



Mt. Washington
Pediatric Hospital

Handprints

SPRING 2024

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MWPH Comes Through CARF Survey with Flying Colors

*Hospital celebrates full three-year accreditation from
renowned rehabilitation accreditation organization*



Congratulations to the leaders and staff of Mt. Washington Pediatric Hospital (MWPH) on the hospital's full, three-year accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF). CARF is an independent, international accreditation body that focuses exclusively on assessing the quality of rehabilitation facilities. CARF's survey team arrived on October 30 and got to see the hospital during Halloween, a busy and celebratory time.

"CARF accreditation is an indicator of quality. Having that accreditation behind us helps assure parents that as we care for their child, we meet a significant list of standards - thousands of things CARF verifies to ensure we provide that high quality of service delivery," said Julie Quinn, PT, MSEd, MWPH's director of rehabilitation.

Completing the CARF accreditation survey entailed much more than a site visit. Planning began in late spring, months before the surveyors arrived in October. "We collect hundreds of documents to send to the CARF surveyors weeks before the actual survey, with policies and procedures, quality data, information about all of our programs," said Marlene Moon, MWPH's director of quality and patient safety.

During the survey itself, which takes place over two days, the surveyors meet with all the clinical and ancillary departments involved in the hospital's rehabilitation work. The surveyors walk through the hospital and interview staff, reviewing processes to ensure MWPH is following through on the policies and procedures outlined in the documentation.

continued on next page >>

CARF Survey Results *continued*

“A well-integrated, interdisciplinary approach is reflected throughout all activities in the rehabilitation program.”

The surveyors, all of whom have a pediatric healthcare background, conduct patient record review as well.

“The CARF survey is a little different than The Joint Commission survey, in that the CARF team also interviews patient parents and our referral sources—hospitals or providers who send patients here—to get additional insight about our program,” Moon said.

In addition to submitting written information, MWPH ensures staff members feel comfortable talking with surveyors about the work we do. MWPH’s rehab core team helped prepare the hospital for the survey. Rehabilitation director Julie Quinn talked with nursing, rehabilitation, and medical staff about CARF’s standards and what kinds of questions they could expect the surveyors to ask. The team also conducts quality checks with medical records.

Once their review is complete, the CARF surveyors submit a report that highlights opportunities for improvement and areas of strength. The CARF team serves as a resource to help hospitals improve their quality and processes after the survey period is over.

In their report, the CARF surveyors noted 12 outstanding strengths of MWPH’s rehabilitation services. In their view, “A well-integrated, interdisciplinary approach is reflected throughout all activities in the rehabilitation program. Nursing staff, therapists, case workers, child life specialists, physicians, and other staff members work together with passion to help patients achieve their established goals. The team has an effective communication system between disciplines and appears to have a collaborative approach to patient care.”

Other highlights included:

- Strong philanthropic support
- A large number of tenured and dedicated staff members
- The staff’s commitment, professionalism, and longevity
- A passion for providing patient-centric care, including support to the families
- Interdisciplinary teams that “epitomize teamwork”
- A physical space that enables patients to thrive
- Strong health and safety policies and procedures
- High level of satisfaction and gratitude from patient families

“CARF’s mission is to support enhancing the life of the person served. I enjoyed discussing with the CARF surveyors how we can optimize our service delivery to positively impact the person served. It was a very collaborative process,” Quinn said. ♥

Thanks to our MWPH leadership and our physical medicine and rehabilitation core team:

Marlene Moon
Tiffany McClintock
Julie Quinn
Stephen Nichols
Jodi Rosenberg
Kim Adkins
Kathy Gray
Jennifer Tripp
Amanda Aberg

June Beeman
Lindie Ashman
Yaffa Elefant
Heather Lawless
Jessie Schulman
Rachel Reid
Michele Appler
Anna Formica
Kathryn Jendras

UPCOMING EVENTS

MONTHLY FAMILY DINNERS

Please check signage around the hospital for dates.

Questions? Call Michelle Hanover at 410-578-2651

APR
18

BUBBLES FOR BABIES

Mt. Washington Tavern
6 – 8 p.m.

Join us for a fun night to benefit MWPH! Enjoy tastings of 20+ kinds of sparkling wine and delicious food for a great cause.

