



**Shriners Hospitals
for Children®**
Love to the rescue.™

SHC Community Health Needs Assessment

Shriners Hospitals for Children® - Cincinnati

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Mission and Vision

Mission:

- Provide the highest quality care to children with neuromusculoskeletal conditions, burn injuries and other special healthcare needs within a compassionate, family-centered and collaborative care environment.
- Provide for the education of physicians and other healthcare professionals.
- Conduct research to discover new knowledge that improves the quality of care and quality of life of children and families.

This mission is carried out without regard to race, color, creed, sex or sect, disability, national origin or ability of a patient or family to pay.

Vision:

- Become the best at transforming children's lives by providing exceptional healthcare through innovative research in a patient and family centered environment.

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**Shriners Hospitals for Children—
Cincinnati**
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Cincinnati, OH 45229
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shrinershospitalsforchildren.org

Our Commitment to the Community

Hospital Overview

Shriners Hospitals for Children-Cincinnati is a licensed 30-bed pediatric hospital specializing in the treatment of severe burns and reconstructive surgery. Shriners Hospitals for Children®--Cincinnati opened in 1968 and remains committed to providing medical care for children with burn injuries, as well as educating the public about burn prevention, burn care, and providing medical education to physicians interested in burn protocols. The hospital is a leader in acute pediatric burn care and is one of only four freestanding hospitals in the country dedicated to the treatment of pediatric burns. The hospital features the nation's only CAMTS-certified pediatric burn air transport service.



The hospital has been instrumental in advancing pediatric burn care and survival rates, as well as helping to advance and measure the “quality of life” of the post-burn patient. With extensive in-house follow-up clinics, outreach clinics and telemedicine sites, we offer a multidisciplinary after-care model designed for better recovery rates. Improved outcomes are measured in terms of patient physical, psychological, and social integration.

The mission for Shriners Hospitals for Children-Cincinnati remains in alignment with the health care needs of the communities it serves through increasing burn awareness, improving burn injury outcomes, providing reconstructive surgical care, and providing education for both the general public and medical community.

Shriners Hospitals for Children—Cincinnati currently serves the needs of the children that have sustained burn injuries or are in need of reconstructive surgery living in the Midwest, South, Upper Midwest, Plains and Southeast. Cincinnati Shriners Hospital provides education and consultation to the medical community to include emergency departments, medical schools, pediatric practices, family medicine practices, urban and rural health clinics, and school nurses. In the review of the evaluations

from previous presentations it became apparent that medical professionals who provide care to pediatric patients do not receive evidenced-based burn care education on a routine basis.

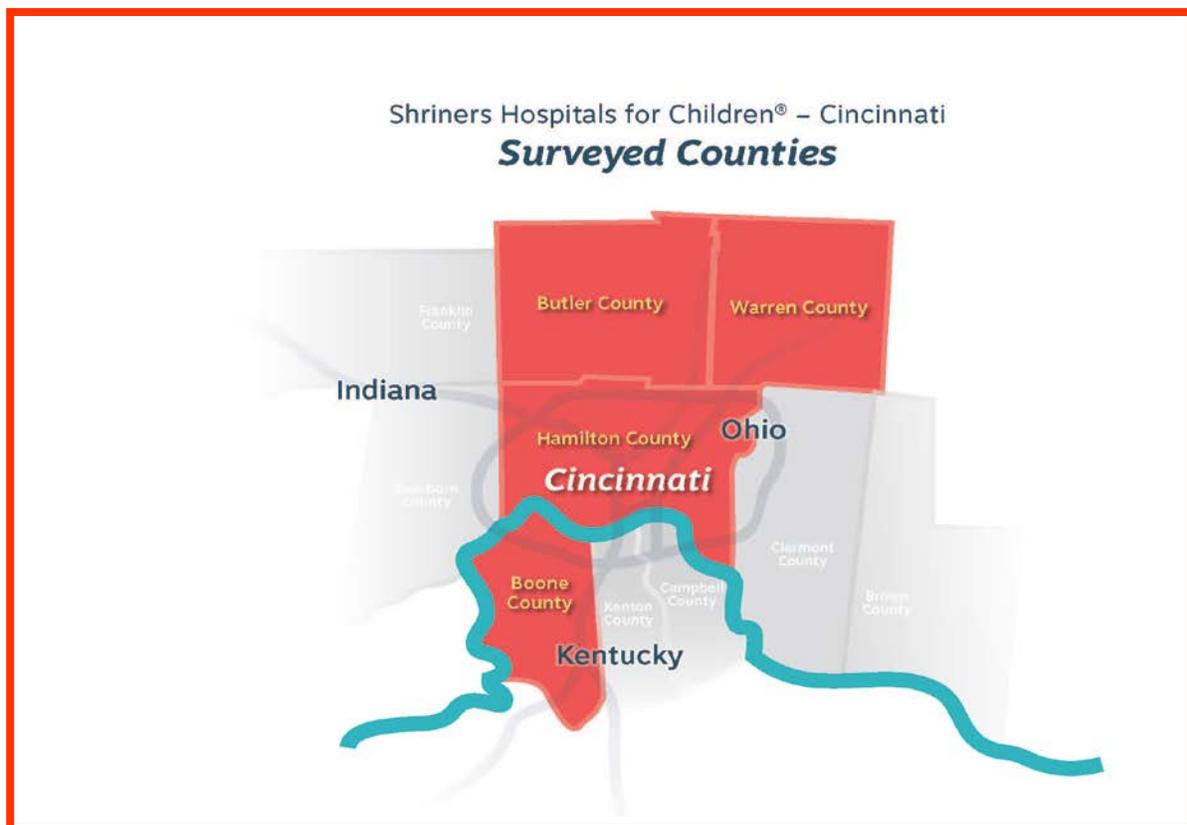
Cincinnati Shriners Hospital took a proactive approach in fulfilling its educational mission to the community by hiring a full-time Director of Professional Relations. This position was created to provide direct outreach to the medical community in Ohio, Kentucky, West Virginia, Indiana, Illinois, Missouri, Tennessee, Georgia, Florida, North Carolina, Upstate New York, and 11 other states. The focus of our educational mission is to make Shriner's educational and outreach programs available to communities in need of training, and to provide the highest level of burn awareness training to the general public.

