



Community Health Needs Assessment 2025

Final Progress Report



NEMOURS
CHILDREN'S HEALTH®

Well Beyond Medicine®

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About Nemours Children's Health



About Nemours Children's Health

Nemours Children's Health is one of the nation's largest multistate pediatric health systems, which includes two free-standing children's hospitals and a network of 80 primary and specialty care practices. Nemours Children's seeks to transform the health of children by adopting a holistic health model that utilizes innovative, safe, and high-quality care, while also addressing children's needs well beyond medicine. In producing the highly acclaimed, award-winning podcast *Well Beyond Medicine*, Nemours underscores that commitment pediatric medicine by featuring the people, programs and partnerships addressing Whole Child Health. Nemours Children's also powers the world's most-visited website for information on the health of children and teens, Nemours KidsHealth.org.

The Nemours Foundation, established through the legacy and philanthropy of Alfred I. du Pont, provides pediatric clinical care, research, education, advocacy, and prevention programs to the children, families and communities it serves. For more information, visit [Nemours.org](https://nemours.org).

From our beautiful location in Lake Nona Medical City near Orlando to specially designed play areas, Nemours Children's Hospital, Florida is like no other hospital in the region. Some of the signature services offered include:

- Cardiac Center offering expert testing, condition management, inpatient critical care, and surgery
- Award-winning Center for Cancer and Blood Disorders
- Center for Fetal Care for high-risk babies
- Our interventional radiology services include the only dual-trained pediatric diagnostic and interventional radiologists in North and Central Florida. And ours was the first muscular dystrophy program in Central Florida certified and approved by the Muscular Dystrophy Association (MDA).

Our mission is to provide leadership, institutions, and services to restore and improve the health of children through care and programs not readily available. We offer one high standard of quality and distinction, regardless of the recipient's financial status. We are committed to providing patient- and family-centered health care; educating the next generation of healthcare providers through a variety of education affiliations; offering extensive online and in-person continuing medical education; providing health and wellness information for kids, teens, parents, and educators via KidsHealth.org; and offering families 24/7 access to video visits with our healthcare providers via computers and mobile devices using the Nemours Children's MyChart app.

We have been recognized as a model of, and an advocate for, transforming the pediatric healthcare system from a focus on sickness to a focus on wellness, often in collaboration with community and healthcare partners. Our leaders and associates serve on numerous boards of organizations addressing health and children's issues, and a wide range of community organizations also receive sponsorship support as part of our commitment to support those who support children. We are also focused on bringing our standard of care — and better health — to local communities. We do this not only by providing both primary and specialty care at various locations throughout the region, but also by continuously seeking answers to the most vexing problems in children's health.

Our researchers look for and find novel treatments for complex childhood conditions while our population health and prevention specialists work to reverse long-standing patterns of unhealthy behavior across our communities. Our Community Health Needs Assessment (CHNA) provides an opportunity to survey community members and systematically address their concerns. This report details the strategies we employed in 2022 to address the top concerns identified, as well as the ongoing work to be conducted in these areas.

Community Health Needs Assessment



Community Health Needs Assessment

The Affordable Care Act's Section 501(r)(3)(A) requires a charitable hospital organization to conduct a community health needs assessment (CHNA) every three years and to adopt an implementation strategy to meet the community health needs identified through the CHNA. During 2012–2013, Nemours Children's embarked on our first journey to identify the child and adolescent health needs of the community. Nemours Children's engaged Professional Research Consultants, Inc. (PRC) to conduct a Child & Adolescent Health Needs Assessment (CHNA) with the goal of gathering data to assist in determining the health status, behaviors and needs of children and adolescents in the service area which has been defined as households with children in Brevard, Orange, Osceola, and Seminole counties in Florida. The assessment was comprised of both qualitative and quantitative data. During the last decade, Nemours Children's Hospital, Florida has conducted four CHNAs (2013, 2016, 2019 and 2022) and worked with PRC to ensure the changing needs of the community are captured in the CHNA.

