



EVERYTHING MATTERS

Inside

NATIONWIDE CHILDREN'S

an Employee Publication

Ben:
A Patient's Story

Off-site Spotlight
on East Columbus

Virtual Reality
Helps Ease Procedures

WINTER 2017

OUR ONE TEAM CARE COMMITMENT

Ben Rogowski was almost two years old when laryngeal spasms following laryngeal cleft repair surgery sent him to the PICU at Nationwide Children's Hospital.

"Over the next month and a half we became very acquainted with the second floor of Nationwide Children's Hospital," says Ben's mom, Andrea. "Although we were not there consecutively, each time we returned ... we were always included in the daily family-centered rounds and each question was addressed even if they had to return with an answer."

Thanks to the hospital's one team care approach, the Rogowskis were able to meet with Ben's doctors on a regular basis. Through teamwork between PICU doctors, specialists of various departments and the entire care team, the group made sure Ben would be safe at home when he left the hospital.

"The amount of time we stayed and came back... it was scary," says Andrea. "They made us feel comfortable. We had to come back recently for a G-tube, and we requested it happen in the PICU. You don't typically hear of that. We feel comfortable with everyone and how they take care of Ben. It's all around great care."

Learn more on [page 4](#)



Ben with his father, Mike, and his mother, Andrea.

The Model of Our Success

It's obvious in Ben's story that his family felt comfortable at Nationwide Children's because of the family-centered care they received. It's because of the attention the staff pays to our Professional Practice Model. Recently updated, it serves as the foundation for our care teams here at Nationwide Children's, and reminds us to keep patient- and family-centered care at the forefront. More than 6,200 staff are directly affected by the model. It includes elements of collaboration, professional growth, structural supports, work culture practice environment and outcomes, all of which will be highlighted for care teams in 2017.

Learn more about the Professional Practice Model
and see how it guides patient care on [ANCHOR > Clinical-Operations](#)



We Are One Team

At Nationwide Children's Hospital, we act as One Team to provide best outcomes. We rely on the entire care team to work together with families to make this a reality.

The PICU team made a positive impact on the Rogowski family's hospital experience. The Rogowskis called out more than a dozen staff members for their dedication and commitment:

- “...for determinedly insisting that Ben didn't go home without having the proper equipment.
- ...for reassurance that Ben was in the best hands.
- ...for honesty when it came time to make important decisions about Ben.
- ...for trustworthiness that doing a NG tube was the right decision for our son.”



Do you know of a co-worker who's made an impact recently? Whether they've made a difference to you or to patients and families, we'd love to hear the story. Email us at EverythingMatters@NationwideChildrens.org and we'll share stories online at NationwideChildrens.org/Inside-Nationwide-Childrens.

Collaboration of Care

Teamwork is an important part of our everyday lives both at home and in the workplace. At Nationwide Children's Hospital, our One Team values create a path for more than 11,000 employees to provide the best health care and ensure the best outcomes.

In this issue of *Inside Nationwide Children's*, we present Ben's patient story to highlight just how impactful our One Team approach is to the family experience. On page 7, you will see how an innovative collaboration between Nationwide Children's Hospital and The Ohio State University led to easing pain in patients during infusions and other procedures.

Thank you for your continued commitment to our mission. Together, we can make a difference each day as we advance our Journey to Best Outcomes.


Steve Allen, MD



Volunteer Appreciation Event



On November 5, 2016, Nationwide Children's Hospital recognized the many volunteers that help support our hospital mission. In 2016, we had 1,243 volunteers give their service! Highlights of the tailgate-themed event included award recognition, entertainment from the Nationwide Children's street band NACHO, cornhole and a photo booth. Thanks, volunteers!



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

Walking around the hospital or at a construction site; every nook and cranny within the hospital deserves my attention.

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

I had been working in the design and construction of state governmental institutions for over 20 years and had been interested in medical facilities for quite some time. The opportunity to become involved in the new hospital tower design and construction at the early concept stage was quite appealing. It was also a plus that my wife was looking into opportunities at Nationwide Children's at the same time.

