



Mt. Washington
Pediatric Hospital

Handprints

SUMMER 2023

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MWPH Welcomes New President and CEO, Dr. Scott Klein



After a nationwide search, the board, staff, and leadership of Mt. Washington Pediatric Hospital (MWPH) is delighted to welcome the hospital's new president and CEO Scott Klein, MD, MHSA. Dr. Klein's first day is July 1.

"I am humbled by the hospital's 100-year history," Dr. Klein said. "I'm honored to serve the hospital as president and CEO, but I also recognize that I'm just one piece in a long line of dedicated professionals who have moved, and will continue to move, the hospital forward."

Board certified in pediatrics and pediatric critical care medicine, Dr. Klein has spent the past 30 years working in children's hospitals. He began his career in medicine caring for seriously ill children in pediatric intensive care units before transitioning into pediatric hospice and palliative care. There, he

helped children and families navigate life-changing medical conditions.

During his career as a practicing physician, Dr. Klein became fascinated with how hospitals work. He gradually transitioned into healthcare leadership, where he has spent the past 20+ years as a physician executive dedicated to advancing healthcare organizations while using a collaborative leadership approach grounded in his experiences as a doctor.

"I am inspired by the mission and vision of caring for medically fragile children and helping families transition from the acute illness phase to being ready to go home. Helping families learn all the things they'll need to do to take care of their child, and empowering children and families to do those things, is a beautiful way to spend your days," said Klein.

continued on next page >>

Dr. Scott Klein, *continued*

“ I like working with kids, and I enjoy the inherent controlled chaos of being in a children’s hospital. Every day, there is always something that surprises you or makes you laugh, because that is just how kids are. — Dr. Scott Klein ”

Dr. Klein joins MWPH from Blythedale Children’s Hospital in Valhalla, NY, where he served as executive vice president, chief operating officer, and chief medical officer (CMO). His work history also includes time as CMO of hospice and palliative care, hospital associate medical director, and director of pediatric critical care medicine. He has held academic appointments in pediatrics at medical schools across New York, most recently serving as an associate professor of clinical pediatrics at Columbia University.

Dr. Klein’s healthcare philosophy emphasizes multidisciplinary teamwork with the patient and family always at the center. He believes that understanding the child in the context of

the child’s family is important as well. As a leader, he values transparency and seeks to address concerns right away. An optimist by nature, Dr. Klein subscribes to the “hope for the best, prepare for the worst” idea. He is comfortable making decisions in complex and uncertain circumstances, with the understanding that the team can change course if needed as new information comes to light.

Most of all, Dr. Klein enjoys the unique environment of a children’s hospital. “I like working with kids, and I enjoy the inherent controlled chaos of being in a children’s hospital. Every day, there is always something that surprises you or makes you laugh, because that is just how kids are. That’s one of the wonderful things about them,” Dr. Klein said. “I always say that to work at a children’s hospital, you have to be okay with the fact that at any time, a two-year-old can come into your workspace and start playing with your stuff. It takes a certain type of person to understand that—and I have a feeling that everyone at MWPH knows exactly what I mean.” ♥

10 QUICK FACTS ABOUT DR. KLEIN

- 1 I’ve combined my two main hobbies, woodworking and boating, and I now spend my free time building wooden boats (kayaks, canoes, sailboats).
- 2 I ran my first, and probably last, marathon in October 2022.
- 3 I have twin daughters, both in college.
- 4 My wife is a nurse, and I met her for the first time when she was weighing a diaper in the NICU).
- 5 I still drive a stick shift.
- 6 I have a sweet tooth, particularly for chocolate and ice cream.
- 7 When it comes to savory foods, I’m an admitted New York pizza and bagel snob.
- 8 My second date with my wife was at Baltimore’s Inner Harbor, where I had a real crab cake for the first time.
- 9 My niece, who was a preemie, was treated at MWPH 25 years ago.
- 10 I graduated medical school when I was 23, and my sister-in-law still likes to call me “Doogie.”

