



**DBHDD**

**Special points of interest:**

- *Noticed by the Gnome*
- *Computer Help*
- *Blood Drive*
- *Chapel Schedule*
- *Wellness Program*
- *Jobs List*

*"People want to know how much you care before they care how much you know."*

**James F. Hind**

**Inside this issue:**

New Employees	2
HR Partners	3
MH First Aid	4
Hospital Security	5
Safety Shop	6
Pharmacy Update	7,8
Out & About	8
Training at a Glance	9,10
Infection Control	13

Georgia Department of  
**Behavioral Health & Developmental Disabilities**

# ECRH Bulletin

VOLUME 11, ISSUE 1

JULY 15, 2014

East Central Regional Hospital

## Faithful Service Awards Invitation

This is a formal invitation for you to attend a special event celebrating the achievement of years of Faithful Service to the Department of Behavioral Health and Developmental Disabilities, East Central Regional Hospital spanning across both campuses to honor your fellow staff members. The years to be honored are:

- 5 Years of Service
- 10 Years of Service
- 15 Years of Service
- 20 Years of Service
- &
- 25 Years of Service

**WHEN:** July 24, 2014 and July 25, 2014 from 2:30-3:30pm

**WHERE:** On July 24, 2014 – Augusta Campus Employee Dining Room  
On July 25, 2014 – Gracewood Campus VIP Dining Room

**PLEASE COME AND CONGRATULATE THEM ON A JOB WELL DONE!**

### Tidbits of ECRH History

In days gone by, Georgia Regional Hospital staff held a monthly birthday party to honor patients whose birthday occurred that month. Food Service Department furnished refreshments along with a decorated cake, freshly baked in the hospital bakery. The party was held in the gym and all patients who were able to attend were invited, accompanied by staff members.

And what's a party without music? Not to worry.....the local MUSICIANS UNION provided a dance band as its gift to the patients. How about that!

**Contributed by Brian Mulherin**

## New Employees



**Front Row(L-R):** Megan Perry, CNA; LaFawn Pinkney, Program Assistant; Chiquita Rogers, LPN; Crystal Willis, MH/DD Team Leader

**Back Row(L-R):** Ulysses Watson, CNA; James Soloman, Facility Safety Officer; Jerome Rouse, MH/DD Team Leader; Helen Wright, CNA

**Front Row(L-R):** Rosalee Davis, CNA; Kisha Houze Oliphant, HST; Linda McGarr, RN; Chelsey Campbell, HCW

**Back Row(L-R):** Kerena Dogan, HST; Nina Kemp, Respiratory Therapist; Earl Crawford, HST; Annette Lambert, CNA



**Front Row(L-R):** Nekisha Roberson, Nurse Manager; Dawkevia Russell, HST; Tammie Bledsoe, CNA; Mary Barnes, RN

**Back Row(L-R):** Anisa Hankerson, LPN; Toni Barnes, MH/DD Team Leader; Teira Harris, LPN; Sharti Berry, CNA



**(L-R):** Dondrae Bush, Facility Safety Officer; Sirena Brown, CNA



**(L-R):** Joyce Misiag, RN

**Not Pictured:** Kenneth Williams, Respiratory Therapist; Ghadeer Albashir, Program Assistant

# Welcome New Employees!

## HR Partners

---

### TEN COMMITMENTS OF EAST CENTRAL REGIONAL HOSPITAL HUMAN RESOURCES

1. Maintain and exercise at all times the highest moral and ethical standards in carrying out our responsibilities and functions.
2. Develop service from the inside out through teamwork.
3. Deliver the two things every customer wants and needs: solutions to problems and a positive experience.
4. Consistently deliver exceptional quality service.
5. Create a superior experience.
6. Make customers as well as each other, feel supported and appreciated.
7. Operate with a sense of urgency.
8. Treat everyone with dignity and respect.
9. Provide accurate/consistent communication both inside and out.
10. Promote mutual trust between co-workers as well as customers.



## Mental Health First Aid

---

Please note the course time has been reduced from 12 to 8 hours.

Monday, July 28th

12:30 pm-5:00 pm

and

Tuesday, July 29th

8:00 am-12:30 pm

Speaker: Dawn Gantt, MPA

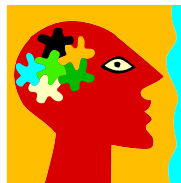
**Attendance both days is required to complete the course and obtain a certificate.**

Mental Health First Aid is a groundbreaking public education program that helps the public identify, understand, and respond to signs of mental illness and substance use disorders. It is offered in the form of an interactive 2-day course that presents an overview of mental illness and substance use disorders in the U.S. and will introduce participants to risk factors and warning signs of mental health problems, build an understanding of their impact, and provide overviews of common treatments.

Those who take the 8-hour course learn a 5-step action plan encompassing the skills, resources, and knowledge to help an individual in crisis connect with appropriate professional, peer, social, and self-help care. A certificate is awarded to each individual who successfully completes the course.

