



The PULSE



NORTHWEST ADULT DAY HEALTH & WELLNESS CENTER

April 2018, Issue 2

Hello, Team CHCC!

As you know, a Department of Health survey occurred at CHCC from Feb. 26 to March 8. There were four surveyors in the care center for nine days. On the fourth day, they found what is called an "IJ Protocol." That means the surveyors identified an immediate jeopardy situation, which must be corrected right away. There were **no residents harmed**. The facility was **not** placed in Stop Placement.

The jeopardy they identified was that some residents had toiletries — baby powder, lotion, hair care products — unsecured in their room where a person with dementia could possibly use or ingest the product. The items were on nightstands and counters; they considered the situation to be access to chemicals. Safety is always top of mind here, so of course, we immediately went through the entire building and put any such items in bins with lids so they would be out of sight.

Since then, CHCC has developed a plan to help determine whether or not a resident can safely have toiletries at their bedside. Roommate situations were also considered. Both persons must be determined to be able to understand the safe use of personal care items.

We are currently in the process of notifying families that there are new guidelines about where their loved one can keep personal care items. It is recommended that they talk to a nurse before leaving things like nail polish, itch cream and body lotion at CHCC for future use.

Incidentally, survey staff told me that most of the residents appear very happy here and that staff do a great job. They also noted that they have seen significant improvements here at CHCC over the past two years.

Thank you all for your diligence and determination. As a team, we continually learn and grow!



Tonja Myers
Administrator

PLAN OF CORRECTION: FIRE MARSHAL

The following items were identified during a recent fire marshal visit. Corrective plans were established and approved by the marshal.

Please help us monitor and report these types of issues in the future so we can find them before the fire marshal does.

- The cross-corridor fire doors in the North Rehab corridor failed to close *and latch* when the doors were released from their hold open devices.
- Two dry pendant sprinkler head inspections were dated 2003, when they should be inspected every 10 years.
- The door that opens to the corridor from resident rooms #127, #210, and #400 did not fully close and latch when tested.
- The remote annunciator located in the rehab nursing station was showing a hi/low voltage alarm.



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WELCOME



Hello, Merianne!
As a hospitality aide, you'll be an important part of the care team; your help will be welcome and appreciated by nurses and NACs. Greetings also to Kaitlin and April, who are dining room assistants. Their presence will make a difference to our residents each day during meal times.

AND THE SURVEY SAYS...

(Note: These are the kinds of surveys we like receiving.)

Activity programs suited my needs _____

Visitors/loved ones were welcome _____

Comments: *You have "Excellent" People working for You
Very attentive - Help - Kind - They all Have a Very
Up ~~Energy~~ attitude - A Very Fine crew -*



A gift of service: Appreciating CHCC volunteers

On a recent Sunday morning, a group of dedicated volunteers led a number of Christian Health Care Center residents in worship. The room was filled with the joyful sound of voices and instruments in songs of praise.

On that day, it was a baker's dozen of good-hearted folks who showed up to facilitate a worship service at CHCC. Many have been volunteering for years as a way to give back to elderly members of our community. What dedication!

These volunteers have many connections with each other and with the spiritual support program at CHCC. Brent and Marcia Crabtree's aunt and uncle were involved with a spiritual service at CHCC for 30 years. Brent and Marcia felt a calling to continue with this service, making them the second generation. They have been volunteering and worshipping with CHCC residents for 14 years.

Scott and Eileen Van Dalen have been volunteering with CHCC church services for 12 years.

Kristi Niewendorp attended spiritual services at CHCC (she lives next to CHCC) for more than 15 years and became involved with the worship team at the urging of Brent and Marcia.



Lloyd and Mary Elenbaas, Tim Bento and Dan Toronchuk have been volunteering at CHCC for approximately three years. Don Donahue, whose wife is a resident at CHCC, has volunteered with church services for five years. Don also volunteers daily with the therapeutic recreation department!

In addition to this group of Sunday worship leaders, Christian Health Care Center is blessed to have the support of other local faith leaders who provide spiritual support to residents, patients and even their families. These volunteers also help our team respond quickly to additional spiritual care requests.

Their uplifting contribution to CHCC residents, and the warmth and caring they bring each week, are noted and appreciated year-round.

“A person’s most useful asset is not a head full of knowledge, but a heart full of love, an ear ready to listen and a hand willing to help others.”



The tradition of care, **in Christ’s name**, continues.

GARY V. RETIRES IN MAY!

What can we say about Gary V. except that he is loved and appreciated by all at CHCC. When he retires next month, we will miss him greatly; we wish him incredibly well. It’s totally OK to be happy and sad at the same time, right?

On the flip side, here is some great news to help shake off those “I’m going to miss Gary” blues: HollyJoy Basaar will be assuming Gary’s duties as the lead chaplain. We’ll also be hiring a part-time assistant to fill the role she formerly held.

KUDOS

Join us in thanking David Kreps, who has been volunteering on CHCC’s board since 2003. He’ll be stepping down at the end of April after 15 years of helping guide our healthcare center.



David has had two family members live with us at CHCC. That has provided him — and the board — with special insight on the direction of our long-term care facility. His advice and expertise has been invaluable over the years, and we’ll miss him.

Thanks for everything, David!

Find moments of joy in each day



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.



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.

BTC nursing students ‘awestruck’ by the model of care at NWADH

We love what we do at Northwest Adult Day Health. Every day, we get to help people in Lynden, Bellingham and throughout Whatcom County make friends, stay active and better their lives. It’s hard to imagine a more fulfilling line of work.

But what makes it even better is when we get to share our work with a new generation of people who will soon become the next generation of nurses and caregivers to offer helping hands to the elderly.



**NORTHWEST ADULT DAY HEALTH
& WELLNESS CENTER**

That’s why we collaborate with Bellingham Technical College’s Nursing Program to have their students rotate through Northwest Adult Day Health, learning about what we do and gaining invaluable real-world experience at our Lynden healthcare campus.

NWADH’s staff RN, Aleen Warren, is herself a nursing graduate of BTC, and she loves overseeing this program.

“We have hosted nursing students for two years,” Warren says, “and have been told by their instructor that it is a favorite clinical rotation because they are awestruck by the model of care that adult day health represents.”

Here’s how it works:

The students who come through NWADH are first-quarter nursing students studying memory care clients and geriatric clients. Adult day health hosts them during the spring and fall quarters. Over the course of a month, 20 students work with NWADH clients — two per day on 10 different days each month. They spend four hours at the center, from 11 a.m. to 3 p.m., and then they spend another four hours at Cedar Cove – a private memory care wing — next door at Christian Health Care Center.

While the nursing students are at NWADH and CHCC, they accomplish two important assignments:

1. They conduct a SPICE assessment, which reviews sleep disorders, problems with eating/feeding, incontinence, confusion, evidence of falls, and skin breakdown.
2. They devise a teaching plan for a client with dementia. Continue reading at nwadulthoodhealth.com/news/.



One of our clients gets quite a kick out of playing with Molly the Goldendoodle. This playful puppers hangs out with NWADH’s clients a time or two each week while they wait for the bus at CTK Bellingham. How fun is that?