



*Pictured from left, Dr. Richard Freeman, Radiation Oncologist, cancer liaison physician and chairman of the Enoch Callaway Cancer Committee; Dr. Julian Dutttera, retired Medical Oncologist and administrative medical director, Enoch Callaway Cancer Clinic Oncology Program; Charlene McClanahan, director of Oncology Services, Enoch Callaway Cancer Clinic, and Dr. Grant Major, General Surgery and Enoch Callaway cancer conference coordinator.*

## West Georgia Health's Enoch Callaway Cancer Clinic Receives Accreditation

The American College of Surgeons, Commission on Cancer (ACoS) has granted a Three-Year Accreditation along with six commendations to the Enoch Callaway Cancer Clinic at West Georgia Health. The Commission reviews cancer programs nationwide every three years, scoring them on 36 standards in eight categories. Facilities are awarded approval for accreditation with commendations for exceeding the Commission's high performance standards and quality exceptions.

The Enoch Callaway Cancer Clinic earned the Commendation accreditation after an on-site evaluation by a physician surveyor to assess its compliance with standards representing the full scope of the program, including cancer  
Continued on next page .... see Accreditation

## WGH Employee Receives Statewide Pharmacy Honor

Catennia Foster, CPhT, certified pharmacy technician in the Ambulatory Infusion department at West Georgia Health (WGH) has been recognized by the Georgia Society of Health-System Pharmacists (GSHP) as the 2011 Outstanding Health-System Pharmacy Technician.

Foster is among 12,800 pharmacy technicians registered with the Board of Pharmacy in Georgia. The Outstanding Health-System Pharmacy Technician Award recognizes a health-system pharmacy technician who has demonstrated practice excellence and leadership in the support of implementing pharmaceutical care.

For the past 16 years, Foster, has demonstrated her contributions at WGH in a dual role, as a certified pharmacy technician and her utilizing training as a licensed practical nurse.

"If there are jewels in the staff at WGH, and there certainly are many, Catennia is the diamond of the bunch!" said Charlene McClanahan, director of WGH Oncology Services. "She always has a wonderful attitude of care and compassion for her co-workers as well as our patients."

Don Davis, RPh, director of pharmacy said Catennia is very deserving of this honor bestowed upon her by her peers throughout the state of Georgia. "Catennia's focus is always on the patient," said Davis. "Her role is vital to ensuring that patients receive accurate compounding of medication during



*Pictured from left, Charlene McClanahan, Catennia Foster and Don Davis.*

treatment, and this recognition by the GSHP acknowledges her commitment to her profession and the role she plays at WGH."

In fact, Foster also was recently named Employee of the Month in June at WGH.

## From the CEO ...

When I attend professional conferences for continuing education, I always try to bring back lessons I can try out in our hospital to improve how we do things. Most of these ideas take a long time to play out, such as the Above and Beyond initiative to improve patient satisfaction. Other things can become a part of my routine right away, such as access to a particular web site where timely news about our industry can be learned.

Over the past year, every conference or educational session I attended has addressed aspects of the Patient Protection and Affordable Care Act, otherwise known as Health Care Reform. The bill is over 2,000 pages long, making it one of the most complex pieces of legislation ever adopted by Congress. Its intent is to change the way health care is delivered and paid for in our country. The motivation behind the reform effort, however, is the mandate to decrease the rate at which health care spending is growing in America. Stated simply, our nation is rapidly approaching a point at which we cannot afford to pay for health care, public or private!

Over the years, we have made "fixes" to our health care financing approaches that mostly shifted responsibility and risk from an insurance company to the hospitals, from the employer to the employees, and in other ways. While these efforts were well intentioned, they fell far short of achieving lasting results, so costs continued to soar. The current reform effort is meant to **transform** the way we deliver health care to our population, not simply fix it a little more.

Experts point out that one of the problems has been the fee-for-service system which rewards providers for the **volume** of care we deliver. This volume based system offers little incentive for reigning in costs. What the new law calls for is a transformation into a **value based system**, whereby providers (doctors and hospitals, nursing homes, home health agencies, etc.) are paid for the outcomes they produce, the satisfaction of their patients, and the efficiency with which care is delivered. The restructuring being talked about currently will make provider payments to a new form of health care organization that will be accountable for the entire episode of care, beginning three days before admission to an inpatient setting, and continuing for 30 days after discharge. This will force a closer integration with our physicians, along with efficient case management for every patient inside and outside the hospital setting.

