

2021 Year in Review

Celebrating extraordinary!



Children's Hospital
New Orleans
LCMC Health



A message from our **President and CEO**

John R. Nickens IV

Celebrating **extraordinary**

It is powerful to reflect on all that we accomplished as a Children's Hospital family in 2021. We began the year with the rollout of COVID-19 vaccinations for our patients, for our school partners, and the community – an extraordinary milestone in our fight against COVID-19!

We marked the one-year anniversary of our new Behavioral Health Center with a new round of High 5 Project videos and a first birthday party highlighting the impact of these vital services – needed now more than ever.

During the first half of the year, we celebrated important milestones in our campus transformation, with the opening of our new support services spaces, our new Center for Cancer and Blood Disorders, and our new Resident and Medical Staff Lounges.

While Sugarplum Ball could not take place in 2021, we presented our No Place Like Home dining series for patrons and supporters – with three stops along the Yellow Brick Road that raised more than \$440,000 for the hospital! With continued progress in our fight against

COVID-19, many of our beloved community events returned, including the Zurich Classic and Hogs for the Cause. We rounded out the Spring with GiveCHNOLA day, which was an incredible success with more than \$150,000 raised for the hospital!

While celebrating our many accomplishments, we also navigated unprecedented challenges together in 2021. Our team members said YES to the children and families who depend on us even though we encountered an unexpected summer surge of RSV, the Delta Variant's impact on children and recovery from Hurricane Ida. I am incredibly proud of the unwavering commitment of our team members despite the challenges we've faced.

In the fall, we celebrated the opening of our beautiful new Main Concourse, our new Child Life Center, our main campus Emergency Department, and our new Metairie ER – expanding access to vital emergency services across our community.

Our annual Boo at the Zoo event was enjoyed by families across the community, and we joined forces with Amanda Shaw to support hurricane



relief and raise awareness for mental health. Our Children's Miracle Network partners showed extraordinary support for the hospital all year long, and we presented our first Light Up The Season radiothon – raising more than \$146,000!

We closed the year on incredibly high notes – marking the completion of our campus transformation, our Magnet Recognition Program® site visit, and earning our *Newsweek* ranking noting Children's Hospital among the world's best pediatric hospitals. The completion of our \$300 million campus transformation welcomes an unprecedented investment in child health for Louisiana and the Gulf South. I am proud that our bricks and mortar now match the level of care we

are known for – thanks to our extraordinary team! Together we have made a healthier, happier future for Louisiana's children possible, and we will move forward full of hope, determination, and with a purposeful commitment to serve all children. That has been the DNA of Children's Hospital New Orleans since the beginning. Thank you for being part of this extraordinary journey!



John R. Nickens IV
President and Chief Executive Officer
Children's Hospital New Orleans



We built extraordinary

On the morning of November 6, 2021, Children's Hospital New Orleans, along with our donors, community supporters, medical school partners, staff, and providers, celebrated the Grand Opening of our expanded campus, as our unprecedented, 4+ year \$300 million campus transformation reached completion.

The Grand Opening event included a formal outdoor program with Lt. Governor Billy Nungesser and Councilmember Joe Giarrusso participating in the morning's events, along with Children's Hospital and LCMC Health leaders. Following the program, guests enjoyed an outdoor celebration with on-site activations, refreshments, and guided tours of the hospital.

The hospital's architects at EYP and construction partners at Lemoine were integral to the campus expansion effort. EYP took an incredibly complex concept and developed that into an exceptional master plan, inspired by the healing power of nature and music, that poises Children's Hospital for its next chapter. This came with careful planning, a robust understanding of pediatric healthcare, and incredible collaboration.



Lemoine led the 1,400+ day construction effort, with more than 3,500 professionals working throughout the project. While expanding the hospital's footprint by more than 50%, the construction team kept quality, safety, and excellence at the forefront while the hospital continued to provide expert care for kids without interruption.

With the generous support of community leaders like Betty Lauricella, The Goldring Family and Woldenberg Foundations, Steve and Patty Worley, the Harry T. Howard Foundation, Fore!Kids Foundation, and corporate partners like Walmart and Marriott, just to name a few, Children's Hospital's vision was amplified. Donors have played a vital part in allowing Children's to continue its mission, with nearly \$40 million raised through the hospital's capital campaign, Extraordinary Together.





Among the many areas of the hospital that were touched by this unprecedented transformation, Children's Hospital is proud to offer expert care in new, expertly designed spaces, including our new Behavioral Health Center, Cardiac Intensive Care Unit, Center for Cancer and Blood Disorders, Emergency Department, Imaging Center, Surgical Center, and more. In addition to clinical spaces, the patient experience for those receiving care at Children's Hospital New Orleans has also been overhauled by the transformation project. With improved access by way of our parking garage

and sky bridge, a space for kids to be kids in our new Child Life Center, the bright and inviting central spaces, the Lauricella Pavilion and Main Concourse, and family housing, the entirety of the campus transformation was designed with the patient and family experience in mind.

