



Mt. Washington
Pediatric Hospital

Handprints

SPRING 2025

WHAT'S INSIDE

PAGES 1-2

Get to Know New
CNO Jacqueline Newton

PAGE 2

Upcoming Events



PAGE 3

President's Message
Where Are They Now?



PAGE 4-5

Employee News

PAGE 5

Mythbusters
5 Minutes With...



PAGE 6

Department Spotlight:
Child Life and
Therapeutic Recreation



PAGE 7

MWPH is a Trauma-
Informed Care Leader
MWPH in the Community

PAGE 8

Patient Parent Perspective
Kudos

Get to Know New CNO Jacqueline Newton

Welcome our new chief nursing officer and
vice president of patient care services



In January 2025, seasoned nursing executive Jacqueline Newton, RN, MSN, CPEN, NE-BC joined Mt. Washington Pediatric Hospital (MWPH) as our new chief nursing officer (CNO) and vice president of patient care services.

After building her career in large, academic medical center settings, Newton was drawn to the hospital's mission and vision. "I could immediately sense that everyone here lives and breathes the mission every day, rallying behind the patients to get them back to their homes, families, friends, schools, and communities. I was inspired by this rewarding work and wanted to help lead the nursing workforce and teams throughout the hospital," she noted.

Newton earned her bachelor's degree in nursing from Texas Tech University and her master's degree in nursing and clinical informatics from Walden University. Her clinical experience includes the pediatric intensive care unit (PICU), air and ground critical care transport, the emergency center, rehabilitation, acute care, behavioral health, burns, trauma, and case management. After starting her career at Texas Children's Hospital working as a PICU staff nurse, she assumed key leadership positions in the PICU and helped the organization design and build an electronic medical record as well as open its west campus as the assistant clinical director of the emergency center, case management, social work, and nursing operations. She then spent the past seven years as the executive director of medical and surgical nursing at Children's National Hospital in Washington, DC, before joining MWPH's leadership team.

“

We are extremely fortunate to have Jacqui on our team as we look to our future.”

— Dr. Scott Klein

”

“During her interviews here at MWPH, Jacqui was noted by staff to have a great balance of professionalism and warmth with a unique blend of enthusiasm for MWPH's mission and vast leadership experience in pediatric settings,” said Scott Klein, MD, MHSA, MWPH president and CEO. “We are extremely fortunate to have Jacqui on our team as we look to our future.”

continued on next page >>

Get to Know New CNO Jacqueline Newton *continued*

Getting to know MWPH

Newton is spending the first few months on what she calls her “look, listen, and learn tour.” She will spend time observing workflows with the goal of understanding how teams work together at MWPH. Her goal, she said, is to be “intentional and conscientious about understanding the why, the history, and the precedent behind the incredible work at Mt. Washington.”

Her vision for the hospital’s future aligns with the same sense of mission that drew her to MWPH. She has several goals for her role, including:

- Prioritizing a culture of safety
- Advocating for children – helping them heal and grow
- Being a champion for nurses and all of the teams that report to her
- Helping MWPH staff to grow professionally and develop in their career paths
- Ensuring that MWPH is the best place to not only receive care but also the best place to work

She wants to do her part to help MWPH continue to be a hospital where patients have strong clinical outcomes and staff have a sense of meaning, belonging, inclusivity, and satisfaction.

“From the staff and patient interactions that I’ve seen so far, it has been so inspiring and encouraging to witness. It is clear to me that the MWPH team truly delivers care from their heart,” Newton said. ♥

“
From the staff and patient interactions that I’ve seen so far, it has been so inspiring and encouraging to witness. It is clear to me that the Mt. Washington team truly delivers care from their heart.
— Jacqueline Newton”

10 THINGS YOU DIDN’T KNOW ABOUT CNO JACQUI NEWTON

- 1 She met her husband on a blind date.
- 2 She is the oldest of six kids, so naturally, babysitting was her first job.
- 3 She has two adult children: her daughter, Brianna, is a graphic artist, and her son, Patrick, is an architect.
- 4 She loves to cook, especially carbonara, which is her signature dish.
- 5 She also loves to travel. Favorite destinations include the Cliffs of Moher in Ireland, the Grand Canyon, and the Louvre.
- 6 A huge sports fan, she cheers for the New York Giants and the Houston Astros.
- 7 Her claim to fame is that she once acted in a U.S. Army training video. Her dad was in the Army, and she had the opportunity to act the part of an injured child. Her role required her to be air lifted in a basket by helicopter, then be flown across the base!
- 8 She is a native New Yorker, originally from Long Island, and is a self-professed NY bagel and pizza “snob.”
- 9 She enjoys doing puzzles, playing board games, reading, listening to music, and throwing parties. Ask her if she has a party tent rental company on speed dial.
- 10 She has lived in New York, Kentucky, Tennessee, Texas, and Maryland in both urban and rural communities.

