

THE REPORTER

April 15, 2006

Georgia Regional Hospital at Savannah

www.garegionalsavannah.com

GRH-S

Privacy and Security Week



TREAT INFORMATION the way you would want yours to be treated.

Medical Records

Merline Minott

April 9-15 is Privacy and Security Week which is sponsored by the American Health Information Management Association (AHIMA). This week is set aside to focus on Privacy and Security of Clients Information. There are several points to keep in mind every day which help follow AHIMA standards.

First- It is everyone's responsibility to protect client privacy.

Second- It is important to be sensitive, respect our clients' rights to privacy, and know our hospital's policies. Only access confidential information if you need to know it to do your job. Treat your client's information the way you would want yours to be treated. Protect all of your computer passwords. Attend training and education programs. Report any problems.

Third- Providing clients with quality healthcare includes protecting their confidential information.

Healthcare information staff are committed to following hospital policies and procedures in order to promote and protect confidentiality and security. Our goal is to maintain client trust by ensuring that medical records are protected and confidential information is kept private. The Medical Records Department is committed to continue improving and maintaining systems and safeguards to protect client privacy.

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Administrative Professionals Week April 23-29

Administrative Professionals Week was created to recognize the workplace contributions and achievements of administrative support staff, including secretaries, administrative assistants, office managers and other office staff. The Wednesday during this week is Administrative Professionals Day.

Please take time to say thanks to the administrative professionals around the GRH-S campus this week in recognition of all the hard work they do.

For more information visit www.iaap-hq.org

From: Pat Williams, Program Associate to Kelly Gray

I would like to take this opportunity to **THANK** my supervisor Kelly Gray.

Kelly has been a great inspiration as I pursued my goal to advance my education. I completed school in March obtaining a degree in Business Administration from South University. It has been a very long process with many hurdles and obstacles but through it all Ms. Gray has been a great motivator. She is understanding, empathetic and passionate. As a manager she motivates and empowers; you she allows you to make decisions. She does not micro-manage. She can be a little *"Hyper at times"* if you know Kelly (smile). Kelly is very compassionate. We have a good working relationship, which is very important within any department rather you are responsible for one, two, three or twenty employees having interpersonal skills is important. While attending school I have had to adjust my work schedule to take day courses. Kelly allowed me to work a flexible schedule. Through it all she has remained focused about our department so we could handle the change.

Our work relationship has been one of respect and trust; we have worked well together. Kelly does not judge people. She communicates and appreciates your abilities.

Again Kelly, I thank you for your kindness; I also thank you for believing in me. You are one of many who have supported my efforts to reach my educational goals. Thanks to all of you for your patience and encouragement. Again I thank you for being the person you are, a LEADER.

Now I can breathe. I'm done!
Graduation will be Saturday, June 17th at the Johnny Mercer Theater Savannah Civic Center.

EDITORIAL

Volunteer News

Volunteer Services

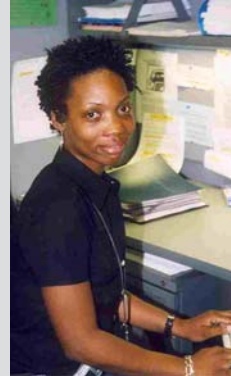
Healthcare Volunteer Week April 23-29

National Healthcare Volunteer Week recognizes the support that volunteers and auxiliaries provide to hospital staff, their patients, their family members and the community at the local, state, and national levels.

Volunteers at GRH-S include groups and individuals who help in both clinical and administrative positions. They are a valuable resource to the hospital and our clients through donation of their time, energy and resources.

A huge thanks is extended to all volunteers and donors. We couldn't do it without you!

Please Welcome



TIFFANY BOSTIC

is a student at Savannah Technical College who has been volunteering in the Human Resource Office since February 2006. Ms. Bostic is a diligent student and volunteer who sees volunteering at GRH-S as a stepping stone in her career.

In Memory of

PAT HUNTON was dedicated member of the Pet-a-Pet GRH-S pet therapy program for the past three decades. She passed away mid March from complications due to a heart attack. Pat also visited several other organizations to provide pet therapy as well as being an active member of PALS. Dedicated volunteers such as Pat Hunton are truly treasured. We will miss her very much.