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

Church and community – both keep you grounded and remind you to treat all with compassion and understanding as you would like to be treated.

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

On a personal level – integrity and accountability. On a macro level – teamwork.

What is your greatest achievement/biggest accomplishment?

Building and opening the new inpatient tower without a hitch, and maintaining the tower for the past four years as well. Watching our patients and families forget why they are here because of the whimsical interiors is pure joy!

What interested you most in pursuing a career in construction/engineering?

From an early age I have always been fascinated in watching things grow. Initially I thought I would be a farmer; however, watching buildings grow out of nothing is certainly more rewarding.

What is your proudest moment?

The birth of each of my three kids.



5 MINUTES WITH...

Okey Eneli

Okey Eneli wears many hats as the VP of Engineering Services at Nationwide Children's Hospital, as he oversees not only engineering but biomed, safety and environmental services, too. He's held the position since 2006, and his interest in construction and facilities goes back 30 years. "I live and breathe construction of new buildings," he says. "However, operating and maintaining them efficiently over the life of the building is even more challenging."

About Okey

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

Everything sweet — I confess I have a sweet tooth so anything sweet at Clementine's is fair game.

Favorite Cafeteria meal?

Salads, but the ribs are great when they make a rare appearance.

Favorite food?

Gang Gai — Thai curry with coconut milk.

Favorite band/music?

The Eagles

Favorite way to relax?

Golfing and swimming, in that order.

What talent would you most like to have?

Play any musical instrument. I stink at all of them.

Fast Facts

Department name?

Engineering Services

How many employees are in your department?

411, but that includes biomed, EVS and safety

Where are you located within the hospital?

Ross Hall

A fun fact that people wouldn't know about your department?

In 1979 the engineering section of our department consisted of 30 people maintaining about 479,000 square feet. Today we are over 120 strong maintaining over 4 million square feet.

RESEARCH

New Video Game System Developed Here Makes Needle Procedures **“Virtually”** Painless



A first-of-its-kind virtual reality experience from the hemophilia team and design experts at Nationwide Children's Hospital and The Ohio State University distracts patients with an immersive environment of penguins, pirates and hermit crabs during infusions and other procedures.

“I work with pediatric patients with bleeding disorders and know all too well the fears and anxiety that they and their families experience related to frequent needlesticks,” says **Amy Dunn, MD**, director of Hematology, Oncology and BMT at Nationwide Children's. “I took this problem to our incredible design team and asked them to help our hemophilia team create a solution that would be cost-effective, friendly, safe, engaging for children of any age and help with adherence to treatments ultimately leading to better outcomes.”



“I have made lots of games and know what appeals to kids and what doesn't, but creating something that has actually helped children have a better patient-experience, there is nothing greater than that,” says Patterson.

Jeremy Patterson, lead of User Experience Technology Research and Development and head designer for the project at Nationwide Children's, rose to this challenge. His team created a virtual reality environment that is customized specifically for patients with hemophilia.

The pilot study, funded by a grant from the National Hemophilia Foundation, is currently testing whether the virtual reality technology can be integrated into the clinic setting. The team is also collecting data on usability and likeability from parents, patients and nurses.

“The feedback we have gotten so far has been really positive,” says Dr. Dunn. “As ‘One Team’ we designed an approach that is truly engaging and immersive for kids and is customized to their needs, and we believe it will really make a difference in their treatment and outcomes.”



To see a video of this technology in action, visit PediatricsNationwide.org/Virtual-Reality

Off-site *Spotlight:*

EAST COLUMBUS *CLOSE TO HOME*SM CENTER WITH URGENT CARE



QUICK FACTS:

- **Location:** 6435 East Broad St. Columbus, Ohio 43213
- **Opened:** Fall of 2001
- **No. of Employees:** 85
- East Columbus was the second *Close To Home*SM built

• **Services Offered:** Behavioral Health, Speech & Language Pathology, Radiology, Lab, Urgent Care, EEG, EKG, Specialty Clinics (including Sports Med, Cardiology, Adolescent Medicine, Endocrinology, Sickle Cell, Neurology, Orthopedics)

Connected to NCH’s Mission: “Our number one goal when we opened this facility was to provide quality care and years later that is still our goal and still the basis of our day-to-day operations.”
– **Lola Popceviski**, site director

Connected to the Community: East Columbus’ site council, made up of staff from each department, sponsors a family in need and organizes a “mitten tree” each year to give back to the local families they serve.

