

WINTER 2018

ONE TEAM.....

INSIDE

NATIONWIDE CHILDREN'S

CONNECTIONS
ON OUR
*Family
Tree*

NICU
milestones
*PROGRESS FROM OUR
YOUNGEST PATIENTS*

A COMMITMENT
TO FINDING
CURES
The work of Dr. Jerry Mendell



ONE TEAM

INSIDE

NATIONWIDE CHILDREN'S

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.



COVER STORY

10

CONNECTIONS ON OUR
Family Tree

Sisters Jennie Kosnik, Ellen Kosnik Cordle and Niki Shafer chat in the Magic Forest.



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Look How Far We've Come

Tell Us About Your Commute

Do you come from near or from far?
Do you ride your bike to work, walk or carpool?

We're looking for unique stories about your commute for an upcoming issue of *Inside Nationwide Children's*.

If you share your story, you'll receive the gift of an exclusive Nationwide Children's logo item.

Please send your stories to
EverythingMatters@NationwideChildrens.org
by Friday, February 9.



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 to EverythingMatters@NationwideChildrens.org.

“*We work together like a family*”



Our One Team values at Nationwide Children's Hospital mean that we are collaborative and inclusive, that we support each other through challenges and we celebrate our colleagues' successes. We work together like a family.

As you will see in this issue's cover story, some of our co-workers are family. Children have watched their parents spend careers here and wanted to follow in their footsteps. People have seen the important jobs their siblings perform at Nationwide Children's and decided they want to be part of our team as well. That is a testament to our guiding values.

You can also read in this issue about the landmark research led by Jerry Mendell, MD, changing the lives of patients who were not expected to survive past their second birthdays; the long-term success of children who spent time in our Neonatal Intensive Care Units; and how our Hilltop Primary Care Center continued serving families during a difficult time.

We have begun a new year, but our mission remains the same: together, we are on the journey to best outcomes for patients everywhere.

Steve Allen, MD

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: 700Childrens.NationwideChildrens.org](https://700Childrens.NationwideChildrens.org)

 [Blog: PediatricsNationwide.org](https://PediatricsNationwide.org)

 [Facebook.com/NationwideChildrensHospitalFoundation](https://www.facebook.com/NationwideChildrensHospitalFoundation)

Where Passion Meets Purpose

Introducing Our Employee Value Proposition

There's something very special about Nationwide Children's Hospital. Yes, we have more than 1.4 million patient visits a year and we have top honors in the *U.S. News & World Report* Best Children's Hospital Honor Roll. But it's more than that.

It's our employees who show such a passion and a purpose for being here, to help kids everywhere and provide the highest quality care.

That's why this year we're rolling out Where Passion Meets Purpose, an Employee Value Proposition (EVP). An EVP is meant to highlight the "gives" and the "gets" that differentiate the Nationwide Children's employee experience.

Where Passion Meets Purpose is built on four key statements:

- **Everyone Matters:** A diverse and inclusive team in which every person is vital to improving children's lives everywhere
- **A Collaborative Culture:** Keeping those we serve at the heart of everything we do
- **More Than a Job:** Opportunities to grow and develop your talent to make an impact that truly matters
- **A Place To Be Proud:** Knowing you work at one of America's best children's hospitals and research centers

The EVP will also help contribute to our recruiting efforts. Learn more about how you can help recruit employees on page 13.

where
PASSION 
meets **PURPOSE**

SO WHAT'S YOUR PASSION AND YOUR PURPOSE?

Be inspired by these testimonials from your colleagues.

"MY PASSION IS TO HELP BABIES AND FAMILIES IN THEIR TIME OF GREATEST NEED. MY PURPOSE IS TO SEE THEM GO HOME, HAPPY AND HEALTHY."

 Dr. Edward Shephard, NICU

"MY PASSION IS THIS HOSPITAL. MY PURPOSE IS TO KEEP EVERYBODY SAFE WHILE THEY ARE HERE."

 Caitlin, Security

"MY PASSION IS RIGHT PATIENT, RIGHT SERVICE IN BEHAVIORAL HEALTH CARE. MY PURPOSE IS TO ENSURE THAT CLINICIANS HAVE WHAT THEY NEED TO BE ABLE TO ACHIEVE THAT."