MISHA SNYER soon to graduate from Savannah State University with her Master's in Social Work.

Snyder Earns Masters

Buisness Office

You might see Misha Snyder if you visit the Business Office. You might even know that she has been an Accountant Paraprofessional/Cashier there since June 2002. But did you know that she is currently working on her Master's Degree in Social Work at Savannah State University?

Ms. Snyder, a Savannah native and mother of two (Jadon, 5 and Kennedy, 2), is in her second year as a MSW student at Savannah State University. She started the program in January 2004 as a part-time student and then switched to full time in August 2005. Currently in the process of completing her Clinical Concentration Field Practicum on

the Secure Unit, she is under the field supervision of Ms. Mercedes Byrd, Ms. Catherine Davis, and Mr. Sean Nixon.

Ms. Snyder received her Bachelors degree in 2001 from Paine College in Augusta Georgia. "I am thankful for the support of my Business Office supervisor, Mrs. Wanda Barnes and my Business Office co-workers who have been supportive of my decision to return to school. I am also grateful to have the opportunity to participate in the State of Georgia's Work-Study training program, which allows me to attend school, complete field practicum requirements, and continue working," says Snyder who is expected to graduate in May 2006.

Congratulations to Misha Snyder on her accomplishment.



Bobbie Marmolejo

Retirement

"This is not goodbye, I will be back." said Bobbie Marmolejo to her co-workers in Procurement who, after working with for many years, she considers family. "This occasion is bitter-sweet" said Janet Edenfield, Director of Materials Management "We are very happy for her but will miss seeing her every day."

During her 34 years of service Ms. Marmolejo has worked her way from her first position at GRH-S as a food service worker to her position in Procurement, where she has been since 1986. "The people who I work with are what have kept me at the hospital this long." Ms. Marmolejo says she will always remember the fun she had in Food Service and her procurement family, as well as special times, like Halloween the department had the opportunity to interact with the clients.

"I have learned a lot here, from a lot of decent and caring people over the years," says Ms. Marmolejo. She plans to enjoy her retirement by spending more time with her parents, home improvement, and travel.

DHR 2006 Employee Recognition Award Nominees

DHR

A call for nominations in the areas of excellence in Community Service, Customer Services, Humanitarian, Innovations, and Leadership was made in early March of this year throughout the DHR System. The following people and teams were nominated from Georgia Regional Hospital at Savannah. Congratulations to everyone on their nominations. Your hard work and dedication is appreciated.

Community Service

John Prather
Paulette Golden

Innovations

Re-Design 6 Project

Customer Service

Donna Norris
Human Resources Department
Liz Cox-Rodriguez
Mary Ann Noonan

Leadership

Mariah Hay

Humanitarian

Employee Morale and Services Team
George Negron



PERSONAL ADVOCATE
HOLLY KEANE
 works to raise the quality of
 care at GRH-S

Client Advocacy Week April 9-15

Awareness

This week honors the contributions of client and patient advocates. This event pays tribute to advocates who work tirelessly to ensure that patients and consumers have the highest quality healthcare.

GRH-S has one client advocate, Holly Keane. As an advocate, Ms. Keane tackles a multitude of tasks every day to meet client needs. She is the first line of defense for a client who is not comfortable speaking with unit staff and works hard to resolve conflict by investigating the source of concern.

Ms. Keane attends treatment team meetings, investigates incident reports, administers '30 Day Re-admit Questionnaire' and is now in charge of conducting focus

WHO, WHAT, WHERE, WHEN, WHY

Staff Development and Training Department

Condolences are extended to Eleanor Yourk on the recent loss of her mother.

Food Service

Food Service would like to thank the hospital staff for supporting and continuing to enjoy the daily lunch menu.

I would like to extend my deepest thanks to the entire staff of Georgia Regional Hospital and a very special thanks to Mr. John Walters, Food Service Director and all of the Food Service workers for the support and concern shown to me while I was out on medical leave. I was truly, truly humbled by everyone's concern and calls and will always be so very grateful. Once again thank you.

-Gena Mitchell

Facility Police

Congratulations to Lieutenant Smith on graduating top 10 in his class upon completion of the Chief Executive Training Course administered and provided by the Georgia Association of Chiefs of Police.

