

EVERYTHING MATTERS

Inside

NATIONWIDE CHILDREN'S
an Employee Publication

A Celebration
of Accreditations

Using Genomics and
Teamwork to Transform
Patient Care

Promoting Safe
Sleep Practices

WINTER 2016

SHINING THE LIGHT ON NCH ACCREDITATIONS

Each day, Nationwide Children's Hospital is leading the way in health care — and we have the credentials to prove it. We're proud to boast accreditation of many departments and programs, which asserts us as a trusted source and propels us forward on our Journey to Best Outcomes.

As we continue into 2016, we're celebrating Nationwide Children's various accreditations. These honors encompass our goal to deliver the highest quality care to all and their families.

Instilling Pride

What does it mean to you? It's simple: our accreditations acknowledge the hard work you deliver day after day. Take pride in this acknowledgement! Best people and best programs are vital to our strategic plan. To be Magnet recognized meant preparing nearly 5,000 pages of documentation. And the recent Level 1 Trauma Center re-verification alone involved more than 500 Nationwide Children's staff members. That's teamwork!

Your readiness and preparation are large factors in our success. Take the upcoming Joint Commission visit, for example. Because our staff practices the highest standards every day, there's no need to panic: We're always ready for a survey visit.

More importantly, the patients and families we serve recognize our commitment, dedication and hard work. It truly takes a village to deliver comprehensive care, and the accreditations validate our team approach. We've once again earned a place on the *U.S. News and World Report* 2015-2016 "America's Best Children's Hospitals Honor Roll."

*Learn more on **page 4***

The success of our best people and best programs support our accreditations and our Journey to Best Outcomes.



Accreditations Don't Come Easy

A recent recognition Nationwide Children's is proud to share comes from the Level 1 Trauma Center. In late 2015, the American College of Surgeons (ACS) visited Nationwide Children's, resulting in an extremely positive review for re-verification. The amount of work that goes into a visit like this is commendable: The trauma team shared they spent more than 10 months gathering documentation to prepare for this visit and had to review a year's worth of research, education and more.

"Meeting the standards meant we had solid resources in place to match seriously injured patients' needs and that we contributed to the science of trauma care by our research," says Kathy Haley, trauma program manager. "Nationwide Children's long ago recognized outcomes could be positively impacted by adopting the many standards set forth by the American College of Surgeons."

Even more impressive: This is the Trauma Program's 25th year with this status (re-verification occurs every three years), and the hospital initially sought out the verification voluntarily. As noted in the 2014 Nationwide Children's Trauma Program Annual Report, we're one of the largest pediatric centers verified by the ACS in the country.

"What makes us a standout for Level 1 status is integration of our values and culture into how we meet the standards," says Haley. "Our Journey to Best Outcomes for trauma patients maximizes getting the child and their family back to the best pre-injury status."

Additional Nationwide Children's Hospital Accreditations*

- | | |
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|  Nursing Magnet recognized by the American Nurses Credentialing Center; Approved provider of continuing nursing education by the Ohio Nurses Association (OBN-001-91) and an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation |  Pediatric Ophthalmology American Association for Pediatric Ophthalmology and Strabismus and the AUPO (Association of University Professors of Ophthalmology) Fellowship Compliance Committee |
|  Center for Healthy Weight and Nutrition Adolescent Center accreditation by the joint American College of Surgeons (ACS) and the American Society for Metabolic and Bariatric Surgery (ASMBS) and Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP) |  Pediatric Neurosurgery Accreditation Council for Pediatric Neurosurgery |
|  Continuing Medical Education Accreditation with Commendation from the Accreditation Council for Continuing Medical Education (ACCME) |  Clinical Neuromuscular Pathology and Pediatric Headache Medicine United Council for Neurologic Subspecialties (UCNS) |
|  Inpatient Rehabilitation Unit, Section of Physical Medicine and Rehabilitation Commission on Accreditation of Rehabilitation Facilities (CARF) |  Nationwide Children's Inpatient and Outpatient Services The Joint Commission; Centers for Medicare & Medicaid Services (CMS) |
|  Cystic Fibrosis – Pulmonary Medicine Accredited by the Cystic Fibrosis Foundation |  Behavioral Health Care (Outpatient Services) The Joint Commission; Ohio Department of Mental Health and Addiction Services |
|  Neonatal Physical Therapy American Board of Physical Therapy Residency & Fellowship |  Home Care The Joint Commission; Centers for Medicare & Medicaid Services (CMS) |
|  Clinical Cytogenetics and Clinical Molecular Genetics American Board of Molecular Genetics and Genomics |  Hospice The Joint Commission; Centers for Medicare & Medicaid Services (CMS) |
|  Pediatric Dentistry (Joint program with OSU) Commission on Dental Accreditation |  Dialysis (ESRD) Centers for Medicare & Medicaid Services (CMS) |
| |  Blood and Marrow Transplant Program (BMT) Foundation for the Accreditation of Cellular Therapy (FACT); Ohio Department of Health (Health Care Services Rules) |