Point of Pride: The low turnover of nurses in the Urgent Care is noticed by patients and families who say, “It’s nice to see a familiar face.”

Off-site History: The move-in to this facility happened just after September 11, 2001. The facility’s radiology equipment was sequestered in customs due to the events of 9/11.

In 2014, the facility received an aesthetic upgrade and major interior overhaul to be consistent with the new hospital. From the registration desk and nurse’s stations to the waiting areas and digital additions, the feedback from parent families overheard was, “Now this feels like Nationwide Children’s Hospital.”

New Year, New You, *New* Wellness Center

Nationwide Children’s Hospital staff will have a new resource for reaching their health and fitness goals when The Wellness Center opens in late February. Located in the lower level of the Faculty Office Building, the fresh facility will be an exciting addition to all that Employee Wellness currently offers.

2
GROUP FITNESS ROOMS,
ALLOWING FOR NEW CLASSES
AND FORMATS!

ADDITIONAL SMALL GROUP
PERSONAL TRAINING

10
GROUP FITNESS
INSTRUCTORS

90
MINUTE
PARKING AVAILABILITY
FOR OFFSITE STAFF

7,600
SQUARE FEET
(3X THE SIZE OF THE OLD
FITNESS CENTER!)

ENLARGED
LOCKER ROOMS

Get 2017 off to a great start by learning more about The Wellness Center on [ANCHOR > Fitness Center](#).



Work off-site? Employee Wellness offers a variety of other programs, classes, discounts and resources that you can access no matter where you’re located. Head to [ANCHOR > Employee Wellness](#) to explore your options.

Safety & Quality: *Click it or Stick it*

Did you know we had more than 80 employee needlesticks and sharps injuries in 2016? **Kelli Burkey**, an emergency department clinical leader at Nationwide Children’s Hospital, knows firsthand how easily a needlestick can change your life. More than a decade ago, Kelli was working at another hospital when she experienced a needlestick incident. Here, read an excerpt from her personal story.

“One night I was working as a charge nurse on an inpatient unit and received a patient who presented very ill, with sores all over her body. We immediately did a work up for HIV. I drew the lab work and within an instant my life changed – I stuck my finger after drawing her blood. First things first, I reported it. It was a chaotic night and we were short-staffed everywhere, even the lab. It took three hours to get my labs drawn. My anxiety grew as the hours went by, knowing I still needed the next step in the protocol – the post-exposure prophylaxis. When I finally got blood drawn, they said they would call the following day. They never called.”

And, you can sharpen (see what we did there?) your knowledge on how to protect yourself from needlesticks with these tips, great for anyone touching needles:



Don’t recap a needle.
This is when most injuries occur. Instead engage safety device and dispose of the needles.



Ask for help.
Two staff can more safely administer a needlestick to a patient who is doing his or her best to avoid the needle.



Are you using the best option?
There are great products out there that help protect caregivers. Learn more about these by consulting with your manager or a member of the Employee Safety Team.



Want to read the rest of Kelli’s story? The full details are here: [ANCHOR > Focused-Efforts](#)

Best Outcomes: *A Symbol of Honor*

Imagine you’re a nurse caring for a patient. You see on his chart that he’s a multiple. You immediately ask his parents how his sibling is, when you’re met with an answer you weren’t expecting: The child lost his sibling.

How can we make sure our staff, from doctors to techs to EVS employees, is aware when a baby in our NICU or other units has lost a sibling? How can we honor and remember them? Look for the purple butterfly. The purple butterfly celebrates the life of a lost sibling and helps us to recognize a family’s loss. You’ll begin to see this symbol in both our hospital and off-site NICUs.