Process and Methods

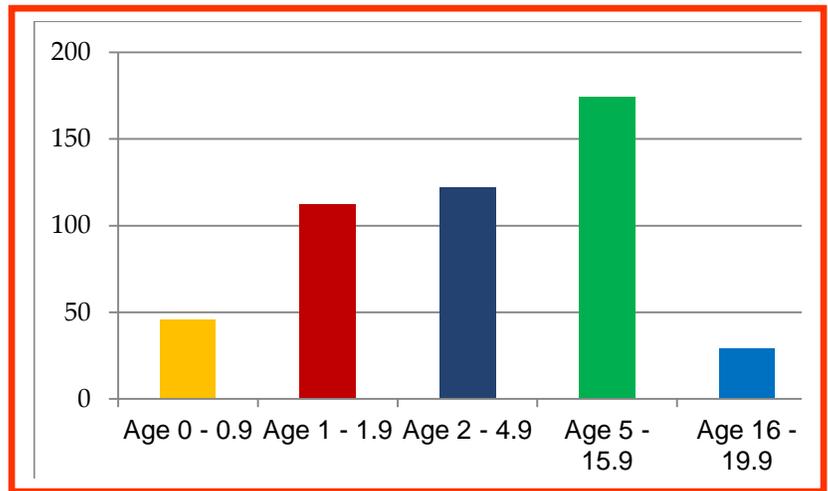
One of the identified priorities from Shriners Hospitals for Children—Cincinnati's prior Community Needs Health Assessment was Education For The Health Care Community and this assessment targets those goals.

The current assessment process included collecting survey data from providers, including physicians, mid-level providers, nurses, and first responders at pediatrician and family practice medical offices, community health clinics, first responder presentations, and emergency departments in a local four-county area served by Shriners Hospitals for Children—Cincinnati. Secondary data related to the health of the community was collected through the assistance of the staff and through focus group discussions and key community health informant interviews.

Three Ohio counties in the Greater Cincinnati were surveyed: Butler County, Hamilton County and Warren County, and one Kentucky county in the Greater Cincinnati area was surveyed: Boone County.



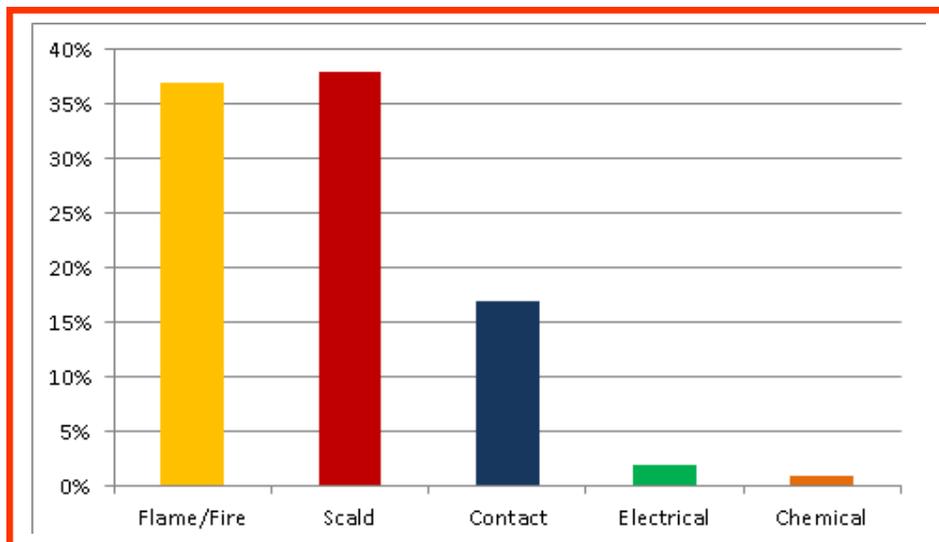
Because Shriners Hospitals for Children--Cincinnati is the only hospital in the region that provides pediatric burn care, and the only stand-alone pediatric burn hospital in its 22-state region, and does not have an emergency department, burned patients must be triaged by other health care facilities and professionals prior to transfer. This triage may be in the field, emergency department or a doctor's office, ensuring the need for different levels of education and knowledge. With this in mind, Cincinnati Shriners decided to assess the level of burn care knowledge in the community.