 Shari, Behavioral Health



Learn more about the EVP by visiting the Nationwide Children's YouTube channel and searching **WHERE PASSION MEETS PURPOSE.**

Dr. Olivia Thomas Takes on Important New Role as Chief Diversity and Health Equity Officer



Dr. Olivia Thomas in the Livingston Ambulatory Center

Dr. Olivia Thomas has made a large impact in her time at Nationwide Children's Hospital. Her pediatric residency turned into a more than 40-year career of significant contributions. Dr. Thomas began caring for patients in Primary Care and then serving as section chief of Ambulatory Pediatrics. Now, Dr. Thomas is focusing on another important role as Chief Diversity and Health Equity Officer.

“ WE WILL BE WORKING WITH OUR HUMAN RESOURCES DEPARTMENT TO ACHIEVE BETTER STAFF DIVERSIFICATION WITHIN AREAS WHERE WOMEN, MEN AND MINORITIES ARE MOST UNDER-REPRESENTED COMPARED TO OUR PATIENT POPULATION AND COMMUNITY. WE WANT TO IDENTIFY AND ELIMINATE ANY HEALTH DISPARITIES IN PATIENT CARE DUE TO SOCIOECONOMIC CLASS, RACE, ETHNICITY, SEXUAL ORIENTATION OR OTHER SOCIAL DETERMINANTS. ”

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

Riding my Segway in the hallways on the main campus or Livingston Ambulatory Center (LAC), on my way to my next meeting.

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

I did my pediatric residency here, and there was an opportunity to work in the hospital's community clinics when I finished.

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

Over the years, I have served on many not-for-profit agency boards. I continue to be involved with volunteering work through Alpha Kappa Alpha Sorority, Inc. This is an international service organization.

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

Humility.

What is your greatest achievement/biggest accomplishment?

The greatest achievement has been helping to build one of the largest primary care networks in the country for underserved children and families.

What interested you most in pursuing a career in health care?

Caring for children with limited access to other care.

What is your proudest moment?

Watching our daughters graduate with health-related degrees. ■

About Olivia

Three words that best describe me would be...?

Friendly, mentor, problem-solver

Favorite Cafeteria meal?

Gyros and burritos

Favorite movie?

Hidden Figures

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

Regular coffee

Favorite way to relax?

Hiking in the mountains when I can or reading a good book

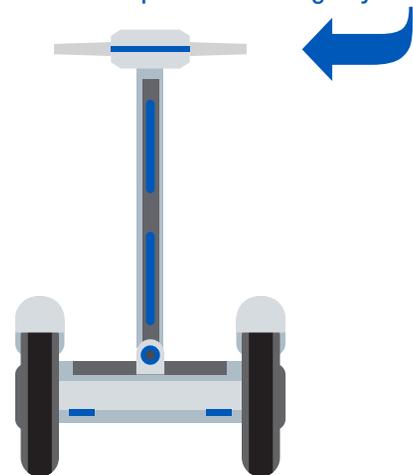
Where would you most like to travel?

Africa

What talent would you most like to have?

Playing piano by ear

Say hi to Dr. Thomas next time you see her around the hospital on her Segway!



To learn more about Nationwide Children's Diversity and Inclusion efforts, visit [ANCHOR](#) and search **DIVERSITY AND INCLUSION** for information on cultural competence, Employee Resource Groups and more.

How We Are Celebrating One Team



Functioning as One Team is at the core of what we do at Nationwide Children's Hospital, and this guides us on our Journey to Best Outcomes. How do and your team celebrate One Team? We asked this question to staff around the hospital, and here's what they shared.

"The IS leadership team takes a few minutes in our weekly directors' meetings to recognize One Team behaviors that we've observed one another practicing since our last meeting. The call-outs remind us of the shadow we all strive to cast as leaders."

Riccardo Ruotolo, Director, Customer Service/Service Management, Information Services



"[WE] WORK TOGETHER TO PROMOTE THE HEALTH AND WELLNESS OF THE COMMUNITY TO IMPROVE POPULATION HEALTH USING A PLACE-BASED STRATEGY FOR NEIGHBORHOOD IMPACT... THE COMPREHENSIVE APPROACH OF HEALTHY NEIGHBORHOODS HEALTHY FAMILIES (HNHF) AFFORDS OUR TEAM THE OPPORTUNITY TO CELEBRATE ONE TEAM VALUES WITH OUR NATIONWIDE CHILDREN'S COLLEAGUES WITHIN OTHER DEPARTMENTS."

