

2020 CHaD Community Impact Report



Note from Dr. Keith Loud



Keith Loud, MD, MSc
Physician-in-Chief
Children's Hospital at Dartmouth-Hitchcock
Chair, Department of Pediatrics

Welcome to the inaugural CHaD Community Impact Report. As we emerge from a challenging year, we are pleased to be able to share with you how our community rallied around Children's Hospital at Dartmouth-Hitchcock (CHaD) and the 95,000 children we serve annually. The pandemic forced us to be responsive and rethink how we maintained the important connections with our patients, families and community. We were able to successfully host fundraising events, community forums, and even summer camp – all virtually. Philanthropy remains crucial to our services, and even more so as we respond to additional needs presented by COVID-19. While in-person fundraising was cancelled, our community helped raise over \$2.5 million to help fund critical services. We hope you are as inspired as we are by the difference the CHaD community made in 2020.

Purpose

To help children lead their healthiest, happiest lives.

Promise

We promote health, advance knowledge, and deliver the best care, in the right place, every time through discovery, innovation, education, and advocacy.

Our Approach

- Focus on the best interests of the child
- Demonstrate a culture of caring
- Partner meaningfully with families in all that we do
- Collaborate eagerly and easily with our colleagues and communities
- All teach, all learn



FY21 CHaD Patient Care at a Glance



95,000
Pediatric Patients



30
Pediatric Specialties



247
Pediatric Providers



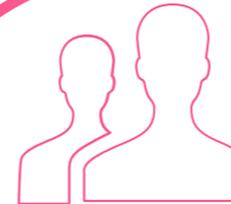
3,598
Hospital Stays



322,042
Total Patient Visits



42,506
Virtual Visits



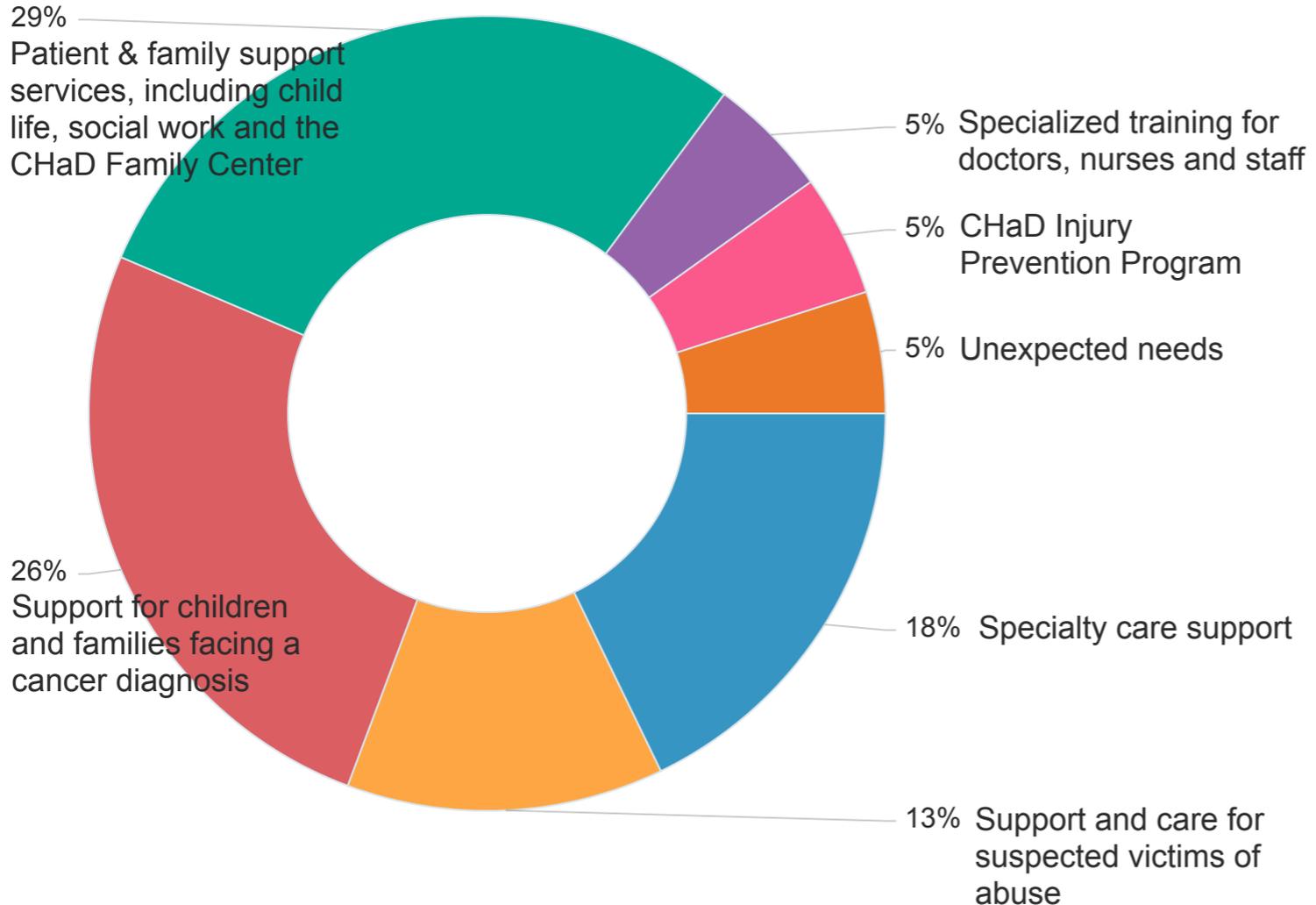
279,536
In-person Visits



10,159
Child Life Encounters

Your Impact Matters

Fundraising Dollars in Action



At CHaD, no child is ever turned away due to a family's inability to pay.

CHaD community support is crucial. Our 2020 total annual financial loss due to low Medicaid reimbursement amounted to over \$23 million.

