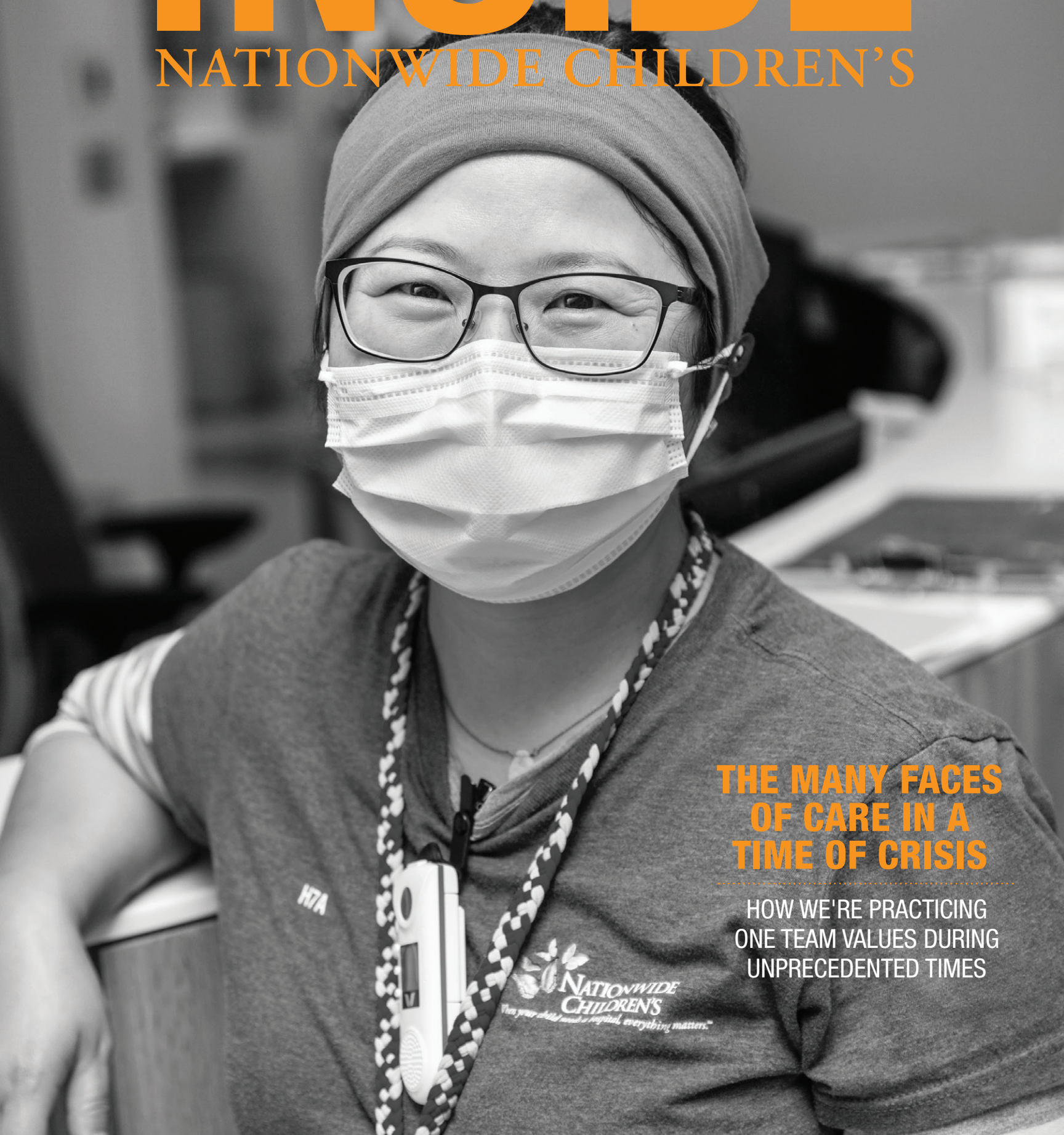


SPRING/SUMMER 2020

ONE TEAM.....

INSIDE

NATIONWIDE CHILDREN'S



**THE MANY FACES
OF CARE IN A
TIME OF CRISIS**

HOW WE'RE PRACTICING
ONE TEAM VALUES DURING
UNPRECEDENTED TIMES





Team,

It's one thing to hear about all of the work that Nationwide Children's Hospital has put into responding to COVID-19, but it's another to be able to see that work. This issue of *Inside Nationwide Children's* gathers dozens of images showing your dedication and perseverance over the last few months -- a visual record of your extraordinary commitment to each other and the families we serve.

Additionally, our team has come together to respond to racism at a time when our voices are so important. Our anti-racism efforts speak to the value and dignity of every employee, the families we're honored to serve and the entire community. So incredibly proud of our organization-wide response with much work ahead.

The photos in this issue are organized by the way they illustrate our One Team Values, and it's amazing to reflect on those values through the perspective of COVID-19 and our anti-racism response.

I don't think there are better ways to respond to any challenge, even a pandemic, than doing the right thing, creating a safe day every day, promoting health and well-being, being agile and innovative, and getting results.