As the result of Nemours Children's growth, we expanded our catchment focus to add Polk County to the Target Service Area (TSA) for the 2019 and 2022 assessments. The following areas of opportunity metrics represent the significant health needs of children and adolescents in the community, based on the information gathered through this study in 2022:

Areas Of Opportunity

- Access to Health Services
- Allergies
- Infant Health
- Injury and Violence
- Neurological Conditions
- Nutrition, Physical Activity, and Weight
- Asthma
- Bone, Joint, and Muscle Conditions
- Cognitive and Behavioral Conditions
- Mental Health
- Vision, Hearing, and Speech Conditions
- Tobacco, Alcohol, and Other Drugs
- Potentially Disabling Conditions
- Diabetes
- Oral Health
- Sexual Health

After reviewing the data from the CHNA assessment in early 2022 along with health priority ranking recommendations for consideration from internal and external networks, our leadership met to evaluate and prioritize the top health needs for children in the community. Statistically significant trends from the community were examined — a direct result of ranked opportunity areas by participants.

This process yielded the following top priorities for Nemours Children’s Hospital, Florida to address in improving the health of the community’s children:

- Access to Health Services
- Infant Health
- Mental Health

Our immediate focus is on these top three priorities identified through our implementation process. However, we believe that we have a responsibility to our communities to address all health concerns identified by this study through direct services or partnership with other healthcare or community leaders in the area.



Access to Health Services



Access to Health Services

OVERVIEW:

According to our 2022 assessment, in our Total Service Area (TSA) 54.8% (higher than the national average) reported experiencing some difficulties or delays in accessing care for their children in the past year.

Initiative
• Provide coordinated, comprehensive, and culturally appropriate care to children and families of Central Florida in a way they can understand.
Goals
• Programs and Initiatives to increase access to specialty and subspecialty care • Expand and maintain Satellite Operations to extend specialty care into the community • Provide and expand Unique Service Offerings and Subspecialty Care that are not otherwise accessible in the Central Florida community
Metrics (2024; 2023 data)
• # of patients seen at Nemours Children's primary care locations — 2025: 167,387 encounters among 58,358 patients. (2024: 158,580 encounters/57,126 patients; 2023: 154,188 encounters/57,549 patients) • # of patients seen at Nemours Children's specialty clinics — 2025: 408,663 specialty encounters among 131,103 patients. (2024: 394,061 encounters/126,499 patients; 2023: 345,895 encounters/111,037 patients).

Final Report:

Nemours Children's continued to advance its goals of increasing access to health services in Central Florida through our growing network of primary care and specialty locations. Growth in both primary care and specialty care encounters demonstrated sustained success in expanding the reach of comprehensive pediatric services, reducing barriers to care, and meeting the increasing healthcare needs of children and families across the region. Coordinated efforts and partnerships helped improve access to timely, culturally responsive, and high-quality care while ensuring children with complex medical needs could receive specialty and subspecialty services closer to home. The sustained increase in patient encounters throughout the three-year period reflects our success in making care more accessible, convenient, and family-centered. Collectively, these achievements highlight Nemours Children's ongoing impact as a leading provider of comprehensive pediatric health care and a trusted partner in improving child health outcomes throughout Central Florida.

ADDITIONAL EFFORTS

Primary Care

To meet the need for primary and preventive care in the community, we establish an ever-growing network of pediatric primary care practices across the Central Florida region. Our highly qualified primary care pediatricians and staff provide general pediatric and preventive health services in our nationally certified Patient-Centered Medical Homes (PCMHs). Services provided include care for routine illnesses and everyday bumps and bruises, vaccinations, and well-checkups. Nemours Children's is helping children — from the tiniest newborns through age 18 — reach their full potential. Sick care is also available on Saturdays, 8 a.m. to noon at select locations.

Satellite Operations

To meet access needs of children and families in our community, Nemours Children's operates outpatient pediatric locations providing specialized pediatric care for families in Central Florida along the I-4 corridor, and as far south as Vero Beach in Indian River County. We rotate a multitude of specialists throughout our specialty care network, offering appointments in cardiology, pulmonology, GI, urology, endocrinology, orthopedics, general surgery, and many others.

Urgent Care Telemedicine

When their regular pediatrician is not available, parents can receive care from a board-certified pediatrician or advanced practice registered nurse through the Nemours Children's MyChart app. Care for minor illnesses and injuries is available daily 6 a.m. to midnight. Parents can use their smartphone, tablet, or computer to have a face-to-face video visit whether they're home or on the go. A summary of the visit will be sent to the child's pediatrician, so their medical record is complete. Our urgent care telemedicine is one more way to help children feel better faster and avoid unnecessary visits to the emergency room (ER). In 2020, our urgent care telemedicine transitioned to the MyChart app, making it easier for families to securely access their child's medical records, see a pediatrician on demand, search our award-winning educational content, and get other tools designed to help caregivers keep their child healthy.

