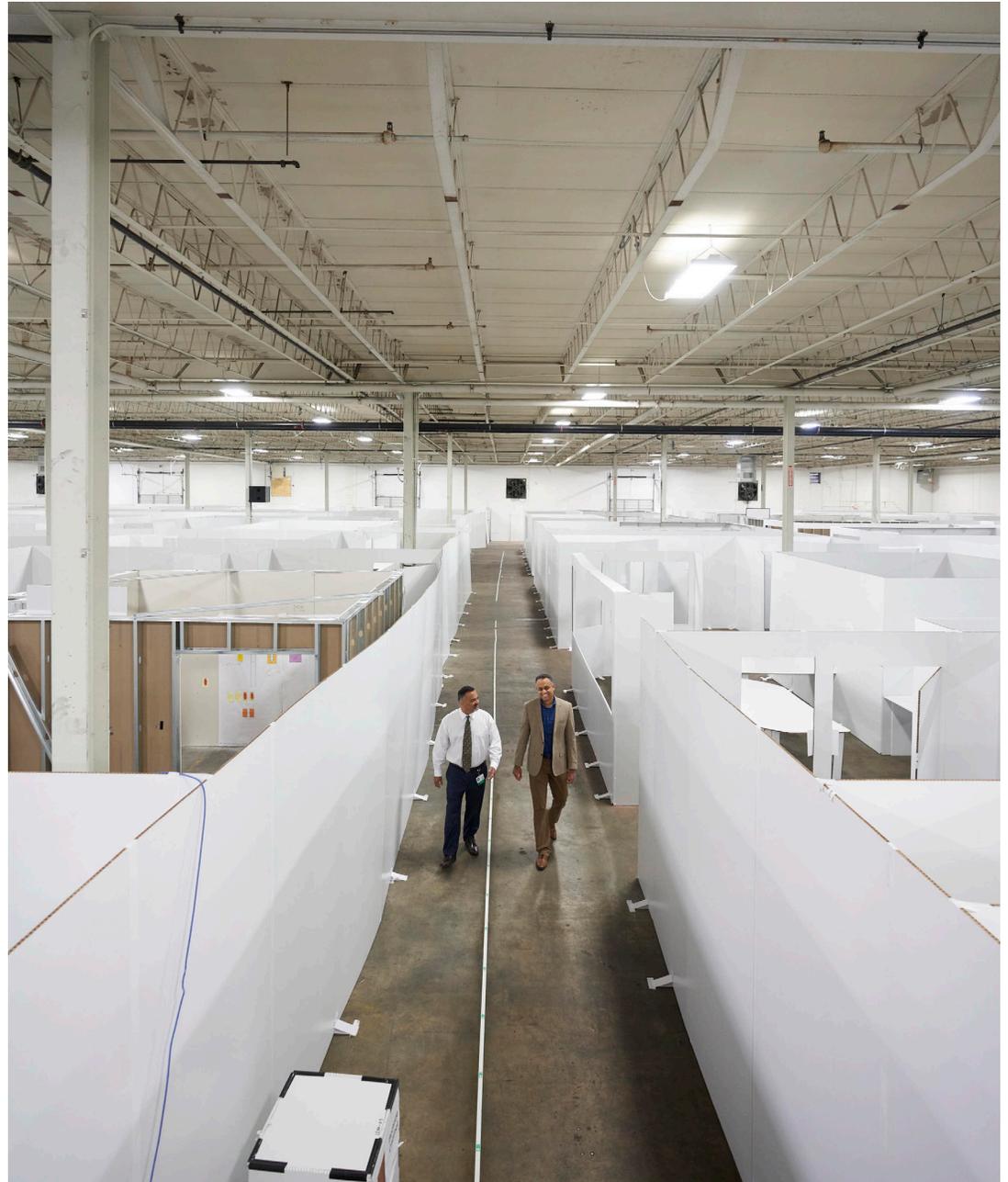
Thoughtfully designed with input from patients, families, staff and community members, Arthur M. Blank Hospital will feature:

- **446** patient beds—116 more than Egleston Hospital—making us one of the largest pediatric hospitals in the nation and allowing us to be well-positioned as the region grows and our approaches to treatment change over time
  - **70%** of beds will be dedicated to critical care and specialty services
  - **20%** of patient rooms will be devoted to the Aflac Cancer and Blood Disorders Center to meet the nearly 6% rise in new pediatric cancer diagnoses over the last three years
  - **35%** more patient beds overall
  - **80+** beds dedicated to pediatric cardiac care
- More family-friendly spaces, including larger, private rooms so parents can comfortably stay with their kids, as well as added amenities on-site like washers and dryers, family lounges and kitchenettes on every floor
- **69** emergency exam rooms, six trauma rooms, **22** state-of-the-art operating rooms, including three dedicated cardiac ORs, and a direct exit off of I-85 to our emergency department, which will allow our team to respond to emergencies faster
- Specially designed playgrounds, playrooms, libraries and school support spaces will have all of the extra touches that allow kids to feel like kids

## DEDICATION THAT PROMOTES GROWTH

When it opens in September 2024, Arthur M. Blank Hospital will be a giant leap forward in our quest to provide all Georgia kids access to the quality pediatric care they deserve. This facility is the culmination of years of thoughtful planning and hard work. And it is a testament to the dedication of our team. Today and always, our people are integral to our progress.