Angela Mingo, Director, Community Relations

“We celebrate each other with our Kudos Board. This is a bulletin board in the off-stage area where staff can write on a Kudos form that has an area to comment as well as select the following: You did a great job, You made me smile, You made a patient/family happy, You went above and beyond, You are GREAT to work with or You were an awesome team player.”

 **Rhonda Humphrey**, Program Manager, H5B



“RECOGNIZE STAFF ACCOMPLISHMENTS AT MONTHLY ALL-STAFF MEETING AND MONTHLY CARE COORDINATION DEPARTMENT MEETING; ESTABLISHING WAYS FOR STAFF TO RECOGNIZE THEIR PEERS THROUGH WRITING A NOTE COMPLIMENTING STAFF ON BOARDS IN BREAKROOMS OR THROUGH SUBMISSIONS TO WEEKLY NEWSLETTER ‘CHEERS FOR PEERS.’”

 **Sean Gleeson, MD**, *President, Partners For Kids*

“Whether it’s a hug from a parent for resolving a Patient Relations issue or a smile or a thank you from a parent or visitor at the Welcome Desks, we appreciate the fact that although we don’t provide direct patient care, we still have an opportunity to make a difference in the lives of our patients, families, visitors and fellow staff members every day. It is our responsibility to work as a team at all times to provide exemplary customer service.”

 **Jeanette Thomas**, Manager, Patient Relations

“The Nutrition Services Team celebrates positive comments from patients and guests at our weekly stand up meetings throughout the department. Celebrating the small acts and accomplishments gives the team the drive to continue to improve our service and food each day.” ■

 **Kathy Grover**, *Director, Nutrition Services*

“It is unusual for a major children’s hospital to prioritize and publicize youth suicide prevention



efforts. Stigma and misunderstandings around youth suicide have fostered the idea that little can be done to combat this major public health issue; one that claims the lives of over 2,000 children and teens per year. The Center for Suicide Prevention and Research (CSPR) embraces One Team values to get results and change perceptions. The CSPR is blessed to have developed relationships with countless caring organizations that feel a similar passion for child safety and emotional wellness. In this way, it has been critical that we take the hospital’s One Team philosophy into the community.”

 **John Ackerman, PhD**, *Suicide Prevention Coordinator, Center for Suicide Prevention and Research, Big Lots Behavioral Health Services*



We want to know how your staff/department/team operates as One Team! You just might see your response on ANCHOR. Send your submissions to EverythingMatters@NationwideChildrens.org



C·O·N·N·E·C·T·I·N·G OUR *Family Tree*

Our strategic plan notes that we have the best people and best programs. With more than 12,000 employees, Nationwide Children's Hospital is One Team, with a shared goal of providing the highest quality care to all children. There's no doubt that as we serve families, we function as a family, too.

Digging into our roots, the Nationwide Children's family is even more deeply and directly related. Thanks to our best people, staff members are spreading their branches and sharing with their own family members how great it is to work at Nationwide Children's. As you walk around the hospital, you'll find mothers, fathers, sisters, brothers, children and more family members working together as One Team.

We've collected many stories to share, including that of sisters **Jennie Kosnik**, **Ellen Kosnik Cordle** and **Niki Kosnik Shafer**, pictured right. The sisters have worked at the hospital for more than 55 years combined.



It's all in the family for Kosnik sisters (left to right) Jennie, Ellen and Niki.





FOLLOWING HIS FOOTSTEPS

As a little girl, **Niki Kosnik Shafer**, Senior Vice President, Outreach, would come and make rounds with her father regularly at Nationwide Children's. Her dad, Dr. Edward Kosnik, spent most of his career at the hospital and retired several years ago as chief of pediatric neurosurgery.

"I would come Saturday or Sunday mornings and sit at the nurses' station while he would check on his patients and families," recalls Niki.

