

## The Executive Desk

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

### QUESTIONS FROM THE HUB PAGE

This is a question that was submitted to our Hub page by an NDI staff member, and Dr. McGovern's response

*Question: Why did we admit a teenager with an extensive history of aggression, physical assaults upon staff resulting in injury and pending charges? While I understand they are ill and in need of treatment, is this really a patient that we can keep staff and other patients safe from? Do you really care about creating therapeutic milieus and patient/staff safety?*

Because we are a state hospital, we have very little ability to refuse patients. We have to answer for every refusal to many different people. We are the last option for many children. I care deeply about creating therapeutic milieus and about the safety of all patients and all staff here at NDI. I know we have a lot of work to do to improve all of the above. This question is a great step in the right direction. We need to hear from direct care staff openly and honestly about the struggles you and your patients face very day.

*Comment: Staff morale is low and getting lower every day. Admitting patients like these, who destroy the progress of their peers and retraumatize other patients makes it difficult to feel like helping these broken children.*

I know this is true, but it makes me very sad that the morale is so low. I truly want it to get better. This is part of why I am now doing yoga on Fridays at 1200 for staff and starting a self-care moment monthly for staff. I will be coming in early to do one at 7 so nightshift can come to the self-care moment and repeating it at noon for day shift. I am always advocating for higher pay and more staff. Everyone knows these are the 2 biggest issues we would fix if we had a magic wand. I would love for anyone to send me more questions and comments through the Hub with tangible ideas of how to improve morale. I would love to try them out too.

In terms of treatment on youth services specifically, Trauma Informed Care will help. This culture shift will help us know how to better manage the milieu. Another part of the issue is the need for a more structured program that keeps the patients engaged through the late afternoons, evenings and weekends. We are purchasing a new program and will start training on it this fall. I know working on the units is very difficult and you all put in your best. You are doing a great job. We have identified some of the challenges you and the kids face and we have a plan. We will re-evaluate as we go along and change our plan if things don't improve. Please know all decisions are made with patient and staff safety and well-being in mind.



### 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 August 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 – JULY 2021

### Bridge Building Refreshers

7/7/21

7/21/21

7/27 & 7/28/21  
INSTRUCTOR TRAINING

### CPR Refreshers

7/20/21

8/3/21

8/17/21

### General Orientation

7/12-7/16

8/9-8/13

9/20-9/24

### Census

- Adult - 40
- Youth - 18
- Damar- 6
- Total - 64

### Admissions

- Adult - 7
- Youth - 4
- Damar-5
- Total - 16

### Discharges

- Adult - 9
- Youth - 1
- Damar-4
- Total - 14

## 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.*

Adams Akintunwa  
Rebecca Altop  
Kevin Bell  
Cathy Burnett  
Terry Campbell  
Maribeth Cavanaugh  
Pamela Conover  
Scott Donaldson  
Lindsay Ecklund  
Amy Frazer

Gerald Garrett  
Lauren Gilmer  
Raymond Gregory  
**Shante Harris**  
Oluwafemi Ijimakinwa  
Kyle Jackson  
Lynda Korenstra  
Dominique McClary  
Megan Miller

Will Morris  
Vera Oyeniya  
Susan Phillips  
Antonio Powell  
Terrell Powell  
Mandy Sizemore  
Hugh Taylor  
Matthew Thompson  
Misty Zimmermann



## PERKS OF BEING A STATE EMPLOYEE

Don't forget about the many discounts offered to state employee! Categories include auto rental, banking, cell/TV service, education, entertainment, fitness, food, home improvement, health & body, and flowers. A full list is located on the Hub page and by following this link.

<https://www.in.gov/spd/employee-resources/state-employee-discounts/>

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## TRAUMA INFORMED CARE KICK OFF WEEK DR. KELLEEE HAWKINS-COLEMAN, CLINICAL DIRECTOR

There was information in the June newsletter about the Trauma Informed Care model. We will begin training all staff the week of July 12th. We celebrated the launch of this program with some TIC educational activities. We hope that you will reflect on what you learned throughout the week, get to know your super-users, and get excited about the implementation of trauma informed care and upcoming trainings!

### **Monday 6/28: Kick-Off**

Education: What is TIC, 4 R's, 6 principles

Activity: Art contest per unit per shift and food truck

### **Tuesday 6/29: What Hand Were You Dealt?**

Education: what happened to you vs. what is wrong with you

Activity: Receive a deck of cards

### **Wednesday 6/30: Self-Care**

Education: self-care options for patients and staff, info for staff about support/resources like CREST and EAP

Activity: Make a self-care name tag

### **Thursday 7/1: Keep Your Cool**

Education: importance of emotional regulation, taking breaks, etc. and easy emotion regulation strategies to use at work

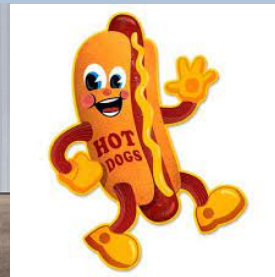
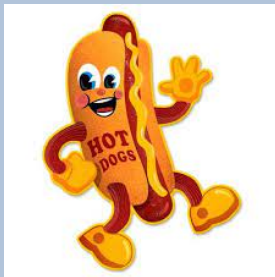
Activity: Receive a bottle of cold water