*This list is not exhaustive, but features many of the Nationwide Children's accreditations.
For more, visit [NationwideChildrens.org/Accreditations](https://www.nationwidechildrens.org/Accreditations)

A Celebration of Accomplishments

When the Joint Commission visits Nationwide Children's Hospital, we are more than ready. We've established ourselves as a leading health care organization, and it's thanks to your hard work. The one-team approach and the preparedness this hospital possesses leads to these numerous accreditations and accolades.

In this issue of Inside Nationwide Children's, you'll read about ways the hospital has excelled the past year and into 2016. The recent re-verification of our Level 1 Trauma Center is just one example of a team effort: More than 500 staff members were involved in the visit preparation. You'll also learn about the genomics team, who won the 2015 CLARITY Undiagnosed Challenge thanks to its collaborative efforts.

These accreditations move us forward on the Journey to Best Outcomes, and staff is at the forefront. Thank you for your continued commitment to providing the highest quality of care to all children, their families and our community.



Steve Allen, MD



Dr. Steve Allen

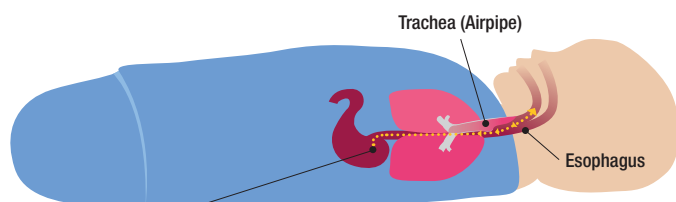
Be A Zero Hero and Encourage Safe Sleep

Every year, about 22 babies die in our community due to unsafe sleep practices — that's the size of a kindergarten class.

Even one infant death caused by unsafe sleep conditions is one too many, because it's preventable. As caregivers, parents, grandparents, friends and family members, we can all play a role in our community's effort to save more babies.



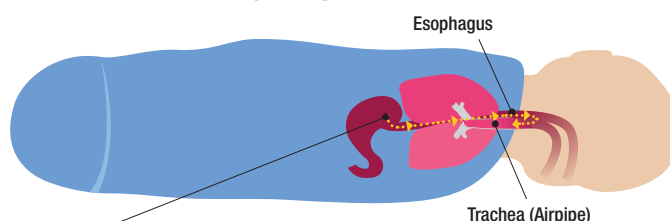
When a baby sleeps on his/her back...



Spit up goes up the esophagus, but due to gravity, goes back down the esophagus instead of going into the lungs through the trachea.



When a baby sleeps on his/her stomach...



Spit up goes up the esophagus, but can gather at the opening of the trachea (airpipe) causing the baby to breathe fluid into their lungs and possibly choke.

Nationwide Children's is joining forces with hospitals and organizations around the city to educate on safe sleep practices. Within the hospital, there are four separate teams working on sharing safe sleep information with inpatients, ICU patients, in the ED and urgent care locations, and with outpatients.

Check out two videos on Nationwide Children's YouTube channel titled "**Safe Sleep Practices**" and visit CelebrateOne.info for more information and resources on creating a safe sleep environment for a baby.

5

minutes

WITH

Donna Teach

As Chief Marketing and Communications Officer, Donna Teach has been with Nationwide Children's Hospital for nearly two decades. Nationwide Children's Marketing and PR team supports all aspects of the institution and includes brand strategy, consumer and referral source marketing, creative services, web, social media and interactive marketing, media relations and corporate communications.



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

Around the hospital meeting with program leaders and physicians, touring hospital guests or out in the community working with our many media and corporate partners. The wonderful part of my job is getting involved with everything new and exciting at Nationwide Children's. It's an honor to spread the word and be a champion for our patients and families.

