

## West Central Georgia Regional Hospital Regional Reflections

### January 2016



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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### A Message From Your Regional Hospital Administrator

Dear Fellow Employees:

Happy 2016! A new year is on the way and the possibilities are endless. 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. 2015 was a busy and exciting year for us and we celebrated many successes in hospital safety, campus improvement, and the way we administer active treatment.

**Successes in Hospital Safety-** During FY15, we successfully reduced aggression on our campus by 4%. We implemented several PI initiatives to include a PI Aggression Team, SCOOPS training, FST Lead Champions and a Knowledge College series on understanding mental illness. As a part of the FMEA process the leadership team conducts unit wide grounds sweeps on a regular basis.

**Campus Improvement Project-**We have a number of construction projects in progress at West Central that will improve the Individual living areas, active treatment areas, and enhance safety. We are paving the entire campus and adding 39 new parking spaces. We are also in the process of installing new flooring, renovating ceilings and painting the Individual living areas. This in conjunction with the purchase of new furniture will create a nicer living environment and will improve safety and infection control issues. In addition, we have completed a sewer renovation project and installed a new dishwasher and freezer in our Cafeteria. We also completed renovation of the Gym/Treatment Mall which has allowed new active treatment and skill development opportunities.



## A Message From Your Regional Hospital Administrator (continuation from Page 1)

**Success in the Way We Administer Active Treatment**-With the renovation of the gym/treatment mall we have been able to expand our active treatment offerings in ways that surpassed our expectations. Our Individuals can now catch a fish, grow a tomato, bake a cake, build a birdhouse, learn a new song, or twist and turn to original dancercise moves.

While the gym/treatment mall was initially only open to step level D and above, we slowly added level B and above and are now offering Individuals on step levels ARM and above services in our gym/treatment mall.

**RESPECT Committee**-The monthly Respect/Peer Council Committee is comprised of both staff and Individuals to work on methods to enhance the recovery model at West Central Georgia Regional Hospital. In the meetings, individuals provide direct input on day-to-day unit issues, new opportunities and events, express safety concerns, and offer feedback on unit satisfaction. Out of 51 issues brought to the RESPECT Committee's attention by individuals between January 2015 and October 2015, 47 were able to be addressed and resolved. This gives us a 92% resolution rate.

**Re-structuring of Governing Body Meetings**-West Central held their opening meeting on November 17, 2015. The Governing Body refers to the entity, required by law, regulation, and standard that is legally responsible for the conduct of the hospital as an institution and that provides for effective hospital governance, management, and budget planning. The West Central Leadership team met with the board and provided them with a detailed report of the current operations of the hospital and discussed opportunities for improvement, as well as discussing projects and improvements that will require their assistance. One major item accomplished at the meeting was that the board voted to approve the hospital's new mission, vision, and goals.

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! January 1, 2016 is the first blank page of a 365 page book. Be sure to write a good one!

Sincerely,  
John L. Robertson,  
Regional Hospital Administrator  
West Central Georgia Regional Hospital

# QUALITY MANAGEMENT

## The Joint Commission Corner

# 2016 Hospital National Patient Safety Goals

The purpose of the National Patient Safety Goals is to improve patient safety. The goals focus on problems in health care safety and how to solve them.

### Identify patients correctly

NPSG.01.01.01

Use at least two ways to identify patients. For example, use the patient's name *and* date of birth. This is done to make sure that each patient gets the correct medicine and treatment.

NPSG.01.03.01

Make sure that the correct patient gets the correct blood when they get a blood transfusion.

### Improve staff communication

NPSG.02.03.01

Get important test results to the right staff person on time.

### Use medicines safely

NPSG.03.04.01

Before a procedure, label medicines that are not labeled. For example, medicines in syringes, cups and basins. Do this in the area where medicines and supplies are set up.

NPSG.03.05.01

Take extra care with patients who take medicines to thin their blood.

NPSG.03.06.01

Record and pass along correct information about a patient's medicines. Find out what medicines the patient is taking. Compare those medicines to new medicines given to the patient. Make sure the patient knows which medicines to take when they are at home. Tell the patient it is important to bring their up-to-date list of medicines every time they visit a doctor.

### Use alarms safely

NPSG.06.01.01

Make improvements to ensure that alarms on medical equipment are heard and responded to on time.

