

# PROFILES

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



## Theme: 'Together Everyone Achieves More' Apparent at Staff Day 2010



DR. CAINE UNVEILS THE NEW MARION COUNTY PUBLIC HEALTH DEPARTMENT LOGO AT STAFF DAY ON OCTOBER 29. IN AN EFFORT TO MORE CLEARLY ALIGN ITS NAME AND MISSION, THE MARION COUNTY HEALTH DEPARTMENT WILL BE KNOWN AS THE MARION COUNTY PUBLIC HEALTH DEPARTMENT. SEE MORE PHOTOS FROM STAFF DAY AND MORE INFORMATION ON THE NEW LOGO ON PAGE 6.



## Back-to-School Immunization Clinics A Success



The Marion County Public Health Department vaccinated 2,795 children during four back to school immunization clinics held during the week of October 18. An additional 670 children were seen during the week but did not require vaccination.

"We appreciate those parents, legal guardians and their children for taking advantage of the clinics held this week. These children now have the required immunizations and updated shot records. This has been a very good week," said Virginia A. Caine, M.D., director, Marion County Public Health Department.

In order to operate the four-day clinic, the health department closed its District Health Offices to consolidate resources to a single location.



DEDICATED ATTORNEY TAKES ON MCPHD'S TOUGHEST HOUSING CASES. SEE PAGE 2



WIC'S BREAST-FEEDING PEER COUNSELORS MAKE HOSPITAL VISITS. SEE PAGE 3



UNITED WAY CAMPAIGN UNDER WAY. HELP US REACH OUR GOAL! SEE PAGE 4



FIRE SAFETY OLYMPICS PROGRAM A BIG HIT WITH KIDS, ADULTS ALIKE. SEE PAGE 7

## Helping Hoarders Help Themselves

*"Many of these people are alone in the world."*



THESE PHOTOGRAPHS WERE TAKEN INSIDE OF A CONDOMINIUM THAT IS OWNED BY AN ANIMAL HOARDER. THE DWELLING WAS FOUND TO BE 'NOT PROPERLY MAINTAINED IN A CLEAN AND SANITARY CONDITION.' THIS CASE IS ONE OF THE MANY CASES THAT LEGAL AID SOCIETY ATTORNEY ORVILLE H. COPSEY WILL ASSIST IN THIS YEAR. "ORVILLE IS THE QUINTESSENTIAL ATTORNEY FOR THE INDIGENT," SAID CODE ENFORCEMENT ATTORNEY AMY JONES, HHC.



## Dedicated Attorney Takes MCPHD's Toughest Cases

The condominium, pictured above, is one of the worst home environments that Environmental Health Specialist Marcus Ballenger of the Marion County Public Health Department inspected this year. Severe cat feces; urine-soaked carpets, beds and furniture; piles of debris, clutter and garbage on the floor and in the hallways; and no running water—were violations listed in a recent case filed by Health and Hospital Corporation at Environmental Court. There are neighbors on both sides of the condominium—a mere 6 inches through the wall. In cases like this, where there is a hoarding issue that is posing a risk to the health and safety of the people in the home—The Environmental Court knows it can count on Orville H. Copsey, Jr., staff attorney, Indianapolis Legal Aid Society, to assist the owner.

Copsey served as an Army Medic from 1954 to 1956 and graduated from Chicago-Kent law School in 1959. Copsey worked for CNA Insurance for 40 years, retiring 13 years ago. Now, he takes the cases that no one else wants to take—the toughest of the tough. He represents those to whom no other legal resources are available; his clients are at 125 percent poverty level. His undergraduate degree in Social Work has come in handy, he says. A personal mission to keep the clients



COPSEY

participating in the cleanup—above and beyond his call of duty.

"Orville is an accessible and stalwart attorney who will zealously represent his clients and at the same time keep their health and well-being foremost in his decisions," said Paralegal Patricia Shelton, HHC.

Referrals come from the Health Department, the Environmental Court, social workers, apartment managers or other lawyers. Many homes are given to or inherited by occupants who do not have the resources to keep the homes up.

"Many of these people are alone in the world," Copsey said. "They don't have a single other person or family member who cares about them, so they've closed themselves off to the world." A world that Copsey willingly enters (in his Goodwill suit, which he wears

in their homes, Copsey sets out to find assets to make necessary repairs, usually by calling on family or public agencies for assistance. He's even been spotted carrying out boxes, bags of trash and toting his own shop vacuum out of clients' homes after

when entering unsanitary living conditions) to meet his client and see firsthand whether or not they are capable of living independently. In the condominium case, the owner admitted things were getting out of control and that she doesn't let anyone enter her home – not even her boyfriend with whom she's been staying. Since Copsey took the case, work has been progressing with cleaning, but the property is still not in compliance with the health code.

