

West Central Georgia Regional Hospital Regional Reflections

April 2015



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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

QUALITY MANAGEMENT

Correction from March Issue of Regional Reflections

In last months article entitled “Frequently Occurring EC safety hazards and strategies for improvement” under the “Space heaters” section.

Note: Space heaters are not allowed in any building where clients sleep.

West Central Georgia Regional Hospital “Mock Survey” for the Joint Commission.

On April 13th and 14th, 2015 a Survey team will be on campus to conduct a “mock” Joint Commission survey. The survey will be conducted just like a regular survey. The surveyors will conduct the following reviews:

- Documents & Contracts
- Medical Records & Discharge Records
- Performance Improvement Processes

They will also make unit rounds, look for environment of care issues and conduct interviews with staff and individuals.

Remember to keep all exits clear and make sure all items are 18 inches” from the ceiling. Do not stack boxes on the floor or tape paper to walls, doors, or windows. Please be sure to wear your name tag and have 211 fire alarm person on person at all times.



Quality Management The Joint Commission Corner

Planning for Improvement with FOCUS PDCA!

Performance Improvement is a Joint Commission requirement. It is critical that we constantly evaluate what we are doing and look for opportunities to do it better in order to be a quality provider.

As the old saying goes, “if you fail to plan, you plan to fail.” At WCGRH, failure is certainly not an option! We utilize many methods of planning for success but one of our primary models is one you may not even be familiar with – FOCUS PDCA. You may have seen that term on the backs of your badges or on bulletin boards but what does it really mean? More importantly, how can it help you be successful in your day to day work life?

FOCUS PDCA helps keep our efforts focused and purposeful.

It helps us avoid taking “shots in the dark” to solve issues and gives us a roadmap for developing meaningful improvements that are sustainable. In short, it helps guide us to see clearly and act decisively!

In the coming months, you will be introduced to the performance improvement model of FOCUS PDCA in your work areas. The Quality Management Department will help you to utilize this model to identify opportunities for improvement in your areas, collect the resources to address those opportunities, and focus your efforts into making real and sustainable improvements. Improving our work environment is not a “staff problem” or a “leadership problem.” It is a responsibility we all share equally so that we can reach our vision of “every person who participates in our services leads a satisfying, independent life with dignity and respect.” We are excited to support you in your efforts to “plan for success”!!

Please contact the Quality Management Department staff for further information:

Marcia Capshaw, Director of QM (706-568-5383)

Brent Eaton, Operations Analyst (706-565-4042)

Ezra Jackson, OA (706-565-4084)

Heather Smith, OA (706-569-3174)

The Joint Commission Corner (contin)

FOCUS PDCA is, in simple terms, our way to **organize** a plan to improve.

F	FIND	<p style="text-align: center;"><i>Find a process that needs improvement.</i></p> <p>Define the process and its customers. Decide who will benefit from the improvement. Understanding how the process fits within the hospital's system and priorities.</p>
O	ORGANIZE	<p style="text-align: center;"><i>Select a team who is knowledgeable in the process.</i></p> <p>Determine team size, members who represent various levels in the organization, select members, and prepare to document their progress.</p>
C	CLARIFY	<p style="text-align: center;"><i>Clarify the current knowledge of the process.</i></p> <p>Define the process <u>as it is</u> and <u>as it should be</u>. Team reviews current knowledge and then must understand the process to be able to analyze it and differentiate the way it actually works and they way it is meant to work.</p>
U	UNDERSTAND	<p style="text-align: center;"><i>Understand the causes of variation.</i></p> <p>Team will measure the process and learn the causes of variation. They will then formulate a plan to data collection, collecting the data, using the information to establish specific, measurable, and controllable variations.</p>
S	SELECT	<p style="text-align: center;"><i>Select the potential process improvement.</i></p> <p>Determine the action that needs to be taken to improve the process (must be supported by <u>documented evidence</u>.)</p>
P	PLAN	<p style="text-align: center;"><i>Plan the improvement/data collection.</i></p> <p>Plan the change by studying the process, deciding what could improve it, and identifying data to help.</p>
D	DO	<p style="text-align: center;"><i>Do the improvement.</i></p> <p>Execute the plan on a small scale or by simulation.</p>
C	CHECK	<p style="text-align: center;"><i>Check the data for process improvement.</i></p> <p>Observe & document the results of the change. Restart the cycle if performance expectations are not met.</p>
A	ACT	<p style="text-align: center;"><i>Act to hold the gain/continue improvement.</i></p> <p>Implement the change if it is working. If it fails, abandon the plan and repeat the cycle.</p>

