



# The PULSE



NORTHWEST ADULT DAY HEALTH & WELLNESS CENTER

April 2017, Issue 1

Greetings, CHCC staff!

Please join me in congratulating our dietary manager, Carol Dubois, who recently became a Certified Dietary Manager (CDM).

We know that continuing education is important to a variety of jobs in the healthcare industry, and dietary services is no different. Through hard work, education and training, Carol earned national credentialing that will benefit CHCC, our residents and dietary department staff. That should be recognized and commended.



Thank you, Carol, for your commitment to continuing education and for looking for ways to improve CHCC's dietary department.

Patrick O'Neill, CEO



Carol Dubois

## DEPARTMENT FEATURE: MEDICAL RECORDS

"Medical records is a puzzle that we're always working on to make sure there aren't any pieces missing," says Katie Taylor, medical records coordinator.

Our medical records team, comprised of Katie Taylor and three unit secretaries — Tanya, De Anne and Betty — play a major role here at CHCC. You might think they are simply in charge of collecting and filing documents, however, that is not the case! Medical records staff also provide these services:

- Medication auditing to make sure doctor's orders are being entered correctly on PCC and Logician.
- Ensuring all federally regulated forms are filled out completely and signed by doctors and/or staff.
- Tracking to make sure residents' dental and hearing cleanings are done.
- Coding diagnosis with ICD-10 for billing purposes.
- Making appointments for residents to go off-site for appointments, including scheduling transportation.
- Replying to info requests from insurance companies, medical providers and resident family members.
- Helping ensure we all stay in HIPAA compliance.

What's next for medical records? Katie and her team are working to greatly reduce or even eliminate paper charts via a new document scanning system. Imagine a day when we won't need an entire building to store medical records. How great will that be?



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](https://www.facebook.com/christianhealthcare).

# KUDOS

From Maureen Wilson

With the recent passing of my mother Marguerite Irwin, I wanted to take a moment to thank the staff for the wonderful care of my mother during the time she was a resident in your facility. I was so touched by the beautiful shadow box created for her, with pictures I had not even seen. I will forever treasure it.

I am especially deeply touched, by the care given to her during her last days in the facility. Not being in your area, and not able to get there at that time, to know that you took the time to sit with her, read her psalms, play gentle music and speak kind words to her, will forever give me the peace and reassurance her final days were peaceful.

Thank you to the nursing staff in the cove, Josh and Candy and Chaplin Gary. A very special thank you to the nurse who called to notify me of my mother's passing, she was sensitive and caring.

Additionally, I would like to recognize Deanna, your accounting department representative, who was kind and always a pleasure to work with, which always made any questions I had easy to handle.

Your kind words, gentle care and compassion will be how I remember her care with Lynden Christian Care Center.

***You are in for a real treat on April 10.*** Listen for the sounds of guitar music in the lobby and throughout CHCC. Enjoy!



Did you know: NWADH membership is open to any adult, not just individuals over the age of 65. Members must simply be over the age of 18. Those with chronic health conditions such as stroke, diabetes, heart disease or memory loss are often a great fit for enrollment. Individuals can come anywhere between two to five days per week.

Referrals from CHCC staff members are always welcome and appreciated — you cross paths every day with people who would benefit from adult day health. CHCC staff members who would like to learn more are welcome to stop by any time to see our members in action. You may also check out our website at [nwadulthoodhealth.com](http://nwadulthoodhealth.com) or call and ask for Mary or Kevyn: 360-306-3031.

Together, CHCC and NWADH are providing a continuum of care for many Whatcom County residents.



Please Welcome  
on April 10th

Special  
Guest  
Guitarist  
JD Gallegos



**Dana Valerie Martinsen** reviewed [Christian Health Care Center](#) — 5★

March 25 at 10:13pm · 🌐



My Grammy Leona stayed here for around a month and was very well cared for. The staff is friendly, kind, and caring. My Grammy enjoyed every one of you who cared for her. Thank you.

