



EVERYTHING MATTERS

Inside

NATIONWIDE CHILDREN'S

an Employee Publication

One Team:
What Brings Us to
Nationwide Children's

Getting Ready
for the Livingston
Ambulatory Center

Join an Employee
Resource Group

SPRING 2017

ONE TEAM: HOW WE'RE CONNECTED

Carol Salyer walked into the breakroom of H5B when a young patient care assistant (PCA) sitting at the table asked her, "How long have you worked here?" Carol, a nurse at Nationwide Children's Hospital for 38 years, couldn't believe what happened next. Lucy Joseph, the PCA, pulled up a picture on her phone. It was a photo of Lucy, laying in a Nationwide Children's hospital bed, with Carol and another nurse posed by her side. Carol confirmed it was indeed her.

"Can I hug you?" asked Lucy.

In 2013, Lucy was a teenager when she was hit by a car and came to the trauma unit at Nationwide Children's. She spent several months at the hospital and eventually made her way to the rehab unit. And while she was here, Carol helped take care of her.

"I always wanted to be in the medical field and work with kids," says Lucy. "After being here, it inspired me because I was out living my life, and I wanted to help the kids at Nationwide Children's do the same."

Now, Lucy works alongside Carol on H5B. And, to make things even more coincidental, Lucy is going to nursing school at Central Ohio Technical College, the same school Carol attended.

"It's exciting to see someone like Lucy with a normal life," says Carol. "As an organization we are so family-oriented and I appreciate that. The staff... They are like your family."

Continue on page 4



Lucy pictured with Carol in 2013.

Lucy and Carol working together on H5B.



A Unique Path

Steven Poast, a senior technology trainer in Information Services (IS), says it was Boise State University, the Autism Center and a tuba that led him to Nationwide Children's.

A former teacher by trade, Steven was taking online classes through Boise State University in 2009 to earn a Master's degree in educational technology. At the same time, he and his wife learned their almost two-year-old daughter was on the autism spectrum. This led to many assessments and sessions at the Nationwide Children's Autism Center in Westerville. It was then he was first introduced to the hospital.

"[Autism] changes everything," says Steven. "We thought, 'How do we handle this?' I was thinking I would have to quit my Master's program."

He didn't however, and started applying for different jobs around town. While doing so, he bought a tuba (he played in the Ohio State Marching Band in college) and learned from a friend who worked at the hospital in Research that Nationwide Children's had a community band, NACHO: Nationwide Children's Hospital Orchestra. Expressing interest, Steven joined and met many hospital staff members. It was this group that

encouraged him to apply for a job in IS in 2015. Several months later, Steven was officially a Nationwide Children's staff member.

"If I hadn't gone back and gotten the tuba and got hooked up with the band... It's how I ended up with my job," says Steven. "We have an entrepreneurial spirit that is welcomed and embraced."

Connected to the Same Mission

Our staff of more than 11,000 strong are the people who deliver results that have a lasting impact on our patients and families. We all have unique paths that brought us to Nationwide Children's Hospital, whether it be through friends, neighbors or even our own children. Every individual on Nationwide Children's workforce, serves as a vital piece of the puzzle: supporting our mission and providing Best Outcomes.



What brought you to Nationwide Children's Hospital? We'd love to hear your story! Tell us how you ended up working at the hospital by emailing us at EverythingMatters@NationwideChildrens.org

And, if you submit your story, you have the chance to win one of three \$25 Kroger gift cards. Deadline to submit your story is Friday, June 16. Winners will be notified by email.



What Brings Us Here

When people apply to work at Nationwide Children's, their reason for wanting to work at the hospital is taken seriously. Human Resources asks each applicant the same question: Why do you want to work here? "For the recruiters, this is probably one of the most important questions and their response is a big factor in the decision," says **Marcey McDonald**, Director of Employment Services and Physician Recruitment. "How they answer indicates how well they can work within our culture and if they can support our mission and values." Marcey notes that they often hear beautiful and sometimes emotional answers, such as "I was a patient at this hospital," "My child/grandchild was a patient," or "I want to make an impact."

