Every patient has a story.
Kate, 7, and her brother Luke, 5, wait to receive treatment in the Audiology Clinic at the Westerville Surgery Center (not pictured, Evan, 10).

Stories bring your work to life.

We met the Snyder family on a warm spring morning as they arrived at the Westerville Surgery Center for an appointment with their audiologist, Shana Moore. The sound of giggling followed them into the lobby. Like any kids, they are happy to skip a morning of school. What you might not notice is that Evan, 10, Kate, 7, and Luke, 5, all live with hearing loss.

The Snyder kids’ mom, Carolyn, believes the staff and the treatment her children have received at Nationwide Children’s have played a large role in her children’s ability to live normal lives. All were diagnosed at different ages (a fourth child has no hearing issues). Evan was diagnosed at birth, Kate when she was in preschool and Luke as an infant. Their initial treatment came from another hospital, but when Luke was referred to Nationwide Children’s, Carolyn and her husband Brian decided to bring their other children to Nationwide Children’s too.

Today, all three children receive treatment in the Audiology Clinic at the Westerville Surgery Center. And Carolyn is confident that they’re receiving the best care available. “A year and a half ago, Luke lost even more of his hearing. If we hadn’t come to our six-month hearing screening, we never would have known,” says Carolyn.

The patience and flexibility of the Audiology Clinic staff hasn’t gone unnoticed either. “Nationwide Children’s understands kids. They know that hearing aids get broken and when that happens, they fit us right in to get them fixed. They understand how important it is for the kids not to go without their hearing aids.”

With frequent appointments for three kids, the family depends on the services offered at Nationwide Children’s off-site locations. “With years of speech therapy and hearing screenings, we spend a lot of time at Nationwide Children’s. It’s nice to be able to go somewhere close to home and not have to worry about driving downtown or finding parking.”

“Getting treatment at Nationwide Children’s has made all the difference,” says Carolyn. Every patient has a story.

Stories like this happen every day in every department at Nationwide Children’s. Thanks to Colleen Canty and Brad Smith, who both work in the Marketing and PR department, for telling us more about the Snyder family.

We are beginning a new effort to collect and share stories about the great work that you and your colleagues do every day. Stories about staff that have given families hope. Stories about families who offer support to other families going through similar experiences. Stories about all of the different ways that you – our employees – are making everything matter.

But we need your help. Tell us about a time that you made everything matter. Share a story about the moment you were most proud to work at Nationwide Children’s. If you’ve seen a colleague provide extraordinary service, let us know. Visit ANCHOR/Your-Story-Matters for more information and to submit your story.
Help Make Your Summer Safer:
Understanding Amusement Ride-Related Injuries

For many kids, the very first time on an amusement ride is a rite of passage. From a gentle loop on a Ferris wheel to a spin behind the wheel of a bumper car to a thrill-ride on a large rollercoaster – amusement rides are a hallmark of summer vacation, but they can also end in injury. The following are findings from a CIRP study into amusement ride-related injuries.

**Most Common Types of Injuries**

- Sprains & Strains: 21%
- Cuts: 20%
- Bumps & Bruises: 29%
- Fractures: 10%
- Other: 20%

**Most Common Causes**

- Fell in, off, on or against ride: 31.7%
- Hit body on ride or was hit by something: 17.7%
- Caught body part or clothing in ride: 7.2%

**Most Common Causes**

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**Type of Rides Examined**

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**From May to September, an average of 20 children or teens are treated in U.S. emergency departments EACH DAY for amusement ride-related injuries.**

**92,885 children or teens 17 years old and younger were treated in U.S. hospital emergency departments for amusement ride-related injuries between 1990-2010.**

**Safety Precautions**

1. Follow height, age, weight and health restrictions.
2. Follow special seating order/loading instructions.
3. Always use safety equipment such as seat belts and safety bars.
4. Know your child. If you don’t think he/she will be able to follow the rules, keep him/her off the ride.
5. Trust your instincts. If you are worried about the safety of the ride, choose a different activity.

**Halfway Done with Remodeled NICU Space**

Approximately 44,000 square feet of space for our Neonatal Intensive Care Units (NICU) is currently being renovated to better accommodate our smallest patients. The remodeled NICU incorporates the nature-inspired design found throughout main campus and provides a calming, family-friendly environment that lends comfort and support to families during times of stress. Once complete, renovations will include a single entrance for all NICUs through the C4 lobby, a new diagnostic exam room for pulmonary function testing and infant feeding research, a new 400 square foot procedure room for neonatal procedures away from the bedside, a consolidated physician work room, a new hands-on NICU simulation education classroom and enhanced staff and ancillary support spaces. The renovations are expected to be completed in late 2013.

**Comprehensive Epilepsy Program Now a Level 4 Center**

The Comprehensive Epilepsy Program at Nationwide Children’s Hospital has been recognized by the NAEC as a Level 4 epilepsy center. Level 4 epilepsy centers have the professional expertise and facilities to provide the highest level medical and surgical evaluation and treatment for patients with complex epilepsy. Congratulations to the Epilepsy team for their hard work and dedication.

