

ANNUAL REPORT

2025

April 2025 - March 2026



Quick look



- 501(c)(3) — every donation stays in Puerto Rico
- More than 10,000 children and their families served every year
- Puerto Rico's only nonprofit exclusively dedicated to the island's only public university pediatric hospital
- \$11 million+ directed to children's health and wellbeing since 2014
- Independent external audit since 2019
- Annual budget of \$2.3 million
- 19–21% operational costs
- All our programs and projects have defined KPI metrics

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The University Pediatric Hospital (HOPU) is the only pediatric supra tertiary hospital in Puerto Rico and the Caribbean and it's our mission to bring the resources necessary to complement their high-quality care.

This past year, the Fundación Hospital Pediátrico moved from planning to action, and the results speak for themselves. Total revenues exceeded \$2.18 million, surpassing our operating budget by 19%. That margin is not accidental; it reflects disciplined financial management alongside stronger-than-projected donor engagement. The Family Center project reached 100% of its funding goal, achieving full financial viability before breaking ground. Our annual Golf Tournament grew 48% year over year, signaling a deepening commitment from our corporate and community partners. And after 12 years of sustained institutional effort, we executed a formal Memorandum of Understanding with the Puerto Rico Department of Health, officially recognizing the Foundation as the University Pediatric Hospital's primary nonprofit partner.

Behind every number is a family facing a medical crisis while managing lost income, food insecurity, and distance from home. More than 11,600 children come through HOPU's emergency department each year. Nearly two-thirds travel from rural areas. 68% rely on government-sponsored insurance. For these families, a child's hospitalization is never just a medical event; it is a financial and emotional crisis that extends well beyond the hospital walls. The Family Center and laundry facility exist because dignity is not a supplementary service. It is the standard we hold ourselves to.

Looking ahead: the Family Center & Laundry, surgical unit renovation is a new project, and our support programs: Child Life Services, Physical Therapy, and Care Coordination now reach nearly one-third of admitted patients, with multi-year funding strategies actively in development. We enter the next fiscal year with an expanded team, stronger operational infrastructure, and a clear mandate to scale.

Thank you for making it possible.



Hector Ríos
President
Board of Directors

Our History



In 2014, two doctors looked at the children coming through the doors of Puerto Rico's only supra-tertiary pediatric hospital and decided that caring for them could not stop at the bedside. Dr. Alicia Fernández-Sein, Pediatric Intensivist, and Dr. Liliana Morales, still a resident, organized a 5K race to raise funds for the hospital and, in doing so, started something neither of them could have fully imagined.

That partnership between clinicians who understood the gaps and a community willing to fill them is the foundation of everything we have built since. Today, Dr. Morales has come full circle: she returned to Puerto Rico as Director of the Emergency Department where she trained, and now serves on our Board of Directors, leading both the clinical front and the institution that supports it.

Twelve years later, Fundación Hospital Pediátrico stands as the primary nonprofit partner of the Dr. Antonio Ortiz University Pediatric Hospital, Puerto Rico's only supra-tertiary pediatric institution and the Caribbean's most comprehensive center for children's health. Our work has one focus: ensuring that every child who enters HOPU receives not just medical treatment, but the full emotional, physical, and logistical support that genuine healing requires.

Key Milestones

2014

- Founded by Dr. Fernandez-Sein
- First 5K fundraiser race
- Nonprofit status established

2017-18

- Hurricane Maria response
- Relief Center opened
- Organic volunteers mobilized
- Emergency supply distribution
- Community partnerships formed
- Strategic Plan
- Marketing Director
- Physical Therapy
- Formal Volunteer Program

2019-20

- Family Center Coordinator
- First External Audit
- Child Life program launched
- Renal Care Coordinator
- Operations Coordinator
- First Research PACMA

2022-23

- First Pediatric Interventional Radiology Suite
- Industrial Engineering K.A.
- Operations Manager
- Music Therapist
- Psychologist
- Child Life Assistants

2025-26

- Official HOPU Partner
- MOU with PR Dept. of Health
- Family Center (Dec.)
- Laundry (Dec.)

Our Mission



Attract resources to strengthen the quality of life of the Pediatric Hospital community.
The Hospital community includes the Hospital's patients, caregivers, resident physicians, doctors, and support staff.

0-21yrs

8,500 in patients annually, 68% of whom depend on Vital - Mediciad.



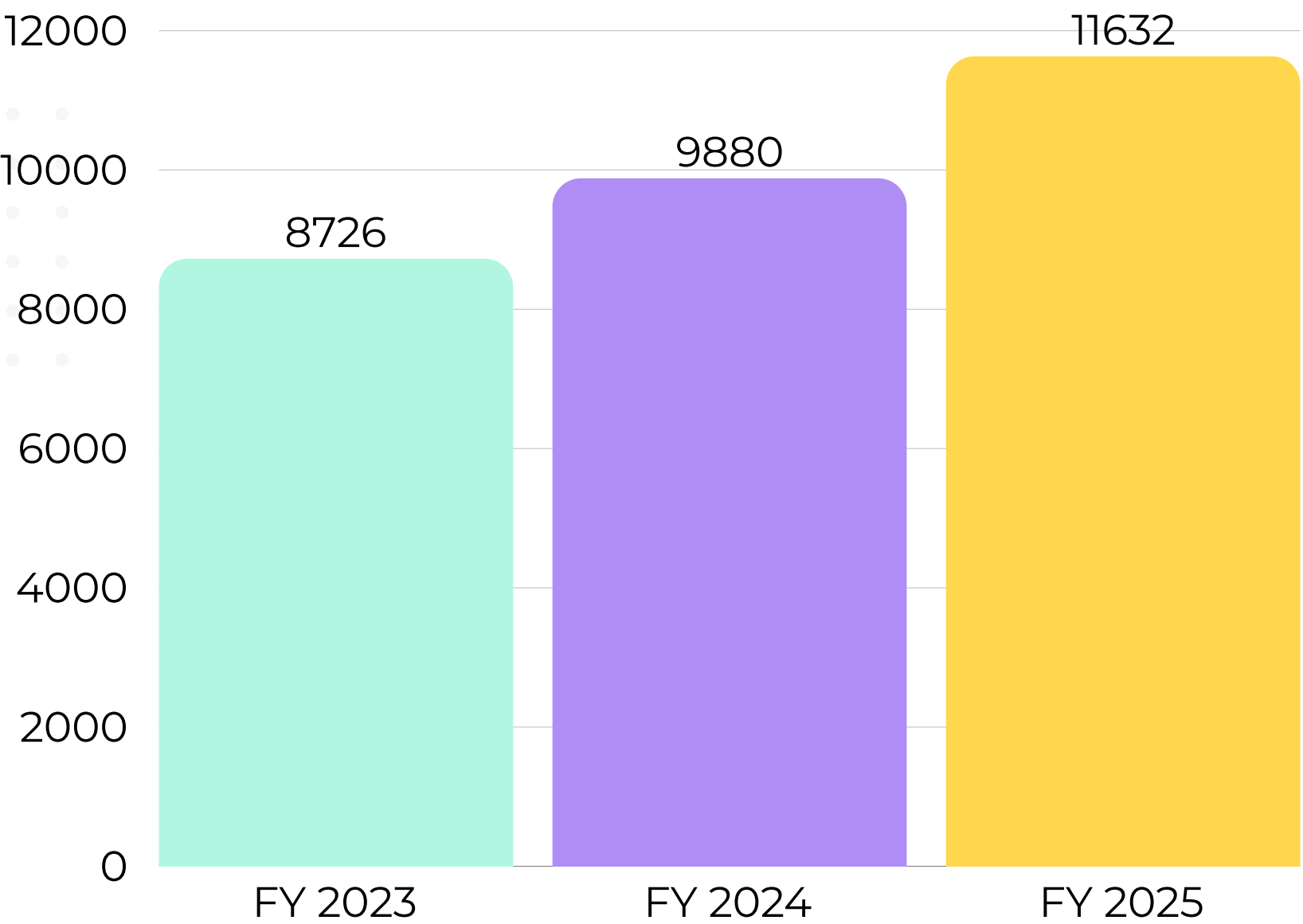
Our Vision

Continue strengthening the University Pediatric Hospital on its path to becoming the undisputed leader in pediatric hospital services in Puerto Rico and the Caribbean.
Providing family-centered, compassionate wellness in order to increase equity and access; thus, creating an environment of collaboration and innovation by offering excellent medical care.