# Physical, occupational and speech therapy: It's not just for inpatients!



We all know that individuals who stay with us for rehab or long-term care can receive therapy services in our building, provided by Infinity Rehab.

But, did you know that individuals from the community can receive those same services on an outpatient basis? As long as they have Medicare insurance they can receive PT, OT and speech therapy here at CHCC.

Say you hear of an elderly friend or neighbor who is having hand or foot surgery. You could let them know they can rehabilitate at home and schedule therapy appointments with Infinity therapists here.

Perhaps a spouse of a long-term care resident at CHCC has mentioned that they have joint pain or a loss of mobility. You can let them know they can schedule appointments with Infinity therapists who can help them reduce pain and increase movement. How convenient would it be for them to visit their loved one and receive therapy services in the same building?

Please keep Infinity in mind when you hear of individuals who may be in need of outpatient therapy services. The entire therapy team, including Infinity program manager Joe Savage, are there to help our community build strength, restore movement, reduce pain, improve balance, address swallowing challenges and improve communication!



Tonja Myers, Administrator

## 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. Include your name if you want a personal response, or leave it anonymous—it's your choice!

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## OUTPATIENT THERAPIES

Physical, Occupational & Speech Therapy Center



You can help tell the story of CHCC and NWADH! Submit photos of fun things happening here, compliment co-workers or share article ideas for future issues of *The Pulse* (and possibly digital media sites like Facebook). Email our marketing partner Patti Rowlson at [pr@pattirowlson.com](mailto:pr@pattirowlson.com).



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](https://www.facebook.com/northwestADH).

# COMMENT BOX CORNER

Sharing your *FRESH* ideas, comments, kudos!

**Suggestion:** Can we get CHCC zip-up sweatshirts?

- Action: We actually have a committee working to come up with a few branded garment options. Each will have our logo on it. If you'd like to participate on the committee or provide feedback, please talk to Kari in HR.

**Suggestion:** The hallways are too crowded with wheelchairs, people, med carts, housekeeping carts. Can they be kept clear?

- Action: Agreed! We need your help brainstorming alternatives. If you have ideas please let Tonja know or pop suggestions in the comment boxes around CHCC. Meanwhile, we all need to focus on keeping hallways as clear as possible at all times, understanding that our residents often like to sit "where the action is" and that is their right! The carts are a necessary part of the work we do, but they should not be stored in the hallways. If that is happening we need to remember to put them back where they belong when not in use.

**Suggestion:** It would be nice if NWADH had their own housekeeper.

- Action: That would be nice. Unfortunately it's not cost effective at this time. We have limited resources and CHCC and NWADH must share resources, including staff.

## MESSAGE DAY IS COMING



Picture yourself escaping to a calm, relaxing place...at work. Wait. What?

Jeanne has been working on a real treat for you this month. Northwest Academy for the Health Arts graduates will be at CHCC on Friday, April 21, from 11 a.m.—4 p.m.

There will be 15-minute chair/table massages and 30 minute Swedish massages offered in the classroom.

Relax and enjoy a very affordable massage — \$5 gratuity per 15 minutes of massage. All you need to do is preregister by adding your name to the sign up sheet in the classroom hallway. Space is limited, so don't delay!

## NEW ON THE BLOG: Learn about resident council

Once a month at Christian Health Care Center in Lynden, a group of residents gather in the activity room to discuss how life is going for the center's long-term residents.



They discuss everything of importance to them, from the quality of the food in the dining room to activities to privacy concerns. Topics brought up by the resident council can be complex and CHCC holds the residents' input in the highest regard. The essence of the council is residents representing themselves and making space for discussions.

At each meeting, individuals who are receiving long-term care at CHCC have time in private, without staff present, to discuss any issues and concerns they might have. Then, during a portion of each meeting when department heads are present, the council

can discuss matters directly with them.

CHCC department heads work hard to find answers to issues raised at the meetings. Continue reading: <http://bit.ly/2mQlx2l>