

SPRING 2019

ONE TEAM.....

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NATIONWIDE CHILDREN'S

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Turn Into Big Results*

TAPPING INTO TECHNOLOGY

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*What Our Employees
Love to Do*

ONE TEAM

INSIDE

NATIONWIDE CHILDREN'S

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

By day, William Dixon is our Homecare chaplain. In his free time, he cooks and bakes masterpieces like chicken and waffles and decadent cakes. Read his story on page 8.

COVER STORY

8

Unique HOBBIES

What Our Employees Love to Do

One Team Inside Nationwide Children's 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 editorial staff welcomes all comments, questions and story ideas. Please send feedback and story ideas to EverythingMatters@NationwideChildrens.org.



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Help Us Celebrate Steve Allen

This June, Steve Allen will retire after nearly 13 years as CEO of Nationwide Children's Hospital. Under his leadership, the hospital has embraced our one team values, seen unprecedented growth and countless accomplishments. We are now shaping the future of children's health care.

Help us honor Steve's efforts by sharing what we love about the hospital today and how we will carry Nationwide Children's into the future. Share your stories, favorite memories, photos, funny moments, accomplishments, etc. and we will turn them into a beautiful book for Steve.

Visit **ANCHOR** and search **Steve Allen** to submit, or email us at:

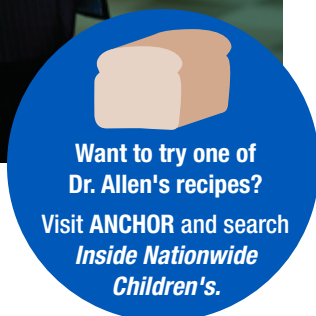
EverythingMatters@NationwideChildrens.org.



“Our passions have a purpose at Nationwide Children’s”



Dr. Steve Allen



The Nationwide Children’s Hospital team has more than 13,000 people with diverse backgrounds and voices, so it is no surprise to learn in the following pages that our hobbies often overlap. After all, each of us has chosen to work in a place guided by a certain mission and values.

We are focused on health at Nationwide Children’s; many of us spend our leisure time improving our own well-being through sports and fitness. We care for others at this hospital; many of us like to cook or bake, and we enjoy nourishing our friends and family. We innovate to solve problems when we’re at work; when we’re at home, many use that creative energy on art, music and gardening.

My own hobby is baking sourdough bread. Nutrition interests me as a physician, and so does the science behind fermentation, which produces a particular flavor and texture. A living culture of bacteria and yeast called a “starter” is necessary, and the same starter can be used over and over if it is fed with flour. I have been feeding the same starter for years.

Our passions have a purpose at Nationwide Children’s. Beyond the hobbies featured in this issue, you’ll learn how the commitment to patients has shortened the wait times in our Lupus Clinic and has brought better family communication to The Heart Center. You can also read about the progress on the Big Lots Behavioral Health Pavilion, part of our ongoing efforts to address mental health needs.

Whatever your interests and passions, thank you for putting them to use here for the benefit of children.

Best,

Steve Allen, MD



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)

Four Things to Know About the Big Lots Behavioral Health Pavilion

Less Than One Year Away From the Opening



Renderings of the Big Lots Behavioral Health Pavilion, left, and an inpatient room, right.

It's hard to drive down Livingston Avenue and not notice the progress of the Big Lots Behavioral Health Pavilion, opening for patients in March 2020. With less than a year to go before its opening, here are four things you need to know about the building and its services.

1

The number of beds we have for patients (inpatient and outpatient) is increasing. Currently we have 28 beds, which will ramp up to 48 when the pavilion opens. Based on community need, that number could continue to grow.

2

Recruiting will be a big focus this year – more than 200 new staff members will be hired to work at the pavilion, and 100 will be hired in 2019.

3

There will be one outdoor play deck for patients, located on the ninth floor of the pavilion, plus a gymnasium. Outdoor areas on the fifth floor are for staff, patients and the partial hospitalization program.