Get your tickets at [eventbrite.com/e/bubbles-for-babies-tickets-848589984487](https://www.eventbrite.com/e/bubbles-for-babies-tickets-848589984487)



APR
19

COMMUNITY CAR SEAT CHECK

MWPH visitor parking lot
1 – 3:30 p.m.
Check mwph.org for details.



SAVE THE DATE

JUN
03

24TH ANNUAL MWPH
GOLF TOURNAMENT
Hillendale Country Club

WE NEED VOLUNTEERS!

Please contact Liz Glass if you are interested: liz.glass@mwph.org.

Message from the President

Dear Friends,

I want to begin with a hearty and heartfelt congratulations to everyone here at MWPH for our successful CARF survey process, which resulted in our hospital being awarded a full, three-year accreditation. CARF is the gold standard for how rehabilitation is accredited and measured, and each of you should be proud of this accomplishment.

What constitutes “rehabilitation” has changed significantly over the decades. In the past, many of our inpatients would have been children recovering from orthopedic surgery or coping with the effects of polio. Times have certainly changed.

Although we do, of course, see patients recovering from complex orthopedic surgery, the definition of rehabilitation at MWPH has expanded to encompass a much broader population of patients. Whereas once we might have looked at recovery from joint surgery, today we’re caring for kids with traumatic brain injury, those who are recovering from cancer, or children who have had cardiac surgery. The discipline of rehabilitation has changed its own scope, now encompassing so much more than it used to years ago. MWPH has evolved along with it.

We can differentiate between adult and pediatric rehab with a simple question: What is the end goal? For adults, it’s often to get people back to work, which drives meaning and quality of life for

many people. But for children, the goal is more all-encompassing. It’s nothing less than to help them gain as much function as possible, so they can engage with life to their highest potential. We want to see them returning to school, playing with other children, and returning to the joy that every child should be able to feel each day.

I am proud to walk alongside you all as we strive toward that ideal of rehabilitation each day.



Sincerely,

Scott Klein, MD, MHSA
President and CEO

Where Are They Now?—Sully Gonzalez

When Sullivan Daniel Gonzalez was born in August 2018, he had already been down a long road. He was diagnosed with a severe congenital diaphragmatic hernia before 16 weeks’ gestation and given a 17-percent chance of survival. By the time he was born, he had already gone through two fetal surgeries. But little Sully is a fighter. He spent the first five months of his life in the pediatric ICU, undergoing several more high-risk procedures. He then spent two months at MWPH and was discharged home at 7 months old.



Sully at MWPH

While at MWPH, he got regular physical, occupational, and respiratory therapy as well as help with feeding and nutrition. He went home with a g-tube (A gastrostomy tube, also called a g-tube, is a tube inserted through the belly that brings nutrition directly to the stomach) and supplemental oxygen.



Sully now with big brother Campbell

“If it weren’t for the care he received at MWPH as well as his tenacity, we wouldn’t be where we are today,” said Sully’s dad, James Gonzalez.

Today, Sully is 5 and a half. He is in his second year of preschool and has some developmental delays, but if you didn’t know his medical history or see his scars, James said, you’d never know he wasn’t just like every other typical kid.

A big fan of trucks, Sully can name various makes and models, including the correct name for any construction vehicle and the specific names of some of his favorite monster trucks. He is developing his early reading skills and loves being read to—especially by his big brother, 8-year-old Campbell, who is his hero.

“We are so fortunate and blessed to have had the best care possible,” James concluded. ♥

EMPLOYEE NEWS



GET TO KNOW OUR STAR EMPLOYEES

The STAR employee award honors those employees who personify our CARES values—Considerate, Attentive, Respectful, Efficient, Safe. These honorees are recognized as outstanding role models in our hospital.

January



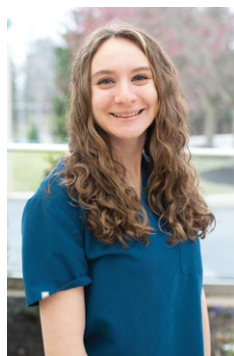
Name: Shawntell Gough-Evans
Title: Unit Secretary
Department: Nursing
How long have you worked at MWPH: 34 years as of July.
What is your favorite thing about your job: What I love so much about my job is interacting with the kids. I love to make them smile and to see the progress that they have made come day of discharge.
Name one thing that most people don't know about you: I love cruising.

