

## WGH Earns Honors for Excellence in Patient Care from Studer Group

West Georgia Health recently received two Excellence in Patient Care awards from the Studer Group, an outcomes-based health care performance improvement firm.

West Georgia Health was one of 40 hospitals nationwide honored with the award during the ninth annual "What's Right in Health Care" conference recently held in Chicago, IL.

WGH was recognized for its exemplary ratings on its Hospital Consumer Assessment of Health Care Providers and Systems (HCAHPS) patient survey in the area of pain control.

The survey is a national standardized tool used to measure adult inpatient perception of the quality of care they receive at acute care hospitals. The survey evaluates hospital performance in 10 categories ranging from nurse communication and pain management to hospital cleanliness.

WGH ranks in the 99th percentile on its HCAHPS for pain control compared to the national average of 55 percent and state average of 50 percent.

West Georgia Dialysis also received an Excellence in Patient Care Award for achieving outpatient scores in the 99th percentile for two consecutive years.



*Cathy Phillips, RN, CNN, director of West Georgia Dialysis accepts the award for Excellence In Patient Care from Quint Studer, founder and CEO of Studer Group.*

*Tammy Lynch, RN, nurse manager 4th floor; Tracy Gynther, RN, director of Medical Services and Misty Wolfe, RN, nurse manager 5th floor, accept the award for Excellence in Patient Care from Quint Studer, founder and CEO of Studer Group.*



## West Georgia Health hosts Chili Cook Off for ALM



West Georgia Health's (WGH) Laundry Department held a chili cook off with other members of the Association of Linen Management (ALM) Georgia and raised \$500 for the Breast Cancer Research Foundation.

ALM is an organization made up of hospital laundries and vendors throughout Georgia. Ten teams competed for the top three prizes. Winners are: First place: Jerry McRae, Engineering; Second place: Jeffery Tucker, Vernon Woods; and Third Place, Jim Anderson, Standard Textile.

*Pictured from left: Wanda Johnson, laundry supervisor and president of ALM Georgia, McRae; Tucker and Anderson.*

## From the CEO ...

Our recent round of Employee Forums went very well and produced excellent participation at just about every session. I really enjoy getting to see so many of our people face to face and to give everyone a personal update on our organization's progress. We had a very good year in 2011 and hope to continue that trend going forward.

We remain focused on achieving good results under the value based purchasing approach being pursued by the Centers for Medicare and Medicaid Services (CMS), which marries our quality measures with the patient satisfaction scores to estimate the real value we produce for our patients. I am happy to see that the strategic focus we've devoted to Quality, Service, Modernization, and Information Technology for the past five or six years are right on track with what CMS is asking of all hospitals in achieving the objectives of health care reform.

We are approaching a new year, one in which we will entertain a team of surveyors from the Joint Commission to renew our accreditation for another three years. We strive to be ready for accreditation surveys at all times, but few can argue that we are more attuned to the process during this time before they arrive on our doorstep unannounced. As has been the case almost every three years, the survey standards are revised this year, giving us the need to learn what they say, what they mean, and how they are measured. Your leaders will work diligently to help you prepare for the survey and to navigate through the week of their visit with great success.

I wouldn't want this Holiday Season to pass without wishing all of you a very Merry Christmas and Happy New Year! Like your families, I hope our family will get together to celebrate the Savior's birth and share our love with one another. It is one of the most widely celebrated holidays of the year and we all want to spread the love and peace of the season. I also wish for a healthy and happy new year for you and all of your loved ones. God Bless!



## New Wellness Program for Employees set to Begin in January

West Georgia Health is introducing a new wellness program for employees and spouses covered by WGH's health insurance plan. The wellness program is being offered through Vitality. Representatives from Vitality will be on-site for kick-off meetings January 10-13, 2012.

