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From the Acting Commissioner

Values

Thanks to everyone who thoughtfully helped with the effort to articulate Core Values for CDPH. There were four core values that rose to the top of the list.

- Excellence
- Integrity
- Responsive Service
- Positive Work Environment

These 4 values will be highlighted for the coming year across the department. These are values that need to be "owned" by all of us--both management and staff. Here's some specific examples of how we will highlight these four values:

--Essays and stories on each of the values in the newsletter

--Performance appraisals for managers and staff are being revised and will include descriptions of actions and behaviors reflecting these values.

--Employee recognition activities will focus on excellent work related to these values

--I and other managers will be finding opportunities to highlight them often in the course of team meetings, decision-making, and day-to-day management.

Two additional values were high on the list and we will include these as part of our Core Values. These will be highlighted in different ways.

- Active Collaboration
- Inclusiveness and respect.

Transitions

"One doesn't discover new lands without consenting to lose sight of the shore for a very long time." --Andre Gide

The department (at least the Commissioner's office!) is going through a transition period. We are somewhere between an ending and a beginning, what experts in transition call a "neutral zone." This can be a time when an organization's "immunity" is low, which can lead to ill effects that we need to be alert to; but it also can be a time where resistance to positive change is low as well, and there can be great opportunities for creativity and revitalization, adopting better practices and improving how we work. It's a time that some people might find unsettling, distracting or difficult, for others it doesn't seem to have much impact because there is so much work to do. It really can be a positive time, a time to develop fresh perspectives and approaches to our vital role in ensuring public health for the City.

We welcome **Jim Karagianes**, who joined CDPH as our new Manager of Labor Relations on October 1st, 2005. Prior to joining us, Jim was a Labor Relations Specialist III with the Chicago Police Department, Management and Labor Affairs Section for 11 years.

Given a number of events and circumstances, we've made some organizational changes:

The Office of HIV and AIDS Surveillance now reports to **Chris Brown**, Assistant Commissioner for STD/HIV/AIDS Public Policy and Programs.

The office of Acute Disease Surveillance oversees influenza surveillance and new and developmental surveillance including integrated West Nile virus surveillance, and syndrome surveillance using emergency room and 911 records. The Communicable Disease Program and the Office of Acute Disease Surveillance will be combined under the direction of **Dr. Susan Gerber**. Most human surveillance and epidemiology functions related to bioterrorism will be the responsibility of this unit.

Steve Mier has returned to CDPH from a substantial detail to OEMC and will coordinate environmental surveillance related to BT agents (Biowatch and other bio and chemical sensor projects). This work will be under the technical supervision of **Dr. Joel McCullough**. His administrative supervision and supervision for other projects will be from **Chris Kosmos**.

Deborah Anderson, who has been working on Health Alert Network and other bioterrorism-related information technology issues will formally join OMIS and report to **Susan Gniady**.

Taking Care: Flu Shot Season and Bird Flu Basics

Each fall, the Chicago Department of Public Health (CDPH) Immunization Program works with the Chicago Department on Aging, local aldermen, and other community groups to operate approximately 100 Influenza and Pneumococcal Vaccination Walk-In Clinics for senior citizens and others who would benefit from the vaccines. This year, the clinics are scheduled from October 12 through December 5, 2005.

Influenza and related illnesses, including pneumonia, cause over 200,000 hospitalizations and 36,000 deaths each year in the United States. Influenza, also known as "the flu", is a very contagious disease. Anyone can get the flu. For most people, the flu can cause fever, cough, sore throat, headache, chills, muscle aches, and fatigue. Flu infections among the elderly and people with chronic heart or lung disease can lead to more serious complications including hospitalization or death.

Who Should Get a Flu Shot?

