



DBHDD

Georgia Department of
Behavioral Health & Developmental Disabilities

ECRH Bulletin

VOLUME 11, ISSUE 21

MAY 15, 2015

East Central Regional Hospital

Special points of interest:

- *Blood Drive Honor Roll*
- *Safety Care Tidbit*
- *Noticed by the Gnome*
- *Atlanta Braves Tickets*
- *Employee Appreciation Info*
- *Better Hearing & Speech*
Month

From the Desk of the RHA - Paul Brock



Gracewood's CMS Journey

I'm excited to share with you after the trials and tribulations of the CMS surveys at the Gracewood Campus, both the Skilled Nursing Facility and the Intermediate Care Facility have received approval of their annual survey Plans of Correction (POCs). This has been an incredible survey journey of perseverant courage and patience. Please congratulate each and every one of these leadership members involved in organizing this POC:

*Mickie Collins
Matt McCue
Vicky Spratlin, MD*

*Stanley Stiles
Glenn Aaron
Plant Operations staff*

Of course, we would never have been able to submit the POCs without the fantastic efforts of Deloris Grant.

Compliance and Sustainability Charter

Another milestone was reached with the closure of the ECRH Gracewood Compliance and Sustainability Charter. It was established for the reduction of suspicious injuries, to improve incident reporting, to educate and promote patient safety and to ensure compliance with CMS guidelines. The successful completion of this project required full implementation of new incident management policies, staff training on standard incident reporting, and three consecutive months of timely incident reporting's along with 100% removal of staff involved in abuse/neglect/exploitation allegations. Please congratulate the following leaders and team members for this successful charter: Dr.

(Continued on page 3)

In Loving Memory
of
Dr. Joanne P. Miklas
former Gracewood
Superintendent
who passed
on May 8, 2015

Inside this issue:

New Employees	2
HR Partners	4-7
Clinical Director's Corner	8
Quality Corner Extra	10
Pharmacy Update	11
MH First Aid	12
Out & About	13
Training at a Glance	14,15
Infection Control	16,17
Safety Shop	19
Augusta Campus News	20

Tidbits of ECRH History

Ever wonder why the Central Kitchen/Dining Room building on the ECRH Augusta Campus is located at the end of the campus instead of in the center of the campus where it would be more convenient for individuals and staff?

Well, the original plans called for a 1,000 bed hospital, but a 350 bed hospital was all that was built. The same thing happened with the building of new Regional Hospitals in Atlanta, Columbus, and Savannah. If the hospitals were built for 1,000 beds, the Central Kitchen/Dining Room building would be in the center of the campus.

The time period for construction of the hospitals was 1966-1971. At the same time, new drugs and therapies were making it possible to keep individuals out of the hospital while receiving outpatient care.

Contributed by Brian Mulherin

New Employees



Front Row(L-R): Charles Bickley, Instructor 3; Gloria Frazier, Program Assistant; Maria Davis, Food Service Manager; Raheem Glover, HST 1

Back Row(L-R): Ashley Freeman, Food Service Worker; Candace Hall, Food Service Worker; Michael Goode, Food Service Worker; Brandon Hammonds, HST

Front Row(L-R): Brittney Bush, CNA; Nakia Graham, Program Assistant; JaQuanee McManus, CNA; Janay Boynton, CNA

Back Row(L-R): Rahniesha Daniels, CNA; Sharon Carter, CNA; Shawnte Johnson, HCW; Crystal Bowers, CNA



Front Row(L-R): Angela Hinkins, CNA; Rose-lynn Owens, HST; Jaden Porth, CNA; Alicia Pat-

Back Row(L-R): Wesley Hightower, HST; Deborah Morris, CNA; Crystal Jenkins, Procurement Officer; Damion Mance, HST 1



Front Row(L-R): Tyandra Rackins, Food Service Worker; Emily Robertson, CNA; Sharon Raymond, LPN

Back Row(L-R): Cedrick Ramsey, HST; Taylor Thompson, HST; Yolanda Thornhill, HST 1



Not Pictured: Sharliya Hammonds, HCW

WELCOME!

From the Desk of the RHA - Paul Brock

(Continued from page 1)

Charles Li, Dr. Vicky Spratlin, Matt McCue, Lisa Montano, Project Lead, and Amber Franklin-Lacey, Project Manager. The team members responsible for the daily execution and delivery of this project: Lynn Burke-Reyes, Lisa Folsom, Mickie Collins, Carletta Johnson, Teresa Crouch, Jenelle Harris, Shanta Searles, Jennifer Dalton, Linda Vitacco, Doug Fine and Jim Bentley.

Employee Appreciation Week

To be effective in your job, it's important to understand the psychology of praising others for their good work. Essentially, all of us should apply the principles of recognition and encourage others to initiate it in their working relationships. Appreciation is a fundamental human need. Employees respond to appreciation expressed through recognition of their good work because it confirms their work is valued. When employees and their work are valued, their satisfaction rises and they tend to be motivated to maintain or improve the quality of their work.

Praise and recognition are essential for an outstanding work environment. People want to be respected and valued for their contribution. Everyone feels the need to be recognized as an individual or member of a group and to feel a sense of achievement for a job well done or even for a valiant effort. Everyone desires a 'pat on the back' – it makes you feel good – and that time has arrived!

