



The PULSE



NORTHWEST ADULT DAY HEALTH & WELLNESS CENTER

April 2018, Issue 1

KUDOS

Hello, Team CHCC! Thank you for all you do. Thank you for providing care with compassion and love so patients feel supported, encouraged and well taken care of while they are here. Thank you for helping heal people so they can return home as safely as possible to the lifestyle they love. What you do each day is important and appreciated by individuals and families.

How did you feel about the overall level of care received? (One check per line)

	Excellent	As Expected	Needs Improvement
Staff introduced themselves	✓		
Help was available when needed	✓		
Questions were answered	✓		
Procedures were explained	✓		
Nursing staff were qualified	✓		
Privacy & modesty respected	✓		
Quality of therapy services	✓		
Any concerns were addressed	✓		
Personal property kept safe	✓		
Meals served were appealing	✓		
Activity programs suited my needs	✓		
Visitors/loved ones were welcome	✓		

She's a SHINING STAR!

Becky is a hospitality aide and mentor to others. She brings sunshine into any room; she demonstrates deep compassion, positivity, and a true dedication to residents. Her co-workers say that Becky is flexible, hard-working, kind, and positive in all her endeavors. Thank you, Becky, for all you bring to CHCC.



BUSINESS OFFICE UPDATE

Please join us in congratulating Deanna Miller, who was recently promoted to business office manager!

The role of business office manager at CHCC is complex. There are many, many details Deanna will be responsible for, including maintaining accurate financial records, managing resident accounts, calculating and preparing taxes, analyzing financial records, and preparing monthly statements.

She'll also be responsible for banking-related tasks and for providing leadership to department staff in positive, proactive ways.

Speaking of department staff, you may have noticed that Kim Gallegos has assumed accounts receivable and accounts payable duties. Her office has moved from HR to the business office.

We are grateful to Deanna and Kim for stepping up into new roles here at CHCC where they can continue to learn and grow while also taking care of the finances of this organization.



Kari Heeringa, HR director



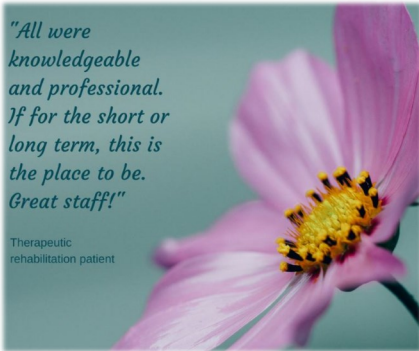
Like us on Facebook

Help others learn about job openings, volunteer opportunities, donation requests and more. It's easy! Just like CHCC's Facebook page and then like or share our posts with your friends and family: fb/christianhealthcare.

WELCOME



Hello, Katrina! We're all very glad you will be assisting the adult day health program as a program assistant. Thank you for choosing to become a member of the team at our healthcare campus!



Like Following Recommend Contact Us Send Message

4.9 ★ 4.9 of 5 stars
 24 reviews

[MOST HELPFUL](#) [MOST RECENT](#) [STAR RATING](#)

LEAVE A REVIEW FOR CHCC, HELP WITH RECRUITMENT: Do you like working at CHCC? Have you enjoyed your time here serving our patients and residents? Have you been able to learn and grow in your career while here? Are there things you've noticed that CHCC does better and different than other places you've worked?

If so, leaving a review on CHCC's Facebook Page is one simple way you can help others see that this is a great place to work; reviews on Facebook are not just for people who have received care here, they can also be written by staff.

Go to facebook.com/christianhealthcare/reviews and click the Recommend button. That will open a page where you can select the star rating and leave comments.

That's all there is to it. Whether you're a manager, nurse, van driver, social worker, dietary staff, receptionist, facilities team member... anyone can leave a review and help us spread the word that CHCC provides career opportunities in our community. Your review and comments just might help HR hire more great people to work here. How cool would that be?

Louise Bosch I spent two weeks there 51/2 years ago after heart surgery and they were wonderful! The nurses ,the staff and all in rehab! God bless them all!!!



SAVE THE DATE!

- April 19, 1 p.m.: There will be an employee relations committee meeting in the conference room.
- April 25, 2:35 p.m.: There will be a safety committee meeting in the conference room.

All staff are welcome to attend either meeting.

That feeling when a rehabilitation patient says he loved it here and didn't want to leave. Thank you, rehab team — including Monica and Sunny — for helping Mr. Olsen rest, recover and return home!

