

SMALLWORLD



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Pioneering Heart Procedures

Telethon Success

Improving Patient Safety
and Quality

Lesson on Language
Development

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Children's Hospital's mission is to provide comprehensive pediatric healthcare that recognizes the special needs of children through excellence and the continuous improvement of patient care, education, research, child advocacy and management.

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instagram.com/childrenshospitalnola





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ON THE COVER

Claire Caplinger is first patient in Louisiana to receive the Edwards Sapien XT Transcatheter Heart Value.

OUR COMMITMENT TO DIVERSE POPULATIONS

NON-DISCRIMINATION: Children's Hospital is committed to meeting the needs of the diverse population that we serve. We do not discriminate on the basis of race, color, national origin, age, disability, gender identity or sexual orientation.

ACCOMMODATIONS FOR DIVERSE POPULATIONS: In order to better accommodate our diverse community, we provide the following services, free of charge, to persons with disabilities: qualified sign language interpreters; written information in other formats.

In order to accommodate patients and families who prefer to communicate in a language other than English, we also provide the following free language services: qualified interpreters; information translated into languages other than English.

If you need these services, please contact the manager of our Social Services Department at (504) 896-9367.

COMPLAINTS & GRIEVANCES: If you believe that we have failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, gender identity or sexual orientation, you can file a grievance with: Children's Hospital Director of Patient Experience; 200 Henry Clay Avenue; New Orleans, LA 70118; (504) 896-3073; CHcomplaints@LCMHealth.org.

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, our Director of Patient Experience is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office of Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at: U.S. Department of Health and Human Services; 200 Independence Avenue, SW; Room 509F, HHH Building; Washington, D.C. 20201

1-800-368-1019; 1-800-537-7697 (TDD). Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.

FROM THE President's Desk



MARY PERRIN
President & CEO

REACHING BEYOND OUR BOUNDARIES

IT HAS BEEN ESTIMATED that one out of every 100 children born in the developing world with congenital heart disease will never see his or her first birthday. These children live in the vast majority of the world that does not have access to specialized care. In Louisiana and the U.S., children in need of healthcare without the ability to pay are covered by Medicaid. But in most other parts of the world, these children, in many cases, do not live to adulthood.

At Children's Hospital, we never turn a child away on the basis of need. Every year, we underwrite the cost of uncompensated care at approximately \$5.8 million. There are many ways we supplement these costs: through the CHAP program that covers the uninsured; Medicaid contractuals; and programs, such as HeartGift, which provide lifesaving surgeries to children from developing countries.

As a pediatric hospital, our obligation is to improve the health and well-being of children. It's limiting to see our mission as within our four walls, only taking care of sick kids who come to our facility. Through HeartGift, we are able to help children from around the world who otherwise would not be able to live a normal life. Frequently, physicians on staff will be asked to care for a child who cannot be treated in their home country. We meet these children's medical needs whenever we can, whether it is treatment for cancer, spine surgery, or other care critical to their survival.

Our partnership with HeartGift makes it possible for six children every year from outside of the U.S. to undergo surgeries to correct their congenital heart defects. Drs. Joseph Caspi, Tim Pettitt, Danielle Gottlieb Sen and Jaime Dorotan and their team perform the lifesaving work on patients like 5-year-old Lester from Honduras, 8-month-old Jeran from Belize and 1-year-old Yaszy from the Philippines. Since 2010, 36 children have come to Children's Hospital for treatment through HeartGift. Damerica, a 2-year-old girl from Nicaragua, arrived October 18 and is our 37th HeartGift patient. Children's Hospital is the only facility in the state providing care through the organization, with financial support from its generous donors. There is no cost to these families.

As a not-for-profit organization, we have an obligation to give back. And while we do that within our community and state, we also reach beyond our boundaries when we can. The care we extend to children across the world helps further our mission, broaden our experiences and strengthen our reputation.

MAKING A DIFFERENCE

At Children's Hospital, we never turn a child away on the basis of need. Every year, we underwrite the cost of uncompensated care at approximately \$5.8 million.

CONSTRUCTION UPDATE

Dramatic changes to the Children's Hospital campus are well underway. With the cooperation of the Historic District Landmark Commission, the New Orleans City Council and neighbors, architectural drawings for the hospital's main campus and the State Street campus are continuing at a fast clip. The deconstruction of six buildings on the State Street campus is complete, making way for the construction of a new four-story, 400-space parking garage. Ground breaking on this project is scheduled for January 2017. The hospital has chosen Stanley, Beaman & Sears Architects and The Lemoine Company as the construction managers to execute the plans for the campus transformation.

Aside from beginning work on the parking garage, the next steps in the renovation process are the relocation of the clinical laboratory into the Research Building, landscaping of the green space on the State Street campus, and renovations and preservation projects of the buildings on the State Street property. Much of the background work is underway with construction teams starting in January 2017.



NORTHSHORE CENTER EXPANDS SPECIALTIES

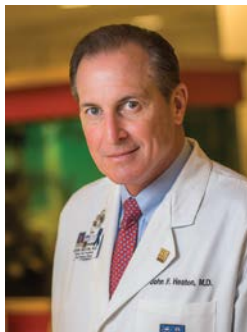
Children's Hospital's newest outpatient specialty clinic in Covington has added new physicians and specialties to its list of offerings. Northshore Center has added Endocrinology and Plastic Surgery in addition to two more physicians to its roster. The growing number of specialties and physicians practicing at the Covington clinic gives Northshore families ease of access to the same world-class care they receive south of the lake at the hospital's main campus. Northshore Center anticipates the addition of more specialties and providers in the months to come.

Specialties at Northshore Center now include Allergy/Immunology, Cardiology, Endocrinology, ENT (Ear, Nose and Throat), General Surgery, GI Nutrition, Medical Psychology, Nephrology, Neurology, Neurosurgery, Orthopedics, Pediatric Forensic Medicine, Plastic Surgery and Pulmonology. The physicians and staff at the center strive to provide unmatched pediatric care to children and families in and around St. Tammany Parish.

PEDIATRIC EMERGENCY ROOM OPENS AT WJMC

Children's Hospital has partnered with West Jefferson Medical Center to open a new pediatric emergency room on the West Bank. The 24/7 emergency department will feature seven exam rooms and Children's Hospital physicians, nurses and other staff trained to work with children. The facility, located across from the West Jefferson adult ER and just off the main lobby, is providing high-quality pediatric emergency care dedicated exclusively to children on the West Bank.

FROM OUR Chief Medical Officer



JOHN HEATON, MD
Chief Medical Officer

HATING THE WAIT

ONE OF THE DUTIES of my job is to review our Patient Experience Surveys. If you have recently answered one of our surveys by phone or by mail, I thank you for your time. Your feedback is priceless. Among the most valuable portions of the survey are the verbal or free text comments submitted by parents. Some are heartwarming, and some are heartburn inducing. However, if I were to condense the vast majority of the comments, the resulting composite response would be: “Love the doctors. Hate the wait.”

