

West Central Georgia Regional Hospital REGIONAL REFLECTIONS

March 2012

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From the Huffington Post
March 30, 2011

National Doctors' Day: March 30 Marks Annual Celebration

Health Alliance CEO Jim Edwards:

Each one of us, either by choice or by chance, has been profoundly touched and our lives improved by a physician's compassionate and professional care. Physicians are responsible for a wide range of our short and long-term healthcare needs such as sickness and health, screenings and immunizations, as well as the safe delivery of our precious newborns. They are committed to our good health and well-being, and for this we should be grateful.

There are many ways you can participate in Doctors' Day: thank your personal doctor, reach out to one you don't know, email a message of gratitude, deliver a card or send flowers. You might also leave something on a deceased doctor's grave, such as a red carnation, commonly associated with National Doctors' Day.

Submitted by Cara Ibrahim, PI Coordinator, QM Dept



Thoughts on RESPECT:

Three-Word Phrases That Make Relationships Better

There are many things that you can do to strengthen your relationships. Often the most effective thing you can do involves saying just three words. When spoken sincerely, these statements often have the power to develop new friendships, deepen old ones and even bring healing to relationships that have soured. The following 3-word phrases can be tools to help develop every relationship.

Let me help:

Good friends see a need and then try to fill it. When they see a hurt they do what they can to heal it. Without being asked, they jump in and help out.

I understand you:

People become closer and enjoy each other more when the other person accepts and understands them. Letting your spouse know - in so many little ways - that you understand them, is one of the most powerful tools for healing your relationship. And this can apply to any relationship.

I respect you:

Respect is another way of showing love. Respect demonstrates that another person is a true equal. If you talk to your children as if they were adults you will strengthen the bonds and become closer friends. This applies to all interpersonal relationships.

I miss you:

Perhaps more marriages could be saved and strengthened if couples simply and sincerely said to each other I miss you. This powerful affirmation tells partners they are wanted, needed, desired and loved. Consider how important you would feel, if you received an unexpected phone call from your spouse in the middle of your workday, just to say I miss you.

Maybe you're right:

This phrase is very effective in diffusing an argument. The implication when you say maybe you're right is the humility of admitting, maybe I'm wrong. Lets face it. When you have an argument with someone, all you normally do is solidify the other persons point of view. They, or you, will not likely change their position and you run the risk of seriously damaging the relationship between you.



Saying maybe you're right can open the door to explore the subject more. You may then have the opportunity to express your view in a way that is understandable to the other person.

Please forgive me:

Many broken relationships could be restored and healed if people would admit their mistakes and ask for forgiveness. All of us are vulnerable to faults, foibles and failures. A man should never be ashamed to own up that he has been in the wrong, which is saying, in other words, that he is wiser today than he was yesterday.

I thank you:

Gratitude is an exquisite form of courtesy. People who enjoy the companionship of good, close friends are those who don't take daily courtesies for granted. They are quick to thank their friends for their many expressions of kindness. On the other hand, people whose circle of friends is severely constricted often do not have the attitude of gratitude.

Count on me:

A friend is one who walks in when others walk out. Loyalty is an essential ingredient for true friendship. It is the emotional glue that bonds people. Those that are rich in their relationships tend to be steady and true friends. When troubles come, a good friend is there indicating you can count on me.

I'll be there:

If you have ever had to call a friend in the middle of the night, to take a sick child to hospital, or when your car has broken down some miles from home, you will know how good it feels to hear the phrase I'll be there. Being there for another person is the greatest gift we can give. When we are truly present for other people, important things happen to them and us. We are renewed in love and friendship. We are restored emotionally and spiritually. Being there is at the very core of civility.

Go for it:

We are all unique individuals. Don't try to get your friends to conform to your ideals. Support them in pursuing their interests, no matter how far out they seem to you. God has given everyone dreams, dreams that are unique to that person only. Support and encourage your friends to follow their dreams. Tell them to go for it.

I love you:

Perhaps, the most important three words that you can say. Telling someone that you truly love them satisfies a person's deepest emotional needs. The need to belong, to feel appreciated and to be wanted. Your spouse, your children, your friends and you, all need to hear those three little words: I love you. Love is a choice. You can love even when the feeling is gone.

From <http://www.naswdc.org/pressroom/swMonth/2012/keymessages.asp>

National Association of Social Workers

World Social Work Day is March 20, 2012

Celebrate Social Work Month 2012

Why Social Work Matters...

The social work profession has been instrumental in achieving civil rights and human rights advances in the United States and across the globe for more than a century. The primary mission of social work is to enhance human well-being and help meet the basic needs of all people, especially the most vulnerable.

Social Workers strive to achieve this mission through many different roles in more than 50 fields of practice. There are, however, eight core areas of impact by social workers in the United States. Each of these disciplines is supported by substantial university research, an experienced cadre of professionals, and a coordinated service delivery system.

