



EVERYTHING MATTERS

Inside

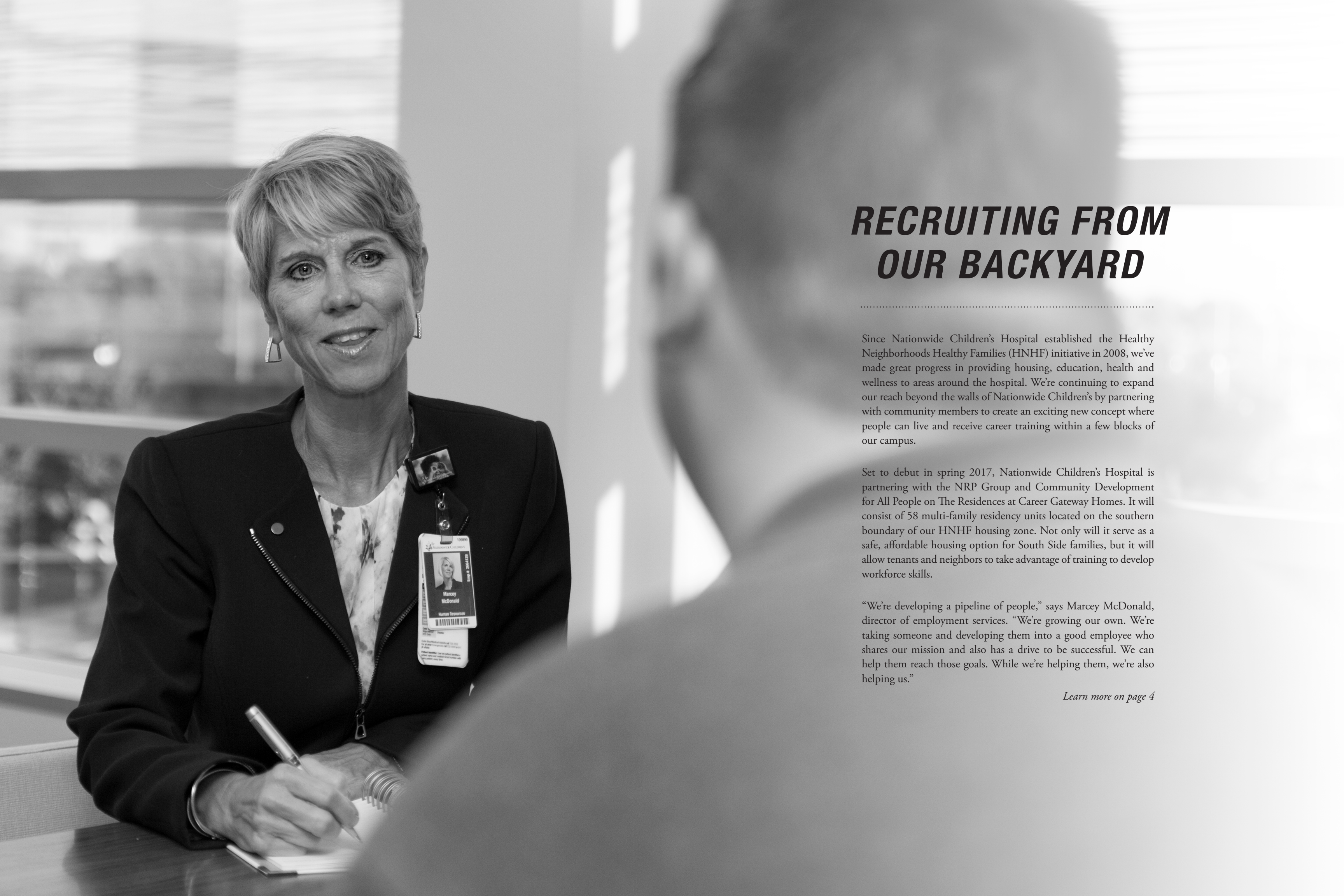
NATIONWIDE CHILDREN'S
an Employee Publication

Growing Our Workforce

Marathon Essentials:
Where To Watch and
Your Route Map

Connecting Parents with
the Family Advisory
Council

FALL 2016



RECRUITING FROM OUR BACKYARD

Since Nationwide Children’s Hospital established the Healthy Neighborhoods Healthy Families (HNHF) initiative in 2008, we’ve made great progress in providing housing, education, health and wellness to areas around the hospital. We’re continuing to expand our reach beyond the walls of Nationwide Children’s by partnering with community members to create an exciting new concept where people can live and receive career training within a few blocks of our campus.