MONTHLY FAMILY DINNERS

Please check signage around the hospital for dates.

Questions? Call Michelle Hanover at 410-578-2651

ALL JULY

CHRISTMAS IN JULY AT MWPH

All July—we’re collecting new toys from our wish list in preparation for the holiday season and to use year-round, too! Please drop your toys in the bin in the Main Lobby.

Mt. Washington Pediatric Hospital Christmas in July



JUL 25

CHRISTMAS IN JULY HAPPY HOUR AND TOY DRIVE

Mt. Washington Tavern

July 25, 5 – 7 p.m.

Come enjoy Baltimore’s best happy hour and bring a new toy for the kids at MWPH.

JUL 27

CHRISTMAS IN JULY DAY

MWPH main campus

8 – 10 a.m.

Come to MWPH to deliver toys and meet WBAL-TV personalities and special guests.

OCT 01

SAVE THE DATE WALKING WITH GRACE

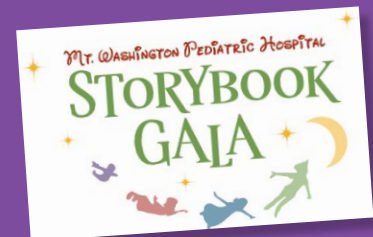
McDonogh School

Fun family walk to support MWPH. More information coming soon.

NOV 04

SAVE THE DATE 9TH ANNUAL STORYBOOK GALA

Owings Mills Marriott Metro Centre Tickets go on sale August 23—more info here: mwph.org/storybookgala.



Message from the Interim CEO

Dear Friends,

First, and most important, thank you to everyone who has pulled together to keep MWPH sailing smoothly during this interim period between our past and future CEOs. It has been my great honor to steer the ship during this time, and I appreciate the hard work, support, and dedication of our entire team. You have all kept our mission as our true north. Thank you for giving your best to our patients and families every day.

As we end one fiscal year and begin another, we are looking forward to offering expanded services to serve our community. We're excited that the Ability Center is now open. Congratulations to the entire rehabilitation, development, outpatient, and facilities teams and to everyone involved with making this expansion a reality. Our increased capacity will enable us to serve thousands more children who will benefit from our excellence in pediatric rehabilitation and be able to reach their fullest potential.

We're also focused on expanding access to care by assessing how we can add to our remote services, where appropriate. This represents another method of bringing our expertise to our patients, meeting them where they are. It's one more way we can evolve to meet our patients' ever-changing needs.

And finally, we're working on improved processes to expand inpatient admissions. Our post-acute services are an asset to the state's pediatric continuum of care, and the pathway we provide from hospital to home is crucial to the children who need these services.

Now that the warm days are here, I hope you will be able to take some time to slow down and enjoy the season with family and loved ones. Happy summer!



Sincerely,

A handwritten signature in black ink that reads "Mary Miller".

Mary Miller
Interim CEO

Where Are They Now?—Douglas Smith



Douglas in 1994 following his accident.

after which he needed to be in a halo brace. He came to MWPH for about a month after he left Shock Trauma to learn how to maneuver in the halo brace and to get his strength back.

While he was here, he shared a room with Morris, a 15-year-old who had recently been paralyzed from the waist down. "Morris had given up on life, but I knew what it was like to be in a wheelchair, and I knew that a person could still live a happy and full life. I like to think I helped him work through the worst of his depression and helped get him looking forward to the future again," Douglas said.

Douglas Smith was 17 years old when he came to MWPH about 30 years ago. Although he had been diagnosed with cerebral palsy (CP) at 2.5 years old, it wasn't until he was in a car accident as a teenager that the true cause of his CP symptoms was revealed. Since birth, his spinal cord had been pinched in two places near the base of his skull. He underwent surgery to relieve the pressure on his spinal cord and fuse some of the bones in his neck,

Today, Douglas, now in his forties, is the Director of Employment Services for Chimes, a nonprofit organization operating in multiple states that provides services for people living with disabilities. In Maryland, Chimes operates a school for people with special needs, a range of day programs, and community living options. Douglas leads a team of job developers and coaches who help participants gain and maintain employment. He also participates in disability advocacy work, serving on the Baltimore County Commission for Disabilities, chairing the Maryland Alliance on Disability Commissions, and participating in the Maryland Commission on Disabilities.

