

WINTER 2023

ONE TEAM.....

INSIDE

NATIONWIDE CHILDREN'S

HOW TO KEEP
YOURSELF SAFE
ONLINE

EMBRACING
OUR *ONE TEAM*
CULTURE

WE'RE GROWING!

Updates About the Newest
Research Building

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.

Lexi Frazier, child life specialist (left), Liz Nestinger, early childhood teacher and Megan Hermetz, music therapist, meet to plan their next Family & Volunteer Services department activity. Learn how they and others celebrate our One Team culture on page 8.

COVER STORY

8

EMBRACING OUR ONE TEAM CULTURE

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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Tell Us What You Want To Read

We're always looking for story ideas for Inside Nationwide Children's. Share your idea with us, and we'll send you a Nationwide Children's logo item!

Share your ideas at
EverythingMatters@NationwideChildrens.org.



“We are proud and grateful for the people around us”



Team,

One of my favorite things about *Inside Nationwide Children's (INC)* is how it celebrates our colleagues. This publication highlights the countless individual efforts that make our lifesaving work possible: a researcher with an innovative idea, a Protective Services officer who helped a nervous parent, a therapist who has gone the extra mile for a child.

This issue of *INC* focuses on how we embrace our One Team culture, and it's striking that so many examples in these pages are about the ways we show gratitude for each other. We most often talk about our One Team culture as coming together to care for children and their families. But another amazing aspect of our culture is how much you all appreciate your colleagues and go out of your way to show it.

In this issue's "Five Minutes With" feature, our Chief Medical Officer Rustin Morse says that some of his proudest professional moments are the accomplishments of others. In some ways, that's the entire issue's theme – we are proud of and grateful for the people around us.

It's one of the reasons that Nationwide Children's Hospital is such an extraordinary place.

Timothy C. Robinson

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.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)

Educate Yourself: Five Cyber Security Tips You Need to Know Now!

Staying safe online is important for both at work and at home – especially when you consider all the different ways to communicate and constantly emerging new technology. Our Information Security & Risk team works hard to educate employees about how to avoid cyber security mishaps. Here are five things you need to know now to protect yourself, your family and friends:

1

Think Before You Click. If you do not know the sender and are not expecting the email, do not click on anything, especially links! If it appears suspicious, use the “report phishing button” in Outlook or delete it.

2

Stop Sharing... Your Passwords. Never share passwords with anyone and don't write them down anywhere easily accessible. A sticky note attached to the screen of your computer is not super-secret.

3

Be Aware of Your Surroundings. Keep an eye on your devices – lock your device when you walk away, and double check to make sure you didn't forget a device when you leave a room.

4

Beware of Social Engineering. Most hackers know that we are the weakest link. Social engineering is more of an attack on your mind than on a device. A hacker will use publicly accessible information from social media or other websites to come up with creative ways to access to our systems.

5

Back it Up. At Nationwide Children's, you've got a spacious network drive to store all your data! Do not store information on the desktop of your computer – it will not be backed up.



Be a Cyber Security Defender!

Every quarter, three Nationwide Children's employees are recognized for helping to defend us against phishing attacks. If, over the course of three months, you receive a phishing simulation and you don't interact with it, you will be entered in a drawing to win a prize worth \$50!

Five Minutes with Rustin Morse

Sharing His Commitment to Clinical Excellence



"One Team culture is not just a phrase," says Rustin Morse, MD, chief medical officer. "It is who we are and what allows us to be successful."

Although **Rustin Morse, MD**, began his career as a pediatric emergency medicine physician, quality improvement has a special place in his heart. Before joining Nationwide Children's two years ago as chief medical officer, he served in quality roles at several pediatric hospitals in Arizona and Texas. Now, he leads our Center for Clinical Excellence, where quality and safety is the main focus.

"I serve as the physician leader responsible for partnering with Lee Ann Wallace, to oversee and advance clinical operations and our enterprise-wide quality and safety program," Dr. Morse says. "Having worked at many other children's hospitals since graduating medical school, I feel qualified to say that Nationwide Children's Hospital is exceptionally special and one I will never take for granted. One Team culture is not just a phrase. It is who we are and what allows us to be successful."



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

At home with my family (wife and two teenage boys... one of whom is off to the University of Cincinnati this year) or outside getting exercise. I enjoy running and riding and most recently, golfing.

Why did you choose to pursue your work in the medical field and at Nationwide Children's?

