

LATE 2020

ONE TEAM.....

INSIDE

NATIONWIDE CHILDREN'S

KEEPING SPIRITS
SOARING

Supporting Each Other as One Team

YOU MATTER:

Ways to Take Care of
Ourselves and Others

**UPDATE: STAND AGAINST
RACISM. STAND FOR
HEALTH EQUITY**

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.

Johnathan Bradford and Batulo Mohamed chat outside Pharmacy's happy board.

COVER STORY

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KEEPING SPIRITS SOARING

Supporting Each Other as One Team

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.



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Tell Us What You Want to Read!

We're always looking for story ideas for Inside Nationwide Children's. Share your favorite story ideas with us and as our thank you we'll send you a special gift of a Nationwide Children's logo item.

Share your ideas at
EverythingMatters@NationwideChildrens.org.



“YOU HAVE SHOWN INCREDIBLE DEDICATION”



Our commitment to one another is one of the things that makes Nationwide Children's the place that it is. We support our colleagues. We pull together. We praise our co-workers for the good work they do. We offer encouragement when we see them struggling.

“One Team Values” take many forms, but at their heart, they mean we have each other's backs.

That's not as easy right now, when some of us haven't been able to spend much time together, or with masks covering up our smiles. Still, many of you have gone above and beyond to care for your teammates and give them a lift in these challenging times.

This issue of *Inside Nationwide Children's* highlights that work. First, we get a look at the many innovative ways teams throughout the hospital are “keeping spirits soaring.” Free food is a big theme (not surprisingly), but so is celebrating the many personal and professional successes you've all achieved in this unusual year.

You can also learn more in these pages about Nationwide Children's commitment to Stand Against Racism. Stand For Health Equity. We have many goals both inside the hospital and out in the larger world, but one of the most important is to ensure that all members of our team feel heard, supported and empowered.

This has not been an easy year. Through it all, though, you have shown an incredible dedication to each other and to the families we serve. I am proud to work beside you.

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)

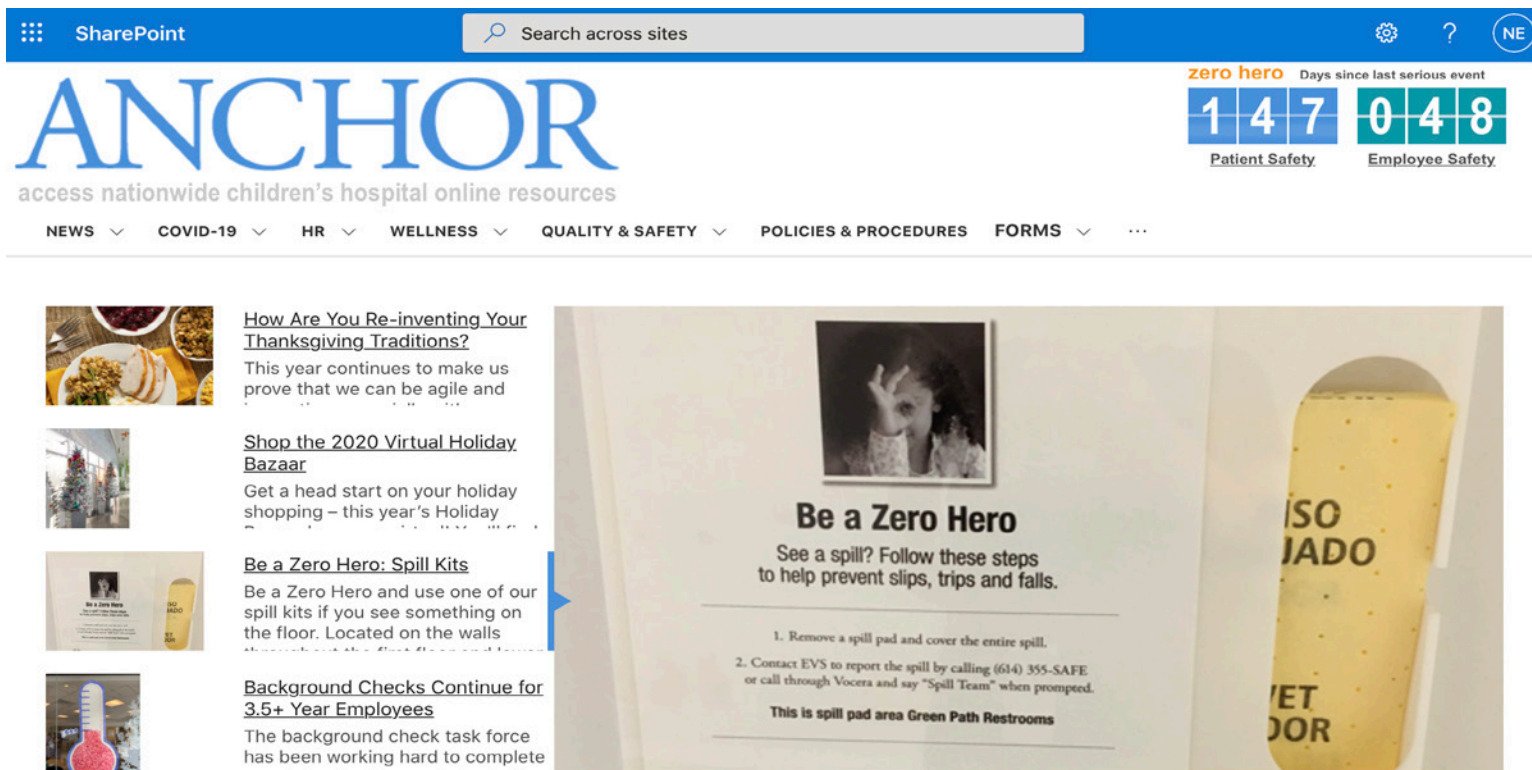
 [NationwideChildrensHospital.Tumblr.com](https://www.tumblr.com/NationwideChildrensHospital)

