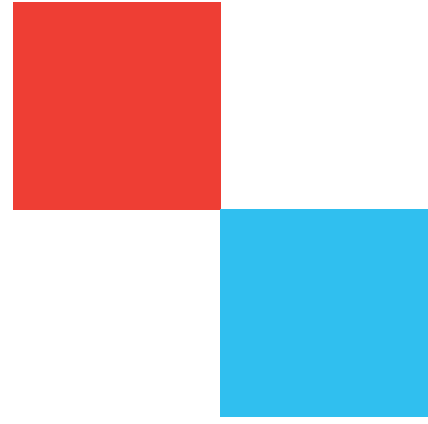




**Driscoll**  
Health System



# HEROES

work here

ANNUAL REPORT  
2020



# Greetings

The last year has been historic for Driscoll Health System. We have experienced unequalled times, from the celebration of our new state-of-the-art Pavilion at Driscoll Children's Hospital to the challenges of the COVID-19 pandemic. Above it all has been the heroic work of our physicians and employees, along with our board members, volunteers and donors, who share a devotion to expert care, education, outreach and advocacy for the health of all children. They all inspired the theme of this Annual Report, "Heroes."

While the pandemic upended lives across the country, our heroes did not break stride. Their strength and courage — and resourcefulness — enabled Driscoll Children's Hospital, our specialty centers and clinics and Driscoll Health Plan to maintain safe environments for the children and families we serve. They also quickly expanded our telemedicine services. Now we have the capacity to provide care and outreach services to more children than ever, regardless of where they live.

Some of the notable milestones Driscoll Health System reached in 2020 have taken us to greater heights in pediatric care, thanks to the hundreds of heroes who work daily to achieve them.

Our Neonatal Intensive Care Unit (NICU) was redesignated a Level IV NICU, the highest level of care available for premature and critically ill newborns. It remains the only Level IV NICU in the

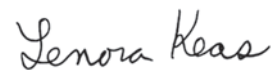
region.

The Driscoll Health Plan, which provides family healthcare coverage in more than 100 cities in South Texas, has seen its membership continue to grow from 165,000 in January 2020, to more than 209,000 by the end of 2020. On an annual basis, the Health Plan's revenue now exceeds \$838 million. With five offices located throughout South Texas, Driscoll Health Plan employs a team of more than 450 serving the Nueces and Hidalgo service areas. During the pandemic, Driscoll Health Plan earned re-accreditation from URAC, an independent, nonprofit accreditation entity and was designated as a 5 Star Health Plan (the highest score possible). Health plans that earn the URAC accreditation seal of approval are among the best in the nation.

One of our great accomplishments, our new Pavilion, brings several enhanced services and technologies to Driscoll. It contains a child-friendly Outpatient Surgery Center and Outpatient Lab. And, the Pavilion is home to a larger, modernized Pediatric Intensive Care Unit (PICU) and a Cardiac Intensive Care Unit (CICU). The five-story, 170,000-square-foot building includes space for future expansion.

Our original hero was our founder, Clara Driscoll. Clara's vision was to build a hospital to take care of all children, and her generosity made Driscoll Children's Hospital a reality. Today, Clara Driscoll's legacy lives on as we continue to provide exceptional care to children across South Texas in our hospital, specialty centers, and clinics and through our health plan.

Sincerely,

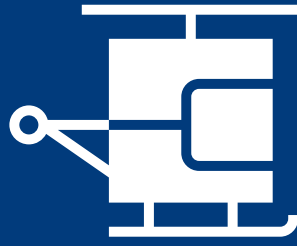


**Lenora Keas**  
Chair  
Board of Directors  
Driscoll Children's Hospital



**Eric Hamon**  
President and  
Chief Executive Officer  
Driscoll Health System





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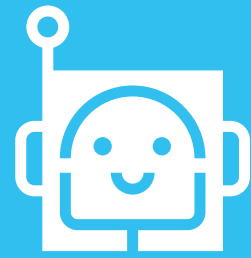
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# STRIVING FOR EXCELLENCE

Reaching higher, moving  
forward, working harder for  
our heroic children.

# Driscoll Health Plan maintains highest level of national accreditation

When it comes to the Driscoll Health Plan (DHP), its members and South Texas communities it serves can count on the fact that a leading accrediting group has declared DHP maintains the highest level of quality performance.



URAC, a national nonprofit accreditation organization, gave Driscoll Health Plan its Full Health Plan Accreditation status in April 2020. Full accreditation means that Driscoll Health Plan has met all requirements of the accreditation process and achieved the highest

level of quality performance as a health service organization.

The accreditation/reaccreditation occurs every three years and takes about six to nine months. DHP first earned URAC accreditation in April 2014 and has continued to successfully maintain accreditation ever since.

"Healthcare is a complex industry where there is a lot at stake. It is critical that those involved are held to national standards for quality, accountability and consumer protection," said Judith Brown, Manager of Quality Management for Driscoll Health Plan.

"Achievement of URAC accreditation demonstrates an organization's clear commitment to quality and continuous improvement. URAC accreditation ensures members and the communities served that Driscoll Health Plan has achieved those critical standards. They can be sure of the quality of care and service provided by Driscoll Health Plan," said Brown.

# Cystic Fibrosis Center earns awards from national foundation

The Cystic Fibrosis Center at Driscoll Children's Hospital has provided specialized care to children living with the chronic genetic disease since 2015.



Children with cystic fibrosis (CF) have a defective gene that causes the body to make thick mucus that can clog the lungs and lead to infection, as well as block the pancreas and negatively affect digestion.

Some 30,000 people in the United States have cystic fibrosis, and centers like the one at Driscoll maintain a registry of nearly all those patients. The Cystic Fibrosis Foundation helps support the work of cystic fibrosis

centers by providing them with financial awards – registry grant money – based on the number of CF patients they treat and how up-to-date and complete their registry information is.

In 2020, Driscoll Children's Hospital Cystic Fibrosis Center received its largest award yet from the CF Foundation, nearly \$58,000.

In addition, the CF Foundation recognized the Cystic Fibrosis Center at Driscoll Children's Hospital with its Outstanding Care Center Partnership Award. The award was presented at the 2020 North American Cystic Fibrosis Conference on Oct. 23, 2020.

"Since the creation of Driscoll's Cystic Fibrosis Center in 2015, we have continued to grow and mature each year. I couldn't be more proud of our fantastic team here at Driscoll, and there is no doubt that we will continue to shine as a center of excellence," said Jon Roberts, MD, FCCP, Pediatric Pulmonologist and Program Director of the Driscoll Children's Hospital Cystic Fibrosis Center.

# Driscoll's NICU:

## Reaching Level IV – and staying there



*Among those involved in the redesignation of the Neonatal Intensive Care Unit as a Level IV NICU were Stephen Almond, MD, Pediatric Surgeon (from left); Trish Carr, PhD, RNC-NIC, NEA-BC, Associate Chief Nursing Officer; Eric Hamon, President and CEO of Driscoll Health System; Miguel DeLeon, MD, Neonatologist; Euming Chong, MD, Neonatologist and NICU Medical Director; and Chris Joyal, BSN, RN, CPN, NICU Director.*

It was announced in early May 2020 that the Neonatal Intensive Care Unit (NICU) at Driscoll Children's Hospital was redesignated a Level IV NICU, the highest level of care available for premature and critically-ill newborns, by the Texas Department of State Health Services (DSHS). It had been the first NICU in South Texas to receive the Level IV state designation, in 2017, and remains the only one in our region.

Redesignation must be reviewed every three years, with hospitals undergoing a rigorous process in order to maintain the distinction of being a Level IV facility. This involved a site visit conducted by the Texas EMS Trauma & Acute Care Foundation (TETAF) in November 2019.

"It's a long process, with much give-and-take as the site conductors and hospital staff work together to ensure the highest standards are maintained," said Chris Joyal,

BSN, RN, CPN, Director of the Neonatal Intensive Care Unit at Driscoll Children's Hospital.

According to Joyal, it is the teamwork of the dedicated NICU staff that holds everything together.

There are 232 Designated Neonatal Facilities in Texas. Driscoll is one of 21 with the Level IV designation, and the only one in South Texas. Driscoll Children's Hospital serves an area of South Texas that covers 31 counties and 33,000 square miles, a larger service area than any other Level IV NICU in Texas.

"We are pleased that our Neonatal Intensive Care Unit received the Level IV recertification from the Texas Department of State Health Services. At Driscoll, we are proud to offer the highest level of care for the most fragile neonates in South Texas," said Eric Hamon, President and CEO of Driscoll Health System.

# Patient Profile



## Eyla

Now at four and a half years old, Eyla Saenz has a smile that will brighten any room and a personality to match.

Eyla's journey began much too soon when she was delivered by C-section at only 26 weeks, 5 days gestation on Oct. 16, 2016. Eyla's mother, Melissa, had her water break when she was 16 weeks pregnant with Eyla.

"She was delivered, and I didn't even get to see her. She spent one night in the hospital where she was born, and she was taken to the Neonatal Intensive Care Unit (NICU) at Driscoll Children's Hospital the next day."

Once admitted to the NICU, the doctors and nurses discovered Eyla had a grade three bi-lateral brain bleed and very premature lungs that left her in need of various ventilation machines. She required several blood transfusions and had episodes where she would completely stop breathing for a short amount of time. She also had two holes in her heart.

"Being outside of mom's environment, the organs don't develop as properly as they would inside," said Miguel DeLeon, MD, Neonatologist at Driscoll Children's Hospital.

Melissa had to wait one month before she or husband

Rick were able to hold Eyla because her skin was still so thin and sensitive. Eyla had an 81-day stay in Driscoll's NICU. When she was released in January 2017, one hole in her heart had closed, and the other was smaller, and her brain bleed was downgraded to a level one.

"The NICU at Driscoll was the most comfortable place we could be during those trying months," said Melissa. "The nurses took great care of us, the doctors were so attentive, and we made many friends as we all were faced with similar challenges."

It is all still overwhelming at times for Melissa and Rick, as Eyla continues to get older but requires the same amount of attention as a baby. "I don't really get a break, but I wouldn't change it for the world," said Melissa. "And our therapists and doctors at Driscoll are part of our family, and they continue to work with me in any way needed to keep Eyla on track."

Eyla's full name is Eyla Valyn Saenz. The name Eyla means "life," and Valyn means "strength," both of which describe the precious little girl that greets each new day for the gift it is.

# 2020 awards and recognitions for Driscoll Children's Hospital

## National Hospital of the Month

Driscoll Children's Hospital was named March 2020 Hospital of the Month by the national children's hospital organization Children's Hospitals' Solutions for Patient Safety (SPS).

Driscoll was recognized for excellence in data submission, harm reduction and teaching/learning opportunities.

