



**Manning Family  
Children's**  
LCMC Health

## **Manning Family Children's Hospital**

# **2025-2027 COMMUNITY HEALTH IMPLEMENTATION PLAN**

Adopted by hospital facility 05/15/2025

## CHIP Background

This 2025-2027 Community Health Implementation Plan (CHIP) for Manning Family Children’s Hospital (MFC) is a companion piece to the [\(CHNA\)](#). MFC adopted the Greater New Orleans Area 2024 Community Health Needs Assessment in December 2024. The CHNA identified significant health needs by reviewing data and soliciting input from people who represent the broad interests of the community. This CHIP builds upon the CHNA findings by detailing how MFC intends to leverage resources and relationships with partner organizations to address the priority health needs identified in the CHNA over the next three years.

This CHNA and CHIP were conducted as part of a collaborative process with Ochsner and LCMC facilities in the Greater New Orleans area. Children’s Hospital New Orleans, East Jefferson General Hospital, New Orleans East Hospital, Ochsner Medical Center – New Orleans, Ochsner Medical Center – Kenner, Ochsner Rehabilitation Hospital, Touro Infirmary, Lakeside Hospital, University Medical Center New Orleans and West Jefferson Medical Center contracted with the Louisiana Public Health Institute (LPHI) to develop CHNAs and provide technical assistance and oversight on CHIP reports.

## Community Served

The geographic region of focus for this CHIP is reflective of that described in the CHNA. This community includes five Louisiana parishes, Jefferson, Orleans, St. Bernard, St. Charles, and St. John the Baptist parishes. These parishes and county are referred to as Greater New Orleans for the purpose of the CHNA-CHIP process. This community includes medically underserved, low-income, and minority populations.

## Priority Health Needs

Community input in the CHNA process drove the determination of significant health needs, which were then prioritized in the CHIP process. During the CHNA process, community input was gathered through interviews, focus groups, and an online survey, targeting participants with special knowledge of public health and representatives of vulnerable populations in the communities served by the hospitals. By triangulating community input from assessment participants with secondary data, four health needs were identified as significant drivers of health in the Greater New Orleans area CHNA. These included: community safety, cultural competency, behavioral health, and health literacy. In December 2024, leads from the Greater New Orleans area hospitals gathered to review data from the assessment and conducted an initial prioritization activity of the health needs. This was done by presenting results to the CHNA Steering Committee Members and hosting a facilitated discussion to narrow down priorities, upon which the results and priorities were presented to the Board of LCMC’s Manning Family Children’s Hospital and approved.



*Figure 1. Health Needs Prioritized by Manning Family Children’s Hospital*

## Priority Health Needs and Workplans

Below is a summary of findings for each priority health need along with Manning Family Children’s Hospital’s corresponding CHIP workplans. Each table describes the workplan to address one of the four priority health needs chosen by MFC leadership. While leadership chose four priorities to focus on, the workplan features multiple objectives housed under each priority to allow for a multi-pronged approach for improvement. Other elements of the plan include target populations, success measures, actions, objective leads and timeframes, and resources and partners. The activities outlined in these workplans are subject to change over time and should be updated on an ongoing basis.

### *Priority 1: Community Safety*

Community safety is a key concern in improving the health outcomes of children and youth in Greater New Orleans. Crime, violence, or firearms were the most commonly identified social problems in the Greater New Orleans CHNA by survey participants and interviewees echoed these concerns. Community safety is inextricably linked to health outcomes, and the high rates of firearm violence and homicide fatalities warrant critical attention to this issue in order to improve health outcomes of New Orleanians.

#### **Community Safety**

##### **Intervention Strategies:**

Targeted community outreach, education and programming based on health access/outcome data

##### **Anticipated Outcomes:**

Create a culture change around safe firearm storage to protect children from firearm injury or death.

More parents and children will have awareness around interventions that can be implemented to protect children from preventable injuries.

Reduced prevalence of adolescent suicide rates and self-harm.

More child victims of abuse and neglect will have access to quality care.

Higher child vaccination rates.

