

WGH Offers McKenzie Therapy Treatment at Outpatient Services Clinic



From left, WGH Physical Therapists Michelle Williams and Laura Smith demonstrate the McKenzie Method of therapy to treat back and neck pain with a patient at the WGH Outpatient Physical Therapy Services Clinic.

People suffering from recurring back and neck pain now have a new treatment available to them at West Georgia Health's Outpatient Physical Therapy Services Clinic. Physical Therapists Michelle Williams and Laura Smith are now utilizing the McKenzie Method, an internationally recognized method for assessing, treating and preventing back, neck and extremity pain. The method helps restore individuals to optimal functioning without surgery or medication. Both have completed extensive training and are working toward achieving full certification in the McKenzie Method.

Developed in the 1960s by Robin McKenzie, a New Zealand physical therapist, the method utilizes individualized exercises and movement patterns to reduce and eliminate pain. The McKenzie method also emphasizes the maintenance of proper posture.

Williams and Smith are the only physical therapists in the area trained in these techniques.

"This method is really geared toward treating the individual," said Williams, director of Rehabilitation Services at WGH. "We can determine if a patient is a good candidate by assessing the level or pain or limitations that result from certain movement or positions."

Patients who have missed work or other activities and needed bed rest because of the severity of their back or neck pain are typical of the patients Williams says could benefit from the McKenzie Method. Williams adds that the treatment is less costly because it reduces the need for medication and expensive diagnostic tests and requires fewer office visits, but provides patients with life-long pain management skills.

For more information about the McKenzie Method or to schedule an assessment, call 706.812.2169.



Service Line Focus: 64-Slice CT for Cardiac Diagnostics

West Georgia Health's 64-slice Computed Tomography (CT) plays an important role in diagnosing cardiac disease. A CT scan is a painless test that uses multiple x-ray images, taken from different angles, to create cross-sectional (or slice-like) pictures of your heart. Open for maximum comfort and convenience, the CT scan only takes about 10 minutes to complete. With the help of advanced workstations, the radiologist can rotate, move, zoom in on and explore accurate 5-D images of your heart to detect signs of heart disease without invasive surgery. This enables the doctor to identify heart disease early, when conditions might otherwise have gone undetected.

The 64-slice CT can also be used to screen people without any symptoms. Using calcium scoring, the CT checks for the buildup of calcium in the plaque on the artery walls of the heart. More calcium suggests a greater likelihood of significant narrowing somewhere in the coronary system and a higher risk of future cardiovascular problems. This information when reviewed with other risk factors such as cholesterol, family history, high blood pressure, diabetes, and smoking gives your doctor a lot more information about your risk for developing heart disease over time.

From the CEO ...

I feel this way every year about this time: I can't believe that one-twelfth of the New Year is over! We've all been busy, and the work load and weather have been the big stories for most of us, making the days pass quickly, I guess. Oh well, every day that passes is a day closer to Spring!

My wife and I just returned from a visit with our son and his wife. Technically it was a visit, but to the point, we attended the birth of their first child (and our third grandchild) in another city. Their baby boy is our first grandson, joining the two granddaughters who were born here at West Georgia Health. Needless to say, he's the most beautiful boy ever born!

I took the opportunity of being an observer in an environment with which I was very familiar, a hospital. I use the term "hospital" in it's most expansive term, which includes the people, the interaction, the environment, and so forth. I also relied upon the related opinions of my wife and daughter (sister of the new Dad), to draw upon their experiences and observations here at West Georgia Health.

The hospital we visited was like us in many ways. They are a leading health care facility in their community and boast high Press Ganey scores, as well as very good quality scores on the core measures. (Sound familiar?) They are a mixed campus, with old, old sections, connected to old, sections and newer sections, often with confusing way-finding results. Still, the signage managed to direct us to where we needed to go. But when I start comparing the relationships between us as visitors, or our daughter-in-law as a patient, we noted some interesting contrasts.

One thing that jumped out to my wife, Cindy, is that no one seemed to acknowledge us as we wandered through the hospital to our destination. Not only did they not say "hello," they actually looked away as we passed. I quickly checked to make sure that my hair was not messed up, that my fly was closed, and that there were no boogers in my nose. But when it happened consistently, person after person, I was reassured that it was not me, but their version of "hallway culture" that we were experiencing.

