

EARLY SUMMER 2023

ONE TEAM.....

INSIDE

NATIONWIDE CHILDREN'S



HAIR CARE EQUITY
at Nationwide Children's

*CELEBRATING
OUR*
**FACILITY
DOGS**

**10 YEARS OF
MONARCH 1**

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.

Our facility dogs make a difference for our patients! Learn more about them in our feature story. From left to right: Beck, Rochelle Krouse, Melissa McMillen, Hud II, Tyson Houpe and Boltz.



COVER STORY

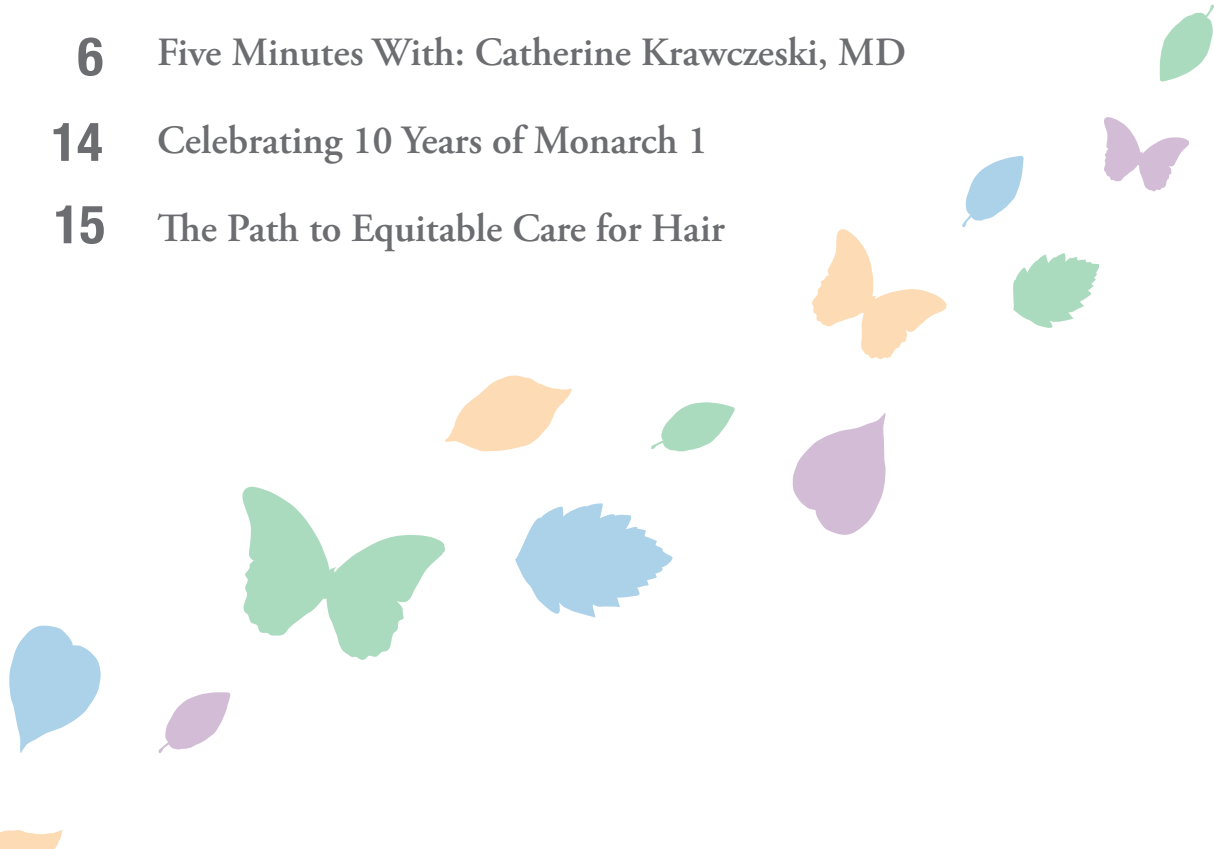
8

CELEBRATING OUR FACILITY DOGS

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.

