



The PULSE



NORTHWEST ADULT DAY HEALTH & WELLNESS CENTER

April 2017, Issue 2

Greetings, CHCC staff!

“What’s the deal with sign-on bonuses for new nurses and NACs?”

Let’s start answering that question by sharing what our HR team currently does to recruit new staff.

First, job openings are posted on our website — chcclynden.org. More than 2,000 people have visited the Career page on our website since Jan. 1, 2017!

Then we share recruitment ads in a variety of places online, including: Craigslist, WorkSource, Indeed, LinkedIn, Facebook and even Twitter. We’ve tested ad placements on local college job boards and continue to place career opportunities on those sites when it makes sense.

We also contact individuals via mail/email and ask them to apply at CHCC.

HR staff attends local career fairs to try and secure additional candidates.

We’ve increased baseline salaries and benefits in the past year.

All that said, it’s **very** challenging to recruit more nursing staff because there is a shortage across the entire industry. We really needed to try something new in order to shake things up a bit and get more applicants to our door, hence, the sign-on bonuses we are offering through April 30. The good news is that we have seen an uptick in NAC applicants since launching the program.

Know that we’re testing sign-on bonuses as a recruitment tool because we truly want to lighten your load. We’ve tried, and continue to try, many forms of advertising to place our job openings in front of candidates. The use of sign-on bonuses has been another marketing/advertising method to test.



We’re very open to exploring other options regarding recruitment. If you think of other places we should advertise, or other organizations we should partner with that could generate applicant referrals, I’d love to hear about them. Please share!

Patrick O’Neill, CEO

Referral bonuses are in place for existing staff! You can earn a bonus every time you refer a qualified candidate to CHCC. Ask HR if you don’t know about this option yet.

WELCOME!

Greetings to Marayah, Matt, Crista and Gary, who recently joined the staff at CHCC. Welcome, and thank you for choosing to work at our healthcare center!



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).

Say hello to our latest **SHINING STAR: Julie**



Julie V. is a night shift RN. She's been part of CHCC's team since 1999. Her peers say she's bright and always willing to help where and when she can, especially when it comes to helping new nurses learn the ropes.

"You are awesome!! You are always a joy to work with and always kind and helpful!!"

Thank you for being a team player, Julie, and for all you do to care for those we serve. We appreciate you!

*A little
spark of kindness
can put a colossal
burst of sunshine
into someone's day*

"DYING HAPPENS. WE SHOULD TALK."

This quote, from a bus sign placed by the Palliative Care Institute at Western Washington University, illustrates the mission of a special brand of health care that helps patients and those around them deal with serious, terminal illnesses.

Those having to deal with end-of-life issues can experience great stress and worry, as can their family members and caregivers. The main goal of palliative care is to improve the quality of life of all involved.

These issues have received special prominence lately in Whatcom County, where WWU's Palliative Care Institute has been working to improve care for patients with serious or terminal illnesses by demonstrating how special attention to end-of-life care can help people live as actively as possible before death.

The institute works with other partners, such as Whatcom Alliance for Health Management, PeaceHealth St. Joseph Medical Center, Whatcom Family & Community Network and others, to improve patients' quality of life — physically, mentally and spiritually — and, when the time comes, to ease each patient's dying process.

The institute is a collaboration of WWU, Northwest Life Passages and other community agencies and volunteers in Whatcom County.

The PCI's mission — "to create a healing community by providing a space where people living with serious illnesses or facing the end of life don't have to be cured to heal" — is one that greatly affects caregivers throughout the county, especially as palliative care is a community responsibility.

To that end, **an upcoming conference scheduled for May 12** is focused on caregiver resilience, especially in the face of end-of-life issues. Attendees can learn about the hazards of caregiving, such as burnout, compassion fatigue and vicarious trauma, and the many ways caregivers can build resilience in themselves and others.