Employee Appreciation Week is next week, May 18-22. Please plan on participating in all the events designed for YOU! I certainly plan to, and I am hoping to have the opportunity of meeting many of you throughout the week.

*Sincerely,
Paul Brock*

Safety Care Tidbit

Minimize Disorganization, Clutter and Excessive Stimulation

A disorganized environment can generate disoriented or agitated behavior. When you identify sources of disorganization, clutter, or over-stimulation, look for ways that you can make changes to reduce or eliminate the problem.

Examples of disorganization or overstimulation include: 1) **Loud or irritating noises** such as alarms, television, radios, conversations or yelling. 2) **Crowded times or places** such as meal times, medication administration, transitioning to or from the training areas (activities), or bathing times. 3) **Clutter** such as too much furniture, supplies and activities not put away, or even decorations.



HR Partners

Policy Reminders

Direct Bank Deposits

The DBHDD State Office Payroll Department would like for all employees to keep in mind that DBHDD does not recommend split accounts for payroll deposits (i.e. *using two accounts for your payroll direct deposit*). All deposits should be 100% into **one** account. Adding more than one account can cause a delay in receiving your pay check, and other issues. If you have questions, or a need to change your direct deposit, visit Human Resources.

Leave of Absences Update (LOA)

Attention Managers:

Please contact your Benefits/Leave Coordinator, (either Brenda Fedricks or Bonita Wilson) in HR when an employee has been or plans to be out for **three or more work days**. We will need to evaluate the situation to see if a Leave of Absence (LOA) is needed. Once an employee is placed on an approved LOA, **ALL medical documentation should be routed to and received in HR** and communication should be coordinated via your Benefits / Leave Coordinator

If you have an employee that is out of work/missing work due to a Workers Compensation incident please make contact with Elaine Biley in HR **immediately**. Any employee that is out of work for medical reason (s) requires a **Return to Work Release** and this information must be received and reviewed by HR prior to the employee returning to work/duty. If there are any questions about an employee's return, and to coordinate their return, please contact your Benefits and Leave Coordinator.

Employee Benefits Changes Outside of Open Enrollment

All employees that experience a **Qualifying Event (example, death, divorce, marriage, birth of a child, adoption of a child, spouse loss of job, etc.)** and has to make changes regarding health or flexible benefits coverage outside of Open Enrollment, should notify either Brenda Fedricks or Bonita Wilson in HR.

ECRH Human Resources Team Doug Fine - HR Manager

Elaine Biley – HR Generalist/Operations Manager– Oversees HR Operations, Payroll/Kronos, and Personnel Records Management. Assist with Leave-keeping Issues/ Audits, Benefits, Management Training, Workers' Compensation program and Special Projects

Rhonda Vivor – Employee Relations Specialist – Coordinates Employee Relations including : employee/manager issues and concerns, HR Investigations, Grievances, Unemployment, Performance Management , Management Training and EAP information, oversees criminal background process.

Carsha Mumpfield – Recruiter – Oversees the local Recruitment Process: Maintains/updates job vacancy website. Coordinates Resume Review, Phone Screens, Reference Checks, Selection/New Hire Processing, HR Training, and supports Criminal Background Process

Brenda Fedrick -- Benefits and Leave Coordinator - Coordinates and assists with: Employee Benefits, Leave of Absences (LOA), Family and Medical Leave (FMLA), Retirement, HR Training

Bonita Wilson -- Benefits and Leave Coordinator Coordinates and assists with: Employee Benefits, Leave of Absences (LOA), Family and Medical Leave (FMLA), Retirement, HR Training

Melanie Harris- Recruitment Technician- Coordinates and assists with: Selection/New Hire Processing, Hire Packet Processing Pre-Employment Processing and HR Training. Assists and supports the Recruiter as a back-up as needed. Facilitates Criminal Background Check Process

Dameka Garner – HR Transactions and Payroll Specialist - Coordinates Payroll and Transactions, Kronos, HR Training, Performs audits and special projects.

Nadine Williams – HR Transactions and Payroll Specialist – Coordinates Payroll and Transactions, Kronos, HR Training, Performs audits and special projects.

Cheryl Jackson – HR Assistant - Manages the HR Front Desk/Lobby Area, Assistant to the HR Team and HR Manager, Faithful Service Awards

**Human Resources Department
ECRH
Main Office Telephone Number- 706-792-7177**

HR Partners

**Mandatory HR Training
For Managers and Leave/Time Keepers**

Please sign up for one of the following training sessions given by Human Resources:

May 27, 2015 9:00 – 3:00 pm

May 28, 2015 9:00 – 3:00 pm

June 26, 2015 9:00 – 3:00 pm

June 29, 2015 9:00 – 3:00 pm

Location: Computer Lab, Building 5 - Gracewood Campus. Space is limited to **14** per training, call HR at 706-792-7177 to enroll.

You will have the full attention of your HR Transactions, Benefits, Workers' Comp and Recruitment teams.

Note: please complete DBHDD on-line Kronos training prior to these sessions.

STAFF,

There will be a representative from
Appreciation Events
here on behalf of the
ATLANTA BRAVES!