Programs and services provided by social workers in the following areas are essential elements of the American social safety net:

- Adolescent and Youth Development
- Aging and Family Caregiving
- Child Protection and Family Services
- Health Care Navigation
- Mental and Behavioral Health Treatment
- Military and Veterans Assistance
- NonProfit Management and Community Development
- Poverty Reduction

Social Work is unlike most other helping professions in that its members generally function as specialists and consultants in host settings led by other professions. They are also often private practitioners, educators, community leaders, policymakers or researchers.

The collaborative and consultative nature of their work ensures that social workers make an impact in many different organizations and human service systems. They are employed in workplaces ranging from private and public agencies, hospices and hospitals, schools and clinics--to businesses and corporations, military units, elected offices, think tanks and foundations.

Social Work is an integrative field which seeks to improve social functioning and social conditions for people in emotional, psychological, economic, and/or physical need. The profession's most recognized expertise is in care coordination, case management, and therapeutic treatment for biopsychosocial issues.

Social Workers fundamentally believe that a nation's strength depends on the ability of the majority of its citizens to lead productive and healthy lives. What drives these professionals? They help people, who are often navigating major life challenges, find hope and new options for achieving their full potential.

Most importantly, the social work profession has a mandate to identify and address gaps in social systems that impede the full participation of individuals or groups in society. Social workers have an ethical obligation to advocate for social changes that will benefit the most people.

Our nation would be less successful without the contributions of America's 640,000 social workers.



Submitted by Cara Ibrahim, PI Coordinator, QM Dept

DATA MANAGEMENT CORNER

Consolidated Service Desk call handling changes coming Mar 17

Beginning March 17, 2012, you'll hear a new recorded greeting when you call the GETS Consolidated Service Desk (877-GTA-3233) for your computing and telecom support needs.

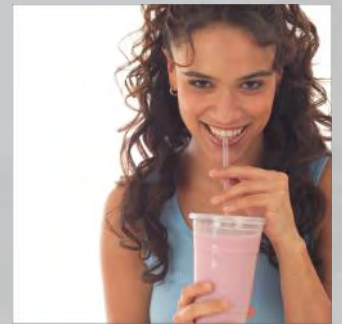
You'll be asked to specify the reason for your call, choosing from a recorded list of options such as no Internet access, password reset and not sure of problem.

The payoff is simple - the new call routing will more efficiently connect you with an agent equipped to address your issue.

After March 17, let us know how the new call routing treats you. We'll be happy to get your feedback via our customer satisfaction survey distributed to a random selection of Consolidated Service Desk callers.

NOTICE FROM FOOD SERVICE

It's that time of the year again...
The Cafeteria is now serving smoothies again!
Come on down and treat yourself to one
Only 75¢



Come Join The Fun!

Volleyball

GYM
Tuesdays & Thursdays
5:30 to 7:00 PM

Sundays
4:00 to 6:30 PM



Any questions?
Contact Dallas Adkins
X5313 or deadkins@dhr.state.ga.us

Yoga

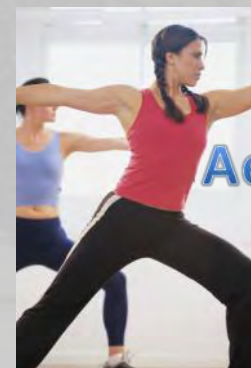


BLDG 6*
Tuesdays &
Thursdays
5:10 PM

*PLEASE BRING A TOWEL OR A YOGA MAT

Any questions?
Contact Jamisha Jones
X2495 or jmjones4@dhr.state.ga.us

Aerobics



GYM
Mondays &
Wednesdays
5:10 PM

Any questions?
Contact Garrett Vance
X5104 or
gevance1@dhr.state.ga.us

Reviewing Schedule for Hospital Policies

March

SME: Caren Nuetzel

- WC-100-03 "Confidentiality and Access to Patient Information"
 WC-100-39 "Access to and Amendment of Clinical Records by Patients"
 WC-303-10 "Exchange of Clinical Information"

SME: Jim Sanregret

- WC-100-17 "Patient Benefit Fund"
 WC-110-06 "Medical Equipment Management Program"
 WC-110-16 "Interim Life Safety Measures"
 WC-121-05 "Contracts and Agreements"
 WC-121-06 "Procedures for Creating/Auditing Decentralized Cash Accounts"
 WC-121-07 "Petty Cash Fund"
 WC-124-09 "Maintenance & Safety of State-Owned Vehicles"

SME: John Roberston

- WC-100-28 "Use of WCGRH Facilities by Outside Groups"
 WC-100-71 "Signs, Bulletin Boards and Posting"
 WC-PLAN-3 "Client Safety Plan"