**Clinical staff, especially HSTs, who are interested in completing this course should contact their Nurse Manager to reserve a place in one of these classes.**

**Contact Lorraine Jackson, RN, Clinical Nurse Specialist, via email for further information.**



---

### A Few Helpful Hints

- ◇ Please remember that ECRH is a non-smoking facility in all areas at all times. Cigarette butts should not be found and smoke should never be visible on either campus at any time, particularly to our patients.
- ◇ Please remember when replying to an email, do so only to the person from whom you received it. Hitting "reply all" sends your email to everyone, from our campuses to state-wide, depending on the nature, and this can clog up co-workers' mailboxes as well as slow them down as they have to see if the email is applicable to them.
- ◇ Please be aware of the location of your printing from your computer. A number of departments have moved and your print jobs may end up in an unexpected destination, using up both their paper as well as allowing them to see potentially sensitive personal and/or hospital-related information.



# Thanks!

## Hospital Security - Traffic Accidents

From time to time, traffic accidents occur on our campuses caused by improper backing of vehicles. According to the National Safety Council, one out of four vehicle accidents can be blamed on poor backing techniques. Backing accidents cause 500 deaths and 15,000 injuries per year.

Here are some tips to help avoid such collisions:

- **Get to know a vehicle's blind spots.** In a medium-sized truck, blind spots can extend up to 16 feet in front and 160 feet behind a vehicle. Drivers need to remember that mirrors can never give the whole picture while backing.
- **Think in advance.** Drivers should not put themselves into unnecessary backing situations.
- **Park defensively.** Drivers must choose easy-exit parking spaces that don't crowd neighboring vehicles and park their vehicle in the center of the parking space.
- **Do a walk-around.** Walking around a vehicle gives a driver firsthand view of the backing area and any limitations. They can check for children, light poles, hazards, and other dangers.
- **Know the clearances.** When performing a walk-around, drivers can check for obstructions, low-hanging trees and wires, and any other potential clearance-related problems.
- **Every backing situation is new and different.** Sometimes a driver visits the same location several times a day and should be watchful each visit for changes and any new obstacles.
- **Use a spotter.** A driver should use another person to help them when backing. The driver and spotter should use hand signals instead of verbal ones and make sure they understand each other's signals. Don't have the spotter walking backwards while giving instructions.
- **When driver's spot for themselves,** they need to return to the vehicle and start backing within a few seconds after finishing the walk-around. This will allow very little time for people and/or obstacles to change behind the vehicle. Backing without a spotter should only take place after a driver has as much information about the area as possible. A back up alarm can help warn away pedestrians and drivers of other vehicles who may try to enter the area the vehicle is backing into.



## Safety Shop

### HEAT ILLNESS

Heat illness includes a range of disorders that result when your body is exposed to more heat than it can handle. Heat-related illness can affect anyone not acclimated to hot weather, especially when it's combined with high humidity. Those especially at risk include employees working in the heat, athletes and people who like to exercise outside, and individuals taking medications that alter sweat production.

#### Symptoms of heat illness:

- Severe thirst and headache
- Profuse sweating
- Clammy or pale skin
- Dizziness or fatigue
- Nausea or vomiting
- Rapid pulse

#### What to do:

- Move to a half-sitting position in the shade
- Call for emergency medical help immediately
- If humidity is below 75%, spray head and neck with water and vigorously fan. If humidity is above 75%, apply ice packs on neck, armpits or groin.
- Drink cool water or a sports drink
- Stretch affected muscles if having cramps

#### Prevention:

- Follow the ECRH Heat Plan pertaining to curtailing outside activities.
- Carry a source of water with you. Take drinks frequently—every 15 minutes.
- Take frequent breaks in the shade or in a cool environment during the hottest times of the day.

		Heat Index														With Prolonged Exposure and/or Physical Activity			
		Temperature (°F)																	
Relative humidity (%)	80	82	84	86	88	90	92	94	96	98	100	102	104	106	108	110	Extreme Danger	Heat stroke or sunstroke highly likely	
	40	80	81	83	85	88	91	94	97	101	105	109	114	119	124	130	136	Danger	Sunstroke, muscle cramps, and/or heat exhaustion likely
	45	80	82	84	87	89	93	96	100	104	109	114	119	124	130	137	Extreme Caution	Sunstroke, muscle cramps, and/or heat exhaustion possible	
	50	81	83	85	88	91	95	99	103	108	113	118	124	131	137	Caution	Fatigue possible		
	55	81	84	86	89	93	97	101	106	112	117	124	130	137					
	60	82	84	88	91	95	100	105	110	116	123	129	137						
	65	82	85	89	93	98	103	108	114	121	126	130							
	70	83	86	90	95	100	105	112	119	126	134								
	75	84	88	92	97	103	109	116	124	132									
	80	84	89	94	100	106	113	121	129										
	85	85	90	96	102	110	117	126	135										
	90	86	91	98	105	113	122	131											
95	86	93	100	108	117	127													
100	87	95	103	112	121	132													

## Pharmacy Update - Drug Review: Epoetin alfa

### US Trade Names

- Epogen
- Procrit

### FDA-Labeled Indications

- Anemia, Due to chemotherapy - Neoplastic disease, Non-myeloid, metastatic
- Anemia of chronic renal failure
- Anemia - Zidovudine adverse reaction
- Surgical procedure - Transfusion of blood product, Allogeneic; Prophylaxis