It wasn't long after completing her college degree that Niki became an employee at Nationwide Children's. She joined the Foundation staff in 1998, and two of her sisters followed suit in clinical roles. **Jennie Kosnik** is a certified registered nurse anesthetist (CRNA) for the anesthesia department and **Ellen Kosnik Cordle** is a RN clinical leader in the Emergency Department.

Jennie also recalls coming to work with her father... and eventually working alongside him.

"I loved watching the nurses' interactions with the patients and each other," she says. "As an anesthesia provider, I was in my dad's operating room about once a week. I loved watching the intricate work he did and his was my favorite room."



Dr. Edward Kosnik

The sisters appreciate the fact they get to see one another at work.

“Niki and I are able to meet for lunch occasionally,” says Ellen. “She and I have worked together to coordinate events with the Emergency Department such as tours for donors or donations. Jennie and I often run into each other in the hallways. Recently, my daughter had a tonsillectomy and adenoidectomy in the surgery center. Niki was able to come sit with my husband and me. Although Jennie was not the CRNA in the room, she was able to hold my daughter’s hand while they took her back to the OR. This gave me such comfort knowing my sister could be with my daughter until she was asleep.”

Most importantly, Niki, Jennie and Ellen are thrilled to work at the same place where their father worked and made so many contributions over the years.



I AM VERY PROUD TO WORK HERE," SAYS NIKI.

"I STILL RUN INTO MY DAD'S PATIENTS, AND THEY ARE VERY GRATEFUL FOR THE CARE THEY RECEIVED FROM THE ENTIRE STAFF. IT'S ALSO AN EXCITING TIME TO WORK AT NATIONWIDE CHILDREN'S HELPING TO CREATE THE BEST OUTCOMES FOR CHILDREN EVERYWHERE NOW AND FOR FUTURE GENERATIONS. I LOVE I CAN CONNECT THE COMMUNITY TO THE MISSION OF THE HOSPITAL.



SPREADING THE WORD: BE A TALENT SCOUT

As we’re looking to build our One Team at Nationwide Children’s, who better to help recruit to work here than your own friends and family? **Marcey McDonald**, director of employment services, shared some of the ways you can help recruit talent to Nationwide Children’s.



- **Use Social Media:** Facebook, LinkedIn and Twitter are among the great platforms you can use to share open jobs at the hospital. A new applicant tracking system coming early this year will make this easy, as employees can get into the system to share jobs from there.

- **Word of Mouth:** Conversation is one of the most effective ways to boost employee referrals. “I think that if someone is passionate about their work, they can find the words to say what excites them about their job at Nationwide Children’s,” says Marcey.

- **Send an Email:** Tell friends and family that once they apply for a job, send an email to Talent@NationwideChildrens.org. "I tell people to fill out their application, but then go to the talent mailbox and send an email saying, 'Hey, my cousin referred me.' Our team will respond back and make sure the recruiter sees it," Marcey says.

How We're Connected

We asked and you submitted! Over the last few months, we've collected stories of family connections here at Nationwide Children's. Here's a glimpse into the branches of our family tree.

Christine Cleary, Manager, Behavioral Health Billing in Patient Accounts and **Tiffany Roberts**, Patient Accounts Representative, Patient Accounts

Christine has worked at Nationwide Children's more 15 years, so when niece Tiffany was searching for a new job, she explored options at the hospital. "Her interest was, in part, due to the fact I have been here for so long and I love what I do," says Christine. "She interviewed for several positions and ended up in the same department and building I'm in now. Tiffany and I have a close relationship, so I was very happy when she started working at Nationwide Children's. She has a great work ethic and I'm proud to let others know that we're related." The pair tries to grab lunch or go for a walk when their schedules allow.



Gayle Potts, Unit Coordinator, Pre-admission Testing and **Courtney (Potts) Harris**, RN, H10B

Gayle shares she was working at Nationwide Children's when her daughter received her nursing degree, and she knew her personality would be perfect for the environment and working with patients. "Courtney spent time in the hospital as a patient," says Gayle. "She knows how it feels to be a patient and has the empathy that is needed to be a pediatric nurse. I have always loved working with children and love the fact that my daughter does as well." One of the mother and daughter duo's favorite things to do is meet for coffee at the Magic Bean.