- Adults 65 years of age or older
- Residents of long-term care facilities
- Anyone with a chronic health condition such as: lung disease (including asthma), heart disease, diabetes, kidney disease, cancer, HIV/AIDS
- Children 6-23 months of age*
- Pregnant women
- Healthcare workers
- Household contacts or out-of-home caregivers of children less than 6 months of age

Click on this link for [information on the City Flu Clinics](#)

There has been much attention in the media to “bird flu” which has affected millions of birds and killed over 60 people in Asia. To date, “Bird flu” is spreading readily among birds in Asia and now Europe, rarely spreading to humans from birds, and *not* spreading human-to-human. There is a risk that at some point this bird flu strain will develop ability to spread easily from human to human. In that event, the possibility of widespread outbreaks of this new virus could cause much morbidity and mortality worldwide, a situation referred to as pandemic influenza.

The Chicago Department of Public Health has developed a Pandemic Influenza Plan for the City, which is being developed collaboratively with the Office of Emergency Management and Communications. Basic components of the plan are Surveillance (Early Warning and Situational Awareness), Containment (Limiting transmission of the virus), Treatment (Preparing for a surge in serious illness) And prevention (immunizing people to prevent illness). Click here for some [information on bird flu](#)

Everything's Pink

October is National Breast Cancer Awareness Month. ***"HOPE STARTS HERE" This sentiment was pinkly expressed at the MAKING STRIDES AGAINST BREAST CANCER WALK*** on Sunday, Oct. 16., sponsored by the American Cancer Society. The Chicago Department of Public Health Walk Team took steps in leading the way along the lakefront. CDPH Walkers joined **Joyce Ammons** of Chicago Family Case Management Administration at DePaul and her Family and supporters honoring her daughter, Robyn Michele Collins who lost her struggle to Breast Cancer in December 2004. Robyn was a part of the Sister Network of Central New Jersey where her tenacious fighting spirit was committed to providing survivors with a support network The Robyn Michele Collins Memorial 5K Breast Cancer Awareness Walk was held in New Jersey on Saturday, Oct. 1. The CDPH Walk Team held a **Pink Pep Rally** on Friday, Oct. 14 to show support by coming together for a common cause. Munchies included Pink Lemonade and Pink Donuts. **Joyce Ammons and Paula Braden** along with the **Office of Public Information Staff** expressed gratitude and appreciation for such a show of cooperation. CDPH raised \$1400 in T-Shirt sales, \$1100 in donations and \$500 in pledges for the Sisters Network of Central New Jersey. **Breast Cancer will likely touch you or someone you know. Thank You for your generous support.**

Violence Prevention

Keep an eye out for the Office of Violence Prevention's (OVP) dose of violence prevention public education via weekly E-briefs about relevant, and hopefully useful topics such as animal cruelty and its connection to later aggression and violent behavior, workplace violence, and strategies for preventing violence at home, at work and in the community. We welcome suggestions for other violence prevention topics you'd like to see addressed! We are happy to do the research and then pass it on to you. Please feel free to print out the E-briefs and share as you see fit!

Congratulations to our Chicago Safe Start (CSS) staff! The results are in from the **Chicago Safe Start Evaluation Report: Long-Term Retention of Learning from Formal Education Sessions**. Here are some key findings:

- 87% of the respondents said they were more aware of the problem of Childhood Exposure to Violence (CEV) than they were before attending a session
- 79% said they were doing more personally to address CEV than they were before the session.
- 71% of organizational respondents indicated their organizations were doing more to address CEV than before the session.
- Over a year and a half, on average, after participation in a CSS session, the knowledge level of participants remains above our immediate post-session target of 85%.
- 89% of participants strongly agreed or agreed that they could define exposure.
- 92% can describe three ways exposure impacts children, and
- 87% know what action to take to help a child exposed to violence.

"Even with the limitations of the survey methodology, these results are amazingly strong. I had no idea the numbers would be this high. These results are at odds with much existing research in the area of training retention, in that they DO provide preliminary evidence of long-term knowledge retention and at least the perception that education is related to organizational and personal behavior change." (Susan Staggs, Training Evaluator)

Awareness leads to understanding; understanding leads to response and action. We hope to make online violence prevention education sessions available to all CDPH employees in the not-too-distant future; we recognize you as our strongest allies. Take care and TAKE TEN!

