

What's Next for Children's

To lead the industry in meeting the needs of Georgia's kids now and in the future, we've updated our Mission, Vision and Values. Here's a closer look at what that means for our patients, our community and you.

One Saturday last October, Brandon Hayes was running up and down the soccer field with his teammates. Less than two weeks later, he lay lethargic in a hospital bed at Children's at Egleston while his mother underwent surgery that would save his life.

It started when Brandon vomited three times on the way home from soccer. The 4-year-old seemed healthy for the next few days, but two days later, after eating a peanut butter and jelly sandwich, he vomited again. His parents, Daniel and Cheri, kept him home from soccer practice that night so he could rest. The following morning, Daniel drove to work, but he never got out of his car. On the way, Cheri called to say Brandon was clutching his stomach in pain and they were headed to Children's at Egleston.

Brandon arrived at the hospital in acute liver failure. Four days later, the hepatology team at Children's placed Brandon on a transplant waiting list. If they didn't find a new liver for him—and fast—he probably wouldn't survive.

"I knew I had the same blood type as my son," Cheri Hayes said. "I told them I'd do whatever they needed. I'd be the donor." On Oct. 13, Cheri and Brandon participated in a living donor split liver transplant. Stuart Knechtle, M.D., Chief of Transplant, and Steven Hanish, M.D., Liver Transplant Surgeon, began Cheri's seven-hour procedure at about 8:30 a.m. They finished Brandon's procedure 12 hours later.

Today, both mother and son are doing well. Brandon's liver will grow with him, and Cheri's will expand to replace the piece she's missing. Brandon regularly visits Children's at Egleston for clinic and lab appointments, and he will do so for years to come.

Before his 18th birthday, our adolescent transition clinic will prepare him to navigate his adult-care needs by reinforcing healthy lifestyle habits and teaching him to manage his daily medications. The care that follows Brandon from age 4 to adulthood—a collaboration between our hospitals, neighborhood locations and his medical home—is a perfect example of what we do really well as an organization. Our Mission motivates us to provide such highly integrated care for kids facing other illnesses and conditions, too.

Driven by our Mission

Kids need care. They also need people working to find ways to deliver better care in the future. In some cases, like Brandon's, that means creating a hospital environment that can deliver the best care when a day makes all the difference. In others, that means engaging the community in ways that will prevent kids from becoming patients and, for patients with chronic illness, managing their care among caregivers and treatment settings.

Being able to provide great care for kids in our community doesn't happen by chance. It happens because we have an incredible group of talented,



Last October, Brandon underwent the first parent-to-child liver transplant at Children's since 2006. Today, a fraction of his mother's liver lives inside him and will grow into a full-sized liver as Brandon ages.

driven and passionate employees at Children’s who believe in what they do and use their unique skills to make a difference. From the nurses caring for patients in our hospitals, to the Child Wellness staff educating families about healthy choices, to the IS&T team working behind the scenes making sure all the systems are running properly, to the researchers studying how to better diagnose and treat autism at Marcus Autism Center, we are all here to do our part. We are here to make kids better today and healthier tomorrow.

A mission statement defines an organization’s reason for existing and guides the actions of its

people. Our updated Mission statement, “To make kids better today and healthier tomorrow,” captures our commitment to deliver the best care today and pursue new ways to improve care in the years ahead. Our focus on getting better, and being more, is both a reflection of where we want to be, and a reaction to be ahead of a changing industry. In other words, we are trying to change in a changing environment. We are working to provide greater access to patients who need us. We are aiming to lead a pediatric healthcare industry that is working through continued payment and other reforms. We aren’t waiting to transform, we are actively participating

in shaping our state’s needs now to begin the changes necessary to be prepared in the future.

Taking care of kids will always be at the core of our existence, and the update to our Mission reflects that we are keeping that focus. We’ll always be here for kids like Brandon, but our Mission also challenges us to find new and better ways to impact more kids.

“Knowing why we exist provides the foundation for us to articulate where we are going,” said Donna Hyland, CEO.

How we’ll get there

Our Mission tells us why we exist, and our Vision tells us where we are going. A Vision should be aspirational,

yet achievable. Simple, yet memorable. Most importantly, we need to be able to measure it so we know how we’re doing. “The Executive Team, leaders, physicians and our System Board spent a good deal of time discussing both our Mission and our Vision to make sure they fully encompass what we do and where we want to go as an organization,” said Hyland. The result of those discussions is a new Vision: “Best Care ... Healthier Kids.” “Best Care” means that we seek to provide the highest quality care in locations that are accessible, easy to navigate and result in the most satisfied patients and families. We will measure our success in these areas through

Our Mission
(Why Children’s Exists)
To Make Kids Better Today and Healthier Tomorrow

Our Vision
(Where We’re Going)
Best Care ... Healthier Kids

Our Values
(How We Work Together)
Care about People. Passionate about Kids. Dedicated to Better.

Our Values

Our three Values—Care about People, Passionate about Kids and Dedicated to Better—describe everyone here at Children’s and how we work together. When brought to life through the actions of our employees, our Values empower us to be strong enough to care enough and, ultimately, achieve our Vision.

Strong Enough to Care Enough

Care about People

- Hear what needs to be said/say what needs to be heard
- Invite contributions
- Recognize my unique value
- Help others shine
- Have optimistic intent

Passionate about Kids

- Believe we can make a difference
- Keep the kids close
- Ignite the wonder
- Share the story
- We before me

Dedicated to Better

- Make it matter
- Build it to last
- Think beyond your badge
- Challenge what is
- Do the right thing

our Quality scores, our customer satisfaction scores, the number of patients we serve and our *U.S.News & World Report* rankings.

“Healthier Kids” means that we strive for children never to reach our hospital facilities because we have prevented injury, illness and medical conditions by educating parents and caregivers about how to keep kids healthy and by developing new cures and interventions. One way we can measure our success here is through our state’s childhood obesity ranking. To help us achieve our Vision of “Best Care ... Healthier Kids,” we developed a strategic plan that

will guide us over the next five years. You’ll hear more about our strategy and our four strategic focus areas in the coming months.

How you fit in
Our Mission and Vision clarify why we exist and what we will achieve together. Our updated Values help us understand how we work together to bring our Mission and Vision to life. In the blue box above, we’ve listed our Values and principles for living them every day. Because our Values play an important role in defining how we work together, you’ll see the Values come to life on the pages of *Careforce Chronicle* through section

headers and recurring features. (For a closer look at our Values in action, turn back to page 3 or visit *Careforce Connection* online).

Two employees who show how we put the Values into action everyday include Erica Moss and Sarabeth Warren, Occupational Therapists at Children’s at Scottish Rite. They noticed that parents in the NICU, who often need special training in giving their babies a developmentally appropriate bath, often miss out on an important family milestone: their baby’s first bath. So to mark this special time, and involve the parents, the two developed a

program that includes giving every family a rubber duck as a memento. Erica and Sarabeth showed they are Passionate about Kids by keeping the kids close and were Dedicated to Better by making it matter. It’s just one small step that speaks in so many great ways.

Such stories remind us that we can’t achieve our Vision without your continued hard work and your belief in our Mission. We are all here so kids, like Brandon, have a fighting chance at life today and a chance to lead a healthy life tomorrow. 🍌