

To All WCGRH Employees!!
Have a safe and enjoyable Thanksgiving

West Central Georgia Regional Hospital

Regional Reflections

NOVEMBER 2014



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

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Quality Management

The Joint Commission Corner

2014 JCAHO Laboratory Survey

Once again, WCGRH is pleased to announce "CONGRATULATIONS" to Diagnostic Services for another successful completion of another full survey by the The Joint Commission on October 24, 2014. The Joint Commission surveyor reviewed the department's services, policies, and procedures on EMR, paper and in practice. The surveyor, a Medical Technologist, has been a surveyor with the Joint Commission since 1994.

The Lab has been surveyed under the Tracer methodology process since 2005. Tracer methodology is a process that surveyors use during the on-site survey to analyze an organization's systems by following individual patients through their health care process in the sequence experienced by the patient. The surveyor may visit or review information from multiple departments to "trace" the care rendered to the patient.

The opening session began with the surveyor stating the purpose of her visit, and she received an overview of hospital services given by Dr. Anthony Dougherty and Faye Meadows. The surveyor asked a series of questions concerning hospital operations to other members of the Leadership Team about how the laboratory interfaces with the many different areas of hospital operations, including Finance, Performance Improvement, the Medical Staff, Human Resources, Nursing Services, and Infection Control. The survey then proceeded to the lab to continue the review.

The Joint Commission surveyor conducted a quick environmental survey of the area for safety concerns. She checked:

- Safety eye wash stations and asked if we checked them weekly
- Temperature control problems within the department
- Presence of minimum and maximum temperatures with the required thermometers in our refrigerators/freezers
- Equipment
- Any need for additional space
- Procedures for checking expiration dates of lab supplies stored on the units



Quality Management

The Joint Commission Corner

2014 JCAHO Laboratory Survey (continued)

The Joint Commission surveyor then reviewed how we conducted and reported:

- Proficiency Testing - a required peer comparison program used by laboratories to assess reliability of all tests performed. Samples, whose precise content is unknown, are provided to laboratories for periodic testing, the results of which are compared to other laboratories and submitted to CMS and Joint Commission.
- Quality Control - material used in the testing procedure for all tests performed in the lab and measures the proper performance of instrumentation and technologist. Data is evaluated for acceptable performance for every test performed in the lab.
- Preventive Maintenance for all instrumentation - the required schedule of service needed to keep a piece of equipment or an instrument functioning properly and optimally.
- Policies and procedures- the formal, approved description of how a clinical care process is defined, organized, and carried out.

The next portion of the review included selection of the Tracers. The surveyor completed a Tracer on three patients who had been admitted during the last two years. No problems were noted.

The survey concluded after an explanation of how the lab met the review of staff competency files and the National Patient Safety Goals. Lab staff:

- 1) Use of two patient identifiers when collecting laboratory samples and labeling specimens in the presence of the patient.
- 2) Critical Tests results require a read-back verification of the test result when called to a physician.
- 3) Comply with current CDC hand hygiene guidelines.
- 4) Measure and assess the timeliness of critical value reporting and the timely receipt of the result by the physician.

The surveyor complimented the Lab on a number of items. She was very complimentary of our maintenance of records and documentation. She reported that our staff is doing more than the minimum. She also stated that there is good communication among the lab, Nursing Services and the Medical Staff. We received only two minor "Recommendations for Improvement" (RFI) and three "Opportunities for Improvement" (OFI). We will follow up with recommendations and report our corrections to The Joint Commission within the next 60 days. The surveyor made a point to mention that this was a very good survey with no items of significance found.

Thanks to all the staff members that made this a very successful survey!