Set to debut in spring 2017, Nationwide Children’s Hospital is partnering with the NRP Group and Community Development for All People on The Residences at Career Gateway Homes. It will consist of 58 multi-family residency units located on the southern boundary of our HNHF housing zone. Not only will it serve as a safe, affordable housing option for South Side families, but it will allow tenants and neighbors to take advantage of training to develop workforce skills.

“We’re developing a pipeline of people,” says Marcey McDonald, director of employment services. “We’re growing our own. We’re taking someone and developing them into a good employee who shares our mission and also has a drive to be successful. We can help them reach those goals. While we’re helping them, we’re also helping us.”

Learn more on page 4

Both housing and workforce development are prongs of HNHF, so this project aligns with our strategic plan and continues to foster partnerships between Nationwide Children’s and the neighborhood around us.

“This is a direct response to the needs of the community,” says Angela Mingo, community relations director. “Our Nationwide Children’s footprint is broad.”

Healthy Neighborhoods Healthy Families

HNHF focuses on five impact areas for the community, and The Residences at Career Gateway venture incorporates several of them:



Affordable Housing



Education



Safe & Accessible Neighborhoods



Health & Wellness



Workforce Development

Who are the Community Partners?

An application was submitted to the Ohio Housing Finance Agency by developer The NPR Group. We as a hospital provided pieces of the application, sharing how we will invest in and support the \$12 million project. Partners on the application include:

- Community Development For All People: Overseeing supportive services
- Nationwide Children’s Hospital: Workforce development partner
- JPMorgan Chase

Interested in learning more about what we’re doing beyond the walls of Nationwide Children’s?
Learn more here: NationwideChildrens.org/Healthy-Neighborhoods-Healthy-Families

To support the education aspect of HNHF, we’re seeking mentors for children who live in the neighborhoods around the hospital. Opportunities include homework and reading help. Interested?
Contact Nick Jones at Nicholas.Jones@NationwideChildrens.org.

DID YOU KNOW?

- Healthy Homes, our collaboration with Community Development for All People, expanded its South Side boundaries to complement The Residences at Career Gateway.
- Since 2009, we’ve sold 63 houses through HNHF.



Above: A rendering of The Residences at Career Gateway

CAREER PATHWAYS

As part of the career training through The Residences at Career Gateway, Human Resources is looking at several different routes employees can take to grow their skills. For example, an employee could begin as a patient access representative or in central scheduling. Then, after learning skills like medical terminology, he or she could eventually transition to patient billing, get their coding certification or even become a patient access supervisor.



Our Community Footprint

Nationwide Children’s Hospital continues to expand year after year in ways beyond just buildings. We’re expanding our staff, increasing to over more than 11,000 employees before the year’s end. And, we’re expanding our reach within the community. The Residences at Career Gateway serves as an exciting partnership with neighboring organizations. The opportunity for potential employees to live, work and learn in safe, affordable housing is a model for communities everywhere.

In this issue of Inside Nationwide Children’s, along with the details of The Residences, you will find the latest information about the Nationwide Children’s Hospital Columbus Marathon. You will also learn about a diagnostic test for children with fevers and how our Family Advisory Council is helping fellow parents of patients.

Our mission, vision and values at Nationwide Children’s Hospital drive us to extend our work beyond the physical walls of our hospital. We’re paving the way for staff and those in the community to provide the highest quality of care for all children by offering opportunities to grow and succeed. Thank you for doing your part to ensure Best Outcomes.


Steve Allen, MD

OPEN ENROLLMENT Begins November 1

Open enrollment provides benefits-eligible employees the opportunity to review, renew and make changes to select benefit plans. There will be a few changes to the benefit offerings this year that will be communicated as open enrollment approaches. Between November 1 and November 19, you’ll be selecting your 2017 benefit options. Even if you decide to decline coverage through Nationwide Children’s, you’re still required to log in through Lawson and take action. Take advantage of the online Aetna benefit-advisor tool, Alex. It’s an interactive way to help you determine which medical plan will best serve your specific needs. Beginning the last week of October, the link to the benefit-advisor tool, Alex, and the 2017 open enrollment guide will be available through the HR Benefits Guide page of **ANCHOR**.