It's no mystery why the reception areas in medical offices became known as “waiting rooms” in days gone by. However, times change and so do people's expectations. We recognize that everyone's time is precious, and they have better things to do than wait. Throughout the healthcare industry, there is a newfound recognition that there is a cost incurred by making people sit and wait for treatment. The whole science of hospital operations management is giving newfound emphasis to methods of mitigating unnecessary waits. Whether it is “queue analysis” or “value stream mapping,” the long waits that were once accepted as an inevitable consequence of getting healthcare are being seen for what they are: a costly waste of everyone's time that are best to be avoided. At Children's, we are attacking the problem from several angles.

Before the patient ever enters the building, we have implemented a scheduling center for outpatient appointments and a transfer center for inpatient referrals from emergency departments and other hospitals. The goal of these centers is to smooth the process of scheduling an appointment or to arrange for a child to receive inpatient care from one of our pediatric specialists.

In our Emergency Department, we are constantly looking for ways to cut down wait time, whether it is developing our Fast Track for minor emergencies or bedside registration for conditions that require immediate attention. We have seen our Emergency Department wait times steadily decrease over the last year, and we continue to devise new ways to respond to surges in patient volume with the goal of decreasing delays.

We have added providers in many key specialties to increase availability of appointments, and we are studying patient flow and scheduling practices to identify better ways to streamline a visit to our specialty clinics. We are constantly adding outreach clinics throughout the region and community so we can deliver care “closer to home,” which decreases travel time and expense.

The Short Stay Unit that serves our operating and procedural sites has put several processes into place to minimize multiple trips to the hospital before surgery, and to pare the time of arrival before a surgical procedure to the bare minimum. In collaboration with our pediatric anesthesia team, pre-operative workups can be conducted rapidly on the morning of surgery for most cases.

While it is not possible to provide instant service for every visit, we acknowledge that no one likes to wait unnecessarily and understand the value of everyone's time. We will continue to strive to make our clinical processes as efficient as possible. Because truth be known, we hate to wait, too.

CHILDREN'S HOSPITAL PHYSICIANS RECOGNIZED BY LOUISIANA LIFE AND NEW ORLEANS MAGAZINE

Congratulations to the 2016 “Top Doctors” from Children's Hospital. These physicians were chosen by their peers as the best in their field. Children's Hospital is proud to be home to these physicians, who use innovation and experience to treat their young patients every day.

William Accousti
Christopher Arcement
Moises Arriaga
Diego Aviles
Thomas Babin
Brian Barkemeyer
Rodolfo Begue
Brandon Black
Erin Boh
Minnie Buis
Joseph Caspi
Stuart Chalew
Charles Coleman

Jane Congeni
Randall Craver
Cary Culbertson
Stephen Deputy
Bonnie Desselle
Gary Duhon
George Ellis, Jr.
David Estes
H. Sprague Eustis
Donald Faust
Kelly Gajewski
Renee Gardner
Jessica Gautreaux

Abraham Gedalia
Ricardo Gomez
Joseph Gonzales, Jr.
Clarence Greene, Jr.
Stephen Hales
Stanley Hall
John Heaton
Michael Heller, Jr.
Kristopher Kaliebe
Andrew King
George Koclanes
Shannon McGuire
Jaime Morales

Mark Morici
Michael Moses
Staci Olistter
Joseph Ortenberg
Nicholas Pappas, III
Kenneth Paris
Duna Penn
Jeffrey Poole
Pinki Prasad
Dana Rivera
Sheryl Sawatsky
Louis Shenk, III
Ernest Siwik

Sam Solis
Ricardo Sorensen
Sarah Stender
Aluizio Stopa
Ann Tilton
Maria Velez
Maria Weimer
N. Knight Worley
Joaquin Wong
Lindsay York
Lolie Yu
Scott Zander

MEET OUR NEW PROVIDERS



1



2

1/ **MATTHEW CABLE, MD**

Orthopedics

Medical School: Medical University of Chicago; Residency: Detroit Medical Center; Fellowship: University of Utah

9/ **WILLIAM MORGAN, MD**

Pediatrics

Medical School: University of Mississippi School of Medicine; Residency: University of Mississippi School of Medicine

KIRK BELLARD, MD

Pediatrics

Medical School: Tulane University School of Medicine; Residency: Charity Hospital/ Tulane School of Medicine



3



4

2/ **KRISTIN CALLAHAN, PHD**

Psychology

Postgraduate: University of New Orleans; Fellowship: Children's Hospital New Orleans

10/ **GERHARDS. "SOL" MUNDINGER, MD**

Plastic Surgery

Medical School: Johns Hopkins School of Medicine; Residency: Johns Hopkins University/University of Maryland Integrated Plastic Surgery; Fellowship: Seattle Children's Hospital

COLLEEN FRANTZ BODET, NP

Emergency Department

Postgraduate: LSU Health New Orleans School of Nursing



5



6

3/ **GREGORY KYLE FULTON, MD**

Pediatrics

Medical School: Arkansas State University College of Medicine; Residency: LSU Health New Orleans

11/ **BROOKE NARANJO, FNP**

Pediatrics

Postgraduate: LSU Health New Orleans School of Nursing

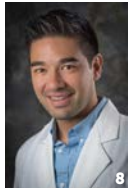
AMY DICKSON, PSYD

Psychology

Postgraduate: NOVA Southeastern University; Fellowship: LSU Health New Orleans



7



8

4/ **CELESTE GARY, MD**

Otolaryngology

Medical School: LSU Health New Orleans School of Medicine
Residency: LSU Health New Orleans
Fellowship: University of California, Davis

12/ **PETER TIEH, MD**

Endocrinology

Medical School: Ross University School of Medicine; Residency: Texas Tech University; Fellowship: Harbor UCLA Medical Center

AMANDA GARNETT, MD

Pediatrics

Medical School: Florida State University College of Medicine; Residency: LSU Health New Orleans



9



10

5/ **NIHAAL GODIWALA, MD**

Critical Care

Medical School: Tulane University School of Medicine; Residency: Yale School of Medicine; Fellowship: Children's National Medical Center, Washington, D.C.

