

# West Central Georgia Regional Hospital

## Regional Reflections

### AUGUST-SEPTEMBER 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 west central region of the State of Georgia

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### The Joint Commission Survey

WCGRH is now in the part of The Joint Commission Survey cycle that an unannounced survey could be conducted at any time. This article is a review and discussion of The Joint Commission, the hospital surveys, and the methods used by The Joint Commission to conduct the surveys to familiarize all staff with the survey process.

#### WHAT IS "THE JOINT COMMISSION?"

"Joint Commission," also known as The Joint Commission (TJC,) accredits over 20,000 healthcare facilities nationwide. WCGRH has been continuously accredited by TJC since it opened. The Joint Commission accreditation is recognized nationwide as a symbol of quality that reflects an organization's commitment to meet nationally recognized standards of safe practice and performance.

#### WHEN WILL WE BE SURVEYED?

Like our last survey, our next survey will be unannounced. This means we will not be given prior notification of our survey dates. We will have a full integrated hospital survey most likely between NOW and the end of February, 2016. Our objective is to maintain continuous compliance with TJC standards at all times---100% compliance, 100% of the time.

#### HOW WILL WE KNOW WHEN THE SURVEY BEGINS?

The hospital will be notified by 7:30 AM of the morning of the survey. An Action Plan will be implemented to notify all areas of the hospital as soon as possible when the survey process begins. This plan will include a method for quick notification of the arrival of the surveyors similar to our process used for emergency situations. Each person notified by this process will have specific assignments to carry out when notified that the survey process has begun. The units will be given a Checklist with specific details to check for prior to the arrival of the surveyors (such as checking for outdated medication).

[Read More—Next Page](#)

## The Joint Commission Survey (continued)

### TRACER METHODOLOGY

The Tracer Method of evaluation is a key component of every on-site survey conducted by TJC. It is designed specifically to “TRACE” the care experiences through all departments that an individual encountered while at the hospital as the basis to assess compliance with accreditation requirements. The surveyors will select individuals from an active list of patients served to ‘trace’ their experience throughout the hospital, resulting in a patient focused model of accreditation requirement compliance.

This type of review allows the surveyors to identify performance issues in one or more of the steps of the care, treatment or service process. Tracers can be conducted on the Units, Admissions, Pharmacy, Diagnostic Services. Also, there are system tracers such as Medication Management, Infection Control, and Data Use.

In addition to reviewing the medical record in this process, the surveyors will also observe the environment in the areas included in the tracer. Reminders from past mock tracers and tracers from previous surveys:

#### **Environment:**

- Ensure that all patient nutrition refrigerators and medication refrigerators have the correct log for recording the temperature of the refrigerator. There needs to be documentation on the log of actions taken if the recorded temperatures are not within the required range.
- Ensure that any room that stores chemicals is locked and that all chemicals are locked in the appropriate storage areas.
- Inoperable biomedical equipment such as vital signs machines should be removed from the area until repaired/replaced or tagged indicating it is inoperable.
- Transport clean linen in approved linen carts; ONLY clean linen should be stored in clean linen rooms; do not leave bundles of soiled linen or clothing on the floor – place in a cart or immediately remove from the unit.
- Names of patients posted on the unit should include the first name and initial of the last name. For example: Mary S.
- For supervisory staff: Be able to describe how staffing levels are determined.
- For all staff: Be able to describe how you have improved safety for the patients served on your unit. Examples: use of the patient identifiers, reporting safety hazards, use of proper hand-washing techniques, etc.

#### **Medical Record Documentation:**

“Blanks” in the record and on any form used to document patient care or other actions raise questions. Complete all documents required.

All signatures should have staff credentials/titles as well as dates and times.

All assessments need to be current

IRPs should also be current, including all goals current and all staff signatures

An individual’s ability to consent for treatment should be consistent in the record unless there is documentation to support a change.



## West Central Georgia Regional Hospital

## SAFETY CONSCIOUS

Any hospital, regardless of its size or location, faces risks in the environment, including those associated with safety and security, fire, hazardous materials and waste, medical equipment, and utility system. It is important that the hospital manages these risks which are inseparable from the Environment of Care (EOC). The EOC is made up of three basic elements:

The building or space, including how it is arranged and special features that protect individuals, visitors, and staff.

Equipment used to support individual care or to safely operate the building or space.

People, including those who work within the hospital, individuals, and anyone else who enters the environment, all of whom have a role in minimizing risks.

When staff is educated about the elements of a safe environment, they are likely to follow processes for identifying, reporting, and taking action on environmental risks. This brochure is provided to you, the WCGRH employee, to tell you a little about the Environment of Care (EOC) Team, to alert you as to staff that you can contact if you have a safety question or concern and to guide you in some basic safety measures.