Improved health outcomes for incarcerated youth.

| Facility                           | Objective                                                                                                                                                                         | Population(s) of Focus                                                                                                                                                                                                                                                               | Activities                                                                                                                                                                                                                                                                                                                                                                               | Measurement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Partners & Resources                                                                                                                                                                                                                           | Lead Department                                                                                                                        |
|------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| Manning Family Children's Hospital | Increase education, resources, and interventions by 25% to protect children and families from injury both intentional and accidental, and due to both mental and physical health. | <ul style="list-style-type: none"> <li>Families who have both children and guns in the home</li> <li>Families who have young kids in car seats</li> <li>School-aged children who are learning baseline safety education</li> <li>Children with mental health difficulties</li> </ul> | <p>Provide education and tangible resources to families in our community through 2 core programs:</p> <ol style="list-style-type: none"> <li>Trauma Injury Prevention Program</li> <li>Manning Family Children's Gun Safety Program</li> </ol> <p>Conduct evidence-based risk assessment and safety planning through 1 core initiative:<br/>ThriveKids Suicide Prevention Initiative</p> | <ol style="list-style-type: none"> <li>Trauma Injury Prevention Program               <ol style="list-style-type: none"> <li># of car seats distributed to families in need</li> <li># of Safe Kids Squad educational school visits</li> </ol> </li> <li>Manning Family Children's Gun Safety Program               <ol style="list-style-type: none"> <li># of biometric gun safes distributed</li> <li>% of outreach in identified target communities</li> </ol> </li> <li>ThriveKids Suicide Prevention Initiative<br/># of students who received intervention</li> </ol> | <p><b>Resources:</b><br/>Funding, Staff time, materials</p> <p><b>Partners:</b><br/>New Orleans Health Department Office of Violence Prevention, Ubuntu Village Nola Peace Ambassadors, ThriveKids, BeSMART, SafeKids, NOLA Public Schools</p> | <ol style="list-style-type: none"> <li>Trauma Outreach Liaisons</li> <li>Gun Safety Program Manager<br/>ThriveKids Director</li> </ol> |

| Facility                           | Objective                                                                                                                                                                                                                                                                    | Population(s) of Focus                                                                                                                                                             | Activities                                                                                                                                                    | Measurement                                                                                                       | Partners & Resources                                                                                                                                                                          | Lead Department |
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| Manning Family Children's Hospital | Complete community outreach in 5 high-need target communities to deliver preventative healthcare services, including vaccination education and access, with the goal of protecting children from vaccine-preventable diseases and improving overall pediatric public health. | <ul style="list-style-type: none"> <li>Uninsured and underinsured children families in medically underserved areas</li> <li>Children with barriers to healthcare access</li> </ul> | Provide convenient access to immunization services to youth in the community through 1 core program: Greater New Orleans Immunization Network Program (GNOIN) | 1. GNOIN Program <ul style="list-style-type: none"> <li>a. # of patients seen</li> </ul> # of immunizations given | <b>Resources:</b><br>Operational cost, staff time, supplies, immunization bus<br><br><b>Partners:</b><br>The Hispanic Apostolate, Hispanic Resource Center, New Orleans Public Libraries, OPH | GNOIN Manager   |

| Facility                           | Objective                                                                                                                                                                                                   | Population(s) of Focus                                                                        | Activities                                                                                                                                                            | Measurement                                                                                                | Partners & Resources                                                                            | Lead Department    |
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| Manning Family Children's Hospital | Increase ThriveKids enrollments by 15% among justice-involved youth by providing holistic, integrated care that supports physical and mental well-being and facilitates successful community reintegration. | Incarcerated youth and justice-involved adolescents in need of medical and mental health care | Provide medical and behavioral health services to incarcerated youth through 1 core hospital/community-based partnership: Juvenile Justice Intervention Center (JJIC) | 1. Juvenile Justice Intervention Center<br>a. # of psychiatric visits<br># of youth seen in medical clinic | <b>Resources:</b><br>Funding, staff time, equipment<br><br><b>Partners:</b><br>JJIC, ThriveKids | JJIC Nurse Manager |

## Priority 2: Cultural Competency

For both physical and mental health, finding providers who would meet cultural needs of different groups was a consistent theme in the CHNA. Participants felt that for racial minorities and immigrants, discrimination and language issues contributed to reduced access to needed care. Cultural stigmas against mental illness were raised as issues preventing some groups from seeking out care when needed. Outdated medical practices that resulted in differential clinical thresholds for certain racial groups were identified as a barrier to effective care.

### Cultural Competency

#### Intervention Strategies:

Targeted community outreach, education and programming based on health access/outcome data

#### Anticipated Outcomes:

Create a culture change around safe firearm storage to protect children from firearm injury or death.

More parents and children will have awareness around interventions that can be implemented to protect children from preventable injuries.

Reduced prevalence of adolescent suicide rates and self-harm.

More child victims of abuse and neglect will have access to quality care.

Higher child vaccination rates.

