

FALL 2019

ONE TEAM.....

INSIDE

NATIONWIDE CHILDREN'S

FROM PATIENT TO EMPLOYEE

How Nationwide Children's
Care Inspired Our Staff

MAKING AN IMPACT THROUGH MENTORING

How We're Helping Our Community

*FIVE MINUTES WITH
OUR NEW CEO*

ONE TEAM

INSIDE

NATIONWIDE CHILDREN'S

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.

Luke Vohsing, coordinator of the Family Resource Center, and Jennifer Patterson, Family Resource Center liaison, discuss the day's schedule. Luke started his journey at Nationwide Children's as a patient at age 7.



COVER STORY

8

FROM PATIENT TO EMPLOYEE

How Nationwide Children's Care Inspired Our Staff

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.



8 A Snapshot of Community Impact

- 4 A Letter from our CEO
- 5 Marathon Madness
- 6 The First 100 Days: CEO Tim Robinson

16 A Global Collaboration

- 18 Service From the Heart: Sona Lunsford
- 19 Tumblr Exclusive: Christina
- 20 On the Spot: Bud Hestand

Why is There So Much Road Construction?

You may have noticed that traveling around the hospital campus can be a bit difficult, due to all of the upcoming fall and winter projects. The Ohio Department of Transportation 1-70/1-71 Interchange project and the City of Columbus Livingston Avenue road improvement project are happening at the same time.

Want details?
Search [Campus and Facilities Updates](#) on **ANCHOR** for more.

Do you work closely with patients and families?
Direct them to NationwideChildrens.org/Road-Construction for maps, alternate routes and more information.



“I am proud to be a part of this team”



Team,

In my first few months as CEO, I have seen over and over again how our values shape the way we serve patients and families. The care we provide, and the way we provide it, allows children to have the best possible outcomes. In some cases, it even influences them into adulthood and how they want to live their lives.

This issue of *Inside Nationwide Children's* highlights employees who were once patients here. Many say they wanted to become employees because they were patients and experienced our One Team Values first-hand. They are a “living testimony of this hospital,” in the words of Kimberly Wyche, who is a family liaison in the Post-Anesthesia Care Unit more than 50 years after she had heart surgery here.

We continue to put our mission into practice – in this hospital, in our community and around the world. You can read in these pages about how our Pharmacy team is educating counterparts in South Africa about the best use of antibiotics. The volunteer mentors of our Upward Bound Math & Science program are helping South Side students succeed through high school and after graduation. And in the Dublin *Close To Home*SM Center, the Livingston Ambulatory Care Center Yellow Lab and the CAP4Kids program, individuals are pulling together to make a difference for children.

We work in a place with such a strong, caring culture that patients who are here under extraordinarily difficult circumstances want to come back as adults to join us. I am proud to be a part of this team.

A handwritten signature in black ink that reads "Timothy C. Robinson".

Tim Robinson, CEO

Be an Advocate

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

 [Facebook.com/NationwideChildrensHospital](https://www.facebook.com/NationwideChildrensHospital)

 [Twitter.com/NationwideKids](https://twitter.com/NationwideKids)

 [Instagram.com/NationwideKids](https://www.instagram.com/NationwideKids)

 [YouTube.com/NationwideChildrens](https://www.youtube.com/NationwideChildrens)

 [NationwideChildrensHospital.Tumblr.com](https://www.tumblr.com/NationwideChildrensHospital)

 [Blog: NationwideChildrens.org/INC-700](https://www.nationwidechildrens.org/INC-700)

 [Blog: PediatricsNationwide.org](https://www.pediatricsnationwide.org)

 [Facebook.com/NationwideChildrensHospitalFoundation](https://www.facebook.com/NationwideChildrensHospitalFoundation)

Marathon Madness

Lacing Up for the Annual Race



To find a downloadable map of the marathon course, visit NationwideChildrens.org/INCEXCLUSIVE

It's that time of the year... the leaves are falling, there's a crispness in the air and runners are lacing up their tennis shoes for the Nationwide Children's Hospital Columbus Marathon and ½ Marathon. This year's event on Sunday, October 20 marks the eighth year Nationwide Children's Hospital is the beneficiary of the marathon. And just like years' past, 24 of our patients will serve as Patient Champions at different miles along the course. To learn more about our Patient Champions, visit NationwideChildrens.org/Marathon.

Cheer at Children's Corner

Join us at the corner of Livingston and Parsons on race day from 7:30 to 10:30 a.m. 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, treats from Panera and one of the best spots to watch and cheer at this year's event.

Share Your Snaps!

