



Mt. Washington
Pediatric Hospital

Handprints

SPRING 2018

NOW FOR
PATIENT FAMILIES,
FRIENDS,
& STAFF!

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Kudos

“BE OUR GUEST!”

MWPH Community Celebrates Food Service Renovation



The food services team welcomes you to the new cafe with open arms.

You may have heard that “the kitchen is the heart of the home.” There’s something special about preparing nourishment for others and gathering together to share a meal—it strengthens bonds, soothes the spirit, and provides an escape from life’s stressors. The food services department at Mt. Washington Pediatric Hospital (MWPH) fulfills all of these roles, and many more. And this year, it finally got an environment worthy of its importance.

“A Night and Day Difference”

On March 6, hospital employees, visitors, patients, and families celebrated the grand opening of the new cafeteria, the final piece of the hospital’s multiyear, campus-wide infrastructure improvement plan.

“The original kitchen and dining area was built in the 1980s—well before the hospital added the outpatient building,” said Earnie Standley, director of plant operations at MWPH. “Now, with more than 50,000 outpatient visits per year at

our facility, the demand for cafeteria services has increased significantly.”

The top-to-bottom renovation began in the kitchen, where the cramped space and outdated equipment were replaced with gleaming work-spaces, state-of-the-art gear, and expanded storage and food prep areas. The changes have quadrupled the kitchen’s capacity. The dining room has nearly doubled in size as well, and now seats 70. Staff and visitors alike are enjoying the expanded grill area, brand new deli, upgraded salad bar, and built-in soup station serving two hot soups daily.

“The whole space is much brighter and more welcoming. It feels new and chic, but also fun and consistent with the atmosphere of the hospital,” said Coleman Manning, the hospital’s director of food services. “The menu is broader and more inclusive. We now have the capacity to offer something for everyone.”

continued on next page >>

C.A.R.E.S. Value Spotlight Considerate

- I am friendly and welcoming
- I introduce myself and acknowledge others by name
- I make eye contact and smile
- I follow departmental/hospital dress code and I wear my ID badge
- I am polite whenever I communicate
- I don’t disturb others; I talk quietly when in patient care areas, shared offices, public spaces & hallways.
- I limit group conversations in public areas and I am aware of where personal conversations take place

FOOD SERVICE RENOVATION *cont'd*



Impact on Patient Care

In addition to a better dining experience for visitors and staff, the kitchen upgrade will have a significant impact on patient care at MWPH.

Hospital inpatients can now choose from a high-quality, appealing menu of healthy choices. The kitchen has the capacity to handle patients' specialized diets and prepare tasty meals that meet the Weigh Smart® program's dietary specifications. The department has also revamped food delivery processes for the feeding day program, now offering just-in-time delivery with fresh food prepared minutes before each therapy appointment.

"Our team is doing a great job of adapting to the new processes for the feeding day program," Manning said. "We're proud to be able to provide the best possible food for our patients to support our therapists."

That caring community spirit—which has always been an essential part of MWPH—is on display throughout the food services department today. From a tasty pancake that brings a smile to a feeding program patient's face to a large and colorful dining room, everyone feels welcome.

"The investment that MWPH has made in food services is a big win for our staff, our visitors, and most importantly, our patients," said Manning. "With such a high quality environment at our disposal, the sky's the limit." ♥

New Café Naming Contest Winner



Congratulations to Katie Yeager, the winner of the café naming contest! In addition to choosing the winning name Heal and Grow Grill, Katie was granted the opportunity to create a special sandwich—and name it, too!

Check out Yeager's Picture Perfect Turkey, available in the cafeteria until March 30th.

UPCOMING EVENTS

MAR
15

APR
19

MAY
17

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. RSVP to Melissa Beasley @ 410-578-5065 or melissa.beasley@mwph.org

MAR
27

APR
24

MAY
22

FAMILY HAPPY HOUR

4:00 – 5:00 p.m.
Cafeteria

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



MAR
28

MAY
16

SPECIAL FAMILIES UNITE

6:00 – 8:30 p.m.
3rd Floor Boardroom

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

MAR
14

DIABETES CAREGIVER SUPPORT GROUP

6:00 – 8:30 p.m.
3rd Floor Boardroom

Education and support is shared with caregivers of children with diabetes. Childcare will be provided for all members of the family and dinner is served. RSVP to Michelle Hanover at 410-578-2651 or mhanover@mwph.org

APR
11

MAY
09

JUN
13

LACTATION SUPPORT GROUP

11:30 a.m. – 12:30 p.m.
Medical Conference Room

This support group for nursing mothers is led by Jamie Dow, our lactation consultant.



