



Mt. Washington  
Pediatric Hospital

# Handprints

NOW FOR  
PATIENT FAMILIES,  
FRIENDS,  
& STAFF!

FALL 2018

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### C.A.R.E.S. Value Spotlight Respectful

- Treat patients and families as partners and members of the health care team
- Incorporate MWPH's values and awareness of diversity into my daily practices
- Respect the dignity of all
- Protect the confidentiality of information
- Treat my patient, families and co-workers as I would like to be treated
- Listen without interrupting

## Expanding Our Reach: Community-Based MWPH Therapy Services

ANNOUNCING MWPH COMMUNITY REHABILITATION SERVICES IN  
HARFORD COUNTY, MARYLAND

Children with medical or developmental needs that would benefit from therapy services don't always have convenient access to the services they need. Some of the nation's top pediatric specialty hospitals have approached this problem by establishing clinics in local communities. These locations allow families to get services closer to home. This makes it easier for more children to receive regular therapy services, even if they don't live near the main hospital.



Jessica Maher, PT during a therapy session with a young patient on opening day.

MWPH is proud to announce that we have acquired a therapy center in Harford County, Maryland, allowing us to offer a range of physical, occupational, and speech therapy services in a satellite location. Patients and their families will receive the high-quality therapy MWPH is known for, backed by the specialized expertise and experience of the MWPH team.

The therapy center, located in Forest Hill, MD, was founded as a private practice by long-time MWPH physical therapist Jessica Maher. Last year, MWPH began offering services through the center. Last month, we finalized the acquisition of the center, now serving Harford County and beyond as Mt. Washington Pediatric Community Rehabilitation Services.

"We have always wanted to be able to take our services to the children who need them. For a long time, we've wanted to expand beyond our walls,"

said Mary Miller, MWPH's chief financial officer. "There are kids all over the state who would benefit from our services, and this is a positive step in that direction."

### Care in our community

Children may visit the hospital's main campus for specialized therapy occasionally, in addition to the services they're receiving at the satellite location. MWPH offers interdisciplinary clinics, such as our feeding and balance clinics, that go beyond what is available at outpatient therapy centers. We have experienced clinicians and top notch facilities, equipment and resources. Our pediatric clinical expertise is unmatched—and our strong outcomes prove it.

And because both the specialty hospital and the therapy center are part of the same organization, it's

*continued on next page >>*

## OTHER THERAPY SERVICES *cont'd*

easier to coordinate care. The result? More children can get therapy close to home, backed by the experience and excellence of MWPH.

“Through the community-based facility, families can access resources here at MWPH, while receiving therapy close to home,” said Susan Dubroff, director of rehabilitation services at MWPH. “If there is a specialized service, or a need for an in-depth specialty assessment that the clinician feels would benefit the child, they can tap into that expertise easily.”

### Real benefits for patients

How will MWPH’s acquisition help patients? Let’s say a child is receiving occupational therapy for feeding issues. The child’s behavior could be hampering the therapy’s success, or the parents might be noticing more complications around feeding the child. Because of the therapy center’s connection to MWPH, the child can be referred for specialty care, which can be coordinated and supported with occupational therapy services at the satellite location. This coordination and expertise is not available at standalone therapy centers.

Or picture a child who is having long-term problems as a result of a concussion. MWPH can provide an intensive evaluation—using specialized equipment not available at a standard therapy center—and develop a management plan for the community-based therapist to put into action. The therapist can be confident that the child is receiving the best therapy for the child’s particular case.

“Now that the Harford County location is part of MWPH, patients will benefit from seamless access to the resources and expertise of MWPH, while receiving therapy in their community,” Dubroff said. ♥

## THERAPY TYPES QUICK GUIDE



### PHYSICAL THERAPY

Focuses on gross motor skills, balance and coordination, strength and endurance, developmental skills, and functional mobility

### OCCUPATIONAL THERAPY

Concentrates on fine motor skills, which can include handwriting, using hands to perform activities of daily living (such as feeding, grooming, hygiene, and dressing), sensory processing challenges, and arm or hand weakness



### SPEECH PATHOLOGY

Specializes in articulation, language development, oral motor problems (such as feeding and swallowing), and communication support

## UPCOMING EVENTS

SEP  
20

OCT  
18

NOV  
15

### SAFETY BABY SHOWER

4:00 – 6:00 p.m.  
3rd Floor Boardroom

This gathering is for parents with children who are patients up to 18 months of age. Dinner is served.

