

# West Central Georgia Regional Hospital Regional Reflections

## July 2015

### Inside This Issue:

<u>Topic</u>	<u>Page</u>
Quality Management	
Joint Commission	1
MSDS	4
Knowledge College	7
New Employees	8 & 9
News from H.R.	10
S D & T	11 & 12
June Birthdays	13
Annual TB Screening	14

### Special Points of Interest

	<u>Page</u>
<b>Infection Control</b>	<b>2 &amp; 3</b>
<b>PSR Mail</b>	<b>5</b>
<b>Fishing Group</b>	<b>6</b>



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

The Joint Commission Corner

### “If It’s Not Documented, It Did Not Happen”

Many of us who have worked in the health care field for some time have heard variations on the above phrase. We have all been told numerous times to make sure our documentation is correct. What does that mean? And why is it so important to get this one element correct?

How would you feel if you requested a copy of your medical record from your physician and it had someone else’s information in it? What if they told you that your record had already been sent, with your permission, to your new doctor or to other providers? Or worse yet, what if your information with your name on it got into someone else’s records? It’s certainly a scary thought but this is precisely why Joint Commission has numerous elements of compliance regarding the quality and accuracy of a client’s medical record. Not only does the record contain personal (private) health information but it is also a legal document. Whether electronic (EMR) or on paper, documents that make up a client’s medical record should be regarded as one of the most important parts of your job.

Here at West Central, documents for direct care include progress notes, assessments, recovery plans, referrals, flow sheets, incident records, nursing notes, treatment notes, and discharge and aftercare plans. Joint Commission dedicates a whole chapter of standards to the “Record of Care, Treatment, and Services.” This set of standards addresses everything from neatness, timeliness, and authentication to the quality of the documentation itself. The expectation is that the medical record should be a clear and concise overview of the care and treatment of clients’ in our hospital. It should provide a comprehensive view of what was assessed, what was treated, what the outcomes were, and what the plans are moving forward. Every element of the medical record is addressed in some form by this Joint Commission chapter.

Ultimately, the cliché is true no matter what form it’s in – **if you didn’t document it, it did not happen.** The reverse is true as well. If you put it in writing, it’s considered fact. The easiest way to remember the importance of documentation, especially in a medical record, is to imagine yourself on a witness stand explaining what you wrote or didn’t write to a judge in a court of law. The other way is to imagine this record is about YOU! Be careful what you say and how you say it. Remember, this is one of the key ways we communicate care and ensure continuity between services and care providers.



# Infection Prevention

# and You



## Preventing foodborne illness

It's grilling season. Proper handling and preparation of food are important to prevent and avoid foodborne illnesses (food poisoning). Before you fire up the grill for summertime cookouts, picnics, and holiday celebrations, here is important information about foodborne illness.

### What is foodborne illness?

Foodborne illness is sometimes called "food poisoning." Each year, one in six Americans gets sick from eating contaminated foods or drinking contaminated beverages.

### What causes a foodborne illness?

The most common causes of foodborne illness are bacteria and viruses such as *Salmonella*, norovirus, *Clostridium perfringens*, *Campylobacter*, *Listeria monocytogenes*, and *Staphylococcus aureus*.

### Who is at risk for foodborne illness?

Foodborne illness can affect anyone who eats contaminated food. Certain groups like pregnant women, older adults, and people with chronic illnesses are more likely to get sick from contaminated food.

### What are the symptoms of a foodborne illness?

Common symptoms include upset stomach, abdominal cramps, nausea and vomiting, diarrhea, fever, and dehydration. Symptoms can be mild to severe.

### What can you do to protect yourself and your family from food poisoning?

Follow these steps to prevent foodborne illness: clean, separate, cook, chill, and report.

**Clean:** Germs can survive in your hand, utensils, and cutting boards.

- ☑ **Wash hands** often with soap and water for 20 seconds, scrubbing the back of your hands, between fingers, and under nails. To prevent cross contamination, make sure to wash your hands each and every time after handling raw meat.
- ☑ Wash surfaces and utensils with soap and hot water after each use.
- ☑ Wash fruits and vegetables before you peel or cut them.
- ☑ Do not wash meat or poultry. This can cause bacteria from the raw meat and poultry juices to splash and spread to other foods, utensils, and surfaces.