I would like to thank each of you that called or sent a card during the passing of my sister. Special thanks to the Facility Police Dept., Parkers Security, Admissions Staff and Environmental Services. It made me feel so good that you thought about me and my family during my time of bereavement. I love you and God bless.

- Cpl. A.R.Jones

Unit 6

How about those ribs they were great!!!! Hats off to Food Service from Unit 6 staff.

I would really like to commend Food Service on a job well done on the lunch that they serve for the staff. Great job!!!

-Sylvia Mike

Thank You, I thank God first for showing me favor because it could have been the other way. I thank everyone in the household of faith who were praying for me and my sons. I use to think when someone says "I will be praying for you", do they really but now I know it is true because without your prayers and God's favor I would not be writing this thank you note. I would like to say a Special Thanks to Leona Pinkney, Debra Thompson and Regina Grant. So, again I say thank you and may God bless each of you. Much Love, Mary Jordan, HST

-E.L. Coles, Program Assistant

Lakeside Center

I would like to thank my co-workers on the 11-7 shift at Lakeside for taking the time to wish me well on my new position. You all will truly be missed; however, I'm sure we will see each other when we are pulled (smile). Again, thanks to: Debra Harris, Larry Allen, Carnika Donald, Diandrea Glover, Lorenzo Hurt, Cindy Mustafa, Marcia Parker, Cynthia Williams and Marcus Sanders.

- Alfreda Aikens

surveys at Lakeside, the DD Group homes, and upon opening- the Juliette house.

Ms. Keane is also in charge of the 'Perception of Care' survey, which is administered to discharged clients to find out information from their stay such as if they have been treated with respect, felt safe and had privacy while they were here.

These tasks are just a few of the duties which Ms. Keane tackles every day as an advocate, to ensure the highest quality healthcare to our clients. Huge thanks go out to Holly Keane for all of her hard work and dedication. We appreciate all that you do.

For more information visit www.shca-aha.org.



RECOGNITION

WELCOME & CONGRATULATIONS!

Faithful Service Awards

30 YEARS

Robert (Buddy) Carter Social Services

20 YEARS

Zelma Fripp Environmental Services
Jerusha L. Stacey Nursing Administration

10 YEARS

Valencia Middleton Acute Care

Welcome

Regina Buckley Admissions

Valerie Jones Secure Unit

Bruce Thombley Admissions

Congratulations on Your Promotion

Howard Chisholm Jr. Acute Care

RETIREMENTS

Congratulations on your Retirement!

Shirley Laster Maintenance

Marian Douglas Nursing Administration

Judith Dinehart Clinical Services

Stars and Superstars

The following staff were mentioned by clients on the March 2006 Patient Satisfaction Survey as "most helpful" to them. These surveys were completed by clients who were being discharged from Units 5 and 6. STARS are the staff that were mentioned by at least one to four clients. SUPERSTARS are the staff who were mentioned by more than four clients. Thanks and congratulations to all of you.



STARS

- | | |
|----------------------|-------------------|
| Byrd, Mercedes | Bellinger, Sharon |
| Carter, Robert | Bland, Kevin |
| Clark, Deirdra Y. | Chanin, Julie |
| Gorini, Helen Mary | Gordon, Sarah |
| Kim, Kab | Hawkins, Stefpon |
| Moultrie, Nancy | Johnson, Cynthia |
| Nixon, Sean | Kelly, Reginald |
| Pellicano, Edward | Wallace, Lloyd |
| Pinkney, Leona | |
| Small, Helene | |
| Washington, Jeanette | |

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MANDT TRAINING helps create a positive mindset, as well as teach employees to handle difficult situations.

motto applies to both staff and patients. The principles of the Mandt System are simple and revolve around two key premises, one is a Relationship Based Process-its about Dignity and Respect, two is Proactive Interaction-its about prevention. With these ideas in mind the Mandt System teaches skills that can effectively prevent a crisis or diffuse most crisis situations.

positive relationships with those around us. The second chapter teaches healthy communication skills. Healthy communication is the key to resolving conflict. The third chapter builds on the concepts and skills taught in chapters one and two and teach us healthy conflict resolution. This chapter provides a definition for conflict and an approach which ties conflict resolution into healthy relationship building.