**Friday, May 29th from
9am - 2pm in the
VIP Dining Area in the Central
Kitchen.**



He will be selling Braves ticket packs at a huge discount. The packs include (4) \$48 ticket vouchers for only \$40 per pack (Breaks down to \$10 per ticket). We sell the vouchers in sets of four so 4,8,12, etc. With every set of four vouchers you purchase, you receive (8) \$10 off coupons. If you buy multiple tickets you may use them at different times. You do not have to use all your tickets at one game, but you may if you choose to do so. **YOU DO NOT HAVE TO CHOOSE YOUR GAMES AT TIME OF PURCHASE.** These tickets are good for 67 designated home games this year. You can redeem them at the gate the night of the game or at the box office as far in advance as you choose to secure your seats. Tickets can be used for the Club Pavilion, Terrace View, Outfield or Upper Box based on availability. Mother's Day, Father's Day, Birthdays, Groups...they make great gift ideas!!!



This is the same promotion that we have offered in previous years!

Cash, check, credit, and debit is accepted.

HR Partners

Estate Planning: Five Essential Documents

Benjamin Franklin wrote that nothing could be said to be certain in this world except death and taxes. And yet, many of us ignore the reality of our eventual death by not pausing and planning for it. If such inaction applies to you, consider changing course and preparing these five documents critical for estate planning.

Will

A will is a legal document spelling out how your assets would be dealt with and how any dependents would be cared for after your death. Without one, a probate court in your state would appoint someone to make those decisions. A properly prepared will, witnessed and signed, would ensure that your wishes would be followed.

In a will, you can

- ◆ Identify who inherits your possessions or assets.
- ◆ Designate guardians for any children younger than 18 years.
- ◆ Create a trust for any minors.
- ◆ Select an executor to manage your estate.

While software or guides can assist you with a do-it-yourself process, it would be prudent to hire a lawyer to prepare or review your will. States vary in their legal requirements concerning wills, so legal input can help avoid making any errors that could impact your wishes. Store the original in a secure place and tell someone you trust the will's location.

Letter of Instruction

Supplementing your will, this document can add these details to help guide your executor and loved ones after your death.

- ◆ Contact information for professional advisors.
- ◆ Financial accounts information.
- ◆ List of personal items and who will receive them.
- ◆ Passwords.
- ◆ Location of important documents.
- ◆ Burial and obituary instructions.

Living Will and Durable Power of Attorney for Health Care

Preparing in advance for the possibility of being unable to make one's own health care decisions involves these two documents. Some states have combined them into one form called an advance directive. Let's look at each one separately.

Living Will

A living will is a legal document expressing your wishes for future medical care and life-sustaining treatments if you can't speak for yourself or if you become incapacitated.

You won't need a lawyer to complete one. Most states have a suggested form with instructions, so check with

(Continued on page 7)

HR Partners

(Continued from page 6)

your physician or local senior center.

- ◆ Follow your state's witness requirements.
- ◆ Talk to your physician to understand what treatment decisions are made in a medical emergency.
- ◆ Review your preferences every few years and complete a new form as needed.
- ◆ Make sure a copy is part of your medical record.

Durable Power of Attorney for Health Care

With this form, you appoint someone to make medical decisions if you can't speak for yourself. This health care agent must follow your known wishes.

Choose someone you trust who knows your views about quality of life issues and medical decisions and is comfortable with such responsibility. Also select an alternate agent as a backup.

Follow your state's witnessing requirements and make sure a copy is part of your medical record.

Power of Attorney

This document allows you to designate someone you trust as your agent to manage some or all of your finances if you become incapacitated.

A durable power of attorney would begin when you sign it and would remain in effect until your death. You would continue to handle your finances until, and if, you became unable to do so.

Talk to an attorney to make sure the document you sign complies with your state's legal requirements. Give your bank a copy. You can cancel a power of attorney at any time.



APS Healthcare

Do you have a will? 50 percent of all adults, even those with children, don't have one. Wills and other essential estate planning documents let you determine who receives your assets, cares for your children, or makes medical decisions for you if you can't. Your Employee Assistance Program can help with the resources and information you need about these important documents.

Available anytime, any day, your Employee Assistance Program is a free, confidential program to help you balance your work, family, and personal life.

WEBINAR

Estate Planning-Five Essential Documents

May 19th —12 pm, 2 pm ET

Learn the key documents everyone over 18 should have prepared so your family understands your wishes regarding your health, money, and property.

TOLL-FREE: **800-293-0851**




WEBSITE: **www.apshelpink.com**

COMPANY CODE: **[georgiadbdd](#)**

Note: When registering for this event, list your company name as Georgiadbdd and APS when you are asked to list your EAP.

The Performance Improvement Zone

Communication and Team Work begins with **YOU/ME** and ends with **WE/US/OUR!**

**10 Tips for
Top Quality Teamwork**
By Randall S. Hansen, Ph.D.

1. Foster open communication!
2. Build trust!
3. Set clear goals!
4. Review progress!
5. Encourage cooperation...*NOT* competition!
6. Focus on professionalism!
7. Celebrate differences/diversity!
8. Be enthusiastic!
9. Share the work/Do the Work!
10. Clarify responsibilities to the team!

**“BE THE CHANGE YOU WANT
TO SEE IN THE WORLD”**
— MARTIN LUTHER KING, JR.

Clinical Director's Corner - Dr. Vicky Spratlin

I would like to take the opportunity to belatedly thank ALL of our ECRH nurses. We celebrated National Nurses Week earlier this month. While in medical school, I was told by a surgeon that the doctor may save the patient's life, but it is the nurses who make them well again. I have always remembered that, and am grateful to all nurses, but especially to ours. Unfortunately, as I am hearing more frequently, our medical staff does not always seem to have the same appreciation and often speaks to nursing staff in unacceptable ways. On behalf of the medical staff, please accept my profound apologies for their bad behavior.