Patient Distribution



Emergency Room Visits

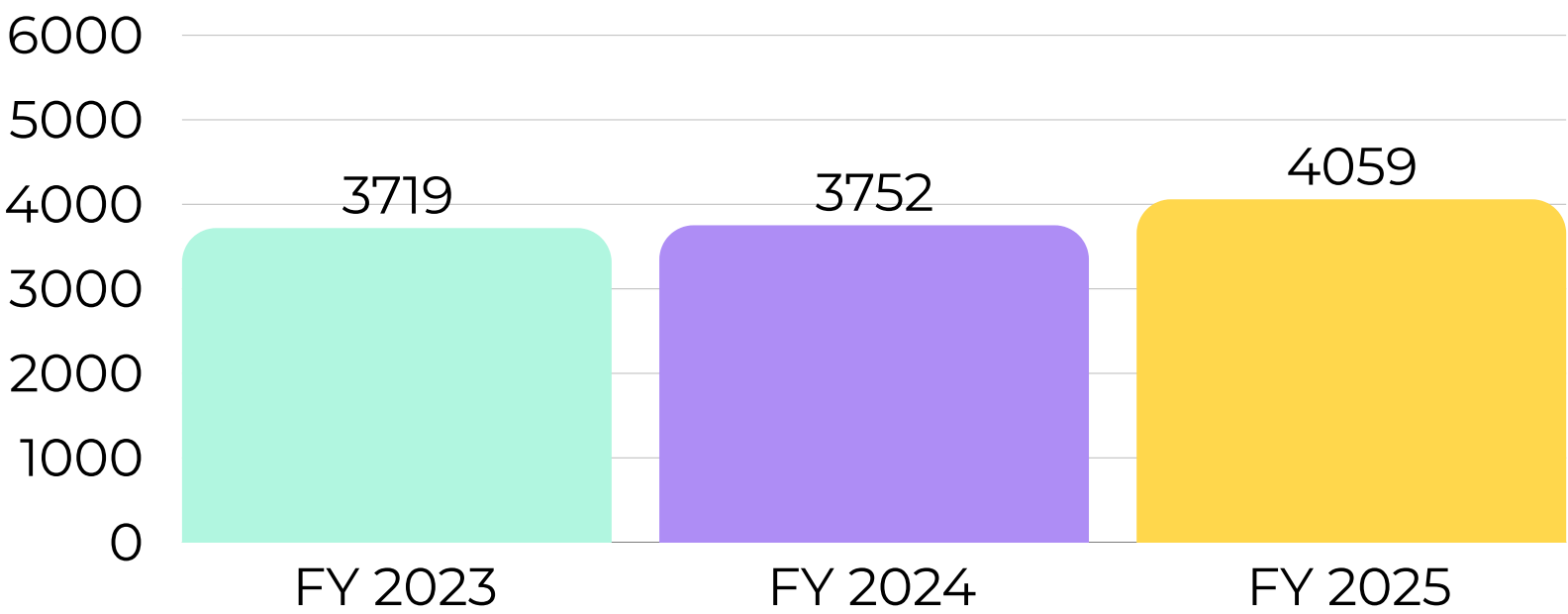


Inpatient Admissions



Average Length
of Stay

9 days



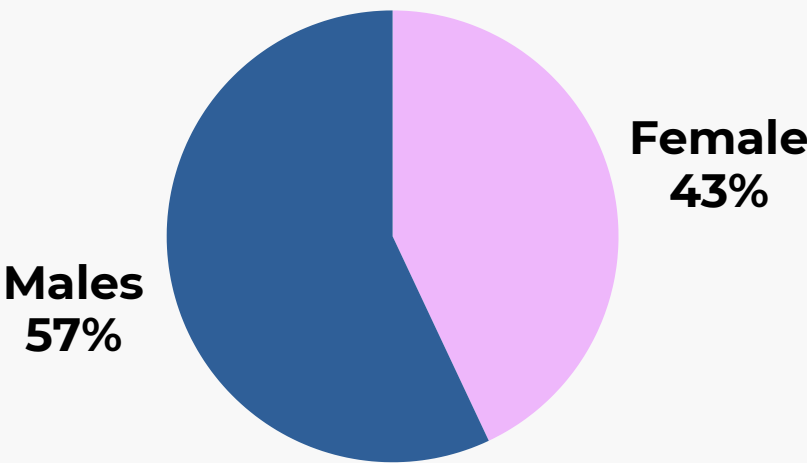
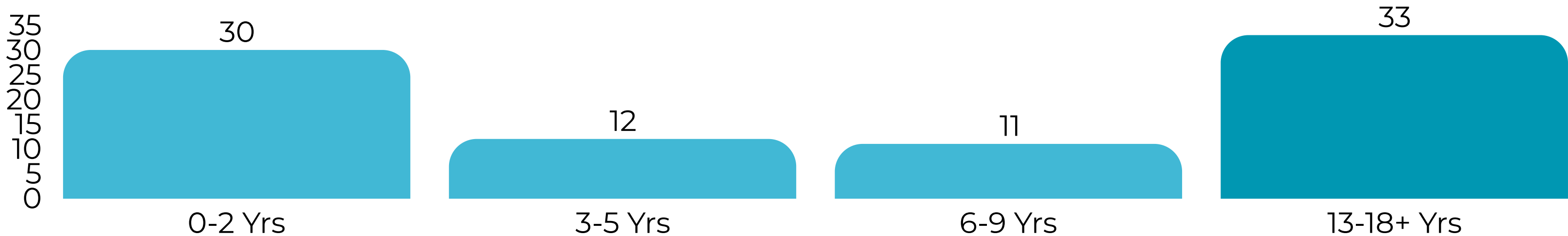
FY2025 recorded the highest ER utilization and inpatient admissions across the reporting period.

Patient Demographics

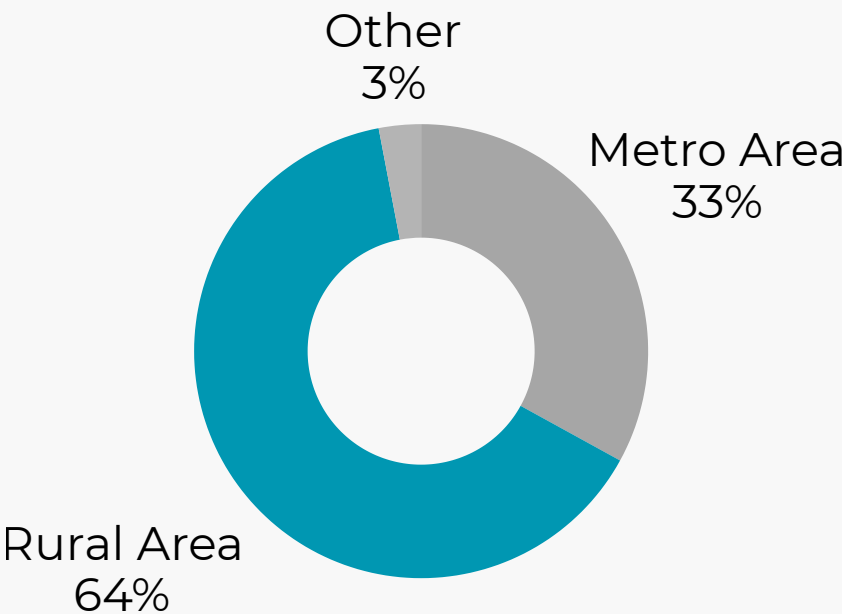
Inpatient Admissions



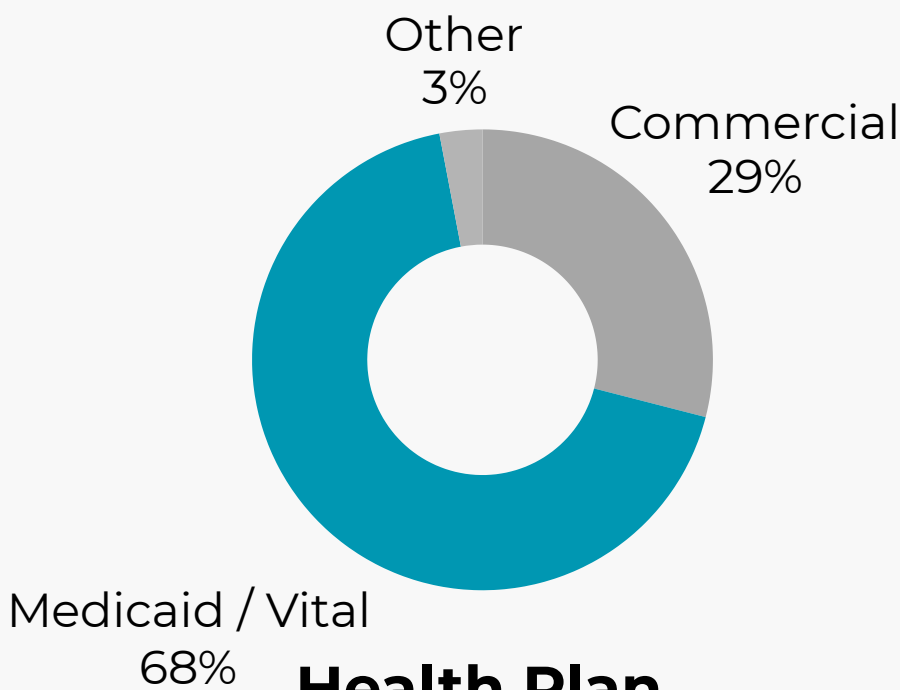
Age Distribution (%)