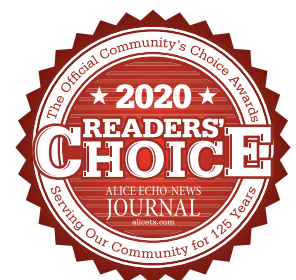
The goal of Children's Hospitals' SPS, a network of 143 children's hospitals, is to create a universally safe and healing environment for all children who are in their care.



## Winning Reader Awards from Corpus Christi Caller-Times, Alice Echo-News Journal

Readers of the Corpus Christi Caller-Times Best of the Best contest vote for their top choices for area businesses and organizations, covering a wide range of categories. Driscoll Children's Hospital was named Best Hospital by Caller-Times readers, as it had been in 2019.

Driscoll Children's Hospital also earned accolades in the 2020 Readers' Choice Awards from the Alice Echo-News Journal, being named Best Children's Rehab Center, Best Children's Hospital and Best Overall Hospital, also for the second year in a row.



## TXU Energy Leadership Award

Driscoll Children's Hospital was named a winner in the TXU Energy Leadership Awards Program for its community service.

In August 2020, the program recognized four South Texas companies and nonprofits that exhibited exemplary leadership in the areas of engagement, energy management, community and innovation.

TXU Energy was proud to partner with Driscoll for its 2020 Fiesta de los Niños event, which raised more than \$800,000 for new, state-of-the-art medical equipment for Driscoll's Heart Program.





# Global Institute for Hispanic Health articles examine air pollution, asthma patients

A joint project between Driscoll Children's Hospital and Texas A&M University Health Science Center (Texas A&M Health) is helping South Texas understand the connection between air pollution and children with asthma.

Texas A&M Health and Driscoll Children's Hospital Global Institute for Hispanic Health (GIHH) awarded grant funding in 2018 to four research teams in its inaugural Clinical Research Seed Grant program. The program provides research seed funding for clinical, translational and health services research projects primarily aimed at eliminating healthcare disparities in Hispanic communities.

One of the teams of researchers published two articles in the International Journal of Environmental Research and Public Health. Both manuscripts come from work funded by the GIHH Seed Grant. Lead investigators from each institution include Genny Carrillo, MD, director of the Program on Asthma Research and Education at Texas A&M Health, and Jon Roberts, MD, FCCP, Pediatric Pulmonologist and Program Director of the Driscoll Children's Hospital Cystic Fibrosis Center.

The first article, "Association between Ambient Air Pollution and Hospital Length of Stay among Children with Asthma in South Texas," was published in May 2020 and the second, "Effect of Ambient Air Pollution on Hospital Readmissions among the Pediatric Asthma Patient Population in South Texas: A Case-Crossover Study," was published in July 2020.

Both studies found that air pollution levels were significantly associated with prolonged length of hospital stay and hospital readmissions.

"Asthma is unique in that it is a genetic disease that is affected by changes in the environment. This research is important because it looks at an asthma trigger close to home – air pollution. The studies specifically looked at certain types of air pollution in



South Texas, and how they impact asthma disease in our hospital and in our community. I am proud to be a part of this wonderful collaboration with Texas A&M, which goes to show what can be accomplished by putting great institutions (and minds) together," Roberts said.

"The Seed Grant Program is intended to jump-start collaborative efforts between Texas A&M Health and Driscoll Children's Hospital to research some of the toughest health problems for children in our region. Once a community understands a problem, we can start doing something about it to change outcomes. Ultimately, this work is about making sure that every child has the best chance possible to grow up healthy," said Erin Richmond, Program Manager of GIHH.



*Celebrating the accreditation of Driscoll Children’s Hospital’s Transition to Professional Nurse Program (TPNP) are (from left) Colleen Eaves, Professional Development Coordinator; Leslie Strauss, Professional Development Specialist; Isela Lyerly, Clinical Educator; Jennifer McHorse, Clinical Educator; Teena Sandate-Perez, Clinical Educator; Laura Miranda, Professional Development Specialist; Sacniete Trevino, TPNP Program Director; Gail Peck, Clinical Educator; Sara Villegas, Professional Development Educator, Non-Clinical; Nancy Rodriguez, Clinical Educator; Karolyn Abbott, Professional Development Educator; Abby McComb, Clinical Educator; and Christine Davis, Director of Professional Development and Practice. (Photo taken prior to COVID-19 pandemic)*

## Transition to Professional Nurse Program accredited with distinction

The residency program for graduate registered nurses at Driscoll Children’s Hospital was accredited with distinction in 2020 by the American Nurses Credentialing Center (ANCC).

The ANCC Accreditation Program recognizes the importance of high-quality continuing nursing education, interprofessional continuing education, transition to practice programs, and skills-based competency programs.

Driscoll’s Transition to Professional Nurse Program is the first in South Texas to obtain ANCC accreditation.

### **What does ANCC accreditation with distinction mean for the Driscoll Children’s Hospital nursing program?**

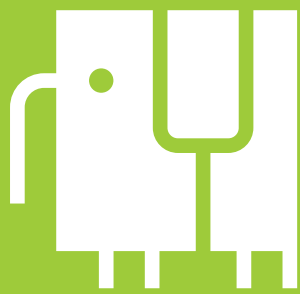
- It means that nurses can say they participated in an ANCC-accredited RN Residency Program that met rigorous evidence-based criteria.
- It assures nurses that Driscoll Children’s Hospital delivers the highest quality nursing practice transition program that will help them improve

patient outcomes.

- Consumers gain confidence that nurses who successfully complete the RN Residency Program are competent.
- Potential new graduate nurse employees can expect a quality transition education program when they come to work for Driscoll Children’s Hospital.

“We are proud that the Transition to Professional Nurse Program at Driscoll Children’s Hospital is recognized by ANCC as one of the highest-quality transition programs for nurses,” said Julie Piña, MSN, RN, CNOR, NEA-BC, Chief Nursing Officer at Driscoll Children’s Hospital.

“ANCC accreditation gives nurse residents assurance that Driscoll Children’s Hospital offers an elevated transition program with a clear course of instruction and reliable evaluation methods. With ANCC accreditation, our transitioning nurses gain the skills and confidence needed to perform effectively within a new practice setting,” she said.



# FORGING RELATIONSHIPS

Heroes working together can  
accomplish anything.

# DEVELOPMENT FOUNDATION UPDATE

Driscoll Children’s Hospital has been caring for children since 1953, and although many things have changed, such as advancements in technology, improved treatment protocols and clinical research findings, one thing has remained the same – the passionate commitment of our supporters to help fulfill our mission of providing expert care to children.

Without question, 2020 was a unique year and placed never imagined pressure on many fronts. Despite those challenges, the community’s unwavering support has allowed Driscoll Children’s Hospital to thrive and remain focused on serving the children of South Texas.

From hearing a mom’s “I love you” for the first time with cochlear implants, to a child ringing the bell to

signify the end of cancer treatment, our patients have achieved some incredible milestones this year because of you.

The amazing patient stories shared in this annual report are made possible through the support of many individuals, organizations and foundations, whose generosity totaled more than \$4.4 million in 2020.

The collective power of each gift keeps us on the leading edge of pediatric healthcare and ensures the best care to those children who need us, regardless of their ability to pay.

On behalf of the thousands of children who seek care at Driscoll Children’s Hospital each year, thank you for making our mission your mission.

## Linking the past with our future

It is because of a planned gift that Driscoll Children’s Hospital is in existence today. Through foresight and planning, Clara Driscoll planned her estate so Driscoll Children’s Hospital would be created.

*“It is my purpose to create an endowment to provide funds for a free clinic and hospital for crippled, maimed and diseased children who are unable financially to secure the desired assistance in their infirmities.”*

With this single bequest, motivated by her deep and compassionate desire to care for sick children, Clara Driscoll began a tradition of giving that continues today. She has made Driscoll Children’s Hospital an eloquent reminder of the impact of one person’s planning.

To learn more about ways you can make a difference in the lives of children, including through a planned gift, visit [www.driscollchildrens.org/giving](http://www.driscollchildrens.org/giving).

### 2020 fundraising events

These events raised more than \$1 million to purchase life-saving medical equipment for Driscoll Children’s Hospital.

Fiesta de los Niños ..... \$840,000

Golf Classic ..... \$119,000

Cattlemen’s RoundUp ..... \$96,000

# 2020 philanthropy highlights

**\$250,000**

**Valero Energy Foundation**

Supports life-saving pediatric cardiology equipment and technology

**\$200,000**

**H-E-B**

Supports the specialty and quality care provided in the new Pavilion

**\$185,140**

**Walmart**

Supports the enhancement of patient care and experience

**\$150,000**

**Zofia O'Shea**

Supports future growth and medical services

**\$150,000**

**American Electric Power Foundation**

Supports follow-up care for premature infants in the Coastal Bend, Rio Grande Valley and Laredo

**\$150,000**

**The Valley Baptist Legacy Foundation**

Supports the High Risk Follow-Up Program in the Rio Grande Valley

**\$135,940**

**Panda Restaurant Group, Inc.**

Supports mental, physical, spiritual and emotional needs of patients and families

**\$103,245**

**Estate of Weltha Gray Nunley**

Supports future growth and medical services

**\$100,000**

**Auxiliary to Driscoll Children's Hospital**

**Earl C. Sams Foundation, Inc.**

**Prichard Family Foundation**

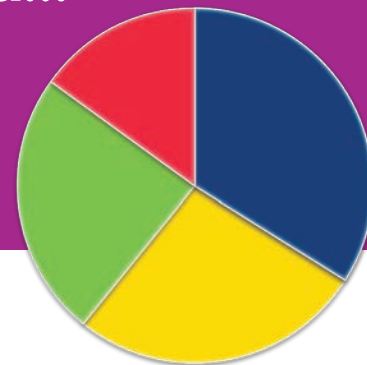
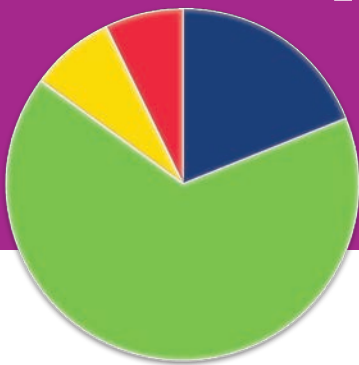
Supports life-saving pediatric cardiology equipment and technology

**\$100,000**

**Toby Shor**

Supports the specialty and quality care provided in the new Pavilion

**YOU gave \$4.4 million in 2020!**  
**How you helped...**



- Specialty and Quality Care – **66%**
- Enhancing Patient Care and Experience – **19%**
- Health Advocacy, Access and Affordability – **8%**
- Endowments – **7%**

- Individuals – **34%**
- Foundations – **27%**
- Organizations – **24%**
- Children's Miracle Network Hospitals Partners – **15%**

## AUXILIARY UPDATE

“With acts of service like this, we can shape our hospital and community to accommodate the hopes of everyone. I cannot thank our volunteers enough for the gifts they share with our patients, visitors, residents, children and employees every day,” said Lizette Saenz, Director of Volunteer Services at Driscoll Children’s Hospital.