RAISING THE BAR, SETTING A HIGHER STANDARD

TEN PROGRAMS, ONE "MANDT SYSTEM"

Relational Skills	Relational Behavior Support
Relational/Conceptual Skills	Security and Safety
Relational/Conceptual/Technical Skills	Corporate Culture Change
Technical Advanced Skills	Classroom Culture Change
Mandt for Managers	Individual Specific Consultation



Work Smarter with Mandt

Safety

Steve Thornton

The leaders and governing body of our hospital are always aware of the need to improve safety and provide additional support to you the direct care staff member. In efforts to improve safety of both patients and staff members, in an environment of limited resources, the leadership and governing body has selected the Mandt System for implementation state

wide. The Mandt System provides skills and techniques that will help more effectively support patients and staff members during crisis situations. When resources are limited we all have to work smarter so as to not work harder.

The motto of the Mandt System is "Putting People First." This

The Mandt System currently is a two day training with the first day covering three relational chapters and the second day covering three technical or physical intervention chapters. Mandt believes that the first three chapters, the relational chapters, are the most important taught. Each chapter has a written test with the technical chapters also having skills checks.

The first chapter is about building healthy relationships. Relationships are the context in which work gets done. We have relationships with everyone we come in contact with and our interaction determines if the relationship will be positive or negative. This chapter provides skills for building and maintaining

The second day of training covers three technical chapters that teach physical supports in accordance with the principles of treating people with dignity and respect.

The Mandt system is a 'Relationship Based Process' and teaches that honesty builds trust, and trust builds healthy relationships. The course also contains several 'eye opening' exercises that teach the importance of teamwork in reaching common goals. The main goal of this program is simple, by taking this course, and using the skills, both we the staff of GRH-S, and our patients will be safer.



HELPING TO RAISE MONEY for the GRH-S Foundation

Theme Basket Raffle

EMS

There is still time to submit a theme basket! Departments/Units should notify Bonnie Watson of their theme and have the basket ready for display on April 17th. The baskets will be on display from April 17th to April 28th in the lobby of Building One. Basket winners will be drawn on April 28th. Raffle tickets are \$1 and can be purchased from the front desk. All proceeds go to the Georgia Regional Hospital at Savannah Foundation to help fund activities for clients and staff in 2006.

Celebrate Lab Week

Clinical

Dr. Hassan Aziz

The National Medical Laboratory Week is April 23 – 29, 2009. It is an annual event where laboratorians, nationwide, are recognized for their role in the health care arena. Medical Technology is an unseen profession to many. Historically, medical technologists and laboratory professionals have had limited patient contact and therefore, very little is known about this profession. Medical technologists provide essential clinical information to health care providers and are responsible for assuring reliable results that contribute to the prevention, diagnosis, prognosis, and treatment of physiological and pathological conditions. Many laboratory practitioners assist clinicians in correlating test results with patient data and recommend tests and test sequences in light of known clinical considerations. On April 23 – 29, the dedication and expertise of medical technologists will be brought out from behind the walls of the lab and into the spotlight with the theme Laboratory Professionals: Providing Answers, Guiding Cures.

Numerically, laboratory professionals represent the second largest sector among health care workers following nurses. The profession is also rapidly evolving where several billions of dollars are spent each year in over 172,000 clinical laboratories in this country alone. The medical laboratory is a \$101.5 billion dollar business,

representing as much as 11¢ of each health care dollar. Laboratory tests are extremely valuable and contribute up to 70% to all medical decisions made by health care providers.

As the American economy rises, medical personnel shortage worsens. Further, the national applicant pools for medical technology and other health care professions are down. Student enrollment has also fallen over the past decade. The Bureau of Labor Statistics (BLS) of the US Department of Labor reported that the demand for clinical laboratory technologists would exceed the supply of new graduates. It is estimated that there would be 5,300 new positions created in the medical laboratory field per year through the year 2008. An additional 4,000 positions would also need to be filled due to the retirement of the current laboratory workforce. Therefore, 9,300 new laboratorians are needed each year through 2008.

More than one-third of a million laboratory personnel practice in the US today. Baccalaureate level medical technologists comprise the majority of the staff of clinical laboratories.