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

I have always had a passion for health care. My brother was hospitalized as a teenager for many months following a serious accident. I was in my early teens at the time, and I saw firsthand the lifelong impact health care providers have for patients and families. It really inspired me, and I've spent my whole career in health care communication and marketing. I was recruited to Nationwide Children's nearly 20 years ago to relaunch our marketing program.

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

Giving back to the community is so important and it is really energizing. I currently serve on the Goodwill Columbus Board because I am so inspired by their mission to help everyone achieve their full potential. I also believe in professional volunteerism and give my time to organizations that advance the field of marketing and communication in health care.

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

I am inspired by the shared commitment we all have to doing the absolute best for patients and families. Not only the patients and families here at Nationwide Children's, but the children we'll never meet from around the world, who are living healthier, fuller lives because of the knowledge we share. There is a positive energy that flows through our hallways — everyone is energized to do their best every day because it really matters.

What do you order most often at Clementine's?

Coffee

Three words that best describe me would be?

Creative, energetic and determined

Favorite Cafeteria meal?

I'm a sucker for the quesadillas!

Favorite animal friend?

I love the new Eagle Animal Friend — so cute to see visitors "hatching" the egg in the nest for photos.

Favorite movie?

"Forrest Gump"

Favorite music/band?

Israel Kamakawiwo'ole (Google him)

What talent would you most like to have?

I'm gonna learn to hula before I'm 80!

International Spotlight on Our Research Team

Millions of patients worldwide struggle with illnesses that are a mystery to them and their doctors, despite multiple tests and genetic studies. But genome sequencing and analysis could transform care for these undiagnosed patients and their families.

The 2015 CLARITY Undiagnosed Challenge was an international competition that invited medical teams from around the world to do just that. And the genomics team from Nationwide Children's Hospital – the only one from a pediatric hospital – was unanimously chosen out of twenty-six entries as the winner of the 2015 Challenge for their accurate and comprehensive approach in offering the most reliable and clinically useful results to five different undiagnosed patients and their families. The Nationwide Children's Hospital team represented multiple disciplines from throughout the hospital (see box below).

“THERE ARE YOUNG KIDS WHO HAVE VERY DEBILITATING DISEASES, BUT NO ONE CAN GIVE THE FAMILIES ANY ANSWERS AS TO WHAT IS CAUSING THEM. THIS CHALLENGE WAS REALLY A WAY FOR THEM TO CROWDSOURCE THE PROBLEM SO WE COULD GIVE THEM SOME ANSWERS. AND ONE OF THE KEY PARTS TO OUR SUCCESS WAS THE TEAM WE PUT TOGETHER.”

Peter White, PhD, Director of the Biomedical Genomics Core
and Team Leader for Nationwide Children's in the CLARITY Challenge

Dr. White and his team developed a novel computational technology called “Churchill” that allows for efficient analysis of a person's genome in less than 90 minutes. Because Churchill is so fast and its results are reproducible, it's practical for patients in a clinic or hospital setting.

“Each family agreed to have their DNA or their genome sequenced,” explains Dr. White, who led the Nationwide Children's genomics team for the CLARITY Challenge. “By running that data through our Churchill, we were able to generate a list of each individual's genetic variants to give them a step of where to go next. Basically, we think this is the gene or set of genes causing the disease, and now we can start to direct research to validate that.”

Currently, approaches to analyze and interpret the data from gene sequencing can take months and cost thousands of dollars, but Churchill overcomes those obstacles and is available at no cost for academic research.

“Churchill's speed, accuracy and lower costs make it a transformative tool to help diagnose patients with complex diseases, setting a new standard for genomic analysis,” says Dr. White. “The CLARITY Challenge has shown that if we do it this way – by working together – we will be successful.”

Nationwide Children's Hospital Clarity Award Team

- Big Data Specialists
- Bioinformaticians
- Gene Therapy Researchers
- Genetic Counselors
- Genomics Team Leader
- Molecular [and Human] Genetics Scientists
- Project Coordinator
- Research Informaticians

Tumblr

More than 60 of your coworkers are featured in a new Nationwide Children's Tumblr page. Have you checked it out? There are already more than two dozen departments highlighted, and we're just getting started.