 [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)

Your Guide to the New ANCHOR



The screenshot shows the ANCHOR SharePoint homepage. At the top is a blue header with the SharePoint logo, a search bar labeled "Search across sites", and a "NE" button. Below the header is the ANCHOR logo and the tagline "access nationwide children's hospital online resources". To the right of the logo is a "zero hero" counter showing "147" for Patient Safety and "048" for Employee Safety, with a note "Days since last serious event". Below the header is a navigation menu with links: NEWS, COVID-19, HR, WELLNESS, QUALITY & SAFETY, POLICIES & PROCEDURES, FORMS, and a dropdown menu. The main content area features four article thumbnails on the left: "How Are You Re-inventing Your Thanksgiving Traditions?", "Shop the 2020 Virtual Holiday Bazaar", "Be a Zero Hero: Spill Kits", and "Background Checks Continue for 3.5+ Year Employees". On the right is a large image of a "Be a Zero Hero" spill kit poster with instructions: "See a spill? Follow these steps to help prevent slips, trips and falls. 1. Remove a spill pad and cover the entire spill. 2. Contact EVS to report the spill by calling (614) 355-SAFE or call through Vocera and say 'Spill Team' when prompted. This is spill pad area Green Path Restrooms".

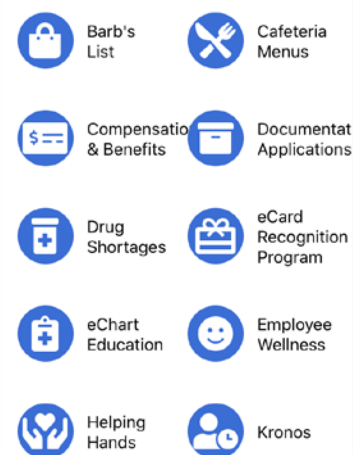
Be a Zero Hero: Spill Kits

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Nearly 10 years after the last update, ANCHOR, our Nationwide Children's intranet, got a major refresh earlier this fall. The switch to a SharePoint site brought about new features, customizations and more. Here are the top three things you need to know about the new ANCHOR.