And, our staff certainly advocates for others to work here. Marcey shares that our employee referral ration ranges from about 22 to 26 percent of all hires, depending on the month, which is above the industry average of 18 percent of hires coming from employee referrals.



Dr. Steve Allen

What Brought You to Work at Nationwide Children's Hospital?

There are many paths that lead our outstanding staff to work at Nationwide Children's. You may have experienced the hospital with your child or as a patient yourself. Perhaps a family friend was treated by one of our specialists. Many candidates apply here after speaking to current employees about our shared commitment to best outcomes for children and the satisfaction of working in a values-driven culture. For each of us, the story is different.

This organization is filled with inspiring stories of what brought each individual to join our team. Stories that demonstrate the importance of everyone's collective contributions to delivering world class care for patients and families.

This issue's touching cover story features Lucy and Carol. Now co-workers, they recently discovered that their journey at Nationwide Children's began years ago as patient and caregiver. You'll also learn in this issue about our recent facility openings and expansions that contribute to best outcomes, including the Lewis Center Emergency Department, Good Manufacturing Practice facility for research and the Livingston Ambulatory Center.

Nationwide Children's Strategic Plan is based on our best people as the driving force behind our best programs. With this issue we invite you to share your personal story and why you came to work here (see page 4). Every story is important and no matter the reason or inspiration of what brought you here, we're glad you are a part of the Nationwide Children's Hospital Family. We look forward to hearing from you.

Steve Allen, MD

Spot Reads

Everyone Matters: Join an Employee Resource Group

Did you know that Nationwide Children's has Employee Resource Groups (ERGs) that you can join to help foster a sense of connectedness and engagement in the workplace? We have several ERGs that help impact our culture here at the hospital. They include:

- **All Equal:** Lesbian, Gay, Bisexual, Transgender and Queer employees, their advocates and their allies
- **Asian Pacific American Network (APAN):** Serving the Asian Pacific American culture
- **Connect With Us:** Recognizing employees of color
- **HOLA:** Serving the Hispanic and Latino culture
- **L.E.A.D.:** Young professionals and emerging leaders
- **Military & Veterans:** Those who have served in or support the Armed Forces
- **RIDE:** Research Institute Diversity Enrichment

For more information on joining an ERG, visit [ANCHOR > Employee Resource Groups](#)



First Fetal Heart Procedure in Ohio Performed by Dr. Armstrong

In February, **Aimee Armstrong, MD**, Director of Cardiac Catheterization and Interventional Therapies, performed a first in Ohio: an in utero procedure, meaning it was done before birth. The fetal aortic valvuloplasty took place at University Hospitals Rainbow Babies & Children's Hospital. Nationwide Children's Hospital formed The Congenital Heart Collaborative with Rainbow Babies two years ago.

"IT WAS VERY SUCCESSFUL," SAYS DR. ARMSTRONG. "THE BABY IS STILL IN [UTERO] ... THAT'S WHAT WE WANT."



5 MINUTES WITH... Barb Abdalla

Whether overseeing the hospital-wide effort to help facilitate flow through the Emergency department, or helping to plan, construct and open a new free-standing Emergency Department at Lewis Center, Barb Abdalla, director of the Emergency Department, knows how to collaborate. Teamwork was the reason she first transferred to the Emergency Department in 1993 (after starting at Nationwide Children's in 1989), and she says, "It's the reason I have stayed so many years."

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

Talking to my staff. My schedule does not allow me to do this as often as I like. I also have a sweet tooth. You can find me at the Magic Bean getting a vanilla ice cream with pecan toppings.

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

My plan was to work at Nationwide Children's Hospital until I graduated nursing school and then move someplace warm. After working at Nationwide Children's, and especially after working in the Emergency Department, I discovered warm weather is not everything. I knew I could never find a better place to work and better group of people.

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

The traits I most admire in my colleagues are teamwork and compassion. They have compassion for not only the patients and their families, but also for each other.

