

WINTER/SPRING 2021

ONE TEAM.....

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Nationwide Children's
is Going Green

WAYS TO KEEP YOUR
MIND AND BODY ACTIVE

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.

Ron Collins, mental health specialist, and his colleagues prepare for patients in the new Big Lots Behavioral Health Pavilion. Read more about Ron's work day on page 12.

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Our Day to Day Work During a Pandemic

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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New Diversity and Inclusion Resources for Employees

At Nationwide Children's Hospital, we're always striving to further our commitment to equity, diversity and inclusion through the Stand Against Racism, Stand For Health Equity. To support us as One Team, the Diversity and Inclusion team has developed helpful resources for all staff. Find them on ANCHOR by searching **Stand for Equity**.

- **Your Voice is a Choice!** – A card for employees to fill out and share with the Diversity and Inclusion team confidentially.
- **Words Matter: Glossary of Terms** – A list of definitions and terms to assist in our daily communication, engagement and interaction with one another.
- **Words Matter: Style Guide** – A guide to written communications as it relates to diversity and inclusion.
- **Words Matter: Tip Sheet** – A quick look at how to represent diversity and inclusion in communications.

“OUR TEAM IS OUR STRENGTH”



Over the last several years, we have often talked about every team member's "line of sight" to our mission at Nationwide Children's Hospital – that is, each person should be able to see how their role helps the communities, families and children we serve. Each person contributes to the *Best Outcomes* for our patients.

As Nationwide Children's marks our one-year anniversary of responding to COVID-19, there's a chance that some lines of sight have become a little blurry. A number of staff members still work from home and may not feel the same connection to the hospital that they would walking in our halls. Those who are present in our buildings are more physically distanced, not able to interact the way we are used to. At the most basic level, it's not as easy to see the expressions on the faces of those we care for because we all remain masked.

This issue of *Inside Nationwide Children's* helps us refocus our lines of sight, and how the work that each of us does makes a difference. Every person featured here – in fact, every single person at Nationwide Children's Hospital – makes our mission possible. You make our mission possible.

It's clearer than ever that our team is our strength. You have achieved so much in the last year. Because of you, because of your line of sight to our mission, we will achieve so much more in the future.

Tim Robinson, CEO

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.NationwideChildrensHospital.tumblr.com)

 [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)

One Year of COVID-19 as One Team

This past year has been different for all of us at Nationwide Children's Hospital. But one thing that has not changed is our One Team Spirit. See how our One Team efforts have positively impacted our work, our staff and the community around us.



4.85 MILLION PROCEDURE MASKS DISTRIBUTED.



228,000 N95 RESPIRATORS DISTRIBUTED



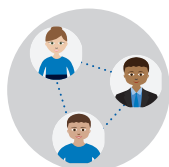
60,000+ COVID TESTS RUN



360,000+ TELEHEALTH VISITS CONDUCTED
FROM MARCH 1, 2020 TO MARCH 1, 2021.



100,000+ COVID HOTLINE CALLS ANSWERED



291,000 VIRUTAL MEETINGS THE FIRST THREE
WEEKS OF FEBRUARY 2021. THERE WERE 40
VIRTUAL MEETINGS IN ALL OF FEBRUARY 2020.

We want to hear your One Team stories!
Email us at EverythingMatters@NationwideChildrens.org.

Employee Wellness

Keep Your Mind and Body Active



Have you heard of mindful walking? It uses the five sense to help you feel calm and happy.

The birds are chirping and the warm weather is coming! It's time to embrace spring, and it's important to keep your mind and body active to prioritize your health and wellness. **Kari DuBro, MD, RD, LD**, Employee Wellness program manager, shares these six ways to keep yourself moving.



Embrace Spring. Now that warmer weather is arriving, we can comfortably start getting back outdoors. Go for a walk or jog or a hike in a metro park. Even short bouts of outdoor activity can boost your mood and promote better sleep. Mindful walking, a walking experience using all five senses, can help you focus, feel a sense of calm and promote happiness.



Find Your Creative Side. Discover a new hobby or prioritize one you already enjoy. You can participate in these solo or with a friend or family member. Try painting, cooking, indoor gardening, sudoku, jewelry-making, sewing, crosswords, puzzles, creative writing, playing an instrument, or dancing. By finding your place of “flow,” a state when you are completely absorbed in something, you’ll feel happier and even lower your heart rate!



