



The PULSE



NORTHWEST ADULT DAY HEALTH & WELLNESS CENTER

December 2017, Issue 2

2017 EMPLOYEE RECOGNITIONS

The following team members were recently recognized for their years of service. Thank you all for your dedication to long-term care, which is an honorable, important profession.

- 30 years: Peggy Miller
- 25 years: Jane Lenssen
- 10 years: Lois Hoekema, Julie Cole
- 5 years: De Anne Peter, Melissa Angell, Yolanda Mahoney, Maegan Enyeart, Wa'Lynn Sheridan, Anna Clare



A message from Northwest Adult Day Health



Members of NWADH truly benefit from the creativity of our program assistants! They make each day unique and special. Here's a fun activity our staff developed that included role playing, live music, singing and more. It was an all-inclusive activity that all abilities could participate in.

Anyone (YES, that means you!) can refer a person to NWADH. We're currently offering a free trial. Please share this opportunity with families who are exiting the rehab program at CHCC.



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.

“HAVE YOU TRIED REBOOTING?”

Technology is great, right? It’s supposed to make our lives easier, right?

Some days, however, it feels like technology is working against us. Computers freeze, data gets lost, email accounts become glitchy. That’s not so great.

As individuals, we may be responsible for a home computer or two, a smart phone and maybe an e-reader. Tech errors on those devices interrupt our day; tech errors on personal devices are an inconvenience, that’s for sure.

Now imagine being responsible for 90+ computers, eight servers, seven large multifunction printers, 20 workgroup printers and about 160 email accounts that are used to manage the health and well-being of elderly individuals!

CHCC’s tech department, comprised of Doug and Corey does just that. They proactively manage technology at CHCC and Northwest Adult Day Health & Wellness Center so there are fewer equipment failures and moments of tech panic.

The proactive, behind-the-scenes maintenance work they do helps prevent computer crashes and data loss. The tech troubleshooting work they do helps individual users fix errors that may have been related to operator error. Yes, sometimes it’s us, not the device, at fault for an error.

For general “glitches”, program crashing and slow operation, usually rebooting the computer will fix those issues as errors with software and with windows can be cleared by simply rebooting the computer and clearing out the memory. Rebooting gives the machine a fresh start.

If a reboot does not fix the problem, Doug and Corey want to hear from you because what you are experiencing may be a sign of a larger technology issue. If multiple people report the same issue, then they know something in the system needs attention; they know they have to explore, test and repair the issue to prevent a larger, more systemic problem.

“When it comes to supporting the systems and technology at CHCC and NWADH, our goal is to help the people who use this technology. We greatly appreciate the roles each and every staff member participate in and our role is to support you, the staff, with the bonus of supporting and assisting residents. For us, it is not about the equipment, it is about serving people and representing the name and mission of this healthcare campus with integrity.” Doug Dodge



Decorating gingerbread houses, like NWADH members got to do this month, is a great activity for socialization, teamwork, focus and fine motor skills. Inspiring idea: This can be a fun, all-ages activity to do with family during the holidays!



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.

Hazard Vulnerability Assessment: Part One

The last few months have been all about identifying hazards, reducing vulnerability and preparing for a number of unexpected scenarios. Our healthcare organization has never been more prepared!

We recently completed a hazard vulnerability assessment, which included interviewing people from our healthcare campus and the community, such as local emergency management pros and regional healthcare coalition representatives. From those assessments, along with our own experience in this facility, community and region, we determined a list of the top 10 hazards along with proactive solutions. Below are the findings of two potential hazards.

Communications/Telephone/IT Systems Failure: IT failure was identified as a top hazard because we are located in a fairly remote area that periodically experiences power outages. Backup systems are in place, including analog and cell phones, plus an amateur radio for outside communications if traditional phones fail. Our EHR (medical record system) is backed up hourly to the Internet and to our own in-house servers. Those servers are connected to our emergency generator. We have access to print versions of MAR (medication record system) and TAR (treatment authorization info) pages, if needed, for an extended outage.