Improved health outcomes for incarcerated youth.

| Facility                           | Objective                                                                                                                      | Target Population(s)                                                                                                                                                                                                | Action Steps                                                                                                                                                                                                   | Measurement Approach                                                                                                                                                                                                                                                                                                                                                                                | Partners & Resources                                                                                                                                   | Lead Department                                                                                                                                            |
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| Manning Family Children's Hospital | Increase culturally inclusive and patient-centered healthcare access points by 10% to promote better health outcomes, increase | <ul style="list-style-type: none"> <li>Youth who need access to healthcare regardless of their ability to pay</li> <li>Families for whom English is a second language</li> <li>Families who have limited</li> </ul> | Reduce language barriers in healthcare provision/education through 4 core programs: <ol style="list-style-type: none"> <li>Manning Family Children's Academic Clinic</li> <li>Language Access &amp;</li> </ol> | <ol style="list-style-type: none"> <li>Academic Clinic               <ol style="list-style-type: none"> <li># of patients seen who speak a language other than English</li> <li># of patients who received care</li> </ol> </li> <li>Language Access &amp; Interpretation Program               <ol style="list-style-type: none"> <li># of calls using the translation line</li> </ol> </li> </ol> | <b>Resources:</b><br>Staff time, cost of language line, cost of document translation and printing, funding, materials, committed space, cost of clinic | <ol style="list-style-type: none"> <li>Academic Clinic Manager</li> <li>Language Access Services Director</li> <li>The Parenting Center Manager</li> </ol> |

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|  | trust, and<br>reduce<br>health<br>disparities | English<br>proficiency at<br>any level | <p>Interpretation<br/>Program</p> <p>3. The Parenting<br/>Center</p> <p>4. Manning<br/>Family<br/>Children's<br/>Ridgelake<br/>Spanish-<br/>Speaking Only<br/>Clinic Day</p> | <p>b. In-person<br/>interpreter case<br/>load</p> <p>3. The Parenting Center</p> <p>a. # of<br/>classes/educational<br/>outreach efforts<br/>provided in a<br/>language other<br/>than English</p> <p>b. # of participants in<br/>those<br/>classes/outreach</p> <p>4. Ridgelake Spanish-<br/>Speaking Clinic</p> <p>a. # of Spanish-only<br/>Visits</p> <p># of Clinic Days Provided</p> | <p>operations,<br/>equipment</p> <p><b>Partners:</b><br/>Tulane Health<br/>Sciences Center,<br/>LSU Health<br/>Sciences Center,<br/>AMN, One<br/>World, Deaf<br/>Action Center,<br/>Walnut Square<br/>Apartments,<br/>Forest Park<br/>Apartments,<br/>New Orleans<br/>Public Libraries,<br/>Covenant<br/>House,<br/>Broadmoor<br/>Improvement<br/>Association,<br/>Office of Youth<br/>and Families,<br/>Kids Castle at<br/>Lakeside Mall</p> | Ambulatory<br>Administration |
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| Facility                           | Objective                                                                                            | Target Population(s)                                                                                                                                                                                          | Action Steps                                                                                                                                                                                                                                                                                                        | Measurement Approach                                                                                                                                                                                                                                               | Partners & Resources                                                                                                                                                                                          | Lead Department                                        |
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| Manning Family Children's          | Increase new participation by 15% to promote the health and wellbeing of children with disabilities. | <ul style="list-style-type: none"> <li>Children with physical and developmental disabilities</li> <li>Families of children with disabilities</li> </ul> <p>Children needing adaptive sports opportunities</p> | Provide opportunities for children with disabilities to participate in organized sports through 1 core program:<br>Miracle League (GNO & Northshore)                                                                                                                                                                | 1. Miracle League <ul style="list-style-type: none"> <li>a. # of participants</li> <li>b. # of volunteers</li> </ul>                                                                                                                                               | <p><b>Resources:</b><br/>Funding, staff time, dedicated space, volunteers, playground, supplies</p> <p><b>Partners:</b><br/>The Miracle League, Audubon Nature Institute, Coquille Parks &amp; Recreation</p> | Miracle League Managers                                |
| Manning Family Children's Hospital | Ensure at least 75% occupancy to reduce financial and logistical barriers to care.                   | <ul style="list-style-type: none"> <li>Families of hospitalized children or children with long-term care needs</li> </ul> <p>Low-income families facing financial hardships</p>                               | Own and operate family housing available to families on a sliding fee scale to make it easier for families to stay near their children while they receive care at Manning Family Children's through 2 core programs: <ul style="list-style-type: none"> <li>1. Hogs House</li> <li>Ronald McDonald House</li> </ul> | 1. Hogs House <ul style="list-style-type: none"> <li>a. # of families resided</li> <li>b. Average length of stay</li> </ul> 2. Ronald McDonald House <ul style="list-style-type: none"> <li>a. # of families resided</li> <li>b. Average length of stay</li> </ul> | <p><b>Resources:</b><br/>Staff time, operational cost, committed space</p> <p><b>Partners:</b><br/>Hogs for the Cause, Ronald McDonald House Charities</p>                                                    | 1. Hogs House Manager<br>Ronald McDonald House Manager |