What is your greatest achievement/biggest accomplishment?

My biggest accomplishment is helping fellow employees to fulfill their professional dreams. My role is to mentor them and allow them opportunities and an environment for them to realize their greatest potential. Nothing makes me happier than witnessing a PCA or unit coordinator fulfill his or her dream and become a paramedic or RN. I am also so proud to see the transition of a new RN to become a preceptor, educator, clinical leader, nursing supervisor, program manager or even a nurse practitioner. The most valuable asset to our hospital is our employees. I try to provide opportunities for them to grow where they are planted.

What interested you most in pursuing a career in nursing leadership?

I was first exposed to nursing leadership about 15 years ago when I was asked to fill in as ED Director until a new person could be hired. That was 2003. The position was filled, but I have never fully made it back to the patient bedside. I found that I have the greatest impact for my staff, patients and families in a leadership role by being a mentor for the next generation.

About Barb

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

I never acquired a taste for coffee, so my top ordered item at Clementine's is a chocolate-iced, cream-filled donut.

Three words that best describe me would be...?

Welcoming, dedicated and fair

Favorite Cafeteria meal?

Taco bar and iced tea

Favorite movie?

Christmas Vacation

Favorite way to relax?

I just love being outside. I like to go to the beach and I like to hike in Colorado.

Fast Facts

Department name?

Emergency Department (Main Campus and Lewis Center)

How many employees are in your department?

Approximately 350 employees

Where are you located within the hospital?

First floor lower level, or Lewis Center

A fun fact that people wouldn't know about the ED Main Campus (EDMC)?

- Highest number of EDMC patients arriving in one day: 367 patients on December 15, 2014.
- Highest number of EDMC patients arriving in one hour: 35 patients on May 18, 2014.

Off-site Spotlight

Lewis Center *Close To Home Center*SM with Emergency Department

Quick Facts:

- **Location:** 7853 Pacer Drive, Delaware, OH 43015
- **Opened:** Phase 1 opened October 2016. Phase 2, including the Emergency Department, opened February 2017.
- **No. of Employees:** More than 85
- **Services Offered:** Emergency Department, Laboratory Services, Radiology (X-ray and ultrasound; CT for emergency patients only), EKG Testing, Cardiology Clinic, Developmental Occupational Therapy, Developmental Physical Therapy, Speech Pathology, Retail Store: Medical Equipment and Supplies
- **Building Stats:** 73,381 square feet and three stories

Connected to the Community

Nationwide Children's Hospital and OhioHealth partnered at this site to deliver the best health care in a single, convenient location. "Partnering with OhioHealth was a natural fit, as we saw how we could leverage our resources to better serve families in Southern Delaware County and the surrounding areas. We chose this specific location because it's in the heart of a growing community that needs and wants access to our services." – **Libbey Hoang**, vice president of planning and business development

Point of Pride:

Terri Warnimont, the Emergency Department program manager, says "Ultimately the quality that makes Nationwide Children's unique is our ability to reach every child at his or her level. We have tips and tricks used to interact with infants up to teenagers. It is these connections that allow us to deliver quality patient care in the Emergency Department."

Unique Site, Unique Training:

Our registered nurses (RNs) had three months of additional training to be eligible to work at the Lewis Center location. From diving deep into invasive and non-invasive ventilation, learning how to care more holistically for patients on Bi-Pap, C-Pap and intubated patients and specialized information for diabetic patients, the RNs practiced and drilled medication preparation in emergent situations. All of these duties are within the RNs' scope of practice but generally handled by other professionals at main campus. This gives our RNs a more global approach to patient care.



Learn more about this Nationwide Children's off-site at:
NationwideChildrens.org/Lewis-Center-Close-To-Home-Center

Going with the Flow

In early May, the Livingston Ambulatory Center (LAC) is opening as the new home to the Dental Clinic, Sports and Orthopedic Physical Therapy, Center for Healthy Weight and Nutrition, and others. To create consistency between the main hospital and LAC, as well as to make the visit process smooth, our staff asked, “What does the flow look like for patients, families and staff?”