The WCGRH EOC Team is made up of various disciplines from over the entire hospital. Members consist of: the Team Leader (the Safety Officer); the Hospital Clinical Risk Manager, the Directors of Facilities Security, Environmental Services, Food Service, Engineering, Transportation & Safety, a Human Resources representative, a physician representative, a nurse representative, and Unit representatives.

The Team is set up to assure the management of the physical environment, safety, security, medical equipment management, and other related risk areas are coordinated.

Hospital policy 100-12 defines the Safety Program. Along with that policy, there are others that specifically address safety areas. These policies are: 110-10 Security Management Program; 110-08 Hazardous Materials Management Program; 110-06 Medical Equipment Management Program; 110-09 Life Safety Program; 110-11 Utilities Management Program; 110-07 Emergency Operations Management Program; 100-43 Environmental Surveys; 123-2 Lock and Key Control; and 288-6 Traffic Rules.

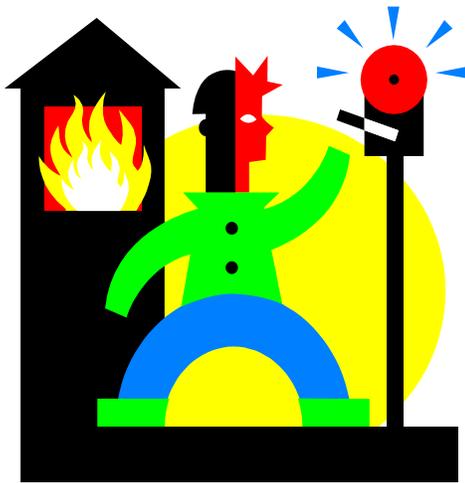
Additionally, the EOC Team reviews data from numerous sources to assure risks are identified and that individual safety issues are given a high priority and addressed when processes, functions or services are designed or redesigned.



The EOC Team meets monthly and receives several standing reports. (1) Reports from individual units regarding environmental issues; monthly reports from a subgroup (Environmental Inspection Team) of EOC, who inspects all individual buildings on campus; and annual reports from a subgroup (Environmental Inspection Team) of EOC, who inspects all non-individual buildings on campus. (2) Utilities Management reports on utility interruptions. (3) Diagnostic Services equipment reports are received indicating that the equipment is functioning safely and is checked by a service contract. (4) Fire Drill and Fire Alarm reports are given indicating the trend of those drills. (5) Campus Safety is reported on indicating specific areas needing to be addressed.

Additionally, the Team addresses other pending safety topics and any new topic brought by a member to the group. You should know, however, that any employee may add items to the Safety Agenda. Contact can be made with the Team Leader (Mr. Rick Garcia, Safety Officer) or any EOC Team member to accomplish this. Be concerned and speak up.

The Team minutes are distributed to all members and available to all staff members which may be accessed through the office of the Safety Officer.



## Safety Brochure

## SAFETY TIPS

1. WCGRH is a Tobacco Free/Smoke Free Environment.
2. Be careful when lifting.
3. Be cautious when walking, look for liquid spills or other materials, which could cause a fall. Be very conscientious and assist in containing and removing the spill.
4. Be very cautious in whatever type of job position you hold.
5. Individual medication should be dispensed with the utmost caution; and client interaction should be done in a therapeutic manner in an attempt to avoid exciting individuals.
6. Be cautious when working with all types of equipment. Many accidents result from improper use of equipment.
7. Firearms are prohibited on campus and not allowed to be locked-up on campus.
8. Assure you and/or your staff is properly trained to do the job before beginning. Being unaware of proper procedures or use of improper procedures is the leading cause of workplace accidents.
9. Be careful when driving your private vehicle and state vehicles on campus. Obey the speed limit and parking rules. Do not leave a vehicle unattended with the keys inside. Always try to place out of view, any objects which might encourage theft.
10. Be careful when driving and parking a golf cart. Try not to park the cart on a hill and always assure the brake is secure before leaving it unattended.
11. Do not pet nor feed any of the animals you might see on campus.
12. Pay heed to all fire drills and fire alarm pulls. Pay heed when disaster drills occur. Pay careful attention to all Safety training programs.
13. Report any unsafe measure you might see to any EOC Team Member, to the EOC Team Leader (Safety Officer) or to your Supervisor.
14. Be **SAFETY CONSCIOUS**. Look around for anything that might cause an accident. Be alert to anything that needs to be moved out of a heavy traffic area. Look for things that might not be stable and might tilt over, which could cause a cut, shock or any other type of reaction. And be aware of any other thing which "feels" unsafe.