13/ **JEREMY TOLER, MD**

Neurology

Medical School: West Virginia University School of Medicine; Residency: LSU Health New Orleans School of Medicine; Fellowship: University of Colorado School of Medicine

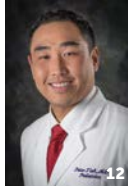
ELIAN LEVKOWITZ, DO

Emergency Medicine

Medical School: Kansas City University School of Medicine; Residency: LSU Health New Orleans



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12

6/ **JENNIFER HUGHES, PHD**

Psychology

Postgraduate: University of California, Santa Barbara; Fellowship: LSU Health New Orleans

14/ **JEROME VOLK III, MD**

Neurosurgery

Medical School: LSU Health New Orleans School of Medicine; Residency: LSU Health New Orleans; Fellowship: Northwestern University Feinberg School of Medicine

KRISTINE OLIVIER, MD

Psychiatry

Medical School: LSU Health New Orleans School of Medicine; Residency: LSU Health New Orleans; Fellowship: LSU Health New Orleans



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7/ **LAKISHA MAMON, MD**

Psychiatry

Medical School: University of Nebraska College of Medicine; Residency: LSU Health New Orleans

NOT PICTURED:

MARGOT ANDERSON, MD

Emergency Department

Medical School: University of Connecticut School of Medicine; Residency: Maine Medical Center; Fellowship: Tulane University/LSU Health New Orleans Combined Infectious Disease Program

VIRGINIA PLAUCHE, MD

Otolaryngology

Medical School: LSU Health New Orleans School of Medicine; Residency: Tulane University School of Medicine

NICOLAS ZEA, MD

Vascular Surgery

Medical School: LSU Health New Orleans School of Medicine; Residency: Ochsner Foundation Graduate Medical Education; Fellowship: Ochsner Foundation Graduate Medical Education

NEW TRANSFER CENTER LAUNCHES

Children's Hospital recently opened its new Transfer Center, to ease the transition of patients arriving from outside facilities. The center will provide registered nurses taking calls on a recorded line around the clock. Nurses at the Transfer Center coordinate patient transfers with both Children's Hospital physicians and referring physicians, while simultaneously beginning the registration process through Admitting/Bed Management. Referring physicians can call 1-855-246-6521 (CHOLA1) to arrange a patient transport.

CLINICAL TRIALS STUDY EFFECTS OF HEART DISEASE

Matters of the Heart

ARE KIDS WITH HEART DISEASE at risk for premature aging of the arteries? Recent clinical research at Children's Hospital is uncovering the answer to this and other questions about the long-term effects of heart disease in children. In conjunction with The Clinical Trials Center, the study, led by Children's Hospital cardiologist and LSUHSC Professor of Clinical Pediatrics Christian Lilje, MD, sought early evidence of premature arterial aging in patients with diabetes, congenital heart disease and healthy controls. The study was part of a collaborative investigation into cardiovascular dysfunction in children with diabetes with the division of endocrinology led by Children's Hospital endocrinologist and LSUSC Professor of Pediatrics Stuart Chalew, MD.

The first phase of the study determined the best artery to evaluate by measuring the intima-media thickness, or inner lining, of several arteries in the study's 185 participants.

"We know patients with diabetes experience premature aging of their arteries, and their intima-media thickness should be abnormal," said Dr. Lilje. "This study with diabetes patients showed that the aorta is a better artery to measure in children than the conventional carotid artery."

The team studied key early events in the aging of different

arteries. Arterial aging seems to begin in the aorta, the largest artery. Measuring the aortic intima-media thickness in the diabetic population provided a sensitive tool to find abnormalities in children.

"We found similar results when we looked at our heart patients," said Dr. Lilje, who examined 22 patients with non-

complex heart issues many years after surgery. The patients, ages 8 to 18, although asymptomatic, showed increased thickness of the intima-media in the aorta. "Now we know these patients need to be followed more closely or monitored for standard risk factors that lead to aging of the arteries, such as high blood pressure, overweight, too little exercise, tobacco exposure, diabetes, high lipids, etc."

Dr. Lilje's work has been presented at several national and international meetings. His next step is to design

a study to evaluate these patients years later for progression of arterial damage and possible interventional strategies to prevent progression of complications. He also hopes to study the impact that timing and duration of heart surgeries might have on arteries.

"Once we know these children's hearts are fixed and they're doing well, we want to make sure their arteries are also fine."



THE CLINICAL TRAILS CENTER

THE CLINICAL TRIALS CENTER AT CHILDREN'S HOSPITAL WAS ESTABLISHED IN 1999 TO IMPROVE HEALTHCARE FOR CHILDREN AND ADOLESCENTS THROUGH THE DEVELOPMENT OF NEW MEDICATIONS AND TREATMENTS. THE CENTER ORGANIZES COMMUNITY AND HOSPITAL-BASED PHYSICIANS INTO A MULTISPECIALTY RESEARCH NETWORK. FOR MORE INFORMATION, CONTACT THE CLINICAL TRIALS CENTER AT (504) 894-5377 OR LOG ON TO **WWW.CHNOLA.ORG/CLINICALTRIALS**.

HOW LANGUAGE DEVELOPMENT CAN SHAPE THE FUTURE

Baby Talk



THE PARENTING CENTER
AT CHILDREN'S HOSPITAL

TEN-MONTH-OLD SASHA sits on the living room floor, playing with her toys. Dad looks at her and smiles. "You love playing with your doggie, don't you?" Sasha waves the dog enthusiastically in the air, and responds with a stream of babbling. Noticing her response, Dad continues: "We'll take the dog for a walk before dinner. Maybe we'll see more doggies." Sasha beams at her father.

Eighteen-month-old Ethan is in the kitchen with his mother while she is washing dishes. He watches her, curious about what she's doing, but she doesn't look up. The dog's water bowl catches his eye, and he begins to splash in it. That gets Mom's attention, but briefly. "No!" she says and moves the bowl to the counter. She returns to her task, and Ethan wanders away.



If these scenarios are typically how Sasha and Ethan interact with their parents, there may be some surprising differences in their futures. Well-known research by Betty Hart and Todd Risley found that children under age 4 whose parents spoke to and with them frequently had been exposed to as many as 30 million more words compared to families with less communication. The long-term results were startling: children from the language-rich homes had larger vocabularies, were better prepared for school and, when visited again as third graders, had stronger academic skills.

The early years of childhood are a period of tremendous growth, as the brain changes and wires itself in response to experiences. Simple daily activities help build emerging language skills, even when children are newborns. Such interactions not only help a child's ability to communicate and think, but also strengthen the parent-child relationship.

- **Watch and listen** to see how baby is communicating what she may be thinking and feeling. Responding to your baby's verbalizations and facial expressions both through soothing words and touch helps her feel secure and lays the groundwork for conversations to come.
- **Speak face-to-face** and slow down your rate of speech, which allows infants to match shapes to sounds.
- **When your baby begins "babbling,"** repeat emerging sounds and words back to them. Such interaction encourages more verbalizing.
- **Read, sing, tell stories,** use finger plays and nursery rhymes to help your child understand words and ideas.
- **Talk...about everything.** Narrate what you're doing as you

play, run errands, take a walk, and interact with others. Respond when your child looks at something or someone with curiosity by providing simple information.