NATIONAL HOSPITAL AND HEALTH-SYSTEM PHARMACY WEEK: OCTOBER 19-25, 2014

NATIONAL PHARMACY TECHNICIAN DAY-OCTOBER 28, 2014

In conjunction with **American Pharmacists Month** in October, the **National Hospital and Health-System Pharmacy Week** took place on October 19-25, 2014. Per the American Society of Health-System Pharmacists, National Hospital & Health-System Pharmacy Week acknowledges the invaluable contributions that pharmacists and pharmacy technicians make to patient care in our nation's health care institutions. This year, **National Pharmacy Technician Day** was October 28, 2014. It reflects the important role of pharmacy technicians in supporting pharmacists in contributing to optimal drug therapy outcomes.



(WCGRH PHARMACY DEPT.: Dr. J. Redley, PharmD; K. Smith, CPhT; C. Brown, CPhT; P. Gardner, CPhT; Dr. B. Hearon, PharmD; P. Johnston, CPhT; M. Ward, CPhT; M. Hall, CPhT; Dr. T. Dougherty, PharmD)

(Submitted by Dr. T. Dougherty, PharmD, RPh, CGP, BCPS, BCPP)

WCGRH FOUNDATION, INC. 2014 MEMBERSHIP DRIVE



The **WCGRH Foundation, Inc.** invites all staff to help support the special needs of the hospital by joining or renewing your annual membership. It is only through the WCGRH Foundation, Inc. that the hospital is able to provide special events, recognition and functions for staff throughout the year.

If you joined as a yearly member anytime during 2014, your membership will expire on December 31st. **Please renew your 2014 annual membership today.** You may give your payment of **\$10.00** to any ERFT member or send your payment to Candace Raynor, Administrative Assistant (RHA Office) in Building 1, or pay at Building 1 Cashier's Window during regular business hours.

It is not necessary to fill out a membership form if you note on your check what it is for. For those paying cash or simply wishing to fill out the form, they can be found in the lobby of Building 1 or on the WCGRH Homepage on the Intranet. If you are unable to locate one, please call Ext. #5207 and we will mail you one.

If you wish not to be reminded to renew your membership each year, the best thing would be to join as a **Life Member for only \$100.00**. This fee can be paid in four increments of \$25.00 – as long as they are all made within one year. Both categories are tax deductible, as are any donations made to the Foundation.

This is a great opportunity to support our staff and to assure that we will have on-going functions throughout the year. **Please join today!!** Thank you!

John L. Robertson, Regional Hospital Administrator
WCGRH, Inc. Foundation

It's Not Too Late!—**Stay Well!** - Get Your Flu Shot!

Influenza Vaccine

What You Need to Know

(Flu Vaccine,
Inactivated or
Recombinant)
2014-2015

Many Vaccine Information Statements are available in Spanish and other languages. See www.immunize.org/vis
Hojas de informacion sobre vacunas estan disponibles en espanol y en muchos otros idiomas. Viste www.immunize.org/vis

scribed in a separate Vaccine Information Statement.

1 Why get vaccinated?

Influenza (“flu”) is a contagious disease that spreads around the United States every winter, usually between October and May.

Flu is caused by influenza viruses, and is spread mainly by coughing, sneezing, and close contact.

Anyone can get flu, but the risk of getting flu is highest among children. Symptoms come on suddenly and may last several days. They can include:

- fever/chills
- sore throat
- muscle aches
- fatigue
- cough
- headache
- runny or stuffy nose

Flu can make some people much sicker than others. These people include young children, people 65 and older, pregnant women, and people with certain health conditions — such as heart, lung or kidney disease, nervous system disorders, or a weakened immune system. Flu vaccination is especially important for these people, and anyone in close contact with them.

Flu can also lead to pneumonia, and make existing medical conditions worse. It can cause diarrhea and seizures in children.

Each year **thousands of people in the United States die from flu**, and many more are hospitalized.

Flu vaccine is the best protection against flu and its complications. Flu vaccine also helps prevent spreading flu from person to person.

2 Inactivated and recombinant flu

You are getting an injectable flu vaccine, which is either an “**inactivated**” or “**recombinant**” vaccine. These vaccines do not contain any live influenza virus. They are given by injection with a needle, and often called the “flu shot.”