### Prevent infection

NPSG.07.01.01

Use the hand cleaning guidelines from the Centers for Disease Control and Prevention or the World Health Organization. Set goals for improving hand cleaning. Use the goals to improve hand cleaning.

NPSG.07.03.01

Use proven guidelines to prevent infections that are difficult to treat.

NPSG.07.04.01

Use proven guidelines to prevent infection of the blood from central lines.

NPSG.07.05.01

Use proven guidelines to prevent infection after surgery.

NPSG.07.06.01

Use proven guidelines to prevent infections of the urinary tract that are caused by catheters.

### Identify patient safety risks

NPSG.15.01.01

Find out which patients are most likely to try to commit suicide.

### Prevent mistakes in surgery

UP.01.01.01

Make sure that the correct surgery is done on the correct patient and at the correct place on the patient's body.

UP.01.02.01

Mark the correct place on the patient's body where the surgery is to be done.

UP.01.03.01

Pause before the surgery to make sure that a mistake is not being made.



This is an easy-to-read document. It has been created for the public. The exact language of the goals can be found at [www.jointcommission.org](http://www.jointcommission.org).

## Meet The Governing Body at at West Central Georgia Regional Hospital



Photo taken by Lavin Gartland-Briggs at The Governing Body meeting held at West Central on November 17, 2015

The members of the Governing Body are: John Robertson, Regional Hospital Administrator; DBHDD Commissioner Frank Berry; Ms. Judy Fitzgerald, Chief of Staff; Ms. Amy Howell, General Counsel; Mr. Jeff Minor, COO; and Dr. Emile Risby, Director of Hospital Operations.

Pictured Left to Right: Front Row: Judy Fitzgerald, Marcia Capshaw, John Robertson, Frank Berry, Peri Johnson, Amy Howell  
Back Row: Dr. Emile Risby, Greg Hoyt, John Parmer, Greg Crowe, Nicolise Claassens, Dianna Byrd

# (2015) WCHRH Annual Mayor's Motorcade



# More!! (2015) WCHRH Annual Mayor's Motorcade



Veterans



Food Services



ERFT Members



# More!!!(2015) WCHRH Annual Mayor's Motorcade



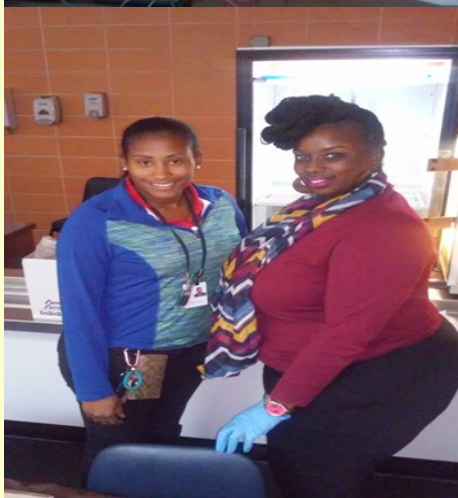
This year's Mayor's Motorcade brought much excitement for both staff and individuals served. The Mayors', Fire Departments', Police Departments' participate in this event, as you can see from the photos displayed. The High School marching band, flat corp, majorettes, lions club, and many more entries brought joy and smiles to so many.

**The Mayors from counties within the WCHRH catchment area make Christmas possible for our individuals.**

**The leadership at West Central would like to take this opportunity to express their appreciation to all who were a part of this annual event.**

# AT Sponsored Fall Dance

On Tuesday October 27, 2015 the evening shift Activity Therapy staff, Kim Gallimore, Marian Taylor, Anthony Daniels, Brian Fisher and Kyle Switzer, held a Fall Dance in the cafeteria. During the event, we entertained our individuals with Musical Chairs, Pumpkin Bullseye, and Refreshments were given. We also had a dance off to songs such as the Wobble, Cha Cha Slide and the Cupid Shuffle, which made this event an epic night to remember. On behalf of the Activity Therapy department, we would like to thank the following staff members for making it all possible: Ms. Gloria, Mrs. Long, Ms. Belinda, and the entire kitchen staff. We would also like to thank our fellow AT staff members, Christina Mills, Andrea Brown, Veronica Walker, and Aisha Thornton. This event was a huge success and we look forward to hosting other campus wide events.



