



Annual
Report

FY 2019

JULY 2018-JUNE 2019

Where hope rises





Lisa Carter, VP/CEO
Niswonger Children's Hospital

A note from Lisa Carter

Last year, Niswonger Children's Hospital was honored to provide the care for more than 17,000 emergency department patients and more than 600 NICU patients. We performed more than 2,000 pediatric surgeries and saw kids from five different states. Our inpatient days totaled more than 15,000 and our outpatient pediatric cancer treatments totaled well above 5,000. But these are just numbers.

What I'd really like you to know is that Montana, a longtime patient, sang the National Anthem at a Johnson City Cardinals Game. I'm also thrilled to tell you that Maddie, another of our patients, saw her very own artwork featured on a race car at Bristol Motor Speedway. Gus finished his last chemo treatment and had a party for the whole neighborhood.

Addie Mae was born at 26 weeks, but you'd never know it now. She is a strong and healthy girl. Connor comes to visit us every few weeks for intravenous immunoglobulin treatment to help him fight off infections and is doing well. A patient we served briefly many years ago, recently wrote us to express her thanks for the kindness and understanding she was shown when she was 15 years old and having suicidal thoughts. She got the help she needed, and is in college now.

It's moments like these that inspire me to come to work every day. Of course, we have our challenges. The healthcare environment is ever-changing, and we rely on the generosity of our community and donors to keep the doors of this hospital open. But as the only children's hospital in our 29-county service area, we provide needed services for the children and families of this region. Of course, many of these services are provided in the hospital on a daily basis. But we are also expanding our care outside the walls of the hospital. We have instituted a Trauma Informed Care program, working with community partners to learn how best to serve and care for children who have experienced trauma. Our Children's Resource Center is heavily involved in community events to promote safe and healthy habits for kids and their families.

We continue to develop telemedicine programs to serve our rural areas, and we provide specialized pediatric care quickly and efficiently, helping families avoid unnecessary travel. We are also looking at how to stem the surge of mental health issues we see in our emergency rooms and in the community. Our program designed to help women who have babies struggling with neonatal abstinence syndrome is well into its second year and is helping new moms make better choices for themselves and their children.

This is the future of children's healthcare in the Appalachian Highlands. And I am so proud to be at the forefront of it. We serve an area rich with a culture of storytelling. When I think of our patients, I think of their stories. And there is no greater gift than to be able to help the children of this region be stronger and healthier, and in some small way, to be a part of the stories they have still to tell.

A handwritten signature in black ink that reads "Lisa Carter".

Lisa Carter
Vice President/Chief Executive Officer
Niswonger Children's Hospital





Level III NICU

As one of only five state-designated Perinatal Centers in Tennessee, the Niswonger Children's Hospital Neonatal Intensive Care Unit (NICU) is our region's NICU. At our unit, physicians specializing in the care of newborns are joined by specialty-trained nurses, dietitians, respiratory therapists and social workers and are supported by the larger team of pediatric sub-specialists to provide the best care possible for babies and their families.

Our NICU is a 39-bed unit with the equipment, perinatal staff and pediatric specialists needed to care for critically ill newborn babies. As a Level III facility, which provides the highest level of neonatal intensive care available, the NICU at Niswonger Children's has the capacity to manage the most complex and severe neonatal illnesses.

Neonatal Special Care Unit

Babies born with neonatal abstinence syndrome (NAS) have special needs. In addition to requiring medication and extra attention, they are often very sensitive to noise and light that normally would not distress an infant.

In a response to a region-wide epidemic of babies born dependent on drugs, Ballard Health Foundation raised funds for a special unit within Niswonger Children's Hospital ideal for caring for babies who are born with neonatal abstinence syndrome.

- NAS occurs when babies are born dependent on prescribed medications or illegal substances that the mother used during pregnancy. Opioids (painkillers) or benzodiazepines (for anxiety or sleep) are the most common medications that cause NAS, but other drugs legal and illegal can also be the cause.
- Pregnant women might use medicine as prescribed for addiction or pain treatment, or they might use medication or substances inappropriately. These newborns might need to stay in the hospital longer than other full-term babies.
- After being born, babies experiencing NAS go through a painful and uncomfortable withdrawal process that can last from days to months.
- The babies often have a distinctive cry and might suffer from agitation, gastrointestinal problems and high sensitivity to light and noise.

