



EVERYTHING MATTERS

Inside

NATIONWIDE CHILDREN'S

an Employee Publication

A Closer Look at
How We See Our World

Sharing Patient Stories
on Flutter

Practicing Pedestrian
Safety

SUMMER 2016





UNCOVERING UNCONSCIOUS BIAS

Each day at Nationwide Children's Hospital, we encounter patients, families and staff of all different ages, shapes, sizes and socio-economic conditions. What thoughts go through your head as you view our world? Do you see someone of another ethnicity and wonder if they speak English? Do you assume a child in worn-out clothing is unable to pay for his or her medical care? Do you ask yourself if your co-worker possesses the necessary skills to get the job done?

These are unconscious biases. We all have them — no matter our role within the hospital — and often times fail to recognize these beliefs can affect our understanding and actions. It can create a challenge to keep our focus on ensuring we help kids everywhere and provide the best outcome possible.

So, how do we uncover these unconscious biases? Through our Inclusion and Health Equity efforts, this year's Everyone Matters program is teaching staff to eliminate unconscious bias and see our world, and beyond, through a new lens.

*Learn more on **page 4***

Facts that May Affect our Unconscious Bias

What are unconscious biases? They are beliefs that affect our understanding and our actions in ways we don't realize. With so much information for our brain to process, we may seek a short cut — therefore affecting our decision making and actions.

With more than 11,000 employees at Nationwide Children's interacting with more than 1 million patients annually, it's no surprise unconscious biases may be applied in our day to day interactions.



21%
of staff
are male



79%
of staff
are female

Being open and mindful when interacting with the variety of patients and employees ensures everyone matters.

Our 2015 patients represented more than 100 ethnicities. The top three ways they identified themselves are:

- American
- Somali
- Mexican

As of April 2016, our employees also represent many ethnicities. The top three given are:

- White
- Black
- Asian

Although we all possess unconscious biases, we believe our differences make us stronger, and they make us better at delivering Best Outcomes.

Being Aware of Your Thinking... Because Everyone Matters

Keep Everyone Matters and unconscious bias at the top of your mind this year with the following steps:

TRAINING

Log into The Learning Center (formerly known as CHEX) and take the unconscious bias training. It's available in September.

WATCH THE VIDEO

Dr. Steve Allen joins with more than two dozen staff and families to share this important message. Watch here: **ANCHOR/Everyone-Matters**

DISCOVER OTHER HELPFUL RESOURCES

- Peruse Tumblr: (NationwideChildrensHospital.Tumblr.com) for stories from our staff
- Search CultureVision on ANCHOR to develop cultural competency
- Join an Employee Resource Group (ERG) like All Equal, Military & Veterans or Spark



Everyone Matters... Continuing the Conversation



Recently, there have been some troubling news headlines involving how people treat each other. It is worth recognizing each day, more than 11,000 staff, physicians and volunteers work to advance healing, safety, inclusion and health equity at Nationwide Children's Hospital. Together, we strive to ensure everyone matters and to treat all with respect and dignity.

In this edition of *Inside Nationwide Children's*, we hope you learn about unconscious bias, how it affects our worldview and what we as staff can do to ensure Everyone Matters every day. You'll read about how MyChart makes it easier for patients and families to get their health information when they need it, about how grants are helping our research team improve outcomes for moms and babies and how many of your peers have contributed to best outcomes.

Since the founding of Nationwide Children's Hospital, we have operated with the understanding that each family, patient and employee is essential to our success. Every individual deserves equal treatment and care, and we can achieve this by tapping into the passion and talent of every employee to help children reach their full health potential.

A handwritten signature in black ink, appearing to read 'Steve Allen'.

Steve Allen, MD



SHARE. INSPIRE. FLUTTER. *Patients Share Their Stories on Flutter*

Every child we treat is extraordinary. So is their story. Especially when it's told by them, their mother, their father or their family members. We see their journey at Nationwide Children's Hospital through their eyes. And that's important.

Take the story of Kenzie S. shared on our new patient story sharing website, Flutter.

Kenzie was just another high school student playing on the varsity basketball team when her world was turned upside down with hospital stays and operating room visits. She came to Nationwide Children's Hospital when she was 15 years old and met general surgeon Dr. Ben Nwomeh, part of the team who treated Kenzie's gallbladder disease.