February



Name: Julia Rosenstock, MD
Title: Attending Physician
Department: Medicine
How long have you worked at MWPH: 14 years
What is your favorite thing about your job: Watching kids make progress, feel better, and go home. I especially love to casually say to a parent, “so, how does Wednesday sound as a day to take your baby home?” It’s fun every time.
Name one thing that most people don't know about you: My father and grandfather were both doctors; my grandfather graduated from medical school in 1929, before there were any antibiotics! During WWII, his family got extra gas rations, so he could make house calls.

March



Name: Rachel Gilligan
Title: Staff Nurse I
Department: Nursing-Meyerhoff
How long have you worked at MWPH: 6 years this May
What is your favorite thing about your job: Being part of the rehab process. I love teaching and encouraging our patients to heal and grow after their illness or injury. I also love being a part of the CROs and Abilities Adventures! These were reasons why I wanted to work here.
Name one thing that most people don't know about you: I love anything and everything about nature and the outdoors. One thing most people don't know is that before working here, I was a nurse at an outdoor education program in New England. My favorite part of the day was taking a hike up the mountain with the kids and our resident llama!

DAISY AWARD



Congratulations to our most recent DAISY Foundation award winner— Bailey Huttenberger, LPN!

“From the first time she took care of my son she was amazing and cared for him well. She is a great listener and her communication skills are excellent. Bailey is kind-hearted, is a wonderful person and deserves the world. She loves what she does and I appreciate her with my whole heart.” —Patient parent



TULIP AWARD



We are thrilled to congratulate our first ever TULIP award winner— Courtney Hudson, RA!

“Courtney truly provides humble and heartfelt cares to our kids. She has trained many of our new PCAs and goes above and beyond. Courtney takes pride in her work and is invaluable to our unit!”



The TULIP Award recognizes the amazing work of our Patient Care Assistants (PCA), Restoration Assistants (RA) and Certified Medical Assistants (CMA). TULIP stands for Terrific, Unbelievable, Loving, Inspirational Patient Care.

MYTHBUSTERS



Myth busted by
*Julia Rosenstock, MD,
Attending Physician*

Dr. Rosenstock recently achieved what was once thought to be impossible—the institution of nitrous oxide sedation at MWPH. This is a major advancement in patient comfort and safety.

WHAT IS NITROUS OXIDE?

Nitrous oxide is a gas that is mixed with oxygen and inhaled to cause a state of decreased anxiety and pain. It can be given with a mask to help make medical procedures easier to tolerate. It is often called “laughing gas.”

MYTH: Nitrous oxide is only for dentists

FACT: Nitrous oxide is used by doctors in many settings, but it is definitely underused in medical care. We’re working on changing that.

MYTH: Nitrous oxide is risky.

FACT: Nitrous oxide has been used to make people comfortable during all kinds of procedures for over 100 years! It is very safe (although there are a small number of people who should not receive it). It also leaves the system almost immediately once it is stopped.

MYTH: Nitrous oxide will make you silly.

FACT: Some people get giggly; most people just feel relaxed and happy.

MYTH: Nitrous oxide will “knock you out.”

FACT: Patients who receive nitrous oxide without other sedating medications remain conscious. They can talk, answer questions, and are aware of what is happening while receiving nitrous oxide. However, nitrous will make them feel like what is happening is A-okay.

MYTH: Nitrous oxide is only for children having “serious” procedures.

FACT: Nitrous oxide is appropriate for most things that cause distress in medical settings. For example, some children may be very agitated during a blood draw, and giving nitrous oxide to make the experience less frightening is absolutely fine. It is also used for some imaging studies, wound dressing changes, botulinum toxin injections, baclofen pump refills, and many other minor interventions.

5 MINUTES WITH

Sebastian Tirado

Sebastian Tirado has been part of MWPH’s language services department for nearly seven years. As a language liaison, he supports families who speak a language other than English with interpretation and translation. He speaks Spanish and English, and he also facilitates other language services through the department’s partner agencies to offer in-person or telephone-based interpreter services. In addition to interpreting, Tirado helps connect families with available resources and advocates for their needs.

