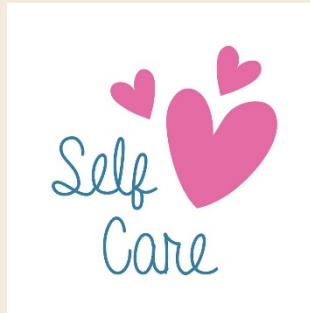


The Executive Desk

From the Desk of Bethany McGovern, MD, NDI Medical Director



A MOMENT OF SELF CARE

Ever feel burned out? Exhausted for no reason? Stressed out? Don't we all!

This is in part because most of us are not very good at caring for ourselves on a daily basis. It takes an effort and you have to know how. A few years ago I faced burnout in a major way. I realized I didn't know how to take good care of myself and this sent me on a journey of discovering many ways to do just that. Spend 15 minutes with me every month so I can pass on what I have learned. We will spend about 10 minutes being introduced to the activity then 5 minutes actually doing it. These will be small activities you can fit into your busy lifestyle.

I look forward to seeing you there!

The first moment of self-care with Bethany will be on August 26 at 7am and 12pm.

YOUR QUESTIONS ANSWERED



If you have any questions regarding NDI operations, you can submit them via the Hub page. Bethany McGovern, Medical Director, and Patti Clift, Assistant Superintendent and Chief Operating Officer, will provide answers that will be published in the September newsletter.

The NeuroDiagnostic Institute and Advanced Treatment Center, Indiana's newest state psychiatric hospital, delivers advanced evaluation and treatment for patients with the most challenging and complex neuropsychiatric illnesses and moves them more efficiently into the most appropriate treatment settings within the community or state mental health system.

NDI Dashboard – AUGUST 2021

Bridge Building Refreshers

8/4/21

8/18/21

8/25/21

CPR Refreshers

8/3/21

8/17/21

8/31/21

General Orientation

8/9/21-8/13/21

8/23/21-8/27/21
added

9/20/21-9/24/21

Census

- Adult -40
- Youth -17
- Damar-4
- Total -61

July Admissions

- Adult -14
- Youth -3
- Damar-2
- Total -19

July Discharges

- Adult -13
- Youth -6
- Damar-4
- Total -23

Exceeding Everest

Our jobs can seem like it is all up hill somedays, but the people below have been recognized for excellence in their work, and we call that Exceeding Everest. Highlighted names received multiple recognitions in the same time frame.

Komla Bokor

Kikuko Campbell

Marti Coffey

Amy Frazer

Karen Hudson

Carl (Dan) Knapp

Justin McAfee

Megan Miller

Todd Peters

Tori Selznick

Hannah Versino

Michele Wood

Melissa Brewster

Annya Castillo

Tangela Edwards

Bridget Gaines

Jeremy King

Fred Madren

Bethany McGovern

Lauren Overhage

Deb Raughter

Lisa Smith

Jenny Weber

Lauren Butler

Erin Clampitt

Lindsay Ecklund

Kellee Hawkins Coleman

Kathleen Kleckner

Vernell Martin

Andrew Miller

Vaysha Owens

Diondrae Rice

Teresa Strout

Cindy Wilson



NEWS FROM THE EMPLOYEE RECOGNITION COMMITTEE BY JEFFERY CLEARWATER

Do you have ideas that you think would improve staff morale? Do you have skills that would be helpful for planning employee celebrations? Do you enjoy meeting new people or getting to know people better? Do you like to cook? Do you like to eat? Are you good at organizing things? Do you like to do fund raising? These are just a few ways that you could contribute to the Employee Recognition Committee. It is also a great thing to add to your resume and help you develop new skill sets. If any of these things speak to you, please attend our next meeting in August or feel free to share information with anyone currently on the committee.

The committee has had two meetings this year. There are no bylaws, charter, or any type of formal structure other than people getting together to offer ideas to improve employee morale, so there are plenty of opportunities for you to help and learn new skills. The Committee will be working on these things together and it should be fun and meaningful.

There have been several topics for discussion, and I will provide information on the top three.

- **Employees of the Month**

Three NDI Stars will be chosen each month based on those employees who have received Certificates of Excellence during that month. There will also be a method of

- 1 Star will be awarded to a Day shift nursing employee
- 1 Star will be awarded to a Night shift nursing employee
- 1 Star will be awarded to a non-nursing staff member

In recognition of their achievement, these NDI Stars will be able to park in special parking spots during the entire month!