The nursing station was right around the corner from our son and daughter-in-law's room, so we passed the nurses two or three times a day. The nurses, who were very gracious and attentive when they were in our room, never looked up from their desks as we walked by and looked directly at them, waiting to offer our own greeting if we made eye contact. The opportunity never came.

It was my daughter (a veteran of the WGH culture) who observed that no nursing staff members took advantage of the foam sterilizer on the wall when they entered the room, despite the baby rooming in with the mom and dad. She asked me, "Isn't it a law that you must practice that kind of infection avoidance?" She went on to mention how that never happened during her two stays at WGH ... and the comfort she had as a mother knowing that her and her baby's safety was being practiced. I told her that it's not a "law" that makes you do that, it's a commitment to patient safety!

Lastly, my wife offered her thoughts on their cleanliness as a hospital. Don't get me started on that, because they don't hold a candle to our Environmental Services staff!! Suffices to say that I washed my hands thoroughly when we got back to our hotel!

So what worked well for them? It was easy to find a parking space.



The Intercom Newsletter is published monthly for people like:



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West Georgia Worx

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Laura Piestrak, PACE

If you would like to contribute a story to our newsletter, please contact Gracie Worrells at ext. 3327.

NEXT INTERCOM DEADLINE:
Friday, Feb. 11, 2011

Interested in joining the book club discussion?

Contact Joyce Ellis-Johnson at ext. 3702 for information.



Turner Receives Mentor Award

Congratulations to Hoyal Turner, CCS, Coder 1 on receiving the "Mentor of the Year Award" from the Referee Association for his region. The mentor program trains new officials in the proper way to officiate football. This includes on the field mechanics, proper uniform attire, how to handle difficult situations during games, general rules of knowledge, and also to raise test scores. It also allows the protege to discuss any situations that may arise throughout the season on a one on one basis with his mentor. Hoyal is in his 25th year as a Georgia High School Sports official.

WGH Named Top Performer in Nationwide Quality

For the second year in a row, West Georgia Health (WGH) has been recognized as a top performer in a nationwide hospital quality improvement project. WGH is one of 29 not-for-profit hospitals to receive the two-year distinction among the 157 hospitals participating in the Premier health care alliance QUEST: High Performing Hospitals initiative. The three-year voluntary program is aimed at improving health care quality and affordability.

Based on patient outcomes, West Georgia Health received awards for top performance in the following areas:

- Saving lives by eliminating avoidable hospital mortalities.
- Safely reducing the cost of care by reducing the costs for each patient's hospitalization.
- Delivering the most reliable and effective care, ensuring that patients receive every recommended evidence-based care measure.

"The QUEST project allows us to compare our mortality data, costs, and patient outcomes to other hospitals," said Kathy McWhorter, director of Performance Improvement at WGH. "We consistently measure and critique our performance to ensure that we are providing the safest, most reliable and cost effective care for our patients and their families."

According to Quest data, WGH has reduced its cost of care by an average of \$391 per patient and increased the delivery of every recommended patient care measure by 9 percent by the end of 2009.

Quest was developed in partnership with the Institute for Healthcare Improvement (IHI) to help hospitals reach new levels of performance. QUEST uses data from Premier's clinical database to determine a baseline for performance in cost, mortality and evidence-based care at participating hospitals. The hospitals were then challenged to overcome the main factors that lead to deaths, errors, and excessive costs, and measure themselves against one another to achieve top performance.

The Premier health care alliance includes more than 2,400 hospitals and 70,000-plus other health care sites working together to improve healthcare quality and affordability.



Earn the Crown and title of Queen or Princess of the Queen's Ball

**Saturday, March 12
7 p.m.**

Van Byars Auction Facility

308 East Main Street, Hogansville, GA

Earn your way to the crown by raising the most funds for Breast Friends for Life Support Group. A minimum donation of \$15 for individuals and \$25 for families is required for admission. Proceeds help local women find hope, support and answers in their fight against breast cancer. For more information, contact Wanda Lowe at 706.845.3866.

Look Good ... Feel Better

Where:

**Enoch Callaway Cancer
Clinic (Conference Room)**

When:

4th Thursday of every month.

Time:

9 – 11 a.m.

Join us for a free, hands-on group workshop dedicated to helping female cancer patients cope with and combat the appearance-related side effects of chemotherapy and radiation treatment.

Learn skin care and make-up applications, as well as demonstrations on hair/wig techniques.

A free gift of full size name-brand cosmetics are given for use during and after the workshop.

