



Mt. Washington
Pediatric Hospital

Handprints

SPRING 2019

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

- Attend to patients, families and co-workers immediately
- Help a patient, family, or co-worker in need
- Explain plans and procedures in words our patient families understand
- Invite and answer questions. If I do not have the answers, advise that I will get back to them as soon as possible
- Keep patient families informed

The Heart of Nursing

FOR MWPH NURSES IT'S MORE THAN A JOB



Rachel Spangler, RN, is one of our dedicated nurses in the Pakula Center for Infant Specialty Care.

If you stop anyone in the halls of Mt. Washington Pediatric Hospital (MWPH) and ask them to describe our nurses and the work they do, it won't be long before you hear the word "amazing." Our nurses navigate the busy, ever-changing and growing health care setting, working as a team with providers and families. They provide medical care, treatment, patient education, procedural support, and emotional support for kids in a variety of developmental stages with many different medical needs. And, they do it all because they're committed to the mission.

The mission of Mt. Washington Pediatric Hospital is to maximize the health and independence of the children we serve. Our nursing team is focused on this each and every day, across the hospital.

"Nursing is infused into everything we do here at MWPH," said Jenny Bowie, RN, BSN, MBA, the hospital's chief nurse executive. "Of course, we have nurses at the bedside, but we also have nurses in our clinics, nurses who are case managers, and nurses in departments across the hospital, from human resources and IT to quality, safety, and infection prevention."

For many nurses here, MWPH gets in the blood. The hospital is stronger because of the experienced nurses, many of whom have worked at MWPH for 10 years or more. In fact, in 2018, the hospital celebrated 76 of these dedicated, 10+-year veterans, known as legacy nurses.

What do MWPH nurses do?

Although care at the bedside is the foundation of a nurse's calling, there is so much more to nursing than bedside care. For inpatients, nurses act as the health care team's eyes and ears—they conduct head-to-toe assessments to know what is going on with the patient at all times, and they work with providers to make sure nothing gets missed.

Nurses also play a key role in medication safety—they are the last line of defense before a medication goes into a child's body. They communicate with patient families, keeping them up to date, and they conduct a great deal of parent education to get families ready to take their children home. And throughout their shifts, our nurses give lots of care and attention to each patient.

continued on next page >>

THE HEART OF NURSING *cont'd*



MWPB Nurse Leadership, (L to R) Rachel Reid, Jenny Bowie, Jessica Huncher, Patti Bell, Beth Hewes

"Nursing is the only thing I'd ever do. The work that the nurses take on is amazing. It's the hardest, most rewarding job. To go home knowing that you've helped someone every single day erases all of the negatives that you deal with on a daily basis," said Beth Hewes, RN, CPN, inpatient nurse manager.

In our outpatient clinic, nurses juggle a wide range of responsibilities as well. Because they see such a large amount of patients each day, they're constantly shifting gears. They conduct assessments and make sure the provider knows about all of the child's medications, changes since the last visit, and answer family questions or concerns. They are always ready to provide distraction therapy for shots, blood draws, or procedures, and they spend time on education as well.

"My colleagues are passionate, empathetic individuals who provide excellent care for kids with medically complex conditions. The heart of the work they do is that they care so much about these kids," said outpatient nurse Joanne Wilson, RN, a 32-year veteran of MWPB.

MWPB also has several nurse case managers who coordinate patient care, making sure they receive all the services they need and

making a discharge plan for each patient. "Discharge planning starts at admission, and that's the role of the nurse case manager," said Jen Freeman, RN,

nurse case manager at MWPB. "Case management is about being able to see the needs of the patients and families through their eyes and establishing a discharge plan that will meet each child's needs to improve the quality of life."

In addition to the main campus at Rogers Avenue, MWPB nurses work at our Prince George's County satellite unit, providing needed transitional care to Prince George's and surrounding counties. "Because it's such a small unit, the nurses here know the patients and their families inside and out, building relationships, building trust," said PG nurse manager Colleen Neidig. "They band together, ready to jump in and help out whenever it's needed."

No matter where they are, our nurses embody what MWPB means. "As a nurse, the things you do every day are leaving a legacy of making it better for the next: the next family, the next group of nurses, the next anyone who comes into your path," Bowie said. "We're proud to celebrate that at MWPB." ♥

76 Number of nurses who celebrated 10+ years at MWPB.

UPCOMING EVENTS

DATES VARY

FAMILY DINNER NIGHT

Join us monthly for a free catered dinner for inpatient and outpatient families. **Dates vary, so please check the monthly support flyer for dates and times.**

MAR 19

MAY 21

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

APR 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 o sdearruda@mwph.org

MAR 21

APR 18

MAY 16

SAFETY BABY SHOWER

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

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

MAR 26

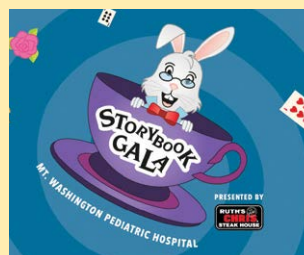
APR 23

MAY 28

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.



