

West Central Georgia Regional Hospital REGIONAL REFLECTIONS

April 2012

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National Medical Laboratory *Professionals Week* April 22-28, 2012

“Without the Lab You’re Only Guessing”

It’s that time of year again...time to recognize the lifesaving work that the laboratory professionals at this facility perform every day. We would like to recognize them for their invaluable skills and applaud them for their assistance given to the medical staff in the care and monitoring of the individuals at WCGRH.

Tiffany Hairston-Lott has been a phlebotomist since 1995. Debbie Wade has been a lab technologist since 1975, James Kennebrew since 1976 and Faye Meadows since 1978. Since Suzie Jones also assists in the lab, we want to acknowledge that she has been a radiology technologist since 1970. Total combined experience of these five professionals is 166 years....AMAZING!!! So if you see any of these techs during the week of April 22nd—28th, please wish them a Happy Lab Week!



Infection Control News

Have you been diagnosed with a *Staphylococcus aureus* or MRSA infection?

Below are some answers to some common questions...

What is *Staphylococcus aureus* or Staph?

Staph is a type of bacteria. It may cause skin infections that look like pimples or boils. Skin infections caused by Staph may be red, swollen, painful or have pus or other drainage. Some Staph (known as Methicillin-Resistant *Staphylococcus aureus* or MRSA) are resistant to certain antibiotics, making it harder to treat. The information on this page applies to both Staph and MRSA.



© Bernard Cohen, MD, Dermatlas; www.dermatlas.org

http://phil.cdc.gov

Who gets Staph infections?

Anyone can get a Staph infection. People are more likely to get a Staph infection if they have:

- ⇒ Skin-to-skin contact with someone who has a Staph infection
- ⇒ Contact with items and surfaces that have Staph on them
- ⇒ Openings in their skin such as cuts or scrapes
- ⇒ Crowded living conditions
- ⇒ Poor hygiene



For more information, please call
1-800-CDC-INFO or visit www.cdc.gov/MRSA

Submitted by Ken Akerman, MPAH, BSN, RN, CIC

IMPORTANT NOTICE: Mandatory Training

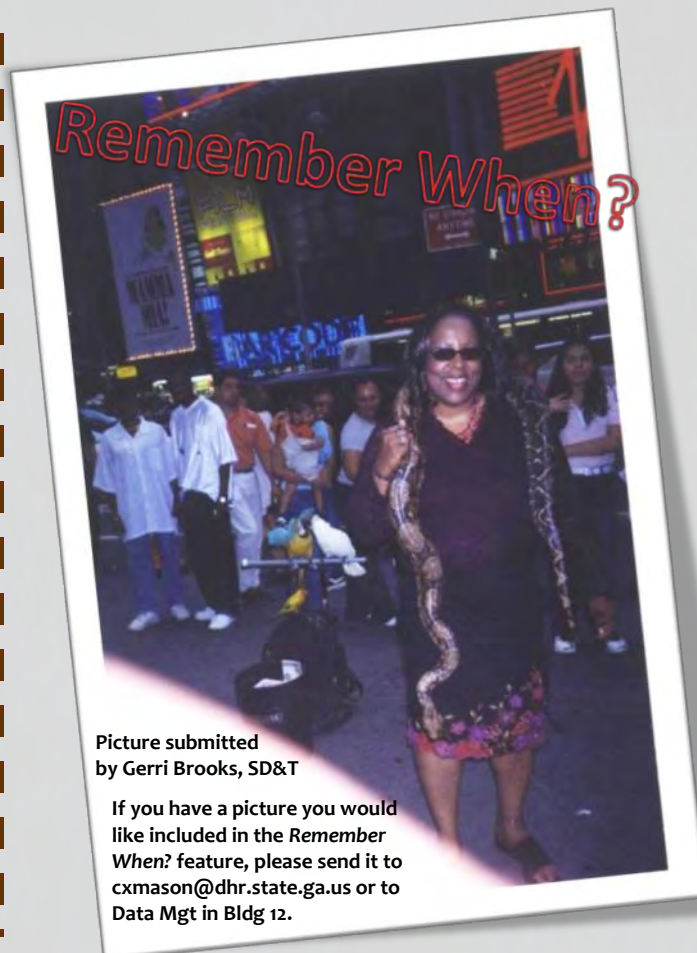
Comprehensive & Integrated (C&I) Incident Management Training

This is mandatory training and all employees must attend.