What's Inside

- 4** A Letter from our CEO
- 5** Recognizing YOU!
- 6** Five Minutes With: Catherine Krawczeski, MD
- 14** Celebrating 10 Years of Monarch 1
- 15** The Path to Equitable Care for Hair



Tell Us What You Want To Read

We're always looking for story ideas for Inside Nationwide Children's. Share your idea with us, and we'll send you a Nationwide Children's logo item!

Share your ideas at
EverythingMatters@NationwideChildrens.org.

“All of us are working together to improve the lives of families we serve”



The Nationwide Children's team spends lots of time bringing comfort and happiness to families going through some of the most stressful times in their lives. But I'm not sure any staff member creates quite the immediate joy that our cover model Boltz and his facility dog colleagues do wherever they go.

Their handlers on the Therapeutic Recreation team talk in this issue about the dogs' "energy," "presence" and "personality," but make no mistake, these dogs are on the job. We think of them as part of our team, and they are specially trained for what they do. I think you will enjoy learning more about them – just as we all feel a little bit better when we see them in the halls.

Hud II, Beck and Boltz are good at what they do, in large part, because their therapeutic recreation specialist handlers are good at what they do. You'll get a chance to read about those specialists, our Employee Recognition award winners, the creator of the hospital's nationally-known hair equity project and other members of our One Team in this issue as well.

All of us – dogs and humans alike – are working together to improve the lives of the families we serve.

Timothy C. Robinson

Tim Robinson, CEO



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)

Recognizing You!

Earlier this year, several hundred employees attended the Annual Employee Recognition Dinner. There, we celebrated anniversaries and milestones, reflected on positive moments and recognized those who have provided exceptional contributions to our One Team. Dedication to our patients shines through each of you.



Ran Cao of Information Services was honored as 2022 Employee of the Year.



2022 Physician of the Year, Rajan Thakkar, MD, with Oluyinka Olutoye, MD, surgeon in chief.



Lorina Wise, chief human resource officer, left, presents Surlina Asamoah with the Inclusive Excellence Award. Learn more about Surlina on page 15.

Five Minutes with Catherine Krawczeski, MD

A Q&A with our Physician-in-Chief



Catherine Krawczeski, MD, shares she is continually impressed by Nationwide Children's commitment to health equity.



Can you believe Catherine Krawczeski, MD, gave up the warm weather in California to come to Nationwide Children's Hospital? We're so thankful she did! In 2018, Dr. Krawczeski joined the organization as the Division Chief of Cardiology.

"I absolutely love cardiac physiology and caring for families and children during what is often a very stressful time," she says.

Last year, Dr. Krawczeski became the Physician-in-Chief at Nationwide Children's and the Chair of the Department of Pediatrics, The Ohio State University College of Medicine.

"In addition to the truly unique One Team culture, I am continually impressed by the commitment of our hospital to health equity," says Dr. Krawczeski. "We work to ensure that all children have access to health care and to needed services."

Read on to learn more about Dr. Krawczeski's passion for medicine and what she likes to do with her dog!

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

Doing some sort of dog sport or training, most typically agility. Though we are still considered newbies, my young pup and I are gaining experience and are occasionally even having our moments of brilliance. Doing agility provides me with stress relief and requires both mental (figuring out how to run a course) and physical (running the course) skills. Plus, I get to spend time bonding with my amazing dog!

Why did you choose to pursue your work in the medical field and at Nationwide Children's?

I became interested in medicine at a young age, hearing medical stories from my dad, who was a small-town obstetrician. To me it is a perfect combination of science and communication. I came to Nationwide Children's after being blown away during my interviews - in addition to the culture, the advances that are being made here every day are truly phenomenal. The chance to be a part of that is an honor.

