

WINTER 2020

ONE TEAM.....

# INSIDE

NATIONWIDE CHILDREN'S

## KEEPING OURSELVES BALANCED

Strategies and Tips from Staff

## DELIVERING GREAT CARE

IN ALL LANGUAGES

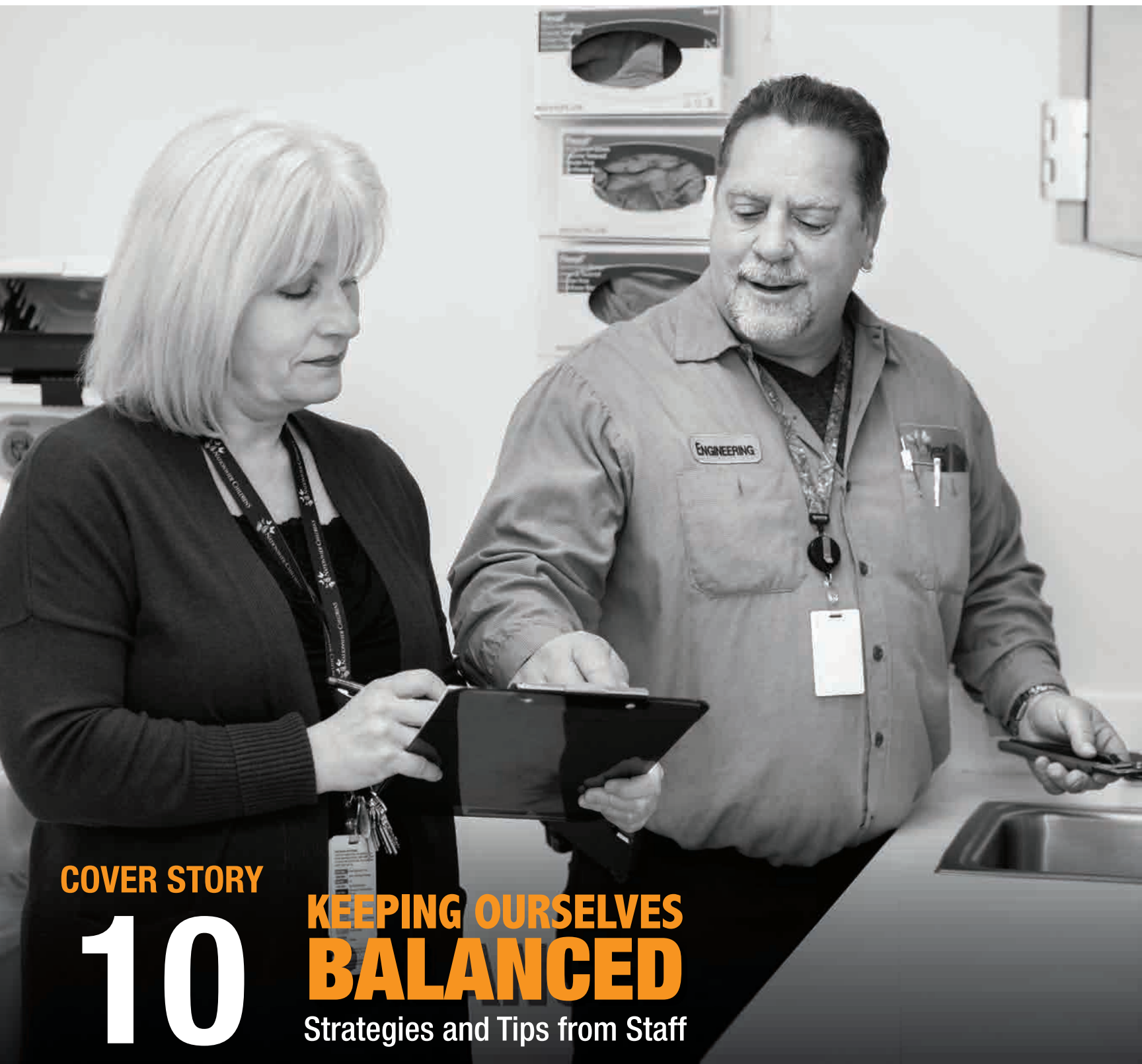


ONE TEAM

# 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

## KEEPING OURSELVES BALANCED

Strategies and Tips from Staff

*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](mailto:EverythingMatters@NationwideChildrens.org).