Directors/Managers/Supervisors must ensure employees are available to attend this mandatory training and must submit your plan for ensuring compliance to Mr. Robertson, RHA by April 30th.

To register or if you are unsure if you have met this requirement, please call SD&T (5309).

Deadline for completion: May 31st



Picture submitted
by Gerri Brooks, SD&T

If you have a picture you would like included in the *Remember When?* feature, please send it to cxmason@dhr.state.ga.us or to Data Mgt in Bldg 12.

Let's All Meet in Maui!

What are we doing?

The WCGRH Foundation and Employee Recognition Focus Team (ERFT) are initiating an Exercise Program by inviting our staff to "Walk to Maui"! Wellness affects your energy levels, attentiveness, productivity, and outlook. We hope that participants will develop a sense of camaraderie with co-workers. You will have a chance to experience activities with them that are not related to work, whether by walking around the campus, meeting after work to exercise, or by meeting to have a healthy lunch together. Social support is a very important part of weight loss and getting fit. By interacting with co-workers, you'll have others to give you encouragement when you need it, as well as to hold you accountable to your goals. Plus, you'll be motivated by seeing other's positive results. By using an exercise program, you'll be an important part of the team.

How we get to Maui, Hawaii

The distance from Columbus, Georgia to Maui, Hawaii is 4415 miles or 7103.74 Kilometers. We plan to get there by walking, running, swimming, and/or biking as individuals and groups. Each week, participants will submit the distance "traveled" to your ERFT contact to track our progress. Once we collectively "travel" the distance to Maui, all the participants will have a **LUAU!!**

Please note that cardio-aerobic activities can count toward your distance. For this purpose, we will count every half-hour (30 minutes) of cardio-aerobic activity as two (2) miles!

We will update the collective status in the Regional Reflections, via periodic emails, and other boards on campus.

Prizes will be awarded to the individual winner and team winners at the Luau.

****Note that participants are only allowed to register as an individual participant or as a team participant. Awards will be given to winners based on their registration type.**

Register TODAY with your Dept or Unit/Building's ERFT representative!!

YOUR ERFT CONTACTS



- Food Service, Procurement, and Housekeeping:** David Suggs
- Engineering:** Carolyn Thomas
- Unit 9:** Marsha Davisson
- Unit 10, Bldgs 11 & 12:** Cherrie Mason/Margaret Voorhees
- Admissions, Unit 7, & Bldg 5:** Marcus Gamble
- Group Homes:** Tanico Jackson
- Unit 3:** Latasha Jackson
- Unit 2 & Bldg 6:** Monika Rivera/Tara Hamilton
- Bldg 1 & Security:** Rebecca Pyke/Pat Altman/Cara Ibrahim

COME JOIN THE PARTY!!!



Pictured: Carrie Ann Bowers, Faye Meadows, Sarah Homuth, and "The Chartin' Chicks" of HIMD

Taken directly from www.netmanners.com/category/email-etiquette-101/
By Judith Kallos, Wordpress Consultant (theistudio.com)

EMAIL ETIQUETTE 101

Common courtesy, social graces and socially acceptable behavior. All are used in a civilized society where humans interact with one another. Cyberspace is not any different.



COURTESY #1—GET TO KNOW THE BASICS!

There are four ways, and only four ways, in which we have contact with the world. We are evaluated and classified by these four contacts: what we do, how we look, what we say, and how we say it.