Take a few minutes to visit the page — it's a great visual way to connect with a wide range of staff and stories from around the hospital, our offsite locations and in the community. You can also share the site with your family or friends who might be considering a career at Nationwide Children's, as the Tumblr page offers a very realistic window into the day to day world of our amazing hospital.

Catch the familiar faces and heartwarming stories of your colleagues at
NationwideChildrensHospital.tumblr.com.

Wellness Tips: Boost Your Mood This Winter

With less exposure to sunlight during the day, colder temperatures and fewer social gatherings, winter may leave you feeling a little down. Try these tips to boost your mood throughout the winter months:

- 1 Get Outside!**
Embrace the cold a bit. Dress appropriately for the temperatures, and go for a short walk. Check out your local parks.
- 2 De-clutter.**
This is a great time of year to organize, de-clutter and donate items that don't have a place in your life.
- 3 Get together with family and friends.**
Plan a dinner, meet for a group fitness class or gather for coffee. The anticipation of your gathering will give you a boost.
- 4 Hydrate.**
While you may not think you need to drink as much in the cold months, the dry air can be drying inside and out and lead to fatigue.
- 5 Include protein-rich snacks.**
To help you energize and stabilize your blood sugar, try some nuts, seeds, hummus, Greek yogurt or cottage cheese.
- 6 Move more.**
Exercise will boost your mood in every season. If it is too cold or icy, find those home DVDs to add some variety to your routine.
- 7 Rediscover a hobby or learn a new hobby.**
Whether it is painting, knitting, writing or scrapbooking, you'll feel a sense of renewal.
- 8 Cook a new dish.**
Swap recipes with a friend, borrow a new cookbook from the library or search online for something you've never prepared.
- 9 Be gracious.**
Remember to appreciate your blessings. Keep a daily gratitude journal to elevate your happiness.

Spot Reads

Our Newest Animal Friend

Have you seen our newest animal friend? The Eagle was unveiled in October and you'll find it in Heritage Hall. The Eagle honors the long-standing relationship Nationwide Children's has with Nationwide and the Nationwide Foundation. The Eagle is the 25th addition to the collection of animal friends patients find throughout the hospital. Like the others, it was created by Carousel Works in Mansfield.

Employee Recognition Dinner

Nationwide Children's employees were recognized at the Annual Employee Recognition Dinner on January 30. With a theme this year of Everyone Matters, the evening recognized staff with major service anniversaries of 10 to 45 years. Other awards included Service from the Heart and Employee of the Month winners. For a full list of those recognized, visit [ANCHOR](#).



IS to the Rescue

We've all been there: You just can't solve that technology problem. That's where Information Services (IS) comes in! IS shares the top five Support Center requests from Nationwide Children's staff.

1
Account Management
Forgetting a password,
getting locked out of an
account

3

Application Issues

Problems with software like
Outlook or Epic

4
Printer Issues

Requests For Access

Rights to see folders,
SharePoint sites,
applications, etc.

2

5

Locating Information

Pages on ANCHOR,
forms, instructions, etc.

Trying to troubleshoot? Call IS at (614) 355-3750 or
send an email: NCHSupportCenter@NationwideChildrens.org

Fall 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.



Kimberly Caruso

C5A

Kimberly received a Service From the Heart Award for serving as an inspiration to her manager and team while caring for a difficult patient. Kimberly showed great character and tolerance when the patient acted out, reminding her team that “deep down inside, there’s a good kid in there.” Her manager praises Kimberly for her patience, positive attitude and commitment to nursing.



Melvina Coney

Anesthesiology

Melvina and her husband were driving home from work and dinner when the unexpected happened: She saw something tumble from a moving car. Acting quickly after realizing it was a baby, Melvina ran across traffic to save the child. She called 911, an ambulance transported the child to Nationwide Children’s and the child was reunited with its mother. Melvina’s bravery was greatly commended by her peers.



Dr. Amy Leber, PhD

Laboratory Medicine, Clinical Microbiology Immunoserology/Virology/Molecular Diagnostics

Dr. Leber received a Service From the Heart Award for helping a colleague through a health crisis during a conference in Louisiana last spring. Her colleague had a heart attack, and Dr. Leber not only stayed with her for several extra days while in the hospital, but also kept the colleague’s family and friends back home informed of the situation. Dr. Leber continued to follow up with her colleague during the recovery process.