## 6 Research: Understanding Tumors, Creating Treatments

4 **A Letter from Tim Robinson**

5 Service From the Heart:  
Kaylee Moxley and Paige Walters

8 5 Minutes with:  
Linda Stoverock

## 16 Delivering Great Care: In All Languages

18 **Off-site Spotlight:**  
Center for Autism Spectrum  
Disorders

20 **On the Spot:**  
Mi'Ya Cobb

### Cover Story Exclusive: Strategies and Tips from an Expert

This issue features ideas from our staff on how they stay balanced. Ryan Sargent, a Behavioral Health crisis clinician, shared a list of 10 self-care items to consider for your own balance.

Check out his list, posted on the new [What's the Story](#) ANCHOR page.

Search [What's the Story](#) on ANCHOR for more.





# “A crucial part of our success as a hospital”



We often talk about One Team Values, and how they guide us to pull together for the children and families we serve. But Nationwide Children's values also speak to the way we care for ourselves and our colleagues. When we say that one of our core principals is to “promote health and well-being,” we mean in our community and our world, but in our own lives as well.

This issue of *Inside Nationwide Children's* focuses on personal health and well-being, and how some of us put that value into practice. It's a crucial part of our success as a hospital. You all work so hard for others; spending time on yourselves helps make that work possible.

It's fitting that the “Five Minutes With. . .” feature highlights Linda Stoverock, Nationwide Children's chief nursing officer, who will be retiring in 2020 after 20 years of service. She has a leader's vision and a nurse's heart, and one of her top priorities has always been supporting and nurturing her team.

You can read in these pages other stories of support and nurture: an effort from the Comprehensive Pediatric Feeding Program to make a patient's family vacation a success; how interpreting sessions from Language Services allow families from dozens of countries to fully engage in their children's care; the ways in which the Center for Autism Spectrum Disorders has served as a community resource for nearly two decades.

I am constantly inspired by the many ways the Nationwide Children's team cares for people in this community and throughout the world. I hope this issue of *INC* will remind us all that caring for ourselves is important too.

Best,

Tim

 **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)

# Service From the Heart Winner:

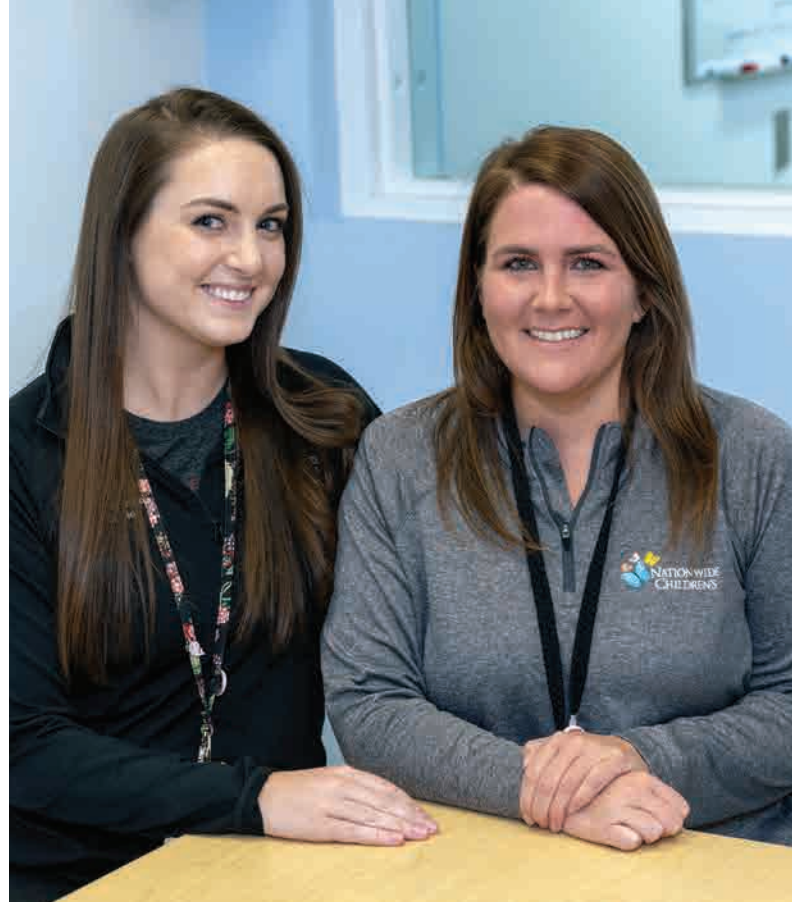
## Comprehensive Pediatric Feeding Program