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

I appreciate humility, which goes a long way to enhancing teamwork and collegiality. Everyone has valuable input.

What is your proudest moment?

As an ICU doctor, it is so amazing and wonderful to see a child who has struggled with a severe illness recover and stop by to visit us on the way home. That single moment is so fulfilling for the entire team.

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

A latte. Hot, not iced!

Three words that best describe me are...

Approachable, hardworking and honest.

Favorite animal friend?

Definitely the Eagle! I love it.

Favorite movie?

My favorite movie is probably "Life is Beautiful" -- I'm sure many people won't know it, but it is a wonderful, poignant movie. (Having said that, I do love a good Rom-Com too! "Sleepless in Seattle" anyone?)

Favorite band/music?

The style of music would have to be pop (I was in high school in the 80s... what can I say?!). It's hard to choose one band. I like so many, but U2 and REM are high on the list.

Favorite way to relax?

I love being outside, especially when it is warm and sunny. Anything from hiking to gardening is high on my list.



*Pictured here is Dr. Krawczeski's dog, Q.
The duo bonds during agility training!*



Celebrating OUR FACILITY DOGS

How These Furry Friends Support Our One Team Culture



Nationwide Children's Hospital has more than 15,000 employees, and not all of them are human.

Among our staff are three facility dogs: Hud II, Beck and Boltz. Part of the Therapeutic Recreation team within the Division of Clinical Therapies, each dog and their handlers work to help patients achieve *Best Outcomes*.

"Facility dogs are highly trained in specific tasks and are guided by our certified handlers to provide animal-assisted therapy (AAT)," says **Megan McKim**, Behavioral Health clinical manager. "Our facility dogs have been raised and trained by Canine Companions, a nonprofit organization that provides intensive training to a variety of assistance and working dogs, then matches these skilled animals to people or facilities that can utilize their skills to enhance quality of life."

We chatted with each dog and handler duo to give you an inside look at what they do and what they like - inside and outside the hospital walls.





From left to right: Beck, Hud II and Boltz.



Meet Hud II and Melissa

Melissa McMillen, clinical leader in Therapeutic Recreation, works with **Hud II**. Melissa has been with Nationwide Children's for nearly 18 years, and supports program development, staffing and patient care needs. Hud II is 11 years old and has been at Nationwide Children's for nine years.



What does your role entail?

Each day we review caseloads and determine the highest priority uses for animal-assisted therapy and how we can support therapeutic interventions with this modality.

What's your favorite thing about Hud II?

He is so intuitive and can read the room. He knows just what to do and is calm and so approachable, but at the same time so human-like in his personality. When he is done for the day, he is "done."

What does Hud II like to do outside of work?

Hud loves to take walks at the park or run in the field. After work, he literally runs around the tree in the front lawn when he gets out of the car. It seems to be his way of shaking it off. He likes getting a bath and playing hide and seek at home.

Tell us about the difference in work Hud II and home Hud II.

Hud is all business at work. He loves putting on his super dog work vest and coming to work. He is so well trained and eager to please. I know he understands he is making a difference when treating our patients! At home he always wants to be right beside us no matter what room we are in. He loves laying on our bed a few minutes before bedtime and he retreats to his bedroom known as his crate.

What's it like commuting to and from work with Hud II?

Hud has his routine in the morning. Breakfast, a drink and sometimes he goes and brings me his leash to get us out the door. The command is "car" and he will get in the back seat and lay the same direction he has every single day for the past nine years. He sits quietly and waits until parked and I give the command "let's go." He prances in the hospital like "I have arrived!"



Hud II

Meet Beck and Rochelle

Rochelle Krouse, certified therapeutic recreation specialist, has worked at Nationwide Children's for 18 years. Her dog, **Beck**, is nine years old and has been with the hospital for seven years.

"Beck works primarily with patients on the Inpatient Rehabilitation Unit," Rochelle says. "He helps patients with strengthening, endurance and cognitive skills through activities such as fetch, hide and seek (with his dog toy), brushing, petting and walking."