It is a truly extraordinary moment for Children's Hospital, for the communities we serve, and most importantly, for our children. Together, we have laid the foundation for a brighter tomorrow, and we're just getting started!



Children's Hospital breaks ground on the new Ronald McDonald House New Orleans

Children's Hospital and Ronald McDonald House Charities of South Louisiana broke ground in July 2021 on the jointly funded, 17,000+ square foot building project that will bring a new, expanded Ronald McDonald House to the Children's Hospital campus.

The \$6 million project expands the current New Orleans Ronald McDonald House program, bringing much-needed housing to families from across the state and region whose children receive vital medical services in New Orleans. Ronald McDonald House Charities provides a home-away-from-home for families of seriously ill children and provides programs that give comfort, compassion and family-centered care to children and their families.

Upon completion of renovations to the new housing facilities, RMHC-SLA will relocate its current 15-bedroom home located at 4403 Canal Street to the new space, which increases the available accommodations for families by 33 percent, with an additional seven family rooms.

In addition to the expansion of family rooms, the new Ronald McDonald House will feature new common spaces, including a spacious kitchen and dining room that will allow for volunteer and other community groups who give of their time in preparing meals and other activities. The living room, playroom, and spacious backyard are specially designed to allow for community and fellowship among families. The building project will also include a welcoming lobby, large meeting room, library, and office space for staff.

Emergency services expand into Metairie

In October, Children's opened its first ever comprehensive pediatric Emergency Room in Metairie. The new 11-room ED, complete with imaging capabilities, has seen a large number of patients in its short time open. Located at 4545 Veterans Boulevard, the new ED allows for expert emergency care close to home for those living on the east bank of Jefferson Parish.



COVID-19 response

Children's Hospital serves as COVID-19 vaccination and testing site

As our world entered the second year of living through the largest scale pandemic of our age, Children's Hospital's response was nothing short of extraordinary. In addition to providing drive-through COVID-19 testing for children, families, and school communities, Children's Hospital became a community vaccination site during the initial rollout of the vaccine in early 2021. As soon as the COVID-19 vaccine became available for those other than healthcare workers, Children's Hospital New Orleans transformed its Conference Center into a community vaccination site.



In March 2021, the vaccine became available for children and teens, 12-17 years of age, and finally, in November, the vaccine was approved for children 5-11. Children's Hospital continues to vaccinate children and spread the message that vaccination is our best protection against COVID-19.

Children's Hospital partners with NOLA Public Schools to offer vaccines for teachers, school staff

On Tuesday, January 12, Children's Hospital began the process of administering the COVID-19 vaccine to NOLA Public Schools nurses on site at the hospital. The first to be vaccinated were four dedicated NOLA Public Schools nurses. Soon after, through the hospital's community vaccination initiative and through a partnership between NOLA Public Schools and ThriveKids, Children's Hospital's school wellness initiative, Children's Hospital nurses vaccinated more than 4,600 school teachers, administrators, nurses, and support staff across the state.

Children's Hospital receives national news coverage as COVID-19 hits our nation's pediatric population

In the summer of 2021, Children's Hospital New Orleans saw a rapid increase of COVID-19 cases and

hospitalizations of patients who were believed to be infected with the Delta variant. On July 29, the American Academy of Pediatrics reported that one in four children in Louisiana had tested positive for COVID-19, marking it the largest surge of the pandemic for kids, and raising eyes across the nation to watch Louisiana, a hot spot for the virus.



In the days and weeks to follow, news media flocked to Children's Hospital New Orleans for an inside look at the hospital's Pediatric Intensive Care Unit (PICU) to help spread the important message of just how crucial the COVID-19 vaccine is for those eligible to receive it. Children's Hospital's Chief Medical Officer and Physician-in-Chief, Dr. Mark Kline, became the spokesperson for the hospital, and other children's hospitals across the country, appearing in interviews with both local and national news outlets including CNN, CBS, MSNBC, ABC, Fox News, WDSU, WWL, WGNO, WVUE, Black News Channel, and more.

Print media followed suit and Children's Hospital New Orleans granted interviews from writers and photojournalists from The Advocate, New York Times, TIME Magazine, The Wall Street Journal, The Washington Post, and more.

In addition to providing drive-through COVID-19 testing for children, families, and school communities, **Children's Hospital became a community vaccination site during the initial rollout of the vaccine in early 2021.**

These long-form articles allowed journalists to reach beyond the time constraints of tv media, and take a deeper dive into interviews with nurses, physicians, and respiratory therapists who discussed the difficulties the surge brought to the units.

The stories told by the dozens of journalists and the images captured by each videographer and photographer helped Children's Hospital tell the sobering story of what our caregivers and patients were experiencing every day. The coverage displayed the resilience of hospital team members and providers, the hope that was felt and expressed by patients and their families, and the change of heart and renewed thinking for those who were once hesitant to receive the COVID-19 vaccine.



