

WINTER 2019

ONE TEAM.....

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NATIONWIDE CHILDREN'S

THEN *and* NOW

How the Hospital
and its People
Have Evolved

FOSTERING RESILIENCY

Creating Best Outcomes for Ourselves

THE VOLUNTEER IMPACT

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Hospital Every Day

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.

Angela Lyons, pictured right, has worked at Nationwide Children's Hospital for Gail Besner, MD for the past decade. But Angela's journey with the hospital begins long before that. Read more in our cover story.

COVER STORY

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THEN *and* NOW

How the Hospital and its People Have Evolved

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.



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Have a Unique Hobby?

Do you have a fun hobby or extracurricular activities outside of work? Maybe you have amazing dance skills, train dogs or even write books like **Dan Koboldt**, a principal investigator in The Research Institute. You can read his story on page 24.

We're looking to learn about your hobbies for an upcoming issue of *Inside Nationwide Children's*.

If you share your story, you'll receive an exclusive Nationwide Children's logo item. Please send your stories or photos to EverythingMatters@NationwideChildrens.org by Friday, March 8.



“Our definition of ‘care’ has deepened and expanded”




Dr. Steve Allen

Nationwide Children’s Hospital has witnessed a dramatic acceleration of its mission over the last several years. This issue of *Inside Nationwide Children’s* looks at our recent history through the eyes of staff members who have, in some cases, worked here for decades.

I use the word “acceleration” to talk about our mission instead of “change.” We continue to believe all children should have access to quality care, just as our visionary founders did in 1892. Our definition of “care” has deepened and expanded, though. We now understand that children’s physical health and behavioral health are crucial for their future wellbeing, for example. We also now believe we must address societal issues, such as housing stability and neighborhood safety, to support the families we serve.

You can read in this issue about our mission-driven colleagues who are expanding what it means to care for a child: a physician delivering important health information through a podcast; staff members at the Hilliard *Close To Home*SM Center who build lasting relationships with patient families (and each other); and many on our team spreading the stigma-breaking message of the *On Our Sleeves* campaign.

Your innovative work shows that our 127-year-old institution is creating the future of children’s health care.

Best,

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: 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)

Living Your Line of Sight


Celebrating One Team Spirit in Action

In the Fall issue of *Inside Nationwide Children's*, we asked you to celebrate how your co-workers contribute to Best Outcomes by living their Line of Sight. Read some of the ways our employees see the Strategic Plan in action.

"Every day I watch Gina Hounam, program manager of Audiology, go above and beyond to ensure her audiologists and my speech-language pathologists have all the resources they need to provide best hearing care to children. Her passion and love for her line of sight is captivating!"

 **Lindsey Pauline**, program manager, Clinical Therapies – Speech Pathology

"Jeffrey Pendl, patient access rep, is always here early and late after work, just to make sure every appointment and phone call is taken care of. He loves his job and loves to see every kid happy."

 **Dalia Castillo**, patient access rep,
Hem/Onc Ambulatory Clinic

LINE OF SIGHT



"Francheska Sanford is an IS project manager working on the last ambulatory clinic to convert to Epic electronic documentation. She is working tirelessly to make sure workflows in the ortho clinic match the technical build inside Epic as much as possible. She believes in Quality, Safety and Service with aligning ortho clinic to the rest of the hospital's electronic medical record in the best way possible."

 **Jung Sun Miller**, project manager,
Information Services



Jung Sun Miller and Francheska Sanford proudly don the butterfly pins on their badges that they received for the submission.

"Dodie Schilling, Partners For Kids, spends a large portion of her work week assisting her fellow colleagues with understanding how to use their work tools to efficiently perform their duties. She also takes time to provide emotional support for her co-workers, allowing them a safe outlet so they can re-focus on providing Best Outcomes for their families."

 **Bill Hazelton**, quality outreach coordinator, Partners For Kids

WE WANT YOUR STORIES!

Inside Nationwide Children's is always looking for story ideas for future issues.

Have one to share? Email us at EverythingMatters@NationwideChildrens.org

with your ideas, and as a thank you, we'll send you an exclusive Nationwide Children's logo notebook.



Lorina Wise

Sitting Down with Our New Chief Human Resources Officer



Lorina Wise is taking on a new role in Human Resources after seven years at Nationwide Children's.

Lorina Wise has been a fixture in the Nationwide Children's Hospital Legal Services department for the past seven years. But now, she's evolving her career – Lorina is the Nationwide Children's Hospital new chief human resources officer. Through her 34 years of legal work, she has always had a strong interest in Human Resources. Now, Lorina is overseeing, developing and executing human resource management to advance and support the strategic goals and mission of Nationwide Children's.

“[I LOVE] WORKING FOR A DYNAMIC AND INNOVATIVE, MISSION-DRIVEN ORGANIZATION THAT IMPACTS THE LIVES OF CHILDREN AND THEIR FAMILIES, WITH PEOPLE WHO CARE AT EVERY LEVEL OF THE ORGANIZATION.”
- LORINA WISE

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

In meetings, talking about benefit issues or workforce improvement. Or, I'm wandering through the halls to see what people are doing and getting to know the organization better.

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

Nationwide Children's is an organization that lives its values. This is such a dynamic place not afraid to tackle difficult issues. Our cutting-edge research in gene therapy and expansion of our behavioral health services are just two examples of Nationwide Children's commitment to innovation and advancing the health of our community for some of our most vulnerable populations.

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

The capacity to consider multiple points of view when making a decision.

What is your greatest achievement/biggest accomplishment?

Seeing people I have mentored be successful.

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

The endless opportunities to learn new things. I did not start my legal career thinking I would go into health care, and when I initially went into health care, it was because I had transferrable skills as an employment attorney that the organization needed... I was given a diversity of work that helped me grow as a professional. No two days are ever quite alike.