Repairs can cost up to \$15,000 to restore a home that has been damaged by animal waste. Every cloth, piece of carpeting has to go. The floors must be sanded. The bottom 18 inches of drywall often has to be replaced. Animal hoarders feel they are doing animals a favor by providing them with food, water and shelter, but it can come at a high cost. In this case, there are 10 cats running wild in a condominium where the owner can no longer safely sleep. The woman has been working on cleaning up her place — and if anyone can keep her from losing her home, it will be Copsey.

"Orville pulls through every single time," said Legal Assistant Mandy Steinbrook, HHC. "He finds agencies and neighborhood groups ...he has so many contacts and is so well respected. We've never had a case that Orville couldn't fix for us."

# MOM to MOM: Role of Peer Counselors in the Hospital

The Marion County Public Health Department's WIC program has provided breastfeeding peer counselors for years to assist and educate mothers (WIC clients) who are interested in breastfeeding their infants. New this year is the implementation of a program that staffs Breastfeeding Peer Counselors in hospitals with a goal to increase breastfeeding duration rates, enhance the mother's breastfeeding experience, and to decrease unnecessary formula supplementation.

"The main goal of the peer counselors is to provide peer-to-peer, mom-to-mom support," said Arora Irvinder, WIC breastfeeding coordinator. "The idea here is to make the peer counselor seem less like a doctor or nurse and more like a friend—someone with whom the mother can connect."

Seven additional peer counselors were hired for the initiative, and they have all received or are receiving WIC benefits and have breastfed for at least six months. They use their own experience to help participants. While each birth is a unique experience, the peer counselor validates and addresses concerns of the mother.

Breastfeeding support begins during a mother's pregnancy. Peer counselors make initial contact with the mothers at the infant feeding class and maintain contact with them throughout their pregnancy. In the hospital the peer counselor acts as a liaison between the hospital lactation staff and the mother. The counselors visit mothers in the hospital before they are discharged and provide a phone number for support, encouraging her to call in lieu of supplementing with formula.

Frequent communication between moth-



**KATHLEEN MCCRAW, WIC NUTRITIONIST, (LEFT), AND STEPHANIE GONZALES, WIC BREASTFEEDING PEER COUNSELOR (RIGHT), PROVIDE SUPPORT TO A NEW MOTHER PRIOR TO HER GOING HOME FROM THE HOSPITAL.**

ers and peer counselors can help increase breastfeeding duration rates. The mothers have someone they feel comfortable talking to about questions that they have. Peer counselors also check in on the mothers often through phone calls to alleviate any concerns they may have. For more information on the Breastfeeding Peer Counselor Program, please contact 221-7406.

## Testimonials

*"I love my peer counselor. She got my baby to take the other breast!"*

*"It's been nice having people call me periodically to see how everything is going."*

*"It's just nice to have a support system if I need it."*

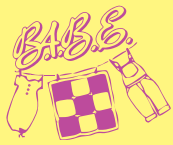
*"My peer counselor has been great, checking in and supporting me. Breastfeeding is a great experience and I'm glad I'm doing it!"*



*IHS, Hospitals Collaborate, Focus on Safe Sleep*

**FROM LEFT TO RIGHT: YVONNE BEASLEY, MATERNAL & CHILD HEALTH DIRECTOR, INDIANAPOLIS HEALTHY START (IHS) PROJECT DIRECTOR; LISA CRANE OF METHODIST; CHERYL COVNEY-RILEY, TRACEY CRAFTS OF ST. FRANCIS; LORI GILLASPIE OF COMMUNITY HEALTH NETWORK; LYNN DENNY OF WISHARD; JILL LANCASTER OF ST.VINCENT WOMENS HOSPITAL; AND SHELLEY VAUGHN, IHS PROJECT MANAGER.**

