

# REGIONAL Reflections

March 2017

West Central Georgia Regional Hospital

## THE TRACER METHODOLOGY

### Facts to Know

#### In this issue:

**Policy Update** 2

**Human Resources** 3

**ATM Machine** 3

**New Hires** 4

**Staff Development** 5

**Great Ideas Contest** 6

**Syringe Use** 6

**Staff Recognition** 7

**Facilitator Spotlight** 8

In April, a group of hospital employees will be heading to Atlanta to learn how to perform internal survey tracers at our hospital. In May, some employees from a company called Joint Commission Resources will come to the hospital and help the internal tracer team do hands-on tracers. It's important to know what a tracer is and how to be prepared. When we have compliance surveys (ex. Joint Commission), they perform hospital tracers. By being able to perform our own regular internal tracers, we can ensure that we are always survey ready.



A key part of The Joint Commission's on-site survey process is the tracer methodology. The tracer methodology uses information from the organization to follow the experience of care, treatment or services for a number of patients through the organization's entire health care delivery process. Tracers allow surveyors to identify performance issues in one or more steps of the process, or interfaces between processes. The types of tracers used by The Joint Commission during the on-site survey are:

**Individual tracer activity:** These tracers are designed to "trace" the care experiences that a patient had while at an organization. It is a way to analyze the organization's system of providing care, treatment or services using actual patients as the framework for assessing standards compliance. Patients selected for these tracers will likely be those in high-risk areas or whose diagnosis, age or type of services received may enable the best in-depth evaluation of the organization's processes and practices.

**System tracer activity:** Includes an interactive session with a surveyor and relevant staff members in tracing one specific "system" or process within the organization, based on information from individual tracers. While individual tracers follow a patient through his or her course of care, the system tracer evaluates the system or process, including the integration of related processes, and the coordination and communication among disciplines and departments in those processes. The three topics evaluated by system tracers are data management, infection control and medication management. Whether all system tracers are conducted varies, but the data use system tracer is performed on every survey.

*The Joint Commission. (2017) Facts about the Tracer Methodology. Retrieved February 20, 2017 from [https://www.jointcommission.org/facts\\_about\\_the\\_tracer\\_methodology/](https://www.jointcommission.org/facts_about_the_tracer_methodology/).*

# POLICY update

The hospital policies listed below are new or have been effected by a recent update in PolicyStat at <http://gadbhdd.policystat.com>. All of these policies are in immediate effect:

## NEW

- *Gift Giving to Individuals, 03-313*, <https://gadbhdd.policystat.com/policy/2057760/latest>. This policy was developed a year ago led by Susie Oates for the Policy Office with Lisa Vaughn, CSH, Sondra Williams, ECRH, Alicia Mitchell, GRHA, Barbara Medeiros, GRHS and Dianna Byrd, WCRGH.
- *Visitation for DBHDD Hospital Adult Mental Health Units, Skilled Nursing Facilities, and Intermediate Care Facilities for Individuals with Intellectual Disabilities, 03-512*, <https://gadbhdd.policystat.com/policy/3248149/latest>. This policy was developed with input from Steve Holton for the Policy Office and Theresa Jones, GRHA; Mark Scott, formerly at WCGRH; Matt McCue, ECRH and Mico Turner, ECRH.
- *Management of Personal Care Items, 03-646*, <https://gadbhdd.policystat.com/policy/3345884/latest>. The SMEs involved in the development of this policy were Dr Kay Brooks and Ella Milner at CSH, and Joannette Terry and team at ECRH.