On a positive note, here are the Clinical Director's Choice Awards winners announced at the Leadership Team meeting on 5/12/15:

Mellonese Frederick and **Larry Hazel**-worked together to get AMH through a tough time

Edrell Green-showed exemplary skill in working with a Forensics individual during a DOJ monitor visit

April Nabors-Helped a Forensics 2 individual during a choking episode by using the Heimlich

Judd McKendry-was very instrumental in protecting two Forensics 2 nurses during a Code Yellow, and last, but most certainly not least, **Matt McCue** who tirelessly worked to help bring the ICF-IID program of ECRH out of peril. He was not only my partner in this effort, but the partner of the entire ICF and SNF programs. My heart breaks a little each day knowing his time here is ending.



Noticed by the Gnome - April

During the month of April, 2015, we received 6 nominations for our employees to be Noticed by the Gnome. A big THANK YOU goes out to these employees and to those who took the time to recognize the good work that was being done by others.

Thomasina Sanderlin	Kaye Woodruff
LaToya Robinson	Laura Shields
April Nabors	GMH Staff



"Thomasina and LaToya took immediate action during a fire drill at Central Kitchen by grabbing a fire extinguisher and canvassing the building to ensure that everyone got out and closing doors behind themselves. I was impressed that they had assigned jobs during the drill."

During a fire drill at Forensics 2, Ms. Nabors was a shining star. She came running with a fire extinguisher as the alarm sounded. She cleared one side of the building and then checked to make sure the other side had responded as well."

"Miss Kaye is one of the best instructors I've ever met. She can do wonders with anyone assigned to her and our individuals "light up" when they see her. She has recently been working with a young lady who most thought would be difficult to establish a relationship with, yet Miss Kaye had her out on the dance floor at the Spring Dance in a beautiful gown, dancing all evening. There are few with the care, compassion, expertise, and sheer magic of Miss Kaye and everyone who has worked with her has benefitted as a result of their relationship with her. She is the best!"

"I would like to take a moment to mention all the things Laura Shields does, but it would take forever! She spends time with our individuals and keeps their environment safe for them. Aside from her daily duties, I have seen her go out of her way every day to help someone in need. She teaches, assists, and works outside her paygrade to make someone's day easier."

"During a fire drill at GMH, there were multiple individuals who went into behaviors. Staff did not let that deter them from evacuating the building. GMH staff did an excellent job of evacuating the building in a timely manner and deal with the behavior issues as well. I commend them for their hard work and cooperation during a fire drill."

DD Services

ECRH Incident Management Hotline Procedure

The purpose of this Hotline is to establish an alternate means of reporting incidents in a timely manner. The Hotline is to be utilized by any employee, contractor, family member, visitor and volunteer that may feel uncomfortable reporting an incident or allegation of abuse, exploitation or neglect in person. This is an **alternate** reporting system and by no means will it replace the current protocol outlined in the IM Policy.

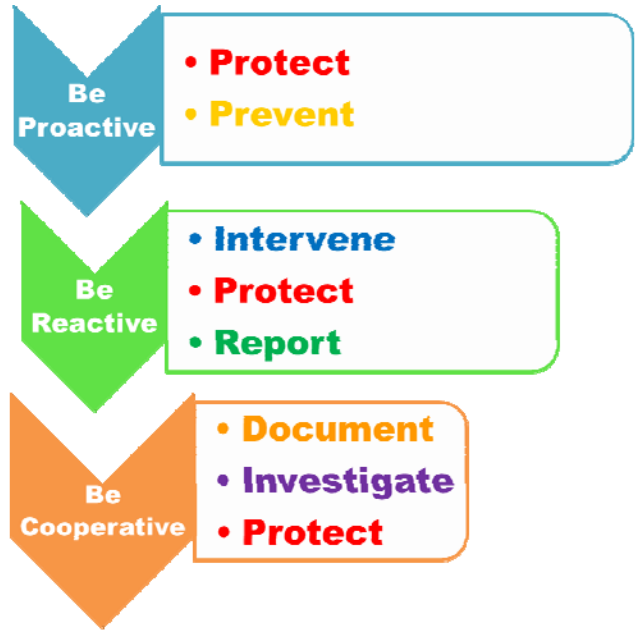
Hotline Number:
(706) 945-7150



PRIDE IN PLACE - It Starts with Me

"If you change the way you look at things, the things you look at change." - Wayne Dyer

Our Role in Protecting Our Individuals from Harm



The Quality Corner - Extra



NEWS & INFORMATION FROM THE QUALITY MANAGEMENT DEPARTMENT



2015 Joint Commission National Patient Safety Goals

To the right is the new poster for 2015. This poster is available from Quality Management. **The poster should be displayed in all patient care areas in a prominent place where staff can readily access the information. Please contact Michael Scharff in Quality Management at ext. 2094 or by e-mail at MichaelScharff@dbhdd.ga.gov to request copies for your area.**

Modified National Patient Safety Goals
Effective January 1, 2015
Appropriate Standard Sets are abbreviated as follows:
HAP = Hospital/BHC = Behavior Health Care/LTC = Long Term Care/Lab = Laboratory

⊗ Improve the accuracy of patient identification.

