

JANUARY 2020

PULSE

A look at what keeps ISDH ticking

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Send your newsletter ideas



FUN FACT

Forty-five percent of Americans make New Year's resolutions. The top resolutions are: to lose weight, get organized, to spend less and save more, to stay fit and healthy and to quit smoking. While nearly half of all Americans make resolutions, 25 percent of them give up on their resolutions by the second week of January.



Indiana State
Department of Health

Mission:

To promote, protect, and improve the health and safety of all Hoosiers.

NEW YEAR, NEW TRADITIONS

The new year is a time of resolutions and new traditions, and ISDH is off to a running start.

Public health is once again part of Governor Holcomb's agenda, and I was thrilled that he broke the news of the significant drop in Indiana's infant mortality rate during his State of the State address. This decline is the result of intensive work being done not only in the Maternal and Child Health division, but across ISDH and with other state partners. We still have work to do, but saving 43 more babies in 2018 provides us the inspiration and momentum to keep moving forward.



**Kris Box,
MD, FACOG**

We also hosted our first all-agency staff meeting. We decided to take a town hall approach because we know that information doesn't always filter down to all levels of the agency. While the brown bag with the commissioner sessions provide an opportunity to interact with top agency leaders, they are limited by time and the interests of those in attendance. These town halls provide another vehicle for every ISDH employee to receive the same information and ask questions. I look forward to repeating them — with fewer technical difficulties!

The town hall format is also an opportunity for you to hear about larger agency priorities that may fall outside your division or program area. One of our big projects for 2020 is to write our next strategic plan, and a key focus of that will be to ensure that everyone at ISDH understands that



they have a role to play in carrying out that plan, regardless of what their role is.

We also will be working to tie performance goals to our strategic goals as Indiana rolls out a new performance management system this year. The new Success Factors module will be a change for many, but it will allow for better alignment of individual and agency goals and create regular touchpoints so employees and supervisors are better communicating about progress and tasks. I'm confident this will allow for a smoother process and make discussions about goals and performance a regular conversation instead of one held at the end of the year.

We will continue to promote a culture and climate built on making a difference for others. My hope for 2020 is that we all find inspiration in the people and work around us, and that we work as one to make ISDH and Indiana the best they can be.

**Yours in health,
Kris**

LEVELS OF CARE REACHES NEW STAGE

By Greta Sanderson

One of the best ways to ensure moms and babies are healthy is for the baby to be delivered at the right place and at the right time based on the

condition of both the mother and the baby.

That is the goal of ISDH's Perinatal Levels of Care program. The 2018 legislature passed Levels

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VOICING AWARENESS

The Indiana State Department of Health (ISDH) and Voice, Indiana's youth engagement model for a tobacco-free lifestyle, hosted a Youth Day of Action at the Indiana Statehouse to call attention to the impact tobacco and e-cigarette use have on young Hoosiers. Indiana youth can now text the Truth Initiative's text message program to quit vaping or tobacco by texting "Indiana" to 88709.

ABOVE: Students representing VOICE share information at the Statehouse about the risks of teen tobacco use.

ABOVE RIGHT: Dr. Box listens as Gov. Eric J. Holcomb speaks to those in attendance.

BOTTOM RIGHT: Tobacco Prevention and Cessation Director Miranda Spitznagle and Deputy State Health Commissioner and State Epidemiologist Pam Pontones show off a poster during the Youth Day of Action Jan. 27 at the Statehouse.



► LEVELS, continued from page 1

of Care in 2018, and the program's rules were adopted last fall. Levels of Care is now entering the next phase of implementation by awarding designations to Indiana's 86 birthing hospitals. The state's seven birthing centers will be certified by the Commission for Accreditation of Birth Centers.

The designations start at Level 1 for an uncomplicated delivery and increase to Level 4 for the most complex cases. For example, if a pregnant woman has risk factors indicating that she is likely to deliver pre-term or have a low-birthweight baby, doctors and hospitals can work in advance to coordinate delivery at a Level 3 or 4 facility based on her clinical conditions and family preferences.

