Graham Heads Food and Nutrition at MCGHI

James H. Graham recently joined MCG Health, Inc. as Director of Food and Nutrition. He will be responsible for the day-to-day management of food, nutrition and catering services as well as for implementing a room service option for patients.

Graham has more than 25 years of experience in health care. Most recently, he was Senior General Manager of Multi-Services at Harvard Medical School-affiliated Beth Israel Deaconess Medical Center.

He earned a B.A. degree in Secondary Education from Franklin College in Franklin, Ind. He holds a professional trainer certificate from Roger Williams University in Providence, R.I., and a food protection certification from the National Restaurant Association.

MCGHI Basketball Team Reaches State Finals

The MCG Health, Inc. Basketball Team was this close to beating Interface of Dublin, Georgia, in the Industrial Men’s League state tournament. Unfortunately, the team lost 64 to 63. The team is one of 12 in the local league and one of only two to make it to the state finals in Dalton on March 10, 2007.

“It has been a wonderful season, especially when you consider that this is our first year fielding a team,” said team coach Arthur Pryor, husband of Terri Pryor, who is the Executive Assistant to the President and CEO Don Snell. “These guys played with great heart. Several times, we played with only four people on the court.”

The team’s season record is 9 and 2. They racked up points in the win column by beating teams from Club Car, Augusta Recreation and
Voice Mail Converts March 27

The state’s voice mail provider, GTA, is upgrading to a new Unified Messaging system on March 27, 2007. Prior to that conversion, existing voice mail users must register for the new system online at www.gavoicemail.com. Those who do not register by the conversion date will lose voice mail capabilities.

Once logged on to the website, you must register for e-mail notification of voice mail messages, which you can either go into your phone system to retrieve or listen to via your computer. E-mail notification is required because your phone will no longer alert you to the existence of a voice mail message either through a highlighted button or through a stutter dial tone. Also, you must record your voice mail greeting in the new system.

After the conversion, you will continue to dial 706-721-6160 to retrieve messages. Those who are able to access the voice mail message system through a one-touch button will continue to do so after conversion, with the appropriate programming.

Unified Messaging will give users a number of new features, such as:

- Users can conference up to 10 people using the system
- A customizable auto-attendant is available
- Each user will have their own fax number that will allow faxes to go directly to their voice-mail in-box online as well as to their e-mail
- A follow-me feature allows the user to have multiple phone numbers programmed so that the caller can find them at certain times of the day instead of leaving a voice mail
- Options and passwords can be changed without sending a work order to GTA
- A calling card can also be used on this system
- All mailboxes are capable of 30 three-minute messages.

The menu options will also change. From the main menu, press 1 for your voice messages. Press 1 to listen to your new messages or 2 to listen to your saved messages.

Other menu options are:

<table>
<thead>
<tr>
<th>Phone Key</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Replay the message</td>
</tr>
<tr>
<td>5</td>
<td>Play the time/date of the message</td>
</tr>
<tr>
<td>7</td>
<td>Delete the message</td>
</tr>
<tr>
<td>8</td>
<td>Return the call</td>
</tr>
<tr>
<td>9</td>
<td>Save the message</td>
</tr>
<tr>
<td>#</td>
<td>Skip to the next message</td>
</tr>
<tr>
<td>*</td>
<td>Return to the previous menu</td>
</tr>
</tbody>
</table>

See Voice Mail Converts on page 3
Patient- and Family-Centered Care: An Update

“There are many hospital leaders who are continuing to build knowledge and empower staff in the practices of patient- and family-centered care,” said Pat Sodomka, Senior Vice President of Patient- and Family-Centered Care of MCG Health, Inc. “From the launch of CarePages to the formation of numerous new advisory groups, this philosophy of care is becoming an integral part of all of our operations.”

Following are some of the recent initiatives within MCG Health System:

**Adult Inpatient Care**

- Under the leadership of Nurse Manager Carrie Holloway RN, BSN, the Perinatal Advisory Committee has been reconstituted. A collaborative approach to redesign of the Labor and Delivery, Antepartum and Postpartum units is underway.
- Gareth Fenley, Certified Peer Specialist, is chairing the Behavioral Health Advisory Council.
- The 3 West Neuroscience unit is working with Cerner to pilot a patient-centered medical record project.
- A 4 South Advisory Committee led by Nurse Manager Bonita Thomas, RN, BSN, has been initiated to provide that unit with advice and counsel from patients and families.
- A redesign of the ICU waiting areas is underway to better support families and staff.

**Pediatric Care**

- Patient advisors played a pivotal role in the redesign of the Pediatric Subspecialty Surgery Clinic, the reconstruction of which is nearly complete.
- Other renovations include the redesign of the pediatric ICU waiting area and the pediatric cath lab.
- An intermediate care unit is being planned.
- An advisory group is reviewing the NICU family handbook and updating it.