A few of the benefits of participating in the Vitality program include increased energy and productivity, maintaining healthy weight, feeling great and reducing your risk of chronic disease. Participation in this program will help you improve your health and help control future health plan costs for both you and West Georgia Health. An important component of the wellness program is the health risk assessment and biometric screening which will help you identify and uncover potential health problems before

they become more serious. The health risk assessment will be used to determine a risk-adjusted age called Vitality Age that can be used as a barometer of health status. The Vitality Age can be compared to actual age to provide an easy-to-understand indication of health status.

The data received from the Vitality Check enables Vitality to provide you with the most personalized and accurate goals for achieving optimum health status. At the same time you are improving health, you will be able to earn Vitality points that can be redeemed for merchandise from the online Vitality Mall.

Start your New Year off by focusing on your health and making plans to join us at one of the kick-off meetings in January to learn more about this exciting program.

## The Intercom Newsletter is published monthly for people like:



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6 South

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**NEXT INTERCOM DEADLINE:**  
**Friday, Dec. 9, 2011**



Congratulations to Jennifer Cornelius, Heart Clinic, who passed her registry in vascular ultrasound via The Cardiovascular Credentialing Institute (CCI).

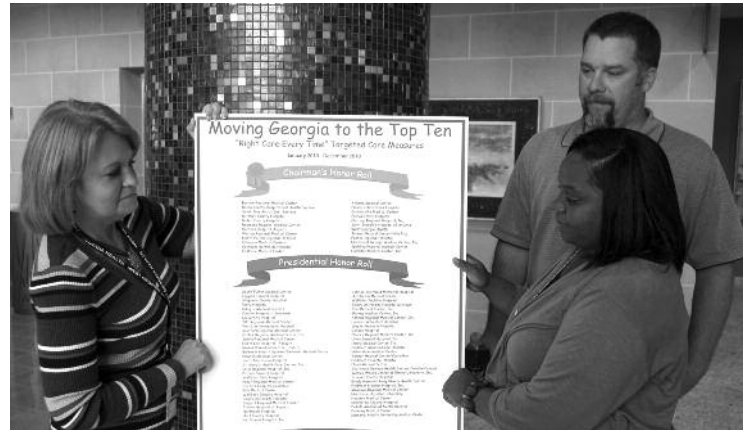
# West Georgia Health Places on Quality Honor Roll

West Georgia Health (WGH) has been named to the Georgia Hospital Association's (GHA) Partnership for Health and Accountability (PHA) Quality Honor Roll. WGH is one of 24 hospitals in Georgia to be placed in the Chairman's category, the highest on the list. The honor roll is based on clinical data provided by the federal Centers for Medicaid & Medicare Services (CMS), which administers the nation's Medicare and Medicaid programs. The data was collected from January 2010 to December 2010.

"This is a great accomplishment for West Georgia Health," said Joseph Parker, president of GHA. "This recognition further underscores the commitment of the West Georgia Health staff to ensuring that every patient receives the best, most effective health care possible."

All acute care hospitals are required to submit care data to CMS. This data details how well a hospital's caregivers adhere to a list of eight Appropriate Care Measures (ACM), which are the clinical processes of care that are known to be the most effective methods of treatment for patients who have suffered heart attacks, heart failure or pneumonia. The ACM is a composite measure that determines whether or not a patient received the right care at the right time.

For instance, a recommended treatment to help prevent a heart attack is to take aspirin either before or upon arrival at



*WGH Employees from left, Julie Cook, finance, Tim Staat, I.S. and LaToya Scott, education services install the new Quality Honor Roll display in the lobby of the South Tower.*

the hospital, as well as at discharge. A suggested treatment for pneumonia is to administer an antibiotic within four hours of a patient's arrival. A hospital's adherence to these recommended clinical practices usually leads to better outcomes.

"It is our mission to ensure that each of our patients receives the right care at the right time and this recognition validates this," said Jerry Fulks, President/CEO, WGH. "This honor is a tribute to the hard work and dedication of our staff who are constantly working to make excellent care even better."