"The goal is to improve outcomes for every mother and baby in the state and help more babies live beyond their first birthdays," said ISDH Nurse Surveyor Mary Evers. Evers is one of a team of four nurses who will survey and certify the nearly 100 birthing facilities. The team has more than 100 years

of combined experience taking care of moms and babies. The other members of the team are Kristen Moore, Marsha Wetzel and Karen Greuter. The first round of initial certifications will take three years to complete, and then the recertification process will begin. So far, six Level 3 facilities have received certification, with another seven already scheduled for onsite survey in 2020.

The timeline is to receive applications for all Level 3 and 4 facilities (23) by March, Level 2 facilities (27) by September and Level 1 facilities (36) by September 2021.

ISDH has been working with birthing facilities for the last few years in anticipation of Levels of Care. The goal was to help each facility be ready to achieve its desired level. A gap analysis was conducted in advance at each site to identify opportunities for improvement before the certification survey so each facility was ready.

"They are so well prepared that there hasn't been any huge surprises we've discovered. They knew what the expectations were," Evers said.

Moore said the hospitals have stepped up to meet the challenge. The results are some improvements that will lead to better care.

For example, a Level 3 facility must have a physician onsite 24 hours a day, seven days a week, but when the process began, several hospitals didn't have that coverage.

"I think that can make a world of difference in life or death," Moore said, because sometimes the provider on call doesn't have time to get to the bedside.

Once all of the facilities are certified, the next step will be for Level 3 and 4 facilities to become perinatal centers that can support Level 1 and 2 facilities. Eventually, the goal is for EMS centers to know where to take emergency cases for the most appropriate level of care.

The team also praised the support from the Indiana Hospital Association throughout the Levels of Care process.

"There isn't anyone in this state who doesn't want to do the right thing, and we're seeing that every day," Wetzel said.

FOR THE DOGS ... AND THE HANDLERS

By Greta Sanderson

It may be the adorable dogs in the Indiana Canine Assistant Network (ICAN) that capture all the attention, but that's not the reason why Leigha Disbro has been an ICAN volunteer since 2008. Disbro works in finance for Indiana Women, Infants and Children and has been at ISDH for five years.

At ICAN, Disbro is what's called a furlougher, a volunteer who helps train service dogs to the real world, including buses, city noises, doctor's offices and other parts of everyday life. She works with dogs for about three weeks at a time before they go back to their regular training – in one of the state's three correctional facilities.

Inmates, or handlers as they're called in the ICAN program, are carefully selected and begin working with the puppies as soon as they're released from the organization's breeding program.

ICAN's website says it meets two needs: providing children and adults living with a disability greater independence and preparing offenders to return to our communities. ICAN is the only service dog organization in Indiana that is accredited by Assistance Dogs International. ICAN is all about "unleashing abilities and changing lives on both ends of the leash," the website says.

And yes, Disbro gets to work with dozens of wonderful dogs.

"Initially, it was fun to work with the dogs, but the deeper I got into it, it became more of what the program's really about, what the program was doing for the handler," Disbro explained. "Who can't feel good about making a difference in a person's life who has never known what it feels like to be respected?"

Disbro began working with ICAN in 2008, helping to collect donations at fundraising events. Disbro has also served on the committee for Puppy Love, a fundraiser where the dogs will deliver about 1,200 Valentines gift boxes. Learn more about Puppy Love [here](#).

A few years later, she began working with the dogs and completed the training class. Rocky was the first dog she worked with from puppy through graduation. Disbro remembered that Rocky had a fear of walking over grates in the street. She walked him around downtown Indianapolis and Monument Circle until he was no longer afraid.

Rocky graduated in December and works at a school in Kokomo. While it is difficult to let the trained dogs go, especially one as special as Rocky, Disbro said it's worth it.



Leigha Disbro with Rocky at his Indiana Canine Assistant Network (ICAN) graduation on December 2018. Rocky was the first dog that Disbro helped train from a puppy through graduation. Read his story [here](#).

"We know they have a job to do, just like we had a job to do," she said.

It takes two years for an ICAN dog to complete the training. The dogs are either Labrador retrievers, golden retrievers or a Labrador/golden cross breed because those breeds are best suited for the work due to their desire to please.