“We’re trying to make it similar to an airport, where you walk in, go to a kiosk and check in,” says **AJ Principe**, senior process improvement specialist. “There’s central registration, like we created with Crossroads [at the main hospital building], but it’s on each floor. It helps streamline the process.”



After a family checks in at the kiosk (they can also check in at a registration desk, but kiosk use is encouraged), the clinic is notified they have arrived. Research was done to figure out best practices, including visual process mapping. Central registration was determined first, followed by each individual clinic.

“The goal is to improve the patient experience,” says AJ. “We want to have as little wait time as possible.”



Learn more about the new Livingston Ambulatory Center: [NationwideChildrens.org/LAC](https://www.nationwidechildrens.org/LAC)



Tumblr: Kibibi's Story

“I started working in a nursing home, and I just got attached to taking care of people. I love taking care of kids. I am from East Africa and for us, we don’t have nursing homes. We take care of our loved ones at home. When I came here to the hospital, it was different and I wanted to know more about it. I started and I fell in love with it. I have a toddler and an infant. Another thing I love about this place – before I had my kids I had so many complications and they put up with me because I had to go on bed rest. They supported me... It’s like a family. We are all one no matter the nationality, color, gender... There is so much love here.”

- Kibibi, Patient Care Assistant



Read more employee stories at [NationwideChildrensHospital.Tumblr.com](https://www.nationwidechildrenshospital.com/tumblr)

Inside Our Good Manufacturing Practice (GMP) Facility: Turning Research into Life-Saving Treatment

We recently talked with **Jaysson Eicholtz**, director of GMP Operations at The Research Institute at Nationwide Children's Hospital. Here's some of what he had to say about the new GMP Facility.

What is the purpose of the GMP Facility?

In the GMP production facility, what we do is purely to stop disease, to stop children from dying. Specialized technicians in our facility are making materials for first-in-human clinical trials to treat diseases that have no other treatments.

Tell us about facility design and technician training.

The facility space is controlled tightly to reduce contamination and to meet the specific requirements set forth by the Food and Drug Administration (FDA) for anything that is going to be employed for human use.

Technicians in the GMP facility go through rigorous training, from how to gown and move through the hallways, to how to go through the production process and move within the clean room.

The facility has a section dedicated to cell-based therapy, a growing area of research that involves altering a patient's own cells or cells from a donor and infusing them into the patient to combat disease. There is also a section dedicated to viral vector manufacturing, a process that produces clinical-grade vectors that are administered to patients during trials.

And because of the way the GMP facility is designed, technicians can pass samples directly out of the GMP laboratory spaces into the quality control lab. This means there isn't added travel time or delays, and samples can be turned around immediately. We can also keep what's happening in the processing rooms isolated from one another, and that allows us to process multiple products at the same time.

How are we treating diseases with no other treatments?

What we're making here is the same high quality, clinical-grade products you would see in a big pharma company. What we do is focused on the handful of children each year that are diagnosed with a particular rare disease, or the dozens of children across the world that have that rare disease. There is no pharma focus for what we're doing.



Improved Healthy Food Options

Have you noticed the new symbols popping up on the Cafeteria menu at the hospital? And how about the Meatless Monday entrees? This spring, Nutrition Services has ramped up their selections in order to promote the health and well-being of staff, patients and families.

One thing you'll find are the following symbols to designate healthy options.



Healthy Selection



Vegetarian



Wheat-free

And, the team has been working to have more items made from more whole foods and less processed ingredients. Sodium counts have been drastically reduced – check out these examples:

- **Teriyaki Chicken:** New homemade teriyaki sauce recipe reduced sodium from 1,911mg to 427mg
- **Fajita Cod:** New homemade fajita seasoning reduced sodium from 1,211mg to 615mg and removed wheat

“With the labeling, we’re really trying to be more informative and let people know what we have and that we’re trying to make things healthier and more interesting,” says **Mary Howard**, administrative registered dietitian. “We’re really looking at the recipes we have and looking for ways to make them healthier. I’m working with the chef to make sure things are not only healthier, they are still tasty. And we’re trying to add more interesting vegetarian options all the time.”