MAR 20

GETTING HOME TOGETHER

4–6 p.m.

APR 17

Heal and Grow Dining Room

Patient families, please join us for dinner and transition-to-home support.

MAY 15

APR 02

BUBBLES FOR BABIES

6–8 p.m.

Mt. Washington Tavern
5700 Newbury Street
Baltimore, MD 21209

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 tickets here:

tinyurl.com/BubblesApril2

APR 26

10TH ANNUAL STORYBOOK GALA

6:30–11 p.m.

M&T Bank Exchange
401 W Fayette Street
Baltimore, MD 21201

SAVE THE DATE

SEP 15

MWPH GOLF TOURNAMENT

Woodholme Country Club
Shotgun Start 11 a.m.



Presents



Mt. Washington Pediatric Hospital
GOLF TOURNAMENT

Message from the President

Dear Friends,

As winter finally begins to loosen its grip, our thoughts turn to all things fresh and new. At MWPH, we have been thinking about the future as we move forward with our strategic planning process. The purpose of our strategic plan is to gain clarity around where we will focus our energies as an organization over the next three to five years.

Our hospital's last strategic plan ended in 2020, and the executive team, together with the board, completed much of the background work on the strategic plan in 2021 and 2022. When Shelly Stein announced his plans to retire, the board paused its planning efforts in order to give the next president and CEO an opportunity to weigh in.

Last summer, around my one-year anniversary at the organization, we began to collaborate, moving the strategic planning process forward once again. Since then, we have been conducting focus groups with staff, as well as preparing

and sending surveys to our board members, referring providers, and community members. The goal of these efforts is to gather feedback about what the hospital does well and what new initiatives we want to take on as the hospital moves forward into the future.

MWPH has served our community in a specific role for the past 102 years, and we're not looking to become something different. We want to hone in on what we're best at and optimize those aspects.

Broadly speaking, we have identified seven focus areas:

1. Emphasizing safety and quality
2. Optimizing the care continuum
3. Highlighting our clinical differentiation in the market and ensuring access to care
4. Improving patient experience
5. Caring for our staff and making MWPH a great place to work

6. Continuing to advocate for children's health care
7. Investing in our infrastructure

The next phase of the process is to break our focus areas down into actionable steps. It's an exciting time for our hospital.



Sincerely,

A handwritten signature in black ink that reads "Scott Klein".

Scott Klein, MD, MHSA
President and CEO

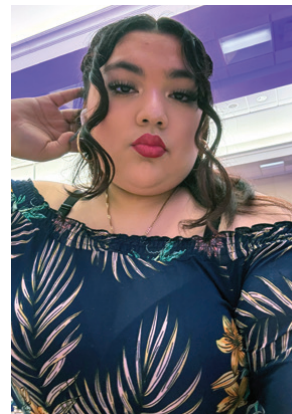
Where Are They Now?—Alisson Vasquez

When Alisson Vasquez was seven years old, her pediatrician referred her to MWPH to participate in the Weigh Smart® program. She got an initial evaluation that included bloodwork, a baseline weight measurement, and other tests. Over the course of the program, she met with the Weigh Smart® team regularly to do weigh-ins, discuss nutrition improvements, learn about exercise, and discuss ways to improve her lifestyle to be healthier. She continued to participate until she was 15.



Alisson then

Alisson was also referred to MWPH for two sleep studies, the first in 2015, to assess her for sleep apnea. "When I was little, I enjoyed coming to MWPH a lot," Alisson recalled. "They made me feel welcome – a lot of nice people, nice doctors. I also loved getting a little prize after every appointment. I saw some changes in my health as a result of going through the program, too."



Alisson now

Today, Alisson is a 17-year-old high school junior who keeps busy in her school's marching band and helps in the English as a second language class. Last December, she returned to MWPH – this time as a volunteer. She volunteered in the hospital's annual Holiday Toy Shop, at both the drive-thru and in-person events.

She enjoyed the experience and would love to do it again. "I speak English and Spanish, so I was able to help out a lot at the toy shop, communicating with families,"

Alisson said. "I have two much younger siblings, and I remember coming to the drive-thru event for them years ago. I am happy to help others in the same way."