Disbro has also supported ICAN by sponsoring a dog. Seventy-five percent of the dog's veterinary bills are covered by the gift, and the sponsor also names the puppy. Disbro named her sponsored dog Millie, after her late grandmother Mildred (Millie), who had a sister named Virginia (Ginny). Millie was placed as a service dog in a physical therapy department at the same hospital system where Disbro worked at the time, with a client named Ginnie, whose husband's grandmother was also named Millie.

"There was no doubt she was going where she was supposed to go," Disbro said.

Although ICAN has placed more than 200 service dogs, it still has 96 applicants on a two-year waiting list. Visit ICAN's [website](#) for more information.



NEW INTRANET IS HERE!

The new ISDH intranet, called [The Nerve Center](#), is up and running! The site includes many of the same features you loved on the old site, but information is updated and may not be in the same place where you're used to finding it. Please send any updates to [Jessica Cobb](#), who created the new site and can make changes to the site.

TAKE TIME TO LEARN

In case you missed the September Skills Building Session, you can view the *Get LinkedIn to Learning at ISDH* presentation [here](#) (use Internet Explorer). Participants interactively learned how to take full advantage of their free access to a multitude of resources found with LinkedIn Learning, walked through how to set up their account (Fun Fact: You don't have to have a LinkedIn account to access LinkedIn Learning!), learned how to access LinkedIn Learning wherever



they may be AND talked about how they can develop individualized learning paths and new technical and soft skills, and build up their professional development!

CHANGING WOMEN'S LIVES

By Julie Gries

ISDH's Indiana Breast and Cervical Cancer Program (IN-BCCP) provides financial assistance for breast and cervical cancer screening for women who need such services; ongoing patient navigation to ensure appropriate follow-up should screening results merit it; and finally, if needed, support for enrollment into the MA-12 program, which provides Medicaid for women who need it for the duration of their breast or cervical cancer treatment. (Eligibility for the program is determined by age and gross income in relation to family size.)

This year, funds are budgeted to serve 3,600 women in Indiana. Over the years, the IN-BCCP program has served 68,462 women, including 1,172 diagnoses of breast cancer and 61 diagnoses of cervical cancer. Early detection and access to care have improved outcomes for each of these women.

Nurse consultants Judy Kapoun and Carol Combes are keys to the program's success. Kapoun has been the IN-BCCP chief nurse consultant since 2014. The nurses help save lives with their expertise and huge amounts of compassion.

For example, Kapoun recently received a Christmas card from a woman who had been enrolled in IN-BCCP for a mammogram. The test indicated early-stage breast cancer and patient navigation to Medicaid enrollment for treatment. Written in the card was the following message, "Judith, if ever you

have questioned if you're 'saving lives,' let me blow the horn of gratitude for you. You saved my life! Thank you."

Kapoun says that her best moments come when she is able to tell a patient who has been diagnosed with cancer that we may be able to cover her treatment through Indiana Medicaid.

"I've often heard cries and sobs of relief. The women have so much fear and uncertainty ahead of them; financial worries shouldn't add to that," Kapoun said.

Combes was able to join the program in October 2019 after program restructuring. She is already supporting increased efficiency and the number of services to women. She echoes Kapoun's sentiments about supporting women.

"I am blessed to be working on a team with professionals who are impressive," Combes said. "I can learn from them, and I believe they will push me to take on new and challenging opportunities."

Often the need for services outweighs available program funding, yet ISDH is committed to providing the most effective screening.

To ensure appropriate screenings, the nurses interpret the research on screening needs for breast and cervical cancer for the IN-BCCP program, authorize more intensive screening if there are any concerning results from the initial breast or cervical screening, consult with providers about screening and track patients to ensure appropriate follow-up.



A typical day for Kapoun and Combes may include fielding patient and provider calls, keeping medical records, authorizing procedures, working with other IN-BCCP staff and providing staff/provider trainings. They work closely with regional providers in the northern, central and southern region coordination offices (United Health Services, YWCA of Lafayette and Southern Indiana Health Centers) to recruit health providers to ensure access to care across the state, especially in medically underserved areas.

Because their work is statewide, Kapoun and Combes maintain home offices but travel to the ISDH central office weekly, where they share a workspace.

While at ISDH, they meet with the other IN-BCCP program staff, who include Breast and Cervical Cancer Treatment Program Director Deanna Cannon, Early Detection Section Director Julie Gries, Cancer Control Director Judi Magaldi and Data Manager Carolyn Moorman.