Fundraising and community support provides important funding to critical programs and services such as the Ken & Vickie French Child Advocacy and Protection Program (CAPP), social work, child life, transgender care coordinators and other family resources for our 95,000 pediatric patients.

COVID-19 Fundraising Gap

CHaD Community Relations typically hosts a variety of active and popular annual events that collectively raise close to \$3 million to support children, families, and programs at CHaD.

The COVID-19 pandemic had a significant impact on funds raised for CHaD in 2020. Three of our six major fundraising events went virtual while the remainder were cancelled. While community support was strong, last year's fundraising was lower than in previous years.

In addition to providing pediatric COVID-19 care, our needs have increased, particularly around family support and our programming for victims of neglect and abuse.



The Ken & Vickie French Child Advocacy and Protection Program



The Child Life Program at CHaD focuses on making the medical setting a place for kids.

Care During COVID-19



238

Food Boxes Distributed

Our Food Box Program, carried out in partnership with D-H Population Health and the Upper Valley Haven, allowed us to distribute 238 packages of food to families. When families come to pick up their food box, which contains enough non-perishable items to get a family through a few meals, our staff is able to talk with them and direct them to local food pantries and other resources in their home community.



8-15

Referrals for Suspected Abuse/Week

Since May 2020, patient referrals to the Ken & Vickie French Child Advocacy and Protection Program have surged. We have been scheduling 8-15 cases/week in our clinics, compared to 5-10/week before COVID-19.



64

Life Jackets Distributed

In 2020 we began to distribute life jackets to patients in need. Due to COVID-19, families sought socially distant, outdoor recreation, which often included swimming. Also, due to the pandemic, many places were no longer staffed with life guards, which put more children at risk of drowning. The CHaD Injury Prevention Center responded to this need by distributing life vests, a program which has continued in 2021.