When he's not at work, he likes to play golf, hike, camp, and ride rollercoasters. He uses a cane sometimes and has limited neck



Douglas today

mobility, but he never lets his disability keep him from doing anything he wants to do.

"I grew up going to just about every hospital in the Baltimore area, but it was my time at MWPH that helped me to understand how blessed I am. All of those experiences helped guide me in my career and volunteering decisions later in life," he said. ♥

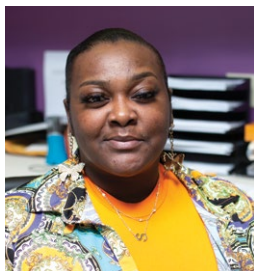
EMPLOYEE NEWS



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.

April



Name: Shantay Whitney
Title: Patient Access Coordinator
Department: Outpatient
How long have you worked at MWPH: 1 year
What is your favorite thing about your job: My favorite thing about my job is watching the children progress. In such little time here, I have seen so many children start to walk, talk, and get new equipment to help them get around. It has been such a joy for me to see.

Name one thing that most people don't know about you: One of my wildest dreams is to be on a game show. I am very obsessed with games and trivia.

May

Plant Operations and EVS Teams

"Hey Alexa, what's the meaning of team again? The meaning of team is MWPH's Plant Ops department. Congratulation to this amazing group for their hard work and dedication to MWPH and the children we serve." —Shamont Carter



June



Megan Feeley, RN
"Megan is a fantastic nurse, charge nurse, leader, and advocate for the patients, staff, and families on the first floor."



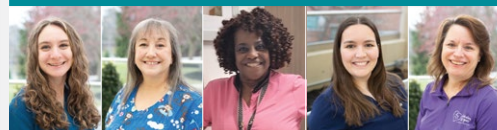
Sally De Arruda,
 Language Services
 Manager
"Sally jumps in to help meet whatever the need of the institution may be at the time."



Amber Shank, OT,
 Harford County
"Her families are frequently expressing their appreciation for her compassion, professionalism, and ability to progress their children's skills."

CONGRATULATIONS TO OUR TOP NURSES

for their recognition in *Baltimore* magazine's May issue!



Pictured from left:

- Rachel Gilligan, BSN, RN, CPN
- Beth Hewes, RN, CPN
- Karen Jordan-Fuller, BSN, RN
- Kelsey Franklin, BSN, RN, CPN
- Carolynn Gavin, RN, CPN

DAISY AWARDS

Margaret Wiltrout, RN



Margaret has been a registered nurse at our Prince George's County location (now Cap Region) for over 12 years. We appreciate Margaret's positive attitude and the way that she goes above

and beyond in the care of our hospital's smallest population. She is an example of nursing excellence, and we are honored to have her on our Cap Region team.

PROMOTIONS

- **Duvall Howard** from EVS Tech to EVS Supervisor
- **Kameron Green** from Materials Management Technician to Purchasing Agent
- **Ashley Spear** from PCA to RN
- **Shantay Whitney** from Registrar to Patient Access Coordinator

MYTHBUSTERS



*Myth busted by Josh Bord,
Infection Preventionist*

MYTH: Washing my hands is something I am made to do and is not effective in reducing infections.

FACT: Washing your hands with soap and water or an alcohol-based hand sanitizer,

is the easiest and most effective method of preventing disease, both in the hospital and in your home. Many infections are spread by touching a contaminated object and then inadvertently contaminating yourself by doing something like rubbing your eyes or licking your finger.

The way to break the chain of this transmission is to wash your hands. If you touch a contaminated object at home or in the hospital, by washing your hands, you can reduce the risk of further transmission because the disease has been removed from your hands.