- **Access from home and mobile.** Previously, ANCHOR was only accessible when you were on the Nationwide Children's network or on a hospital device. Now, you can log on to ANCHOR from home or via your mobile device and have all the information you need at your fingertips. For more information on using ANCHOR from home, visit Service Now.
- **Customization.** Do you frequently check Barb's List on your lunch break? Do you like to send eCards for a job well done? Are you always checking for new training on The Learning Center? Add those sites you visit often to your links on the ANCHOR homepage. On the right side of your screen, you can choose up to 10 sites you want to add to your custom links.
- **Same structure and organization.** Although ANCHOR has moved to a new content management system, SharePoint, you'll notice the structure of the navigation menu, pages and sub pages has remained the same. You can still find pages housed under the same sections they were before.

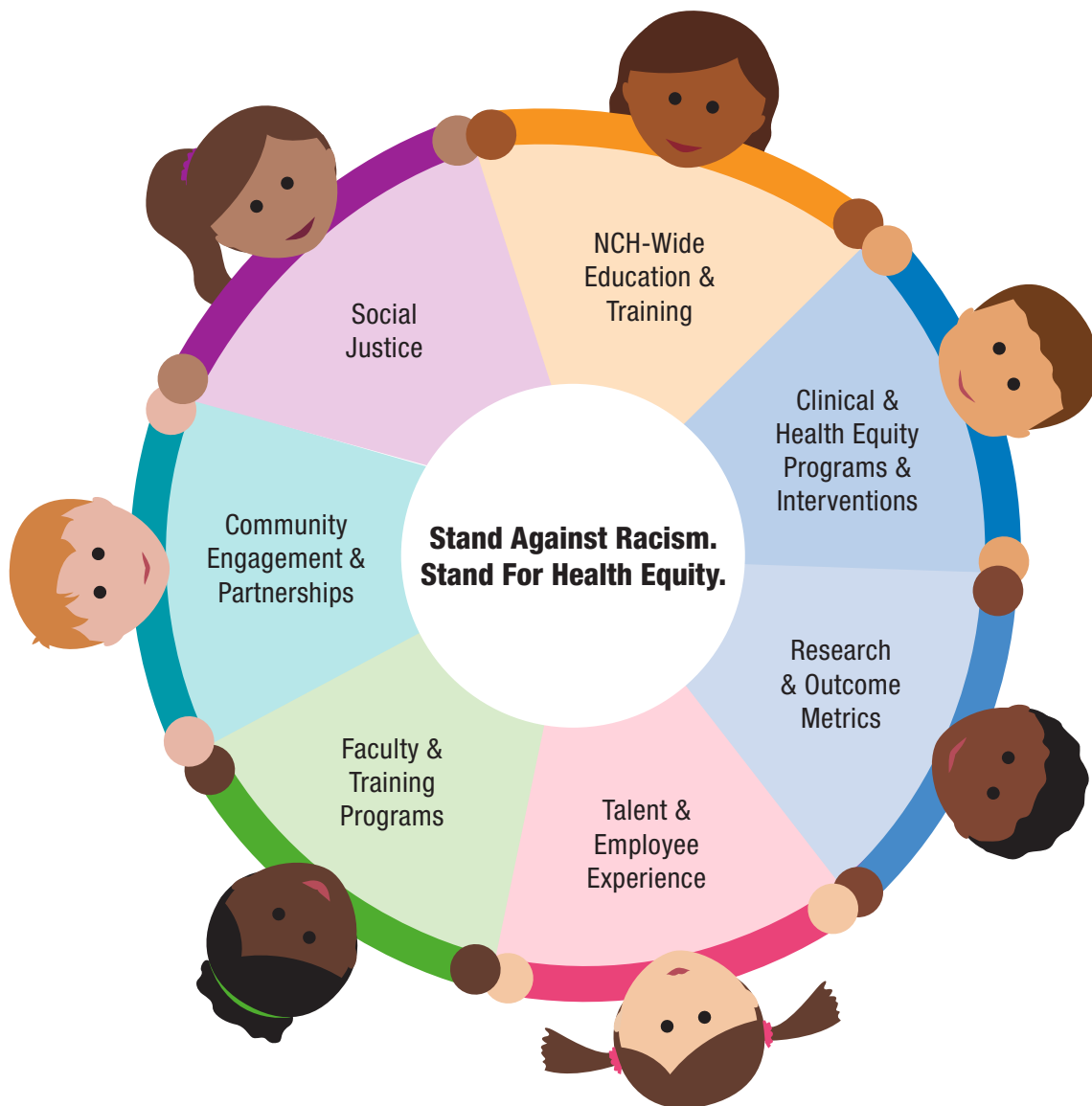
My Links



We want to know! What do you think about the refreshed ANCHOR? Send your comments or questions to EverythingMatters@NationwideChildrens.org.

Diversity and Inclusion

Continuing Our Efforts to Stand Against Racism and Stand For Health Equity



As Nationwide Children's continues our efforts to Stand Against Racism and Stand For Health Equity, we're reminded that this work is fundamental to our One Team Values. An Executive Diversity Steering Committee has been established and determined seven key focus areas that affect the experience of our staff, patients, families and communities. Work teams are now in place and working with input from staff across the organizations, they are developing measurable, actionable goals and action plans.

The seven pillars are:

- 1 NCH-wide Education & Training
- 2 Clinical & Health Equity Programs & Interventions
- 3 Research & Outcome Metrics
- 4 Talent & Employee Experience
- 5 Faculty & Training Programs
- 6 Community Engagement & Partnerships
- 7 Social Justice

As we head into 2021, you'll hear more about these pillars and how Nationwide Children's is keeping its commitment to diversity, inclusion and health equity.

We encourage staff to educate themselves and get involved. Here are several ways to be a part of the efforts.

- **Find resources on ANCHOR.** The Diversity & Inclusion page on ANCHOR has a list of anti-racism resources to aid you in your learning and development, and to spark discussion. The page features books, videos and podcasts for staff, parents/caregivers, and children and young adults. Visit ANCHOR and search Anti-Racism Resources for the full list.