More than 1,000 employees, both clinical and non-clinical, were involved in the hospital design process. This included taking part in the creation of a full-scale cardboard mock-up of the future floor plans, which was used to evaluate the functionality of each space. Clinical teams attended scenario-based care sessions in this **"cardboard city"** to assess design components, focusing on safety for patients and staff, workflow efficiencies, sightlines and communication pathways during both routine and emergency care procedures.



Since 2022, we have increased our focus on the logistics of moving and implementing services from this new space. There are nine transition committees supporting this process:

- Transition planning
- Move planning
- Information Systems and Technology (IS&T) for hospital and clinics
- Patient care
- Surgical
- Ancillary
- People and communications
- Support services
- IS&T/Planning Design and Construction (PD&C)

Additionally, to help facilitate information-sharing among frontline teams, we have launched the Arthur M. Blank Hospital **AMBassador Program**. AMBassadors are peer-level communication liaisons who are equipped with monthly toolkits and are tasked with bringing news, updates and engagement opportunities from the Hospital Planning Directors to the teams impacted by the move.

To ensure we are equipped to provide the best possible care from the moment we open our doors, our Workforce Planning team has been assessing our workforce needs, filling open positions for providers and staff to accommodate our expanded patient population. Nearly **10,000** employees will complete required training to make the transition to the new hospital as smooth and efficient as possible.



Arthur M. Blank Hospital and the North Druid Hills campus are just part of our long-term goal to expand our reach, support our research and transform the future of pediatric care. We're confident that, with the incredible effort, expertise and collaboration demonstrated by our team, we can continue to set the bar high and make our vision a reality.



## PROPELLING RESEARCH

The North Druid Hills campus and Arthur M. Blank Hospital will help accelerate our research efforts by creating dedicated space for breakthroughs to happen. This includes:

- A **pediatric research** unit at the Children's Center for Advanced Pediatrics, which opened in 2018, that includes a lab devoted to breathing and airways to support research in pulmonology, allergies and immunology, cystic fibrosis and sleep
- A state-of-the-art **conference center** within the new Clinic Building to enhance educational and simulation-based training
- Utilizing **3D printing** that helps create lifesaving treatment options

## SERVICES OFFERED AT ARTHUR M. BLANK HOSPITAL

Arthur M. Blank Hospital will house the following clinical specialties:

- Aflac Cancer and Blood Disorders Center
- Heart Center
- Transplant services
- Infusion Center
- Emergency Department
- Outpatient lab
- Radiology

Additionally, Arthur M. Blank Hospital will be a home for groundbreaking new innovations and services. There will be a Special Care Unit for the treatment of patients with highly infectious diseases, three cardiovascular operating rooms and an inpatient dialysis unit.





## BREAKTHROUGHS HAPPEN HERE

Designed to accommodate tomorrow's innovations, therapies and technologies, Arthur M. Blank Hospital will be home to a good manufacturing practice (GMP) compliant advanced cell and gene therapy lab scheduled to open in 2025. The lab will manufacture and deliver cellular therapies to patients through clinical trials offered by the **Marcus Center for Advanced Cell and Gene Therapies**.

Cell therapy uses cells, derived from a patient or healthy donor, to treat various diseases and conditions. With the manufacturing lab in-house at the new Arthur M. Blank Hospital, patient wait times will be reduced by half for some cell treatments, as the cells will not need to be transported from various other locations around the country. Children's will be among a limited number of pediatric facilities using cell therapies for regenerative medicine, or the rebuilding of diseased or damaged tissues, as well as immunotherapy, which alters the body's own immune system to fight disease.

At Children's, we know that inspiring and equipping the healthcare leaders of tomorrow is key to helping ensure Georgia's kids have access to the quality specialty care they need, when they need it. The North Druid Hills campus and Arthur M. Blank Hospital were designed to promote collaboration, discovery, compassionate care and clinical excellence. Highlights include:

- **Training space** for 600 fellows and residents
- **Graduate Medical Education suite** with a medical library, ample meeting and lecture space
- **Collaborative spaces** dedicated to hosting meetings and medical education conferences



## FOSTERING PROGRESS

Children's expanded System will be a positive addition to our community, not just for patients and families, but for all Georgians. By creating an environment that promotes collaboration and discovery, we can continue to attract top talent across disciplines, which will further our reputation as a hub for innovation and excellence.

The completion of Arthur M. Blank Hospital is expected to bring up to **4,500** additional workers to the campus. With our growth comes more local job opportunities for those seeking a rewarding career. Approximately **1,000** of those workers will be hired for newly created positions, a challenging endeavor in the currently tight healthcare labor market. An important focus of our recruiting efforts is centered on new graduate nurses, but Children's recruiting teams are hiring for a wide range of roles, from environmental services and janitorial staff to anesthesiology clinicians and other specialists.

Most importantly, as our footprint expands, so does our community's confidence and sense of security knowing that no matter what healthcare challenges come our way in the future, Children's is looking out for Georgia's kids.





**Children's**<sup>SM</sup>  
Healthcare of Atlanta

**IMPACT  
REPORT**

**2023**

**CARING  
FOR ALL OF  
GEORGIA'S  
KIDS**

