

# PULSE

A look at what keeps ISDH ticking

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### FUN FACT

A study comparing the growth of finger- and toenails to two previous studies from 70 and 50 years earlier found that nail growth has increased by almost 25 percent over the decades.

The reason?  
Our diets are higher  
in protein.



Indiana State  
Department of Health

**Mission:**  
To promote, protect, and  
improve the health and safety  
of all Hoosiers

## CREATING A POSITIVE WORKPLACE

Recruitment and retention in state government and public health are constant topics of discussion. It can be challenging to attract the candidates we want while working within budgetary and statutory constraints, and we often find ourselves feeling like a training ground so that new employees can gain valuable skills and then move on to new opportunities that have benefits we can't offer.

Here at ISDH, we recognize this ongoing challenge, and our team has been working with the State Personnel Department and other partners to begin to address it.

We have reviewed equity among divisions and positions, and equity discussions are part of every hiring decision we make. Our HR team reviews exit survey trends and shares anonymous responses with the executive staff. We review culture and climate data obtained through the PHWINS surveys and look for ways we can do better, whether that means a division reorganization to improve operations or implementation of the flexible work schedule policy for better work-life balance.

Our engagement team is, well, *engaged*, and



**Kris Box,  
MD, FACOG**

coming up with new ways to improve the culture at ISDH. And we recently sent a team of four ISDH employees to the de Beaumont Foundation to learn about how to use appreciative inquiry to promote recruitment and retention efforts in public health. ISDH was one of seven health departments chosen out of 30 applicants to participate, at no cost to the agency.

Unless these efforts have touched you, they're easy to miss, and it's easy to think that leadership isn't taking action. That's far from the case, and I want everyone to know that work is being done every day to go to bat for our staff.

We won't be able to address every situation, and change will take time. But we are committed to ensuring that ISDH is an employer of choice.

During the ASTHO meeting this week, the CEO of the de Beaumont Foundation gave us all this charge: to think outside the box, be creative and support innovation. I urge you all to help us make that happen. If you have an idea for ways we can improve recruitment and retention, please share it – with a supervisor, with HR, with me or with any member of our executive team.

Thank you for your heart and hard work!

**Yours in health,  
Kris**

## HATCHETT JOINS ISDH AS CHIEF OF STAFF

Shane Hatchett began his new role as ISDH chief of staff on Sept. 23. Prior to this appointment, Hatchett served as the deputy Medicaid director at the Family and Social Services Administration. In that role he helped manage the division responsible for providing 1 out

of 5 Hoosiers with vital health care.

At the Indiana State Department of Health, he is responsible for implementing the commissioner's strategic agenda and managing the day-to-day affairs of the agency. He'll specifically work closely with the finance, legal, communications and information technology teams.

Hatchett has been in state government for more than eight

years. He began his civil service career as the business and human resources manager at the Indiana Commission for Higher Education. Later, he joined the Center for Education and Career Innovation where he helped support five boards and commissions that oversaw K-12, higher education and workforce development initiatives. He is passionate about first-



**Shane  
Hatchett**

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## GET TO KNOW THE ENGINEERING PROGRAM

By Todd Hite

The Health Care Engineering Program provides support to several divisions and agencies with the goal that the built environment will meet the rules established by the state authority with jurisdiction. The program determines compliance with the appropriate rule upon review of the plans, specifications and submitted supporting documents.

Several years ago, ISDH's Housing, Hospitals, and Schools program reviewed plans for mental health facilities, schools, hospitals, long-term care facilities, jails, daycares, group homes and motels.

As rules changed, the program became the plan review for the Division of Sanitary Engineering. By 1997, the program no longer reviewed jails or motels.

After some reorganization, the program was renamed Health Care Engineering to more accurately reflect the workload. The program was reorganized under the Acute Care Division in 2011.

In April 2012, the enforcement of the "Sanitary Schoolhouse Rule" and review of daycare centers were transferred to the Indiana Department of Homeland Security,

eliminating some review duplication. The program also reduced reliance on paper submissions and entered the digital world by requiring plans and specifications to be submitted electronically.

Today, the program reviews residential care and comprehensive care facilities for compliance with licensure rules under the Division of Long Term Care and hospitals and ambulatory outpatient surgery centers for compliance with licensure rules under the Division of Acute Care.

Other state agencies maintain rules that require the expertise of the program. The program continues to serve these customers through plan review of private mental health facilities (psychiatric hospitals) under the jurisdiction of the Division of Mental Health and Addiction, as well as child caring institutions and group homes under the jurisdiction of the Division of Children's Services.

If you're asking yourself what the "built environment is?", the term refers not only to the healthcare structure, but also includes what is attached to the structure and the interaction with patients and staff. The Health Care Engineering Program utilizes



the most recent set of Facility Guideline Institute Guidelines (2018 edition), a nationally recognized standard for the design and construction of health care facilities.