- **Join an Employee Resource Group.** The seven Employee Resource Groups (ERGs) help foster the inclusive and diverse culture at Nationwide Children's. These groups of like-minded employees (with common backgrounds, goals and interests) were formed to act as a resource for both members and the organization. The ERGs are open to all employees. Interested in joining an ERG? Visit ANCHOR and search Employee Resource Groups.
- **Share your feedback.** Nationwide Children's is continually looking for feedback on our efforts. The feedback form on the Diversity & Inclusion page of ANCHOR is a place to share your thoughts on what the hospital has done so far and what you'd like to see in the future. ■



Five Minutes With Lee Ann Wallace

Leading Patient Care Services on the Journey to Best Outcomes



Lee Ann Wallace has always had a strong love for science, nature and the body... leading her into a career in nursing.

Lee Ann Wallace has always had a passion for caring for others. Originally a NICU nurse, she's worked in nursing and health care for more than 40 years, and has spent the last eight here at Nationwide Children's Hospital. Lee Ann became a senior vice president and Chief Nursing Officer in March 2020, leading the hospital's largest employee group – patient care services.

**“TOGETHER WITH THE CLINICAL AND ADMINISTRATIVE LEADERSHIP TEAM, MY JOB IS TO ADVOCATE FOR AND PROMOTE BEST PRACTICE TO ACHIEVE BEST OUTCOMES FOR OUR PATIENTS, FAMILIES AND EMPLOYEES,”
LEE ANN SAYS.**

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

Lately, in a ZOOM meeting, but if not there then rounding in the patient care areas, meeting staff and families.

Why did you choose to pursue your work at Nationwide Children's?

Unquestionably the mission and vision of Nationwide Children's Hospital and this organization's relentless pursuit of *Best Outcomes*.

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

Along with my husband, I have been involved with Kiwanis, an organization whose mission is to improve the lives of children, one child and one community at a time... feels a lot like our mission!

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

Can I pick two? Passion and integrity, passion that drives pursuit of excellence, and integrity, to do what is right and what we say we will do!

What is your greatest achievement/biggest accomplishment?