Gender



Residence



Health Plan

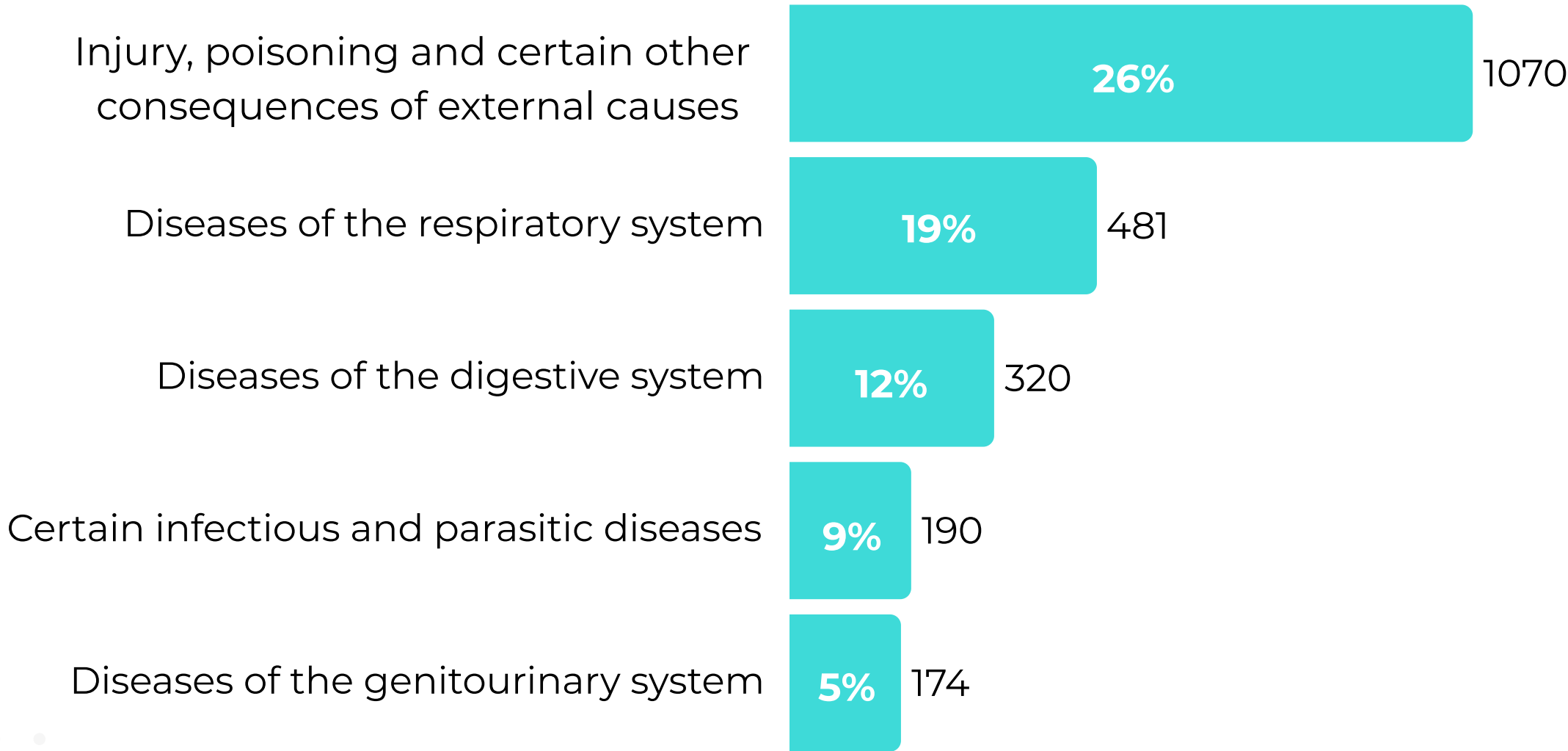
Most admissions involved **adolescents (13–18 years)**, primarily from **rural areas** and covered by **government health plans**.

Top Diagnoses

Top 5 ICD-10 Diagnostic Categories

Patients (% and volume)

Total patients analyzed: 4,059



Key Insights



Injuries and external causes represented the **largest diagnostic category (26%)**



Diseases of the respiratory system **ranked second** among inpatient diagnoses.



The top five categories accounted for the **majority** of inpatient diagnostic activity.

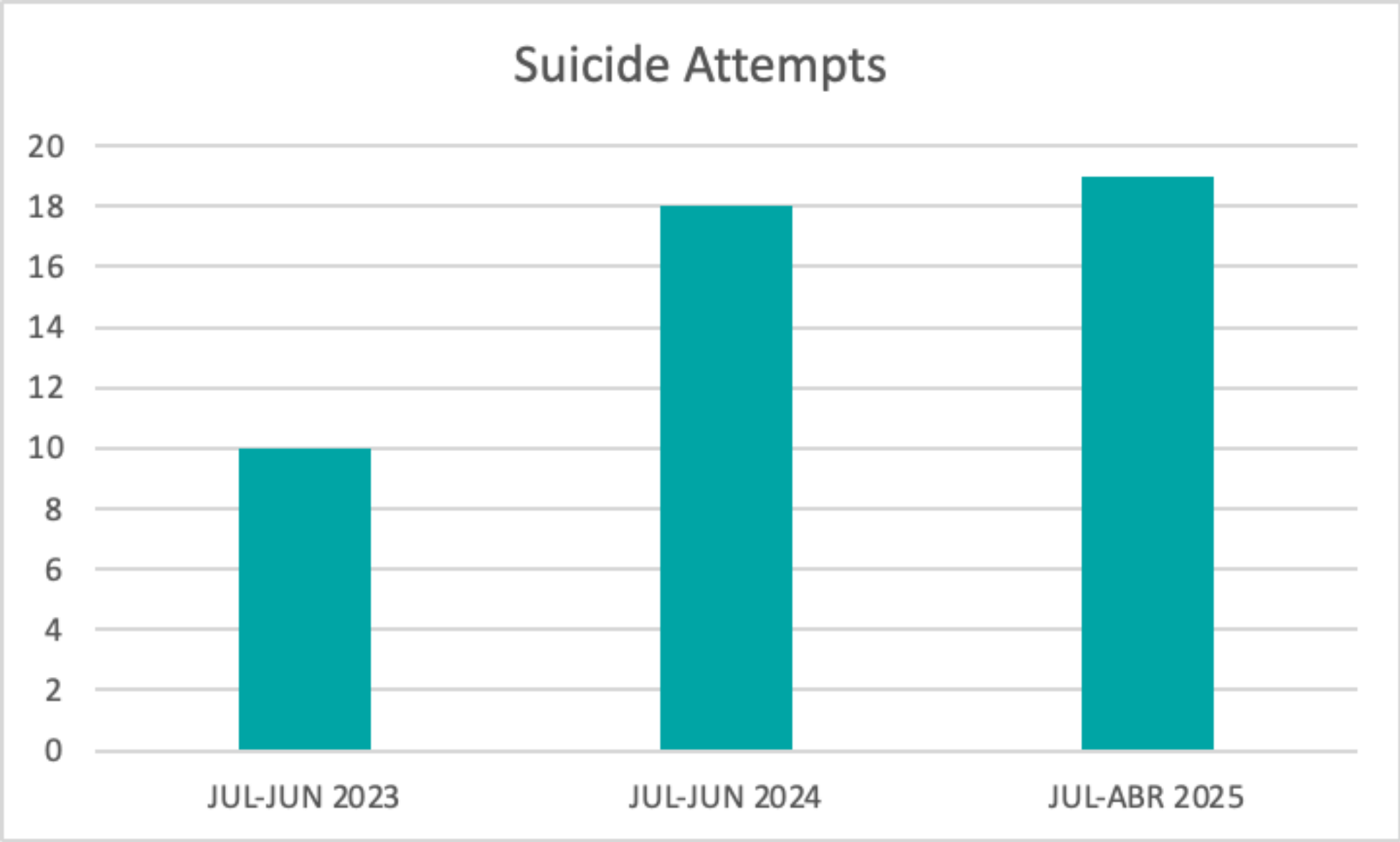


Injury-related conditions represented the leading inpatient diagnosis category, **accounting for over one-quarter of cases.**

Suicide Attempts Among Minors

Suicide attempts among minors seen in our emergency department nearly doubled in a single year, rising from 10 cases in 2023–24 to 18 in 2024–25.

The current year, 2025–26, already shows continued elevation with two months still unreported.



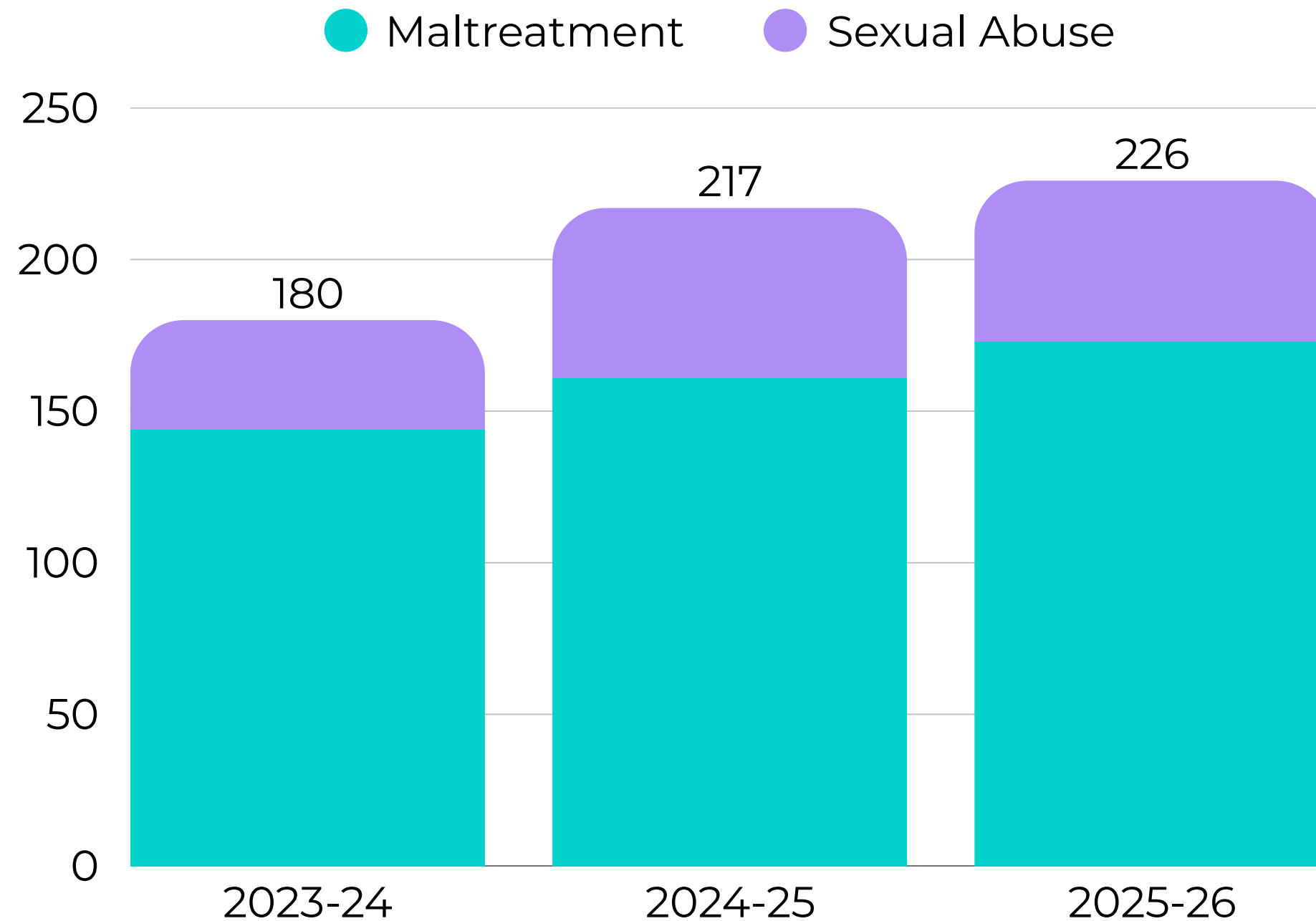
The 2025–26 period covers July 2025 through April 2026.