# Infection Prevention and You Contin)

**Separate:** Germs are spread by cross-contamination.

- ☑ Use separate cutting boards, plates, and utensils for uncooked produce (e.g., vegetables, fruits) and uncooked meat, poultry, and seafood.
- ☑ Separate meat, poultry, seafood, and eggs from other foods in your shopping cart at the grocery store.
- ☑ Separate meat, poultry, seafood, and eggs from all other foods in your refrigerator.

**Cook:** Cook to the right temperature.

- ☑ Use a food thermometer to make sure food is cooked to the right temperature.
- ☑ Internal temperatures: whole meats at 145°F; ground meats at 160°F; and, poultry at 165°F.

**Chill:** Refrigerate promptly and properly.

- ☑ Refrigerate perishable food within two hours.

**Report:** Call your healthcare professional if you think you have food poisoning.

- ☑ Call 911 if it's an emergency.
- ☑ Contact your local health department if you think you or someone you know became ill from eating a certain food from a restaurant.

## Additional resources

CDC and food safety—Centers for Disease Control and Prevention <http://www.cdc.gov/foodsafety/cdc-and-food-safety.html>

Prevention and education—Centers for Disease Control and Prevention <http://www.cdc.gov/foodsafety/prevention.html>

Listeria infection—APIC consumer alert <http://tinyurl.com/APIC-listeria>

Foodborne illness—APIC consumer alert <http://tinyurl.com/APIC-foodborne-illness>

Clean your hands often—Infection Prevention and You

Use safe cooking practices—Infection Prevention and You <http://tinyurl.com/APIC-clean-your-hands>

Food safety at a glance—FoodSafety.gov <http://www.foodsafety.gov/keep/charts/mintemp.html>

Washing food: Does it promote food safety?—United States Department of Agriculture <http://tinyurl.com/USDA-washing-food>

Updated: 6/9/2015

To All Staff,

MSDS Instructions / Joint Commission Alert

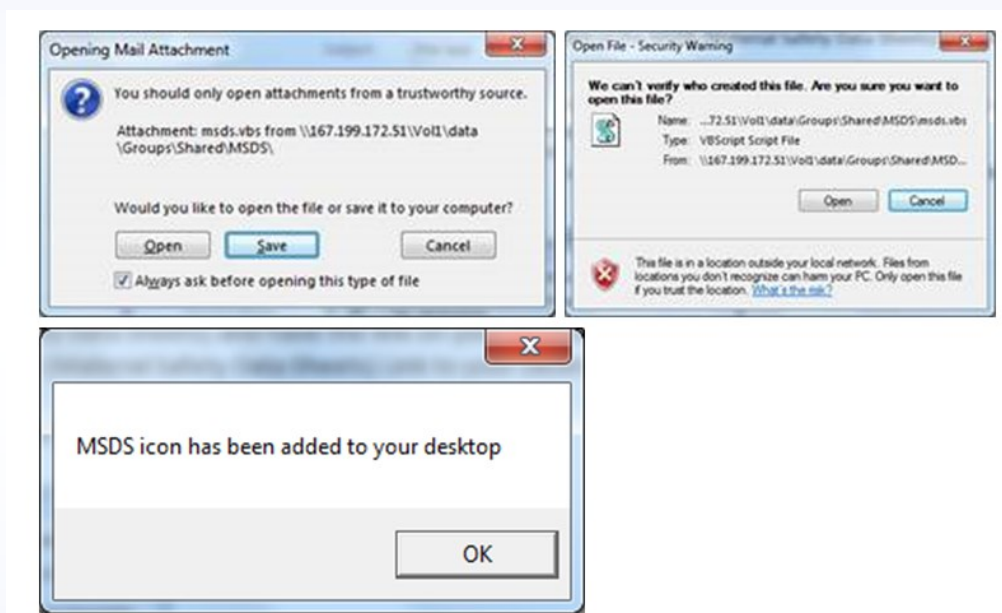


## MSDS (Material Safety Data Sheets)

Please ensure you are aware of the MSDS (Material Safety Data Sheets) and have the link on your desktop.

Follow the instructions below to automatically add MSDS (Material Safety Data Sheets) Link to your Desktop and Browser Favorites.

- 1) [Click Here](#) to add MSDS icon to your desktop and when prompted select “Open” twice.



- 2) [Click Here](#) to add the MSDS icon to your browser favorites and when prompted select “Open” twice.