# Volunteers lend a helping hand, in person and virtually

In 2020, COVID-19 had a noticeable effect on the volunteer presence at Driscoll Health System. The pandemic suspended all volunteer service areas for four months, taking away the smiling faces and helpful hands of volunteers in the hospital and clinic Welcome

Centers, the hospital Gift Shop, Cookie and Cottage Shops, and various hospital and clinic departments, to name a few locations.

Despite the pandemic, the Auxiliary to Driscoll Children’s Hospital never stopped contributing to the



well-being of patients and Driscoll team members.

When volunteers couldn't be at Driscoll, they had at-home projects, met for meetings online and signed checks. In June, volunteers began to return as they were able and served in a limited capacity.

- Some ninety volunteers of the Auxiliary to Driscoll Children's Hospital served 18,044 hours in 2020.
- Auxiliary scholarships provided college assistance to Driscoll patients and teen volunteers. In 2020, \$92,250 was raised to go toward:
  - The Dr. James A. Duff "Have a Heart" Memorial Scholarship, providing annual awards to current and former cardiac patients of Driscoll Children's Hospital. The scholarship is funded through donations and proceeds from the annual Book and Uniform Sale.
  - The Marcia K. Wilcox Memorial Scholarship, offering annual awards to current and former Driscoll oncology patients. It is funded through donations and proceeds from the holiday cards.
  - The Clara Driscoll Spirit Scholarship, providing a

one-time scholarship to teen volunteers. It is funded through donations and sales from the summer snack cart, called the Jolly Trolley.

"The Scholarship Program has really grown in the past 14 years," said volunteer Marihelen Boyd, Auxiliary President and Scholarship Chair. "It is one way the Auxiliary can truly give back to present and former patients of Driscoll Children's Hospital and to the volunteers that give so much time to Driscoll."

- The Auxiliary to Driscoll Children's Hospital committed over \$100,000 to Driscoll's Heart Center for advanced pediatric cardiology equipment. Additionally, \$75,000 was gifted to the hospital in support of the Miracle Month of May and Celebration of Miracles, and \$65,000 was donated to enhance the specialty and quality care and overall patient experience provided at Driscoll.

"With acts of service like this, we can shape our hospital and community to accommodate the hopes of everyone. I cannot thank our volunteers enough for the gifts they share with our patients, visitors, residents, children and employees every day," said Lizette Saenz, Director of Volunteer Services at Driscoll Children's Hospital.



*(Photo taken prior to COVID-19 pandemic)*



# BUILDING MOMENTUM

Heroes lead the way to a  
super tomorrow.



# The beginning



*Lee Budin, MD, Chief Medical Officer, Driscoll Health System (from left); Mary Dale Peterson, MD, MSHCA, Executive Vice President and Chief Operating Officer, Driscoll Health System; and Jaime Fergie, MD, Director of Infectious Diseases, Driscoll Children's Hospital, speak with the media at a COVID-19 informational event held at the start of the pandemic.*

Soon after 2020 began, Lee Budin, MD, Chief Medical Officer for Driscoll Health System, and Jaime Fergie, MD, Director of Infectious Diseases at Driscoll Children's Hospital, started hearing about a new coronavirus overseas. The virus led to a disease that earned the official name coronavirus disease 2019 and the abbreviated name of COVID-19.

"It immediately reminded me of the SARS coronavirus and the MERS coronavirus," said Dr. Fergie. However, as more cases appeared worldwide, eventually making their way to the United States, more was learned about the virus causing COVID-19 that set it apart from the rest.

"It did not behave like SARS or MERS, which were relatively brief outbreaks that died out on their own. COVID-19 kept spreading way beyond what was initially expected. As time went by, it became clear that it was a very different pathogen," said Dr. Fergie.

Mary Dale Peterson, MD, MSHCA, Executive Vice President and Chief Operating Officer for Driscoll Health System, explained those differences: "We now know that some people are asymptomatic or mildly symptomatic, so this enables the virus to spread more easily. Others become deathly ill."

Driscoll Health System started a COVID-19 Task Force the week of March 8, 2020, made up of Driscoll clinical and nonclinical staff and administrators, including Drs. Peterson, Budin and Fergie. It was the job of the Task Force to plan the steps Driscoll should follow, based on recommendations from the Centers for Disease Prevention and Control (CDC) and the latest local and regional information gathered by Task Force members.

The Task Force led to a Leadership Team that has guided Driscoll through the COVID-19 pandemic, crafting communications and observing firsthand the multiple challenges COVID-19 presented to Driscoll.

"Challenges included keeping up with the new information about this disease, as well as the fragility of our supply chains," said Dr. Peterson. "In the beginning, acquiring personal protective equipment was a challenge."

In addition, Driscoll Health System is made up of many different stakeholders – patients, Health Plan members, families, employees, volunteers and physicians among them. Dr. Budin said, generally, those groups were supportive of Driscoll's efforts. "Science is being figured out on the fly here. As a result, early on, we were making decisions with not enough information. If people read one report, they thought we were moving too slowly. If they read a different report, they thought we were moving too fast."

"Despite many of the conversations being passionate, everybody showed grace and kindness, and we all maintained a belief that everyone was making decisions for the greater good. I am proud that we were comfortable challenging one another in a constructive and respectful way," said Dr. Budin.

For children, the news related to COVID-19 was relatively positive. Dr. Fergie noted that while children could be infected with COVID-19, the effects of the illness on them appeared to be milder. Also, unlike influenza, COVID-19 spread was coming more from adults than children. "We're constantly learning new things about this virus, which is good. We're learning something new about the behavior of the virus, the transmission, the clinical characteristics, its complications," said Dr. Fergie.

# Generosity

Hours after the COVID-19 outbreak was named a pandemic in March 2020, the Driscoll Health System began hearing from area companies and community members wanting to donate items to help staff, patients and families.

Personal Protective Equipment, or PPE, came from companies in the form of Tyvek suits, N-95 masks, disposable face shields and “ear savers” to help protect ears from chafing while using surgical masks.

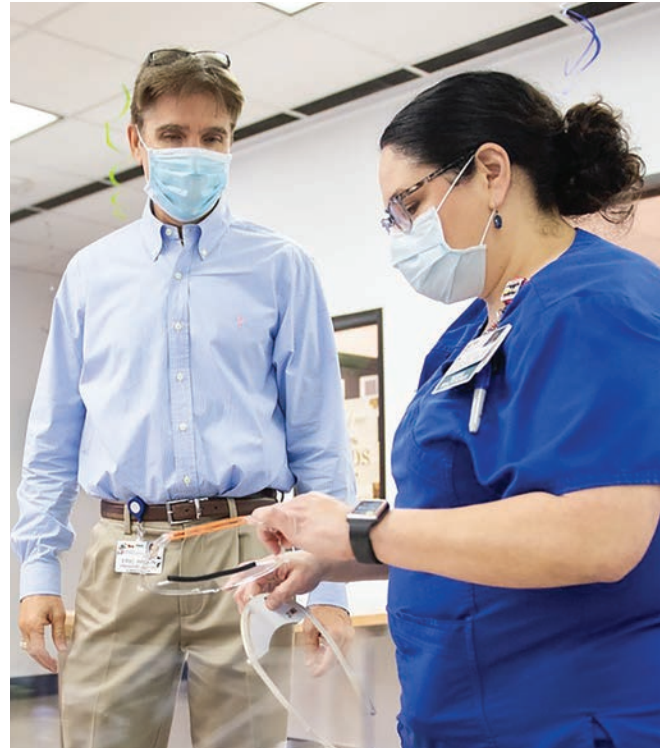
The public also made fabric face masks for patients and their family members, donating individually and as a group.

Hand sanitizer came by the gallon from multiple businesses and organizations.

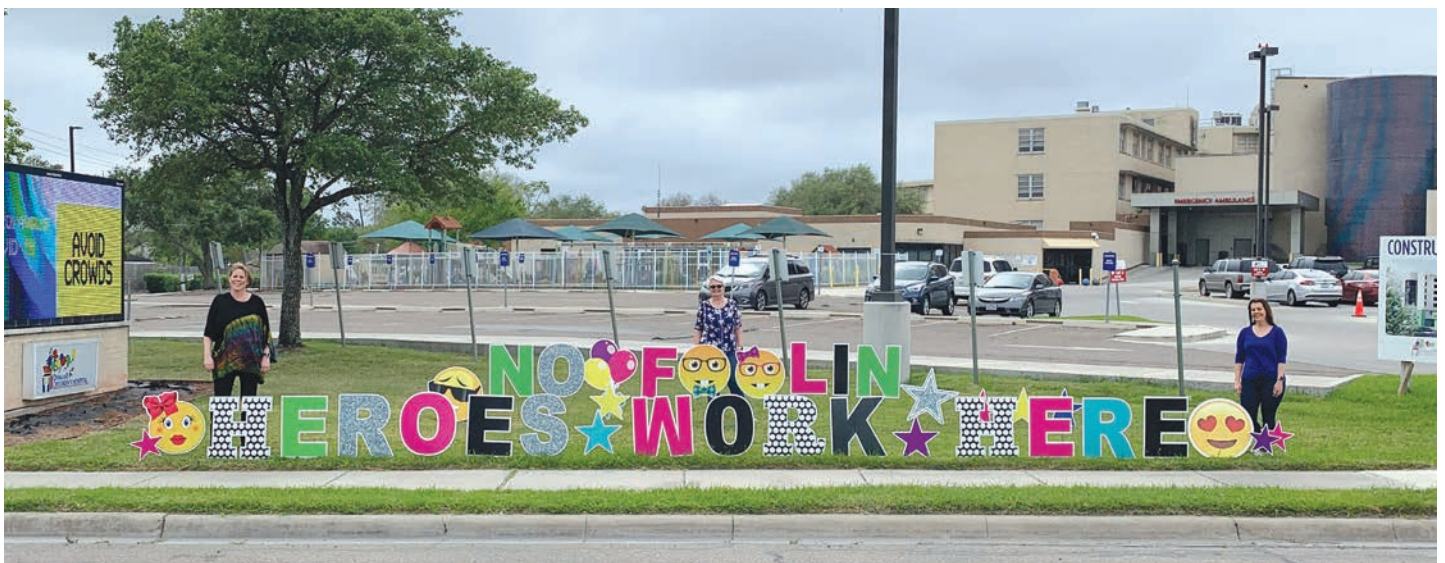
Frontline workers throughout the Driscoll Health System were treated to meals and refreshments. Pizzas were the most popular donation from businesses and organizations, along with breakfast tacos, barbecue, baked goods and coffee, to name a few.