Hospital Partners

To further demonstrate our organizational commitment to provide access to world-class pediatric health care for all children and families in Central Florida, Nemours Children's partners with community hospitals throughout the region and beyond to provide pediatric subspecialty care close to home. We provide a variety of support for these partners, including hospital-based services, subspecialty consults and, in some cases, outpatient locations.

Pediatric Critical Care Transport

We offer 24/7 neonatal and pediatric intensive care transport. Our transport program plays a vital role in getting infants and children to and from our hospital by providing a mobile intensive care unit environment so critical care can begin immediately. Our ground transport includes a fully equipped pediatric intensive care ambulance plus a Nemours Children's-owned, custom-designed mobile intensive care unit that features space to care for two newborn or pediatric patients at once. Our transport vehicles allow us to be there for children and families throughout the region at moments when they need us the most. In some cases, we may arrange helicopter or fixed-wing air transport.

Ronald McDonald House

We provide families throughout the region, from all over the United States, and internationally with medical care for children with rare and unique conditions. For families to have access to these relatively rare medical resources, they require a place to stay while their child is receiving care. Ronald McDonald House provides a “home away from home” for families of seriously or chronically ill or injured children receiving treatment at area hospitals, offering nurturing and supportive environments where families can stay together and find comfort.

Financial Assistance Plan and Uninsured Discount Program

Since opening our doors, we remain committed to providing our patients and families with the care that they need and want, when they need and want it. Nemours Children’s provides charity care services in Florida so that children needing care can receive it without financial barriers.

Inpatient Rehabilitation Unit

Our Inpatient Rehabilitation Unit is currently a five-bed unit. It’s the first pediatric inpatient rehabilitation unit at a free-standing children’s hospital in Florida. The unit admits patients from 3 months to age 17 years old. Our unit offers intensive physical, speech, and occupational therapy, as well as 24-hour inpatient medical and nursing care.

Language/Interpreter Services

We believe that one of the most important aspects of delivering family-centered care is making sure families are informed, in a way they can understand, about what is happening with their child’s health at every step. To help families be the very best advocates for their child’s care, we offer a variety of language and interpreter services, including:

- Video remote interpreting service: iPad carts stationed throughout the hospital can be used to reach a live interpreter in almost every language via live video stream.
- Phone interpreter service: Our phone interpreter service is available in almost every language — 24 hours a day, seven days a week, for both inpatients (staying at the hospital) and outpatients (coming in for an appointment or procedure then going home).
- American Sign Language (ASL): We also meet the communication needs of deaf children and families, providing an ASL interpreter when needed.
- Board-certified medical interpreters: These interpreters provide in-person support for complex medical conversations.

Shepherd’s Hope

Nemours Children’s partners with Shepherd’s Hope — a not-for-profit in Central Florida that operates free medical clinics for low-income families — to provide volunteer providers for back-to-school physicals every summer. During the clinics, the doctors, nurses, and other volunteers who donate their time to serve uninsured, low-income families in need of medical care see patients at no cost during the annual back-to-school physicals. Through this work, many of our physicians have been inspired and continue to volunteer at the medical clinics regularly.

School Nurse Trainings

Our providers offer specialized training classes for school nurses, health aides, and clinic assistants throughout the TSA. We believe that school nurses play an integral role in a child’s care team and require ongoing training to facilitate care for their students. Nemours Children’s providers have conducted training seminars on many topics, including adolescent health, human trafficking, vaping, diabetes, sickle cell, infectious disease, trach care, asthma, allergies, injuries, common cardiac diseases, and rheumatology.

Infant Health



Infant Health

OVERVIEW:

The infant mortality rate in our TSA is higher than both the Florida and national averages at 6.1 per 1,000 live births and higher in Polk County at 7.5 per 1,000 live births, respectively.

Initiative
• Increase education and awareness of infant health issues among families and healthcare providers in Central Florida
Goals
• Provide Prenatal Education to moms, families, and providers that promote healthy pregnancies and safe deliveries • Provide Infant Health Programs and Outreach that provide services, education, and support to families and providers
Metrics (2024, 2023 data)
• # of patients seen at Nemours Children's Center for Fetal Care — 12,138 encounters among 4,450 patients (2024: 9,553 visits/3,902 patients; 2023: 8,266 encounters/2,872 patients) • # of opportunities for newborn education facilitated by our experts — Engaged in 16 opportunities to provide newborn and infant health education and/or medical simulation and partner hospital education trainings (2024: Over 60 educational and training opportunities; 2023: 56 educational and training opportunities) • # of lactation consultation appointments conducted at primary care clinics — 256 lactation visits were conducted (2024: 224 visits; 2023: 199 visits)

