

The Executive Desk

From the Desk of Patti Clift, Asst. Superintendent

We have had another busy week! You do great things that continue to be recognized! Here is an update on some things happening at the NDI.

Public Service Recognition Week. Throughout the week leadership has been recognizing the public service of our teams. We set aside time this week to honor staff who serve our state. The strength, talent, and dedication you bring to the NDI EVERY day to take care of those who rely on us is APPRECIATED!

Effective June 1, 2021, we will begin having all adult visits on their respective units. PLEASE NOTE: We cannot allow any food to be brought in for visits. Once we are further down the road with relief to some of our pandemic measures, we will get visitation back to normal. Thank you for your flexibility.

On Thursday, May 6, 2021, we moved back to our normal path of travel. Please remember that all patient transports to CHE will still be required to be taken through the lower connector

The Lilly Infusion Clinic (4th Floor) has been cleaned, sanitized, and all inventory removed. We are now

ready to move units back to their official locations.

In closing, please know we are doing everything within our powers to hire and deliver solid staffing to the NDI. Attracting good candidates continues to be a challenge for many employers. NDI hosted a hiring event in March and HR will continue to send information about our open positions on a regular basis (flier was sent last week) for you to post on your social media. We will be speaking with interns who are on-site and contact those who have worked with us over the past few years.

HR is also utilizing SPD's Talent Acquisition department resources to assist in filling our open positions more than we have in the past. The struggle to find great help is real. Anything you can do to help is appreciated. Please share those fliers that HR sends on your social media and refer your friends & family. Hiring managers, please take prompt action when there are applicants for your open jobs. HR will continue to provide regular updates

and welcomes any ideas or suggestions you have!

Once again, thank you all! We cannot do it without you!

Patti

Interim Superintendent

Asst. Superintendent and Chief Operating Officer



NDI Dashboard – MAY 2021

Bridge Building Refreshers

5/26/21

6/2/21

6/9/21

CPR Refreshers

5/25/21

06/08/21

06/22/21

General Orientation

6/14-6/18

7/12-7/16

8/9-8/13

Admissions

- Adult - 7
- Youth - 7
- Total - 14

Discharges

- Adult - 8
- Youth - 4
- Total - 12

Reboot!

IT News and Updates

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.

Another thing I would like to remind everyone of is that no one other than IT staff should move IT devices, particularly computers and phones, unless you are asked to do so by IT. We have had several occurrences over the past few weeks. While I am sure all were good intentioned, it does make our jobs harder when we are looking for a device and it is not where it is supposed to be.

This year, one of my goals is to start delivering “Lunch and Learn” training sessions on some of the technologies at the NDI. I have a few in mind to start, but if you have something you are interested in, please let me know. These will be recorded and placed on the network to make them available to all staff anytime you wish to view them. If this goes well, I anticipate expanding this to other areas when the process is nailed down.

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

1. 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,

2. 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.

3. 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!

To Submit a ticket about a local IT Issue email NDIHelpdesk@fssa.in.gov

Your Questions Answered

If you didn't know, you can now ask questions directly to Dr. Bethany McGovern, Chief Medical Officer, and Patti Clift, Asst Superintendent and Chief Operating Officer, via the landing page on the hub. Here are answers to a few questions that were submitted.

Are staff from one unit allowed to visit pts on another unit? Why or why not?

We discourage staff from doing this. It is important for patients to adjust to their new unit and get used to the staff there. If staff from the first unit have valuable information for the new staff it would be helpful for them to discuss this with the staff on the new unit.

From a psychiatric point of view what is the ideal milieu to strive for at NDI?

The ideal milieu would be therapeutic and collaborative. Where both staff and patients are equals working together at all times for recovery. And it would be adaptive, meeting each patient's needs as individuals.

Can you describe the preferred or ideal therapeutic relationship between staff and patients?

The preferred therapeutic relationship is truly collaborative. The patient is a partner with providers and staff in finding the way to recovery. We as staff need to help the patients find the tools that work for them and empower them to use these skills to find healing.

When will plans of the first-floor seating changes be released? Many affected staff would like to have an update.