What's a typical day like for you and Beck?

When Beck and I arrive to work, we get ourselves organized for the day. My day starts with a team meeting to organize patient caseloads. We are usually off and running to see patients from 9 a.m. to noon, and then again from 1 to 3:30 p.m. Depending on my patients for the day, Beck may go see one patient or he may see three to four patients. When he is not working, he gets to nap in his bed in the office. Occasionally one of the other therapists (an occupational therapist) takes him to work with a patient. Work wraps up around 4:30 p.m. and then we head home.

What's your favorite thing about Beck?

I love his personality and expressive face. He is so well trained but has such a great personality for working with kids and families.

What does Beck like to do outside of work?

Beck enjoys playing with his dog brother, Arlo, in the yard, going on walks and taking naps.

Tell us about the difference in work Beck and home Beck?

I think the biggest difference is that Beck knows when he is at home in the morning and evening that he gets to eat! It's one of his favorite times of day.

What's it like commuting to and from work with Beck?

Beck lays in the back of my SUV and doesn't make a peep while we are driving!

Does Beck have any special skills?

Beck can hold a paint brush and paints for the patients sometimes. He enjoys playing hide and seek with patients where patients will hide his toy from him and then he goes to find it. It is a great way to get patients up and moving around the unit. He also enjoys holding a pompom for patient rehab graduations to



Beck

help cheer them on as they transition home. He is such a great motivation for many of our patients and helps bring a sense of home to some of these patients and families who have been in the hospital for a really long time.



Meet Boltz and Tyson

Boltz is the newest facility dog at Nationwide Children's, having joined the team last fall. Three-year-old Boltz works with **Tyson Houpe**, a certified therapeutic recreation specialist in Behavioral Health, who has been with Nationwide Children's for nine years.



What does your role entail? What about Boltz?

As a recreational therapist in the Big Lots Behavioral Health Pavilion, my role expands to various units where I promote leisure education, behavioral activation skills, distress tolerance through leisure/recreational activity, healthy lifestyle habits and self-care tasks. Boltz gives children hope to work on behavioral health change, and he provides comfort.

What does a typical day at work look like?

I suppose there is no typical day, however, I support caseloads in various areas in the Behavioral Health Pavilion from our Neurobehavioral Unit to Child Unit, Youth Crisis Stabilization Unit, Adolescent Unit and Partial Hospitalization Program. In between visiting the various units, Boltz and I make time to go on walks/breaks and get his exercise in (he really likes to play fetch outside and take the stairs to 7A).

What's your favorite thing about Boltz?

Where do I begin? He has such a calming presence and right amount of energy. He always puts a smile on our kids' and families' faces. I would best describe it as "controlled energy" mixed with his expressive personality.

What does Boltz like to do outside of work?

Boltz is very energetic. When he is not at work he enjoys being outside, playing with his dog friends, camping, hiking, swimming, playing in the snow, playing fetch/catch, going for long runs, completing treat puzzles and practicing his fun commands for kids like "draw" and "volleyball." As energetic as he is, he also just likes to sunbathe and relax.

Tell us about the difference in work Boltz and home Boltz?

Boltz is pretty much the same between the two spaces: calm, friendly, loving and energetic.

What's it like commuting to and from work with Boltz?

On the way to work, Boltz likes to look out the back window while listening to music (jazz or lo-fi), and in the evening on the way home he lies down in the back seat to rest after a long day.



Boltz

What Makes a Facility Dog a Facility Dog?

Facility dogs, service dogs, therapy dogs... you've probably heard all these terms. While the dogs at Nationwide Children's are facility dogs, our nonprofit partner Canine Companions also places service and therapy dogs. So what does each type of dog do?

Facility dogs are placements with:

- Professionals working in a health care, criminal justice or educational setting.