"I VIVIDLY REMEMBER THE FIRST TIME WE MET IN THE OUTPATIENT CLINIC AT NATIONWIDE CHILDREN'S HOSPITAL BECAUSE HE TOOK MY HAND, LOOKED ME IN THE EYES AND ASSURED ME THAT WE WOULD FIND A SOLUTION AND RETURN ME TO MY HEALTHY, ENERGETIC SELF. I TRUSTED HIM WITH MY LIFE,"
KENZIE WRITES, "AND THAT IS ONE DECISION I WILL NEVER REGRET MAKING."

Read the rest of Kenzie's inspiring story on **Flutter.NationwideChildrens.org** by searching, "The Physician That Saved My Life."

Flutter is a microsite for patients and their families to share their stories, and for new patients and parents to have access to accurate stories and information when it matters most. Since launching in 2015, more than 95 brave patients and families have shared their stories on Flutter. And we are just getting started.

We need you, our staff, to help us capture these stories. Invite patients and families to read stories similar to their own. Invite them to share their own story and photos so they might be a source of inspiration, hope and comfort to other patients and families.

To learn more about Flutter and how you can help encourage patients and families to share their story, contact Callista Dammann at Callista.Dammann@NationwideChildrens.org.

5

minutes

WITH

Rhonda Comer

Rhonda Comer serves as Senior Vice President of Legal Services for Nationwide Children's Hospital. Rhonda's background includes both law and health care — she started her career as a nurse before becoming a lawyer. She came to Nationwide Children's hospital after starting the first Legal Department at Pittsburgh Children's and spending time there as general counsel. "I have been with Nationwide Children's for 11 years and love my position here!" says Rhonda.



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

The community's support, Board's vision, high functioning management team, employee's passion for the mission and being part of an organization that shares the mission and vision to help children.

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

When my daughter was at OSU where she rowed for four years, my husband and I were co-presidents of OSU rowing club, which meant we were the organizers and cooks (with the help of other parents of course) on various river banks (rowing sites) for 60 OSU students. Crew is such a great sport that attracts great kids and parents, and you can really get caught up in the "O-H-I-O," even if you are from Pittsburgh! More recently, I have been active in supporting the expansions of Medical Legal Partnerships (MLPS) in central Ohio. MLPS combine the work of health care providers and lawyers to address social determinants of health to improve health outcomes.

What is your greatest achievement/biggest accomplishment?

Not sure I have done it yet! Professionally, it is attracting, retaining and mentoring talented lawyers and staff to support Nationwide Children's mission and to grow their careers in the way they desire. Personally, having a great family life with my husband, three kids, two son-in-laws and one grandchild. If I have to pick one – it would be the latter.

What interested you most in pursuing a career in law?

In my last year of nursing school at Pitt, I took a law related course and loved it (and found it quite easy! Unlike bedside nursing, which can be very stressful). After one year, I attended Pitt law school while continuing to work part-time as an RN at Pittsburgh Children's. I have been a lawyer 32 years and for the past 19 years, I have been able to use both of my degrees to help children, even if now it is a more indirect way by supporting those that provide direct care.

At Clementine's, I most often order?

Earl Grey tea

Favorite Cafeteria meal?

Italian/Asian bar

Favorite animal friend?

The Duck

Favorite music/band?

Calming classical music, and band of course is our own Dr. Davis' band — Grassinine!

Favorite way to relax?

With my husband in front of a log-burning fire

RESEARCH

New Research Grants Provide \$4 Million for Moms and Babies

In the United States, one in 10 babies is born too soon, before 37 weeks of pregnancy. These premature or preterm babies are most at-risk for infant death, and those who survive often spend weeks or months in a neonatal intensive care unit (NICU) and may face lifelong health issues. To advance care for pregnant women and infants, Nationwide Children's Hospital and The Ohio State University Wexner Medical Center recently received an estimated \$4 million through two grants to improve research initiatives in the lab, delivery room, NICUs and follow-up clinics.

Awarded by the Eunice Kennedy Shriver National Institute for Child Health and Human Development, the grants provide funding that will allow for more than 25 employees between the two institutions to participate in national studies aimed at improving care for pregnant women and newborns.