Sherria Armistead, Administrative Support II, Radiology; **Simone Armistead**, Constant Attendant, C5A; **Kristy Armistead**, Administrative Support II, ENT; and **Sherwin Armistead**, Patient Transport

Mom Kristy began working at Nationwide Children's first and then influenced daughters Sherria and Simone, along with husband Sherwin, to all get jobs at the hospital. "It means a lot to me because we get to spend time with each other inside and outside of work," says Sherria. "We all carpool and eat lunch together."



Jean Strauch, BSN, Certified Specialist Poison Information, Central Ohio Poison Control Center; **Julie Strauch**, RN, Certified Specialist Poison Information, Central Ohio Poison Control Center; **Cathy Strauch**, NNP, Dublin Methodist and Riverside NICU; **Krista Strauch Fosselman**, NNP, Nationwide Children's and Riverside NICU; **Elizabeth Strauch**, PCA, H11B

Jean and Julie are sisters – Jean has worked in the Poison Center for 30 years and her sister joined about 10 years ago. Sister-in-law Cathy works off-site at several NICUs, as does Cathy's daughter. Another niece, Elizabeth, is a PCA. Jean shared her mother was a labor and delivery nurse, so nursing runs in the family! "Even though we all practice in different areas we do have a common bond. Physically we can't connect at the hospital but when we are at family functions, we discuss our jobs and changes going on at Nationwide Children's."



Katie Sundburg, Administrative Assistant/Credentialing Assistant, Radiology and **Amanda Sundburg**, PCA, H5B

Katie and her daughter, Amanda, have a special connection beyond just working at the hospital – Amanda's two-year-old daughter Adelaide had open-heart surgery at Nationwide Children's last April. "We felt so very blessed to have the many connections and friendships we built as employees when Adelaide's surgery took place," says Katie. "We had many wonderful souls taking wonderful care of us all. Our Nationwide Children's friends have become family to us. Adelaide was diagnosed with her ASD condition a few months after Amanda had come on staff. What a blessing we both had such confidence and appreciation for Nationwide Children's – we had no doubt Adelaide would receive the best care available."



Austin Davis, Epic Cadence Support Specialist, Central Scheduling and **Jacklynn Davis**, Care Manager, Pediatric and Adolescent Gynecology

Jacklynn feels a strong sense of pride when she hears good things about her son, Austin. "I love when co-workers say nice things about Austin — good worker, good employee or they are happy they hired him. It means a lot. He works in Westerville, but when he is at main campus we try to connect, or he visits me at my work areas. He grew up coming here, knowing my co-workers and peers." ■



Do you work at the hospital with a family member, or know someone who does? We're looking to continue growing our Nationwide Children's Family Tree! Please submit your name, position, department, family connections and a photo to EverythingMatters@NationwideChildrens.org. We'll continue to post stories on ANCHOR to show how our roots run deep!

A Commitment to Finding Cures

Gene therapy shows promise against fatal disease



Jerry Mendell, MD, principal investigator in the Center for Gene Therapy at The Research Institute at Nationwide Children's Hospital, saw his first patient with spinal muscular atrophy 1 (SMA1) 50 years ago. He could only tell the baby's parents the incurable disease would attack nerve cells in his spine, weaken his muscles and he may never even lift his head. Babies often die from the disease by age 2.

Now, Dr. Mendell and colleagues have shown a dozen babies with SMA1 given a single, high dose of gene therapy not only live longer, but most roll over; two crawl, pull themselves up and walk; and 11 of the babies talk. All of these are milestones that were impossible for these types of babies previously.

“THEY ARE THE FIRST CHILDREN WITH THIS DISEASE TO TALK,” DR. MENDELL SAYS.
“WE HAVE BEEN ABLE TO GIVE PATIENTS AND THEIR FAMILIES A QUALITY OF
LIFE THAT NO ONE WITH SMA1 HAS EVER HAD THE CHANCE TO HAVE.”

This result is the kind Dr. Mendell hoped for when, at age 5, he saw children with polio in wheelchairs. It was 1947, during the polio epidemic prior to Jonas Salk's and Albert Sabin's vaccines. He told his father, who ran a fur business, and mother, who had been a secretary, when he grew up, he wanted to be a scientist who helps save children from fatal diseases.