### Administration

#### General Information

- store in refrigerator (between 36 to 46 degrees F).
- do not freeze
- do not shake vial; do not use if product has been shaken or frozen
- protect from light
- administer as IV or subQ injection
- discard unused portions of preservative-free vials and do not re-enter
- date multi-dose vials when opened with date of opening and expiration date. discard unused contents of multi-dose vials 21 days after initial entry

### Mechanism of Action

- Epoetin alfa is a glycoprotein that exerts the same biological effects as endogenous erythropoietin that is produced in the kidney. It stimulates the division and differentiation of committed erythroid progenitors in the bone marrow increasing red blood cell production

Pharmacy Update

**"Pharmacy for Nurses" Class**



All nurses are encouraged to attend the "Pharmacy for Nurses" class:



Gracewood Campus - Building 103B:

during Nursing Orientation

July 16, 2014

July 30, 2014

August 15, 2014

1:30pm – 2:30pm

Please contact Sopheap Pin or Casandra Roberts in the Pharmacy for more information (ext. 2496).

Out & About - Summer Spash TIP Event





## Training at a Glance - July

CLASS	DATE	TIME	PLACE
EMR Nursing	7/16/2014	8:00 a.m.-1:30 p.m.	BLDG 103-C C-18
First Aid	7/16/2014	8:00 a.m.-12:00 p.m.	BLDG 103-C Room C-23
CPRA	7/16/2014	1:00 p.m.-4:30 p.m.	BLDG 103-C Room C-23
NEO Principles of Recovery	7/16/2014	9:30 a.m.-10:30 a.m.	BLDG 103-D E&R
Updated Safety Care #2	7/16/2014 7/17/2014	12:30 p.m.-4:30 p.m. 8:00 a.m.-4:30 p.m.	BLDG 99L
NEO Infection Control and Prevention+Handwashing	7/17/2014	9:00 a.m.-10:30 a.m.	BLDG 103-D E&R
CPRC	7/17/2014	12:30 p.m.-4:30 p.m.	BLDG 103-C Room C-23
Updated PNS Professional	7/17/2014	9:00 a.m.-11:00 a.m.	BLDG 103-C Room C-23
NEO PBS	7/17/2014 7/18/2014	8:00 a.m.-4:30 p.m. 8:00 a.m.-12:00 p.m.	VIP Dining Room Gracewood Campus
NEO Incident Management	7/17/2014	2:30 p.m.-4:30 p.m.	BLDG 103-D E&R
Updated Safety Care Level #2	7/17/2014 7/18/2014	8:00 a.m.-4:30 p.m. 8:00 a.m.-12:00 p.m.	BLDG 20 Gracewood
Updated PNS End User	7/18/2014	8:00 a.m.-9:00 a.m. 9:00 a.m.-10:00 a.m. 10:00 a.m.-11:00 a.m.	BLDG 103-D E&R
Updated Incident Management	7/18/2014	1:00 p.m.-2:30 p.m. 3:00 p.m.-4:30 p.m.	BLDG 103-D E&R
Updated Seizure Management	7/18/2014	1:00 p.m.-2:30 p.m. 3:00 p.m.-4:30 p.m.	BLDG 103-C Room C-23
Updated Safety Care Level #2 (weekend)	7/17/2014 7/18/2014	8:00 a.m.-4:30 p.m. 8:00 a.m.-12:00 p.m.	BLDG 99F
NEO Safety Care Level #1	7/18/2014 7/21/2014	8:30 a.m.-4:30 p.m. 8:00 a.m.-4:30 p.m.	BLDG 99F
NEO Safety Care Level #2	7/18/2014 7/21/2014 7/22/2014	8:30 a.m.-4:30 p.m. 8:00 a.m.-4:30 p.m. 8:00 a.m.-12:00 p.m.	BLDG 99L
Updated PNS Professional	7/21/2014	1:00 p.m.-3:00 p.m.	BLDG 103-C Room C-23
Updated Seizure Management	7/21/2014	8:00 a.m.-9:30 a.m. 10:00 a.m.-11:30 a.m.	BLDG 103-C Room C-23
Updated Incident Management	7/21/2014	8:00 a.m.-9:30 a.m. 10:00 a.m.-11:30 a.m.	BLDG 20 Gracewood
NEO CPRA	7/22/2014	12:30 p.m.-4:00 p.m.	BLDG 103-C Room C-23
NEO CPRC	7/22/2014	12:30 p.m.-4:30 p.m.	BLDG 99F
Updated PNS End User	7/22/2014	1:00 p.m.-2:00 p.m. 2:00 p.m.-3:00 p.m. 3:00 p.m.-4:00 p.m.	BLDG 20 Gracewood
NEO First Aid	7/23/2014	8:00 a.m.-12:00 p.m.	BLDG 103-C Room C-23
NEO Medical Emergency Response System	7/23/2014	12:30 p.m.-4:30 p.m.	BLDG 103-D E&R