COURTESY #2—ONLINE PERCEPTION IS THE ONLY REALITY

One of the primary reasons for creating this site is my dismay at how many folks do not seem to care about how they will be perceived.

COURTESY #3—PROOFREAD, SPELLCHECK, PROPER GRAMMAR

Always spell check your email, proofread for errors, capitalize your sentences and use appropriate punctuation and grammar.

COURTESY #4—ALWAYS INCLUDE A CLOSING

Always end your emails with “Thank You,” “Sincerely,” “Take it easy,” “Best regards” - something! In particular, when you request information or ask something of the one you are emailing, have the common courtesy to thank them in advance (TIA!) and sign off your email appropriately.

Never just forward email without a comment as to why you are forwarding the email to the recipient. To forward without comment is bossy, lazy and rude.

COURTESY #5—USE INSTANT MESSAGING (IM) PROPERLY

Use instant messaging (IM) or text messaging properly with consideration for the person on the other side.

COURTESY #6—ALWAYS RESPOND PROMPTLY

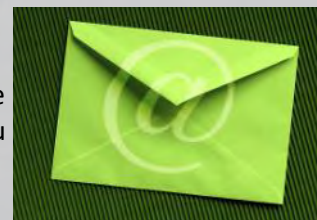
When replying to emails always respond promptly and edit out unnecessary information from the post you are responding to. Responding promptly is the courteous thing to do.

COURTESY #7—DO NOT SPAM!

Never, ever, ever, never send anyone an email about anything (especially your produce or service) if the recipient did not specifically email you for that information and you are responding to their request.

COURTESY #8—YOU ARE WHAT YOU WRITE

You are what you write. How you communicate will be an indication as to who you are and the kind of person you are. Learn to write with clarity and take folks at their word — not what you “think” they mean.



COURTESY #9—DON'T FALL FOR FLAMERS, JERKS OR “TROLLS”

“Trolling” is the practice of sending or posting obviously offensive comments, brutally untruthful statements or words and phrases that we all know to be those that would instigate a fight if stated in the local tavern.

COURTESY #10—HELP AND SHARE WITH OTHERS

One of the most disheartening things I see in regard to the use of technology is that many times people have forgotten the human touch. There are living, breathing human beings at these keyboards. Some more able to communicate clearly than others based on level of education or level of exposure of technology.

Submitted by Ron Buchanan, QM Director

Someone Noticed You!!

November 2011 – March 2012

Rodney Alexander, Unit 7
Loretta Anderson, Unit 2
James Baggs, Unit 2
Cathy Battle, Unit 3
Tinisha Bolden, Unit 7
Angela Bradley, Unit 7
Tracy Bridges, Unit 7
Kally Brown, Activity Therapy
Sarah Callaway, Unit 3
Sylvia Carpenter, Unit 2
Tolisa Carter, Environmental Services
Rhina Coleman, Unit 3
Litoshia Conner, Unit 3
Kevin Douglas, Activity Therapy
Joyce Duke, Unit 2
Mario Ellis, Unit 2
Shirley Eppinette, Unit 2
Stephanie Floyd, Unit 3
Kim Gallimore, Activity Therapy
Shakill Gallimore, Food Service
Gavin Glasgow, Unit 3
Samuel Glover, Unit 2
Apanda Golden, Unit 2
Charles Grant, Engineering
Carolyn Grier, Unit 2
Alton Griggs, Unit 7
Evelyn Harris, Environmental Services