## REMEMBER - BE SAFETY ALERT!

### 110-06 Medical Equipment



### 110-07 Emergency Operation Plan



### 110-08 Hazardous Material



### 110-09 Life Safety



### 110-10 Security Management



### 110-11 Utilities Management



### 110-12 Safety Management



## BE SAFE



Presented by the:  
**WCGRH**  
 Environment of Care Team  
 2014

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](http://www.wcgrh.org)



# EMPLOYEE NEWS

## “Welcome New Employees”

July 1st.



Left to Right: Row 1: John Robertson, RHA, Crystal Robins, Sonja Leonard, Torri James, Mercy Aina, Telisha Clemons, Row 2: David Dunn, Antonio Preer, Sandra Talspade, Kendarius Howard, Timothy O’Brien, David Sauls

July 16th.



Left to Right: Row 1: Shalonta Jolivet, Amber Hart, Shanterra Scott, Noelle Franks, Row 2: Elaine Carter, Anntwann Gibbons, Albert Richardson

# **EMPLOYEE NEWS**

## *Welcome New Employees”*

*August 1st.*



*Left to Right: Row 1: John Robertson, RHA, Liza Williams, Quachetta Jones, Emily Myers, Row 2: Eric Williams, Jaime Reyes, Jordan Griggs, Darrelle Rather*

*August 1st.*



*Left to Right: Row 1: John Robertson, RHA, Kathleen O'Brien, Sharon Barner, Angelia Williamson, Row 2: Stephanie Catrett, Kathleen Tanner, Jo Kinavey, Ambre Sanders*

## EMPLOYEE NEWS

*“Welcome New Employees”*

*August 18th*



*Left to Right: Row 1: John Robertson, RHA, Sequoia King, Maria Mieles, Miatayala Bush, Tanerica Williams, James Small    Row 2: Karen Pratt, Leslie Wynn, Latrice Williams, Candace Raynor, Nekisha Kimbrough*

☆

## Staff Development & Training You Asked, We Listened!

**You asked** for a course for new managers and a refresher for existing managers on things such as conflict resolution, HR policies, effective communication, soft skills, management fundamentals, and disciplinary actions.

**We listened:** Starting in February, Staff Development, in partnership with HR, implemented the “Supervisory Skills for Success Program”. The program is held every other month and 12-13 managers are chosen for the program. The goal is to have every manager on campus complete the program within a year. The program thoroughly addresses all of the topics requested.

## 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**

## News From Human Resources

### \*FAITHFUL SERVICE AWARDS\*

**5 Years**

Aundrea Bankston      Kawanda Duncan  
 Tiffany Fair            Zandra Lamar  
 Staci Lassig            Chrysanthemum Sparks  
 Dorothy Williams      Jamal Vaughn

**10 Years**

Genny Altman  
 Catherine Story

**15 Years**

Timothy Bronson

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

**Human Resources Monthly**

Sep. 3rd. Manager Approval by Noon  
 Please reconcile and move FSLA to OT Premium  
 Sep. 15th. Pay Day  
 Sep. 17th. Manager Approval by Noon  
 Please reconcile and move FSLA to OT Premium  
 Sep. 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](http://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 Sept 2nd. and September 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

|                  |                 |                     |                  |                    |
|------------------|-----------------|---------------------|------------------|--------------------|
| Maurice Bowens   | Jenny Johnson   | Kelvin Usher        | KenDarius Howard | Rebecca Pyke       |
| SheKevia Davis   | Jamie Tynen     | Sanquartis Blackmon | Tiera Jackson    | Debra Smith        |
| Justice Prince   | Nikeal Walker   | Giselle Byukusenge  | Susan Queen      | Christopher Warner |
| LaToya Arrington | William Jackson | Jasmine Cook        | Dana Sibilsky    | Daniel Williams    |
| Rashard Monigan  | Trelanne Moore  | Samuel Derrickson   | Clarissa Styles  | Olethia Herbert    |
| Ashley Mullins   |                 |                     |                  |                    |

## Human Resources Department

**HR Representatives:**

Peri Johnson, Human Resources Manager  
 Sandra Brown, Employee Relations Specialist  
 Vonceil Plump, Personnel Tech II  
 Paul Fahrenstock, 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

# Staff Development & Training



Annual Update class schedule for September:

## Annual Seizure Management

Tuesday, Sept. 2, 1:00-3:00  
 Tuesday, Sept. 9, 9:30-11:30  
 Tuesday, Sept. 16, 7:30-9:30  
 Tuesday, Sept. 23, 1:00-3:00  
 Tuesday, Sept. 30, 9:30-11:30

## Annual PNS –Pro

Tuesday, Sept. 2, 7:30-9:30  
 Tuesday, Sept. 9, 1:00-3:00  
 Tuesday, Sept. 16, 9:30-11:30  
 Tuesday, Sept. 23, 7:30-9:30  
 Tuesday, Sept. 30, 1:00-3:00