A different, **live, attenuated** (weakened) influenza vaccine is sprayed into the nostrils. *This vaccine is de-*

Flu vaccination is recommended every year. Some children 6 months through 8 years of age might need two doses during one year.

Flu viruses are always changing. Each year’s flu vaccine is made to protect against 3 or 4 viruses that are likely to cause disease that year. Flu vaccine cannot prevent all cases of flu, but it is the best defense against the disease.

It takes about 2 weeks for protection to develop after the vaccination, and protection lasts several months to a year.

Some illnesses that are not caused by influenza virus are often mistaken for flu. Flu vaccine will not prevent these illnesses. It can only prevent influenza.

Some inactivated flu vaccine contains a very small amount of a mercury-based preservative called thimerosal. Studies have shown that thimerosal in vaccines is not harmful, but flu vaccines that do not contain a preservative are available.

3 Some people should not get this vaccine

Tell the person who gives you the vaccine:

If you have any severe, life-threatening allergies. If you ever had a life-threatening allergic reaction after a dose of flu vaccine, or have a severe allergy to any part of this vaccine, including (for example) an allergy to gelatin, antibiotics, or eggs, you may be advised not to get vaccinated. Most, but not all, types of flu vaccine contain a small amount of egg protein.

If you ever had Guillain-Barré Syndrome (a severe paralyzing illness, also called GBS). Some people with a history of GBS should not get this vaccine. This should be discussed with your doctor.

If you are not feeling well. It is usually okay to get flu vaccine when you have a mild illness, but you should be advised



U.S. Department of
Health and Human Services
Centers for Disease
Control and Prevention

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you
mild
but
might
vised

State of Georgia and
Developmental Disabilities

West Central Georgia
Regional Hospital
3000 Schatulga Road
Columbus, Georgia 31907
(706) 568-5000

Web Page
www.wcgrh.org



EMPLOYEE NEWS

“Welcome New Employees”

October 1st.



Left to Right: Row 1: John Robertson, RHA, Ashely Rudolph, Jeffrey Robinson, Kerry Davis Row 2: Marian Taylor, Latoya Drake-Brite, Kerry Davis

October 16th.



Left to Right: Row 1: Kelcey McCray, Teddy Gibson, Jasma Williams, Nijee Henley, Monica Williams, Timothy Green, John Robertson, RHA ,
Row 2: Corey Bankston, Terry Evans, Ramal Duffus, Horace Oliver, Victor Estrella,

EMPLOYEE NEWS

“Welcome New Employees”

October 16th. Continued



Left to Right: Row 1: Simone Ivey, Chiquita Anderson, Erica Redding, Oteria Williams, Yetunde Taiwo, Row 2: John Robertson, RHA, Eddie Horne, Andree Berry, Willie Townsend, Michelle Williams, Juwan Overshown



Vivian Williams, FST (Unit 2) .
Ms. Williams passed away October 23, 2014 at the young age of 61. She was employed here at West Central for 6 years. She will be greatly missed here by peers and clients.

In Deepest Sympathy



Gene Hasson, Trades Supervisor (Engineering Dept.), passed away October 24, 2014 at a young age of 67. He was employed at West Central for 8 years. Mr. Hasson will be greatly missed here on campus for his skilled knowledge as it relates to the locking system, carpentry, painting, automotive, electrical, plumbing, etc.

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 Recognition Focus Team!

Your Employee Recognition Focus Team is Back to Work
Raising Money for Employees Functions at WCGRH

D nut Sale

October 6-31, 2014

Regular Glazed ~\$5

Chocolate Glazed ~\$7

Delivery on

Thursday, November 6, 2014

See an ERFT member to order your donuts!