## Training at a Glance - July

CLASS	DATE	TIME	PLACE
NEO Infection Control and Prevention+Handwashing	7/23/2014	9:00 a.m.-10:30 a.m.	BLDG 103-D E&R
NEO Observation of Individual to Ensure Safety	7/24/2014	10:30 a.m.-1:30 p.m.	BLDG 103-D E&R
NEO Seclusion and Restraint	7/24/2014	1:30 p.m.-4:30 p.m.	BLDG 103-D E&R
Updated Incident Management	7/24/2014	8:00 a.m.-9:30 a.m. 10:00 a.m.-11:30 a.m.	BLDG 103-C Room C-23
NEO Therapeutic Incentive Program	7/24/2014	8:30 a.m.-10:00 a.m.	BLDG 103-D E&R
NEO Seizure Management	7/25/2014	10:00 a.m.-12:00 p.m.	BLDG 103-D E&R
Updated PNS Professional	7/25/2014	9:00 a.m.-11:00 a.m.	BLDG 103-C Room C-23
Safety Care Level #2 (Weekend)	7/26/2014 7/27/2014	8:00 a.m.-7:00 pm. 8:00 a.m.-7:00 p.m.	BLDG 99F
NEO PNS Professional	7/28/2014	8:00 a.m.-12:00 p.m.	BLDG 103-C Room C-23
NEO PNS End User	7/28/2014	12:30 p.m.-4:30 p.m.	BLDG 103-D E&R
First Aid	7/28/2014	8:00 a.m.-12:00 p.m.	BLDG 20 Gracewood
CPRA	7/28/2014	1:00 p.m.-4:30 p.m.	BLDG 20 Gracewood
Safety Care Level #2	7/28/2014 7/29/2014 7/30/2014	8:00 a.m.-4:30 p.m. 8:00 a.m.-4:30 p.m. 8:00 a.m.-12:00 p.m.	BLDG 99L
EMR Nursing	7/30/2014	8:00 a.m.-1:30 p.m.	BLDG 103-C Room C-18
CPRA	7/30/2014	8:00 a.m.-11:30 a.m.	BLDG 103-C Room C-23
Updated Safety Care Level #2	7/30/2014 7/31/2014	12:30 p.m.-4:30 p.m. 8:00 a.m.-4:30 p.m.	BLDG 99L
CPRC	7/31/2014	12:30 p.m.-4:30 p.m.	BLDG 103-C Lab
First Aid	7/31/2014	12:30 p.m.-4:30 p.m.	BLDG 103-C Room C-23
Updated Safety Care Level #1	7/31/2014	8:00 a.m.-4:30 p.m.	VIP Dining Room Gracewood
NEO PBS	7/31/2014 8/1/2014	8:00 a.m.-4:30 p.m. 8:00 a.m.-12:00 p.m.	BLDG 20 Gracewood
Updated Safety Care Level #2	7/31/2014 8/1/2014	12:30 p.m.-4:30 p.m. 8:00 a.m.-4:30 p.m.	BLDG 22 DDS Auditorium Gracewood

Unit designated scheduler, please e-mail all CPR/First Aid request to Jackie Huff. All other class requests to Runtha Giddens.

# Come to Thursday Night Worship!



July 17th: Evangelist Judy Lawson  
July 24th: Ronny & Friends of Gracewood  
July 31st: Mr. Bill & Roland

All programs begin at 7:00 PM.  
Location: Chapel of All Faiths

## Noticed by the Gnome

ECRH had six employees Noticed by the Gnome in June. We thank them for the outstanding job they have been doing for the hospital and the individuals that we serve.

*"Always willing to assist on any shift, any Living Area to maintain coverage."*

*Nancy Ellison and Virginia Bowman*

- Catherine Ganzy
- Mike Williams
- Rachel Wright
- Nancy Ellison
- Virginia Bowman
- Jacqueline Leverett



*"Ms. Leverett is a very hard worker. She has a great personality, positive attitude, and she always gets the job done."*

*"I have seen Ms. Ganzy stay late to work on difficult cases. She is dedicated and wants the best for her individuals."*

*"Medical Records would like to nominate Mike Williams and Rachel Wright for the way they keep our trash dumped, floors mopped, bathrooms clean, etc."*

## Infection Control

### DEET, Showers, and Tick Checks Can Stop Ticks

Reduce your chances of getting a tickborne disease by using repellents, checking for ticks, and showering after being outdoors. If you have a tick bite followed by a fever or rash, seek medical attention. Gardening, camping, hiking, and playing outdoors – when enjoying these activities, don't forget to take steps to prevent bites from ticks that share the outdoors. Ticks can infect humans with bacteria, viruses, and parasites that can cause serious illness

#### Before You Go Outdoors

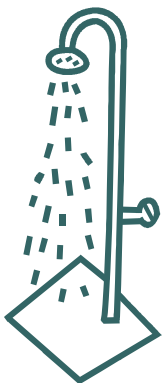
- Know where to expect ticks. Ticks live in moist and humid environments, particularly in or near wooded or grassy areas. You may come into contact with ticks during outdoor activities around your home or when walking through leaf litter or near shrubs. Always walk in the center of trails in order to avoid contact with ticks.
- Products containing permethrin kill ticks. Permethrin can be used to treat boots, clothing and camping gear and remain protective through several washings.
- Use a repellent with DEET on skin. Repellents containing 20% or more DEET (N, N-diethyl-m-toluamide) can protect up to several hours. Always follow product instructions. Parents should apply this product to their children, avoiding the hands, eyes, and mouth.