25 EMPLOYEES



2 NATIONAL NETWORKS



2 INSTITUTIONS

Pablo Sanchez, MD in the Center for Perinatal Research at The Research Institute at Nationwide Children's and professor of pediatrics at The Ohio State University College of Medicine, is the principal investigator for the Neonatal Research Network (NRN) grant. Catalin Buhimschi, MD, director of Ohio State Wexner Medical Center's Division of Maternal-Fetal Medicine and vice chair of its Department of Obstetrics and Gynecology, is principal investigator of the Maternal Fetal Medicine Network Unit (MFMU) grant. The two institutions are among only eight sites in the country to receive funding to participate in both the MFMU and NRN projects for approximately five years, through 2021.

"The way we can advance medicine is by carefully studying how doctors care for babies and pregnancies, and tracking the effects of that care over the years," explains Dr. Sanchez. "For example, if obstetricians prescribe medications to the mom during pregnancy, we want to make sure it's safe and effective, not only in the short-term, but also two years down the road for the child."

Each year close to 380,000 babies are born too early in the U.S. This research will be instrumental in helping more moms have full-term, healthy babies, so fewer families experience the financial and emotional toll of prematurity.

Learn more about research on preterm birth: NationwideChildrens.org/prematurity-research

MYCHART: GET ANSWERS ASAP

When Katrina, a mother of five children, wants to request a prescription renewal for her son or wants to know about test results from the week's earlier appointment, she no longer has to load the kids in the car and make a trip to the doctor's office or spend valuable time navigating a phone tree. Katrina can access this information easily and quickly from her own computer or smartphone by using MyChart.

MyChart gives patients and families even greater access than ever before to their health information. This helps them take a more active role in improving and managing their health from any location at any time.

With MyChart, Nationwide Children's patients (both inpatient and outpatient) and families can access their health information with the click of a mouse the moment they need it. It's also at their fingertips with the MyChart mobile app. This means parents like Katrina can quickly reference the health information for their kids when and where they need it – like during annual sports checks or back to school check-ins.

Here are just a few of the many tools available through MyChart for families. (More features coming soon to the MyChart desktop version and the mobile app!)

- Schedule or Request an appointment
- Options for cancelling appointments
- Refill a prescription
- View lab and other test results
- Exchange messages with your care team for non-urgent questions
- View allergies, medications and other health records



Katrina, who has been using MyChart for about a year, benefits from having the information at her finger tips and sees the value. “With multiple kids, it’s helpful to keep track of their appointments,” she says. “I love it!”

This is a powerful and convenient way to connect and interact with patients and parents just like Katrina. Encourage patients and families to sign up during their next visit, and tell them about the tools available through MyChart. You’ll be leading them to their own best outcomes by having their information handy when they need it.

Looking for more information on MyChart? Visit the [MyChart page on ANCHOR](#). There you’ll find project updates, training and other helpful resources.

SPOT Reads

Green Thumb To Cultivate Urban Forest

Tucked into a vacant lot on Carpenter Street in south Columbus, you’ll soon see fresh fruits, vegetables and plenty of greenery sprouting from the Healthy Homes Urban Forest. Funded by a Parcels to Places Grant, the urban forest will be nurtured by Master Gardener Wendy, who works in the Nationwide Children’s Hospital Gift Shop. She is an avid gardener and also owns one of Nationwide Children’s Healthy Homes, part of the Healthy Neighborhoods Healthy Families program. Visit NationwideChildrens.org/Healthy-Neighborhoods-Healthy-Families for more.

25 Years Strong: Inpatient Rehabilitation Maintains CARF Accreditation

The Inpatient Rehabilitation Program recently received a CARF Three-Year Accreditation, making it our ninth consecutive accreditation. CARF is an international group for accreditation of rehab facilities. Each period of accreditation is three years, and our Inpatient Rehabilitation Program first received the designation in 1992. This accreditation demonstrates our dedication and commitment to providing the highest quality of care.



WALKING THE WALK: Pedestrian Safety

Maybe you park in the Livingston Avenue Garage. You're hurrying to get in to work at the hospital, and you see the crosswalk sign counting down. "I can make it across," you think. You make a dash for it. Good idea? Not so fast.

Did you know once the countdown has begun, it's considered jaywalking to enter the crosswalk? Not only that, the walk signal itself doesn't necessarily ensure safety. It's up to you to be a Zero Hero and be aware of vehicles and other pedestrians as you're crossing the street.



Here are some steps — literally! — you can take to practice pedestrian safety around Nationwide Children's Hospital.

