



Mt. Washington
Pediatric Hospital

Handprints

WINTER 2024

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GROW YOUR CAREER AT MWPH



Mt. Washington Pediatric Hospital (MWPH) is more than just a place to work. It's a place to build a whole career. The hospital is proud to have so many long-time staff members who have served for five, 10, 20, 30, or even 40 years.

While many MWPH staff members enjoy their roles and develop deep expertise in the work they do, other MWPH employees are looking to climb the career ladder. For those individuals, there is good news: MWPH is dedicated to promoting from within and helping employees develop as professionals.

"MWPH is regularly assessing the workforce for potential leader resources," said Monica Atkinson, MBA, BSN, RN, SHRM-SCP, MWPH's director of human resources and organizational development. "As a small organization, we value our employees and the opportunity for upward mobility. Leadership is

very supportive of employees who are interested in taking the next step."

GROW YOUR CAREER SPOTLIGHT: LaTonia May-Brown

May-Brown (*above, right*) came to MWPH in 2007 as a new graduate respiratory therapist (RT). In 2016, she was promoted to senior RT, which was a supervisory role. In September 2022, she was promoted again, and today, May-Brown is MWPH's director of respiratory therapy and laboratory services.

"I have always had great relationships with the physicians, my department, other disciplines, and management. Everyone has been super encouraging during my time here. I'd specifically like to thank

continued on next page >>

Grow Your Career *continued*

Denise Pudinski, Rachel Reid, Dr. Akintade, and Mary Miller, all of whom have been influential and supportive in my career growth,” May-Brown said.

May-Brown has been able to make a significant impact at MWPH. After she took the reins as director, staffing levels increased from 50 percent to 95 percent. May-Brown is currently pursuing a master’s degree in healthcare administration.

Here are May-Brown’s top pieces of advice for others looking to grow their careers:

- Develop a positive mindset
- Enhance your people skills, so people feel comfortable reporting to you
- Aim to be high performing, so you can advocate for your department, the patients, and your profession
- Believe in the mission and vision of the organization



GROW YOUR CAREER SPOTLIGHT:

Shamont Carter

Over the course of his five and a half years at MWPH, Carter (*above, left*) has grown his career in environmental services from a per diem employee to a full-time employee, then a team leader and supervisor. Two years ago, he became environmental services manager.

“It happened over time. My manager transitioned certain tasks to me, and the environmental services director would call on me when emergencies occurred. I gradually learned everything I needed to do to manage the department, so when my manager moved on, I was ready to take on the role,” Carter said.

Carter summarizes his work as follows:

“It’s a small hospital with a family feeling, and everybody helps each other. I look forward to coming in each day,” Carter said. “Everyone has been a tremendous help in the transition from being a per diem employee to a supervisor to a manager. So many people offered to help, and I took them up on their offers. I like my position because I can go home each day satisfied that I made a difference.”

How MWPH supports career growth

MWPH provides tuition reimbursement for employees who need to elevate their education in order to be eligible for promotion. The hospital also provides ladder opportunities for the clinical departments to take on progressive levels of responsibility.

Once an employee is promoted, they are provided a leadership checklist that invites them to meet with the senior leadership team and all of the hospital’s subject matter experts. These include human resources, education, information systems, security, and others. These new leaders are also asked to attend our monthly leadership meeting, Managers Forum, during which leaders give updates, provide mentoring to other leaders, and brainstorm about initiatives.