## UP COMING AT EVENTS

### Spades Tournament



### Wii Sports Tournament



### Hours

Monday through Friday  
Treatment Mall  
10:00 AM to 3:00 PM

Evening Activities  
5:30 PM to 7:00 PM

Chapel Services:  
Thursday 6:00 PM



# Casino and Video Game Tournament

On Saturday, December 12, 2015 the weekend Activity Therapist, Brian Fisher and Anthony Daniels, sponsored a Casino and Video Game Tournament in the chapel. During the event, our individuals had the opportunity to play in the Rummy 5000, Wii Bowling and/or Madden NFL Tournament. For those that did not participate in the tournaments they had the option to play Roulette and Blackjack for prizes. The individuals also enjoyed popcorn and hot chocolate. We would like to thank the following Activity Therapist for coming in on their off day to assist in making this event a success, Kim Gallimore on popcorn and hot chocolate, Marian Taylor for manning the Rummy Tournament, and Apple Edge for running the Roulette table. Below are snap shots of the events that took place that day.

## UP COMING AT EVENTS

### Spades Tournament

#### Staff vs Individuals



#### Hours

Monday through Friday  
Treatment Mall  
10:00 AM to 3:00 PM

**Evening Activities:**  
5:30PM to 7:00 PM

**Chapel Services:**  
Thursday 6:00 PM

Activity Therapy “is a systematic process that utilizes recreation and other activity-based interventions to address the assessed needs of individuals with illnesses and/or disabling conditions, as a means to psychological and physical health, recovery and well-being.”





# Holiday Arts and Crafts group

Facilitated by Andrea Brown, AT

Located on Unit 10

The Holiday Craft group introduces individuals to the opportunity to make a wide variety of crafts as gift items or for themselves while providing the opportunity to develop creativity as a new coping skill or prosocial alternative activity. For the holidays the individuals on Unit 10 made gingerbread houses and ugly sweater cookies.



Many people have heard of the “ugly sweater Christmas Party”. This group put a little twist on the party. They decorated ugly sweater cookies.



# Gingerbread



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



*December 1st.*



*Left to Right: Row 1: Sabrena Washington, Amanda White, Joanne Brudent*

*Row 2: John Robertson, RHA, Kortavious Bedell, Jasmine Patton-Willis,  
Tremaine Jordan, Ruby Ross*

## News From Human Resources

### \*FAITHFUL SERVICE AWARDS\*

**20 Years**

Charles Collins

**10 Years**

Michiel Jackson

DaWanna Yount

**5 Year**

Andrea Brown

Peri Johnson

Andrez Jones

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

**Human Resources Monthly**

Jan. 4th. Manager Approval by Noon  
 Please reconcile and move FSLA to OT Premium  
 Jan 15th. Pay Day  
 Jan. 19th. Manager Approval by Noon  
 Please reconcile and move FSLA to OT Premium  
 Jan. 29th. 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 January 4th. And January 19th. In HR from 1:00-5:00 PM**

### Goodbye and Farewell

Keri Alexander  
 Morgan Bryant  
 Sonya Cochran  
 Lauren Reba-Harrelson

Leslie Jackson  
 Hyacynthia Leonce-James  
 Melissa Murphy  
 Darrelle Rather

Brittany Roberts  
 Natsia Robinson  
 Jasper Teal  
 Bettye Jean Williamson

## 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  
 Ivonna McCoy, 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

January Holidays: January 1—New Year’s Day  
 January 18—Martin Luther King Jr. Day



# Staff Development & Training

Here is our “**Block**” **Schedule for Annual Updates** in January!  
 You will attend according to your Safety Care date, and must attend the  
 entire block. You will then be current for the next year!  
 Unit PA’s will register Unit Staff.

## **Block 1:**

Tues, Jan 5: 8:00-10:00 Infection Control and Incident Management  
 10:00-12:00 Seizure  
 1:00-3:00 PNS  
 Wed, Jan 6: 8:00 CPR and First Aid  
 Thurs, Jan 7: 8:00 Safety Care Recert

## **Block 2:**

Mon, Jan 11: 8:00-10:00 Infection Control and Incident Management  
 10:00-12:00 Seizure  
 1:00-3:00 PNS  
 Tues, Jan 12: 8:00 CPR and First Aid  
 Wed, Jan 13: 8:00 Safety Care Recert