Children's Hospital hosts the U.S. Secretary of Health and Human Services and Disaster Medical Assistance Team

In August of 2021, the Delta Variant of COVID-19 swept the nation, and one thing became clear – this strain of the virus had a much more significant impact on children. At Children's Hospital New Orleans, specifically in the Pediatric Intensive Care Unit and 5 Center, the hospital's designated COVID-19 unit, staff became inundated with COVID-19-positive patients.

It became apparent that with a national nursing shortage and unprecedented numbers of both RSV and COVID-19 patients admitted to Children's Hospital, that weary staff needed reinforcement. This is when the hospital appealed to the U.S. Department of Health and Human Services (HHS) for personnel resources.

HHS sent its Disaster Medical Assistance Team (DMAT) to relieve the stress on the hospital's clinical teams. The DMAT was comprised of 27 medical professionals who were deployed to Children's Hospital New Orleans, including registered nurses, physicians, nurse practitioners, paramedics, respiratory therapists, and pharmacists. These providers operate much like the Army Reserves. They are a group of military-trained medical professionals who work in hospitals in their hometowns across the country. When a disaster or emergency arises, the team is called into action, and deployed to anywhere that duty calls.

Relieved and grateful for the additional sets of skilled hands, the Children's Hospital team continued doing what they do best – providing compassionate care to the children of our state and region.

On the heels of nearly three weeks of assistance from DMAT, HHS Secretary, Xavier Becerra made an official visit to Children's Hospital New Orleans to see the team in action. Along with Secretary Becerra, Assistant Secretary Dawn O'Connell, Congressman Troy A. Carter, Sr., and Louisiana State Health Officer Dr. Joseph Kanter joined for a tour of the hospital and a press conference. This marked the first occasion in which a member of the president's cabinet paid an official visit to Children's Hospital New Orleans.

In each of their addresses, the delegation resounded the same sentiment – vaccination is the key to ending this public health crisis. While the circumstances of the Secretary's visit were dire, the Children's Hospital New Orleans family is grateful for the support of our federal government, and those men and women who left their homes and families to care for the children of Louisiana.



Hurricane Ida response and recovery



On Sunday, August 29, on the 16th anniversary of Hurricane Katrina, Hurricane Ida made landfall along the Louisiana coast as an unprecedented, Category 4 Hurricane. Ahead of the storm, LCMC Health and Children's Hospital implemented Severe Weather Plans, preparing the facilities, team members, patients and families for Code Gray lockdown.

A team of 430 essential staff and providers stayed on site to continue delivering expert care to 121 patients and more than 50 family members who sheltered in place

at Children's Hospital. At the time of landfall, much of south Louisiana, including New Orleans, experienced winds of up to 150 mph and heavy rain for many hours. Children's Hospital withstood the storm well, and team members were able to continue caring for kids in a safe environment, without interruption.

Charles Barry Wilson Team Member Assistance Fund
Donors Christopher and Lorraine Wilson generously contributed \$500,000 in the days that followed Hurricane Ida to establish a Team Member Assistance

Fund at Children's Hospital. The Team Member Assistance Fund is named for Charles Barry Wilson, father of Christopher Wilson, who was born and raised in New Orleans.

The support of donors amplifies the hospital's ability to provide continued support and resources to aid in team members' personal recoveries – team members who are critical to the hospital's ability to continue providing expert care for the children of Louisiana. In addition to the Wilson's gift, more than \$40,000 in additional funds was raised from individuals and businesses to support Children's Hospital team members. In the first month following the storm, more than 100 team members received financial assistance through the fund.

Corporations Lend a Helping Hand

On September 6, Children's Hospital received a very special delivery of 24 generators, 24 gas cans, 24 box fans, 50, 50-ft extension cords, and a supply of air conditioning units from Send Relief and Home Depot. The total in-kind value of the donated items was approximately \$23,000 and was incredibly impactful for the Children's Hospital team members most in need. In addition to this contribution, Team Honda Cares



gave nearly 100 generators for Children's Hospital team members in need, totaling more than \$94,000.

Children's Miracle Network (CMN) Hospitals partner, McLane Southern, also supported Children's Hospital in a big way, delivering a truck full of non-perishable food items which were given to team members in need. Ace Hardware Foundation, another CMN partner, gifted \$25,000 to assist team members who were directly affected by Hurricane Ida.

CHNOLA aids in storm cleanup

To lend a hand to our neighbors in need in the River Parishes, who were the hardest hit by Hurricane Ida, Children's Hospital New Orleans sent teams of volunteers in the weeks after the storm to aid in cleanup and recovery. In addition to cleanup efforts, Children's Hospital collected truckloads of vital supplies to donate to the people of LaPlace, Louisiana.

Telling our story

Throughout 2021, Children's Hospital's marketing department worked closely with the hospital's service lines and leadership team to develop comprehensive campaigns to tell the hospital's story, and elevate brand awareness for Children's Hospital as the leading pediatric provider for children across Louisiana and the Gulf South.

