



# West Central Georgia Regional Hospital Regional Reflections

March 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

## Quality Management The Joint Commission Corner

*(This month's article is taken from the Joint Commission Online, November 5, 2014)*

Be vigilant about environmental hazards that affect patient safety

The Joint Commission requires hospitals and critical access hospitals to conduct environment of care (EC) tours every six months in patient care areas, and every year in non-patient care areas. These tours help organizations identify improvement opportunities and help EC professionals spot safety hazards. However, it is not the only time staff should be on the lookout for safety hazards. This article discusses frequently occurring safety hazards in the EC and provides strategies for eliminating the hazards and maintaining a safe environment.

### Frequently occurring EC safety hazards and strategies for improvement:

► Propped-open doors

*Problem: To help with air flow, ventilation, or temperature control, staff prop open a door. Most doors that open onto a corridor must be self-closing and remain closed at all times to separate the corridor from the room in case of fire.*

- Evaluate the effectiveness of the heating, ventilating, and air conditioning (HVAC) system. Confirm that the system is functioning as designed. It is possible that the system needs additional controls to meet the occupants' needs.

- For doors that can be kept open, install a magnetic "hold open" device interfaced with the fire alarm system. In case of fire, the magnetic connection is severed, and the door closes automatically, protecting the room's occupants.

► Space heaters

*Problem: Since space heaters increase fire risk, they are prohibited in patient sleeping and treatment areas (which includes the nurses' station).*

- Perform a detailed evaluation of your HVAC system to see if performance can be enhanced throughout the facility.

- Not using space heaters is the safest course of action, but space heaters are allowed in an office – such as a nurse manager's office – or an admitting area, which is separated from all sleeping and treatment areas by a door or wall.

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March 17, 2015



## The Joint Commission Corner (contin)

### ► Personal protective equipment (PPE)

*Problem: Staff doesn't follow the organization's policy for wearing PPE.*

- During the EC tour, verify that staff understand and consistently comply with the organization's PPE policy. For example, in maintenance areas where there are saws, grinders, vapors and fumes, staff should use eye, ear, respiratory and foot protection, and helmets (when warranted). For more guidance on proper PPE for specific situations, see the Occupational Safety and Health Administration (OSHA) guidelines (for example, 29 CFR 1910.132).

- Have proper signage indicating when PPE is necessary.

### ► PPE is not in good working order

Periodically evaluate lead aprons and other protective gear to ensure that there is no cracking or shielding material displacement.

- Periodically evaluate equipment used to protect patients, such as the collars placed on patients during an X-ray.

### ► Lighting

*Problem: A burned-out light bulb in an exit sign can be a significant safety hazard.*

- The Joint Commission requires organizations to have two-bulb exit fixtures so that the loss of one bulb will not leave an area in total darkness.

*Problem: Appropriate lighting is important for patient care areas to ensure that staff can correctly read identification badges, charts, and information.*

- Assess lighting conditions at various times to gauge whether lighting is suitable for the activities taking place. If lighting levels are not sufficient, explore ways to add lighting.

- Ask staff members about their perceptions of lighting to see if there are any concerns about light level and intensity.

### ► Cleaning

*Problem: Accumulation of dust, dirt, and potential microbial contaminants on and under environmental surfaces serves as a potential reservoir for microorganisms.*

- Routine environmental cleaning is necessary to maintain a standard of overall organizational cleanliness. There are requirements, established by government regulation and guidelines issued by the Centers for Disease Control and Prevention (CDC), for maintaining the cleanliness of the health care environment.

- Each health care organization must have and follow written policies and procedures for environmental cleaning.

*Problem: Odors from trash or cleaning products may be offensive to patients and staff.*

- Have processes in place for limiting and managing odors.

- Check that these processes are consistently followed.

- Empty trash more frequently or at different times.

*Problem: In order to clean, housekeeping staff may raise alarm pulls, display wet floor signs, open drawers, or in other ways alter the clinical environment so that it is not ready for use.*

- Train housekeeping staff to return the environment to a "ready" state to fully support clinical use.

- Check that these processes are consistently followed.