For decades, Dr. Mendell has been investigating SMA1, which kills more infants than any other genetic disease.

Three researchers' work led to the breakthrough, he says. Arthur Burghes, PhD, of The Ohio State University, developed an animal model to study SMA1. Brian Kaspar, PhD, former principal investigator at the Center for Gene Therapy and now the chief scientific officer of AveXis, the company that produces the gene therapy, found a common virus could safely deliver a corrected gene to nerve cells. Dr. Mendell's lab fulfilled the regulatory requirements to bring the treatment to clinical trial.



“All in all, it’s one of the most successful gene therapy trials in the history of gene therapies,” Dr. Mendell says. “Not a lot of them can show they save lives.”

While studying SMA1, Dr. Mendell has also been researching forms of muscular dystrophy (MD), particularly Duchenne muscular dystrophy, the most common fatal genetic disorder diagnosed in childhood. He’s helped develop newborn screening techniques and new treatments and now he’s involved in a clinical trial testing whether an early, high-dose of gene therapy combats against MD.

At 75, Dr. Mendell often considers retiring, but wants to help cure SMA1 and more diseases first. ■



Gene Therapy Research led by Dr. Mendell and his team was recently selected as 2017 "Breakthrough of the Year" by readers of Science Magazine. Congratulations!



Interested in learning more about gene therapy and how the process works? Visit Nationwide Children's YouTube channel and search [Gene Therapy Animation](#).

Committed to the Community

How the Hilltop Primary Care Center Comes Together Following Gasline Explosion



Dr. Dane Snyder and Leeanna Shepherd, RRT

“We practice mock Code Silver and Code Violet drills many times,” shares **Rachel Maruscak**, program supervisor of the Nationwide Children’s Hilltop Primary Care Center, “But we never really expected a Code Yellow and Code Red situation.”



Patrick Spencer, Security

When security officer **Patrick Spencer** began smelling gas and saw people outside the center running away from a work site, his training kicked in. He called a code and evacuated almost 30 people, including staff, patients and families, out the back door of the Hilltop Primary Care Center.

Not seconds later, a gas line exploded across the street. The Dominos next door was destroyed, and in its place now stands just a chain link fence. But luckily, thanks to quick thinking and action, no one was injured in the blast.

Family Connection

Patrick’s mom worked at Nationwide Children’s for 43 years, and he’s had sisters and an uncle employed here as well!

Hilltop closed until repairs could be made and the Hilliard *Close To Home*sm Center helped continue to provide services to their patients.

“ONE TEAM VALUES WERE STRENGTHENED FOR BOTH THE HILLTOP AND WESTSIDE TEAMS,” SAYS DR. DANE SNYDER. “OUR FAMILIES WERE HAVING A DIFFICULT TIME GETTING ACCESS TO THE CARE THEY NEEDED AS MANY OF THEM WOULD TYPICALLY WALK TO THE CLINIC. OUR TEAM WAS DIVIDED AND DISPLACED, BUT WE NEVER LOST THE SENSE OF FAMILY THE TEAM HAS ALWAYS POSSESSED.”

It was a team effort – both to support each other and to support the neighborhood’s families. Six months later, on June 12, 2017, Hilltop Primary Care Center held its grand reopening. They haven’t let the blast define them.

They are defined by a strong sense of purpose and a commitment to their community. Two annual events they throw for Hilltop highlight the community commitment – Pictures with Santa (who happens to be another security guard at Hilltop), and Tie Dye in July.

This past winter marked the sixth annual Pictures with Santa event. “We come together to make this event magical for kids in our neighborhood,” said Jennifer Tinto, nurse clinical leader. Along with giving gifts to children, the Mid-Ohio Foodbank helped provide 10,000 pounds of food to families. Tie Dye in July is all about supporting healthy diet and encouraging physical activity. They’ve done Hip Hop with a Doc with Dr. Winters, yoga, hula hooping and of course, tie-dyeing shirts to take home.

And they’re defined by serving some of the highest risk tiers with the outstanding service and quality of care Nationwide Children’s is known for providing. ■



Did You Know?