- Use at least two ways to identify patients. For example, use the patient's name and picture. Do this to make sure that the patient gets the medicine and treatment meant for them.
- Label containers used for blood and other specimens in the presence of the patient. HAP/BHC/LTC/Lab

⊗ Improve the effectiveness of communication among caregivers.

- Report critical results of tests and diagnostic procedures on a timely basis. HAP/Lab
- ⊗ **Improve the safety of using medications**
 - Label all medications, medication containers, and other solutions on and off the sterile field in perioperative and other procedural settings (Note: medication containers include syringes, medicine cups, and basins). Specifically for our Dental Clinic. HAP/Lab
- Maintain and communicate accurate patient medication information:
 - Obtain information on the medications the patient is currently taking upon admission.
 - Compare the medication information the patient brought to the hospital with the medications order by the hospital in order to identify and resolve discrepancies.
 - Provide the patient (or family as needed) with written information on the medications the patient should be taking when he or she is discharged from the hospital.
 - Explain the importance of managing medication information to the patient when he or she is discharged from the hospital. HAP/BHC/LTC

⊗ Reduce the risk of healthcare-associated infections.

- Comply with hand cleaning guidelines.
 - Use alcohol-based hand wash or soap and water.
 - Wash hands for 20 seconds
- Do NOT use alcohol-based hand sanitizer for C-diff consumers
- Sanitize hands before and after procedures, medications, consumer contact. HAP/BHC/LTC/Lab

⊗ Reduce the risk of resident harm resulting from falls.

Find out which consumers are most likely to fall. For example, is the consumer taking any medicines that might make them weak, dizzy, or sleepy? Take action to prevent falls for these patients. LTC

⊗ Prevent health care-associated pressure ulcers. LTC

⊗ The hospital identifies safety risk inherent in it's patient population
Identify safety risks inherent in our consumer population, especially:
• Those at risk for suicide HAP/BHC

Pharmacy Update



"Pharmacy for Nurses" Class

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



Gracewood Campus - Building 103B:

during Nursing Orientation

May 18, 2015

1:30pm – 2:30pm

Topics Discussed in Classes Include:

- 1. The Availability of "After Hours" Medications**
- 2. Medications Available in Code Carts**
- 3. Online Floor Stock Ordering Process**
- 4. Controlled Drug Documentation/Delivery Process**
- 5. High Risk Medications**
- 6. Pharmacy Hours of Operation**

**Please contact Casandra Roberts
in the Pharmacy for more information (ext. 2496)**

**May is
Better Hearing and Speech
Month**



MH First Aid

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

Monday, May 18th

12:30 pm-5:00 pm

and

Tuesday, May 19th

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.

Lorraine.W.Jackson@dbhdd.ga.gov

Thank You!



"On behalf of the Ford-Caldwell family, I would like to extend my gratitude to my awesome ECRH family in my time of bereavement and healing. Your support, donations, flowers, prayers, and kind gestures are very much appreciated!"

Sincerely,

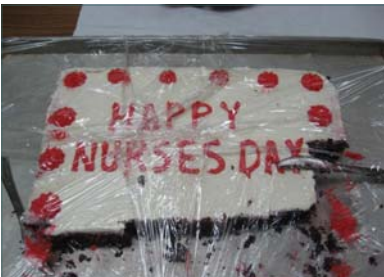
Decnices Ford-Caldwell, "Mrs. Dee" , Instructor

Out & About

GreenJackets Visit



Nurses Day



Taking care of business at the Motor Pool.



Getting lunch ready at Central Kitchen, Augusta Campus.



Gracewood Elementary visit ECRH for their annual Honors program.

