

West Central Georgia Regional Hospital Regional Reflections

August 2015



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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QUALITY MANAGEMENT

The Joint Commission Corner

What is a Tracer?

A tracer, in terms of Joint Commission, is a method in which the surveyors will follow an individual's care from beginning to end, focusing on one major area of concern. For instance, a tracer could focus on aggression, medical issues, an elopement, a high risk condition, or even the treatment process overall. Why is this important for you to know? The use of tracers to evaluate quality of care is an excellent reminder to care providers to be mindful of each step on the process. It's not just good for a survey, it's best practice for providing care to the individuals we serve! If we are always alert to each step of a particular process, we are better able to spot problems if they arise and prevent errors before they occur.

What will surveyors do during a tracer?

- Review records (Electronic Medical Record, paper chart, seclusion and restraint documentation, etc.)
- Talk to staff, both direct care and clinical
- Observe the individual
- Interview the individual
- Tour the unit, mall areas, other areas as needed

QUALITY MANAGEMENT

The Joint Commission Corner

What will they be looking for/at?

- Discipline-specific assessment findings
- Risk assessment findings
- Planned interventions, outcomes
- Identified causes for specific problems (for example, aggression)
- Identified causes for specific problems (for example, aggression)
- Medications
- Interdisciplinary Team's involvement
- Environmental factors
- Any additional areas necessary to get the “big picture” of care

Overall, they will assess how all these factors play in to what the individual is experiencing and determine if we provided an appropriate level of care to meet this person's needs.

As you can see, tracers can be very intensive and detailed. During our next survey, there will be several types of tracers occurring, some at the same time. This can create a sense of anxiety for staff because often, you feel as if your work is under a microscope. In a way, that is true, but this microscope is meant to shine a light on what we are doing well and help us improve in those areas where we were not as successful. It also helps us to examine our work on an ongoing basis outside of survey times to make sure we consider how each duty we carry out plays into a much bigger picture of quality care.

Each and every thing you do at work counts towards making West Central the “beacon of hope” we aspire to be to our community. Remember that you are the most critical part of whatever you are involved in at work – with your hard work, you strengthen the chain of care. Without you, we are all less able to provide quality care. What you do matters!



**The need for blood is constant
The gratification is instant**

**West Central Georgia Regional Hospital
Blood Drive**

Thursday, August 6, 2015

12:00 PM—4:00 PM

Located in the Chapel

Please sign up at redcrossblood.org use

Sponsor Code: wegrh

Or contact unit supervisor

Red Cross T-shirt given to all donors!!!



UNDERSTANDING MENTAL ILLNESS (PART 5)

What We Can Do

Coping with Borderline Personality Disorder can be a challenge. Although the individual understands that their behaviors can be destructive, it can still be difficult to control.

Caregivers can encourage adherence to current treatment plans; understand the treatment plan; encourage participation in groups offered in the treatment mall; speak honestly and kindly; and react calmly even if the individual is in crisis.



Recovery is Possible

**KNOWLEDGE COLLEGE
Staff Development & Training**

PHONE: 706.568.5309
Building 12

<http://dbhdduniversity.com/>

Taken from www.NAMI.org

*Dr. Robert Connell & Dr. Delores Tarver,
WCGRH*

BORDERLINE PERSONALITY DISORDER

Borderline Personality Disorder (BPD) is characterized by difficulties in regulating emotions. This difficulty can lead to severe, unstable mood swings, impulsivity, poor self-image and stormy personal relationships. Because individuals with BPD can experience wide mood swings, they may display a great sense of instability and insecurity. Proper treatment and supportive staff makes **Recovery Possible**.