“MWPH is a small hospital and all of our leaders are very supportive of each other,” Atkinson said. “It is easy to find the resources you need to be successful.” ♥

Employees who have also grown their careers at MWPH:

| | |
|----------------------|---------------------|
| Lisa Arce-Williams | Duvall Howard |
| Lindie Ashman | Kayla Kupfer |
| Monica Atkinson | Heather Lawless |
| Carrie Bishop | Megan Little |
| Kevin Brown | Anitra McNeely |
| Dawn Davis | Mary Miller |
| Jessica Decker | Christine Patterson |
| Heather Dewan | Cardell Payne |
| Yaffa Elefant | Edgar Phillips |
| Jill Feinberg | Denise Pudinski |
| Ildebranda Fischbach | Troy Rodgers |
| Breah Frazier | Linda Ryder |
| Kristina Frazier | Sharon Selko |
| Jennifer Freeman | Anita Smith |
| Jill Gatzke | Carrie Smith |
| Kenny Gelfand | Teresa Spinks |
| Becky Gorman | Susan Tagliaferro |
| Danette Green | Tim Turnage |
| Kameron Green | Katie Yeager |
| Chrissie Heimer | |

We also have staff too numerous to count that are elevated on their clinical ladders in Nursing, Child Life and Therapeutic Recreation and Rehabilitation.

If you were not included in this list and you have grown your career at MWPH, please email Katie Yeager at katharine.yeager@mwph.org

UPCOMING EVENT



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,

As 2023 draws to a close, I am grateful for the opportunity to slow down, reflect on the past six months, and chart a course for the year to come. One of the most important projects, this year, was a recent visit from the Commission on Accreditation of Rehabilitation Facilities (CARF). The group's surveyors applauded the outstanding work we do here every day, but they suggested that we take a closer look at our strengths and communication practices. We need to clearly define what it is we do best and how we can better communicate those strengths to patients, families, and the people who refer patients to us.

It is normal for hospitals to adjust their scope of services, and areas of focus, as the needs in the community change. MWPH will be no different. Over more than 100 years, our hospital has repeatedly evolved to meet the community's shifting needs. Our ability to advance has always depended upon the expertise of our dedicated staff who ensure we fulfill our hospital's mission of maximizing the health and independence of each child we serve. As our patients needs have changed, so have we. However, our end goal is the same—to see our young people return home with their families and friends.

I look forward to sharing our progress on this initiative. It is exciting to continue to work alongside our talented staff in the new year as we strive to provide the best possible care to each of the patients with whom we have been entrusted.



Warm regards,

Scott Klein, MD, MHA
President and CEO

Where Are They Now?—Brittany Marquez



Brittany at age 2, when she was first referred to MWPH

Brittany Marquez was referred to MWPH's Weigh Smart® program when she was two years old. As a baby, Brittany preferred formula to baby food. She switched to whole milk at one year old, and milk made up the majority of her diet. She drank eight bottles of milk throughout the day and refused solid food.

In Weigh Smart®, Brittany and her mom, Candy, worked with

MWPH's multidisciplinary team, including a nutritionist and a psychologist, to wean her off her liquid diet and encourage her to sit down and eat meals. She participated in Weigh Smart® for two years. "It really helped," Candy said. "She got to a normal weight. She is on a healthy growth curve, and she is now eating everything I give her."



Brittany with her mom after completing her therapy sessions at MWPH

When Brittany was six, she witnessed someone get shot. She was experiencing nightmares and was fearful—and Candy knew just where to go for help. Brittany returned to MWPH for trauma therapy.

Today, Brittany is eight years old. She keeps busy at school and in her free time, she loves to play in the park and paint.

"I have been helped a lot by MWPH. I have always had someone to call when I needed something for Brittany," Candy said. "It fills me with hope that my daughter is going to be okay. I know I can get help fast, and I trust the team at MWPH." ♥



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.

October

Name: Joan Geckle MSN RN-BC, Ped

Title: Staff Nurse III

Department: Nursing

How long have you worked at MWP: 20 consecutive years, however I have worked at MWP a total of 30 years.

What is your favorite thing about your job: The bonds and friendships made with the families here. I watch them move from hesitant observers to independent, confident caregivers.

Name one thing that most people don't know about you: I was a quiet observer when I was little.