LOGO on Location

Did you vacation somewhere fun recently? Better yet, did you sport some Nationwide Children’s gear on a recent trip? We want your photos! Send us your pictures donning our logo wear in a different spot, and you might see yourself in a future issue of Inside Nationwide Children’s. You can email them to EverythingMatters@NationwideChildrens.org. And if you’re looking to purchase some logo wear, visit our official Logo Store for apparel, bags and headwear. Find the store at NationwideChildrens.org/Gift-Shop.



Right Photo: Nationwide Children’s employee David Hafler skiing with his wife Nancy and son Owen.

5 minutes WITH Trudy Towns

Trudy Towns is no stranger to health care — she’s been in the industry for more than 30 years. Trudy initially started in medical technology before switching to human resources. She’s been at Nationwide Children’s Hospital since 2010, and currently serves as the HR manager for employee relations. Here, learn more about Trudy and what she likes about Nationwide Children’s.



If I’m not at my desk, you can probably find me...
Throughout the hospital and off-site facilities, meeting with management and staff and participating on various committees. I love walking through the halls and seeing the kids... It’s a reminder of why I’m here.

Why did you choose to pursue your work at Nationwide Children’s?
The mission and values of the organization attracted me. When the job opportunity became available, I viewed a video on Nationwide Children’s website where senior leaders talked about the mission, values and focus on family-centered care. That sold me.

What is your greatest achievement/biggest accomplishment?
Going back to school to get a degree in human resources and starting a second career. I think it made my kids proud and motivated them to pursue degrees in higher education.

What virtue or trait do you appreciate the most in your colleagues?
Integrity. Integrity is an important key to building trusting relationships.

What interested you most in choosing a career in employee relations?
Employee relations interested me because it allows me a chance to help foster a positive work environment where employees are engaged and focused on helping an organization achieve its mission and strategy.

At Clementine’s, I most often order...?
The protein bars. Especially the mint chocolate protein bars.

Three words that best describe me would be...?
Honest, hardworking, caring

Favorite Cafeteria meal?
Usually it’s the salad bar or anything stir-fried.

Favorite animal friend?
The Eagle

Favorite movie?
“Rocky,” “The Help,” “Selma” and “Forrest Gump” to name a few. I love a good story.

Favorite way to relax?
Listening to live music. Columbus has a lot of great opportunities to enjoy live music. I really enjoy the Jazz & Rib Fest each summer.



RESEARCH

Reducing the Hassle for Kids with Fever

Each year, more than half a million infants with fever arrive at hospitals around the country. Usually, less than 10 percent of these infants have serious or potentially life-threatening bacterial infections – but because of their young age and current treatment guidelines, they go through painful, invasive tests and are given antibiotics until a bacterial infection can be ruled out.

Physician-researchers from Nationwide Children’s Hospital, in collaboration with Children’s Hospital of Michigan, UC Davis Medical Center and 19 other pediatric emergency departments around the country, have developed a new diagnostic test that could change all of this.

“It typically takes 24 to 48 hours to determine if bacteria are present, and the standard tests, while effective, are invasive and can be painful for infants and stressful for parents,” says Octavio Ramilo, MD, chief of Infectious Diseases at Nationwide Children’s and principal investigator in the Center for Vaccines and Immunity in The Research Institute.

“THIS NEW APPROACH IS MORE RAPID AND ACCURATE, AND REQUIRES ONLY A SMALL AMOUNT OF BLOOD TO DETECT THE IMMUNE SYSTEM’S RESPONSES TO INFECTION.”

OCTAVIO RAMILO, MD, CHIEF OF INFECTIOUS DISEASES AT NATIONWIDE CHILDREN’S AND PRINCIPAL INVESTIGATOR IN THE CENTER FOR VACCINES AND IMMUNITY IN THE RESEARCH INSTITUTE.

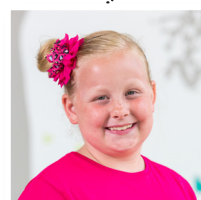
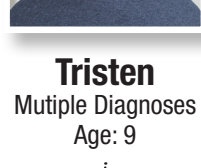
Dr. Ramilo, who led the research at Nationwide Children’s along with investigators at Michigan and UC Davis, explains that antibiotics only fight bacterial infections, but do not fight infections caused by viruses, like colds, the flu and many sinus and ear infections. Prescribing unnecessary antibiotics puts patients at risk and contributes to increased antibiotic resistance.

The findings from the study, conducted in the Pediatric Emergency Care Applied Research Network (PECARN), were published in the Journal of the American Medical Association in August.