**South High Primary Care Center is Moving**

The South High Primary Care Center is moving across the street. Why the move? The new location at 1405 South High Street offers an improved environment for patient care and more free parking for patient families. And it’s as easy to get to as the current location. The current location will stop seeing patients on June 21. The new location will begin seeing patients on June 25. Visit NationwideChildrens.org/South-High-Primary-Care-Center for more information.

**Spot Reads**

Dr. Gail Besner Named to the National Advisory General Medical Sciences Council

Dr. Gail Besner, Chief of Pediatric Surgery and the H. William Clatworthy Professor of Surgery, has been selected by Secretary of Health and Human Services Kathleen Sebelius to serve on the National Advisory General Medical Sciences Council. This council of 17 of America’s most distinguished and accomplished scientists advises Secretary Sebelius, Francis Collins, the Director of the National Institutes of Health and other key government leaders on issues of biomedical science and operations of the National Institutes of Health. The members of this group include some of the most influential individuals in American science and medicine. This is a distinct honor for Dr. Besner and a tremendous achievement for Nationwide Children’s Hospital.

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**Staying Green: At Nationwide Children’s Hospital**

At Nationwide Children’s, going green is more than just a trend. We’ve recognized that a healthy environment is one key to a healthy lifestyle. That’s why the hospital is committed to reducing a potentially negative footprint on the earth and environment.

**So how’d we do in 2012?**

In 2012 the hospital

**RECYCLED 193 TONS**

of paper

That’s equal to

**1,925 TREES**

One Tree = 50 trees

In 2013, the hospital aims to recycle

**300 TONS OF PAPER**

**The hospital also saved...**

1,351,000 GALLONS

OF WATER

One Water Gallon = 84,450 gallons of water saved

1,158 POUNDS

OF AIR POLLUTION PREVENTED

One Smokestack = 100 pounds of air pollution prevented

637 YARDS

OF LANDFILL SPACE

One Trash Bag = 70 yards of landfill saved

297 TONS

OF CO₂

One carbon dioxide chemical compound gas = 99 tons

**Hospital’s Energy-Saving Efforts Recognized by AEP**

Nationwide Children’s was recently recognized as a 2012 AEP Ohio Energy Efficiency Champion Award Winner. The hospital received this award for our commitment to reduce energy usage and reduce the impact on our environment. Just how does a campus of this size save energy? “We started with the easy items first, like replacing existing lights with energy efficient models and then we began upgrading major building systems like air-conditioning, air handling and building controls. And as we design new spaces, we use sustainable design practices to help us use energy responsibly,” explains Okey Eneli, vice president of Construction Administration.

Interested in making changes in your home to reduce energy use? Here are three small changes that can help reduce your energy consumption.

1. **Turn electronics completely off.** Unless you completely unplug your electronic devices, chances are they’re still using energy. Installing a power strip makes it easy to completely cut off power to all of your electronics.

2. **Adjust your thermostat.** Adjusting your thermostat just one degree can reduce your energy consumption by more than 5 percent.

3. **Change your light bulbs.** Replace incandescent bulbs with CFLs (compact fluorescent light bulb). One CFL uses only a quarter of the wattage of an incandescent bulb.

**Meet Madeline, A Miracle Mile Patient Champion**

Madeline Richardson, 8, is one of the Patient Champions who will inspire runners and walkers at the Nationwide Children’s Hospital Columbus Marathon and ½ Marathon in October.

A trip to the emergency room should never be part of a child’s Christmas. But when Madeline became ill, that’s where the Richardson family found themselves in December 2011. Madeline’s parents were told she was dehydrated but as time passed, more symptoms arose. Further testing and an ultrasound showed that at only six years old, Madeline had Stage 4 Neuroblastoma, a soft tissue cancer. During her treatment, Madeline underwent chemotherapy, radiation, a bone marrow transplant and a six-month clinical trial.

Today, Madeline is in remission. And she is using her experience to help others. Madeline recently delivered nearly 2,000 books and DVDs to patients at Nationwide Children’s. Not only is she a role model to her peers – she is an inspiration to all who cross her path. Madeline will be representing a Miracle Mile at the Nationwide Children’s Hospital Columbus Marathon and ½ Marathon on October 20.

Fundraise and run, walk or support the hospital by becoming a Children’s Champion. Learn more at NationwideChildrens.org/Childrens-Champions.

**June Winners**

**EMPLOYEE OF THE MONTH**

Joshua Nowack

Partners for Kids

**VOLUNTEER OF THE MONTH**

Aleks Pham

160 hours of service

To read the story of each winner listed above, visit NationwideChildrens.org/Inside-Nationwide-Childrens.
At any one moment, Don Mazza is coordinating multiple construction projects. As a construction coordinator in Engineering Services, Don oversees the construction process for many of the backfill renovation projects currently in progress throughout the hospital. From providing progress reports to coordinating with external contractors, Don plays an important role in making sure that all of the spaces throughout the hospital are renovated to meet the needs of our patient families.