APR 6

6TH ANNUAL STORYBOOK GALA

Baltimore Marriott Waterfront Hotel

Find out more about this very special event at mwph.org/storybookgala

APR 20

LEAGUE OF DREAMS

**11:00 a.m. – 1:30 p.m.
MWPB Main Campus**

The League of Dreams provides individuals, regardless of their physical or mental capacities, the opportunity to learn and play the game of Baseball/Softball. After the event there will be a baseball themed lunch.



MAY 31

COMMUNITY CAR SEAT CHECK

**1:00 – 4:00 p.m.
MWPB Parking Lot**

Appointment required. Please call 410-578-8600 xSEAT (x7328) or email carseattech@mwph.org.

Parents incorrectly install their child's car seat 90% of the time. Join us to be sure your child is safe and in the correct seat. Please estimate approximately 40 minutes per car seat.

Message from the President



Dear Friends,

I want to start by recognizing the tremendous contribution that our dedicated nurses make to MWPH and each patient we serve. They are essential to our mission of transitioning children from acute care, which can at times be a very tenuous situation, to home, where they can enjoy being with their families and live normal lives. Thank you for your excellence.

As you'll read in this issue's cover story, MWPH is very fortunate to have a significant percentage of nurses who are legacy nurses, which means they have been fulfilling our mission for 10 years or more. They have been unbelievable caregivers, and they are a large part of what makes our hospital special.

We continue to make progress on the implementation of our new electronic health record, Expanse, which is scheduled to go live in November 2019. Our employees are collaborating with expert consultants, working shoulder to shoulder to build and implement the

new system. This process is a great opportunity for us to build best practice workflows that are supported by this new IT system.

In April, we will be moving full speed ahead on the expansion of the Rosenberg building, thanks to generous philanthropic support and our development department's dedication. This expansion will result in 50 percent more square footage, allowing us to accommodate thousands more children in our outpatient clinics. We hope to open the expanded space in March of next year.

Last, we look forward to our upcoming visit from the Joint Commission. We are always accreditation-ready, and we're proud to show off the great quality work that our staff provides.

Sincerely,

Sheldon J. Stein,
President & CEO

Where Are They Now?—Mimi Sylla



Mimi Sylla was born five weeks early, weighing only four pounds and struggling to breathe. Her nasal and sinus passages were too narrow, causing problems with feeding and swallowing in addition to breathing. She had a tracheostomy tube inserted into her windpipe and came to MWPH when she was four months old. Mimi spent two months at MWPH, where her parents learned to care for the trach, understand how it works, change it, and feel

comfortable holding, bathing, changing, and caring for her. A week before discharge, Mimi had a gastrostomy tube (or g-tube) inserted to provide the nutrition she needed directly into her stomach.

"The acute care environment was scary, but at MWPH, it was completely different," said Mimi's mother, Mareme. "Everyone at MWPH was wonderful. They explained things very clearly,

helped us learn what to do, and told us that it was okay to be scared. Pretty soon we were caring for Mimi ourselves, with their support."

After discharge, Mimi continued to come to MWPH for outpatient follow-up care, eventually getting her trach removed in March 2018. She recently completed the hospital's feeding day program to develop her skills eating and tolerating food. "She can now eat lumpier foods as well as purees, she's drinking milk, and she's receiving 100 percent of her feeding by mouth," Mareme said. Mimi did so well that her g-tube was removed in January 2019.

Mimi looks forward to celebrating her third birthday in a few weeks. She loves to sing, dance, play outside, and eat her new favorite food—avocado—which she tried for the first time at MWPH. ♥



EMPLOYEE NEWS

GET TO KNOW OUR STAR EMPLOYEE

February



Name: Valerie Panzer

Title: Feeding Program Coordinator

Department: Center for Nutritional Rehabilitation

How long have you worked at MWPB: I have been at MWPB since 2015.

Favorite part of your job: My favorite thing about my job is the relationships I get to build with the patients and their families. I also love the facility dogs, Babs and Yuba.

One thing that most people don't know about you: Most people don't know that I love doing crafts.

THANK YOU TO EVERYONE WHO ENJOYED CUPID'S KUDOS ON VALENTINE'S DAY.

Big thanks to Flavor Cupcakery for the delicious treats for our staff!



CONGRATULATIONS TO OUR SUNFLOWER AWARD WINNERS!

Congratulations to RTs, (l to r): Latonia May-Brown, Kristina Frazier, Debra Hopple, Harold Cox and Anetta Williams for receiving the Sunflower Award!