Training at a Glance - May

Class	Date	Time	Place
Updated Safety Care Level #2 (weekend)	5/16/2015 5/17/2015	8:00 a.m.-4:30 p.m. 8:00 a.m.-12:00 p.m.	BLDG 99L
NEO Principles of Recovery	5/18/2015	9:30 a.m.-10:30 a.m.	BLDG 103-D E&R
NEO EMR Nursing	5/18/2015	8:00 a.m.-1:30 p.m.	BLDG 103-C Room C-18
NEO PBS Training	5/18/2015	8:00 a.m.-4:30 p.m.	BLDG 20 Gracewood
Updated Safety Care Level #2	5/18/2015 5/19/2015	8:00 a.m.-4:30 p.m. 8:00 a.m.-12:00 p.m.	BLDG 99L
Updated PNS End User	5/18/2015	1:00 p.m.-2:00 p.m. 2:00 p.m.-3:00 p.m.	BLDG 103-C Room C-23
MH-Updated Incident Management	5/18/2015	8:00 a.m.-9:30 a.m. 10:00 a.m.-11:30 a.m.	BLDG 103-C Room C-23
Updated Seizure Management	5/18/2015	3:00 p.m.-4:30 p.m.	BLDG 103-C Room C-23
NEO Infection Control and Prevention+ Handwashing	5/19/2015	9:00 a.m.-10:30 a.m.	BLDG 103-D E&R
Ostomy DD Training	5/19/2015	8:00 a.m.-10:00 a.m.	BLDG 103-C Lab
Updated Safety Care Level #1	5/19/2015	8:00 a.m.-2:30 p.m.	BLDG 99F
First Aid	5/19/2015	8:00 a.m.-12:00 p.m.	BLDG 103-C Room C-23
CPRC	5/19/2015	12:30 p.m.-4:30 p.m.	BLDG 103-C Room C-23
AAA Drivers Improvement	5/20/2015	8:00 a.m.-2:00 p.m.	BLDG 103-D E&R
CPRA	5/20/2015	8:00 a.m.-11:30 a.m.	BLDG 103-C Room C-23
Updated PNS Professional	5/20/2015	9:00 a.m.-11:00 a.m. 1:00 p.m.-3:00 p.m.	BLDG 103-C Lab
NEO Safety Care Level #1	5/20/2015 5/21/2015	8:00 a.m.-4:30 p.m. 8:00 a.m.-12:00 p.m.	BLDG 99F
NEO Safety Care Level #2	5/20/2015 5/21/2015 5/22/2015	8:00 a.m.-4:30 p.m. 8:00 a.m.-4:30 pm. 8:00 a.m.-12:00 p.m.	BLDG 99L
Updated PNS End User	5/21/2015	8:00 a.m.-9:00 a.m. 9:00 a.m.-10:00 a.m.	BLDG 103-C Room C-23
Updated Seizure Management	5/21/2015	8:00 a.m.-9:30 a.m. 10:00 a.m.-11:30 a.m.	BLDG 103-D E&R
MH-Updated Incident Management	5/21/2015	1:00 p.m.-2:30 p.m. 3:00 p.m.-4:30 p.m.	BLDG 103-D E&R
Updated Safety Care Level #2	5/21/2015 5/22/2015	12:30 p.m.-4:30 p.m. 8:00 a.m.-4:30 p.m.	BLDG 99F
Updated PNS Professional	5/22/2015	1:00 p.m.-3:00 p.m.	BLDG 103-C Lab
NEO CPRA	5/26/2015	8:00 a.m.-11:30 a.m.	BLDG 103-D E&R

Training at a Glance - May

Class	Date	Time	Place
NEO CPRC	5/26/2015	8:00 a.m.-12:00 p.m.	BLDG 103-C Room C-23
NEO First Aid	5/26/2015	12:30 p.m.-4:30 p.m.	BLDG 103-C Room C-23
Updated PNS Professional	5/26/2015	9:00 a.m.-11:00 a.m. 1:00 p.m.-3:00 p.m.	BLDG 103-C Lab
Infection Control and Prevention+Handwashing	5/26/2015	2:00 p.m.-3:30 p.m.	BLDG 103-D E&R
Updated Safety Care Level #2	5/26/2015 5/27/2015	8:00 a.m.-4:30 p.m. 8:00 a.m.-12:00 p.m.	BLDG 99L
Safety Care Level #2	5/26/2015 5/27/2015 5/28/2015	8:00 a.m.-4:30 p.m. 8:00 a.m.-4:30 pm. 8:00 a.m.-12:00 p.m.	BLDG 99F
CPRC	5/27/2015	8:00 a.m.-12:00 p.m.	BLDG 103-C Room C-23
Updated PNS End User	5/27/2015	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 103-C Room C-23
NEO DD-Incident Management	5/27/2015	8:00 a.m.-12:00 p.m.	BLDG 103-D E&R
NEO Medical Emergency Response System	5/27/2015	12:30 p.m.-4:30 p.m.	BLDG 103-D E&R
Updated Safety Care Level #2	5/27/2015 5/28/2015	12:30 p.m.-4:30 p.m. 8:00 a.m.-4:30 p.m.	BLDG 99L
NEO Observation of Individual to Ensure Safety	5/28/2015	8:00 a.m.-10:30 a.m.	BLDG 103-D E&R
NEO Seclusion and Restraint	5/28/2015	1:30 p.m.-4:30 p.m.	BLDG 103-D E&R
First Aid	5/28/2015	8:00 a.m.-12:00 p.m.	BLDG 103-C Lab
CPRA	5/28/2015	1:00 p.m.-4:30 p.m.	BLDG 103-C Lab
MH-Updated Incident Management	5/28/2015	1:00 p.m.-2:30 p.m. 3:00 p.m.-4:30 p.m.	BLDG 103-C C-23
Updated Seizure Management	5/28/2015	8:00 a.m.-9:30 a.m. 10:00 a.m.-11:30 a.m.	BLDG 103-C C-23
Updated Safety Care Level #1	5/29/2015	8:00 a.m.-2:30 p.m.	BLDG 99B
Infection Control and Prevention+Handwashing	5/29/2015	9:00 a.m.-10:30 a.m.	BLDG 103-C C-23
NEO Therapeutic Incentive Program	5/29/2015	8:30 a.m.-10:00 a.m.	BLDG 103-D E&R
NEO Seizure Management	5/29/2015	10:00 am.-12:00 p.m.	BLDG 103-D E&R
Updated PNS Professional	5/29/2015	9:00 a.m.-11:00 a.m. 1:00 p.m.-3:00 p.m.	BLDG 103-C Lab
Updated PNS End User	5/29/2015	8:00 a.m.-9:00 a.m.	BLDG 103-C C-23
Updated Seizure Management	5/29/2015	1:00 p.m.-2:30 p.m. 3:00 p.m.-4:30 p.m.	BLDG 103-C C-23
Updated Safety Care Level #2 (weekend)	5/30/2015 5/31/2015	8:00 a.m.-4:30 p.m. 8:00 a.m.-12:00 p.m.	BLDG 99B

Infection Control

How about those fingernails?