Gifts came in all shapes and sizes, including goody bags, oil changes, vehicle cleanings and prayer vigils.

Driscoll Health System team members also received recognition from their colleagues, with special signs, drawings and treats.



*Texas A&M University-Corpus Christi made disposable face shields through its I-Create Lab and provided them to Driscoll Children’s Hospital at no cost. Eric Hamon, Driscoll Health System President and CEO, and Roxana Reyna, FNP-C, Wound Care Nurse Practitioner at Driscoll Children’s Hospital, made a trip to Texas A&M-Corpus Christi to watch the face shield production in person.*



*The Driscoll Children’s Hospital Epic team, which oversees health information technology, collected money from their department to set up this special sign in front of the hospital to recognize their Driscoll colleagues. Featured in the photo are Jennifer Bailey, Epic Director (from left); Sally Barman, Epic Orders Analyst; and Amanda Bonura, Epic Applications Manager.*



The Corpus Christi Vietnamese Community made and donated fabric face masks to members of the Driscoll Children's Hospital Laboratory Team.



The Corpus Christi Hooks and Whataburger teamed up to provide 100 breakfast taquitos for the weekend staff at Driscoll Children's Hospital. Featured are Weldon Moreland, Security Officer (from left); Wes Weigle, Former General Manager, Corpus Christi Hooks; and Virginia Young, RN, House Supervisor.



Ingleside business Kiewit Offshore Services, Ltd. donated 2,500 Tyvek suits to Driscoll Children's Hospital. Lee Budin, MD, Chief Medical Officer, Driscoll Health System (from left); Paul Geldmeier, President, Kiewit Offshore Services, Ltd.; Matt Grant, Health, Safety, Environmental Manager, Kiewit Offshore Services, Ltd.; Sandro Rossetti, Supply Chain Director, Driscoll Health System; and Julia Reyes, Occupational Health Director, Driscoll Health System.



Boy Scout troop 10327 in Columbus, GA carried out a project to make and donate 3D laser-printed "ear savers" to hospitals in all 50 states. For their Texas donation, Boy Scout Camden Hiller chose to send 100 ear savers to Driscoll Children's Hospital.

# Safety measures

Driscoll Health System has worked hard to maintain a safe environment for its patients and their families, for its entire healthcare team and for the South Texas communities it serves.

A few of the many ways Driscoll has adapted to the COVID-19 pandemic include:

## Policies

Driscoll Health System policies have been adjusted as needed to stay consistent with recommendations from the Centers for Disease Control and Prevention (CDC) and to support the latest scientific findings.

- Universal Masking has been instituted throughout the Driscoll Health System, with everyone two years and older required to wear masks within the hospital and clinics at all times.



*Amrita Dongre shows off the Driscoll Children's Hospital face mask.*

- The visitation policy has been changed as needed to limit the number of parents or caregivers per patient, in conjunction with COVID-19 numbers in our communities, to ensure the health and safety of Driscoll patients, families, employees,



*The screening area at the Driscoll Children's Hospital Main Entrance.*

physicians and community members.

- The number of entrances to Driscoll Children's Hospital has been limited. Driscoll staff screen visitors entering the hospital and



*Emergency Department staff at Driscoll Children's Hospital demonstrate the Universal Masking policy.*

clinics to determine possible exposures to COVID-19.

- Proper hand hygiene has been promoted in the hospital and clinics. Code Dove is a procedure that has been used at Driscoll Children's Hospital, in which public announcements of "Code Dove" are made and all are encouraged to stop what they are doing and wash their hands with soap and water or an alcohol-based sanitizing gel.
- Cleaning of Driscoll Children's Hospital and its clinics has been performed above and beyond all recommendations.
- Prior to all surgeries and procedures, patients have been tested for COVID-19.

## Telemedicine

Remote appointments using advanced technology applications and broadband telecommunications were increased, helping patients avoid canceling appointments and follow shelter-in-place county guidelines when active.

When community COVID-19 numbers dictated making an isolation respiratory infection unit on the 5th floor of the hospital, telemedicine services were extended to support it. Telemedicine carts were placed in rooms to allow sub-specialty physicians and nursing staff to see patients with minimum exposure when possible.



*Lee Budin, MD, Chief Medical Officer for Driscoll Health System, speaks during a virtual media conference. Also taking part were Mary Dale Peterson, MD, Executive Vice President and Chief Operating Officer (COO) for Driscoll Health System, and Jaime Fergie, MD, Director of Infectious Diseases at Driscoll Children's Hospital.*

## Communicating to the media

During the first two weeks of the COVID-19 pandemic, Driscoll hosted an informational session for the media in the Driscoll Children's

Hospital auditorium, with physical distancing and face masks in use. As the infection rate spread in South Texas, media informational sessions were held virtually, with questions gathered from the media

before and during the events.

Driscoll physicians have regularly given interviews on COVID-related topics during the pandemic, all held virtually.



*Code Dove was announced throughout the day to encourage all to stop and wash their hands.*

## Virtual school



*Certified Teacher Odie Wright assists Stella Villegas, a second-grader at Luther Jones Elementary School and the daughter of Driscoll Children's Hospital employee Sara Villegas.*

During the COVID-19 pandemic, parents have juggled their own work schedules with the educational needs of their children. Driscoll Health System provided employees an innovative benefit that offered them peace of mind in achieving both.

The Virtual Support Program was a way for employees at Driscoll Health System to take care of the health needs of the children of South Texas while ensuring their own children were receiving the help they needed to do their schoolwork while not physically in the classroom.

The program was available in Corpus Christi and McAllen, and was offered until the children were able to go back to on-campus learning.

"We try to meet the needs of employees, to help them be successful. Our employees, the hospital and the community all benefit," said Bill Larsen, Vice President of Human Resources for Driscoll Health System.

"This Virtual Support Program was an amazing benefit Driscoll offered to their essential employees during this critical time of learning for children," said Angela Craig-Coates, MS, Director of the Driscoll Children's Learning Center and Virtual Support Program Director at Driscoll Children's Hospital.

"Parents were able to physically come to work knowing their children were being supported through their online learning day," said Craig-Coates. "Parents were able to go home at the end of their day knowing their children have worked on schoolwork."

Certified teachers, as well as assistant teachers, were on site at Driscoll every day to help the children of employees during their online learning day. Each child worked individually on his/her school's assignments, and the teachers were there to help with lessons, verify the children's work requirements and ensure each child has completed assignments. The younger grades had up to four assistant teachers and the older grades had two.

The program helped children in kindergarten up to 11th grade. The children were divided into areas/rooms according to their grade level.

"This program is amazing for the children," said Odie Wright, a Certified Teacher for second, third and fourth grade. "They enjoy being around the other kids. They are such good role models for each other."

All proper safety precautions were followed. Children and staff were required to wear masks at all times. Children were positioned 6 feet apart and had designated work stations. The children worked in the same station every day.

Children were required to eat in their space since they had to take off their masks to eat. Plexiglas was used with the older groups as well.

"I am really thankful for this program," said Sara Villegas, a Professional Development Educator at Driscoll Children's Hospital. "As a single mom, this was the perfect solution for my daughter."

# Vaccination



*Jaime Fergie, MD, Director of Infectious Diseases at Driscoll Children's Hospital, was the first staff member at Driscoll Children's Hospital to receive the Moderna COVID-19 vaccination. Administering the vaccine is Driscoll Children's Hospital staff member Susan Carroll, RN.*

Like the rest of the world, Driscoll eagerly awaited the arrival of an approved and effective COVID-19 vaccine, to curb the spread of the disease and help bring an eventual end to the pandemic. That vaccine arrived before the end of 2020, from more than one pharmaceutical company.

On Dec. 23, 2020, Driscoll Children's Hospital received and distributed its first doses of an mRNA COVID-19 vaccine, made by Moderna.

mRNA vaccines are not live virus vaccines and cannot cause viral disease. They contain small portions of mRNA that trigger the body to make a portion of the spike protein of COVID-19, which will cause antibodies to be

formed that protect from future infection. Studies have found that two doses of this vaccine have resulted in 94% protection from COVID-19 infection.

Jaime Fergie, MD, Director of Infectious Diseases at Driscoll Children's Hospital, and Jesse Munoz, RN, were the first two members of the Driscoll team to receive the vaccine, administered by Driscoll Children's Hospital staff members Susan Carroll, RN, and Nancy Rodriguez, RN.

Driscoll Children's Hospital initially received 1,000 doses of the vaccine, to be administered to Driscoll clinical staff. More rounds of the vaccine followed, available to all Driscoll Health System employees.

# Driscoll observes National Women Physicians Day

Driscoll Health System marked the fourth National Women Physicians Day on Feb. 3, 2020.

Physicians enjoyed a special evening reception at Driscoll Children's Hospital, to honor female doctors

across the country.

The birthday of Elisabeth Blackwell (1821-1910), first female medical doctor in the U.S., was selected as the date for National Women Physicians Day.



Physicians celebrating National Women Physicians Day on Feb. 3, 2020, at Driscoll Children's Hospital's reception were (front row, from left): Raquel Vargas-Whale, MD; Josefina Torres, MD; Catherine Boston, MD; Valeria Munguía Jovel, MD; Estela O'Daniell, MD; Shaye Walston, DO; and Carol DeLine, MD. (Back row, from left): Nkechi Mba, MD; Maricela Gulbranson, MD; Sonia Mathew, MD; Robin Whitehall, MD; Luisa Raga, MD; Elena Zakiryenok, MD; Jessica Acevedo-Gracia, MD; Melissa Mizesko, MD; Akhila Vadivelan, MD; and Sabeen Syed, MD. (Photo taken prior to COVID-19 pandemic)

## Liking, following and retweeting Driscoll Health System through social media

Social media has grown to become a critical communications tool for businesses and organizations, including the Driscoll Health System.

The social media audience for Driscoll Children's Hospital increased across the board in 2020 to more than 34,000 people combined on Facebook, Instagram, Twitter and LinkedIn by the end of the year.

Facebook, arguably the most well-established of the social media sites, demonstrated time and time again that a lot of people are interested in Driscoll and its goal of providing more care to more kids. Driscoll Children's Hospital's Facebook followers stood at more than 19,000 at the end of 2020. The latest social media account for Driscoll Children's Hospital is Instagram, which was started in October of 2019 and continues to grow.

For the Driscoll Health Plan (DHP), social media is used

### Where to follow us:

#### Driscoll Children's Hospital:

Facebook: @DriscollChildrensHospital  
Instagram: @DriscollChildrensHospital  
Twitter: @dchstx  
LinkedIn: @DriscollChildrensHospital

#### Driscoll Health Plan:

Facebook: @DriscollHP  
Instagram: @DriscollHP  
Twitter: @DriscollHP  
LinkedIn: @DriscollHealthPlan

primarily to share news and information to its hundreds of thousands of members. By the end of 2020, Driscoll Health Plan's social media accounts had a combined total of more than 8,300 followers.





