SPRING 2024

ONE TEAM



TRAVELING MONARCHS

LINDEN'S VIBRANT COMMUNITY

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ONE TEAM **INSEE** 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.



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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LARGEST House in the World!

Ronald McDonald House of Central Ohio (RMHC) recently reclaimed the title of "largest House in the world," and the support of our One Team was integral in the growth and rebuilding process. Two wings were added with 84 new rooms, a large dining room, commercial kitchen, event space and administrative offices. The end result? 2,000 more nights for families every year. A special shoutout to our employee-led NACHO Street Band for raising \$100,000 toward the expansion!



RMHC's beautiful brick buildings are only a few steps away from the hospital.

"Behind all of those programs – behind every single thing that we do – is our One Team."

No other hospital is quite like Nationwide Children's. In this issue, you'll learn more about one of the initiatives that truly sets us apart – our concerted effort to improve health and well-being outside of our hospital's walls.

More than 15 years ago, Nationwide Children's created Healthy Neighborhoods Healthy Families to support the South Side community around our main campus. We have built or improved hundreds of affordable homes, helped our neighbors get good jobs, and driven educational achievement in school.

Now, we're bringing the same commitment to the Columbus neighborhood of Linden. You can read here about seven different programs that are already making a difference in the lives of Linden residents.

Behind all of those programs – behind every single thing that we do – is our One Team. It's true that Healthy Neighborhoods Healthy Families sets us apart. So do a number of other initiatives. But what really distinguishes Nationwide Children's is you.

I'm grateful for your dedication to our patients, our communities, and to each other.

Tritty C Schinson

Tim Robinson, CEO



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

- Facebook.com/NationwideChildrensHospital
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- Blog: NationwideChildrens.org/INC-700
- 🔊 Blog: PediatricsNationwide.org

f Facebook.com/ NationwideChildrensHospitalFoundation

The Social Buzz

Our social media is buzzing! From viral TikToks with Dr. Mike Patrick to national engagement, Nationwide Children's has one of the most reputable online presence of all pediatric health care organizations. Our community often turns to our social channels to share their positive experiences and spread their gratitude for the staff that has made an impact on their lives. Check out some of these words of kindness and be sure to follow us to keep up to date with the latest buzz!



Five Minutes with Dr. Ray Bignall and Dr. Whitney Raglin Bignall



The Bignalls moved to Columbus five and a half years ago to pursue their passions together at Nationwide Children's.

Family runs deep at Nationwide Children's – literally. For **Dr. Ray Bignall** and **Dr. Whitney Raglin Bignall**, their joint passion for inclusivity led them to Nationwide Children's nearly six years ago. Each excelling in their respective areas of nephrology and psychology, they've taken on larger roles as leaders serving our community: Ray as Chief Diversity and Health Equity Officer, and Whitney as Assistant Clinical Director of On Our Sleeves.

"I'm most proud of my work with the young people for whom I'm privileged to care for and their families. I also have the honor of helping to develop, direct and implement our hospital's efforts to achieve equitable outcomes for our patients and community, and maintain a strong and diverse workforce," says Ray.

The Bignalls are deeply rooted in family values, both inside and outside of the office.

"I love that I feel like I belong on my teams. I haven't been able to say that everywhere I've been, but here, there is a mission and understanding of the importance of treating families in every community," says Whitney.

When they're not attending events, treating patients or teaching students, you can find them spending quality time with each other and their son, Liam (ideally somewhere with a view of blue water!).

FIVE MINUTES WITH

Read on to learn how Ray and Whitney integrate work and home life and how they make the most of their busy schedules. Their bucket list items might also surprise you...

How do you like to spend your days off?

Ray: I absolutely love hanging at home with my family, especially going on walks in the neighborhood together. I also love listening to news podcasts (big NPR junkie!) and watching sports.

Whitney: I enjoy having friends and family over to our house and cooking for them, or just spending time with Ray and Liam by going on walks, playing with toys or listening to music.

What advice do you have for separating home and work life?

Ray: Honestly, it's very hard! For us, it's more about integration and ensuring that the right things get prioritized, like family time without phones or work email.

Whitney: One thing we try to do is find places where things can overlap. For example, it's amazing when I am doing an event and my family can come. In addition, last year we did an exercise as a family where we listed our values and our priorities. We are working to live a life that is congruent with our values, and this means making sure that the right things get our time.

What is at the top of your personal bucket list and why?

Ray: I need to renew my private pilot's license (first obtained one in 2005 and absolutely LOVE flying!) I also want to go to all four tennis majors as a family. Whitney and I love tennis, and we went to the U.S. Open for our honeymoon.

Whitney: I want to own a "bed and dinner" café where I can offer coffee in the morning and dinner at night in a great location to host great people. I LOVE cooking for people!