### **Friday 7/2: Wrap-Up**

Education: what is coming in TCI- trainings, what are super users and how are they resources

Activity: Continue to work on the art contest to be judged on July 6, 2021

**THANKS TO THE EMPLOYEE RECOGNITION COMMITTEE AND MARTI COFFEY  
FOR ARRANGING THE FOOD TRUCK ON 6/28**





DEBO ADEBOTAN  
TAYE AKINKUEHINMI  
LENA ALLISON  
JALEA CHADD  
MATTHEW COHN  
DENNIS FLANAGAN  
HALI FOXWORTHY  
REGINE GARRETT  
LORI GIBSON  
JASMINE GORDON  
SALLY HORVATH  
OLUWAFEMI IJIMAKINWA

BRIAN LARIMER  
LULA MARSHALL  
BREANA MCDUFFIE  
ADRIENNE NANCE  
BENITA OBASUYI  
JIMMIE DIANE ROGERS  
SAMUEL RUBEK  
MICHELLE SOPETTI  
CHARITY SWAN  
HUGH TAYLOR  
RICHARD TAYLOR  
ARIANA THURMAN

CHRISTIANNA WILHITE



## *Kindness is Beneficial by Chaplain Fred M. Madren Jr*

Have you ever been the recipient of kindness from another person? Most people would be able to answer yes. Being kind not only helps another but also makes the giver of the kind act feel good. For the rest of the year, I will be offering a brief article about kindness in our monthly newsletter. My questions are: how might kindness benefit our health and overall wellbeing, along with how might kindness benefit us in the workplace? In what ways might kindness among the staff directly help in the healing of our patients? Let us begin with a basic question. What is kindness?

According to Karyn Hall, kindness is defined as the quality of being friendly, generous, and considerate. Being kind often requires courage and strength and is an interpersonal skill.<sup>1</sup> Kindness is associated with grace, compassion, hope, love, openness, being approachable, and receptive, affection, goodness, tenderness, tolerance, heart, hospitality, courtesy, amiability, indulgence, magnanimous, forbearance, and charity. In sum, kindness is being open to the well-being of others more than ourselves.

Many of us know of Charles Darwin and the ‘survival of the fittest,’ but what is not as well known is that Darwin, a scientist, “believed that we are a profoundly social and caring species. He argued that sympathy and caring for others is instinctual.”<sup>2</sup> Karyn Hall indicates science has recently discovered, that showing kindness to others by sharing resources with people in need, and keeping less for oneself, brings about lasting wellbeing and is a predictor of satisfying and lasting marital relationships. Kaitlyn Pirie’s research in “The Power of Kindness,” reveals that being kind activates your brain’s reward centers, which makes a person feel happy.<sup>3</sup> Showing grace to another person makes one feel better about themselves and is contagious. The more we feel good about ourselves for the right reasons, the more we learn to behave in a generous manner towards others. Being kind to others also promotes good personal and social health amongst people and according to Melissa Burmester we are all born with the ability to be kind.<sup>4</sup>

We often hear more about violence and what is wrong with the world than we do about what is good and right. Rather than celebrate successes people seem to need to “fix things” or focus on differences or complain. Fear is a very real human emotion that serves to keep us alive, yet it appears that often people focus on this emotion more than others. Negativity gets our attention and makes for good headlines; however, it does not make us happy.

Kindness is an action with real benefits to our personal and social lives. Being tolerant of another may give room for further understanding, help reconcile differences, and deepen relationships. Being generous towards others dampens our impulse to be selfish. Showing compassion taps into our soul and a basic instinct to be with others, so that as human beings we not only survive, but we also thrive.

I believe acts of kindness help to take off the edge of stress, anxiety, fear, depression, hopelessness, and the like. I also believe that kindness is a means of forming lasting community where healing occurs, and people are restored to wholeness.

Michael Douglas, playing the character Gordon Gekko, in the 1987 film Wall Street said, “greed, for the lack of a better word, is good.” I would say, “it’s just money.”

<sup>1</sup> Karyn Hall. “The Importance of Kindness: Being Kind Can Strengthen Your Relationships and Sense of Satisfaction in Life.” Reviewed by Lybi Ma, “Psychology Today.” Posted December 4, 2017.

<sup>2</sup> Karyn Hall. “The Importance of Kindness: Being Kind Can Strengthen Your Relationships and Sense of Satisfaction in Life.” as quoted from (DiSalvo, Scientific America, 2017).

<sup>3</sup> Kaitlyn Pirie. “The Power of Kindness.” Prevention; (June 2019), Vol. 71, Issue 6, (86-88).

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## Stay Interviews

**Marti Coffey, Sr. Human Resources Business Partner Indiana State Personnel Department**

You may have heard that when an employee resigns from NDI, HR conducts an exit survey/interview. To change things up, HR will also begin to conduct 'stay interviews.'