With a renewed five-year grant from the National Institutes of Health, the research team will expand this study to more patients and test a new platform that can produce faster results and be applied in clinical labs.

DID YOU KNOW?
The flu is a virus, which means you can’t take antibiotics to rid yourself of it. That’s why it’s necessary to get a flu vaccine — mandatory for all employees. Learn more about how to get your flu shot: **ANCHOR/Flu-Vaccine**





Evan
Double Outlet Right Ventricle
with Transposition of the
Great Arteries
Age: 6

Layla
Autism
Age: 6

Ella
Colonic Neuropathy
Pseudo Obstruction &
Rectal Dysmotility
Age: 8

Killian
Severe Prematurity
Age: 6

START
FINISH

Joel
Cerebral Palsy
Age: 8

Breanna
Crohn's induced
Pseudotumor Myositis
Age: 14

Millie
Arthrogryposis, Distal Type 1
Age: 5

Jessica
Hypokalemic
Periodic Paralysis
Age: 15

Tristen
Multiple Diagnoses
Age: 9

Louis
Traumatic Brain Injury
Age: 16

Grant
22q11.2 Deletion
Syndrome
Age: 4

Lyla
Asthma
Age: 9

Alex
Aortic Stenosis &
Coarctation of the Aorta
Age: 21

Riley
Mucopolysaccharidosis
Type II (MPS II)
Age: 11

Gracelynn
Spina Bifida
Age: 3

KEY

1 Mile Marker

START/FINISH

Cheer Station

Route

Watch for Dispatch Race Guide

Look for the special race guide in the October 16 edition of the Columbus Dispatch. The special 32-page insert will highlight our Patient Champions, Children's Champion fundraisers and sponsors, as well as race day information.

Angel
MILE

NATIONWIDE
CHILDREN'S HOSPITAL
COLUMBUS
MARATHON

Benefiting
NATIONWIDE
CHILDREN'S
When your child needs a hospital, everything matters.™



Cheer On and Thank Athletes at Children's Corner

Join us at the corner of Livingston and Parsons from 7:30 to 10:30 a.m. on Sunday, October 16 at Children's Corner, the official watch party for the Nationwide Children's Hospital Columbus Marathon and ½ Marathon.

Located between miles eight and nine, Children's Corner offers convenient parking in Livingston Garage, easy access to restrooms and treats from Panera, and one of the best spots to watch and cheer at this year's event.



COOKIES & CONVERSATION *with* Family Advisory Council

A hospital stay is scary and overwhelming for both patients and their families. Parents may have many questions swirling through their head. So, what better way to answer those questions than from fellow parents themselves?

That's where the Family Advisory Council (FAC) comes in. FAC members typically have had a child here at Nationwide Children's Hospital. They work with staff and current families to provide feedback, educate, advocate in the community and more.

One recent initiative is Cookies & Conversation, which allows parents from FAC and other parent advisors the opportunity to talk with current parents, answer their questions and share with them important hospital information. They'll help them understand the family-centered care approach. FAC members go from room to room when they visit a floor, so all can benefit from this parent to parent approach.

Oh, and the best part? FAC members have cookies to share, of course! FAC and its mission continue to provide best outcomes by positively impacting the stay of patients and their families.

Learn more or encourage families you know to apply to be on the council here:

NationwideChildrens.org/Family-Advisory-Council

Or, invite a FAC member to join your project or work group using the form on

[ANCHOR/Patient-and-Family-Centered-Care](#)

WELLNESS

AN APPLE A DAY...

How do you stay healthy and avoid getting sick? Healthy living habits can help keep your immune system going strong and you out of the doctor's office.

- 1 Focus on quality sleep. Your body needs seven to eight hours of rest each day. Avoid caffeine too close to bedtime, sleep in a cool space, and try to wake up and go to sleep within the same hour each day.
- 2 Eat lots of fruits and vegetables, whole grains and healthy fats to boost your body's ability to fight infection. Power foods like green tea, kale, broccoli and apple are rich in antioxidants.
- 3 Drink plenty of water to flush toxins through the body.
- 4 Exercise regularly to boost your body's immune system and promote restful sleep.
- 5 Wash your hands frequently. Whether you are grabbing a snack, leaving a store or organizing your space, you should wash your hands with soap and water or sanitizer throughout the day.
- 6 Sanitize surfaces in your car, office space and phone regularly.
- 7 Get a flu shot and talk to your doctor about other recommended vaccines specific to you.
- 8 Manage your stress by scheduling a few minutes of relaxation. Try some deep breathing, stretching, yoga breaks, massage or listening to soothing music to unwind.