Our 17-room unit is an excellent healing environment for babies suffering from NAS. We anticipate this soothing environment will shorten the amount of time these babies must spend in the hospital. The unit also provides private rooms for families who need additional time and space to bond with their babies.

Maddie's story

Afton, TN

Acute lymphoblastic leukemia

At 6 years old, Maddie has become an ambassador for fighting cancer and a cheerleader for patients at the pediatric oncology clinic at Niswonger Children's Hospital.

"She visits other cancer patients to sing and dance for them, encouraging them to join in," said her mother, Elizabeth. "She is still so positive and full of joy and life."

Maddie was diagnosed with acute lymphoblastic leukemia at 3 years old at Niswonger Children's Hospital and began the first few months of treatment in Memphis, a 10-hour drive from her home in Afton. When Maddie's treatments were transferred to the clinic at Niswonger Children's Hospital, Elizabeth was grateful to be close to home and to be able to maintain her job while helping Maddie on her recovery journey.

Elizabeth says the team of child life specialists, nurses and social workers have helped her daughter navigate potentially scary hospital visits and also provided care for the whole family.

"They are good with Maddie and have made her feel important," Elizabeth said. "They even reminded me to eat and helped me get dental care. I love the people there. They have become part of our family."

Thankfully, Maddie is responding to treatment and is in remission. As she continues her cancer fight, she encourages other children in theirs. Says her mother, "She likes to help other people and make them smile."



Maddie







Child Life Services

Our specialists are trained professionals who help children, teens and their families overcome challenging events. They provide emotional support for children, families and caregivers.

During a hospital stay, children and teens may be faced with stressful and traumatic situations that could overwhelm their ability to cope and heal. Children and teens process information much differently than adults, and therefore have distinct needs in managing the effects of stress and trauma. With the help of a child life specialist, pediatric patients and their families at Niswonger Children's Hospital receive the help they need to overcome some of life's most challenging moments. Child life specialists are experts in child development and promote effective coping through play, preparation, education and self-expression activities.

Child life specialists help patients effectively manage stress and heal faster. Children and teens may experience emotions such as fear, shame, confusion and loneliness when staying in the hospital, and these feelings can inhibit their natural development.

Our team understands that a patient's well-being depends on the support of families and caregivers, and works with each family to provide the information, guidance and help they need.

St. Jude Tri-Cities Affiliate Clinic at Niswonger Children's Hospital

Pediatric Hematology/Oncology Services

The St. Jude Tri-Cities Affiliate Clinic at Niswonger Children's Hospital is a partnership between Niswonger Children's Hospital, ETSU and St. Jude Children's Research Hospital in Memphis. We are one of only nine such clinics throughout the United States. Our clinic was established in 1999, and is an outpatient pediatric oncology clinic staffed by pediatric hematology/oncology physicians, nurse practitioners and highly trained nurses. We strive to offer children and young adults the best oncology and hematology care available, and pride ourselves on delivering it with great compassion and dedication.

The St. Jude Tri-Cities Affiliate program is our local resource that extends the official St. Jude protocol-structured treatment. This means our patients receive the same treatment protocols, and benefit from the same advances in research as the children who receive their treatment in Memphis.

Not only do the children in our clinic receive the rigorous and effective care standards required by St. Jude, but we also work to deliver care in a way that benefits the patients and families we see. Many of our patients have been diagnosed with Acute Lymphoblastic Leukemia, a common form of childhood cancer, which requires a two to three year course of treatment. We also treat other childhood cancers such as lymphomas and solid tumors, and blood disorders such as sickle-cell and other anemias. We are proud to be able to offer advanced and effective treatment options to our families, and are grateful to serve them right here in our region.







Montana

Montana's story

Limestone, TN

Cerebral Palsy and Scoliosis

"The most positive thing about her is her relationship with God. She prays for everyone. Anybody she hears about being sick, or hurt or sad — she'll pray for them."

These are the words Alice uses to describe her 12-year-old daughter, Montana. An upbeat, happy girl who has a knack for making others smile, she's also described as the social butterfly of the family. She tells jokes, rides dune buggies, goes zip-lining, rocks out playing Guitar Hero and loves her family. She's fearless.