MAY
02

P.R.E.P. PROGRAM

(Providing Resources to Empower Parents)

4:00 – 5:00 p.m.
Cafeteria

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 opportunities.

MAY
12

5TH ANNUAL STORYBOOK GALA

7:00 p.m.

Baltimore Marriott
Waterfront Hotel

mwph.org/storybookgala



Message from the President



Greetings,

As you read in this issue's cover story, we are celebrating the completion of our hospital's multiyear infrastructure improvement project. I hope you are all enjoying the upgraded cafeteria services and lovely dining area as much as I am.

Over the course of this project, we have expanded our facility's capacity to keep up with the demand for our inpatient and outpatient services, both of which continue to grow. Now, from the parking lot outside the building to the ventilation system within the walls, we are ready to grow once more.

Another "renovation" that I'm excited to see is the change to this newsletter. The publication you're reading is the first *Handprints* issue available to our patient families and hospital guests. For many years, *Handprints* has provided positive stories and useful information to our staff team. Now, we are happy to begin sharing our news with a larger audience. Check out our new

features, Mythbusters, A Day in the Life, and Where Are They Now? I hope you enjoy our "new" newsletter.

We're proud of the great work we do at Mt. Washington, and I am especially happy to report that we recently received a full three-year renewal of our Commission on Accreditation of Rehabilitation Facilities (CARF) for our rehab program. Our culture of performance improvement, excellent nursing and support staff, and availability of support resources were among many strengths the CARF surveyors highlighted.

Thank you to all of our employees for your dedication in getting to work throughout this cold winter weather to care for our patients. Let's all look forward to the warm spring weather to come.

Sincerely,

Sheldon J. Stein,
President & CEO

Where Are They Now?—Max Dechter



November 2014 — one month after arriving at MWP

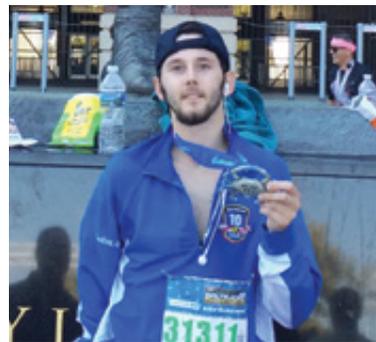
Late one summer night in 2014, Max Dechter's life changed in an instant when he was in a horrific car accident. At 17 years old, he went from looking forward to his senior year of high school to fighting for his life at the University of Maryland's Shock Trauma Center. He

had suffered a broken neck, shattered right arm, and a severe traumatic brain injury.

Despite having initially been given a 17 percent chance of survival, in October Max was well enough to be transferred to MWP. Through daily physical, occupational, and speech therapy, he learned to talk, walk, eat, and do everything else required for independence—this time, as a lefty.

"The nurses were fantastic, and my therapists were unbelievable," Max said.

"We were just amazed by the progress he made at Mt. Washington Pediatric Hospital," said Max's mom, Jackie Dechter. "Although at the time it seemed like forever, in retrospect five months was nothing. What they did for him in just five months was incredible."



October 2016 — after Max finished his first 10-miler

Incredible indeed: Max walked out of MWP's front doors in March, after just five months.

After leaving MWP, Max stayed focused on his recovery and his education. He returned to high school in the fall of 2015 to complete his senior year, graduating in 2016. He also took up running, completing his first 10-mile race in 2016. He has now added many more races to his list, including two half-marathons. In addition to running, Max enjoys playing tennis and has recently taken up golf.



January 2018 — Max today

Today, he is a college student at Salisbury University, where he is currently in his second year studying education. "My goal is to become a middle school teacher," he said. "Getting to work with kids at that pivotal age is what I want to do." ♥

EMPLOYEE NEWS

GET TO KNOW OUR STAR EMPLOYEES

January



Name: Sherrise Myers
Title: Medical Assistant
Department: Outpatient
How long have you been working at MWPH: 10 years

What is your favorite part of your job?

The favorite part of my job is drawing blood successfully on patients who consider themselves hard sticks. I love making drawing blood fun and successful.