If you have questions please contact the following individual(s):

Rick Garcia Safety Officer (706) 568-5225

Marcia Capshaw COO / Interim Director of Quality Management (706) 568-5383

Brent Eaton Ops Analyst Quality Management (706) 565-4042



### **The Psychosocial Rehabilitation (PSR) Malls**

The Activity Therapy Department was the first to supervise and run the "Treatment Malls" at WCGRH. Beginning in 2004, classes were initially provided in Building Four with just a few Individuals in attendance. Two years later a more "formal mall" was begun in Building Six. The mall served about 20-25 clients a day and classes were provided by AT as well as Social Work and Psychology.

In 2007, the malls were expanded to serve more Individuals and by 2008, West Central elected to provide services to all of our individuals, regardless of their forensic status. The PSR malls were established in Building Six to serve Units Two and Nine while Building Eleven was set up to provide mall services for Unit Ten. A mall was also set up on Unit Three to serve our Adult Mental Health Individuals. A few years later, Unit Seven opened its own PSR mall, bringing a total of four PSR mall sites to our campus. WCGRH was and still is the only hospital in the state that offers formal PSR mall services to every individual in our facilities. Our mall system has been acknowledged by Joint Commission, the Department of Justice and Dr. Nirbay Singh's consultant team as a standout program in the state.

In 2012, PSR became a separate department from Activity Therapy and developed its own statewide policy and planning committee. Heather Smith was the first PSR Coordinator and the department grew from a staff of one to almost 20 in a little under 2 years. Cliff Pass obtained the position of Assistant PSR Coordinator in 2014 later becoming West Centrals' second PSR Coordinator in 2015. Anne Stutson was selected earlier this year to assume the role of Assistant PSR Coordinator.

The PSR Mall is a centralized approach for delivering therapeutic services. The individual may select classes or groups for real-life functioning. These are designed for improving the lifestyle of the individual. The PSR Mall includes groups and individual therapies created to assist the individual with recovery, symptom management, personal skills development, and life enrichment. Extending beyond the context of a building or a place, mall services are based on the needs of each person. PSR Mall is designed to ensure each individual receives intensive individualized services which promote increased wellness, enhanced quality of life and the ability to thrive in the community. Mall services are provided in an environment which is culturally sensitive and strength-based.

The PSR Malls deliver active treatment for a required 20 hours per week to appropriately 176 individuals. Two morning and two afternoon groups are offered daily for a total of four groups/therapeutic sessions each day. The Mall offers approximately 337 groups each week.

The PSR Department currently has 20 staff positions to include Coordinator Cliff Pass, Assistant Coordinator Ann Stutson, Clinicians Sabrina Scott and Amber Hart, Social Worker Allen Ott, PSR facilitators Dawanna Young, Michol Brooks, Cedric Jones, Valerie Lake and Maria Manno, LPN Supervisors, Ahkelia Wynn and Litosha Conner and Instructors Martina Baggs, Shelia Gray, Michael Barnhill, Angela Miles, Bunita Johnson and Steven Miles all of who bring an enormous amount of experience to our Treatment Malls.

We salute all of our staff members in the PSR Department for their dedication and hard work. Through their efforts, our Individuals are able to learn about their illnesses, ways to manage symptoms, the importance of medication management and strategies for relapse prevention.



## West Central Georgia's Fishing Group Makes a Big Splash

Beginning this fall quarter, the Rehabilitation Services Department opted to begin some new groups and activities for our Individuals. This month, our new Fishing Group is featured. On Wednesday, June 10<sup>th</sup>, 2015, a carp weighing between 25 - 30 pounds was caught in our campus lake by one of our faithful fishing group Individuals. The bait used to hook this monster was stink bait catfish chunks. Once the fish was hooked, it took about 5 - 10 minutes to finally get him in the net. This individual had been fishing for 40 minutes and caught it on the last cast for the day. Prior to catching the *Big One* he had caught 2 catfish with the largest being 6 - 7 pounds and a bream that was so big you could barely put your hand around it. Other group members were able to hook a catfish and several bream. Fishing Group Leaders for the day included Shelia Gray (PSR) who has been with West Central for many years and relatively new comer Kyle Switzer (AT) who joined the hospital earlier this year. Both enjoy fishing and have helped to make this program a great success.