It is important to wash your hands with soap and water after using the restroom and anytime your hands are soiled. Washing with soap and water allows whatever is on your hands to become detached and flow down the sink.

At other times, you may wash with alcohol-based hand sanitizer. The high alcohol content aids in killing bacteria and viruses, making your hands clean until you touch another potentially contaminated object.

CONGRATULATIONS



Several MWPB team members recently attended an intensive four-day course on Pechtl's General Movements Assessment (GMA) at Children's Hospital of Philadelphia. General movements are complex movements that involve the whole body and can help diagnose cerebral palsy earlier. Earlier diagnosis leads to earlier intervention, therapy, management, and generally better outcomes.

Nicole Sanchez, PT, and Dr. Ajoke Ajayi-Akintade took the advanced GMA course and are now certified. Brendan Russell, OT; Christy Sands, PT; Angela Bellan, OT; and Dorothy Cook, OT took the basic GMA course and are also certified. With more therapists on board, MWPB is in a great position to evaluate infants with concerning medical histories and institute therapies as soon as possible.

Congratulations!

5 MINUTES WITH Karen Fuller



In the second installment of this new *Handprints* feature, we spend five minutes talking with Capital Region night-shift nurse Karen Fuller, BSN, RN. Although she has been a nurse for nearly 23 years, Karen joined the MWPB family five years ago. She was recently honored as a 2023 Top Nurse by *Baltimore* magazine.

How would you summarize your role?

As part of a multidisciplinary team, I make assessments, monitor this high-risk population, and conduct ongoing family education, all in service of one goal: getting them prepared to go home with their baby.

What brought you to your field and to MWPB?

I came to nursing because of my love of children, which was inspired by growing up seeing my mother's love of children. My mom is a retired nurse who spent her career working in DC public health clinics. She's the one who was my example, my guiding light, my Florence Nightingale. I would not be here without her.

I chose to join MWPB because I love working with special needs populations. Earlier in my career, I worked with this population for a different hospital. Before coming to MWPB, I worked in a NICU. I wanted to connect the dots and focus on what happened to the babies who weren't ready to leave hospital care after leaving the NICU. I've come full circle, because I love working with this population so much.

What do you find most rewarding about your role, and what is the most challenging?

The most rewarding aspect is seeing progress, no matter how large or small. Seeing the babies grow and advance is exciting, and it helps me to know that even though a child's path may not be what parents or others expected, that's not a negative thing. The path is simply going a different direction, and the key is meeting them where the child's needs are.

The most challenging aspect is helping families adjust to their new reality. Emotionally, it can be very difficult—and understandably so—to understand that life with their child will look a bit different than they pictured, hoped, or expected before delivery. Helping the parents through the emotional journey toward accepting that although where they are is not where they expected to be, it's not a bad place. It's just a different place.

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

Every day, I ask myself, "What can I do today to help them achieve their goals? How can I help them shine today? How can I help them grow today?" Part of why I frame my intention that way is that each day is a reset. If a baby didn't do well yesterday, well, today is a new day, and we're going to start again. The babies achieve more by me pressing reset than by me expecting them to do or be exactly what they did or were yesterday. I do that by focusing on helping them achieve their goals on a daily basis, instead of looking far off into the future.

MWPH EARNS SAFE SLEEP SILVER CERTIFICATION



L-R: Kelsey Franklin, Tiffany Kaminsky, Jessica Decker, Carrie Smith, Megan Schermer

IN EARLY 2021, AN INTERDISCIPLINARY TEAM led by clinical nurse manager Jessica Decker, RN, BSN, CPN and nurse team leader Carrie Smith, RN, BSN, CPN began MWPH's journey toward becoming a Safe Sleep Certified Hospital. This national designation is awarded by Cribs for Kids to hospitals that demonstrate a commitment to safe sleep practices for infants. Hospitals can earn the five-year designation at the bronze, silver, or gold level, depending on how robust their safe sleep program is.