4

While the Behavioral Health Pavilion will have a phased opening in the beginning, here are the departments moving in:

- Psychiatric Inpatient Services
- Youth Crisis Stabilization Unit
- Psychiatric Crisis Center
- Mood & Anxiety Program
- Family Based Intensive Therapy
- General Psychiatry
- Critical Assessment and Treatment Program
- Center for Suicide Prevention and Research ■

SAVE THE DATE:

**Big Lots
Behavioral Health Pavilion
Grand Opening Events**

**February 29 to
March 3, 2020**

Patient opening to follow



Take a virtual tour of the Behavioral Health Pavilion. Visit the [Nationwide Children's YouTube channel](#) and search **Big Lots Behavioral Health Pavilion: Coming in 2020.**

Dan Yaross

Keeping Nationwide Children's a Safe Place Every Day



Dan Yaross in the Faculty Office Building, where Protective Services is based. When he's not at work, Dan enjoys fly fishing. Check out one of his catches, above!

Dan Yaross has a lot on his plate – as director of Protective Services at Nationwide Children's, his job is to keep patient and employee safety at the forefront. He's certainly qualified, as he retired from the U.S. Army in 1995 as an officer serving in the Military Police. Dan also spent time in Cincinnati, managing a larger private security company branch and then serving as supervisor, manager and director of Protective Services at Cincinnati Children's. He's been in his role at Nationwide Children's since 2012.

“ I LOVE THE OVERALL MISSION AND CULTURE OF THE HOSPITAL, ESPECIALLY OUR SPIRIT OF COLLABORATION TO CREATE THE BEST OUTCOMES FOR OUR PATIENTS, FAMILIES AND STAFF. OUR MISSION IN PROTECTIVE SERVICES IS TO MAINTAIN A SAFE AND SECURE ENVIRONMENT SO NATIONWIDE CHILDREN'S STAFF CAN MAINLY FOCUS ON CONTINUOUSLY PROVIDING WORLD-CLASS PEDIATRIC MEDICAL CARE AND RESEARCH. ”

- DAN YAROSS

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

If I am at work, I am either in a meeting or walking around campus and talking with Protective Services staff as well as other employees. If away from work, then I can definitely be found fly fishing in the middle of a river or from my kayak – of course that is if my wife, Colleen, and I are not with the grandchildren, watching one of their many sporting events!

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

With already being familiar with the pediatric health care environment, I heard about this great opportunity while at Cincinnati Children's and was fortunate enough to be selected to serve here.

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

Mostly through the local fly fishing club and assisting with fly casting classes for veterans, as well as volunteering at a local store and assisting with fly casting instruction.

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

Their collaboration to create the most effective mitigation options to arrive at best outcomes.

What is your greatest achievement/biggest accomplishment?

Although, I obviously cannot take full credit, I would have to say my family, to include our four grandchildren.

What is your proudest moment?

Fortunately, working with such a talented group in Protective Services, I would say there are many, but the manner in which our department worked many hours in preparation of and during the presidential visit last year. ■

About Dan

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

Coffee.

Favorite Cafeteria meal?

Holiday Meal!

Favorite way to relax?

Kayaking/fly fishing, playing basketball with our grandsons and talking with our granddaughters.

Where would you most like to travel?

Alaska, Hawaii and back out West to revisit the national parks to possibly cast a fly or two.

What talent would you most like to have?

There are many I could definitely use, but maybe to be a little more patient.

Department Fast Facts

Department name?

Protective Services (formerly Security).

How many employees are in your department?

Approximately 150, but does vary with contingent and part-time staff.

Where are you located within the hospital?

The Faculty Office Building. When people ask where that is, all we have to say is, "next to Panera Bread." Then, all is clear.

A fun fact that people wouldn't know about your department?

Protective Services has earned the "Program of Distinction" Security Department Accreditation, through the International Association for Healthcare Security and Safety. All of our officers have earned at least one of the accreditations that are offered by the Association. Of our staff, 36 are former/retired military personnel, 44 are college graduates and 17 are current and former law enforcement personnel. We feel we have a very professional staff, whose main passion is serving/assisting patients/families and employees while helping to maintain a safe and secure environment for all.