SEP  
25

OCT  
23

NOV  
27

### FAMILY HAPPY HOUR

4:00 – 5:00 p.m.  
Heal and Grow Grill

Join us for this opportunity for families to meet, mingle, and enjoy some food.

SEP  
26

NOV  
13

### SPECIAL FAMILIES UNITE

6:00 – 8:30 p.m.  
3rd Floor Boardroom

An educational support group is provided for families of children with special needs. RSVP to Michelle Hanover at 410-578-2651 or mhanover@mwph.org



OCT  
24

### FAMILIAS UNIDAS PARA FAMILIAS QUE HABLAN ESPAÑOL

6:30 – 8:30 p.m.  
3er Piso Boardroom

Un grupo de soporte educacional proveído para familias que hablan español con niños con necesidades especiales. Por favor notificar su participación a Sally De Arruda al 410-578-5071 or sdarruda@mwph.org

OCT  
26

OCT  
27

OCT  
28

### ZOOBOOO! 2018

10:00 am - 4:00 pm  
Waterfowl Lake,  
The Maryland Zoo

For more information, visit [http://www.marylandzoo.org/special\\_events/zoobooo/](http://www.marylandzoo.org/special_events/zoobooo/)

NOV  
14

### P.R.E.P. PROGRAM

(Providing Resources to Empower Parents)

4:00 – 5:00 p.m.  
Heal and Grow Grill

The P.R.E.P. Program is for all caregivers to learn and receive resources on topics pertinent to the care of their child, as well as provide a forum for parents to meet each other and receive inpatient discharge training.

DEC  
18

### HOLIDAY TOY SHOP

5:00 – 8:30 p.m., Heal and Grow Grill

A fun event for our patient families to enjoy free holiday shopping.



## Message from the President



*Dear Friends,*

As we look toward the fall, we have two major initiatives gaining momentum, both of which will transform the way MWPH cares for the patients we serve.

Perhaps the most comprehensive change is the beginning of our transition to a new electronic health record system. This overhaul will affect all corners of the hospital, including inpatient and outpatient

clinical care as well as administrative, finance, and logistics management. We are moving from our existing system to Meditech Expanse, a state-of-the-art electronic health record system that will be customized for our hospital's unique needs.

The benefits of the new electronic health record are significant. The new, faster system incorporates more clinical features, particularly patient safety-related features. It will allow for inpatient and outpatient families to view health information—including appointment summaries, treatment plans, and medications—on their personal computers and devices through

a secure online portal. Finally, the new system will be able to interface with those at Johns Hopkins, the University of Maryland, and other referring institutions. We will be poised to share patient records electronically in the future.

Transitioning to Meditech Expanse is a great opportunity for MWPH departments to increase efficiency and streamline processes throughout the organization. We look forward to kicking off the project in November.

Second, but no less important, is the upcoming expansion of the outpatient Rosenberg building. Designs are being completed this month, and we are working to obtain the necessary permits. We hope to break ground in March 2019.

I hope each of you had a wonderful summer. Thank you for being a part of the MWPH family.

Sincerely,

Sheldon J. Stein,  
President & CEO

## Where Are They Now?—Alexandra Theodorakos

Six-year-old Alexandra Theodorakos loves arts and crafts and keeping up with her older brother and sister. But it wasn't always that way. Alexandra, who is a little person, has struggled with breathing problems throughout her life. Alexandra's ear, nose, and throat physician recommended pediatric pulmonologist Laura Sterni, MD, director of the Johns Hopkins Pediatric Sleep Center at MWPH.

Dr. Sterni suspected that Alexandra had obstructive sleep apnea, a condition in which breathing repeatedly stops during sleep. Alexandra was experiencing low energy during the day, a sign that her body was not getting enough oxygen at night. "She'd always want to be carried," said Alexandra's mom, Christina. "You could tell that she was so tired."

Dr. Sterni conducted a sleep study at MWPH and prescribed a continuous positive airway pressure (CPAP) mask for Alexandra to wear at night. The CPAP mask helps to keep Alexandra's



airway open during the night, so that her breathing is not interrupted. The effect on her energy level has been dramatic. "Her preschool teacher said that she was like a different person once she started using the CPAP every night," said Christina. "Before, she would be falling asleep in preschool. Once she started using the machine, she turned into a ball of energy."

Dr. Sterni has continued to follow Alexandra's progress on an outpatient basis, with

additional sleep studies periodically and constant coordination with Alexandra's medical team at Johns Hopkins.

"Alexandra is so comfortable at Mt. Washington and just loves coming here," Christina said.