November



Name: Barbara Moore

Title: Pediatric Nurse Practitioner/Director of Lead Poisoning Program/ IT Analyst, Medical Staff Liaison

Department: Medicine

How long have you worked at MWP: 29 years

What is your favorite thing about your job: I still see patients through the Lead Clinic Program but also spend the majority of my time working with the IT team on Expanse. I have enjoyed this opportunity immensely.

Name one thing that most people don't know about you: I have two grandchildren ages 2 and 4. As a family hobby, we have Gauge 1 Live steam train engines with a portable track which we set up throughout the northeast about 12 times a year.

December



Name: Liz Glass

Title: Event Coordinator

Department: Development

How long have you worked at MWP: 4.5 years

What is your favorite thing about your job:

My coworkers!

Name one thing that most people don't know about you: I am an identical twin.

THE MWP EMPLOYEE ASSISTANCE FUND—HERE FOR YOU.

The Mt. Washington Pediatric Hospital Employee Assistance Fund was established in 2020 to help any MWP employee, including temporary staff and contractors who have completed at least 90 days of employment, with emergency financial difficulties. The application process is totally anonymous while being reviewed by the committee. Approved payments are made directly to the creditors. The MWP EAF program has helped with all types of emergencies and hardships—catastrophic medical expenses, loss, natural disasters, unsafe living conditions and final arrangements. Applications can be found on The Heart in Policy Stat.

How to give to the EAF:

1. Make a gift online at www.mwph.org/give. Note "EAF" in the comments section, so we get your donation to the right place.
2. Send check or cash via inter-office mail to Alison Berry, Development and External Affairs. Include a note that it is for the EAF.
3. Provide credit card over the phone by calling Alison, ext. 2653.

For general questions or more information about the EAF program please contact Knickkia Johnson-Hall, the EAF committee chair person at ext. 7073.



Tulip Award and Daisy Nominations Now Digital

Do you know a PCA, RA or CMA who provides **Terrific, Unbelievable, Loving, Inspirational Patient Care?**

Nominate them for our new TULIP award. This recognition was created to highlight our outstanding staff who go above and beyond in providing exceptional, direct patient care.

Both the Daisy and Tulip Awards are now digital and can be found on the Heart or MWP website.



PROMOTIONS

- **Carrie Bishop** from *Respiratory Therapist to Respiratory Therapist Leader*
- **Dawn Davis** from *Registrar to Program Analyst*
- **Kristina Frazier** from *Respiratory Therapist to Respiratory Therapist Leader*
- **Christine Patterson** from *Respiratory Therapist to Respiratory Therapist Leader*
- **Susan Tagliaferro** from *Respiratory Therapist to Respiratory Therapist Leader*

CONGRATULATIONS TO OUR TOP DOCTORS!



Baltimore magazine's annual poll surveyed thousands of physicians in the region to find out where they would send a member of their own family in dozens of specialties. Congratulations to our MWP winners for making the list!

MYTHBUSTERS



Myth busted by Dr. Richard Katz, Chief Medical Officer

Mt. Washington Pediatric Hospital's Feeding disorder team has treated hundreds of children with complex feeding disorders. Over the many years of experience, we have heard many of the myths surrounding

children's eating habits. Here are a few of the top myths that we "bust" routinely.

MYTH #1 IF HE'S HUNGRY ENOUGH, HE'LL EAT!

This is a huge myth that gets perpetuated, especially through pediatricians. Parents are often told that if their child won't eat, just withhold food and eventually they'll eat those foods. But if a child doesn't have the skill to eat those foods, they're not going to eat those foods.

MYTH #2: EATING IS EASY.

It's quite the contrary! Eating is probably one of the hardest sensory experiences for any child. Eating involves smell, sight, taste, texture; all these sensory issues are involved in the feeding, and it really bombards these children.

MYTH #3: PICKY EATING IS JUST A PHASE:

While many children go through phases of picky eating, a pediatric feeding disorder is more than just typical pickiness. It involves persistent and severe difficulties with eating that may impact a child's growth, development, and overall well-being.