Building 1: Pat Altman or Malcolm Booker

Building 5: Katrina Griffin

Building 6: Jared Thomas

Building 10: Teresa Reynolds

Building 11: Marcus Gamble

Building 12: Carrie Ann Pizarro

Building 14: Evelyn Haines

Building 16: Carolyn Thomas



News From Human Resources

FAITHFUL SERVICE AWARDS

5 Years

Shelia Gray
Barnett Lampley
Felicia Mathews
Carrie Ann Pizarro

10 Years

Joyce Ransefore

20 Years

Caren Nuetzel

25 Years

Jim Vollentine

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

Human Resources Monthly

Nov. 3rd. Manager Approval by Noon
Please reconcile and move FSLA to OT Premium
Nov. 14th. Pay Day
Nov. 17th. Manager Approval by Noon
Please reconcile and move FSLA to OT Premium
Nov. 26th. 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 Nov. 3rd. and November 17th. In HR from 1:00-5:00 PM

HAVE YOU ACCESSED YOUR SELF-SERVICE INFORMATION LATELY?

Goodbye and Farewell

LaToya Arrington
Gary Bayer
Kathleen Bell
DecAnna Duffy

Nicole Feggins
Ceminthia Graham
Russell Hasson
Sharon Hicks
Eric Williams

Angela Johnson
Joshua King
Jennifer Mullins
Fred Nickerson
Vivian Williams

Joanna Parker
Brandy Reed
Dexter Suggs
Liza Williams

Human Resources Department

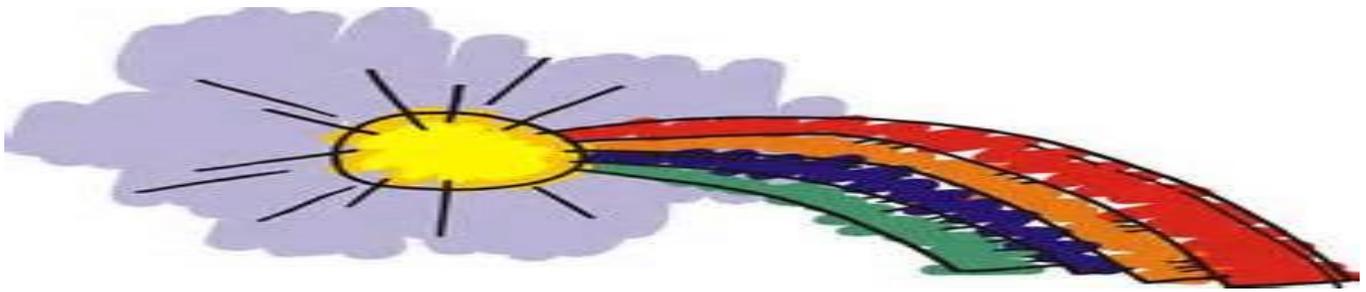
HR Representatives:

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
Liza Williams, 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



2015 State Health Benefit Plan Annual Open Enrollment (OE)

Online Election

- Members may make their health election at

www.mySHBPga.adp.com

Website Open & Close Dates

Website opens at 12:01 a.m. on October 27, 2014

Website closes at 5:00 p.m. on November 14, 2014

2015 Flexible Benefits



Benefits Call Center

1-877-342-7339

Monday – Friday, 8:00 am – 5:00 pm ET
excluding holidays

GaBreeze Website

www.gabreeze.ga.gov

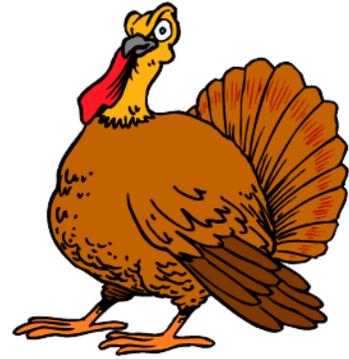
Link on Team Georgia Flexible Benefits tab

Support Contacts:

- ▣ Barbara Heard
 - 404 651-6084 or barbara.heard@doas.ga.gov
- ▣ Chris Barfield
 - 404 463-2274 or chris.barfield@doas.ga.gov
- ▣ Valencia Timmons
 - 404 651-6080 or valencia.timmons@doas.ga.gov
- ▣ Patricia Applewhite
 - 404 463-3589 or patricia.applewhite@doas.ga.gov