What brought you to MWPH and your field?

My son came here when he was first born, to gain weight. I liked the organization and found the language liaison opportunity on the hospital’s website. I had worked in hospitals since 2006, and I have always been interested in interpreting in a professional context. This role seemed like a good fit.

What is your role’s biggest challenge? What do you find most rewarding about your work?

In terms of challenges, I wish I knew more languages. Then I personally could help more people directly, not just by connecting them with another interpreter.

The most rewarding thing is seeing kids who come in with life-changing conditions become empowered to get better. I remember a young man I worked with who had been an avid soccer player before an accident paralyzed him from the waist down. As a language liaison, I was able to interpret for him and do my part to help him gain a more hopeful perspective. Even though life won’t be what it used to be, it is possible to get back some sense of normalcy. Helping these kids feel heard and engaging them as they work to get back into life, rather than being trapped in depression, is very rewarding.

What kind of impact do you hope to have on MWPH?

Interpreting allows you to make communication between the family and the provider easier—but it’s more than just a job. Over time, you build relationships. I’d love to show people how important it is to take into account not just someone’s language, but their culture as well. Spanish-speaking people come from a wide array of diverse cultures. They may share a language, but what may be true in, for example, Mexican culture may not be true in many other Spanish-speaking cultures. I hope to show people how to incorporate those differences into their understanding.



MATERIALS MANAGEMENT



L to R: David Callaway, Malcolm Johnson, Lloyd Honeyghan, Kameron Green, Kevin Toon and Edgar Phillips

WHAT IS MATERIALS MANAGEMENT?

Although many people may not know what the department does, you can find evidence of this dedicated team’s work everywhere you look at MWPH. From pens, printer ink, and light bulbs to syringes, IV bags, floor cleaner, and face shields, there are thousands and thousands of items that the hospital needs to achieve its mission each day.

“We manage all the materials that are used in the hospital to help our patients get better. Without us putting the necessary supplies where they need to be, no one can do patient care,” said David Callaway, director of materials management for MWPH.

The materials management team begins each day by stocking all the units, then it orders and receives the hospital’s items, from patient care essentials and specialty clinical supplies to supplies and decorations for special events. The department also is in charge of conducting inventory and placing purchase orders with hundreds of vendors, all to facilitate the organization’s operation and equipment.

“It’s a very fluid workload,” said Edgar Phillips, the department’s operations manager. “Considering how small a facility we are, there is a lot of volume.”

Callaway joined MWPH in 2021 and has what he describes as a “dream team”: one long-time employee, Lloyd Honeyghan, and several newer team members, including Phillips, Kameron Green, and Malcolm Johnson. Kevin Toon, who is a hybrid employee with

environmental services, is also a key member of the team, filling in as needed to cover vacations or assist during a new hire’s training. “I am one of the luckiest directors in the hospital, because I know I have staff I can count on,” Callaway said. “I have worked in hospitals for 35 years, and knowing (not hoping) your staff is going to be there when they’re scheduled is a very special thing. I love my team.” Just like the rest of the staff at MWPH, the materials management team is dedicated to each other and the children and families the hospital serves. “We get to do our part to help the patients get better, and you get to watch them grow. That’s what makes our work rewarding,” Phillips said. ♥

Recently, a senior vice president from the University of Maryland Medical System visited the materials management team. After the visit, the health system leader had this to say:

“I wanted to briefly thank you for taking time yesterday to introduce me to your team and to share some of your experiences with me. That was a fantastic group of people who are obviously happy with your leadership and with their roles in the organization. Meeting people like them reminds me what a great privilege it is to be a part of this system and to be affiliated with the tremendous team at MWPH caring for a very special group of kids.”

MWPH Celebrates MLK Day with Day of Service



On Monday, January 15, MWPH leaders and team members gathered to celebrate the legacy of Dr. Martin Luther King Jr. with a day of service.

“Addressing food insecurity is one of our strategic community benefit priorities. We have people in our community who stand in need of healthy meals, and we reached out

to our community partners to find out what would be most impactful,” said Rev. Tamara England Wilson, DMin, MWPH’s director of community benefit.