As an on-call clinical leader for Clinical Nutrition & Lactation, it isn't uncommon for **Rebecca Romero** to receive an evening page from a distraught parent.

One particular page came from a parent who just arrived in Florida for a well-planned family vacation. The parents went out of their way ahead of the trip to arrange for their daughter's special formula to be shipped to their destination, however upon arrival they learned it was delayed and would not arrive for two days.

Since their daughter Addison had a complex medical history, Rebecca followed her workflow and reached out to **Paige Walters, RD, CSP, LD**, as she is the registered dietitian who typically follows this patient.

Paige was at home when she learned of the family's situation. She reached out to another colleague that evening, **Kaylee Moxley, NP**, and the pair developed a detailed plan to get Addison and her family through the night and early morning when Paige and Kaylee would be back in the office and able to help once again. In fact, they developed plan A and plan B in case Addison didn't tolerate plan A! They then called the family back and even emailed them a copy of the plan.



*Paige Walters, pictured left, and Kaylee Moxley, pictured right.*

"I feel like they went above and beyond to provide exceptional customer service for this family," said Rebecca.



If you ask Paige and Kaylee, they will say there is nothing special about what they did – it's just the one team effort their Comprehensive Pediatric Feeding Program team is used to providing. "Everyone goes above and beyond," they said.

With more than 20 team members, the group works every day to empower families through collaboration in order to improve meals, development and lives.

"Kaylee and Paige's kind act demonstrates Nationwide Children's values of one team collaboration, creating a safe day every day, and getting results," said Rebecca when she nominated the duo for the award.

Congratulations and thank you for your Service From the Heart! ■

**Thanks to the Comprehensive Pediatric Feeding Program,  
Addison's trip to Disney was a huge success!**

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# Understanding Tumors, Creating Treatments

## \$10.2 million Cancer Moonshot grant to boost research



*Dr. Timothy Cripe will try to learn how to beat tumor defenses that ward off cancer-killing viruses.*

**A new grant from the National Cancer Institute at the National Institutes of Health once again highlights the innovative work in childhood cancer taking place at Nationwide Children's which makes us an international leader in the field.**

The new \$10.2 million Cancer Moonshot grant to a pair of researchers at Nationwide Children's Hospital, **Timothy Cripe, MD, PhD**, chief of the division of Hematology, Oncology & Blood and Marrow Transplant, and **Elaine Mardis, PhD**, co-executive director of the Steve and Cindy Rasmussen Institute for Genomic Medicine, is the second Cancer Moonshot grant awarded to Nationwide Children's researchers.

The new grant helps fund several projects led by the Pediatric Ohio-New York Cancer Immunotherapy Center, which includes collaborators at the Abigail Wexner Research Institute (AWRI) at Nationwide Children's.



“WE ARE EXTREMELY GRATEFUL AND HONORED TO RECEIVE THIS GRANT, AS IT ENABLES US TO CONTINUE ADVANCING IMPORTANT WORK TO ONE DAY FIND A CURE FOR CANCER.”  
- TIMOTHY CRIPE, MD, PhD

The grant supports three projects that try to tap the human immune system.