**8 RIGHTS FOR
MEDICATION
ADMINISTRATION**

RIGHT MEDICATION

RIGHT INDIVIDUAL

RIGHT TIME

RIGHT ROUTE

RIGHT DOSE


RIGHT
DOCUMENTATION

RIGHT POSITION

RIGHT TO REFUSAL

PATIENT SAFETY AWARENESS WEEK 2015


MEDICATION ADMINISTRATION SAFETY



- **Always** use 2 patient identifiers prior to medication administration
- Medications are not pre-set
- Medications are prepared for one individual at a time
- Reference the 24-hour Support Plan when preparing for medication administration
- Attempt to administer medications no more than 1 hour before or 1 hour after the scheduled time on the Medication Administration Record (MAR)

Use standard precautions and other appropriate infection prevention and control practices prior to, during, and after medication administration:

- ◆ Wash/sanitize hands before setting up medications
- ◆ Wear gloves during administration if indicated
- ◆ Wash/sanitize hands after administration if physically touched individual
- ◆ Discard safety needles uncapped in approved sharps container immediately after giving injection


SD&T KNOWLEDGE COLLEGE

West Central Georgia Regional Hospital

2015 Nursing Conference

Manipulating the Brain

From Lobotomy to Deep Brain Stimulation



All Disciplines
Welcome

Keynote Speaker
Nzinga A. Harrison, M.D.

Approved for 4
Nursing CE
Contact Hours

May 7, 2015

9:00a -1:15p

Registration starts at 8:30a

West Central GA Regional Hospital

Honor Hall

The purpose of this conference is to enable the learner to apply knowledge of past and present interventions involving brain manipulation to identify patients who may benefit from these treatments.

This continuing nursing education activity was approved by the Georgia Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.



Registration Form Fee: \$50.00 **Cash or Check only**
Name: _____

Registration Deadline: May 4, 2015***
Mailing Address: _____

Email Address: _____

Phone: _____

Please make checks payable to:
WCGRH Foundation
3000 Schatulga Road
Columbus, GA 31907
Columbus, GA 31907

Please indicate on check "For Nursing Conference"

For more information please contact:
Malcolm Booker- 706-568-5177

The Faces of Rehabilitation Services

With the beginning of a new year, West Central Georgia Regional Hospital was undergoing some new changes. One change in particular involved the departments overseen by Dr. John Parmer, Director of Forensic Services. Since the departure of Dr. Guerra, Psychology, PBS, AT, PSR, TIP and RTF Services were all placed under the direction of Dr. Parmer along with the ever growing inpatient and outpatient Forensic Programs. Now he was not only juggling court orders and hearings, group homes and day treatment, he was more involved in recovery plans, groups, outings, behavioral plans, tip points and civil patient issues. Thus the idea came to incorporate AT, PSR, TIP and RTF under the umbrella of Rehabilitation Services. At first glance it may seem that these departments have varying functions, but upon closer examination, all four work together to identify the needs of the individual, provide mental health and substance abuse education, increase positive behaviors and re-introduce our individuals to the community.

Beginning January 16, 2015, I was provided with the opportunity to work with these departments as Rehabilitation Services Chief. Having worked at West Central for 20 plus years, I thought I knew a good deal about the services provided to our individuals. I was wrong. I had only seen what was on the surface and not the planning, juggling, endurance, frustration, obstacles and also the rewards that go into keeping these programs alive and meaningful.

The Activity Program which has been in existence at West Central since before I came and has changed to address the current needs of our Individuals is headed by Mr. Garrett Vance. He has been with West Central for over almost 20 years, having worked in three different departments. Mr. Vance currently provides oversight to 18 full time and 4 part time staff members. He not only hires and trains new AT staff, serves on many committees; he also offers suggestions on ways to improve the delivery of AT services, while frequently assisting with individual and community outings and other special hospital events.