One of Dan's hobbies is fly fishing.

Turn the page to read more about our employees' unique hobbies.

Unique HOBBIES

.....

Our staff share the activities they love when they're not pursuing their passion at work.

William Dixon's love of the kitchen began when he was 9 years old. The oldest of five children, he loved being with his mom as she prepared their Thanksgiving meals.

"I would help her put together potato salad," William says. "She was a really good cook. My mom used to cook bread pudding. I never watched her do it, but I remember so many ingredients. That's one of my signature things, and I've perfected it over the years. That's where I get a lot of praise. I've been blessed with a palate to know by taste what's in something. I can imagine how something will taste before it's done. I'll be lying in bed thinking of recipes."

Those creative recipes have made their way to the hospital. As chaplain and bereavement coordinator for Nationwide Children's Homecare, William shares his sweet treats and good eats with his co-workers. He'll bring in a cake for a birthday, a potluck or simply just because he had a certain conversation with someone. It's a hobby that brings him joy.

"I cook because I love people," William says.

Read more of William's story on page 10.

"I love cheesecake and banana pudding, so I wanted to make a combination," says William.



*William Dixon loves to create in the kitchen.
He is holding a banana pudding cheesecake.*



William isn't a stranger to the food industry. He spent 10 years in it before becoming a chaplain.

"I had an application to go to a chef school, but I answered a call to do ministry," he explains.

After four years of undergraduate work, three years of a Masters degree, three years of a doctorate and one year of residency, he achieved his goal of a Masters in Divinity. He spends his days meeting with families, listening to their stories and helping them cope emotionally with their children's illnesses. And at night, William is the primary cook for his family.

"I recently started baking cakes," he says. "I got a mixer for Christmas. What I discovered with baking is it requires a lot of patience. It's a lot of work and a lot of science. With cooking I can just throw things together. With baking, you really have to read the ingredients. It's helped me with my patience."

Besides cakes and his famous bread pudding, William has crafted dishes like chicken and waffles, shrimp and grits, macaroni and cheese, and jambalaya. And one day, he dreams of teaching others how to cook.

"Cooking and baking for me is part of my spirituality," William says. "It gives me an opportunity to take something that is raw and recreate it into something that is beautiful."



Pictured on this page are some of his creations, from top to bottom: chicken and waffles; lemon pound cake; and pineapple shrimp boat.



William Dixon's Shrimp and Grits



1 bag of grits from Trader Joe's
1 pound of large shrimp
1 Andouille Sausage
1 cup of heavy cream
1 green pepper chopped into large pieces
1 medium onion chopped into large pieces
1 tomato diced
3 cups of Vegetable V8 Juice
Old Bay Seasoning (2-3 tablespoons)

First, cook grits as directed and season to taste with salt. Add heavy cream to grits enough to make them creamy.

Second, slice sausages cooking on medium heat and add chopped peppers, onions and tomatoes in a large pot. Once done add V8 Juice and simmer just enough to heat up juice. This will make a really nice tomato broth.

Third, peel shrimp, season with Old Bay Seasoning and sauté in butter. Once shrimp is done, add to the pot that's simmering with all the other ingredients.

Finally, place desired amount of grits in a bowl and top with shrimp and sausage V8 broth.

At Nationwide Children's Hospital, we're rooted in our values – one of which is promote health and well-being. With that comes balancing work and life demands, and building energy and optimism.

We wanted to know how our staff fosters that health and well-being for themselves through their hobbies and activities outside of work. You won't believe the range! Read on for everything from roller coaster riding to roller derby to quilting.

"In the summer, I help my husband at his farm and at the local farmers markets. I love going to the farmers markets and seeing our regular customers come by each week. It is almost like having a second family! I also really enjoy watching the crops start out as little seeds and grow into beautiful plants that produce some of the most delicious vegetables!"