# Driscoll launches refreshed branding

When it comes to the commitment of providing superior care for children, the Driscoll of 2020 has not changed from the Driscoll of 1953.

What has changed is that Driscoll has grown from a children's hospital to a complete health system. In addition to Driscoll Children's Hospital, there is Driscoll Health Plan, clinics throughout South Texas, a Development Foundation and Auxiliary.

The growth of Driscoll led to an evaluation of its branding – the mission, vision, core values and logo – to see what would best reflect the Driscoll Health System of today.

This process included numerous stakeholder interviews with board members, physicians, leaders, employees, patients' families and donors for information and experience sharing.

The most important component of a logo is the name of the organization it represents. The refreshed logo ensures the Driscoll name is prominent, whether using the Health System, Children's Hospital or Health Plan identifier. The

sun icon conveys a message of optimism, light, hope and healing.

"While our look may change, our unconditional quality care for children remains the same," said Eric Hamon, President and CEO of Driscoll Health System. "Our future is bright and we're going to enjoy this journey together."

## **This branding exploration resulted in the following refreshed elements:**

**Mission:** Devoted to expert care, education, outreach and advocacy.

**Vision:** Until all children are well.

**Core Values:** Compassion, Advocacy, Respect, Excellence, Stewardship (**CARES**)

**Logo:**



## A look at the Driscoll Pediatric Conference

The official mission of Driscoll Children's Hospital is, "Devoted to expert care, education, outreach and advocacy." In many ways, the hospital's annual Pediatric Conference is a perfect representation of that mission.

The Pediatric Conference is led by Driscoll physicians and clinicians, discussing the expert clinical care of children with peers from across the country. Those peers include physicians, nurses, public health professionals, medical students and advance practice professionals.

Speakers from throughout the Driscoll Health System, along with esteemed guest speakers, share what they have learned in an effort to educate other pediatric healthcare professionals. The conference provides a maximum of 12 hours of American Medical Association Physician's Recognition Award Category 1 Credit, which includes two hours of education in medical ethics.

The outreach provided by Driscoll to care for the children of South Texas makes Driscoll a leading

advocate for those children. This outreach and advocacy for children is shared by conference attendees, and coming together for the conference provides valuable emotional reinforcement to all, along with a chance to share best practices.

Prior to the COVID-19 pandemic, the Driscoll Pediatric Conference was held in Corpus Christi. The 27th annual Pediatric Conference continued virtually in 2020, with 113 people participating, sharing the latest information in pediatric subspecialties. Conference topics were selected based on educational needs determined from identified professional practice gaps, derived from conference evaluations in previous years.

The Keynote Speaker for the 27th annual conference was Diana Fite, MD, President of the Texas Medical Association, along with Alumni Speaker Fernando Molina, MD, Class of 2017, Pediatric Cardiologist, Driscoll Children's Hospital.

# Driscoll's Heart Program and its new Medical Director: Aiming for the next level

When Pediatric Cardiothoracic Surgeon Stephen M. Langley, MBBS, MD, FRCS (CTh), FETCS, joined Driscoll Children's Hospital in December 2019 as the Chief of Pediatric Cardiac Surgery and Medical Director of its Heart Program, he saw a program ready to reach the next level of excellence.

Dr. Langley was impressed by the range and complexity of procedures conducted by Driscoll's Heart Program, from low-risk procedures such as a hole in the heart, to very complex patients such as those where only half of the heart has developed normally.

"I was very excited about the opportunity to come and build the program," said Dr. Langley. "I saw great potential to take the program to the highest level possible." Dr. Langley came to Driscoll with a track record in this regard. He believes in creating a program that delivers the highest quality of care available anywhere and can treat patients locally, so they don't need to travel a long way to get the kind of care they deserve.

During his first week with Driscoll, Dr. Langley experienced firsthand the diversity of treatments offered by the Heart Program. On his second day, he saw a baby arrive with a severe lung infection who needed to be placed on ECMO – extracorporeal membrane oxygenation. A few days later, Dr. Langley performed his first surgery with the Driscoll Heart Program team on a patient with hypoplastic left heart syndrome (HLHS), in which the left side of the heart had not developed.

HLHS requires a series of operations over the first few years of a patient's life and, until relatively recently, there was little or no hope for a child born with this condition. As of publication of this report, Dr. Langley's first Driscoll heart patient has already undergone his second operation; both operations were a success. (See Patient Profile: Charlie Saldaña). "We have already treated a number of HLHS patients here," said Dr. Langley. "All of them have survived and done very well."

## **New equipment courtesy of Fiesta de los Niños**

To ensure the program is top-notch, Dr. Langley and his staff need the finest equipment. Fiesta de Los Niños, Driscoll's yearly fundraising event held in January 2020, helped make that possible. One hundred percent of the funds raised went toward the Driscoll Heart Program,



*Cardiothoracic Surgeon Stephen M. Langley, MBBS, MD, FRCS (CTh), FETCS*

to help upgrade current equipment and purchase new equipment.

Dr. Langley expressed his gratitude on behalf of the program. He specifically mentioned two new, highly sophisticated cardiopulmonary bypass machines, known as heart-lung machines, needed to enable surgeons to undertake open heart surgery. "These machines have advanced so much from earlier ones. They are going to make a tremendous difference to the safety and efficiency of the care we are able to give to our cardiac patients. Without funds from Fiesta de Los Niños, this would not be possible," said Dr. Langley.

## **The future of the Driscoll Heart Program**

"The future of the program is an exciting one," said Dr. Langley, who is already growing both the Heart Program team and the number of patients coming to Driscoll for cardiac surgery. He wants people to consider Driscoll because it's the natural place for patients with any kind of heart problem to come. "Our aim is to provide the best possible care, with the highest success rates, the lowest number of complications, and the shortest recovery time. Who wouldn't want to come to a Heart Program that can deliver that?"

# Patient Profile

## Charlie



Charlie Ezekiel Saldaña's smile was on his face the day he was born and appeared frequently throughout his young life.

He was born in Edinburg on Dec. 3, 2019, to David Saldaña and Victoria Garcia. Charlie is the young couple's first child, and everything seemed to be going well. They were so excited to have the smiling bundle of joy in their lives.

However, things took a turn for the worse. Immediately after Charlie's birth, an abnormal sound was heard in Charlie's heart and an echocardiogram had to be done for further evaluation. Charlie was found to have a life-threatening condition called Hypoplastic Left Heart Syndrome (HLHS), which meant the left side of his heart was underdeveloped, affecting the flow of blood through the heart to the body. This syndrome is very serious and requires three different heart surgeries, the first immediately after birth. If Charlie did not have surgery done very soon, he would not survive.

He was flown to Driscoll Children's Hospital for further evaluation and surgical planning.

Victoria and David met with cardiothoracic surgeon Stephen M. Langley, MBBS, MD, FRCS (CTh), FETCS, who would be performing the surgery. He promised to come find them immediately after the surgery to tell them how it went and if there were any complications.

The next day, Charlie underwent a Norwood procedure, which converted the main pumping chamber to the right side of the heart instead of the normal left side. It was a high-risk, complex procedure and it went well.

In the month following this big surgery, Victoria said she was pleased to see their baby gain weight and look healthy. He continued to grow and, several months later, he was ready for the next procedure.

Charlie had his second surgery, called a Bidirectional Glenn procedure in the spring of 2020. This surgery was to bring blood flow from the head, neck and arms directly to the lungs, bypassing the heart. This intricate surgery also went well.

Since that time, Victoria said Charlie has grown a lot and is a vibrant, healthy-looking, happy baby. He is being followed by Tharak Yarrabolu, MD, FAAP, FACC, Charlie's primary cardiologist at Driscoll Children's Hospital.

David said he sometimes forgets Charlie has a heart disorder because he plays like a normal child. The only difference is that he does get tired faster.

Charlie's third surgery with Dr. Langley and the Heart Center team will be scheduled when he is between two and three years of age, to give him and his heart a chance to grow.

"He is a ball of joy, a ball of sunshine. He's our miracle child," said David.

## Driscoll Health Plan: Past, Present and Future

# Driscoll Health Plan: Serving children and their families for 20 years and counting



# Driscoll Health Plan

Driscoll Health Plan (DHP) follows the wishes of Clara Driscoll by giving children access to healthcare through its insurance programs.

It was originally developed and funded through the Driscoll Foundation and licensed by the Texas Department of Insurance as a Health Maintenance Organization (HMO) in 1998 for Nueces County. That licensure was expanded to include nine more counties, and a Request for Proposal was submitted in 1999 as the state of Texas was rolling out the Children's Health Insurance Program (CHIP), healthcare for children 0-18 years old in families that don't qualify for Medicaid.

Driscoll Health Plan won the proposal and began on May 1, 2000, with a small but proud number of members. "In May 2000, our enrollment file contained three members," said Judy Kraft, Director of Regulatory Affairs, Driscoll

Health Plan. "When we celebrated our 10th anniversary, two of those members were still with our health plan."

In 2005, DHP expanded its licensed counties to 15 for the Nueces Service Area, and submitted another Request for Proposal for the Medicaid/State of Texas Access Reform (STAR) program, a no-cost healthcare insurance for low-income families, serving children, pregnant women, newborns and adults. DHP won that bid and was serving the Medicaid population in the Nueces Service Area by Sept. 1, 2006.

Kraft said that DHP has since expanded its Texas Department of Insurance-licensed counties twice, to include 24 counties and the Hidalgo Service Area, with STAR Kids membership added on Nov. 1, 2016. STAR Kids is the first Medicaid managed care program for children and young adults, age 20 and younger, who have

a disability and have Supplemental Security Income (SSI) Medicaid.

Driscoll Health Plan currently offers healthcare coverage at Driscoll Children's specialty centers and clinics in McAllen, Harlingen, Brownsville, Laredo, Rio Grande City, Eagle Pass, Edinburg, Victoria and Weslaco.

Due to the COVID-19 pandemic, a Public Health Emergency offered an extension of health coverage. "Since March 2020, members who were up for renewal of benefits and those who would have aged out of child Medicaid continue to have active coverage until the end of the Public Health Emergency is declared," said Victoria Morales, Director of Eligibility/Enrollment, Communications and Community Outreach for Driscoll Health Plan.

Driscoll Health Plan has maintained the same level of service for its members during the pandemic, evident

when DHP earned reaccreditation from URAC in April 2020. URAC Health Plan Accreditation is a nationally recognized symbol of excellence, respected throughout the healthcare industry and by federal and state governments (read more on page 2).

"The future of Driscoll Health Plan is bright," said Joe Cecil, Interim CEO of Driscoll Health Plan. "We have many challenges to face over the next few years – winning our contract renewal with HHSC (Texas Health and Human Services Commission), the continued raising of the bar on service excellence, and achieving new and innovative means to deliver service to members.