Temperature Extremes: Temperatures were identified as one of our facility's top hazards due to our geographical location. In the past, Whatcom County has experienced extreme cold temperatures that are well below 20 degrees, even colder with a wind chill factor. We've also had extended periods of heat above 90 degrees. Both temperature highs and lows can pose risks to those under our care as well as staff, so we have systems in place to mitigate risks associated with temperature extremes. Those systems include routine contact with residents and staff to ensure safety. We have heat and air conditioning systems that are tied to our generator systems at CHCC and NWADH, and extra blankets are available for extreme cold scenarios. Additionally, residents, staff and visitors would be encouraged to drink extra fluids to stay hydrated during extreme heat.

We'll be sharing more of the hazard scenarios with you in future issues of *The Pulse*. Knowledge and preparation can totally help minimize the negative impacts of unexpected events.

WELCOME!

Join us in welcoming these fresh faces at CHCC (top to bottom, left to right):

- Katelyn, housekeeping
- Jennifer, restorative supervisor
- Lilly, returning to CHCC as an NAC
- Christina, dining room assistant

Say "hello" and introduce yourself when you see them in the halls!



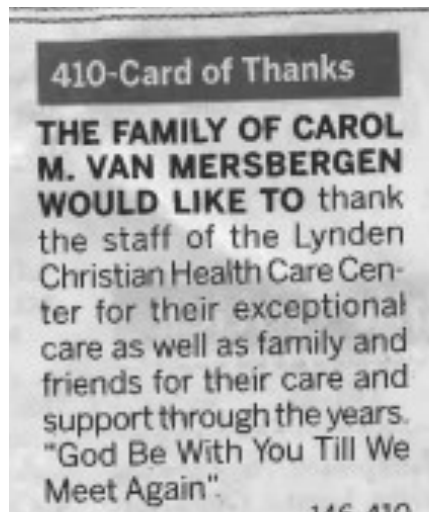
Submit photos of fun things happening here, compliment co-workers or share article ideas for future issues of *The Pulse* (and possibly digital media sites like Facebook). Email our marketing partner Patti Rowson at pr@pattirowson.com.



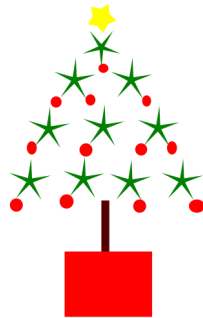
Like us on
Facebook

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.

KUDOS



Caring for the most precious members of our community — it's what you all do really, really well.



WRITING TIPS FROM OUR MARKETING PARTNER, PR CONSULTING

Writing may not be your strong suit, but it's an important part of documentation and sharing information.

At CHCC and NWADH, writing comes in the form of documenting chart notes, interacting with physicians and families, communicating with vendors, governmental agencies, board members, coworkers, ... The list goes on and on. Writing is a reflection — positive or negative — on us as individuals and on CHCC/NWADH as businesses.

What if learning two grammar and writing rules would help you become a better writer? Here you go!

1. Use just one space after a period. When a typewriter was the only available tool for writing a letter, we were told to type two spaces after a period for clarity. But since the advent of computers, that rule has been abolished. Here's one reason why: When justifying your text (making it line up on the right as well as the left), a word-processing program will expand every space on a line equally. The presence of two consecutive spaces, then, often results in a large empty area on the page. The simple rule is: ***Don't ever put two or more spaces together.***

2. Don't capitalize all job titles. When referring to job titles, here's a rule of thumb: ***Only capitalize official job titles (not job descriptions) used before a name.*** Here are two correct examples:

- I saw Mayor Scott Korthuis visiting CHCC last week.
- Scott Korthuis, the Lynden mayor, visited CHCC last week.

See the difference? "Mayor" is his official title, and it should be capitalized when used immediately before his name. In the second example, the word "mayor" is used as a job description, so it would not be capitalized.

No matter where they are, don't capitalize occupational job titles. Job titles are not "official" titles. For example:

- The winner of the top employee award this month is NWADH activity assistant John Smith.
- John Smith, an activity assistant at NWADH, took home this month's award for best employee.

There you have it, two solid tips that will help you become a more confident writer — one space after sentences and be selective when capitalizing titles. We'll pop new writing and grammar tips in The Pulse from time to time.