## The Joint Commission Corner (contin)

*Problems: Lack of responsibility for environmental risks*

*Staff members ignore spills and other hazards.*

• Standard EC.03.01.01, elements of performance 1-3, require organization staff and licensed independent practitioners to remain vigilant about physical risks and take responsibility for addressing them.

▪ **Ensuring a safe environment requires commitment from all staff. When such a commitment is present, an organization can foster an environment that supports the best possible care for patients.**

Do any of these problems exist in your work areas? What can you do to be proactive to help ensure a safe environment for both staff and individuals?



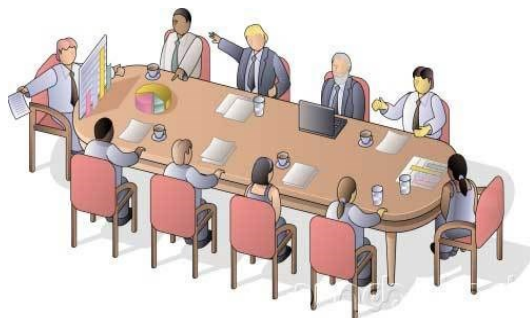
# Thank You

**Dear West Central Georgia Regional Hospital Staff:**

**My family and I want to thank you for your kindness and the flowers which were received during the loss of my Dad. Your thoughts and support were very appreciated. May God richly bless each of you for the expressions of sympathy conveyed.**

**Sincerely,  
The Family of Frank A. Crowe  
Greg Crowe, Risk Management**

# More Joint Commission Information



## WHAT IS THE JOINT COMMISSION?

An independent, not-for-profit organization, The Joint Commission accredits and certifies more than 20,500 health care organizations and programs in the United States. Joint Commission accreditation and certification is recognized nationwide as a symbol of quality that reflects an organization's commitment to meeting certain performance standards. (Taken from [http://www.jointcommission.org/about\\_us/about\\_the\\_joint\\_commission\\_main.aspx](http://www.jointcommission.org/about_us/about_the_joint_commission_main.aspx)) West Central Georgia Regional Hospital has been continuously accredited by the Joint Commission since it opened in 1974.

## WHEN WILL WE BE SURVEYED?

Our next survey will be unannounced. This means we will not receive prior notice of our survey dates. We will most likely have a full integrated hospital survey any time between now and the end of February, 2016. Our objective is to maintain continuous compliance with TJC standards at all times – **100% compliance, 100% of the time.**

## HOW WILL WE KNOW WHEN THE SURVEY BEGINS?

The hospital will be notified by 7:30 a.m. of the morning of the survey. An action plan is in place to notify all areas of the hospital as soon as possible when the survey process begins. This plan includes a method of quick notification of the arrival of the surveyors similar to our process used for emergency situations. Each person will have specific assignments to carry out at the time of notification. Client care units will be given a checklist that will prompt them to check for specific details prior to the arrival of the surveyors (such as checking for immediate safety issues, cleanliness, medication room check, etc.). (See *"The Joint Commission Survey, 03-324"* in *Policy Stat* for more information)

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"

*February 2nd.*



*Left to Right: Row 1: John Robertson, RHA, Charles Jackson, Justine Wade, Gloria Sanders, Pius Adejube Row 2: Zackaria Cherif, Antwain Rumph*

*February 17th.*



*Left to Right: John Robertson, RHA, Fabian Farley,, Kevin Leonard, China Johnson, Vontressia Mays, Angelica Gonzalez-Echevarria*



***March 30, 2015 National Doctor's Day***



A TRIBUTE TO ALL WCGRH  
DOCTORS' AND APRNS'

A Special **“Thank You”** to each of you for your daily caring and dedication to our client's here at West Central Georgia Regional Hospital.



## Social Work Month

March 2015 Social Workers will celebrate National Social Work Month

The theme “Social Work” paves the way for change” was selected to convey what NASW and the social work profession have done over the past six decades to bring about positive changes in society and for individuals served.

Please take a moment to thank the social work staff on your units for the work they do and the contributions their roles play in insuring quality care as such pertains to care giving and recovery.