In 2008-09 Indianapolis Healthy Start (IHS) collaborated with six birthing hospitals to focus on safe sleep practice policies for each hospital, and/or safe sleep education for parents and staff. A small stipend was provided to the hospitals by IHS in the effort to reduce the number of preveatal infant deaths related to unsafe sleep and to meet the goals of IHS' Local Health Systems Action Plan. On September 23, 2010 a National Infant Mortality Awareness Month celebration was held at the Marion County Public Health Department hosted by IHS Project Director Yvonne Beasley and IHS Project Manager Shelley Vaughn to celebrate the accomplishments of the collaboration. Accomplishments included: implementation of modeling of safe sleep practice by placing newborn infants in the HALO® SleepSack®; purchase of the 7 Steps to SIDS reduction DVD that airs on the education TV network for the hospital; purchase of dolls for use in prenatal parenting classes to demonstrate safe sleep and breastfeeding positions; safe sleep displays; and materials for grandparent education. Each hospital has institutionalized the use of HALO® SleepSack® in the newborn nursery and some have made the HALO® SleepSack® available for purchase at cost in the hospital gift shops. The NIMAM celebration ended with each hospital receiving a gift of 50 HALO® SleepSacks®.



Beds And Britches, Etc.  
of Indianapolis

B.A.B.E. DISTRIBUTION  
CENTER IS NOW SETTLED  
INTO ITS NEW LOCATION AT  
4040 NORTH RURAL STREET.

## B.A.B.E. Program receives donation from St. Vincent

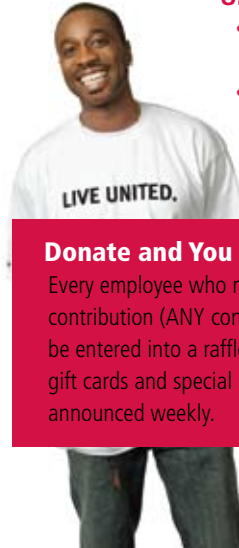


SISTER ROSARIA (LEFT) AND SISTER MARY JOHN (RIGHT) PRESENT A DONATION CHECK OF \$4,765 FROM ST. VINCENT HOSPITAL TO RHONDA CANTRELL, B.A.B.E. PROGRAM COORDINATOR. THE SISTERS HOLD A WEEKLONG RAFFLE TWO TIMES A YEAR TO COLLECT MONEY FOR THE B.A.B.E. PROGRAM. "I COULD NEVER ACCOMPLISH THIS WITHOUT PARTICIPATION OF THE ASSOCIATES AT ST. VINCENT'S (ON 86TH STREET) AND OUTLYING OFFICES," SAID ORGANIZER SISTER MARY JOHN. CANTRELL SAID SHE HOPES TO FIND MATCHING FUNDS TO BE USED FOR THE PURCHASE OF A B.A.B.E. VEHICLE TO DELIVER AND DISTRIBUTE SUPPLIES TO ALL FIVE B.A.B.E. STORE LOCATIONS. THE PROGRAM WILL BE CELEBRATING ITS 16TH BIRTHDAY IN 2011 AND HOPES TO GET THEIR "FIRST SET OF WHEELS" IN TIME FOR THE CELEBRATION.

**LIVE UNITED. GIVE. ADVOCATE. VOLUNTEER.**

### UNITED WAY'S TWO PRIORITIES:

- Sustain vital human services through more than 100 agencies.
- Help kids start school ready to learn and graduate ready to earn.



### Donate and You Could Win!

Every employee who makes a contribution (ANY contribution) will be entered into a raffle for various gift cards and special prizes to be announced weekly.

Please return completed pledge forms to Larry Humes, Hasbrook, 8th Floor. If you have questions, please contact Larry Humes at x2326 or Lola King at x2313.

The annual United Way Campaign will run through November 29

### MEET YOUR 2010 UNITED WAY AMBASSADORS!



### WE WANT TO HEAR FROM YOU

How do you balance your work and personal life? Do you have tips for staying inspired, energized? We are gathering staff suggestions, tips, and advice for our December issue of Profiles. Please send comments to [hhafer@hhcorp.org](mailto:hhafer@hhcorp.org).

## Employee of the Month



**RICHARD VOLLER, ENVIRONMENTAL EDUCATION COORDINATOR FOR THE DEPARTMENT OF HOUSING & NEIGHBORHOOD HEALTH, IS THE EMPLOYEE OF THE MONTH FOR NOVEMBER. RICHARD WAS INSTRUMENTAL IN THE CONVERSION TO A NEW SOFTWARE APPLICATION FOR THE DEPARTMENT, ALL WHILE REMAINING HELPFUL TO NEWLY HIRED AND VETERAN EMPLOYEES.**

VISIT THE NEXUS—RESOURCES—EMPLOYEE OF THE MONTH TO NOMINATE YOUR OUTSTANDING CO-WORKER TODAY!