I memorized all the states and capitals... no, actually, I have to say I am so proud of my two daughters and the kind and loving people they have become!

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

I have always had a love of science and nature and the amazing human body, a profession focused on caring for and returning people to health felt like a great intersection of my values and interests.

What is your proudest moment?

My father's burial at Arlington National Cemetery. The respect and honor shown to both him and my family was overwhelming. ■



FUN FACTS

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

Regular coffee with extra shot of espresso.

Three words that best describe me would be...

Quiet (really, it's true!), loyal, positive.

Favorite Cafeteria meal?

Power salad with all the fixins.

Favorite animal friend?

The Eagle

Favorite food?

Pre-COVID - Tucci's lasagna,
during COVID - Jeni's Ooey Gooey Butter
Cake Ice Cream!

Favorite way to relax?

Beach and a book.

What talent would you most like to have?

To be able to sing!

Chhuom Khean, Pharmacy Technician





KEEPING SPIRITS **SOARING**

How Teams are Boosting Morale and Embracing Change

At Nationwide Children's, our One Team attitude is rooted in the hospital's mission, vision and values. And to be One Team, especially in the midst of a pandemic, means to band together and keep spirits high so that we can provide the best patient care and *Best Outcomes*.

While this unprecedented time has brought about many changes, different departments throughout the hospital and our off-sites have been working hard to keep their teams smiling and soaring. Read on for some ways your fellow Nationwide Children's employees have been boosting morale.



Pharmacy's happy board, where staff can post photos and messages.

PHARMACY

“We have some really artistic staff members. So we have a happy board, which we decorate and post different moments happening in our staff’s lives..” says **Matt Sapko**, director of inpatient pharmacy services. “We’ve been doing that since even before the pandemic.”

Other Pharmacy activities include Cookie Curbside, where the department purchased Cheryl’s Cookies and handed them out to touch base with each staff member. During the summer, Sapko and team organized a Popsicle Pop-up, where staff could grab a popsicle outside and physically distance. And since some of the Pharmacy interns didn’t get an in-person graduation, Pharmacy hosted their own Nationwide Children’s version.

“We’re trying to connect with each other and check in during this time,” Matt says. “Even despite our best efforts, people are still not at their best right now. We continue to find unique and innovative ways to connect with people.”



Themed cookies in honor of the virtual Pharmacy intern graduation.

CONTINUING MEDICAL EDUCATION

“At our weekly team meetings we always start off with celebrations, updates, news, etc.,” shares **Nichole Oocumma**, director of professional education. “It is a good way to kick off the meeting and an opportunity to share kudos from work or personal happenings like children learning to walk or heading off to college, new grandbabies, degree milestones or birthday celebrations. During these meetings we have done mindfulness exercises and shared stress relieving methods. Before COVID, we were a very close and active team always looking for a reason to celebrate, have happy hour or coordinate a potluck. It has been more difficult with the varying Work From Home and Return to Work schedules. In the last few weeks, we reinvigorated our ‘fun committee’ and everyone is looking forward to this kicking off again.”

Tips from IS: WORKING WITH YOUR CO-WORKERS REMOTELY

In a time when many people are working from home or hybrid (both in the office and at home), **Brian Baacke**, chief information security officer, shared some ways he’s worked with his remote team. See which one might work for you!

- “In Teams you can change your background to something personal,” says Brian. “The teams have had a lot of fun coming up with the most creative backgrounds, and you can choose a theme for your meeting and see who comes up with something awesome.”
- Encourage the use of video! Starting a meeting with some informal conversation helps get everyone going.
- “I have done some informal virtual meetings where I just make a meeting available to all the staff that report to me,” Brian says. “The idea is that it emulates a walkthrough. Not everyone will be there, but it is a chance to create some hallway conversations that are missed in the COVID experience. I have some non-work topics queued up to get conversation rolling, or I tell some personal stories of what is going on in my life. It inevitably creates some conversation. Like a real walkthrough, not everyone contributes, but many are listening.”