Hilltop houses Nationwide Children’s residents from the osteopathic track and medical students from Ohio University. Hilltop is unique in that it runs a resident session alongside an attending session, and is the only Nationwide Children’s primary care site that offers an Osteopathic Manipulation Medicine (OMM) clinic. OMM is hands-on care that involves using the hands to diagnose, treat and prevent illness or injury, with a special focus placed on the musculoskeletal system.

Quick Facts:

- **Location:** 2857 West Broad Street
Columbus, OH 43204
- **Opened:** 2008
- **No. of Employees:** 57
- **Services Offered:** Comprehensive primary care services for children from birth to 21, care for sick children, immunizations, social services, Osteopathic Manipulation Medicine, specialized services for asthma, obesity, ADHD, teens, Reach Out and Read, TB clinic.



Learn more about this Nationwide Children's off-site: [NationwideChildrens.org/Hilltop-Primary-Care-Center](https://www.NationwideChildrens.org/Hilltop-Primary-Care-Center)

Lending a Helping Hand



Molly Schissel, Outpatient Occupational Therapist

Molly Schissel knew that the four-year-old patient on her occupational therapy (OT) schedule last July needed more than just OT services. Both blind and deaf, the child also had some behavioral issues. Molly recently received a Service From the Heart Award for helping this patient and his family get connected with the resources they needed.

“The family had just been referred to the developmental disabilities clinic and really had no other resources,” explains Molly. “They were evaluated in that clinic and then referred to all sorts of services, OT being one of them. At the first session, I realized that this family needed a lot more than what was provided.”

Since the patient had challenges with running from his parents when he wasn’t in some sort of carrier, Molly helped the family get set up with the Seating Clinic. There, they were able to get a car seat and medical stroller.

“[The Seating Clinic] made accommodations so he can’t unbuckle himself and get loose,” says Molly. “That was a big safety concern for all of us.”

Molly also helped refer the family to in-home behavioral health services, and she still sees him on a weekly basis.

“I absolutely love working with children,” says Molly. “I think it’s really cool to be a part of their development and how that carries them through the rest of their life and how you can impact even something so small right through that will carry them through. I like being able to see the look on parents’ faces when their child does something for the first time and know that you were the one to get that child to that point.” ■

“ I ABSOLUTELY LOVE WORKING WITH CHILDREN. I THINK IT’S REALLY COOL TO BE A PART OF THEIR DEVELOPMENT AND HOW THAT CARRIES THEM THROUGH THE REST OF THEIR LIFE AND HOW YOU CAN IMPACT EVEN SOMETHING SO SMALL RIGHT THROUGH THAT WILL CARRY THEM THROUGH. I LIKE BEING ABLE TO SEE THE LOOK ON PARENTS’ FACES WHEN THEIR CHILD DOES SOMETHING FOR THE FIRST TIME AND KNOW THAT YOU WERE THE ONE TO GET THAT CHILD TO THAT POINT. ”



Visit [ANCHOR > Employee Activities](#) for more Service From the Heart winners, Employees and Volunteers of the Month and more.



Tumblr Extra

“I was a bus driver for the developmentally disabled. I loved it - I loved the children the most. I started transporting the medically fragile children. Two of the children had RN caregivers due to medical necessity. The RNs encouraged me to try nursing. [I] never thought I could do it... and here I am, loving it! In Primary Care, we see a variety of patients from many other countries. Sometimes we are the parent or patient’s first introduction to the entity that is Nationwide Children’s Hospital. A lot of fears, encompassed with language and cultural barriers, are addressed and families realize Nationwide Children’s can be a personal and friendly place. Primary Care can be the first step to address necessary specialized care. To get a baby to smile, or laugh... or get a teenager to talk... is priceless.”

 Robin, RN



Read more inspiring stories at NationwideChildrensHospital.Tumblr.com

You've Come a Long Way, Baby!

Our staff members make a big difference in the lives of patients and their families during a hospital stay. But their impact continues long after a patient goes home. This is especially true for the tiniest patients in our Neonatal Intensive Care Units (NICU). Many of these patients continue to receive our care after they are discharged. Four of our former NICU patients shared with us the impact our NICU team has had on their child's life.

Milla H.