What is your proudest moment?

Seeing my son graduate from college. ■

About Lorina

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

Chai tea latte

Three words that best describe me would be...

Fair, compassionate, hardworking

Favorite animal friend?

Owl

Favorite movie?

"Enemy of the State" with Will Smith and Gene Hackman

Favorite band/music?

Old school R&B and anything Motown

Where would you most like to travel?

Egypt. I would love to see the pyramids.

Starting on page 10, you'll read stories from staff who have been at the hospital for years and have seen its evolution. We asked Lorina how Nationwide Children's has changed during her time here:

"The organization has continued to grow by leaps and bounds in my seven years here. When I started, we had just opened the new inpatient tower and Research Building III was opening. Now we have a whole west campus with the Livingston Ambulatory Center and the new Behavioral Health Pavilion, new parking and a Research Building IV set to go up. Not to mention the Near East Office Building which is a beautiful workspace that part of our HR department now occupies. It has been an amazing seven years of growth, and I am humbled to be part of such a dynamic mission-committed organization."

The Volunteer Impact

How Volunteers Impact Our Organization Every Day



Teen volunteers play with a patient in The Sibling Clubhouse.

We may have more than 13,000 employees at Nationwide Children's Hospital, but did you know that number grows by more than 1,000 if you add our volunteers? In 2018, we had 1,030 volunteers give more than 70,000 hours of their time and talents. You'll find them volunteering all over the hospital, including in The Sibling Clubhouse, Art Cart and in different activity groups. They range in age from teens to retirees.

“VOLUNTEERS ARE AN IMPORTANT PART OF THE HOSPITAL'S JOURNEY TO BEST OUTCOMES THROUGH THE QUALITY SERVICE THEY PROVIDE. EVERY TIME A PARENT IS GIVEN A BREAK, A PATIENT IS ENGAGED IN PLAY, A SIBLING RECEIVES UNDIVIDED ATTENTION, A GIFT IS DISTRIBUTED OR A TOY IS CLEANED, IT ALL LEAVES A LASTING IMPACT ON THE PATIENT AND FAMILY EXPERIENCE.”

- KYLEE QUITAR, VOLUNTEER PROGRAM COORDINATOR

WEB EXCLUSIVE

Want to read more volunteer stories? Search *Inside Nationwide Children's* on **ANCHOR** to read the stories of volunteers like Allison Kingsley, Courtney Hattle, Rhonda King and Kim Heckler.



More than
1,030
active volunteers in 2018,
ranging from teens to retirees



More than
70,000
hours served in 2018

WHY I VOLUNTEER

Three Nationwide Children's volunteers share why they give their time to the hospital.

**Makayla Fusco**

Teen Volunteer since September 2017; Art Cart

"I like seeing the smiles on the kids. No kid wants to be in the hospital. If I can help them make their stay better, it puts a smile on my face. The day I volunteer here is my favorite day. The kids light up when they see the Art Cart. The volunteers have a bigger role in the hospital than people think. The volunteers know they can go to the staff to ask questions. As a volunteer, I feel part of a family."

**Kevin Kobbeman**

Volunteer since 2008; Family Resource Center

"I wanted to give back. I have a 21-year-old and a 24-year-old who have been happy and healthy. When I coached hockey, I had a family with a son who had cancer, and unfortunately he passed away. That inspired me to volunteer. Talking to the families... the strength and hope they have keeps me grounded and helps me count my blessings. I get more out of it than I give."

**Mariela Monzalvo**

Volunteer since 2011, Employee since December 2017; Sibling Clubhouse volunteer, Development Support Assistant in Comprehensive Pediatric Feeding Program

"I volunteered here before I started working at the hospital. I had volunteered here for seven years, since high school. It always gave me a sense of fulfillment that I was helping and supporting others. It helps brighten up my day. I feel a connection with The Sibling Clubhouse because I was a sibling there when my brother was here in the hospital. I feel and understand that connection. I know what these kids go through – it affects everyone." ■



Are you interested in volunteering at Nationwide Children's Hospital? Employees can visit [NationwideChildrens.org](https://www.NationwideChildrens.org) and search Volunteering to learn more.

THEN and NOW

Staff reflects on changes they've seen at Nationwide Children's over the years, and what has timelessly stayed the same.

1986. That's the first time **Angela Lyons** saw Nationwide Children's Hospital.

Her brother, just 14 years old, was admitted to the hospital after being diagnosed with severe pneumonia.

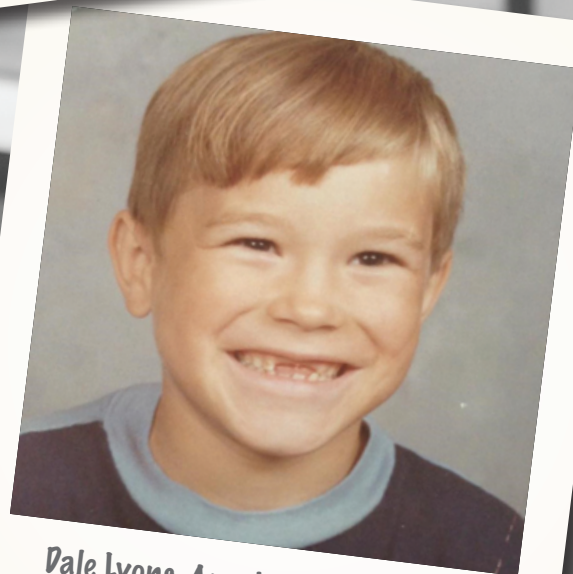
"Our family spent many nights in the lobby and in the critical care unit," says Angela. "We were from Nelsonville [Ohio], and there weren't really any places for families who had to travel. To see what the Ronald McDonald House can do now for families gives me chills."