| Facility                           | Objective                                                                                                                                                                                                                                                                       | Target Population(s)                                                                                                                                                                                                                 | Action Steps                                                                                                                                                                                                                          | Measurement Approach                                                                                                                                  | Partners & Resources                                                                                                                                                                           | Lead Department                                |
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| Manning Family Children's Hospital | <p>Increase cultural competency and humility training for clinical staff</p> <p>Create culturally tailored content focusing on language barriers, health disparities, historical context, and healthcare access for African American, Hispanic, and Vietnamese communities.</p> | <ul style="list-style-type: none"> <li>- LCMC Health hospitals' clinical staff.</li> <li>- LCMC Health employed physicians</li> </ul> <p>LCMC Health largest underserved populations, African American, Hispanic and Vietnamese.</p> | <p>Conduct a survey and focus groups to understand the specific cultural challenges faced by each population.</p> <p>Partner with cultural experts, community leaders, or organizations to ensure accurate and authentic content.</p> | <p>Will design surveys and focus group materials.</p> <p>Will obtain responses from a representative sample of all three underserved populations.</p> | <ul style="list-style-type: none"> <li>- Members of LCMC Health's Community Advisory Council</li> <li>- Members of hospital Mosaic Teams</li> <li>- Pilot hospital units and groups</li> </ul> | Opportunity & Social Responsibility Department |

| Facility                           | Objective                                                 | Target Population(s)                                                                                                                  | Action Steps                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Measurement Approach                                                                                                                                                                                                                                                                                                                                                     | Partners & Resources                                                                                                                                                                           | Lead Department                                |
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| Manning Family Children's Hospital | Design and deliver culturally relevant training programs. | <ul style="list-style-type: none"> <li>- LCMC Health hospitals' clinical staff.</li> <li>- LCMC Health employed physicians</li> </ul> | <p>Utilize information obtained from subject matter experts (SBE) to design training.</p> <p>Ensure that all materials and training align with national cultural competency standards and address key patient demographics in the hospital's community.</p> <p>Initial training program design completed by August 2025.</p> <p>Pilot the training in three high-diversity departments (e.g., Maternity, Emergency, and Primary Care Physician Offices).</p> <p>Provide pilot training to hospital clinical staff and employed physicians in cultural competency, cultural humility and inclusive communication by September 2025, gathering feedback for revisions.</p> | <p>Will finalize the information gathering process by June 2025</p> <p>Review all national cultural competency standards for alignment by June 2025</p> <p>Final version of pilot approved by team by August 2025.</p> <p>Pilot program implemented by September 2025 with all identified groups.</p> <p>All feedback and revisions will be obtained by October 2025</p> | <ul style="list-style-type: none"> <li>- Members of LCMC Health's Community Advisory Council</li> <li>- Members of hospital Mosaic Teams</li> <li>- Pilot hospital units and groups</li> </ul> | Opportunity & Social Responsibility Department |

| Facility                           | Objective                                            | Target Population(s)                                                                                                                                                                                                                     | Action Steps                                                                                                                                                                       | Measurement Approach                                                                                                                                                                              | Partners & Resources                                                                                                | Lead Department                                |
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| Manning Family Children's Hospital | Foster a culturally responsive clinical environment. | <ul style="list-style-type: none"> <li>- LCMC Health hospitals' clinical staff.</li> <li>- LCMC Health employed physicians</li> <li>- LCMC Health largest underserved populations, African American, Hispanic and Vietnamese.</li> </ul> | <p>Conduct pre- and post-implementation patient , clinical staff and physician surveys.</p> <p>Upload staff training modules in LCMC Health Learning Center to launch Q1 2025.</p> | Conduct analysis of survey responses and pre- and post-test scores aiming for at least an 85% positive response rate regarding cultural competency and cultural humility in care by December 2025 | <ul style="list-style-type: none"> <li>- Pilot group respondents.</li> <li>- LCMC Health Learning Center</li> </ul> | Opportunity & Social Responsibility Department |

### Priority 3: Behavioral Health

Behavioral health encompasses both mental health and substance use disorder. Both were strong themes in the CHNA. Participants felt that costs and insurance coverage of mental health could be a challenge, while for substance use, experts felt that there was a gap in availability of services. In addition, participants felt that stigma and lack of awareness functioned as barriers to needed care for both substance use and mental health needs.