Whether you are running, watching or cheering, we want to see your photos! Send your marathon day photos and stories (if you're running, we'd love to know how you did and what inspires you!) to EverythingMatters@NationwideChildrens.org and we'll send you an exclusive logo item.

The First 100 Days

Tim Robinson's New Role as CEO

With now more than 100 days under his belt as CEO of Nationwide Children's, Tim Robinson has hit the ground running. Although he's spent nearly 25 years here, his new role has taken him around the organization to visit departments to talk to employees about the present and future of the hospital.

One thing Tim has noticed? Three strong themes around our patient care have emerged:

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Your depth of commitment to our mission. "I saw it in my first week as CEO, as I talked with our colleagues in Nutrition Services during a visit to the hospital's main kitchen," says Tim. "I heard about how seriously they take the role of nutrition in helping children heal, and the pride they feel in being part of that healing."

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The importance of diversity and inclusion. "I saw it at our Westside Primary Care Center, in that team's respect for the needs of their various patient populations. I saw it too in my meeting with the Human Resources team, in their devotion to inclusive recruiting."

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Your willingness to innovate, in ways big and small. "I have seen examples of this around every corner, from the way we sterilize equipment to a newly-patented device for gently removing swallowed objects from children's airways. Innovation is alive and thriving across our organization."

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Tim Robinson



Here's a closer look at our new leader-in-chief and some of his favorites.

What have you learned from your visits to different units/departments?

I know that I should not be surprised, but I have been so impressed by everyone's pride in what they do and how they are contributing to producing the best outcomes for the patients and families they serve.

What virtue or trait do you appreciate the most in your colleagues?

Integrity.

**TIM'S VISITS AROUND THE HOSPITAL
HAVE TAKEN HIM TO PLACES LIKE
CLEMENTINE'S (TO GET HIS FAVORITE
COFFEE!), T5 AND GLOBAL
PATIENT SERVICES.**



What is your proudest moment?

This may be too obvious, but other than marrying my wife Jane and the birth of our three kids, it was being selected to be CEO of this amazing organization and being able to serve our great mission with this incredible team.

At Clementine's, I most often order...?

A half-caff tall coffee.

Three words that best describe me would be...

Optimistic, curious and committed.

Favorite cafeteria meal?

Soup and salad

Favorite food?

Anything Italian

Favorite band/music?

I like a wide range of music from rock to jazz to pop. Neil Young may be one of my favorites.

Favorite way to relax?

Spending time with friends and family at the lake.

Where would you most like to travel?

I think the next trip I would like to take would be to Africa and to do a safari.

What talent would you most like to have?

I'd love to be able to play a guitar.



"THERE'S NO OTHER CHILDREN'S HOSPITAL WITH MORE POTENTIAL THAN WE HAVE AND WE ARE A LEADER IN SO MANY AREAS," SAYS TIM, "AND AS WE GROW AND AS WE EVOLVE, WE WILL ALWAYS KEEP OUR FOCUS ON PATIENTS AND FAMILIES AT THE CENTER AND MAKE SURE THAT EVERY DAY WE'RE PRACTICING OUR ONE TEAM VALUES. "

A Snapshot of Community Impact

Helping Students Grow and Thrive through Upward Bound Math & Science



More than just an academic focus, Upward Bound Math & Science encourages learning about culture as well. This group of UBMS students visited the Lincoln Theatre to see a West African dance performance.

Nationwide Children's is deeply committed to the belief that a zip code should not determine a child's health and future.

As part of our focus on population health, there is an emphasis on projects that address the social determinants of health to build social equity in our communities. One such program is Upward Bound Math & Science (UBMS).

Nationwide Children's UBMS program, launched in 2017 at the hospital, aims to increase the number of South Side students who pursue postsecondary education in math and science. The high schoolers are putting in the work, the Nationwide Children's staff running the year-long program are changing lives and the volunteer mentors are impacting these kids – so we wanted to share the success with you. Many of these kids are potentially first-generation college students.

**THE UBMS GRADS RECEIVED MORE THAN
\$260,000
IN COLLEGE SCHOLARSHIPS**

UBMS at Nationwide Children's By the Numbers:

10 GRADUATING SENIORS - 100% GRADUATION RATE

All live in the Healthy Neighborhoods Healthy Families zip codes.

By comparison, the graduation rate of both target schools, South and Marion-Franklin in 2016-2017 School Report Card (71%) was below the district (74%) and state averages (83%).