**Ambulatory Care**

- All managers underwent a one-day Learning Lab.
- A Family Medicine Patient Advisory Council has been formed. The group meets regularly under the leadership of Family Medicine Nurse Coordinator Carla Duffie, RN, BSN, Administrative Director Kenny Echols and Department Chairman Dr. Joseph Hobbs.
- The MCG HealthPartners is reviewing the vision/values that would constitute the ideal ambulatory care system.
- Seven advisors led by patient advisor Nettie Engels are looking at the design of the proposed ambulatory cancer center. The structure and process of the group is similar to that used in the planning of the MCG Children’s Medical Center.
- The Quality Allies grant that enabled the piloting of MyHealthLink in the MS clinic was extended for nine additional months.

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**Voice Mail Converts**

*continued from page 2*

All users should go into their mailbox no later than 4 p.m. on March 27 to check for any new or saved messages. Messages from the old system will not rollover to the new system.

One person representing each department is undergoing training on the new system and will be able to help users set up their new mailboxes. If you have questions about the conversion, please contact your departmental representative.
LaRussa Receives SCAPAN Recognition

Krista LaRussa, RN, BSN, CAPA, of Perioperative Services, was recently recognized for her commitment to excellence in peri-anesthesia nursing by the South Carolina Association of PeriAnesthesia Nurses. In a process similar to that of Perianesthesia Nurse of the Year awarded by the Georgia Association, she received $300 for the number of points she accumulated in service to the association as well as other professional nursing organizations.

LaRussa has been a registered nurse at MCG Health System for 14 years. She has served in her current position as a Senior Staff Nurse in the Pre-op clinic since 2001. She first joined MCG Health System in 1992 as a Patient Care Assistant. She is currently the Chair of the Nursing Performance Improvement Council of Shared Governance.

She earned a B.S. degree in Nursing at the University of South Carolina and will complete a M.S. degree in Nursing from Regis University/College Network in August.

She is a member of the American Society of PeriAnesthesia Nurses and the South Carolina Association of PeriAnesthesia Nurses. She is the current Vice President of the Georgia Association of PeriAnesthesia Nurses.

Parkinson Disease Seminar Slated

Advances in the treatment of Parkinson disease will be explored at the 6th Annual Parkinson Disease Seminar, presented by the MCG Neuroscience Center’s Movement Disorders Program, March 23, 2007, from 8:30 a.m. to noon at the Doubletree Hotel Augusta (formerly the Augusta Towers Hotel), 2651 Perimeter Parkway.

The seminar is open to patients, families and others interested in Parkinson disease. Speakers include:

- “Preclinical Detection of Parkinson Disease – Ready for Prime Time?” by Dr. Mathew Stern, University of Pennsylvania
- “Slowing Parkinson Disease – Where Are We?” By Dr. Kapil Sethi, MCG Health System
- “Recent Advances in the Treatment of Parkinson Disease” by Dr. John Morgan, MCG Health System
- “Cognitive Decline and Dementia in Parkinson Disease” by Dr. David Knopman, Mayo Clinic, Rochester, N.Y.

For information and registration, please call 706-721-2798.

MCGHI Employees Show Unsurpassed Generosity

Employees of MCG Health, Inc. pledged a record $85,000 for the 2007 United Way of the CSRA campaign, making the health system one of the top major employers in campaign giving once again. The United Way of the CSRA raised more than $4.4 million to help fund vital community programs and agencies.

Sleep for a Healthy and Beautiful You!
Lunch and Learn
March 23, 2007
Noon
MCG Children’s Medical Center Conference Center
# National Patient Safety Goals