Name one thing that most people don't know about you:

I love planning events and coordinating.

February



Name: Katie Yeager
Title: Communications Coordinator
Department: Development
How long have you been working at MWPH: 2.5 years
What is your

favorite part of your job? I love that I'm able to use my passion for photography in my work at MWPH. Capturing the smiles of our patients brings me so much joy!

Name one thing that most people don't know about you:

I grew up in Mt. Washington, as did my mom. My mom actually used to go to Happy Hills after church to sing for the patients with her church choir.

March



Name: George Verrett
Title: Maintenance Mechanic
Department: Maintenance
How long have you worked at MWPH: 8 years

What is your favorite part of your job?:

My coworkers. It's a great place to work and I love the relationships that I've built.

Name one thing that most people don't know about you:

Some people may not know that I paint room interiors on the weekends.

THE DAISY AWARD

The national award from The Daisy Foundation recognizes extraordinary nurses.

November



Marilynn Footman-Brown, RN, SNII

Marilynn was nominated by a family who recognized her for being compassionate and caring. The family felt at ease, knowing that when they couldn't be at the hospital, Marilyn would take excellent care of their precious baby.

PROMOTIONS: NOV. 1 – JAN. 31

Kyree Davis from EVS Tech – Per Diem to Full-Time EVS Tech

Duane Smith from EVS Tech to EVS Tech Team Leader



Congratulations to **Linda Hutter**, respiratory therapist, for receiving the Pioneer Award from Education Management Solutions, LLC (EMS). The Pioneer Award honors an individual who has been actively engaged in pioneering new ways of clinical simulation training at their respective hospital.

Linda implemented and developed a transition home trach/ventilator program. She also expanded standard bedside and low-fidelity teaching to high-fidelity simulation that immerses caregivers in "real life, what if" scenarios, improving confidence and restoring families' normalcy and quality of life.

MYTHBUSTERS

Autism Spectrum Disorders

Myth busted by Dr. Katie Kane,
Clinical Director of the Autism Spectrum Center



Autism Spectrum Disorders (ASDs) may be one of the most misunderstood diagnoses around. Although research is helping us better understand ASDs and those who are affected by them, there

are a lot of misconceptions out there. Let's bust one of the most common myths about ASDs!

MYTH: Individuals with ASDs don't want friends.

FACT: Although social deficits are a hallmark feature of ASDs, don't assume that these individuals' limited social relationships stem from a lack of interest. On the contrary, many individuals with ASDs are eager to have friends but lack the appropriate social skills to establish and maintain friendships. The good news is there are ways people with ASDs can improve social functioning, including participation in social skills groups, psychoeducation, and peer modeling.

Did you know that MWPH offers social skills groups for children preschool aged through high school? For more information, check out our Autism Spectrum Center's page:

mwph.org/programs/behavioral-health/autism

A Day In The Life of Betsy Day

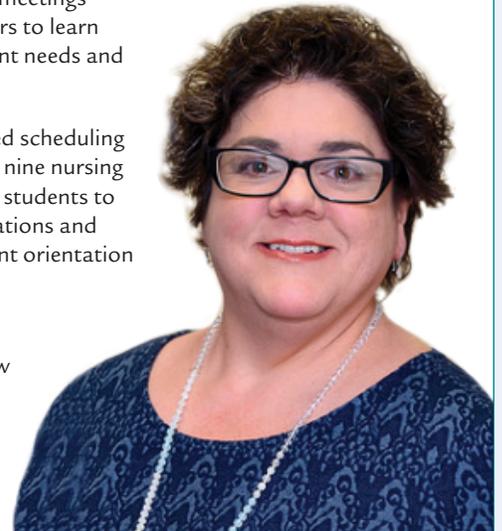
Betsy Day is the director of hospital education and organization development. She joined MWPH in November after 17 years at Frederick Memorial Hospital. She supervises hospital-wide education and organization development initiatives for both clinical and non-clinical staff. We caught up with her on a recent Tuesday.

9:03 a.m. – Kicked off the day by reviewing and updating MWPH Foundation grant applications for neonatal education specialist support and the simulation for caregivers transition to home education.

10:30 a.m. – Held the first of two of today's one-on-one meetings with department leaders to learn about their development needs and challenges.