Today, Alexandra's energy is just as high. She takes dance classes, plays soccer, and loves to swim. In other words, she is just like any other first grader—and that's a great thing. ♥

# EMPLOYEE NEWS

## GET TO KNOW OUR STAR EMPLOYEES

July



**Name:** Lisa Wilson  
**Title:** Senior Rehabilitation Tech  
**Department:** Rehabilitation  
**How long have you worked at MWPH:** 16 years  
**Favorite part of your job:** Working with the kids and seeing how in so many ways you can be of support to them when they are in a difficult situation.

August



**Name:** Emily Arndts  
**Title:** Occupational Therapist  
**Department:** Rehabilitation  
**How long have you worked at MWPH:** 2.5 years  
**Favorite part of your job:** Being able to work in all of the different settings and seeing the kids become more independent in activities that are meaningful to them.  
**One thing that most people don't know about you:** I play and coach volleyball, run, and love to read!

September



**Name:** Amanda Warner  
**Title:** RN  
**Department:** Feeding Day  
**How long have you worked at MWPH:** 11 years  
**Favorite part of your job:** I love the team approach to patient care that feeding day provides to the patients and families.  
**One thing that most people don't know about you:** I am left handed.

### CONGRATULATIONS



**Congratulations to Willis Belgrave** on her retirement! Willis has been a part of the MWPH family and a member of the patient accounting team for over 16 years. She has shared her passion for the patients of this facility and her wisdom, knowledge, and expertise of the Medicaid and MCO billing regulations for our inpatient accounts with our team as well as the various departments throughout the organization. **We will miss you, Willis!**

### APIC AWARD FOR MWPH

**Congratulations to Erica, Joey, and the facilities team** for their partnership in the Construction and Renovation video, which received the *People's Choice Award* at APIC's 2018 Film Festival after over 33,000 votes were cast.



### PROMOTIONS

- **James Broderick** from *Desktop Support Tech I* to *Desktop Support Tech II*
- **Katrina Eberwein** from *PCA* to *RN*
- **Whitney Groves** from *PCA* to *RN*
- **Lauren Heim** from *PCA* to *RN*
- **Chelsey Peterson** from *PCA* to *RN*

# MYTHBUSTERS

## Nutrition

Myth busted by Michelle Demeule-Hayes,  
Director, Center for Nutritional Rehabilitation



**MYTH:** It is normal for young children to be a little “chunky.”

**FACT:** Toddlers generally do have a more rounded appearance and higher body fat than they do in their preschool years, when they hit a growth

spurt and grow taller and begin to look leaner. However, there are times when extra weight may be a case of more than just being a “chubby” toddler.

Your child’s growth should track along his or her established percentile on the growth chart and stay there. So, if your child’s weight is usually tracking around the 50th percentile and suddenly jumps to the 90th percentile, for example, that could be cause for concern.

Your child’s primary care provider should track your child’s body mass index (BMI) when your child is between two and 20 years old. If your child’s BMI is over the 85th percentile, you may want to discuss options for weight management, as a BMI of 85-94th percentile is considered “overweight.” A BMI at or above the 95th percentile is in the “obese” range. Talk to your child’s pediatrician if you have concerns about your child’s growth.

For more info on MWPH’s weight management program, Weigh Smart® visit [mwph.org](http://mwph.org)

# A Day In The Life of Courtnei Pumphrey

Courtnei Pumphrey, RN, is a nurse in the hospital’s Center for Pediatric and Adolescent Rehabilitation (CPAR). She provides bedside care for four patients during each shift. We followed along with her on a recent Saturday day shift.

**7:02 a.m.** – Participated in the staff huddle covering a brief overview of each patient’s diagnosis and status, expected admissions and discharges, and any unit-wide clinical issues of which to be aware.

**7:45 a.m.** – Laid out a plan for the day, balancing rounding, medication times, dressing changes, meals and feeds, and other tasks against each patient’s therapy schedule to ensure that everything gets done during the shift.

**10:38 a.m.** – Trained patient parents about how to give their child medications at home, in preparation for the patient’s planned discharge next week, and created a medication schedule for the family to use.

**3:18 p.m.** – Changed dressings between a patient’s physical therapy and occupational therapy appointments.

**6:13 p.m.** – Administered a feeding for a patient with a gastrostomy tube and tracked input and output.

**7:20 p.m.** – Reported detailed information on each patient to the oncoming night shift nurse.



## THE DAISY AWARD

The national award from The Daisy Foundation recognizes extraordinary nurses.