Dr. Cripe's project is to first better understand how tumor cells defend themselves against attacks from viruses. He'll then try to create treatments using a person's immune system and certain drugs to weaken a tumor's defenses.

**Kevin Cassady, MD**, is a clinical virologist and principal investigator in the Center for Childhood Cancer and Blood Diseases at AWRI who is modifying viruses to help tumor cells produce certain proteins on their surfaces. These proteins then signal the immune system to attack the cancer cells.

**Dean Lee, MD, PhD**, is the director of the joint Cellular Therapy and Cancer Immunology Program at Nationwide Children's Hospital and Ohio State's Comprehensive Cancer Center – Arthur G. James Cancer Hospital and Richard J. Solove Research Institute. He's studying how the immune system's natural killer cells and tumors interact to enhance the cells' ability to home in on and fight cancer.

Dr. Mardis directs the Genomics and Immune Monitoring Shared Resource Core, which supports each project by helping researchers determine the immune activity sparked by the proposed treatments they test.

This grant follows a \$6.2 million Moonshot grant awarded to **Stephen Lessnick, MD, PhD**, director of the Center for Childhood Cancer and Blood Diseases at AWRI. Dr. Lessnick is studying how fusion proteins turn healthy cells into cancer cells. ■



*Dr. Elaine Mardis, right, will provide evidence showing which proposed treatments best trigger the immune system to attack cancer.*



The Cancer Moonshot<sup>SM</sup> to accelerate cancer research aims to make more therapies available to more patients, while also improving our ability to prevent cancer and detect it at an early stage. In 2016, Congress passed the 21st Century Cures Act, authorizing \$1.8 billion in funding for the Cancer Moonshot over 7 years.

Visit [NationwideChildrens.org](https://www.nationwidechildrens.org) and search “Moonshot” to learn about this Moonshot grant as well as the other Moonshot grant awarded to Stephen Lessnick, MD, PhD, director of the Center for Childhood Cancer and Blood Diseases.

# 5 Minutes with Linda Stoverock

## Special Edition



*While the thought of retirement excites many, it's the thought of all the great work to come from Nationwide Children's Hospital that excites Chief Nursing Officer Linda Stoverock. That and her bee-keeping!*

In 2020, Chief Nursing Officer **Linda Stoverock** will celebrate both 20 years at Nationwide Children's and her retirement. Two milestones in their own right and both deserving of recognition!

During her time at the hospital, Linda saw the change from paper to electronic medical documentation and four magnet recognition cycles. She has been a positive force for change in our quality and safety efforts and our most passionate patient advocate. She puts patients and families at the center of every discussion – something we will benefit from for years to come.


As she retires at the end of March, we celebrate Linda and the transformational leadership she's dedicated to Nationwide Children's over the past 20 years. Here's a look at some of Linda's routines and habits now, along with a sneak peek at how they might change in a few months!



Question	Today's Answer	How will you expect to answer this by May of 2020
What time do you get up each morning and what is the first thing you do?	Most days I am up at 4:50 a.m., except Tuesday when I am up at 4 a.m. I brush my teeth and get my shower, then out the door by 6:15 a.m.	I am a morning person by nature, so probably up by 6:30 a.m. Brush my teeth, pour a cup of coffee, sit on my back porch and wave to the traffic going to work.
How long is your commute and how do you spend it?	My commute in the morning is 35 minutes, at night an hour. Prayer and radio and having my first cup of coffee. (scary huh?, that's why I have to add the prayer.)	Commute? What commute!
If I'm not at my desk/unit, you can probably find me...	In meetings or rounding.	In the bee yard, or playing with my granddaughters or out in my camper traveling to new places not yet explored.
Do you bring your lunch or buy something?	Eat the daily special at my desk.	Eat last night's leftovers in my kitchen.
Three words that describe your day...	Joy in helping this organization achieve its <i>Journey to Best Outcomes</i> for the kids and families.	Joy in helping my granddaughters achieve their full potential.
Favorite way to relax?	Putting my feet up with a good book.	Watching the sunset from my front porch with a good book.
Favorite way to spend a weekend?	Time with family.	Time with family.