Final Report:

Nemours Children’s advanced maternal and infant health through expanded prenatal specialty care, education, outreach, and family support services. The Center for Fetal Care experienced consistent growth in patient volume, reflecting increased access to high-risk pregnancy and fetal care services. Investments in lactation support, newborn education, NICU discharge training, provider simulation programs, and community education strengthened both caregiver knowledge and clinical capacity to support healthy births and infant development. While educational delivery methods evolved to maximize community reach, Nemours Children’s maintained a strong focus on evidence-based programs that promote healthy pregnancies, safe infant care practices, and breastfeeding success. Collectively, these efforts improved opportunities for families and providers to access the education, resources, and clinical support necessary to foster positive infant health outcomes.

ADDITIONAL EFFORTS

KidsHealth.org — Pregnancy and Newborn Center

Nemours KidsHealth® provides online resources to help families better understand how to stay healthy and safe during pregnancy and how to prepare for parenthood, as well as childbirth, newborn care, and health conditions. All content is reviewed regularly for accuracy and balance by our pediatricians and experts in subject matter. KidsHealth.org is free to use, requires no registration, and is free of advertising.

NICU Discharge Education

We focus on practices that allow children and families to live healthier lives. Our goal is to provide health information and encourage wellness development and safety for all children. Prior to a baby's discharge from the NICU, our providers educate families on safe sleep practices, car seat safety, shaken baby syndrome, and infant CPR. We teach parents proper CPR technique and provide hands-on training with simulation mannequins. For more training, parents are provided an Infant CPR Kit donated by the American Heart Association (AHA), which contains video instruction and an inflatable mannequin for the family to practice on at home.

Center for Fetal Care

We are dedicated to serving children and their families at every stage of life. Our center provides expert maternal fetal and perinatal care to Central Florida mothers-to-be who are facing high-risk pregnancies or problems with their unborn child. Although Nemours Children's, Florida does not deliver babies, we comanage care with each mother's doctors and coordinate services focused on her baby's health before, during, and after birth. Our center provides a dedicated clinic space, prompt scheduling, and referrals to pediatric specialists that are arranged and tracked by the center.

Promoting Maternal Breast Milk

Breast milk is the preferred feeding for all infants and offers benefits not found in any substitute. It provides something called "passive immunity," protecting the baby from a wide variety of bacterial and viral illnesses. Breastfeeding also can lead to better cognitive development, as well as physical and emotional benefits due to skin-to-skin contact. Because early nutrition is a significant contributor to healthy child development, we provide an International Board-Certified Lactation Consultant, a dedicated neonatal dietitian, support a donor milk program, and serve as a storage location to support milk banks. We also promote educational opportunities during August — National Breastfeeding Awareness month — and host the Florida Breastfeeding Coalition's biennial conference.

Neonatal Resuscitation Program

We provide classroom instruction in the Neonatal Resuscitation Program (NRP). NRP is an educational program based on the American Academy of Pediatrics and AHA guidelines for cardiopulmonary resuscitation and emergency cardiovascular care for newborns at time of delivery. NRP introduces concepts and basic skills of neonatal resuscitation. Successful completion of the online written course is required before participants attend the classroom portion of the NRP course.

S.T.A.B.L.E. (Sugar, Temperature, Airway, Blood pressure, Lab work, and Emotional support)

We offer classroom instruction for the modular instructional program known as S.T.A.B.L.E. This neonatal education program for healthcare providers focuses on the post-resuscitation and pre-transport stabilization care of sick infants.

NICU Cuddler Program

We understand the importance of bonding and skin-to-skin contact with any newborn, especially those in the NICU. However, we also understand that not all parents are able to stay at the hospital for extended periods of time – some parents need to leave for work or other obligations. Volunteers with our Cuddler Program are specially trained to provide love and affection to babies and families in the NICU. These volunteers are trained in the proper techniques for holding and rocking to soothe and comfort our tiniest patients, especially for babies with neonatal abstinence syndrome (NAS), who may be experiencing elevated stress and discomfort.

Primary Care

Our primary care continually assesses gaps in infant care and improves care by reaching out to parents for such things as scheduling their infants' immunizations. Additionally, we offer lactation consultations, including telemedicine availability, to increase, promote and support breastfeeding. To improve compliance in blood lead screening, all locations have increased point-of-care testing and offer photo screenings to detect vision abnormalities in children starting at 12 months. For parents, primary care has implemented universal postpartum depression screening of all parents in accordance with new guidelines.