What is your favorite meal to have for dinner?

Ray: I love fish tacos and chips and salsa.

Whitney: This is so hard! But anything with curry. Like a good curry soup or tofu curry. Yum!

What are three words you would use to describe the other?

Ray: Breathtaking, Caring, and Hard-working **Whitney:** Enthusiastic, Passionate, Warm-hearted

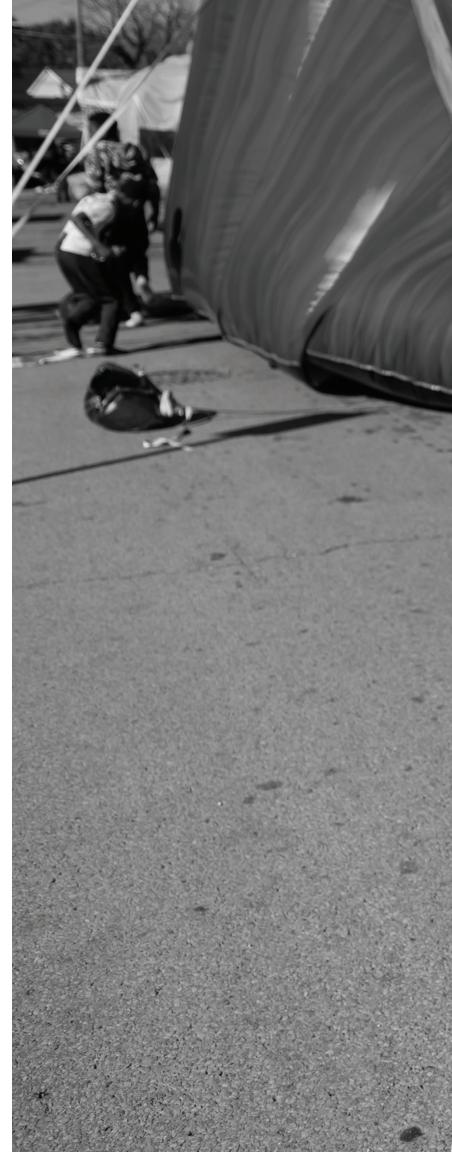


Their son, Liam, is a Nationwide Children's patient!





Housing, education, finances and health care accessibility all impact a community's overall health. In 2008, Nationwide Children's launched Healthy Neighborhoods Healthy Families (HNHF) to address these factors and create healthier outcomes for children and families in central Ohio. Healthy Neighborhoods Healthy Families began on Columbus' South Side and has since expanded to the Linden area, bringing important resources and programs to the unique, vibrant neighborhood.





Here are seven services that are consistently improving population health

TAX CLINICS

Filing taxes is not something we are taught in school, and ensuring they are done correctly requires two things: Time and money. Many people in our community lack these resources, which is why Nationwide Children's partners with United Way of Central Ohio to offer free tax clinics as part of HNHF.

Since its launch in 2020, **2,700 central Ohio families** have benefited from this service. Clinics are designed to help families access tax credits and refunds, while tax preparers also aim to educate clients on the types of credits they qualify for. In total, \$5 million in refunds have been given, with nearly **\$800,000 given in Linden-area locations**.



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PROUD LINDEN PARENT Program expansion

Caring for children can be difficult, especially when you aren't prepared or don't have a reliable support system. To help alleviate the burden, Health Neighborhoods Healthy

Families offers the Proud Linden Parent Program for parents and caregivers of children ages one to seven, learn skills and techniques for raising young children. As part of the grant received from the Franklin County Commissioners, the Proud Linden Parent Program will expand to four sites this year.



Healthy Homes, the affordable housing arm of Health Neighborhoods Healthy Families, provides and preserves housing through high-quality homeownership, rental and repair services in the South Side and Linden communities. Since 2019, Healthy Homes has positively impacted more than **200 houses and rental units in Linden**, from full-gut renovations to light home repairs.



Last year, Healthy Homes was granted a \$50 million fund to expand affordable housing in Linden and further its commitment to invest in community health in the next 10 years. Backed by the City of Columbus, the fund supports the acquisition, construction and permanent financing of rental housing units for families in all parts of the neighborhood.

"In response to Columbus' affordable housing shortage, we have set audacious goals to build or improve over 800 homes by 2026," says **Gretchen West**, Healthy Homes, Executive Director. "We are constantly growing and learning how to improve or expand programming to better serve our residents and the broader community. In 10 years, I anticipate that Health Neighborhoods Healthy Families will continue being a national model for how hospitals can make upstream investments to improve the health of communities."



and the well-being of Linden residents:



MOBILITY MENTORING AND MATCHED SAVINGS PROGRAM

Healthy Neighborhoods Healthy Families' "My Bridge 2 Success" supports families in their journey toward wellness and financial stability. My Bridge 2 Success mentors help adults become financially secure and self-sufficient by working with them to set goals, problem solve and navigate through different barriers. Key areas of focus include family stability, well-being, financial management, education and training, and career management.