Service dogs are placements with:

- Adults with physical disabilities or for people who are deaf or hard of hearing.
- Children ages five or older with physical or cognitive disabilities, working with the assistance of a facilitator such as a parent or caregiver. Adults may also require the help of a facilitator to manage a service dog.
- Veterans with a physical disability, hearing loss or post-traumatic stress disorder (PTSD).

Therapy dogs are placements with:

- Adult dog owners of Canine Companions released dogs who volunteer to utilize the dog in specific settings for the benefit of the residents or clients in the setting and/or as part of a therapeutic intervention.

Color
Me!

Have you seen our newest animal friends in the Magic Forest? They are Amy and Dale Earnhardt Jr.'s dogs, Gus and Junebug. We want to see your - or your family's - creativity! Color them below and send a photo of your coloring page to EverythingMatters@NationwideChildrens.org. Anyone who submits will have the chance to receive an exclusive Nationwide Children's logo item!



Celebrating 10 Years of Monarch 1

Nationwide Children's Hospital recently celebrated the 10-year anniversary of our transport helicopter, Monarch 1. The state-of-the-art EC145 helicopter completed its first patient transport on February 4, 2013. During the past decade, the addition of the aircraft has allowed the hospital to initiate specialized critical care services more quickly and serve neonatal admissions from hundreds of miles away.

*"When a child is in need and time is critical, our highly trained critical care flight team can launch within minutes and provide the best care possible while keeping the time between care facilities to the absolute bare minimum," says **Chip Henderson**, helicopter program business manager.*

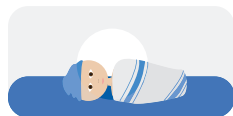


The Monarch 1 takes flight above the Columbus skyline.

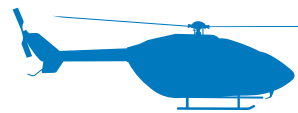
The large model size of the aircraft is designed to travel a greater distance at higher speeds. The interior is equipped with critical care equipment, IFR technology to allow flights in low visibility and high-frequency ventilations (HFV) for patients in need of respiratory care. Monarch 1 is the only Ohio transport helicopter that offers this kind of respiratory care for neonatal patients. The large cabin allows a parent or guardian to ride on board, while accommodating additional expert staff members to ensure patient safety during flight.

"Prior to Monarch 1, we were passengers on a borrowed aircraft, with pilots who were not our own," says **Ann Stierhoff**, critical care transport clinician. "Our program has evolved into a collaboration between our crew and pilots to work together as a cohesive flight crew. As a team, we've become incredibly versatile with the ability to quickly adapt to changes in weather, time constraints and unforeseen circumstances that may alter our initial transport plan."

Although Ohio's unpredictable weather can pose challenges while caring for a fragile patient, the flight team agrees that some of the most rewarding transports have been landing during a painted sunrise or sunset after the patient has been stabilized.



The youngest/smallest patient transported was **22-week gestation** at 450 grams (or just less than a pound) of weight.



Monarch 1 completes **8.11 average trips** per day.



Nearly **4,000 patients** have been transported by Monarch 1.



Monarch 1 has traveled more than **529,000 miles**.



The longest flight was 258 miles to **West Virginia**.

The Path to Equitable Care for Hair



Surlina Asamoia is a nurse education specialist, and she embodies her role with perseverance, grace and compassion. Before landing her position as an educator at Nationwide Children's, Surlina began her career as a nurse and later served as a case manager for 10 years. Her experiences as a patient caregiver and advocate sparked a passion for giving back and sharing her wisdom with others.

In her role, Surlina and her team prepare nurses with patient care tools and resources essential for our mission of providing the best outcomes possible for all children. Health equity is a driving force in the development of curriculum, and after connecting with medical professionals from other organizations, Surlina realized that education related to textured hair was lacking in pediatric health care. In 2020, her team pulled together a committee across almost every department to discuss how to build a hair equity program at Nationwide Children's.