## WGH Implements Random Drug Testing Beginning in Feb. '12

We are constantly working to improve West Georgia Health. An upcoming change to the Drug Free Workplace Policy, Safety 28 will be the implementation of random drug testing that will become effective on Feb. 1, 2012. Each employee will be required to complete an updated CBL, review the policy and provide documentation of completion prior to Feb. 1, 2012.

The purpose of drug testing is to ensure every employee, patient and physician has a safe environment in which to work. If you or someone you know has a problem with alcohol or drug abuse, there is confidential assistance that will not affect your employment if you seek assistance and comply with a recommended plan of care.

The current policy states:

Purpose of the Drug Free Workplace Policy, Safety 28 is to provide a safe environment and provide assistance to anyone who may have a problem with alcohol or drug abuse.

Unacceptable: Illegal drugs; drug paraphernalia; impaired by alcohol; use of prescription drugs other than as prescribed by MD; refusal to submit to a drug screen.

If taking a narcotic, the employee must report this to his/her supervisor and be assessed for fitness for duty.

If the drug screen produces a non-negative result, the employee will not be allowed to work until confirmatory results are received and reviewed. If arrested or convicted of a criminal drug statute or DUI, every employee must report the incident to Tommy Britt, human resources director within three days.

Currently, drug testing is conducted: Pre-hire, Reasonable Suspicion, and Post-Accident. Employee has 24 hours after the incident to submit to a drug test, follow up after treatment

Effective Feb. 1, 2012, random drug testing will begin. All employees will have an equal opportunity to be selected for a

random drug test. The random selection process is automated through use of a computer program. Employees will only be selected on days they are scheduled to work. On the day random drug testing occurs: Supervisor will be contacted, employee will be notified.

The employee will be instructed where to go and to take a photo ID. Then the employee will proceed directly to the testing location.

Unless the employee meets the deferral exception, failure to appear or comply with a requested alcohol or drug test equates to refusal and will subject the employee to the full range of disciplinary actions, including dismissal.

If you or a coworker needs assistance, please contact the PACE Employment Assistance Program at 706-812-2418. It takes each of us ALWAYS doing our best and working to continue making West Georgia Health a Great Place to Work.



## Employee of the Month October 2011

**Brunella Lipscomb**

**Job Title/Dept:** Central Supply Dept. – CS Tech.

**Number Of Years With The Hospital:** 43.

**Family:** Two sons and daughter. Five grandchildren(3 girls and 2 boys)

**Interests/Hobbies:** I enjoy being around people traveling, reading, shopping and sewing.

**Proudest Moment:** When my grandchildren were born.

**Pet Peeve:** People that promise things or actions and don't keep their word.

**Music:** Gospel, Instrumental and I love jazz and soul. I also listen to classical music.

**Books:** *The Bible.*

**TV:** I don't watch much TV but when I do, it is usually news and game shows.

**Person(s) You Most Admire:** My mother for her inspiration and what she taught us. She always said treat people the way you want to be treated.

**Best Advice (That You Have Received Or Have To Offer):** Always have a kind word for people. Show love to people you meet.

**What Would You Do If You Had A Million Dollars?** I would take care of my family and then reach out to needy organizations.

**How Do You Plan To Enjoy Retirement?** I will enjoy my family and I will find something to keep busy. Something creative. I will be active.



*From left, Kathy McWhorter, director of Performance Improvement; Joy Brooks, RN, director, Cardiac Telemetry Services and Clarissa Grizzard, RN, Quality Initiatives Coordinator.*

## WGH Staff Participate in Community-wide Health Fair

Staff from West Georgia Health recently participated in a health fair at New Community Church. Nursing staff offered screenings for blood pressure, blood sugar and cholesterol. Staff from the Enoch Callaway Cancer Clinic were on-site with the West Georgia Health van and provided clinical breast exams. Women who qualified were offered free mammography screenings as a follow up to the exam. Additional information was provided by staff about dialysis, stroke prevention, congestive heart failure and vaccinations.