Tumblr: Nicholas' Story



“I manage our Healthy Neighborhoods Healthy Families initiative, which focuses on community housing, health and wellness, safety, education and workforce development. It’s a beautiful partnership with neighborhood residents, faith-based and community leaders, businesses and business leaders and Nationwide Children’s. Our goal is to ensure better health outcomes for kids and families. I actually spent time at this hospital for the first few weeks after I was born. My mom always reminds me of how well the nurses and doctors took care of me. Ever since I was young, I wanted to serve my community and advocate for those whose voice was not always heard. Walking through the doors as an employee is special because I feel things have come full circle. I’m able to give back. Every child deserves an opportunity to reach his or her full potential, so I help make that possible every day.”

- Nicholas, Healthy Neighborhoods Healthy Families



Know someone you think should be featured on NationwideChildrensHospital.Tumblr.com?
Email EverythingMatters@NationwideChildrens.org

Employees and Volunteers *of the Month*



JANUARY
EMPLOYEE OF THE MONTH

Carol Cosler

Information Services • Length of Employment: 20 years

Carol is a dedicated team member who is commended for following policies and procedures, fostering a one team approach and promoting safety. “She holds herself to very high standards and is a role model in our department and even outside of our department,” says a co-worker.



JANUARY
VOLUNTEER OF THE MONTH

Ashley Gray

More than 100 hours of service

Ashley co-leads the Buckeye Tutor Team, which provides educational support to hospitalized school-age children, and collaborates with the Volunteer Program staff to onboard new group volunteers. She also began volunteering on the H4 patient units in 2016.



FEBRUARY
EMPLOYEE OF THE MONTH

Debbie Terry

Clinical Services • Length of Employment: 37 years

Debbie, a long-time Nationwide Children’s employee, is committed to improving care. She works closely with families to ensure they receive the best care, and is very involved in the community. She’s also recognized for organizing quarterly education for the neurology NPs.



FEBRUARY
VOLUNTEER OF THE MONTH

Maya Bode

More than 420 hours of service

Maya volunteering experience includes the Sibling Clubhouse, Infusion Clinic and art cart shifts. “Maya has a calming presence that helps the children to feel comfortable and safe,” shares Sibling Liaison Lisa Bandler. “She immerses herself in their world of dramatic play with ease and brings out the best in the siblings she interacts with.”



MARCH
EMPLOYEE OF THE MONTH

Lisa Bandler

Family & Volunteer Services • Length of Employment: More than 10 years

Lisa works as a sibling liason and serves as a leader in the Sibling Clubhouse. She brings new ideas to the table, is a mentor to new staff and has strong communication skills. “She truly makes our hospital a brighter and happier place,” says a co-worker.



MARCH
VOLUNTEER OF THE MONTH

Alaina Pepicello

More than 426 hours of service

Alaina volunteers with the Sibling Clubhouse and an evening patient activity group. “From supporting an activity such as medical play in the playroom to assisting with a performance event in the Galaxy Lounge, she does it all with a smile and laughter,” shares Family and Volunteer Services Activity Assistant Stephen Johnson.



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On the *Spot*:

Rajeev Krishna

Child Psychiatrist

When: 3 p.m.

Where: His office, T Building

A complex puzzle might be too daunting for some to take on, but Rajeev Krishna, a child psychiatrist who has worked at Nationwide Children's for more than three years, helps kids on his unit figure out how to deal with their own puzzles on a daily basis. His favorite thing about Nationwide Children's is how we value treating mental health as a serious, far-reaching disease. "The Big Lots Behavioral Health Pavilion – it's going to be a beautiful building with so many great offerings," says Rajeev. "But its true value is the commitment to having an impact on behavioral health that it represents."

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