Angela's brother passed away in April of 1986, but her connection to the hospital lives on. Since 2008, she's worked at Nationwide Children's for **Gail Besner, MD**, and the Department of Pediatric Surgery. She's truly seen the hospital both then and now.

Read on for more of Angela's story, and other staff perspectives on how the hospital has evolved and grown over the years.



Angela, left, is pictured with her brothers Roger (top) and Dale (bottom right).



Dale Lyons, Angela Lyons' brother, was a patient at Nationwide Children's. He passed away in 1986 at age 14.

Angela Lyons (pictured right) has worked with Gail Besner, MD since 2008. But Angela's story with Nationwide Children's started in 1986.



After Angela spent time at the hospital as a sibling, she shares how she ended up an employee of Nationwide Children's:

"[In] November 2007, I was living in Scottsdale, AZ at the time and had developed severe pneumonia. It had taken over my body rapidly, and when I was finally rushed to the ER, I had a seizure while in triage. Almost immediately, I was taken to the ICU, and a call was made to my parents if they wanted to see me, they better come quickly because I wasn't expected to live... Obviously I lived, and I was released two days before Thanksgiving and returned to Ohio to be with family. I literally left a life behind in Arizona, with a new one received, to be closer to family in Ohio.



Angela and her daughter Adriaana in 2008.

"Once fully recovered, I had no idea what I was going to do in terms of employment, so I went to a temp agency. I had not even sat down, and a voice asked if I knew how to do office type work. I peeked into an office, and the recruiter was on the phone with someone [at Nationwide Children's] in Research looking for a temp.

"The day I walked into Nationwide Children's Hospital was a day that still gives me chills. Not only had I survived a similar pneumonia as my brother, but I was walking into a position in Research at Nationwide Children's, the hospital that had taken the best care of him they could at the time, given the research available. Today when I look at the growth in research here at Nationwide Children's, I have to smile knowing it's come so far! My brother's name, Dale Lyons, is written on one of the beams used to build Research Building III."

More Stories Through The Years

No matter how much Nationwide Children's continues to grow, what hasn't changed is our innovation, collaboration and most importantly, our values. We asked for your stories of how you've seen the hospital evolve over the years – throwback photos and all!




"I've had the privilege of working at Nationwide Children's Hospital for over 30 years. I started as a summer intern in 1985 and have been very fortunate to have several different administrative positions over the years. At this point, I've been the Chief Operating Officer for about 12 years. The amount of change that has occurred here over the last 30 years has been shocking, but what's more compelling to me is the fact our mission and culture has remained mostly unchanged. I believe the hospital remains mostly informal and service-oriented and centered on our patients and families. We are engaged with the community and always seeking better and new ways to care for sick children here and around the world. I think this consistent mission and

culture is what keeps so many staff and physicians here – it's very common to see staff who have worked here for decades. Often, staff's children or siblings end up working here as well, which is great to see!"

 **Rick Miller**, Chief Operating Officer

“Spring will mark my 25-year anniversary at Nationwide Children’s Hospital. I began fresh out of college as a surgical technologist in the main Operating Room. At that time, all surgeries were performed in one setting, from outpatient to the very complex. We had 10 OR rooms and wore blue and pink scrubs. All charting was on paper and endoscopic surgery was brand new. ... With the assistance of tuition reimbursement and hospital scholarships, I went on to complete a bachelor’s and master’s degree. As my career changed and developed, so did the hospital. I am in awe of the new additions to the hospital and use of technology; however, what amazes me the most is what hasn’t changed - our values and mission. What led me here 25 years ago was our dedication to patients, their families, the community and each other. I am happy these core values have been a part of the growth and development.”

 **Tracey Sisk**,
program coordinator,
Adult Congenital Heart Disease program




The cardiac OR team in 1998.



Nakia Gray (maiden name Diggs) has her original badge from 1999.

“I’ve been with Nationwide Children’s for almost 20 years. I started at the main tower patient information desk. It was a lot smaller and located in a different spot. The gift shop was small and right across from where we were located. They had just started the Sibling Clubhouse and we didn’t have a parking garage. I transferred to Behavioral Health in 2003, and it was a pretty small department. We only had five programs in the building I was in. Fifteen years later we have a Behavioral Health Pavilion being built... I have watched my place of employment blossom and it has been a wonderful experience to be a part of... The growth of the hospital was needed. We do so many great things for the kids and the community. I take pride in being a part of the Nationwide Children’s team.”

 **Nakia Gray**, ambulatory patient access rep,
Behavioral Health

“I have been here 12 years in the outpatient pharmacy. When I started we had one outpatient pharmacy in the OCC building. Now we have three outpatient pharmacies... The amount of growth has been tremendous and exciting to be a part of.”

 **Travis Gilmore**, pharmacist, Outpatient Pharmacy

Danielle Bingham has been at Nationwide Children's since 2003, spending her 15 years here in Sports Medicine. She's saved some information from her first days of employment, like this **We're Building** construction information newsletter. In 2003 when the Tower building was the main inpatient hospital, several new playrooms opened, the fifth floor was renovated (at that time, it specialized in Pulmonary and General Medicine) and the parking garage connected to the Outpatient Care Center was being built. What a blast from the past!

We're Building

Construction Information from Columbus Children's Hospital

Family-Centered Playrooms Developed for Patients

Children's recently constructed and opened two new playrooms designed to better serve the developmental needs of its patients.

The new playroom on the sixth floor is designed for children up to 5 years of age. The playroom on the fifth floor is targeted to patients who are at least 13 years old.