64 stories of healing and hope

As Louisiana's children's hospital, we are proud to care for children from every parish in the state – from Caddo to Coushatta and Tensas to Tangipahoa. That's why in late September of 2021, we embarked on a journey to tell one patient story from all 64 parishes in the state. Engaging readers from every corner of Louisiana, we wanted everyone to experience the stories of triumph, victory, and healing.

This special campaign was shared on a daily basis, featured on each Children's Hospital social media platform for easy accessibility. Living on its own microsite, chnola.org/64stories, the page sported a giant Louisiana state emblem which was an interactive tool for the site's visitors.



Marketing campaigns

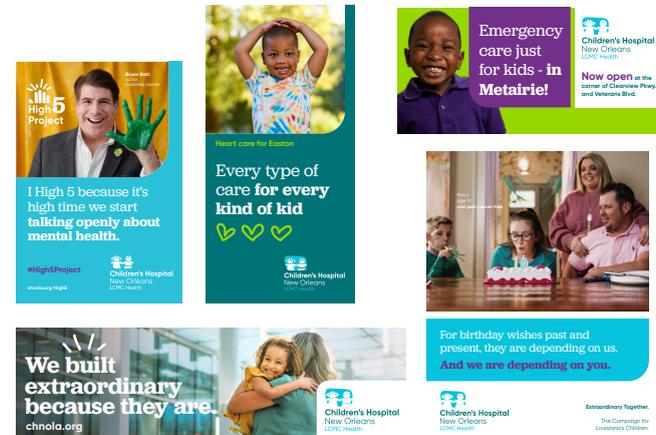
2021 was a busy year of telling our story, and our marketing team launched multiple advertising campaigns to build awareness and preference for Children's Hospital New Orleans as the hospital for kids in Louisiana!

When it comes to providing the expert care kids need from birth through teenage years, there's nowhere better than Children's Hospital New Orleans.

It's why we have more than 600 pediatric-trained physicians working across every type of specialty care you can imagine. Whether it's a simple scrape or a complicated surgery, parents can rest assured knowing we offer every type of care for every kind of kid in Louisiana and beyond.

2021 campaigns

- Baton Rouge specialty care
- High 5 project
- Every type of care for every kind of kid
- Metairie ER – Emergency care just for kids!
- We built extraordinary, because they are.
- Extraordinary Together brand campaign



By simply moving your cursor across a parish, that parish would populate with whichever patient we treated from that location. From the heartfelt stories of our heart patients to the resilience of those recovering from brain injuries, to the steadfast patients living with a genetics disorder, each story represented not only the diversity of our patient population, but also the multidisciplinary specialties we offer each day.

Children's Hospital hosts Child Mental Health Summit

In the summer of 2021, Children's Hospital, along with city and state officials, declared a mental health crisis in Louisiana for our children. Children are suffering from depression, anxiety, and suicide ideation at alarmingly increasing rates, and it is time we answer this cry for help. On Friday, August 6 along with partners from New Orleans Center for Resilience, Children's Bureau of New Orleans, The City of New Orleans, Louisiana Department of Education, Jefferson Parish Schools, Louisiana Association of Public Charter Schools, New Orleans Children & Youth Planning Board, New Orleans Health Department, and ThriveKids, Children's Hospital presented a two-hour virtual summit and critical conversations



on child mental health. More than 400 participants tuned in for the virtual educational session.



Children's Hospital New Orleans Ranked Among Newsweek's 'World's Best Specialty Hospitals - Pediatrics'

In the fall of 2021, Children's Hospital New Orleans became the only children's hospital in Louisiana or Mississippi to be ranked by Newsweek's 'Best

Specialty Hospitals in the World for Pediatrics'. This first-ever ranking is a reflection of our unwavering commitment to provide the best possible care to all kids and only kids – right here in Louisiana.

Children's Hospital New Orleans is ranked 58th worldwide, and 30th out of the ranked facilities in the United States. The time for excellence in pediatric healthcare is now, and the place is Children's Hospital New Orleans.

We have a heart for community: community engagement and sponsorships

Children's Hospital is proud to be part of the fabric of New Orleans. An institution serving this community since 1955, the hospital stands as a beacon of hope for all children in need of the services provided here. But the Children's Hospital story extends far beyond the walls on Henry Clay Avenue. The hospital is committed to being a visible and active member of our community. Community partnerships are one way for Children's to reach out to create environments of health throughout our city and region. It is our privilege to align the Children's Hospital mission and expertise with key partners throughout the year, supporting their missions and in turn making tomorrow happier and healthier for the children of Louisiana.

Last spring the PGA tour welcomed back the Zurich Classic at TPC Louisiana in Avondale. The golf tournament was the first major event allowed to take place 13 months after the start of the COVID-19 pandemic and Children's Hospital was proud to serve as the tournament's official partner and healthcare provider. Also back last spring after canceling in 2020 was Hogs for the Cause. Like the Zurich Classic, Children's has been a dedicated partner to the event for the past several years. In addition to being an official partner of the barbecue competition, the organization also donates part of the proceeds to the Hogs for the Cause



Family Center which houses patient families on our State Street Campus.

