



bethany children's HEALTH CENTER

1. Expand Outpatient Services by creating more capacity and accessibility for pediatric patients, both in-person and virtual visits.

As leaders in pediatric care, Bethany Children's Health Center has identified areas of expansion and growth that will allow the Hospital to address future health care needs, continue to expand our community wellness and outreach programs and focus on the unique and specialized services we provide to meet the ongoing demand for varying levels of care.

As part of future growth plans, a new Outpatient tower will house a robust rehabilitation center of excellence with emphasis on Physiatry. As a leader in pediatric therapy services, this expansion will allow us to serve more patients who need physical therapy, occupational therapy, speech therapy, recreational therapy, music therapy as well as many support services that allows a child to thrive through assistive technology.

Bethany Children's Health Center has invested in Tiger Touch, an application that allows staff to send real-time communication to parents and guardians of patients in our care. We understand that parents and guardians cannot always be present, and the investment in Tiger Touch allows staff to send and receive one-on-one communication in the form of text messages, videos, and photos to keep families informed at all times. A Parent Engagement Specialist was hired earlier this year to join the Corporate Communications team and to lead the effort in ensuring we keep families always informed. This effort will continue to grow as we increase the number of users on Tiger Touch and investing in new and additional smart devices that will allow staff to send quality images and videos through Tiger Touch daily.

Further, Bethany Children's implemented a software, Bridge, which will enhance the Patient Portal and patient experience by displaying information within the preferred language of the patient, as well as providing the possibility of virtual visits in the future.

Finally, Bethany Children's is working on developing a Physiatry Outreach Clinic in the Duncan area that will mainly focus on virtual visits to meet the growing demand of the community.

2. Increase the number of students receiving health and safety education by expanding the number of participating school partnerships in the Healthy Schools Oklahoma program.

In addition to the renovation of existing facilities, plans for growth include a Community and Wellness Center which will house Community Outreach and Prevention Programs, as well as Young Adult Inpatient Services.

Healthy Schools Oklahoma brings over 24 years of school health experience and knowledge to the Hospital, reinforcing the importance of keeping Oklahoma's children healthy and safe. Healthy Schools provides funding, curricula, training, evaluation tools and support to participating elementary schools focusing on physical activity, nutrition, injury prevention, tobacco use prevention and oral health education. Further, Safe Kids Oklahoma provides dedicated and caring staff, operations support, and other resources



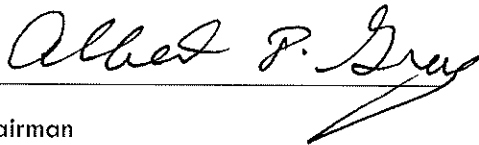
to assist in achieving our common goal: keeping your kids safe. We serve the community by implementing evidence-based programs.

With the expansion of our existing facilities and new grant opportunities, the health and safety education for our community will grow.

3. Improve family communication and understanding by providing additional resources for non-English native languages such as Spanish or Vietnamese.

As noted above, Bethany Children's Health Center has invested in Tiger Touch, an application that allows staff to send real-time communication to parents and guardians of patients in our care. Tiger Touch allows staff to send and receive one-on-one communication in the form of text messages, videos, and photos to keep families informed at all times. A Parent Engagement Specialist was hired earlier this year to join the Corporate Communications team and to lead the effort in ensuring we keep families always informed.

In addition, Bethany Children's recently added a Certified Healthcare Interpreter to the Care Coordination team as a resource for non-English speaking families. This resource has been an essential benefit so far, and the hospital is looking to expand the team as we grow to serve more non-English speaking families.



Chairman