#### After You Come Indoors

Check your clothing for ticks. Ticks may be carried into the house on clothing. Any ticks that are found should be removed. Placing clothes into a dryer on high heat for at least an hour effectively kills ticks. Shower soon after being outdoors. Showering within two hours of coming indoors has been shown to reduce your risk of getting Lyme disease. Showering may help wash off unattached ticks and it is a good opportunity to do a tick check. Check your body for ticks after being outdoors. Conduct a full body check upon return from potentially tick-infested areas, which even includes your back yard. Use a hand-held or full-length mirror to view all parts of your body. Check these parts of your body and your child's body for ticks: Under the arms, in and around the ears, inside belly button, back of the knees, in and around the hair, between the legs and around the waist

#### What to Do if You Find an Attached Tick

Remove the attached tick as soon as you notice it by grasping with tweezers, as close to the skin as possible, and pulling it straight out. Watch for signs of illness such as rash or fever in the days and weeks following the bite, and see a health care provider if these develop. Your risk of acquiring a tick-borne illness depends on many factors, including where you live, what type of tick bit you, and how long the tick was attached. If you become ill after a tick bite, see a health care provider.



*CDC. Gov July 2014*

## Wellness Program






Starting the week of the 21<sup>st</sup>, we will start a walk-a-thon to kick off the program. The Augusta Gym will be available during Zumba times for interested staff to walk in an air conditioned area from 3:45 – 5:00pm. Each participant in the walk-a-thon will need to have a pedometer which counts their daily steps, and every day, their number of steps needs to be recorded. Steps taken throughout their day and evening will also count. The walk-a-thon will be from the beginning of Monday July 21<sup>st</sup> – Friday, July 25<sup>th</sup> at midnight for total daily steps to be counted. The top 3 participants will be given \$20 gift certificates, and the walking program will continue, just like Zumba! We are working on having a second Zumba Session Monday afternoons 3:45 – 5:00, and occasionally will be having more live Zumba-thons!

We also have the equipment up and running on the stage for those weight lifters, and it will be available to use with supervision during the times of Zumba as well!

All events are open to Gracewood campus staff as well!


**All participants in the wellness program efforts still need to sign liability waivers.**











### 24 Hour Computer Help Desk Number: 1-877-482-3233

Use this number to report any computer issues such as with computers, network printers, monitors, mice, keyboards, laptops, GroupWise, Avatar, Worx, Sunquest Down and Network down. Helpdesk covers items that were previously working and are not working or not working properly. Always keep ticket number and the name of the person you speak with for necessary follow up. NOTE: **Broken Mice & Keyboards** are replaced by helpdesk. Please keep info and report any issues with this process to Service Delivery Staff. Desktop printer issues may be phoned into Service Delivery at **2444** but will not be serviced. Replacement or alternative printing options will be reviewed.





**Phone issues:** Contact Switchboard at **2011** or e-mail **Tomica Willingham** (Use this number for repairs, problems, requesting new lines or jacks) Include the following: Telephone # with trouble, Building #, Type of phone (name on the phone), Room #, Station # if phone has one, problem with phone, & contact person. When requesting LAN jack please place work order with Plant Operations to run the cable prior to requesting the jack be installed. Always request 2x2 when having new voice (phone) & data (LAN) jacks added.







**Avatar Password Resets:** Contact Unit Nurse Manager between 7:30 am & 5 pm or e-mail [dbhdditappsupport@dhr.state.ga.us](mailto:dbhdditappsupport@dhr.state.ga.us). After normal business hours, clinical staff may contact Admission Office at 7006 for Avatar password resets. **Note: Novell passwords** should be reset using the Password Change Icon located on your desktop or go to <https://password.dhr.state.ga.us>. **You may also contact Help Desk.** \*Additional Avatar issues should e-mail [dbhdditappsupport@dhr.state.ga.us](mailto:dbhdditappsupport@dhr.state.ga.us)







**New User Request or Computer Access Changes:** Continue to fill out Access form and mail signed form to Service Delivery. Call **2444** with questions. Access changes include access to new software of specific folders and drives on our network.







**Computer Equipment Moves:** Fill out Computer Move request and submit to Service Delivery Staff. Call **2444** or e-mail [EC\\_ServiceDelivery](mailto:EC_ServiceDelivery) with questions. This takes approximately 30 days so allow time in planning.










**Computer/Software Request:** Continue to fill out Request for new Technology form and submit completed signed form to Service Delivery. Call **2444** or e-mail [EC\\_ServiceDelivery](mailto:EC_ServiceDelivery) with questions.





**Avatar Reporting Needs:** If you are in need of specific data for reporting from Avatar please contact Hospital Reporting staff at **2568**.