"The resilience and expertise of the plan's leadership and staff is a hallmark of our success. The work of each of us has been, and I believe will continue to be, transformative to the lives of members. That is a testament to the care and compassion of our employees."

## Driscoll Health Plan



A non-profit, community-based health insurance plan offering family health care coverage to more than 209,000 members in South Texas by end of 2020.

**Driscoll Health Plan offers coverage to more than 100 cities in South Texas, INCLUDING:**



Corpus Christi



Laredo



Victoria



McAllen



Brownsville



Harlingen



**Educational services for members and providers**



**Disease Management**



**Driscoll**  
Health System

# State-of-the-art Pavilion offers comfort, high-tech medical care



*The Pavilion at Driscoll Children's Hospital houses a larger, modernized Pediatric Intensive Care Unit (PICU), including a Cardiac Intensive Care Unit (CICU) dedicated to managing pediatric congenital heart disease; the Outpatient Surgery Center; and an Outpatient Laboratory.*

Comfort and cutting-edge technology. Families will find this and more at Driscoll Children's Hospital's Pavilion, a revolutionary step forward for the future of pediatric healthcare in South Texas.

As you walk into the lobby of the brand-new building, you are instantly aware of the spaciousness and the natural light streaming in. Such calming elements are a critical part of the building's design.

Its design is meant to be comforting to parents and their children, who initially may be apprehensive about being in a hospital.

Bright colors throughout dispel such notions, as families discover the environment is just as warm and welcoming as the physicians and other staff who are eager to provide the finest healthcare possible. They quickly discover the Pavilion is a safe place for everyone.

Comfort is not the only element that was built in to the Pavilion, whose reassuring qualities provide a festive, family atmosphere.

The facility's main elevators feature blue tile elephants parading across the front. Such a whimsical theme is carried out with bright colors and play areas throughout, including "Spencer's Place," which features interactive light

boards to entertain young and old alike.

Once inside the Pavilion's clinics, the emphasis is on state-of-the-art medical equipment, all dedicated to providing the best healthcare for the children of South Texas in a family-friendly environment.

The Pavilion features three units: a larger, modernized Pediatric Intensive Care Unit (PICU), including a Cardiac Intensive Care Unit (CICU) dedicated to managing pediatric congenital heart disease; the Outpatient Surgery Center; and an Outpatient Laboratory.

"I have received a lot of compliments from families about the new Pavilion. In many different ways, it takes patient satisfaction to a higher level," said Sofia Elizondo, Driscoll's Patient Relations Representative for the PICU and Day Surgery.

In the PICU, Elizondo said families are thrilled to have spacious private rooms designed to make patients and parents feel more at home.

"Everyone loves the privacy in the PICU, especially families of recurring patients," said Elizondo.

Going from an open bay area to private rooms featuring a sleeping area for the parents and individual restrooms is a godsend for families who want to be together.

“The ability to have larger rooms, a bathroom in each room and the overall aesthetic improvements contributes to the patient experience and the overall quality outcome,” said PICU Director Trey Stice, MSN, MBA, RN, NEA-BC.

Stice praised the new technology installed and the staff embracing it.

“We have an all-new patient monitoring system that will greatly enhance our clinical care model. These monitors are state-of-the-art and allow for all the monitoring necessary for a critically ill child,” said Stice. “For our staff, the ability to have a state-of-the-art facility, to match the state-of-the-art care they give each day, provides an even greater sense of purpose and joy to all our Driscoll family.”

The CICU is designed to have the same staff take care of infants and children from day of admission to day of discharge from the hospital for continuity of care. This specialized team of pediatric intensivists, neonatologists, cardiologists, congenital heart surgeons and anesthesiologists work together with all the cardiac nursing staff to provide coordinated care. The new space allows for all the equipment that is sometimes needed, like the heart lung machine for infants and children who have heart or lung failure. In addition to the added space for a family member in each room, the staff and families have a quieter, healing environment.

Customer experience is important in Day Surgery, which features brand-new equipment and larger private rooms.

“Parents like the fact that the waiting area is so much larger, especially now with COVID-19, since it allows all families to properly follow physical distancing,” said Elizondo.

“Day Surgery has expanded to include the ability for extended observation of post-op patients,” said Director of Perianesthesia Angelia Reeder, RN, BSN, MBA, CPAN.

Reeder said offering Day Surgery patients larger private rooms and family-accessible parking at the front of the building ties in with Driscoll’s emphasis on convenience and family-centered care.

Like the other departments, the Outpatient Laboratory is designed to maximize the patient experience.

“We were so excited to move into the new Outpatient Collection Site, which provides our patients with an ease of entrance, spacious ‘sick’ and ‘well’ waiting rooms, an open atmosphere, beautiful new furniture with an array of pleasing colors – all leading to a happier, satisfied customer,” said Tecia Carter, BS, MT (ASCP), Laboratory Director.

# Timeline:

## 2017

- Pavilion site work began the week of June 12, 2017.
- Drilled a total of 238 75-foot deep piers, complete in October 2017
- First level framing and concrete complete in December 2017

## Summer 2018

- Suspended concrete slabs for Levels 5 and roof were completed
- Level 1 & 2 Wall Framing installed, Steel Parapet at Roof Installed

## Fall 2018

- Level 3, 4, & 5 wall framing installed

## Winter 2019

- Roofing on main pavilion installed, complete by February 2019
- Waterproofing on half of the structure installed

## Spring/Summer 2019

- Brick Completed
- Structural steel & metal decking installed for Level 1 & 2 connector from Pavilion to main hospital, café, Green Box, and Gallery
- Metal Panels at Mechanical Penthouse complete

## Fall 2019

- Terrazzo flooring installed in main lobby
- New paving at main entrance to Horseshoe Drive installed
- Structural steel at main entrance of Pavilion installed

## Winter 2020/Spring 2020

- Terrazzo flooring complete in all areas
- Metal panel installation on main building is completed
- Millwork, flooring and ceilings are installed

## Summer 2020

- Interior lighting fixtures installed
- Construction completed
- Relocation of PICU, Day Surgery, Outpatient Lab
- Installation of equipment, furniture
- State inspection

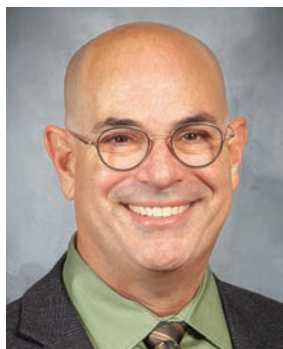
In 2020, Driscoll  
welcomed these  
**NEW**  
**PHYSICIANS**  
to the family



**Sharon Antwi-Boasiako, MD**  
Pediatrician



**Manjunath Balaram, MD**  
Child and Adolescent Psychiatrist



**Lee Budin, MD**  
Hospitalist



**Agustin Cabrera Goncalves, MD**  
Pediatrician



**Bertha Alicia Castro  
Vasquez, DO, FACOG**  
Maternal-Fetal Medicine Specialist



**Myrna Chavarria, MD**  
Pediatric Neonatologist



**Amine Daher, MD**  
Pediatric Pulmonologist, Director of  
Driscoll Pediatric Sleep Center



**Mamata Eagam, DO**  
Pediatric Cardiologist



**Emily Hartman, DO**  
Pediatrician



**Bo Rum Kim, MD**  
Pediatric Hospitalist



**Daniel McKenna, MD**  
Pediatric Cardiologist and Medical  
Director of Pediatric Cardiology





**Fernando Molina Berganza, MD**  
Pediatric Cardiologist



**Oluwafemi W. Ojo, MD**  
Pediatrician



**Ayan Patel, DO**  
Pediatric Anesthesiologist



**Dustin Paul, DO**  
Pediatric Neurologist



**Eric Purifoy, MD**  
Pediatric Cardiologist



**Beatriz Robles, DDS**  
Pediatric Endodontist



**Edgar Romero, MD**  
Pediatric Neonatologist



**Mauricio Romero Olvera, MD**  
Pediatric Nephrologist



**Rodolfo Saca, MD**  
Pediatric Neonatologist



**Anie Somaiya, DO**  
Pediatric Anesthesiologist



**Drew Thodeson, MD**  
Pediatric Neurologist



**Eric Wait, MD**  
Pediatric Orthopedic Surgeon

# Driscoll opens new Sleep Center



*Driscoll Pediatric Sleep Center Overnight Sleep Technologist Deborah Monroe, RPSGT, prepares a patient for a sleep study.*

Driscoll Children's Hospital is helping evaluate and manage the sleep concerns of the children of South Texas with its Pediatric Sleep Center, which opened in December 2020.

Treatment can be done in person at the hospital in Corpus Christi or via In-Touch, a telehealth platform used in Driscoll satellite clinics.

A physician will perform a clinical evaluation and develop a sleep care plan program for each child, based on the concerns of the parents and primary care provider. The sleep care plan may include diagnostic testing such as a sleep study, strategic behavioral changes, a referral to various specialties such as an Ear, Nose & Throat (ENT) Specialist and clinical follow-ups.

Amine Daher, MD, Pediatric Pulmonologist and Sleep Medicine Physician, serves as Medical Director of Driscoll's exclusively pediatric sleep center. Also part of

the program is Marcos J. Valdez, MD, a Pediatric Neurologist and Sleep Medicine Physician.

"The launching of the Driscoll Pediatric Sleep Center allows us to evaluate and treat the entire spectrum of pediatric sleep disorders from neonates to young adults," said Dr. Daher.

#### **Some of the pediatric sleep disorders that are addressed by the clinic:**

- 1) Patients with snoring and concerns for obstructive sleep apnea or other sleep-disordered breathing.
- 2) Excessive daytime sleepiness and the various hypersomnia conditions.
- 3) Behavioral insomnia and difficulty sleeping.
- 4) Parasomnias, restless leg syndrome and abnormal movements in sleep.

The physicians and staff are trained to help parents recognize when a child's particular sleep pattern can be considered as developmentally appropriate or a variant of normal, and when further evaluation might be needed.

"A sleep medicine evaluation may be needed for isolated sleep-related concerns or as part of a medically broader and more complex evaluation. The treatment plan can be in conjunction with the patients, their parents, community pediatricians, as well as various pediatric specialists," said Dr. Daher.

A sleep study, also known as a polysomnography, involves monitoring a child's sleep to evaluate various sleep disorders. Sleep physicians reassure parents and patients the procedure is painless, so there's nothing to be concerned about.

"With regards to pediatric sleep studies specifically, in addition to providing excellent insight into a child's sleep, they also can be a powerful tool to monitor the outcome of interventions as well as the progression of various pulmonary, cardiac, gastrointestinal or neurologic conditions," said Dr. Daher.

The importance of proper sleep for a child should never be underestimated.