Clinical laboratory science offers a great diversity of job opportunities and provides personal satisfaction knowing that laboratorians have a vital role in the diagnosis, treatment, and care of human mankind.

Lakeside Snapshots

Lakeside

In observation of National Social Work Month and Doctors Day, Lakeside social workers Amber Luxford, Lisa Nash, and Dr. Chrissie Clure were honored.

Ms. Luxford, Ms. Nash and Dr. Clure were recognized on March 30, 2006 with a party to recognise them for their hard work, dedication, and commitment to their clients.

CELEBRATION PICTURES (BELOW) show moments from the celebration



Lisa Nash, Dr. Chrissie Clure, and Amber Luxford (left to right, left picture). Lisa Nash, Amber Luxford, Linda Harmon R.N., and Dr. Chrissie Clure (left to right, right picture). Goodies in top photo.

THIS MONTH

8 April 15, 2006

GRH-S

www.garegionalsavannah.com

April is National Humor Month

National Humor Month

Celebrating its 30th anniversary in 2006, this event, founded in 1976 by motivational humorist Larry Wilde, focuses on the therapeutic value and vital need for humor in healthcare. Wilde presents programs which provide effective techniques for using humor to relieve stress, boost morale, increase communication skills, and enrich the quality of life for healthcare professionals. For more information visit www.larrywilde.com.

Humor Rx for Alleviating Stress in the 21st Century

By Larry Wilde

Using humor to relieve stress is simple — the benefits are simply wonderful. Follow these easy steps and you'll be on your way to defusing anxiety and frustration.

1. TAKE A HUMOR BREAK.

Keep a book of jokes or cartoons handy. If it makes good sense to keep a first-aid kit for medical emergencies why not a mirth-kit to deal with stressful situations? Ten minutes before a meeting or potentially stressful situation read some funny stories. A smile or chuckle will relax and better prepare you for a confrontation. A good laugh makes you feel good and allows you to think more clearly and quickly. **Humor makes you more efficient — it allows you to function better.**

2. LAUGH AT YOURSELF.

Dr. Meyer Friedman in his book, *Treating Type A Behavior and Your Heart*, points out that being able to laugh at yourself is healthy. Dr. Friedman's research in heart disease leads him to conclude: "The person most effectively protecting himself against the continued progress of coronary artery disease is the person willing to see himself and his affairs as ludicrously unimportant in the planetary scheme of things." **Humor keeps you from taking yourself too seriously and makes dealing with others easier.**

3. CREATE A FUNNY FILE ALL YOUR OWN.

There are many life experiences we can look back on and laugh about uproariously. Childhood incidents, school situations, even marriage mishaps. "I call this my mental health file," he explains. "When I'm down in the dumps, bored, uninspired, I flip through this folder. I'm always amazed at how a few laughs pick me up and change my perspective." **Keeping your own humor collection provides comic relief when you need it most.**

Medical science has made us aware that there is now another way to cope with stress. People who may need a cure for one of the most depressing and debilitating maladies of our times can now access the newest and best prescription: **Humor.**



Happy Birthday May!

May 1	Lee Mrash Della Moye	May 19	Terry Polite
May 4	Raquel Walker	May 20	Coletta Gray Jacqueline Ivy Mary Elizabeth
May 5	Marcia Parker	Jones May 21	Lelia Dixon
May 7	Dale Bond Khoa Vo	May 23	Heather Hall Lisa Nash
May 8	Yolanda Baldwin Sheila Boyette Solomon Green Napoleon Grimes Kimberly Miles	May 24	Jeni Ellis Riggs
May 9	Neal Cobb Roman Hunt	May 26	Josephine Geesey
May 10	Julie Chanin Christopher Driver Melissa Hutton	May 27	Mia Clark Manuel Martinez
May 17	Jamie Jobe	May 28	Mercedes Byrd
May 18	Hassan Abdel-Aziz Leona Miller Burgena Mitchell Marcus Sanders	May 29	Decoven Barthell
		May 30	Karen Bradley Stephen Thornton

IF YOU DO NOT WANT YOUR BIRTHDAY INCLUDED IN THE REPORTER PLEASE NOTIFY EDITOR TWO MONTHS PRIOR TO PUBLISHING. THANK YOU.