**Gracewood Post Office**

**Window Hours**

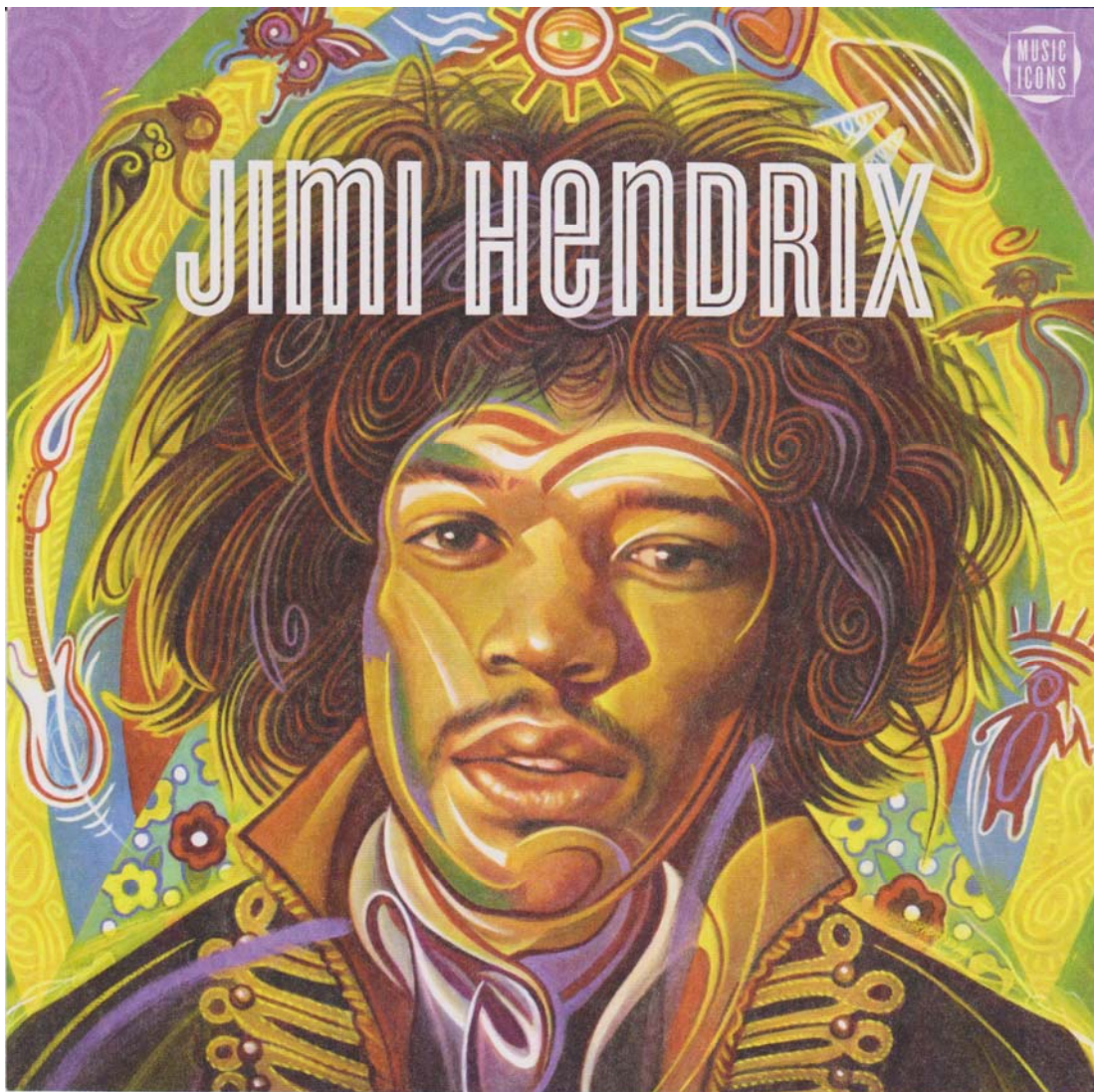
M-F 9:00 am-12:00 noon

1:30 pm-4:30 pm

Sat 9:00 am-10:45 am



**Visit the Gracewood Post Office today and ask Frank Deas about renting a Post Office Box!**



**RICHMOND**  
**COMMUNITY**  
Federal Credit Union



## Leap-N-Lower

Are you stuck between a rock and a hard place with your current auto loan? LEAP on over to RCFCU! From now until August 31, 2014, refinance your current auto loan with us and we will LOWER your current interest rate at least 2%APR\*! This could possibly save you hundreds of dollars over the life of your auto loan! See a loan officer for details!

## Fresh Start Auto Loans

Are you having a hard time getting financed for an auto loan due to credit problems in the past? Richmond Community is here to help!! We are pleased to offer our "Fresh Start" auto loan to qualified members who are seeking reliable transportation. Come in and speak to a loan officer for more details.

*The Fine Print: All loans are subject to approval. Some credit and policy restrictions may apply. Loans currently held with Richmond Community are not eligible for refinancing. \* Interest rate will drop at least 2% APR to as low as 1.9% APR.*

*\*APR=Annual Percentage Rate*

Find us on Facebook! <http://www.facebook.com/RichmondCommunityFCU>

[www.richmondcommunityfcu.org](http://www.richmondcommunityfcu.org)

P.O. Box 15, 2048 Tobacco Rd.

Gracewood, Ga. 30812706-790-1776

## Computer Help

Please remember that your need to re-set your Outlook address book to the DBHDD Address Book. When you migrate to Outlook, the address book is set to default to the "Global" list which contains all employees of the state of Georgia. If you don't re-set it to the DBHDD Address Book, you run the risk of accidentally adding non-DBHDD employees to distribution lists and group lists or e-mails, and possibly disclosing protected health information (PHI) about individuals we serve, to people who are not authorized to receive it. Please follow the attached instructions (Acrobat file attached to this Bulletin distribution) all the way through to the end of instructions. You will still be able to look up employees in other agencies when you need to do so.