"The sixth floor playroom focuses on the developmental stage of play that young children need, while the teen room has more interactive activities to provide the stimulation they require," said Jane Jarboe, director, Family and Volunteer Services.

The sixth floor playroom is designed as a place where parents can be apart from their children, but never far away.

"Adjacent to the playroom is a family space with one-way glass," she explained. "Children can play without feeling like they are being watched while parents can relax or talk privately but still be able to monitor their child."

Adjacent to the room is a restroom and a breast pump room for new mothers. Some of the unique features of the sixth floor playroom include: A soft-impact surface to protect children from falls; shelves and tables at heights that are easily accessible to small children; play areas that are conducive to children performing dramatic plays; and a three-sink kitchen and a dishwasher to help staff and volunteers with toy cleaning.

The fifth floor teen room was developed in conjunction with Children's Teen Advisory Council, CHAT. CHAT is a group of teenage patients who have a significant history at Children's.

For this new room, CHAT members helped determine the room's appearance and features. They provided input on items such as flooring and room design, including the color of the walls and the addition of a window seat.

This teen room is the first of its kind at Children's. The highlight of the room is a 42" plasma television with surround sound and a DVD player. The room also includes: A second television with PlayStation 2, a personal computer and a CD player; a wheelchair-accessible sink with automatic faucets; an oven and microwave; blasted-glass windows to offer more privacy to the patients; and cardkey-protected entry so only patients 13 years and older will have access to the room.

As with the sixth floor playroom, the teen room has an adjacent restroom and family space. The family space does not have one-way mirrors, but does contain blinds for privacy.

The new playrooms are designed to serve patients from all areas of the hospital, not just those on the fifth or sixth floors. Although the rooms now are condensed into one larger playroom, there are still activities available on each floor that patients can take into their private room, said Jarboe.

Weather Provides a Challenge to Construction Crew

Winter is almost over, but it can't end soon enough for the construction crews working on Children's new research building. Construction in January was filled with many challenges due to the snow and bitter cold temperatures.

One of the major events on the construction site in January was the energization of the new building.

Did You Know?

- There are 408 light switches in the new building.
- There are 4,207 electrical receptacles.
- There are 573,343 feet of electrical wire in the building, or 1.1 miles of electrical wire.

Construction Continues on Visitor Parking Garage, Westerville Site

Construction continues on two building projects that are important to Children's goal of having the best facilities for its patients and their families, and improving their access to Children's premier healthcare services.

The new visitor parking garage is scheduled to be completed in August. The 800-space structure is adjacent to Children's Outpatient Care Center on the east side of the hospital's campus. The facility will accommodate the increasing demands for parking from both patients and from visitors using Children's Educational Institute.

The Northeast Close To HomeSM Health Care Center is scheduled to open in September. The facility, located on County Line Road, one mile from Interstate 71, will house numerous services, including urgent care.

Newly Renovated T5 Opens

Medical staff, employees, patients and families cut the ribbon during the T5 dedication ceremony on December 30.

The fifth floor of the Tower Building (T5) became the second Tower unit to undergo renovations and officially opened to the public on January 3.

T5 specializes in Pulmonary and General Medicine and patients of all ages, from infants to adults, receive care on this unit. Children's has made unique provisions for housing its adult patients on this unit by adding double doors at the end of the south wing that will allow these adult patients privacy.

The newly renovated T5 features 24 private patient rooms with each room having a shower/bathing area, and DVD/CD/VCR players. The unit, which also has a treatment room and a kitchen, uses the electronic charting system along with computer order entry. Bedside computers are in all the patient rooms.

Also, the T5 playroom is designed especially for teens and young adults. Children's CHAT group, along with patients at least 13 years old, helped determine the room's appearance and features.

Children's new visitor parking garage is scheduled to be completed in August.

The steel framework is in place for Children's newest Close To HomeSM Health Care Center which will be located in Westerville.

Continued on next page

Family-Centered Playrooms Continued from Previous Page

ma television with surround sound and a DVD player. The room also includes: A second television with PlayStation 2, a personal computer and a CD player; a wheelchair-accessible sink with automatic faucets; an oven and microwave; blasted-glass windows to offer more privacy to the patients; and cardkey-protected entry so only patients 13 years and older will have access to the room.

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Tell us what you think!

Do you have any questions or comments about Children's building expansion plan or its goal to become one of the nation's premier pediatric centers? Send your questions to premierpediatriccenter@chi.osu.edu or call Children's communication voicemail box at (614) 722-3050. All submissions are confidential. Answers to questions and comments will be published in future issues of Chatter.



Tumblr Extra

"In February of 2016, my grandson was born and his mother's uterus split while she was in labor. The doctors did not know how long he had been without oxygen or blood at St. Ann's Hospital. So they called in a specialist and the specialist suggested that he be rushed to Nationwide Children's Hospital. He was taken to Children's and I cannot even express how awesome the care was. ... My grandson was not able to be held by anyone. The only touch he got was that of the nurses who cared for him. When my son got to Nationwide Children's Hospital, he said he never had to look for anyone and someone was always attending to him, caring for him and ready to answer his questions. When I talked to my daughter who was still at the hospital, she said that every time she called, the staff was so willing to give her information. She never had to question whether he was in good hands or not. So their touch was the first touch he had for the first five days of his life. Nationwide Children's Hospital is still watching him for the first three years of his life. So being an employee for the past 11 years and experiencing first-hand the kind of care we give makes me speechless."

Brenda, Hospital Billing



On Tumblr, we share employee stories and photos. Read more at [NationwideChildrensHospital.Tumblr.com](https://www.nationwidechildrens.org/tumblr). Know someone who should be on Tumblr? Submit names to EverythingMatters@NationwideChildrens.org.