## With Heartfelt Condolences

WGH acknowledges the following deaths:

**Mr. Jeff David Hunter**  
*grandfather-in-law of*  
**Felecia Cantrell, RN**  
Nursery

**Mr. Pete Henderson**  
*grandfather of*  
**Jeffrey Henderson, RN**  
Twin Fountains Home

**Mrs. Juanita Madden**  
*grandmother of*  
**Melissa Mathes, RN**  
Heart Clinic

**Mr. Mack Tharpe II**  
*father-in-law of*  
**Andrea Tharpe, RN**  
Heart Clinic

**Mrs. Wilma Daniels**  
*mother of*  
**Linda Mack, Director**  
Nutrition Services

## For Your Information

Blood Drive  
Thursday, Dec. 8  
9 a.m. to 3 p.m.  
ECCC Auditorium

# 2010 – 2011 Volunteer Service Awards



**100 Hour Pin.** (l-r) Jeanette Whitley, Rosemarie Ward, Lizzie Stephens, Joyce Atkinson, Gail Harris, Jean M. Cook, and Sheila Silcox. Not pictured: Breanna Allen, Sheryl Butler, Nancy Davis, Mary Lee, Lori Pulliam.



**200 Hour Pin.** (l-r, front row) Carolyn Hood, Teri Raven, Rosemarie Ward, Gail Harris, O'Livia Meeks. Back row: Lizzie Stephens, Gary Johnson and Mose Stogner. Not pictured: Denise Bourgoine and Nancy Davis.



**500 Hour Pin.** (l-r) Rosemarie Ward, Becky Hood, Carolyn Hood, Georgina McCarthy, and Kathy Ellsworth. Not pictured: Raymond Latulippe.



**1,000 Hour Pin.** (l-r) Buck Herndon and Eileen Johnson. Not pictured: Tina Quiggle.



**1,500 Hour Pin.** (l-r) Rachel Shiver, J.W. Andrews and Erin Nacey. Not pictured: Vonice Nelson.



**2,000 Hour Pin.** (l-r) Beverly Lundberg and Margaret Melton.



**3,000 Hour Pin.** Chad Cook



**3,500 Hour Pin.** (l-r) Mary Bolan and Carole Hughes.



**4,000 Hour Pin.** (l-r) Mary Bolan and Helen Stephens.



**4,500 Hour Pin.** Mary Bolan. Not pictured: Jackie Ward



**5,500 Hour Pin.** Bobby Baker



**6,500 Hour Pin.** (l-r) Ruth Coker and Miriam Reeves.



**7,000 Hour Pin.** (l-r) Ruth Coker and Miriam Reeves. Not pictured: Johnnie Green.



**7,500 Hour Pin.** Judy Bledsoe.



**8,000 Hour Pin.** Jane Stephens.



*Pictured from left: Thomas L. Whittaker, MD, FACP, president, Association of Community Cancer Centers, McClanahan and Christian G. Downs, executive director, Association of Community Cancer Centers.*

## McClanahan Represents WGH at National Cancer Conference

Charlene McClanahan, director of Oncology Services at the Enoch Callaway Cancer Clinic (ECCC) at West Georgia Health, was among 600 cancer care professionals attending the Association of Community Cancer Centers (ACCC) national conference in Seattle, WA recently.

The ECCC was recognized for its commitment to the ACCC and its mission to advance cancer care in the community for the past 30 years.



## Florence Hand Home Residents Enjoy Halloween During Rehab Therapy

Rehabilitation Therapy staff treated Florence Hand Home residents to a festive party filled with plenty of treats on Halloween. Staff entertained the residents by dressing up in costumes. As part of their therapy activities, residents painted miniature pumpkins. Pictured above from left, Joy Sander, PT; Helen Lloyd, resident; Avius Boone, PT Aide; Margaret Hardy, resident; and Beth Gluck, COTA.

## Save the Date!

Heart Truth for Women  
Luncheon

Thursday, February 16, 2012

**More information to  
follow!**



## Christmas Reception

Cafeteria

Wednesday, December 14

2 p.m. – 3:30 p.m.

(1st and 2nd shifts)

10 p.m. – 11:30 p.m.

(3rd shift)