Jannie Harris, Unit 2
Dexter Hunter, Environmental Services
Latashia Jackson, Unit 3
Carlette Jones, Unit 2
Lucy Jones, Unit 2
Terrence Kearse, Unit 7
Moses Kosgei, Unit 7
Shaquita Leverette, Unit 3
Richard McLendon, Unit 2
Patricia Miller, Unit 3
Sherice Minger, Unit 2
Aisha Moye, Activity Therapy
Linda Odoemenem, Unit 7
Regina Porch, Unit 7
Gwendolyn Price, Environmental Services
Denise Reeves, Unit 3
Brittany Roberts, Unit 3
Bridget Spruil, Unit 2
Amanda Stanley, Unit 2
Nickia Stone, Unit 3
Hal Thompson, Unit 2
Audra Tyszko, Nursing Services
Unit 2 3rd Shift
Audrian Ward, Activity Therapy
Sun West, Food Service
Nathaniel Williams, Unit 2

Doing A Super Job!
Performing A Kind Act!
Being A Ray of Sunshine!

Projecting A Positive Attitude!
Creating Fun in the Workplace!
Being an Exemplary Team Player!
Lending A Helping Hand!

The RESPECT Committee

Member Spotlight

Riston Huddleston

Tell us about yourself and your career here at West Central.

I started working at West Central in 2006 on the child and adolescent unit, *Bridgeway*. When *Bridgeway* closed in 2010, I started working in the Admissions Department as an FST II.

What does RESPECT mean to you?

Respect is a simple idea that can have far reaching effects. To me, it's the place within ourselves where we make room for the feelings and ideas of others. It allows us to have fulfilling relationships and facilitates personal growth. I think it's one of the basic concepts of humanity and it holds an evolved society together.

What do you hope to accomplish as a member of the RESPECT Committee?

Ideally we will reach the point when the "RESPECT Committee" becomes a redundancy because every person in the hospital owns the idea. The best thing any of us can do is lead by example. This applies to everyone, from the top of the leadership hierarchy to the trenches. The way I see it, we are ALL a link in that chain.

Can you tell us about any upcoming initiatives from the Committee?

There are a lot of different ideas developing. We have discussed initializing a "RESPECT Survey" for both staff and individuals. Hopefully this will give us insight into what needs to be done to create a more respectful environment across the hospital. And we will be utilizing Regional Reflections to let everyone get to know the Committee members.



HAVE YOU HEARD

About DBHDD PolicyStat – our new policy management system?

It is a search-driven system that functions like Google, making DBHDD statewide policies available 24 hours a day—and just two clicks away!

HOW? NO ACCOUNT IS NEEDED — you do NOT log in to access PolicyStat. Use this quick link for DBHDD PolicyStat: <http://dbhdd.georgia.gov/policies>. Then click on this message: **CLICK HERE to access DBHDD PolicyStat**. Review the information on the home page and start searching for the DBHDD policies that you need. Search by keyword or policy number. The DBHDD Policy INDEX is posted on the PolicyStat home page.

PolicyStat serves as the means of accessing statewide policies that have previously been posted on the DBHDD website (Human Resources policies and CRIPA-related policies) as well as those stored in the state K-Drive. Also the PolicyStat policies should replace any past printed versions of DBHDD policies that are in circulation within our hospitals, regional offices and state office. At this time, hospital local policies are not stored in PolicyStat so please access those through your usual processes.

PolicyStat is quick, easy and efficient—try it today! Questions? Email us at PolicyQuestions@dbhdd.ga.gov



Taken directly from <http://www.iaap-hq.org/events/apw>
By International Association of Administrative Professionals



Administrative Professionals Day will mark its 60th anniversary on April 25, 2012. Over those decades, the job of an administrative professional has changed dramatically thanks to new tools, techniques and seismic shifts in the economy and culture itself. But admins have remained the steady center of efficiency through it all, helping ensure that jobs get done right, on time and under budget. Admins are one of the engines of business, particularly in a complex economy. In a world that demands the accurate and speedy movement of digital information, admins are masters of data. And they do this while maintaining their more traditional role as the gatekeepers for many customers, clients and employees. Quite simply, admins are the pulse of the office.

About Administrative Professionals Week

Since 1952, the International Association of Administrative Professionals has honored office workers by sponsoring Administrative Professionals Week. Today, it is one of the largest workplace observances outside of employee birthdays and major holidays.