My college (SUNY Oswego) had a volunteer ambulance squad. I was the driver and loved driving with lights and sirens. This led to me volunteering in an emergency department and before I knew it, I was considering medical school. As far as Nationwide Children's, I fell in love with the culture and the amazing things we are doing, like our commitment to behavioral health and the work in and around the community to address health equity.

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

More regularly than not, people assume others have good intent. This goes a long way to continuing to strengthen our One Team culture.

What is your proudest moment?

Seeing others succeed or organizations change for the positive and knowing, in a quiet way, behind the scenes, I helped contribute to the outcome. Looking back at my career, it is the accomplishments of others that are my proudest moments.

Three words that best describe me are...

Humble, grateful, hardworking. I've been told I'm funny, but my children remind me regularly that I'm not.

Favorite movie?

I'm not much of a movie person. I will say that I enjoyed Robin Williams movies. Perhaps two of my favorites are "Dead Poets Society" and "Good Morning Vietnam."

Favorite band/music?

Billy Joel.

What talent would you most like to have?

I'm grateful I took typing seriously in high school (pre computers). I only wish I would have done the same with Spanish. I wish I was fluent in a second language. Some days I'm barely fluent in English.

Dr. Morse and the Center for Clinical Excellence team have been restructuring our quality and safety work under the new SCOPE framework. It will improve the way we deliver care to achieve *Best Outcomes* even more as we move forward.



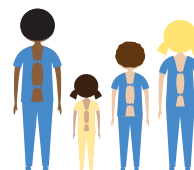
S
SAFETY



C
CLINICAL



O
OUTCOMES



P
POPULATION
HEALTH



E
EQUITY
EXPERIENCE



Just as patients like to stay on our hospital paths, these patients and their journeys are what keep us on track with our mission and culture.



OUR SECRET SAUCE

ONE TEAM CULTURE

There is a special feeling in the hallways, in the units and clinics at Nationwide Children's Hospital. Some call it camaraderie or friendliness, others refer to it as helpfulness or openness. Really, it's all these things AND much more.

Our One Team culture is the reason people stay. It's the reason people who have left come back. It's the reason we rally around each and every patient giving everything we've got – and still take the time to smile and say hello in the hallways. It's the reason our institution is unlike any other.

Nationwide Children's Hospital is able to lead the *Journey to Best Outcomes* for children everywhere because staff from all areas of the organization work together to do what is best and right for our patients, families and each other. We draw inspiration from watching each other succeed and we support each other because we know we are stronger together.

Our One Team culture is our secret sauce. And a secret this good is worth protecting! In fact, culture was positively mentioned so many times as our senior leaders were building the hospital's newest strategic plan that Culture and Talent is one of the five foundational elements to our plan – very appropriate since much of our success is driven by our culture!

When we celebrate ourselves, our One Team and our accomplishments, we keep our teams strong and resilient. Here's a look at how some departments celebrate our One Team culture.

Embracing One Team Culture

We asked different groups throughout Nationwide Children's to share how their teams are embracing One Team Culture and connecting to our Strategic Plan.



From left to right: Diane Weis, Nafisa Ali, Jamie Franklin, Loren Lefeld and Julie Potts. All are part of the Dublin Speech Therapy team.

"We have had to be creative to keep staff engaged and stay connected to their communities throughout the pandemic. Food trucks, cookouts and outdoor community events have been a hit, and we look forward to continuing these One Team activities!"

-**Kent Weakley**, site director,
Dublin and Marysville *Close to Home*SM



"Teen and Pregnant Clinic has been around since 2012, and as we have seen people come and go, we have a small but strong and mighty team. We enjoy celebrating milestones, birthdays, graduations and more than anything a successful patient story. Each person in this clinic is a vital cog in all of our moving parts. When we talk about One Team, there is truly no 'I' demonstrated by any one member of this incredible group."

-**Jamie Topolosky**, centering coordinator, Teen and Pregnant Clinic

"The Family and Volunteer Services department has a social committee that promotes Nationwide Children's values, team effectiveness, communication, diversity and inclusion, and encouraging team members to be their best through a monthly newsletter and hosting events. The newsletter and events increase staff engagement and promote fun opportunities and to learn and interact with co-workers."

-**Liz Nestinger**, early childhood specialist, Family and Volunteer Services

Travis Wells, service line administrator for Rheumatology, Endocrinology and Nephrology, shared these examples:

RHEUMATOLOGY

"Every year we get together as a team to celebrate our performance over the past year. At the event, we present year-end awards that are voted on by staff. The most coveted of all of our awards, Rheumatology's Team Player of the Year, recognizes a staff member going above and beyond. This year's winner was Jill Gaydos. Jill, an admin II in the department, was recognized for always providing patient-centered care by breaking down communication barriers between our various clinical disciplines and partner specialties."