SIGNS & SYMPTOMS OF BPD:

- ⇒ Frantic efforts to avoid being abandoned by friends and family
- ⇒ Unstable personal relationships that alternate between idealization (“I’m so in love”) to devaluation (“I hate them”)
- ⇒ Distorted and unstable self-image, which affects moods, values, opinions, goals and relationships
- ⇒ Impulsive behaviors that can have dangerous outcomes (excessive spending, unsafe sex, substance abuse)
 - ⇒ Suicidal and self-harming behaviors
 - ⇒ Chronic feelings of boredom or emptiness
- ⇒ Inappropriate, intense or uncontrolled anger often followed by feelings of shame and guilt
- ⇒ Dissociative feelings, disconnecting from one’s thoughts or sense of identity or “out of body” type of feelings

KNOWLEDGE COLLEGE SPECIAL

HEAT ADVISORY

Inclement Weather Conditions

Staff Responsibilities

- Coordinate transportation needs with transportation department at 706-568-2365
- Notify appropriate Individuals that transportation is available
- Ensure Individuals are ready at the time of transportation
- Ensure Individuals get on and off vehicle safely (complete head counts prior to leaving, during boarding and upon arrival to destination)
- Provide assistance as needed
- Ensure Clients stay seated while vehicle IS MOVING

Heat Advisory issued June 17 at 3:44AM CDT until June 18 at 7:00PM CDT by NWS Birmingham Barbour; Bullock; Macon; Pike; Russell*
 In Columbus, temperatures in the 90s and "feel like" temperatures in the 100s. Some of the Valley is under a heat advisory in the afternoons so avoid outdoor time if you can.



KNOW THE SIGNS AND SYMPTOMS OF HEAT EXHAUSTION AND HEAT STROKE. WEAR LIGHT WEIGHT AND LOOSE FITTING CLOTHING WHEN POSSIBLE AND DRINK PLENTY OF WATER. ANYONE OVERCOME BY HEAT SHOULD BE MOVED TO A COOL AND SHADED LOCATION. HEAT STROKE IS A MEDICAL EMERGENCY CALL 5310

HIGH HEAT AND HUMIDITY COULD LEAD TO HEAT ILLNESSES. A HEAT ADVISORY MEANS THAT A PERIOD OF HOT TEMPERATURES IS EXPECTED. THE COMBINATION OF HOT TEMPERATURES AND HIGH HUMIDITY WILL COMBINE TO CREATE A SITUATION IN WHICH HEAT ILLNESSES ARE POSSIBLE. DRINK PLENTY OF FLUIDS, STAY IN AN AIR CONDITIONED ROOM, AND STAY OUT OF THE SUN.



NURSING SERVICES INCLEMENT WEATHER PROTOCOL

Provide appropriate clothing and transportation for Individual's who usually walk to the cafeteria Treatment Mall and/or other off unit activities during inclement weather.

Transportation will be provided for Individual's when any of the following conditions exist:

- A. Any falling precipitation (rain, hail, sleet or snow)
- B. The temperature is 95 degrees Fahrenheit or above (including heat index greater than 97 degrees) or 35 degrees or below.
- C. A severe weather warning or watch is?
- D. Any situation that could cause hazardous walking conditions.



Ice Cream Social

Lets Make a Banana Split

Wednesday August 12, 2015

2PM -4PM

Cafeteria



Sponsored by the WCRGH Foundation

August 2015

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”

July 1st.



Left to Right: John Robertson, RHA, Brandon Pugh, Olapeju Adajube, Shanika Mulrain , Jeannette Scott



State of Georgia and
Developmental Disabilities

EMPLOYEE NEWS

“Welcome New Employees”

July 16 th.

West Central Georgia
Regional Hospital
3000 Schatulga Road
Columbus, Georgia 31907
(706) 568-5000

Web Page
www.wcgrh.org



Left to Right: John Robertson, RHA, Row 1 Naomi Davis, Chelle Holloman, Justin Miles, Nakia Robinson Row 2: John Gonzalez, Jamontay Pilson,



Left to Right: John Robertson, RHA, Row 1: Michelle Donner, Ayanna Austin, Faith Colondres, Karen Fisher-Ford, Row 2: Richard Berlin, Christopher Holloway, Adrian Flowers

Congratulations!



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

News From Human Resources

FAITHFUL SERVICE AWARDS

5 Years

Kelly Farris
Nickia Stone

Michele Trowers
Sandra Vega

10 Years

Ronald Bird
Stacey Hammock

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

Human Resources Monthly

Aug 3rd. Manager Approval by Noon
Please reconcile and move FSLA to OT Premium
Aug 14th. Pay Day
Aug 18th. Manager Approval by Noon
Please reconcile and move FSLA to OT Premium
Aug 31th. 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 August 3rd. and August 17th. In HR from 1:00-5:00 PM

HAVE YOU ACCESSED YOUR SELF-SERVICE INFORMATION LATELY?