- **Ask and encourage open-ended questions,** even before you expect a clear answer. This gives your child a chance to respond through pointing or looking at something.
- **Use specific, descriptive language,** as well as past and future tenses ("Remember when we went to the zoo and saw the spotted giraffe?").
- **Introduce books early and read often.** Talking simply and briefly about the pictures is a good way to introduce books as part of your daily routine.
- **Don't ignore** any concerns. If your baby isn't vocalizing or babbling, if your toddler has few words, doesn't appear to understand you, or doesn't engage with you, seek out a professional. Visit www.pathways.org for a list of language milestones.

PARENTING & CHILD DEVELOPMENT

THE PARENTING CENTER AT CHILDREN'S HOSPITAL OFFERS CLASSES AND GROUPS FOR PARENTS ON TOPICS THAT INCLUDE CHILD DEVELOPMENT, DISCIPLINE AND COMMUNICATION. VISIT **WWW.THEPARENTINGCENTER.NET** OR CALL (504) 896-9591 FOR MORE INFORMATION.



BLACK AND GOLD PEP RALLY

Another successful Black and Gold Pep Rally is in the books! On Friday, September 9, employees, patients and families enjoyed a picnic lunch under the gazebo, provided by the hospital with some special visitors. The Saints Super Fans, including the Black & Gold Phantom, Beadman, Queen Beads, Dat Fireman, Sista Soul Saint, Sailor Saint, Dat Man, Soul Saint and Whistle Monsta made an appearance to visit with our CHNOLA Saints fans. The festivities were complete with a Second Line dance and costume contest. Gift card donations were collected at the pep rally to benefit those Children's Hospital employees who were displaced from the historic flooding of south Louisiana. Children's Hospital Saints t-shirts were also sold at the event, with proceeds from the sale benefitting The Miracle League.



REHAB'S ANNUAL ICE CREAM SOCIAL

Children's Hospital's Rehabilitation Services hosted its annual Ice Cream Social and Rehab Reunion Friday, September 23. The event is one that rehab patients and staff look forward to each year. Therapists, volunteers and patients, past and present, attended the festivities in the hospital's auditorium. Patients of all ages enjoyed playing Bingo, face painting and ice cream, of course.



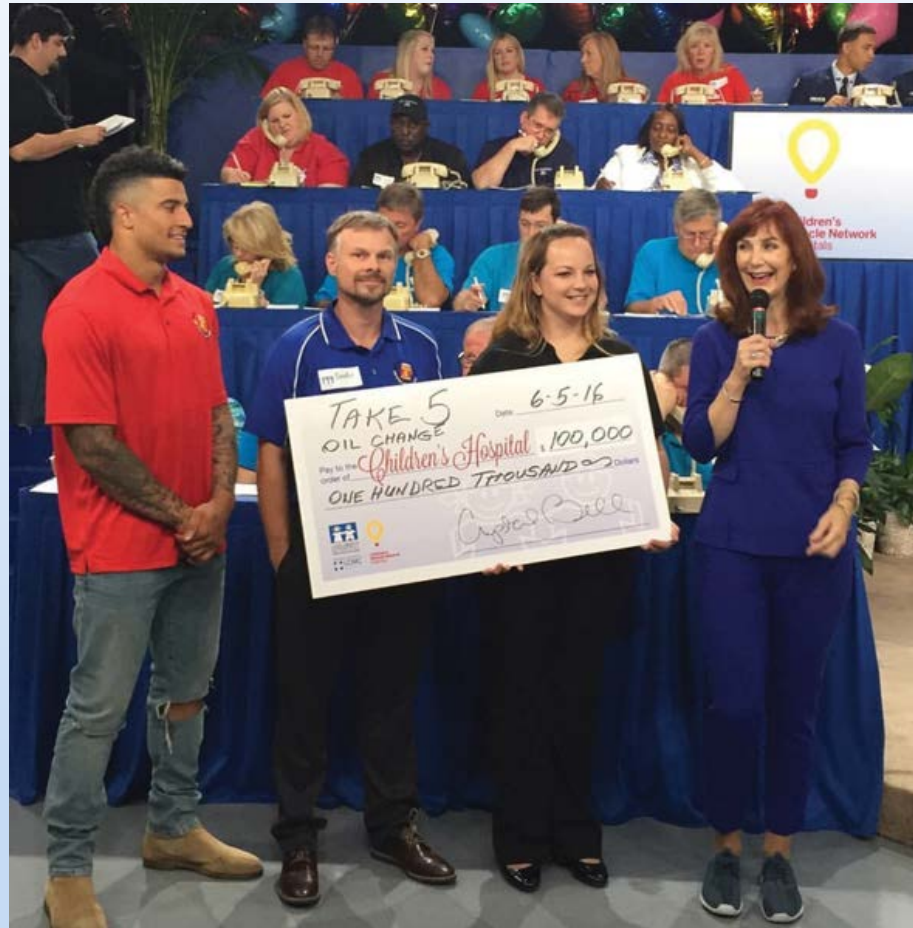
TELETHON 2016

The 33rd annual Children's Hospital Telethon did it again! This year's Telethon, held on Sunday, June 5 raised \$1,825,315 for the hospital.

\$1,825,315
THANK YOU

News personalities at WDSU, including Heath Allen, Jennifer Crockett, Margaret Orr, Farrah Reyna and Gina Swanson, hosted the event live from the WDSU Studios and Children's Hospital, interviewing physicians, hospital staff, patients and families about their experiences at the hospital. The program also recognized some of the hospital's generous donors as they presented donations that they have raised throughout the year live, on the air. The Telethon, which aired from 1:00 p.m. to 5:00 p.m., featured Children's Hospital volunteers answering phones to take pledges from callers and performances by the 610 Stompers.

The event was a huge success, as always, and Children's Hospital thanks all of its friends and supporters for their generosity and donations totaling seven figures!



CALENDAR OF EVENTS

November

- 4** **Marriott Silent Auction**
New Orleans Marriott, 6 – 10 p.m.
- 7** **Marriott CMNH Golf Tournament**
English Turn, New Orleans
- 30** **Royal Sonesta Lighting of the Balconies**
300 Bourbon Street, New Orleans
6 p.m.

December

- 7** **Guild Holiday Luncheon**
Metairie Country Club, 580 Woodvine Ave, Metairie
11 a.m.
- 29** **Sip & Social at Ralph's on the Park**
900 City Park Avenue, New Orleans
5:30 – 7:30 p.m.

CLAIRE CAPLINGER UNDERGOES PIONEERING HEART PROCEDURE

What Makes Her Tick

Twelve-year-old Claire Caplinger has a lot of likes and maybe just a few dislikes.

