FALL 2018

# ONE TEAM

# LIVING YOUR

The People Behind Our Strategic Plan Accelerators

> FARM FRESH Educating Cancer Patients on Healthy Lifestyles

#### On Our Sleeves HOW WE'RE IMPACTING MENTAL HEALTH



One Team Inside Nationwide Children's Hospital celebrates our employees, medical staff and volunteers, together with their families, as one team achieving the best outcomes for children everywhere.

> Dr. Thomas Bartman works at his desk in the Faculty Office Building. His work aligns with the Quality, Safety and Service Accelerator of the Strategic Plan.

The People Behind Our Strategic Plan Accelerators

One Team Inside Nationwide Children's Hospital is the official employee magazine of Nationwide Children's Hospital. This magazine publishes four times per year and is mailed directly to the homes of all Nationwide Children's employees. The One Team Inside Nationwide Children's Hospital editorial staff welcomes all comments, questions and story ideas. Please send feedback and story ideas to EverythingMatters@NationwideChildrens.org.



Research **Educating Cancer Patients** on Healthy Lifestyles

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- A Letter from Dr. Allen
  - Zero Hero: Communicate with Me
  - 5 Minutes with: Dennis Durbin
- **MARATHON MAP**
- **Off-Site Spotlight:** Philip Heit 18 Center for Healthy New Albany

What's your history at Nationwide Children's? Have you worked here for more than 10 years?

We're looking for staff who have been part of our organization for 10 years or more for an upcoming issue of Inside Nationwide Children's.

Send your stories, how you've seen the hospital evolve and blast-from-the-past photos of you and/or fellow staff and you'll receive the gift of an exclusive Nationwide Children's logo item.

Please send your stories and photos to EverythingMatters@NationwideChildrens.org by Friday, November 9.

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Wynola Wayne, Diabetes nurse educator, has worked at Nationwide Children's for 50 years!

# That vision is only possible through your Line of Sight



Each person at Nationwide Children's Hospital has a role to play in the hospital's Strategic Plan. It's what we mean when we talk about our Line of Sight.

In this issue of Inside Nationwide Children's, you'll learn how four staff members contribute to the Best Outcomes for our patients and families. Their work is spread across the fields of Genomics, Behavioral Health, Wellness/ Population Health and Quality, Safety and Service the four Accelerators of our Strategic Plan. We want to hear from you about how your co-workers live their Line of Sight. Read on page 13 how to submit them for recognition.

You can also read in this issue about the first person hired at Nationwide Children's after completing our Gateway to Employment Series. And, how an innovative farmbased program is helping our young cancer survivors return to health and how a quick-acting security specialist helped save a life.

We like to talk about our overall vision for the future at Nationwide Children's. That vision is only possible through your Line of Sight.

Steve Allen, MD

# Be an Advocate

Join the conversation on any of the Nationwide Children's social media channels:

- Facebook.com/NationwideChildrensHospital
- Twitter.com/NationwideKids
- Instagram.com/NationwideKids
- YouTube.com/NationwideChildrens

- t NationwideChildrensHospital.Tumblr.com
- Blog: NationwideChildrens.org/INC-700
- Blog: PediatricsNationwide.org
- Facebook.com/ NationwideChildrensHospitalFoundation

# Be a Zero Hero: Communicate With Me How Improving Inter-Provider Communications Means Better Care

Zero harm is always at the forefront of what we do at Nationwide Children's Hospital. But there's always more work to be done – especially when it comes to communication – to drive our Preventable Harm Index down to zero

Did you know in the last 25 root cause analyses, from 2016 to 2018, 85 percent identified communication as one of the root cause errors? That's pretty significant.

Thanks to feedback from staff, we've created a new pillar of our Patient/Family Centered Quality Strategic Plan called Communicate With Me. The efforts are led by Janet Berry and Wallace Crandall, MD. It will support all of the existing pillars and focus on improving inter-provider communications for Best Outcomes for kids everywhere.

As Communicate With Me tactics are rolled out, look for these three focus areas:

- techniques

How can you as staff support Communicate With Me? "Remain open and curious to the initiative, and learn and model excellent communication," says Janet.