-**Laura Hook-Woods**, laboratory Point of Care testing



Joy Lloyd, right, is an award-winning baker and a judge at state and county fairs.

"I entered my first fair in baked goods in 1983 and won a blue ribbon for my rocky road fudge bars! I was hooked! I went on to win many ribbons at the Ohio State, Washington State and Oregon State Fairs. Now I am a judge at the Franklin County Fair in baked goods for 4-H projects, a judge for the Ohio State Fair STEM day dairy science 4-H projects and a judge in the adult division in culinary arts at the Ohio State Fair. Judging is one of the highlights of my year!"

-**Joy Lloyd**, administrative assistant II, Poison Center

Want to make Joy's award-winning rocky road fudge bars? Visit **ANCHOR** and search *Inside Nationwide Children's*.

"My unique hobby is baking. I enjoy making cupcakes and cakes mostly, but have also done some other yummy desserts. This is something I typically do for family and close friends for special events. I'm not a master baker by any means, but I can do some fun things with icing and fondant that taste delicious!"

-**Amberle Prater**, suicide prevention specialist, Center for Suicide Prevention and Research



Amberle Prater's candy-themed treats.

Mouthwatering Masterpieces



Shan Simon commutes to Dayton to practice roller derby.

"I have played roller derby since 2015 and am entering my third competitive season. This year I transferred to Gem City Roller Derby in Dayton, and commute twice a week to practice. I play all positions but this year am mainly pivoting."

-**Shan Simon**, research animal technician II, Animal Resources Core

"About three years ago I started playing pickleball and have played three to four times a week since then ... I play all over the city both indoors (winter) and outdoors once it gets warm. ... But the best part of pickleball is that it is very social. With the courts being small, it is possible to talk to your partner, to the people in the opposing court and all the people who are sitting around waiting to play. I now have so many "pickleball friends" it is amazing and a blast to play."

-**Lesa Allen**, DBP fellowship coordinator and DBP resident scheduling

Put Me In *Coach*

"My family and I rock climb. We do indoor gyms and the outdoor gym at the Scioto Audubon Park in Ohio. We travel to Kentucky's Red River Gorge in the spring, summer and fall. This last fall we went to Joshua Tree in California to climb!"

-**Amber Stephenson**, senior technology trainer, Information Services

Amber Stephenson's 2-year-old son Wyatt and husband Nick rock climbing.






Parth Patel at the Skogafoss Waterfall in Iceland.

“My name is Parth Patel, an individual on a mission to see the world. I am a random backpacker, foodie and professional photographer who decided to start blogging about my travel experiences one day. Whether I am relaxing at a resort, climbing the Great Wall of China, road tripping through Iceland, photographing a forest or exploring a new city, I am always excited to share each and every experience with the world through my travel blog and Instagram page while I travel, eat, wander and photograph through each country!

-**Parth Patel**, lead clinical data research coordinator, Hematology/Oncology/BMT

 **Read Parth's blog!**
Follow along at jetsetpassport.net



Lukas Bowers sings with his rock band, Teratogen.

“I play in a local Columbus rock band called Teratogen. I try to promote the shows within the Psychology department, and sometimes folks are able to come out and hang out together and enjoy local music.”

-**Lukas Bowers**, psychometrician, Psychology

Just for fun



Roller coaster enthusiast David Bellamy-Bise during a construction tour of a new ride at Cedar Point.

“I am a member of a club called American Coaster Enthusiasts. American Coaster Enthusiasts (ACE) is a non-profit organization focusing on the enjoyment, knowledge and preservation of roller coasters. Amusement parks have also invited ACE members to exclusive ride events at amusement parks as well as sneak peek events at new roller coasters under construction. Dues paying members receive a quarterly magazine and a bi-monthly newsletter. Ohio alone has two regions with Cedar Point being the flagship park in the north and Kings Island being the flagship park in the southern half of the state. My parents and I have been members of ACE since 2001. My grandmother was 84 years old when she rode her last rollercoaster! It definitely runs in our family.”