BREC's Baton Rouge Zoo welcomed back their Zoolights experience during the holiday season and Children's Hospital was thrilled to return as the presenting sponsor. The outdoor experience invites visitors to the the Zoo at night to experience holiday light installations around the grounds. The event runs every evening in December and Children's was there each weekend to hand out goodies to the children and share information about our expanded Baton Rouge clinic.

In addition to annual events, Children's Hospital also supports some of our community partners throughout the entire year. Blood supply was critically low throughout 2021. In partnership with The Blood Center, blood drives were offered each month at our State Street Conference Center. In total 645 donations were made to help alleviate the blood shortage and save lives.

By this time next year, we will be preparing to open the new home of Ronald McDonald House Charities of Southeast Louisiana on our State Street Campus. The house, with over 17,000 square feet of space and 22 rooms, will increase Children's Hospital's ability to welcome patient families to campus so they can stay near their child receiving care. In addition to opening



the new house together, Children's has been proud to support RMHC in 2021 with their annual golf tournament and talent show in October.

Since the beginning of Children's Hospital, there has been Audubon Zoo. Positioned next door to one another in Uptown New Orleans, the two entities have naturally formed a partnership in almost all we do. Throughout the year, Children's and Audubon work together to bring family friendly programming to the community and with Audubon's expansive grounds, we were even able to find safe ways to do that during the COVID-19 pandemic.

Boo at the Zoo, the Halloween celebration and joint fundraiser between the two organizations, was a huge success in October. Audubon's Zoo to Do for Kids, although delayed from the spring, was finally held in November and Children's Hospital served as presenting sponsor.

As the statewide sponsor of Special Olympics Louisiana, Children's Hospital was instrumental in assisting the organization and their athletes in returning to safe play after a pause in competition due to COVID-19.

These and several other partnerships further the Children's Hospital commitment to care for the families in our community.

2021 nursing highlights

Magnet Recognition Program® application and site visit

In May 2021, Children's Hospital officially applied to the American Nurses Credentialing Center (ANCC) for the prestigious Magnet Recognition Program®. Magnet hospitals are certified by the American Nurses' Credentialing Center (ANCC) as institutions where nurses are empowered to not only take the lead on patient care but to be the drivers of institutional healthcare change and innovation.

After submitting our Magnet Document on May 28, 2021, Children's Hospital was granted a Magnet virtual site visit December 9-10, 2021. Following our rigorous site visit, the appraisers will send their report from our document and site visit to the Commission on Magnet.

Until the official call approves our Magnet designation in early 2022, we eagerly await this prestigious status and will continue providing extraordinary healthcare to the children of Louisiana and across the Gulf South.

Lindsey Casey appointed as Senior Vice President and Chief Nursing Officer

In November 2021, Children's Hospital announced the internal appointment of Lindsey Casey, MSN, RN, NEA-BC, as the hospital's Senior Vice President and Chief Nursing Officer. Lindsey began her



career at Children's in 2001 as a Nurse Tech in the PICU. After graduating with her Bachelor of Science in Nursing degree from LSU Health New Orleans, she worked as a bedside caregiver for ten years before rising to the role of PICU Director. Lindsey served in this capacity for five years while simultaneously earning her Master of Science in Nursing degree from Loyola University New Orleans. She then took on the role of Senior Director of Critical Care with oversight of the CICU, NICU, PICU, Emergency Department, ECMO program, Respiratory Therapy, and advanced practice providers.

From 2018-2021, Lindsey served as Children's Hospital's Assistant Vice President, Hospital Operations, bringing her strong clinical background to lead Children's

Hospital's hospital-based services. In her tenure as AVP of Hospital Operations, Lindsey served as executive leader over lab, pharmacy, radiology and rehabilitation services.

In her new role, Lindsey serves as the executive over all practice areas of nursing, will support the organization's strategic priorities, and will serve as executive leader over the hospital's journey to achieve Magnet® Designation. She also serves as the service line executive for the Center for Cancer and Blood Disorders and Neonatology, two of the hospital's signature programs.

100 Days of Nursing

For Children's Hospital, 2021 was a year filled with growth during our campus transformation, challenges throughout the RSV and Delta Variant surges, and numerous learning opportunities throughout the global pandemic - above all else, our nurses continued to answer the call to serve. To celebrate the extraordinary commitment our nurses showed to our hospital, patients, and community during 2021, we launched "100 Days of Nursing" on December 1.

This campaign recognizes one nurse each day for 100 days on social media to bring awareness to the nurses



providing one-of-a-kind care here at Children's Hospital. In sharing these spotlights with the community, we hope to recruit new nurses to the hospital to aid the nursing shortage and continue providing extraordinary care to the children of Louisiana and across the Gulf South.

At Children's Hospital, nursing represents our largest employee group, with 800 total RNs who give of their time and talent to support 93 different units or departments. In 2021, we welcomed 74 new RNs to the Children's Hospital family. Our nurses are truly extraordinary, and that is reflected in the numbers! We have 88 RNs on the clinical ladder, and 63 RNs have been nominated for the DAISY award by patients and families so far this year. Of our nurses, 61.8% hold specialty certifications, and more than 80% hold a BSN or greater.