Keep Us Well	Navigate My Care	Do Not Harm Me	Heal Me Cure Me	Treat Me with Respect	
Improve	Transform	Eliminate	Transform	Transform	
Population Health • Asthma • Prematurity • HNHF • Behavioral Health	Throughout Access Care Coordination	Preventable Harm <b>Zero Hero</b> <sup>w</sup>	<b>Outcomes</b> • Chronic Illness • Acute Illness	Patient Experience • Family Interactions • Professional Relationships	
Communicate with Me					

Have you practiced effective communication, or have you seen others on your team model good communication skills? Send your stories to EverythingMatters@NationwideChildrens.org.

• My Patient, Our Patient: What do we expect when we're working with each other? We should especially consider this when we're working with teams that are multidisciplinary.

ZERO HERO 🏼 🕨

• Skills: Watch for an update to the Zero Hero training program to include Communicate With Me tactics, as it's been nearly 10 years since the original training. You'll learn how to use effective communication

• Technology: We'll evaluate all the technology we have across the organization and how to best utilize it.

# Dr. Dennis Durbin Sitting Down With Our New Chief Scientific Officer



Dr. Dennis Durbin loves that his job allows him to come in contact with many different people at Nationwide Children's.

Although he's only been at Nationwide Children's Hospital since February of this year, Dennis Durbin, MD, MSCE, is no stranger to the world of pediatric health care. A Columbus native, Dr. Durbin has spent his career as a pediatric emergency physician and epidemiologist - with a focus on conducting injury prevention research. Before coming to Nationwide Children's, Dr. Durbin was a professor of Pediatrics and the AVP and Chief Clinical Research Officer at Children's Hospital of Philadelphia Research Institute. Now, he serves as chief scientific officer at The Research Institute at Nationwide Children's Hospital.

"I provide administrative and scientific leadership to the Research Institute, helping to ensure the research programs here are well-supported, and in turn, support the mission and strategic plan of the institution," Dr. Durbin says.

LOVE THAT [MY JOB] PUTS ME IN CONTACT WITH SO MANY PEOPLE HERE - SCIENTISTS, TRAINEES, ADMINISTRATIVE STAFF, CLINICIANS AND OTHER LEADERS FROM ACROSS THE ENTIRE INSTITUTION. EVERYONE HAS BEEN EXTRAORDINARILY WELCOMING AND I'M REALLY ENJOYING LEARNING ABOUT THE BREADTH OF RESEARCH GOING ON HERE, AS WELL AS THE COLLABORATIVE CULTURE OF THE INSTITUTION.

#### If I'm not at my desk/unit, you can probably find me... administrators.

Why did you choose to pursue your work at Nationwide Children's? It was the right opportunity, in the right place, at the right time. Right opportunity: I was attracted to the exciting growth in both clinical and research programs going on here, and the challenge of helping the institution reach the next phase of its development as an academic medical center. Right place: I am a Columbus native, so it's a bit of a homecoming. Right time: My wife and I are recent empty-nesters, so it seemed like the perfect time to make a move.

#### Are you involved in any community or volunteer work? Why?

Having just arrived in the city a few months ago, my wife and I have started supporting several community initiatives in our neighborhood of German Village. We hope to do more volunteer work in downtown Columbus through the church we've recently joined.

#### What virtue or trait do you appreciate the most in your colleagues? Integrity and a commitment to excellence.

#### What is your greatest achievement/biggest accomplishment?

Professionally, my greatest achievement has been providing leadership to a multi-year research program focused on identifying ways to better protect children in automobile crashes. The research we did, in collaboration with a wide range of partners, helped to save thousands of children's lives over the past two decades.

#### What interested you most in pursuing a career in health care?

I was originally attracted to medicine because I was fascinated by the workings of the human body. The more I learned, the more I was motivated by a desire to have positive impact on the lives of others, particularly children. My career, which combined population-level research with patient care, provided complementary ways for me to impact others. In the emergency department, the impact is one family at a time and feels very personal. My research was conducted on large groups of children and families, so I rarely knew anyone who was enrolled in the studies individually, but the impact was on a population scale.

#### What is your proudest moment?

Hard to pick one. I'm blessed with three wonderful children and two stepchildren who have provided a range of proud moments both big (i.e., graduations, new jobs) and small.

#### **About Dennis**

At Clementine's, I most often order...? A coffee in the afternoon.

Three words that best describe me would be... Affable, energetic and curious

#### Favorite food?

I could eat pizza anytime, anywhere. Locally, I've discovered Harvest Pizzeria in German Village and am becoming a bit of a regular.