Next we have the PSR Mall which only began a few years ago but has grown consistently since its inception. Mr. Cliff Pass holds the position of PSR Coordinator. He has been with West Central for a total of 13 years, with the last 4 of those years having been with the PSR and AT Departments. He provides supervision to 19 PSR Mall Staff. Currently groups are held at the Lakeside Mall in Building 6, on Units 3, 7 and 10. On any given day, Mr. Pass can be seen on every mall to ensure that all groups are occurring according to schedule and if a group needs an Instructor, he is quick to volunteer his services.

Our TIP program at West Central has been managed in various ways over the years. However, Mrs. Kenya Williams organized our current and most comprehensive TIP program 3 years ago.

The Faces of Rehabilitation Services (contin)

Prior to accepting this challenge, Mrs. Williams worked with AT Services. She has been with the hospital for a total of 11 years. Not only does Mrs. Williams oversee the TIP program, she is also in charge of our TIP Café, which is a place that individuals can drink a cup of hot chocolate, read, watch TV or just relax. Using earned TIP points, the Individuals can also purchase fishing and bike riding time, or attend a special event featuring pizza, ice cream or picnic fare.

On March 2, 2015, Mrs. Tina Middleton agreed to switch hats to meet the growing need of our Recovery Team Facilitators. Instead of working specifically on Unit 9 as one of the 2 Facilitators, she is now providing training, completing audits, orienting new employees and functioning at the subject matter expert for the Recovery Team Facilitators. As one of the two original Recovery Team Facilitators beginning 4 years ago, she has seen our IRP's transformed from a few pages of information that provided little insight into the Individual's needs in to a comprehensive, insightful tool used to drive the Individual's personalized care. Mrs. Middleton has been with the State for a number of years, having served 8 of those years at West Central in several different areas.

Last but certainly not least, is Monika Rivera. Although her title is 'Program Associate', this provides little insight into what she does. At the start of 2015, Mrs. Rivera was mainly providing services for Activity Therapy. When I came over, another layer was added to her job responsibilities, and for those who know me, my needs constituted a huge layer. In addition to me came the added needs of PSR, TIP and RTF staff. For the average person, this would have been an instant melt down situation. This was not true for Mrs. Rivera. Without skipping a beat, she completed one task after another and then another and You get the picture. She recently celebrated her 16th year at West Central and we are hoping she will stick around for another 16 years.

If I sound proud of the people that make up Rehabilitation Services, it is because I am. We have so many creative, talented, educated, dedicated, capable and caring people who make up the Activity Therapy, PSR, TIP and Recovery Team Facilitator Programs, one can't help but be proud. We are undergoing a number of changes to improve our delivery of services. With each change, we hope to add helpful, interesting and innovative options for our Individuals. However, as we go through these exciting times, our goal will always be to provide the best care possible for our individuals as they strive to return to a happy and fulfilling life within our communities.

This article was meant to only provide a brief glimpse of those who are leading the AT, PSR, TIP and RTF departments. In future additions of the Regional Reflections, we hope to share more about the staff members within these departments, their responsibilities, achievements, challenges and goals.

Written by: Dianna Byrd, Rehabilitation Services

April 19–25, 2015
National Medical Laboratory Professional Week

Medical Laboratory professionals dedicate themselves to maintain the highest degree of accuracy and professionalism each day.

This year we celebrate with this slogan:

Medical Laboratory Professionals: Always Up to the Test”.

The WCGRH lab team consists of three (3) staff members: Tiffany Hairston-Lott, James Eddie Kennebrew, and Faye Meadows; and they have a combined total of ninety-four (94) years of laboratory experience.



Thank You
Exemplary Team Player

Monday, March 16, 2015 the Food Service Department experienced a fire from a piece of equipment in the cafeteria. Lisa Long, Food Service Director acted calmly and responsibly grabbing the fire extinguisher and putting out the fire. The quick response defused the problem which could have presented a major problem for our clients and staff. On behalf of the Maintenance Department, we want to say “Thank You” for a job well done.

Kenneth Cribb, Director of Maintenance

ERFT Fundraiser



Make sure to purchase your DBHDD shirts! Deadline is Friday, April 17 at 3:00 pm. Shirts will be available to pick up the first week of May.

T-shirts are being offered in Black and in Royal Blue. T-shirts will have the DBHDD logo screen printed on the back, as well as the front left chest.

Moisture-wicking Polo shirts are being offered in Lime, Brilliant Blue and in Pink Raspberry, and are available in 2 styles for men and ladies. These shirts will have the DBHDD logo embroidered on the front left chest.