There are 5 individuals in the fishing group where they discuss coping and relaxation skills. The Individuals learn how to be patient and calm during the wait and anticipation of catching a fish. They are able to talk to staff and other individuals in a friendly and laid back environment about things they plan to do when they are released, along with other things that they can do now to cope with life stressors. In the classroom, Staff Members cover safety rules for fishing and hints about different fishing hook knots that can be tied, different types of baits and what fish the bait is primarily used for. The Group also learns about different species of fish and how to identify one fish from another. Group Leaders are planning to have a fish fry in the upcoming weeks where the Individuals will be able to enjoy the fish that they have caught throughout the quarter.

Article written by Kyle Switzer and Dianna Byrd

## Knowledge College

### What We Can Do

*Coping with the ups and downs of Bipolar disorder isn't easy. As caregivers, we should recognize early symptoms; effectively communicate with our individuals; and react calmly and rationally. Even in situations where our individuals "go off", remain calm, listen so they know they are understood and work towards a positive outcome.*



*Recovery is Possible*

**KNOWLEDGE COLLEGE**  
**Staff Development & Training**  
**Building 12**

PHONE: (706)568-5309

<http://dbhdduniversity.com/>

## UNDERSTANDING MENTAL ILLNESS (PART 4)

*Taken from [www.NAMI.org](http://www.NAMI.org)  
 Dr. Delores Tarver, WCGRH*

### BIPOLAR DISORDER

Bipolar Disorder is a chronic mental illness that causes dramatic shifts in an individual's mood, energy and ability to think clearly. Individuals with this disorder have high and low moods known as mania and depression. These moods are different from your typical "ups" and "downs" that most people experience. With mania, individuals may feel extremely irritable or euphoric. During these times individuals may behave impulsively, make reckless decisions or take unusual risks. Depression produces a combination of physical and emotional symptoms that can inhibit an individual's ability to function nearly every day for approximately 2 weeks. If not treated, the symptoms usually get worse. But, with a lifestyle that includes self-management, a good treatment plan and dedicated staff working with them,

*Recovery is possible.*



### TYPES OF BIPOLAR ILLNESS

- ⇒ **Bipolar I**, an illness in which an individual has experienced one or more episodes of mania. Most individuals diagnosed with Bipolar I will have episodes of both mania and depression with episodes lasting at least 7 days.
- ⇒ **Bipolar II**, individuals experience depressive episodes shifting back and forth with hypomanic episodes, but not a full manic episode.
- ⇒ **Bipolar Disorder "other specified" & "unspecified"**, the individual does not meet the criteria for Bipolar I or II but has had periods of clinically significant abnormal mood elevation. .

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**

## *“Welcome New Employees”*

*June 1st.*



*Left to Right: John Robertson, RHA, Andrea Monroe, Laticsha Springs,  
Derrick Gladen, Tremekia Weston:*





State of Georgia and  
Developmental Disabilities

# EMPLOYEE NEWS

## “Welcome New Employees”

June 16 th.

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

Web Page  
[www.wcgrh.org](http://www.wcgrh.org)



Left to Right: John Robertson, RHA, Myron Gaskins, Mario McCorvey,  
Ryles Smith, Eric Williams, Jr., Demetris Jessie



Left to Right: John Robertson, RHA, Dena Waldrep, Jennifer Karns,  
Ivonna McCoy, Sandra Wilson, Jessica Smith

## News From Human Resources

### \*FAITHFUL SERVICE AWARDS\*

**5 Years**

Rhine Coleman  
 Patricia Johnson  
 Clifford Pass

**10 Years**

Ladaryl Barker  
 Carolyn Eades  
 Gavin Glasgow

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

**Human Resources Monthly**

Jul 2nd. Manager Approval by Noon  
 Please reconcile and move FSLA to OT Premium  
 Jul 15th. Pay Day  
 Jul 17th. Manager Approval by Noon  
 Please reconcile and move FSLA to OT Premium  
 Jul 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](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 July 1st. and July 16th. In HR from 1:00-5:00 PM**

**HAVE YOU ACCESSED YOUR SELF-SERVICE INFORMATION LATELY?**

### Goodbye and Farewell

Leon Aaron  
 Mary Baker  
 Katie Brantley  
 Zackaria Cherif  
 Natalie Colley  
 Anthony Dougherty  
 Frank Ford

Gale Ford

Ortha Gonzalez  
 Linda Greer  
 Ennis Harris  
 Tanisha Hemingway  
 Nijee Henley  
 Candace Howard  
 Simone Ivey