This award recognizes MWPB Respiratory Therapists for adding sunshine to the lives of patients, caregivers and colleagues. This program celebrates the skillful and compassionate care that respiratory therapists provide every day.

MYTHBUSTERS

Hypnotherapy

Myth busted by Elizabeth Getzoff, PhD, senior psychologist and director of psychological services and research for The Center for Pediatric Weight Management and Healthy Living



MYTH: Hypnotherapy makes you do things you do not want to do.

FACT: Hypnotherapy is simply a state of increased focus in which children learn that they can positively impact areas of concern, like poor attention, sleep issues,

and pain. The psychologist guides their imagination to a place in their mind where they feel safe, happy, and comfortable, then helps them work on their specific goal.

MYTH: You are asleep during hypnotherapy.

FACT: The child is awake and focused. Hypnotherapy is done by the child. The psychologist's role is to guide the child during the memorable experience. It shows children that they can have control over their bodies and life's challenges.

MYTH: There are no benefits to hypnotherapy.

FACT: Hypnotherapy is highly enjoyable and beneficial to the therapy process as the child and psychologist can accomplish more in a shorter period of time which may lower the length of therapy. There are no side effects. Hypnotherapy teaches children coping skills that they can use for the rest of their lives! Hypnotherapy increases self-esteem, gives a sense of mastery and, most importantly, inspires hope.

To learn more, visit
mwph.org/programs/behavioral-health

PROMOTIONS

- **Cindy Davis** from Post Doc Fellow to Ped Psychologist
- **Jessica Maher** from Clinical Specialist PT to Manager Rehab Services
- **Sahar Moise** from Post Doc Fellow to Ped Psychologist
- **Kara Brown** Post Doc Fellow to Ped Psychologist

A Day In The Life of Cardell Payne

Cardell Payne, an 18-year MWPH veteran, is the hospital's admissions manager. Like a team of air-traffic controllers, Cardell and his staff are responsible for coordinating the many details that go into keeping the hospital's beds filled. We caught up with him on a recent Tuesday.

8:34 a.m. – Review current census and scheduled discharges in order to establish the day's admissions goal.

9:16 a.m. – Coordinate with a referring hospital preparing to discharge a patient from acute care.

11:08 a.m. – Meet with nursing and medical staff to put the pieces of the admissions puzzle together, ensuring that "the sun, moon, and stars are aligned."

11:58 a.m. – Talk with insurance companies to get authorization and send paperwork to meet the payer's admission criteria.

12:24 p.m. – Discuss with an admission staff member an idea for improving the patient whiteboard system to capture tidbits of information more efficiently.

1:13 p.m. – Contact partner organization to order a specialty bed for a bariatric patient, and alert language services to the family's need for a translator.

3:52 p.m. – Prepare for the following day.



WELCOME



Please welcome **Rachel Reid** as our new Director of Clinical Services! Rachel began her nursing career in pediatrics in 2004 at the Children's Hospital of Philadelphia. Since 2010, she has held progressive nursing leadership positions in children's health care at various prestigious organizations across the country. She is currently an assistant professor at the University of Maryland School of Nursing. **Welcome, Rachel!**

Health Information Management



L to R – Linda Carson, Matthew Morgan, Virginia Smith, Patricia Wilson, Kara Gonzales, Tonya Yarborough, Vanessa Childs-Holloway, Vera Bolling-Hammett

Health care organizations like MWPH collect a lot of important information about patients and the care they receive. Managing all of that information—and ensuring that it is correct, shared, and protected appropriately—is the job of MWPH’s health information management department.

Medical coding might be the first thing that comes to mind when you hear the term, “health information management.” That’s because it’s a cornerstone of the department’s work—coding drives the hospital’s revenue. Without the right codes, the hospital can’t bill insurance providers and other payer sources. To ensure accuracy, the department spends time following up with providers to clarify codes and educating providers about proper coding.

Another focus area for the health information management department is analyzing medical records for errors or missing information. The team follows up with providers to help them get their documentation completed as quickly as possible, supporting continuity of care for patients. As MWPH moves to a new electronic medical record (EHR) system this year, it will be even more important for providers to complete their notes on each patient chart right away.

“When we move to the new EHR system, we will be encouraging

patient families to sign up for a patient portal, where they can email providers, see their child’s medical records, and request appointments,” said director of health information management and privacy officer, Linda Carson. “This patient-facing portal makes it even more important for providers to enter their data quickly, and we’re here to facilitate that.”

The department is also devoting considerable energy to scanning records into the electronic system and indexing them for searchability. “We receive so much information from outside sources that it’s not feasible for us to go paperless, but we aim to be ‘paper-lite,’” Carson said.