Child Maltreatment & Sexual Abuse

Apr 2023 - March 2026

- Over the past three years, maltreatment and sexual abuse consultations in the HOPU emergency department have risen steadily, reaching 226 cases in 2025–26 — the highest volume recorded in our history. Maltreatment consultations increased 20%, and sexual abuse consultations rose 47% over this period.
- Faced with this reality, FHP chose to act beyond our walls. We are actively leading a public awareness campaign, in coalition with partner organizations and with the confirmed support of key institutional leaders across Puerto Rico, to break the silence that allows abuse to continue.
- Inside the hospital, our Child Life program provides direct emotional support to children and adolescents navigating trauma, while the Family Center connects families in crisis with material resources and human accompaniment at their most vulnerable moment.

Cases of Suspected Maltreatment & Sexual Abuse (ER Consultations)



- 26% overall increase in total ER consultations from 2023–24 to 2025–26 (180 → 226)
- Maltreatment consultations increased 20% over the three-year period (144 → 173)
- Sexual abuse consultations increased 47% from 2023–24 to 2024–25 (36 → 53 overall by 2025–26)
- Highest combined volume recorded in 2025–26 with 226 total consultations



Key Achievements

Programs & Projects 2025



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Emotional Support

Child Life

April 2025-March 2026 / \$225K



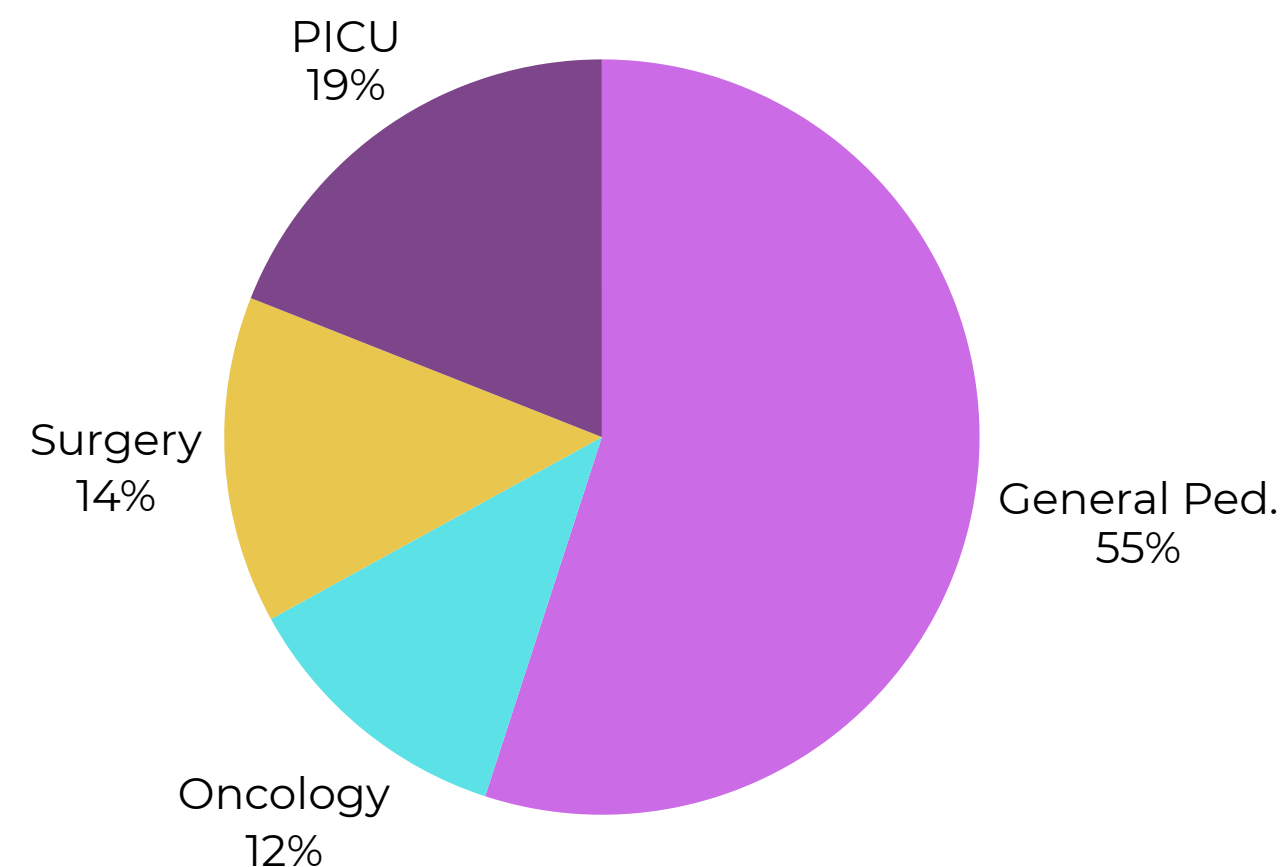
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hospital pediátrico



A child who enters a hospital doesn't stop being a child — but fear, pain, and the loss of routine can make it hard to remember that, for the child and for everyone who loves them. That's what Child Life Specialists are trained to address. These licensed healthcare professionals work alongside the medical team not to treat illness, but to protect childhood during it. Through medical play, procedural preparation, and emotional support strategies, they help children make sense of what's happening to their bodies and help caregivers stay present when presence is hardest.

In fiscal year 2025–26, the Child Life program reached 1,272 patients across General Pediatrics, the PICU, Oncology, and Surgery representing 31% of every child admitted to HOPU. Behind that number are thousands of individual interventions: a toddler who practiced on a doll before her IV placement. A teenager is processing a new cancer diagnosis. A father in the hallway who needed someone to talk to before he could walk back into his son's room.

This program is Puerto Rico's first of its kind. And it runs entirely on philanthropic support.