<table>
<thead>
<tr>
<th>Goal</th>
<th>Organizations Should</th>
<th>MCG Health System</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improve the accuracy of patient identification.</td>
<td>Use at least two patient identifiers when providing care, treatment or services.</td>
<td>Implemented</td>
</tr>
<tr>
<td>Improve the effectiveness of communication among caregivers.</td>
<td>For verbal orders, telephone orders or reporting critical test results via telephone, verify the complete order or test result by having the person receiving the information record and “read-back” the complete order or test result. Standardize a list of prohibited abbreviations, acronyms, symbols, and dose designations. Measure, assess and improve the timeliness of reporting and receiving critical test results and values. Implement a standardized approach to “hand off” communications, including the opportunity to ask and respond to questions.</td>
<td>Implemented</td>
</tr>
<tr>
<td>Improve medication safety.</td>
<td>Standardize and limit the number of drug concentrations.</td>
<td>Implemented</td>
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<tr>
<td></td>
<td>Identify and annually review a list of look-alike/sound-alike drugs, and take action to prevent errors involving the interchange of these drugs.</td>
<td>Implemented</td>
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<tr>
<td></td>
<td>Label all medications, medication containers or other solutions on and off the sterile field.</td>
<td>Implemented</td>
</tr>
<tr>
<td>Reduce risk of health care-associated infections.</td>
<td>Comply with current CDC hand hygiene guidelines.</td>
<td>Implemented</td>
</tr>
<tr>
<td></td>
<td>Manage as sentinel events all cases of unanticipated death or major permanent loss of function associated with a health care-associated infection.</td>
<td>Implemented</td>
</tr>
<tr>
<td>Accurately and completely reconcile medications across the continuum of care.</td>
<td>Compare the patient’s current medications with those ordered for the patient while under the organization’s care. A complete list of the patient’s medications is communicated to the next provider of service when a patient is referred or transferred to another setting, service, practitioner or level of care. The complete list of medications is also provided to the patient on discharge from the facility.</td>
<td>Implemented</td>
</tr>
<tr>
<td>Reduce the risk of patient harm resulting from falls.</td>
<td>Implement a fall reduction program.</td>
<td>Implemented</td>
</tr>
<tr>
<td>Encourage patients’ active involvement in their own care.</td>
<td>Define and communicate the means for patients and their families to report concerns about safety and encourage them to do so.</td>
<td>Implemented</td>
</tr>
<tr>
<td>The organization identifies safety risks inherent in its patient population.</td>
<td>The organization identifies patients at risk for suicide.</td>
<td>Implemented</td>
</tr>
</tbody>
</table>

## Patient Safety the Focus of National Awareness Week

MCG Health System used National Patient Safety Awareness Week, March 4 through 10, 2007, to highlight the importance of all staff incorporating the national patient safety goals into their everyday practice. A breakfast was held to recognize the approximately 135 employees who have been “caught” practicing safe behaviors and given safety stars. Pictured is Brenda Brown, RN, of 3 South Psychiatry, who was the 100th Safety Star. She discovered that an antibiotic order had been duplicated.
We Are Pleased to Welcome Our Newest Team Members

David Boseman, Environmental Services
Keri Brown, GRTC
Reba Brown, Senior Center
Yolunda Brown, 7 West Labor & Delivery
Kantrese Collins, Environmental Services
Nicole D’Antignac, 5 West Medicine
PrinCess Floyd, HIMS
Candice McConnell, GRTC

Benita Perez, Dietary
Shakira Price, MICU
Amanda Rabun, Pediatric Hemodynamic Lab
Demetrius Richardson, SCC Lab
Jackie Romig, 5 West Medicine
Robert Skidmore, Emergency Medicine
Fredina Tanksley, NICU
Jessica Williams, Inventory Management

Annual Grief Teleconference to Be Held

The Hospice Foundation of America’s 14th Annual National Bereavement Teleconference, “Living With Grief: Before and After the Death,” will broadcast live via satellite and webcast on March 22, 2007, from 1:30 p.m. to 4 p.m. in the conference center of the MCG Children’s Medical Center.

The educational forum will feature a multidisciplinary panel of experts who will explore the most current theoretical perspectives on loss and grief. The panel will focus on areas where understandings of grief have been challenged.

For further information, contact the MCG Health, Inc. Chaplains at 706-721-2929.

What Are You Doing?

We would like to highlight what your area is doing in customer service, patient satisfaction, and patient- and family-centered care. Why?

Because you deserve recognition and others could learn from your experience. So, e-mail Deborah Humphrey at dhumphrey@mcg.edu and let her know what you are doing.

We Salute National Doctors’ Day

MCG Health System will salute physicians on March 30, 2007, with an exhibit in the second floor Sydenstricker Lobby that highlights milestones in the history of medicine as well as showcases our own physician leaders.

National Doctors’ Day was first observed on March 30, 1933, in Winder, Ga., when Eudora Brown Almond, wife of Dr. Cha Almond, had the idea to commemorate the anniversary of the first use of general anesthetic in surgery. On March 30, 1842, Dr. Crawford Long of Barrow County, Ga., used ether to remove a tumor from a patient’s neck.

The Barrow County Medical Society Auxiliary proclaimed the day “Doctors’ Day.” The day was celebrated by mailing cards to physicians and their wives, and by placing flowers on the graves of deceased doctors, including Dr. Long.


News of Excellence is published by the Public Relations Department of MCG Health, Inc. Strategic Support and Development. Please direct all story ideas and comments to Deborah Humphrey, phone: 706-721-9177, Fax: 706-721-5735, e-mail: dhumphrey@mcg.edu. The physicians of MCG Health System are community physicians, faculty of the Medical College of Georgia or employees of the MCG Physicians Practice Group, not employees of MCG Health, Inc. Reproduction of this publication is prohibited without the express permission of MCG Health, Inc.