"Sleep takes up more than a third of a child's life. As such, providing high quality, pediatric-specific sleep medicine services under the umbrella of Driscoll Children's Hospital will no doubt help improve the care of our population of children in South Texas," said Dr. Daher.

# Telemedicine:

## More care for more kids



*Pediatric Plastic Surgeon Kevin S. Hopkins, MD, FACS, of the Craniofacial and Cleft Center*

More care for more kids is at the heart of the Driscoll Health System. Telemedicine services has played a vital part in helping the Driscoll team accomplish that goal.

Telemedicine uses advanced technology applications and broadband telecommunications to allow physicians to see and speak with their patients in real time within a private and secure environment, regardless of the distance. Bluetooth stethoscopes, otoscopes and scanning devices give physicians the ability to expand exam capabilities remotely, as if it were being done in the same room.

During the COVID-19 pandemic, telemedicine practices have fulfilled a critical healthcare need for Driscoll. In-person patient appointments were kept instead of canceled by simply converting them to telemedicine appointments, reducing possible

viral exposures and helping patients follow shelter-in-place guidelines.

For Driscoll Health System, the primary goal of telemedicine services is to provide more access to patient care through a secure and effective platform, according to Damaris Perkins, Director of Telemedicine Services. "In addition, through telemedicine we strive to increase timely patient care access, maximize physician productivity and efficiency, and solidify our commitment to provide better customer service to patients, colleagues and referring providers."

Ronald K. Jaekle, MD, with Driscoll Health System's Maternal Fetal Medicine (MFM) Department, first looked into telemedicine in 2001, before he was with Driscoll. He was part of a federal grant evaluating patient acceptance of telemedicine in obstetrics and maternal fetal medicine. He found that patients were extremely receptive because it allowed them access without the difficulties of travel.

Today, Dr. Jaekle said that patients are still receptive to telemedicine technology. For him, the greatest benefits of telemedicine are patient convenience and increased access to care. "At some point, I envision using telemedicine to provide inpatient consultations in much the same way neurology, ICU and radiology do at present. There's simply not enough MFM graduates to be able to provide inpatient services to all of the

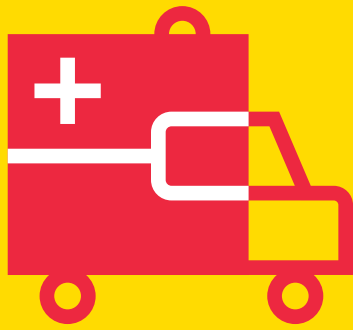
hospitals and patients with need."

Telemedicine services are incorporated into a Driscoll specialty after a detailed assessment and planning process. Some of the factors that are assessed include reviewing the volume of patients being seen by the specialty, the time it takes for patients to get an appointment, and the practicality of using telemedicine in a particular specialty.

"The advancement of telemedicine has been by leaps and bounds in sync with the technology that has made smartphones, computers and televisions more sophisticated and smaller, with better cameras and screen resolution," said Driscoll Pediatric Plastic Surgeon Kevin S. Hopkins, MD, FACS, of the Craniofacial and Cleft Center.

For Dr. Hopkins, telemedicine has been an overwhelmingly positive addition to his work with Driscoll. "Telemedicine has helped me to have better, more convenient access to our patients on a daily basis. If someone needs to be seen right away, or if I may not be at a nearby clinic for several weeks, I can virtually see them with telemedicine and determine what action needs to be taken.

"Recent events have dramatically changed the acceleration of bringing telemedicine into the home and office, and this will be here to stay. These virtual house calls allow for a more patient-centric care and increases our ability to respond to our patients' concerns in the timeliest way."



# EMBRACING COMMUNITY

Heroes can be found all around us, supporting Driscoll's devotion to expert care, education, outreach and advocacy.



# From a Driscoll resident to a South Texas physician

Driscoll Children's Hospital is a vital source for pediatric healthcare in South Texas. It is also a training ground for pediatricians in South Texas, through its Residency Program.

The program is part of the Texas A&M College of Medicine, and draws a diverse group of residents and medical students from around the world to learn from hospital staff and teaching faculty in general pediatrics and all major subspecialties.

The Driscoll Children's Hospital Residency Program has been fully accredited since 1956. In that time, more than 400 residents have graduated from the program, with many deciding to stay in South Texas.



*Santiago Encalada, MD*

"I feel our residency program offers quality training that can help us thrive in any place in the U.S." said Santiago Encalada, MD, Pediatric Pulmonologist at Driscoll Children's Hospital and a 2013 graduate of the Driscoll Residency Program. "At the same time, the experience provided by the program had a big

impact on my decision to stay in South Texas."

Dr. Encalada came from Ecuador to attend the Driscoll Residency Program, after learning it had a reputation for excellence and a welcoming attitude toward its applicants.

Hajra Saeed, MD, a 2019 Driscoll Residency Program graduate in McAllen, learned about the program from her husband Umair Abbas, MD, a 2017 graduate.

"I got a chance to attend the residents' annual research presentation, residents' retreat and some of the hospital get-togethers with the other residents.



*Hajra Saeed, MD*

That was when I got to know the true spirit of the Driscoll family," said Dr. Saeed. South Texas was the first place Dr. Saeed would call home after leaving her birthplace of Pakistan.

Tharak Yarrabolu, MD, FAAP, FACC, Pediatric Cardiologist at Driscoll Children's Hospital,

came to the United States from India and discovered the Driscoll Residency Program through a friend. After working in Driscoll as an observer for a month, Dr.

Yarrabolu was invited to join the program.



*Tharak Yarrabolu, MD*

"I had wonderful training," said Dr. Yarrabolu, Residency Program Class of 2010, who also appreciated the Program's diversity, exposure to all the pediatric specialties, and the great teaching.

"The Program allowed me to rotate at places

where the Cardiology Fellowship was available, which helped me to get into the Fellowship."

The key thing all three physicians appreciate about the area is the people. Dr. Saeed's comment echoes the opinions of Dr. Encalada and Dr. Yarrabolu: "The friendly and welcoming nature of people here are some of the things I like most about South Texas."

# Driscoll's Level IV Neonatal Intensive Care Unit: A partner for South Texas



*An infant with an inflammation of their intestine, as seen with necrotizing enterocolitis.*

An educational outreach program at Driscoll Children's Hospital is helping other South Texas Neonatal Intensive Care Units (NICUs) provide quality healthcare.

In 2017, the Neonatal Intensive Care Unit (NICU) at Driscoll Children's Hospital became the first NICU in South Texas to be designated Level IV – the highest level of care available for premature and critically-ill newborns – by the Texas Department of State Health Services.

Among the responsibilities of a Level IV NICU are to serve its community and to provide outreach education to lower-level-designated facilities. Driscoll helps fulfill these goals through its Neonatal Regionalization Support Program (NRSP).

The program is dedicated to providing the best, high-quality care and outcomes, as close to home as

possible, for compromised babies in South Texas through education and collaboration. The program also hopes to enhance relationships in order to make Driscoll Children's Hospital a provider of choice for Level IV referrals.

There are nine partner hospitals in the program:

- Christus Spohn Hospital South-Corpus Christi
- Valley Baptist Medical Center-Brownsville
- Valley Regional Medical Center-Brownsville
- Valley Baptist Medical Center-Harlingen
- Harlingen Medical Center
- Laredo Medical Center
- Doctor's Hospital of Laredo
- Citizens Medical Center-Victoria
- DeTar Medical Center-Victoria

The program provides educational opportunities, including nursing in-services and training; a neonatal nutrition seminar; a South Texas Neonatal Dietitians Network; rehab services mentoring; ancillary services opportunities; access to subspecialists, telemedicine and transport services that include outreach and clinical education; a High Risk Follow Up Program, with clinics in Corpus Christi, Harlingen and Laredo; and state level of care designation survey preparation.

## **Fighting Necrotizing Enterocolitis**

The Driscoll NICU has faced the disease of necrotizing enterocolitis, or NEC, head-on and made a measureable difference in South Texas. NEC typically affects the intestine of premature infants. The intestine wall is invaded by bacteria, causing local infection and inflammation that can ultimately destroy the wall of the bowel and be devastating to Driscoll's most vulnerable patients.

Driscoll NICU began a quality project in 2016 to decrease the incidence of NEC. The project centered around the implementation of standardized feeding guidelines for Very Low Birth Weight (VLBW) infants – babies less than 1,500 grams at birth. The project proved to be a success, with NEC rates in the Driscoll NICU decreasing from 11.5% of Very Low Birth Weight infants to less than 8% in the first year. By 2018, the Driscoll NICU NEC rate has decreased even further to

4.3% of VLBW infants. That rate is below the mean (5.6%) for all NICUs across the Vermont Oxford Network, a nonprofit collaborative of more than 1,300 professional healthcare organizations.

Driscoll NICU shared its findings with other NICUs via the Neonatal Regionalization Support Program. In 2019, the program presented the NICU Nursing Seminar: Necrotizing Enterocolitis. The seminar targeted NICU nurses and healthcare providers with the goal of providing four continuing education hours focusing on the pathophysiology, nutrition management and pharmacological interventions of NEC. Four separate seminars were given in Corpus Christi, with attendees from Corpus Christi, Laredo, Victoria and Harlingen.

In addition, the Driscoll NICU NRSP presented a seminar in Harlingen, "Exclusive Human Milk Diet for the VLBW infant," through its South Texas Neonatal Nutrition Network. A dinner event was held for area neonatologists, neonatal nurse practitioners and administration, along with a four-hour seminar for area NICU nurses and dieticians, with some 20 people in attendance from Brownsville, Harlingen, Weslaco and McAllen.

Many of the partner NICUs have since adopted Driscoll's standardized feeding guidelines for Very Low Birth Weight infants, and have also seen improved outcomes in NEC. The ultimate goal is an across-the-board decrease of NEC in all partner hospitals.



*The Level IV NICU at Driscoll Children's Hospital hosts an Education Fair, showcasing all disciplines involved in the care of NICU patients, as well as projects, poster presentations and explanations of NICU policies, procedures and guidelines.*

## The Future of the Driscoll Neonatal Regionalization Support Program

For the next three years, the goals of the Driscoll NRSP are more education, more subspecialty services and more training and support to partner hospitals. In addition, the NRSP is working to create additional quality improvement projects in the mold of its campaign against necrotizing enterocolitis, to help improve patient care outcomes.

Starting in 2020, the NRSP, in conjunction with the Driscoll NICU, implemented care bundles aimed at decreasing the incidences of Intraventricular Hemorrhages and Chronic Lung Disease in VLBW infants.

In addition, the Driscoll NRSP also hopes to implement a standardized scorecard to measure and report key patient care quality outcomes agreed upon by all participating hospitals.

The ultimate goal of the NRSP is to standardize and improve the care provided in all NICUs across South Texas by creating a culture of collaboration.