Shriners Hospitals for Children—Cincinnati Burns by Age Group –Jan 2010 – June 2012

Source: © ABA2014 National Burn Repository Benchmark Report

Cincinnati Shriners has a referral catchment area of approximately 22 states. In 2015, pediatric patients were referred from 25 different states. In reviewing referral data it was recognized that 54 (53.9) percent of the acute burn referrals came a four-county area surrounding the hospital. These counties included Hamilton, Butler and Warren Counties in Ohio and Boone County in Kentucky. With this information it was decided to assess the burn care knowledge in those areas. It was also determined that 48% of our patient population is under the age of 4 and 75% of the burns are caused from flame or scald injuries.

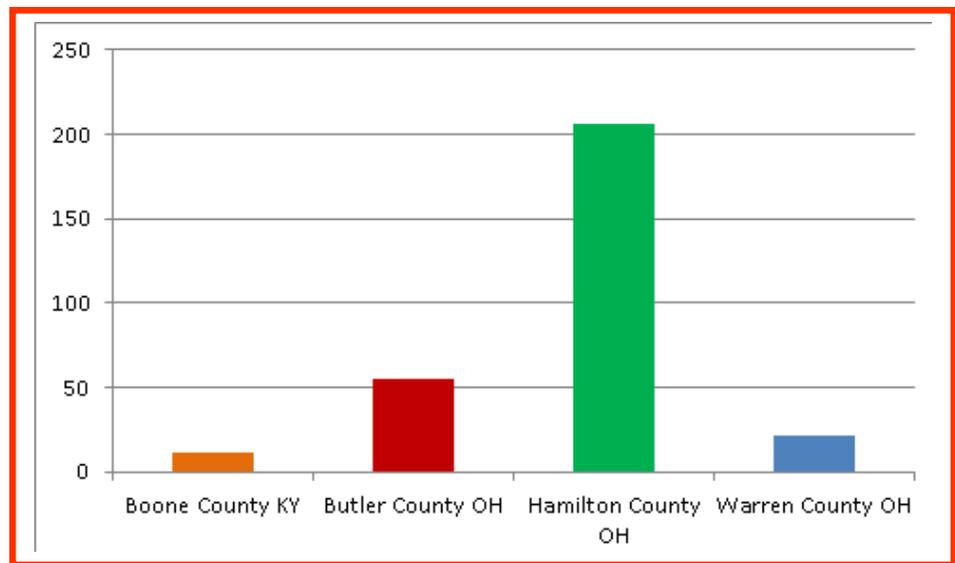


Shriners Hospital For Children-Cincinnati Acute Burn Sources - Jan 2010 - June 2012

Source: © ABA2014 National Burn Repository Benchmark Report

Acting on these findings, a survey was developed to assess the need of the providers in a four-county area surrounding the Cincinnati hospital. The surveys were distributed from January 2015 to September 2015. This survey was given to rural emergency departments who refer to tertiary hospitals and first responders. These outlying hospitals are the first point of contact for stabilization of the pediatric burn patient. Health care in rural areas is often provided by federally qualified health care centers (FQHC) who serve the underserved. These centers do not have the access to the resources and education that is offered in metropolitan areas. Assessments were also given to health care providers who may be the first point of contact for minor burn care in the office setting. This included pediatricians, family practice offices, mid-level providers, health departments, first responders and nurses. The physician liaison has attended several community coalition meetings assessing the need at the community level for increased burn education and resources. The attendance at these meetings includes community leaders, representatives from the local school systems, health departments, and many federally-funded organizations that offer services for the underserved.

The data contained within this report was compiled from a variety of sources intended to establish a sufficient need in a four-county community for pediatric burn education, along with burn-related surgical and clinical care. For the purpose of this assessment, we focused on



burn injury data from Ohio and Kentucky. More than 50 percent of our patient volume is from Ohio,

Shriners Hospitals for Children—Cincinnati 2014 Acute Intakes by Counties Surveyed

proving we have successfully serviced this population's needs for more than 45 years. Kentucky, by comparison, has a smaller population that is largely rural. This puts the probability of children dying in residential fires two to three times more likely than that of children living in cities, according to the United States Fire Administration. Kentucky is within reasonable proximity to Cincinnati Shriners Hospital, which makes our outreach efforts feasible and our hospital services available.

Hamilton County, Ohio, is completely urban or suburban in makeup; however the remaining three counties have both suburban and rural areas. Most of these rural areas are unincorporated and have no fire departments. Distance from these unincorporated rural areas to the closest fire department ranges between six and 25 miles away. Many of these fire departments are volunteer fire departments who may lack the proper equipment and have access to education related to emergent burn care.