70% OF UBMS GRADUATES COMMUNICATED ACCEPTANCE INTO AT LEAST 1 COLLEGE/UNIVERSITY, 1 IS JOINING THE NAVY

By comparison, only 23% of students who graduated from the target schools (South and Marion-Franklin) subsequently enrolled in postsecondary education within the following year.

Of the 60 students enrolled in UBMS during the 2018-2019 school year:

 **30/60 students**
were on the Honor Roll (3.0 or above)

 **12 students**
are National Honor Society members

 **40/60 students**
had a GPA of 2.5 or above

33 students

participated in the 2019 Summer Learning Academy, a six-week summer program where students gain valuable life skills, do college tours and work in professional internships.



One UBMS student was the valedictorian of South High School and received a full-ride to Denison University.



One UBMS student just completed the Job Training Program through Nationwide Children's Workforce Development department and is seeking full-time employment at the hospital



One UBMS student is working at Nationwide Children's as a behavioral health mental health assistant while attending nursing school at Columbus State Community College.

A car accident in 1995 ultimately led Luke Vohsing to his career at Nationwide Children's Hospital. Now, as part of his role, he helps educate patients and families on how to use medical devices.





FROM PATIENT TO EMPLOYEE

How Nationwide Children's Care Inspired Our Staff

It was a car accident in 1995 that led then 7-year-old Luke Vohsing to have his spleen removed.

But after the removal, his medical journey was far from over. Sharp, undetermined bouts of pain for a year turned into an exploratory surgery at Nationwide Children's Hospital. Luke's hernia was repaired, his appendix was removed and four hours were spent clipping scar tissue.

His medical journey was still not over.

On Easter morning of 1997, Luke was back at Nationwide Children's to have all but 10 inches of his small intestine taken out. Normally 20 to 25 feet long, the small intestine is responsible for absorbing all nutrients and calories. Luke left the hospital with a G-tube and port, which made him change his diet, give up some sports and more. Although difficult, his experiences inspired Luke.

"THROUGH ALL OF THIS, I MET MANY NURSES WHO INSPIRED ME TO GO INTO HEALTH CARE. I KNEW I WANTED TO WORK IN HEALTH CARE ONCE I GOT TO HIGH SCHOOL, BUT NOT SURE WHAT EXACT ROLE. NURSING SEEMED LIKE THE BEST FIT FOR ME."

LUKE VOHSING

COORDINATOR, FAMILY RESOURCE CENTER

Turn the page to read more of Luke's story.



Luke was inspired by the great care he received at Nationwide Children's from providers including Jane Balint, MD. As a teen, Luke shared his story through Family as Faculty presentations.



Luke made his way to nursing school, and while he was still in school he became a Patient Care Assistant on Nationwide Children's rehab unit. After graduation, he worked for five years on the old 3 East, which is now H9B.

Now, Luke is the coordinator of the hospital's Family Resource Center, where he's teaching families about medical devices, including G-tubes like he still has, every single day.

"I'M INVESTED IN EVERY SINGLE FACET," EXPLAINS LUKE. "THE FAMILY PIECE, PATIENT PIECE, TEACHING AND NURSING. MY FAVORITE PART ABOUT MY JOB IS WHEN FAMILIES COME IN FOR A CLINICAL CLASS. YOU CAN TELL THEIR ANXIETY LEVEL IS HIGH, AND WHEN THEY LEAVE, YOU CAN SEE THE DIFFERENCE. SEEING THAT BEFORE AND AFTER IS SUPER REWARDING."



A LIFE-CHANGING DIAGNOSIS

Kylee Quitar was in college when she was diagnosed with a pediatric cancer and treated at Nationwide Children's. Her time at the hospital as a patient helped her choose a health care career path, and she serves as Nationwide Children's volunteer program coordinator. She shared her story with *Inside Nationwide Children's*:

"I was a patient here from 2007 to 2008. I was a sophomore in college and diagnosed with a germ cell tumor - a pediatric cancer. I was at Miami University in Oxford but am from Dublin, so I came here. Being in college I felt like I was an adult, so it was weird to come here. I was here as both an inpatient and outpatient for about six months. My chemotherapy regimen was successful, so in the fall of 2008 I was done and able to return to school. While here, **Dr. Mark Ranalli** and **Stacy Whiteside**, APN were the team that treated me.

Growing up in Columbus with no real health issues, this was a shock. I didn't realize there was this busy little world of sick children so close to my home. It really impacted me and I wanted to be part of that world. I wanted to work with kids but I didn't have a science brain - I didn't want to do nursing or medical school. I started exploring other opportunities that were more education or psychology based.