-**David Bellamy-Bise**, administrative support III, Drug and Device Development and Office of Technology Commercialization

“Since 2008 I have been researching, writing and blogging about the Jerome Gambit - arguably the “worst chess opening in the world.” (A chess opening is a series of moves in the beginning of the game that set out a particular arrangement of the pieces, and identifies specific strategies. A gambit is the sacrifice of a pawn or piece - in the case of the Jerome Gambit, it is two pieces, something highly irregular and, frankly, dubious.) This has put me in contact with scores of chess players around the world, who appreciate creativity and risk-taking; and who never take themselves too seriously.”

-Rick Kennedy, Community Education

Keeping it *Creative*

“My hobby is gardening. I live in Olde Towne East and I turned my front yard into the most amazing garden where I’ve grown vegetables for the past few years.” ■

-Jordan Kuntz, education coordinator



Justin Jackson works on a quilt.

“I grew up on a small farm in eastern Kentucky. My mother felt that all her children, both daughters and sons needed to learn how to cook and sew and in general, just take care of themselves. Growing up in the country everyone quilted. Shortly after I married Patty, my wife of 40 years, she commented how much she loved quilts. I’m not sure what she thought at first when I said “I can do that.” I average at least one if not two per year. It’s very therapeutic. While working on those tiny stitches, your cares just seem to melt away.”

-Justin Jackson, administrative assistant II, Research Center for Biobehavioral Health



Jordan Kuntz in her home garden.



Want to read about other Nationwide Children’s employees and their hobbies? We have more on [ANCHOR](#) – search [Inside Nationwide Children’s](#) for additional stories and photos.



Tumblr Extra

"I think I was just born with the desire to care for people. My mom said I was always trying to "fix" everyone when they were hurt or sick so she was not shocked that I ended up in the nursing field. I love meeting and working with new people all the time. I love the ability to be creative in my role and being surrounded by a great team. Phenomenal research, care and people come from Nationwide Children's, so I am proud to say I am part of Nationwide Children's Hospital."

- Mary, RN, simulation coordinator



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.

Making an Impact When Small Ideas Turn Into Big Results



Rebecca Furru, a social worker, helped create a new system for the Lupus Clinic.

Imagine being a parent with a child who has been diagnosed with a chronic autoimmune disease. You've scheduled your appointment. You've arrived to the Outpatient Care Center and took the elevators up to the clinic. And now you wait. And continue to wait as anxiety builds for both you and your child.

This is a scenario that happens quite frequently in the health care setting.

One Nationwide Children's social worker took it upon herself to improve the patient waiting experience in the Nationwide Children's Lupus Clinic.

Lupus Clinic is a multidisciplinary clinic, where patients have a "one-stop shop" to address any of their concerns and they can talk with up to eight providers, everyone from a nurse and doctor to a social worker and specialty pharmacist, during just one appointment. It's an amazing model – until you factor in the compounded wait times.

Rebecca Furru, a social worker, was there when the Lupus Clinic, under the Division of Rheumatology, started in 2017. "Having this new multidisciplinary model was amazing!" she says. "But it was difficult because we didn't have a system to track which provider had seen which patient, which providers still needed to see a patient and which patients were ready to be released from clinic."

This caused delays in providers seeing patients, causing longer appointment times and even some mistakes in releasing patients who had not yet seen a provider.

Working to limit wait times and improve patient satisfaction, Rebecca came up with a brilliantly simple and effective solution – a whiteboard, powered by some colored magnets and the enthusiastic buy-in of her whole clinic team.

After submitting her project idea to Impact, a Nationwide Children's program through Business Process Improvement (BPI) that encourages, empowers and rewards staff who implement a process improvement idea in their area, Rebecca started to pilot and test the board in her clinic. Her BPI coach, **Amy Brown**, supported and guided her through her clinic flow efforts.



Colored magnets help staff see which provider each patient has seen during their visit.