#### Behavioral Health

##### Intervention Strategies:

School based behavioral health services and care coordination

Community-based clinical services

Inpatient services for high acuity population

##### Anticipated Outcomes:

More children will have access to behavioral healthcare in order to improve mental health and wellbeing.

| Facility                           | Objective                                                                                                  | Target Population(s)                    | Action Steps                                                                                                                                            | Measurement Approach                                                                                                          | Partners & Resources                                                                                                                                                                                | Lead Department |
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| Manning Family Children's Hospital | Expand behavioral health services access by 15% to improve developmental and educational outcomes of youth | Youth 0-21 regardless of ability to pay | Increase access to behavioral health services and provide care coordination in schools.<br>1. ThriveKids School Wellness Program<br>Early Learning Team | 1. # of Students enrolled in ThriveKids<br><br>2. # of Counseling Sessions Delivered<br><br># of Early Learning Interventions | <b>Resources:</b> Staff time, Dedicated space, funding<br><br><b>Partners:</b> Jefferson Parish Schools, City of New Orleans, Tulane Health Sciences Center, LSU Health Sciences Center, TAG Center | ThriveKids      |

| Facility                           | Objective                                                                                                  | Target Population(s)                                                                      | Action Steps                                                                                                                                                                       | Measurement Approach                                                                                                                                                                                                                                      | Partners & Resources                                                                                                                                                                                | Lead Department            |
|------------------------------------|------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|
| Manning Family Children's Hospital | Expand behavioral health services access by 15% to improve developmental and educational outcomes of youth | <ul style="list-style-type: none"> <li>Youth 0-21 regardless of ability to pay</li> </ul> | Provide outpatient behavioral health services. <ol style="list-style-type: none"> <li>ThriveKids School Wellness Program</li> <li>Behavioral Health</li> <li>Psychiatry</li> </ol> | <ol style="list-style-type: none"> <li># of Outpatient Behavioral Health Visits               <ol style="list-style-type: none"> <li>Behavioral Health Clinic</li> <li>ThriveKids Outpatient Services</li> </ol> </li> </ol> # of Outpatient Psych Visits | <b>Resources:</b> Staff time, Dedicated space, funding<br><br><b>Partners:</b> Jefferson Parish Schools, City of New Orleans, Tulane Health Sciences Center, LSU Health Sciences Center, TAG Center | ThriveKids/Social Services |
| Manning Family Children's Hospital | Expand behavioral health services access by 15% to improve developmental and educational outcomes of youth | <ul style="list-style-type: none"> <li>Youth 0-21 regardless of ability to pay</li> </ul> | Provide inpatient behavioral health services                                                                                                                                       | # of Behavioral Health unit inpatient admits                                                                                                                                                                                                              | <b>Resources:</b> Staff time, Dedicated space, funding<br><br><b>Partners:</b> City of New Orleans, Tulane Health Sciences Center, LSU Health Sciences Center                                       | Behavioral Health          |

#### *Priority 4: Health Literacy*

Health literacy is key to maintaining and improving health including both knowledge of health behaviors and ability to understand and seek out accurate health information from doctors or other sources. Digital tools are an important component of health literacy. While broadband access was generally high in target parishes, CHNA participants described varying levels of quality of service by place and challenges understanding digital technology, including accessing telehealth. Community members felt that improving overall health literacy would be crucial to increasing overall health knowledge and patient engagement.

##### **Health Literacy**

###### **Priority Strategy:**

LCMC Health System Diversity & Social Responsibility Department (OSR) will develop and implement a comprehensive health literacy toolkit to improve patient understanding of medical information, ensuring that at least 80% of patients report improved comprehension of their diagnoses, treatment plans, and medication instructions by the end of Q4 2025. Our three-pronged approach will also empower our clinical staff and physicians with an increased awareness and skill set to address the literacy needs of our patient populations by at least an 80% achievement in post-test scores by the end of Q4 2025.

