



MIAMI
CHILDREN'S
HOSPITAL®

THE MARY ANN KNIGHT INTERNATIONAL INSTITUTE OF PEDIATRICS
FOUNDED AS VARIETY CHILDREN'S HOSPITAL

We're here for the children

CHILDREN'S HEALTH TALK

A Miami Children's Hospital Community Update, October 2005

HURRICANE HEROES

As neighboring Gulf states reeled from the devastation wrought by Hurricane Katrina, Miami Children's Hospital made the South Florida community proud—reaching out to airlift critically ill children from storm ravaged hospitals and providing care for some of the Gulf region's smallest evacuees.

On August 31, a little more than a day after Katrina left New Orleans foundering in its wake, Children's Hospital of New Orleans accepted Miami Children's offer of help with the evacuation of its critically ill patients. By that evening, the hospital's LifeFlight® critical care transport team was flying to the battered region.

A second complete crew—including critical care nurses, pilots and a mechanic followed the next day aboard a Lear jet, bringing needed medical supplies, medications, diapers, formula and other supplies to share with area hospitals. The two teams made it possible for the helicopter to fly around-the-clock, evacuating 24 children and infants and adults over the course of two days, much to the relief of exhausted Gulf region hospital personnel.

"None of us will ever forget this experience. Area hospitals were functioning bravely amid conditions that challenged the most experienced emergency veterans. Staff members were beyond exhaustion and there were critical shortages of essential supplies, including food and water," said Maria Fernandez,

MSN, ARNP, Director of LifeFlight®. "We felt privileged to serve those so desperately in need of rescue and relief."

Caring for Katrina's Victims at Home

Meanwhile, Miami Children's Hospital sought other opportunities to serve, joining with the Miami Veteran's Administration Hospital, the American Red Cross and Coast Guard as part of

hanger was completely silenced by the gravity of the situation," said Jackie Gonzalez, MSN, ARNP, Miami Children's Senior Vice President and Chief Nursing Officer. The hospital triaged all arriving pediatric patients. Those requiring hospitalization were brought to Miami Children's for follow-up care and staff helped them acclimate to the community.

After Katrina, Rita Calls

No sooner had LifeFlight® crews recovered from the strenuous work in New Orleans than another chance to help neighboring communities blew their way in the form of Hurricane Rita.

The hospital offered its pre-storm evacuation services to Texas gulf region hospitals, including Texas Children's Hospital, and spent a day and a half helping move neonatal and pediatric patients out of the storm's projected path.

LifeFlight®

Answering the call of those in need is a way of life for the LifeFlight® team. LifeFlight® is the only dedicated

pediatric transport team in South Florida. It brings critically ill children and neonates from referring hospitals throughout the region as well as from Central and South America.

The team includes ground ambulances, a helicopter and a fixed wing aircraft. All are equipped with the latest life-sustaining equipment and are staffed by highly experienced critical care transport staff.

LifeFlight® is the registered trademark of Hermann Hospital Foundation, Houston, Texas.



MCH LifeFlight® Critical Care Transportation Team

a National Disaster Medical System effort to provide care for evacuees.

Within a 24-hour period, the hospital mobilized to join members of the team to receive and triage evacuees at the Coast Guard hangar at Opa Locka Airport.

"When the C-130 transport plane arrived, everyone in the

MCH: EMPLOYER OF CHOICE

Miami Children's Hospital—with a workforce of 2,400—is pleased to be recognized as an employer of choice within the South Florida community, consistently featuring one of the lowest nursing staff vacancy rates in the region and receiving national recognition for employee satisfaction.

The hospital was recently recognized by the Jackson Organization—a Maryland-based independent survey research firm—for its high levels of employee satisfaction. MCH staff satisfaction scores were second in the nation among surveyed hospitals with more than 1,500 employees. The Jackson



Organization provides employee and patient satisfaction surveys for hundreds of hospitals nationwide.

An attractive feature of the hospital is its status as American Nurses Credentialing Center (ANCC) "Magnet" facility. To achieve this distinction, the hospital's nursing team must consistently demonstrate excellence and commitment to bringing about positive patient outcomes and enhancing patient and family satisfaction. Miami Children's was the first pediatric hospital in Florida and only the fifth pediatric hospital nationwide to achieve Magnet designation.