What is a stay interview? It is an interview with current employees to learn about what keeps them coming back to work every day. The goal of the interview is to learn what makes NDI a good place to work as well as what we may need to improve to increase employee retention. Stay interviews are also a great way for HR to become more familiar with individual employees and for those employees to become more familiar with HR.

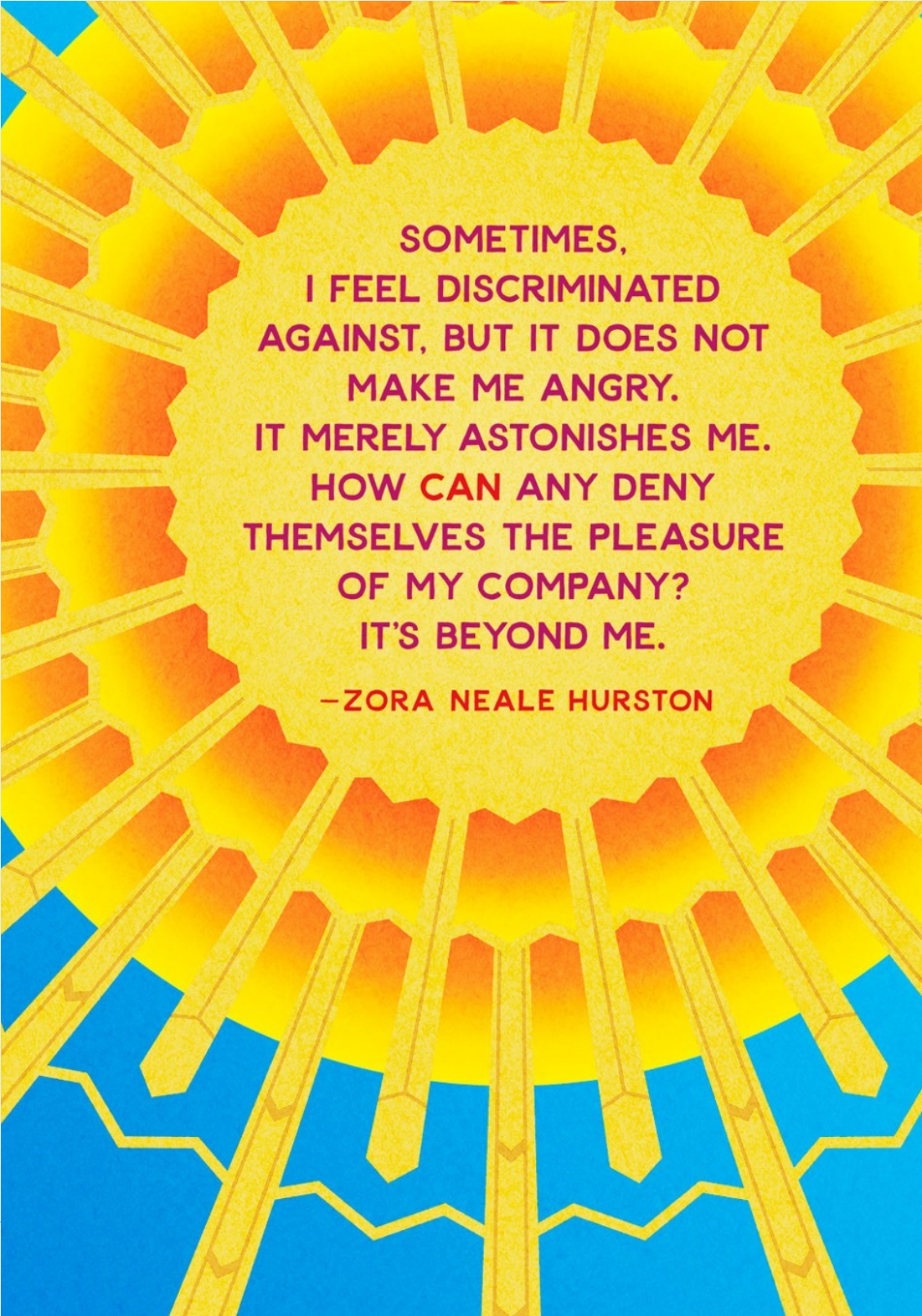
These are some examples of questions that may be asked

- What do you look forward to most each day when you are on your commute to work
- When was the last time you received feedback about your job performance
- When was the last time you received recognition
- What factors contribute to you doing your best work
- What aspect of your job do you wish you could change

We will start our stay interviews by meeting individually with employees who have a longer length of service with the State of Indiana, then work our way to employees who have been more recently hired, so it will take a while!

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Be watching for an invitation in your email!



**SOMETIMES,  
I FEEL DISCRIMINATED  
AGAINST, BUT IT DOES NOT  
MAKE ME ANGRY.  
IT MERELY ASTONISHES ME.  
HOW CAN ANY DENY  
THEMSELVES THE PLEASURE  
OF MY COMPANY?  
IT'S BEYOND ME.**

**—ZORA NEALE HURSTON**