ENDOCRINOLOGY

"We start our monthly staff meeting with a 'Resilience Moment.' This gives our staff the opportunity to recognize one another for performance in the wake of a high-stress event or environment.

The stories we hear are amazing. ... It really showcases how breaking down silos within a department and working as One Team can lead to Best Outcomes."

NEPHROLOGY

"The Nephrology & Hypertension Department recently celebrated the establishment of The Kidney and Urinary Tract Center at Nationwide Children's. This is an innovative partnership between two departments (Nephrology and Urology) as the mechanism to streamline patient care by offering coordinated, evidenced-based care and access to the latest advances in research. This creation of this Center would not be possible without a One Team effort from both departments."



Jill Gaydos with the Rheumatology Team Player of the Year Award.



Want More Ideas?

Scan this QR Code for more One Team Culture submissions!



How Are You Celebrating One Team Culture?

We want to know: How do you and your team celebrate our One Team culture? What does One Team mean to you? Send us your stories and photos for a chance to be featured on ANCHOR. Email us at EverythingMatters@NationwideChildrens.org.

Shout-outs from Staff: What They Love About Our One Team Culture

It doesn't matter whether it's a new hire, someone who has been here for 30 years or an employee who left the organization and came back... they all have rave reviews of the Nationwide Children's One Team culture. Here, read some of their thoughts.



"When I first started with Children's Hospital it was it was 1981. It was definitely a family atmosphere that was centered around the children. I remember the singing orderly. He was an older man who sang to the patients as he took them to surgery. The patients and parents

loved it. Every holiday was celebrated by the hospital and many times it included patients and families.

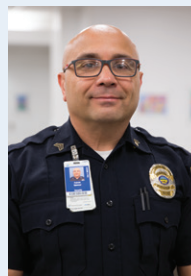
I worked in the Patient Services department and we handled admitting patients, following up with insurance companies and answering parent's questions. A lot of times we got to know the families of long-term patients who were frequently admitted to the hospital or seen as outpatients. Sometimes it could be heartbreaking, but there were success stories too. It made you work harder because you had a face to the name.

Today the hospital has really grown. Many of the departments that started at the main campus are now off-site or working from home. ... However, Nationwide Children's Hospital makes their presence known in the communities and the goal has always been serving children and families."

-Toni Mason, patient accounts rep, Patient Accounts

"Recent months and years have been challenging for Nationwide Children's and other health systems. Nationwide Children's staff have navigated COVID, high patient volumes and dozens of other stresses at work, at home and in the community. It is humbling to see staff so focused on supporting one another, as well as their dedication to the patients and families they serve. Our dedicated staff form the heart and backbone of Nationwide Children's culture."

-Rick Miller, president and chief operating officer



"Nationwide Children's is special because we're one team with one mission. In the world today, we are constantly working as an individual and want to be recognized that way. At Nationwide Children's, it's a team effort. It takes every job and every title at Nationwide Children's to make our machine run efficiently and effectively."

-Patrick Spencer, supervisor, Protective Services

"Nationwide Children's has a prolific culture of respect and duty. Employees of Nationwide Children's Hospital take pride in the work they do and how they contribute to our mission here - offering the best possible modern pediatric care. This pride and sense of purpose exists in all roles here at Nationwide Children's including: pediatricians and nurses, researchers, and other support staff such as logistics and custodial. All of us come together to keep the lights on here and every one of us has a role to play. At Nationwide Children's, you feel a sense of pride and accomplishment being part of the important work that is done - no matter what your hand in it is."

-Jacob Harris, research associate, Center for Microbial Pathogenesis

“Nationwide Children’s Hospital has a unique culture in that all disciplines are constantly collaborating to help achieve the best patient outcomes. As a speech-language pathologist early in my career, I greatly value all of the insight and advice other SLPs, PTs and OTs share, that often comes unsolicited, regarding increasing participation, managing behaviors and facilitating carry over outside of my therapy session. Additionally, I can always rely on my colleagues to incorporate appropriate cueing/prompts for speech during their sessions to help foster language in other settings and provide consistency for the child and their family.”

-Melanie Arnold, MA, CF-SLP, speech-language pathologist, East Columbus *Close To Home*SM

“The difference between Nationwide Children’s and other facilities is the team’s commitment to excellence. I come to work every day and witness doctors, nurses, respiratory therapists, PCAs, UCs, medics, etc. going out of their way to provide excellent care to the patients and families at Nationwide Children’s. We are undoubtedly seeing unprecedented volumes. Yet, that does not stop these team members from going above and beyond the call of duty even in the face of very stressful situations. I did not witness this at other facilities. It truly sets this place apart. I am proud to stand next to the nurses and everyone else because of the exceptional care I see provided every day.”