MWPH's safe sleep team developed a safe sleep policy for the Pakula Center for Infant Specialty Care and conducted staff training and caregiver education. Among the safe sleep protocols were keeping the head of the bed flat, swaddling the infant below the shoulders, using breathable sleep sacs, removing all toys and objects from the crib, not allowing the baby to be held by a sleepy caregiver, and putting infants to sleep on their backs with only a fitted crib sheet on the bed and no loose blankets.

"Our goal was to not only decrease sleep-related incidents in the hospital, but also to model safe sleep practices for parents and caregivers, so they feel confident continuing to use safe sleep practices once they take their baby home," Smith said.

Throughout the process, the team collected data on compliance with safe sleep practices and conducted monthly audits as well as on-the-spot training.

Although it may seem straightforward, sleeping arrangements for medically complex or premature infants can be complicated, with established hospital practices as well as familial and cultural traditions all playing a role. "To develop our policy, we started by researching up-to-date, evidence-based guidelines and the current

recommendations from the American Academy of Pediatrics and the National Association of Neonatal Nurses for infant safe sleeping," Decker said.

With evidence in hand, the team was able to shift the culture at MWPH and begin consistently educating caregivers. "Part of why we're here, our passion for this work, is that we want to see these premies start thriving and eventually go home as success stories. As part of that, we want parents and caregivers to get the best possible education while they're here, so their children can continue to grow and do well out in the community," Decker said.

MWPH's silver-level Safe Sleep certification became official on January 31, 2023. Congratulations to the Pakula Center, and thank you for your commitment to safe sleep practices. ♥

Safe Sleep Task Force

Twyla Cathion, PPCNP-BC

Jessica Decker, RN, BSN, CPN

Kelsey Franklin, RN, BSN, CPN

Tiffany Kaminsky, Certified Therapeutic Recreation Specialist

Natalie Rotolone, MS, CCLS, CIMI

Brendan Russell, OT

Megan Schermer, RN, BSN, CPN

Carrie Smith, RN, BSN, CPN

NEW CHAPLAINCY PROGRAM AT MWPH

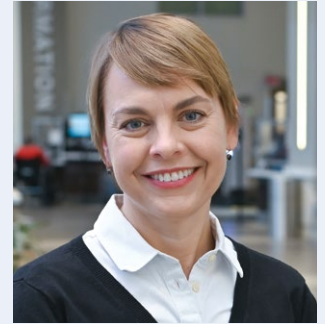
The compassionate, dedicated staff at MWPH cares deeply for each patient at the hospital. Hearing that a patient has received a difficult diagnosis or dealing with a poor patient outcome can be emotionally devastating and spiritually depleting for staff. The kinds of stressors healthcare workers face can lead to high levels of caregiver burnout—that’s why programs that build up staff resilience are so crucial. MWPH’s new chaplain services, beginning this summer, is just such a program.

Generally speaking, the role of a chaplain is to provide emotional and spiritual support to people of all faiths and beliefs. In the hospital setting, chaplains can help staff cope after a crisis or stressful situation, as well as providing everyday spiritual support. Chaplains can help staff members think through the “big questions,” find meaning in their work, and strengthen their repertoire of coping skills for future challenges. Chaplains are nondenominational and provide support from a religious, spiritual, or philosophical perspective, depending on the needs and beliefs of the person they’re helping.

The chaplains will be available for staff members throughout the hospital. Patient families can also receive a chaplain’s visit simply by asking one of your child’s nursing staff, or provider, to email a request.

As part of the College of Pastoral Supervision and Psychotherapy’s (CPSP) certification program, chaplain services are provided to MWPH at no cost. Chaplains pursuing CPSP certification will complete their 300 required clinical hours at MWPH. Two chaplains will provide services at MWPH for more than five months before transitioning the work to another pair of chaplains. Father Pothin Ngyele will supervise the CPSP chaplain program at MWPH.