"She is very determined," Alice said. "There is no quit in that little girl. No 'I can't' at all. She will try to do whatever she can. She is very independent. Her cerebral palsy affects her left side more, though. She has limited use of her left hand, but she is constantly on her own, doing things to make more use of her 'lefty,' as she calls it."

This fearless girl was 1 lb., 12.5 oz., when she was born at Johnson City Medical Center at 27 weeks. A twin — her sister, Nevada, was lost in utero at 17 weeks — and Montana spent 120 days at the NICU after being diagnosed with a stage 3 intraventricular hemorrhage, or brain bleed, at three days old.

It was Alice's previous experience at Johnson City Medical Center during her 17-year-old son's birth — and the nurses who assisted her — that gave her so much confidence and trust during Montana's NICU stay. Her son, Dakota, was also born prematurely and spent time in the NICU. That same confidence and trust continues to serve them today.

"To this day, I credit the team at the medical center with both of my children," Alice said. "Neither of them would be here today if it wasn't for their excellent care. When I went in with Montana, that was one thing that I didn't have to worry about — one thing off of my mental plate. The nurses here know their job, and they care. They are experts, and they will do every possible thing they can to help my child."

Alice credits Montana's 'never quit' attitude to the strength of the family that surrounds and supports her every day and the generations of mountain women before her — Montana's grandmother, great-grandmother and great-great-grandmother. Growing up in the Appalachian Mountain region of Kentucky, Alice saw what hard work and grit can accomplish. That attitude runs through both sides of her family. From grandparents to aunts and uncles, the bond that holds this family together is stronger than ever. As Alice puts it, they are an everyday reminder of the power of faith and commitment to family.

HOW YOUR DOLLAR MAKES MIRACLES AT **CHILDREN'S HOSPITALS**



**Children's
Miracle Network
Hospitals®**



**NISWONGER
Children's
HOSPITAL**

64¢

EQUIPMENT



26¢

EDUCATION

10¢

ADVANCEMENT
SERVICES

\$612,179

EQUIPMENT

\$248,698

EDUCATION

\$95,653

ADVANCEMENT
SERVICES

**In 2018, Ballad Health
raised \$956,530.**

Children's Miracle Network

Every year more than 10 million kids in North America enter hospitals like Niswonger Children's Hospital. And these hospitals rely on community donations and support.

That's why Ballad Health and Niswonger Children's Hospital are proud to serve as the Children's Miracle Network Hospitals affiliate for our region. This continues a longstanding partnership – more than 30 years – that has significantly expanded pediatric services across the Appalachian Highlands region.

Donations to Children's Miracle Network Hospitals stay local to fund life-saving pediatric medical equipment and help your friends and neighbors.

To learn more visit **balladhealth.childrensmiraclenetworkhospitals.org**

SOURCES: INFORMATION FROM THE 2018 CMN HOSPITALS IMPACT SURVEY

Trauma Informed Care

Trauma is a widespread, harmful and costly public health problem. It occurs as a result of events such as violence, abuse, neglect, loss, disaster, war and other emotionally harmful experiences. Trauma has no boundaries with regard to age, gender, socioeconomic status or race. It is an almost universal experience of people with mental and substance use disorders. The need to address trauma is an important component of effective behavioral health service delivery.

Trauma Informed Care is an organizational structure and treatment framework that involves understanding, recognizing and responding to the effects of all types of trauma. The structure involves education and raising awareness, prevention and early identification and effective trauma responsive programming. To that end, last fall, Ballad Health welcomed Becky Haas in a new role as trauma informed administrator.

In its first year of existence, Trauma Informed Care has been integrated into training for all clinical staff at Niswonger Children's Hospital, including all managers. Training has also been provided for several police departments throughout the region, with plans for more in the works.

Working in conjunction with Ballad Health's population health team, our trauma informed administrator has developed Strong Starts for Schools to influence area school culture by providing staff training to see classrooms become trauma responsive and identify needs for students in mentoring and behavioral health services, with the assistance of population health community engagement specialists, our trauma informed administrator has been promoting Strong Starts for Schools to regional health councils and community partnership meetings, which has resulted in trainings conducted for teachers in Erwin, Johnson City and Washington County, Tennessee. Bristol, Washington, Lee, Smyth and Buchanan Counties in Virginia have scheduled staff training. In Tennessee, trainings were held for Hancock County, Johnson County and Elizabethton City Schools before the 2019-2020 school year.