#### Favorite movie?

Most powerful would be "Schindler's List" or "One Flew Over the Cuckoo's Nest." Most memorable would likely be "Toy Story' because of how many times I watched that with my kids when they were little.

#### FIVE MINUTES WITH

Getting my steps in while traveling between every building on campus to attend meetings with faculty and

#### Favorite way to relax?

If the weather cooperates, a bike ride, hike or playing tennis or soccer. If I can't get out, a glass of wine and a good book are hard to beat.

#### Where would you most like to travel?

My wife's family lives in New Zealand, and I've visited twice and seen a bit of the country. I would love to be able to explore more of that spectacular place, along with Australia.

# LIVING YOUR

What did you do today to contribute to Best Outcomes? Maybe you provided direct patient care in one of the ambulatory clinics. Maybe you helped families schedule an appointment. Or, you might have served a patient their breakfast. No matter what we do, each day our work impacts patients, families and fellow staff as we connect to our Strategic Plan.

Our Strategic Plan includes four Accelerators, or differentiating strategies in which Nationwide Children's is setting the standard as a national leader. We're giving you an insider's look into the days of four employees whose Lines of Sight exemplify one of the four Accelerators: Quality, Safety and Service; Behavioral Health; Genomics; and Wellness/ Population Health.

As you read each, you'll see how their work aligns with the Strategic Plan and how the dedication of staff positively affects Nationwide Children's every day.





Dr. Thomas Bartman takes care of a patient in the NICU. His Line of Sight focuses on the Quality, Safety and Service Accelerator.



#### Thomas Bartman, MD, PhD

Associate Medical Director for Quality, Co-Director, Clinical Fellowship in Quality and Safety Leadership, Co-Director of Quality Improvement for Neonatal Services

Line of Sight: To help other people be able to improve the quality of care that they provide to patients.

Dr. Bartman wears many hats at Nationwide Children's, and every day is different. As a neonatologist, you might find him caring for patients in the NICU here and at OSU – both during the day and during night calls. He also works on quality improvement projects and helps oversee the quality and safety fellowship at the hospital. "When I was a kid, I liked to take things apart and put them back together, and in a way, that's what we do in quality improvement. It's nice that one day might be more clinical, and the next day it might be projects. " says Dr. Bartman. "I enjoy having so many different things that I am working on... that fits my personality." 



#### Living Your Line of Sight 🦤



Meets with Jenna Merandi to discuss progress on the hospitalwide Safety II project

#### 1:00 PM

2:00 PM

Office time reviewing papers for journals, writing papers, checking CS STARS events, preparing presentations for internal meetings and teaching as well as national conferences.

Overnight call in the C4B NICU. Dr. Bartman hopes for some time to sleep.



get things ready for

the courier and makes follow-up phone calls.

Signs out to the daytime NICU team. If there are no urgent meetings, he'll go home since it has been 24 hours. Otherwise, Dr. Bartman will continue to work for another four to eight hours, providing QI leadership to the NICU and hospital.





#### Ben Kelly

Lead Bioinformatics Scientist, The Institute for Genomic Medicine

Line of Sight: I analyze massive amounts of genomic data and help clinicians and researchers decide what is important for diagnosis and treatment options, leading to new discoveries and improving outcomes.

What is bioinformatics, you might ask? Ben Kelly describes it as writing computer programs that analyze biological data. "We're looking at the DNA and RNA that comes from biological samples," he says. As part of The Institute for Genomic Medicine (IGM), Ben and his team are key in examining the genomic data of pediatric patients to help provide best outcomes. "While we don't meet with patients, we're only one step removed from that," Ben says. "We're talking to the doctors, the clinicians and the clinical directors who do see these patients. The work we do is affecting how they help those kids and that's super rewarding. The amount of samples we're working on, the amount of patients we're helping... it's becoming a daily thing we do."

Ben gets to work. His office is in RBIII.

9:00 RM



Each morning, Ben

has what he calls a "Stand Up" with

members of his

team. "I'll figure out

what they're working

on, what's their plan

for the day, if there's

anything blocking

their progress on

some of the more

important or urgent

matters that we're

working on."