## **Block 3:**

Tues, Jan 19: 8:00-10:00 Infection Control and Incident Management  
 10:00-12:00 Seizure  
 1:00-3:00 PNS  
 Wed, Jan 20: 8:00 CPR and First Aid  
 Thurs, Jan 21: 8:00 Safety Care Recert

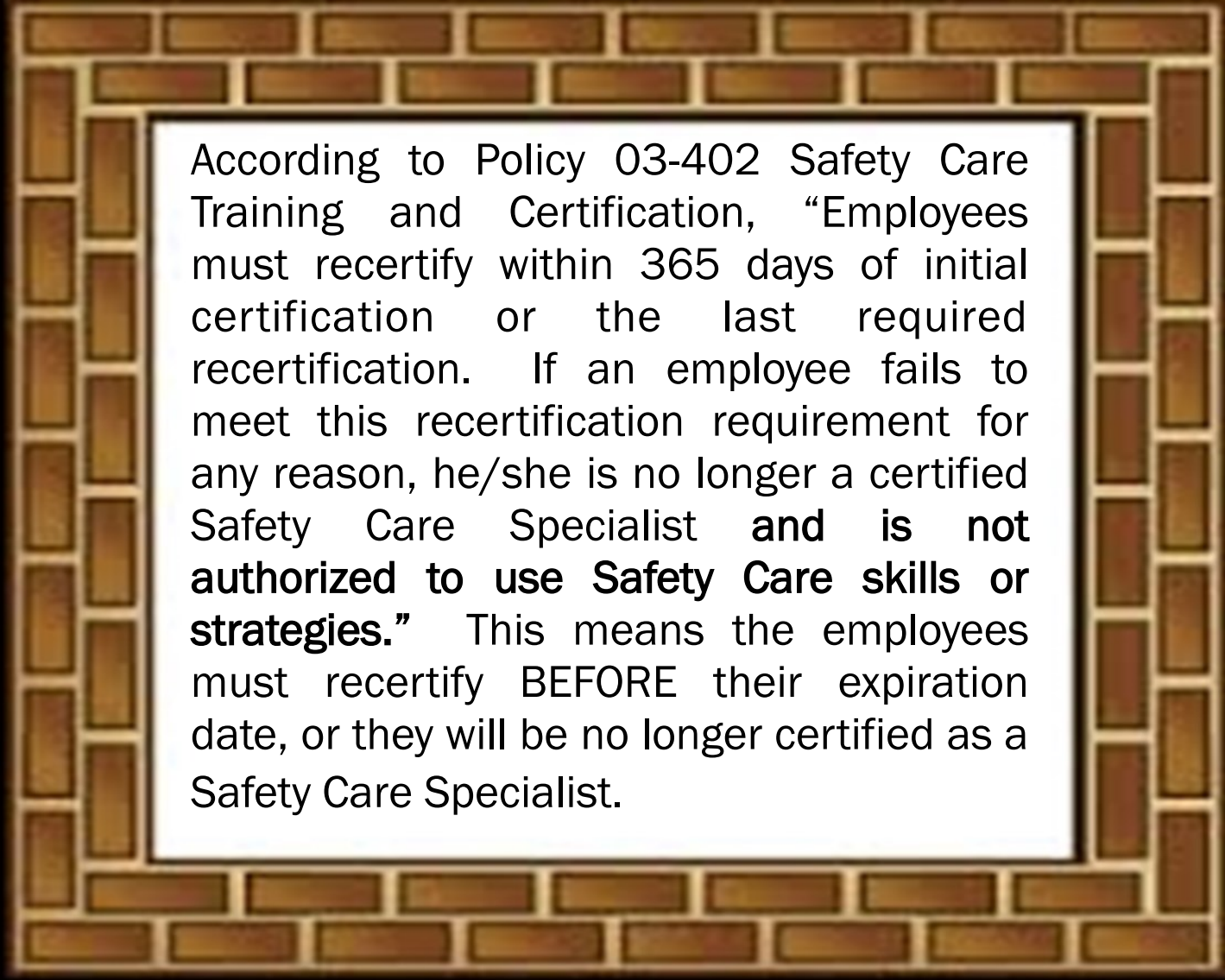
## **Block 4:**

Tues, Jan 26: 8:00-10:00 Infection Control and Incident Management  
 10:00-12:00 Seizure  
 1:00-3:00 PNS  
 Wed, Jan 27: 8:00 CPR and First Aid  
 Thurs, Jan 28: 8:00 Safety Care Recert