Celebrating Steve Allen and What the Future Holds for Nationwide Children's

This June, Steve Allen will retire after more than 12 years as CEO of Nationwide Children's Hospital. Under his leadership, we've seen tremendous growth. Here are just a few of the milestones:

Steve Allen is appointed CEO. **2006**



Columbus Children's Hospital is proudly renamed Nationwide Children's Hospital. **2007**

Zero Hero™

As part of the Zero Hero program, Nationwide Children's creates the Preventable Harm Index (PHI), now used by more than 100 children's hospitals. **2008**



Ground breaks for the new \$158 million Big Lots Behavioral Health Pavilion, which will be America's largest and most comprehensive dedicated exclusively to pediatric behavioral health. **2017**

2006 Children's receives an unprecedented transformational \$50 million gift from the Nationwide Foundation, the second largest single gift to a children's hospital in American history.



HEALTHY NEIGHBORHOODS HEALTHY FAMILIES

Healthy Neighborhoods Healthy Families, Nationwide Children's initiative to impact communities' overall health by focusing on five key areas in Columbus' South Side, is launched. **2008**

2016 Nationwide Children's announces a phase two master facilities plan to support the growing hospital network. The \$730 million investment, expected to be completed in 2022, includes 11 building projects. The centerpiece of the plan is an eight-story Behavioral Health Pavilion.

2017 Dr. Jerry Mendell and the Center for Gene Therapy develop a gene therapy to replace the mutated gene responsible for spinal muscular atrophy (SMA) type 1. The team was recognized with Science Magazine's - People's Choice, "Breakthrough of the Year."


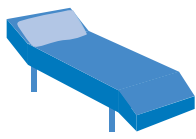




**Tell Steve what you love about the hospital today
and what you are most excited for in the future!**

**Visit [ANCHOR](#) and search [Steve Allen](#)
to let us know.**

BY THE NUMBERS

When Dr. Allen was named CEO 12 years ago, Nationwide Children's had just 5,822 employees. Now, the organization has more than 13,000 staff. The chart below highlights Nationwide Children's growth during Dr. Allen's tenure.

	2006	2018
VOLUNTEERS 	650	1,132
INPATIENT SPACE 	690,294 square feet	1,184,473 square feet
AWARDS 	22nd on <i>U.S. News & World Report</i> America's Best Hospitals List in 2006	Made the <i>U.S. News & World Report</i> 2018-19 Honor Roll
SURGERIES 	16,527	38,036

A National Voice of Pediatrics

How One Doctor Delivers Information to the World



Dr. Mike Patrick in his studio office at the Faculty Office Building.

We know from a past issue of *Inside Nationwide Children's* that one of our employees' favorite things to do while on their commute to work is listen to podcasts. But have you ever listened to the podcast from one of Nationwide Children's Hospital's very own doctors?

Since 2006, **Mike Patrick, MD**, has been producing PediaCast, a pediatric podcast for parents. That's on top of being the medical director of interactive media, assistant professor of clinical pediatrics and attending physician with Emergency Medicine. Whew! So how did the idea to dip into the digital waters come about?

“ I TRAINED HERE [AT NATIONWIDE CHILDREN'S], DID MY RESIDENCY AND THEN I WENT TO SPRINGFIELD TO PRACTICE GENERAL PEDIATRICS, IT WAS A BUSY PRACTICE IN AN UNDERSERVED AREA. YOU NOTICE YOU'RE SAYING THE SAME THING TO THE SAME PATIENTS ALL THE TIME. PODCASTING WAS JUST BECOMING A THING, AND I THOUGHT IT MIGHT HELP ME IN MY PRACTICE... SO I STARTED LISTENING TO PODCASTS ABOUT HOW TO MAKE PODCASTS. ”

- DR. MIKE PATRICK

That's when he started PediaCast, which comes out two to three times a month. The typically hour-long podcast covers pediatric news, answers listener questions and features interviews with pediatric and parenting experts. Popular topics include mental health, sports medicine and healthy eating.

PediaCast has had a huge reach since its inception – the podcast has anywhere from 15,000 to 50,000 listeners a month. Check out these other impressive stats:

Wow!

PediaCast has listeners in all 50 states and more than 100 countries.

20 percent of PediaCast listeners are international, and 20 percent are from Ohio.



So why should you check out PediaCast?

“If you’re a parent or grandparent, it will improve your own pediatric health literacy,” says Dr. Mike. “Even if you don’t have kids in your personal life, being in a pediatric hospital and being around kids provides empathy and understanding. It improves overall pediatric knowledge.” ■

To listen to PediaCast or learn more, visit PediaCast.org

Did You Know?

PediaCast has a sister version, called PediaCast CME, which launched in 2015. CME stands for Continuing Medical Education – these podcasts count as CME credits for providers and cover general pediatric and pediatric development topics.

Find them at PediaCastCME.org.

Podcasting is just one form of social media Nationwide Children’s Hospital is using to communicate to our patients and staff. Interested in learning more?

The hospital is hosting a social media conference on June 14, 2019 called “Communicating Medicine: Harnessing the Power of Social Media in Healthcare.” The full-day conference and workshop will cover engagement, writing, interviews and more. Interested in attending?

Head to <http://bit.ly/SoMe2019>.



Want to see a list of Dr. Mike's most downloaded PediaCast episodes? Visit [ANCHOR](#) and search *Inside Nationwide Children's*.

PediaCast
with Dr Mike

Lending a Helping Hand

Hilliard *Close To Home's*SM One Team Approach



Kelly Lehmann, Michele Banks, Shane Jones, Travis Goodfleisch and Kelli Bensch

Hilliard *Close To Home's*SM Center staff have always worked together as One Team to make patients and families feel welcomed and cared for the moment they step into the building. This value became ever more apparent in 2017. After the Hilltop Primary Care explosion temporarily closed their building for six months, Hilliard opened its doors to their patients, families and staff.