MWPH’s equity, diversity, and inclusion committee partnered with the community benefit department to plan the day’s events. The day of service began in the morning at MWPH, where members of the hospital’s executive leadership team and staff members gath-



ered to fill grab-and-go breakfast bags. The team filled 100 bags, each of which included a piece of fruit, a breakfast bar, a muffin, and a drink, as well as napkins and hand wipes. The breakfast bags were delivered to St. Vincent de Paul in Baltimore for distribution to people experiencing food insecurity or homelessness.

“I felt great about it,” said Monica Atkinson, MBA, BSN, RN, SHRM-SCP, MWPH’s director of human resources and organizational development, who co-leads the hospital’s EDI committee and participated in the day of service. “It was so meaningful to spend that time to put something together for folks in our community and to come together to honor Dr. King through service.”

Although inclement weather forced the postponement of the afternoon’s planned trip to a nearby urban farm in Park Heights, the morning’s activity was a success. MWPH intends to work with community partners to reschedule the event, during which the team will plant fruit trees and contribute to the garden’s upkeep.

“I hope to work with farmers over the next fiscal year to develop partnerships to help expand the community’s access to fresh food options,” Dr. Wilson said. ♥



A SPECIAL MWPH HOME DAY!



On February 15, after 720 days in the hospital, Harmony was able to GO HOME for the first time ever!!!

MWPH staff from all departments gathered on the unit, in hallways and in the lobby for Harmony’s clap out celebration. We are beyond thrilled for this family and wish Harmony continued healing and growth!



Patient Parent Perspective

Alexandria and Marc Cahill



Alexandria and Marc Cahill have 10 children, ranging in age from 10 to 35. On May 8, 2023, the family was devastated when Jordan (then 22) and little Milan (then 9) were hit by a car. Milan sustained severe injuries in the accident, including a broken neck, a spinal

cord injury, a traumatic brain injury, and many injuries to her internal organs.

How did your family first connect with MWPH?

After spending five weeks in critical care at Johns Hopkins, Milan came to MWPH for inpatient rehabilitation. She received physical, occupational, and speech therapy, as well as neuropsychology support. She was discharged home on October 18 after about four months at MWPH.

What other services has your family received?

Milan is continuing to receive outpatient physical and occupational therapy at MWPH, as well as psychology and neuropsychology follow-up care. MWPH's team is arranging for additional follow-up care, including visits with rehabilitation specialist Stephen Nichols, MD and psychology support for some of the family's other children. "MWPH connected us with a lot of resources to help with Milan's care, including home health care services, supplies, and a customized battery-assisted wheelchair," Marc said.

What stands out about MWPH?

"Anything we need, or any questions we have, everyone at MWPH is eager to help. When we feel overwhelmed, they are right by our side," Alexandria said. "I've never had a negative experience, from the day Milan got there to now."

For example, the family was touched when MWPH gave presents and wrapping paper to help the family's children have a sense of normalcy at Christmas. "I can't thank them enough," Alexandria said.

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

If you have questions or fears, talk to the team at MWPH and keep an open mind. "We were apprehensive at first, transferring to a new place after Johns Hopkins," Marc said. "It's okay to be overwhelmed. Just ask questions and work with the staff—they are a great resource for you, and they know what your child needs."

KUDOS for our Caring Staff

*"The doctor listened carefully to all of our concerns. She was knowledgeable about my son's medical history beforehand, she was very kind in explaining all the options, and her interaction with my son was excellent. Everything was fast—they made sure to send his paperwork to the dental office without me saying it. She was a good doctor and my child talked the most at an appointment ever."
—patient parent*

"Dr. Satpute was absolutely amazing. Although I was there every single day, she would call me with an update if I didn't arrive by a certain time. I always listened for my phone around 10:30am-11:30am for a call from her. Very knowledgeable and careful with the choices she made for my baby. I thoroughly trusted her decisions when it came to his care. My family really appreciates her for her care and attentiveness." —Arria Johnston, patient parent

For information or questions about *Handprints*, contact **Katie Yeager**, Communications Manager at katharine.yeager@mwph.org



Mt. Washington
Pediatric Hospital

Where Children Go to Heal and Grow

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Handprints is a publication of the Development department for MWPH's patient families, staff and the community.



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