



**When it comes to
operational performance,
technology matters.**



**NATIONWIDE
CHILDREN'S**

When your child needs a hospital, everything matters.SM



Lawson Improves the Way We Work Together

Lawson is a data system that provides an easier way for Finance, Supply Chain Management and Human Resources to coordinate information, overall making Nationwide Children's more efficient and effective.

On October 1, the first phase of Lawson debuted at Nationwide Children's, initiating a new way for the hospital to improve its services. With over 72 percent of U.S. hospitals already using Lawson, Nationwide Children's has acquired a system that will transform the way Finance, Supply Chain and HR staff do their jobs. A system that will help employees make better, faster decisions. And a system that delivers on operational performance.

So what exactly does Lawson do? Essentially, Lawson enables data to be shared and coordinated across all business areas. The new software helps to streamline data by providing more accurate and timely information across departments. At Nationwide Children's, Lawson has replaced programs like the GEAC financial system and the GHX Catalyst supply ordering system. It also interfaces with Kronos, Pyxis, Picis and other important hospital programs.

Anyone who orders supplies or services will use Lawson regularly, and the program will become a part of managers' daily routines. And though not all employees will touch Lawson directly, staff will still feel the benefits of this smarter system. For instance, HR will be able to improve finance functions for all employees, such as processing employee reimbursements for direct deposit and administering payroll and wage reports for staff.

Additionally, Lawson will:

Enable the hospital to decrease costs on goods and services by providing better information

Automatically route services and supplies requests for approval

Allow staff to provide outstanding service to each other and to patients

Agile. Efficient. Accurate. Although Lawson is still in its first stage, it's already helping to improve the hospital's effectiveness, allowing Nationwide Children's to remain a proficient and resourceful organization.

You can stay up to date with Lawson changes on the hospital Intranet. Visit the Lawson page on ANCHOR to learn more about training opportunities and the upcoming second phase of Lawson.

“Lawson makes it quicker and easier for me to get critical patient items, which means improved service to each other and to our patients.”

— Jason Schmidt (left), equipment and purchasing coordinator for the Gastroenterology Department

Our Strategic Plan



The team at Nationwide Children's who reduced blood stream infections in the Pediatric Intensive Care Unit.



Roxann Tyner and Emily Klamet reduced blood stream infections in the Cardiothoracic Intensive Care Unit.

Leading the Way in Infection Reduction

Quality is a top priority at Nationwide Children's. It's part of our strategic plan. And it's also the focus of a Quality Transformation Network constructed by the National Association of Children's Hospitals and Related Institutions (NACHRI).

After five years of quality improvement in pediatric intensive care and hematology/oncology units, children's hospitals in the NACHRI Quality Transformation Network are estimated to have saved 355 lives, prevented 2,964 central line infections and passed \$103 million in cost savings.

The network, of which Nationwide Children's is a leading contributor, has a goal to eliminate catheter-associated blood stream infections (CLABSIs) among hospitalized pediatric patients.

Especially for areas like Hematology/Oncology and PICU where large numbers of patients have central lines.

Our hospital's infection numbers are among the lowest of the network. These numbers are a direct result of our compliance with the bundle elements of the Super Charged Maintenance Bundle (central line care practices) within the network. As well as the education that our patients and their parents receive before discharge.

To learn more about NACHRI, visit www.ChildrensHospital.net/.

Ethical Dilemma?

No Need to Take it on Alone

Whether you provide direct clinical care or work in a nonclinical department, the potential for an ethical dilemma exists. Nationwide Children's Ethics Committee serves as a resource for patients, families, and staff facing ethical issues. With more than 17 members, the committee represents an assortment of perspectives and disciplines and aims to promote ethical decision-making throughout the hospital setting. Individuals

and groups who reach out to the committee will be provided with a framework for decision-making and recommendations. Interested in a consultation? Looking for more information? Visit the committee's ANCHOR page under Tools and Resources or contact Nancy Denney at (614) 722-5962.

Need a consultation after hours? Call the Nationwide Children's operator and ask for the ethics committee member on call.



Nationwide Children's Leads Clinical Trials

Every day, patients come to Clinical Research Services at The Research Institute at Nationwide Children's Hospital to participate in a clinical research study. Some participate because the study aims to identify how disease progression can be minimized and quality of life improved. Others participate to help improve the health of future children.

This year, Nationwide Children's Clinical Research Services has served more than 50 investigators in more than 115 clinical research projects. A clinical research study is conducted to investigate how a specific disease, drug, medical device, intervention or condition affects different people.

Clinical Research Services works with researchers to ensure that evaluable research data and samples are collected, and that the rights and safety of patients are protected.

Several phase 1 and phase 2 clinical research studies in children have been initiated at Nationwide Children's.

These studies are designed to evaluate the safety of a drug, and serve as the starting point to collect data for future clinical research studies and eventually, drug approval.

One such study includes clinical trials in boys with Duchenne muscular dystrophy (DMD). DMD is a genetic disease that leads to muscle degeneration, difficulty walking and breathing and early death. Currently, there is no cure for DMD. Jerry Mendell, MD, and his lab have an international reputation for their muscular dystrophy gene therapy research. Most recently, Dr. Mendell's team initiated the first phase 2 trial of eteplirsen, a drug that may be used as a therapy for DMD.