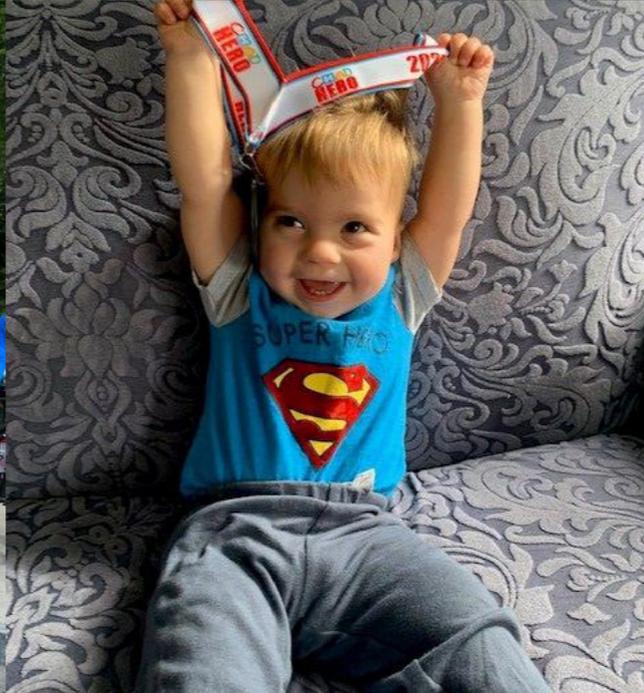
Behind the Mask

Face masks and face shields have become the new accessories for health care providers. This necessary equipment protects both the provider and patient but can hinder the personal connection that patients rely on during their visit. Additionally, navigating the new procedures at health care facilities can be intimidating.

To alleviate COVID-19 concerns as patients returned to their appointments, Dartmouth-Hitchcock Health (D-HH) launched a new video series, “Behind the Mask.” In the first episode, Jennifer Rupp, Supervisor, Child Life Program at CHaD, shares how CHaD staff are assisting patients and families on what to expect when coming into any of our 13 CHaD locations.



Behind the Mask: CHaD Child Life Specialists Help Keep Kids Smiling



CHaD HERO



When CHaD Community Relations had to transition to a virtual event in 2020 due to the COVID-19 pandemic, we knew that many of our supporters would be up for the challenge, and our CHaD HERO community exceeded our expectations. The event saw 900 participants from 26 states who fundraised, hiked, biked, ran, walked, and completed Virtual Quests over 15 days to support the kids and programs at CHaD. We were able to make the virtual CHaD HERO another success and raise over \$517,000 for critical CHaD services.



CHaD Battle of the Badges Hockey

On Friday, March 13, 2020, one week after the COVID-19 pandemic hit the United States, CHaD made the pivot to a modified CHaD Battle of the Badges Hockey Championship. Instead of rooting from the arena, over 12,000 viewers watched Team Fire skate away with a 9-4 victory against Team Police on WMUR.com. With Jamie Staton, WMUR's sports director and weekday sports anchor, calling the play-by-play, this new experience allowed for an international audience while also providing every CHaD kid—even those hospitalized at CHaD in Lebanon—the chance to watch the game at the same time. The CHaD community helped raise over \$10,000 during the stream of the game, and over \$15,000 through donations and merchandise sales at CHaDHockey.org. In total, the game raised \$204,000!



"I just have to tell you what a joy this virtual camp experience has been. My kids have really enjoyed the live Zoom sessions and the hosts of those have been phenomenal. Such good work all around, thank you!"

*- Jennifer Marcolongo,
Camp CHaD parent*



Camp CHaD



In a year when many traditional summer camps were closed due to COVID-19, Camp CHaD offered summer entertainment for kids of all ages. Through partnerships with many generous organizations, CHaD was able to bring this free virtual camp to 500 kids and family members in their own homes for seven weeks in July and August of 2020. Some of our wonderful partners included the Squam Lakes Science Center, the Vermont Institute of Natural Science, the New Hampshire Fisher Cats, Purple Crayon Productions, the Aviation Museum of New Hampshire and WMUR.