Felisha Kitchen

Bernadette McGhee  
 Barbara Passmore  
 Uraina Payton  
 Beatrice Talley  
 Dolores Tarver  
 Quinza Washington  
 Eva Williams

## Human Resources Department

**HR Representatives:**

Peri Johnson, Human Resources Manager  
 Sandra Brown, Employee Relations Specialist  
 Vonceil Plump, Personnel Tech II  
 Paul Fahnestock, 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

## ANNUAL UPDATE CLASS SCHEDULE:

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

### CPR—BLS

Monday, July 6 8:00—12:00  
 Tuesday, July 14 8:00—12:00  
 Monday, July 20 8:00—12:00  
 Monday, July 27 1:00— 5:00

### CPR & FIRST AID—HEARTSAVER

Monday, July 6 8:00— 3:00  
 Tuesday, July 14 8:00— 3:00  
 Monday, July 20 8:00— 3:00  
 Monday, July 27 8:00— 3:00

### ANNUAL PNS—PRO

Tuesday, July 7 10:00—12:00  
 Wednesday, July 15 8:00—12:00  
 Wednesday, July 29 10:00—12:00

### ANNUAL PNS—END USER

Tuesday, July 7 10:00—12:00  
 Wednesday, July 15 8:00—10:00  
 Wednesday, July 29 10:00—12:00

### ANNUAL SEIZURE MANAGEMENT

Tuesday, July 7, 8:00—12:00  
 Wednesday, July 15 10:00—12:00  
 Wednesday, July 29 8:00—10:00

### ANNUAL INCIDENT MANAGEMENT

Tuesday, July 7 2:30— 3:30  
 Wednesday, July 15 2:30— 3:30  
 Wednesday, July 29 2:30— 3:30

### SAFETY CARE RECERTIFICATION

Thursday, July 9 8:00— 5:00  
 Thursday, July 16 8:00— 5:00  
 Tuesday, July 28 8:00— 5:00

### ANNUAL INFECTION CONTROL

Tuesday, July 7 1:00— 2:30  
 Wednesday, July 15 1:00— 2:30  
 Wednesday, July 29 1:00— 2:30

### POSITIVE BEHAVIOR SUPPORTS(PBS)

Thursday, July 23 8:00—5:00

# 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.



Starting in August, Staff Development will start going to a “block scheduling” format. This means that you will take all of your annual training classes over 3 days and be finished with all training until the next year. When we start this at the beginning of August your Program Associate will reach out to Staff Development and will register you for your classes. More information on this will be coming.



# July Birthdays



1 Tommie Smith  
 1 Henry Pass  
 3 Crystal Williams  
 3 Lisa Wilcox  
 3 Paula Campbell  
 3 Karin Thompson  
 3 Stephon Upshaw  
 3 Candice Lockhart  
 3 Brandon Pugh  
 4 George Sutton  
 5 Kendra Hatchett  
 5 Shelia Gray  
 5 Tony Mills  
 6 Lisa Long  
 8 Teresa North  
 9 Tasha Bryant  
 9 Evon Johnson  
 10 Charles Grant  
 11 Rebecca Huggins  
 12 Amber Sims  
 12 Michele Trowers  
 13 Anika Lawson  
 13 Christina Mills  
 14 Eric Williams  
 14 Tameca Woodside-Wilson  
 14 Lawonna Parks  
 15 Carolyn Grier

17 Caryn Thompson-Jones  
 17 Lessie Walton  
 17 Cornelia Bordeaux  
 19 Antwone Williams  
 21 Mable Semper  
 22 Richard Byrd  
 23 Venus Rice  
 25 Jasmine Pollard  
 26 Tammy King  
 26 Tony Moses  
 26 Richard McLendon  
 27 Cassandra Martin-Hutchins  
 27 Latanya Eadie  
 27 Laci Holquin  
 28 Wanda Donovan  
 28 Daphne Collington  
 29 Kim Gallimore  
 29 Rosemary Boles  
 29 Vonceil Plump  
 31 Willean Fountain  
 31 Tamara Lyn  
 31 Mario Murrell

## 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>.



John L. Robertson, Regional Hospital Administrator  
Phone: (706) 568-5000  
FAX: (706) 568-2257



Sara Moran, Editor  
Phone (706) 568-2185  
Email: [Sara.Moran@dbhdd.ga.gov](mailto: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 interested 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 [WCGRHComplianceOffice@dhr.state.ga.us](mailto:WCGRHComplianceOffice@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**