

# West Central Georgia Regional Hospital Regional Reflections

October 2015

## Inside This Issue:

<u>Topic</u>	<u>Page</u>
Quality Management	
Joint Commission	1
New Employees	7–8
News from H.R.	9
S D & T	10
October Birthdays	11
Annual TB Screening	12

## Special Points of

<u>Interest</u>	<u>Page</u>
A Chance to March	
On Washington	2
Nature Group	3
FLU VACCINE	4–5
Pharmacy Week	6

Welcome



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

# Patient Complaints and Grievances

Both TJC and CMS require us to adequately address patient complaints and grievances.

If a patient says “I want to make a complaint” or “I want to file a grievance” it is **MANDATORY** that we allow them to do that. We **MUST** give them directions on how to do that (i.e. provide a complaint form to them, refer them to the patient advocate, or assist them in writing the grievance”.

If someone says “I wrote a grievance letter” or “I filled out a form and gave it to staff” and it is not followed up on, then we would be in serious trouble with CMS and TJC.

Please do not discard someone’s complaint/grievance because you are worried it may say something about you. Unless you have actually done something wrong, you have nothing to worry about.

Please do not hold on to complaints and grievances. Per CMS and TJC we have 7 days to respond to the patient’s complaint in writing.

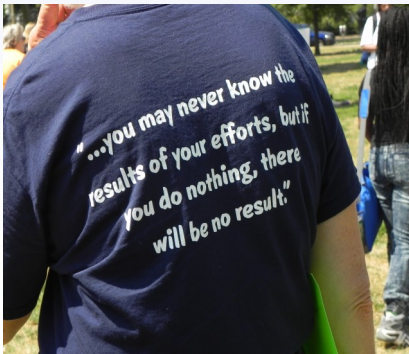
Even if the patient is not thinking rationally or speaking rationally, and they say they want to file a complaint or grievance, we must still allow them to and assist them in doing so even if they aren’t making any sense.

Please do **NOT** write in the patient’s chart that they requested to file a grievance or complaint.

## A Chance to March on Washington!

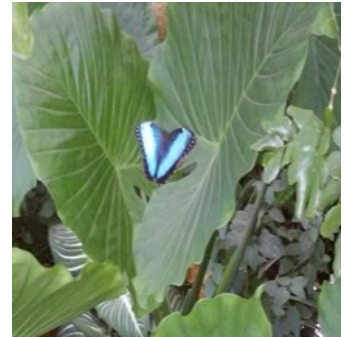
- by Heather Smith, CRC, QM Department

I was privileged to obtain my re-certification training as an Advanced Level Facilitator for Wellness Recovery Action Planning (WRAP) this past August in the incredible city of Washington, D.C. The training was part of a larger "WRAP Around the World" Conference where I was able to network and learn from many of the leaders in wellness and recovery, including the founder of WRAP, Mary Ellen Copeland. It was truly an honor to meet her and others who have spearheaded the movement for wellness through self-directed action. One of those actions we participated in as a group while at the conference was the Destination Dignity March on Washington. The march and subsequent rally on the National Mall was inspiring, moving, and motivating. Speakers from local and national government agencies, community health providers, and leaders in mental health initiatives shared with the hundreds of attendees about the importance of demanding dignity and support for the millions of people living with mental health challenges. You can read more about their movement at <http://www.destinationdignity.org/>. It was a humbling experience to be a part of such an event as this march and the WRAP conference as well.



## Daniels' Nature Group Visits Callaway Gardens

On Monday September 7, 2015, thirteen (13) individuals from our Nature Group had the opportunity to visit beautiful Callaway Gardens, supervised by the Activity Therapy staff which included Anthony Daniels, Marian Taylor, Brian Fisher. During the time spent there we visited the **Day Butterfly Center**, where we got the opportunity to get up close and personally view the butterflies and learn about their dwellings. We also visited the **Callaway Discovery Center** where the individuals learned about the plants and animals native to Georgia and the Mountain Top Zip Line area where we ate lunch and watched the zip liners. Lastly, we watched an aerial demonstration at the **Birds of Prey Amphitheater** in which we learned about the habitat of a variety of birds such as Owl, Chicken Hawk and Falcon. We would like to thank Mr. Stacey Hammock in transportation, Mr. Larry Williams in Security, Mrs. Kim Long in the kitchen, Catoya Johnson FST and Alex Comer RN, (both from unit 2), for assisting us in making this trip possible. Below are just some of the many beautiful scenes we viewed during our visit to Callaway Gardens.