In the year 2000, IAAP announced a name change for Professional Secretaries Week and Professional Secretaries Day. The names were changed to Administrative Professionals Week and Administrative Professionals Day to keep pace with changing job titles and expanding responsibilities of today's administrative workforce.

Today, there are more than 4.1 million secretaries and administrative assistants working in the United States, according to U.S. Department of Labor statistics, and 8.9 million people working in various administrative support roles. More than 475,000 administrative professionals are employed in Canada. Millions more administrative professionals work in offices all over the world.

APW is always the last full week in April. In 2012, Administrative Professionals Week is April 22-28, and Administrative Professionals Day is Wednesday, April 25.

Submitted by Cara Ibrahim, PI Coordinator, QM Dept

Doughnut Sale



The Employee Recognition Focus Team (ERFT) is holding their quarterly *Golden Donut* doughnut sale from Monday, April 2nd to Wednesday, April 25th

COST: \$5.00 per 12-count box of glazed doughnuts

Your purchase will be delivered to you on Wednesday, April 25th by your ERFT Representative.

Please contact your Dept or Unit/Building's ERFT Representative to place your order TODAY. (See page 3 for a complete list of representatives)

Managers & Supervisors —

Administrative Professionals Day is Wednesday, April 25th

Do something sweet for your Administrative Professionals!



April 2012

Reviewing Schedule for Hospital Policies

April

SME: **Nannette Byars/Nestor Pizarro**

210-05 "Handling of All Client Valuables"

SME: **Garrett Vance**

281-02 "Community Outings"

SME: **Dr. John Parmer**

287-07 "Behavior Therapy and Behavior Modification Programming"

SME: **Jim Sanregret**

288-08 "Management of Hospital Waste"

SME: **Peri Johnson**

100-07 "Name Tags"

100-44 "Employee Assistance Program"

100-73 "Request to be excused from Client Care of Treatment"

SME: **Felicia Hardaway**

100-41 "Investigations"

Plan 14 "Risk Management Plan"

SME: **Sid Harden**

100-76 "Records Management Officer"

SME: **Laci P. Holguin**

301-03 "Daily Census Report"

SME: **Caren Nuetzel**

303-02 "Approved Symbols and Abbreviations for Medical Records and Prescriptions"

303-08 "Organization of Medical Records: Inpatient-Discharged Patients"

SME: **Gerri Brooks**

511-06 "Documentation of Training"

512-04 "Request for Purchase of Printed and Video Materials"

May

SME: **Felicia Hardaway**

200-07 "Leave Without Consent/Escape/Elopement of Clients"

SME: **Dr. Nargis Fakhri**

200-09 "Observations of Clients"

SME: **John Robertson**

100-26 "Responsibility and Authority for Overall Hospital Operations"

SME: **Jim Sanregret**

100-50 "Compensation for Damaged/Destroyed Wearing Apparel"

SME: **Gerri Brooks**

511-02 "New Employee Orientation and Training"

511-08 "Required Training for Direct Care Clinical Staff on Medical/Psychiatric Emergencies"

Nominate a deserving co-worker today for Employee of the Month

The Employee Recognition Focus Team is requesting nominations for Employee of the Month.

Please nominate a deserving co-worker today!

Submit nominations to **Cara Ibrahim** or any other ERFT member. Thank you.

ERFT Members:

Cara Ibrahim, Chairperson
David Suggs, Co-Chairperson
Monika Rivera
Pat Altman
Marsha Davisson
Marcus Gamble
Tara Hamilton
Latasha Jackson
Tamica Jackson
Cherrie Mason
Rebecca Pyke
Carolyn Thomas
Margaret Voorhees



WCGRH recognizes special employees who make a difference in the lives of our consumers, co-workers and others. These employees consistently demonstrate:

- ☼ Teamwork by encouraging and facilitating cooperation, pride, trust and group identity, as well as working well with others
- ☼ Customer Service by working and communicating with the general public, internal and external customers to provide information and quality services.
- ☼ Organizational Commitment by displaying a high level of effort and commitment to performing work; operating effectively within the organizational structure; and demonstrating trustworthiness and responsible behavior.