“Although it was a tight fit for patients and staff alike, everyone came together as One Team to ensure the continuum of care for the Hilltop patients,” says **Kristin Niefeld**, Hilliard site director.

During their six-month long cohabitation, things began to change at Hilliard and the bonds they formed were unbelievable.

Jen Anderson shares, “Before the Hilltop staff came to our site, we would typically run out and eat lunch individually or grab a quick bite in our cars. But we noticed the Hilltop staff ate lunch together every day. They shared stories and took time to connect during the busy day and invited us to join them.”

Hilltop soon reopened and moved back to their site. But it was Hilltop that made a lasting impact. Jen shares, “They started something they didn’t realize... we still eat lunch together now at Hilliard.”

Staff have built lasting relationships that span departments and even sites. And that makes a difference. Hilliard's relationship-building is also evident in their treatment of patients.

When the elevator doors open on the second floor of the Hilliard *Close To Home*SM Center you're met with a familiar face. The warm smile of **Lasinda Greenwood**, a registrar who's been at Hilliard since it opened in 2014, greets you as you enter the waiting room outside the clinical therapies clinic in Hilliard.

When you're receiving physical, occupational or speech therapy, you'll probably frequent the second floor on a regular basis. And Lasinda will get to know you.



“WORKING IN THE THERAPY DEPARTMENT, PATIENTS ARE CONSISTENTLY COMING BACK FOR APPOINTMENTS AND SESSIONS. SO I’VE BUILT A LOT OF BONDS AND HEARD THEIR STORIES.”
- **LASINDA GREENWOOD**

One such story came full circle for Lasinda. On Lasinda's first day at orientation, a Family Advisory Council member, a mom, shared her journey at Nationwide Children's and how her child had passed away. It touched Lasinda. "Their child passed, and then they adopted three kids with lots of needs. It amazed me at how selfless they were after a devastating loss of a child – to open their hearts to three kids."

On a Tuesday during clinic, the same mom walked through the door of the Hilliard *Close To Home* with her three children. "That family's story touched me every time they came through the elevator doors," shares Lasinda.

Hilliard *Close To Home* staff can share countless stories, partly because of the longevity of the staff who've been at the location, even during the transition from its original location in a small trailer at Brown Park Drive to a widely-used community resource.



Briana Juart, Morag Shea, Elizabeth Comer and Christina Moos

Jen Anderson has been at Hilliard for quite some time and is now the facilities coordinator.

"Because Hilliard is still one of the smaller off-sites, staff have built lasting relationships and work well together."

On the second floor, staff ranging from physical therapists, occupational therapists and speech and language pathologists share a multidisciplinary work space. "It's the original location where we house all staff in the same space. It comes naturally because the therapies really overlap, and staff are able to collaborate and bounce ideas off each other to provide the best possible care, says site director Kristin Nietfeld.

This strategy was so successful the shared space was duplicated when the Lewis Center location was built in 2017. ■

Quick Facts:

- **Location:** 4363 All Seasons Drive, Hilliard, OH 43026
- **Opened:** Current Location in October 2014; relocated from Brown Park
- **Number of Employees:** 90
- **Services Offered:** Urgent Care, Laboratory Services, Radiology, Sports PT, Developmental OT/PT, Speech and more



Learn more about this off-site by visiting [NationwideChildrens.org](https://www.nationwidechildrens.org) and searching **Hilliard**.

Rise to Resilience

How Staff Can Create Their Own Best Outcomes



Staff can create a supportive work environment by simply complimenting someone's work or offering a listening ear.

Colder weather and darker skies not only mean winter is here, but also the higher risk of seasonal depression. We all have our own strategies to get through difficult times, but **Brandon Kozar, PsyD, MBA**, director of leadership coaching and development at Nationwide Children's, holds the key to finding a little sunshine in every day.

When people first hear the word resilience, they typically think of sick children overcoming some kind of illness. Although this is a correct example, resilience actually lies within each of us.

The way we look at stress controls our ability to be resilient. It's the attitude we have after leaving a meeting that didn't go as well as we had hoped. It's the perspective we take when we suddenly feel like we have a million things to do in a day. Looking at these situations with a negative attitude hinders our ability to be resilient or stay strong through challenging times. Adopting a positive attitude and looking at challenges as opportunities to grow, helps us become more resilient individuals.



“THINK OF RESILIENCE AS AN EMOTIONAL MUSCLE, WE KNOW THAT IF WE WANT OUR MUSCLES TO BECOME STRONGER, WE HAVE TO TRAIN IT AND WORK IT OUT. THEN, IT HEALS, RECOVERS AND BUILDS BACK UP. BUT THIS TIME, IT IS STRONGER THAN IT WAS BEFORE. OUR EMOTIONAL BEING IS ACTUALLY THE SAME.”

- DR. BRANDON KOZAR

Overcoming challenges in our personal or work lives can be hard to do alone. Not only is it important to adopt a positive perspective during difficult times, but it is also key to rely on our support system.

“Support is incredibly important. In fact, when we look at pain and combine it with support, we find that not only does it help us get through difficult times, it actually helps us grow from it,” he explains. Dr. Kozar has a simple equation for this.

$$\text{RESILIENCE} = \text{PAIN} + \text{SUPPORT}$$

“Burnout equals pain minus support. People burn out when they experience difficulty in their lives, but there is no support.”

Building a workplace that encourages support and resilience is not an individual effort. Staff can create a supportive work environment by simply complimenting someone’s work or offering a listening ear. The gesture alone goes a long way and the power of a random compliment can easily turn someone’s mood around.