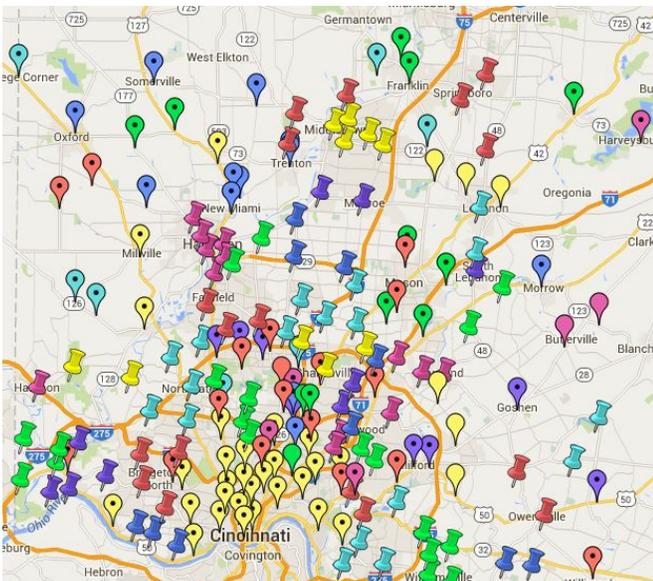
Children throughout the United States from low-income families are greater risk for burn injuries from fire due to lack of fire alarms, substandard living conditions, alternative heating sources, and inadequate adult supervision due to economic constraints.

Children in rural areas are two to three times more likely to die in residential fires than children in cities.

Forty-seven percent of children who died from fires or burns were ages 4 and under, twice that of children ages 5 to 9 years old.

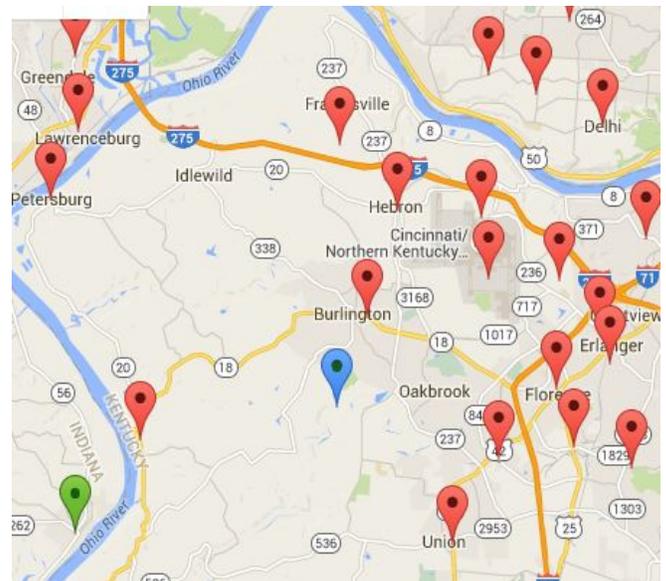
More than 50 percent of all child fire deaths occur to those under age 5.

Source: National SAFE KIDS Campaign and United States Fire Administration/ National Fire Data Center, "The Fire Risk to Children," December 2004.



Fire stations in Butler, Hamilton and Warren Counties, OH

Source:
<https://www.google.com/maps/d/viewer?msa=0&ie=UTF&mid=19kUC0ezLGMdeoJHLnuBfYKIVNzA>



Fire stations in Boone County, KY

Source:
<https://www.google.com/maps/d/viewer?msa=0&ie=UTF&mid=19kUC0ezLGMdeoJHLnuBfYKIVNzA>

The data contained in this report is taken from the National Trauma Registry for the American College of Surgeons/American Burn Registry, U.S. Fire Administration/ National Fire Data Center (a part of the Federal Emergency Management Agency), National Fire Protection Association, National Burn Repository, The American Burn Association Burn Outcome Program, and Shriners Hospitals for Children—Cincinnati’s Burn Registry.

The qualitative data is from direct face-to-face feedback from the providers surveyed, focus groups and personal interviews collected by the director of professional relations and the physician coordinator.

Pediatricians and Family Care Physicians Distribution by County				
	Butler	Warren	Hamilton	Boone
Total Physicians	134	93	662	87
Population by Physician	2,747:1	2,287:1	1,212:1	1,366:1
Population 2010	368,130	212,693	802,374	118,811
Change since 2010	35,323	54,310	-42,929	32,820
Population Density (per sq mi)	783.1	522.4	1,943.90	462.5
% Population under age 18	25%	27%	24%	28%

Source: www.grahamcenter.org/maps-data-tools/interactive/primary-care-physician.html

Qualitative Data – Direct Feedback

To determine what education was needed, a survey was created and distributed to pediatric providers in Boone County, Kentucky, and Butler, Hamilton and Warren counties in Ohio. The survey asked three questions and the provider's professional title:

Shriners Hospitals for Children—Cincinnati Survey:



Community Burn Education

1. Do you see a need for burn care education in the health care setting? **YES – NO**
2. Have you had burn education in the past year? **YES – NO**
3. How long ago did you receive burn care education, if ever?
 - a. 1-5 years ago
 - b. 5-10 years ago
 - c. >than 10 years ago
 - d. I have never received burn education
4. Would you be interested in burn education? **YES - NO**
5. Please select your professional title.
 - a. MD/DO
 - b. NP
 - c. PA
 - d. RN

Surveys were distributed by the director of professional relations and the physician coordinator during face-to-face visits to the providers, ensuring a 100 percent response rate. Participants were asked four questions and their answers recorded.