1:20 p.m. – Coordinated scheduling details with four of the nine nursing schools that send their students to MWPH for clinical rotations and updated nursing student orientation checklist.

3:48 p.m. – Worked on program design for new custom training for leadership of patient care services team.



CONGRATULATIONS!



Congratulations to **Jill Feinberg**, vice president of development and external affairs, who just completed a 9-month diploma course in Fundraising Principles and Practice. The course, offered by the Association for

Fundraising Professionals, was an intensive 400-hour education course covering such topics as fundraising planning and donor retention, major gifts and planned giving, direct and interactive marketing for fundraising, and managing fundraising teams.

Welcome, Babs!



Welcome our new assistance dog, Babs! Canine Companions for Independence has provided a second assistance dog to the hospital, who will join our friend, Yuba. Babs is a female 2 ½ year old Labrador/Retriever mix. She will help us provide more support to MWPH patients.

Lindie McDonough, senior therapeutic recreation specialist, will be Babs' handler. "Babs is very playful and loving," she said. "She wags her tail a lot and loves squeaky toys and playing fetch with a ball."

Respiratory Services



Members of the respiratory services department

From the inpatient units to the outpatient building, and from the simulation lab to the sleep lab, the respiratory services department is a crucial part of the MWPH team.

The department has 20 regular full- and part-time respiratory therapists (RTs), plus eight PRN staff. Many of the respiratory staff have been at MWPH for years. Several RTs are currently working toward the Neonatal Pediatric Specialist (NPS), an additional board credential that focuses on respiratory care for babies.

“This staff has an amazing depth of experience,” said Lanette Battles, MBA, RRT, RPFT, AE-C, director of respiratory services at MWPH. “We have staff working in all of the area’s major acute-care hospitals, which enriches their work outside of pediatrics, as well as in NICUs and PICUs across the region. We draw on the depth and variety of this highly skilled team’s experience to benefit our patients.”

Chris Patterson, BS, RRT, has been at MWPH for nearly 15 years. “Because of the unique patient population we have, we’re very invested in their treatment and long-term outcomes. The end goal is to prepare them to go home with their families, and we’re always focused on getting there.”

On the inpatient units, the respiratory department collaborates with physicians, nurses, and education teams to care for patients. When it’s time to transition home, making parents comfortable with caring for their child’s respiratory needs is the specialty of Deb

Hopple, RT, one of MWPH’s trach educators. Parents practice trach insertion and removal repeatedly. They also use the simulation lab to practice responding to emergency situations.

“I am passionate about teaching our patient families,” Hopple said. “No matter what it takes for them to feel comfortable caring for their child’s trach, I want them to know that the whole team is here for them.”

For outpatient appointments, RTs help clinic patients with nebulizer treatments, asthma education, and lung function testing, along with answering questions about everything from medication administration to exercise. Respiratory also plays a key role in conducting sleep studies on patients with ventilators.

Across the hospital, respiratory services is dedicated to MWPH’s patients, families, and colleagues, effectively allowing everyone to breathe easier. ♥

“This staff has an amazing depth of experience. We have staff working in all of the area’s major acute-care hospitals, which enriches their work outside of pediatrics, as well as in NICUs and PICUs across the region.”

Lanette Battles, MBA, RRT, RPFT, AE-C

A Labor of Love

LOCAL QUILTING CIRCLE MAKES 153 QUILTS FOR MWPH PATIENTS

The Busy Bee Quilters of St. John's Lutheran Church in Parkville, Maryland has been active for years, transforming donated fabric into quilts for people in need. In 2016, the quilters lovingly turned their attention to MWPH. Their kindness has brightened the lives of many patients, families, and staff members ever since.

“The quilters have very much been a blessing to the little ones and their families—and to the nurses as well, who love to pick out the perfect quilt for each freshly changed crib,” said Kathy Ferrari, RN, who coordinates the donation for MWPH.



The donations were started by Mrs. Mildred Schaeffer, a long-time member of the quilters. Her oldest daughter was a nurse at MWPH years ago, and more recently, her great-great-granddaughter, Trinity, spent months recuperating at MWPH after several surgeries.

“When I went to visit Trinity at MWPH for the first time, I discovered a quilt I had made and donated previously was on her

freshly made-up bed. What a surprise! No one knew I would be there that day,” Mildred said. “When we got a large donation of Christmas fabric, I remembered all of the other babies and children at Mt. Washington. I asked Kathy how many children were in the whole hospital, and I set myself a goal of making a Christmas quilt for each one.”