10:00 RM

Ben meets with a group about the cancer genomics program. Some days, he's with a smaller working group to look through preliminary results. Other days, a larger group discusses what the results mean for potential treatment options and prognosis. Time for individual work. Ben might be analyzing a new case or working on a new data set that requires creating a piece of software that allows him to analyze a new sample in a way he hasn't done before. He also mentors other team members.

12:30 PM

Lunch. "Rarely am I not eating lunch with one of my team members," Ben says. "We've always made it a priority to be inclusive to everyone. "

' 1:30 RM





#### Nancy Cunningham, PsyD

Director of Community Engagement and Development for Behavioral Health Services

Line of Sight: Taking the unbelievable expertise in behavioral health and moving it in a way that has such a broad impact.

As Nationwide Children's Behavioral Health services continue to grow, it's Dr. Cunningham's job to help foster community relationships and influence our system of care. "The growth in the acute care services and the breadth of care has grown so dramatically," says Dr. Cunningham. "The goal for us is to be nationally recognized, but in particular, to be the go-to place for influencing our system of behavioral health care in our region." Dr. Cunningham spends time meeting with pediatricians, community organizations and other behavioral health providers to keep a focus on early intervention and prevention of mental illness. "I understand how we are so critical to the strategic plan," she says. "We have really committed a lot of expertise and resource to the community, so being able to help people see that in a more fundamental way is really satisfying."



I'll problem solve."

#### Living Your Line of Sight Image Provide the Provide Head Provide He

Ben laces up his running shoes! On Tuesdays and Thursdays, Ben and several other people from his group and beyond have running club, where they run through German Village to Schiller Park. "It creates a decompression at the end of the day, and it's good teambuilding," he says.

Ben heads home.

Dr. Cunningham usually spends her afternoons outside of the office. "I might be going to a pediatrician's office and I might be doing some sort of technical assistance," she says. "I make some suggestions about how to make referrals to Nationwide Children's, or educate them about their local behavioral health system."

Lunch meeting with one of the local community members about a





#### CELEBRATING YOUR CO-WORKERS LIVING THEIR LINE OF SIGHT

We all contribute to Best Outcomes each day, and the efforts don't go unnoticed. How have you seen your colleagues living out their Line of Sight? We want to hear from you how you see our Strategic Plan in action through your co-workers.

Send us your co-worker's name, department and a sentence about what they're doing to live their Line of Sight, and we'll surprise them with a butterfly pin and treat you with one, too!

Send submissions to: EverythingMatters@ NationwideChildrens.org







# **Meet Our Mile Patient Champions**

On Sunday, October 21, Patient Champions will line the course to cheer on runners and walkers throughout the marathon. There are twenty-four individual Patient Champions, one Angel Mile for all those children who have already run their race, and one Encore Milefor past Patient Champions. These kids represent all of the patients and families who have been cared for by Nationwide Children's.



To learn more about our Patient Champions, please visit NationwideChildrens.org/Marathon.





Sari Acute Lymphoblastic





**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 21 at Children's Corner, the official watch party for the Nationwide Children's Hospital Columbus Marathon and 1/2 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.

# A Community Collaboration

How Partnerships Provide Best Outcomes at the Heit Center



Staff members Dr. Kevin Klingele, Carolyn Dickerson, Carrie Johnson, Finian Ekeanyanwu, Sean Eing, Elizabeth Badowski and Phillip Ferguson at the Heit Center.

Imagine you're part of the registration staff at the Phillip Heit Center for Healthy New Albany. You just learned all of Nationwide Children's registration procedures, and you're ready to serve patients. Then, you're tasked with learning Ohio State's registration procedures on top of that. Sounds like a lot, right?

That's how the Nationwide Children's employees proved agility and innovation at The Heit Center for Healthy New Albany. As a community partnership with The Ohio State University Wexner Medical Center, Healthy New Albany and Integrative Wellness Partners, this off-site location brings healthy living to the forefront in New Albany. Patients come in all day, every day, to see OSU providers or Nationwide Children's providers," says Lisa Kluchurosky, service

IT SPEAKS TO US BEING AGILE AND INNOVATIVE. IT TOOK A LOT OF WORK TO TRAIN, BUT IT'S BEEN A VERY COLLABORATIVE VENTURE FOR US. IT SPEAKS VERY HIGHLY TO OUR STAFF WHO FUNCTION AND WORK IN THAT FACILITY EVERY DAY.