When laws like this are enacted, they are further clarified through a series of regulations which get much more specific about the requirements, measures, and penalties for failure to follow the law. That is the stage we're in right now,,, some regulations are defined, particularly for those parts of the law that are to be enacted early on. Others won't go into effect until 2012, 2013, and 2014, so there's a little more time for the federal government to write those regulations.

We have already begun reforming our organization in ways we think the regulations will require us, building upon our quality scores, patient satisfaction results, and our cost measures. We will continue to monitor the regulations as they are being developed, preparing ourselves for future changes. No matter how much they change, however, our focus will continue to be achieving success for our community.

## Accreditation

committee leadership, clinical services, community outreach, quality improvement and cancer data management.

"To be accredited by the American College of Surgeons Commission on Cancer means that our patients have access to the full scope of services required to diagnose, treat, rehabilitate, and support patients with cancer and their families," said Charlene McClanahan, director of oncology services.

Accreditation by the Commission on Cancer is given only to those facilities that have voluntarily committed to providing



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Mary Ann Hairston, Nutrition Services

**NEXT INTERCOM DEADLINE:**  
Friday, Nov. 11, 2011

the highest level of quality cancer care and that undergo a rigorous evaluation process.

Established in 1922 by the American College of Surgeons, the CoC is a consortium of professional organizations dedicated to improving survival rates and quality of life for cancer patients through standard-setting, prevention, research, education, and the monitoring of comprehensive, quality care. Its members include Fellows of the American College of Surgeons and 42 national organizations that reflect the full spectrum of cancer care.

## Imaging Department Conducts Patient Safety Exercise

The Imaging Department held a team building exercise to reinforce the West Georgia Health Patient Safety goal of Correct Patient Identification. Everyone in the department wore armbands during their shift and had to practice their AIDET skills with each other.

In addition to using AIDET, Imaging Department Staff will now address patients by asking, "For your safety, can you tell me your name and date of birth?" If the patient is able, staff will also ask what procedure they are here for as well.



*From left showing their arm bands are, Kim Speake, Becky Levens, Debbie Bowie, Allan Miller, Janice Parmer, Melissa Davis, CT student, Les Handlin, Director, Tollie Ramsey, and Cassandra Brown.*

"Patient Safety is our number one goal," said Les Handlin, director, Imaging Services. "Exercises like the one we

performed help us to maintain that focus at all times to ensure our patients are cared for in the safest manner possible."

## Paint the Town Pink Includes Art Exhibit and Free Breast Exam Screenings

The sixth annual Paint the Town Pink event to raise awareness and money for breast cancer on September 24, was highlighted by a special art exhibit held at the LaGrange Art Museum (LAM). An exhibit entitled, "Body Works: The Journey" was a tribute to cancer patients and others with life threatening illnesses, survivors and their families featured 55 torso forms, which told the story of each person's journey. Many of the torsos were created by cancer patients who participate in the Art Therapy program at the Enoch Callaway Cancer Clinic (ECCC).

Paint the Town Pink, sponsored by the Breast Friends for Life support group which meets in the ECCC, featured 25 booths offering screenings and information on prevention and wellness. This year, the West Georgia Health Mobile was on-site staffed with clinicians offering free clinical breast exams. Free mammogram vouchers were issued to those who would otherwise be unable to afford the life-saving screening.

Nearly 150 walkers raised \$80,000 in the second annual 10-mile Hope for a Day Walk,



*Decorated torsos tell the story of cancer patients in the exhibit entitled "Body Works, the Journey" held at the LaGrange Art Museum.*

held in conjunction with Paint the Town Pink. Money raised will go to support several organizations including the West Central Georgia Cancer Coalition for free mammograms and breast exams; Breast Friends for Life, a breast cancer support group that uses funds for local breast cancer needs; and the Troup County chapter of the American Cancer Society.