Mental Health



Mental Health

OVERVIEW:

A total of 20% of our TSA parents reported that their child has received mental health services in the last year which is higher than the national percentage and a significant increase from previous assessments.

Initiative
• Increase awareness of and participation in community initiatives and programs to improve mental, emotional, behavioral, and developmental health among children and adolescents
Goals

- **Provide Mental, Emotional, and Behavioral Health Education** to patients and families
- **Implement targeted Mental, Emotional, and Behavioral Health Initiatives** to serve the needs of the community

Metrics (2024; 2023 data)
• # of healthcare providers trained to build capacity for managing their patient’s mental, emotional, and behavioral health — 23 opportunities were provided by the Central Florida Behavioral Health Hub for 196 healthcare professionals to participate in training and/or case consults on various mental, emotional, developmental and behavioral health topics. (2024: seven opportunities, 98 providers; 2023: seven opportunities, 44 providers) — Nemours Children’s providers conducted 25 mental, behavioral, and developmental presentations to providers and psychology and physician residents (2024: 13 presentations; 2023: eight presentations) • # of participants engaged in community-based programs to support children and adolescent's mental, emotional, and behavioral health — 10,312 participants engaged in our community-based programs and events (2024: 1,614 participants; 2023: 2,453 participants) • # of referrals to the Central Florida Behavioral Health Hub — 984 referrals were made for mental, emotional, or behavioral healthcare coordination and/or consultation (2024: 691 referrals; 2023: 321 referrals) • # of patients seen for Behavioral Health visits at our primary care clinics — 2,018 patients were served by the Primary Care Behavioral Integration team (2024: 1,097 patients; 2023: 5,055 patients)

Final Report:

Nemours Children’s significantly expanded its impact on child and adolescent mental, emotional, behavioral, and developmental health. Through the Central Florida Behavioral Health Hub, provider training, care coordination, consultation services, and community partnerships, we strengthened regional behavioral health capacity and increased access to support services. Community-based initiatives broadened their reach beyond traditional school settings reaching youth in Boys & Girls Clubs, resulting in greater engagement among youth, families, and community organizations. At the same time, integrated behavioral health services within primary care settings increased access to early identification and intervention for children experiencing behavioral health concerns. Throughout the three years, Nemours Children’s successfully built a stronger continuum of behavioral health support through education, workforce development, community engagement, and direct service integration, helping improve awareness, access, and coordination of care throughout the region.

ADDITIONAL EFFORTS

Central Florida Behavioral Health Hub

Nemours Children's, Florida is a recipient of a multiyear state contract with the Florida Department of Health's Title V program to expand their statewide behavioral health network, the Florida Pediatric Mental Health Collaborative, into Central Florida. The goal is to improve access to pediatric mental health services by expanding primary care provider capacity and effectively integrating behavioral health services through consultation and/or care coordination based on regional needs.

Parent Management Trainings

An eight-week training series to help caregivers understand and manage challenging behaviors in children is provided at the hospital, virtually and/or in community settings. These trainings are available to families of children ages 6-12 years old. In the fall of 2025, we extended these parent trainings into childcare settings as part of the K-Ready WORKS (Whole-Child Outreach for Readiness and Kindergarten Success) project with the Ginsburg Institute.

Children's Resiliency Learning Experiences

While caregivers learn positive strategies to understand and support their child's challenging behaviors, the Nemours Community Health team offers learning experiences using The Zones of Regulation to promote self-regulation and resiliency in young children. In the fall of 2025, we extended these learning opportunities into childcare settings as part of the K-Ready WORKS (Whole-Child Outreach for Readiness and Kindergarten Success) project with the Ginsburg Institute.

Sources of Strength

This innovative, evidence-based upstream prevention program provides peer-led programming for suicide, violence, bullying and substance abuse in schools in Orange and Osceola counties. In 2025, the Nemours Community Health team received a grant to extend this traditionally, school-based model into the community partnering with three Boys & Girls Club of Central Florida locations. By training, supporting and empowering both student peer leaders and caring adults, they can impact their world through the power of connection, hope, help, and strength.

Primary Care Integrated Behavioral Health

We embed pediatric psychologists, clinical social workers, and professional counselors in pediatric primary care offices. This approach gives children access to mental health care in the setting where they receive most of their care.



Progress reports are posted annually on
Nemours.org/about/community-health-needs

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