When the Heit Center was created, Nationwide Children's was asked to be included in the collaboration, and it allowed the hospital to expand into an area where we didn't have a presence.

"We saw a growing area and a lack of pediatric practice in the community," says Patty McClimon, senior vice president of strategies and facilities planning.

A focus of the hospital's services at the Heit Center is sports medicine and orthopedics. It was a natural fit to bring these offerings to New Albany, since Nationwide Children's began partnering with the New Albany schools in 2005 for athletic training and sports medicine. Now, we're bringing it into the elementary schools too.

"In the last year, I have been working on a project with Phil Heit and [New Albany] elementary principal Michelle Unger and their kindergarten classes," says Amy Valasek, MD, MS, who works in the division of sports medicine.



Dr. Kevin Klingele and Dr. Amy Valasek

#### **Ouick Facts:**



#### OFF-SITE SPOTLIGHT



Live cooking segments and nutrition education air on Facebook monthly in the demo kitchen at the Heit Center. Facebook Lives can be viewed from the Nationwide Children's Hospital Facebook Page.

"We're working with the schools to bring exercise into the classroom."

Some staff members are truly integrated in the community. Kevin Klingele, MD, chief of the department of orthopedics, works at the Heit Center, and he lives in New Albany.

I'M A NEW ALBANY RESIDENT, SO IT BECOMES A VERY SMALL TOWN FEEL WORKING HERE," DR. KLINGELE SAYS. "WE'RE LOCATED IS IN THE CENTER OF NEW ALBANY, AND IT'S WHERE **PEOPLE CAN CONGREGATE, NOT JUST FOR** MEDICAL CARE.

Location: 150 W. Main Street, New Albany, OH 43054

• Opened: The first patients were seen by Nationwide Children's in 2015

• Services Offered: Sports and Orthopedic Physical Therapy, Functional Rehabilitation, Sports Medicine, Headache Clinic, Sports Nutrition, Laboratory Services, Massage Therapy, Sports Performance, Orthopedics, Therapeutic Recreation, Radiology

Learn more about this off-site by visiting NationwideChildrens.org and searching Heit Center.

#### SERVICE FROM THE HEART

# Creating a Safe Day Every Day

How Quick Thinking Saved a Life

#### **Jason Carl** Security Specialist, Protective Services

Each day brings new opportunities and experiences working in the world of Protective Services. When conducting daily rounds in a parking lot as a bike patrol specialist, Jason Carl was stopped by a woman in desperate need of help.

"It was in the north parking lot," Jason says. "I was doing an overtime detail for the construction lot and a lady just so happened to drive up. I asked her what was going on and she looked at me, pointed to her throat and did the American sign of choking. So I did what I had to do."

This situation called for a quick plan of action. Luckily, Jason has several years of law enforcement under his belt, which comes with in-depth first aid and CPR trainings.

"In law enforcement, I was trained in first aid and CPR," he says. "One of the jobs I worked at Columbus State was campus police, and we were actually certified first responders. So we had to complete an 80-hour class. We have first aid and CPR trainings here at Nationwide Children's Hospital. All the experience came in handy."

Jason has received the Service From the Heart Award in honor of his hard work and dedication to keeping Nationwide Children's Hospital staff and visitors safe.

While he loves laughing and joking around with the kids on campus, Jason claims working with the rest of the security staff is his favorite part of his career.



THE PEOPLE I WORK WITH ARE GREAT," JASON SAYS. "THAT'S THE BEST PART OF WORKING HERE AT THE HOSPITAL. OUR STAFF IS ALL ONE BIG, HAPPY FAMILY. WE ARE VERY SUPPORTIVE AND WILLING TO HELP, BUT MOST OF ALL, WE WORK TOGETHER.



Visit **ANCHOR > Employee Activities** for more Service From the Heart winners, Employees and Volunteers of the Month and more.



"As a fellow, I am still in the midst of my training for critical care. So by the end of my fellowship, which will be the end of my third year, I will hopefully be deemed and trained well enough to take care of really sick patients. In the PICU, we see the sickest patients in the entire hospital that don't have any heart disease or aren't premature. My responsibility, especially being a third year fellow, is really to take ownership of the patient care and make sure the families understand where we are going.