- **Food Trucks**

- Custard Dogs, Soladine, and Box Burger have already visited us this summer. We will continue to invite a variety of food trucks for your dining pleasure, including a food truck for the night shift!
- There is a food truck lined up for August (date and time TBD) and Box burger will return this fall

- **Fundraising Activities**

- Budget and ways to accumulate funds for the committee. Right now, we have talked about several fundraising activities, these include bake sales, raffling of NDI jackets, allowing employees to purchase additional days to wear jeans, and many others. We are interested in others' ideas here too.

Our next meeting is scheduled for Wednesday, August 18th at 2:30 pm. Reach out to me, Marti Coffey, Vicky Tucker, Vernell Martin or any other ERC member if you are interested in becoming a member of the Employee Recognition Committee. Happy Summer everyone!



A note from the IT Department

On behalf of the IT Department, I would like to thank everyone for their increased efforts to

submit tickets using the email system as requested. We appreciate your help in making sure tickets are logged appropriately so we can manage our workload and serve you to the best of our ability.

Cybersecurity continues to be a major concern nationally. The frequent news items about ransomware are just the tip of the iceberg and under the water is a very large chunk of ice. Please maintain your vigilance when checking emails and using the internet. So far, we have been very fortunate to not have any major issues and I appreciate your diligence in keeping it that way.

Another area where we are seeing an uptick in issues is potential HIPAA violations. Please remember that anytime you email patient information it must be sent using encrypted email. This includes internal communications as well as those with Cerner. Before you send any patient information, please ask yourself if the recipient(s) need all the info you are sending. Often, we can send less information and allow the recipient to do the work to decipher it. For example, if you are emailing a staff member about a patient, you don't need to send the full name, DOB, MRN and FIN. Often just the initials and unit are enough. If the recipient needs more, they can call for clarification. It is better to send too little than too much.

On the topic of encrypted emails, please start familiarizing yourself with the new Office365 Mail Encryption (OME). At some point the Secure Send button is going away and if history has taught us nothing else, it will go away with little or no warning. To send an OME encrypted email, you will need to go under the options menu in the message and select encrypt. I know this is not as easy as the old Secure Send button, but it will one day be our only option. If you build the muscle memory now it may save us trouble later.

As a friendly reminder, here are some important things to remember when it comes to interacting with the IT Department:

All requests for assistance need to come through as a helpdesk ticket by sending an email to NDIHelpdek@fssa.in.gov. Do not include anyone else on the email (including yourself) in the To: or Cc: lines. Including others causes the scanning program to fail the message and we do not get the ticket, delaying our ability to support you.

Do not include patient information and/or screenshots with patient info as the system we use is shared and others have access that should not see that type of information.

For after-hours support, please still start with a ticket. If it is a critical issue impacting a whole unit or the whole hospital (**this does NOT include Cerner password resets**) and we do not respond within an hour, please call our support line at 317-941-4479.

There are some systems we are not authorized to assist with. For those you should direct as listed below:

PeopleSoft – all issues should be directed to the IOT helpdesk at 317-234-4357

Computer account password resets can be reset at <http://password.in.gov>

MedSelect issues should be reported to the Pharmacy and they will contact IT if needed

Thank you for all you do for our patients!

L. Scott Munoz

DID YOU KNOW

BRIDGE BUILDING FACTS

Most of us have taken Bridge Building in orientation and as a yearly refresher. But how much do you know about the Bridge Building program and why we teach it at NDI?

- Bridge Building Control Techniques, Inc. is program developed by Bobbie Simon, a psychiatric RN who realized that other programs she had been exposed to were not patient centered and were unsafe for patients and staff. Those programs focused more on physical take downs instead of therapeutic communication and de-escalation techniques. She and a colleague developed tools that promote how to recognize and react to patient stress levels, how to talk with patients in a respectful and helpful way, and how to use non-offensive physical intervention techniques when needed
- Bridge Building Control Techniques are also used at Logansport and Madison State Psychiatric Hospitals
- Bobbie Simon and her assistants provide 2 day yearly recertification training for our experienced instructors, showing them new techniques and assuring that they maintain the skills necessary to teach others
- New instructors also attend a 2 day training, and are required to attend orientation and refresher classes as a provisional instructor for a year in order to build their skill sets and gain experience teaching others
- Erin Clampitt, Marc Gordon, and Laurie Lee have been Bridge Building instructors since we began using the program in 2003 at Larue Carter Hospital
- Our current instructors are Adams Akintunwa, Lena Allison, Angela Bennett, Erin Clampitt, Marc Gordon, Adesuwa Omorogbe, Brittany Paradiso, Todd Peters, and Diondrae Rice
- Provisional instructors are Rebecca Bridget, Jalea Chadd, Emily Davis, Lindsay Ecklund, Chris Kerl, Kristen McCarrick, and Caitlin Montgomery
- An NDI Bridge Building Instructor of the Year is selected each year, voted on by their peers. This year our 2 deserving recipients are Erin Clampitt and Brittany Paradiso!