Alisson is excited for her future. She plans to go to college – Towson University is at the top of her list right now – and she intends to capitalize on her interest in technology by studying engineering and computer science. ♥



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.

December



Rakiyea Carver, Nurse Care Manager (Per Diem)

“Rakiyea has demonstrated excellence and passion in her ability to safely discharge home our patients with complex medical needs. From ensuring that needed and often times very expensive medications are

available, to securing private duty nursing support, to crossing every “t” and dotting every “i”, all with a smile on her face, no detail is ever overlooked throughout the discharge process.”

January



Beth Hewes, Employee Health Nurse/Transport Nurse

“Beth has been a nurse at MWPH for over 35 years. Known as a ‘jack of all trades,’ Beth flawlessly operates in her roles as Nursing Supervisor, Employee Health Nurse, and Transport Nurse. Both the Human Resources and Nursing Departments, along with the entire organization, are incredibly fortunate to have someone as dedicated and skilled as Beth.”

February



Arleyne Mason, Environmental Services Technician

“Miss Arleyne is amazing. She is a bright light in our hospital and shows so many of our CARES values. She ensures our babies

not only have a clean environment to heal and grow, but takes personal responsibility for caring for their tiny clothes.”

DAISY AWARD



Congratulations to Autumn Diggs, RN

“Autumn is clearly committed to serving patients and families and remains focused on the best interest of her patients. She really made me feel respected and provided us with true

quality of care. I honestly feel that it takes an exceptional person to be a nurse and an extraordinary person to be a great nurse and Autumn proved that to us while she cared for my daughter.”

– patient parent

IRIS AWARD



Congratulations to Anna Chamberlin, SLP

“Anna is an amazing speech therapist that consistently goes above and beyond in everything that she does at MWPH. She was instrumental in educating the medical team on when to refer patients to a FEES vs a VFSS swallow study and is the lead FEES clinician. She always has the utmost

concern for all of her patients and is an excellent advocate for them. In her role as student supervisor and mentor to new members of the speech team, she is helping progress the field by educating the future clinicians to come.”

CONGRATULATIONS KIM



Congratulations to Kim Nelson!

In February, Kim Nelson, MWPH’s amazing Medical Staff Coordinator, retired after 27 years of service.

Throughout her career, she has been known for her unwavering dedication, attention to detail, and infectious laugh. Always professional and kind, Kim has touched the lives of every team member, patient, and family she’s encountered. All the best Kim!

MYTHBUSTERS

Myth busted by Dr. Katherine Volker,
clinical psychologist and clinician evaluator
at the Learning Assessment Center



MYTH: If my child resists homework, they're just trying to give me a hard time.

FACT: While homework is not the most enjoyable activity for children, the presence of oppositional behaviors can sometimes indicate an underlying challenge. Children who

experience difficulties with learning skills, such as reading, writing, mathematics, or with applying academic knowledge, may perceive homework as too challenging. As a result, they resist engaging in homework. In addition, difficulties with sustaining focus and attention can result in challenges remaining on task and look like a child is resisting homework.

WHAT TO DO IF HOMEWORK TIME IS CHALLENGING:

- Schedule homework for a time when your child is most attentive.
- Build in frequent breaks. Work for 15-20 minutes, then break for 3-5 minutes.
- Reward the child's attempts and persistence, even if they arrive at incorrect answers.
- Offer positive praise and support. Sit with your child while they complete homework.
- Seek professional evaluation if you have concerns about your child's learning abilities.

If you are interested in pursuing a comprehensive evaluation through Mt. Washington's Learning Assessment Center, visit mwph.org/lac

5 MINUTES WITH

Bernadette Crowder, MD, FAAP

Since 2016, pediatrician and neonatologist Bernadette Crowder, MD, FAAP, has been an attending physician at MWPH's Center for Infant Specialty Care. She spends a big portion of her days on patient care, managing neonatal patients with conditions from prematurity to withdrawal and feeding problems. Her role also includes significant attention to supporting her patients' parents and caregivers as they adjust to their new reality.

What brought you to MWPH and your field?

During my training, I was encouraged to focus on neonatology because my excellent attention to detail aligns with the exactness and certainty necessary in neonatology. Although children may have the same diagnoses, they each present in their own way.

I came to MWPH at a time when I was going through transitions in my life. MWPH offered me a place where I could give the care I was trained to give and also attend to my family while feeling that I was able to give everyone my best. I also trained here in Baltimore, so it was a familiar environment. I have grown to love the people at MWPH.