OFF-SITES

“For the off-sites, a lot of the awareness weeks, like patient access, got put off due to COVID,” explains **Kristin Nietfeld**, site director of the Hilliard and Lewis Center *Close To Homes*sm. “Site directors are doing a lot of food-focused things right now. We’re doing a lot of pop-up lunch orders, like individually wrapped items. We’ve still been bringing food trucks out too, so it gives us something to look forward to.”

Kristin says she also often shares with her team tips from the daily YOU Matter motivation emails, which contain positive thoughts and inspiration.

For more on YOU Matter, check out the story on page 16.



Feeling sporty? The NICU Social work team and NICU psychologists created their own mini ping pong tournament. Check out those pups in the stands!

SOCIAL WORK

“In the NICU, we have an ongoing ping pong tournament with a miniature ping pong set,” says **Andrea Warren**, Social Work program coordinator for neonatology. “It’s our NICU Social Work team and our NICU psychologists. It’s been wonderful to promote team building, connection, and some self-care during some very challenging times!”

Other social work teams have done white board drawing prompts, scavenger hunts and games over Skype. And outdoor activities, when the weather allows, has also been key.

“The social work team at the LAC tries to make it to Yoga down the hall from 12:15 to 12:45 p.m. every Tuesday,” says **Pamela Moss-Samuelson** of Social Work. “Thirty minutes of connection with each other and rejuvenation does wonders for our mental health and physical health. When the weather is nice, we occasionally walk outside through the edge of German Village together with anyone who can get away for a few minutes. We return refreshed and ready to dig back in.”



Another fun idea from Social Work is a white board with drawing prompts.



H5B

Despite COVID challenges, H5B is finding ways to carry on their favorite traditions. “We have a Chili Cook-off tradition since 2015 that we are going to continue,” says **Rhonda Humphrey**, clinical program manager of H5B. “We had to get pretty creative with logistics... but I think we have a good plan. We all vote on the winners and then put their names on a plaque that is hanging in our lounge.

The unit has also left goodies for staff in their mailboxes, given appreciation gifts and have a kudos board where both staff and patient families can leave messages or a thank you.



Sweet and salty mailbox treats.

H5B Annual Chili Cook-Off			
BEST TASTING	SWEET & SASSY	HOT & SPICY	BEST NON-TRADITIONAL
MaryKay Hasenkamp 2015	Kris Williams 2015	Melissa Osborne 2015	Winnie Werts 2015
Kimberly Mascaro 2016	Kris Williams 2016	MaryKay Hasenkamp 2016	Kimberly Mascaro 2016
Melissa Osborne 2017	Kris Williams 2017	Austin Hicks 2017	MaryKay Hasenkamp 2017
Kaylie Davenport 2018	Kris Williams 2018	Ryan Ramos 2018	Kaylie Davenport 2018
Kevin McCoy 2019	Kris Williams 2019	Ryan Ramos 2019	Ryan Ramos 2019

Each year, H5B has a Chili Cook-off, complete with awards!

SPORTS MEDICINE

“Fall is our busy time,” explains **Travis Gallagher**, Sports Medicine coordinator. “August through October is traditionally our busiest, and that’s still the case now with COVID. At the end of every fall, we have a Celebrate our Successes event. We have someone from Organizational Development come, we feed the group and we play some games. Last year, we had a rock paper scissors tournament. We always put together a slideshow highlighting everyone. But this year things are different. We don't have a lot of photos and we can't get everyone together in a big group. So we did it on a day where we bring them in as teams, in a small group where we can distance. We're mixing them up - a little bit of the different teams in each group. During this time, our outreach team has been meeting weekly. They talk about experiences, advice... they have been really supportive of each other.” ■

We Want to Know!



What is your department doing to keep spirits soaring? Send us your stories and photos to EverythingMatters@NationwideChildrens.org.

YOU Matter:

Keeping Your Head Up



Kristy deVries, YOU Matter Program Manager, shares how we can keep our head up and how YOU Matter can support staff during challenging times.

