

West Central Georgia Regional Hospital Regional Reflections

January 2015



Since opening in 1974, West Central Georgia Regional Hospital (WCGRH) has stood as a beacon of hope for consumers in need of behavioral healthcare services in the State of Georgia

From Your Regional Hospital Administrator

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Dear Fellow Employees:

Happy 2015! I look forward to the opportunities this new year brings to each of us but before we say goodbye to the past, let me reflect on many of the fantastic initiatives we've put in place as a team at West Central that make me so proud to be a part of this wonderful family:

Over the past two years, West Central Georgia Regional Hospital has seen significant improvement in the quality and care for individuals served at the hospital. We have successfully completed and passed several regulatory surveys with Dr. Singh, The Joint Commission, Centers for Medicare and Medicaid Services, as well as state and hospital audits. We have seen our "Monthly Quality Maintenance and Improvement" scores significantly improve over the past year with the majority of the audits remaining above the statewide target threshold of 90% compliance.

The survey results demonstrate that the hospital continues to improve and maintain a high quality health care for the individuals we serve. We strive to provide opportunities for recovery and to help individuals create a sustainable, self-sufficient and resilient life in their communities.

We have initiated several Performance Improvement Teams this year. One of our primary teams is the Performance Improvement Team for Aggression. This team staffed by key individuals from direct care staff, nursing staff, quality and risk management departments, along with the RHA are actively involved in initiating interventions to reduce acts of aggression.

Our RESPECT Committee, consisting of dedicated staff and individuals, continues to bring recovery and respect issues to the attention of hospital administration. The individuals also hold an Annual Respect Awards Ceremony, awarding a deserving staff member the Respect Award. We have also continued to participate in the RESPECT Institute trainings and have another Institute training scheduled with Joel Slack in January 2015.

The Recovery Expansion Committee was initiated this past year through the RESPECT/Patient Council. The membership of this committee is comprised of both staff and individuals who work on methods to enhance the Recovery Model at West Central. Activities to come out of this committee include the book mobile, increased use of music as a therapeutic tool, bus outings for leisure and skill building, increased offerings for substance abuse recovery and support (including AGAPE and AA/NA meetings off campus), and more after-hours leisure opportunities. Social Work, building off the request for more opportunities for education and recovery opportunities, began offering weekend groups as well.



From Your Regional Hospital Administrator (continued)

Here are some additional accomplishments and enhancements to the quality of care and opportunities for Recovery initiated at West Central over the past two years:

- TIP Services increased by adding the following:
 - Opened TIP Café - **August 2013**
 - Added fishing for Individuals - **October 2013**
 - Started campus biking program for Individuals - **September 2013**
- Revived the garden area for individuals - **June 2013**
- Garden Club members started Campus Beautification Program - **August 2013**
- Greenhouse donated by Boy Scouts to West Central and gardening program enhanced - **October 2013**
- Created picnic area for individuals - **June 2013**
- Expanded leisure activities such as yoga, exercise, and walking around the lake for relaxation and de-escalation techniques - **September 2013 - December 2013**
- Utilizing of Beck Institute group to assist in treatment of individuals: **August 2013**
 - All Team Facilitators, Clinical Supervisors, Program Directors and other selected staff participated in a 2 day overview of the Dr. Aaron Beck's Cognitive Behavioral Therapy initiative in the state hospital system.
 - All Psychologist, Social Workers, Behavior Specialist participated in a 4 day intensive training for utilization of cognitive behavior therapy techniques.
 - A select group of Psychologist, Behavior Specialist, and Social Workers are receiving ongoing case consultation is being incorporated into their Individualized Recovery Plans. **September 2013 - March 2014**
- Identifying re-admitted individuals upon admission who have had aggressive acts during previous admissions, PBS begins working immediately with staff to implement behavior guidelines, and take immediate steps to avoid repeat aggressive acts. **November 2013**
- Social Work has improved collaboration with the Regional Office and with Community Providers to improve transition planning and to enhance reduction of length of stay - **July - December 2013**
- Built fishing pier on lake to make fishing more accessible for individuals (later included Adirondack chairs, table, and patio umbrella) - **September 2013**
- New Patient Advocate hired and focus of the position changed. Patient Advocate is visiting individuals on a continuous basis, responding to and resolving issues. This process has allowed the individuals to express their feelings appropriately, and they feel/experience their needs and desires are respected and resolved. **October 2013.**
- Monthly Regional Reflections Newsletter re-initiated
- Initiated Step Level Program for the Adult Mental Health Unit - **February 2014**
- Safety Care Training technique changed with a focus on exhibiting real daily challenges for staff to learn to de-escalate situations, recognizing triggers and began prevention methods immediately, as well as new physical techniques.