To register, call Lizzy Givan at 706.324.4573





Employee of the Month December 2010

Kelly McGlaun

Job Title/Dept: CCHT/Reuse Tech. Dialysis.

Number Of Years With The Hospital: 5.

Family: Husband: Scott and three children, Shannon, Ashley, and Anthony. Four granddaughters, Katelin, Kelsie, Chloe and Haley.

Interests/Hobbies: Hunting, fishing, hiking, and cooking out with family.

Proudest Moment: Birth of my children.

Pet Peeve: Negative people.

Music: All music depending on my mood.

TV: Lifetime movie.

Person(s) You Most Admire: I'm surrounded by many family, friends, each of them I admire in many ways.

Best Advice (That You Have Received Or Have To Offer): Each morning when you open your eyes say to yourself: I have the power to make myself happy or unhappy today. I can choose which one it shall be. Yesterday is past, tomorrow hasn't arrived yet. I have just one day, today, and I'm going to be happy in it.

What Would You Do If You Had A Million Dollars? Buy a cabin on a lake for retirement. Donate to the Otis Bing fund, and other charities that help others.

How Do You Plan To Enjoy Retirement? Relaxing in a cabin on a lake and enjoy the outdoors.

Meet Dr. Ferguson

The physician below is a member of West Georgia Health's active medical staff. Visit wghealth.org for more physician listings.



Charles M. Ferguson, M.D., F.A.C.S.

Specialty
Surgery

Board Certifications
American Board of Surgery

Medical School
Emory University School of Medicine
Atlanta, GA

Residency
Massachusetts General Hospital
Boston, MA
Harvard Medical School
Boston MA

Fellowship
Broadgreen Hospital University of Liverpool
Liverpool, England

Joined Medical Staff
2010

West Georgia Hospice

Raffle of
10K White Gold Hoop Earrings

1/2 Carat Diamond
Valued at over \$2,000

Drawing to be held on
**Valentine's Day,
February 14, 2011**

Tickets \$5 each

Proceeds to benefit
Camp Dogwood Children's Grief Camp

For more information call
706.845.3905

*Birthdays Thru the Decades ...
Past, Present and Future.*

Relay for Life of

Troup County

April 29-30, 2011

Whitesville Road Track

To join our WGH relay team, contact Wanda Lowe at ext. 3866



Hospital Staff Honors Dr. S. Jones Miller

West Georgia Health's Maternity Services staff honored Dr. S. Jones Miller, OB/GYN, for his 37 years of delivering babies; 30 at West Georgia Medical Center. Miller announced in January that he is no longer delivering babies. He will continue his practice of providing primary women's health care and performing gynecologic surgery. He is also accepting new patients. Pictured front row from left, Meghan Price, Dr. Miller, Marylois Calhoun and Cathy Arrington. Back row, Isa Meeks, Michelle Ward, Dottie Gordy, Leeann Siggers, Kathy Hammock, director of women's services, Johanna Anderson and Latanja Ligon.



Coggins Achieves Certified Diabetes Educator Status

The National Certification Board for Diabetes Educators (NCBDE) has announced that Heather Coggins, M.P.A., R.D., L.D., C.D.E. has achieved Certified Diabetes Educator (CDE) status by successfully completing the Certification Exam for Diabetes Educators. In addition to passing the Board examination, Coggins completed 1,000 hours of direct patient diabetes education.

Coggins is an outpatient dietitian in West Georgia Health's Center for Nutrition Therapy, a position she has held for the past three years. Achieving certification status demonstrates Coggins' specialized knowledge for promoting quality of care for people with diabetes.

NCBDE was established in 1986 to develop and administer a certification program for health care professionals who teach individuals with diabetes how to manage their disease.



WGH Women's Health Center Offers Lamaze Classes

Preparing for the birth of a child can bring with it many questions and concerns. The Women's Health Center at West Georgia Health (WGH) offers Lamaze classes to educate new parents about the childbirth experience before the baby's arrival.

Lamaze is a series of childbirth education classes that cover the stages and phases of labor, what to expect physically and emotionally and the importance of having a labor support partner.

"Using the Lamaze technique does not mean that you cannot use pain medication during your delivery," said Arrington. "Lamaze gives moms all their options and information so they can make their own decisions on the type of

birth they want to have."

The classes are taught by Cathy Arrington, RNC and Angela McSpadden, RN, nurses specializing in maternity services and certified in Lamaze. Classes meet in the Women's Health Center across from LaGrange Academy.