Birthday: January 5, 2011

Gestational Age at Birth: 23 weeks, 6 days

Birth Weight: roughly 1 pound, 9 ounces

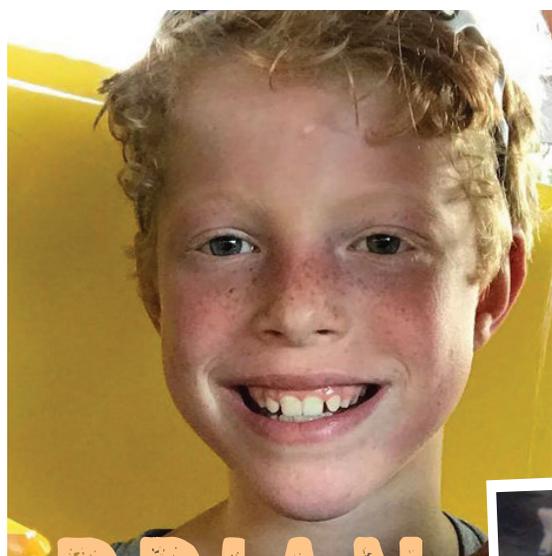
Milla's Favorite Things Today: Running, reading books, playing with friends

Recent Milestones: Holding a pencil and writing so others can read

What her family says to the NICU staff:

"I forgot your names, but I will never forget how you made me and my baby feel. Thank you so much!"

MILLA



BRIAN

Brian Z.

Birthday: April 22, 2007

Gestational Age at Birth: 29 weeks

Birth Weight: 3 pounds, 1 ounce

Brian's Favorite Things Today: Riding bikes with his friends, swimming, spending time with his family and writing stories

What his family says to the NICU staff: "I am so thankful for the wonderful doctors, nurses and staff in the NICU. Thanks to you, my premature baby born with a congenital heart defect is able to live a normal life! You are amazing and I can't thank you enough for the work that you do!"



Evan S.**Birthday:** January 18, 2001**Gestational Age at Birth:** 33 weeks**Birth Weight:** 3 pounds, 9 ounces**Evan's Favorite Things Today:** Music, playing bass drum in the marching band and the drum set in jazz band, and participating in World War II reenactments**What his family says to the NICU staff:** "Saying thank you isn't and will never be enough. The love and care they gave my son (and me) will never be forgotten, no matter how much time goes by. I consider those who work in the NICU to be angels here on earth. They have no idea how special they are and what an impact they can make on a family's life."**EVAN****JACK****Jack M.****Birthday:** September 7, 2013**Gestational Age at Birth:** 24 Weeks, 3 days**Birth Weight:** 1 pound, 8 ounces**Jack's Favorite Things Today:** Jump on the trampoline, play piano, watch movies**Recent Milestones:** His mom shares, "Jack came home for the first time in his life at age 3. Prior to coming home, he spent time in three

NICUs including 22 months in C4A at Nationwide Children's. He then spent a year in a rehabilitation hospital waiting for enough nurses to help take care of him at home. Jack was able to celebrate his 4th birthday at home. Since Jack has been home, he has been able to wean off the ventilator, and he has learned to walk. Jack is working on catching up to his peers developmentally, but he is thriving and making a lot of progress now that he is at home with his family."

**What his family says to the NICU staff:** "We are eternally grateful for the doctors that gave Jack a chance to live when his previous NICU team had run out of interventions. The nurses and staff we met at Nationwide Children's were true blessings. We never doubted the love and affection they showed Jack, especially on the days that we were unable to be by his side."Have you checked out the website Flutter? It's where Nationwide Children's patients and families can share their stories. Visit Flutter.NationwideChildrens.org to read more stories about kids like these former NICU patients. And, check out our other social channels where we share patient stories on page 4.



NATIONWIDE CHILDREN'S

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ON THE SPOT



Andrea Gordon

RN

When: 2 a.m.

Where: H8A

Of the 11 years Andrea Gordon has been a nurse at Nationwide Children's, working night shift is all she's known. "Third shift keeps the hospital going – many people think kids sleep all night, but that's far from the truth," says Andrea. She loves working on H8A because she gets to know the families of the kiddos with chronic conditions, who are frequent fliers on the unit. Andrea emphasizes her fellow third shift team is a tight knit group. "When many others are sleeping, you quickly learn to rely on each other to get things done," she says. "We are a family!"

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