Thanks to the purple butterfly project, we’re not only helping families, we’re helping co-workers to deliver best care and best outcomes.



Service From the *Heart*

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.



Madison Arendt • H8A Child Life

Madison received a Service From the Heart award for her willingness to go above and beyond for patients. A co-worker shares that she recently provided great support by creating a video to help her patient through a tough procedure. As a relatively new team member to Nationwide Children's, Madison has made a big impact with her team and patients.



Christina Ching, MD • Urology

Dr. Ching's nomination came all the way from a pediatrician in Colorado, who worked with her on a patient who traveled to Nationwide Children's for care. He praised her for constant communication regarding the patient, and appreciates her commitment to patient care.



Hugh Morris • Westerville Close To HomeSM Laboratory

Hugh is commended for his quick thinking when a 13-year-old patient on the autism spectrum became agitated at the Westerville *Close To HomeSM* location. When a sedative was needed to calm the patient and his family did not have a car, Hugh drove them himself to the pharmacy to pick up the prescription.



Chris Shonk • Core Laboratory

Chris received a Service From the Heart award by looking out for several of his employees. When parking lots were full as his second shift staff were coming to work, he personally moved their cars during his break so they didn't have to walk to the cars in the dark.

Maintenance and Professional Development

Brian Burley and Sherri Watts received this award for helping the South High Primary Care with their recent community service project. In order to help address health concerns in the community, Sherri and Brian used their time and brainpower to develop a home library to promote literacy.

South High Primary Care

Staff from South High Primary Care organized a "South High Healthy Fun Fest" to help with food insecurities in their area. The team provided health information, food and exercise demonstrations and more.

TEAMS



Employees and Volunteers *of the Month*



Kathy Jacoby
Pulmonary Lab • Length of Employment: 40 years

Kathy, a dedicated team member for four decades, shows value to her patients and peers, provides excellent customer service and demonstrates leadership skills. Her involvement in various hospital committees and groups shows her commitment to best outcomes.



Gail Horner
Child Assessment Center • Length of Employment: More than 35 years

Gail is a team player who is always open to new ideas. Co-workers share that she advocates for patients, is flexible and has great communication skills. Her willingness to work hard and embrace her work is a strong asset.



Jessica Rock
Security • Length of Employment: 3 years, 10 months

On several occasions, Jessica has been commended for being respectful to families while providing assistance. She can communicate effectively with parents and patients, and shares new ideas with her team to achieve Best Outcomes.



Julie Tunnell
More than 235 hours of service

Julie Tunnell is the current Family Advisory Council volunteer chair and has dedicated more than 235 hours of service since 2012. Julie mentors for Connecting Families, serves on the Treat Me with Respect Committee and helps assess family perspectives on hospital experiences through the Parent Coffee Program.



Lauren Winslow
More than 275 hours of service

Lauren Winslow began volunteering in 2014 and has dedicated more than 275 hours of service. Since joining the hospital's volunteer program, Lauren has volunteered with the Sibling Clubhouse and the Art Cart. Lauren recently went above and beyond by sharing her own volunteering experiences with new high school volunteers.



Lynne Brown
More than 270 hours of service

Lynne Brown began volunteering at Nationwide Children's Hospital in 2014 and has dedicated more than 270 hours of service. Lynne, who's described as flexible and reliable, has volunteered with the C5 patient unit and Reach Out and Read program.



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

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

On the *Spot*:

Mary Kay Irwin

Director of School Health

When: 2:30 p.m.

Where: Nationwide Children's Hospital Clinic at KIPP Academy Columbus

Did you know that Nationwide Children's Hospital has primary care clinics inside 13 area schools? "We want more people at Nationwide Children's to know what school health is," says Mary Kay Irwin, director of school health. Mary Kay, who has been at Nationwide Children's for nearly two years, oversees our school health implementation including meeting with community partners and internal departments and ensuring we're maximizing the utilization of our services. "I love that my work is mission driven," she says. "I find Nationwide Children's to be a warm place to work where people are given the chance to think creatively and plan with a child-first agenda."

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