# COMMUNITY FOCUSED



Driscoll Health Plan (DHP) Community Outreach team members hand out backpacks and school supplies at a DHP Rio Grande City CISD Back to School event in July 2020.



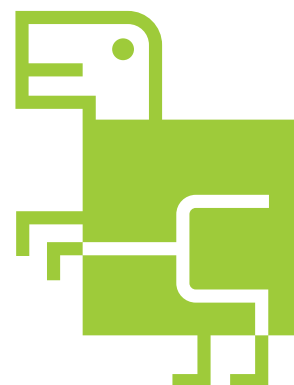
Turkey drives were conducted in November throughout South Texas by the Driscoll Health Plan Community Outreach Team. Families received a turkey, canned goods and healthy recipes, among other items.





Driscoll Children's Hospital teamed with Sen. John Cornyn (R-Texas) to host a roundtable discussion about the dangers of teen vaping. Featured are former Driscoll Pediatric Pulmonologist Paul Nolan, MD (from left); Eric Hamon, President and CEO of Driscoll Health System; Sen. John Cornyn (R-Texas); Mary Dale Peterson, MD, MSHCA, Executive Vice President and COO of Driscoll Health System; and Jon Roberts, MD, Pediatric Pulmonologist and Driscoll Children's Hospital Cystic Fibrosis Center Director.

Driscoll lab staff members join other health professionals conducting COVID-19 patient testing at the Christus Spohn Memorial Hospital location in Corpus Christi. Featured in the photo are Irma Staley (from left), Grace Salinas, Tressa Pizano, Alexandra Martinez and Tara Rupp.



Julia Reyes (far right), Occupational Health Director of Driscoll Health System, works with representatives from the Corpus Christi-Nueces County Public Health District during a COVID-19 patient testing session.

# COMMUNITY BENEFIT

## FINANCIAL ASSISTANCE

The cost of care delivered to patients who do not qualify for government programs and do not have the ability to pay, combined with the costs not reimbursed in full by the Medicaid program for treatment of Medicaid patients. For additional financial assistance information, please visit [www.driscollchildrens.org/patient-services/billing](http://www.driscollchildrens.org/patient-services/billing).

## SUBSPECIALTIES SUPPORT

Driscoll supports the expenses of local physician groups in order to help the communities they serve have access to specialists who may not otherwise practice in the region.

## GRADUATE MEDICAL EDUCATION

The unreimbursed cost of Driscoll's pediatric residency program.

## COMMUNITY OUTREACH

Costs associated with Driscoll's activities that help to educate, protect and/or improve the community's health or safety.

**TOTAL:**  
**\$126.6 Million**

# PATIENT STATISTICS

Hospital admissions:

**5,387**

Emergency Department visits:

**28,048**

Emergency Department  
admissions:

**3,539**

Surgeries:

**5,771**

Hospital-based clinic visits:

**49,110**

Non-hospital-based visits:

**51,589**

Urgent care visits:

**18,448**

Total clinic visits:

**119,147**



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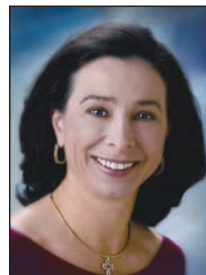
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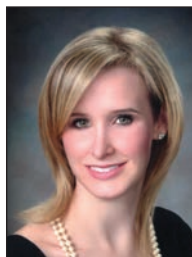
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# 2019 HIGHLIGHTS

We invite you to look  
back at some of the  
Driscoll Health System  
achievements and  
accomplishments that took  
place in 2019.



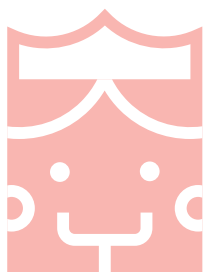
# Global Institute for Hispanic Health



*Erin Richmond, RN, Global Institute for Hispanic Health (GIHH) Program Manager (from left); Janette Judd, RN, GIHH Clinical Research Nurse; Jaime Fergie, MD, GIHH Medical Director; clinical trials patient Asher Springs; Samhar Al-Akash, MD, Medical Director, Driscoll Children's Kidney Center and Renal Transplantation; Olivia Flores, RN, Nephrology Nurse; and Maribel Garcia, RN, Nephrology Nurse.*

Asher Springs became the first child in South Texas to take part in a National Institutes of Health study on "Chronic Kidney Disease in Children." This opportunity came about through the efforts of the Global Institute for Hispanic Health, a partnership between Driscoll Children's Hospital and Texas A&M Health Science Center.

The study is a rare opportunity for children in South Texas to take part in a large clinical research study. From Victoria to Laredo, and south to the border with Mexico, South Texas' population must usually travel long distances to a large academic medical center to participate in such research. The GIHH partnership is improving South Texans' access to research studies and making it possible for medical researchers to include populations of South Texas, who would otherwise be left out of studies that lead to better patient care.



# Health Plan events



*Gifts and information for mothers-to-be at the Driscoll Health Plan Mother's Day Cadena de Madres Special Shower.*

The Driscoll Health Plan (DHP) held an impressive number of community-centered special events in 2019, in its continuing effort to give back to the families it serves. DHP held Mother's Day-themed events in four different South Texas cities, in which some 1,110 mothers, mothers-to-be and caregivers received health screenings, received advice from clinical workers and were given some pampering through refreshments, makeovers and treats.

Backpacks, shoes, school supplies and immunizations were a few of the items provided at 78 different Back to School events, held throughout DHP service areas. Families with babies on the way attended Baby's First Christmas events, held in four different cities. The events featured games, food prep advice, educational classes and safety tips to more than 300 attendees.



*Mothers-to-be received ornaments, food and drink, healthcare information and more at Baby's First Christmas Posada in Laredo.*

Families with special needs children were supported through the Second Annual Special Needs Transition Conference in Laredo, where DHP collaborated with local partners to give more than 125 parents information on how their children with disabilities can make a smooth transition into adulthood. DHP also held Tropical Wonderland in Brownsville, in partnership with Capable Kids, to give children with disabilities and their caretakers a chance to meet and take a photo with Santa, ride on ponies and trains, and work on arts and crafts.



## Physician Well-Being team



Catherine Boston, MD, a member of the Physician Well-Being team, enjoys a spontaneous brunch with other physicians. (Front row, from left): Camille Graham, MD, and Catherine Boston, MD. (Back row, from left): Raina Sinha, MD; Sonia Mathew, MD; Melissa Mizesko, MD; and Garbine Goya, MD.

Driscoll Health System rolled out its Physician Well-Being Team, dedicated to making sure physicians take as good care of themselves as they do their patients. Composed of physicians with Driscoll administrative representation, the team is strategically representative of the larger group and is responsible for monitoring Driscoll and Driscoll-affiliated physicians' well-being and for making recommendations for helpful interventions.

The team was established to help physicians deal with burnout and other stress-related issues, which affects not only themselves but their team members, patients and their healthcare organization. The team has received helpful input and support and is active in looking for effective ways to connect physicians and the families they serve, such as sponsored family gatherings and an online suggestion box.

## CAP inspection



Lori Ayala, Valley Lab Manager, and Eladio Alanis, Medical Technologist

Driscoll Health System's McAllen Clinic Laboratory earned a 99.99% compliance rating during an on-site inspection by the College of American Pathologists (CAP).

During the CAP inspection process, designed to ensure the highest standard of care for all laboratory patients, the inspector examined the laboratory's records and quality control of procedures for the preceding two years. The McAllen laboratory had only two deficiencies out of 2,000 CAP checklist questions, earning its 99.9% compliance; to maintain CAP certification/accreditation, a laboratory must maintain an 80% compliance.

## Brownsville 15th anniversary

Driscoll Children's Specialty Center – Brownsville marked its 15th anniversary in Sept. 2019. The pediatric outpatient center currently provides more than a dozen specialty services to children in Brownsville and the neighboring communities of the Rio Grande Valley. The center also houses representatives of the Driscoll Health Plan, a nonprofit, community-based health insurance plan which has grown significantly in Cameron County.

Reba Cardenas McNair (from left); Rene Cardenas; Texas Sen. Eddie Lucio Jr. (Dist. 27); Efen Guedea; Mary Rose Cardenas; and Representative Alex Dominguez



# Silver Beacon Award for Excellence

The Pediatric Intensive Care Unit (PICU) at Driscoll Children's Hospital was awarded the Silver Beacon Award for Excellence from the American Association of Critical-Care Nurses (AACN), the largest specialty nursing organization in the world. The Beacon Award for Excellence is a three-year recognition for hospitals, which must meet specific criteria across five categories to be eligible for the recognition, given at bronze, silver and gold levels.

Driscoll's PICU earned the silver-level Beacon Award by meeting the following criteria:

- 1) Leadership structures and systems
- 2) Appropriate staffing and staff engagement
- 3) Effective communication, knowledge management, learning and development
- 4) Evidence-based practice and processes
- 5) Outcome measurement



*Being awarded the Beacon Award for Excellence from the American Association of Critical-Care Nurses (AACN) required a team effort of the staff of Driscoll Children's Hospital's Pediatric Intensive Care Unit (PICU). Pictured are just some of the PICU nursing staff who are all smiles from receiving the national recognition.*

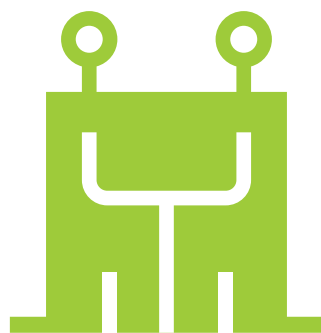
# Jacobi Jug



*Celebrating Driscoll Children's Hospital residents' Jacobi Jug win were Eric Baggerman, MD, Director of Medical Education at Driscoll Children's Hospital (from left); Residents Neha Garg, MD; Ramya Ramachandra, MD; Rebecca Kim, MD; Malarvizhi Thangavelu; and Fred McCurdy, MD, Driscoll Health Plan Medical Director.*

A group of Driscoll Children's Hospital residents earned the Jacobi Jug at the 2019 Texas Pediatric Society annual meeting. The award goes to the resident team who wins a "Jeopardy"-style medical education contest held during the

meeting. The Driscoll residents were among 10 total resident teams throughout Texas competing. This is the third time in four years Driscoll residents have won the Jacobi Jug.



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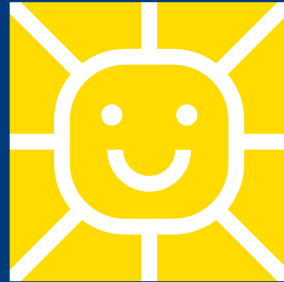
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# Mission

Devoted to expert care, education, outreach and advocacy.

# Vision

Until all children are well.

# Core Values:

Compassion, Advocacy, Respect, Excellence, Stewardship  
(CARES)