Reach of the Child Life Program



Patients treated: 1,272



Patients admitted: 4,059



31% of HOPU
patients served

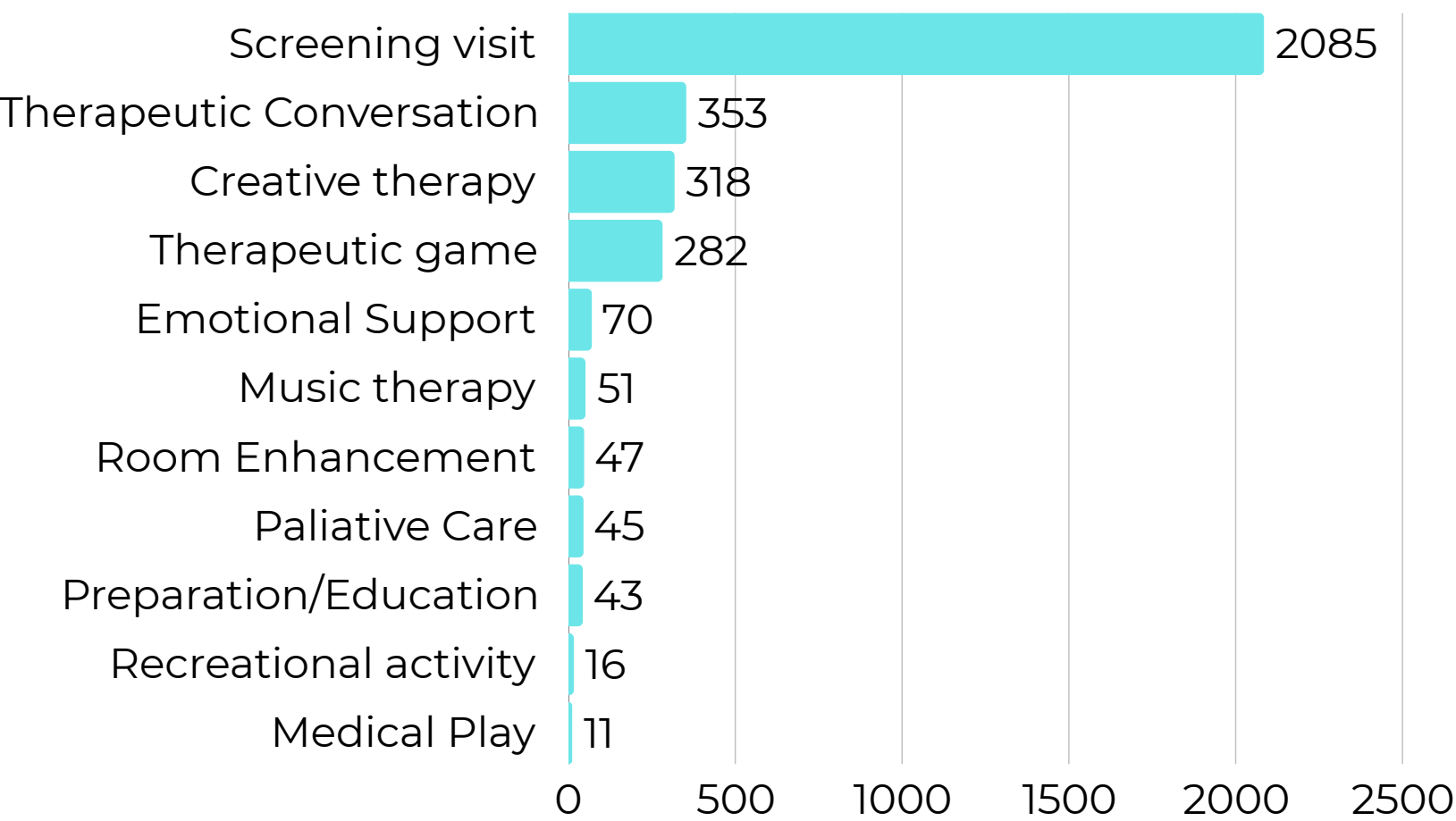
Emotional Support

Child Life & Connecting Caregivers

April 2025-March 2026

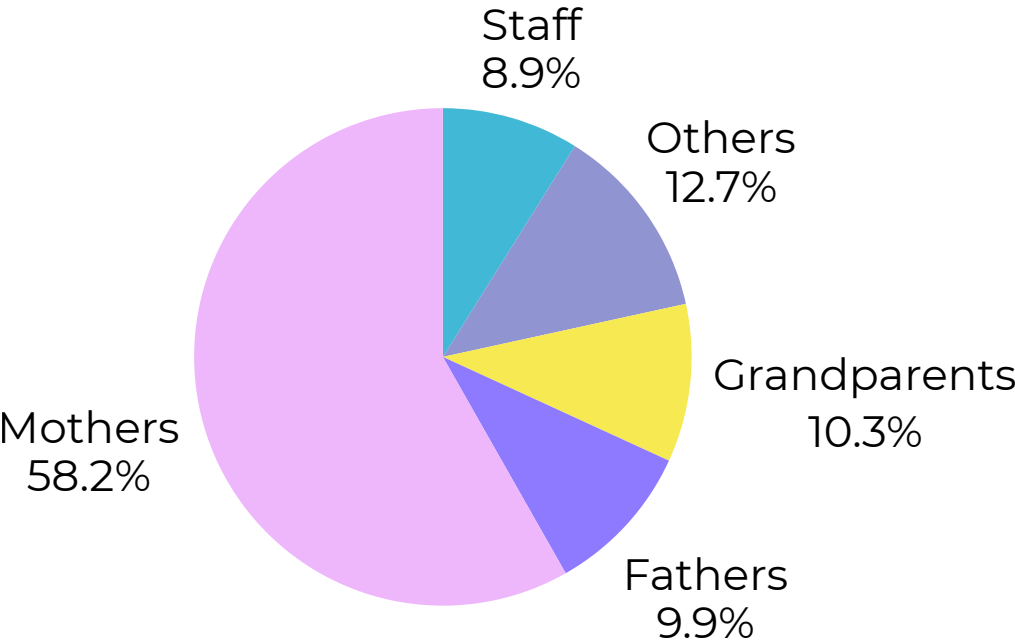
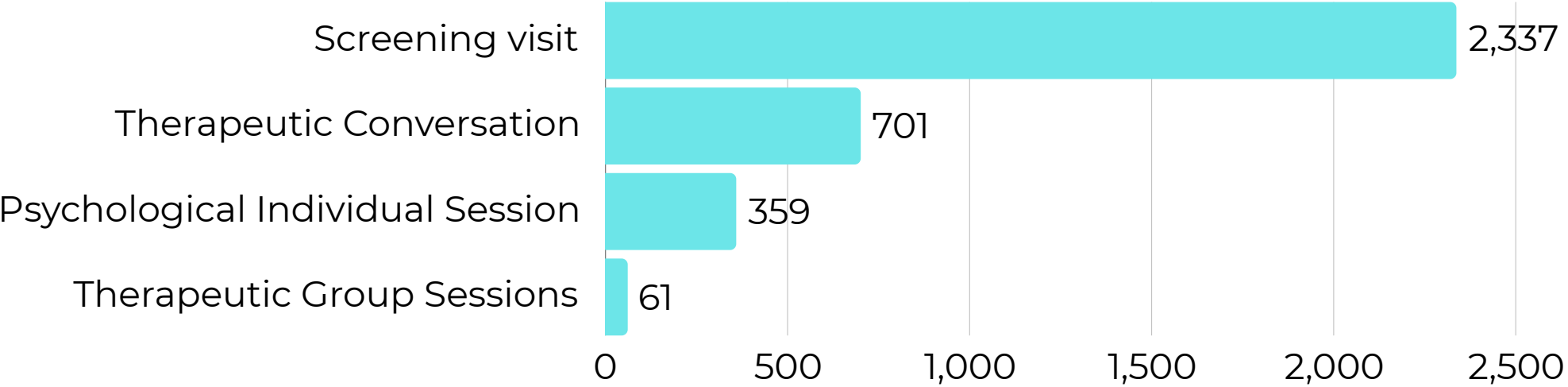
Patients

Individual Interventions with Patients



Caregivers

Interventions with Caregivers



Physical Therapy

April 2025 - March 2026 / \$150K

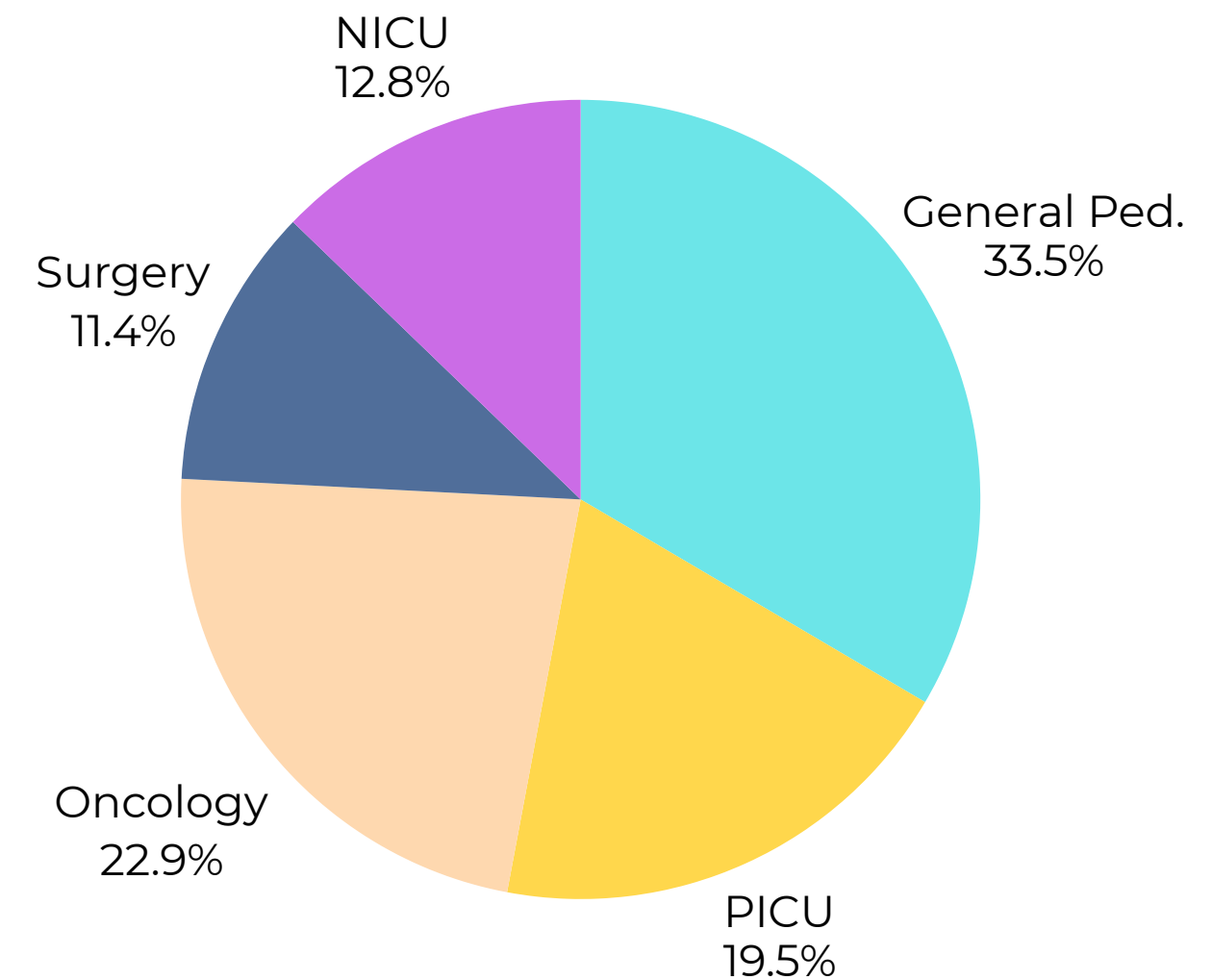
A child who relearns to walk doesn't just recover mobility. They recover the belief that their body can do things again.

That's the work of our Physical Therapy team, three specialist doctors embedded inside HOPU, working alongside the Department of Physical Medicine and Rehabilitation to meet children where they are, from birth to age 21, and move them toward independence.

In fiscal year 2025–26, the program treated 458 patients across General Pediatrics, Oncology, the PICU, the NICU, and Surgery, delivering 1,198 therapies, an average of five per patient. For a child in the NICU learning to feed, a toddler rebuilding strength after surgery, or a teenager with cancer regaining the ability to stand, five sessions can be the difference between going home dependent and going home capable.

The physical gains are measurable. What's harder to quantify, but just as real, is what happens when a child does something they weren't sure they could do anymore.