The modifications and seating changes allow for more effective and efficient operational collaboration and communication. The changes allowed us to arrange the area into 4 sections based on discipline and support services. Beginning at the Superintendent's office, the seating will proceed down the hallway assigned by the following divisions: Operations (Asst. Superintendent, Business office, IT, Support Services), Medical and QA (Chief Medical Director, Quality Improvement Director, Utilization Review, and QI support), Nursing (Director of Nursing, Nursing Administration) and Clinical (Clinical Director). The Human Resources Director will now be in the Staff Development Directors previous office. The Staff Development and Nursing Education Team will be in the lower level with the HIS Department next to the Training Center.

It would be beneficial for patients to have more consistent and positive interaction with their BHRA staff. The recommendation would be for weekends to be led by nursing and BHRA groups. There needs to be much better communication across the board and less tolerance for anything that goes outside the guidelines. Patients see the inconsistency and they notice.

The weekend groups on the unit are currently led by nurses and BHRA's. One group per weekend day is led by a BHRA. The other group is led by the nurse. BHRA's are encouraged to provide feedback during morning report, huddle meetings and participate in treatment team meetings.

Are any steps being taken to identify reasons and hold those in management accountable for the rapid employee turnover rate within the NDI Nursing Services?

NDI managers together with HR analyze turnover data throughout the year. Understanding what drives our turnover helps us improve as an organization. Our turnover rate has steadily declined from 2019 to 2020 through ytd 2021. The mix between voluntary vs. involuntary turnover typically runs just about even. When we analyze the data, we find that Nursing Services (specifically BHRAs) tend to drive our turnover while nurses (all nurse categories) make up a very small percentage of turnover. We aren't surprised by BHRA turnover given that we hire many BHRAs without previous experience. We have tweaked our BHRA interview questions with the goal to make better selection decisions. Supervisors within Nursing Services are starting to see individual turnover reports and will receive those reports at regular intervals to help track progress. One of the performance goals for 2021 for supervisors is to focus on employee retention and engagement with the expectation that the retention rates would improve or stay high. HR provides employees who give notice of intent to leave the opportunity to provide feedback through an exit interview process. For those employees who elect to give feedback, HR meets with the employee to better understand what factors went into the decision to resign then shares trends with our Executive Committee. HR is just beginning a process of conducting 'stay interviews' which should help

NDI capture additional feedback about what our employees enjoy about working at NDI as well as potentially identifying areas for improvement. More information about stay interviews will be forthcoming.

What is being done to ensure there is a safe staffing ratio since retention of nursing employees appears difficult for NDI to maintain? Also, how is NDI addressing the delivery of providing quality patient care with lack of adequate staffing therefore, resulting in safety issues and concerns for both employees and patients.

NDI leadership is doing everything within our powers to hire and deliver solid staffing to the NDI. Attracting good candidates continues to be a challenge for many employers. NDI hosted a hiring event in March and HR will continue to send information about our open positions on a regular basis (flier was sent last week) for you to post on your social media. We will be speaking with interns who are on-site and contact those who have worked with us over the past few years. HR is also utilizing SPD's Talent Acquisition department resources to assist in filling our open positions more than we have in the past. Unemployment nationally has been sitting at @6%. Indiana's unemployment rate is closer to 4% which is equal to pre-pandemic levels. The struggle to find great help is real. Anything you can do to help is appreciated. Please share those fliers that HR sends on your social media

and refer your friends & family. Hiring managers, please take prompt action when there are applicants for your open jobs. HR will continue to provide regular updates and welcomes any ideas or suggestions you have!

Question: Please explain why the option for therapeutic music continues to be a struggle despite all the \$\$ spent on IT equipment in building NDI. WE continue with archaic CD players with cords, battery radios with swallow and choking risks. Our cable situation offers no radio or music options. Music is one of the top Chill out/recreation preferences identified by patients (consumers) and behavior management tools.

We have a lot of technology capabilities in the hospital. We must still operate within the State and IOT requirements. The biggest challenge we face with music is that the state blocks multimedia streaming on the state network, therefore that is not a viable option for us to look at as a resolution. Regarding music through cable channels, music channels were not selected. This was due to our limited selection of channel line ups. The cable service at the hospital has a limit of 24 channels and the desire to have a variety of TV content took president over music, because music was being provided by using other mediums. We agree that music can be a very good behavior management tool and are committed to continue to provide ways to enhance music for

patients, however we must do so within the means we have available and in accordance with state network and what is in the best interest of patient safety.

Question: Why is the uniform policy not enforced for everyone? I get RT and facilities exception, but I see other BHRAs and other staff like security and service line managers frequently wearing jeans or other uniform violations with no problem, but every time I have something out of place, I get disciplined.