The hospital's Magnet status, combined with an environment that is supportive of new nurses—pairing new hires with mentors and providing them with a "support group" to discuss challenges—contributes to the hospital's low nursing vacancy rate, which was 4.1 percent in 2004, compared to a national benchmark average of 11 percent.

"Miami Children's is dedicated to retaining and keeping the very best nursing staff," said Jackie Gonzalez, MSN, ARNP, Senior Vice President and Chief Nursing Officer. "We are proud to have created an environment where nurses and physicians work together as a team to meet the healthcare needs of the children of this community. And we are pleased to reach out to the broader nursing community to support education and advancement within the profession."

Contributing to positive experience for all employees is a caring hospital culture that is focused on service excellence, combined with competitive compensation and benefits packages. Family-friendly features of the hospital—including the Big Apple Circus Clown Care™ and the in-house radio station, Radio Lollipop®—enhance the hospital environment for patients and employees alike.

For a referral to a Miami Children's Hospital physician, please call 888-MCH-DOCS (624-3627).

COMMUNITY EDUCATION CALENDAR

Daddy Boot Camp

Saturday, November 5, 10 am – 1 pm

Daddy Boot Camp is a creative and interactive class for fathers and soon-to-be-fathers. The facilitators will assist new dads down the unfamiliar path in life's journey called fatherhood. Our goal is to help new fathers learn the value and importance of interacting with their babies in ways that will ensure an attached and bonded relationship. Topics to be covered include diaper changing, bathing, appropriate dress, crying, how to recognize when a baby is sick, feeding, developmental stages and child development activities. For more information call 305-662-8282.

Spanish CPR Class

Monday, November 21, 6 pm – 8 pm

This course in Pediatric CPR teaches parents, grandparents and caregivers how to administer CPR to infants and children. Please call 305-662-8282 for further information.

Stranger Danger

Sunday, October 30, 2:30 pm – 4 pm

Enjoy an afternoon of Halloween fun and safety tips. Children can wear their favorite costumes for this workshop. The event is conducted in collaboration with the Child Assault Prevention Project of

South Florida (CAP), which helps parents and children ages 5 to 12 prevent stranger danger and abduction. Areas covered will include how to identify a stranger, child protection techniques, strategies on stranger confrontation and self-defense. For more information, call CAP at 305-377-2277.

Sibshops

Monthly fun-filled sessions for siblings of children with special needs. The program provides opportunities for children to share personal feelings, experiences and concerns, while taking part in fun activities. For more information call 305-669-7142.

Child Passenger Safety

Child safety is our priority. Child passenger safety technicians will check your child's seat for defects, recalls, installation and fit. Please contact the Division of Preventive Medicine at 305-663-6800 for more information.

Emergent Language Group for Children with Autism

Thursdays, 4 pm to 4:45 pm

Music therapy is used to promote language development in children with autism. For more information call 305-666-6511 ext. 2434.

Social Skills Group for Adolescents with Autism

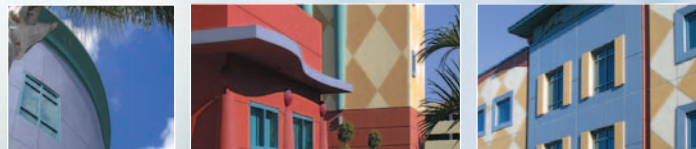
Wednesdays, 4 pm to 4:45 pm

Music therapy is used to enhance social skills among teens with autism. For more information call 305-666-6511 ext. 2434.

THE BEST CHILDREN'S HOSPITAL INSIDE AND OUT.



Miami Children's Hospital has a new look, brighter, more colorful, and more child-friendly. We're providing true family-centered care. We're expanding our ambulatory care services, community education program and are building the largest research program in South Florida, all to help us continue to be the best. It's why we've received Magnet Designation for nursing care excellence and high scores for customer service.



We're South Florida's only licensed specialty hospital exclusively for children. And we have an understanding of children that no other hospital can offer. No one knows children like Miami Children's.



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