Philanthropy in Action

Room Wraps

Thanks to our generous donors - the Norwich Lions Club, the Jack and Dorothy Byrne Foundation, and Dreamakur - CHaD patients can take a dive in a colorful voyage under the sea or look for lions and giraffes while exploring the great wonders of an African safari. These redecorated treatment rooms are located on the 6th floor of the Faulkner Building in Lebanon.



Snowpile

150 CHaD patients and their siblings received presents from our CHaD "Snowpile Room" in December. Special memories like these are made possible by our amazing CHaD Child Life team.



Caring for Caregivers

Being a parent or caregiver while your child is in the hospital is one of the most challenging times for families. With family-centered care at the heart of all we do, programs funded by philanthropy allow us to ensure parents and caregivers are also cared for as they support their child's recovery. From providing snacks to supporting siblings, we take care of the whole family at CHaD.

In 2020, \$4,000 supported Be Positive for CHaD Kids, a program to enhance the patient experience by providing healthy snacks and welcome bags to CHaD families. In addition, 1,199 food vouchers were given out to CHaD parents and caregivers so they didn't have to worry about their next meal while their child was hospitalized.



CHaD in the Community

CHaD has provided ongoing guidance regarding COVID-19 to our patients, families and communities over the past year. From offering input on safe return to schools to articles on how to help children cope with the pandemic, our experts have been on hand during this challenging time to advocate for kids and relay important information.

Visit our COVID-19 resource page here: www.chadkids.org/COVID-19.



POLICING AND THE SAFETY OF BLACK YOUTH IN THE UPPER VALLEY



August 11, 2020

5:30 to 7:00pm

Moderated Zoom Meeting

Sign up to join the conversation!

<https://bit.ly/3hBLZoz>



Building a stronger community

BOYLE COMMUNITY PEDIATRICS PROGRAM
CHaD Children's Hospital at
Dartmouth-Hitchcock

A Conversation on Child
Wellbeing and
Development among
Pediatricians, Police and
Community Members

*Presented by the Boyle Community
Pediatrics Program at CHaD in
partnership with the Black Caucus,
Safe Spaces for BIPOC and the
Public Health Council of the
Upper Valley.*

Policing and the Safety of Black Youth in the Upper Valley, held in August, and facilitated by the Boyle Community Pediatrics Program, featured Upper Valley people of color and police chiefs from Hanover, Hartford and Lebanon who came together for a discussion about racism.

What's Ahead?

Playgrounds at DHMC and CHaD Manchester

CHaD Ambassador Elliot Perry spent the first 121 days of his life in the intensive care nursery with his parents, BJ and Carrie. Last year, Elliot launched his 121 Club, his successful fundraising campaign to build two inclusive playgrounds for CHaD patients—one at Dartmouth-Hitchcock Medical Center in Lebanon and one at the Dartmouth-Hitchcock facility in Manchester.

The campaign started a year ago with a goal to raise \$121,000 for the playgrounds, which will become a vital part of the care system for patients at CHaD. The new outdoor spaces will be ADA-compliant, which will allow every CHaD child, no matter their ability, to enjoy the playgrounds. To learn more about Elliot's story, visit www.ElliotPerry.org.



What's Ahead?

Ambulatory Surgical Center to Welcome Pediatric Patients



We are excited to announce the opening of Dartmouth-Hitchcock's new Ambulatory Surgical Center (ASC) in Manchester. The new facility includes state-of-the-art operating rooms, including specialized child-friendly spaces, imaging services, a medical infusion suite, as well as a new café with outdoor seating. Expanded pediatric surgical procedures will be offered in 2022. We look forward to welcoming our youngest patients and their families in a cheerful atmosphere designed to decrease anxiety, with special touches just for children.