WELLNESS WINNERS: Nominate a Co-worker

Has one of your co-workers made a lifestyle change that has contributed to their overall health and wellness? Nominate them to be a Wellness Winner — monthly winners are featured on ANCHOR and receive a \$50 gift card.

Nominate a co-worker on the Employee Wellness **ANCHOR** page.

SAFETY AND QUALITY

WHAT TO SAY WHEN: Friendly Challenges

Both patient safety and employee safety are the focus of our Zero Hero efforts. In order to keep our personal safety at bay, it's important to practice situational awareness and know our surroundings.

If someone tries to follow you through a badge-entry door and you don't see a badge, what do you do? We've outlined some common scenarios and how you can respond to protect yourself and others.

TAILGATING

Confront those attempting to enter an off-stage area by asking to see an ID or badge with this friendly challenge: "I don't see your badge — how can I help you?"

SMOKING

Smoking is prohibited on any property owned by Nationwide Children's. If you spot someone smoking right outside the hospital door, ask, "Did you know smoking isn't allowed at the hospital to protect our patients? Moving to the park will keep patients who use this door from exposure."

DISTRACTIONS

Is a colleague using his or her cell phone in a distraction free zone? Say, "It's such a lovely day. Would you mind taking your conversation outside?"



Summer SERVICE FROM THE HEART Winners

Our From the Heart Awards recognize employees for their special acts of caring, outstanding accomplishments and exceptional service. We're proud to recognized these employees and teams for providing Best Outcomes From the Heart.



Laura Adkins Hem/Onc/BMT

Laura received a Service From the Heart award for her dedication to patients and families with chronic health conditions. When Laura heard that three patients with chronic health concerns were not able to receive their medication from the specialty pharmacy, she coordinated a creative way to deliver the medication through regular clinic appointments. Her out-of-the-box thinking and commitment to follow-up shows her dedication to her patients, no matter their circumstance, ability or social status.



Susan Lawson Radiology

Susan went above and beyond the call of duty when she assisted a child with autism as he was admitted to the hospital. From calming him in the waiting room and staying by his side as they entered his floor, to shooting hoops with him in the playroom and getting him a stuffed animal from Child Life, Susan demonstrated kindness and empathy toward a distraught patient. “This is the kind of compassion that we should all strive for each and every day,” says Susan’s co-worker.



Kathi McGoldrick Westerville Urgent Care

Kathi exhibited deep concern for the safety and care of patients in a recent interaction at the Westerville Urgent Care. When a non-English speaking patient with a life-threatening condition needed to quickly go to the Emergency Department for help, Kathi worked with an interpreter to advise the family on the urgent need for action. “Kathi showed great care and determination to do the right thing for this patient,” says Brandi Cogdill, who nominated Kathi. Her deep concern for the safety and care of this patient illustrates her deep commitment as a nurse and Zero Hero.



Jennifer Tinto Primary Care

Jennifer received a Service From the Heart award after quick thinking while at Walgreens near the Hilltop Primary Care Center. When she heard coughing and gagging coming from the next aisle, Jennifer rushed to help a mom, whose 7-month-old baby was in full blown respiratory distress. Jennifer, a clinical leader, brought the mom and baby across the street to the Hilltop clinic where staff determined the baby had an oxygen saturation of 91% and quickly transported the family to the Nationwide Children’s Emergency Department.

Team: C5A Behavior Health

Four outstanding caregivers on C5A communicated with and comforted a young patient who was deaf through their knowledge of sign language. They were able to speak his language, making him feel safe and secure in a challenging transition. The staff on this unit pulled together as one team to cover shifts to be one-on-one with the patient and even taught some of the nurses sign language. He was able to get the individual care and therapy he needed to safely go home thanks to the above-and-beyond efforts of these caregivers.

Team: Clinical (Research) Studies

The Clinical Research Studies department nurses were given the Service From the Heart Team award for the support they offered to their fellow dialysis unit nurses. After noticing the frenzied pace and extended hours of their colleagues in dialysis, they created their own staff sign-up list. They were able to populate the entire schedule as second nurses during Saturday hemodialysis staffing for the past 52 weeks to help manage rising patient census. “I’m truly indebted to the CRD nurses for their willing assistance,” says Dialysis Program Supervisor Cheri Carlton. “It was selfless, thoughtful and tremendous support.”