Staff Development & Training

Annual Update class schedule for November 2014



CPR—BLS

Monday, Nov 3, 8:00—12:00
Monday, Nov. 24, 8:00—12:00

Annual PNS—End User

Tuesday, Nov 4 9:30—11:30
Tuesday, Nov 18 7:30— 9:30
Tuesday, Nov 25 1:00— 3:00

Safety Care Recertification

Thursday, Nov 6, 8:00—5:00
Thursday, Nov 13, 8:00—5:00
Thursday, Nov 20, 8:00—5:00

Annual Incident Management

Wednesday, Nov 12, 8:00—9:00
Wednesday, Nov 19, 8:00—5:00
Wednesday, Nov.20, 8:00—5:00

ANNUAL PNS—Pro

Tuesday, Nov 4, 7:30— 9:30
Tuesday, Nov 18, 1:00— 3:00
Tuesday, Nov 25, 9:30—11:30

Annual Seizure Management

Tuesday, Nov 4, 1:00— 3:00
Tuesday, Nov 18, 9:30— 11:30
Tuesday, Nov 25, 7:30— 9:30

Annual Infection Control

Friday, Nov 7, 8:00—9:30
Friday, Nov 21, 8:00—9:30

CPR & First Aid—Heartsaver

Monday, Nov. 10, 8:00—3:00

Positive Behavior Supports (PBS)

Wednesday Nov 12 & Thursday Nov 13, 8:00—5:00

Nurses: If you still have not turned in your 1st. Quarter Competencies,
Please do so immediately.

Staff Development & Training



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.

Please look at your transcript to see when you attended Safety Care last year.

E-Mail Crystal Robins or Carrie Ann Pizarro to register.

Staff Development & Training You Asked, We Listened!

You asked to be taught advanced safety techniques that better prepare you for the situations you encounter daily.

We listened: The Office of Learning and Development in Atlanta is currently in the process of revamping our curriculum to help you better address upset and/or aggressive Individuals.

In addition, a performance improvement team for aggression is currently in the process of being implemented that will address ways to help reduce aggressive incidents.



November Birthdays



2 Stacy Hammock
 3 Ashley Rudolph
 3 Zachary Sparks
 4 Mae Dixon
 4 Florence Moemena
 4 Brandon Wright
 5 Zandra Lamar
 5 Lakisha Pressley
 6 Romaine Duffus
 6 Pamela Pickard
 7 Marcia Capshaw
 7 Katrina Griffin
 8 Nicholas Averett
 8 Barbara Johnson
 9 Dianne Lawrence
 10 Amber Hart
 10 Desaray Newman
 11 Ashley Griffin
 11 Keith Griffin
 12 Jessica Lewis
 14 Willie Allen
 14 Jimmy Banks
 14 Peri Johnson
 14 Shauntra Holmes
 14 Roderick Winston
 16 Freddie Cunningham
 16 Gordon Rivers
 17 Bennie Freeman

18 Kawanda Duncan
 18 Whitney Ogletree
 18 Jamie Wright
 19 Aundrea Bankston
 20 Tameika Brooks
 22 Adell Bryant
 22 Daniel Dieringer
 22 David Dunn
 22 Kerri Robertson
 23 Tina Pace
 23 Belinda Stoneback
 23 Veronica Walker
 25 Natalie Colley
 26 Robert Connell
 26 Kimberly Kimble
 26 Catoya Johnson
 26 Marian Taylor
 27 Marie Calloway
 27 Carol Minefee
 27 Seyi Orisadipe
 29 Marsha Davisson
 29 Angela Stahl
 29 Mary Thompson
 30 Dianna Byrd
 30 Laterra Lane

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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Sara Moran, Editor
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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 interesting 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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