What is your role's biggest challenge?

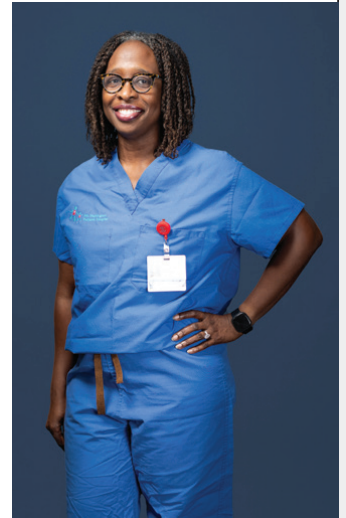
What do you find most rewarding about your work?

The most rewarding part of my work is watching babies go home as whole and complete as they can. That doesn't always look the same for each baby, but it's wonderful when they get to go home, be with their families, and thrive in their environments.

It's challenging that we don't have control over how and when babies progress. It can take a lot longer than anyone hopes, and it hurts to see families grieve the experience they thought they were going to have when they welcomed their child.

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

I am privileged to work with families during this first, crucial part of their child's life. It's a difficult time, and if I can help in any way, that makes me feel fulfilled. Furthermore, if I can make MWPH a safe space for any person who walks through the doors, then I feel like I have done my job.



CONGRATULATIONS



The Executive Alliance Honor Roll award raises the bar for women's representation in the C-Suite and board room. Honor Roll companies must have AT LEAST 30% of their executive leadership AND 30% of their board of directors seats held by women.

Congratulations to Mt. Washington Pediatric Hospital for receiving the 2025 Executive Alliance Honor Roll Award.

CHILD LIFE AND THERAPEUTIC RECREATION



March is Child Life month. To celebrate, we're shining a light on our amazing Child Life and Therapeutic Recreation team.

Did you know?

1. This department interfaces with every discipline in the hospital.
2. MWPH Child Life and Therapeutic Recreation staff are located at all MWPH facilities: Capital Region and Rogers Avenue's Pakula unit, Meyerhoff unit, day treatment programs, and outpatient clinics.
3. MWPH's program combines child life and therapeutic recreation, which is unusual in a pediatric setting – most programs don't have both.
4. The team provides extensive caregiver and sibling support, including offering Sibling Nights throughout the year, to allow siblings of medically complex children time to connect with one another.
5. Most of the department's team has national certification and a master's degree. Although they disguise therapy as play, it's all deliberate, goal-driven, and purposeful.

"Our staff fills many roles during a patient's hospital stay but ultimately ensures that patients and their families feel supported every step of the way. Whether that's coordinating a session to bring a medically complex patient to the playroom for the first time, supporting a patient through a difficult procedure, or providing support to a patient's sibling, our staff helps to empower both patients and families throughout their hospitalization and beyond," said Sarah Beale, MS, CCLS, CEIM, senior child life specialist at MWPH.

How does child life differ from therapeutic recreation?

Child life focuses on helping kids cope with hospitalization and medical procedures through play. The Child Life team also works on a child's developmental skills through therapeutic play.



In short, child life concentrates on the here-and-now stressors a child may be facing as a result of medical complexity.

Therapeutic recreation is the domain of leisure activities, adaptive sports, and facility dogs. Its goal is to help kids focus on the future as they prepare to reenter the community.

Wearing many hats

The Child Life and Therapeutic Recreation team members are experts at considering the bigger picture, incorporating experts in, for example, early literacy programming, infant massage, brain injury expertise, and the home-school connection.

"We're involved in every aspect of improving quality of life for our children and families," said Lindie Ashman, manager of child life and therapeutic recreation at MWPH. "When a child has a life-changing illness or injury, it can be hard for them to see their own strength. We enjoy seeing them harnessing their potential, thriving, making friends, and succeeding in school." ♥

MEET BATA, OUR NEW FACILITY DOG



We're delighted to announce that a third facility dog has joined MWPH! Here are some quick facts about Bata:

- Breed: golden retriever
- Age: 2 years
- Handler: Anna Sneer
- Favorite activities: paint, tug of war, playing ball, fetching things, being brushed

MWPH is a Trauma-Informed Care Leader



Dr. Lindsay Gavin, licensed psychologist and Trauma and Healing Program Coordinator

MWPH has invested in developing the hospital's expertise and services in trauma-informed care, and the hospital is being recognized as a leader in these efforts.