## National Nutrition Month

March 2015

Thank You to All Food Service Employees



Reduce Risk of Chronic Disease and Promote Overall Good Health!

Let us focus on making better food choices, as well as getting daily exercise in order to achieve and maintain a healthy lifestyle and reduce risk of chronic disease and promote overall good health.



## News From Human Resources

### \*FAITHFUL SERVICE AWARDS\*

5 Years

Cherrie Mason

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

#### Human Resources Monthly

Mar. 3rd. Manager Approval by Noon

Please reconcile and move FSLA to OT Premium

Mar. 13th. Pay Day

Mar. 17th. Manager Approval by Noon

Please reconcile and move FSLA to OT Premium

Mar. 31st. 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 March 2nd. and March 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

Juliette Colbert	Daryl Gibbs	Hester Leach	Dawnelle Robinson	Marsha Thompson
Rodney Dent	Ivey Simone	Demetria Leslie	Alethea Scott	Khalfani Walker
Britni Edwards	Deborah Jackson	Kelcey McCray	Jacqueline Scott	Kendall Walton
Edila Feliciano	Ramesh Kannegenti	Jarvis Perry	Arlena Shaw	Cordell Williams
Kelly Fraser	Terrance Kearse	Tanya Riley	Denita Sherrill	Latrice Williams
		Jamie Wright		

## 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



# Leadership

## You Asked, We Listened!

**You asked** for a safety committee to be established to identify and address safety concerns.

**We listened:** We have an existing safety committee comprised of multiple departments that meets every morning to discuss any incidents that occurred the night before and how to potentially prevent them from happening again.

In addition, a performance improvement team for aggression has been ongoing and remains active to assist in addressing ways to help reduce aggressive incidents.

Additionally, Staff Development and Training can meet with staff any time there is an instance of seclusion and restraint to discuss concerns about the incident and how the incident can potentially be prevented in the future.

**More News!**

**Congratulations!**

**To:**

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

**Congratulations!**

**To:**

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

# Knowledge College



*Neurotransmitters are chemical messengers in the brain*



*Recovery is Possible*

**KNOWLEDGE COLLEGE**  
**Staff Development & Training**

PHONE: 706.568.5309  
**Building 12**

<http://dbhdduniversity.com/>

## UNDERSTANDING MENTAL ILLNESS (PART 1)

*(Taken from www.NAMI.org)*

### WHAT IS MENTAL ILLNESS?

A mental illness is a medical condition that disrupts a person's thinking, feeling, mood, ability to relate to others and daily functioning. Just as diabetes is a medical disorder of the pancreas, mental illnesses are medical disorders that affect Neurotransmitters (chemical messengers in the brain). The result is diminished capacity for coping with the everyday demands of life.



Mental illnesses include major depression, schizophrenia, bipolar disorder, obsessive compulsive disorder (OCD), panic disorder, post-traumatic stress disorder (PTSD), and borderline personality disorder.

The good news about mental illness is that **RECOVERY IS POSSIBLE!**



### WHO HAS MENTAL ILLNESS?

- Mental illnesses can affect anyone of any race, age, religion or financial standing.
- Mental illnesses are not the result of personal weakness, lack of character or poor "home-training".
  - Mental illnesses are treatable.

Most individuals diagnosed with a serious mental illness can experience relief from symptoms by actively participating in an Individual Recovery Plan (IRP).

# Staff Development & Training



## Annual Update Class Schedule

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

### CPR—BLS

Monday, Mar 2, 8:00—12:00  
Monday, Mar 16, 8:00—12:00  
Monday, Mar 30, 8:00—12:00

### CPR & FIRST AID—HEARTSAVER

Monday, Mar 9, 8:00—3:00

### ANNUAL PNS—PRO

Tuesday, Mar 3, 9:30— 11:30  
Tuesday, Mar 10, 7:30— 9:30  
Tuesday, Mar 17, 1:00 - 3:00  
Tuesday, Mar 31, 9:30— 11:30

### ANNUAL PNS—END USER

Tuesday, Mar 3, 1:00— 3:00  
Tuesday, Mar 10, 9:30—11:30  
Tuesday, Mar 17, 7:30— 9:30