De-Clutter and Clean. Not only can de-cluttering your workspace and home help you focus and organize, it can be an energy driver. Recycle, throw away, and/or donate what you don’t need; cleaning can also provide a sense of control and calm. Who doesn’t need more of that?



Volunteer. Giving to others can help protect your mental and physical health. It can reduce stress, combat depression, provide a sense of purpose and make you happier. Many of the opportunities promote movement as well. You can choose active activities like gathering trash or shoveling snow for an elderly neighbor, work at a soup kitchen or participate in a meal delivery organization.



Try Urban Zen, Yoga or Mindful Meditation. Sometimes the months with fewer hours of sunlight, longer commutes due to weather and gray skies can leave you mentally drained. These gentle and meditative formats leave you feeling calm, focused, grateful, and more in tune with your current state. The movement also promotes circulation, flexibility, and range of motion so you’ll physically feel better while helping to heal muscles and joints. Check out all of the virtual and in-person options from Employee Wellness to find a class for you.



Find Ways to Move More. While indoor exercise may not be your first choice, don’t use it as an excuse to halt physical activity goals. There are so many virtual options! Whether you use DVDs, YouTube, personal equipment or link to one of our live Employee Wellness Webex Fitness classes, you can stay active with indoor exercise. Other ways to move more include taking the stairs, taking a short walk at lunchtime, and finding indoor spaces like a track, mall, or hospital path. ■



Head to **ANCHOR** and search Employee Wellness for a list of the monthly fitness classes and more information.

Five Minutes With Oluyinka Olutoye

Sitting Down With Our Surgeon-In-Chief



Dr. Olutoye leads 11 surgical departments at Nationwide Children's Hospital.

As surgeon-in-chief for Nationwide Children's Hospital, **Oluyinka Olutoye, MD, PhD** uses his passion for newborn and fetal surgery to create *Best Outcomes* for patients. After spending two decades in Texas, Dr. Olutoye has been at Nationwide Children's since August 2019.

"I SUPPORT OUR EXCELLENT TEAM IN PROVIDING THE HIGHEST QUALITY OF SURGICAL CARE TO OUR PATIENTS," HE SAYS.

Read on to learn about Dr. Olutoye's career, his proudest moment and more.

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

In the operating room. I still find that to be the most exciting part of the hospital. Otherwise, I would be making rounds – seeing patients.

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

The potential. Nationwide Children's Hospital is a long-standing formidable regional children's hospital that in the last couple of decades has been developing into a national and international powerhouse. The privilege to contribute to that growth and development is tremendously rewarding.

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

I am involved in medical missions and helping the underserved, whether locally or globally. To whom much is given, much is expected.

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

A One Team attitude.

What is your greatest achievement/biggest accomplishment?

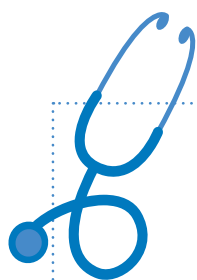
It is a privilege and an honor to have parents entrust their child into one's care, especially for surgery. I never take this for granted.

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

Caring for others.

What is your proudest moment?

Watching our son and daughter grow into the fine adults they have become and recently becoming a grandparent (But don't call me grandpa. Pappy sounds much cooler.). ■