Focus groups were also conducted with community and public health organizations as a means to gather feedback on the need for burn education in their communities.

Survey Response

Total number of respondents 125 (including health fair survey data where applicable)

	Percent of total respondents answering "Yes"
Do you see a need for burn education in the health care setting?	100%

Have you received burn education in the past one year?	
Yes	11%
No	89%

How long ago did you receive burn education, if ever?	Percent of respondents who have received burn education in the past
1 to 5 years ago	1%
5 – 10 years ago	8.9%
> than 10 years ago	9.2%
I have never received burn education	85%

Would you be interested in burn education?	Percent of total respondents answering "Yes"
	100%

Please select your professional title:	Percent of professional titles surveyed/responded
MD/DO	10.4%
Nurse Practitioner	20%
Physician Assistant	6.4%
RN	12.8%
First Responder	50.4%

Metropolitan-wide focus groups and personal meetings were conducted with a large low-income insurer, CareSource, and Ohio County agencies including the Hamilton County Health Department,

Closing The Healthcare Gap, Hamilton County School Nurses, Lakota Local Schools School Nurses, and Butler County Family & Children First. Kentucky agencies providing feedback included First Steps and the Northern Kentucky Health Department.

Key Findings

Survey results, focus groups and personal interviews all revealed an overwhelming lack of burn education in the four counties surveyed, especially in the past one to five years, and all 125 survey responders indicated they saw a need for burn education in the health care setting. First responders received minimal burn education as part of their coursework and were the largest group to have received recent burn education.

There was an overwhelming response for the desire of burn education. One hundred percent of all focus group participants, survey respondents and agency contacts are interested in burn education.

Area and regional demographics have not changed since the previous Community Needs Health Assessment completed in 2012. Table 1 shows current population demographics.

Table 1

Demographics	Butler County	Hamilton County	Warren County	Boone County	Ohio	Kentucky
Population, 2014 estimate	374,158	806,631	221,659	126,413	11,594,163	4,413,457
% below age 5	6.2%	6.6%	5.9%	7.2%	6.0%	6.3%
% below age 18	24.3%	23.3%	25.9%	27.3%	22.8%	22.9%
% 65 and older	13.2%	14.2%	13.0%	11.2%	15.5%	14.8%
% Non-Hispanic White	86.5%	69.0%	90.1%	92.0%	83.0%	88.3%
% Non-Hispanic African-American	8.1%	26.1%	3.5%	3.2%	12.6%	8.2%
% Hispanic	4.5%	2.9%	2.6%	4.0%	3.5%	3.4%
% Other	5.40%	4.90%	6.40%	4.80%	4.50%	3.60%
% Not proficient in English	6.9%	6.9%	7.5%	6.3%	6.6%	5.0%
High school graduate or higher, persons age 25+	88.9%	88.6%	92.0%	91.9%	88.5%	83.0%
Bachelor's degree or higher, percent of persons age 25+,	27.4%	33.7%	37.9%	30.4%	25.2%	21.5%
Persons per household, 2009-2013	2.66	2.39	2.74	2.78	2.47	2.5
Per capita money income in past 12 months (2013 dollars), 2009-2013	\$26,813	\$29,681	\$33,172	\$29,235	\$26,046	\$23,462
Median household income, 2009-2013	\$56,610	\$48,593	\$72,487	\$67,225	\$48,308	\$43,036
Persons below poverty level, percent, 2009-2013	13.6%	18.0%	6.3%	9.0%	15.8%	18.8%

Source: www.countyhealthrankings.org

Action Plan

Outreach Activities

Once the community providers' lack of knowledge on burn care treatments was established, Cincinnati Shriners Hospital used its expertise to provide this needed education to all levels of health care providers and first responders.

Community outreach staff visit the offices and provides a one-hour lecture with a PowerPoint presentation about pediatric burns, including types of burns and management. Folders are distributed to all attendees that include burn treatment information, and information about the hospital's website and referral options. Evaluation and feedback forms are completed by all participants to ensure that the information being presented is relevant and can be applied in their respective settings.

Weekly and monthly, the community outreach team determine the communities, counties and states where this education is needed. The team identifies hospitals and provider offices in the targeted area and makes contact, offering a one-hour pediatric burn care presentation. To make the education even more valuable to the providers, a one-hour CME credit offered in collaboration with Cincinnati Children's Hospital through the Accreditation Council of Continuing Medical Education, or a one-hour CEU credit by the Ohio Nurses Association (OBN-001-91), an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation is awarded to lecture attendees. This education is offered at no charge to the organization.