During the event, the LAM hosted Paint the Museum Pink, giving breast cancer survivors the opportunity to imprint their pink handprints on the wall outside the museum. Downtown merchants also decorated their shops in pink and offered specials.



*Nursing students from LaGrange College, supervised by staff from WGH Cardiology Services offer free blood pressure checks.*



## Employee of the Month August 2011

**Melissa Mathes**

**Job Title/Dept:** Registered Nurse, Cath Observation Area of Cath Lab.

**Number Of Years With The Hospital:** 3.

**Family:** Husband Kirt and sons Ryan and Mitch.

**Interests/Hobbies:** Spending time with my family, drinking coffee, camping, yoga and shopping.

**Proudest Moment:** Every day is a proud moment.

**Pet Peeve:** Negativity.

**Music:** Classical music, classic rock, disco, rap, jazz, gospel and the blues.

**Books:** *The Bible*, *Heaven is for Real*, and *Where the Red Fern Grows*.

**TV:** *Cops*, *America's Most Wanted*, and *College Football*.

**Person(s) You Most Admire:** My husband Kirt.

**Best Advice (That You Have Received Or Have To Offer):** Don't count the days.

Make the days count!

**What Would You Do If You Had A Million Dollars?** 10% to church, give to the American Cancer Society, pay off bills, put some in savings, give to friends and family, and best of all, open a coffee shop on the Square!

**How Do You Plan To Enjoy Retirement?** Wow! That's far off, but when I do retire I would like to travel and enjoy my family even more!

## With Heartfelt Condolences

WGH acknowledges the following deaths:

**Mr. Cordell Wright**  
father of  
**Milton Wright, CT**  
Radiology

**Mr. Eric Southerland**  
step grandson of  
**James Rice, Carpenter**  
Engineering

## For Your Information

Blood Drive

December 8

9 a.m. to 3 p.m.

ECCC Auditorium

## West Georgia Health Bowling League



West Georgia Health formed a 30-week bowling league August 2010 with proceeds to benefit the Comprehensive Cancer Center campaign. Our own Frankie Etheridge was the president. Susan Ferguson was vice president/treasurer; Cindy DeBall, assistant treasurer/awards; Larkin Dorsey, assistant treasurer; Randy Boyd, sergeant-at-arms; Joy Burnham, secretary; and Lori McClung, awards. The league held its end-of-season banquet October 6 in Frankie Etheridge's memory and recognized several teams: FIRST place - Mixed Nuts (Frankie Etheridge, Randy Boyd, and Rich Shuman); SECOND place - Georgia Bowl Dogs (Amy and Tim Brown, Joy Burnham, Jean Cook, Brenda Cross, Sheri Jones); THIRD place - Alleygators (Susan and Charlie Ferguson, Scotty Bible, Michael Lamb and Larkin Dorsey); Highest women's and men's bowlers - Joy Burnham and Randy Boyd; Most improved bowlers - Jacob Luitjens and Julie Heath. More than \$3,000 was raised for the new cancer center. If you are interested in bowling in this year's shorter 16-week league, please email Susan Ferguson at [fergusons@wghealth.org](mailto:fergusons@wghealth.org). Good luck and good bowling!

# Remembering for Future Generations

Vernon Woods Retirement Community hosted the annual Walk to End Alzheimer's on October 22nd. We enjoyed a beautiful clear day with about 200 participants. Local resident Debbie Burdette inspired us with her family story, and Doris Reed of the Columbus/Chattahoochee Valley Region of the Alzheimer's Association Georgia Chapter got us excited about our efforts to help fight this disease. Also, on hand to celebrate the day were the Rev. Tom Hunkele and Troup County Commissioner Ricky Wolfe.

Total funds raised from the walk were over \$10,000, with our Vernon Woods' Team (Remembering for Future Generations) raising over \$1,700, and another \$2000 with in-kind donations.