Check out helpful Nationwide Children's resources on ANCHOR like the YOU Matter program, Second Victim Peer-Based Support program and Employee Wellness to support a positive mindset. Staff can also contact Dr. Brandon Kozar at Brandon.Kozar@NationwideChildrens.org for presentations on resilience in the workplace. ■

Tips For Creating a Supportive Work Environment:

- 1 Tell your co-worker they are doing a good job.
- 2 Give someone a high five.
- 3 Offer a listening ear to a co-worker in need.
- 4 Express your gratitude when someone does something for you.
- 5 Follow up with a compliment when giving constructive feedback.
- 6 Look up and smile when walking around the office.
- 7 Follow through with random acts of kindness (ex. Bring your co-worker a coffee).
- 8 Be open to feedback and different ways of thinking instead of feeling defensive.

Rare Diseases, Fantastic Worlds

Researcher Travels Two Paths



Dan Koboldt in his office at Nationwide Children's.

Dan Koboldt, MS, is a geneticist and principal investigator in the Institute for Genomic Medicine at Nationwide Children's Hospital. He also writes science fiction, fantasy and nonfiction - books, a blog and a soon-to-be-launched 10-episode online serial. Dan's passions for fact and fiction run deep.

WHAT LED YOU DOWN THESE TWO PATHS?

"Growing up in St. Louis, Washington University was one of the centers for the Human Genome Project, the international research project that mapped all of the genes found in humans. It was always in the news, and I wanted to be a part of it.

“**AS A KID I DID A TON OF READING — SCIENCE FICTION AND FANTASY — AND MOSTLY DAYDREAMED ABOUT WRITING. AS A YOUNG MAN, I REALIZED IF I WAS SERIOUS I HAD TO HAVE COMMITMENT, AND I BEGAN TAKING WRITING CLASSES.**”

- DAN KOBOLDT

WHAT DO YOU DO AT NATIONWIDE CHILDREN'S?

"My main purpose is to work on the genomics of rare diseases. When a child likely has a genetic disorder but it can't be diagnosed in the clinic, we sequence the DNA of the child and the child's family to try to identify the basis of the disease. It may be a new variant of a gene known to cause disease or a new disease gene entirely."

"We try to find the underlying cause of disease, which can be clinically confirmed to help physicians determine the most effective treatment for the child. We're also making discoveries and writing about those, which is helping advance our understanding of rare diseases."

HOW DID YOU GET THE IDEA FOR YOUR FIRST PUBLISHED BOOK, THE ROGUE RETRIEVAL?

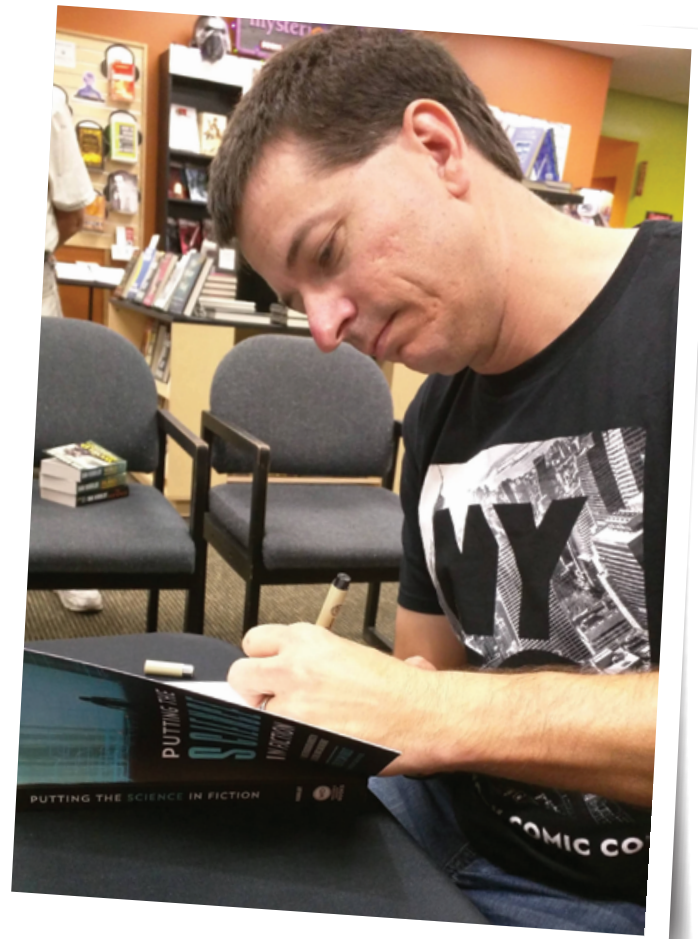
"I read about people secretly filming the magician Teller, of Penn & Teller, so they could reverse engineer and steal his new trick. I thought it would be really cool to be a magician with advanced technology who's put in front of a medieval audience. What I needed was a portal from this world to another with bows and arrows and horseback riding."

WHAT'S THE BIGGEST DIFFERENCE BETWEEN WRITING REAL SCIENCE AND WRITING FICTION?

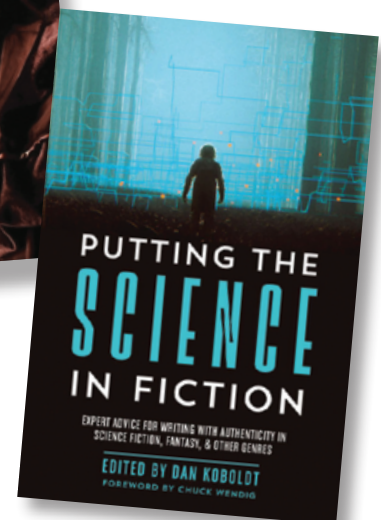
"In science, peer review is normal, you expect your work to be critiqued. As a fiction writer, you get invested in your work. Rejections and bad reviews feel more personal."