“Each clinic room and assigned patient gets a row and each provider is assigned a column on the whiteboard. When a provider is visiting the patient, they place their large colored magnet in that box. When they're done with the visit, they place their small colored magnet in the square. If a certain provider doesn't need to see a patient that day, an X is drawn on that square,” Rebecca explains. “It's a very visual thing that helps the entire team stay on track.”

Rebecca admits when it first launched she was “the keeper of the whiteboard” and would remind other staff to keep it up-to-date. “Now everyone has really taken a lot of ownership in it and pass along the process to any new providers. It's really streamlined the clinic flow.”

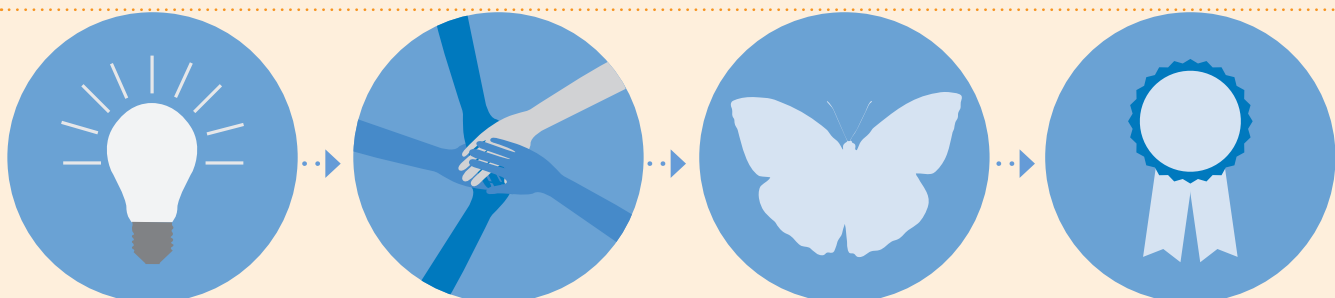
As for the patient experience, it's definitely improved, and the clinic staff can tell by the comments on the post-visit survey. When the clinic first opened in 2017, many of the comments harped on the long wait times and timing issues. But now, Rebecca shares, “It's not even mentioned anymore. I'd say almost never.” ■

Do you have a process improvement idea that involves your area or team?



Submit it to Impact, just like Rebecca. Whether it's a big idea or just a simple solution, you can get rewarded for helping the hospital deliver better patient care, improve quality and safety and impact operational performance. Learn more on **ANCHOR**. Search “**Impact**.”

THE IMPACT PROGRAM: HERE'S HOW IT WORKS



IDEA

Process improvement idea involving your area.

PROJECT

You lead! With help from a process improvement coach.

RESULTS

Save time and money, and improve safety and service.

REWARDS

Earn money, PTO or recognition.

Tapping Into Technology

How Staff are Using Technology to Provide Better Care to Patients and Families



The Lieutenant Dan VGO robot allows patients to talk with family members who are not able to be at the hospital.

At Nationwide Children's Hospital, we focus on providing the best care to patients and families. In today's digital society, we are consistently being introduced to the latest and greatest tools in technology.

Two of the biggest purposes behind technology are the ability to help people stay informed and to communicate with each other. Communication is key, especially when it comes to updating families who are waiting for their loved ones in surgery.