On behalf of everyone at MWPH, we extend a warm welcome to our first two chaplains, Father Pothin and Sarah Ramsland. They will be available by email directly, through the distribution group #MWPH Chaplains, and by Tiger Text. ♥



From top: Father Pothin Ngyele and Sarah Ramsland

MWPH: IN THE COMMUNITY



Our very own Eli Getzoff, PhD, presented twice at the Society of Pediatric Psychology’s 2023 annual conference in Chicago. She presented with five other national experts in a preconference workshop on Translating Science to Policy: How to Communicate with Policymakers to Promote Health Equity.

She also presented a professional development seminar entitled *Advocating for Equity with S.T.Y.L.E.: Practical Applications of DEI Skills, Advocacy, and Training Throughout the Career Span, Searching for S.T.Y.L.E. in Advocacy*. The seminar focused on implementing the framework she and some colleagues developed, S.T.Y.L.E. (self-

examination, talk about issues relevant to antiracism, yield space to antiracism work, learn about structural racism, and evaluate policies and practices).

CONGRATULATIONS, DR. GETZOFF!





Patient Parent Perspective

Michele Hopkins



Michele Hopkins and her husband Keith Hibbs are parents to two adult sons, 30-year-old Keith Hibbs Jr. and 21-year-old Khai Hibbs, who was diagnosed with type 1 diabetes at age 6.

How did your family first connect with MWPH?

When Khai was first diagnosed, there was a lot to learn. I connected with another mom whose son was in recreational sports with Khai and also had type 1 diabetes. She recom-

mended MWPH. We started going there when Khai was 8 or 9, and he has been going regularly since then.

What other services has your family received at MWPH?

The multidisciplinary team sees Khai every three months. They guided us through the rebellious teen years and the experimentation and medication fatigue that comes along with that stage. Now, Khai is a straight-A, pre-law college student who also plays collegiate sports. MWPH helped us get there.

What stands out about MWPH?

I appreciate that all the ancillary services are provided at the time of the visit, from getting blood drawn to talking with the psychologist about recent behaviors or challenges. It's all in one place, on the same day, using a team approach. It's very convenient.

We have also benefited from the coaching and counseling we've received as we've gone through the process of transitioning the responsibility for his diabetes care over to Khai. It was a relief to know that the challenges he faced were normal, and the MWPH team helped Khai—and us, as his parents—work through the transition emotionally, mentally, and physically.

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

I want other parents to know that there is a light at the end of the tunnel, and I'd encourage them to be open and transparent with the MWPH team. They can help you manage every part of the challenges that come with having a medically complex child, so don't be afraid to be vulnerable. Your own mental health is important as well as your child's.

KUDOS for our Generous Donors



Here's what our families have to say...

In 2022 The Armstrong Family gifted \$15,000 to our Outpatient Department to help families with transportation to and from crucial medical appointments, obtaining medical supplies not covered by insurance, and providing help with basic needs such as food and clothing. This grant helped **467 families** at MWPH! This amazing gesture has positively impacted many families. We are so thankful to the Armstrong's generous donation and willingness to continue providing support to MWPH!

"The Lyft rides were a godsend to us. So many different things had to align perfectly for our family of five to be able to schedule our child's outpatient admission at MWPH. It may seem trivial to others, but having one less thing to worry about during a time that is incredibly stressful was such a gift. I am so grateful."
—Feeding Day Program Parent

"Mackenzie has been so much more responsible with monitoring her blood sugar since she received the phone. She keeps the phone with her all the time, so when she has an alarm, she immediately checks her sugar. She now realizes how important it is to keep an eye on her sugar because she is more aware. I feel like the phone was the best option for her, since she had a hard time staying on track with using finger sticks and a glucometer multiple times a day. It was hard for her to remember to keep all of her supplies on hand, but now it's much simpler with having the phone to monitor her glucose."
—Diabetes Clinic Parent

"The rides are so helpful because transportation comes to get us too early before appointments and gets us home very late after our appointment."
—Lead Clinic 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

Est. 1922

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

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



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