Since implementation of the education, evaluations and feedback has been overwhelmingly positive. The next step is to monitor patient outcomes to demonstrate the education effectiveness.

Collateral Material

To reinforce the education, a binder was created to distribute to pediatric providers that included descriptions and care for all types of burns and reconstruction services. Additional information was provided about Shriners Hospitals for Children—Cincinnati's mission and vision, along with detailed information about the Shriners Hospital system, how to refer patients, and contact and telephone number information. (*Exhibit 6 and Exhibit 8*)

A burn wound treatment algorithm and a burn triage algorithm were created and laminated and left behind at provider offices, clinics, schools and hospitals for easy reference. (*Exhibit 4 and Exhibit 5*)

Cincinnati Shriners Hospital also created a user-friendly website with the same information, including an interactive option to refer patients. This information is also provided at the time of the education. (*Exhibit 7*)

Referral sheets (*Exhibit 9*) were created and distributed during physician liaison office visits to make referring patients to the Cincinnati hospital even easier for provider offices. For follow up visits, Safety Cards were created (microwave soup scalds (*Exhibit 2*) and campfire safety (*Exhibit 3*) for distribution.

Unmet Health Care Needs & Care for the Underserved

Because Shriners Hospitals for Children—Cincinnati is a specialty hospital, specializing in acute burn care, rehabilitative care and specialized pediatric plastic surgery and skin conditions, unfortunately, our facility does not have the resources to care for these immediate needs. However, the Cincinnati hospital is integrally connected with many resources in the community to refer the patients and families we see for assistance if the need is there.

Two local health partners, Cincinnati Children's Hospital Medical Center and the Health Collaborative, identified six child health priority areas, as well we as other health needs, and barriers to child health and wellness were identified. The Health Collaborative is a regional and local nonprofit that serves as a neutral forum for health care in the Greater Cincinnati region, these needs and barriers are listed below:

1. **Asthma** - According to research published in the Journal of Pediatrics, from September 2010 through August 2011, the asthma admission rate in Hamilton County was double the national average, and in some neighborhoods the rate was 10 times the national average.
2. **Child Mental Health and Child Trauma** - The Cincinnati Children's Psychiatry Department has seen a 60% rise in the number of children coming to the Emergency Department for psychiatry evaluation between 2011 and 2015, and a 70 percent rise in inpatient admissions over the same period.
3. **Early Literacy/School Readiness.**
4. **Infant Mortality** - Hamilton County has one of the highest infant mortality rates across the country.
5. **Obesity** - A total of 35.4% of all Cincinnati Children's patients in fiscal 2013-2014 were overweight or obese, and among patients who lived in Hamilton County, 36.3% were overweight or obese.

6. Child Safety and Unintentional Injury -- Nationally, unintentional injury is the leading cause of death for children under the age of 19.

Our Family Services department works closely with county and local health departments, Child Protective Services, institutions and agencies to help families find the assistance they need. An RN Care Manager coordinates needs and services for families and patients using resources in their home community. This may include outpatient physical and occupational therapy, DME providers, Health and Human Services departments, churches, schools, and the Red Cross, among many others too numerous to mention here. Table 2 lists many the resources we use.

Table 2.

Community Resources	
Hamilton County-Cincinnati Health Department	Marilyn Crumpton, M.D., M.P.H., Director of Growing Well Cincinnati, medical director for the Division of School & Adolescent Health at Cincinnati Health Department, Coordinator for Closing The Health Care Gap, and medical consultant for Cincinnati Public Schools (CPS).
Lakota Local Schools School Nurses	Carolyn Adee, R.N., Health Coordinator at Lakota Local Schools
Family & Children First	Sandy Smoot, Coordinator, Warren County Family & Children First Council
Northern Kentucky Health Department	Gerry Tolbert, M.D., Medical Director
First Steps	Kathy Rudnick, Director, Northern Kentucky Region
Cincinnati Children's Hospital Medical Center (CCHMC)	Full service pediatric, academic, research hospital. Medical & psychosocial needs, including Child Protective Services.

Acknowledgements

American Burn Association. National Burn Repository. Report of Data from 2010-2012.

National Fire Protection Association. Reports and Statistics. "Demographics and Fire Victim Patterns." 2010.

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<http://healthcollab.org/wp-content/uploads/2016/02/Cincinnati-CHNA-Report-2016-FINAL.pdf>, retrieved 5/20/16.

Exhibits

Exhibit 1

Shriners Referral Card

A double-sided, fold-over business card size referral card was created to distribute to our supporting Shriners. When Shriners meet a family who may be able to use our services, he hands the family this card.

The card has telephone numbers for both the hospital's emergency burn service number and Patient Access number to schedule OPD appointments for small burns and plastic surgery appointments. There is also space where the Shriner can also write his name and Shrine Temple.

Exhibit 2

Microwave Noodle Soup Scald Safety Card

A double-sided 4" x 3" card was developed to hand out to physician practices and health clinics by the physician liaison. Ramen noodle scalds are one of the top scalds seen in our outpatient department, especially in the 12-month – 4 year old age range.