2020 has handed us more challenges than we ever could have anticipated. Many of use feel a sense of anxiety, depression and a lack of motivation that surprises us. Remember back in March and April when we hunkered down, felt like we were in this together, certain that this crisis would pass, and we'd be more unified, connected and confident? What seems like 40 months later we are NOT feeling that at all. So, what do we do now to keep our wits about us? How do we do our jobs, take care of our families and, last but not least, ourselves?

The YOU Matter program has spent the last several months ensuring that we have some of the answers to those types of questions. This isn't easy, there are no magic fixes, but there are a few things you can do to keep your chin up, to increase your well-being and to connect to each other. These tips work whether you approach them from a point of individual growth or to help a team cope together.

- 1** **Connect with others.** We are made to be in relationship with one another. Connection gives us increased opportunities for social support which has been found to benefit our mental health.
- 2** **Check in with others.** If you need to vent, be sure to ask the person if they have the bandwidth to listen and support you. If they do not feel that they can provide support don't take that personally. Perhaps the load they're carrying is too heavy. Just ask another friend.
- 3** **Acknowledge your feelings and put a label on them.** Often, we don't allow ourselves to admit we are experiencing anxiety or depression because we think it makes us look weak. However, acknowledging that we are sad, demoralized or scared helps us gain control to move forward.
- 4** **Move your body to process stress.** We don't have to do CrossFit or run. We can dance, stretch or take a walk. Breathing deeply while we move is another great idea. The movement and breath processes the stress and we feel better physically and mentally.
- 5** **Be kind to yourself.** It is important to take care of yourself during tough times. Perhaps you can let go of some things that you typically would be doing. What are the essential activities that you must do, and what are the things that you can postpone? Notice your self-talk, is it loving and supportive? Be as gentle and kind with yourself as you are with others.
- 6** **Acknowledge the good.** Times are hard right now. We can focus on the worst things, or we can intentionally look for and acknowledge the good. Shift your focus to notice the things that work out and make note of them. Spend some time being curious about the contributors to the things that work out. You'll notice your well-being increasing.
- 7** **Get help.** If you are trying to do the things that increase well-being and just aren't getting there, get help. Reach out to YOU Matter or to Matrix. Therapy can be seen as an oil change. Simply maintenance that helps our well-being. ■

YOU Matter support clinicians are available 24/7 to help.
YOU Matter Hotline: 614-722-5005 or Ext. 25005
YOUMatterProgram@Nationwidechildrens.org

Now Streaming

Researchers Featured in Two Netflix Documentary Series



Dr. Nathalie Maitre and her team were featured in the Netflix series Babies.

Streaming a new Netflix show from the comfort of one's own home (and couch!) has been more valuable than ever in the age of COVID-19. And subscribers interested in learning something new can now, as of this summer, tune in to two thought-provoking docuseries, *Babies: Part 2* and *(Un)Well*, that feature Nationwide Children's researchers as key experts.

Nathalie Maitre, MD, PhD, and the Baby Brain Optimization Project (BBOP) are one of the teams prominently featured in the third episode in the new season of *Babies*, "Senses," which explores how babies' sensory interactions with their mothers, families and caregivers affects their development.

Dr. Maitre and her team were the first to study the brain waves of both moms and their babies during multi-sense interactions that included eye contact and smiles, skin-to-skin touch and the sounds of the mothers' voices. When babies engaged with their mothers using all three senses, their brain waves indicated stronger emotional bonding.

In the episode, Dr. Maitre shows how she and her team used the results of this study to develop a program for babies in the NICU to experience the sounds, smells and touch of their mothers using special speakers, swaddles and cloths — even when they can't be with them.

"IT IS AN INSPIRED MIX OF PARENT STORIES AND SCIENCE, OF EMOTION AND COOL FACTS," SAYS DR. MAITRE.

Sarah Keim, PhD, and her research evaluating bacteria levels in samples of breast milk sold online are also featured in the third episode of *(Un)Well*, a docuseries that examines the safety and effectiveness of nontraditional wellness approaches that claim various health and healing benefits.

The episode features both women who donate and sell their excess breast milk through Facebook and the adults who buy and consume it, who swear by using breast milk to build muscle or keep cancer at bay.