Throughout the 100 Days, CHNOLA nurses were celebrated for their compassion, expertise, consistent demonstration of our CHNOLA values and their commitment to serve ALL children and our nurses ensure that Children's Hospital never pauses, even as we manage through staffing challenges and a consistent high census.



Medical staff highlights



In 2021, Children's Hospital was honored to add 91 incredible physicians and allied health professionals to our medical staff, including national leaders in pediatric healthcare. Representing a variety of specialties and recruited from top pediatric hospitals across the United States, each new team member answered the call to make their new home in New Orleans and work to change the face of pediatric healthcare in Louisiana.

In January, **Dr. Frank Pigula**, one of the country's most accomplished congenital heart surgeons, became the new Co-Director of the Heart Center at children's hospital and Chief of Pediatric Cardiothoracic Surgery. Dr. Pigula's extensive background includes 12 years as Clinical Director of Pediatric Cardiothoracic Surgery at Boston Children's Hospital, the number one ranked Children's Hospital in the country by US News & World Report.

In the summer of 2021, Children's welcomed **Dr. Mark Kline**, an internationally recognized leader in child health. Dr. Kline serves as Chief Medical Officer and Physician-in-Chief. His expert leadership will continue to enhance the pediatric academic medical programs at Children's Hospital and create strategies to improve the future health and wellbeing of Louisiana's Children. Dr. Kline serves as an integral spokesperson in the midst of multiple COVID-19 surges and has shown incredible advocacy for vaccinations and boosters. Dr. Kline regularly encourages the community to do their part in the fight against COVID-19 through his appearances on local and national news outlets.

Children's Hospital also welcomed **Dr. Julie Kaplow**, expert in childhood trauma and grief, **Dr. Nicole Kopari**, pediatric burn surgeon, **Dr. Susan Fielkow**, developmental-behavioral pediatrician, and **Dr. Natalie Weil**, pediatric ophthalmologist, to name a few.

In addition, during this milestone year at Children's Hospital, **Dr. Pinki Prasad**, pediatric hematologist/oncologist, became the first ever female to be appointed as President of the Medical Staff. With Dr. Prasad's leadership and heart for service, we look forward to a brighter 2022 for our medical staff and the unmatched care they provide for our pediatric population.



Dr. Frank Pigula



Dr. Mark Kline



Dr. Julie Kaplow



Dr. Nicole Kopari



Dr. Susan Fielkow



Dr. Pinki Prasad



Dr. Natalie Weil



Our top 5

Medical Education highlights:



1

In June, Children's Hospital proudly welcomed internationally recognized children's health leader Dr. Mark Kline. Dr. Kline serves as Chief Medical Officer and Physician-in-Chief, and in these roles, supports and oversees Children's Hospital's pediatric academic medical programs, LSU Health New Orleans and Tulane University School of Medicine.

2

We celebrated the opening of Children's Hospital's new Resident Lounge, as part of the hospital's unprecedented \$300 million campus transformation. Through the generosity of the 2017 Physicians Campaign led by Dr. John Heaton, funds were raised to help make this project possible.

3

When Children's Hospital launched its Community COVID-19 Vaccine Clinic in the hospital's State Street Conference Center, the Office of Medical Education recruited over 67 medical students to assist with the community vaccination initiative. Students welcomed patients, assisted with the operations, and even registered patients in EPIC. The medical students were eager to assist, and were an important part of Children's Hospital's response to combating COVID-19.

4

To advance diversity, health equity, and inclusion, Children's Hospital New Orleans took part in the LSU Department of Pediatrics Visiting Diversity Clerkship Scholarship Program. This program gives two fourth-year medical students who self-identify as an under-represented minority the opportunity to complete a month-long rotation at a freestanding academic tertiary care children's hospital.

5

In February, Children's Hospital President and CEO, John Nickens, began quarterly listening sessions, open to all the medical trainees at our hospital. During the morning "CEO Coffee Talks," Mr. Nickens and the residents participate in an open dialogue, where the residents can hear updates on the hospital and ask questions.



Philanthropy

There's No Place Like Home Dining Series

Each spring, Children's Hospital New Orleans, backed by a tremendous committee of community volunteers, works feverishly to host its signature fundraising gala, Sugarplum Ball. After it became abundantly clear in the fall of last year that the COVID-19 pandemic would prevent Sugarplum Ball 2021 from taking place, a plan to introduce a new and safe fundraiser was developed. In March, on what would have been the evening of the 2021 Sugarplum Ball, Children's Hospital kicked off "There's no place like home".

The three-part dining series, presented by Lemoine, was a resounding success raising over \$440,000 for Children's Hospital. Presented in partnership with Ralph Brennan

Restaurant Group, the dinner from Ralph's on the Park in March was followed by dinner from Red Fish Grill in May and culminated with brunch in July from Brennan's. Patrons were invited to pick up their meals at a drive through experience inspired by the Wizard of Oz and even had familiar greeters in Dorothy, the Scarecrow, the Cowardly Lion, and the Tin Man.