It started with modules in The Learning Center, partnering with community cosmetologists and creating a table to show how to properly care for a variety of hair types. The next step involved securing sample products from companies that

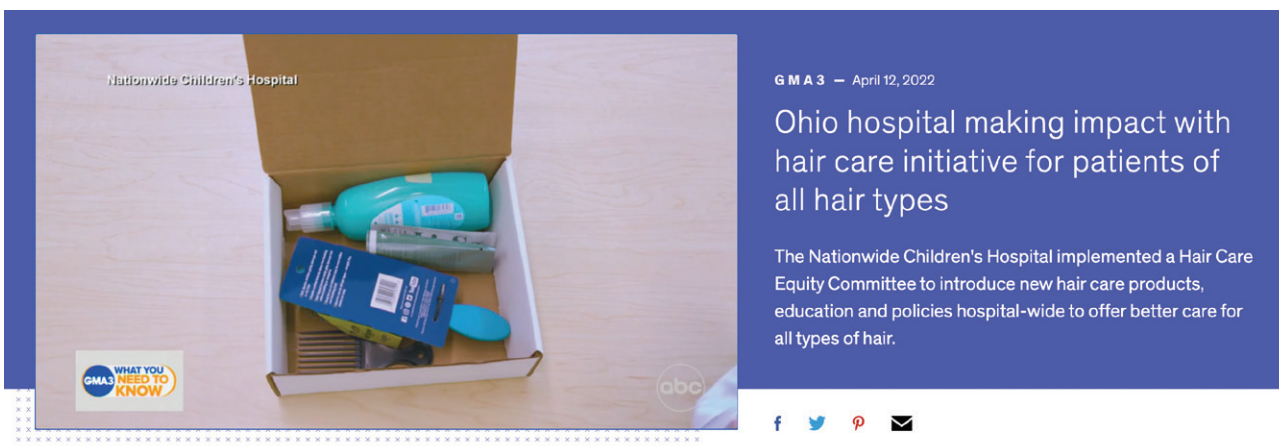
were distributed across units for parents, patients and staff to try and see which were most feasible for all hair types.

The project secured multiple grants, allowing the committee to create more than 500 hair care kits with the chosen products for inpatient units. Surlina hopes the project continues to evolve so the hospital can receive more supply to make the kits more widely accessible.

As a result of these efforts, Surlina often receives messages from other organizations that have started their own hair equity initiatives. "One of my goals is to encourage other pediatric hospitals to embrace similar projects so every child will feel themselves when they're admitted," explains Surlina. "Going home to get personal hair products should be the last thing parents are worried about while their child is receiving care."

So far, the project has resulted in seven awards and nine presentations given throughout the country. There are plans in the pipeline to expand the project both organization and community wide, and Surlina feels confident in the future of the program because of the support it has received thus far.

"I never had one person tell me that we can't do this," says Surlina. "If anything, they are asking what more can be done. It has been an amazing journey, and I am thankful for everyone that has been so supportive and willing to help, from our leadership team to supply team."



Last year, Surlina Asamoia, nurse education specialist, appeared on "Good Morning America" to talk about hair care equity.
Source: [goodmorningamerica.com](https://www.goodmorningamerica.com)



When your child needs a hospital, everything matters.™

Nationwide Children's Hospital
700 Children's Drive
Columbus, Ohio 43205-2696

NONPROFIT ORG.
U.S. POSTAGE
PAID
COLUMBUS, OH
PERMIT NO. 777

CAREER EXPO 

One Team in Action: Career Expo



At the end of January, Talent Acquisition hosted a Career Expo in the Conference Center and more than 500 people attended. Candidates had the opportunity to speak with clinical, nursing, non-clinical and professional departments and learn about careers at Nationwide Children's. Here, Central Scheduling and the Primary Care Network shared great information about their teams! Know someone who might want to work at Nationwide Children's? Direct them to NationwideChildrens.org/Careers to learn more.