Special thanks to the entire staff at West Central Georgia Regional Hospital for their continued dedication and service to improving the quality care of our individuals. I look forward to continued improvement in the New Year.

Sincerely,

John L. Robertson
Regional Hospital Administrator

West Central Georgia Regional Hospital Respect Award 2014

Michael Barnhill second from left



The Georgia Department of Behavioral Health and Developmental Disabilities and West Central Georgia Regional Hospital are proud to announce the third Annual Respect Award. The RESPECT Award will be given each year to a staff member who is consistently respectful and supportive to individual's with mental illness. This years 2014 RESPECT recipient is Michael Barnhill, PSR Instructor at WCGRH. Nominations are open to any WCGRH staff member who is involved in helping facilitate the wellness recovery process for individuals. All nominations for the award were made by the individuals that receive services at WCGRH.

HIPPA GUIDELINES

These days we all have an increased awareness of the risk of theft from our vehicles and homes. Be aware that DBHDD assets assigned to you (laptop computers, tablets, iPhones, etc.) must always be stored securely. These assets may contain protected health information (PHI) and lost or stolen PHI is almost certainly a breach of state confidentiality laws and of HIPAA. It may put individuals whom we serve at risk of identity theft.

Your part in securing PHI is very important. Please adhere to these guidelines:

1. Do not store PHI on hard drives of any IT assets. Use network drives and Sharepoint instead. Follow the instructions provided by the Office of Information Technology on this, and get their help if you need it.
2. Keep all assets secure. Storage in a locked car is risky—keep assets with you at all times reasonably possible. Even at home, it is best to keep assets out of plain sight from windows and outside doors. Keep you DBHDD assets with you when you are traveling.
3. If your device is lost or stole, notify DBHDD immediately and also get a police report, informing police that there may be PHI accessible through the device. Contact your hospital/region's HIPAA Coordinator and inform the following so that they can take any immediate steps available for security of PHI:
Information Security Office: InformationSecurityOffice@dbhdd.ga.gov (Doug Engle, Raquel Sulal and Tamara Barbet)
Privacy Officer: betty.bentley.watson@adhdd.ga.gov
4. Know and follow DBHDD policies regarding privacy and security, located in chapter 23 of Policy Stat at <https://gabdhdd.policystat.com/>. If you have questions about them contact the policy owner names in the policy.

Contact your hospital/region HIPAA Coordinator for a checklist that contains additional action steps you must take in the event that a DBHDD device assigned to you is lost or stolen.

State of Georgia and
Developmental Disabilities

West Central Georgia
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(706) 568-5000

Web Page
www.wcgrh.org



EMPLOYEE NEWS

“Welcome New Employees”

December 1st.



Left to Right: Row 1: John Robertson, RHA, Andre Grays, Pamela Nelson, Kelly Edmond, Antwone Williams, Graig Robinson, Rosie Hamilton



Left to Right: Row 1: John Robertson, RHA, Jacqueline Scott, Ashlee Miles, Veta Rodriquez, Johanna Joyner, Tylet Washington, Michael Upshaw

Not pictured: Greg Crowe

CONGRATULATIONS!

To:

**JEREMY DAVIS
AND
QUINSTAR FLANORY**

RECENTLY AWARDED THEIR MASTER SOCIAL
WORK LICENSE BY THE GEORGIA COMPOSITE
BOARD OF PC, SW, AND MFT

CONGRATULATIONS!

To:

**CECELIA DIXIE
AND
YVONNE SHERRELL**

SELECTED TO PARTICIPATE IN THE DBHDD
MANAGEMENT ACADEMY, BECAUSE THEY
HAVE MET SPECIFIC CRITERIA AND
CONSISTENTLY EXHIBIT STRONG LEADERSHIP
QUALITIES, A COMMITMENT TO
EXCELLENCE, AND DEDICATION TO THE
DBHDD MISSION.

