

A Parent's Perspective: Making a Difference with Item Donations

Kelly Conover, Parent

Our family had our first experience with Nationwide Children's Hospital when our daughter Allie had an unexpected and lengthy hospital stay in November 2015. After our first stay, we were frequently admitted to the hospital due to complications from her condition. Each time we were in the hospital, the Child Life Specialists made sure that our daughter was entertained. We utilized the play room and the community games often to help pass the time, and we received many small toys from the staff that helped brighten some of our hardest days.



response was overwhelming! We were able to donate more than 75 play sets and 2,000 cans of Play Doh to the hospital in November of 2016.

Sadly, our sweet daughter has passed away, but we have continued the "Play Doh Project" in her memory. We were able to collect even more Play Doh this year, and our family loves that we can

continue to give back to the hospital that became our second home during the course of our daughter's illness.

After one of our stays, our daughter began to cry on the way home because she was sad that she got to leave the hospital while other kids had to stay. After talking with her, we decided that we could do something nice for the kids who were at the hospital. We had the idea to collect Play Doh because it had been a really fun activity to do together when our daughter was stuck in bed. I made a Facebook post asking family and friends to donate Play Doh to us. I shared our address and encouraged people to have Play Doh shipped from Amazon to our house. The

Many people feel inspired to "give back" after receiving wonderful care from the doctors, nurses and staff at Nationwide Children's Hospital. There are many options when considering a donation to the hospital. Whether you want to give a small or large donation of money, items or time, NationwideChildrens.org/Giving has all of the information you need to make your donation.

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NATIONWIDE CHILDREN'S
When your child needs a hospital, everything matters.™



The website also has information regarding rules about item donations and a list of items that the hospital needs. Infant toys and activities for older kids/teens are almost always items of high need. Games and DVDs for kids of all ages are also always appreciated.

When donating items such as toys you can bring your new toys to the Information Desk inside the main hospital tower (630 Children's Drive, Columbus, OH 43025). If you have a large donation (more than 50 items) or additional questions about your donation, you can call (614) 722-3635.

Donations of items, money or time to the hospital are a great way to thank the doctors, nurses, and staff for the excellent care your child received while at Nationwide Children's Hospital. No donation is too small and every donation can make a difference for a child at the hospital.

PICTURED ON PAGE 1: The Conovers, their family and friends donate Play Doh to Nationwide Children's in honor of their daughter, Allie.

MyChart 2018 Updates

This year, you will see even more frequent updates to MyChart. The tool that gives patients and families even greater access than ever before to their health information is now being rolled out quarterly.



First quarter updates include the following:

- Submit requests for prescription renewals to your prescribing physician and also send refill requests to a Nationwide Children's pharmacy.
- View all your MyChart accounts from

multiple health care organizations by logging into a single website, MyChartCentral.

- Upload information (including photos) and add comments and clarifications, then choose to share with any health care organization.
- Registration staff can send you an email to quickly complete MyChart sign up in the moment without an activation code.

Make your life easier at
MyChart.NationwideChildrens.org

Sibling Clubhouse Makes Visits Easier for Families

At Nationwide Children's Hospital, we know that it's not just children with illnesses or injuries that need the special attention and expert care we provide. Their brothers and sisters need nurturing too. That's why you'll find the Alliance Data Sibling Clubhouse a special place for pre-school and school-aged children to visit, play and learn while their siblings are in the hospital. Over long hospital stays and numerous doctors' visits, the Clubhouse can help relieve your children's stress and anxiety, not to mention your own.

Some highlights of the Clubhouse and things to note:

- You'll find the Clubhouse on the Green Path, just past the Magic Forest.
- Hours are Monday through Friday, 9 a.m. to 7:30 p.m., and Saturday and Sunday, 1 to 4 p.m.
- Children attending must be a sibling of an inpatient or outpatient.
- Children ages 3 to 12 may visit The Clubhouse.
- Children must be free of ill symptoms for 48 hours prior to visit.