Exhibit 3

Campfire Safety Card

A double-sided 4" x 3" card was developed to hand out to physician practices and health clinics by the physician liaison. We see many children who have fallen into campfires and fire pits of all ages. Some of these children require acute hospitalization and skin grafting.



Exhibit 4

Initial Burn Wound Care Handout

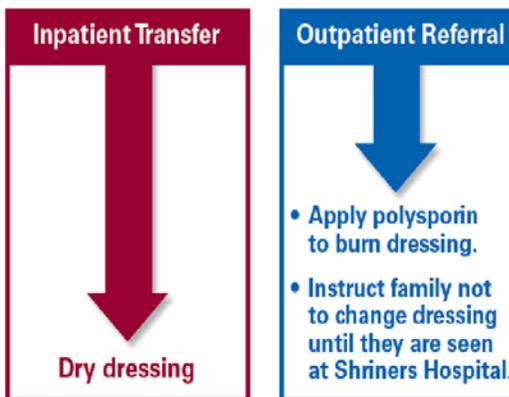
This 8-1/2" x 11" handout was developed to assist emergency departments and medical providers with early burn wound treatment. We see many children who received improper treatment from which arise complications and delay in healing.

This handout is used in two delivery methods:

- a. Laminated copies of this handout are delivered to physician practices and health care clinics by the physician liaison during her visits. The Director of Professional Relations also delivers the laminated version to hospital emergency departments she visits.
- b. This handout is included in the lecture folder.

INITIAL BURN WOUND CARE

Do not wash unless visibly dirty



**Call Cincinnati Shriners Hospital
Burn and Emergency Services
866-947-7840**

DIG-CHE-0009-Rev0001-08/2018

Exhibit 5

Pediatric Burn Triage Handout

This 8-1/2" x 11" educational handout was developed to assist emergency departments and pre-hospital providers with early burn wound treatment. Many children with mismanaged burns come through our doors. Improper early treatment can create complications and delays in healing.

This handout is used in two delivery methods:

- a. The Director of Professional Relations delivers a laminated version to hospital emergency departments.
- b. This handout is included in the lecture folder.

The graphic is a flowchart titled "PEDIATRIC BURN TRIAGE" from Shriners Hospitals for Children Cincinnati. It provides guidelines for fluid resuscitation based on Total Body Surface Area (TBSA) and age. It includes instructions on wound care, warming, and IV management, and provides contact information for Shriners Hospitals for Children (866-947-7840).

Shriners Hospitals for Children® Cincinnati

PEDIATRIC BURN TRIAGE

***Pre/Early Hospital Fluid Guidelines**
 <5 years: 125 ml/hr
 6-13 years: 250 ml/hr
 14 years: 500 ml/hr

TBSA < 10%
 (Total Body Surface Area)

- NO fluid resuscitation needed
- **KEEP WARM**
- No wet dressings

• Cleanse wounds with soap and water
 • Apply antibiotic ointment
 • Secure with gauze
 • NO oral antibiotics indicated

Notify
 SHRINERS HOSPITALS FOR CHILDREN
 to schedule an Outpatient Appointment
866-947-7840

TBSA > 10%
 (Total Body Surface Area)

- **KEEP WARM**
- No wet dressings
- Apply dry dressings

Airway control indicated for acute or impending respiratory distress

Insert IV
PARKLAND FORMULA:
 4ml x % burn x kg
 1/2 of total over first 8 hours
 (NO bolus therapy)

Maintain urine output
 0.5-1 ml/kg/hr
 (if < 0.5ml/kg/hr, increase total fluid amount by 1/3*)
 (NO bolus therapy)

Transfer to
 SHRINERS HOSPITALS FOR CHILDREN
866-947-7840

Media Resources 2012, revised 1/14

Exhibit 6

Acute Burn-Emergency Services

Also laminated and delivered to hospital emergency departments, this handout was created specifically for emergency departments to post in their area. It keeps Shriners Hospitals for Children—Cincinnati top of mind, with the emergency telephone number listed. A plain version without lamination is included in the education folder.



Acute Burn Care & Emergency Services
for Children up to age 18

TRANSFER A PATIENT

- **STABILIZE AND ASSESS**
Keep patient warm and dry
- **CALL: Shriners Hospitals for Children – Cincinnati 24/7:**
866-947-7840

If you know a child we can help, call or go to:
shrinershospitalcincinnati.org

Burn & Emergency Services
866-947-7840

CONDITIONS TREATED

- Burns
- Plastic Surgery
- Cleft Lip & Palate
- Reconstructive Surgery
- Complex Wounds & Skin Conditions

All Services Provided Regardless of a Family's Ability to Pay

Exhibit 7

Cincinnati Hospital Website

The Cincinnati Hospital Website handout is included in the educational folder.