The standard attempts to minimize hospital-acquired infections and medication errors while improving patient and staff satisfaction and safety. Infection control mechanisms include finish selection, hand sanitization station availability, indoor air quality/quantity and proximity to necessary facilities within the hospital.

Medication error prevention mechanisms include lighting, acoustics and medication location and security.

Patient experiences impacted by the built environment include acoustics from inside and outside the facility, along with security measures to provide a safe environment.

## SITE REVIEWERS HAVE BEEN ASSIGNED

Over the last several weeks, ISDH has been patiently waiting to hear who will be taking on the responsibility to look over the 357 documents submitted to PHAB this June and who will ultimately be making a visit to the agency in the near future. That wait is over! ISDH has been assigned the following three reviewers:

- Carrie Thomas, staff development program manager/assistant director of organizational planning and development at the Knox County Health Department of Tennessee
- Charles Hunt, staff development program manager/assistant director of organizational planning and development at the Center for Sharing Public Health Services

- Elisabeth (Betsy) Lynam, retired deputy director of public health emergency preparedness at the California Department of Public Health

### What happens now

The reviewers will take the next 12 weeks or so to divide tasks before they submit to ISDH their questions and requests for additional documentation.

ISDH Accreditation Coordinator Patricia Truelove has announced our PHAB site visit scheduled for Feb. 5 and 6.

Until then, continue to talk with your colleagues about accreditation, how it can benefit your program and what changes can be made to continue to strive to raise the bar.

Please [email](mailto:email) Truelove if you have questions about accreditation.

### ► CHIEF, continued from page 1

generation education issues and social determinants of health as a mechanism for improving socioeconomic standing.

Hatchett holds an M.S. in technology with a concentration in organizational leadership from Purdue University School of Engineering and Technology and a B.S. in public affairs (with distinction) with a concentration in management from Indiana University's O'Neill School of Public and Environmental Affairs.



He is a native Hoosier who grew up mostly in southern Indiana. He lives in Indianapolis with his husband and tortie cat, who really runs the show.

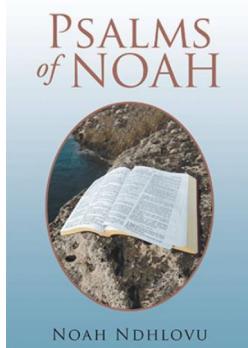
## NDHLOVU SHARES HIS INSPIRATION

By Greta Sanderson

It's good to find time to relax in your free time away from work. Some people like to exercise. Others may prefer to go out with friends and family. Noah Ndhlovu writes poetry.

Ndhlovu is the ISDH statewide HIV testing program manager. He began writing poetry after high school and has self-published a collection of poems called "Psalms of Noah." The book, published by Xlibris, is available online at Amazon and Barnes and Noble.

"Poetry gives me an opportunity to creatively use the English language to express



**The book, published by Xlibris, is available online at Amazon and Barnes and Noble.**

myself," he said.

A native of Zambia, Africa, Ndhlovu grew up enjoying British literature. Over time, he began to think of other ways to express the scenes he was reading. Soon he was creating his own works.

"Psalms of Noah" is a collection of inspirational Christian poems he's written over the years. "Psalms of Noah" is named for the Old Testament book of the Bible composed of sacred songs.

Noah hopes his poetry serves as a devotional book that provides not only an uplifting message, but also inspiration and encouragement for his readers.

On Sept. 13, he traveled to Dallas to attended the 10th anniversary celebrations for an online radio program, Zambia Blog Talk Radio. The online radio program began in 2009, and Ndhlovu has been a contributor since 2016.

He also signed copies of his book at the event.

Ndhlovu is also the president of the Indiana chapter of the Zambian Association,

www.indyzam.org, and all of the state chapters' presidents were convening in Dallas to launch an umbrella organization called Zambia Association Network of the United States, or ZANUS ([www.zanus.org](http://www.zanus.org)), for which he serves as president.

Ndhlovu also founded a not-for-profit organization that promotes volunteerism in Zambia ([www.zamaritan.org](http://www.zamaritan.org)).

Zambia is a country with 72 dialects and nine major tribes, each with its own language. Ndhlovu can speak four languages, so he is used to crossing language barriers.

He already has a second book on the horizon. This book will be a collection of poems about love, and he plans to publish it next spring. It will be titled "Songs of Noah," after the Song of Solomon, sometimes called the Bible's love song.

Ndhlovu's grand goal is to have his work published by Penguin Books.



Noah Ndhlovu at a September book signing in Dallas.

*Lift Me*

Lift me oh Lord  
Snatch me from my adversaries  
Set me free from the wicked ones  
Embrace me in Your hands.

