

# PROFILES

For the employees and retirees of Health and Hospital Corporation and the Marion County Health Department

## BLACK EXPO 2009



DR. MONROE, INDIANA STATE DEPARTMENT OF HEALTH (LEFT), SENATOR LUGAR, AND DR. CAINE, MARION COUNTY PUBLIC HEALTH DIRECTOR TOUR THE BLACK EXPO.



A MARION COUNTY RESIDENT, RIGHT, SPEAKS TO MAYOR GREG BALLARD ABOUT HOW MUCH SHE APPRECIATES THE WORK THAT MCHD'S ENVIRONMENTAL CONTROL DOES.

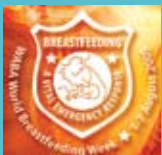
### HEALTH DEPARTMENT Will ACCEPT DISPOSAL OF HOUSEHOLD SHARPS

The MCHD Water Quality and Hazardous Materials Management (WQHMM) and Community-Based Care programs are pleased to announce the Sharps Disposal Program, which offers Marion County residents a safe disposal option for their used needles, syringes and lancets.

Sharps often are placed in trash containers, put down drains or simply dumped outdoors. Used sharps can now be dropped off at the three health department District Health Offices:

- Northwest District Health Office, 6940 Michigan Rd.
- Northeast District Health Office, 6042 E. 21st St.
- South District Health Office, 505 National Ave.

Sharps must be placed in hard, plastic containers and new 5-quart sharps containers will be given out in exchange while supplies last. For more information, call WQHMM at 221-2266.



NATIONAL BREASTFEEDING AWARENESS MONTH, SEE PAGE 2.



LEGACY HOUSE OUTPOURING AUG. 27, SEE PAGE 3.



MOTHER, BABY HEALTHLINE CELEBRATES 20 YEARS, SEE PAGE 6.



HEALTHY FAMILIES GRADUATION A HIT SEE PAGE 7.

# Breastfeeding: A Vital Emergency Response

Lactation Consultants, Breastfeeding peer counselors provide support to community moms

It's National Breastfeeding Awareness Month and World Breastfeeding Week August 1-7. This year's theme "Breastfeeding: A Vital Emergency Response. Are You Ready?" is meant to reinforce the vital role that breastfeeding plays in emergency response worldwide. In emergencies, infants and young children are especially vulnerable to malnutrition, illness and death.

Whatever the emergency — from earthquake to conflict, from flood to flu pandemic — the story is the same: breastfeeding saves lives.

"The MCHD's Nutrition Services and WIC Department supports our community's effort to provide the optimal nutrition for all infants by employing and training four Internationally Board Certified Lactation Consultants (IBCLC) and eight Breastfeeding Peer Counselors to aid women in making informed decisions about infant feeding,"



**FRONT ROW FROM LEFT: Pam Desir, IBCLC; Alisha Hall; Brittany Black; Carrie Viehe. BACK ROW FROM LEFT: Amy Bixler, IBCLC; Kathryn Shanahan, IBCLC; Shanna Sorto; Christina Kranning. NOT PICTURED: Pam Averill, IBCLC; Connie Anderson-Sweatt; Maribel Lebron-Ponte; and Marilyn Gaas-James.**

said Kathryn Shanahan, MCHD breastfeeding coordinator.

Breastfeeding peer counselors are women who have received WIC benefits and have breastfed at least one child successfully. They are part of a network of breastfeeding peer counselors for the Indiana WIC Program, trained using a USDA model for breastfeeding, and may work outside the standard business

hours to provide support to mothers.

The IBCLCs work in WIC clinics and the district health offices providing support to all MCHD staff and the community at large. IBCLCs and some breastfeeding peer counselors provide home visits as determined necessary.

"This group of employees is trained to support lactating moms in times of emergency



when other means of feeding infants and children would not be safe due to lack of shelter, electricity and sanitation," said Shanahan, who is also the Indiana WIC regional breastfeeding coordinator. "As a response to an emergency, the MCHD is ready to protect and support breastfeeding as the optimal method of feeding infants and young children."

WIC was on hand to provide breastfeeding education and information at the Covering Kids & Families Back to School Event on August 1.