**THIS IS IMPORTANT FOR ALL DBHDD OUTLOOK USERS**, to prevent HIPAA violations. Administrative staff, it would be great for you to check with staff in your area to see whether anyone needs help with this.

### Changing Your Outlook Password

All users must change their Outlook password through the web. Please go to this link ([HowToChangeYourPasswordInOWA-v2.pdf](#)) and it will direct you on how to change your password for Outlook.

### Mailbox is Full Message

Regarding Outlook's "mailbox is full" message, all users excluding VIP's and RHA's have to maintain their mailboxes to a minimum of 512 mg. This means each user will need to get into the habit of deleting/archiving on a daily basis since Outlook does not archive automatically. Please see the How to Archive Outlook Email attachment to this Bulletin distribution.

### Changing Your Novell Password

Click on the **Password Change Website** icon on your computer desktop. Enter Username (your full work email address) and password. Go to Password Management → Change Password.

### Computer-Related Training

There are some very good computer-related training resources available to us through DBHDD University. To access this training, you simply need to login to my learning portal with your ID and Password. At the top of the screen are options (across the top of the page). Click on the one that is labeled **Training Catalog**. The Training Catalog Screen has a Search field (showing under the heading of **Browse Training Catalog**). You can simply type in a word such as Outlook, Word, Excel and get a list of quite a few helpful training options.

### Other IT Issues

There is currently a lot going on in OIT. I would like to make you aware of a few of these issues that impact you directly.

1. Windows 7 Migration is currently going on at the Gracewood Campus. The Augusta Campus will start soon. It is important to have your current programs you use written down **PRIOR** to the technician arriving. Ensure that any software you have on your machine is available. If you are not sure about specialized software you may have contact Service Delivery (2444) to determine if software is available. Also, need to make sure you know the printer you are connected to (when you print something it gives you the information just jot it down with your software list). Unauthorized software that may have been downloaded or brought from home **WILL NOT** be placed back on your computer!!! Users using authorized software must ensure that it will be compatible with Windows 7. If it is not, you will need to

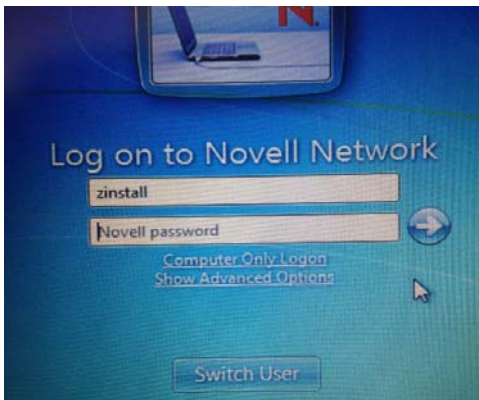
*(Continued on page 17)*



## Computer Help

go through the process of ordering the compatible software. Contact Service Delivery for more details.

2. Make sure your applications work. If you use Avatar, make sure you can get in and make sure you can run your reports!!! Check to make sure all your applications have been put back on your machine. Make sure you have your files/documents. Make sure you can print! This needs to be done prior to the technician leaving your work area. Check to verify you can get into Outlook and you have e-mails you had prior to migration. If you notice a problem prior to them leaving your area find them and get them to return to your machine immediately! If you discover an issue after the technician leaves your area, there are manila folders in main area hallways marked Windows 7 Migration Issues. Grab a form from the folder, fill it out and contact Service Delivery at 2444 to report your issue. Please make sure you have written down your Green Asset Tag number on your computer. (The computer is the black box **NOT** the monitor)
  
3. Each user will still have an individual Novell login and password. The initial screen will look like this:



Users will also have an additional Windows login as well that indicates Login on to this computer which will look like this (to the right):

Individual users will use their same Novell password and id to log onto the computer.

However, computers in shared areas (such as chart rooms) will have a generic password posted on the machine.



The Generic Password will be used for the 2<sup>nd</sup> log in. As shown to the right.

If you need your Novell password reset please contact the help desk at 1-877-482-3233. If you do have issues getting into the computer login for the 2<sup>nd</sup> window, you will need to contact the Service Delivery staff at 2444.

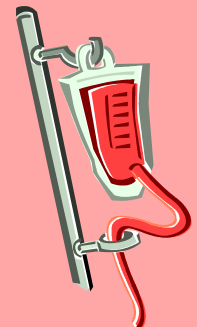
## Save the Date—Blood Drive



**August 5, 2014**



**Sheppard Community  
Blood Center**



Published Twice Monthly



Nan M. Lewis Regional Hospital Administrator
Dr. Vicky Spratlin Clinical Director
Mickie Collins Chief Operating Officer
Augusta Campus 3405 Mike Padgett Highway Augusta, Georgia 30906
Gracewood Campus 100 Myrtle Boulevard Gracewood, Georgia 30812
Teresa Crouch Publisher
Harold "Skip" Earnest Editor/Photographer
<b>NOTICE</b> Items for publication must be submitted in written form. The upcoming issue's deadline is July 24, 2014. All articles and notices submitted for publication in the East Central Regional Hospital Bulletin are subject to editorial discretion. Please contact the Bulletin editor if you have questions regarding editorial decisions.