## REVISED

- *DBHDD Hospital Access Coordinators, 15-101*, <https://gadbhdd.policystat.com/policy/3196994/latest>
- *Discharge Planning, 03-566*, <https://gadbhdd.policystat.com/policy/3037153/latest>
- *External Transfer Information Form for Emergency Medical Services, 03-209*, <https://gadbhdd.policystat.com/policy/3162656/latest>
- *Sentinel Events, 03-521*, <https://gadbhdd.policystat.com/policy/3168655/latest>
- *Staff Appearance and Dress, 22-1209*, <https://gadbhdd.policystat.com/policy/2934624/latest>
- *Discharge Packet for Adult Mental Health and Forensic Services, 03-564*, <https://gadbhdd.policystat.com/policy/3037480/latest>
- *Elopement, 03-533*, <https://gadbhdd.policystat.com/policy/3315767/latest>
- *Employee Support After a Serious Adverse Event, 03-314*, <https://gadbhdd.policystat.com/policy/1960808/latest>
- *Space Allocation and Management, 03-308*, <https://gadbhdd.policystat.com/policy/917467/latest>
- *Psychiatric Assessments and Physicians Progress Notes, 03-551 Attachment J*, <https://gadbhdd.policystat.com/policy/1838078/latest>. A significant revision was made to accommodate new CMS requirements.

Two new question were added to Part 2:

1. Is there documentation that an FDA-approved medication for alcohol disorder was prescribed at hospital discharge?
2. Is there documentation that an FDA-approved medication for drug disorder was prescribed at hospital discharge?

In addition to the two new questions above, the wording for the question “Reason for Discharging Individual on Two or More Antipsychotic Medications: (only answer if discharged on two or more antipsychotic medications):” has been changed to encourage doctors to select as many responses as appropriate.

We very much appreciate the participation, expertise and patience of all SMEs and our Leadership teams involved in policy development or revision. For any questions, feel free to contact Ezra Jackson at 706.568.5079.

## Faithful Service Awards

### 5 Years

Willaina Gordy, Audy Jordan, Randy Weatherford, Brian Holloway

### 15 Years

John Daniels

## March Birthdays

3/1	Henderson, Kevin L.	3/12	Lee, Charlene J	3/22	Anderson, Matthew H.
3/2	Wilborn, Kristi E.	3/12	Hogue, Joyce E.	3/23	Knott, Aileen
3/2	Collington, Quadir L	3/12	Conway-Stutson, Anne L	3/25	Powell, Andre J
3/2	Jackson, Oscar Dyvonne	3/13	Jones, Tameika L	3/26	Mullins, Jennifer N
3/2	Alexander, Curtis L	3/13	Finch, Timothy	3/26	Whitehead, DeCosta L
3/2	Carter, Elaine	3/14	Turner, Daimeon L	3/26	Crayton, Tierra L
3/3	Arum, Maduabuchi G	3/14	Peters, Patrick L.	3/27	Pearson-Passmore, Yolanda
3/5	Reeves, Shron D	3/14	Grays, Andre	3/27	Freeman, Salena Yvonne
3/5	Lampley, Barnett L	3/15	Claassens, Johanna N.	3/27	Willis, Yvonne Delores
3/6	Raney, Jeffrey W	3/17	Pass, Clifford	3/28	Wilbon, Mary A
3/7	Jones, Brian K	3/17	Burris, Linda J	3/30	Brown, Gloria
3/7	Mathews, Felecia	3/18	Hemingway, Tacara N	3/31	Vance, Garrett Emanuel
3/7	Morgan, Glenn A	3/18	Salter, Kriston L	3/31	Lewis, Angel A.
3/8	Simmons, Devontae J	3/19	Redley, Joseph L		
3/8	Upshaw Jr., Michael D	3/19	Williams, Dorothy L		
3/9	Ezell, Jacquelyn F.	3/19	Scott, Roberta S		
3/10	Smith, Mark Vernard	3/19	Washington, Sabrenda L		
3/10	Womack, Quenna K	3/19	Moore, David L		
3/11	Boatswain, Leroy Livingston	3/21	Rushin, Desirae S		
3/11	Kearse, Marvin G	3/21	Jenkins, Steven L		



### \*IMPORTANT\*

## We Now Have an ATM!

An ATM is now on our campus, located in the staff break room of Building I. There is a **\$2.50 service charge** to withdraw money, however, most banks will reimburse you for these types of fees. These fees will directly benefit the WCGRH Hospital Foundation, which helps support activities for our staff. **The minimum withdrawal limit is \$10 and the maximum limit is \$200.** If you have any questions about our ATM, please contact Brooke Devlin at 706.569.3174.