## WIC EDUCATES CLIENTS AT FARMER'S MARKETS

WIC PROGRAM MANAGER JOANN RADFORD, LEFT, AND FRANCES EVANS, WIC DIETITIAN AND HEALTH EDUCATOR DISCUSS HOW TO SAFELY STORE FRESH FRUITS AND VEGETABLES WITH A CLIENT WHO STOPPED BY THE WIC BOOTH AT THE CITY MARKET. MORE PHOTOS ARE AVAILABLE IN THE PHOTO GALLERY ON THE NEXUS.



CHEF WENDELL OF "EAT RIGHT, NOW!" WHICH AIRS BIWEEKLY AT 7:50 A.M. ON WISH-TV 8 DAYBREAK SATURDAY NEWS SHOW, STOPPED IN AT THE WIC BOOTH AT THE CITY FARMER'S MARKET TO SAY HELLO. ROSALIND JONES-JACKSON, WIC PROGRAM MANAGER (LEFT), IS A FAN OF CHEF WENDELL'S SHOW.

# MCHD Employees featured in Indianapolis Woman this month

**H**ealthy Start Community Outreach Worker **Elaine Benson** was the first woman nationwide to transition from being a Healthy Start client to a Healthy Start employee. And that is only one of the obstacles she has overcome with flying colors.

Benson, a mother of five, had just started college classes when she found out she was pregnant with her sixth child.

"I felt like everything that I was working hard for was going to be of no avail," Benson said.



**BENSON**

At her first doctor visit at Wishard, Benson was told that she would be a good candidate for Healthy Start and she was soon assigned a case manager. They quickly became friends and established the following goals for Benson:

1. Finish college
2. Find a job (after the birth of the baby)
3. Balance school/work/family life

Benson was attending consumer connection meetings, meeting friends in her peer group, being an advocate for Indianapolis Healthy Start, and then — toward the end of her pregnancy — started experiencing postpartum depression. Through this time, Benson's case manager would call to check in with her daily and also came to the hospital after the birth. IHS did a postpartum screening and informed Benson's physician that she was experiencing postpartum depression. Benson's doctor and case manager were on call at that point in case she felt overwhelmed. Benson said didn't want to take an antidepressant since she was breastfeeding her son.

With the motivation her case manager provided, Benson was able to continue school by taking online classes. Her children's activities along with her coursework helped her stay focused and the depression gradually lifted. Benson became a breastfeeding peer counselor during this time for MCHD's WIC program and was able to take her son with her and actually demonstrate for other moms. It wasn't long before an opening came up in IHS and Benson got the job.

"Shelley (Vaughn, program manager for Healthy Start) offered me the position and I cried," said Benson. "This is a program I am passionate about. I let all my clients know that I was also a client and that IHS is a team that is pulling for them to succeed. I outreach from my heart."

**B**ilingual Bicultural Indianapolis Healthy Start Clinic Health Educator **Juanita Paez** brought 25 years of nursing experience with her to the United States when she moved here with her family from Ecuador in 2003.

Paez, mother of two, worked for the Minister of Health in Ecuador and learned the process of improving hospital- and small-clinic care, was the chief of nurses in the operation/recovery room, became an administrator at the national level, learned how to open new hospitals and more.



**PAEZ**

Paez began working at Wishard as an interpreter and later became a family support specialist with Healthy Start as well as a doula and lactation consultant. In her current position as clinic health educator, Paez understands the importance of knowing cultural differences when providing health education to the Latino community.

"I meet Latin women from many different cultures, with different beliefs," Paez said. "It is important to always have cultural competency in mind (in working with clients and in creating policies)."

Paez explained that, for example, some cultures only take herbs and refuse medication — even vitamins, which contain nutrients the mother and baby need.

"Some cultures do not want to take vitamins. They only take herbs and can be distrustful of anything else. I approach this situation differently so they do not fear taking a vitamin," Paez said. "If I were to just hand them a vitamin and say 'take this' they would not do it."

Paez said the use of humor in her classes is helpful in keeping everyone engaged and more likely to discuss issues like relationships, changes in the body during and after pregnancy, what to expect at the hospital, discipline, empowering the fathers, breastfeeding and much more.