SME: Judy Gordon

- WC-100-75 "Telephone Policy"

SME: Felicia Hardaway

- WC-110-14 "Digital Video Recorder Policy"

SME: Gerri Brooks

- WC-511-11 "Student Affiliation Agreements (aka Internships)"

SME: Kenneth Cribb

- WC-123-01 "Work Orders"
 WC-123-02 "Key Control"

SME: Kenneth Akerman

- 260-15 "Blood and Body Fluid Exposure Guidelines"

SME: Thuy Dougherty

- 286-01 "Ordering Medications—Doctor Orders, Inpatients, Temporary Visits"
 286-21 "Pharmaceutical Representatives and Sampling"

If you need a WORD document to use as you update your policy, please call Tammy Dimsdale, x5202 or Rebecca Pyke, x5207

Nominate a deserving co-worker today for Employee of the Month

The Employee Recognition Focus Team is requesting nominations for Employee of the Month.

Please nominate a deserving co-worker today!

Submit nominations to **Cara Ibrahim** or any other ERFT member. Thank you.

ERFT Members:

Cara Ibrahim, Chairperson
David Suggs, Co-Chairperson
Monika Rivera
Pat Altman
Marsha Davisson
Marcus Gamble
Tara Hamilton
Latasha Jackson
Tamica Jackson
Cherrie Mason
Rebecca Pyke
Carolyn Thomas
Margaret Voorhees



WCGRH recognizes special employees who make a difference in the lives of our consumers, co-workers and others. These employees consistently demonstrate:

- ☼ Teamwork by encouraging and facilitating cooperation, pride, trust and group identity, as well as working well with others
- ☼ Customer Service by working and communicating with the general public, internal and external customers to provide information and quality services.
- ☼ Organizational Commitment by displaying a high level of effort and commitment to performing work; operating effectively within the organizational structure; and demonstrating trustworthiness and responsible behavior.

Employees of the Month are nominated by their peers. Nominations are submitted to unit managers and/or department supervisors for approval. If approved, the nomination is submitted to a panel of employees on the unit or area of care. This panel will vote and select the Employee of the Month for their unit or area of care.

March 2012

EMPLOYEE NEWS

Welcome New Employees



Left to Right: Aquashauna Henderson, FST; Courtney Williams, HCW; April Allen, RN; Ruby Smith, FST; Jennifer Sharman, RN; Brian Holloway, HST



Left to Right: Jeanetta Carlton, Executive Secretary; Sylvia Patrick, RN; D'Andre Gillespie, HST; Dexter Thomas, HCW; Kelvin Thomas, HCW; Carla Fuller-Drew, HCW

News From Human Resources

FAITHFUL SERVICE AWARDS

New Employees

5 Years of Service

Drew Price
Marvin Kears
Ingeborg Harris

10 Years of Service

Shiella Felton-Moton
Marsha Davisson

April L. Allen
Jeanetta Y. Carlton
Carla F. Fuller-Drew
D'Andre F. Gillespie
Aquashauna Henderson
Brian K. Holloway

Sylvia Jones
Jennifer L. Sharman
Ruby Smith
Dexter B. Thomas
Kelvin R. Thomas
Courtney A. Williams

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

HR Monthly Reminders

KRONOS DATES

Apr 3rd and 17th
Manager approval in Kronos by noon (fix all problems in Kronos and approve timecards)

Apr 2nd Overtime and hourly timesheets
Apr 3rd Nurse shift differential due
Apr 9th Leave grids due
Apr 13th Pay Day

Apr 17th Overtime and hourly timesheets
Apr 17th Unit/dept shift differential
Apr 30th Pay Day

Recruit to fill requests are due in the HR Dept every Wednesday by NOON

April 23rd Confederate Memorial Day Holiday (Observed)

Farewell and Best Wishes

Jason W. Brewster
Wendy M. Grafals
Rekita F. Griffin

Tyler Jones
Octavia D. Morris
Patrica Pritchett

"Don't be dismayed at good-byes. A farewell is necessary before you can meet again. And meeting again, after moments or lifetimes, is certain for those who are friends."

Please email all Kronos issues to WCGRHKronos@dhr.state.ga.us.
All emails will be answered within 24 to 48 hours depending on the nature of the issues.

Human Resources Department

HR Representatives:

Peri Johnson, Human Resources Manager
Carolyn Mitchell, Employee Relations Specialist
Vonceil Plump, Personnel Tech II
Angela Smith, Recruiting Tech
Pat Altman, Benefits and Worker's Comp
Michele Trowers, Leave/Payroll Specialist

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.