## Important Dates:

### Pay Days:

March 15th and 31st

### Kronos:

Manager Approval days: March 2nd and 17th (subject to change). Please reconcile and move all FSLA to OT premium.

### Orientation:

March 1st and 16th | 1 PM to 5 PM  
HR Conference Room

### Holidays:

N/A



## New Hires: Welcome to WCGRH!



**Front (L to R) John Robertson, RHA; Laurie Barile, Program Assistant, Region 6; Jacqueline Scott, LPN, Unit 10; Matthew Ferguson, Operations Analyst, Quality Management; Rhonda Williams, RN, Unit 3; Robert Torian, FST, Unit 9**



**Front (L to R) John Robertson, RHA; Tiarra Gasque, Office Assistant, Unit 6; O'Quita Samuel, FST I, Unit 6; Talisha Paige, Housekeeper; Linsey Song, Activity Therapist, Activity Therapy**

# STAFF DEVELOPMENT NEWS

---

## **Block Schedule for Annual Updates**

### **Block 2:**

Mon, Mar 20: 8:00-10:00 Infection Control / Incident  
10:00-12:00 Seizure, 1:00-3:00 PNS  
Tues, Mar 21: 8:00 Safety Care Recert  
Wed, Mar 22: 8:00 CPR and First Aid

### **Block 3:**

Tues, Mar 28: 8:00 Safety Care Recert  
Wed, Mar 29: 8:00-10:00 Infection Control / Incident  
10:00-12:00 Seizure, 1:00-3:00 PNS  
Thurs, Mar 30: 8:00 CPR and First Aid

### **Safety Care Initial Dates:**

March 3-6 | March 20-21 | April 5-6

## **Driver's Improvement Class Wednesday, March 15th 8:00 AM - 12:00 PM**

Have you taken the AAA Drivers Improvement class in the last 3 years? If you drive a state vehicle, it is recommended that you take this class.

According to the National Safety Council in 2015:  
80% of all accidents involve at least one distraction  
26% of all accidents included a cell phone distraction

**Register through the LMS or call Staff Development  
Limited seating!**

## Do You Have A Great Idea for WCGRH?



If you have a great idea that could improve the hospital in any way, we want to hear about it! Submit your idea to the RHA Office by emailing Kayra Velez at [kayra.velez@dbhdd.ga.gov](mailto:kayra.velez@dbhdd.ga.gov) for a chance to win a gift card from **Piggly Wiggly!**

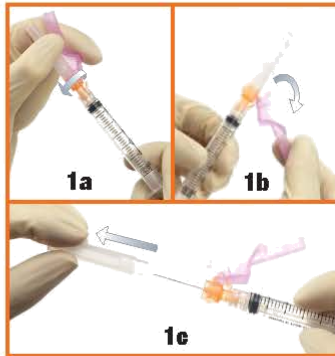
Ideas must be innovative concepts that can positively impact patients' recovery or simple solutions at no cost/low cost to the hospital.

Submissions are due **Friday, April 21st**. The top two answers will be selected on **Wednesday, April 26th**. The final winner, chosen by the WCGRH Foundation Board, will be announced on **Friday, May 12th**.

## How to Use the BD Eclipse™ Needle for Luer Lock Syringes

### 1. Attachment

- 1a. Firmly attach needle onto a Luer Lock syringe with a push and clockwise twist.
- 1b. Pull back on the safety cover toward the syringe and away from the needle.
- 1c. Grasp the syringe with one hand and with the other hand pull the clear needle shield straight off.



### 2. Aspiration

Draw up medication as per your usual technique.