###### **Anticipated Outcomes:**

LCMC Health System's anticipated outcomes are to empower our patient's ability to access, understand, and use health information and services effectively, enabling them to make informed decisions and actively participate in maintaining and improving their own health and the health of their communities.

| Facility                           | Objective                                                                                                    | Target Population(s)                    | Action Steps                                                                                                                                                                                                           | Measurement Approach                                                                       | Partners & Resources                                                                                                                                                                                                                                          | Lead Department  |
|------------------------------------|--------------------------------------------------------------------------------------------------------------|-----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| Manning Family Children's Hospital | Increase community-based program access points for parents and caregivers by 10% to increase health literacy | Youth 0-21 regardless of ability to pay | Provide parents with the education and support necessary to facilitate early intervention and preventive care for youth. <ol style="list-style-type: none"> <li>The Parenting Center at Children's Hospital</li> </ol> | <ol style="list-style-type: none"> <li># of Patients Served by Parenting Center</li> </ol> | <b>Resources:</b> Staff time, Materials<br><br><b>Partners:</b> Walnut Square Apartments, Forest Park Apartments, New Orleans Public Libraries, Covenant House, Broadmoor Improvement Association, Office of Youth and Families, Kids Castle at Lakeside Mall | Parenting Center |

| Facility                           | Objective                                                                                                    | Target Population(s)                                                                                                         | Action Steps                                                                                                                                                 | Measurement Approach                                       | Partners & Resources                                                                                                                                | Lead Department                                 |
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| Manning Family Children's Hospital | Increase community-based program access points for parents and caregivers by 10% to increase health literacy | Youth 0-21 regardless of ability to pay                                                                                      | Provide community outreach in support of ThriveKids services and to promote awareness of program offerings                                                   | # of Outreach Events                                       | <b>Resources:</b> Staff time, Materials<br><br><b>Partners:</b> Jefferson Parish Schools, City of New Orleans                                       | ThriveKids                                      |
| Manning Family Children's Hospital | Increase community-based program access points for parents and caregivers by 10% to increase health literacy | <ul style="list-style-type: none"> <li>In-Home Ventilator-Dependent patients Ages 0-25 and surrounding caregivers</li> </ul> | Provide in-home education and patient care training for ventilator dependent families and providers across the state Ventilator Assisted Care Program (VACP) | 1. # of Patient Outreaches<br><br># of Trainings Conducted | <b>Resources:</b> Staff time, Materials<br><br><b>Partners:</b> Louisiana Department of Health, United Healthcare, Louisiana Healthcare Connections | VACP                                            |
| Manning Family Children's Hospital | Increase community-based program access points for parents and caregivers by 10% to increase health literacy | Any patient family expressing food insecurity at Manning Family Children's                                                   | Provide food to patients who express food insecurity Food Pantry                                                                                             | 1. # of Unique Families Served<br><br># of People Assisted | <b>Resources:</b> Staff time, Materials<br><br><b>Partners:</b> Patient Experience and Family Resource Center                                       | Patient Experience Community Benefits Associate |

| Facility                           | Objective                                                                                                                                                                                                                                                                                                                                                                                      | Target Population(s)                                                                                                                                                                                                    | Action Steps                                                                                                                                                                                                                                                                                                                                                                    | Measurement Approach                                                                                                                                                                                                                                                                                                                                       | Partners & Resources                                                                                                                                                                                             | Lead Department |
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| Manning Family Children's Hospital | <p>1: In a three-pronged approach LCMC Health's System OSR Department will address the topic of health literacy by developing educational &amp; informational tools for clinical staff and physicians.</p> <p>Develop a multilingual, accessible health literacy toolkit that includes brochures, digital resources, and learning modules covering common medical conditions and concerns.</p> | <p>LCMC Health's most frequently requested languages from our Limited English Proficiency (LEP) patients are the following:</p> <ol style="list-style-type: none"> <li>Spanish</li> <li>VietnamesePortuguese</li> </ol> | <p>LCMC's Health's System OSR Department will develop and expand the range of their Health Literacy program, <i>"Be in the KNOW"</i>, to encompass a health literacy toolkit and two learning modules for staff.</p> <p>Ensure all materials are written at a 6th-grade reading level or lower and include visuals to accommodate diverse patient populations by June 2025.</p> | <p>The patient education toolkit and the staff training modules will be piloted within the system with the following groups:</p> <ol style="list-style-type: none"> <li>1. Patient Toolkit – 10 members of LCMC Health hospital's Community Advisory Council's Educational modules – 10 clinical members of LCMC Health's hospital Mosaic Teams</li> </ol> | <ul style="list-style-type: none"> <li>- Marketing</li> <li>- Nursing Education</li> <li>- Physician Education</li> <li>- Mosaic Teams Clinical Members</li> <li>- Community Advisory Council Members</li> </ul> |                 |