"I tell the couples in my classes that if they treat each other with love and respect then their children will grow up to love and respect," Paez said. "I love what I do. Teaching and working with the clients is wonderful."

## Legacy House

### OUTPOURING EVENT WILL HAVE MARDI-GRAS THEME

**L**egacy House will present "Outpouring," an evening to raise awareness and support for victims of violence served by the local resource center. This year's Mardi Gras-themed event will be held August 27 from 6 p.m. to 9 p.m. at the Indianapolis Art Center, 820 East 67th Street.

The evening will feature themed foods, music, a silent auction and the opportunity to learn more about the programs and services offered through Legacy House.

Legacy House is dedicated to serving the physical, emotional and spiritual needs of adults and children who have been affected by violence. Legacy House promotes healing through intervention, support and understanding.

For more information about Outpouring or about Legacy House services, please call 552-5272.

### ACTION HEALTH CENTER COORDINATOR QUOTED IN INDIANAPOLIS WOMAN

Clinical Services Coordinator and Certified Pediatric Nurse



**CHAMBERS**

Practitioner for ACTION Health Center & School-Based Health Clinics' Adrienne Chambers is quoted in this month's issue of *Indianapolis Woman*.

The magazine features an article on Learning Well (School-Based Health Clinics).



## H1N1 CALL CENTER VOLUNTEERS RECEIVE RECOGNITION

Vicki Powell, Office Coordinator for Water Quality and Hazardous Materials Management and an active P.O.S.T. member, stepped up and helped coordinate the H1N1 Call Center from April 27 until it closed on May 15. The Marion County Health Department had the only call center in the state that was open from 7 a.m. to 7 p.m.

According to Powell, there were approximately 200 employees that were trained to take calls. She said there was no shortage of staff willing to do whatever was necessary

for its success.

When asked if she would take on this challenge again, she said, "Yes, I would volunteer to work on this project or other emergency situations if needed," Powell said.

"I found the call center to be a great learning experience. There were new challenges daily," she said. "The most rewarding part of this project was how everyone came together to provide the public with a sense of security and knowledge. I enjoyed working with this very enthusiastic group of people."

## Thank you letter

Dear Ms. Thevenow,

On behalf of all of us at Veolia Water Indianapolis, the day-to-day operator of Indianapolis Water, I'd like to offer sincere appreciation for the prompt and professional responses made by your hazardous materials response staff. They, like us, share a passion for protecting source water supplies in Marion County.

When time counted, your staff maintained a close working relationship and communication with us during an oil spill and subsequent clean-up at Fall Creek Parkway & Keystone Avenue on June 10, 2009. Spills can pose an immediate threat to drinking water quality and the ability to supply customers with water necessary for public health and fire protection. Timely communication from your hazardous materials response staff has repeatedly assisted in the protection of drinking water supplies.

Sarah Jonkers's quick action that morning helped minimize petroleum contamination in Fall Creek directly above the Indianapolis Water intake. The work by Sarah, Lucas Ricke and your contractor, SSI, to contain and clean up oil in Fall Creek, allowed us to bring the plant back online within a few critical hours and continue to supply customers with safe drinking water.

Thank you again for the help when it was needed.

Sincerely,  
Ed Malone  
VP, Operations

## Mosquito and Rodent Control Administrator Marks 30<sup>th</sup> Year with MCHD

Chuck Dulla started out with MCHD as a housing sanitarian (now referred to as environmental health specialist) in 1979. He became a field supervisor in housing in 1981 and served as administrator of foods for a brief period to administer new programs before becoming administrator of mosquito control in 1985.

Four years later, he was named administrator of environmental control and rodent control. Dulla is now administrator of rodent and mosquito control.

"My fondest memories are the many good friends I have made during this 30 year time period," said Dulla. "My success has been the great

management team that I have. Several of them have been with the corporation for 20, 30, and one guy for 40 years. They made my job easy. I have gotten tremendous support from Dr. Caine since she has been my director."

Bureau Chief Dana Reed Wise said Dulla has done a remarkable job with Vector Control.

"Chuck has done an outstanding job putting procedures in place to make sure the services are provided when and where the community needs them, having developed a marketing campaign to inform the community these services are free," said Reed Wise. "He also has a wry sense of humor and loves technology."