I started college as Spanish Education major, and then after my cancer experience, changed career paths. I've been at Nationwide Children's for more than seven years now. I started as a certified child life specialist, and I still have those credentials. Now, I'm the volunteer program coordinator.

Once I was here, I couldn't turn that part of my life off. I didn't know if I would end up here, but it was definitely my first choice. The hospital saved my life. I'm really proud to be part of this organization."



"I DIDN'T REALIZE THERE WAS THIS BUSY LITTLE WORLD OF SICK CHILDREN SO CLOSE TO MY HOME."

KYLEE QUITAR
VOLUNTEER PROGRAM COORDINATOR

MORE INSPIRING STORIES

“I was born in 1983 with a club foot. I was casted almost immediately. My mother and father took me to local doctors in Newark for evaluation and treatment planning. These doctors told my parents that I would need to have corrective surgeries all throughout my life. This is not something that they wanted for my life. They decided to see a doctor at Children’s Hospital. This was Dr. Clark. He told my mother and father that there was a new procedure for a club foot that was quite possibly a ‘one and done’ procedure. It was new at the time, so the long-term effects and implications were not completely clear. ... I was right around one year old when the surgery was performed. ... I am thrilled to say that today, 35 years later, I have not had to have a single additional surgery and have extremely minimal issues with my foot. ... Dr. Clark was a miracle to me and my family. We are forever grateful to him and all of the staff at Children’s Hospital back in the 80s and still today. I am so proud to be a part of this amazing hospital!”

-**Laura Reynolds**, social work care coordinator team lead



"WE ARE FOREVER GRATEFUL TO HIM AND ALL OF THE STAFF AT CHILDREN’S HOSPITAL BACK IN THE 80s AND STILL TODAY. I AM SO PROUD TO BE A PART OF THIS AMAZING HOSPITAL!"



“I had heart surgery in 1968. I know that the great care I received at Nationwide Children’s is why I am here today. I am still currently a patient in the Adult Congenital Heart program and have been blessed by all the great team members here at Nationwide Children’s. I am able to share my story with families on a daily basis. I am so proud to be a living testimony of this hospital and the continued great care I receive. I am also so happy to be a member of the Nationwide Children’s team. I love my job and the people I serve.”

-Kimberly Wyche, family liaison, PACU

"I AM ALSO SO HAPPY TO BE A MEMBER OF THE NATIONWIDE CHILDREN'S TEAM. I LOVE MY JOB AND THE PEOPLE I SERVE."

WE ASKED, YOU ANSWERED: WERE YOU A PATIENT AT NATIONWIDE CHILDREN'S?

We polled our staff to see how many were patients at Nationwide Children’s. Out of 2,150 total responses, 638 staff members spent time at the hospital as patients. Of that group, 118 submitted their stories.

2,150
TOTAL
RESPONSES

638
WERE
PATIENTS AT
THE HOSPITAL

118
SUBMITTED
THEIR STORIES



Want to read additional stories from our employees about their time as patients?
Visit NationwideChildrens.org/INCEExclusive for more.

There's still an opportunity to submit your story! Were you a patient at Nationwide Children's before becoming an employee? Email EverythingMatters@NationwideChildrens.org and receive a logo item!

A Global Collaboration

How Our Pharmacists are Making an Impact in South Africa



Pavel Prusakov, (left) is pictured with South African pharmacists Sonya Kolman and Azraa Cassim, along with Debbie Goff (right) of The Ohio State University. Sonya and Azraa visited Nationwide Children's in August.

At Nationwide Children's Hospital, we have four pharmacies located on our campus, full of pharmacists and technicians who provide medicine to our patients every day.

In comparison, the country of South Africa has only four pharmacists total specializing in pediatrics. With more than 56 million people in the country, that may seem unbelievable.

In 2017, South Africa opened its first pediatric hospital, Nelson Mandela Children's Hospital. And our pharmacy team here at Nationwide Children's, thanks to grants, has been training South African pharmacists around antimicrobial stewardship, which looks at decreasing the spread of infections using antimicrobials like antibiotics.

Pavel Prusakov, PharmD, pharmacy clinical coordinator, has been working with **Pablo Sanchez**, MD, and Debbie Goff, PharmD, an associate professor of Infections Disease at The Ohio State University to educate the South African Pharmacists through monthly webinars and even visits to and from South Africa.



South African pharmacists Lindie van Tonder (left) and Ama Annor.

“South Africa uses antibiotics for the opposite of how we do here,” says Pavel. “Oftentimes, the antibiotics are used for different durations and indications. Our focus is to train the pharmacists on how to do it properly.”