The team at Niswonger Children's Hospital understands that in order to care for the whole patient, it is incumbent upon them to look beyond the purely physical manifestations of disease and pain. Implementing a Trauma Informed Care system is a first step to be able to achieve this goal.



A study found more than half of adolescents (ages 12-17) have had at least one Adverse Childhood Experience (ACE), and nearly one in 10 have experienced four or more ACEs.

Foundation events

We rely on the generosity of our community to help provide specialty services for the children of our region. Throughout the year, Ballad Health Foundation, in conjunction with Children's Miracle Network Hospitals, hosts a number of fundraising events to help support Niswonger Children's Hospital.



Walmart Fundraiser



Children's Miracle Network Racing for a Miracle



Dairy Queen Fundraiser



Night of Hope & Miracles



Niswonger Golf Classic



Radiothon



World Long Drive



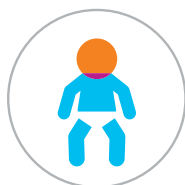
Broadway Comes to Greenville

\$1,876,597.30

was raised between the Niswonger Children's Hospital Fund and the Children's Miracle Network Fund by

2,461 donors who gave during the 2018 calendar year.

Funds were used for the following programs:



Manikins for perinatal training



Morning Mile program



Toy room



EEG ambulatory boxes



Child Life program



AccuVein visualization instrument



Pediatric rooftop garden



Families Thrive program



Artwork for pediatric exam rooms



Pediatric Oncology patient assistance

Hospital events

We strive to engage our community in educational and fun activities to promote healthy choices and an active lifestyle. From Kids Central in Kingsport to the Scarecrow Skedaddle in Johnson City, our team is committed to creating opportunities for kids and families to learn how to live healthy!

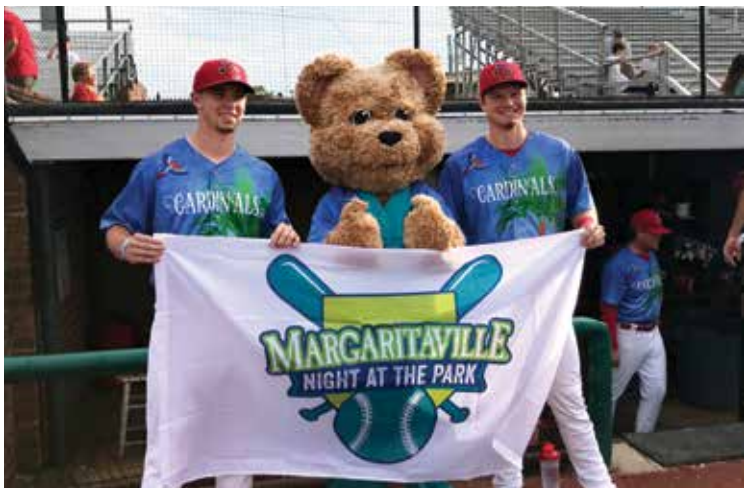


Scarecrow Skedaddle & Shindig



Hospital events

From bedside visits to community events, we strive to engage and care for our patients, their families and our community.





Hospital events

We strive to normalize the hospital experience for our patients. That means our Child Life Department goes the extra mile — setting up a “Spooky Trail” at Halloween, and accepting and wrapping donated gifts to hand out at Christmas.