April Birthdays

- | | |
|-----------------------------|-------------------------|
| 1 Alton L. Griggs | 21 Susan Chappell |
| 1 Alvin D. Gaskin | 21 Curtis G. Carter |
| 1 Song C. Ferguson | 22 Samuel C. Page |
| 2 Linda J. Greer | 22 Sandural H. Lanier |
| 3 Latoria Y. Battle | 23 Willaina K. Gordy |
| 3 Satishchandra Patel, MD | 23 Betty Faye Moore |
| 3 McKenzie Stonecypher | 23 Cathyann V. Vaughn |
| 4 Ken Akerman | 23 Sarah Ann Callaway |
| 4 John Henry Daniels Jr. | 23 Lakeshia N. Feaster |
| 4 Chil Pun Mills | 24 Torrie J. Hughley |
| 6 Gwendolyn R. Hooper | 24 Jasmine S. Powell |
| 9 Steve Eugene Murphy | 25 Abbey Ashby-Boyd |
| 9 Nichelle Ford | 25 Joshua D. Covington |
| 10 Jermiral R. Warrior | 25 Thomasine J. Johnson |
| 10 Creche E. Navarro | 27 Allen W. Ott |
| 11 Erica L. White | 27 Gary C. Bayer |
| 11 Randy T. Weatherford | 28 Beatrice C. Talley |
| 11 Terry A. Alexander | 28 Teresa D. Ponder |
| 11 David F. Sieg | 29 Juliette E. Colbert |
| 12 Peggy V. Westbrooks | 30 Ronald W. Reed |
| 13 Terrance J. Kears | 30 Kevin W. McMillan |
| 13 Leotha Williams | |
| 14 Teneka D. Phillips | |
| 15 Nathaniel Williams | |
| 15 Tamyah Mock | |
| 16 Jennifer J. Sharman | |
| 16 Wason Zikomo Davis | |
| 17 Judith E. Orange | |
| 18 April L. Taylor | |
| 18 Shakill R. Gallimore | |
| 18 Tiffany V. Hairston-Lott | |
| 19 Santos L. Morales | |
| 19 Larry D. Williams | |
| 20 Marion D. Cook | |
| 20 Kareem J. Passmore | |



Attention All Employees
Reminder!
Annual Tuberculosis Screening

All WGRH 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 will a copy of your results.
- ↪ If you have had a positive skins test in the past, you are still required to complete the Employee Health Screening Form.
- ↪ New employees hired within three months of their birthday are not required to complete Tuberculosis screening until their next birthday.

Questions?
Please contact Nursing Services at (706) 568-5109



Wallietra Lynch, Kronos Consultant

I just wanted to let you all know that I have thoroughly enjoyed my time here at WCGRH. You all have been a true delight for me to work with. I am moving on to another place but I will continue to keep in touch for a while to see how things are going. One thing I want all employees to keep in mind is that in order for Kronos to work properly, you must open up your lines of communications with your managers/timekeepers. Please keep them abreast of all situations that are happening so they are better able to assist you. I have full confidence that you all will be able to reach all goals set for you by the state office and reach that 100% mark on approvals and reconciliation.

Wallietra Lynch

IMPORTANT REMINDER REGARDING 2011 HEALTH CARE SPENDING ACCOUNT BALANCES AND FILING CLAIMS

If you have funds in your 2011 Health Care Spending Account with SHPS, you may continue to submit claims directly to SHPS for the reimbursement of these funds. Remember, you have a 2 ½-month grace period (from the end of the previous calendar year until March 15, 2012) to incur 2011 claims and until April 30, 2012 to submit those claims to SHPS for processing. All claims must be postmarked by this date or have this date listed as the date faxed. Any claims received after this date will not be processed for payment.

To submit expenses against your 2011 Health Care Spending Account balance, complete the claim form available on the Team Georgia website under the "My Benefits" tab or on the GaBreeze website at www.gabreeze.ga.gov. Please fax the form directly to SHPS at 1-866-643-2219. If you need assistance or have questions regarding your spending account balance or claims filing process, please contact SHPS Customer Service at 1-800-893-0763 or visit www.myspendingaccount.shps.com

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 partnership, 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.

John L. Robertson, Regional Hospital Administrator
 Phone: (706) 568-5000
 FAX: (706) 568-2257
 Email: wcgrh@dhr.state.ga.us

Cherrie Mason, Editor
 Phone: (706) 568-5239
 Email: cxmason@dhr.state.ga.us

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/wcfoundation.htm>

Fraud and 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 email questions or concerns to WCGRHComplianceOffice@dhr.state.ga.us or call the WCGRH Compliance Officer, **Felicia Hardaway** at (706) 568-2471.



Accredited by the Joint Commission



Certified by the Centers for Medicare and Medicaid Services

Correction from last month's edition of RR...

The location of a member of the RESPECT Committee was incorrect: Anna-Maria Houin is a Behavior Specialist on Unit 3, not Unit 10.

Visit us on the internet: <http://www.wcgrh.org>