Attention All Employees

Reminder! Annual Tuberculosis Screening

All WCGRH employees must complete the Georgia State Hospital Employee Health Screening Form **during the month of their birthday**

TB screening is required during each employee's Birthday month

Tuberculosis screening is conducted in Nursing Services, Building 1, Room 25

Skin Tests are given on Monday, Tuesday and Wednesday

Please follow these guidelines for completing the
Annual Employee Health Screening:

- If you have the skin test performed off campus, you still must return the results to Nursing Services and complete the Employee Health Screening Form.
- If you have another job also requiring PPD Testing, we will provide you with a copy of your results.
- If you have had a positive skin test in the past, you are still required to complete the Employee Health Screening Form.

Please Note: If Annual Tuberculosis is not completed within your birth month, Employee cannot work until the screening is completed.

Questions? Please contact Nursing Services at (706) 568-5109

Employee TB Screening Compliance

Last Quarter (Sept, Oct, Nov, Dec) of 2014 was at 100%
Let's Keep These Numbers for 2015 !!

News From Human Resources

FAITHFUL SERVICE AWARDS

5 Years

10 Years

20 Years

25 Years

To appear in the February issue

THANK YOU FOR YOUR CONTINUED SERVICE TO OUR HOSPITAL AND THE STATE OF GEORGIA

Human Resources Monthly

Jan. 5th. Manager Approval by Noon

Please reconcile and move FSLA to OT Premium

Jan. 15th. ay Day

Jan. 17th. Manager Approval by Noon

Please reconcile and move FSLA to OT Premium

Jan. 30th. Pay Day

Did You Know? E-Performance:

Every employee has access to their e-performance documents thru their self-service which is located at www.team.ga.gov. Your employee I.D. and Social Security or password created will allow you entry. If you have forgotten your password or do not remember your questions—Call 1-888-896-7771. All employees who have an I.D.

issued to them when hired have access to all of their personal information and the ability to make any necessary changes without having to come to H.R. However, H.R. is always available if you need assistance or have trouble with the site.

Orientation is on January 2nd. and January 16th. In HR from 1:00-5:00 PM

HAVE YOU ACCESSED YOUR SELF-SERVICE INFORMATION LATELY?

Any Questions please do not hesitate to call Human Resources (706) 568-2260

Goodbye and Farewell

To appear in the February issue

Human Resources Department

HR Representatives:

- Peri Johnson, Human Resources Manager
- Sandra Brown, Employee Relations Specialist
- Vonceil Plump, Personnel Tech II
- Paul Fahnstock, Recruiter
- Shannon Hearn, Recruiting Tech
- Pat Altman, Benefits and Worker's Comp
- Michele Trowers, Leave/Payroll Specialist
- Alexis Soller, Program Associate

Suggestions or Questions:

Any questions? Please contact HR at (706) 568-2260

If you have any ideas or topics you would like to see featured in the Human Resources section, please submit them to the Human Resources Department

2014 MAYORS' MOTORCADE

A TRADITION AT THE STATE HOSPITALS WHICH MAKES CHRISTMAS MORE BLESSED FOR OUR CLIENTS







Staff Development & Training

Annual Update class schedule for January 2015

Classes fill up fast. Please don't wait to schedule your
Annual updates!

CPR—BLS

Monday, Jan 5, 8:00—12:00

Monday, Jan. 26, 8:00—12:00

CPR & FIRST AID—HEARTSAVER

Monday, Jan 12, 8:00—3:00

ANNUAL PNS—PRO

Tuesday, Jan 6, 9:30—11:30

Tuesday, Jan 20, 7:30—9:30

Tuesday, Jan 27, 1:00—3:00

ANNUAL PNS—END USER

Tuesday, Jan 6, 1:00—3:00

Tuesday, Jan 20, 9:30—11:30

Tuesday, Jan 27, 7:30—9:30

ANNUAL SEIZURE MANAGEMENT

Tuesday, Jan 6, 7:30—9:30

Tuesday, Jan 20, 1:00—3:00

Tuesday, Jan 27, 9:30—11:30

ANNUAL INCIDENT MANAGEMENT

Wednesday, Jan. 7, 8:00—9:00

Wednesday, Jan. 14, 3:00—4:00

Wednesday, Jan. 21, 8:00—9:00

Wednesday, Jan 28, 3:00—4:00

SAFETY CARE RECERTIFICATION

Thursday, Jan 8, 8:00—5:00

Thursday, Jan 15, 8:00—5:00

Thursday, Jan 22, 8:00—5:00

Thursday, Jan 29, 8:00—5:00

ANNUAL INFECTION CONTROL

Friday, Jan 9, 8:00—9:30

Friday, Jan 16, 3:00—4:30

Friday, Jan 23, 8:00—9:00

Friday, Jan 30, 3:00—4:30

POSITIVE BEHAVIOR SUPPORTS (PBS)

Wed. Jan 21 & Thurs Jan 22,
8:00—5:00

Staff Development & Training (contin)



You can register for any of your classroom trainings in 3 easy steps:

1. Login to your LMS (mylearning.dbhdduniversity.com)
2. Click on the class you need to take
3. Choose the date/time by clicking "Enroll" beside it.