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- A legal guardian must be available to sign the sibling into the Clubhouse for the initial visit and each 60 days when information is renewed. The parent or legal guardian can give permission to two additional people to help pick up and drop off the sibling.
- Siblings can stay up to **1.5 hours** and can visit twice per day, totaling 3 hours each day. Siblings are required to take a 30 minute break after 1.5 hours.

The Sibling Clubhouse takes walk-ins only and may be full, especially during the summer season. If the Clubhouse is full, families are encouraged to return with their children as space opens up throughout the day. You can call down first to check availability: (614) 722-9248.



The Alliance Data Sibling Clubhouse is located on the Green Path, right past the Magic Forest.

Have You Seen Our New Wagons?

Keep an eye out for our new butterfly wagons! Have you seen them cruising around the hospital?

Here are three fun facts about our new wagons:

1. There's a logo/donor license plate on every wagon. Want to donate a wagon? Visit NationwideChildrens.org/wagons to learn more.

2. The flat bottom of the butterfly wagon will allow patients to sit whichever way is comfy to them!
3. They are made from the same material as most recreational boat hulls and are weight rated to hold up to 230 pounds (versus 65 pounds of the previous wagons).



2018 Partners in Care, Partners in Hope Award Presented to Dr. Anya Froelich

Beginning in 2007, the Family Advisory Council (FAC) has recognized outstanding employees each year who excel in providing patient and family-centered care at Nationwide Children's Hospital. These employees treat families with dignity and respect, share information clearly and comprehensively, encourage patients and families to participate in decision-making, and collaborate with families to continuously improve the quality of care provided for patients. The Partners in Care, Partners in Hope Award is that much more meaningful to providers because parents and patients select the award winner, submitting their heartfelt nominations to the FAC.

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This year's winner, Dr. Anya Froelich, was recognized at the annual Nationwide Children's Employee Awards Gala for her contributions as a Psychologist and faculty member at the Nationwide Children's Hospital Center for Autism Spectrum Disorders (CASD) in Westerville. Dr. Froelich has dedicated her professional career to working with children diagnosed with autism, working first as a behavioral intervention aide during college in Milwaukee, Wisconsin. She began as an intern at the Child Development Center at Nationwide Children's Hospital in 2008, and has been with the hospital ever since.



From left to right: Jonathan and Kirsten Harberts, Dr. Anya Froelich and Allison Puchala.

The winning nomination was submitted by Kirsten and Jonathan Harberts for the excellent care Dr. Froelich provides to their two sons, Benjamin and Elliott. "Dr. Anya," as the Harberts call her, has been an insightful and supportive presence for the family from the time they started going to CASD for assessments and therapies. "We owe her a tremendous amount of gratitude for her personal and emotional investment, parent education, and professional guidance," Kirsten shared.

"It truly was a surprise to win, and very humbling," Dr. Froelich said about receiving the recognition. "I think family-centered care has always been very alive in autism services." She explained that her practice puts engagement with families as a top priority. "If families don't have 'buy in,' we are not going to create effective change. Their involvement is the most critical thing in what we do." In addition, Dr. Froelich emphasizes the importance of flexibility and understanding in working with each family. "We can't just schedule conversations. We are asking families to go to different locations for different

appointments. We have to be open in how we manage their questions and issues."

To honor her commitment to her work, Dr. Froelich was given an original piece created by local artist, Allison Puchala. The Harberts presented the award and read their nomination at the ceremony, beautifully illustrating how meaningful Dr. Froelich's work has been in the lives of their family. "Dr. Anya dealt with my family with such empathy, grace, and encouragement... Benjamin and Elliott lead a more functional, happy, and overall better quality of life as a result of Dr. Anya's treatment recommendations."

Want to Join the Family Advisory Council?

Nationwide Children's Hospital Family Advisory Council (FAC) is a hospital committee that was initiated in 1998. The council is a key component of Nationwide Children's Hospital's institution-wide effort to provide patient and family-centered care and improve customer service.

Interested in applying to be on FAC? Applications are now being accepted for 2019.

[Visit **NationwideChildrens.org/Family-Advisory-Council** to learn more and apply.](https://www.nationwidechildrens.org/family-advisory-council)



The 2018 Family Advisory Council.