Our Standards of Appearance Policy is available through PolicyStat and adherence to this policy (along with all others) is the expectation of all employees, contract workers and students. If you are aware of someone in violation of the policy, please let your supervisor know. Management knows of coaching discussions about our standards of appearance; however, we are not aware of any recent discipline related to violations of this policy. Our policy ends with the following statements around enforcement: It will be the responsibility of supervisors to determine appropriateness of dress when questions arise. Supervisors are responsible for addressing any issues of appropriate dress... Repeated violations of this policy, including the failure of supervisors to address violations, will be addressed through the disciplinary process.

The Wellspring

Be Aware of Your Stressors

When it comes to what causes us stress, one size does not fit all. **We are all different and need to know what exactly causes us stress.** Is it the workload, the people we work with, meeting deadlines? Are we stressed working in a team, or working alone? **Do we prefer an environment in which a lot is happening, or do we need a quiet area free of distractions?** When I was in

university, I found I was able to study more effectively in the student lounge with lots of activity, rather than by myself. Studying alone, without any side activity, caused my thoughts to wander, making it difficult to focus. **Self-awareness, an essential first step in emotional intelligence, is crucial to knowing what we need to do to look after our emotional needs.** [Source](#)

Strange Science

The Eiffel Tower can be 15 cm taller during the summer

When a substance is heated up, its particles move more, and it takes up a larger volume – this is known as **thermal expansion**. Conversely, a drop in temperature causes it to contract again. The mercury level inside a thermometer, for example, rises and falls as the mercury's volume changes with the ambient temperature. **This effect is most dramatic in gases but occurs in liquids and solids such as iron too.** For this reason, large structures such as bridges are built with expansion joints which allow them some leeway to expand and contract without causing any damage. [Source](#)

Kinetic Connection

Hiking is an excellent low-impact workout. **Studies show it offers multiple physical and mental benefits.** From reducing anxiety to preventing osteoporosis, hiking is an outdoor activity delivering benefits beyond scenic and

fun. **Unlike walking on a treadmill or paved path, hiking involves more, sometimes unpredictable, variables.** Of course, these variables are part of what makes it so enjoyable! [Source](#)

Mindful Minute

Today, many psychology experts consider mindfulness an invaluable practice that can help many people overcome stressors that hinder their ability to live healthy and happy lives. Mindfulness can be defined as a deliberate practice that helps you to become fully present and aware of where you are and what you're doing at that moment, and not become overwhelmed by what's going on around you. It enables you to be fully engaged in activities and productive at work, creates a greater capacity to deal with adverse events, and even build deeper connections with those around you. [Source.](#)

Exceeding Everest

*Our jobs can seem like it is all up hill some days, 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.*

Adrienne Nance
Sharnitta Norfolk
Kelsey Balson
Hugh Taylor
Zakia Self
Adefisayo Adehinmoye
Danelle Grays
Lula Marshall
Ebony Barron
Doris Delph
Samantha Love
Catherine Burnett
Stella Ilembayo
Ashley Crowe
Lorell Patterson
Margaret Parry

Karen Hudson
Robert Feczko
Amy Frazer
Scott Munoz
Cathy Burnett
Will Morris
Brian Larimer
Kenyah Patterson
Melissa Murphree
Nneoma Chikwendu
Kiara Dowdy
Allie Kelly
Monica McClain
Brandon Spratt
Sandhya Bhonde
Richard Taylor

Zakariah Rittenhouse
Justin McAfee
Brittany Paradiso
Lindsay Ecklund
Tori Selznick
Vernell Martin
Diondrae Rice
Michelle Flick
Lisa Passarelli
Annie Self
Marc Gordon
Jeffery Clearwater
Chelsea Hardin
Edith Miramontes
Inetta Murray
Vera Oyeniyi

May Birthdays

Edwana Shalon Frink
Jillian Abigail Merrill
Samantha Lee Love
Michael Radford
Sharon Salinetto
Barbara Haase
Angela Drake

Ann Kuhn
Shante Harris
Ruby Davis
Kyle R Jackson
Pamela Jean Conover
Meghan Miller
Susan Philips

Lisa Bales
Brittany Sollman
Ramona Scaggs
Nathlie Harris
Vonda Montgomery
Andreia Scott