Discover all your **Employee Assistance Program (EAP)** benefit has to offer.

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TIME FOR MEDIALAB

The Office of Public Health Performance Management is rolling out MediaLab to all commissions and divisions during the first quarter of 2020. MediaLab is ISDH's solution of choice to manage important documents such as policies, procedures, contracts, forms, job descriptions, plans, guidance, grants, templates and more. Keeping critical documents in MediaLab supports ISDH's regulatory, grant and PHAB compliance. It also ensures that staff and agency leadership can access and maintain up-to-date documents at all times. Be confident knowing that MediaLab's workflow will automatically alert you when document reviews or approvals are needed, and track staff's review and understanding of mandatory policies.

Contact Barb Killian to sign up for training and workshops in January, February and March at bkillian@isdh.in.gov or (317) 234-9572.

ISDH PREPARES FOR PHAB SITE VISIT



We are hitting a new milestone in our accreditation journey. The agency will be welcoming the Public Health Accreditation Board and its site reviewers to the building on Feb. 5 and 6.

During these two days, identified staff will be meeting to discuss the 350-plus documents we submitted in June 2019, as well as all the additional supporting documents requested. The reviewers will also be taking a tour of the agency, so prepare to see some new faces in the building.

Any staff member may be wrapped into this visit by being asked questions during a tour!

Below are some things you can do to be prepared for the site visit:

- Know where to locate the agency's [Strategic Plan](#). (Hint: The plan is located under "Employee Resources" on the new Nerve Center as well as under the "Office of Public Health Performance Management" tab on the intranet!)
- Lock work stations when not at your desk, especially in HIPAA areas.
- Make sure your ISDH ID is visible at all times. (Be ISDH loud, be ISDH proud!)
- Keep your area clean, organized and safe.
- Know how to access policies and procedures.

Email any accreditation questions you have to Accreditation Coordinator [Patricia Truelove](#).



**LOOK WHO I MET
ON THE ELEVATOR!**

**Gabby
Pena-Rodriguez**



NAME: Gabby Pena-Rodriguez, BSHSM

TITLE: Lead community outreach liaison, MOMS Helpline

Brief job description: I attend community events, help create the MOMS Helpline marketing plan, connect with community partners, promote the program and am involved with the OB Navigator program.

Time at ISDH: A year and a half

What do you like most about working at ISDH: I love the passion that everyone has, especially the Maternal and Child Health Division, and their dedication to lowering the infant mortality rate in the state.

Other information: I am getting married in September, I have more than 100 cousins, and I like to read and travel. I have a Chihuahua-Pomeranian mix named Buddy and graduated from IUPUI.

COMMISSIONER'S SUITE UPDATES

ISDH has made some organizational changes to improve operations.

Administrative services now report to the deputy chief of staff. If you have a concern and are unable to reach Pam Cowan or her team, please contact Jeni O'Malley.

Jeni's portfolio now includes the Office of Public Affairs, LHD Outreach, Administrative Services, Legislative & External Affairs and Event Planning, as well as oversight of all agency marketing efforts. As a result of this shift, Greta Sanderson has been promoted to senior communications manager and is directly overseeing the OPA team of Megan Wade-Taxter, Jessica Cobb and Lisa Stoner.

Please reach out to Greta with daily OPA needs but continue to loop Jeni in on issues that may be sensitive or require elevation to the commissioner or governor's office. When in doubt, include both Greta and Jeni to ensure that your needs are met and that leadership is aware of any issues.



HOW TO GET THE 2021 PREMIUM DISCOUNT AND MORE

Welcome to year two of our ActiveHealth program! The fun starts over with new chances for rewards like e-gift cards and a premium discount for 2021.

2021 Premium Discount

Employees and spouses enrolled in coverage must fully complete one of the following three activity options by Sept. 30, 2020:

- **Health Coaching** - Complete four health coaching sessions (in-person or by phone) through ActiveHealth;
- **Online Health Education** - Reach Level 5 in ActiveHealth's online portal by completing health education modules; or
- **Physical Activity** - Record 200 days of physical activity fitness tracking through a device synced to the ActiveHealth platform. Any day with 10,000 steps or 30 minutes of physical activity counts toward the 200 day goal.