T-shirts are just \$10 each, and the Polo shirts are only \$20 each. You can have your name added to your shirt for a small additional fee.



Please see a member of the ERFT to order yours!

Pat Altman	HR
Malcolm Booker	Nursing Services
Quadir Collington	Unit 7
Marcus Gamble	Admissions
Katrina Griffin	Forensics
Barbara Johnson	Unit 3
Pat Johnston	Pharmacy
CarrieAnn Pizarro	Staff Development
Candace Raynor	RHA
Teresa Reynolds	Unit 10
Monika Rivera	Activity Therapy
Carolyn Thomas	Engineering
Jared Thomas	TIP
Antwone Williams	Food Services

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”

March 2nd.



Left to Right: Row 1: John Robertson, RHA, Gloria Nalls, Maria Manno, Desirae Rushin, Tracey Yarbrough, Row 2: Bobbie Winford, Marisha Dunham, Trenton Nelams, Travis Sims

March 2nd.



Left to Right: John Robertson, RHA, Tameka James, Jennifer Mullins, Kendra Hatchett, Row 2: Kyle Neely, Barbara Cunningham, Marcus Nelson, Kyle Switzer, Not Pictured: Cletus Oguchi

State of Georgia and
Developmental Disabilities

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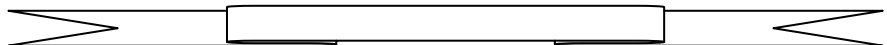
EMPLOYEE NEWS

“Welcome New Employees”

March 16 th.



Left to Right: Row 1: John Robertson, RHA, Leon Aaron, Vanessa Chung-Bryan, June Park Row 2: Ernest Powell, Andrew Rhea, Andriea Washington, JasminePowell



News From Human Resources

FAITHFUL SERVICE AWARDS

5 Years

Ruggero Davis Katrina Griffin
 Willean Fountaine Tiffany Jones
 Richard McClendon

10 Years

Beatrice Talley

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

Human Resources Monthly

Apr. 3rd. Manager Approval by Noon
 Please reconcile and move FSLA to OT Premium
 Apr. 15th. Pay Day
 Apr. 20th. Manager Approval by Noon
 Please reconcile and move FSLA to OT Premium
 Apr. 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. 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 April 1st. and April 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

Willie Bell, Jr.	Anna Cronin	Kimberly Kearse
Tangela Brice	Kristina Franks	Jennifer Niece
Lisa Cole	Judy Gordon	Angela None-Reed
Melissa Crawford	Phillip Hardy	Gloris Sanders
Darvis Upshaw		Jerome White

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
 Alexis Soller, 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

Holiday Monday April 27, 2015—Confederate Memorial Day (HR will be closed)

Leadership

You Asked, We Listened!

You asked that we establish a trained crisis team to de-escalate aggressive or upset individuals.

We listened: Currently, Nursing Services is working on bringing in more Agency staff and has had some success in doing so. Our Human Resource Recruiters also work closely with the universities to recruit new graduates to come work at West Central.

You, as an employee, are one of the best recruiting tools we have. Word of mouth is powerful, so we encourage you to tell people in the community about how great West Central is and encourage them to apply to work here.

More News!

Congratulations!

To:

Erin Picado

**Recently Awarded her Master
Social Work License
By the Georgia Composite
Board of PC< SW, and MFT**

Congratulations!

To:

Shanice Rice

**Recently Awarded her Master
Social Work License
By the Georgia Composite
Board of PC< SW, and MFT**

Staff Development & Training



ANNUAL UPDATE CLASS SCHEDULE:

Classes fill up fast. Please don't wait to schedule your Annual updates!