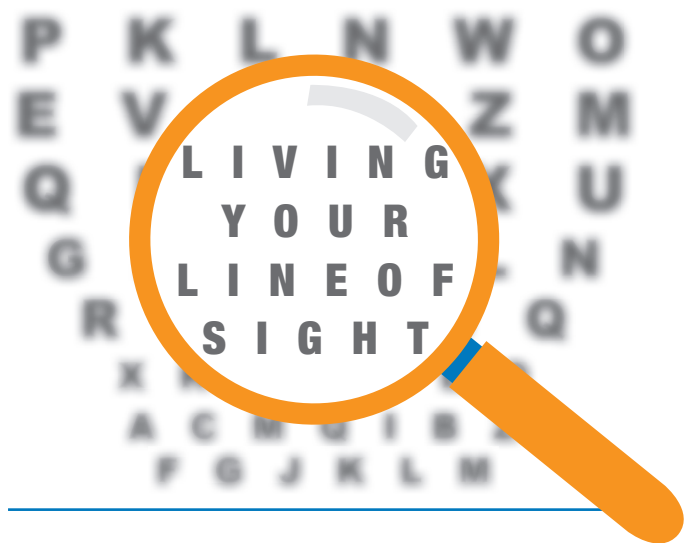


SURGICAL SERVICES FAST FACTS

In 2020, despite the pandemic, the surgical services team performed 22,080 surgical cases, for an average of 1,840 a month. Wow!

Ron Collins, mental health specialist, is pictured in the Big Lots Behavioral Health Pavilion with his colleagues. He values their One Team approach. "We piggyback off each other," Ron says. "We reiterate information, share things that work and things that didn't, and we try to combat it together."





Our Day to Day Work During a Pandemic

Day in and day out (and around the clock, too), the staff at Nationwide Children's Hospital is working hard to create *Best Outcomes* for our patients. Since the beginning of the COVID-19 pandemic, staff has gone above and beyond – sometimes even in new positions – to continue the hospital's mission. How are you creating *Best Outcomes* in your department or unit today? Read on to see how three staff members are living their line of sight. Have someone you'd like to see featured in the future? Email nominations to EverythingMatters@NationwideChildrens.org. Anyone who nominates a co-worker will be entered to win a Nationwide Children's logo item!



Ron Collins (1 Year at Nationwide Children's)
Mental Health Specialist II, Behavioral Health

Ron Collins joined the team at Nationwide Children's just before the Big Lots Behavioral Health Pavilion opened in March 2020. He works on BH7A five days a week from 7 a.m. to 3:30 p.m., and in his role as a mental health specialist, he works with patients to ensure they feel welcome, safe and cared for during their time here. "To be here when the Behavioral Health Pavilion opened and to see the growth watching everything evolve has been great," Ron says. "The pandemic slowed a lot down and made people cautious. But we're not down or discouraged. Anything you do, you should always put your best foot forward and be better than when you started. Growing and learning is how you build a foundation. I hope the people that come after me are just as enthused."

"I'll clock in and get settled," Ron says. "I get ready for our meeting in the morning to hand off from the shift prior and get a heads up of what we're going into. If patients are still asleep, it helps give me a chance to prep for the shift work. I get ready to take vitals."

7:00
A.M.



9:00
A.M.

Once vitals and breakfast are done, Ron and his colleagues will look at what structure they're going to start with, whether it's schooling or other activities like coloring. "When I break the ice, I go in there jokingly and give them three questions," Ron explains.

"Favorite food, favorite color, favorite movie. Some patients are non-verbal, so I go in with smile and pleasant sounds to assure them you're not someone to be afraid of. I always have a positive attitude."

Ron eats lunch once he knows everything is running smoothly. Post-lunch, patients will meet with therapists and providers. He'll take time to chart and write notes for his patients.

1:00
P.M.



3:30
P.M.

Before leaving for the day, Ron meets with his co-workers arriving for the next shift. "Second shift has different activities, so communication is key," Ron says.



Brenda Brekke (4 Years at Nationwide Children's)

Patient Access Representative, Lewis Center Emergency Department

When a patient arrives at the Lewis Center Emergency Department, they're greeted with a friendly smile from Brenda Brekke, a patient access representative. Brenda has worked for Nationwide Children's for the past four years, and along with greeting and registering patients, you'll find her registering patients for outpatient services like blood draws, chest X-rays and EKGs, or obtaining demographic, insurance screening and physician information from patients and families. Brenda's favorite part about her job? "My fellow co-workers - all the clinical staff who help support me as I do my job," she says. "I like meeting the families that walk through our door. Providing kind and supportive customer service to our patients and families is an important aspect of my workday."



6:00

A.M.