CHUCK DULLA

# BRIEFS

News of Health and Hospital Corporation and the Marion County Health Department

## Retirement Celebrations



### Nancy Seats retires after 28 years

Joan Trendell, Bureau Chief; Bureau of Population Health; Julie Bishop, administrator, vital records; Nancy Seats, support staff with vital records; and Virginia A. Caine, M.D., public health director.



### Beverly Hayes retires after 16 years

Virginia A. Caine, M.D., public health director; Beverly Hayes, Wishard ambulatory care administration; and Matthew Gutwein, President and CEO.

## New Employees



From Left: DARRYL DAVIS, facilities maintenance; BRITTANY BLACK, breastfeeding peer counselor, WIC; DEBORAH KREITL, public health nurse, immunizations – NEDHO; MARIA NYIRATWHEIRA, nutritionist, WIC; JENNA SCHILDMIER, nutritionist, WIC; ALISHA HALL, breastfeeding peer counselor, WIC; KRISTEN KENNEY, nurse practitioner/physician assistant, Bell Flower.



From Front Left: GIESLA BETZ, nutritionist, WIC; SARAH LIM, Grants Writer, Grants; ELIZABETH TAPP, Nutritionist, WIC; SEAN SMITH, business analyst, CIS; BRITTANY RILEY, office assistant/B.A.B.E. manager, Maternal Child Health; KEISHA WADE, security officer, security; ELIZABETH HUGHES, STD clinic technician, Bell Flower.



## August Employee of the Month

**JOHN ALTHARDT, PR COORDINATOR, PUBLIC RELATIONS DEPARTMENT, IS THE EMPLOYEE OF THE MONTH FOR AUGUST 2009. STAFF AND THE NEWS MEDIA CAN COUNT ON JOHN TO GIVE THE MOST ACCURATE AND UP-TO-DATE INFORMATION. DURING THE HEIGHT OF THE H1N1 FLU EPIDEMIC, THE CORPORATION RECEIVED A LARGE AMOUNT OF FREE PRESS, DUE TO JOHN'S EFFORTS. THIS INCLUDED OVER \$250,000 WORTH OF FREE TELEVISION EXPOSURE.**

# MOTHER BABY HEALTHLINE CELEBRATES 20 YEAR ANNIVERSARY

June 2009 marked the 20th anniversary of the Mother Baby Healthline (MBHL). MBHL is a free and confidential information and referral telephone service that helps link pregnant women and new families to community resources. MBHL began in 1989 with a goal to help reduce high rates of infant deaths in Indiana.

The MBHL is a grant-supported program that operates under the Social Services Department, yet has a strong link with Maternal Child Health. Twenty years later, the purpose of the MBHL continues to center around assisting pregnant women and families in reducing the barriers that pre-

**MOTHER**  
**B A B Y**  
*healthline*  
221-2229

*"Your link to a healthy baby"*

vent them from obtaining appropriate health care services; and thus, decreasing the infant mortality rates in Indiana and supporting healthy, safe pregnancies and child rearing.

"MBHL is an essential service for Marion County and the community at large," said Frankye E.

Johnson, social services department administrator. "It is our goal to continue to provide this valuable resource, and in doing so, helping to insure needed services and healthcare can be obtained by all those who seek out our help and assistance."

Mother Baby Healthline employs two professional and dedicated staff, Odessa Shobe, BSW and Rolanda Jones, MSW. In 2008, the staff answered more than 1879 calls and addressed 3482 various issues and concerns such as where to obtain WIC services, diapers, parenting classes, immunizations, inspections for lead, etc.

In addition to referrals, the staff

provides over-the-phone support, education and counseling to callers in an effort to increase self-empowerment and self-advocacy.

MBHL staff also formulate and produce two newsletters (the "Messenger") a year, distributed to internal and external departments, agencies, and community partners, which contains valuable information on a range of topics primarily focusing on infant, children, family, and health-related matters.

The staff and program is also made quite visible in the community by participating in no less than 10-15 health fairs or community events a year.