CPR—BLS

Friday, Apr 3, 8:00—12:00

Monday, Apr 20, 8:00—12:00

CPR & FIRST AID—HEARTSAVER

Monday, Apr 6, 8:00—3:00

ANNUAL PNS—PRO

Tuesday, Apr 7, 7:30—9:30

Tuesday, Apr 21, 1:00—3:00

Tuesday, Apr 28, 7:30—9:30

ANNUAL PNS—END USER

Tuesday, Apr 7, 9:30—11:30

Tuesday, Apr 21, 1:00—3:00

Tuesday, Apr 28, 9:30—11:30

ANNUAL SEIZURE MANAGEMENT

Tuesday, Apr 7, 1:00—3:00

(PBS)

Tuesday, Apr 21, 7:30—9:30

Tuesday, Apr 28, 1:00—3:00

ANNUAL INCIDENT MANAGEMENT

Wednesday, Apr 1, 8:00—9:00

Wednesday, Apr 8, 3:00—4:00

Wednesday, Apr 15, 8:00—9:00

Wednesday, Apr 22, 3:00—4:00

Wednesday, Apr 29, 8:00—9:00

SAFETY CARE RECERTIFICATION

Thursday, Apr 2, 8:00—5:00

Thursday, Apr 9, 8:00—5:00

Thursday, Apr 16, 8:00—5:00

Thursday, Apr 24, 8:00—5:00

ANNUAL INFECTION CONTROL

Friday, Apr 10, 3:00—4:00

Friday, Apr 17, 8:00- 9:30

Friday, Apr 24, 3:00—4:30

POSITIVE BEHAVIOR SUPPORTS

Thursday, Apr 23, 8:00—5:00

Staff Development & Training

Now offering evening classes:

Note: Additional Classes Being Offered

Wednesday, April 15th.

- 3:30 PM Annual Seizure Management—HH Room 27
- 3:30 PM Annual PNS Pro—HH Room B
- 5:00 PM Annual PRN Pro—HH Room 27
- 5:00PM Annual PNS End User—HH Room 27

Thursday, April 16th.

- 3:00 PM CPR—BLS—HH Room B
- 3:00 CPR & First Aid HH Room A
- 3:00 Annual Incident Management—HH Room 27

Register online today!!

Staff Development & Training



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

1. Login to your LMS (my.learning.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 emails 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, then email Crystal Robbins or CarrieAnn Pizarro to register.

Congratulations!

Kenneth Akerman Earns Certified Infection Control Credential

Kenneth Akerman, RN—Infection Control. Mr. Akerman earned his Certification in Infection Control (CIC) credential and has demonstrated a mastery of infections prevention and control knowledge by taking and passing this comprehensive examination. Certification is maintained through successful completion of a recertification examination every five years. The Certification Board of Infection Control and Epidemiology, Inc. (CBIC) administers the exam certifying individuals as Certified in Infection Control. The purpose of the certification process is to protect the public by providing standardized measurement of current basic knowledge needed for persons practicing infection control; encouraging individual growth and study, thereby promoting professionalism among infection control professionals who fulfill the requirements for certification. Individuals who earn their CIC credential join approximately 5,000 practitioners worldwide who are Certi-

April Birthdays



- 1Marckdaline St. Fort
- 1Alvin Gaskin
- 2Kenyatta Blacks
- 3Latoya Drake-Brite
- 3Laura Brockman
- 4Kenneth Akerman
- 4John Daniels
- 5Carolyn Eades
- 5Angelia Williamson
- 6Brittany Bell
- 8Erin Picado
- 9Steve Murphy
- 10Anntwann Gibbons
- 11Christi Grubbs
- 11Randy Weatherford
- 12Edia Feliciano
- 12Tulyer Turner
- 13Bobbie Winford
- 13Courtney Thomas
- 15Tamyah Mock
- 15Shinika Clark
- 15Andrea Godwin
- 16Wason Davis
- 16Jennifer Sharman

- 16Aphroditise Edge
- 17Sabrina Scott
- 18Tiffany Hairston-Lott
- 18April Taylor
- 18Shakill Gallimore
- 19Santos Morales
- 19Larry Williams
- 20Marion Cook
- 21Susan Chappell
- 21Fabian Farley
- 21Curtis Carter
- 22Ezra Jackson
- 22Samuel Page
- 23Sarah Callaway
- 23Willaina Gordy
- 23Cathyann Vaughn
- 24Jaime Reyes
- 25Abbey Ashby-Boyd
- 27Tremaine Stewart
- 27Allen Ott
- 28Tywann Challenger
- 28Kyle Switzer
- 28Beatrice Talley
- 29Melissa Hardy



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: 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

John L. Robertson, Regional Hospital Administrator
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FAX: (706) 568-2257



Sara Moran, Editor
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Email: Sara.Moran@dbhdd.ga.gov

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



Certified by the Centers for Medicare and Medicaid Services