

Inspiring the Best

It takes a special type of person to work at Children's and make a difference in the lives of our patients and the lives of each other.

"You work at Children's?"

It's a question most of us have received from a stranger while away from work. And while our minds race to figure out if we know the person who seems unusually familiar with our employment situation, it takes one downward glance to solve the mystery.

You forgot to take off your badge.

Putting on the Children's badge is the first thing each of us does as we walk through one of our doors. It's what tells patients, families and those with whom we work throughout the day that we represent Children's. That we belong. And we're here to help.

But it's more than a security badge. It's a badge of honor. That's because the people whose faces are on the badges change lives every day in so many ways.

Dedicated to Jaime All Better

Every day, your actions inspire each other. And each inspirational act begins the same way. Someone sees an opportunity to fulfill a unique need and, rather than talking about it, they spring into action. Just ask Jaime Brown, Manager, Annual Fund, Foundation.

On April 18, Jaime left her office as she would any other weekday evening, unaware that an infection was slowly eating at the lining of her heart. Hours later, she was admitted to Emory University Hospital.

Open-heart surgery would keep her away from Children's for more than two months, but visions and voices of her co-workers followed Jaime as if she'd never left.

When word of her condition reached the Foundation, Kathy Hastings, Development Officer, put her artistic talents to use and created a giant Dedicated to

Jaime All Better card, putting a personal spin on our newly launched Dedicated to All Better campaign.

"That card was just the start. From flower bouquets in my hospital room to meals delivered to my house to surprise visits, not a day went by that I didn't receive a pick-me-up from one of my Children's buddies," said Jaime.

Gene Hayes, President, Foundation, and Scott Hodoval, Vice President, Foundation, and many others called Jaime every week to see how she was feeling. And during most calls, Jaime joked that Children's now has a "part cow" employee, as part of her surgery called for replacing one of her heart valves with the valve from a cow.

Upon her return in June, Jaime found her cube walls decorated with white and black spots and tons of bovine paraphernalia, from cow pens to cow tissues.

"I hadn't laughed that hard in months," said Jaime. "You can try to find better or more thoughtful co-workers—ones capable of making you look forward to coming back to work—but be prepared to spend the rest of your life doing it," said Jaime.

Milestone at the Bedside

We know how to make our patients feel special, too. When 18-year-old Yaamer Khan arrived at Eggleston dehydrated and in extreme pain, our clinical teams moved quickly to diagnose his condition. As he stabilized, word spread that Yaamer should have been preparing to walk across the stage at his high school graduation that afternoon. Amy Porter, Staff Nurse-Colleague, PICU, led a rally to bring Yaamer's graduation to him.

"Once Amy gathered the troops, it was incredible to watch everyone come together," said Deanna Warren,



When Jaime returned to work, her teammates decorated her cube with "anything and everything cow." The gesture paid tribute to Jaime's surgery, which involved replacing one of her heart valves with one from a cow. Kathy Hastings, back left, drew the poster and Katie Miller, back right, led the decoration of the cube.



► Yaamer, his dad and mom, who is also a nurse in the Emergency department at Egleston, and the graduation items created by staff for the ceremony. Denise Cohen, Guest Services Liaison, volunteered to take photos before, during and after the ceremony to add to the family's memento.

Child Life Specialist. "It was already shaping up to be a busy day, but you could see light bulbs flashing over each of our heads. And for each person that flash triggered a different personal mission—all on behalf of a boy they'd just met."

Deanna researched his high school's mascot and colors before creating a diploma. The Child Life department teamed with his nurses and physicians to craft improvised caps and gowns, lead traditional graduation songs onto an iPad and prepare a posterboard for visitors to sign with commemorative well wishes.

Later that afternoon, Gayathri Tenjarla, M.D., his

gastroenterologist, surprised Yaamer by entering his room wearing a cap and gown. In a room filled with Yaamer's caretakers, friends and family, Robert Simek, M.D., a gastroenterology fellow working with Dr. Tenjarla, made things "official" by ceremoniously presenting the Children's-made diploma to Yaamer.

"I've never been more proud to wear the Children's badge than I was that day," said Deanna. "I know everyone was busy, but the way each person and team came together for Yaamer is something I'll never forget. And, as they told us many times that day, neither will the family."

Beyond the Badge
Although you won't find Diploma Designer or Themed Cube Decorator on any badge at Children's, our patients and co-workers inspire each of us to think beyond our badges every day. Like many of the roles played by our staff—cheerleader, shoulder to cry on, teacher—such titles are inherent in every job description.

"I work with amazing people. I'm so happy to share my life with them, and to have the opportunity to be a part of theirs," said Jaime. "To all of my colleagues out there, you make me happy to open my eyes and come to work every day. You're also the reason I can open my eyes."

Finding and Developing People Who are Strong Enough to Care Enough

Securing the right people to wear the badge requires us to create an environment that not only attracts top talent, but one that also inspires—and enables—talent to thrive. That's why Inspire the Best in People is one of our four strategic focus areas for the next five years.

"The culture we've created and the programs we devote to our people have earned us top workplace recognition on local and national scales," said Linda Matzigkeit, Chief Administrative Officer. "But accolades aren't why we do it. Making sure we have the right people to take care of kids and creating an environment that helps them thrive is what's most important."

Throughout the next five years, our ability to achieve our four strategies—**Deliver the Best Care, Inspire the Best in People, Engage and Serve our Communities and Transform Pediatrics**—relies on the performance of our employees and physicians. To help us inspire the **Best in People, we will:**

Recruit and Develop Exceptional Talent

The path to finding and growing people who live our Values starts with good recruiting. From physical therapists to data analysts, our people possess extraordinary expertise and a desire to help kids. After joining our team, Children's provides employees with development opportunities. Whether it's an online course, one-on-one consulting or a specialized leadership development program, we strive to help employees realize their full potential, in both knowledge and skills. Clinical teams skilled in the latest medical technologies will help us maintain a first-class physician workforce as the physician workforce ages and shortages of pediatric physician talent intensify.

Attract the Best Physicians

To become the most attractive pediatric healthcare system for physicians, we need to create a culture in which physicians are excited to work with us and improve the care and service we provide. It also requires providing the best physician practice environment for those who seek employment in a health system.

Developing effective physician leaders has become even more important to the success of our physicians and Children's as a whole. To this end, we launched a Physician Chiefs Leadership Experience and a Medical Directors Management Essentials Program. These all the principles and practices from our Center for Leadership experiences, but are tailored to the specific needs of physicians leading other physicians in complex environments.

We're continuing to work with the Georgia Pediatric Care Network, a coalition of pediatric healthcare organizations in

Atlanta committed to improving outcomes for Georgia's kids. We're also implementing the Pediatric Care Center, our joint relationship with Emory University, to improve our integration with our Emory-affiliated physicians and improve our physician practice environment.

Support the Training of Georgia's Pediatric Physician Workforce

The best way for us to ensure that Georgia has enough of the best trained physicians in the country is to train the next generation of physicians at Children's.

We're working with our academic partners to train physicians to meet Georgia's workforce needs and develop a learning environment that retains the best physicians after they complete their training. Our goal is to ensure we have enough physicians to meet Children's access needs and to align our teaching priorities with our clinical needs.