

EMS Program for Families

Sherri Kovach, RN, EMT, EMS CE I

Nationwide Children’s Hospital has long supported outreach efforts for Emergency Medical Services (EMS) personnel. The EMS Program was started in 1990 at the request of numerous prehospital providers seeking dedicated pediatric educational programs and access to patient care follow up. Our favorite catch phrase at that time, “children are not small adults,” illustrated the need for these specialized programs.



Nationwide Children’s Hospital is the only pediatric referral center for 33 of the 88 counties in Ohio, giving us the largest pre-hospital area of any children’s hospital in the state.

Approximately 10,000 EMS providers, ranging from first responders to paramedics, provide service in these

counties and approximately 75 percent work for volunteer agencies. In Franklin County alone, approximately 74 vehicles from 21 different departments provide care to more than 278,000 children ages 0–16 who reside in its boundaries.

The EMS Program bridges the gap between pre-hospital and hospital care of the critically ill or injured child. Because emergency care begins “*on the street,*” it is imperative that the EMS community have access to expert pediatric education, performance improvement opportunities and liaisons to help facilitate optimal care for children. To meet these needs, the EMS Program is staffed by EMS Coordinator Sherri Kovach, RN, EMS Medical Director Dr. Ann Dietrich and EMS Educators J.D. Postage, EMT-P and Rick Triacheff, EMT-P.

Utilizing nationally-recognized courses as well as individually requested lecture topics, the EMS Program has participated in the education of more than 17,000 EMS providers since we began tracking our numbers in 2002. The majority of this education occurs off-site at the individual EMS agencies on a local, regional and national level.

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EMS Program continued

The Children with Special Needs Outreach Program is the newest addition to our educational offerings. Based on the unique circumstances of medically-complex children, this program involves customized education to address these children's special needs. It includes introducing children and their families to their local EMS providers *before* a crisis occurs. This approach focuses on taking education to pre-hospital providers in a non-threatening and collaborative forum that allows for the development of a mutually agreed upon emergency transport plan. This level of communication and cooperation could not be accomplished without the unending commitment of our outreach instructors.

The EMS Program has come a long way since its inception over two decades ago, but one thing has not changed: we all remain dedicated to providing superior health care to our patients. The EMS Program supports these efforts by facilitating state-of-the-art trauma and medical education, assisting in the development of emergency transport plans for children with special needs, and providing vital feedback to our EMS providers, the communities they serve, our Emergency Department and our Trauma Program.

For EMS concerns or to inquire about our Children with Special Needs Outreach Program, please contact us at EMSO outreach@NationwideChildrens.org.

A Parent Perspective- EMS Program

Carrie Holt, FAC Education Committee

Taking a medically fragile child home from the hospital can be scary during stable times, let alone when a child needs medical intervention that might require calling 911. Three years ago we moved into Delaware County and were set up with the Special Needs Registry and the EMS Training Program. All of our local medics were trained on our son's tracheostomy, ventilator, g-tube, shunt and what to do in case of emergency. They invited us to bring Toby to the training and were able to ask questions to clarify medical information. A short time later, the paramedics visited our home to see Toby stable in his home environment. We were able to input

medical information in the Special Needs Registry. This registry is used when our local paramedics are not available and medical information is relayed to the next station which would be on their way to care for him.

I never imagined that we would need to use their services so frequently, but it has been reassuring to know that Toby's information is up to date, and that the guys "know" Toby. Every time we call for emergency services, they arrive and then ask "What do you need from us?" The reasons have varied from seizures, to shunt issues to a life-threatening small bowel obstruction. They have been wonderful in providing care and giving us a quick ride to Nationwide Children's.

Last fall, Toby ended up in the emergency department and after being stabilized we met some new paramedics in training. Their trainer requested to come in and see Toby and ask questions. Of course I said yes, wanting to educate them in what it means to care for a child with complex medical needs. The best advice came from an ED nurse when she said, "Listen to mom when you have kids like Toby, because moms always know their kids best."

The EMS Program and Special Needs Registry are another way Nationwide Children's provides family-centered care to kids with complex medical needs in the community. The program educates paramedics and give families peace of mind knowing our children will receive the best care possible during an emergency.

New Clubhouse Location

The Clubhouse will be relocated this summer to a fun area within the new main hospital. This special space for siblings is located at the edge of the Magic Forest. The Clubhouse will continue to provide supportive services for siblings over 3 years of age. Brothers and sisters of inpatients and outpatients will find the new Clubhouse to be a fun and welcoming area that provides opportunities for supportive interactions and safe play.

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We recognize that siblings are coping with a wide range of emotions and staff in the Clubhouse structure an environment where children can play, learn and find relief from their stress and anxiety.



A giant mushroom is a focal point in the Clubhouse.