| Facility                           | Objective                                                                                                                                                                                                                                                                              | Target Population(s)                                                                                                                                                | Action Steps                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Measurement Approach                                                | Partners & Resources                                                                                                                                                                                                                     | Lead Department |
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| Manning Family Children's Hospital | <p>2: Pilot the toolkit to the Community Advisory Council members and achieve an evaluation score of 85%≥ from Council members on ease of understanding and effectiveness of patient communication by August 2025.</p> <p>Feedback will be obtained and improvements will be made.</p> | Select members of LCMC Health hospital's Community Advisory Council's and clinical members of LCMC Health's hospital Mosaic Teams (formerly Diversity Action Teams) | <p>Pilot patient toolkit and staff training modules among a select group of clinical evaluators and achieve an evaluation score of at least 80% of clinical staff on effective patient communication and how to use the toolkit by August 2025</p> <p>The evaluation of all materials will include the following processes. Identification of pilot group members, distribution of materials with instructions for evaluation and scoring process, collection of evaluation tools and feedback,</p> | Achievement of an evaluation score of at least 80% from both groups | <ul style="list-style-type: none"> <li>- Marketing</li> <li>- Nursing Education</li> <li>- Physician Education</li> <li>- Mosaic Teams</li> <li>- Mosaic Teams Clinical Members</li> <li>- Community Advisory Council Members</li> </ul> |                 |

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|  |  |  | recommendations<br>for improvements<br>will be<br>incorporated into<br>tools and final<br>versions will be<br>created by<br>marketing, final<br>versions will be<br>prepared for<br>implementation<br>on pilot units |  |  |  |
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| Facility                           | Objective                                                                                                                                                                                                                                                                              | Target Population(s)                                                                                                                       | Action Steps                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Measurement Approach                                                                                                                                           | Partners & Resources                                                                                                 | Lead Department |
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| Manning Family Children's Hospital | <p>2: Pilot the toolkit to the Community Advisory Council members and achieve an evaluation score of 85%≥ from Council members on ease of understanding and effectiveness of patient communication by August 2025.</p> <p>Feedback will be obtained and improvements will be made.</p> | Pilot Participants will include:<br>10 low-risk patients will be selected from each pilot unit and 10 clinical members of each pilot unit. | <p>Pilot the toolkit in three high-traffic departments (e.g., Emergency, Primary Care, and Cardiology) by September 2025, gathering feedback for improvements from patients, staff and physicians.</p> <p>Pilot the toolkit to the Community Advisory Council members and achieve an evaluation score of 85%≥ from Council members on ease of understanding and effectiveness of patient communication by August 2025.</p> <p>Nursing leadership approval will be obtained and an</p> | Conduct patient surveys before and after implementation, aiming for at least an 80% improvement in patient-reported understanding of their health information. | <ul style="list-style-type: none"> <li>- Nursing unit leadership</li> <li>- Chief Medical Officers (CMOs)</li> </ul> |                 |

|  |  |  |                                                                                                                    |  |  |  |
|--|--|--|--------------------------------------------------------------------------------------------------------------------|--|--|--|
|  |  |  | in-service presentation will be provided to staff of pilot units. Pilots will launch for 1- week at each location. |  |  |  |
|--|--|--|--------------------------------------------------------------------------------------------------------------------|--|--|--|

| Facility                           | Objective                                                                                                                                                                                                                                                                              | Target Population(s)                                                        | Action Steps                                                                                                                                                                                                                                                             | Measurement Approach                                                                                                   | Partners & Resources                                                                                                 | Lead Department |
|------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|-----------------|
| Manning Family Children's Hospital | <p>2: Pilot the toolkit to the Community Advisory Council members and achieve an evaluation score of 85%≥ from Council members on ease of understanding and effectiveness of patient communication by August 2025.</p> <p>Feedback will be obtained and improvements will be made.</p> | Pilot Participants will include:<br>10 clinical members of each pilot unit. | Pilot staff and physician education modules with a select group of clinical staff from each unit. Nursing leadership approval will be obtained and an in-service presentation will be provided to staff of pilot units. Pilots will launch for 1- week at each location. | Conduct staff pre- and post-tests aiming for at least an 80% improvement of their skill set regarding health literacy. | <ul style="list-style-type: none"> <li>- Nursing unit leadership</li> <li>- Chief Medical Officers (CMOs)</li> </ul> |                 |

