

Arkansas Children's Northwest (ACNW) is committed to making the children of Arkansas better today and healthier tomorrow. As part of the only healthcare system in the state solely dedicated to caring for the more than 700,000 children in Arkansas, ACNW works to reach children in an eleven-county service area where they live, learn and play. These counties include Benton, Carroll, Boone, Washington, Madison, Newton, Crawford, Franklin, Johnson, Sebastian, and Logan. Our community benefit work helps to push our mission forward by improving access to healthcare, advancing medical and health knowledge, and supporting government or community health efforts. During fiscal year 2021, ACNW continued to advance initiatives established in the 2020-2022 ACNW Implementation Strategy.

Arkansas Children's Statewide Response to COVID-19

The Arkansas Children's team worked diligently to address and fulfill ongoing needs associated with the COVID-19 pandemic. During fiscal year 2021, Arkansas Children's teams expanded telehealth services, maintained a statewide pediatric COVID-19 hotline, served on a collaborative COVID-19 task force, and created public health communication resources to encourage vaccination, handwashing, masking, and more. The Arkansas Children's Telehealth Department expanded the capability for more than 70 clinics to have telemedicine appointments and increasing visits to over 100 visits each day, including visits for patients Arkansas Children's Hospital and ACNW. The statewide hotline to responded to over 3,000 phone calls related to COVID-19 and children's health questions and concerns each month. Until the service was discontinued in October 2020, calls were answered 24 hours a day, seven days a week by clinical support staff.

In **FY21** – Arkansas Children's Northwest invested

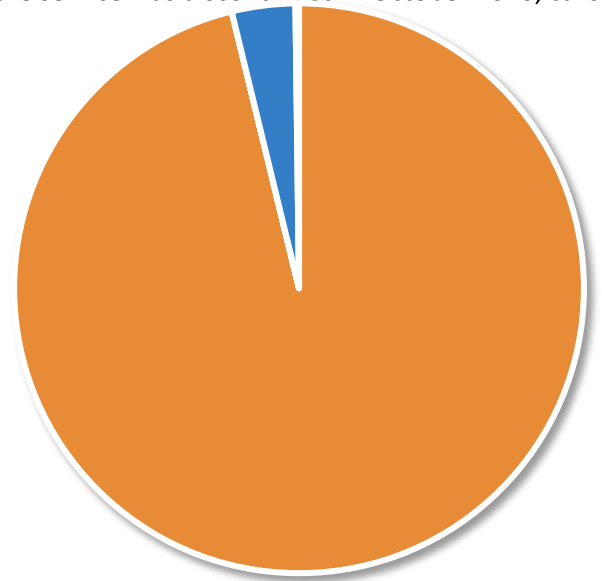
\$13,709,543

in Community Benefit work.

Uncompensated Care 96.2%

Community Health Improvement 3.6%

Cash & In-Kind Contributions 0.2%



Uncompensated Care

\$13,190,464

spent supporting qualifying families' health care needs.

Uncompensated care ensures that families can meet their own basic needs while helping their children access needed health care. Arkansas Children's Northwest has joined the long history of Arkansas Children's Hospital in supporting a commitment to treating all patients regardless of ability to pay.



Community Health Improvement Programs

\$493,149 spent improving the health needs of children and their families.

The 2020-22 Implementation Strategy for Arkansas Children's Northwest identifies seven components to address the ten major needs found in the 2019 Community Health Needs Assessment for the northwest region of the state.

Food Insecurity and Childhood Obesity

- ACNW worked with Arkansas Children's health educators to provide 28 Pop-Up Cooking Matters classes to 290 students in the northwest Arkansas region.
- Other work to address food security included stocking the Family House for inpatient families at ACNW, an inpatient caregiver meal program provides free meals to families who were food insecure.

Equitable Access to Care

- To ensure all patients are served in a culturally sensitive manner, interpretation services were made available, and 15,310 hours of services were provided, to patients and their families. ACNW continued to evolve and customize interpreter services, both in person and virtually, and also provided medical interpretation certification to interpreters who were not certified prior to hire, which benefitted the greater community by expanding interpretation availability.
- Financial counseling services at ACNW ranged from screening a patient for Medicaid, to answering insurance questions, to helping families complete TEFRA applications, and more. ACNW financial counseling services were offered by English, Spanish and Marshallese-speaking staff to screen 100% of self-pay patients during their visit.

Injury Prevention and Parenting

- The Injury Prevention Center at Arkansas Children's Hospital provided statewide training like safety baby showers to parents, including in Northwest Arkansas. Other actions to prevent child injury included offering resources to families identified as under-resourced. These included car seats, medication lock boxes, firearms storage, and sleep sacks.
- Arkansas Children's health educators offered a virtual Babysitting 101 class in June 2021. This training reached 45 students, including 20 students from Northwest Arkansas.

Immunizations

- ACNW provided 3,171 flu shots to patients in FY21. Additionally, ACNW is now able to track the immunization rate of its primary care medical home patients, a new initiative to benefit to patients and families.

Reproductive Health

- ACNW began a partnership with Compassion House in Springdale, AR, who offers important support to pregnant teens, and began planning the expansion of the Arkansas Children's healthy relationship education program, Love Notes, to the region in FY22.

Oral Health

- ACNW supported a mobile dental clinic in the northwest region of Arkansas. During FY21, 151 school-age children were reached through the work of this clinic. Staff provided a total of 1,564 dental procedures, which included 452 x-rays, 230 dental sealants, 121 cleanings, 278 fillings, 85 crowns, 25 root canals, 89 extractions, and other work such as fluoride application, nitrous administration, etc.

Cash & In-Kind Contributions

\$25,930 spent supporting community organizations and causes that promote children's health.

Cash & in-kind contributions supported other non-profits to improve child well-being. Arkansas Children's Northwest supported 11 organizations in the Northwest Arkansas area.



Highlights of Arkansas Children's Northwest Community Donations:

- Supported Children's Safety Center in the work to support victims of child abuse. They provide advocacy, forensic interviewing, assault examinations, and therapy services for victims and their families.
- Supported Arkansas Advocates for Children & Families in the work to promote policies that ensure children have equitable access to quality education, healthcare, and other programs.