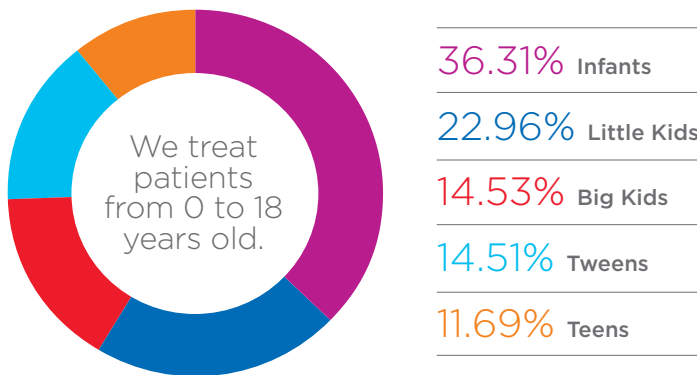


By the numbers FY19

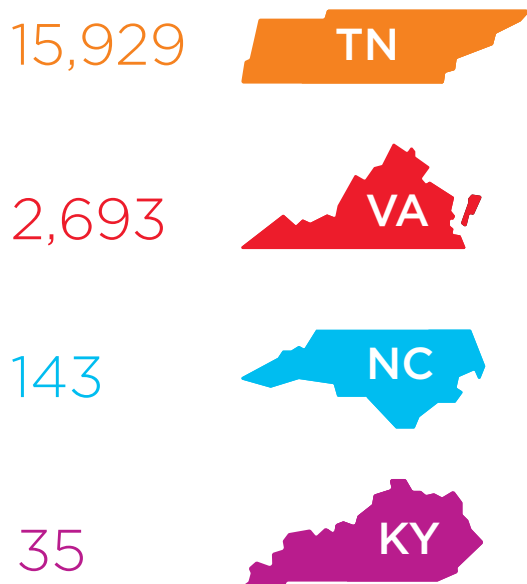
As the sole children's hospital in the region, Niswonger Children's Hospital is passionate about the health of the pediatric population in our community. We are proud to be able to offer unrivaled healthcare services to our children and teens close to home.

It is our goal that each patient is treated on an individual basis, based on their unique needs. We are here to help them tell their story.

Pediatric patients by age group



Pediatric patients by state



 17,610
Emergency Patients

 33,526
Outpatient Visits

 2,507
Inpatient Care Admissions

 15,671
Total Inpatient Days

 2,340
Pediatric Surgeries

 606
NICU Patients

 699
PICU Patients

 5,688
Pediatric Oncology Outpatient Treatments

 2,945
Orthopedic Clinic Visits

 306
Pediatric Orthopedic Surgeries

Serving 29 counties

Niswonger Children's Hospital offers over 20 specialty services, with pediatric-trained physicians and nurses. We serve the 29-county region in our state-of-the-art facility specifically created for the care and healing of children.

15,929

Tennessee



Pediatric Patients by County

Inpatient/Outpatient

Carter	195/1,640
Greene	172/984
Hawkins	73/445
Johnson	72/318
Sullivan	348/2,750
Unicoi	79/705
Washington	507/7,409
Other areas	29/203

2,693

Virginia



Pediatric Patients by County

Inpatient/Outpatient

Bristol	51/237
Buchanan	39/108
Dickenson	29/83
Lee	53/124
Norton	10/32
Russell	48/184
Scott	50/308
Smyth	48/166
Tazewell	62/126
Washington	110/460
Wise	110/215
Wythe	6/14
Other areas	8/12

143

North Carolina



Pediatric Patients by County

Inpatient/Outpatient

Ashe	2/8
Avery	12/21
Mitchell	4/31
Watauga	2/2
Yancey	2/13
Other areas	4/42

35

Kentucky



Pediatric Patients by County

Inpatient/Outpatient

Harlan	3/6
Letcher	5/6
Pike	1/2
Other areas	2/10

Pediatric specialists

Adolescent Gynecology

Dr. Martin E. Olsen
P 423.439.7272 F 423.439.7235

Child Abuse Pediatrics

Dr. Debra Mills
P 423.439.7320 F 423.439.8524

Dermatology

Dr. Robert J. Clemons*
P 423.929.7546 F 423.929.7968

Ear, Nose and Throat

Dr. Bruce Abkes*
Dr. Mark Howell*
Dr. Johnathan Winstead*
Dr. Tim Zajonc*
Dr. Kenneth Lewoczko*
P 423.929.9101 F 423.434.2032

Genetics

Dr. MJ Hajianpour
Stefanie Yoon, NP
Jennifer Carver, NP
P 423.433.6801 F 423.439.8154

Neonatology

Dr. Des Bharti
P 423.431.6671 F 423.431.2916

Dr. Shawn Hollinger
P 423.431.6671 F 423.431.2916

Dr. Darshan Shah
P 423.431.6671 F 423.431.6140

Pediatric, Allergy and Immunology

Dr. Shailee Madhok
P 423.246.6445 F 423.246.8240

Pediatric Cardiology

Dr. Rajani Anand
P 423.439.7320 F 423.439.8524

Dr. Ashish Madhok
P 423.610.1099 F 423.610.1166

Dr. Ashok Mehta
P 423.610.1099 F 423.610.1166

Dr. Jerry Walkup, Jr.
P 423.610.1099 F 423.610.1166

Pediatric Critical Care

Dr. Joshua Henry
P 423.431.4820 F 423.431.4895

Pediatric Dentistry

Dr. Brit Bowers
P 423.610.0556 F 423.952.0780

Dr. Todd Pillion
P 423.283.7722 F 423.283.7709

Pediatric Emergency Medicine

Dr. Seth Brown
P 423.431.5339 F 423.431.5394

Dr. Heather Champney
P 423.431.5339 F 423.431.5394
Dr. Samuel Delaune
P 423.431.5339 F 423.431.5394