My thanks to all of you for everything you have done, and for everything you will continue to do.

Tim C. Robinson

One Team Values: Do the Right Thing



The third shift staff in the Emergency Department band together as One Team.



DO THE RIGHT THING

- We always act with integrity and honesty
- We are collaborative, respectful and inclusive of everyone

In the midst of a pandemic, doing the right thing means always making choices that impact our *Journey to Best Outcomes* and provide the best care for children everywhere. All areas across Nationwide Children's, both off-site and onsite, have worked together as One Team. Our Patient Relations department is a great example of doing the right thing – serving our patients and families by listening, understanding and advocating.

“Patient Relations understands everyone, especially our patients and parents, is facing a critical time of fear and uncertainty with the sudden arrival of COVID-19. As patient and family advocates, we know that when fear takes hold, we can expect unprecedented reactions to follow. As Patient Relations Coordinators, we’re hard-wired with the capacity for empathy – listening and seeking to understand others’ feelings, thoughts and circumstances. We know that every parent longs to be seen and understood, and this longing becomes more heighten in times of crisis. Now more than ever, we are tasked with tuning into the fears and concerns of our parents and empathetically providing the best recommendations, even if it they are not what the parent wants to hear. We walk the fine line of perceiving and taking care of immediate emotions while not losing sight of what is the best medical care Nationwide Children’s can provide.

With the hospital’s current situation and given our limited visitation, sometimes certain circumstances can feel dehumanizing. But we are committed to explaining to families creative alternatives instead of telling them what they cannot do. It’s challenging reaching out to our parents while not able to extend an appropriate personal touch. Masks have not allowed us to express nonverbal gestures that often eases anxieties and show how much we really care. However, we realize that parents need our support and advocacy more than ever before. Through patience and understanding we let them know their feelings and fears are valid and heard. We make proactive rounds by telephone to our inpatient families to ensure the voices of all engaged are heard, respected and acted on for what matters to them. It is our duty as Patient Relations Coordinators to be and advocate and to help parents through this difficult time. So, we are stocked up on compassion and driven by the commitment to do what is right, true, and as always, what is in the best interest of the patient.”



The Child Life team has been instrumental in planning moments to make people smile, including this inspirational message in the hospital windows and, featured below, designs on the elevators of our L-Garage.



 **Jeanette Thomas**, manager,
Patient Relations



One Team Values: Create a Safe Day Every Day



Okey Eneli, vice president of engineering, proudly wears his mask to keep himself and others safe.



CREATE A SAFE DAY EVERY DAY

- We make patient and employee safety our personal commitment
- We communicate clearly and completely
- We routinely seek input from others and always support our colleagues

Over the last few months, our dedication to patient and employee safety has not wavered. Our Environmental Services staff has worked hard each day to maintain the highest standard of sanitation in all our facilities. We launched the Six Feet for Safety campaign, reminding everyone that physical distancing is key to stop the spread of COVID-19. Universal masking efforts are another added layer of safety. Thanks for being a Zero Hero and helping Nationwide Children's create a safe day, every day.

“During this pandemic, Environmental Services is going to above and to create a safe day every day at Nationwide Children’s Hospital. We are the people behind the scenes. If we didn’t do our job with pride and passion, no one else could do their job. It starts with us at the bottom. We have to make sure Nationwide Children’s Hospital is a clean, safe, and healthy environment every day. The role of Environmental Services can go unnoticed and we are at the heart of infection prevention in the hospital. Without our One Team effort, it would be impossible to keep the good work up. We are always making sure we create a safe day every day to ensure the patients and staff are safe.”

🦋 **Matthew Sliemers**, *housekeeper,
Environmental Services*



Staff at our masking stations ensure our employees, patients and visitors are appropriately masked and screened.

One Team Values: Promote Health and Well-Being



Nutrition Services makes sure that our food is not only prepared safely, it fuels our bodies and minds as we promote health and well-being.



PROMOTE HEALTH AND WELL-BEING

- We balance work and life demands
- We generate compassion, optimism and energy in one another
- We advance our health, and the health of our community

Part of promoting health and well-being means balancing work and life demands. With many of our employees working remotely during the pandemic, being at home means working, keeping up with other demands and caring for spouses, children, other loved ones, pets, etc. It also means taking time to care for yourself. Our YOU Matter team created resources to support our workforce during these challenging few months. Taking time to practice self-care means we can be our best self for our job and our families. Looking for these resources? Visit ANCHOR and search YOU Matter.



Even our Animal Friends are in on the masking action!

“It is key to celebrate one another as One Team during times of uncertainty. Our team is flexible and ready to respond to any emergency, as we are in construction projects and live in a dated facility. We focus on positive messaging to help people smile and feel a sense of gratitude. When a change is coming that might be overwhelming, we find catchy phrases and use food or colorful décor to help turn the mood positive. We have a construction mascot, Donnie Doughnut, and he now wears a cape and mask. If it’s going to be a difficult day with a medical gas outage or concrete drilling, there will be doughnuts in the breakroom.