MYTH #4: IT'S THE PARENT'S FAULT: Pediatric feeding disorders are often multifactorial and can arise from various factors, including medical, sensory, behavioral, or developmental issues. Blaming parents is not constructive and can hinder seeking professional help.

MYTH #5: IT'S EITHER BEHAVIORAL OR

PHYSICAL. A lot of people think that with feeding it's either a behavioral issue, or it's an organic cause. For instance, people think the child just wants the cookie but doesn't want the meat. Or, that they just can't physically eat the food. But it's never one or the other. It's a complex process that is a mixture of all these things. It may have started as something organic—it may have been regurgitation, or poor motor skills that left them unable to handle the food. Then they developed these behaviors from what they perceived as a child or infant that made feeding so hard.

For information about our Feeding services at MWPH, visit mwph.org/feeding.

5 MINUTES WITH **Bonnie Brown**

Bonnie Brown is a relatively new addition to MWPH's security team, having joined the hospital's staff just five months ago. As a security officer, she is responsible for protecting and controlling the physical environment, making sure the hospital is secure to ensure the safety of patients, visitors, and staff.

What brought you to MWPH and your field?

I retired after 27 years as a correctional officer with the Baltimore County Department of Corrections. I'm still young, so I was looking for opportunities to work or volunteer. Because of my background in corrections, security made sense as a next step.

Two years ago, my grandson was admitted to MWPH and spent four months here. Since I was here every day, I saw the ins and outs of the hospital's security team. I found everyone here to be friendly, pleasant, and respectful. I decided it would be a good place to work. It's a pleasure to work here, because it's a small hospital with a friendly atmosphere.

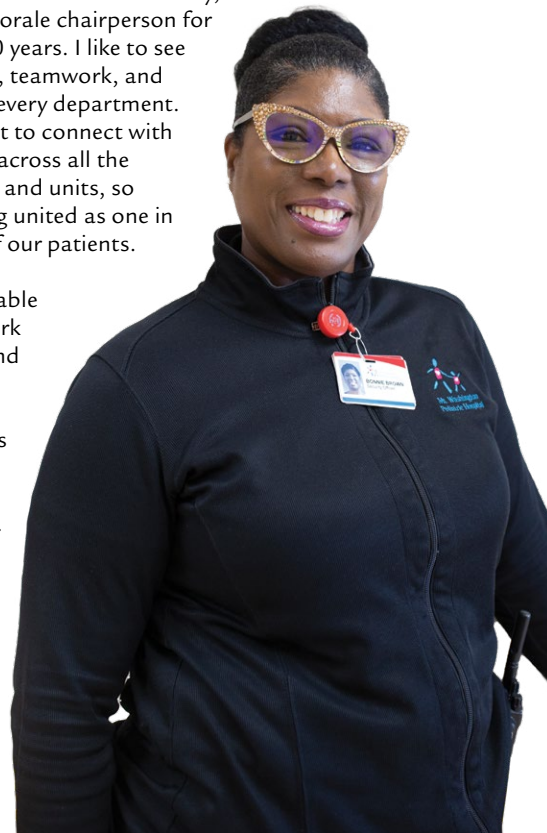
What do you find most rewarding about your role? What is the role's biggest challenge?

The most rewarding aspect is the smiles from patient family members and employees. To smile at someone and receive a smile back is priceless to me. The most challenging part of my job is anytime there is a code or an emergency with a patient. It's difficult to know that a child is in distress.

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

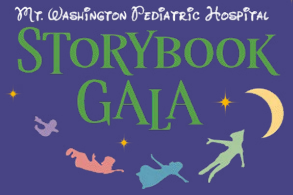
In my work with Baltimore County, I served as morale chairperson for more than 10 years. I like to see good morale, teamwork, and unity across every department. It's important to connect with one another across all the departments and units, so we're working united as one in the service of our patients.