Dr. Mark McHaney
P 423.431.5339 F 423.431.5394

Dr. Paul Schneider
P 423.431.5339 F 423.431.5394

Dr. Taddeus Wilson
P 423.431.5339 F 423.431.5394

Pediatric Endocrinology

Dr. George Ford
P 423.431.4946 F 423.431.4947

Dr. Evan Los
P 423.431.4946 F 423.431.4947

Alexis Duty, NP
P 423.431.4946 F 423.431.4947

Pediatric Gastroenterology

Dr. Anjali Malkani
P 423.431.4946 F 423.431.4947

Courtney Murphy, NP
P 423.431.4946 F 423.431.4947

Pediatric Hematology/Oncology

Dr. Abigail Cruz
P 423.431.3950 F 423.431.3969

Dr. Marcela Popescu
P 423.431.3950 F 423.431.3958

Angela Willox, NP
P 423.431.3950 F 423.431.3969

Pediatric Hospitalist

Dr. Nathaniel Justice
P 423.431.3100 F 423.431.3168

Dr. Varun Kumar
P 423.431.3100 F 423.431.3168

Dr. Rachel Lindsey
P 423.431.3100 F 423.431.3168

Dr. John Schweitzer
P 423.431.3100 F 423.431.3168

Dr. Andrew Wilt
P 423.431.3100 F 423.431.3168

Dr. Lexie Seizer
P 423.431.3100 F 423.431.3168

Dr. Lauren Swift
P 423.431.3100 F 423.431.3168

Pediatric Infectious Disease

Dr. Demetrio Macariola
P 423.439.7320 F 423.439.8524

Pediatric Nephrology

Dr. Ahmad Wattad
P 423.439.7320 F 423.439.8524

Pediatric Neurology

Amie Jarrett-Briggs, NP
P 423.431.4946 F 423.431.4947

Pediatric Ophthalmology

Dr. Jeffrey O. Carlsen*
P 423.929.2111 F 423.929.0497

Pediatric Orthopedics

Dr. Brandon Green
P 423.431.2477 F 423.431.2478

Alison Herrig, CPNP
P 423.431.2477 F 423.431.2478

Pediatric Pharmacology

Ashley Huff, PharmD
P 423.431.5369 F 423.431.5564

Robin Mottern, PharmD
P 423.431.5373 F 423.431.5564

Penny Powers, PharmD
P 423.431.5372 F 423.431.5564

Pediatric Radiology

Dr. Marianne R. Neal
P 423.926.4966 F 423.926.1823

Pediatric Sleep Medicine

Anne Waldrop, NP
P 423.431.6816 F 423.431.2983

Pediatric Surgery

Dr. Leslie Taylor
P 423.439.7201 F 423.439.7219

Perinatology

Dr. William Block, Jr.
P 423.439.7272 F 423.439.7235

Dr. Racine Edwards-Silva
P 423.439.7272 F 423.439.7235

Radiation Oncology

Dr. Kyle Colvett*
P 423.431.6000 F 423.431.6060

*Denotes specialist who treats pediatric patients.

This directory is not intended to be an all-inclusive list of Niswonger Children's Hospital services, nor does it list all physicians providing pediatric services at Niswonger Children's Hospital. It is designed to identify physicians and other professionals who have principal offices or clinics located at Niswonger Children's Hospital, attending responsibilities, provide emergency services or perform specialized procedures at Niswonger Children's Hospital. There are many other qualified pediatric specialists on our medical staff with offices in the community. Their addresses and phone numbers are listed in the telephone directory or can be found by calling 833-8-BALLAD.



For more information, call 423.431.6111
or visit balladhealth.org/children

400 N. State of Franklin Road
Johnson City, TN 37604
tel 423.431.6111