Welcome Station: Rose Maynard and Laura Ritter

Rose Maynard and Laura Ritter were presented with the Team Award for their efforts in assisting a hospital volunteer in need. When the volunteer — who is wheelchair-bound and needs assistance — was separated from her assistant, Rose and Laura took it upon themselves to make sure the appropriate contacts were called and that the volunteer had everything she needed. By going the extra mile, they effectively took control of the situation.

Monthly Winners



Jennifer Mason, RN, BSN, CPN

H8 PICU Clinical Leader

Length of Employment: 9 years

OCTOBER

EMPLOYEE OF THE MONTH

As a clinical leader, Jennifer is a true role model through her dedication to improving patient safety and staff morale. Even in the face of change, she never hesitates to lead by example when she steps up to take over any unfulfilled responsibilities within her team. Being a leader in this new unit, Jennifer encourages staff to share their CS Star stories in order to prevent medication errors and takes ownership of reviewing the reports in order to provide follow-ups and education as needed in order to provide best outcomes for patients.



Mariela Monzalvo

More than 436 hours of service

OCTOBER

VOLUNTEER OF THE MONTH

Mariela started volunteering in the Clubhouse in 2011 and has dedicated more than 436 hours of service. Sibling Liaisons Lisa Bendler and Heather Fortney nominated Mariela, describing her as a “star volunteer.” Mariela is often the first to welcome a child into the Clubhouse, and she’s built a rapport with countless children, staff and other volunteers. “She has a quiet and friendly presence that makes the children feel comfortable,” shares Heather Fortney.



Brenda (Mickie) Roberts

Education

Length of Employment: 11 years

NOVEMBER

EMPLOYEE OF THE MONTH

Mickie is changing lives one child and one family at a time. She is an advocate for getting children literacy services they need. Since Mickie developed the “While You Wait” packet for families, program dropout rates have substantially decreased. She also developed a program where children receive a birthday card from SPARK, sometimes their only gift. Mickie shows great flexibility and respect for families. Many families stay in touch with Mickie over the years, a testament to her impact on their lives.



Christina DeGraw

More than 120 hours of service

NOVEMBER

VOLUNTEER OF THE MONTH

Christina has consistently held two volunteer shifts on H12 and has dedicated more than 120 hours of service. In her volunteer role, Christina spends time with patients and families facing challenging life circumstances. She is an excellent communicator who possesses an ability to build rapport and relationships with those she meets, and patients and families have become comfortable and familiar with her. Christina embraces every aspect of her volunteer role and is a wonderful addition to the team.



Lori Mooney

Human Resources

Length of Employment: 11 years

DECEMBER

EMPLOYEE OF THE MONTH

Lori is an Employee Wellness dietician and health coach. She has integrity in everything she does and positively impacts everyone she works with. Lori dedicated lengthy time to attend training to roll out Healthy U to our employees to grow their confidence in self-managing chronic disease and conditions. Through her work as a preceptor to dietetic students, Lori gives back to her profession. In the office, Lori recognizes when co-workers could use extra support, and she is the first to offer help.



Jack Cerne

More than 75 hours of service

DECEMBER

VOLUNTEER OF THE MONTH

Jack played an instrumental role in starting a partnership between The Ohio State University Magicians Club and Nationwide Children’s Hospital and has dedicated more than 75 hours of service. He is a consistent, committed volunteer who helps provide magic to patients and siblings. Staff describe Jack as a determined, hard-working individual who brought a fantastic program to Nationwide Children’s. “It has been such a pleasure to work with someone so dedicated to a fun craft and willingness to share it,” shares Child Life Specialist Lisa Kappy.



Nationwide Children's Hospital
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on the
SPOT

Carlo Corral

Spanish Interpreter

When: Noon

Where: Dental Clinic, Outpatient Care Center

Carlo Corral started as an interpreter at Nationwide Children's nearly two years ago, working wherever he was needed in the various hospital departments. Now, he's dedicated to the Dental Clinic, where he enjoys getting to know the staff and patients. "You get to learn the vocabulary a lot better because you're exposed to it every day, eight hours a day," Carlos says. "You can fine tune your interpreting, and you get to do a better job in a sense." One of Carlo's favorite things about working at Nationwide Children's is the strong sense of community. "It makes me happy to walk by the Magic Forest and hear the little birdies," he says. "It makes me smile. I work here, and I'm part of this family."

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