Article provided by: Anthony Daniels, Activity Therapist

**Attention:**  
**Free Flu Shots**  
**For All Staff**



**Vaccine Will be Available in October**  
**Watch for Further Announcement of**  
**Exact Date Available**

**Will be Given in Cafeteria**

**3<sup>rd</sup> Shift: 8:00 am to 9:00 am**

**1<sup>st</sup> Shift: 9:00 am to 2:00 pm**

**2<sup>nd</sup> Shift: 2:00 pm to 4:00 pm**

# Flu Vaccine Information

## Influenza (Flu) Vaccine (Inactivated or Recombinant): *What you need to know*

### 1 Why get vaccinated?

Influenza (“flu”) is a contagious disease that spreads around the United States every year, usually between October and May.

Flu is caused by influenza viruses, and is spread mainly by coughing, sneezing, and close contact.

Anyone can get flu. Flu strikes suddenly and can last several days. Symptoms vary by age, but can include:

fever/chills

sore throat

muscle aches

fatigue

cough

headache

runny or stuffy nose

Flu can also lead to pneumonia and blood infections, and cause diarrhea and seizures in children. If you have a medical condition, such as heart or lung disease, flu can make it worse.

Flu is more dangerous for some people. Infants and young children, people 65 years of age and older, pregnant women, and people with certain health conditions or a weakened immune system are at greatest risk.

Each year **thousands of people in the United States die from flu**, and many more are hospitalized.

#### **Flu vaccine can:**

keep you from getting flu,

make flu less severe if you do get it, and

keep you from spreading flu to your family and other people.

### 2 Inactivated and recombinant flu vaccines

A dose of flu vaccine is recommended every flu season. Children 6 months through 8 years of age may need two doses during the same flu season. Everyone else needs only one dose each flu season.

Many Vaccine Information Statements are available in Spanish and other languages. See [www.immunize.org/vis](http://www.immunize.org/vis)

Hojas de información sobre vacunas están disponibles en español y en muchos otros idiomas. Visite [www.immunize.org/vis](http://www.immunize.org/vis)

Some inactivated flu vaccines contain a very small amount of a mercury-based preservative called thimerosal. Studies have not shown thimerosal in vaccines to be harmful, but flu vaccines that do not contain thimerosal are available.

There is no live flu virus in flu shots. **They cannot cause the flu.**

There are many flu viruses, and they are always changing. Each year a new flu vaccine is made to protect against three or four viruses that are likely to cause disease in the upcoming flu season. But even when the vaccine doesn't exactly match these viruses, it may still provide some protection.

Flu vaccine cannot prevent:

flu that is caused by a virus not covered by the vaccine, or illnesses that look like flu but are not.

It takes about 2 weeks for protection to develop after vaccination, and protection lasts through the flu season.

### 3 Some people should not get this vaccine

Tell the person who is giving you the vaccine:

**If you have any severe, life-threatening allergies.** If you ever had a life-threatening allergic reaction after a dose of flu vaccine, or have a severe allergy to any part of this vaccine, you may be advised not to get vaccinated. Most, but not all, types of flu vaccine contain a small amount of egg protein.

**If you ever had Guillain-Barré Syndrome (also called GBS).** Some people with a history of GBS should not get this vaccine. This should be discussed with your doctor.

**If you are not feeling well.** It is usually okay to get flu vaccine when you have a mild illness, but you might be asked to come back when you feel better.



U.S. Department of  
Health and Human Services  
Centers for Disease  
Control and Prevention

Let's Celebrate!



**NATIONAL HOSPITAL AND HEALTH-SYSTEM PHARMACY  
WEEK: OCTOBER 18-24, 2015**  
**NATIONAL PHARMACY TECHNICIAN DAY:  
OCTOBER 20, 2015**

In conjunction with American Pharmacists Month in October, the National Hospital and Health-System Pharmacy Week takes place on October 18-24, 2015. Per the American Society of Health-System Pharmacists, National Hospital & Health-System Pharmacy Week acknowledges the invaluable contributions that pharmacists and pharmacy technicians make to patient care in our nation's health care institutions. This year, October 20th. is National Pharmacy Technician Day. It reflects the important role of pharmacy technicians in supporting pharmacists in contributing to optimal drug therapy outcomes.



*(Submitted by Dr. T. Dougherty, PharmD, RPh, CGP, BCPS, BCPP)*

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



*September 1st.*



*Left to Right: Row 1: Vanessa Vega, Kristina Taylor, Karnisha Harvey  
Row 2: John Robertson, RHA, Brittany Stubblefield, Yerrickah Randall,  
Meg Sturdevant*



*Left to Right: Row 1: Monica Dixon, Megan Affleck, Lauren Clark,  
Row 2: John Robertson, RHA, Harold Hansbrough, Jessica Simmons  
Not pictured: Cordetra Shabazz*

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



September 16th.