Starting on page 10, you'll read how our staff promote health and well-being by keeping themselves balanced. As a nurse for more than 20 years, Linda knows a thing or two about the struggle to keep your balance. In fact, helping our staff stay resilient and balanced is one of Linda's passions. We asked her what she does when times get tough or stressful:

“I find it best to step away if I can and take a walk. I find most helpful is practicing gratitude. It starts my ‘mood elevator’ high, so then the difficult situations are a little easier to stay balanced over. My morning is always journaling gratitude, prayer and then taking on the day. The other helpful tip is to leave work at work, and try to only look at email for 30 minutes at home, if needed. This allows me to be in the moment with family and rest from the decisions and things that need to go on at work. Last, spending time with our patients and our staff also makes me grateful for what we can offer the kids here. I am fortunate to read so many grateful letters from the families that we serve and have helped. I try to pass those along and send eCards to people. If I can stay focused on the big picture of the many patients and staff helped verses the struggles with some, it fills my bucket to do more.”



*Spending time keeping ourselves balanced not only helps us,  
but the patients and families we serve too.*

**“As a facilities coordinator, I do not have direct interaction with our patients, so I take a moment and watch our staff who do. They really make a difference, whether providing excellent medical care or making our families feel welcome and taken care of while they are here. To see the smiles of the children and families we serve puts a smile on my face. It’s an everyday reminder that people are what matter and being part of an organization that embodies that is a good thing.”**

**- Valerie Webster, Facilities Coordinator at East Columbus**

The background of the page is a photograph of a kitchen sink and cabinets. Overlaid on the right side is a large, stylized graphic of a balance scale. The scale is tilted, with the left pan being higher and the right pan being lower. The words "KEEPING OURSELVES" are written in bold, orange, sans-serif capital letters on the left pan. The word "BALANCED" is written in the same style on the right pan.

**KEEPING  
OURSELVES**

**BALANCED**

There is a reason Promote Health and Well-Being is one of Nationwide Children's Hospital's five values. It's because working in a children's hospital can be hard at times – rewarding, no doubt – but hard at times.

**Valerie Webster** knows this. As the facilities coordinator at East Columbus *Close to Home*<sup>SM</sup>, Valerie's day can easily go off track due to foul weather, problematic plumbing or glitchy power. Even when Valerie keeps things running smoothly, it's not uncommon for her hard work to go unnoticed. **How does she stay grounded, balanced and feeling like part of the team?**

When we take care of ourselves, we put ourselves in the best possible position to provide *Best Outcomes*. Whether you are clinical or nonclinical, on main campus or at an off-site, work days or nights, the work we do can get hard, heavy or even draining at times. So it's our responsibility to balance work and life demands.

**The following pages are strategies and tips from staff for keeping the balance at work and outside work.** Thanks to the many staff who submitted their ideas and received a laptop skin for sharing.



## PART 1: STRATEGIES AND TIPS **DURING** THE WORK DAY



To keep balanced, I have to “check in” with myself. I notice that when I schedule time to do the things I love, I am more present and happy. Sometimes that means carving out alone time to read, explore a new place, go to a fitness class or shop. Sometimes I prioritize one-on-one time with my kids or husband. It may mean meeting some friends for dinner or an event around town.

I also indulge myself everyday in experiences that bring me joy. I am grateful for the small blessings like a cup of coffee, a nourishing smoothie, listening to music, looking at photographs of my kids or wearing a piece of jewelry that was gifted by a relative.

We all need to know our own loves and what brings out the joy in ourselves and then find ways to incorporate them into our daily lives.

- **Kari DuBro**, employee wellness program manager



Do a clean sweep. Clear your desk, wipe it down, declutter and re-organize. Clear desk, clear thoughts.