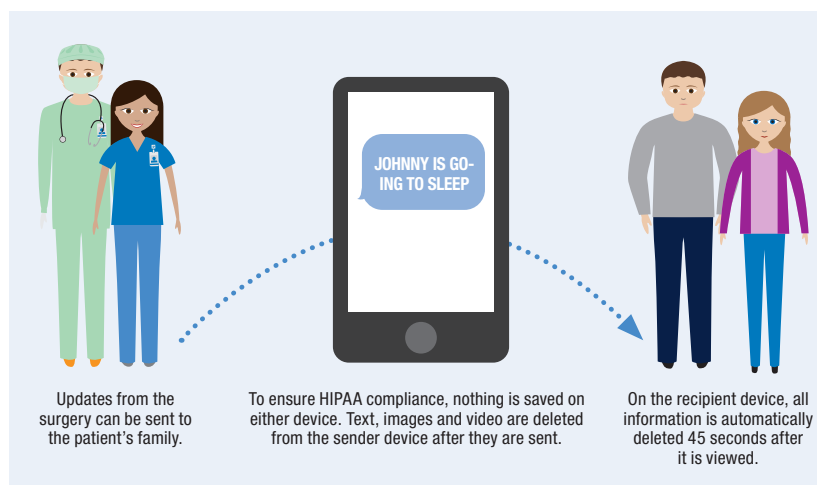
Improving Surgery Communication

Previously, families would be updated on their child's surgery through in-person conversations with a clinical staff member. Although this strategy is effective, it was not always the most timely. **Bobbie Rodeman**, BSN, RNFA, CNOR, and her team at the Heart Center decided to explore other strategies for timelier communication.

Electronic Access to Surgical Events, otherwise known as EASE, is an application that gives the operating room (OR) staff access to sending updates directly to a family member's mobile device.

“OUR TEAM CHOSE TO TRIAL THE EASE APP IN AN EFFORT TO IMPROVE COMMUNICATION WITH FAMILIES DURING SURGERY,” BOBBIE EXPLAINS. “USING EASE ALLOWS US TO UPDATE FAMILIES AT REGULAR INTERVALS IN A TIMELY MANNER. ELECTRONIC COMMUNICATION HAS ENABLED US TO GIVE UPDATES DIRECTLY, AS OPPOSED TO COMMUNICATING THROUGH ANOTHER PARTY.”

- BOBBIE RODEMAN



The EASE app allows for timely communication between providers and families during surgery.

EASE includes several features that help personalize the messages that are sent to families.

“We can include some pictures or brief video clips to give them a glimpse of what is happening in the OR and offer them some peace of mind when they see pictures of their children after waking from anesthesia,” says Bobbie.

Overall, families responded positively to the new communication tool and strategy. The success has also encouraged other service lines in the operating room and cath lab to jump on the bandwagon.

Technology Connects Military Families

Not only does technology help keep us informed, but it also helps us connect with people from around the world. **Joseph Quackenbush**, vaccine coordinator at Primary Care Network, was inspired to develop a robot that would bring military families together during difficult times.

“Approximately four years ago, a fellow Employee Resource Group member and myself were discussing how

great it would be if we could find a way for a deployed service member to be able to not only communicate and see their child, but also be able to speak with the doctors and nurse to get firsthand information,” says Joseph.

The Lieutenant Dan robot was originally created to help connect patients and families with their loved ones who are deployed outside of central Ohio. Connecting deployed military members through the use of this robot allows them to feel less helpless and lonely during the family’s difficult time.

The robot has proven itself to be so useful that it is now available to all families. Next steps for the robot? Finding a way to use the telepresence to help keep children involved in their classroom while staying at the hospital.

“The few opportunities we have had to introduce Lieutenant Dan VGO to patient families have been very positive,” Joseph explains. “Families were amazed that this technology was available here at Nationwide Children’s Hospital.” ■



How has technology helped you and your team better communicate? We want to know!
Email us at EverythingMatters@NationwideChildrens.org.



NATIONWIDE CHILDREN'S

When your child needs a hospital, everything matters.™

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ON THE SPOT



Bette Feist

Early Intervention Specialist

When: 2 p.m.

Where: H4 Playroom

In order for Bette to work hard, she has to play hard. As an early intervention specialist, Bette spends time playing with children, getting to know families and setting up play groups. Play groups allow children to interact with each other and help make hospital stays more enjoyable for the patient. Bette's favorite parts of her job are bedside play and parent coaching with children from the age of birth to 5 years old. Each work day is a little different from the next, but she enjoys new discoveries. Bette explains, "I love how my role gives me the opportunity to learn something new every day."

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