Brenda works from 6 a.m. to 4:30 p.m. Sunday through Wednesday. She'll prepare her workstation for the day and get ready to register patients. *"As a patient access rep, when we go into the rooms to register, we use the WOW (workstation on wheels) and go directly to the rooms to update the information and demographics on that child," Brenda explains. "Not only do I share my day at the intake desk with the nurse, but also at the outpatient services desk for any outpatient blood draw, X-ray and EKG. The outpatient services allow me to be able to talk more with the families as these children are not here on an emergent basis like they are for the ED. These families get to know your face and feel comfortable with you if they have returning visits for outpatient services."*

9:00

A.M.

Between patients, Brenda spends time checking email. *"Because patients do not need an appointment for outpatient services, I am available at my desk for those services," she says.*

Lunch time! Brenda notes this is often a busy time for the location's emergency services.

11:00

A.M.

"In between registering patients in the emergency room, I will also be registering patients for the outpatient services," Brenda says. *"I enjoy the hustle of the emergency room."*

12:00

P.M.



3:00

P.M.

"This seems to be another time of the day that our emergency department at Lewis Center can get busy, especially with the kids out of school or done with home schooling," says Brenda. "Our outpatient services tend to pick up."

4:00

P.M.

Brenda finishes her shift. As her co-workers come in for the next shift, she'll share with them any relevant information from the day.





Pam Kalb (30 Years at Nationwide Children's)
COVID Testing Site, H8A (Pulmonary)

In June, Pam Kalb celebrates 30 years working at Nationwide Children's. She's spent those years working with pulmonary patients – 25 and a half years on night shift and then moving to day shift. "In my role, there's always multiple opportunities to be there for the patient, and there's a teaching aspect as well," Pam says. "I always liked the lungs. That was my thing." But then... the pandemic hit. Last July, Pam volunteered to work at the hospital's COVID-19 testing site, located in the parking garage of the Near East Office Building. She works 32 hours a week, Friday through Monday, testing patients and employees for COVID-19 in the drive-through testing site. "It's not ideal they have to come here, but this is the world we are in," Pam says. "But we have that opportunity to teach and to calm fears. Sometimes it's not the kid who is upset, it's the parents."



7:45
A.M.

Pam reports to the COVID testing site. "We wipe down tables and make sure we're in our PPE (personal protective equipment) for when cars arrive," Pam says. "We get out all the supplies we need for the day and lay them out on the table."

8:00
A.M.

Typically, cars start arriving at 8 a.m. A certain number of cars are scheduled in each 15-minute increment. There are two lines, and the nurses take turns going to the cars to perform the COVID-19 swab.

"You walk up, tell them how the test is going to go... then you talk to them about the swab," Pam explains. "I talk them through their anxieties. Sometimes the swab is really trying for them. Even though they have had all these other tests at the hospital, this one sets them off. We really help ease their fears."

Pam shares there are usually three to five nurses working the testing pod at a time. Between 11 a.m. and noon each day, additional nurses arrive so the others can take a lunch break.

11:00
A.M.



12:00
P.M.

Testing continues throughout the afternoon. Once a test is complete, Pam and the team prepare the samples to be taken to the lab. And since the staff working the testing site are not always the same on a day-to-day basis, Pam will help orient those who sign up to work there from a different floor in the hospital.



4:00
P.M.

Once the COVID-19 testing site closes for the day, Pam cleans things up and wipes down tables in preparation for the following day.



LINE OF SIGHT



Your Line of Sight is your personal connection to the strategic plan. It's all about how you see your work contributing to Best Outcomes. Ron, Brenda and Pam share their Lines of Sight and how they make a positive impact to Nationwide Children's each day.

RON

“I CARE FOR PATIENTS AND ASSURE THEM THE BEST OUTCOMES OF OUR SERVICE. WHEN YOU FIND A SOMETHING YOU LOVE DOING, THE REST COMES EASY.”

BRENDA

“AS A PATIENT ACCESS REPRESENTATIVE, ONE OF MY MAIN ROLES IS TO ENSURE THE SERVICES PROVIDED TO OUR FAMILIES FOR THE INPATIENT AND OUTPATIENT SERVICES CYCLE INTO THE REVENUE FOR THE HOSPITAL AND PHYSICIANS.”

PAM

“AS A NURSE, IT IS A PRIVILEGE TO SERVE DURING THESE CHALLENGING TIMES. I PROVIDE COMFORT, SAFETY AND TEACHING TO PATIENTS OF ALL AGES, FAMILIES AND NATIONWIDE CHILDREN'S HOSPITAL EMPLOYEES IN THE COVID-19 TESTING CENTER.”