April



**Heather Lawless, RN  
CPAR Unit**

Heather was nominated for her outstanding care and compassion. “She always wanted to help and make sure Taurian was comfortable not only when he was her patient but even if she was free at the time but assigned to another area. That’s what you call caring!”

—patient parent

## WELCOME Jennifer Meyerhoff!



Jennifer is joining us as the director of major gifts. Jennifer has spent more than 20 years in philanthropy, both as a fundraiser and a donor. Her unique perspective and strong Baltimore relationships will help us grow engagement with, and giving from, individuals and corporate partners.

SAVE THE DATE!  
2019 STORYBOOK GALA

April 6  
Baltimore Marriott Waterfront Hotel



# Unique Lactation Support



L to R: Bethany Gallagher, MS, SLP-CCC, CLC, Jamie Dow, RN, IBCLC and Lorilyn Russell, MS, RD, LDN, CLC

We've all heard that "breast is best" for babies. But for infants who are born early or who have complex medical needs, it's rarely that simple. That's why MWPH's lactation support team is so important.

MWPH's lactation team is led by a powerhouse trio of passionate providers who are dedicated to helping MWPH moms provide the best nutrition for their children—Jamie Dow, RN, IBCLC, Lorilyn Russell, MS, RD, LDN, CLC, and Bethany Gallagher, MS, SLP-CCC, CLC.



Our program is unique because we are an interdisciplinary team.

Lorilyn Russell, MS, RD, LDN, CLC



The team's varied backgrounds make them unlike any other lactation support team. "Our program is unique because we're an interdisciplinary team," said Russell. "All of us have IBCLC

(International Board Certified Lactation Consultant) or CLC (Certified Lactation Counselor) certification, but we have different backgrounds—Jamie is a nurse, I am a dietitian, and Bethany is a speech language pathologist."

The team's different specialties give moms access to an enhanced level of lactation support expertise. Russell helps mothers get optimal nutrition to support milk production. Babies who are

having difficulty latching on to the breast or bottle can benefit from Gallagher's oral motor expertise. And as the team member with the highest level of training, Dow has insight on complex cases.

"We don't often get a typical premature infant at MWPH," Gallagher said. "There is a reason they came to MWPH rather than going home from the previous hospital, and feeding issues are often involved."

A member of the team meets with moms for an initial consultation within five days of admission. Follow-up visits can be scheduled in advance or can happen on an as-needed basis. The team offers day, evening, and weekend hours.

"We are as flexible as we can possibly be with our availability, so that each mom can achieve the goal that she has set for herself," Dow said.

The program offers a variety of services to breastfeeding moms, including a free meal every day and hospital-grade breast pumps to use at the bedside. Two lactation rooms provide privacy on site, and the breast pump loaner program allows families to check out a hospital-grade pump for home use. The team has dedicated parent and hospital employee support groups.

The team is currently undergoing an exciting expansion and restructuring. Both Gallagher and Russell now have more hours per week dedicated to lactation support, and three additional team members will become certified. ♥

For more information on lactation support at MWPH, call our lactation line at 410-664-3078 x6667 (MOMS).

# MWPH Patient and Family Advocate for Children's Health Care

*Ava Conklin and her family join MWPH leaders at the Speak Now for Kids Family Advocacy Day in Washington, DC.*

Ava Conklin knows all about the importance of quality health care access for children. Diagnosed with a brain tumor at eight years old, Ava endured a life-threatening spinal meningitis infection and suffered 13 strokes, which left her unable to move anything but her eyelids. She spent months recovering in the hospital and has undergone years of intensive therapy and rehabilitation at MWPH.

Today, Ava is a 15-year-old high school sophomore who is walking, speaking, and going to school like typical kids her age—in fact, last winter she went on a snowboarding trip! The Conklin family is passionate about the specialized care Ava has received through MWPH, which has helped her to make such dramatic progress.

“Ava’s challenges have been life-changing in every single way,” said Anne Conklin, Ava’s mother. “We decided it’s important to share her story because it’s a situation that people cannot even imagine going through.”

In late June, Ava, her parents, Kevin and Anne Conklin, and her siblings, Owen and Charlotte traveled to Washington, DC as part of MWPH’s delegation to the Speak Now for Kids Family Advocacy Day, sponsored by the Children’s Hospital Association. The event brought families from all over the country together to talk with legislators about their health care experiences and illustrate why all

children need access to quality children’s hospitals—and what they as policymakers can do to help.



