

# 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 Jamie 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 a 18-year-old Yaamer Khan arrived at Egleston 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 decoration of the cube back right, led the decoration of the cube.

## Finding and Developing People Who are Strong Enough to Care Enough

*"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 Matzigeits, 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

of Georgia's Pediatric  
Physician Workforce



Yanner, his dad and mom, who is also a nurse in the Emergency department at Eggleston, 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 mementos.

**Beyond the Badge** Although you won't find Diploma Designer or Themed Cube Decorator on any badge at Children's, our patients and coworkers 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

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. Teniarla, made things "official" by ceremoniously presenting the Childrens-made diploma to Yaamer.

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

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

“I have never been more proud than to wear the Children’s saddle that I was that day,” said Deanna. “I know everyone was busy, but the way each person and team came together for ‘Yanner is something I’ll never forget. As they told us many times that day, neither will the family.”