Distribution of Interventions per Hospital Unit



Reach of the Physical Therapy Program



Patients treated: 458



New patients evaluated: 333

1198 Therapies
Avg of 5
therapies per Patient

When Our Team Gets Better, Our Patients Do Too

Physical Therapy trainings

1. Using the Neonatal Physical and Neurobehavioral Exam to Guide Your Therapeutic Approach - NANT
2. *Neonatal Therapy Interventions for the Micro-Preemie: Gaining Confidence & Competence* - NANT
3. *Pathway to Improving Outcomes in the Preterm Infant – Role of Neonatal Therapy in the NICU* - NANT
4. *Foundation in Oncology Rehabilitation & Chemotoxicity and Cancer Exercise Management* - PORI
5. Fundamentals of ICU Rehab & Mechanical Ventilation: Key Concepts Explained Simply - Perme ICU Rehab Seminars



Care Coordination

2025-26 / \$100K



Some children don't leave the hospital behind. They carry it with them for life. For a child with chronic kidney disease, end-stage renal disease, or a condition requiring transplant, the hospital isn't a place they visit once. It's a system they navigate for years, often without a map. The Care Coordination Program exists to be that map, providing personalized, continuous support that follows the patient beyond any single admission and into the long arc of their condition.

In 2025–26, the program supported 75 renal patients and coordinated 2 kidney transplants, bringing the total to 17 since 2020. Within one week of discharge, our telemedicine follow-up connects patients with their care team, catching complications early and helping families avoid the first days home alone.

Alongside renal care, the Foundation developed PACMA, a Bridge to Adult Medical Care program that addresses one of the most overlooked transitions in pediatric health: the moment a child outgrows the system built to protect them. The model is proven, and the need is real. In 2025–26, the program paused while we secured the funding it deserves. That work is now underway: a formal agreement with the Puerto Rico Department of Health is in place, backed by additional funding sources, to relaunch PACMA with the institutional support and long-term stability it has always required. Some gaps are worth waiting to close correctly.

Renal patients impacted: 75

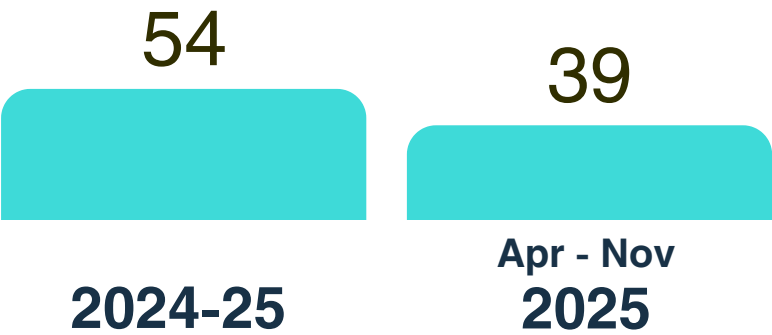


17 Since 2020

Renal Trasplant



TelePed Appointments



Family Center

2025-26 / \$260K



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**In-Kind
Donations**

\$94k



**Food
Vouchers**

\$90k



Hospital Events

85



iPads & Devices

321
patients

Avg Days
of Use

15

Supporting families through food vouchers, in-kind donations, devices, and hospital events so children heal faster.

Projects 2025-27



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A&E Design, Equipment, & Setting of the Renal Dialysis Unit \$400K+

A modern facility providing critical care to young patients, featuring modern furniture, equipment, and a playroom. Provides modern furniture/equipment, a playroom, and and critical care for young patients in a Pediatric-friendly environment.

Opened Fall 2025

Family Center \$400K

A welcoming comprehensive care haven for families, offering basic supplies, food, psychosocial services, and recreational activities for children and for their families.

Opening planned for Winter 2026

Humanizing healthcare service spaces for pediatric patients \$100K

Transforming hospital environments into comforting spaces using elements of play and distraction to reduce patient stress and anxiety.

On going

Laundromat \$300K

A free laundry room inside the hospital to help parents and caregivers keep clothes clean during long patient hospitalizations.

Opening planned for Winter 2026

Brand Visibility & Engagement 2025-26



10.13M

Impressions

66% increase YoY. Facebook 7.67M, Instagram 2.46M.

55,440

Followers

332,210 interactions. 2,352 posts. 72% women 35-54.

\$0.002

Cost per person reached

\$20K invested. 9.89M people reached via paid + earned media.

Social media data reflects Jan-Dec 2025.

Our communication strategy doesn't just build awareness. It builds the case for why this work matters to the community.



A child who heals completely goes home. A family that was supported through the worst of it goes home stronger than when they arrived. And a community that invests in that outcome builds something that no single medical intervention can: the conditions for a generation to thrive.

We measure our success in patients served and funds raised. But what we are really building, one family at a time, is the floor beneath the most vulnerable children on this island.



Board of Directors 2025-26

Executive Committee

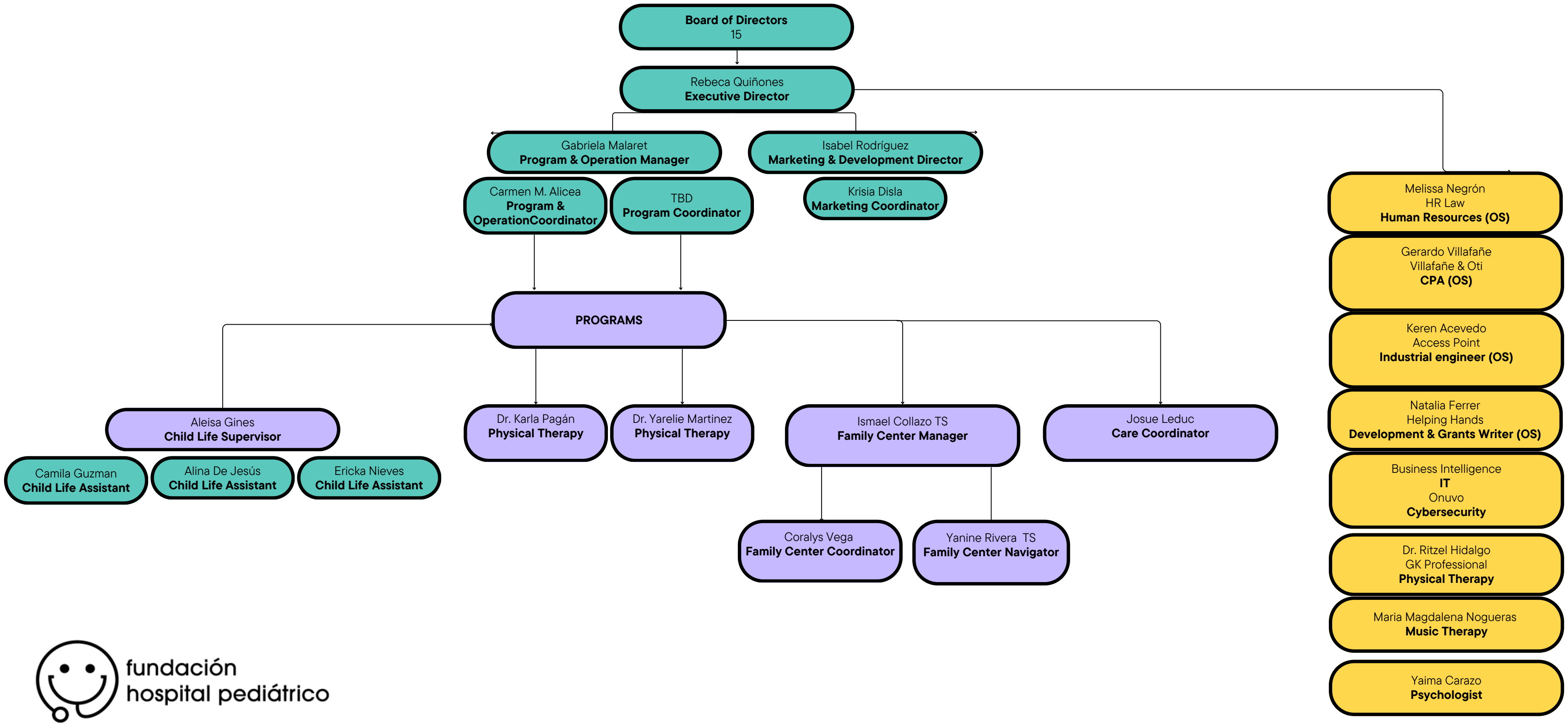
- Hector Ríos - President - Vice President of Affiliations and Billing - Medical Card Systems, Inc.
- Beatriz García - Vice President - Philanthropist
- Ingrid Oms, Esq. - Secretary - Partner at Picó Advisors LLC
- Karina Iglesias, CPA - Treasurer - CPA consultant

Directors

- Victoria Colón McFarland - Real estate developer
- Antonio Ortiz Santiago - Business leader in the insurance and services industry in Puerto Rico
- Irene Rial - Businesswoman, documentarian, writer, certified yoga teacher, and philanthropist
- Sonia Montes - Managing Director Regional Sales - Latin FedEx Express Latin America and Caribbean Division
- Eduardo Lockwood, Eng. - Managing Partner for Juncos Construction, LLC General Contractors.
- Adriana Marzan, MD - Gastroenterologist
- Zulma Berrios, MD - Vice President & Chief Medical Officer, West Kendall Baptist Hospital, Miami, FL
- Liliana Morales, MD, Mph - Director - Emergency Department at Hospital Pediátrico Universitario
- Carmen Santiago - Business consultant