"Financial stability can directly impact health and wellness by reducing an individual's stress," says **Sam Ricks**, project manager of economic opportunity. "The stress that individuals have due to finances may directly impact their mental and physical health. Stress can also directly impact an individual's ability to problem solve and set goals that lead to healthy outcomes for themselves and their family. The mentors in our program look to combat these challenges by working through issues and help them reach their long-term goals."

Those enrolled in the program also gain access to a matched savings component. Each dollar that a participant saves is matched with another dollar for up to \$5,000. This match gives families the opportunity to pay off debt, save for a down payment on a home, create an emergency savings, go back to school, obtain a vehicle or pay for a major life event.

"Long term, we'd like our participants to be able to remain financially self-sufficient after exiting the program. We'd like to see our their income at or above 200% of the federal poverty level, establish and maintain an emergency savings, and build a healthy credit profile of 700 credit score or higher," said Sam.

5) PLAYSTREETS

As previewed in the previous issue of *Inside Nationwide Children's*, PlayStreets are free community events for children and their families featuring food, entertainment and play spaces. These events promote health and wellness through outdoor play and social interaction, specifically in the South Side and Linden areas.

According to **Ed Miner**, project manager of Healthy Neighborhoods Healthy Families, PlayStreets has four positive impacts for participants:

• It gets kids, parents and volunteers engaged in healthy outdoor physical activity in a safe, friendly environment.



- Parents can connect with other parents and members of the neighborhood, building a community and support system that lives beyond the events.
- Almost all volunteers are staff members, so it gives our people the chance to interact with children in a fun way outside of the usual clinical setting.
- Everyone gets to have fun together for a few hours, and everyone feels better when they get to have fun with other people.

"I love it when our volunteers open up to playing with the kids," said Ed. "We had one week when a group of middle school-aged boys wandered through one of the events. A group of volunteers saw them and started talking with them. They all got together and invented a kind of dodgeball game using our water sponge balls. Those boys, who usually just pass through the event for a little while, stayed and hung out with the volunteers for almost the whole event. I don't have to tell you how hard it is to get middle school boys to interact with adults they don't know, but it happens at PlayStreets!"

LINDEN-MCKINLEY STEM ACADEMY (OUR COMMITMENT, BE THE ONE)

With a focus on increasing attendance rates and establishing goals for graduation and beyond, Nationwide Children's partners with Linden-McKinley STEM Academy through an elective class. Students in grades 7 to 12 can enroll in *Be The One* and work to enhance their leadership skills through relationship-building and service within the school and community.



BOOST AND SUMMER YOUTH EMPLOYMENT

Healthy Neighborhoods Healthy Families continues to increase educational and employment opportunities in central Ohio through their BOOST Work Readiness Training and Paid Summer Youth Employment programs.

BOOST

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Community residents can boost their career and successfully prepare for full-time employment by getting a foot in the door at Nationwide Children's. Trainings are offered at Linden Community Center and Residences at Career Gateway Training Center that help participants create a resume, develop goals, learn new skills and discover their strengths as they decide what career path is most suitable for them. Following completion of the classes, participants are guaranteed an interview with the hospital and other employment partners.

Summer Youth Employment

For our younger population, the Paid Summer Youth Employment program provides students the opportunities to learn, build skillsets and gain valuable work experience in a health care setting. Nearly 100 young adults are hosted by different departments throughout the organization for four or eight weeks, depending on the assignment and departmental needs. Many departments utilize this program for recruiting efforts and as a way to bring awareness to various health care careers both within and outside a clinical setting.





Coming Soon: Livingston Orthopedic & Surgery Center

The Livingston Orthopedic & Surgery Center (LOSC) is opening this year! This newest West Campus addition is 270,000 square feet, six story hub for orthopedic services, and will contain "**ambulatory surgery including pre**/ **post and PACU**, **imaging, outpatient clinics and therapy spaces, offices and ancillary support space**," says **David Chen**, engineering services project manager. The new center is connected to the Livingston Ambulatory Center (LAC), though its services will be standalone.

"LOSC is a very complicated building," David explains. There are many pieces to the project — the center will host six operating rooms, MRI, EOS imaging and Ultrasound, numerous sports medicine clinics, an 11,000 square foot rehabilitation gym and more. David is quite proud of the many teams involved in the construction of such a complex structure. "It has been great to see...everything and everyone come together as One Team to solve very complex issues and obstacles," he says. "It's a true testament to our One Team culture here at [Nationwide Children's]."