By December 2016, Mildred had met her goal—she had sewn 78 quilts, one for each patient. In total, the Busy Bee Quilters have sewn 153 quilts for MWPH patients so far. The quilters' members range in age

from 70 to over 90 years old, but they're not slowing down any time soon. They plan to continue making these lovely gifts in the future: fabric donations and helping hands are welcome!

From everyone at MWPH, a most sincere and heartfelt “thank you” to the Busy Bee Quilters ♥

MWPH: IN THE COMMUNITY

B'More Healthy



event in Maryland. It aims to engage, entertain, educate, and empower families to take action and make choices to be more healthy.

This year, MWPH presented a live demo, titled “Perfect Portions: Healthy Eating for Kids.” Michelle Demeule, director of the Center for Nutritional Rehabilitation;

On Saturday, March 3, MWPH once again shared excitement and information at the B'More Healthy Expo. Held at the Baltimore Convention Center, the expo is the largest indoor free admission

Kate Hogan, dietitian; and Coleman Manning, food services director, shared effective tips for parents. MWPH's exhibit area encouraged fun exercise with a spin-and-win game and informed families about healthy food choices and portion sizes. The table was run by staff volunteers from around the hospital, including rehab, nutrition and



other staff teammates.

Also, MWPH has a great partnership with the BCCC physical therapy assistant program, which provides volunteers at the expo to help us demonstrate proper exercise.



Patient Parents

MWPH Launches Parent Mentoring Program

In October, MWPH launched a new parent mentoring program. The program's goal is to provide support and validation to parents who are building their own partnerships with their child's health care team.

"The role of the parent mentor is to listen to our families' stories, provide wisdom, encourage self-advocacy, normalize feelings and concerns, and guide parents through the hospital system as someone with experiential knowledge," said Michelle Hanover, MS, LBSW, MWPH patient family liaison.

The parent mentors will be at the hospital for four hours each week. They will be rounding on the units to meet families informally, and they will also work with families one on one.

If you know a family that could benefit from the extra support offered by our parent mentors, please contact Michelle Hanover at (410) 578-2651 or mhanover@mwph.org to refer them.

Please welcome our parent mentors, Monica Dang and Angela Sittler.

Get to Know Monica

"My husband and I have three amazing kids, ages 23, 17, and 9. We have had a wide range of health-related experiences with them, from bi-polar, anxiety, OCD, and sensory integration trouble to Down Syndrome. Our 9-year-old, who has Down Syndrome, was born 6 weeks premature and stayed at MWPH for a month as a baby. I have always loved the treatment and respect that my daughter received here and how much the staff truly cares about our family. I love being able to utilize my life experiences combined with my meditation/mindfulness training to help other parents cope. I feel blessed to be part of the MWPH family again!"



Get to Know Angela

"I am the mom of two boys, a 16-year-old with Asperger's, severe anxiety, ADHD, and mood dysregulation, and a 14-year-old who has a rare syndrome and is medically complex. We have been coming to MWPH for 12 years for outpatient therapies, sometimes twice a week for months at a time. I am also a member of the family advisory council and attend the Special Families Unite support group. Since I was at MWPH so much over the years, it was a logical next step to become a parent mentor."



KUDOS for our caring staff

Calm, Caring, and Efficient

"Sherrise Myers gave the best blood draw we have ever had (in 9 years). There was a nurse who was helping and also a child life specialist there with her dog. The three staff members were very calm, caring, and extremely efficient. The blood draw was done quickly but gently. The nurse and the child life specialist were very good at distracting Jessica. They were all very friendly."

— Catherine Koskel, patient parent

Above and Beyond

After her daughter had an 'accident':
"Two nurse case managers—both dressed in business attire—quickly helped me get her into a changing room, lifted onto the changing table, and they got plenty of disinfecting wipes. One of the ladies got my daughter an extra pair of pants from the rehab floor. These two women could have run to a meeting when they encountered my 'circus' at the elevator. Instead, they jumped in and helped. That could have been a much worse solo experience, but they didn't let that happen. They went above and beyond!"

— Jill Pelovitz, patient parent

For information or questions about *Handprints*, contact **Katie Yeager**, Communications Coordinator at 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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