- **Amy Yekisa**, Hem/Onc/BMT clinical research coordinator



I keep balanced by reminding myself of all the good we do. In order to accomplish anything in research we will always have our bad/hard days. However, it is important to remember the good days and the bigger picture. On hard days, I try to slow down, breath and tell myself why I do this job, why it is important and what I am helping accomplish. I love hearing the stories about the children we have helped thus far with our research. Reading the articles/watching the videos helps me through the hard days.

- **Aria Harter**, research animal technician



I try not to take myself too seriously and I always try to remember that we all can only do our best. I think back on my successes and failures, since remembering each is important. Also, taking time with family and friends doing things completely unrelated to my work is vital to help keep things in balance. Work is a major part of my life, certainly, but if it were to take up my whole life, it would not be healthy. Lastly, getting hugs from patients really helps me look at the big picture.

- **Rama Jayanthi, MD**, Chief, pediatric urology



I have a checklist at my desk I go through to make sure I have the balance I need between self-care and care of others, reflection and action, work and leisure, self-improvement and patience, stimulation and quiet, involvement and distance, future aspirations and present positive realities.

- **Anonymous**



When things get a little chaotic during my work day, leaving my desk for a five minute walk is very helpful. This clears my mind and gives me a moment to breathe.

- **Anonymous**



I enjoy looking up inspiring stories to remind me of the impact we have on others. Then I often am reminded and motivated to practice random acts of kindness, further helping me balance. Paying for another person's meal, offering a positive support message, chatting a little longer with a stranger...all things that deliver high rewards yet require little effort.

- **Charlene Simeral**, care coordination



I work in patient care, and especially on hard days I make sure to take moments to center myself between seeing patients. Every time I enter a room, I take a deep breath or two as I get in. This simple breathing activity as I clean my hands helps me to be present with each patient and ensure I give the best possible care.

- **Kaleigh Hague**, NICU music therapist

## PART II: STRATEGIES AND TIPS *OUTSIDE* OF WORK



Research shows that a positively primed brain, good sleep, exercise and nutrition leads to better performance outcomes.

When positively primed, our brains release dopamine which improves mood and “turns on” the learning centers that allow us to problem-solve and think critically at improved levels. The trick is learning how to positively prime one’s brain.

Here’s what works for me:

First, I remind myself stress isn’t inherently bad. In fact, it is often an ingredient to personal growth because it helps sharpen coping tools. We often regard stress as a “boogie man” that signals “something is wrong in my life right now,” but that can lead us down a bad path. I use a simple acronym: CCC — challenge, commitment, control. Stressful events are challenges that if I commit to trying to control can help me achieve a better outcome. At the very least, I’ll learn something.

Second, I invest in my social support systems. There is no single greater predictor of happiness or satisfaction than strong and positive social supports in our lives. We are deeply social creatures and require social support, empathy and fellowship to survive and flourish.

Finally, I “move my feet.” Getting up and being active, especially engaging in some rigorous physical activity, helps focus my attention, trigger endorphin release and remind me my behaviors matter.

- **Brandon Kozar**, corporate psychologist, director of Leadership Coaching & Development and YOU Matter Program



Pick a physical spot you drive by to and from work (it could be a bridge or a building). That is the location where you turn on work and turn off home (or vice versa). One of my mentors taught me this as a way to help balance my work and home life.

- **Christy Stocker**, Plastic Surgery service line administrator



It’s important to be able to reboot one’s mindset. For me, I do that on a bike. The quiet allows me to reflect on what I have and to strategize my approach to challenges while I reenergize my body.

- **Timothy Feltes, MD**





Work and family obligations can make me feel burned out at times. Taking some time to myself every day helps me to feel re-charged. I usually go for a walk or bike ride. I notice a definite improvement in my mood when I take time to do this regularly.

- Anonymous



After work, I put my cell phone down and take my kids to play at the park. Hearing their laughs and squeals reminds me of how lucky I am to have healthy children and be more sympatric to those families that are not as lucky.