Our Staff 2025-26



for our
kids

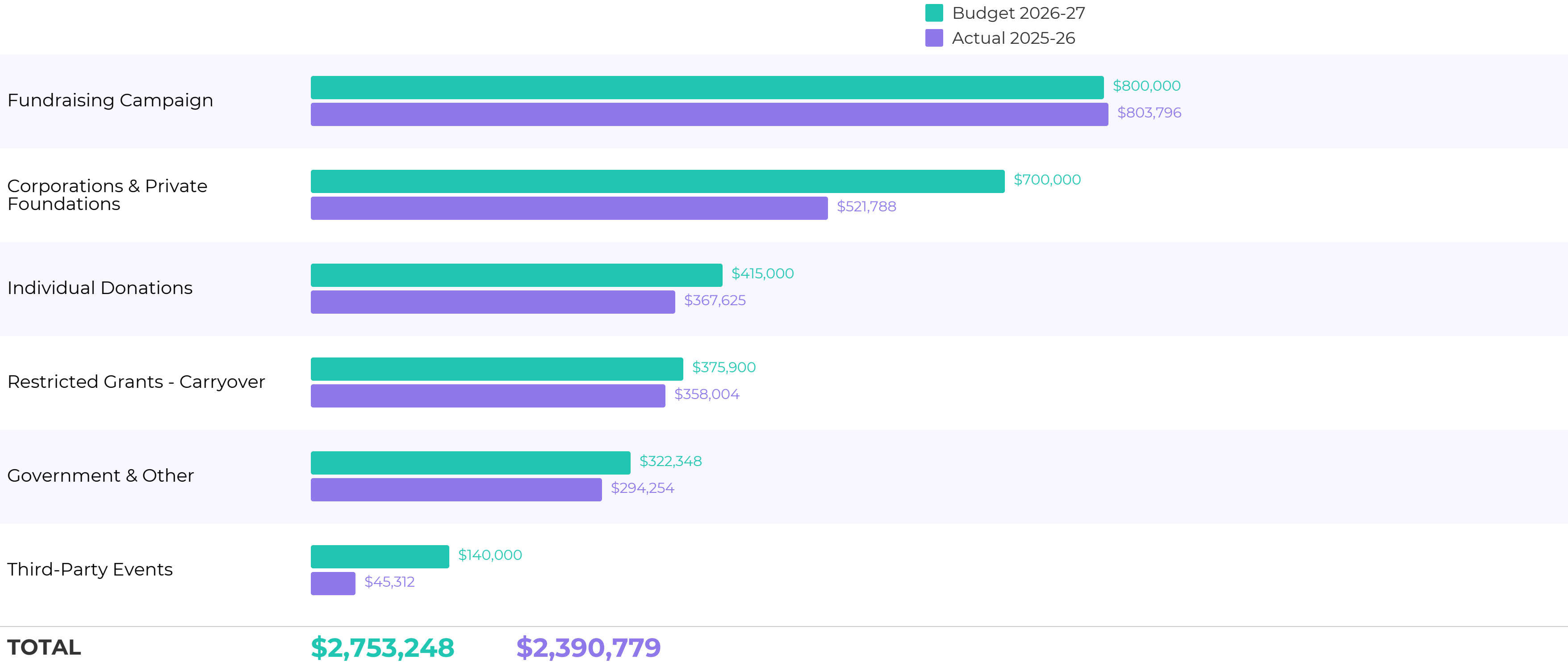
*Meeting the Greatest Needs
for High Quality & Equitable
access to Care Medical Center.*



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Where our funds come from

2025 vs 2026



Total 2024-25: \$1,859K | Total 2025-26: \$2,390K | YoY Growth: +29% (+\$531K)



Funds Details 2025-26

\$2,390,779

Total Revenue | +29% over prior year (+\$531,265)

33.6%

\$803K

Fundraising Campaign

21.8%

\$521K

Corporations & Foundations

15.0%

\$359K

Restricted Grants Carryover

15.4%

\$368K

Individual Donations

12.3%

\$294K

Government & Other

1.9%

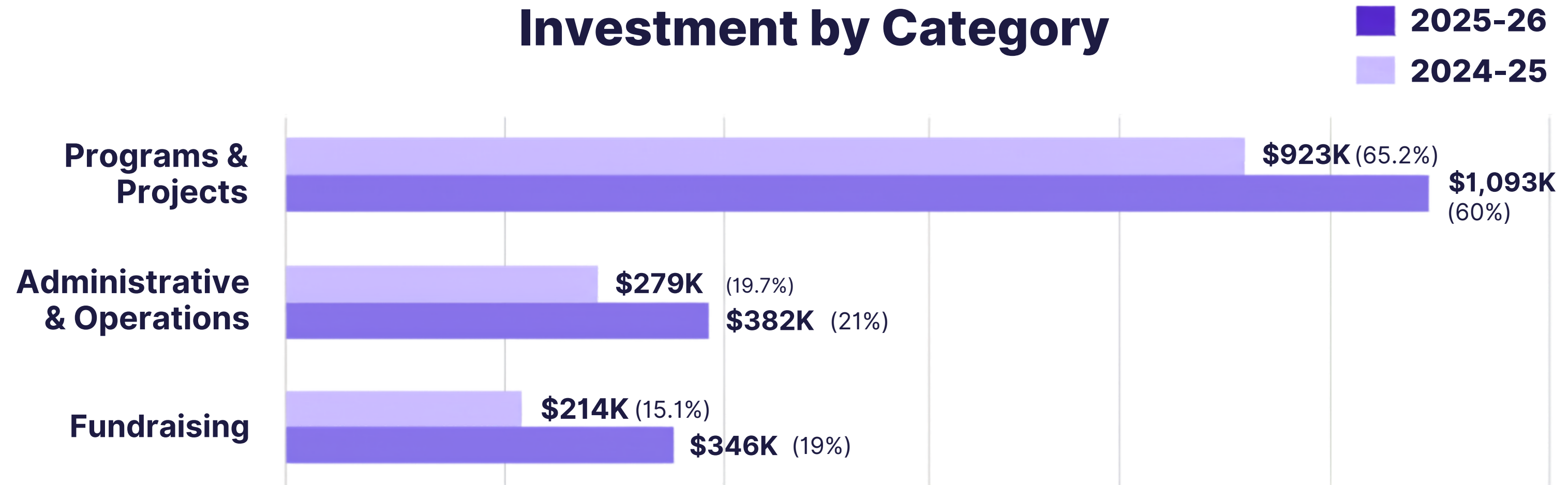
\$45K

Third Party Events

Fundraising events became the dominant revenue source in 2025-26, reflecting record performance across the Golf Tournament, Queen of Hearts, and holiday campaigns. Corporate and foundation giving remained strong at \$521K.

Strategy and Financial Needs

2024 vs 2025



Total 2024-25: \$1,416K | Total 2025-26: \$1,820K | YoY Diff: +29% (+\$404K)

External annual audits conducted since 2019.

Our Supporters 2025-26

Corporations & Foundations



\$100K+

- Dorado Cares
- AAFAF / Fideicomiso de los Niños
- Autoridad de Tierras
- Direct Relief
- CECFL

\$50K - \$99K

- Fundación CAP
- Econo

\$20K - \$49K

- The Rain and Rose Charitable Foundation
- Olein Corp.
- Power Sport
- Grupo Colón Genera
- Burger King
- Fundación DARJO
- Walmart

\$10K - \$19K

- Supermax
- MB Sports LLC
- HVAC Solutions
- Tiendas Me Salvé
- KPMG LLP
- Fundación Mano Amiga
- Fundación Ángel Ramos
- Orthobone
- Physician HMO

\$5K - \$9K

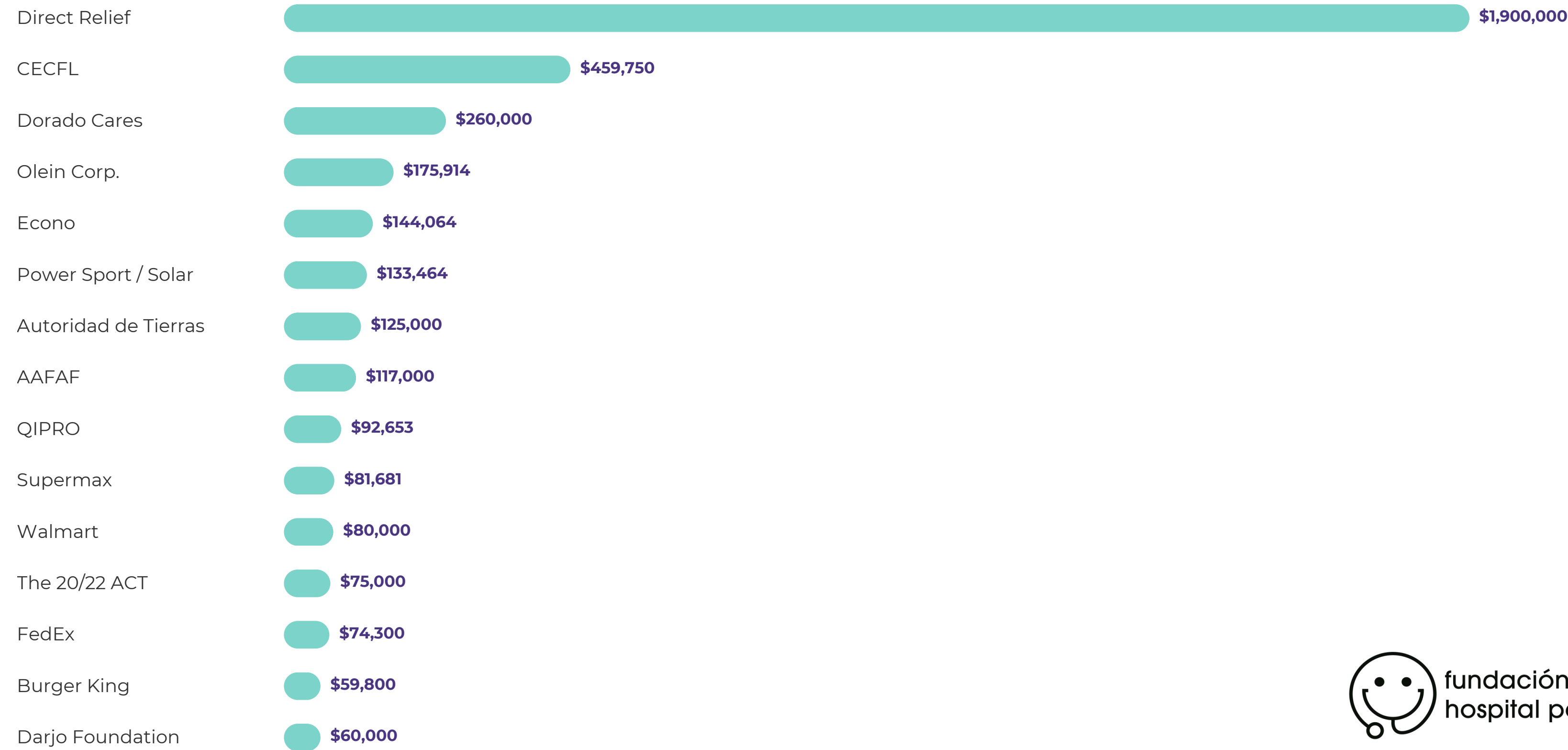
- Antillas Brands
- Assertus Holdings
- Fundación Premier
- MCS
- Nogama Construction Corp.
- Laboratorios Toledo
- Reliable Financial Services
- Gulf (Best Petroleum Corp.)
- Tasis School
- First Bank
- Banco Popular de PR
- Northwestern Selecta
- Kroma Advertising
- Empresas Berrios
- Abbott Laboratories
- Holsum
- Farmacias Aliadas