Learn more: <http://bit.ly/2p47hDS>

De-stress tips for healthcare workers

This month we've enjoyed relaxation activities in the building — guitar music and massages in particular. Those activities have been wonderful treats, that's for sure.

Since relaxation is top-of-mind, I'd like to take a moment to remind us all of the importance of de-stressing at times during the work day, or at least at the end of your shift. Whether you are in hands-on patient care, or whether you work in the kitchen or environmental services, knowing how to quickly de-stress is a really valuable life skill.

Here are three quick tips to try:

- Be still and quiet for five minutes. Sit in your car or in the chapel or library during break times. Let your mind rest — uninterrupted — so you can process the day and reset your mind and body.
- Practice deep breathing. Close your eyes. Slowly breath in through your nose, deeply, to a count of six — fill your belly with air. Then, breathe out through your mouth to a count of six. Think of it like exhaling stress from your body. Repeat for a minute or two.
- Take a walk. I know, you've been on your feet all day but even walking one lap around the *exterior* of CHCC, breathing in fresh air and soaking up sunshine (yes, it's coming!) may help.

I sincerely hope some or all of these tips will help you release the stresses of life at work and even at home.

Tonja Myers, Administrator



AGING SERVICES ADVOCACY UPDATE

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!

LeadingAge is a national advocacy group that helps monitor proposed governmental policy changes and rules that impact the care we can deliver every day. CHCC is a member of Washington State's chapter, LeadingAgeWA, because they work hard to protect our interests.

LeadingAge is currently working to provide nursing homes with much-needed relief from state surveys.

"We have communicated with both CMS (Centers for Medicare and Medicaid) and members of Congress on especially egregious examples of survey overreach. We will continue working with the new administration on a more reasonable approach to nursing home oversight."

Learn more online at <http://bit.ly/2oab3Yf>

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.



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!

Here is a follow-up to a previous question regarding equipment in the hallways around CHCC.

We were reminded — sorry, the answer was not top of mind when originally asked — that nursing carts and other equipment need to be parked on the *outside* walls of hallways (away from the courtyard). This is mandatory for a very specific safety reason.

If the building were to catch fire and fill with smoke, firefighters need to know they can safely maneuver along the *inside* wall of the hallway when they can't see.

It also looks much better and creates a safer maneuvering environment when equipment is tucked along the same wall. Good to know, right?

It's a fact that carts and other equipment are needed in hallways; knowing how to position those items to improve safety is helpful to staff, residents, visitors and our local first responders.



Get to know CHCC's care transition nurses

Formerly called parish nurses, most care transition nurses are retired, but still licensed, RNs. LeAna Osterman, who is part of the care transition nursing team at CHCC, describes their goal as helping community members in the "care of body, mind and spirit."

The care transition program at CHCC, which began in 2012, is made up of a team of faith community nurses, CHCC social services staff, and healthcare administrators who work to educate and advocate for patients and their families.

The service is designed to assist short-stay rehab patients with the follow-up care they need to remain at home and out of the hospital after surgery or an extended illness.

Care transition services include one pre-discharge visit, one home visit within 48 hours of discharge and three follow-up phone calls (or home visits) within 45 days.

"One of the goals is to educate patients how to take care of themselves," says Osterman, program coordinator. "We are the support people for patients as they transition from acute care to rehabilitation and home."

Learn more: <http://bit.ly/2ovKrlr>



**CHCC Volunteer
Appreciation Brunch**

Saturday, April 29
10 a.m.

851 Aaron Drive
(Behind CHCC)

Want to help with CHCC's upcoming volunteer appreciation event? Contact Brenda in T-Rec to see what help might still be needed.

Did you know that 43% of seniors report feeling lonely or isolated and that elder loneliness can lead to an earlier death or an increase in health issues?

If you suspect a resident's family member may be struggling with loneliness, please share info about our adult day health program with them — it's right next door! NWADH is a great place to go to have fun and engage with others, plus their members receive help monitoring their own health and wellness.



**"The kindness that was shown
to our family was something
I will never forget."**