What she likes: swimming, kayaking, paddle boarding, throwing darts, Social Studies with Mr. Homer, cheering, Italian sausage pizza, macaroni and cheese

What she doesn't like: Brussels sprouts and pre-op sedative drink, a.k.a., torture juice

What she likes: living life to its fullest

What she doesn't like: knowing exactly what it is that allows her to do so

CLAIRE WAS BORN WITH TETRALOGY OF FALLOT,

a heart condition that causes oxygen-poor blood to return to the body due to a number of defects in her heart. The imminent need for open-heart surgery led her parents, Rebel and Charlie Caplinger, to research the best hospital and surgeons to entrust their newborn baby. Children's Hospital and pediatric cardiothoracic surgeons Joseph Caspi, MD, and Tim Pettitt, MD, rose to the top. At 5 months of age, Claire underwent a lifesaving operation to repair her heart. Claire's condition, however, would require lifelong treatment with periodic pulmonary valve replacements to prevent leaking of her valve.

For nearly 12 years, the Caplingers enjoyed life to its fullest, with Claire thriving alongside her older siblings, Addie and Connor. Residing along Bayou Liberty in Slidell, La., with frequent trips down to their camp in Venice, La., the Caplingers love living and playing on the water. Whether deep-sea fishing in the Gulf of Mexico or paddle boarding on the bayou, there are few aqua adventures the family doesn't enjoy.

Two years ago, Rebel and Charlie noticed a slight change in Claire. She seemed to tire a bit more easily and eat a little less pizza. They sensed the time to replace her valve was approaching. Again, they sought medical advice from a number of experts. Again, they knew the best choice for Claire.

"We're going back to Children's," said Rebel, who spent 33 days at the hospital after Claire's first surgery. The



Caplingers developed appreciation, respect and love for the doctors and staff who cared for Claire, and came to understand the difference and importance of being in a pediatric specialty hospital.

"We could have gone anywhere," said Charlie. "We were confident in the Children's Hospital team. Because of the risk of complications, it was important that we stayed local. To have this expertise in our own backyard was a gift for us."



Drs. Kiran Mallula and Ernest Siwik operate out of the Cardiac Catheterization Laboratory at Children's Hospital, a facility for advanced, invasive diagnostic and interventional procedures. Coming soon is a new, cutting-edge lab equipped with the most advanced technology that will allow for innovative treatments with minimized radiation exposure.

In 2000, four years before Claire was born, doctors in France successfully placed a pulmonary valve in the heart of a 12-year-old patient through a catheter. It was a “first in man” case that began the evolution of transcatheter valve therapy.

In 2010, when Claire was 6, the first pulmonary valve, the Melody valve, was approved for use in the United States. Around that time, the COMPASSION study began on a second type of valve that would later have a significant impact on Claire's life. Kiran Mallula, MD, MS, was among the cardiologists participating in the study while training at Rush University Medical Center in Chicago.

“Out of every 1,000 babies, five are born with congenital

heart disease, and 25 percent of those will have critical heart disease requiring surgery or other procedures,” said Dr. Mallula. “Those are the patients we are trying to help. Valve therapy is my passion. That's why I've worked to bring this technology here to Children's.”

In 2014, Dr. Mallula joined pediatric cardiologist and Director of Interventional Cardiology Ernest Siwik, MD, to grow the program at Children's Hospital. The team treats patients from a wide spectrum of ages—from newborn babies weighing 3 pounds to adults with congenital heart disease. They perform a range of minimally invasive cardiac procedures, such as placing valves, closing holes and stenting vessels.



As a member of Christ Episcopal School's Junior Varsity Cheer Squad, Claire cheers with happiness and heart.

"We are focused on the structural abnormalities that children are born with," said Dr. Siwik, who sees the future of his field offering increasingly safer procedures that are applicable to smaller and smaller children.

One year ago, Claire underwent a transcatheter procedure at Children's Hospital to place a Melody valve—the only one available at the time—that would repair her worsening condition. During the procedure, Dr. Mallula determined that the valve was not a good fit for Claire.

"It was not the best news," said Rebel. "The valve was too long and would place too much pressure on her artery. We knew then that Claire was facing another open-heart surgery."

As Rebel and Charlie began planning for Claire's surgery next year, the U.S. Food and Drug Administration (FDA) was reviewing data from the COMPASSION trial on the Edwards Sapien XT Transcatheter Heart Valve. In March 2016, the valve, made from a cow's heart tissue sewn onto a metal frame, was approved by the FDA for use in pulmonic procedures, significantly altering the course of Claire's treatment.

Dr. Mallula shared news of the FDA's approval of the Sapien valve with the Caplingers. As one of the physicians involved in the trial of the device, he knew that Claire would be a perfect candidate and had the experience to boost his claim. Rebel and Charlie were thrilled.

"Patients, like Claire, born with congenital heart disease may require reinterventions throughout their lifetime," said Dr. Mallula. "The valves we interventional cardiologists implant have a similar lifespan as the valves the surgeons put in by cutting open the chest. With the average tissue valve lasting around 10 years, a 100-year-old person may need 10 valve replacement operations in his or her lifetime. Here, we can curtail the number of redo operations by at least half, by placing a new valve inside of an existing valve. This is a one-day procedure. Not only are we cutting the length of the hospital stay, by not opening the chest wall, we are also eliminating the risks associated with open operation. It's an excellent treatment option for our patients."

When Claire returned to Children's Hospital on July 13, she thought Dr. Mallula would be performing another heart catheter to take more measurements. She really didn't want to know more than that. As Rebel and Charlie paced the surgery waiting area, they understood something much more significant was happening.

"Of course we were more concerned about the risks of the procedure," said Charlie. "We knew the Children's Hospital team would do their best. Everyone wanted this procedure to be successful. Nevertheless, it grabs your attention saying good-bye to your child before they go into surgery."

If the procedure was successful, Claire would be the first patient in Louisiana to receive the Sapien XT valve. A lot was weighing on her case as specialists from Edwards, technicians and physicians observed and assisted



Drs. Mallula and Siwik while they navigated the small valve into her heart.

“Children’s Hospital has performed miracles for a lot of patients,” said Charlie. “And our Claire is one of them.”

After the procedure, when Claire recovered from anesthesia, including the much-dreaded “torture juice,” her parents spilled the beans. “It was shocking,” was her reaction to the news of the pioneering procedure she underwent. “So, y’all put me through this without my permission?!”

Fully recovered, Claire returned home the next day feeling fantastic. “There’s nothing I can’t do.” Without skipping a beat, she dove right into those activities she loves. It’s what makes her tick. She now smiles when thinking about how her new valve will help other children and feels confident when she says, “Kids like me will like it too.”



The Caplingers of Bayou Liberty, clockwise from top left: Connor, Charlie, Rebel, Claire and Addie

PROTECTING OUR PATIENTS

Positive changes in patient safety improve quality

IT'S 8 A.M. IN THE HEMATOLOGY/ONCOLOGY UNIT at Children's Hospital when Clinical Lead Kristie Rozands, RN, arrives to oversee the unit and its patients for the day. She visits each room to make sure the children are as comfortable as possible, and that all patients are receiving the care they need. She's also verifying that procedures to keep them safe are being followed. Of particular concern to her is reducing the rate of central line-related infections. Keeping these lines sterile, the dressings clean and dry, and the linens changed regularly are among a number of practices that are making a difference in improving safety.