"I think we have a really well-defined team and that team structure really stands out. When you take care of really sick patients, you have to rely on everybody. I can't do it all. I am not at bedside all the time. I can't be looking at the ventilator all the time. I don't notice a lot of these small changes... So I really rely on the bedside nurses, the respiratory therapists and the residents to constantly assess the patients and to make sure they are getting better. Or, if we notice that they are not doing what they are supposed to or maybe they are getting sicker, that people recognize that and try to fix that and pull me in when it's appropriate. We all work to intervene and make sure that a patient gets better."



On Tumblr, we share employee stories and photos. Read more at **NationwideChildrensHospital.Tumblr.com.** Know someone who should be on Tumblr? Submit names to **EverythingMatters@NationwideChildrens.org.** 

# **Tumblr Extra**

Ambrish Patel, MD, Fellow, Pediatric Critical Care

# Planting Health for Cancer Survivors

Educating Patients on Healthy Lifestyles



Dr. Colleen Spees, left, of The Ohio State University and Dr. Cynthia Gerhardt, of Nationwide Children's Hospital, lead the Harvesting Hope 4 Kids program.

For nearly two decades, **Cynthia Gerhardt**, **PhD**, a psychologist and director of the Center for Biobehavioral Health, studied what makes children with cancer resilient.

Then she got breast cancer.

As she finished treatments, Dr. Gerhardt attended a survivor's program that focused on a healthy diet and exercise, on a farm. She loved the way she felt and how it helped her return to a normal life.

WE NEED TO OFFER THIS PROGRAM TO CHILDREN," DR. GERHARDT TOLD COLLEEN SPEES, PHD, RDN, AN ASSOCIATE PROFESSOR OF MEDICAL DIETETICS AND HEALTH SCIENCES AT THE OHIO STATE UNIVERSITY. DR. SPEES RUNS THE ADULT PROGRAM AT WATERMAN FARM, NEAR CAMPUS. SHE AGREED.



The kids ran relay races, played hot potato with different kinds of produce and ran a lap around the two-acre garden plot. With the help of a Fitbit and parents, kids tracked their activities. Their goal: an hour or more of moderate to vigorous exercise per day.

During farm visits, parents learned ways to support their children's decisions and actions to get and stay healthy.

Science shows a healthy diet, exercise and gardening are good for physical and mental health. But for kids surviving cancer?

Dr. Gerhardt and Dr. Spees test kids for signs they may be at risk for developing heart disease or diabetes and whether the farm diet helps restore a healthy population of bacteria in their guts. Antibiotics taken during cancer treatment can reduce the variety and number of these good bacteria — a problem associated with obesity and other conditions.

"A greater variety of food may reintroduce more bacteria diversity," Dr. Gerhardt says. Colleague Dr. Michael Bailey, an expert in the intestinal microbiome, is helping the team answer the questions.

At the end of each farm visit, kids and parents harvest ripe fruits and vegetables. They enjoy the farm's peacefulness and the produce and many say the activity draws the family closer.

Dr. Gerhardt plans to enroll another 40 families with a grant from St. Baldrick's Foundation.

Later, she hopes to include other children's hospitals and farms in a larger study in efforts to help survivors enjoy longer and healthier lives. The majority of childhood cancer survivors have life-long health problems. Drs. Gerhardt and Spees believe teaching kids and parents about healthy lifestyles shortly after treatment may help them live longer, with fewer health setbacks.

RESEARCH

This summer, 10 children, ages 8 to 12 and recovering from treatment for brain tumors, leukemia or other cancers, visited the cancer survivor garden in the Harvesting Hope 4 Kids program. Together with a parent, they learned about nutrient-dense produce, lean proteins and low fat dairy, as well as how to harvest fresh fruits and vegetables from the garden. They taste-tested kohlrabi, broccoli's sweeter cousin, and ground cherries, a tomato relative, and made "zoodles," zucchini noodles.



# A Foot in the Door – Now Paving the Way



Ashanti Jefferson inside The Residences at Career Gateway.

**Ashanti Jefferson** worked as a contractor in the biomedical engineering department at Nationwide Children's Hospital. During the course of her time as a contractor, she applied to several positions in the hospital but had not yet been successful in landing a full-time job.

As a single mom to her 6-year-old daughter, Ashanti knew Nationwide Children's was where she wanted to work – the mission and values aligned with her values that she holds close to her heart.

For Ashanti, the hurdle wasn't necessarily her educational background – she graduated from The Ohio State University and received her master's in health care administration from Franklin University. It was just getting her foot in the door.