Health Assessment

Complete the health assessment by November 30, 2020, to earn a **\$50 e-gift card** (for eligible employees and spouses). Log in to www.myactivehealth.com/stateofindiana

and click the health assessment link. If you do not already have an account, creating one is easy. The only information needed is your name, birth date, gender, and mailing ZIP code.

Biometric Screening

Beginning in February: Complete the biometric screening to earn a **\$100 e-gift card** (for eligible employees and spouses). A biometric screening is a quick way to check-in on your current health. You get instant results and help understanding your key measurements like blood pressure, cholesterol, glucose levels, and BMI.

Pick the option that works for you:

- Go to an onsite screening. [See the list of screening dates and locations.](#)
- Go to a partner screening site like CVS Minute Clinic or Quest Diagnostics. Visit the [ActiveHealth](#) portal to print the voucher and locate providers.
- See your doctor for a physical with lab work. Have your doctor complete the [Provider Form](#). Submit the completed form by secure upload or fax.

Give Health Coaching a Try!

Health coaching gives you access to qualified professionals like Registered Nurses, Registered Dietitians, Nutritionists, Certified Health Educators and Exercise Physiologists. They help you create a custom plan to meet your health goals.

Coaches are ready to provide expert advice on exercise, diet, weight loss, sleep, mindfulness and more. Your health coach can answer your questions and be a great accountability partner. You have access to unlimited coaching sessions that you arrange based on your schedule. You control how often you want to check-in and have access to as many sessions as you need.

New for 2020: Health Coaching Sessions at 2N! Call Kelsey Barrick for more information at 317-234-3435.

In-person coaching session not your thing? No problem! Call ActiveHealth at 855-202-4219 to make an appointment. Telephonic coaches are available Monday through Friday from 9 a.m. to 9 p.m. and Saturdays from 9 a.m. to 2 p.m. by appointment.



STAFFING UPDATES

Please welcome the following employees to ISDH:

Petia Boyvoka, naloxone program intern, Trauma & Injury Prevention; Marika Baptist, peer counselor coordinator, Indiana Women, Infants and Children (WIC); Erika Stockdale, public health nurse surveyor, Long Term Care (LTC); Jessica Allee, public health nurse surveyor, Acute Care (AC); Deborah Candalaria, public health nurse surveyor, AC; Shannon Dalton, public health nurse surveyor, AC; Kathy Bohanan, nurse consultant, Children's Special Health Care Services; Kaitlyn Best, nutrition and clinical services consultant, WIC; and Erin Elam, staff attorney, Legal Affairs.

Also Ramona Camp, medical surveyor, LTC; Caryn Wolfe, drug overdose prevention intern, Trauma; Eric Jackson, Genetics & Newborn Screening follow up coordinator, Maternal

& Child Health; Thian Hnem, refugee health program intern, Epidemiology Resource Center (ERC); and Trinh Dinh, trauma registry data analyst, HIV/STD.

Also welcome to Amanda Northrop, accountant, who transferred from the Indiana Department of Insurance to ISDH Finance.

Congratulations to Scovia Kiwanuka, who was promoted to TB/Refugee public health administrator in the ERC, and to Patricia Gorman, who was promoted as an administrative assistant, LTC.

Congratulations also go to Ankita Kashikar, microbiologist, ISDH Laboratory, and Conner Tiffany, violence prevention program director, Women's Health, who have started new roles within ISDH.

TITLE V NEEDS ASSESSMENT: YOU CAN HELP

ISDH, in partnership with Diehl Consulting Group, is conducting a statewide needs assessment. This will allow us to better understand statewide programming for maternal and child health, including children and youth with special healthcare needs. It will also allow us to identify gaps, barriers and opportunities for growth as we collectively aim to improve the health of Hoosiers.

WHAT are we doing?

Every five years, the Title V Program at ISDH is required to complete a comprehensive statewide needs assessment to better understand the health status of women, adolescents, infants, children - including children with special health care needs - and their families in the State of Indiana.