| Facility                           | Objective                                                                                                                                                                                                                                                                              | Target Population(s)                                                                                                                                                                                                                                                                                                                                                             | Action Steps                                                                                                                                                                                                                                          | Measurement Approach                                                  | Partners & Resources                                                                                                 | Lead Department |
|------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|-----------------|
| Manning Family Children's Hospital | <p>2: Pilot the toolkit to the Community Advisory Council members and achieve an evaluation score of 85%≥ from Council members on ease of understanding and effectiveness of patient communication by August 2025.</p> <p>Feedback will be obtained and improvements will be made.</p> | <p>Upload toolkit contents into OSR "store" on the LCMC Health intranet along with instructions for utilization.</p> <p>Socialize the launch of the "Be in the <b>KNOW</b>: Health Literacy Campaign" to run from December 1, 2025 – January 31, 2026. This will prepare teammates to</p> <p>Upload staff training modules in LCMC Health Learning Center to launch Q1 2025.</p> | <p>Implementation of both the health literacy toolkit and Staff training modules with a "Be in the <b>KNOW</b>" Campaign.</p> <p>We will be working in collaboration with our Local &amp; System Marketing Departments and hospital Mosaic Teams.</p> | <p>We will ensure that all hospitals participate in the campaign.</p> | <ul style="list-style-type: none"> <li>- Marketing (Hospital and System)</li> <li>- Hospital Mosaic Teams</li> </ul> |                 |

### *Health Needs Not Selected for Prioritization*

While all health needs identified in the CHNA process are of concern and importance, Manning Family Children's Hospital commits to focusing on key issues where they can be most impactful. To maximize resources available for the priority health needs listed above, the MFC leadership determined that the following issues would not be explicitly prioritized and addressed in this CHIP because of resource constraints and a relative lack of expertise or competency to effectively address these needs:

| <b>Significant needs not being addressed and why:</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Significant Need</b>                               | <b>Why is it not addressed</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Socioeconomic Challenges                              | While socioeconomic challenges were not listed as a standalone focus area, addressing these barriers is embedded throughout our programs. Initiatives such as the Parenting Center, ThriveKids School Wellness Program, the Food Pantry, the Miracle League, and expanded access to pediatric primary and behavioral healthcare all work to mitigate the effects of poverty on child health outcomes. In addition, we operate Hogs House and support Ronald McDonald House to provide affordable housing options for families facing financial hardships during hospitalization. |
| Environmental Health                                  | Due to resource constraints and competing program priorities, environmental health was not selected as a standalone strategic focus at this time. However, elements of environmental safety are incorporated into our Trauma Injury Prevention Program and broader community safety initiatives, which promote safer home and community environments for children.                                                                                                                                                                                                               |
| Affordability of Care                                 | Affordability is a core priority integrated throughout all programs. We increase access to care for uninsured and underinsured populations through initiatives like the Academic Clinic, the ThriveKids School Wellness Program, the Greater New Orleans Immunization Network (GNOIN), and sliding fee-scale housing options through Hogs House and Ronald McDonald House.                                                                                                                                                                                                       |
| Maternal & Infant Health Services                     | Due to resource constraints and the availability of other community resources more specifically focused on maternal health, we did not prioritize maternal and infant health as a standalone focus. However, related needs are indirectly supported through pediatric access initiatives and early childhood development education.                                                                                                                                                                                                                                              |
| Sexual Health Services                                | Sexual health services were not prioritized as a standalone initiative due to resource constraints.                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Chronic Disease Prevention                            | Chronic disease prevention efforts are embedded across our initiatives rather than isolated as a separate focus area. Programs supporting this goal include ThriveKids' school-based wellness programming, the Parenting Center's caregiver education programs, expanded behavioral health and primary care access through Academic Clinic and ThriveKids, and the Food Pantry program, which supports improved nutrition and addresses food insecurity as a driver of chronic disease.                                                                                          |

All the health needs identified in the CHNA process are interconnected and impact one another as they drive health outcomes. Thus, progress on the priority health needs should positively impact the health needs not selected for prioritization. Furthermore, there are community organizations and leaders working to address these health needs. The CHNA-CHIP process creates an opportunity for additional partnerships between hospital facilities and community organizations to improve all aspects of community health.

#### Next steps

Improving the health of communities is a long-term, continuous process that occurs in a constantly changing environment and requires ongoing partnership and trust building. Rather than remain a static document, the CHIP workplans should evolve as hospital facilities work with the community, and those changes should be tracked and evaluated. Manning Family Children's will monitor progress and revise the CHIP workplans as needed over the next three years. Progress will be reported in the next CHNA. For additional information on Manning Family Children's CHIP, please contact Toni Flowers ([toni.flowers@lcmchealth.org](mailto:toni.flowers@lcmchealth.org)).

*LPHI assisted in the compilation of this initial Community Healthy Implementation Plan Report. LPHI is a statewide 501(c)(3) nonprofit public health institute that has proudly served the residents of Louisiana for over 25 years.*