This month, licensed psychologist Lindsay Gavin, PhD, coordinator of MWPH's trauma and healing program, delivered a talk to members of the Children's Hospital Association (CHA). The virtual presentation covered MWPH's trauma and healing program, as well as the hospital's partnership with the Baltimore mayor's office to offer trauma-informed care.

The CHA audience for the presentation was comprised of people in nonclinical roles, so Dr. Gavin approached the content as she would when talking to patient parents or other nonspecialists.

“Our goal is to eventually ensure all staff who interact with patients, from the front desk staff and EVS to the nurses and other providers, are trained in trauma-informed care and that our hospital policies reflect that type of care.”

—Dr. Gavin



Here is a snapshot of the questions Dr. Gavin covered in her talk:

- What is trauma-informed care?
- What does it look like in a hospital/medical setting?
- How does it impact patient care to be trauma-informed?
- What do we do at MWPH in our trauma and healing program?
- What current initiatives are going on in Baltimore City to support trauma-informed care?

About MWPH's trauma and healing program

MWPH's trauma program provides mental health assessment, treatment, and consultation services to children and adolescents and their families who have experienced or may be at-risk for experiencing exposure to trauma, including:

- Neglect
- Physical abuse
- Sexual abuse/assault
- Traumatic loss of a caregiver/loved one
- Domestic violence
- Community violence
- Medical trauma
- Other trauma-related experiences

Other trauma-informed care efforts

Dr. Gavin serves on the Trauma-Informed Care Task Force through the Baltimore City Mayor's Office for Children and Family Success and is co-chair of the task force's medical subcommittee. This month, the task force is kicking off a pilot of a year-long, intensive trauma-informed care training. Staff at MWPH, Johns Hopkins, the University of Maryland, and MedStar are participating in the first pilot cohort.

MWPH is also partnering with the task force, local churches, and faith organizations to offer medical and mental health care along with the University of Maryland and their Engage the Heart program.

“Our goal is to eventually ensure all staff who interact with patients, from the front desk staff and EVS to the nurses and other providers, are trained in trauma-informed care and that our hospital policies reflect that type of care,” Dr. Gavin said. ♥

MWPH: IN THE COMMUNITY

MWPH is proud to support the Community Baby Shower for the Judy Center Early Learning Hub at Arlington ES in Northwest Baltimore!



Together, we're helping families in need and making a difference in our community.





Patient Parent Perspective

Megan Wenzler



Megan and Kline Wenzler have three daughters: Lacie (19), Sadie (11), and Halie, who will be 5 in June. Although Halie was born with multiple medical challenges, she just keeps beating the odds.

How did your family first connect with MWPH?

After two months in the neonatal ICU, Halie transferred to MWPH for a few weeks before complications forced her back to the ICU. She came home for good at 11 months old.

What other services has your family received at MWPH?

Halie continues to participate in various outpatient therapies at MWPH, including physical, occupational, and speech therapy as well as hydrotherapy. She also sees the pulmonology team, since she has a trach. All three Wenzler daughters see Alison Miles, DO, as their primary care provider, and

Sadie has previously received behavioral therapy and is currently receiving physical therapy at MWPH as well.

What stands out about MWPH?

The quality of the care and the dedication of the staff are the two main things that stand out. Everyone knows us – from the front desk staff to the chef in the dining hall – and seems to genuinely enjoy their work. We are so grateful for the love, support, and warm welcome that we’ve received over the last five years.

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

Don’t hesitate! We have zero regrets. You can tell that the people who work at MWPH love these kids. If you can’t be there 24/7, you know that they’ll be there for your child. You can tell it’s their mission. Sometimes people are in a job because they need a paycheck, and others are there because it’s their calling. For just about everyone at MWPH, it’s their calling.

KUDOS for our Caring Staff

“When I enter any lobby of the hospital, my children and I are greeted with such a warm, welcoming manner. The staff is always professional, attentive, and know how to bring smiles to my kids’ faces when they’re not feeling their best. I’m grateful and look forward to this experience each visit!”

—patient parent

“We commend Mt. Washington Pediatric Hospital for having health care professionals like Dr. Getzoff, who are positively impacting the lives of the community through commitment and dedication to providing quality health care. Mental Health is a critical need in our society and what a dynamic asset and powerful leader you have in Dr. G.”

—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

— 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.

MWPH.ORG

“Like” us on Facebook

Follow us on X

Follow us on YouTube

Follow us on Instagram @mwphstories

Connect with us on LinkedIn