DBHDD Policy states:

Nails should be neatly trimmed. Employees in food service or direct client care areas shall NOT wear fingernails longer than tip the tips of the fingers (length should be no longer than ¼ of an inch from the nail bed). Staff shall **not** wear artificial nails, including metal, hard sculptured or acrylic or gel style overlays while on duty. For employees in food service, nail polish may **not** be worn when working in meal preparation areas. For employees in direct client care areas, **chipped** nail polish is **not** allowed!

So what can you have? For direct care staff you may have polished nails as long as there are no chips. You may have gel polish (only) since it is chip resistant. **These nails would fail a nail inspection:**








These nails are examples of what you can have:



Infection Control

These nails are more examples of what you can have:



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. 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

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 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 with questions.

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



HEAR YE! HEAR YE!
EMPLOYEE APPRECIATION WEEK
May 18-22, 2015
In Recognition of Mental Health Month
Cook Out
May 20th
11:30 AM - 3 PM
at each Campus!

*Icecream Social
 Friday, May 22
 2pm - 4 pm
 at each Campus!*

*Daily
 Specials
 in the CK!*

BLOOD DRIVE HONOR ROLL

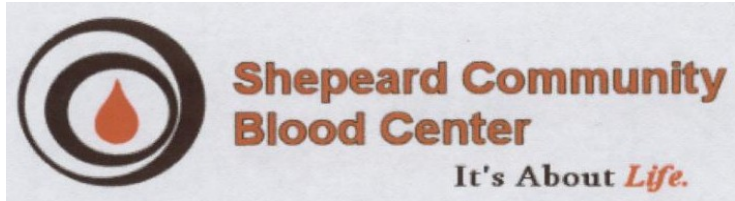


William W. Martin
Thomas S. Lee
Pamela V. Johnson
Wanda J. Boone
Jennifer Mass
Willie M. Harris
Debra T. Barnes

Julia Rae Frantzych
Fredereicka J. Murray
Marilyn M. Murdaugh
Constance L. Albury-Jackson
Pearl A. Ivey
Cheryl S. Bragg
Brian J. Mulherin, Sr.



A total of 14 people donated at our Blood Drive, resulting in 11 good units. One blood donation can save up to three lives, so a total of thirty-three lives may be saved thanks to your generous contributions. On behalf of the hospital patients these donations have benefited, THANK YOU!!!



Safety Shop - 2015 Community-Wide Disaster Drill

GREAT JOB ECRH!!!

I would like to thank everyone that came out and helped with our Community Wide Disaster drill on Wednesday, 5/6/15. It was a great success. We had a very good group of actors this year and they played their parts very well. I would like to thank ECRH for being so helpful. Some of our scheduled volunteers to play victims did not show, and when I reached out for help I got a great response.

Augusta Regional Airport led this drill and they were very impressed with our performance as well. They said that **we** truly tested **them**. Augusta Regional Airport was very pleased to have East Central Regional Hospital as one of their community partners.

Volunteers for Friends & Family

- Deborah Robinson
- Teresa Crouch
- Cheryl Bragg
- Sara Rodgers
- Latasha Mendenhall

Volunteers to play victims

- Lucious Abrams
- Tanasha Bunch
- Patrick Pearson
- Will Aaron
- 2 Cadets from Property Control
- 4 Cadets from Food Service

MH Counselors

- Erin Klossen

Media/Curiosity Seekers

- Skip Earnest
- Stanley Stiles

Members of the EOC Committee to be observers

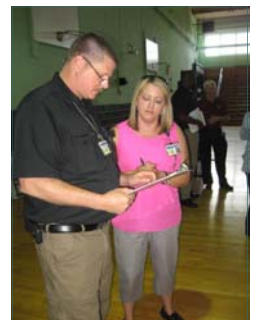
- Stanley Stiles
- Jennifer Sosebee

Security Guard

- Germaine Bolton

Nurses

- Kathey Rawson
- Teresa Baldy



If you need assistance with anything Fire Safety, Life Safety, Radio Communications, MSDS, Hazard Material, Medical Equipment, or Emergency Management, please contact Jennifer Sosebee, Safety Manager, at 706-790-2400/2401 or by e-mail at Jennifer.Sosebee@dbhdd.ga.gov

HELP ME HELP YOU make ECRH a safe place for our individuals, visitors, and staff.

Work Therapy - Augusta Campus

As of 5/11/15, the Library and Apparel Shop in Work Therapy, Building 9, has set hours of 1:15pm to 3:15pm Monday through Friday. During these operating hours, working individuals can assist staff and individuals in signing out clothing or checking out books as needed.

Also, if you haven't visited the Greenhouse recently, please feel free to stop by and take a look at the recent improvements. Work Therapy would like to extend our appreciation to the maintenance department for their assistance with a few recent repairs to the Greenhouse and surrounding area. We know there are many more repairs that need completion and we appreciate your time and attention on this area to make it safe and functional for our individuals!

Also, THANK YOU to everyone who supported Work Therapy individuals by purchasing items during the recent Mother's Day Sale!



Augusta Campus Community Reintegration Efforts

Upcoming outings for GMH individuals include a visit to the Morris Museum on 5/17, volunteering to sort food at the Faith Food Factory on 5/28, and volunteering at Paws in the Park on 6/13.

Upcoming outings for the Forensic units will include volunteering to sort food on 6/25 at the Faith Food Factory.