-AJ Yost, BSN, RN, Emergency Department



“The commitment to our One Team culture is what makes our organization one of the best places to work. I feel we create an atmosphere of respect, that leads to trust, to everyone from our employees to our patients and families. Interdisciplinary

teams work together and this creates sharing of thoughts and ideas and reiterates that we are all part of the process and we create positive outcomes and a positive atmosphere.

The culture here at Nationwide Children’s is unlike any other organization I have been a part of because I feel we embrace the inclusivity and diversity. We are truly a part of the community, and they are part of us. I feel proud to be a part of this organization.”

-Vonda Keels-Lowe, MSN, CPN, PMHNP-BC, CNP, NP fellowship director, Behavioral Health



“The remarkable thing to me about the Nationwide Children’s Hospital culture is how naturally others will help you in accomplishing your portion of the overall mission. Everyone is busy with lots of important work of their own. However, when you need

the assistance of others to accomplish something, it is amazing how willing people are to use their considerable talents to help out. That is not true everywhere.”

-Sean Gleeson, MD, president, Partners for Kids

“The day you join this team you become part of something very special. No matter what your role, you are connected to serving children and families, often at the most difficult times in their lives. To be part of an organization leading the way so children everywhere can achieve *Best Outcomes* is a common thread that unites us as one team. We want everyone to be successful, so we support each other individually and collectively.”

-Donna Teach, chief marketing and communications officer

Research: Growing to Serve More Children

New Facilities and New Investments to Continue
Leading the Journey to Best Outcomes



A rendering of Research Building IV connected to the current Research Building III. Research Building IV is set to open in May 2023.

Research Building IV, under construction on the west end of the Nationwide Children's campus and set to open in May 2023, will serve as a companion to Research Building III. The two buildings will be fully connected on every floor through a new curved structure, allowing them to function as one complex – where clinical care and research operations are seamlessly integrated.

“At Nationwide Children's, we are building world-class research facilities to support our continued growth and success,” says **Dennis Durbin, MD, MSCE**, president of the Abigail Wexner Research Institute. “Our growing facilities will help us to reach our aspirations of developing new, life-changing therapies and creating the best possible outcomes for children around the world.”

Fun Facts about Research Building IV

Raise your hand if you know what a “schmoo” is. The “schmoo” refers to the curved “building” between the buildings — the entire connective structure that houses the new central entrance into an open atrium with a central staircase and joins Research Building III to Research Building IV on every floor.

539,510

total square feet

of dedicated research space
AWRI currently occupies
across three buildings on
the hospital’s main campus.

2020

the year construction began
on Research Building IV



A new green space — an open
multiuse “quad” framed by tree lined
walking paths — will be created
between Research Buildings III and IV
and the Conference Center.

285,000

total square feet

added with the
new building



The new building will feature
flexible workspace and labs, offices
and other areas with movable
tables and equipment to adapt to
changing research needs and allow
for inter PI collaboration.

JANUARY 2023

The new building’s loading dock will be available
for use, which will allow the final phase of
construction to begin: the temporary loading dock
will be demolished, the seminar room will be
rebuilt and final exterior site work will begin.



Anticipated opening of the new
building (including the “schmoo”)
and all surrounding spaces.



Expanding Genomic Medicine

Genomics is one of the primary components in our current Strategic Plan. The Steve and Cindy Rasmussen Institute for Genomic Medicine is currently housed primarily in Research Building III. With the opening of Research Building IV, the Institute for Genomic Medicine will expand to occupy the full second floor across both connected buildings, creating a seamlessly integrated clinical and research lab operation.



NATIONWIDE CHILDREN'S

When your child needs a hospital, everything matters.™

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ON THE SPOT



Robin Cason

Protective Services Officer

When: 8:45 a.m.

Where: Lincoln Village Primary Care Center

For more than a decade, Robin Cason has been serving and protecting the patients and employees of Nationwide Children's Hospital as an officer in Protective Services. Currently, Robin works at the Lincoln Village Primary Care Center and enjoys helping and looking out for the public. "Nationwide Children's Hospital is an awesome place to work and to come to if your child needs care," Robin says. "If we all try to work together in unity, listen and communicate, we may be a piece of the puzzle in making the world a much better place for all. Follow by example and to be an inspiration."

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