

Children's News

For Children's Hospital Boston employees, staff and volunteers

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FROM LEFT, Jim Boyd, John Taylor, Luis Alvez and Damion Dwyer

Food Services takes the '06 survey to heart

In May, Human Resources (HR) will once again conduct a hospital-wide survey, marking the fifth time since 1999 that Children's Hospital Boston has asked for feedback from all employees, staff and volunteers.

HR is looking forward to hearing from everyone this year, and it's easy to see why: The survey results really do matter. In fact, upper management looks at them as a report card on how well they are performing. "One thing we heard loud and clear from our employees in the 2006 survey was that they wanted their leaders to communicate more—and more effectively—about everything from the events that impact their day-to-day work to the long-term future of the hospital," says Chief Operating Officer **Sandra Fenwick**. "In response, we developed a number of initiatives that we think will help leaders better share the information

their employees need to do their jobs and feel connected to this institution. My hope is that these initiatives will contribute to an improvement in communication ratings on the 2008 survey."

One department in particular took the results to heart and has steadily been implementing changes since the findings were shared with directors. "We looked at categories that had the lowest scores in our department, including leadership," says **Shawn Goldrick**, director of Food Services. In talking to his employees about their feelings of dissatisfaction, he found that their concerns came down to matters of trust and respect, so in order to create a feeling of trust, he worked to improve his department's communication. "Our managers and supervisors weren't always on the same page," he says. "For example, a policy might be

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Players bring patients smiles

During the holiday season, Children's patients had the opportunity to meet some of Boston's biggest sports stars, who took time out to spread holiday cheer throughout the hospital. Among them were Patriots linebacker Adaluis Thomas (top left), members of the Boston Bruins, Red Sox players and coaches who brought the World Series trophy, and Celtics star Ray Allen (right). They signed autographs, posed for pictures and left a lot of kids very happy.



Johnny the K party

Entertainer Johnny the K has been bringing his guitar, multicultural and educational songs and funny hats to Children's for the past 20 years. This year, patients sang along with him in the Patient Entertainment Center and admired his wacky hot dog, clock and animal hats.



Pops perform

The Boston Pops performed their annual holiday musical extravaganza for Children's patients in the PEC on December 19. Keith Lockhart led the musicians through winter favorites such as "Jingle Bells" and "White Christmas" to keep in tune with Boston's snowy streets.

Tree lightings

The annual Season of Hope event at our Longwood location included an enthusiastic tree lighting by Children's patient Melodie Mclean and a performance of holiday songs by Youth Pro Muscia. At Martha Eliot, **Jim Cote**, executive director, shared gifts with sisters Sayra and Gema Chireno (right). Sayra was selected as the official Martha Eliot tree lighter.



EAP turns one

January marks the one year anniversary of Children's Hospital Boston's Employee Assistance Program (EAP). Employees can contact the EAP for counseling purposes, questions regarding child care, elder care, legal matters, financial issues, work-life balance or any personal issue. Call the EAP at 508-879-2093 or email info@kgreer.com. You can also get more information or participate in a private live chat with a counselor at www.kgreer.com.



More at childrenshospital.org/chnews

- Blood donor of the month
- Kennedy Middle School donates toys
- 2008 fellows for Partnership, Inc.
- Cisco santa

Great Moves!

Next month, Children's physicians, in collaboration with Pediatric Weight Management Centers, LLC, will open a Newton center that will provide medically supervised, family-based weight management programs for children 6 to 18. The branch will offer a gym, kitchen for cooking demonstrations and rooms for exams and group support. On-site physicians, nutritionists, behavioral specialists and exercise physiologists will use many of the strategies developed at the Optimal Weight for Life (OWL) clinic at Children's. Visit www.greatmoves.com, for more.

Black Achiever celebration

The Black Achiever presentation will be held **January 17** in Enders Auditorium at noon. The guest speaker will be Evelyn Hammonds and the program will feature two students from the Boston Arts Academy performing a theatrical piece from the perspective of Dr. King and Malcolm X.

Already have a Boston Marathon number?

Boost your runner's high by running for Children's marathon team. Raise \$500 as part of Miles for Miracles Team Boston and, on race day, enjoy bus service to our starting-line indoor meeting facility and post-race reception with massage therapists. While training, you'll receive access to a team coach, group runs, fitness and nutrition clinics, fundraising tips, plus a chance to pair with a patient partner for inspiration. Questions? Contact Stacy Devine at ext. 5-2896 or run@chtrust.org.

Get in the MIX . . .

Help Children's and bring friends and volunteer to answer phones at the MIX 98-5 Cares for Kids Radiothon on **March 20 and 21**. See your favorite MIX 98-5 DJs, enjoy plenty of good eats and support Children's. For more info, contact Danielle Harrison at ext. 5-4332 or mixradiothon@chtrust.org. Can't make it either day but want to show your support? Call 1-800-457-KIDS during the radiothon or visit childrenshospital.org/giving to donate.

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Editor: **Erin Graham** | Designer: **Patrick Bibbins** | Contributors: **Louise Cobb, Nancy Fliesler, Jynelle Herbert**

Department of Public Affairs and Marketing Children's Hospital Boston 120 Brookline Avenue, Boston, MA 02115 | 617-919-3110; news@childrens.harvard.edu

VP of Public Affairs and Marketing: **Michelle Davis** | Director of Public Affairs: **Bess Andrews** | Manager of Public Affairs: **Matthew Cyr**