Since 1935, the Title V Federal-State partnership has promoted women and children's health by providing grant funding to improve state and local systems to meet the needs of this population. Title V funding supports interventions that lead to improved pregnancy outcomes, positive youth development, and children's health and well-being. To learn more about the Title V Block Grant, visit the national [Title V homepage](#).

• WHY are we doing it?

The results of this needs assessment will be used to identify statewide priorities and enable us to make targeted improvements in our outreach.

We are committed to ensuring that all of Indiana's women, adolescents, children, their families, and their communities are able to reach their fullest potential and continue to thrive.

• WHAT is our process?

- In September 2019, a survey was completed by 347 partners

that serve the maternal and child health population, including children with special healthcare needs.

- From October 2019 to December 2019, 23 community-based focus groups were conducted around the state with 132 total participants.

- A statewide survey is being distributed, to be completed by the general public.

- Collected data will be analyzed and synthesized with other data sources to inform the next five-year state action plan.

- **We need you to help by taking the survey and spreading the word.** Watch for a survey link and a flyer that you can share with your stakeholders to encourage their participation. Anyone older than 18 can participate.

Our promise to you

We are dedicated to sharing our findings that we discover with our partners, stakeholders, community and the public.

If have any questions about the needs assessment goals or your engagement in the process, please email [Kate Schedel](#).

Watch your email for more information about the statewide survey soon!



IN IT TOGETHER

Indiana Title V Needs Assessment

THE CENSUS IS COMING

By Greta Sanderson

Every 10 years, the federal government conducts a census to count every resident in the United States.

Why does it matter? In fiscal year 2016, the U.S. government provided more than \$17.9 billion in funding to Indiana based on census data. That's \$2,710 per person.

Census data are also used to inform decisions in your community, such as drawing federal, state and local legislative districts, funding, public safety strategies, forecasting transportation needs and especially public health.

The first census in Indiana was conduct-

ed in 1820, when the state's population was 147,178. It's estimated that number will climb to 7 million in 2020. It's important to encourage participation in your communities, and all responses are protected by law and are confidential.

Mark your calendars, because the 2020 U.S. Census is about to kick into high gear. The first online invitations for online surveys will be sent in March, followed by reminder letters and postcards later in the month.

April 1, 2020, is Census Day. By this date, every home will receive an invitation to participate in the 2020 Census. People can respond online, by phone or by mail.



You can help encourage U.S. Census participation. Visit for more information on why the census matters and a promotional tool kit. Please be sure to use #HoosiersCountIN2020 in related social media posts.

When you respond to the census, you tell the Census Bureau where you live as of April 1, 2020.

From May through August, census workers will visit households to collect more data. Final census data will be delivered to the president by Dec. 31, 2020.

TEAMING UP FOR PUBLIC HEALTH

A group of Epidemiology Resource Center staff spent Saturday, Dec. 21, at the Indianapolis Colts Bleed Blue Blood Drive. The event is the state's largest single-day blood drive.

The ERC team handed out literature, magnets and goodies and, more importantly, provided awareness and education on the flu, respiratory illnesses and sepsis awareness.

The public was able to see the Indiana State Department of Health being engaged and caring in the overall wellness of the general public, as well as what ISDH is accomplishing with the talented people at the organization. The team collected more than 150 sepsis surveys from the public, giving ISDH more data to inform our sepsis awareness and education campaigns.

A signed Anthony Castonzo Colts Mini Helmet was given away at random to Chasity Martin, who was the 74th person to complete the survey.

The team educated multiple individuals, families and children on hand hygiene, flu precautions and infection control. The event also included a presentation of "Remember the Titans" and "Elf" on the Stadium's large HD screens.



Nyehla Irsheid, Makayla Culbertson, Deanna Paddock and Sara Hallyburton (Tina Feaster not pictured) pose with two Indianapolis Colts cheerleaders on Dec. 21 during the Bleed Blue Blood Drive at Lucas Oil Stadium.



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Theresa Sullivan won two tickets to the Indianapolis Colts game vs. the Carolina Panthers on Dec. 22 and an autographed T.Y. Hilton football for taking the register to win survey. She was selected from among 6,980 survey entries. The giveaway is part of the Join Blue Prevent the Flu partnership with the Colts. This year's survey was focused on general vaccine information, beliefs and hesitancy and will be used to create new educational materials regarding vaccines.