In addition to the meals, Children's hosted an online auction that featured specially curated items. The auction block included artwork, VIP packages to upcoming events such as the Zurich Classic, and The Sugar Bowl, dining experiences at local fine dining restaurants, Mardi Gras Krewe riding packages, and fine jewelry. Held in conjunction with the final meal, the auction raised over \$16,000 for the hospital.



Community Fundraising

Amanda Shaw Bayou Relief Tour

Beloved singer and songwriter, Amanda Shaw, partnered with Children's Hospital New Orleans for the free Bayou Relief Event Series this fall following the devastation of Hurricane Ida. The series included essential recovery resources, live music, and disaster relief specialists, including the Behavioral Health team at Children's Hospital. Traveling throughout the bayou region, Children's Hospital became a powerful presence at the concerts, offering a chance for community members to learn more about what we offer as a Behavioral Health Center as well as our outpatient services and school programs.

During the series, Amanda Shaw created a specialty shirt that read, "Never Bayou Self." Funds raised from the t-shirt sales benefited Children's Hospital's behavioral health school-based care in the sum of \$5,200. This partnership with the Amanda Shaw Foundation is one collaboration with our High 5 Project, in which Children's Hospital strives to help 5 out of 5 kids to get the mental health care they need to thrive.



The Glen Otero Golf Tournament

On November 4, 2021, longtime supporters of Children's Hospital New Orleans, Turn Services, gathered together for a golf tournament at Lakewood Golf Club to benefit the hospital. The 11th annual Glen Otero Golf Tournament raised \$165,000 for the Children's Hospital New Orleans Behavioral Health Center. This event was a huge success thanks to the team of volunteers who work year after year to make a difference for the children of Louisiana.

All Star Foundation

Our friends at the All Star Foundation and their board of trustees, led by Todd Trosclair, made a generous pledge of \$250,000 to support the Children's Hospital New Orleans Behavioral Health Center. Through their annual Golf Classic and Cornhole Tournament, held at Cypress Lakes Country Club, the All Star Foundation raises the funds necessary to support Children's Hospital and other non-profits in the Greater New Orleans area.



Giving by the numbers

\$7.36 million raised for Children's Hospital New Orleans in 2021



Extraordinary Together

The Campaign for Louisiana's Children: **\$2.1 million** raised to support our campus transformation efforts.

Programmatic Giving **\$2.1 million**

Programmatic donations to funds like Child Life, Amy's Art Cart, and The Leaman fund grew in 2021. In addition to our already established funds, the Charles Barry Wilson Team Member Assistance Fund was established in the wake of Hurricane Ida to support CHNOLA employees impacted by Ida.



Kids Fund **\$1.5 million**

Unconditional support has the most **extraordinary** impact! Support of the Kids Fund allows us to continue to provide extraordinary care to every child regardless of his or her family's ability to pay.

Fundraising events

- ♥ **"There's no place like home"** our three-part Dining Series, held in lieu of Sugarplum Ball, took us down the Yellow Brick Road and raised more than **\$440K** for Children's Hospital. We look forward to celebrating our 40th annual Sugarplum Ball in 2022.
- ♥ **GiveNOLA Day**, raised more than **\$150K** for Children's Hospital in 24 hours!
- ♥ **Peek-a-Boo at the Zoo**, the second year of our reinvented COVID-safe Halloween experience, raised **\$100K**.
- ♥ **Light Up The Season Radiothon**, broadcasted on the Audacy family of radio stations, raised more than **\$146K**.
- ♥ Events from chili cookoffs to fishing rodeos, hosted by members our community to benefit the hospital, raised nearly **\$100K** as part of our **Community Fundraisers program**.



Children's Miracle Network Hospitals Fundraising: **\$800K+**

Special thanks to our top CMNH partners, Walmart and Sam's Club, for raising more than **\$400K** through point-of-sale campaigns and community grants.



In-kind donations: **valued at \$150K+**

In-Kind donations include any items donated to the hospital ranging from toys for patients to generators and supplies for employees during Hurricane Ida.

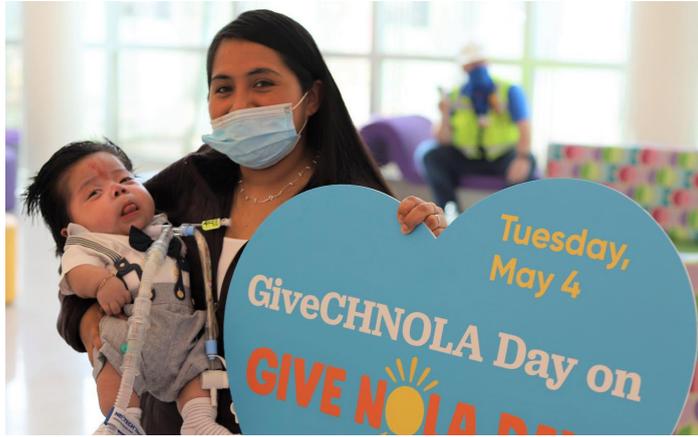


Thank you to the **5K+** individuals, businesses, foundations, and community partners who supported Children's Hospital in 2021.