### ANNUAL INCIDENT MANAGEMENT

Wednesday, Mar 4, 8:00—9:00  
Wednesday, Mar 11, 3:00—4:00  
Wednesday, Mar 18, 8:00—9:00  
Wednesday, Mar 25, 3:00—4:00

### SAFETY CARE RECERTIFICATION

Thursday, Mar 5, 8:00—5:00  
Thursday, Mar 19, 8:00—5:00

### ANNUAL INFECTION CONTROL

Friday, Mar 6, 8:00—9:30  
Friday, Mar 13, 3:00—4:30  
Friday, Mar 20, 8:00—9:30  
Friday, Mar 27, 3:00—4:30

### ANNUAL SEIZURE MANAGEMENT

Tuesday, Mar 3, 7:30— 9:30  
Tuesday, Mar 10, 1:00— 3:00  
Tuesday, Mar 24, 9:30—11:30  
Tuesday, Mar 31, 7:30— 9:30

### POSITIVE BEHAVIOR SUPPORTS (PBS)

Thurs. Mar 19, 8:00—5:00

# Staff Development & Training

Now Offering Evening Classes!!

Wednesday, March 25th

3:30 pm— 5:30 pm Annual PNS Pro

5:30 pm— 7:30 pm Annual Seizure Management

8:30 pm—10:30 pm Annual PNS End User

Register Online Today!!



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

1. Login to your LMS ([my.learning.dbhdduniversity.com](http://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.



1. Rebecca Fowler
1. Henderson Kevin
2. Kristi Wilborn
2. Estella Schreane
2. Curtis Alexander
2. Elaine Carter
2. William Brown
2. Quadir Collington
3. Maduabuchi Arum
3. Darrelle Rather
5. LaToya Barron
5. Shron Reeves
5. Barnett Lampley
6. Monique Coleman
7. Glenn Morgan
7. Felecia Mathews
7. Brian Jones
8. Michael Upshaw
8. Kendra Lucas
8. Devontae Simmons
9. Jacquelyn Ezell
10. Mark Smith
10. David Goldsmith
11. Marcus Gamble
11. Marvin Kears
11. Brian Fisher
11. Leroy Boatswain
12. Charlene Lee



- 12.. Anne Stutson
12. Joyce Ransefore
13. Letrica Marshall
13. Timothy Finch
14. Daimeon Turner
14. Christie Jolley
15. Kathleen Land
15. Nicolise Claassens
17. Linda Burns
17. Clifford Pass
18. Tacara Hemingway
19. Dorothy Williams
19. Joseph Redley
21. Steven Jenkins
22. Bettye Williamson
25. Andre Powell
25. Jessika Woods
26. London Brown
26. Michelle Harvey
26. Jaryl Barley
27. Salena Freeman
27. Yolanda Pearson
27. Cassandra Garrison
27. Yvone Willis
28. Mary Wilbon
30. Genesis Hunter
30. Tara Phillips
30. Gloria Brown





## 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

## Material Data Safety Sheets (MSDS) Access:

Please ensure you know how to access the MSDS (Material Safety Data Sheets)


- A) *Go to the WC employee information intranet web page and click on MSDS Link under Quick Links*
- B) Toll Free Number to access information about MSDS (888) 362-7416

# MSDS


## Material Safety Data Sheets

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**For online access to an MSDS**  
**Click the MSDS**  
**desktop link**





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**To have an MSDS faxed to you:**  
**Contact MSDSonline**  
**1-888-362-7416**  
**24 HRS/DAY — 7 DAYS/WEEK**

Please have the following information on hand when calling:

- Product Name
- Manufacturer Name
- Your Fax Number
- Product Code (optional)



If you have questions please contact the following individuals:

Rick Garcia Safety Officer (706) 568-5225

Marcia Capshaw Director Quality Management (706) 568-5383

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

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  
Phone: (706) 568-5000  
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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 [WCGRHComplianceOffice@dhr.state.ga.us](mailto:WCGRHComplianceOffice@dhr.state.ga.us) or call The WCGRH Compliance Officer, Felicia Hardaway at (706) 568-2471



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