To watch a video about Dr. Mendell's latest DMD clinical trial, visit YouTube and search keywords "MDA Exon".





New homeowner LaQuita Long celebrates the completion of her home with her children.

Making a Difference for Patients in the Neighborhood We Call Home

Nationwide Children's Healthy Neighborhoods, Healthy Families (HNHF) initiative has been creating affordable housing for employees and the community since 2008. As of last month, we can now add patient families to that list.

On October 19, Nationwide Children's CEO Steve Allen joined City of Columbus Mayor Michael B. Coleman and others to celebrate the completion of LaQuita Long's new home. Long's daughter Zeza was born at 25 weeks and spent the first 360 days of her life at Nationwide Children's. Zeza, who is wheelchair-bound, receives ongoing care at the hospital. So when it came time to buy a home for her family, Long wanted to be nearby.

Long needed an ADA compliant home and working with HNHF she was able to custom design elements to meet her family's needs with a wheel chair ramp, interior hand rails and wider interior spaces throughout for accessibility. "It was the small changes and adjustments that were most significant," Long explains about the design of her home. The house was built from the ground up on a lot donated by the City of Columbus. It is located on Carpenter Street, within blocks of the hospital.

Affordable housing is a key component of HNHF, a neighborhood revitalization initiative launched by the hospital and community partners to impact the neighborhoods surrounding main campus. Partnering with United Way of Central Ohio, Community Development for All People and the City of Columbus, HNHF is renovating vacant and blighted properties into affordable homes for families to enjoy. Visit www.NationwideChildrens.org to learn more about the HNHF initiative.

Employee Campaign Runs Through November 24

Once a year we ask employees to support each other and the hospital's mission through the annual employee campaign. The 2011 campaign runs until November 24. To make a gift, visit www.NationwideChildrens.org/EmployeeCampaign.

Updates to Visitor Badges

Nationwide Children's is now issuing new guest badges to all visitors. These new guest badges are printed on white labels, feature optional photos (encouraged for secure identification) and are printed with expiration dates. These new badges are easily reprinted if lost or destroyed.

P

Parent badges are labeled "P" for "parent" and are valid for one month

S

Spouse/significant other badges are labeled "S" for "spouse" and are valid for one month

V

Visitor badges are labeled "V" for "visitor" and expire at the end of the day

G

Grandparent badges are labeled "G" for "grandparent" and have an expiration date range printed on the badge

24 HOURS

Vendor badges identify vendors, contractors, agency workers, clergy members, etc. and expire at the end of the day

Benefits Open Enrollment Ends November 30

Did you know that Open Enrollment ends November 30? You may have already taken action. But if you haven't, and you still have questions, the Aetna online benefit advisor, "David", is available to assist you. David is an interactive tool available 24/7 to help you navigate the medical plan options and guide your decision making. Visit www.DavidforNCH2012.com to get started.

All benefits eligible employees must either enroll, decline or make changes to

their benefits by midnight on November 30 using the online enrollment tool posted on ANCHOR/benefits-guide-home. Review the Open Enrollment Guide for the 2012 benefits overview and wellness incentive program. Employees who do not take action will not receive coverage during the 2012 plan year.

Have questions? Contact Macy Rees or Cathy Rousch in HR or contact our on-site Aetna representative, Khayla LaVeris, at (614) 355-4119.

More Convenient Handicapped Parking Coming Soon

To meet the unique needs of families who drive handicap-accessible vehicles, we will soon be offering handicap-accessible covered parking with more convenient hospital access.

Four new parking spots for high-top handicap vans will be located in a staff parking lot directly behind the Central Energy Plant. This change means that handicap-accessible vehicles will no longer need to enter the Visitor Garage. Instead, drivers will access the new parking spaces directly from Mooberry Street. Once parked, families will need a key card to gain entrance to the hospital building.

"The new handicap parking spaces will help reduce the stress involved in getting my daughter to her doctor's visits. It's so nice to know that I'll be able to easily find a parking spot," explains Sharon Snyder, who drives a high-top handicap van with a side lift.

Once the new main hospital is completed, more permanent handicap parking solutions will be offered. For more information about this new parking option, interested families should contact Jeanette Thomas, Patient and Family Relations, at (614) 355-4133.

Save the Date to See Inside the New Hospital

Join us Monday, December 12 from 11 a.m. to 4 p.m. for the staff open house to view levels 4 and 5 of the new main hospital. Look for more information and maps on ANCHOR.

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October Winners



Employee of the month

Joyce Mullet, RN
CSCC



Volunteer of the month

Christina Kaffenbarger
175 hours of service

To read the story of each winner listed above, visit NationwideChildrens.org/Inside-Nationwide-Childrens.





Nanette Richardson

*Sr. Business Process Consultant
Business Process Improvement*

When: 2:30 p.m.
Where: Level 4 of the new main hospital

on the SPOT

As we approach the opening of the new main hospital, we'll need everyone's help to ensure that staff are familiar with the hospital's new look and feel. That's why several employees, like Nanette Richardson, are undergoing training to become hospital tour guides. As a business process consultant, Nanette is adept at developing strategies to make complicated organizational processes more manageable for staff. And her new role as a tour guide-in-training gives her another opportunity to do so.

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www.NationwideChildrens.org

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NATIONWIDE CHILDREN'S



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