Dr. Brett Bowie, OB/GYN said the program can be very beneficial to first-time moms. "Lamaze classes are not just about breathing, but about helping new moms feel confident in giving birth," said Bowie.

New mom Jill Turner, 38 did not want to go into labor "uneducated" so she signed up for the Lamaze classes with Arrington and McSpadden. Turner had a high-risk pregnancy and developed gestational diabetes before the birth of her daughter, Jillian, who was born Dec. 8, 2010.

"The goal of Lamaze is to give moms like Jill confidence in their ability to have a safe and healthy birth and help them explore all the ways they can find strength and comfort during labor and birth," said McSpadden.

Turner also found additional support services at WGH to help her with breastfeeding and managing her gestational diabetes.

Lamaze and other educational classes for new and expectant parents are offered throughout the year at West Georgia Health. For more information, call 706.812.2876 or visit wghealth.org and click on the link for classes and events.



Certified WGH Lamaze Instructors Cathy Arrington, RNC, seated and Angela McSpadden, RN, standing, visit with Jill Turner and baby Jillian. Turner attended Lamaze classes before giving birth in December.

Letters of Praise ...

Dear Ruthie, (Vernon Woods) Staff and Residents,

All of us thank you with all of our hearts for the love, care and support that you gave Miriam over the years. She enjoyed her life there, and the friends she made seasoned her life even more.

We will remember you with good memories, and wish you all the best!

The family of Miriam Bowen

Coats for the Community

On Saturday, Jan. 8, Dell Services of West Georgia Health held its second annual community coat drive from 9 a.m. to 1 p.m. in the Medical Park at Lees Crossing. Coats were collected throughout the month of December and January from Dell Services associates, West Georgia Health

associates and members of the local community. New coats were also purchased with monetary donations that were received from Dell Services associates. A total of 176 coats of all sizes were collected. The Dell team distributed 156 coats and are storing the remaining coats for next year's drive. This was a growth of 38 more coats that were distributed than the drive last year to members of our community.

A Baker's Dozen: Ideas for a Simply Abundant Life

Diann B. Uustal, Ed.D., MS, RN
Submitted by PACE

Lead a balanced life – spiritually, physically, emotionally, socially and intellectually.

Put your OWN oxygen mask on first! Care for yourself, so you can care for others.

Give yourself and others the gift of encouragement.

If you don't know where you're going, any road will get you there! Clarify your values and put first things first.

Discover your soul's work and develop our gifts.

You are the author of your life. Character counts, so insist on integrity.

Develop an attitude of gratitude and count your blessings instead of your problems.

Remember, you're a human being, not a human doing.

Put someone in the "heart seat" each day.

Create a quiet place in your heart, in your home, and at work where you can go for peace and "recreation."

If you want to change the world, start with yourself.

Once you begin to understand how the universe works, don't play dumb!

Cultivate health, hope and happiness, and celebrate life!

*Do you burn bridges or blaze trails?
PACE Employee Assistance can help.
Call 706.845.3328 or 706.812.2418.*

With Heartfelt Condolences

WGH acknowledges the following deaths:

Mrs. Rosa Ella Fannin
stepmother of
Jackie Fannin, Cook
Nutrition Services

Mrs. Myrl Sanders
mother-in-law of
Evelyn Sanders, RN
Florence Hand Home



Valentine's Day Superstitions

It is said that the kind of bird a girl watches on Valentine's Day predicts her future husband. For instance:

- Sparrow:** a poor man
- Owl:** remain spinster
- Bluebird:** a happy man
- Blackbird:** a priest or clergyman
- Crossbill:** an argumentative man

- If an apple is cut in half, the number of seeds found inside the fruit will indicate the number of children that individual will have.
- To be awoken by a kiss on Valentine's Day is considered lucky.
- On Valentine's Day, the first guy's name you read in the paper or hear on the TV or radio will be the name of the man you will marry.
- If you see a squirrel on Valentine's Day, you will marry a cheapskate who will hoard all your money.
- If you see a goldfinch on Valentine's Day, you will marry a millionaire.
- If you see a robin on Valentine's Day, you will marry a crime fighter – maybe they mean Batman!
- If you see a flock of doves on Valentine's Day, you will have a happy, peaceful marriage.
- If you find a glove on the road on Valentine's Day, your future beloved will have the other missing glove.