YOUR BLOG AND LATEST BOOK AIM TO HELP FICTION WRITERS GET THE SCIENCE RIGHT. WHY IS THAT IMPORTANT?

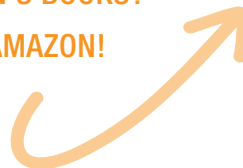
"Hopefully we can help writers avoid gross factual inaccuracies and prevent people like me, who know and care about the science, from throwing their book across the room." ■



Dan signs one of his books.



WANT TO READ DAN'S BOOKS?
FIND THEM ON AMAZON!



Do the Right Thing

How Quick Thinking Saved a Life

Tina Andrews

Nurse Clinician, Hem/Onc Clinical Services

Nursing is more than a profession for many staff here at Nationwide Children's Hospital, including Tina Andrews, nurse clinician for hematology and oncology clinical services. She describes her career as an honor because she has the opportunity to take a glimpse into a patient's life.

As a nurse clinician, Tina says she can "walk side by side with someone who has a chronic illness and go through some struggles with them but also celebrate some of their triumphs."

For one mother in particular, Tina did more than take a glimpse into her son's life. She saved his life and helped him receive care within hours of initial contact.

On what seemed to be a typical day, a social worker approached Tina after talking with a mother who was Spanish-speaking. The mother called interpreter services to set up transportation for an upcoming appointment and shared that the baby had a fever for more than 24 hours.

Immediately, Tina knew she had to take action. The baby needed to come to the emergency room right away and receive prompt treatment.

"IT WAS VERY CRITICAL TO MAKE SURE THE CHILD CAME TO NATIONWIDE CHILDREN'S HOSPITAL. THE SOCIAL WORKER HANDED ME THE PHONE AND THROUGH INTERPRETER SERVICES, I TOLD THE MOTHER TO CALL 911 BECAUSE THEY DID NOT HAVE ANY TRANSPORTATION SERVICES AT THAT TIME."

-TINA ANDREWS

However, Tina felt that calling 911 was not enough. She went above and beyond by calling the dispatch to make sure the squad would get to her son quickly and bring him directly to Nationwide Children's instead of another hospital in the area.



Tina relayed the information to the mother and made sure the family arrived at Nationwide Children's where the son received treatment immediately. Within a couple days, the son was healthy and approved to leave the hospital.

Thanks to Tina, another family experienced Best Outcomes here at Nationwide Children's Hospital. ■



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

Social Media Buzz: *On Our Sleeves*

In October, on World Mental Health Awareness Day, Nationwide Children's launched a national campaign, *On Our Sleeves*, to champion advocacy, education and funding for children's mental health.

We've had millions of social engagements with thousands joining the *On Our Sleeves* movement.

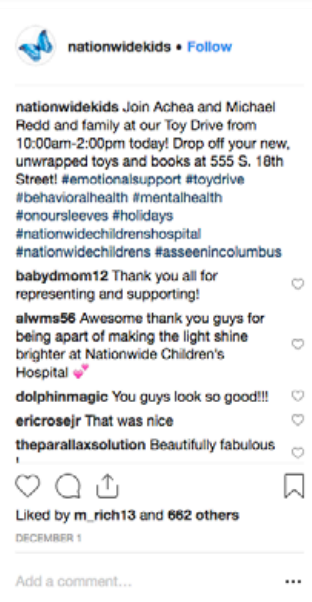
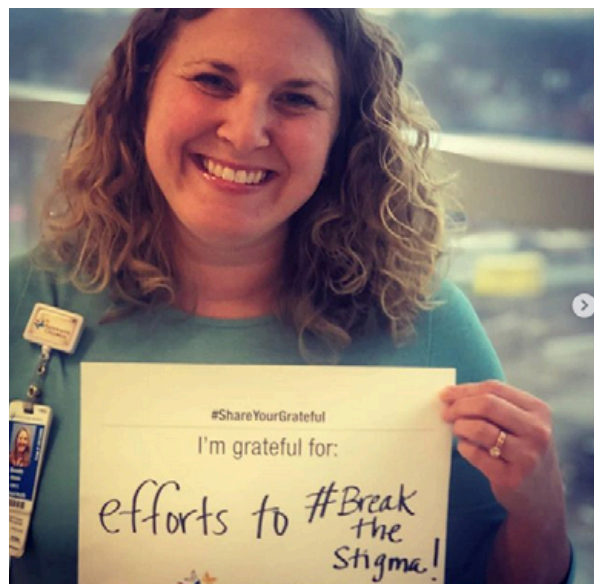
Want to be a part of the *On Our Sleeves* Movement? Visit OnOurSleeves.org.



**Our staff loves their
#onoursleeves
tattoos!**

**What are you
grateful for?**

**We're grateful for
our team working to
transform children's
mental health.**



**Thank you to Michael
and Achea Redd for
supporting the *On Our
Sleeves* campaign!**



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ON THE SPOT



Neel Rajan

Volunteer

When: 11:15 a.m.

Where: Magic Forest

Every Friday, you'll find Neel volunteering in the GI clinic at Nationwide Children's Hospital. The Ohio State University student has been volunteering since last July, and he typically helps patients and families sign up for MyChart. "I was volunteering with different organizations on campus, and wanted to do medical volunteering," says Neel. "It's cool to observe the doctors interacting with patients. Each doctor makes patients feel special." As a bio pre-med student, Neel is hoping to go into medicine himself. "Being part of the GI clinic, I'm getting to know the staff," he says. "I've been enjoying these last few months and looking forward to getting more involved."

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