A new group, called the Community Reintegration Club, began on 4/13 and is held twice monthly for individuals on GMH. This is a new group focused on utilizing multidisciplinary, in-vivo, and Recovery-oriented Cognitive Therapy approaches to actively engage individuals in identifying, planning, and participating in on-campus and off-campus activities in key areas of recovery including: Leisure, Work/Volunteering, Home/Health, Spirituality. The next Community Reintegration Club meeting will be held for GMH individuals on 5/21 from 3:30pm to 4:30pm in Building 15, Augusta Campus.

A big "Thank You!" goes out to Lauren Taggett in Activity Therapy for playing a big part in planning more Community Reintegration opportunities. She has assisted a great deal in the planning and facilitation of the Community Reintegration Club and Outings for the GMH unit!

For any questions about how you can get involved in the Community Reintegration Program, please contact Bianca Mcintosh (SW), Dr. Rollock (Psychology), or Tiffany Snow (WT).



Gracewood Post Office

Window Hours

M-F 10:00 am-12:30

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!

“Try to be a rainbow in someone’s cloud.”

MAYA ANGELOU

1928 – 2014



511 11



RCFCU Newsletter

MAY 2015

2048 Tobacco Rd.
Augusta, Ga. 30906

www.richmondcommunityfcu.org



*Max is ready to cruise into a lower rate.
Are you?*



Refinance your current auto loan from another financial institution with RCFCU, and we will lower your current interest rate by **2% APR***!

RICHMOND
COMMUNITY
Federal Credit Union

*Annual Percentage Rate. Rates as low as 2.99% APR. All Loans are Subject to Approval. Some Credit and Policy Restrictions May Apply.

Don't Worry... Be Happy!

Apply for a Worry Free Loan Today!

- No Credit Check Required
 - \$500.00 for 6 months
 - \$1,000.00 for 6 months
- *Must be a 5 year member, with 5 years on current job.

See a loan officer for more details!



**Bad Credit?
No Credit?
Trouble Getting Approved?
Need a Fresh Start?**

If you have had credit problems in the past, and you are ready for a Fresh Start, Richmond Community Federal Credit Union Can help you get into a NEW car!



RICHMOND
COMMUNITY
Federal Credit Union

All loans are subject to approval. Some credit and policy restrictions may apply.

Published Twice Monthly



Paul Brock Regional Hospital Administrator
Rick Starr Associate 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
<p>NOTICE</p> <p>Items for publication must be submitted in written form. The upcoming issue's deadline is May 22, 2015. 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.</p>

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:

Integrity

Communication & Collaboration

Accountability

Recognition through Relationships

Empowerment through Excellence



Accredited
by
The Joint Commission

Campus Marquees

Deadline for submission of

JUNE MESSAGES

May 22, 2015

Submit information to Skip Earnest

Gracewood Campus

Extension 2102

(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.

[Activity Therapy Leader - Gracewood Campus](#)

[Auditor - Social Work](#)

[Billing Generalist](#)

[Certified Nursing Assistant - Lead](#)

[Clerical Worker - Hourly - Admissions](#)

[Clerical Worker - Hourly - Switchboard](#)

[Client Support Worker \(AL\) / Instructor 3 / AMH Mall](#)

[Client Support Worker - Community Integration Home](#)

[Client Support Worker - Gracewood](#)

[CNA - Skilled Nursing Facility](#)

[DD Campus Supervisor - 2nd & 3rd Shift](#)

[Director of Clinical Information Systems](#)

[Food Service Worker](#)

[General Trades Craftsman](#)

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

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

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

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

[Housekeeper](#)

[Housekeeping Team Leader](#)

[HVAC Repair Technician](#)

[Institutional Locksmith](#)

[Laundry Supervisor](#)

[Laundry Worker](#)

[Laundry Worker \(Part time weekends\)](#)

[Legal Status Manager](#)

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

[Licensed Practical Nurse \(LPN\) - Augusta Mental Health Campus](#)

[Licensed Practical Nurse - Hourly/PRN - Augusta Campus](#)

[Licensed Practical Nurse - Hourly/PRN - Gracewood Campus](#)

[Lifeguards](#)

[Mechanic](#)

[Mechanic Foreman](#)

[Mechanical Trades Supervisor](#)

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

[Nurse Manager \(RN\) - Forensics](#)

[Nurse Manager - Gracewood Campus](#)

[Nurse Practitioner - Skilled Nursing Facility](#)

[Occupational & Physical Therapy Technician](#)

[Occupational Therapist](#)

[Pharmacist - Advanced](#)

[Pharmacy Technician](#)

[Procurement Assistant](#)

[Psychiatric Nurse Practitioner - Augusta Mental Health Campus](#)

[Qualified Intellectual Disabilities Professional](#)

[Regional Hospital Chief Financial Officer](#)

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

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

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

[Registered Nurse \(RN\) - PRN](#)

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

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

[Registered Nurse - Skilled Nursing Facility](#)

[Service Director/Charge Nurse - Gracewood Campus](#)

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

[Skilled Utility Worker](#)

[Social Service Worker - Hourly](#)

[Social Worker \(MSW\) - Gracewood Campus](#)

[Social Worker - Hourly](#)

[Training Specialist](#)

[Work Instructor 1 - Gracewood Campus](#)

[Work Therapist - Augusta Campus](#)