Cincinnati Hospital Website

Shriners Hospitals for Children® – Cincinnati's website makes it easier than ever to refer a patient. The Cincinnati hospital's website can be found at www.shrinershospitalcincinnati.org. This website was created to showcase our pediatric plastic surgery specialties and rehabilitation services, as well as our burn care expertise.

Cincinnati continues to make referring a patient and obtaining an appointment for care easier than ever. Every page has a **Schedule An Appointment** and a **Contact Us** feature; both are easy forms that families can complete and submit online directly to the hospital. Other methods to contact the hospital and make appointments are also readily available.

Every page is populated with photographs and information about the conditions we treat and information is provided about the numerous additional services available at the Cincinnati hospital.

The hospital website is designed to be user friendly and easy to navigate, providing families and healthcare professionals with information they can use to help seek treatment for a child.



If you know a child we can help, call or go to:
shrinershospitalcincinnati.org

Burn & Emergency Services
866-947-7840

Plastic Surgery Services
855-206-2096

CONDITIONS TREATED

- Burns
- Plastic Surgery
- Cleft Lip & Palate
- Reconstructive Surgery
- Complex Wounds & Skin Conditions

All Services Provided Regardless of a Family's Ability to Pay

Exhibit 8

Pediatric Specialty Care

The Pediatric Specialty Care handout describes patient eligibility and the lack of a financial burden for patients of Shriners Hospitals for Children-Cincinnati.

Shriners Hospitals for Children® Cincinnati
Love to the rescue!™

Cincinnati Resources

Pediatric Specialty Care
All Services Provided Regardless of a Family's Ability to Pay

Did You Know That Children Have Options for Specialized Care?

While well known for our world-class burn care, Shriners Hospitals for Children® - Cincinnati is also a recognized leader in the field of plastic and reconstructive surgery as well as treatment of complex wound conditions.

We welcome the chance to accept children into our health care system who may have been treated at another facility but now require more specialized care.

The hospital's Care Coordination/staff is available to assist families with any housing and transportation needs.

Eligibility and Payment

Children up to age 18 are eligible for care at Shriners Hospitals for Children if they can benefit from the specialized services available.

Acceptance is based solely on a child's medical needs. Services are provided in a family-centered environment, regardless of the family's ability to pay.

Important phone numbers to contact Shriners Hospitals for Children® - Cincinnati

If you know a child we can help, call or go to:
shrinershospitalcincinnati.org

Burn & Emergency Services
866-947-7840

Plastic Surgery Services
855-206-2096

CONDITIONS TREATED

- Burns
- Plastic Surgery
- Cleft Lip & Palate
- Reconstructive Surgery
- Complex Wounds & Skin Conditions

All Services Provided Regardless of a Family's Ability to Pay

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Exhibit 9

The Referral Pad was created to make it easier for pediatric providers refer patients to Shriners Hospitals for Children—Cincinnati. Fields for the child and family's name and address, the referring provider's information and the child's condition are provided. Several options for hospital referral are provided on the page:

- The referral sheet can be faxed to the hospital's Patient Access Department.
- A phone number is provided to call the hospital with the referral information.
- Information about how to use the referral option on the hospital's website.

Shriners Hospitals for Children® Cincinnati
Love to the rescue!™

Shriners Hospitals for Children® - Cincinnati
3229 Burnet Avenue
Cincinnati, OH 45229
6133.872.4000
Burns • Cleft Lip and Palate • Specialized Plastic Surgery

Schedule an Appointment
Here are easy ways to refer a patient:
1. **Web site** referral: go to shrinershospitalcincinnati.org
2. Complete this form and **fax** to: 513-872-6143
3. **CALL** our patient referral line at: 855-206-2096

PATIENT INFORMATION (Required information)

*Child's Last Name: _____ *Child's First Name: _____

Gender: Male Female Age: ____ Date of Birth: ____/____/____ *Parent/Guardian Name: _____

Address: _____

Preferred language: _____

*Family Phone Number: _____ Alternate Phone Number: _____ Best time to call: _____

REFERRER'S INFORMATION

Name: _____ Practice Name: _____

Street: _____ City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____ E-Mail Address: _____

Referred by: M.D. Nurse Social Worker Family Other Other

BURN CARE

- Burn injuries
- Inhalation injuries
- Burn reconstruction & rehabilitation

PLASTICS & RECONSTRUCTIVE CONDITIONS

- Congenital ear deformities
- Congenital hairy nevus (age dependent)
- Cleft lip and palate
- Craniofacial disorders
- Brachial plexus injuries (nerve damage affecting upper extremities)
- Congenital hand malformations
- Gynecomastia (abnormal breast development in teenage boys)
- Congenital breast deformities
- Port wine stains
- Post weight loss surgery
- Post trauma deformities (breast-ill injuries, dog bites, automobile accidents)
- Other: _____

COMPLEX WOUND & SKIN CONDITIONS

- Purpura Fulminans
- Necrotizing skin infections & Necrotizing Fasciitis
- Stevens-Johnson Syndrome
- Toxic Epidermal Necrolysis
- Hidradenitis (boils, sweat gland disorder)

For more information please visit our website at: shrinershospitalcincinnati.org

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