Spotlight On Human Resources

FREE Computer Classes

The Live Oak Public Library System offers a variety of FREE computer classes to the public. The following courses would be very beneficial for employees who are beginners: Introduction to the Internet, Windows, and E-mail. The public library system also offers introductory, intermediate and advanced courses in Microsoft Word, Excel and PowerPoint. For more information, please visit their website at: <http://www.liveoakpl.org/Classes.htm> or call the main branch at 912-652-3600.

Family and Medical Leave (FML) Information

The Family and Medical Leave Act (FMLA) provides job-protected leave without pay to eligible employees for certain reasons. Federal law entitles eligible employees to a maximum of twelve (12) work weeks of FML each calendar year. The Department of Human Resources permits employees to use annual, sick, and/or personal leave, if appropriate, while on Family and Medical Leave (FML) so that the employee can remain in pay status. For qualifying reasons and eligibility information, refer to DHR Human Resources/Personnel Policy #1005 Family and Medical Leave or contact the Human Resources Department for more information.

HR

Jamekia T. Powers

SPOTLIGHT: HUMAN RESOURCE MANAGEMENT

EMPLOYEE SELF-SERVE

Pay "stubs" will no longer be printed by DHR payroll. This service was implemented April 01, 2006, (your April 14, 2006 pay stub), for employees of the Department of Human Resources. Employees will be able to view and print pay stubs, W-2 and W-4 tax data, as well as employee benefits information.

To begin using the self-service feature, employees must go to the Team Georgia Connection website and register. The internet address is: <http://team.georgia.gov/portal/site>. The Team Georgia Connection website offers State of Georgia information to include: benefits, education and training, self-service, policies and news and communications. You can access the Team Georgia Connection website from anywhere and any computer. To begin the registration process, click the "Register Now!" link in the middle of the page. This will take you to the page to enter your information (NOTE: A valid email address is required for registration). Please refer to the information that was distributed with your pay stub on 2/28/06. If you do not have an e-mail address please contact Colleen Hartman or Liz (Cox) Rodriguez at 912-356-2022, to find out how you can access the Team Georgia Connection site. To access the Employee Self-Serve directly, visit: <http://route88.state.ga.us>

The computers in the Human Resource Management

Retirement Information

For service retirement, you should allow at least 45 days from the time the application is received by The Employee's Retirement System (ERS). Applications must be received at least 30 days prior to retirement, but not more than 90 days prior to the retirement date in order to receive your first check on the last working day of your retirement month. If not, your check will be delayed. For information on retirement, please visit the ERS web site at: www.ersga.org.

Retirees are eligible to continue their Health and Dental Benefits when they retire. If you have additional benefits such as Long-Term Care, Group Term Life Insurance (Employee, Spouse or Child), Accidental Death and Dismemberment Insurance or supplemental insurance (AFLAC, Chesapeake and Colonial), you must request Conversion and Portability information and forms so that you can individually continue your coverage. You can request forms from the insurance carrier or contact the Human Resource Management office (requests for forms or information on the conversion/portability of supplemental insurance should be directed to the insurance carrier only). Some forms are also available on the Georgia Merit System web site at: www.gms.state.ga.us.

Department will be available Monday through Friday from 8:00am to 4:30pm. If you require computer access outside of these hours, please contact your supervisor. If you require assistance or training, please contact Colleen Hartman or Liz (Cox) Rodriguez at 912-356-2022. Employment of Relatives (Reference: DHR Policy #1204—Employment of Relatives) Employees must report relationships involving relatives that are in violation of the Employment of Relatives policy. Employees who are relatives should not be placed in a direct co-worker relationship within the same organizational unit. Relatives are not to be employed in a working relationship in which the nature of the responsibilities may contribute to personal or financial gain, fraud, collusion, and other

abuses of position or conflicts of interest. Applicants/employees are not to be considered for positions if selection would result in the employment of a relative in violation of the policy. For more information, please refer to DHR Policy #1204—Employment of Relatives.

Suggestions or Questions

If you have any topic suggestions or questions, please submit them via e-mail or interoffice mail to Jamekia Powers in the Human Resource Department **before** the 20th of the month. We will discuss the topic or answer the question in the Human Resources Spotlight (**no names will be used**).



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