Lift me oh Lord  
Restore me for all to see  
Shield me from the enemy's mesh  
Rescue me from the poverty of this land.

Lift me oh Lord  
Send me to the gates of life  
To the land of jubilee  
There, I may dwell eternally,  
soaring high up in the skies,  
Like fowl in the air.

Oh, Lord hear my prayer.



## STAFFING UPDATES

Welcome to the following staff members who recently joined ISDH:

Pamela Conway, administrative assistant, ISDH Laboratory; Christian Keirn, surveyor, Long Term Care (LTC); Jacqueline Langer, drug overdose prevention intern, Trauma & Injury Prevention; Madelynne Wright, naloxone program intern, Trauma; Lauren Harding, epidemiologist, Trauma; Elizabeth Lines, public health nurse surveyor, Acute Care (AC); Tanya Sheely, public health nurse surveyor, AC; Don Roberts, medical surveyor, LTC; Samuel Lesch, chemist, ISDH Laboratory; Cody Talley, public health administrator - HIP program coordinator, HIV/STD/Viral Hepatitis; Jennifer Vanat, public health nurse surveyor, AC; Marissa Kozlowski, microbiologist, ISDH Laboratory.

Also, Justin Perez, education consultant, Center for Deaf & Hard of Hearing Education; Amanda Timberlake, environmental scientist, Lead and Healthy Homes; Regina Smith, director for health systems and tobacco cessation, Tobacco Prevention and Cessation; Christopher Tarrand, field epidemiologist, Epidemiology Resource Center (ERC); Mark Miller, environmental scientist, Environmental Public Health; Margaret Winston, microbiologist, Clinical Microbiology; Chelsea Carlisle, public health administra-

tor, HIV/STD/Viral Hepatitis; Kyra Kofodimos, public health administrator, HIV/STD/Viral Hepatitis; Erin Johnson, public health nurse surveyor, AC; Mike Burtner, business systems consultant senior, Office of Technology and Compliance; Jessica Ganote, public health nurse surveyor, AC; Bradley Williams, medical surveyor, LTC; Taylor Eisele, cancer epidemiologist, Chronic Disease; Breanna McMillan, public health nurse surveyor, AC; Jennifer Nikirk, survey support/guidance, LTC; Dana Bachman, acute care nurse surveyor, AC; Erica Brace, public health nurse surveyor, AC.

Congratulations to the following staff members who were promoted: Jana Gach, WIC state breastfeeding consultant, Indiana Women, Infants, and Children (WIC); Nicole Shrader, public health nurse surveyor, LTC; Amber Stout, public health nurse surveyor, AC; Dandy Garcia, local health department expansion coordinator, HIV/STD/Viral Hepatitis.

Sherika Sides has changed positions and is now the viral hepatitis service coordinator, HIV/STD/Viral Hepatitis. Miriam Bennett has transferred to a public health nurse surveyor position in LTC.

Congratulations to Dianna Maschmeyer, accountant in Finance, who transferred from the Indiana Department of Child Services.

## HEPATITIS A WEBINAR

**ISDH Adult Influenza and Outbreak Coordinator Lisa Pearson, left, represented Indiana on a national Centers for Disease Control and Prevention webinar on Sept. 12. The CDC Division of Viral Hepatitis invited all states to participate in the webinar for an update on hepatitis A outbreaks and how three states are tackling the outbreak. Representatives from the health departments in Tennessee and San Diego also made presentations. Pearson outlined Indiana's outbreak response, including immunization strike teams, vaccination incentives and partnering with disease intervention specialists to test for other conditions among the at-risk population.**

### Agenda

- CDC updates on the national outbreaks
- Perspectives from the field



**Lisa Pearson, LPN**  
Adult Influenza and Outbreak Coordinator  
Indiana Dept. of Health



**Jana Tolleson RN, BSN, AEMT**  
EP Nurse Consultant  
Mid-Cumberland Regional Health Office,  
TN Dept. of Health



**Melissa Thun, BSN**  
Public Health Nurse Manager  
County of San Diego Health & Human Services Agency

- Question & Answers

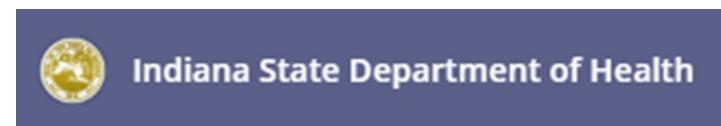
## DON'T MISS THIS MANAGER TRAINING

**Attention Supervisors and Managers:** Please join James Audley, ISDH Human Resources, at these two trainings discussing the upcoming annual evaluation process. Helpful information about the annual performance evaluation process will be presented. Please bring your questions about best practices, ISDH's processes and challenges you have faced in the past. Sessions will be hosted at the following locations, dates and times:

Date: **Wednesday, Oct. 9**

Time: 2:30 – 3:30 p.m.