## B.A.B.E. Store Coordinator, Manager Settle into New Roles

### RHONDA CANTRELL

The Marion County Health Department welcomed long-time employee Rhonda Cantrell to the B.A.B.E. Store distribution center as coordinator on July 1. Rhonda Cantrell has been with the health department for 17 years, working in Chronic Disease as a newborn screening counselor and later becoming manager of the Sick Cell Program. When the sickle cell program reallocated, the Marion County Health Department's Sick Cell project ended. Everyone formerly employed by the Sick Cell Program transferred to other positions within MCHD.

Cantrell says her new position will be a challenge since she is responsible for sorting donations, issuing B.A.B.E. coupons to providers, overseeing all of the MCHD B.A.B.E. store managers, making sure that the stores stay stocked, and unloading the shipment trucks that come into the distribution center, as well as assisting B.A.B.E. store clients.

"This position will be very challenging for me, but I enjoy its fast pace and experiencing something new and different every day," said Cantrell.

The B.A.B.E. Stores are busy every day they are open which shows that the coupon incentive system in place is working.

"All the stores are very busy; before they



B.A.B.E. Store Project Coordinator Rhonda Cantrell, standing, and Support Specialist Linda McCowan are located at the B.A.B.E. store distribution center on Millersville Road.



B.A.B.E. Store Manager Brittany Riley is planning to provide educational resources in the Forest Manor store.

### BRITTANY RILEY

Before becoming the manager at the Forest Manor B.A.B.E. Store, Brittany Riley worked as an outreach worker for Healthy Start at the Hasbrook building for two and a half years. She served as a member of the Literature Review Team, helping to create educational outreach materials.

"I think the skills I got as an outreach worker work well in here since I have a background in educating moms about what's safe for their babies," said Riley. "It's good to provide education along with the items they are purchasing."

Educating the mothers who come into the store is Brittany's main focus, and she plans to supply educational brochures and pamphlets in her store.



## PUBLIC HEALTH INFORMATICS COMES TO MCHD

Kevin Stevens, epidemiologist, Marion County Health Department, was selected to be on the CDC National Center for Public Health Informatics Peer Review Panel to review Centers of Excellence in Public Health Informatics applications. Stevens is 100% supported by a five-year CDC contract that Indiana University and Regenstrief Institute received in February 2008. The purpose of the contract is to improve situational awareness and communicable disease reporting through the exchange of clinical information received at Regenstrief.

In May, Stevens attended the American Medical Informatics Association (AMIA) Spring Congress at Walt Disney World for the final class of the AMIA 10x10 course in public health informatics. Stevens received a scholarship from the CDC to cover the course cost. He plans to continue his training at the University of Illinois-Chicago. He submitted an application for fall admission to the online Graduate Certificate Program in Public Health Informatics.

This fall, Stevens will be teaching at the University of Phoenix – Indianapolis Campus. On September 2, he will be a panelist at the Public Health Informatics Network Conference to discuss local health department response to disease outbreaks. In December 2008, Stevens represented the MCHD as a panelist at the 5th Nationwide Health Information Network Forum. Stevens has master's degrees in public health and exercise physiology. He is a graduate of Columbia University. For more information about public health informatics, email [kstevens@hncorp.org](mailto:kstevens@hncorp.org) or call 221-2444.

# Healthy Families Graduation

**H**ealthy Families held their bi-annual graduation for 22 graduates on June 26 at Garfield Park. In order to graduate, a client needs to have stayed in the program for at least three years and have met certain other criteria, such as having all immunizations complete, having the child enrolled in pre-school, exhibiting successful parenting and more.

Healthy Families staff members visit each family weekly for at least the first six months after the birth. After that, visits decrease to twice monthly, then once monthly and near the end become quarterly.

Healthy Families offers parenting support services free of charge to overburdened families with new babies. Staff share parenting information and offer activities and information to promote healthy growth and development.



## Corporate Challenge Team Report

So far, more than 50 employees have signed up for the Corporate Challenge — companies can have up to 100 employees on their team. As of July 31:

- 4 employees are running in the 5-mile team run
- 8 or more employees are signed up for the 5K and half-mile races
- 7 employees have requested to be part of the team medley relay.
- There are more people wanting to play than there are spots available for the good sport events. Final event selections will be made during an upcoming team meeting. Event captains will lead each of the good sport events and will manage the team's participation in that event.