**NOTE:** If changing needles, activate safety cover prior to removing the needle from the syringe.

### 3. Injection

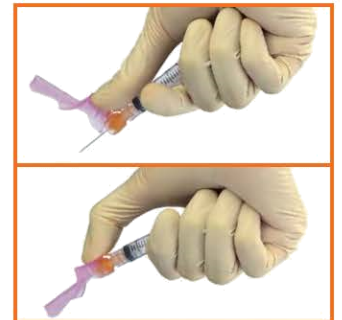
Administer medication in accordance with established protocol. For user convenience, the needle "bevel-up" position is oriented to the safety cover.



### 4. Activation

After injection, immediately activate safety cover as follows:

- Using the same hand holding the syringe, center thumb or forefinger on the finger pad area of the safety cover.
- Push the cover forward toward the needle until you hear and/or feel it lock. Visually confirm that the needle tip is covered.



**Discard after single use in an approved sharps container.**

### Don't Forget...

Aseptic technique and proper skin preparation of the site are essential. Follow your institution's policy for safe disposal of all medical waste.



# STAFF RECOGNITION

---

Are your staff members doing an exemplary job and you want to let them know in a special way? Make them NOTICED! Fill out the Someone Noticed Form pictured below (available on the J drive) and you can recognize our employees for being great at what they do. Please feel free to submit these as features for upcoming newsletters.

<b>Someone Noticed:</b>	Please Check Action(s) You Noticed This Individual Performing:		
	<b><u>Doing a Super Job!</u></b>		
(Name here)	★	Being a Ray of Sunshine!	
	★	Projecting a Positive Attitude!	
	★	Creating Fun in the Workplace!	
	★	Being an Exemplary Team Player!	
	★	Lending a Helping Hand!	
Noticed by: _____	Dept/Unit: _____	Date: _____	
Comments:			
_____			
_____			
_____			

## March Recognition:



**Brooke Devlin** noticed **Christi Grubbs** being an **exemplary team player!** In the comments section, she listed that Christi proved to be a team player on 3/2 when she agreed to cover the AMH unit as a nurse to help alleviate a staffing shortage.

**Great job Christi!**



## Join the WCGRH Foundation today!

**Make checks payable to WCGRH Foundation, Inc.**

Your *tax-deductible, charitable contribution* to the West Central Georgia Regional Hospital Foundation helps to provide for the special needs of our clients that may not be covered by other funding sources. The Foundation Board, Hospital Staff, and Clients greatly appreciate your continued support of our efforts. For more info on how to join, contact Kayra Velez at 706.568.5207.

### Facilitator Spotlight: Sabrenda Washington



“I am a native of Phenix City, Alabama. I received my Bachelor of Science Degree from Troy State University. I am currently a Graduate student at Troy State University in the Clinical Mental Health program. I have worked in the healthcare field for over 20 years providing quality care to individuals from all walks of life. I have been employed here at West Central since December 2015 as a PSR Clinician. It is a pleasure to work with our individuals here. I am a proud mother of 3 beautiful children. One of which is an angel now. I carry on his legacy by giving back in his honor and memory through the Darius Washington Memorial Scholarship to deserving High School seniors. I enjoy church, movies, working in my yard, spending time with my girls, and traveling. I want to make a difference in all that I aspire to do here at West Central and within the community. Ecclesiastes 4:10 If either of them falls down, one can help the other up. But pity anyone who falls and has no one to help them up.”

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, news items, and photos submitted for publication. However, all items are subject to editorial discretion and will be published on a “space available” basis. Please contact the editor if you have any questions or concerns regarding the newsletter. Thank you for your support.

**Editor: Kayra Velez, Administrative Assistant, RHA Office**  
**Contact: 706.568.5207 OR [kayra.velez@dbhdd.ga.gov](mailto:kayra.velez@dbhdd.ga.gov)**

West Central Georgia Regional Hospital  
3000 Schatulga Rd.  
Columbus, GA 31907-3117

John Robertson,  
Regional Hospital Administrator  
Phone: 706.568.5203  
Fax: 706.568.2257  
[john.robertson@dbhdd.ga.gov](mailto:john.robertson@dbhdd.ga.gov)