Goodbye and Farewell

Tassha Bryant

Simone Ivey

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

Staff Development & Training



Introducing our new “Block” Schedule for Annual Updates!

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:

Mon, Aug 3: 8:00 Safety Care Recert
 Tues, Aug 4: 8:00-12:00 Seizure and PNS
 1:00-3:30 Infection Control and Incident Management
 Wed, Aug 5: 8:00 CPR and First Aid

Block 2:

Mon, Aug 10: 8:00 CPR and First Aid (**BLS will be at 1:00)
 Tues, Aug 11: 8:00-12:00 Seizure and PNS
 1:00-3:30 Infection Control and Incident Management
 Wed, Aug 12: 8:00 Safety Care Recert

Block 3:

Mon, Aug 17: 8:00-12:00 Seizure and PNS
 1:00-3:30 Infection Control and Incident Management
 Tues, Aug 18: 8:00 Safety Care Recert
 Wed, Aug 19: 8:00 CPR and First Aid

Block 4:

Mon, Aug 24: 8:00 CPR and First Aid
 Tues, Aug 25: 8:00-12:00 Seizure and PNS
 1:00-3:30 Infection Control and Incident Management
 Wed, Aug 26: 8:00 Safety Care Recert

Positive Behavior Supports (PBS): Thurs, Aug 20, 8:00-5:00

ANNUAL NURSING SKILLS COMPETENCY

AUGUST 5th, 6th, & 7th, 2015



SKILLS INCLUDE:

**MEDICATION ADMINISTRATION/CODE BLUE & EMERGENCY PAGING
ORAL SUCTIONING/AED/ O2 SAT & O2 TANK/ACCU-CHEK SKILLS
HEAD TRAUMA & NEURO CHECKS/SEIZURE MONITORING**



Nursing Skills 7 Stations 3 Days

Wednesday August 5th, 2015

7AM until 11 PM in Chapel

Thursday August 6th, 2015

3 PM until 7 PM Friday in Honor Hall

Friday August 7th, 2015

8AM until 5PM in Honor Hall

**NO REGISTRATION- JUST WALK-IN
DURING THE SCHEDULED TIMES**



August Birthdays

1 Aisah Maston
 1 DeWayne Carter
 1 Tiffany Jones
 1 Tina Middleton
 1 Jonathan Jones
 2 Abede Tesfa
 3 Monika Rivera
 3 Maurice Brooks
 3 Naomi Davis
 4 Torie Webster
 4 Sara Moran
 5 Cynthia Nelson
 5 Felicia Hardaway
 7 Venus Rivers
 7 Frederick Smith
 7 Andrea Johnson
 8 Ashia Hill
 8 Kenneth Cribb
 8 Olivia Nickens
 9 Jeffery Robinson
 10 Mario McCorvey
 10 Courtney Perry
 10 Leonard Myles
 10 Debra Powell
 11 Sasha Schallock
 12 Martine Waldon
 12 Tammie Warrior
 12 Marcua Nelson
 12 Quinstar Coleman-Flanory
 13 Xaveria Lee
 13 Nora Colondres

14 Daniel Ikeagu
 15 Rick Garcia
 15 Sandra Vega
 16 Catherine Thomisee-Love
 17 Deborah Grant
 17 Alisha Roberson
 17 Riston Huddleston
 17 Trenton Nelams
 19 Derrick Gladen
 19 Patricia Johnson
 20 James Kennebrew
 20 Arpanda Golden
 22 Bonnie Hearon
 23 Ashley Chason
 23 Litosha Conner
 24 Kelly Farris
 24 Patricia Johnston
 24 Barbara Cunningham
 25 Beatina Butler
 26 Charlene Garner
 27 Linda Bykes
 27 Vanessa Thompson
 27 Darlene Donovan
 27 Brenda Hollis
 28 Therese Arreola
 28 Crystal Robins
 29 Quachetta Jones
 29 Lisa Sweat
 31 Michol Brooks
 31 Charles Jackson
 31 Nancy Wray

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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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