Children's Hospital's perspective on patient safety changed three years ago when the hospital joined Children's Hospitals' Solutions for Patient Safety (CHSPS), a collaborative of 110 children's hospitals across the country that dissect safety incidents and develop the best strategies for preventing them. Jennifer Schwehm was named the director of the Patient Safety and Quality Department and leads a force of more than 150 administrators and clinical and medical leaders charged with the implementation of improvement efforts. The results are impressive. Children's Hospital was named Hospital of the Month twice since 2013 and was recently acknowledged for having best practices for the prevention of falls. Hospital leaders have presented at the biannual national conference several times, as well as its annual board training meetings. And most importantly, the safety efforts underway at Children's Hospital are preventing harm to patients and improving overall quality of care.

PREVENTING HOSPITAL-ACQUIRED CONDITIONS

Central line-related infections are among 11 hospital-acquired conditions common in medical facilities and harmful to patients. Other examples are surgical site infections, pressure injuries and ventilator-associated pneumonia. To proactively tackle these preventable issues, CHSPS partners develop a "bundle of care" for each condition. Implementation of these "bundles of care" has proven to reduce risk of harm.

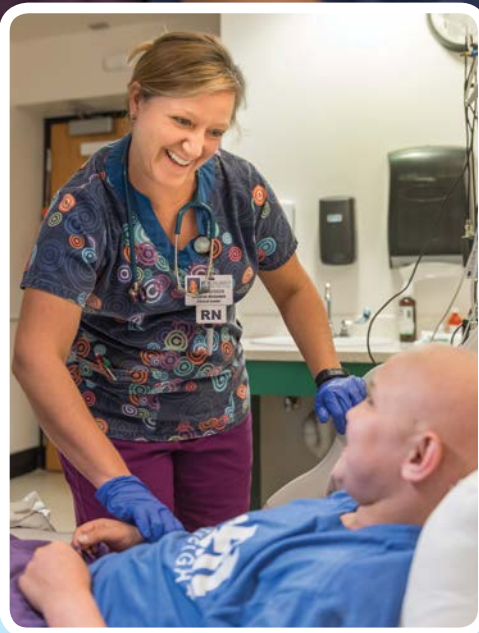
"We've implemented strategies to help prevent these things from happening in the first place. When they do occur, we review the incident with a critical eye to see where the process broke down and what we can do better," said Schwehm.

Schwehm is encouraged by how well these tasks are working. "We've had really good outcomes. When looking at the 11 hospital-acquired conditions, July 2016 was the second month that we've been better than the national benchmark for all of them."

CHANGING THE SAFETY CULTURE

It takes years to change the culture of a hospital, and Children's is on its way. A new program called Just Culture is training leaders and staff to look differently at safety events. Root cause analyses present opportunities to learn from serious events rather than place blame. Error prevention training will instill safety techniques to every hospital member, such as how to ask clarifying questions in a non-accusatory manner and closed-link communication—truly hearing and understanding what is being said.

"We're beginning to notice a difference," said Rozands, who credits her nursing team for working diligently to keep patients safe. "It takes everyone to achieve our goal of zero harm to patients."



Kristie Rogands, RN, greets 10-year-old Braxton Willis with a smile before assessing his condition. She'll make sure his central line is sterile, his dressings are intact and dry, his linens have been changed, and he's been given the appropriate antibacterial bath. These are just a few of the steps she and her nursing team routinely perform to reduce the likelihood that patients will develop a hospital-acquired infection. They also teach families how to maintain good hygiene after discharge. Her team's focus on safety is making a difference, with infection rates on the unit decreasing. It's a high-five for Braxton, for all patients and for the Children's Hospital organization for making patient safety and quality a top priority.

JOINING NATIONAL DATA REGISTRIES

A new department, Clinical Outcomes, was formed in 2015 at Children's Hospital to gather and submit service-line-specific outcome data to national registries. In return, the hospital will receive reports that compare our outcomes to national benchmarks. Although the hospital has participated in national comparisons previously, the reporting was much more generalized and the results far less specific.

"Comparing ourselves nationally will be powerful data for us," said Schwehm. "Once we receive reports, we will determine where our opportunities are and execute performance improvement projects for specific service lines."

CREATING ORGANIZATIONAL AWARENESS

A daily organizational safety brief initiated earlier this year assembles medical leadership, clinical and non-clinical department directors for brief updates on pertinent patient safety matters. From patient experience and safety incidents to patient flow throughout the organization, issues are brought out in the open to create awareness on the front lines.

"We've made tremendous strides," said Schwehm. "Moving forward, we're working on sustaining our improvement efforts and reaching our ultimate goal of zero harm to our patients."

BUILDING A HEALTHY FUTURE FOR KIDS

Helping Hands

Plaisance Poker Run

The 14th annual Plaisance Poker Run was held Saturday, May 14 for hundreds of motorcyclists who made their traditional first stop at Children's Hospital. The bikers brought Santa Claus along who gave out toys to hospital patients. Those youngsters who were well enough to venture outside the hospital were thrilled to see the vast array of motorcycles. After presenting their gifts, the cyclists completed their poker run and enjoyed a post-ride party at Plaisance's Bar in Gretna. This year's event raised over \$42,000. The New Orleans-Baton Rouge Steamship Pilots Association made an exceptionally generous gift of \$21,700 to the event, which they have supported since its inception. A very special thank you to all who made this year a success.

Walmart Gulfport Golf Tournament



Nearly 100 golfers hit the links at Windance Country Club in Gulfport, Miss., for the 4th Annual Gulfport Walmart Golf Classic. Participants were treated to a gorgeous day on the course, commemorative gifts and the chance to walk away a winner from the prize raffle. Food was donated by Tony Chachere's, Mugshot's Bar & Grill, Newk's Eatery, Chili's and Hooters. Major sponsors included Rex Distributing Co., Bimbo Bakeries, Red Bull and Prairie Farms Dairy. The organizers from the Gulfport Walmart store raised over \$25,000 through the tournament for Children's Hospital.



Pictured from left: Rite-Aid Golf Classic (photos by Chris Savage) and Hyundai Hope On Wheels Handprint Ceremony



Smoothie King Volleyball Classic

Children's Hospital welcomed a new title sponsor for the annual volleyball tournament, Smoothie King! The Smoothie King Volleyball Classic was held at Coconut Beach in Kenner on Saturday, June 4. Over 300 people, players and spectators alike, packed the beach for the day. With the generous help of Smoothie King, other event sponsors and 32 teams, the event raised nearly \$28,000 for Children's Hospital. Players received commemorative t-shirts, and winning teams received cooler bags and stainless steel insulated cups. More than 50 draw prizes were distributed while participants enjoyed food, Coca-Cola products and Smoothie King smoothies under the New Orleans Firemen's Federal Credit Union hospitality tent.