In the series, however, Dr. Keim says that there's little evidence that breast milk is in any way beneficial to adults and, moreover, that she can't recommend breast milk sharing due to what she's found in her research.

Dr. Keim and her team found that breast milk samples purchased online came packaged and stored in a wide variety of ways, were ridden with disease-causing bacteria — some so much so that they resembled sewer water — and often contained cow's milk and infant formula. As with any unregulated, online wellness purchase, without sophisticated testing, there's no way for consumers to know if what they paid for is really what they got.

"UNLESS YOU HAVE A LAB IN YOUR KITCHEN, YOU CAN'T REALLY TEST THE MILK YOURSELF AND KNOW THAT IT'S REALLY SAFE," DR. KEIM ADDS IN THE EPISODE. ■



Sarah Keim, PhD

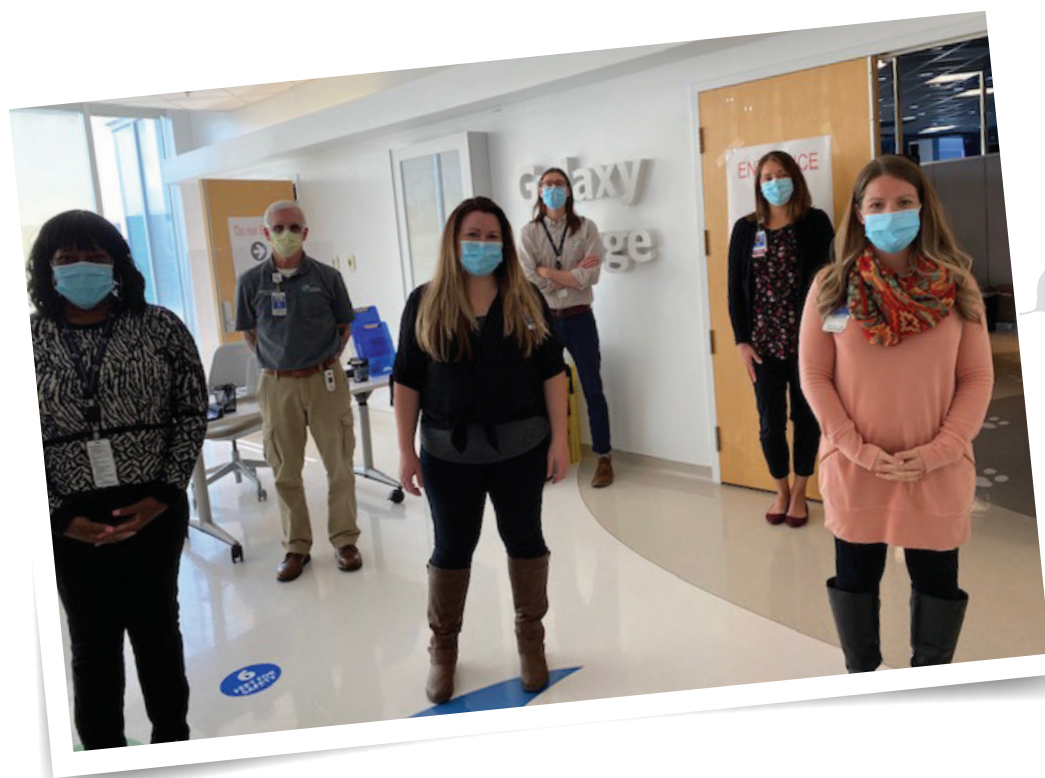


When your child needs a hospital, everything matters.™

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ONE PHOTO FOR ONE TEAM 



Best Outcomes: Our Background Check Team

The background check task force has been working hard to complete mandatory background checks for employees who have worked at Nationwide Children's Hospital for more than 3.5 years. They continue to roll these out to 7,000 employees over the next five to six months. Pictured here are just a few of the many employees working together for Best Outcomes. Front row, from left to right: **Karen Benson, Janet Henry, Jamie Principe**. Back row, from left to right: **Steve Johnson, Kyle Lemstrom, Kylee Quitar**.

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