Patients and staff will be moving back to 7 East from their temporary home on 2 East on August 2!

Kindness as a Means of Offering Hope by Chaplain Fred M. Madren Jr

I remember a clinical supervisor asking our training group if we noticed the number of people who spoke to us between the time, we entered the building until we reached our office. He said that human beings expect to be acknowledged in some manner – a smile, a head nod, “hello,” “good morning,” a hand being raised. The supervisor went on to say that if you went through a day without being acknowledged in some form you would become depressed.

I agree. Each of us needs acknowledgement as a sign of acceptance, recognition, and belonging. Without it many of us would become depressed and feel isolated. The manner in which we speak with one another, the expressions shared, the gestures given all play into how a person finds his/her place in the community of the moment. Kindness is a simple action that we offer one another everyday through gestures of acknowledgement which give people a sense of hope and psychological stability. Without acts of kindness human beings would quickly deteriorate into selfish actions that focus only on survival without any concern for the well being of others.

Karyn Hall defines kindness as the quality of being friendly, generous, and considerate and states that being kind often requires courage and strength.¹ To be kind to others means that we must find the strength to move beyond ourselves and make our focus other oriented. By looking to see how we might make another person’s life better we are strengthening the emotional bonds between us. We can develop compassion and offer a presence with others that I often speak of in chaplaincy. “Opening your eyes means noticing when others are suffering. A kind work, a smile, opening a door, or helping carry a heavy load can all be acts of kindness.”²

I am a fan of Clint Eastwood movies. In the movie, “Grand Torino” Clint plays a grouchy, lonely, isolated, angry, grieving widower. His character, Walt, lives in Detroit and is retired from the Ford factory, where he went to work after serving in the Korean War. All his neighbors moved away, and the people who moved in next door are Hmong. As the story develops a Hmong gang tries to recruit a teenage Hmong boy, Thao, who lives next door to Walt, by getting him to steal Walt’s Grand Torino. Thao fails and later his mother and sister make him come over to apologize. Throughout the movie Walt gets to know Thao, begins to teach him trade skills, encourages him, and introduces Thao into the world of men. Both find acceptance in one another through hard earned trust, mutual respect, and kind actions. In the end Walt makes a sacrifice, so that Thao and his family can live in peace free from the violent actions of the gang.

How might acts of kindness apply to our daily life at the NDI? Dr. Hawkins-Coleman is leading us in a new way of thinking about how we care for the patients in our trust. Trauma Informed Care asks us to delve deep within to change how we think about the care we give others. Rather than taking a position of control, we offer service. Instead of wondering or asking what is wrong, we ask, “what happened to you?” TIC assumes that most all people in society have experienced trauma in one form or another to varying degrees. It is a model of care that seeks to come along side of others and walk with them instead of seeking to fix them. Acts of kindness in the workplace do exactly the same thing. By sharing a kind word or deed with a colleague you offer hope and a presence of love. Often, this is enough.

Karyn Hall, “The Importance of Kindness: Being kind can strengthen your relationships and sense of satisfaction in life.” *Psychology Today* (December 4, 2017): 1-2.

² Karyn Hall, “The Importance of Kindness: Being kind can strengthen your relationships and sense of satisfaction in life.” *Psychology Today* (December 4, 2017): 1-2.



DR. KELLEEE HAWKINS-COLEMAN, CLINICAL DIRECTOR

Our Trauma Informed Care training sessions began during the month of July. Training consists of 2 mandatory sessions, the first on Tuesday and the second on Thursday. The sessions are held from 1PM-3PM for day shift employees and 5PM-7PM for night shift employees. All staff will be scheduled and notified via an Outlook calendar invite. Please bring a pen to each session.



Happy Birthday



ADAMS AKINTUNWA
KEVIN BELL
ERIN CLAMPITT
SCOTT DONALDSON
LEIGH ANN HOLMES
CHRISTOPHER KERL
LAURIE LEE
ASHLEY MURPHY
RODNEY STANBACK

AFOLAKE AKINYOSOYE
REBECCA BRIDGET
DORIS DELPH
ROBERT FECZKO
BRIDGET IDAHOSA
CARL DANIEL KNAPP
CAITLIN MONTGOMERY
VAYSHA OWENS
JAMIE TUGGLE