Behind the Scenes:

Dr. Sanchez Works Nationally on Vaccine Best Practices



Nationwide Children's Hospital first administered the COVID-19 vaccine to staff on December 23, 2020.

Pablo J. Sanchez, MD, wears a lot of important hats in our health care community.

The passionate, bubbly and enthusiastic neonatologist (a doctor who treats newborns, especially those born prematurely) is a pediatric infectious disease expert and dedicated researcher who studies infections and antibiotic use in babies, pregnant women and mothers. He's a professor of Pediatrics at The Ohio State University College of Medicine, the director of Clinical and Translational Research in Neonatology at Nationwide Children's Hospital and a principle investigator in the Center for Perinatal Research at the Abigail Wexner Research Institute. He's a leader in the Neonatal Research Network, a collaboration between NICUs from academic medical centers across the country that's funded by the National Institute of Child Health and Human Development (NICHD), part of the National Institutes of Health (NIH).

And, in 2019, Dr. Sanchez began to don yet another hat, and it's one that's become more vital than ever.

Dr. Sanchez is a voting member of the United States Centers for Disease Control and Prevention (CDC) Advisory Committee on Immunization Practices (ACIP). This committee provides advice and guidance on the administration of vaccines — including those for COVID-19.

All vaccines go through several phases of clinical trials where they're tested before they're made available to the population. In these trials, increasing numbers of people with varying health statuses and from different demographic groups are given a trial vaccine to assess its safety and effectiveness at creating an immune response. More than 200 vaccines related to COVID are going through trials and being examined.

Next, the Vaccines and Related Biological Products Advisory Committee (VRBPAC) of the U.S. Food and Drug Administration (FDA), a group of independent scientific and public health experts from throughout the country, and FDA staff members, career scientists and physicians with globally recognized expertise in vaccines, evaluate the data from these trials and decide whether to approve new vaccines. Vaccines are also examined in ongoing studies even after they're approved and licensed.



Pablo J. Sanchez, MD

An Emergency Use Authorization (EUA) request can be submitted to the FDA before the formal approval process during public health emergencies, such as the current COVID-19 pandemic, to allow vaccines that have already undergone rigorous trials to be available more quickly. EUAs allow COVID-19 vaccines to be distributed in the United States.

ACIP, the committee on which Dr. Sanchez serves, recommends how vaccines that have been approved or authorized should be administered. They suggest who should be prioritized when there's a limited supply of doses, who shouldn't get a vaccine yet while more study data is collected, what safety precautions should be considered and more.

“ACIP decides how the vaccine can be used in real life,” says Dr. Sanchez.

Due to the unique timeline created by the COVID-19 public health crisis, ACIP has been carefully studying and considering trial data on an ongoing basis to ensure recommendations for implementation are ready when doses are — as soon as a vaccine is approved, who should get it?

ACIP's recommendations are designed to help those with the highest risk for severe disease and mortality become better protected. As vaccine production continues to ramp up, and additional vaccines are authorized following the same process, more supplies will become available and more people will be able to be vaccinated. The meetings ACIP holds about vaccines are open to the public, available to watch live online for anyone who would like to learn more.

“The recommendation and guidance development process works to improve people's lives,” says Dr. Sanchez. “It's really been an honor to be on ACIP.” ■

Environmental-friendly Efforts: How Nutrition Services, Environmental Services and the Gift Shop are Making a Difference



Jennifer Broome, production attendant and Teresita Ruiz, cafeteria attendant, take compost bins to the pick-up spot. Nationwide Children's composts food scraps such as fruit and vegetable peelings.

It is important to protect and care for not only ourselves, but also our beautiful planet. “Going green,” using recycled products, using less plastic and even composting have been on the rise recently as people realize how important it is to take care of the environment.

Nationwide Children’s Hospital provides the best care for patients and recently has been focusing on how to provide the best care for the environment, too.. Many departments around the hospital are channeling their One Team spirit as they make changes and implement new ways to effectively be environmentally friendly throughout the hospital.