- **Beth Duncan**, Partners for Kids RN care coordination



At the end of every day, I write down at least three good things or things I noticed during the day that made me thankful. This has heightened my awareness of the positive things in my life as I go through the day and I take note as it happens. It has enhanced my mood and made me appreciate more in real time.

- **Deirdre Peters**,  
The Center For Family Safety and  
Healing nurse clinician



Making a schedule and sticking to it is really helpful when I am stressed or drained. Managing my time wisely is a big way that I relieve stress. Also not to be cliché, but working out in the morning is so beneficial. When I know I have a busy and stressful day ahead I always try to go work out, even if it is 5:30 a.m. because I know that if I am feeling my best, I will be able to do the best work possible.

- **Rachel Chon**, Hem/Onc/BMT clinical research nurse ■

## TOP 5 RESPONSES from Staff for Keeping the Balance:



**Walk Outside**



**Workout**



**Chat with a  
friend or colleague**



**Yoga**



**Deep Breaths**

# Delivering Great Care In All Languages



*Narayan Sharma knows the value in making a connection with our families. Helping parents and caregivers understand the care plan is key to Best Outcomes for our patients.*

Nationwide Children's Hospital provides care to families from all around the world. Some of these families speak different languages, are hard-of-hearing or have never visited the United States before.

Providing *Best Outcomes* for our patients means these families must have the information they need in order to make effective and informed decisions. A language barrier should never hinder a family's ability to experience a better outcome. This is why a professional interpreter who can translate both language and culture via speech and writing is an essential member of the care team.

Language Services includes a combination of staff interpreters, contractors and video and telephonic services, all of which can facilitate cross-language communication. Communication is key (our Zero Hero program is focusing on communication for this very reason!), especially when it comes to consents, patient history, physical and admission information, teaching, counseling and discussions of financial responsibility.

**THE WORK IS COMPLEX, BUT NECESSARY FOR QUALITY CARE**

average of  
**12,000**  
interpreting sessions each month

average monthly time of  
interpreting sessions is more than  
**1,300** hours

50% of sessions are  
phone calls, while  
**10%**  
are teleconferences

**35** interpreters on staff  
with additional contract and  
telephonic interpreters providing support

In addition to facilitating communication between patients and health care providers, medical interpreters also help bridge the cultural divides that may exist between patients and clinicians.

One person can make all the difference for a patient and their family. **Narayan Sharma**, a language services team member, was interpreting for a patient's mother who was conversing with a respiratory therapist. The therapist was walking the mother through the child's asthma treatment plan and asked the mother if she had any questions. Even though the mother said no, it was clear to Narayan, due to his understanding of the mother's culture, she was unclear about the plan.

Narayan suggested the therapist ask the mother to explain the plan back to them to make sure she understood. When the mother communicated back to them, the therapist was able to clear up a misunderstanding regarding the child's two types of inhalers. Afterwards, the therapist and mother were grateful for Narayan's suggestion, which ultimately made a positive impact on the child's care.

It can feel awkward trying to speak with a family through someone else, so here are some tips to ensure *Best Outcomes*:

- Members of the care team should speak directly to the patient and family.
- Speak at an even pace and in short segments.
- Try to confirm understanding and avoid slang, complex technical language or jargon (like in Narayan's experience).

Patients and families can receive timely, high-quality care in their familiar language and cultural characteristics with the help of an interpreter. The commitment to providing these services is yet another way that Nationwide Children's Hospital demonstrates how *Everyone Matters*.

**Language Services can be reached at (614) 722-6335 (6:30 a.m. to 5 p.m. Monday through Friday), or 24/7 at (614) 690-6806 and at [Translation.Request@NationwideChildrens.org](mailto:Translation.Request@NationwideChildrens.org).**

**Units can contact Language Services for loaner video interpreter iPads if they do not have one. ■**



# Center for Autism Spectrum Disorders

187 W. Schrock Rd., Westerville



*Pictured above are members of the Complex Behavior Program team. Front row (left to right): Sara Largmann, Brooke Bishop and Markita Cumberlander; back row (left to right): Emily Flowers, Whitney Sims, Breanna Lee, Sarah Prochak, Chrissy Bridges, Kate Stanley and Jacquie Wynn.*

Nationwide Children's Hospital's Behavioral Health services have grown significantly over the years – and with the opening of the Big Lots Behavioral Health Pavilion in March, the presence will significantly grow.