Place: Adams Auditorium (Formerly Rice Auditorium)



Date: **Tuesday, Oct. 15**

Time: 10 – 11 a.m.

Place: Adams Auditorium (formerly Rice Auditorium)

These sessions will be available via webcast and will be recorded for later review.

## A LITTLE FEEDBACK MAKES A BIG IMPACT

ISDH Laboratory Program Advisor Jyl Madlem knows the impact collecting a nasopharyngeal (NP) swab specimen can have on the final testing result. She talks about it at the phlebotomy refresher trainings she routinely gives nursing personnel. Demonstration of proper NP swab collection was added to her phlebotomy training after the H1N1 influenza outbreak because the lab received a large number of nasal swab specimens instead of the preferred NP swab specimens.

Over the years of providing this training, Madlem noticed a couple of issues with the design of the Puritan Medical Products' swab she used for the collection demonstration. She shared her thoughts with the manufacturer, but she never anticipated what happened next.

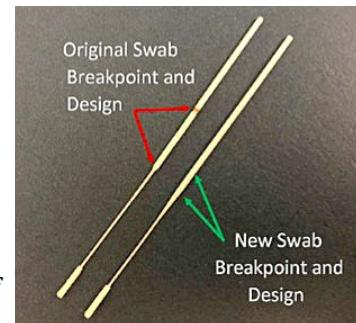
In June 2017, Madlem decided to stop by the Puritan booth at the American Society for Microbiology annual meeting in New Orleans. Michael Keyes, the vice president of microbiology sales, asked what she thought about

their NP swab collection kit. She explained that the current swab design had the potential to scratch the inside of the nasal cavity. She also mentioned that another potential problem was the scored break point of the swab. When the swab is put into the viral transport media, the score line is above the top of the tube, creating a potential splash hazard for the collector, as well as the receiving laboratory.

It turned out that several senior members of the Puritan team, including the president of the company, were interested in her assessment.

"I was shocked that they listened to my opinion," Madlem said.

By August 2017, Puritan sent her a couple mock-up redesigns of the swab they coined the "Jyl Swab." According to Keyes, the challenge was developing a collection swab with Puritan's current



"ultra-flocked tip" and a shaft redesign to provide more patient comfort and reduce the "springing" effect of the current shaft design when placing the swab into the transport media vial for viral transport and eventual testing.

Madlem tried the redesigned swab and found the new swab design addressed both issues.

"Don't be afraid to share your opinion because it just may have a much larger impact than expected," she said.

Manufacturing of 600 to 900 devices is to be completed and sent to the ISDH Laboratories soon to be used for the upcoming Indiana influenza sentinel site surveillance program as part of an evaluation and validation study. Puritan will also be coming up with a short questionnaire to be sent with the swab collection kits to assess how other users like the new swab design.

### 2019 Flu Shot Clinic

State covered Flu Shots are coming!

Flu shots will be offered on-site to all ISDH employees again this year at no cost if covered by the state's insurance.

For those who are not covered by the state's insurance, you can still get a flu shot for \$39.99 or \$69.99 (65+ years old).

See below for the date, time and location of each site. CVS will also offer the following immunizations: Pneumonia, shingles, Tdap, hepatitis B, HPV and meningitis.

- Date:** Monday, Oct. 7
- Time:** 9 a.m. - 2 p.m.
- Place:** 2 N. Meridian St.,

Adams Auditorium AND 550 W. 16th St., Suite B - Toxicology Conference Room

For those who are unable to make it to either location on Oct. 7, visit the Government Center South on Oct. 9 and 10, and Nov. 26, or the Statehouse on Oct. 16.

Please watch for an email with the required consent and administration form.

While it is not required that you complete this form prior to the event, arriving with this form already completed will allow you to move through the process more quickly.

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

**Yolanda Briggs**



**NAME:** Yolanda Briggs

**TITLE:** Clerical assistant

**Brief job description:** Data enter all adoption history forms of request from adult adoptees and birth/adoptive parents and siblings. I am also responsible for notifying by letter to the following: County Clerks' Office, Out of State Office for birth and the Immigration Office for foreign country-born amended birth certificates.

**Time at ISDH:** Four years

**What do you like most about working at ISDH:** The diversity and the fact that we're not tied down to the wall of the agency i.e. events that take place around the Circle throughout the year. More importantly, I get to meet/greet the community when I assist my department with community service events throughout the year. I particularly like the work at the Black & Minority Health Fair because I have the chance to see everyone from this agency coming together to help those in need.

**Other information:** I am a mother of three beautiful young ladies. I love being with my family and absolutely love Sudoku puzzles.