One department that has implemented various environmental-friendly efforts is Nutrition Services. One way they do this is using service products that are compostable, recyclable or made from sustainable sources. The supplier for the majority of the department’s service products is World Centric. World Centric’s mission statement and values state that they as a company “envision a thriving world where everyone’s basic needs are met with a beneficial impact on the environment.”

Some World Centric products used by Nutrition Services include cold cups made from renewing bamboo paper, carry out-boxes made from unbleached plant fiber, hot cups made with paper from sustainable sources, hot cup sleeves that are made from unbleached recycled paper, soup containers made with paper from sustainable sources and many more. Both the carry-out boxes and hot cups are compostable.

And Nutrition Services is taking their efforts one step further with a composting program.

Kathy Grover, director of Nutrition Services, says that for this program, “food scraps such as fruit and vegetable peelings are gathered and picked up by a company that uses it to make compost and topsoil. As the program grows more items in the department will be added.” Their estimate for how much they would compost in 2020 was almost 3,000 pounds monthly, or 30 tons for the entire year.

Because of Nutrition Services actions towards becoming environmentally friendly with the use of composting and recycled service products, they could prevent 15 tons of carbon equated methane from ever being created, which is the same as not using 745 days of electricity for the average American home.

Our Gift Shop is also taking a more deliberate look at ways in which they can contribute environmental-friendly practices and products.

“We implemented a few systems and processes to help us reduce our paper usage by allowing us to keep more of our files digitally,” says Jennifer Gilbert, manager of the Gift Shop. “Thanks to our new capabilities of scanning barcodes at the registers, we were also able to post pricing for food and drinks as opposed to labeling each item, thus saving on unnecessary labels.”

The Gift Shop has also brought in a section of sustainable products located in between their coolers

at the Main Shop and on pegs at The Pond and Big Lots Behavioral Health Pavilion that offer reusable straws and more.

“With COVID-19, there is a push in retail to find our products with more packaging than before so that an additional barrier exists between the product and shoppers,” says Gilbert. “This, combined with all of the face masks that we use, is obviously contributing to increased waste, so it’s more important than ever to find even little ways to be more environmentally friendly.”

Environmental Services is also continuously making huge strides in their efforts around Nationwide Children’s Hospital. Back in 2011, Environmental Services won the Board of Trustees Emerald award for their recycling efforts. They had recycled around 180 tons of waste that year, which today has grown increasingly at 300 tons per year.

As part of their recycling efforts, Environmental Services uses Reusable Sharps containers for plastic waste such as syringes. By using this container, they have recycled more than 25 tons of plastic.

“It is important to know that everything that Environmental Services is doing is cost neutral,” says **Tim Schooley**, senior director of Environmental Services “All our recycling efforts are done by Environmental Services volunteers from each area that collect and take the trash to the dock to be recycled.”

Along with recycling efforts, Environmental Services has placed both a recycle and trash bin in each of the patient rooms, and all of the chemicals they use for cleaning are safe for the environment.

Do your part in helping Nutrition Services, the Gift Shops, Environmental Services and other departments at Nationwide Children’s by using the green bins for recycling placed around the hospital by Environmental Services. ■





NATIONWIDE CHILDREN'S

When your child needs a hospital, everything matters.™

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Columbus, Ohio 43205-2696

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ON THE SPOT



Tia Grimes

*Information Desk Specialist,
Patient Relations*

When: 8 a.m.

Where: Outpatient Care Center Entrance –
Masking Station

Tia Grimes is the first person families, patients and staff see each morning when they enter the Outpatient Care Center at Nationwide Children's Hospital. She sits at the masking station, which means she's giving out new masks to everyone who comes in, explaining safety measures and most importantly, greeting everyone with a smile. "My favorite part of working at the masking and screening stations is most definitely the interaction with the kiddos," Tia says. "Sometimes you can just see on their face they are scared, so being able to help them feel a little less intimidated is the most rewarding part." Although she's only worked at Nationwide Children's since last fall, Tia loves being part of the organization and seeing how the staff works together. "I have been a part of many teams, but this by far is the most organized, well-trained running organization," Tia shares. "I couldn't be more proud to be a part of it. ... Keep smiling even if no one can physically see it. It shows in your eyes!"

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