Were there any staff members who went above and beyond to make your experience at CHCC better? Name: Monica, & Sunny
Comments: _____

Is there any additional feedback you'd like to leave? Loved IT didn't want to leave

KUDOS

This is an excerpt from a recent letter sent in by a patient's family member. Well done, Bill!

"I want you to know how much I appreciate the excellent and compassionate service provided by Bill, one of your van drivers. My dad, Egbert M., has been a resident in your rehab section for a couple of months. He has relied on your van service for his many needed trips to medical appointments, most of them in Bellingham. He shared with me the excellent service he receives.

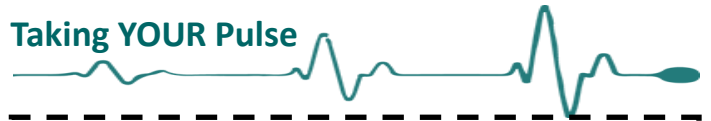


Bill is a credit to CHCC. He does his job in a professional manner, but more important to me, he is kind and considerate to my dad.

Living in Eastern Washington and being the only living child of my dad, it is so good to know that my dad is being well taken care of.

From Loren M.

Taking YOUR Pulse



ASK US ANYTHING!

Have a question about CHCC? Jot it down and drop this slip in a break room comment box. We'll share answers in the Q&A column in this newsletter.

PERSONAL PREPAREDNESS IN 28 DAYS—PART 3

Personal preparedness is important for everyone, especially healthcare workers who will be tasked with providing care to others in crisis situations.

In recent issues of The Pulse, we shared tips 1 through 5. In this issue we'll cover tips 6 and 7.

6. Connect with emergency alert systems. Many communities, emergency management agencies, schools and employers are using alert notification systems to send out urgent information with instructions on what to do in case of or as a result of an emergency or disaster. One alert notification in the Puget Sound area is Alert Seattle (alert.seattle.gov).

Take action! Identify the emergency alert systems for your family's home, school, and work locations, and sign up for alerts. Have everyone in your family sign up, and discuss what you will do when you receive an alert.

7. Add a communication plan to your family disaster plan. When a disaster occurs, everyone wants to contact their loved ones. Would your family members know how to reach one another? Communication systems can go down with everyone trying to make phone calls at the same time.

Take action! Create a family emergency communication plan so your family will know how to reach one another when a disaster occurs. Make sure everyone knows how to text; text messaging may be more reliable than voice calls during a disaster. Templates and examples of emergency contact plans are available online at ready.gov and redcross.org, including a couple just for kids at FEMA.gov (<http://bit.ly/1gLzi7j>) and Scholastic.com (<http://bit.ly/2aBoXjA>).

This info is presented by Northwest Healthcare Response Network.



Like us on
Facebook

Curious what's happening at Northwest Adult Day Health & Wellness Center? Like our Facebook page to learn about the program and continuing education opportunities: fb/northwestADH.



Here's a peek inside NWADH, where our clients make new friends and exercise their minds and body. Then, they hop on buses at the end of each session and return to the comfort of their own homes.

This is a true wellness program that works to proactively help adults build strength and maintain independence for as long as possible.

Families wishing to test the program with their loved one can sign up for a free trial.



NORTHWEST ADULT DAY HEALTH & WELLNESS CENTER

Our goal at Northwest Adult Day Health & Wellness Center is to provide means for people to build strength and maintain their independence.

That's why we employ a full-time certified occupational therapy assistant, Kathleen Orcutt. She has worked with the adult day health program in Whatcom County for over 30 years! You read that right: 30 years!

Kathleen provides a valuable service that can be hard for individuals to receive at home, away from the support of NWADH.

On a typical day, NWADH's certified occupational therapy assistant's role might include such tasks as helping members stretch and strengthen muscles, work on balance and walking exercises, and ride a NuStep or stationary bicycle (photo above right). Our COTA also records member progress for an occupational therapist to review, and consults with an OT during regular assessments.

Keep in mind: Access to COTA services about a month after discharge from CHCC's rehab program can be a huge benefit.



*Dear Team, You're all amazing.
Keep up the great work!*

TRAINED AND READY TO GO! Please help us welcome these friendly faces; greet them, help coach and mentor them. Help these hospitality aides and dining room assistants be successful here; help them help our residents to the best of their abilities. Know that they are excited to be working here at CHCC and to be working here with you.



Left to Right: Megan, Liliana, Alysann, Paige, Ruta