*Shown in photo: Seated L to R: Michelle Smith and Denise Dixon. Standing L to R: Grady Callahan, Sally McIver, Rosemary Smith, Willie Lofton, Ruth Huckabee, Pam Dowell, Jeffery Tucker, Kwanza Smith, Alanda Irvin, Gemia McFarlin, Johnice Bostic, Susan Burdick, and Ida Holloway.*

With these funds, we are able to bring education and support directly to the LaGrange/Troup County community. Our first educational opportunity will be on Nov. 2nd from 10 a.m. – noon at Vernon Woods. This free program is

offered to caregivers of those with early stage Alzheimer's and is entitled "Living with Alzheimer's for Early Stage Caregivers". Call 1-800-272-3900 to register.

# Burton Recognized by Georgia Nurses Association

Deborah Burton, RN, BSN, MSN, vice president/chief nursing officer at West Georgia Health has received the 2011 Katherine Pope Memorial Award from the Georgia Nurses Association (GNA) for her dedication and service to the health and safe practice of those serving in the nursing profession.

The Katherine Pope Memorial Award was established by the GNA Nurse Advocacy Program to recognize nurse managers throughout the state who have demonstrated support and concern for nurses with the disease of addiction and who have been active in integrating recovering nurses back into the workforce so that they may remain active members of the nursing profession.

Burton was recognized for her leadership role in implementing the



Employee Assistance Program for West Georgia Health, which is recognized by the GNA as a best practice. The program is aimed at early identification of, intervention with, and treatment of registered nurses, and other healthcare professionals, who experience addiction and psychiatric disorders. Burton has been instrumental in developing employment policies and procedures that have resulted in intervention and retention of many valuable nurses and members of the healthcare profession in her community.



## Quilt Raffle

The Breast Friends for Life breast cancer support group has another beautiful quilt to raffle off. The quilt made by the "Sew and Sews" from the Active Life Center is predominantly pink and is the prettiest one yet! It can be seen in the Radiation Oncology area. Raffle ticks are \$1 and can be purchased from Wanda Lowe at ext. 3866 or Daniela Chase at ext. 3544 until November 28.



## Christmas Tour of Homes Sunday, December 4, 2011 2 - 6 p.m.

*Refreshments, Boutique and Entertainment*

Tours will begin at Hills and Dales Estate Visitor Center. Vans will be provided to transport guests to the individual homes.

**Tickets \$25**

Benefit for West Georgia Hospice.

**Call 706.845.3905**

## Employee Education Partnership Survey Results

A big THANKS goes out to all of the employees who completed an Employee Education Partnership Survey! A total of 80 surveys were submitted! The survey results revealed that 77% of you would be interested in an internal shadowing program which would allow employees the opportunity to shadow a person who works in an area of the hospital that interests them. With this program, you may discover a challenging and exciting

career choice that you hadn't once considered. The Human Resources and Education Services departments will team up to implement this program. Look for details coming soon. Additionally, we learned quite a few of our employees are willing to go back to school to obtain the appropriate level of education needed to advance their career within the hospital. This finding speaks volumes about our employees'

thirst for higher education and their dedication to the health care industry.

With the Tuition Reimbursement program, our employees can utilize a monetary benefit to assist with the cost of tuition. Please go to SharePoint and look under the Human Resources Policies and Procedures page for more specific information.

## Dates to Remember

**November 11** – Veteran's Day Program  
2 p.m., Cafeteria

**November 18** – All Staff Pledge Cards  
due to Liza Fritchley

**November 22** – Cake Auction & Bake  
Sale

**November 22** – Blue Jean Day &  
Parking Space Raffle

**November Leadership Meeting** –  
Book Drive

**December 8 & 9** – Book Sale

**December 14** – Employee Reception  
2 p.m., Cafeteria

## Simpson Named Dietary's Employee of the Year

Lois Simpson was recently named  
Dietary's Employee of the Year.

Lois has worked for West Georgia Health for 23 years as a cashier in the cafeteria. She has a daughter Ashley, who is in her second year of college at Lawson State in Birmingham, Ala. Her hobbies are singing and dancing. She received a certificate along with a beautiful necklace, earrings and bracelet set. Next time you are in the cafeteria say hello to Lois. She really loves her WGH customers and has a beautiful smile waiting for you.



## Congratulations!!!

West Georgia Health Foundation's Larkin Dorsey and her husband Drew welcomed a baby boy on October 14, 2011, weighing in at 8 lb., 4 oz. and measuring 20.5 inches long.