Hyundai Hope On Wheels

Hyundai Hope On Wheels, the car manufacturer's grant and research program, and the New Orleans area Hyundai dealers rolled into Children's Hospital August 19 to present a \$50,000 Impact Grant to the hematology/oncology department. The Center for Cancer and Blood Disorders at Children's Hospital was chosen because of its proven track record of caring for children with pediatric cancer. It is one of 18 recipients across the country to receive a 2016 Hyundai Impact Grant from Hyundai Hope On Wheels. During this visit, Hyundai hosted their signature activity, the Handprint Ceremony, inviting young cancer patients to leave their handprint on a 2016 Hyundai Tuscon that will travel across the country to raise awareness for the program.

Spot's Birthday Celebration

Members of the Children's Hospital Guild and employees from New Orleans Firemen's Federal Credit Union (NOFFCU) teamed up to distribute toys to patients July 21. The gifts were given in honor of Spot's birthday. This official mascot of NOFFCU was on hand to make sure the patients enjoyed his birthday as much as he did.

Rite Aid Golf Classic

This May marked the 15th year for the Rite Aid Corporate Meeting, Pre-Party and Golf Classic. The tournament, held at English Turn Golf & Country Club, welcomed over 100 participants and raised \$50,000 for Children's Hospital. Food was donated by Blue Dot Donuts, Taco Bell, Brown's Dairy, New Orleans Fish House, Hooters, Raising Cane's, Lucky Dog, Harbor Bar & Grill and Drago's. Special thanks to our title sponsors, Anheuser-Busch and MillerCoors; gold sponsor, Brown-Forman; and silver sponsor, Beam Suntory.



Pictured clockwise from left: Spot's Birthday Celebration, Plaisance Poker Run and Smoothie King Volleyball Classic

MEMORIALS & HONORS

MEMORIALS

(April 1, 2016 – August 31, 2016)

Amanda Inbau Arthur

Melanie Vaccaro

Rose Mary Stewart Baldioceda

Yvette F. Gonzales

Mildred Kornfeld ("Millie") Belin

Michael & Nicole Ciaccio

Oilda Betancourt

Paul & Cathy Lewandowski, Andy & Ellie

Cecilia Hoey Bodden

Jodi Canadas

Bill & Kathy Harrison

Maia Hunt

Sylvia Moore

Michael Jerome Bordelon

The Lafont Family

Roland Leo Bourgeois, Jr.

The Lafont Family

Vera Schmitt Buckley

Sylvia Hautala

Cheryl Michel

Ed & Susan Muchmore

Adele Pedarre Burroughs

John & Mary Gohres

Juanita Ann Cormier Busch

Patsy Mitchell

John Marion Cassagne, Jr.

Chalmette Amusement Company

Jonathan Clay

Chalmette Amusement Company

Riverbend Casino Reserve

Roy Edward Darby, Sr.

George & Jewell Moore

Sarah Katherine DeSoto

Dinah M. DeSoto

Ralph Clinton Drury

Bonnie Cefalu

LSU Office of Social Service Research & Development

Warren Michael Ellis, Jr.

Nellie Elizabeth Brennan Ellis

Bertha Nell Fleming-Porche

Toby Lafont

Terry J. Gagliano

Marilyn S. Centanni

Steve Exnicios & Family

Mr. & Mrs. Nicholas J. Gagliano

Judith Lifsey

Linda Russo

Malinda Russo

The Schiro Family

Mary Gioia Galland

Patsy Mitchell

Walter F. Gandy

Henry & Carolyn Loftin

Sandra Chustz Garon

Micheline Cazayoux

Dean Shrable

Harold Lester Gerkin, Sr.

Dr. & Mrs. A.E. Thurman

Louis Michael Giambalvo

Estate of Inez E. Giambalvo

Peter Giambalvo

Estate of Inez E. Giambalvo

Makana Marie Gomez

The Caballero Family

Shawn Aaron Gray

Jenny Fath

Sharon Hutchinson

Patsy M. Grefer

Jeffrey & Jeanette Capocaccia

Michael & Nicole Ciaccio

The DeFelice Family – Savare, Sandy, Bob, Mark & Ginny

Bob & Louise Grieshaber

Roland & Maryann Hymel

Tom & Kitty Kloor

Pascal's Manale Restaurant

Mr. & Mrs. John F. Stumpf, Jr.

George L. Wax

Jeffrey Joseph Harrington

Colleen Kastelic

Arthur Joseph Hebert

Mr. & Mrs. Charles W. Knopp, Jr.

JoAnn Wieniewitz Hebert

Pete & Di Faccini

Emile Sidney Held, Jr.

Ed & Kathie Clinton

Jim & Pat Ferraro

Dr. Robert Newton Helm

Micheline Cazayoux

Dean Shrable

Donna Marilyn Herbold

Ed & Connie Woods

Helen Schelter Beck Joffrion

Micheline Cazayoux

Dean Shrable

Darlene Johnson

Renee Warrington

Robert Krouse

Paul & Cathy Lewandowski

Theodore Joseph ("Buddy") Lavergne, Jr.

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Colleen Wright

Manual James ("Manny") Lowery

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Joseph McCluskey

Claire Austin

Marilyn C. McKinnie

Gayle Cohen

Gracie McNeil

The Shultz-McDonald Family

Wyatt Milano

J.P. & Charlotte Sapir

Suzanne Melancon Montgomery

Joyce Allgood

CHILDREN'S MIRACLE NETWORK HOSPITAL CORNER



Do you recognize the hot air balloon?

Displayed in local Walmart, Sam's Club, Costco and Dairy Queen locations, the yellow and red hot air balloons represent Children's Miracle Network Hospitals (CMNH), a nonprofit organization that raises funds for children's hospitals across the country. Because our Children's Hospital is a Children's Miracle Network Hospital, the donation you make during the campaigns of our CMNH partners throughout New Orleans and the Gulf Coast region will directly benefit our Children's Hospital.