Team Captain Steven Johnson of the Human

Resources Dept. is challenging employees to enter the 5K, even if just to finish it.

"I know it can be intimidating, when you hear '5K,' but more people can run that distance than they realize." And by starting a running program now, he says, "employees can train by running a little further or faster each time."

Johnson emphasized that runners in the 5K are competing against their own gender and age group.

Employees who are not participating are encouraged to attend, as are family members and friends. Each Corporate Challenge team has a seating section at the track and field stadium at IUPUI for team members and their guests.

*More information about the Corporate Challenge can be found on the Nexus under Human Resources.*

# COMMUNITY EVENTS

## AUGUST

**7-23**

### State Fair

Indiana State Fairgrounds

**10-14**

### Employee Appreciation Week

MONDAY: Doughnuts, coffee and juice with Dr. Caine and executive staff

TUESDAY: Employees are encouraged to donate to various programs and events

WEDNESDAY: Departments should do something together

THURSDAY: HR presents Benefits Health Fair. Free health screenings (blood pressure, body fat percentage, glucose,

total cholesterol and chiro-practic screening)

**14**

### Hot Diggity Dog Day

11 a.m. - 2 p.m.

Hasbrook northeast parking lot. Take out orders for other locations may be placed by one primary person from each office by calling Steven Johnson at 221-2010.

(A vegetarian option is being offered this year by reservation only. Must contact Steven Johnson in HR by Aug. 10 at 3 p.m. to reserve.)

**27**

### Legacy House Outpouring

6 p.m. - 9 p.m.

Indianapolis Art Center  
820 East 67th St.

## JOIN MCHD IN WALK AGAINST HEART DISEASE

5K FAMILY HEART WALK SEPT. 19

As part of Marion County Health Department's commitment to promoting healthy and active lifestyles, Dr. Caine has volunteered to serve on the Executive Leadership Team for the Indianapolis Start! Heart Walk. MCHD is looking for people to be on the team to walk against our nation's number one killer: heart disease.

This 5K family walk will be at 10 a.m. on Saturday, Sept. 19 at Celebration Plaza at White River State Park. Employees please bring your families and friends and join the MCHD team. Registration is available on the Nexus. For more information, email Megan Treida at [mtreida@hhcorp.org](mailto:mtreida@hhcorp.org).



## 2009 H.O.P.P. CONFERENCE

Staying Healthy and Prepared in the Midst of Change is the theme for the 2009 Healthy Older People's Program (HOPP) on Friday, September 11.

The event will be from 8 a.m. to 2 p.m. at Primo South Banquet Hall and Conference Center, 2615 National Avenue in Indianapolis.

Held since 1982 and sponsored by the Marion County Health Department, the HOPP Conference will offer information on pandemic flu, financial safety, healthy eating, fighting insomnia, Medicare and Medicaid and emergency preparedness.

Blood pressure, blood sugar and cholesterol screenings will be offered at no charge and those attending can participate in Wii Fit Balance.

There will be a special presentation

to honor the men and women of the Indianapolis Fire Department.

Cost to attend the HOPP Conference is \$6. Pre-registration is required. Registration includes lunch and the chance to win door prizes throughout the day. Last year more than 500 people attended the conference and planners expect the event to sell out again this year.

This year's sponsors include: MCHD, CICOA Aging & In-Home Solutions, American Senior Communities, Clarian Health, Clarian Health Plans, Senior Care at Wishard, and Miller's Merry Manor.

For more information, call 221-3022. Registrations must be postmarked by August 24. The registration form is available on the Nexus.

### Editorial Board

John Althardt  
Renee Brooks  
Jameela Ali  
Jennifer Conner  
Pam Desir  
Collette Duvalle  
Dr. Joyce Gill  
Heather Hafer, chair  
Karen Holly  
Allison Hoyt  
Pamela Humes  
Steven Johnson  
Joan Keene  
Lola King  
Mary McKee  
Christopher Montgomery  
Cathy Sheckell  
Staci Small  
Nicole Spacey  
Katrina Thielman  
Greg Ullrich  
Richard Voller  
Serifatu Walton  
Gary Weir

### August Health Awareness Calendar

- National Immunization Awareness Month
- National Breastfeeding Month
- 8: National Smile Week