Always find something fun - the small efforts make a lasting impression to a team’s mental health. Having themed weeks and taking the time to connect with one another helps ease fear. Our team is facing the most challenging times, forging ahead with construction and Epic projects amidst a pandemic. We must focus on one another, so we come out stronger on the other side, in a new space, and healthy.”

🦋 **Jen Thompson**, *manager clinical program,*
OSU Medical Center NICU

One Team Values: Are Agile and Innovative



Team huddles may look a little different as we practice Six Feet for Safety. But thanks to our agility and innovation, staff have adapted to still provide the best care for Best Outcomes.



ARE AGILE AND INNOVATIVE


- We embrace and manage change
- We foster a streamlined and entrepreneurial environment
- We generate and share new knowledge and ideas

The need to be agile and innovative has been a priority as we navigate the “new normal” both in our work and personal lives. Our staff constantly evolves how we do our work as things continue to change. On great example of agility and innovation came from the team who established the Personal Protective Equipment (PPE) donation drop off zone. The quick thinking and action allowed the hospital to receive thousands of supplies in just two weeks.

“Following the closure of the Sibling Clubhouse where I work, I was excited for an opportunity to help with Personal Protective Equipment (PPE) donation collections. Family and Volunteer Services manage the annual toy drive, so it was a natural fit for us to assist. It was a broad-based effort, with direction from Pharmacy, Supply Chain, the Foundation and Protective Services. Staff from Research, Dental and Orthopedic Clinics were brought in from the labor pool to staff the donation station. In only two weeks, we received a huge amount of PPE: some returning through internal supply, and thousands more donated by the community and corporate partners. The most rewarding part was probably working with the labor pool donation desk team; their optimism and enthusiasm were unwavering, though rainy days, heavy-lifting, and spells of downtime—all in all, a wonderful group top-down and a privilege.”



Stecker Auditorium has become a home to our thousands of PPE donations.

 **Kyle Lemstrom**, *sibling liaison lead,*
Family and Volunteer Services



One Team Values: Get Results



Ujjwal Ramtekkar, MD, conducts a psychiatric telehealth appointment from his home. During the last few months, roughly 2,000 of our employees have been working from home.




GET RESULTS

- **We're accountable (we do what we say we'll do)**
- **We're determined (we get the desired results)**
- **We're committed to constant improvement**
- **We leverage our diverse strengths**

Nationwide Children's has achieved great results through the pandemic – from establishing telehealth services for so many of our service lines, to employees working remotely, and creating an effective drive-up testing site for COVID-19. Thank you, for your hard work as a Nationwide Children's employee – your dedication and commitment is what helps us continue to get results every day.

“We originally planned to expand telehealth over the course of years, but once the pandemic hit, our timeline changed dramatically. We worked to rapidly deploy telehealth over the course of about three weeks. Our team really saw the pandemic as a call to action. It was important to us that patients and their families were able to receive the care that they needed, and for many of them — because of COVID-19 — telehealth was the only option.

It took a tremendous effort from the team to launch telehealth so quickly. Starting in March, we began holding daily calls to make sure our efforts were well-coordinated. A number of teams that typically work “behind the scenes” were able to make a direct impact to patient care (IS, Legal, Billing, Compliance, Education, Marketing and Planning). It was truly a One Team effort!”

 **Laura McLaughlin**, *senior project manager,
Planning and Business Development*



The COVID-19 drive-up testing site and the efforts of our lab and everyone else involved to help make that happen show we can get results and we're committed to constant improvement.



Our Values: We Stand Against Racism. We Stand For Health Equity.



On June 11, our staff took a stand to make a visible and tangible statement that the future must change. What and who do you stand for?

“Nationwide Children’s Hospital has always had a longstanding commitment to diversity, inclusion and health equity in our community and for the children and families we have the privilege to serve. Now, more than ever, we want our voices heard as One Team as we address racism as a public health crisis.

The hospital showed support on Thursday, June 11 as we came together for eight minutes and 46 seconds to stand in memory of George Floyd’s tragic death, for his six-year-old daughter Gianna and all black children impacted by racism and racial violence. And our work continues. In the coming months, our diversity, inclusion, anti-racism and health equity initiatives will include in-person and online listening sessions/tools where employees can share feedback and ideas, launching a new

unconscious bias training for leaders and more. The Diversity & Inclusion page on ANCHOR has a robust list of anti-racism resources for patients and families and our staff.

We'll continue to listen to our staff as we learn how Nationwide Children's Hospital can best lend its voice and resources to ensure we stand against racism and stand for health equity. Thank you for your One Team efforts and dedication.

🦋 **Olivia Thomas, MD**, *chief diversity and health equity officer*



Staff showed their support and made signs to hold up during the event.





**NATIONWIDE
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When your child needs a hospital, everything matters.

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ONE TEAM 



Our Clinical Services Ramp Up

In May, when Nationwide Children's clinical ramp up efforts began, our teams at the surgery centers and operating rooms embodied the One Team spirit to serve our patients and families. Thank you, to all staff at Nationwide Children's, for your extraordinary effort during this unprecedented time.