# BRIEFS

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

## Mandatory HIPAA Refresher Training Available on Nexus

The 2010 HIPAA Privacy and Security Refresher Training is online! New training software makes it easy to use.

**Question: Oh boy, how to I start?**

**Answer:** Simply go to the Nexus—Quick Links—2010 HIPAA Refresher Training to learn how to login and begin this mandatory training.

**Question: I'm new here. Do I have to take this?**

**Answer:** If you are a new employee and you attended new employee HIPAA training during 2010, then you have met your 2010 HIPAA training requirements and do not have to take this online refresher training. (This Refresher Training is not a substitute for new employee training.)

**Question: I can't get logged in. Help!**

**Answer:** For assistance, please contact the Help Desk at 221-2050 and your call will be routed to the appropriate person who will assist you.

**Question: When is the DEADLINE for completing the training?**

**Answer:** This year's training must be completed by **December 15**. Failure to complete the training by this deadline may result in disciplinary action taken against the employee. Supervisors are responsible for ensuring that their employees and other workforce members (volunteers, students, contractors, etc.) complete the HIPAA training before the deadline. Thank you for helping HHC/MCPHD stay compliant with the HIPAA laws!

## HHC welcomes VP of Long Term Care

Shelia Guenin, H.F.A., has joined the Health and Hospital Corporation (HHC) as the Vice President of Long Term Care Services. She is the former President of Herrin Associates Co. Inc., a management consulting firm based in Indianapolis where she was employed for over 25 years. Her clients include the Indiana State Department of Health, and nursing homes and retirement communities throughout Indiana. She has served as a licensed Health Facility Administrator since 1973, and is appointed by the Indiana Health Facilities Council as a State Monitor and CMP Consultant. Her skills in management consultation and regulatory compliance have frequently been requested by nursing home and assisted living clients. Her consulting proficiencies also include quality improvement programs and development of new health care facilities from the concept phase through design, construction and opening. She has been an active member of various long term care associations including the Indiana Health Care Association, the Indiana Association of Homes and Services for the Aging, the American Medical Director's Association and the Indiana Executive Women in Healthcare and she serves as a board member for the Institute for Affordable Transportation. HHC has utilized her administrative expertise for the past five years as a contractor working in cooperation with Crowe Horwath, CPA firm.



## NEW EMPLOYEES



From left: LYNNE ARROWSMITH, Smoking Cessation Specialist, Chronic Diseases; SHELIA GUENIN, Vice President of Long Term Care, Finance; DAVID BURTON, Senior IT Operations Project Coordinator, CIS; ELIZABETH HARSHAW, Office Coordinator, Maternal and Child Health.



From left: MEGAN DICK, Family Support Specialist, Healthy Families; and SHAMIKA ALLEN, Outreach Worker, Bell Flower Clinic.



STAFF DAY EMPLOYEE RECOGNITION AWARD WINNERS. LOOK FOR QUOTES FROM THEIR NOMINATORS IN THE NEXT ISSUE OF PROFILES!



## New Logo. New Name.

The name change and corresponding new logo will take effect immediately and will replace the existing name and logo on buildings, vehicles, letterhead and other platforms during the next year.

"Throughout our history we have been known by many names. We believe the name change and enhanced logo will help better identify us to the community," said Virginia A. Caine, M.D., director, Marion County Public Health Department.

The new logo has similar graphic characteristics to those of Health and Hospital Corporation of Marion County and Wishard Health Services. Health and Hospital Corporation operates both the public health department and Wishard Health Services. Health and Hospital updated its logo in September of 2008 and Wishard unveiled its new logo in September of 2007.

The Indianapolis Board of Health was established in 1859. In the 1940's the name changed to Indianapolis City Health Department. With the creation of Health and Hospital Corporation of Marion County in 1951, the name changed to the Division of Public Health and became commonly known as the Marion County Health Department.



SOCIAL SERVICES WAS THE WINNER OF THIS YEARS H&H'S GOT TALENT COMPETITION FOR THEIR SKIT TITLED, "ABOVE AND BEYOND THE RAINBOW."



THE CORPORATION SINGERS HAD STAFF ON THEIR FEET.