Also growing to complement that is the Center for Autism Spectrum Disorders, located in Westerville. At this off-site, you'll find services including the Behavioral Intervention Program, Outpatient Psychotherapy Program and the Complex Behavior Program (which recently got an updated and expanded space within the off-site).

**Jacquie Wynn, PhD**, director of the Center for Autism Spectrum Disorders, has been at the center since its inception 20 years ago. She shares that back around 2000 when it opened, there wasn't always a local center where parents could take a child who has autism.

"Families would hire people to come from centers all over the country to help their children," Dr. Wynn says. "I had been coming to Columbus from UCLA. The smart, amazing families went to [Nationwide Children's] and said, 'We need local expertise, we need something local for us here.'"

“THEY BROUGHT ME IN... I HAD SEEN OTHER AUTISM CENTERS WITHIN HOSPITALS NOT SURVIVE. THEY WERE REALLY INVESTED AND INTERESTED IN WAY TO HELP THE KIDS. TIM ROBINSON WAS PART OF THAT WHOLE PHASE. WE CONTINUE TO HAVE AMAZING SUPPORT TO SEE WHAT THIS COMMUNITY NEEDS AND HOW WE CAN MAKE IT HAPPEN.”

- JACQUIE WYNN, PHD

Over the years, the Center for Autism Spectrum Disorders has called several buildings home, including Reynoldsburg and another Westerville location, but has been in its current space since 2005. Although the space has changed, what remains the same is the dedication of the staff to serving their patient population.

“I think our team is pretty special,” says Dr. Wynn. “Like everyone in the hospital, we are charging our faculty and staff with a big responsibility relating to the child’s care. ... We have people [who work here] at their 15-year mark. We have a couple at 19 years.”

Even though the center is an off-site, the team is very connected to the mission, vision and values of the hospital.

“Whether it is our clinician teams providing the highest quality care for our patients and their family, advocating with schools and insurance companies on behalf of our clients, or finding unique and creative ways to accommodate a family’s needs as they engage in treatment services, I am able to see and support our team in their contributions to our mission,” says **Anya Froelich, PsyD, BCBA, COBA**, psychology supervisor. ■



*Jen Barrett, senior clinician in the Behavioral Intervention Program, prepares a room for an individual parent training session.*

## What Drives Us to Achieve Best Outcomes for our Patients?

“For many of our patients, the skills that we are working on will impact their ability to access appropriate medical care and communicate their needs to providers, now and long after they are out of treatment. It’s great to be part of an organization that helps patients overcome their unique challenges.”

- James Thoman, Behavioral Health clinical supervisor



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



# NATIONWIDE CHILDREN'S®

*When your child needs a hospital, everything matters.*

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## ON THE SPOT



### Mi'Ya Cobb

*LPN Complex Care Clinic*

**When:** 11:30 a.m.

**Where:** Magic Forest

Mi'Ya began her journey with Nationwide Children's in 2018 as a float LPN. Now, she works in Complex Care, triaging patients and communicating refill requests with pharmacies while completing many additional tasks. She works to ensure *Best Outcomes* by educating patients and families on their diagnosis and medication before they leave the clinic.

Recently, a patient coded in the clinic. Mi'Ya's courageous actions, along with the support of the code team, led to the patient being resuscitated. "I feel like anyone here at Nationwide Children's would have had the same quick, natural response to the situation. Our team is amazing and inspires me every day to become a better nurse for our patients."

To nominate someone for "On the Spot," email [EverythingMatters@NationwideChildrens.org](mailto:EverythingMatters@NationwideChildrens.org).