"Director of First Impressions"

In the July 2005 Modern Physician magazine there is a column entitled, "Commentary," by Arthur Lazarus, M.D. Dr. Lazarus talks about the "bedside manner" of many health care providers and suggests that "simply greeting people with a smile and kind words" would make a real difference. He goes on to say "A title I really like is 'director of first impressions.' It belongs to a receptionist who works at my car dealership." When the Quality Assurance team met we felt that everyone who meets, greets, talks with patients in the clinics is, in fact, a "Director of First Impressions!" Each of us has the opportunity to make the patient's clinic visit as friendly, helpful, and as pleasant as possible. That's pretty powerful! It's up to us to make these first impressions good ones. It's worth a try!

Submitted by Dr. John Paton and Elizabeth A. Colloton, members of the CDPH Quality Assurance Team

5th Binational Health Week Policy Forum

The Chicago Department of Public Health was a key sponsor of the **5th Binational Health Week Policy Forum**, which was held in Chicago on October 11th and 12th at the Hyatt Regency Chicago. The purpose of this 2-day event was to highlight health issues faced by Mexican immigrants. The week was inaugurated by several Mexican, U.S., and Canadian dignitaries on October 11th at the James Thompson Center. **Dr. William Paul** read the Mayor's Proclamation in Spanish in front of a crowd of over 400 participants. **Monica Ochoa-Delgado**, CDPH's Community Relations Manager, was a Chair of this unprecedented event, along with Mexican Consul General Carlos Sada and other local and national health leaders.

In an interview with Telemundo Chicago on October 3rd, Dr. Paul recognized the importance of our partnership with the Mexican Consulate through the *Ventanilla de Salud* Program. To date, CDPH has provided over 100 immunizations for adults and children, lead testing to over 30 children, STD/HIV testing to over 150 visitors, and distributed over 5,000 pieces of health education material. For more information on the Binational Health Forum, visit www.bhwforum.org.

WITS (Working In The Schools)

For the past three years CDPH has participated in the WITS (Working in the Schools) program. This is a reading program that City employees serve as mentors to Chicago Public School students in the 1st, 2nd and 3rd grades. Last year we saw reading scores exceed all expectations for the second graders at the Medill School on the city's Westside.

Because this is a good program and the folks at WITS have asked us back. The program takes place once a week during lunch hour (usually takes about 1 1/2 hrs total) and a school bus picks up the volunteers from a central location (DePaul). The volunteers are then transported to their department's designated school, where they read to the students while they eat their lunch. Books are supplied by the WITS program. There are approximately 25 students in a classroom so we need at least 20-25 volunteers, partnerships are welcomed.

If anyone is interested in joining the WITS reading team they can contact me at 7-9599 before October 24th.

Other News

When she's not protecting the public's safety in the Food Protection Division, **Frances Patch Guichard** is lighting up Bronzeville with the fine art gallery, Gallery Guichard located at 3521 S. Martin Luther King Drive. She was featured in the Sunday, September 25, 2005 *Chicago Tribune* Home & Garden section.

Reports Issued by CDPH

CDPH recently released a new report called *Serving Chicago's Underserved: Regional Health Systems Profiles*. Based on data collected from community based health centers, the report profiles the provision of primary care services to Chicagoans most in need. The report presents demographic, provider, and patient characteristic data for each of seven health systems planning regions. Regional data are presented with comparable citywide measures. The report is available on our website or hard copies can be obtained from the Planning Division.

We Need Your Stories!

Don't forget we need to hear from you to share your stories in CDPH News! You can send a couple of paragraphs about what's happening in your clinic or program to employee_news@cdph.org and we can feature it in the next newsletter.

THANKS for the work you do and for your commitment to health in Chicago.

Bill Paul
William S. Paul, MD, MPH
Acting Commissioner
Chicago Department of Public Health
333 South State Street, 2nd Floor
Chicago, IL 60604
phone 312.747.9818
fax 312.747-9685
paul_bill@cdph.org