Nationwide Children's Hospital attends IPFCC

Paul Seese, RN, Coordinator of the Family Resource Center

The 5th International Conference on Patient- and Family-Centered Care: Partnerships for Quality and Safety took place in Washington, DC June 4 through 6. It was an honor to represent Nationwide Children's Hospital at the conference along with a dynamic team of parent advisors and staff: Stacy Isenbarg, parent advisor and Hospital Experience Committee Chair; Brittany Seymour, NICU parent advisor; Anne Slifer, NICU parent advisor; Amy Hess, ATN site coordinator; Jennifer Patterson, Family Resource Center liaison; Lisa Repaske, social worker; and Paul Seese, coordinator of the Family Resource Center.

The conference offered more than 100 sessions addressing a variety of topics to help develop important initiatives to improve the patient experience, produce positive outcomes for safety and quality, increase patient satisfaction and improve the bottom line. The conference highlighted partnerships with patients and families at all levels of health care.

Examples of other offerings included presentations on patient-centered medical homes—a model of care

to improve health outcomes and strengthen primary care in the United States; use of improved technology and electronic health records; impact of patient- and family-centered rounds on patient safety, patient and family satisfaction, interdisciplinary care team performance, and medical education; mind-body programs and practices; and strategies to improve patient safety and quality of care.

Stacy, Jennifer and Paul presented, *The Family Resource Center: Partnering with Families to Provide Resources and Services*. This presentation of the Family Resource Center identified ways to support families and patients through education, support programs and comfort services.

Participants were able to focus on how family and staff partnerships have evolved and continue to strengthen supportive programs within the Family Resource Center. *How to Showcase Patient- and Family-Centered Care Programs* was presented as one of the 75 posters at the conference. Nationwide Children's Hospital staff described how a poster expo can be an effective way to celebrate, educate and inspire further advances in family-centered care. Our purpose was to showcase family-centered care initiatives from staff, patients and families.

Attendees were very motivated, inspired and educated by the many family-centered care programs that were shared at the conference. There is still a lot of work to be done to disseminate family-centered initiatives. We are excited to move forward with this journey by partnering with patients, families and staff to make a difference in improving quality, safety and the experience of care.

If you have questions about the conference, please contact Paul Seese at (614) 722-2253.

2012 Partners In Care, Partners in Hope Award

Nominations are currently being accepted for the annual Partners in Care, Partners in Hope award.

This award will be presented to an employee, health care provider or department of

Nationwide Children's Hospital in recognition of their outstanding achievement in care that reflects excellence in the core concepts of family-centered care. Patients and/or family members of patients who have been treated at Nationwide Children's are invited to submit nominations.

Core concepts and criteria by which nominees are judged:

Dignity and Respect – Health care practitioners listen to and honor patient and family perspectives and choices. Patient and family knowledge, values, beliefs and cultural backgrounds are incorporated into the planning and delivery of care.

Information Sharing – Health care practitioners communicate and share complete and unbiased information with patients and families in ways that are affirming and useful. Patients and families receive timely, complete and accurate information in order to effectively participate in care and decision-making.

Participation – Patients and families are encouraged and supported in participating in care and decision-making at the level they choose.

Collaboration – Patients and families are also included on an institution-wide basis. Health care leaders collaborate with patients and families in policy and program development, implementation, and evaluation: in health care facility design; and in professional education as well as in the delivery of care.

Partners in Care, Partners in Hope Award will be given at the Annual Employee Recognition Dinner and Awards Ceremony in January. Nomination forms are available in the Family Resource Center or online. **The deadline for nominations is December 7, 2012.**



Pictured above: Mike Spellacy, Christy Plank, Jean and Lee Parker

Need a Lift? Two Handicapped Restrooms Now Available

Allison Kingsley, Past FAC Chair

Do you have a medically fragile child that requires a lift bed for personal hygiene needs? Nationwide Children's Hospital currently has two handicapped accessible restrooms with lift beds. These restrooms meet the growing needs of families who come to the hospital to visit or for appointments.

Locations:

- At the Crossroads, next to the women's restroom and to the left of the Chapel.
- Family restroom (next to the women's restroom) between the Hospital Pharmacy and the elevators behind the Hospital Welcome Desk.

Each restroom provides a lift table designed for older children or adults. The restrooms provide privacy, comfort and a safe environment for families with wheelchair accessible needs. A third restroom will be adding in the coming year. It will be located in the old Emergency Department.

This is just another way Nationwide Children's Hospital is putting families first.



Pharmacy Services

A convenient service for families leaving the hospital and clinics, the Outpatient Pharmacy has expanded to enhance their service and improve convenience for our patient families.

A second Outpatient Pharmacy location opened near the Emergency Department in our new main hospital. These two separate locations will allow Outpatient Pharmacy staff to focus on two distinct patient populations.

1. The **Hospital Pharmacy** is located on the Blue Path near the Hospital Welcome Desk and offers recently discharged patients and ED visitors the convenience of filling their prescriptions before they leave the hospital. The Hospital Pharmacy accepts a variety of insurance plans. Check with the staff for details. Hours: Monday through Friday 9 a.m. to midnight; Saturday and Sunday 10 a.m. to 6 p.m. *The Hospital Pharmacy is closed Thanksgiving and Christmas.