The department is charged with safeguarding patients’ privacy and responding to requests for information from families, attorneys, disability agencies, and other requestors. The team makes sure that all information in the hospital complies with HIPAA and other privacy and security regulations, even as those regulations evolve over time.

“We have a staff that is very supportive of new initiatives. We might be small, but everyone on the team is ready to band together, pitch in, and learn,” Carson said. “Our field is always changing, so it’s a lifetime of learning in health information management.” ♥

Volunteers: Part of the Team

MWPH prides itself on providing the kind of high-touch, personalized experience that patients and their families can't get anywhere else—without the benefit of a huge staff. Our volunteers are more than just a group of smiling faces. They're a key part of our team.

The hospital has seen a 268-percent increase in volunteer hours over the last year. Our dedicated group of nearly 200 volunteers—ranging from college students to seniors—provides at least 100 hours of service each year.

"Our volunteers are a real part of the fabric of the organization," said Tammany Buckwalter, employee engagement and volunteer specialist. "It's wonderful to see the community come together to help serve our patients."

The program has two major components: the Child Life program and the Cuddler program. Each program has training and eligibility requirements.

Nearly 60 volunteers a year assist Child Life program staff in hands-on developmental play for patients. The goal is to provide appropriate development techniques to help kids get the kind of activity they would get at home, keeping them on the right trajectory for growth and development while they're in the hospital.



We love our Child Life and Therapeutic Recreation volunteers," said Kim Adkins, senior child life specialist. "Having our volunteers here each day gives us the opportunity to do so much more for our patients, especially activities that require more hands, like water play, outside play and crafts."

The popular Cuddler program has over 100 volunteers who provide nurturing cuddles to babies. All babies do best when they spend plenty of time being held, but sometimes parents' schedules don't allow them to be by the bedside as much as they would like. At the parents' discretion, cuddlers can be there to provide soothing support to the babies.

The Center for Pediatric and Adolescent Rehabilitation (CPAR) also has a new volunteer position, CPAR Buddies. Volunteers will play games, read stories, make crafts, and provide companionship to children, ages 2-18.

In addition to our Child Life and Cuddler programs, MWPH offers opportunities in administrative support roles such as that of our volunteer hospital librarian, David Slotnick. David has been donating his time to our hospital for 30 years, totaling an astonishing 12,125 hours so far and over 1,000 hours in 2018 alone. He truly is one of our many "super volunteers." ♥

To learn more about volunteering at MWPH, visit mwph.org/volunteer

Please note: the number of available positions is limited due to our size.

MWPH: IN THE COMMUNITY



Baltimore Day in Annapolis

MWPH's community benefit team joined Baltimore City Mayor Catherine Pugh, and numerous state senators, delegates, and city council members at Baltimore Day in Annapolis in early February.

More than 300 community members, advocacy groups, and youth and family organizations were present to advocate for children and families in Baltimore City.

MWPH had the opportunity to learn about funding and local legislative efforts for the 2019 session, which will give MWPH the opportunity to champion additional outreach programs that benefit our patients, families, and the community we serve.





Patient Parent Perspective

Nicole Bent

Nicole Bent is mom to 5-year-old Kayleigh, who was born three months early and weighed an incredibly tiny 11.64 ounces – less than one pound—at birth. She was the smallest baby ever born in Maryland to go home. Today, Nicole shares what she has learned as one of MWPH's parent mentors.

How did your family first connect with MWPH, and what services has your family received?

After seven months in acute care hospitals, Kayleigh came to MWPH to transition home, a process that included weaning off medications, stepping down medical support, and extensive rehabilitation: physical, occupational, speech, and feeding therapies. During that time, I also underwent a lot of education and training, so that I could take care of Kayleigh at home.

We have worked closely with MWPH over the years to continue helping Kayleigh to make progress. Thanks to MWPH and Kayleigh's complex care pediatrician, Dr. Virginia Keane, she is completely off the ventilator and can breathe on her own today.

What stands out about MWPH?

When Kayleigh was an inpatient at MWPH, I would always say, "I can't do this." Each time, they would say, "You can. We are here to help teach you." MWPH believed in me, even when I didn't believe in myself.



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

MWPH gave me the best training possible and the confidence I needed for us to be successful at home. When something went medically wrong at home, those life-saving skills that I learned in the simulation lab automatically kicked in. Parents should try to absorb everything like a sponge, because when they get home, they'll be the doctor, nurse, and respiratory specialist.

KUDOS for our Caring Staff

Great job on a difficult task

"I have gone to multiple hospitals and labs and they have been unable to draw my child's blood. This is the only place that has been able to get my baby's labs on the very first try."

— Regina Myers, patient parent

Thank you Desiree

"We received excellent service from Desiree Young. She helped clean, helped with information, and discarded poop diapers."

— Michelle, 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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