I hope to be able to use my work experience and the things I have learned over the years to create a better, safer environment. That's what I hope to contribute to MWPH.





9TH ANNUAL STORYBOOK GALA IS A HIGH-FLYING SUCCESS



On November 4, MWPH hosted its ninth annual Storybook Gala for about 400 supporters, our first held in person since 2019. Built around a Peter Pan theme, the gala surpassed expectations and raised a net profit of almost \$450,000—the most ever raised in a Storybook Gala.

“Mt. Washington Pediatric Hospital is a magical place where we rely on the science of rehabilitation, innovation, proven medicine, and treatments that promote healing for our patients. Our goal is to help families find their hope—we help children achieve their potential,” said Dr. Scott Klein, president and CEO, MWPH. “The success of this

year’s gala celebration proves that Baltimore is home to a broad, dynamic, generous, and caring philanthropic community that understands how important MWPH’s work is to our region. We are indeed grateful.”

“It was our most beautiful gala yet, with an amazing pirate ship bar with built-in sound effects and so many stunning details. When guests entered the main ballroom, they really felt like they were in Neverland,” said Alison Cohen, who chaired the Storybook Gala committee for the fourth time.

In addition to gorgeous surroundings, a cocktail reception, dinner and dancing, a raffle, and a special “fund-a-wish” appeal, the gala featured a live and silent auction with 187 packages for guests to bid on, setting a new record for number of items.

MCB Real Estate was the



gala’s presenting sponsor. “I’ve been an active supporter of Mt. Washington Pediatric Hospital for years,” said P. David Bramble, managing partner at MCB Real Estate, LLC. “Serving

as a presenting sponsor and honorary co-chair for this important effort is special to me and all of my colleagues at MCB. We are pleased to play a small role in the healing work of MWPH. On behalf of our entire team, congratulations to the gala organizing committee, generous donors, volunteers and the entire Mt. Washington Pediatric Hospital team on the success of the 9th Annual Storybook Gala.”

“It was very exciting to come back to the Storybook Gala after a four-year pause, and it was clear that the gala committee spent tons of time and energy making sure this gala was unforgettable,” said Liz Glass, event coordinator at MWPH. “None of this would have been possible without our amazing group of volunteers, especially the leadership team including gala chair Alison Cohen and vice chairs Kate Cohen, Beth Armacost, Allison Abarbanel, and Veida Horn. We’re so grateful that they give their time and talent to make this the best event ever.” Many of our staff volunteered their time to support the event. We are so grateful for their commitment to MWPH. They also played a huge part in the success of the evening.

Supporters were also asked to “fund-a-wish” by contributing to a top-priority wish-list item for the hospital. This year, it was raising money to purchase a crucial piece of equipment for the hospital’s new Ability Center: the Bertec balance machine. Once the purchase is complete, the hospital will be the only facility in the state with a dedicated Bertec machine for pediatrics. Our rehab team is thrilled to have this state-of-the-art piece of equipment to continue their expert care and to even better serve our patients and their families. “The gala also helps to fund different programs for the children and families we serve, so MWPH can keep doing the great job they do,” Cohen said. ❤️



Get to Know Rev. Tamara England Wilson, DMin

On October 2, MWPB welcomed our new director of community benefit, Rev. Tamara England Wilson, DMin. Dr. Wilson is a pastor in Baltimore City who has served as a clergyperson for nearly 20 years. She also worked for 19 years as a speech-language pathologist in Baltimore City Public Schools before pursuing her doctorate of ministry. She is a mother of two and has two grandchildren.

For her entire career, Dr. Wilson has been a passionate advocate for the Black community. Her work has spanned various issues affecting Black Americans, from sickle cell disease and breast cancer healthcare disparities to underrepresentation in clinical research and vaccine hesitancy. Throughout her work, she has sought to uplift and amplify Black voices and perspectives with the goal of promoting equity for all.

