



The PULSE



NORTHWEST ADULT DAY HEALTH & WELLNESS CENTER

February 2017, Issue 2

Greetings, CHCC staff!

In this issue of The Pulse, I'd like to share "Survey Statement of Deficiencies and Plan of Correction" details with you. Look for report snippets throughout The Pulse; they will be **outlined in blue**.

As many of you know, in late 2016 CHCC was visited by state surveyors who spent a week here reviewing processes, talking with residents and observing staff. It's their job to ensure our facility is in compliance with many governmental rules and regulations.

The surveyors identified a number of deficiencies during their time here, and they shared correction plans that needed to be implemented right away in an official report. Since receiving that report we have been working hard to make adjustments; surveyors returned to the building recently and gave us the "all clear" on many corrections.

Our compliance journey continues. There often seem to be new rules and regulations coming down the pipeline that impact the operation of our facility, the care we provide to residents and you — our valued staff. Curious who sets the rules we're governed by, and how you might be able to influence decision makers? Read the Q & A section on Page 2 of this issue!



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MARDI GRAS DAY!

Feb. 28 is Mardi Gras at CHCC. It's a fun day to wear purple, green and gold to work.

Fun fact: The Mardi Gras color scheme was chosen in 1892. Purple represents justice, green is faith and gold is power.



Fire Marshal Fire and Life Safety Survey – December 7, 2016

K 363 Corridor Doors – Level D

This was cited because the door to the director of nursing's office and the door to the restorative gym did not close and latch. Both doors were immediately adjusted. Our Plan of Correction includes staff monitoring ALL doors throughout the facility on a daily basis as they go about their duties. If a door is noted to not latch, it must be reported to maintenance immediately. We do monitor all fire doors and log any issues through our electronic preventative maintenance program.



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ASK US ANYTHING

Q: How do governmental regulations impact staff at CHCC?

A: Many decisions about healthcare laws and budgets are made in Olympia. The House Health Care & Wellness Committee considers a wide range of topics relating to physical and behavioral health care services, long-term care and improving the overall health of Washington citizens. They also make funding decisions that trickle down to CHCC, and to you.

Health care issues our legislators make decisions on include the licensing and regulation of health care facilities and the credentialing of health care providers — those decisions can significantly *impact you and CHCC*.

Legislators in Olympia also regulate pharmacies and pharmaceutical drugs. They consider issues relating to the accessibility and affordability of health care in both the private health insurance market and public health programs, such as Medicaid and the state health exchange. Those decisions *impact those we serve*.

Contacting legislators directly to let them know how their decisions impact your day-to-day life at work can make a difference. They don't know what they don't know, and they're not able to walk a mile in your shoes. Your voice is important.

There are a couple websites you can explore if you'd like to learn more. Both pages include phone numbers you can call to speak with a legislator about your experiences working in the healthcare industry they regulate:

- Washington State Healthcare Committee: <http://bit.ly/2kCy2sE>
- Washington State Aging and Disability Committee: <http://bit.ly/2kObqpl>



Mandatory IV Training for LPNs

Lectures will take place in the conference room on either March 10 or 24, from 9 a.m. to 1 p.m.

A practice day is scheduled for Mar. 27 between 1 to 4 p.m.

Questions about attending? Contact your supervisor or HR.

WELCOME

Help us welcome RN Amy (left) and LPN Rebecca (right) to Team CHCC! We're happy to have them!



F441 Infection Control, Prevent Spread, Linens – Level E

This was cited because personal clothing was delivered to rooms from a hanging cart that was not covered. The regulation states that linens must be covered, it does not address personal clothing. However, we did purchase and are using covers for the personal clothing racks.

KUDOS



We survived “Snowmageddon” 2017! Thank you for finding a way to get to work safely as soon as you were able. Thank you to so many of you who worked extra hours to cover for those who could not make it in.

Thank you to Kathy Knutzen for organizing all of the snow rides and to Lori Davis for making and fielding so many phone calls! Thank you to Steve Lewis, Bill Bode and Ron Wiersma for being our drivers, and to many others who provided their friends, family and co-workers rides to and from work.

It’s times like these that demand the most of us, and this team rose to the challenge. CHCC continued to provide excellent care during a time when the community around us was all but closed. Thank you for your strength, determination and commitment to care; kudos to you all!

F353 Sufficient 24-hour Nursing Staffing per Care Plans – Level E

This was cited because resident and family interviews indicated a long wait for call lights being answered at times. Further, some residents were being given showers very early in the morning with no documentation proving that was their choice and preference. Also, some residents did not receive a shower as often as their care plan/schedule indicated. All of this was generally attributable to staffing challenges. Our Plan of Correction included conducting a questionnaire regarding bathing preferences with care plans updated appropriately. All staff received inservice education regarding the residents’ rights to make choices. Audits of bathing preferences will be conducted at least quarterly to ensure we are honoring those preferences in actual care. We will continue to conduct NAC classes and recruitment and retention efforts. Staff retention was already identified as a goal for 2017 by the leadership team.



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!

What sets Christian Health Care Center apart?

For one thing, it’s our family atmosphere. Staff, in many ways, are like family for our residents. You have the ability and desire to welcome residents to the facility and take care of their needs, like family would.

There’s also our chaplaincy team, who provide support for all residents who seek it.

“The healing process is not just medical,” says Patrick O’Neill, Christian Health Care Center’s CEO. “It’s also emotional and spiritual. All of these come together to help people heal or find comfort in difficult situations. The chaplaincy program is one of the services we offer that’s not available at many other facilities.”

Continue reading at: <http://bit.ly/2kDtfHc>

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 Rowilson at pr@pattirowilson.com.



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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).



Certified occupational therapy assistants help adult day health program members enjoy everyday life

When individuals become members of Northwest Adult Day Health, not only do they have access to a registered nurse and a social worker, but they also have access to a certified occupational therapy assistant (COTA).

Certified occupational therapy assistants are, in many ways, an extension of an occupational therapist. Essentially, they work with individuals to help them follow a rehabilitation plan. Often after an occupational therapist diagnoses a condition and provides an individualized plan, it's the COTA who oversees therapeutic exercises and activities that help people reach treatment goals.

The everyday benefits of a COTA

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 for over 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, Kathleen'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. Our COTA also records member progress for an occupational therapist to review, and consults with an OT during regular assessments. Continue reading at: <http://bit.ly/2lQqwPM>



Meet our latest

SHINING STAR

Kamal

Kamal is a nursing assistant in Cascade, and she is a shining example of what it means to provide care to our residents with compassion and love. Whether she is assisting residents with personal care, monitoring their health and safety or transporting residents to and from meals and activities, Kamal is always positive and upbeat. Tell her "CONGRATS" when you next see her!

KUDOS

Cedar Cove's night shift deserves a big



for achieving three months without a resident fall!

F253 Housekeeping & Maintenance Services – Level E

This was cited because there were eleven resident rooms with something needing cleaning or repair (scuff marks, caulking, dry wall, etc.) Also, five rooms in rehab with plastic bags tied on the call light cord in the bathroom so the cord would be long enough to be reached from the shower (but not touch the floor). Our Plan of Correction included cleaning and repairing all noted rooms (some were in process during survey). Also reminding staff to notify maintenance whenever they notice something needing repair. Housekeeping staff received additional inservice education to ensure they are following proper cleaning procedures. ESD implemented environmental rounds.