Under \$5K

- Supermercados Agranel
- American Petroleum
- Galindez
- Edwin Cardona & Asociados
- Inmuno Reference
- Acosta & Ramírez
- Evertec Inc
- Ranger American
- Walgreens Pharmacy
- Pico Advisors
- Pfizer
- Autos Vega
- Interlink Construction
- Max Chemical
- HESS
- Central Drug
- Mis Resultados
- Universal Insurance

Top collaborators cumulative since 2020 to 2025

Corporations & Foundations



Excellence, Innovation & Resilience 2025-26



Infrastructure & Operations

- Migrated donor management to Keela and Raisely, replacing NFG platform and activating peer-to-peer fundraising.
- Implemented Onuvo cybersecurity systems organization-wide.
- Secured dedicated office and storage space as permanent operational home.
- Transitioned all staff to formal employee status with updated HR structures.

Strategic Planning & Governance

- Completed and approved 2025-27 Strategic Plan with SWOT analysis, KPIs, and three-year objectives.
- Welcomed three new board members: Carmen Ana Santiago, Victoria Colon, and Antonio Ortiz.
- Completed seventh consecutive external audit successfully.
- Formalized Procurement Manual with standardized purchasing guidelines.

Technology & Innovation

- Deployed Keela CRM and Raisely for real-time donor tracking, automated reporting, and digital campaigns.
- Generative AI tools are now active in grant writing, program development, and donor communications.
- Every major operational process now has a documented digital workflow.
- Team received dedicated AI capabilities training for strategic decisions.

Community & Workforce

- Signed MOU with the PR Department of Health, recognizing FHP as the primary nonprofit partner of HOPU.
- Volunteer program reached its highest count in Foundation history: 30 active volunteers.
- Implemented DISCflow for all staff to improve communication and guide hiring.
- Managed dual maternity leaves, maintaining full service delivery without interruption.

Strategic Outlook for 2026-27



Team & Culture

Deepen organizational culture through continued DISCflow implementation. Invest in leadership development at every level. Board members will complete fiduciary training.

Target: 90% employee satisfaction rate

AI Integration & Data Innovation

Expanded AI deployment across grant writing, donor prospecting, and program impact reporting. Full activation of Keela and Raisely platforms to focus on relationships and results rather than administrative process.

Target: 40% reduction in manual processing time

Strategic Partnerships & Infrastructure

Family Center inauguration (December 2026) serving 500+ families annually. Laundromat reaching 200+ families monthly. Surgical Unit renovation moves forward. PACMA relaunches under DOH agreement. Women's Event and Burger King's partnership drives revenue.

Target: 60% increase in service capacity

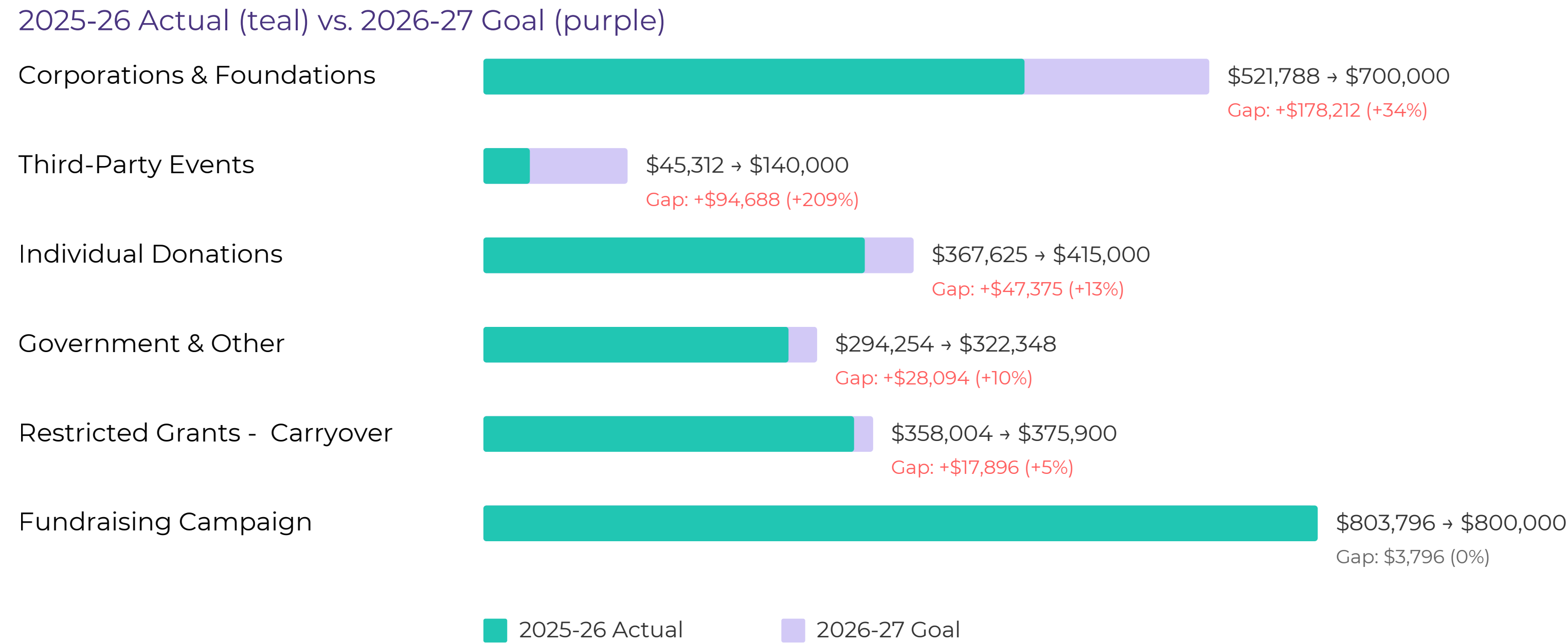
Strategic Alliances 2026-27

- Child abuse prevention partnership with Alianza Paz para la Niñez & PR Department of Health, leading a massive public awareness campaign.
- Celebrating 50 years of HOPU with joint commemorative initiatives.
- Executive Director appointed to the PR Hospital Association board.
- Expanded MOU scope with DOH for PACMA and Family Navigator.

Key 2026-27 Targets

Total projected revenue: \$2,753,248
50% growth in fundraising revenue.
Family Center, Laundromat & Surgical Unit operational.
PACMA relaunched with DOH funding.
Individual giving growth via Keela.

Funding Growth: Visual Comparison 2025-26 vs 2026-27



Key Insight: Corporations & Foundations and Third-Party Events represent 75% of the total growth gap (\$273K of \$362K). These are the highest-impact areas for new donor investment.



A Message from Our Executive Director

We closed at 119% of budget. But what I want you to take away from this report is not a number.

It is the Family Center finally breaking ground after years of planning. It is Boston Children's Hospital sitting across the table from our team, sharing what world-class pediatric care looks like, and us building it into everything we are designing. It is PACMA relaunching with the institutional support it has always deserved. It is three new board members who chose this mission. And it is our largest volunteer community in the Foundation's history.

This year, we also earned something that cannot be captured in a budget line item: formal recognition from the Puerto Rico Department of Health as HOPU's primary nonprofit partner at HOPU. That opens doors. And we intend to walk through every one of them. Next year, families will walk into a brand new Family Center. Caregivers will have a laundry room down the hall. And the children who need us most will find a program ready to receive them.

None of these moves from dream to reality can happen without the people who believe in it. To our team, who show up every day for children and families they may never meet again. To our donors and partners, who turn commitment into action.

Thank you for building this with us.

With gratitude,

*Rebeca Quiñones
Executive Director
Fundación Hospital Pediátrico*



Together, We Build Brighter Futures

Thank you to our donors, volunteers, staff, Board Members, and the hospital team at Hospital Pediátrico Universitario. Your belief in our mission fuels every achievement. Together, we are nurturing a community and building a brighter, healthier future for the children of Puerto Rico.

STAY CONNECTED & SUPPORT OUR MISSION

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Email: info@fundacionhospitalpediatrico.org

Phone: (939) 450-7090

<https://www.facebook.com/fundacionhospitalpediatrico>

<https://www.instagram.com/fundacionhospitalpediatrico/>

<https://www.linkedin.com/company/26514624/admin/dashboard/>

Make a donation and directly impact a child's life today.

<https://give-usa.keela.co/general-donation-forms>

Y si fuera tu hijo...

