



Mission Statement Illustration

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To enhance the healthcare experience for families and children through comfort, care, and supportive services.

To enhance the healthcare experience...

- We serve **families of pediatric patients** receiving treatment in Northeast Ohio
- Services **promote family-centered care and improved outcomes.**
 - Keep families together, near their child, and focused on their child's care.
 - Reduce external burdens.
 - **Financial** (Place to stay, transportation, parking, laundry, meals, amenities)
 - **Stress** (Lessen worries about other family members, reduce need to shop, clean, travel)
 - **Time** (Proximity and meals at the Houses and Family Rooms also reduce time away from the child)
 - Patient outcomes are shown to improve when these services are in place.
 - Families are more readily available and involved in their child's care.
 - Activities and support from other families, volunteers and staff support mental health and maintain a sense of normalcy for family and children.
- Services facilitate **access to quality care.**
 - Families may travel to receive appropriate care for their child, regardless of location.
 - Families can rest, refresh and recharge in the hospital.
 - Dental and medical care is delivered to communities with lower levels of access.
 - STAR learning environments are available for siblings of patients in outpatient settings (appointments more likely to be kept, caregivers are less distracted, better informed)
 - RedTreehouse.org helps families connect to resources and services that are frequently needed when a child has health care challenges or disabilities.

...for families and children

- Siblings, grandparents, and other caregivers of the patient may stay.
- Pediatric patients receiving outpatient care may also stay.
- Children are welcomed in the STAR Center during siblings' scheduled appointments in the outpatient setting.
- Care Mobile provides dental and medical services to children in communities where needed.

...through comfort,

- Comfortable, hotel-like guest rooms
- Showers and overnight respite accommodations in some Family Room facilities
- Clean, healthy, safe, and secure spaces
- Green spaces, common areas and activities to facilitate normalcy.
- Kitchen facilities for preparing food in addition to stocked pantries, snacks, prepared meals.

...care,

- Family, volunteer, and staff support and guidance.
- Educational resources and care for siblings in STAR Center
- Financial, logistical, resource support
- Mobile health and dental care

...and supportive services

- Transportation
- Meals
- Parking
- Laundry facilities (House and some Family Room programs)
- Recreational activities
- Computer access and Wi-Fi
- RedTreehouse.org curated pathways to support resources.