Employees of the Month are nominated by their peers. Nominations are submitted to unit managers and/or department supervisors for approval. If approved, the nomination is submitted to a panel of employees on the unit or area of care. This panel will vote and select the Employee of the Month for their unit or area of care.

April 2012

EMPLOYEE NEWS

Welcome New Employees



Ortha Gonzalez, RN



Left to Right: Beatina Butler, RN; Gloria Richardson-Smith, Repeat Admissions Review Coordinator; Megan O'Donnell, Registered Clinical Dietician; Tonya Hancock, RN; Abby Barber, RN; Angela Johnson, FST

April 2012

News From Human Resources

FAITHFUL SERVICE AWARDS

5 Years of Service

Robert Brown
Belinda Stoneback
Sabrina Baker
Dewayne Carter
Shron Reeves

10 Years of Service

Vonceil Plump

New Employees

Abby Barber
Beatina Butler
Ortha Gonzalez

Tonya Hancock
Angela Johnson
Megan O'Donnell

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

HR Monthly Reminders

May 2nd Overtime and hourly timesheets
May 3rd Nurse shift differential due
May 9th Leave grids due
May 15th Pay Day

May 17th Overtime and hourly timesheets
May 18th Unit/dept shift differential
May 31st Pay Day

Recruit to fill requests are due in the HR Dept every Wednesday by NOON

May 28th Memorial Day Holiday
(HR will be closed)

KRONOS DATES

May 2nd and 17th
Manager approval in Kronos by noon (fix all problems in Kronos and approve timecards)

Farewell and Best Wishes

Eleanor Beason
Robin Beaudin
Zachary Doggins
Laveita Foster
Jannie Harris-Allen

Elizabeth Hurlbut
Linette Leslie-Fondon
Cory Martin
Teneka Phillips
Katrina Rosser

"Don't be dismayed at good-byes. A farewell is necessary before you can meet again. And meeting again, after moments or lifetimes, is certain for those who are friends."

Please email all Kronos issues to WCGRHKronos@dhr.state.ga.us.
All emails will be answered within 24 to 48 hours depending on the nature of the issues.

Human Resources Department

HR Representatives:

Peri Johnson, Human Resources Manager
Carolyn Mitchell, Employee Relations Specialist
Vonceil Plump, Personnel Tech II
Angela Smith, Recruiting Tech
Pat Altman, Benefits and Worker's Comp
Michele Trowers, Leave/Payroll Specialist

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.

May Birthdays

- | | |
|-----------------------------|-------------------------|
| 1 Andra Shipp | 20 Rickey Curtis Upshaw |
| 3 Jennifer Gayle Durham | 20 Ulrica Lawson |
| 3 Ingeborg B. Harris | 21 Michael Fite |
| 3 Oladayo F. Oludimimu | 21 DeTisha B. Tinsley |
| 4 Dorinda L. Grimes | 24 Charles Barrett |
| 5 Ikechukwu S. Akunwanne | 24 Sharon Johnson-Boyce |
| 5 Mitchell C. Singletary | 25 Ali Z. Fakhri, MD |
| 5 Timothy S. Tate | 25 Rodney L. Alexander |
| 5 Donald E. Jenkins, Jr. | 25 Dorothy Mae Houston |
| 5 Thuy T. Dougherty | 26 Gail K. Huddleston |
| 6 Derrick Hunter | 27 Carrie L. Blanton |
| 7 Cara L. Ibrahim | 27 Ricky Jackson |
| 7 April J. Glover | 30 Leah W. Cadoura |
| 8 Teresa K. Saxon | 31 Tammii T. Walker |
| 9 Tammy A. Dimsdale | |
| 9 Gregory Brewster | |
| 10 Henry R. Holt | |
| 10 Lakesha T. Rivers | |
| 10 Sarah E. Homuth | |
| 11 Valda Renee Gadsden | |
| 11 Nargis Z. Fakhri, MD | |
| 12 James Felton Baggs | |
| 12 Tineka L. Edwards | |
| 13 Cecelia Lafaiha Deloach | |
| 15 Morgan Reese | |
| 16 Sandra J. Madaris | |
| 16 Tameika C. Brooks | |
| 16 Carlos T. Reese | |
| 17 Charles Donald Collins | |
| 17 Michael V. Williams, Jr. | |
| 17 Angela S. Cantrell | |
| 19 Patricia H. Miller | |
| 19 Abby L. Barber | |
| 20 Ennis W. Harris, Sr. | |
| 20 Jeanetta Y. Carlton | |