Rhonda Baldone
Mark & Donna Dishon
The Magee Family
Lynne T. Ryan

Robert Leonard ("Bob") Payne, III

Antoinette & Sam Burguières
Neil & Charlene Daigle
Dwayne & Jackie David
Emile's Furniture & Appliances
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Leah G. Payne & Family
Crystal Talbot
Ora Thornton

Elaine Rinard

Audrey F. Richoux

Judith Bookman Rudman

Laurence D. Rudman

Bernard ("Chick") St. Germaine

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Mary Lu Yochim Roniger
Drs. Waters, Chen & Colfrey and Staff
Janet Yochim
Will Yochim

A. Lester Sarpy

André & Robbie Rubenstein
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Cleve M. Daigle
Pat Reed
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Jett Carson Self

Debbie Harrington
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Harold Wainer

Gordon R. Theriot

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Raymond Lewis Williams

Acadiana Dodge Chrysler Jeep Ram
Lee M. Carricut

HONORS

(April 1, 2016 – August 31, 2016)

Louise Sippio Baker

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Jordan M. Bantuelle

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Craig Billeaud

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Christopher M. Bonstaff

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Karlie P. Bonstaff

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Jenna L. Gainey
Bob & Johnny Hurlbut
Michael McWilliams
Sarah Rodrigue
David & Ramona Slagle
Evan Smith
Mack Stringfield

Raymond Ducre

Campus Federal

Lonnie R. Edmonds

Campus Federal

Christopher O. Edwards

Campus Federal

Dan Concepcion Eustaquio

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Ed'Sia I. Faulk

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Sarah E. Gardner

Campus Federal

Clark Graf

Jeannette Salter

Lotus B. Greenwood

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Emily Fuselier & Francesco Guastella

Olga S. Christakis

Asghar Haider

Campus Federal

Dr. Stephen Hales

Mark Romig

Edmond Harris, Jr.

Campus Federal

CMNH Celebrity Partner Visit – Adam DeVine

Patients got a special treat in August when CMNH Celebrity Partner, Adam DeVine, stopped by to visit. Adam is known for his comedic roles in movies and television shows such as Pitch Perfect and Modern Family. Adam handed out superhero capes, officially turning our patients into superheroes!



Marvin A. Harris

Campus Federal

James E. Haynes, Jr.

Campus Federal

Kimberly M. Hebert

Campus Federal

Benjamin D. Hefner

Campus Federal

Miyoshi Lizette Henry

Campus Federal

Tirzah Pranam Howard

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IDIG

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Biba Isla

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John & Carol Hall

Betty D. Heller

George R. Leaman

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Madhuri Mandepudi

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Christina B. Martin

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Elijah Jordan McGee

Campus Federal

Aubrie McHugh

Gina Anthaume

Ray J. Bergeron, Jr.

Julie S. Cosse

Mary D. Killeen

Peggy N. Killeen

Garrett & Alison McHugh

Whitney B. Nielsen-Braddock

Aimee C. Reaves

Eda M. Robertson

Marissa N. Ussery

Challie B. Wilcox

Joy Wonderley Wilcox

Maddox McHugh

Gina Anthaume

Ray J. Bergeron, Jr.

Julie S. Cosse

Mary D. Killeen

Peggy N. Killeen

Garrett & Alison McHugh

Whitney B. Nielsen-Braddock

Aimee C. Reaves

Eda M. Robertson

Marissa N. Ussery

Challie B. Wilcox

Joy Wonderley Wilcox

Josie Miller

Larry & Connie Guillot

Robert W. Mire

Campus Federal

Sharon Gay Murphy

Campus Federal

Theresa V. Nicholls

Campus Federal

Shirley O'Dwyer & Family

Gene Pereira, Jr.

Brenda Oliver

Campus Federal

Operation Restoration

Campus Federal

Alicia Ortiz

Campus Federal

Shola Prevost

Campus Federal

Julia C. Rai

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Campus Federal

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Campus Federal

Diadre Satcher

Campus Federal

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Charles & Elise Kaufman

Pablo M. Spalettra

Campus Federal

Camille Hilaire Stelly

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Reggie Rashad Thomasson

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Edward J. Trapido

Campus Federal

Jane K. Turner

Campus Federal

Bahri Ustunsoz

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Lindsey M. Vathy

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Felters A. Veal, Jr.

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King Alonzo Dealdre Veal

Campus Federal

Anthony Vinson

Campus Federal

Virginia J. Williams

Campus Federal

Michaela A. Zeno

Campus Federal



Thank You for Your Support

Children's Hospital would like to thank all who made our recent CMNH fundraising campaigns a success.

Weeks-long campaigns recently wrapped at some of our favorite businesses, helping us make miracles happen!



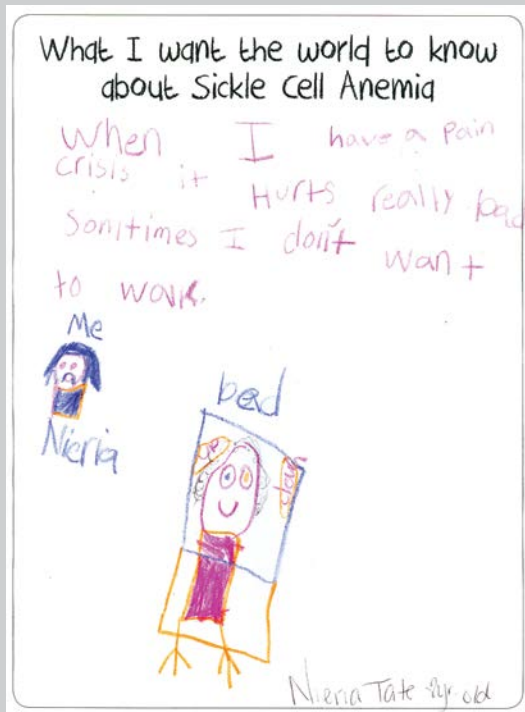
Small World Gallery



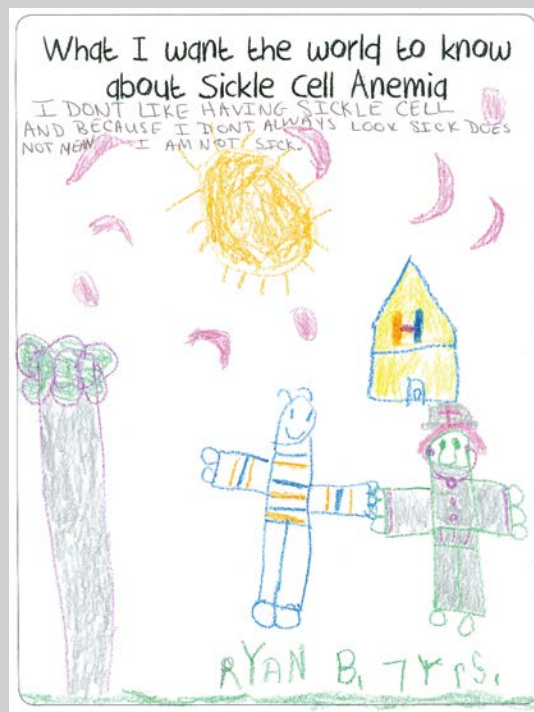
Ella Jones, age 9, "Bowl of Plenty," mixed media



Eliza Jones, age 9, "Shine," acrylic on canvas



Niera Tate, age 8, "Thoughts on Sickle Cell," crayon on paper



Ryan Bazanac, age 7, "Sick of Sickle Cell," crayon on paper



Victoria Moffett, age 18, "Victoria's Castle," mixed media





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