Left to Right: Front: Ken Akerman, Infection Control Nurse,  
Row 1: Akisha Garvin, Keri Alexander, Caitlin Burton, Justice Prince,  
Row 2: Belinda Johnson, Ivan Brown, Teresa Russaw, Shondra Thomas



Right: Front: Ken Akerman, Infection Control Nurse  
Row 1: Jennifer Driskell, Fernard Brown, Gena Richardson,  
Row 2: LaTonya Wright, Tina Parnello, Leslie Jackson, Ivan Brown,  
Christopher McCanham, Not pictured: Susan Chappell



## News From Human Resources

### \*FAITHFUL SERVICE AWARDS\*

#### 5 Years

Valona Baldwin  
Nicky Crawford  
Linda Dykes

#### 15 Years

Gloria Brown

#### 25 Years

Carolyn Thomas

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

#### Human Resources Monthly

Oct 5th. Manager Approval by Noon

Please reconcile and move FSLA to OT Premium

Oct 15th. Pay Day

Oct 19th. Manager Approval by Noon

Please reconcile and move FSLA to OT Premium

Oct 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](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 October 1st. and October 16th. In HR from 1:00-5:00 PM**

#### **Goodbye and Farewell**

Shavon Armstrong  
Ayanna Austin  
Gwendolyn Brazell  
Michol Brooks  
Lisa Davis  
Carolyn Eades  
Merita Flakes

Charlene Garner  
Marcia Green  
Chaundra Horace  
Jacqueline Jacobs  
Gerardo Jaque  
Doris Johnson  
Quachetta Jones

Kathleen Land  
Melliny Macklin  
Mario McCorvey  
Daric Morrisette  
Seyi Orisadipe  
Allen Ott  
Jamontay Pilson

Debra Powell  
Alixis Rhodes  
Jeffery Robinson  
Debra A. Smith  
Angela Tommey  
Tulyer Turner  
Curtis Williams

Tameca Woodside-Wilson

### **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



Here is our **“Block” Schedule for Annual Updates** in October!  
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, Oct 5: 8:00 CPR and First Aid  
Tues, Oct 6: 8:00-12:00 Seizure, Infection Control and Incident Management  
1:00-3:00 PNS  
Wed, Oct 7: 8:00 Safety Care Recert

## **Block 2:**

Tues, Oct 13: 8:00-12:00 Seizure, Infection Control and Incident Management  
1:00-3:00 PNS  
Wed, Oct 14: 8:00 Safety Care Recert  
Thurs, Oct 15: 8:00 CPR and First Aid (BLS will be at 1:00)

## **Block 3:**

Tues, Oct 20: 8:00 CPR and First Aid  
Wed, Oct 21: 8:00-12:00 Seizure, Infection Control and Incident Management  
1:00-3:00 PNS  
Thurs, Oct 22: 8:00 Safety Care Recert

## **Block 4:**

Tues, Oct 27: 8:00-12:00 Seizure, Infection Control and Incident Management  
1:00-3:00 PNS  
Wed, Oct 28: 8:00 Safety Care Recert  
Thurs, Oct 29: 8:00 CPR and First Aid (BLS will be at 1:00)

**Positive Behavior Supports (PBS):** Thursday, October 22, 8:00-5:00

# October Birthdays

*Happy Birthday to All !*

1	Jennifer Driskell
1	Shielia Felton-Molton
2	Fernard Brown
2	Towanda Hodge
3	Jennifer Harris
3	Nikki Smith
3	Christopher Holloway
3	Tanerica Williams
3	Jewell Scott
4	Michael Jackson
6	Courtney Bell
6	Brittany Roberts
6	Marquez Mims
6	Jeannette Scott
7	Andriea Washington
9	Carolyn J Thomas
9	Malcolm Booker
9	Zandra Jordan
10	Leona Dorsey
10	Lindsey Jones
10	Charlene Morgan
11	Tobie Hill
11	Jacqueline Morgan
11	Jasma Williams
12	Suprena Wyatt
12	Derrick Flowers
13	DaWanna Young

13	Bernadette McGhee
14	Yerrickah Randall
14	Shawanica Brooks
14	Cythelyn Sanders
15	Hannelore Perkins
15	Famata Batista
17	Elizabeth Donegan
17	Dexter Thomas
18	Hyacynthia Leonce-James
18	Lotonia Lewis
21	Rosie Hamilton
21	Dorothy Phillips
21	Phellizzaya Martin
21	Jenae Acosta
22	Nettie Young
23	LaKenya Colbert
23	Gavin Glasgow
23	Jimmy Medley
25	Nickia Stone
25	Dyed Rahman
26	Joseph Mixon
27	Felicia Williams
28	Ronad Bird
28	Marie Miele
31	Angelica Gonzalez-Echevarria
31	Armestras Sanders

## 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  
 Phone: (706) 568-5000  
 FAX: (706) 568-2257



Sara Moran, Editor  
 Phone (706) 568-2185  
 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**