# FOOD SAFETY DEPARTMENT RECEIVES VISIT FROM CHINA

Near the end of September, the Marion County Public Health Department's Food and Consumer Safety department received a visit from delegates from The People's Republic of China Food and Product Safety as part of the International Visitor Leadership Program. The delegates are international leaders from the Chinese CDC, FDA and other regulatory agencies. MCPHD was one of only eight health departments across the nation chosen as a host site. Two translators accompanied the delegates. The delegates were interested in learning about the following:

- To examine the roles various federal government offices play in food and product safety regulation;
- Gain exposure to state-level agriculture farm inspection and aquaculture offices and observe compliance measures;
- Investigate U.S. inspection and quarantine regulations, management, and administration as well as the practices of commodity import and export inspection;
- Learn about food and product safety risk management, mitigation, evaluation, and resolution, and the processes by which potential and real risk is communicated to the American public;
- Visit food-processing facilities to explore issues such as organizational compliance, building quality, safety systems, and technology involved in ensuring that safety standards are followed; and
- Learn about food borne illness outbreaks and MCPHD's epidemiology processes when they occur.
- Learn what restaurants do with food wastes, specifically oils.

There was a question and answer portion of the meeting as well. Food and Consumer Safety enjoyed the opportunity to meet with the delegates.



## FIRE SAFETY OLYMPICS 2010



ABOUT 1200 FIRST- AND SECOND-GRADE STUDENTS GATHERED AT THE INDIANA STATE FAIRGROUNDS ON OCTOBER 5 FOR THE 10TH ANNUAL INDIANAPOLIS FIRE DEPARTMENT FIRE SAFETY OLYMPICS SPONSORED BY STATE FARM INSURANCE. THE INDIANAPOLIS FIRE DEPARTMENT, STATE FARM INSURANCE AND SAFE KIDS INDIANAPOLIS PARTNERED TO PROVIDE 25 DIFFERENT ACTIVITIES TO TEACH CHILDREN LIFE-SAVING SAFETY SKILLS. MC AXE & THE FIRE CREW AND THE KASEY PROGRAM PERFORMED

BEFORE A PACKED HOUSE USING MUSIC AND VERY SKILLED FIRE SAFETY DOGS TO TEACH KIDS IMPORTANT SAFETY MESSAGES. THE HIGHLIGHT OF THE DAY CAME WHEN ATTENDEES ATTEMPTED TO SET A NEW WORLD RECORD FOR THE LARGEST GROUP TO STOP DROP AND ROLL AT THE SAME TIME. THEY ARE NOT SURE IF THEIR RECORD ATTEMPT WAS SUCCESSFUL, BUT THEY ARE POSITIVE THAT 1200 CHILDREN LEARNED SOME VERY VALUABLE LIFE -SAVING SKILLS.

# COMING EVENTS

## NOVEMBER

Lung Cancer Awareness Month  
American Diabetes Month

18  
Great American Smokeout

25-26  
Thanksgiving Holiday  
Offices Closed

## BRIEF

**Wishard Honored by Black Nurses Association**

Wishard was recently honored with the Community Health Champion Award from the Black Nurses Association of Indianapolis, Inc. The award recognizes organizations and individuals that demonstrate commitment to actions that promote the well-being and quality of life in the racial and ethnic minority communities. Lee Ann Blue, CNO and executive vice president of patient care services, was part of the team from Wishard who accepted the award on Oct. 22.



## PURCHASING AND ACCOUNTS PAYABLE 2010 CLOSING SCHEDULE

DECEMBER 8 (WEDNESDAY)  
Final requisitions entered to SAP  
Final requisitions approved

DECEMBER 10 (FRIDAY)  
Final PO's converted, printed and posted  
Purchasing system closed for 2010

DECEMBER 13 (MONDAY)  
Final PO's mailed to vendors

DECEMBER 16 (THURSDAY)  
Final PO adjustments made in A/P  
Final payment authorizations

DECEMBER 22 (WEDNESDAY)  
Final grant fund payments in 2010

DECEMBER 27 (MONDAY)  
Final general fund payments in 2010

DECEMBER 29 (WEDNESDAY)  
Final receivers entered in 2010

If there are emergencies after any of these deadlines, please talk with Cathy Sheckell, Gail Mann, Joe Newman or Mary Kitchen on the 8th Floor, Hasbrook. If you have "blanket" purchase orders open for 2010, Gail may be contacting you to verify outstanding orders. Gail will also close out all 2009 PO's and files for year-end. No 2009 PO's will be carried forward into 2011.

We anticipate the SAP purchasing system will be open for 2011 requisitions by Thursday, January 6. Thank you for your patience and cooperation.

## Editorial Board

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