The rolling opening of the LOSC is a testament to how many moving parts are involved. The first clinics will open this quarter, followed by the remaining clinics next quarter. By late third or early fourth quarter, the entire center will be open and functioning. Opening the center is the final step in our phase two master facilities plan — a plan that has spanned eight years and saw the construction of the Big Lots Behavioral Health Pavilion (BHP), the LAC, Research Building 4 and several offices and garages.



Rendering of the front entrance.



Rendering of the sixth floor gym and recreation center for patients.

This new facility is also an important piece of Nationwide Children's 2021-2026 Strategic Plan. "We are continuing to invest in facilities to build capacity for growth and attract top talents from around the country with state-of-the-art infrastructure," says David.

LOSC represents a crossroads of all five pillars within the Strategic Plan. Quality and Safety, in its focus on creating best outcomes; Culture and Talent, in our commitment to recruiting and retaining the best staff; Partnerships, in the intersections of orthopedics, imaging and surgery; Technology, in the countless innovations throughout the center; and finally Operational Excellence, in how it will lighten the load on existing surgery centers throughout the hospital.

Feeling Festive

The glowing butterflies returned to our front lawn as we celebrated the second year of "Light Up the Lawn, Light Up a Life." The campaign kicked off on November 14 with a Grand Illumination and Winter Festival, where staff and their families enjoyed a *chill* evening with crafts, games, music, face painting, hot cocoa and a photo booth.

The fun didn't stop there! Throughout the season, various shifts and locations were treated to giveaways from cookies and donuts to hats and scarves. Thank you to all the volunteers who helped make this year's campaign a success!













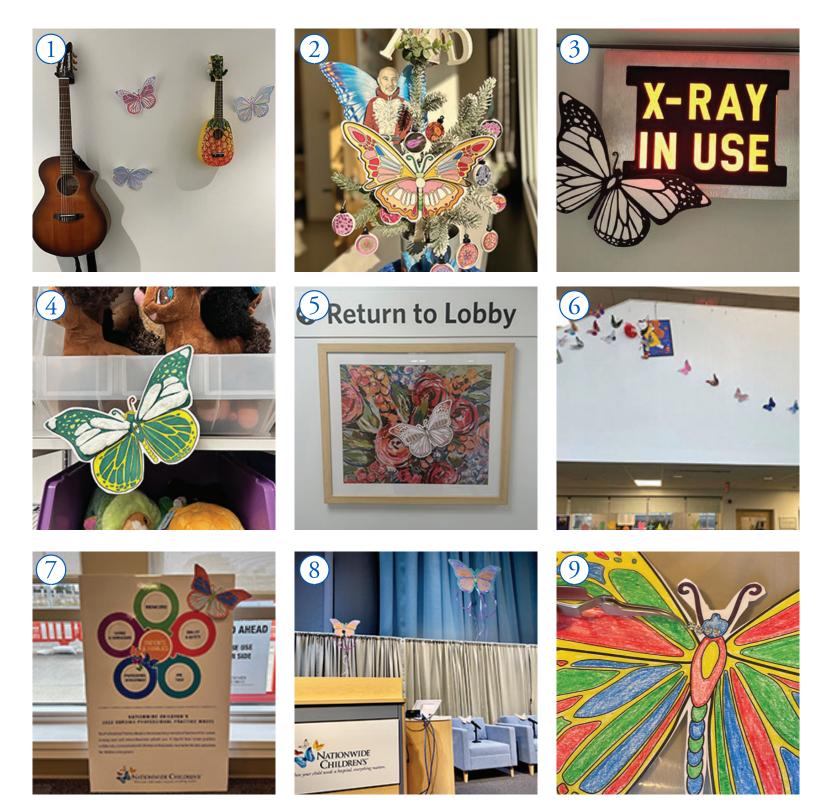




Where Have Our Migrating Monarchs Traveled?

Butterflies didn't just invade the hospital's front lawn this winter, but they also traveled across team spaces throughout the organization! The Migrating Monarch Challenge brought competitive and creative spirit all season long.

Can you guess where these butterflies landed? Check your guesses with the answers at the bottom!



1: Music Therapy 2: Intectious Disease Clinic 3: Radiology 4: Gift Shop 5: Dermatology 6: Child Care 7: Center for Nursing 8: AV Team 9: Orthodontics



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Employee of the Year



Congratulations to Erika Stromsoe on being named Employee of the Year at our recognition dinner in January!

EMPLOYEE OF THE YEAR

Erika is a Behavioral Health Clinical Lead Supervisor, providing ethical support to clinicians and implementing result-oriented practices for child-parent psychotherapy. She is committed to inclusive care and demonstrates this practice daily as she is warm, welcoming and collaborative in her interactions with colleagues and patient families. Erika's modeling, guidance and leadership is an inspiration to her team.