During the COVID-19 pandemic, Dr. Wilson accepted a job in the University of Maryland Medical Center's community engagement department, where she worked to ease food insecurity in Baltimore City as a result of the pandemic.

"For me, anything that reduces the negative impact of race, tears down barriers, and provides resources that help people become self-sufficient, I'm in," Dr. Wilson said.

Working with children has always been her passion, and she is



delighted to join MWPB with a role that will enable her to bring resources to the community's children to help reduce healthcare disparities. "When the opportunity was presented to me not just to do specific tasks but also to delve into the strategy and explore how to reduce the equity gap in broader terms, I jumped at the opportunity," Dr. Wilson said.

During her first couple of months at MWPB, Dr. Wilson has been learning about the hospital's history, mission, and vision, as well as its current community health priority areas and the activities the hospital has engaged in to date to address those priority areas.

Her short-term goals are to talk with staff about community benefit as it relates to federal guidelines and to help the hospital

continue to increase its presence in communities across Baltimore City. In the long term, "I'd like to see a steady flow of programs that, over time, we can walk away from, having made a significant and sustainable impact in the lives of the communities we serve," she said.

As she has settled in, she has been impressed by the MWPB staff's genuine love and care for children. "In a world where there are so many problems, this is such a positive environment in which to work," she said. "I feel I'm part of something great." ♥

MWPB: IN THE NEWS

This past fall was very busy for us for news coverage and we were fortunate to be featured in multiple outlets, including front pages of the *Baltimore Sun* and the *Washington Post*!



Front page – below the fold



Devan Curet 10-year reunion visit

"To just see the doctor that helped save my life, I'm just grateful. Very grateful."



ADHD story – Dr. Akintade
Obesity Awareness – Michelle Demeule



Say Yes to the Dress event



Ava Marie painting w/ patients



MWPB Trick or Treating



Spirit of Children party





Patient Parent Perspective

Betsy Dean



Harford County residents Betsy and Rich Dean are parents to two sons, 18-year-old Ashton and 14-year-old Jonah. When Ashton was just 6 months old, he had a stroke. The doctors found that he had several blood vessel malformations in his head, which have caused additional challenges.

How did your family first connect with MWPH?

In 2015, after a severe, seizure-like episode, Ashton was admitted to MWPH for inpatient rehabilitation. He has been receiving physical therapy twice a week and occupational therapy once a week at the Harford County rehabilitation center since before MWPH bought it five years ago and has continued now that it is owned by MWPH.

What other services has your family received?

Beyond the one inpatient rehabilitation stay, it has primarily been outpatient physical and occupational therapy. When Jonah was in elementary school, he also participated in a course of outpatient occupational therapy to boost his fine motor skills.

MWPH has a great reputation, but it's just too far away for us to come into Baltimore multiple days a week. We're delighted that MWPH has outpatient therapy services based in Harford County, so it's easier for us to access services in our community.

What stands out about MWPH?

I love the therapists at the outpatient therapy center. Since we go there three times a week, they're like family. And Holly, the receptionist, is so nice, so caring. The first person you talk to when you call or arrive is always pleasant, which makes for a great experience. We hardly ever have a problem with billing or insurance, and if we ever do, it's fixed right away.

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

I always recommend MWPH. They do a great job of making the therapy sessions fun for Ashton, and they also do a great job of pushing him without risking his safety. It's just a great group of therapists who really care about the kids.

CALLING MWPH PARENTS AND CAREGIVERS!

Seeking new members for our Family Advisory Council (FAC)!

- Do you want to make a difference at MWPH?
- Do you support the vision, mission and values of MWPH?
- Do you want to actively participate in the development of new programs, facility improvements, and hospital policy?

JOINING THE FAC MIGHT BE FOR YOU!

If you're interested in being on the Family Advisory Council, please contact Michelle Hanover, Patient Family Liaison at 410-578-2651 or mhanover@mwph.org.

Staff Referrals Encouraged!



Scan the QR code to start the process

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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