- Be situationally aware: Be more mindful of your surroundings for the benefit of both you and your co-workers.
- Utilize the new underground tunnel between the main hospital and the Faculty Office Building (FOB). Visit the [Campus and Facilities Updates page on ANCHOR](#) to find a video on how to access the tunnel.



SUMMER SAFETY: Tips and Tricks

Summer is a great time to exercise outdoors and enjoy new paths, roads or parks. During this time of year, the outdoors can pose some health and safety concerns you should consider. Keep these tips in mind the next time you're heading outside to exercise.

- 1 Hydrate before, during and after outdoor fitness.
- 2 Remember to use sunscreen and wear sunglasses to protect your skin and eyes from UV rays.
- 3 Choose the right shoes with proper support and space to allow for swelling due to the heat. Wear a proper-fitted helmet for biking.
- 4 Wear identification with essential medical information and emergency contact information.
- 5 Keep your headphones off, on low or only in one ear so you can be aware of your surroundings.
- 6 Wear bright clothes with some reflective gear and avoid areas with no sidewalks if you're exercising at dusk or in the dark.
- 7 Consult with your doctor regarding the best time of day for outdoor exercise if you have allergies, asthma or sensitivity to heat or sun due to medications or supplements.
- 8 If you're thinking you should avoid an activity due to a physical safety risk or feeling uncomfortable of those around you, follow your intuition.



WELLNESS WINNERS: Nominate a Co-worker

Has one of your co-workers made a lifestyle change that has contributed to their overall health and wellness? Nominate them to be a Wellness Winner — monthly winners are featured on ANCHOR and receive a \$50 gift card.

[Nominate a co-worker on the Employee Wellness ANCHOR page.](#)

Spring **SERVICE FROM THE HEART** Winners

Our From the Heart Awards recognize employees for their special acts of caring, outstanding accomplishments and exceptional service. We're proud to recognize these employees and teams for providing Best Outcomes from the heart.



Heather Feehan *CSCC Neurosurgery Social Work*

Heather received a Service From the Heart award for her commitment to the families she encounters through her work. In one notable case, Heather has shown extreme dedication to a Spanish-speaking family from Toledo — she helps set up their Ronald McDonald House visits, arranges appointments for them at multiple clinics and has even met the family at the Greyhound bus station at 2:30 a.m. “This is just one example of the outstanding patient care Heather provides to our neurosurgery families,” says Heather’s co-worker.



Clifford (CJ) Edgington *Information Services*

CJ showed a true act of bravery early one Sunday morning. While driving home from an event in Kentucky, CJ noticed something wasn’t right on the opposite side of the wet road. Although it was dark, CJ spotted a car that had flipped into an embankment and a young woman was trapped inside. Without access to her cell phone, she had been unable to call for help or get the attention of other cars. CJ acted quickly by calling 911 and heading to a nearby house to get the address for the ambulance. He stayed with the girl until the emergency vehicles arrived.



Anna Neimeister *Emergency Services – Float Pool*

Anna received a Service From the Heart award for her quick thinking while at the Magic Bean Café. When she heard the barista say she wasn’t feeling well and her throat was swollen after her lunch, Anna suggested the barista visit an ER. The barista initially refused, so Anna found a physician and together the pair convinced her to visit an ER. Because Anna took note of the symptoms quickly, the barista was promptly treated for anaphylaxis.



Ronald West *Environmental Services*

As the floor tech on H8A, Ron made an impact on an adult patient with cystic fibrosis who has been visiting the hospital for 33 years. Ron would always stop and talk with the patient, and try and help him in any way possible. “The patient made me promise to make sure he knew how much these simple acts of kindness meant to him,” says Jamie Hillier, who nominated Ron. Sadly, the patient was unable to tell Ron in person, because he had his final admission to Nationwide Children’s after being intubated in the ICU. “Ron is a quiet hero,” says Jamie. “This patient would have wanted me to nominate him ... as much as I want to and the staff want to.”

Team: Security

Three Nationwide Children’s officers were presented with the Team Award after their efforts to help a family reunite. They found a man sleeping near the hospital cafeteria — he had traveled all the way from Texas and was trying to find his son and son’s mother. The officers noticed that other details of his story didn’t quite add up — the son and his mom hadn’t been at the hospital for months — but worked to connect the dots. After contacting the son’s mother and realizing their appointment wasn’t until the next day (and they had been staying with a relative), the officers helped connect the family.