Upcoming CHaD Events

QLLA Gala

July 24 | Quechee, VT

quecheeclub.com/qlla-charities

CHaD Battle of the Badges Baseball Classic

August 20 | Manchester, NH

chadbaseball.org

CHaD HERO

September 19-26 | Virtual

September 26 | 5K Run | Hanover, NH

chadhero.org

CHaD Storybook Ball

October 30 | Windham, NH

chadstorybookball.org

Thank You to Our Top 2020 Corporate Partners

\$2,500+

Adimab, LLC
Amoskeag Beverages
Apple Therapy Services, LLC
AT&T Services, Inc.
AutoFair
Bank of America Charitable Foundation, Inc.
BaySon Company/ Gulf Coast Community Foundation
Bedford Ambulatory Surgical Center, LLC
Bellavance Beverage Company, Inc.
Brothers Before Others
C&S Charities, Inc.
Children's Fund of the Upper Valley/Norwich Partners
of Florida
Coca-Cola Beverages Northeast
Collision Works, Inc.
Comcast
Continental Academie of Hair Design
Crown Point Cabinetry Corporation
DCU For Kids
Derry Sports & Rehab, LLC
Eastern Bank Foundation
Eastern Propane & Oil
Epic Systems Corporation
Eversource Energy Foundation, Inc.
ExpressMed at Salem LLC
Fidelity Charitable Gift Fund

Geokon, Inc.
Global Forest Partners LP
Granite State Children's Alliance
Harvey Construction
Hendricks/Felton Foundation
Hypertherm HOPE Foundation, Inc.
Irving Fuel the Care
Isles Bridge
Ivek Corporation
King Arthur Baking Company
Kitchel-McLaughlin Family Fund/WBR
Kohl's Cares
Lamont, Hanley & Associates, Inc.
Leopold Friedman & Ruth Friedman Foundation
MarketReach
Mascoma Bank
Metro Walls, Inc.
Millennium Running, LLC
Montagne Powers
Nashua Ambulatory Surgical Center
New Hampshire Fisher Cats & Fisher Cats
Foundation
New Hampshire Musculoskeletal Institute/Safe
Sports Network
New Hampshire Steel Fabricator LLC
New Hampshire Union Leader
NH PBS
Nike

Northeast Delta Dental
Oliver Mechanical, Inc.
Pete and Gerry's Organics LLC
PhRMA
Pro-Cut International, LLC
QLLA Charities, Inc.
R. L. Vallee, Inc.
Raymond Post 90 American Legion
Resource Promotions
Service Federal Credit Union
Shaskeen Pub & Restaurant
SLC Group Holdings, LLC
SNHU Arena & ASM Global
Spirit of Children
Springfield Printing Corporation
Stewart Property Management
TC Energy Foundation
The Couch Family Foundation
The Jack & Dorothy Byrne Foundation, Inc.
New Hampshire Fisher Cats
The Snowy Owl Foundation
The Sylvester and Stanhope Foster Foundation
Walmart Foundation
White Mountains Insurance Group
WMUR
Woodstock Farmers' Market, Inc.

About CHaD

As New Hampshire's only children's hospital, the Children's Hospital at Dartmouth-Hitchcock (CHaD) provides an extended system of care that offers advanced pediatric services.

CHaD is recognized by the Children's Hospital Association as a "children's hospital within a hospital". CHaD is one of more than 220 children's hospitals in the United States providing care specifically focused on children.

CHaD is committed to providing compassionate care, family resources and advocacy for children and their families. Our mission is to provide each child the best care, in the right place, at the right time, every time.

Diversity, Equity, Inclusion & Belonging

At Dartmouth-Hitchcock Health (D-HH), we understand diversity fosters innovation and creates a welcoming and inclusive environment for our patients, colleagues, and communities. We all work better when we interact with others in a respectful and open-hearted manner.

We also understand that to appreciate individualities, nurture differences, and to cultivate and maintain a respectful work environment takes ongoing commitment and effort.

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CHaD Community Relations
One Medical Center Drive
Lebanon, NH 03756

www.chadkids.org