MONTHLY Winners



JULY
EMPLOYEE OF THE MONTH

Maria Ollam
Child Care Center
Length of Employment: 16 years

Maria’s smile greets every co-worker, family and child who enters the Child Care Center. Known as Wonder Woman, Maria’s passionate energy, willingness to lend a hand and positive attitude radiate throughout her work. From assisting with technology questions and repairing bikes, to handling the front desk and caring for infants, toddlers and preschoolers, she is truly a jack-of-all-trades. Maria’s attention to detail and enthusiastic nature are a reason her team states, “Every department needs a Maria.”



AUGUST
EMPLOYEE OF THE MONTH

Tina Toth
H2B PICU
Length of Employment: 20 years

Tina has shown commitment to delivering best outcomes by displaying exceptional leadership and commitment to constant improvement. Most recently, she embraced and championed change in CLABSI reduction efforts in the PICU. She is an unwavering presence at her patient’s bedside, bringing calm to the chaos of a dynamic hospital environment. Her team shares that she “exudes an unparalleled warmth and compassion for others.” This compassion extends to the community, where she volunteers at the Columbus Zoo and animal shelters while pursuing an education in veterinary technologies.



SEPTEMBER
EMPLOYEE OF THE MONTH

Lori Ann Morris, RN, MSN, CPN
General Medicine Inpatient Unit, H9A
Length of Employment: 15 years

Lori, the nurse educator on the general medicine unit, is celebrated by staff and patient families for her contagious positivity and her dedication to the Nationwide Children’s culture of one team. She tailors education to meet the needs of staff, mentors new nurses and makes education fun with a smile and sense of humor. Lori helped create a total change in culture by co-chairing the safe sleep committee, and has also been instrumental in teams developing clinical practice guidelines. In the words of her team, “she is a one-of-a-kind nurse and peer.”



JULY
VOLUNTEER OF THE MONTH

Mark Liefeld
More than 240 hours of service

Mark Liefeld has dedicated more than 240 hours of service since he started as a volunteer in 2014. Mark is a retired teacher who supports the hospital school program. His volunteer duties include working with patients who are students in the outpatient dialysis unit. “Mark exudes a sense of calmness, unique set of listening skills and the rare ability of knowing when to contribute and when to hold back in an academic setting,” says Samantha Prachar, hospital school teacher. “He is making a positive and lasting difference in the lives of the patients and families he serves.”



AUGUST
VOLUNTEER OF THE MONTH

Courtney Hattle
More than 170 hours of service

Courtney Hattle began volunteering at Nationwide Children’s Hospital in 2014 and has dedicated more than 170 hours of service. She started volunteering with the admitting gift cart and activity groups, and most recently can be found volunteering on a patient unit. “Courtney is reliable, self-motivated and always presents with a cheerful affect,” says Danielle Behnke, H9 child life specialist. “She goes above and beyond by serving as a mentor for new volunteers and allowing them to shadow her on the unit.”



SEPTEMBER
VOLUNTEER OF THE MONTH

Kevin Kobbeman
More than 950 hours of service

Kevin Kobbeman began volunteering at Nationwide Children’s Hospital in 2008 and has dedicated more than 950 hours of service. Kevin volunteers in the Family Resource Center, where he assists with Monday Family Pizza Night, serves beverages and offers patients and families support. Family Liaison Vicki Compton describes Kevin as a dependable, organized and cheerful volunteer. “Kevin always takes time to introduce himself to patients and families, and our long-term families look forward to seeing him each week.”



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on the
SPOT

Michael Brady, MD

Associate Medical Director

When: 4 p.m.

Where: His office, J Building

After 33 years at Nationwide Children's Hospital, Dr. Michael Brady doesn't have a typical day. Between his work in HIV and infectious disease clinics, his dedication to patient and employee safety efforts and his involvement in the American Academy of Pediatrics, each day brings new opportunities and challenges. "Whether it's one patient at a time in my HIV and infectious disease clinics, or community and population health through my work in the hospital and the American Academy of Pediatrics," says Dr. Brady, "I get to impact someone's health and well-being. And that's why I love my job." Dr. Brady came to Nationwide Children's after seeing that "no matter the child, no matter their ability to pay and regardless of circumstances, I knew patients were going to get the best care here."

To nominate someone for "On the Spot," email
EverythingMatters@NationwideChildrens.org