2. The **Outpatient Pharmacy** is located on the Blue Path near the Outpatient Care Welcome Desk and offers clinic and urgent care patients the convenience of filling their prescriptions before they leave the main campus. The Outpatient Pharmacy accepts a variety of insurance plans. Check with the staff for details. Hours: Monday through Friday from 8:30 a.m. to 11 p.m. *The Outpatient Pharmacy is closed Thanksgiving and Christmas.

Fun Animal Friend Facts

The new hospital, which opened in June, has embraced a nature theme. Visitors will notice large animals throughout the hospital. These wood-carved oversized animals were created by Carousel Works in Mansfield, Ohio. Visitors will find that all of the animals are indigenous to Ohio – rabbit, turtle, snail, owl, frog, bear, heron, duck and deer with fawn.

Eight of the nine animals are located on the first floor with a second version of each animal placed on various floors of the new hospital.

- Rabbit – West of Welcome Center
- Heron – East of Welcome Center
- Duck – East of Cuckoo Tree
- Owl – West of Cuckoo Tree

- Turtle – Magic Forest (north)
- Bear – Magic Forest (middle)
- Deer with fawn – Magic Forest (south)
- Snail – Between ED and Pharmacy
- Frog – Lower Level Lobby

Visit YouTube and search for “Animal Friends at Nationwide Children’s Hospital” to learn more!

The Family Advisory Council

David Hoffman, Family Advisory Council Chair Elect

Nationwide Children’s Hospital Family Advisory Council is a hospital committee that works to ensure family-centered care and to improve customer service by providing a vehicle of communication for cooperative efforts between the families and the entire staff. Council members include family members who have had (or may potentially have) experiences with any of Nationwide Children’s Hospital services or programs and staff members of Nationwide Children’s Hospital. Members may be parents, grandparents, or guardians of a child who has (in most cases) used services of Nationwide Children’s within recent years. Members may also be teen (minimum age 16 years) and adults who have received services from Nationwide Children’s in recent years. Council members must have the ability to serve, which includes the ability to attend regular meetings (typically scheduled in January, March, May, September and November), serve on committees and participate in occasional special projects. Family and staff members will normally be appointed for a two-year term.

For more information about becoming a member of the Family Advisory Council, please call **Family and Volunteer Services** at **(614) 722-3635**.

Who Are We?

Donna and Richard Noble of Grove City are parents to five wonderful children. Their experience with Nationwide Children's Hospital began when their son Kyle was diagnosed with a mitochondrial disorder. Kyle passed away at age 8 due to his mitochondrial disorder. Kyle spent much of his life inpatient at Nationwide Children's during this time the Noble's experienced the exceptional family-centered care philosophy of his medical team and were inspired to help other families facing challenging health issues.

The Noble's continue to need medical care at Nationwide Children's for their children. Their son Lazionte, 4, was recently diagnosed with autism and is seen in several clinics and receives outpatient therapy. Kole, 3, has short bowel syndrome and is seen by multiple specialists and will be starting outpatient therapy soon. Kole spends time inpatient each year due to the complications of being on total parenteral nutrition (TPN/IV nutrition).

Donna and Richard are both teachers for Electronic Classroom of Tomorrow. Donna is past chair of the Family Advisory Council and Family as Faculty Committee. Donna currently serves as chair of the Education Committee. She feels called to advocate for all the families that receive care at Nationwide Children's that are unable to speak for themselves. She sees her goal as to ensure that all families receive the same excellent family-centered care that her family received.



Where Are They Now?



In October 2007, our precious baby girl Elena was born. After failing part of her newborn hearing screen and attending multiple ENT appointments, we were saddened to learn at 4 months that our sweet little Elena was deaf. After receiving bilateral cochlear implants at 10 months, we began Elena's hearing journey. In those early days, Elena was up to three auditory verbal speech therapy appointments a week in addition to the exercises we were practicing at home to help her gain more and more auditory and verbal skills. Life was also full of audiology appointments and ENT check-ups due to some surgery complications and recurrent ear infections. Through the years, we have progressed from weekly sessions, to sessions every two weeks, to monthly speech sessions and have now progressed to only needing six month speech evaluations!

Through all the hard work Elena has done along with the help of the wonderful Nationwide Children's staff and the Hearing Team, Elena is doing wonderfully! In her recent expressive and receptive speech evaluations, she is testing well beyond her age compared to even her typical hearing peers. Elena will be starting her last year of preschool in the fall at A.G. Bell preschool for the hearing impaired where she is in a completely oral classroom. She is a sweet and spunky little gal who loves all things pink and is all girl! Elena will be mainstreaming into a typical kindergarten class at our local elementary school in the fall of 2013. Elena has taught us so much and has shown us such determination that we can only imagine what she will accomplish in the future. We are forever grateful to be blessed with Elena, the gift of cochlear implants, and the wonderful care Nationwide Children's Hospital has provided!