****Please make sure it is a "WCGRH" class!**

Automated e-mails will be sent to you and to your supervisor when you register. Please note: the ONLY class you cannot register yourself for is Safety Care.

Leadership

You Asked, We Listened!

You asked for more employee recognition efforts.

We listened: A subcommittee has now been developed to come up with ideas to better recognize employees who go above and beyond.

January Birthdays



1 Katavia Heard
 1 Willie Womack
 2 Pat Altman
 2 Cheryl Cartwright
 2 Stacey Montford
 2 Shanquella Pipkins
 4 Sharon Barnes
 4 Kathy Applewhite
 7 Gregory Carter
 7 Sai Nandamuru,
 8 Thyra Brown
 8 Pamela Byrd
 8 Gloria Isikwe
 8 Felisha Kitchen
 8 John Parmer
 8 Shanterra Scott
 8 Smith, Char'Niece
 9 Sabrina Baker
 9 Chris Newland
 9 Bahia Parrish
 9 Kendall Walton
 12 Darvis Upshaw
 13 Johnny Thompson
 12 Tinisha Bolden
 14 Barbara Caldwell
 15 Caren Nuetzel
 16 Harold Thompson
 16 Krystal Williams
 16 Andrea Wilson

17 Judy Gordon
 17 Jerome White
 18 Robert Brown
 18 Rhina Coleman
 18 Ada Gonzales
 19 Barbara Ashley
 19 Courtney Jones
 19 Kristen Freeman
 19 Eleasure Griggs
 19 Carla Reddick
 20 Kathleen O'Brien
 20 Chrysanthemum Sparks
 21 Betty Senior
 22 Jacqueline Tinsley
 22 Tooks, Mccullul
 22 Kenya Williams
 23 Rosa Sanders
 24 Mercy Aina
 24 Greg Crowe
 25 Ruggero Davis
 25 Valerie Johnson
 26 Jacqueline Mons
 26 Barbara Passmore
 26 Christopher Wooten
 28 Michael Barnhill
 28 Denise Tamarit
 28 Sherrie Walker
 29 Yvonne Mallard
 30 Leland Johnson
 31 John Robertson

West Central Georgia Regional Hospital & Department of Behavioral Health and Developmental Disabilities



Values: Dedication, Integrity, Excellence, Knowledge Accountability, Collaboration, Safety, Innovation, Respect

Mission Statement: Provide and promote local accessibility and choice of services and programs for individuals, families and communities through partnerships, in order to create a sustainable, self-sufficient and resilient life in the community.

Vision Statement: "Every person who participates in our services leads a satisfying, independent life with dignity and respect."

Regional Reflections is published monthly. The mission of the newsletter is to provide a forum to educate and inform its readership on issues in behavioral health, strengthen teamwork, and archive hospital events and activities.

Regional Reflections staff welcomes items including articles, article ideas, news items, letters and photos submitted for publication. However, all items are subject to editorial discretion and will be printed on a "space available" basis. Please contact the editor if you have any questions or concerns regarding the newsletter. Thank you for your support.

Visit us on the internet: <http://www.wcgrh.org>.



J

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WCGRH is an equal Opportunity employer



WCGRH Foundation, Inc. is a tax-exempt, non-profit organization established in 1993 under Internal Revenue Code 501(c)(3), 509(a), and 170(b)(1)(A)(vi) by individuals interested in enhancing the services and programs provided for the clients and staff of WCGRH.

Your tax deductible gift supports the Hospital's mission as stated above.
 Website: <http://www.wcgrh.org/scfoundation.htm>



Accredited by the Joint Commission

Fraud Abuse Hotline: To report concerns regarding fraud and/or abuse, call the WCGRH Compliance Hotline at (706) 569-3082 or the Office of Inspector General Corporate Compliance Hotline at 1-800-447-8477. You may e-mail questions or concerns to WCGRH Compliance Office@dhr.state.ga.us or call The WCGRH Compliance Officer, Felicia Hardaway at (706) 568-2471



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