Our Mission

The mission of East Central Regional Hospital is to provide safe, competent and compassionate services to persons with mental illness and/or developmental disabilities.

Our Vision

The vision of our Facility is to be a center of excellence in the provision of comprehensive, responsive and compassionate care for consumers and their families.

Our Values

East Central Regional Hospital is caring and therefore, responsive to our consumers, their families, stakeholders and our employees through commitment to our core values:

**I**ntegrity

**C**ommunication & Collaboration

**A**ccountability

**R**ecognition through Relationships

**E**mpowerment through Excellence



Accredited  
by  
The Joint Commission

Campus Marquees

Deadline for submission of

**AUGUST MESSAGES**

**July 24, 2014**

Submit information to Teresa Crouch

Gracewood Campus

Extension 2030

(Information must be submitted on or before the indicated date to be placed on Marquees for the following month.)

## ECRH Jobs List

This is a list of job openings currently available at East Central Regional Hospital. For further information regarding these positions, please go to the DBHDD webpage at [www.dbhddjobs.com](http://www.dbhddjobs.com).

[Activity Therapist - Gracewood Campus](#)

[Activity Therapy Leader - Gracewood Campus](#)

[Associate Nurse Executive - Augusta Campus](#)

[Associate Nurse Executive - Gracewood Campus](#)

[Associate Regional Hospital Administrator - Developmental Disabilities](#)

[Behavior Analyst - Augusta, GA](#)

[Certified Nursing Assistant 1 \(multiple shifts available\)](#)

[Clinical Dietitian](#)

[CNA - Skilled Nursing Facility](#)

[DD Shift Supervisor - Gracewood Campus](#)

[General Trades Craftsman](#)

[Groundskeeper](#)

[Health Care Worker](#)

[Health Service Technician 1 - Augusta Mental Health Campus](#)

[Health Service Technician 1 - Gracewood Campus](#)

[Health Services Technician 2 - Gracewood Campus](#)

[Health Services Technician 2 / Lead - Augusta Mental Health Campus](#)

[HVAC Repair Technician](#)

[Legal Status Manager](#)

[Licensed Practical Nurse \(LPN\) - 1st Shift- Augusta Campus](#)

[Licensed Practical Nurse \(LPN\) - 1st Shift- Gracewood Campus](#)

[Licensed Practical Nurse \(LPN\) - 2nd Shift- Augusta Campus](#)

[Licensed Practical Nurse \(LPN\) - 2nd Shift- Gracewood Campus](#)

[Licensed Practical Nurse \(LPN\) - 3rd Shift- Augusta Campus](#)

[Licensed Practical Nurse \(LPN\) - 3rd Shift- Gracewood Campus](#)

[LPN - Skilled Nursing Facility](#)

[Mechanic](#)

[MH Shift Supervisor - Augusta Mental Health Campus](#)

[MH/DD Team Leader](#)

[Nurse Administrator - \(E/N\) Gracewood and Augusta Campus](#)

[Nurse Practitioner - Skilled Nursing Facility](#)

[Registered Nurse \(RN\) - Augusta Campus](#)

[Registered Nurse \(RN\) - Charge Nurse - Augusta Campus](#)

[Registered Nurse \(RN\) - Charge Nurse - Gracewood Campus](#)

[Registered Nurse \(RN\) - Forensic Mall](#)

[Registered Nurse \(RN\) - Gracewood Campus](#)

[Registered Nurse - Skilled Nursing Facility](#)

[Service Director 2 - Gracewood](#)

# ECRH Incident Management *focus*

ADDRESSING THE INCIDENT MANAGEMENT NEEDS OF EAST CENTRAL REGIONAL HOSPITAL

## Important IM Alert!!!!

All incident reports (IRFs) must be emailed to [Julie Steinbeck](#) and [Debbie Haynes](#) by the end of the shift. This is mandatory!!!!!!

## So.... what happens next? .....

The incidents are then processed into the RIMS system, an incident number is generated then the Level Review process begins. Without the IRF, the process is delayed.

### Did you know....

1st Level Reviews are due into RIMS within two business days and 2nd Level Reviews are due into RIMS within four business days. The facility is rated weekly on the timeliness of completion. 100% timeliness is our goal! We can do it!

### Incident Report Forms Tips:

- Complete all IRFs before the end of the shift during which the incident occurred or was discovered.
- In determining what to include and what to omit, concentrate on the facts.
- Describe what you saw when you arrived on the scene or what you heard that led you to believe an incident had taken place.
- Put secondhand information in quotation marks, whether it comes from a colleague, visitor or patient, and clearly identify the source.
- Also include the full names of those involved and of any witnesses, as well as any information you have about how, or if, they were affected. Add other relevant details, such as your immediate response: calling for help, perhaps, and notifying the patient's physician.

## Meet the Incident Management Team!

Julie Steinbeck-  
Incident Manager



Debbie Haynes-  
Operations Analyst



Questions? Concerns? Suggestions?  
Contact your IM Team!!!

The Incident Management Office is  
located in Building 8-Gracewood Campus

706-790-2308