GiveCHNOLA Day

GiveCHNOLA Day proved to be a day we were truly extraordinary together! With over 700 team member donations, over 1,300 unique donations, and donors from 27 states, we raised \$152,151.

For GiveNOLA Day as a whole, we ranked #2 most unique donors and #5 most dollars raised, according to the Greater New Orleans Foundation.



Light Up The Season Radiothon

To kick off the holiday season at Children's Hospital New Orleans, The Ray and Jessica Brandt Family Foundation presented our Light Up the Season Radiothon to raise important funds for the hospital. On Thursday, December 9, Audacy New Orleans radio station, WWL Radio, went on the air live from Children's Hospital for the Tommy Tucker Show, The Newell Normand Show, and Scoot in the Afternoon broadcasts.

Throughout the days of December 9-10 Children's Hospital patient families, doctors, nurses, and other team members shared their extraordinary stories on the air. Together with the Audacy family of radio stations, Children's Hospital raised \$146,500.

Peek-a-Boo at the Zoo

Peek-a-Boo at the Zoo presented by Chick-fil-A New Orleans was held October 20-24 and jointly benefited Children's Hospital New Orleans and Audubon Zoo. The daytime Halloween celebration provided fun for the whole family and the Zoo's animals too! The annual event raised more than \$100,000 for Children's Hospital and allowed visitors to create lasting spooktacular memories!



Extraordinary Together: Major gifts make an extraordinary impact

The beautiful new spaces and extraordinary programs that are found within the walls of Children's Hospital New Orleans would not be possible without the support of our generous donors. 2021 was no exception. With the support our donors, Children's Hospital will be able to house events for patients and staff, grow our Palliative Care program, bring joy and recreation in our new Child Life and Creative Therapies space, and provide behavioral and mental healthcare to kids in schools.

Former CEO and Emeritus Board Member, Steve Worley and his wife Patty, have made a significant investment in the future of Children's Hospital New Orleans. With a commitment of \$1.2 million, the conference building on the hospital's State Street campus will be named the Steve Worley Conference Hall, and the playground across from the Hogs for the Cause Family Center will bear the Worley family name.

The Bella Bowman Foundation made a gift of \$500,000 to build the hospital's first ever Palliative Care Suite. After the Bowman family lost their daughter, Bella, following the removal of a cancerous brain tumor in 2011, it became their mission to support and fund comfort care



initiatives for sick children and their families. The Palliative Care Suite, aptly named "Bella's Room" is designed to be a sanctuary for delivering expert end-of-life care for the child, as well as the whole family. Construction for Bella's Room will begin in the coming months, and the space is expected to open in 2022.

Aligned with their reputation of being one of the most fun and energetic Mardi Gras Krewes, the Krewe of Tucks chose to make a difference in an area close to their hearts. The Tucks Charitable Foundation pledged \$240,000 to build a new playroom and teen lounge in the new Child Life space. The brand new Krewe of Tucks Playroom and Krewe of Tucks Teen Lounge are now open and have already been put to use and enjoyed by children and adolescents staying in the hospital.

With our nation facing a mental health crisis, the Harry T. Howard Foundation's financial support of the School Psychiatry Collaborative could not have come at a better time. The Collaborative provides on-site mental health services delivered by a staff of licensed clinical social workers and child and adolescent trained psychiatrists in schools. With a \$900,000 gift to Children's Hospital New Orleans from the Harry T. Howard Foundation, we will continue to expand this program to serve New Orleans youth where they are – in schools.



2021 By the numbers



119,290
SPECIALTY
CARE VISITS

Pediatric Primary Care
visits **115,896**



712
MEDICAL STAFF
PROVIDERS

SURGICAL
CASES

11,432



375 Helicopter
transports

TOTAL TRANSPORTS
592

AVERAGE
DAILY
CENSUS



Acute Care Behavioral Health Neonatal Intensive Care Pediatric Intensive Care Cardiac Intensive Care

151



AVERAGE INPATIENTS
PER DAY



48,643

TOTAL EMERGENCY DEPT. VISITS



1,811

FULL TIME EMPLOYEES



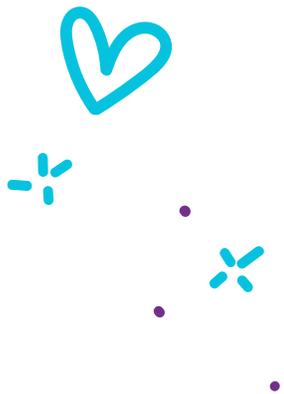
11,114
VIRTUAL VISITS

Serving patients from all
64 parishes
in Louisiana



Pediatrics clinics





2021 Year in Review

Celebrating **extraordinary!**