GOT A LOT OF DENIALS BEFORE BEING OFFERED THE OPPORTUNITY TO WORK FOR NATIONWIDE CHILDREN'S HOSPITAL," SHARES ASHANTI. When she heard about the Gateway to Employment Series, offered through The Residences at Career Gateway, she decided to sign up for the series of classes.

"I CHANNELED MY EMOTIONS OF BEING DEFEATED INTO ACTION BY SIGNING UP FOR THESE COURSES," SAID ASHANTI.



"I would recommend these classes to anyone trying to develop themselves," said Ashanti. "Taking the course was a building block to becoming a leader regardless of my title at the time."

And a building block it was. Ashanti interviewed, was offered and accepted a position as a non-medical case manager in the Family AIDS Clinic and Educational Services Program (FACES) clinic. Her recruiter says, "She was one of the top two candidates for the position, and what set her apart in the eyes of the hiring manager was participation in the Career Gateway Series."

Ashanti shares, "I was ecstatic!"

As a case manager in the HIV clinic, she helps manage patients' cases. "If they have housing concerns, need food assistance or transportation help, I coordinate and manage that for them. I create plans and initiatives to make sure the patient is meeting their personal goals. My passion is to be a resource to people. And I definitely do that in my current role."

Ashanti was the first hire at Nationwide Children's to come through the Career Gateway Academy, and she's paving the way for others to journey down a career pathway that creates Best Outcomes not only for the hospital but for them personally.



To learn more, visit ANCHOR and search HNHF Workforce Development.

#### Career Gateway 🦫



The free, on-site training classes are offered for tenants of The Residences at Career Gateway, for all South Side residents and for Nationwide Children's employees. They are designed to help advance careers and develop the soft skills that are important in any job. Completion of all four classes, guarantees an interview with a Nationwide Children's recruiter.

## On Our Sleeves Campaign Launch - World Mental Health Day



Because we don't wear our thoughts on our sleeves...

> It's time to join the movement to break stigma and transform

#### children's mental health.

One in five children is living with mental illness. It's time to give them a voice.

For more information, resources and ways you can help, please visit OnOurSleeves.org.



One in five children is living with a mental illness. Because kids don't wear their thoughts on their sleeves, we don't know what they might be going through.

That's where we need you.

It's time to have an important local and national conversation about our children's mental health - an often overlooked and vastly underfunded component of pediatric health. And it's time to raise our voices for this important cause.

On October 10, World Mental Health Day, Nationwide Children's Hospital launched On Our Sleeves, an empowering movement for children's mental health. This effort emphasizes the need to end misconceptions about behavioral health, provides critical education and resources for children and families, and raises funds to advance research discoveries that will improve how we care for children with mental illness.

Join us in starting this movement. Show children and families battling pediatric mental illness that we're all in.







Anchor

Rainbow





Full Heart

Peace Sign

The On Our Sleeves icon collection visualizes what you may see if you could know what's on a child's mind and in their heart. To view the entire collection, visit **OnOurSleeves.org.** 

- 1. **#OnOurSleeves on social media.**
- 2. **#OnOurSleeves.**
- 3.
- 4.
- 5. Visit OnOurSleeves.org.



-On Our Sleeves 🍡

### Icon Collection



# Be an Advocate for Children's Mental Health

Share a message of strength and support for children's mental health by using

Share your favorite icon to "wear on your sleeve" on social media using

Sign up to become an advocate and receive updates at OnOurSleeves.org. Share mental health resources. Visit OnOurSleeves.org for more. Have a conversation with your kids. Need conversation starters?

Choose an icon and tell us what it means to you. Email OnOurSleeves@NationwideChildrens.org



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Nationwide Children's Hospital 700 Children's Drive Columbus, Ohio 43205-2696



**Tiffany Reay** 

Clinical Documentation Improvement Manager

When: 2 p.m. Where: 255 East Main Street Since 2006, Tiffany has been using her career at Nationwide Children's Hospital to lead change and shift culture. She wears many hats including former nurse, a member of the Air National Guard and an active gardener. Since January, Tiffany has been working as a clinical documentation improvement manager where she translates a complex coding language for physicians so they can create better outcomes for their patients. "I really like that this job is shifting a culture that will not only be better for our patients and families, but for our organization as well," she shares.

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