Team: Engineering

The Engineering team is commended for helping orthopedic patients in halo traction. These patients are often at Nationwide Children’s for weeks at a time and in wheelchairs. The Engineering team constantly makes modifications to the patients’ wheelchairs that allow them to get out of bed. This allows the patients to move easily from bed to wheelchair without remaining in their beds the duration of their weeks-long stay.

EMPLOYEES & VOLUNTEERS OF THE MONTH



APRIL
EMPLOYEE OF THE MONTH

Addie Cursio

Clinical Services-APNs

Length of Employment: 15 years

Addie, recognized for her positive energy in her department, treats patients and families with respect and wears a continuous smile. Colleagues share that Addie makes all families feel as if they are her only priority, and forms bonds with all, regardless of their situation or background. Addie also understands the importance of keeping up with the latest advancements. In order to do so, she attends annual neonatal conferences and works with the Family Resource Center at Nationwide Children's.



APRIL
VOLUNTEER OF THE MONTH

Logan Taylor

More than 70 hours of service

Logan Taylor began volunteering at Nationwide Children's Hospital in 2015 and has dedicated more than 70 hours of service. Logan, an OT/PT volunteer at the East Columbus *Close to Home*sm Center, always takes initiative and is eager to help in any way possible. Staff describe him as a compassionate, kind volunteer with an excellent attitude. "All the kids love saying hi to him," shares one OT/PT staff member. "Logan makes a difference in all our days."



MAY
EMPLOYEE OF THE MONTH

Brian Burley

Engineering Services

Length of Employment: 29 years

Brian is described by his peers as a "people person" who shows extreme dedication to his work. Brian is the essence of a team player, often times coming into work after hours and on weekends to resolve issues. He'll also volunteer to cover shifts (including third shift and weekends) for co-workers when they're using PTO. Brian understands the meaning of accountability and commitment, making sure he gives 100 percent to the engineering projects in which he's involved.



MAY
VOLUNTEER OF THE MONTH

Halle Smith

More than 210 hours of service

Halle Smith began volunteering at Nationwide Children's Hospital in 2012 and has dedicated more than 210 hours of service. She started volunteering at the Sibling Clubhouse in high school, and today, the busy college student continues to volunteer in the H8 patient unit. "Halle's natural calming disposition allows for patients and families to easily warm up to her," shares the H8 child life staff. "She always helps keep the playroom clean and safe, offers caregivers breaks and goes the extra mile to help brighten a patient's day."



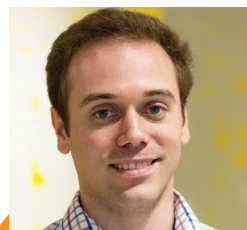
JUNE
EMPLOYEE OF THE MONTH

Robbi Imhoff

PAA Administration

Length of Employment: 25 years

Due to the nature of her position, Robbi works with many staff members at Nationwide Children's, including management and medical office staff. She is respectful of all, demonstrates integrity and builds positive relationships. Colleagues share Robbi is adept at using Zero Hero principles, is receptive to change and is eager to share things she's learned with others. Her innovation and ability to improve processes makes her a true asset to her department.



JUNE
VOLUNTEER OF THE MONTH

CJ Nemastil

More than 200 hours of service

CJ Nemastil has provided more than 200 hours of support to Gastroenterology. Fredrick Woodley, PhD, shares CJ is a volunteer who went above and beyond during his time with the research department. He surpassed expectations and went the extra mile to support many extra projects. "CJ is an incredibly hard worker with intense dedication to the research efforts at Nationwide Children's Hospital," notes one team member.



NATIONWIDE
CHILDREN'S

When your child needs a hospital, everything matters.SM

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700 Children's Drive
Columbus, Ohio 43205-2696

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PAID
COLUMBUS, OH
PERMIT NO. 777



on the
SPOT

Ming Hong

Clinical Social Worker

When: 9:30 a.m.

Where: Endocrinology Clinic

Innovation is one thing that excites Ming Hong about Nationwide Children's. Ming, who has been working at the hospital for two and a half years, is a clinical social worker in the Endocrinology Clinic. "I love how patient and family-centered we are," Ming says. "We always have something innovative. We're really serving the families." Ming's day-to-day responsibilities include completing psycho-social assessments, counseling, crisis intervention work and linking families to community resources. "My favorite part is being able to provide counseling and really get to know our families and the barriers," she says. "It's working with them and the chronic diagnoses they have and learning how to move forward from that."

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