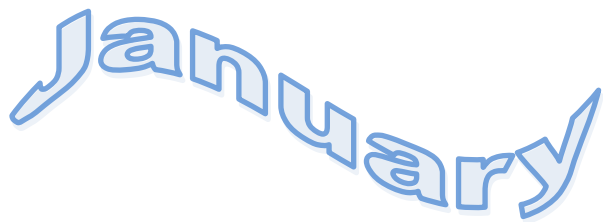
**Safety Care Initial Dates:** January 7-8-11 and 22-25-26

**Positive Behavior Supports (PBS):** Thursday, January 21: 8:00-5:00

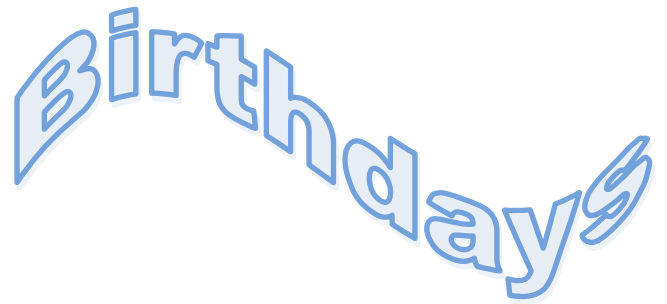
# Staff Development & Training (continued)



According to Policy 03-402 Safety Care Training and Certification, “Employees must recertify within 365 days of initial certification or the last required recertification. If an employee fails to meet this recertification requirement for any reason, he/she is no longer a certified Safety Care Specialist **and is not authorized to use Safety Care skills or strategies.**” This means the employees must recertify **BEFORE** their expiration date, or they will be no longer certified as a Safety Care Specialist.



# January



# Birthdays

1Latavia Heard  
 1Willie Womack  
 2Stacey Montford  
 2Pat Altman  
 2Cheryl Cartwright  
 4Sharon Barnes  
 5Tremaine Jordan  
 5Kathy Applewhite  
 7Dr. Sai Nandamuru  
 7Justice Prine  
 7Gregory Carter  
 8John Parmer  
 8Pamela Byrd  
 8Char'Niece Smith  
 8Gloria Isikwe  
 8Keri Alexander  
 8Shanterra Scott  
 9Sabrina Baker  
 9Gloria Gaines  
 12Darvis Upshaw  
 13Johnny Thompson  
 14Tinisha Bolden  
 14Barbara Caldwell  
 16Andrea Wilson  
 16Travis Sims  
 17Alexander Torres  
 18Rhina Coleman  
 18Ada Gonzales  
 18LaKeshia Martin-Ayers  
 18Robert Brown  
 18Sara Webb

19Barbara Ashely  
 19Courtney Jones  
 19Carla Reddick  
 19Eleanor Griggs  
 20Kathleen O'Brien  
 20Joshua Hill  
 21Devron Wright  
 21Chrysanthemum Sparks  
 21Betty Senior  
 22Miosotis Ridley  
 22Mccullul Tookes  
 22Jacqueline Tinsley  
 22Markita Garey  
 23Rosa Sanders  
 23Robin Paige  
 24Greg Crowe  
 25Staci Lassig  
 25John Gonzalez  
 25Valerie Johnson  
 25Ruggero Davis  
 26Jacqueline Mons  
 28Denisse Tamarit  
 28Sherrie Walker  
 28Michael Barnhill  
 29Yvonne Mallard  
 29Demetris Jessie  
 29Harold Hansbrough  
 30Leland Johnson  
 30Emily Adejube  
 31John Robertson

## 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





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



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

**Mission Statement:** Commitment to safe, person-centered, and dignified therapeutic interventions that will guide and encourage individuals during their recovery.

**Vision Statement:** To be a leader in the innovative and holistic treatment of each individual served for a life of recovery and independence.

**Goals:**

- To provide a safe environment for our individuals and staff.
- To provide active recovery-oriented treatment
- To provide a successful discharge for all individuals
- To maintain or improve the quality of care and services while using fiscal responsibility to maintain a strong financial foundation.

**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.



J

John L. Robertson, Regional Hospital Administrator  
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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>



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**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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