## Annual PNS –End User

Tuesday, Sept. 2, 9:30-11:30  
 Tuesday, Sept. 9, 7:30-9:30  
 Tuesday, Sept. 16, 1:00-3:00  
 Tuesday, Sept. 23, 9:30-11:30  
 Tuesday, Sept. 30, 7:30-9:30

## Safety Care Recertification

Thursday, Sept. 4, 8:00-5:00  
 Thursday, Sept. 11, 8:00-5:00  
 Thursday, Sept. 18, 8:00-5:00  
 Thursday, Sept. 25, 8:00-5:00

## Annual Infection Control

Friday, Sept. 5, 3:00-4:30  
 Friday, Sept. 19, 8:00-9:30

## CPR –BLS

Monday, Sept. 8, 8:00-12:00  
 Monday, Sept. 22, 8:00-12:00

## CPR & First Aid –Heartsaver

Monday, Sept. 15, 8:00-3:00  
 Monday, Sept. 29, 8:00-3:00

## Annual Incident Management

Wednesday, Sept 10, 8:00-9:00

## Positive Behavior Supports (PBS)

Wednesday, Sept. 10 & Thursday, Sept. 11, 8:00-5:00 both days



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

1. Login to your LMS ([mylearning.dbhdduniversity.com](http://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.

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



## September Birthdays

- |    |                  |    |                       |
|----|------------------|----|-----------------------|
| 1  | Matrice Williams | 12 | Dexter Suggs          |
| 1  | Wonda Winebush   | 14 | Kimberly Renfroe      |
| 1  | Rachele Huff     | 14 | Jennifer Abernathy    |
| 1  | Jacqueline Blue  | 14 | Rhonda Erdogan        |
| 2  | Tangela Brice    | 14 | Pamela Sumrally-Young |
| 2  | Thomas Avant     | 15 | Patricia Thompson     |
| 2  | Frances Thomas   | 15 | Takisha Haynes        |
| 3  | Michael Hawks    | 16 | Clayton Peck          |
| 3  | Jeremy Davis     | 16 | Rodney Dent           |
| 3  | Alex Comer       | 16 | Tamika Baugh-Allen    |
| 4  | Sarah Romero     | 17 | Destiny Harris        |
| 4  | Omekia Russell   | 18 | Ronnie Pugh           |
| 4  | Teresa Reynolds  | 18 | Joan Washington       |
| 4  | Carlene Lewis    | 19 | Linda Smith           |
| 5  | Angela Tommey    | 20 | Zandra Morrow         |
| 5  | Ebony Millsaps   | 20 | Gloria Stewart        |
| 5  | Tiffany Fair     | 23 | Stephanie Blackmon    |
| 6  | Richard King     | 25 | Kally Brown           |
| 6  | Beverly Bolin    | 26 | Stephanie Jackson     |
| 7  | Chelsey Cole     | 26 | Joseph Hampston       |
| 8  | Mary Neil        | 27 | Gerald Davis          |
| 9  | Peter Crooks     | 27 | Robert Johnson        |
| 9  | Vollentine James | 28 | Heather Smith         |
| 10 | Jessica Shelton  | 28 | Cynthia James         |
| 11 | Kevin Hood       | 29 | Jennifer Smith        |
| 11 | Brochelle Boyd   |    |                       |
| 12 | Genny Altman     |    |                       |

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



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

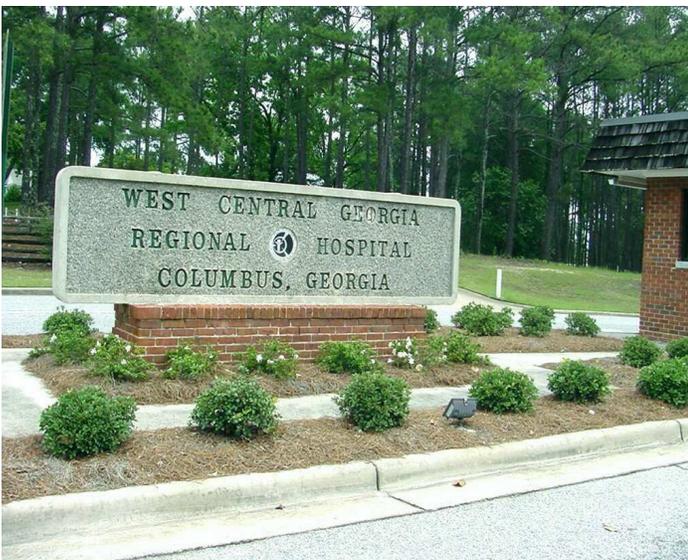
**Mission Statement:** Provide and promote local accessibility and choice of services and programs for individuals, families and communities through partnerships, in order to create a sustainable, self-sufficient and resilient life in the community.

**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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