Through the grant, Nationwide Children’s and Ohio State brought four South African pharmacists to the United States this summer to visit each institution and bring knowledge back to their country. Two visited in June, while two more came in August.

Ama Annor, a pharmacist at Dr. George Mukhari Academic Hospital in South Africa, says visiting Nationwide Children’s has helped her learn practical things to

implement at her own hospital.

“It’s great to see the multidisciplinary approach,” she says. “We want to standardize things. They’ve been to our hospitals, so they know how to guide us.”

Sonya Kolman, a clinical pharmacist at Nelson Mandela Children’s Hospital, shared that as part of the program, they’ll be developing a toolkit to help their pharmacists.

“I was fortunate enough to come to OSU in 2013 to learn about antimicrobial stewardship,” Sonya says. “When Nelson Mandela Children’s Hospital opened, we decided to do what we did in adult stewardship with pediatrics.”

Pavel and Debbie commend the collaboration and are excited we at Nationwide Children’s and OSU can learn from the South African pharmacists as well.

“This is a great collaboration of countries,” says Debbie. “These four pharmacists will be the thought leaders for their country. We’re teaching them to make direct patient care interventions that will make a difference in outcomes.” ■



Ama and Lindie visited Nationwide Children's in June. Pictured at right is Kembral Nelson, manager of pharmacy services.

A Life-Saving Interaction

When Quick and Calm Thinking Goes a Long Way

Sona Lunsford
Lab Tech Assistant,
Laboratory Service Centers

It's time for you to call a patient back for a blood draw. But you realize, all of a sudden, that the patient is choking and his mom is scared and helpless.

How would you react?

This very situation happened to Sona Lunsford, a lab tech assistant in the LAC Yellow Lab, earlier this year. Her quick thinking not only saved the patient, it earned her a Service From the Heart award.

Sona says: "I draw labs and collect labs, from blood to saliva to urine to fecal matter. I also process it. That day, I was getting ready to call the patient back, and as I walked up, I asked if he was ready. Mom got off the chair and didn't know what to do. I looked at the patient, and he was not breathing. So I performed what I learned in school. As I learned the baby forward, I had my right hand on his chest and gently patted his back. He began to choke and then vomit. A Band-Aid came out. He was so calm after it happened, and mom was still in shock. After, we proceeded to collect the specimen and he didn't even cry. He was calm the whole time."

Sona is glad everything turned out OK and that the patient was able to have a good experience with his lab draw after the incident. She encourages others in a situation like this to remain calm and practice what they've been taught.



“I LOVE INTERACTING WITH THE KIDS, ESPECIALLY THE BABIES,” SAYS SONA, WHO HAS WORKED AT NATIONWIDE CHILDREN’S FOR FIVE YEARS. “MOST CHILDREN ARE AFRAID TO HAVE THEIR BLOOD DRAWN, SO I KNOW I AM TAKING CARE OF THEM AND THEY LEAVE HAPPY.”



Visit [ANCHOR > Employee Activities](#) for more Service From the Heart winners, Employees and Volunteers of the Month and more.



Tumblr Extra

“I love our team. All hands on deck perfectly describes us – everyone will step in to do what is needed to improve our site or get the word out about CAP4Kids. We remain mindful of our community and the needs that families face and that inspires us to work hard to keep our site up to date, add new resources and share information with families and their providers. It’s an amazing and humbling experience to do this work every day and that has been a real gift for me.”

-Christina, *practice administrator, CAP4Kids*



On Tumblr, we share employee stories and photos. Read more at [NationwideChildrensHospital.Tumblr.com](https://www.nationwidechildrens.org/tumblr). Know someone who should be on Tumblr? Submit names to EverythingMatters@NationwideChildrens.org.



NATIONWIDE CHILDREN'S

When your child needs a hospital, everything matters.™

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ON THE SPOT 



Bud Hestand, MD

PAA Emergency Medicine

When: 4:30 p.m.

Where: Dublin *Close To Home*SM Center with Urgent Care

Bud Hestand, MD, started his journey with Nationwide Children's Hospital back in 1974, when he was the first acute care emergency room fellow. Although he spent some time in private practice outside the hospital, he came back to Nationwide Children's for more time in the Emergency Department. So when the idea came about in 1999 to create a setting away from the ER where primary care physicians could refer patients, Dr. Hestand was on board. For the last 20 years, he's been active at the Dublin *Close To Home*SM Center with Urgent Care. "In the urgent care systems, we're like a family," Dr. Hestand says. "Everyone works together. We are part of a big group, but we have a little family here."

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