“The secret of staying young is to live honestly, eat slowly, and lie about your age.”
~ Lucille Ball

Attention All Employees
 Reminder!
 Annual Tuberculosis Screening

All WGRH 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 will a copy of your results.
- ↪ If you have had a positive skins test in the past, you are still required to complete the Employee Health Screening Form.
- ↪ New employees hired within three months of their birthday are not required to complete Tuberculosis screening until their next birthday.

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

WELCOME

Please welcome our new KRONOS Consultant, **Al Jenkins** to WC.

He will be assisting with all KRONOS issues.

He may be contacted at 706-562-1448 or aljenkins@dhr.state.ga.us.

LEAVE REQUESTS

Managers and Supervisors:

Just a reminder to be sure to resolve all leave requests through KRONOS by the manager approval deadline. As a best practice, HR and KRONOS IT recommend that you check for and resolve leave requests daily. If you have questions or concerns, please contact your HR KRONOS representative.

All Employees:

Please review your sick leave and time off requests and place them in KRONOS. Although they are on the FLSA Sign in/out Time Sheet, and the request is on a request to leave form, the time MUST be placed into KRONOS.

PASSWORD RESET

If you have utilized the password reset tab on the login screen and you have also forgotten your security questions, KRONOS IT will have to reset your password to a default one. Please keep in mind that IT will not reset your password however, until you are actually locked out of KRONOS. You will receive a message saying "locked out due to failed attempts" or something of that nature. Once you receive an actual Lock Out, please send Mr. Jenkins an email or call him and default reset can be initiated. If you have any questions, please don't hesitate to contact Mr. Jenkins.

DEADLINE FOR FILING YOUR 2011 HEALTH CARE FLEXIBLE SPENDING ACCOUNT (HCFA) CLAIMS

You have until April 30, 2012 to submit 2011 claims to SHPS for processing. All claims must be postmarked by this date or have this date or have this date listed as the date faxed. Any claims received after this date will not be processed for payment.

To submit expenses against your 2011 Health Care Spending Account balance, complete the form available on the Team Georgia website under the "My Benefits" tab or on the GaBreeze website at www.gabreeze.ga.gov. Please fax form directly to SHPS at 1-866-643-2219. If you need assistance or have questions regarding your spending account balance or claims filing process, please contact SHSP Customer Service at 1-800-893-0763 or visit <https://myspendingaccount.shps.com>

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 partnership, 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>

John L. Robertson, Regional Hospital Administrator
Phone: (706) 568-5000
FAX: (706) 568-2257
Email: wcgrh@dhr.state.ga.us

Cherrie Mason, Editor
Phone: (706) 568-5239
Email: cxmason@dhr.state.ga.us

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/wcfoundation.htm>

Fraud and 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 email questions or concerns to WCGRHComplianceOffice@dhr.state.ga.us or call the WCGRH Compliance Officer, **Felicia Hardaway** at (706) 568-2471.



Accredited by the Joint Commission



Certified by the Centers for Medicare and Medicaid Services