*Team Ava met with Congressman C.A. Dutch Ruppertsberger to advocate for children’s health care.*

Ava and her family spoke with the Congressional offices of Senators Ben Cardin and Chris Van Hollen, and Representatives Dutch Ruppertsberger, Elijah Cummings, John Sarbanes, and Steny Hoyer.

“To have Ava, who seven years ago was completely paralyzed, walking into the legislators’ offices to speak on behalf of kids who don’t have the health insurance they need was powerful proof of why health insurance and

access to quality rehabilitation are so important,” said Ava’s dad, Kevin Conklin who is also a Mt. Washington Pediatric Foundation Board member.

Ava’s favorite meeting was with Congressman Ruppertsberger. “It was a really wonderful experience to meet him,” she said. “He was very kind and caring.”

Ava continues to improve through therapy and rehabilitation at MWPH, recently pushing herself to start using forearm crutches rather than a walker.

“My ultimate goal is to walk without assistance,” Ava said. With continued dedication, and support from MWPH, she is well on her way to achieving that goal. ♥



## MWPH: IN THE COMMUNITY

### 5th Annual Family Community Day

On June 2, the Special Families Unite program celebrated our 5th annual Family Community Day at the National Aquarium. The mission of Special Families Unite is to meet the unique needs of families with children who have multiple disabilities and life-long special needs by providing education, resources, and support.

The Family Community Day is open to all of the families who attend our Special Families Unite meetings throughout the year. It gives our special families the opportunity to come together outside of MWPH for a day of fun. It also serves to demonstrate how important it is for individuals with special needs and their families to take part in community activities.

Ten MWPH families and three staff and volunteer families attended this wonderful inclusion event. Everyone who participated had a wonderful time exploring the Aquarium, and we even had a private dolphin demonstration.





## Patient Parent Perspective

Marlenis Diaz

Marlenis Diaz is the mother of two children: her daughter, Brandy, is almost 11, and her son, Daniel (*photo below*), is four. Daniel has been receiving outpatient speech, occupational, and behavioral therapy for two years.



### How did your family first connect with MWPH?

When Daniel was two, we had our first appointment with Katie Kane, PsyD to evaluate him for autism. When we came to MWPH, Danny didn't speak, could not understand others, didn't look at people, and did not eat much. It was like he was lost. Dr. Kane diagnosed Danny with autism spectrum disorder.

### What other services has your family received at MWPH?

After the diagnosis, Danny began receiving outpatient speech therapy with Alexis Nikitopoulos, occupational therapy with Sarah Catalfamo, and behavioral therapy with Harper Johnston, Ph. D. Today, Danny speaks in full sentences. He listens, and he understands. He is a very sweet child and is able to express his feelings. He eats well and is generally very different from the way he used to be. All of these things I did not think were possible before.

### What stands out about MWPH?

The kindness of everyone at MWPH. Danny knows everyone, from the receptionist, to the interpreters, to the doctors and therapists. He feels very safe and happy here. The Spanish language support group has been a huge help as well. I was able to go with my husband, who cannot go to every appointment because of his work schedule. Talking with the other families that are struggling shows that we're not alone.

### What advice would you give to parents coming to MWPH for the first time?

Although getting a diagnosis for your child can be scary, don't let yourself be discouraged. Continue moving forward, and follow all of the recommendations that you receive, so that your child can get better.

## KUDOS for our Caring Staff

### Amazing camaraderie



"The ladies at the outpatient registration desk are so amazing! It's like walking into a family gathering all the time. The camaraderie is wonderful and funny—they act like sisters. They always make me smile or laugh, even when I'm having a bad day."

— Toni VonderHaar, patient parent

### Stellar bedside manner

"Nurse Joanne Wilson is a heaven-sent individual. Her professionalism and stellar bedside manner were greatly appreciated. Exemplary!"

— Charmane Brown, patient parent

### Going the Extra Mile

"I would like to thank Chauntay from respiratory for going the extra mile for Elliott. A lot of times he gets fussy with his treatment and PT, but Chauntay was patient and gentle so he stayed asleep. She even sang to him when he started to fuss. [Thank you for the] extra time and care!"

— Leah Bearup, patient parent

For information or questions about *Handprints*, contact **Katie Yeager**, Communications Coordinator at [katharine.yeager@mwph.org](mailto:katharine.yeager@mwph.org)



Mt. Washington  
Pediatric Hospital

Where Children Go to Heal and Grow

An affiliate of University of Maryland Medical System and Johns Hopkins Medicine

*Handprints* is a publication of the Development department for the patient families, friends, and employees of MWPH.



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