



The PULSE



NORTHWEST ADULT DAY HEALTH & WELLNESS CENTER

July 2017, Issue 1

When and how to submit a maintenance request

No matter how old or new a building is, or how well it's maintained on a day-to-day basis, things break and they wear out. That's why CHCC has an environmental services team — we're here to take care of many routine repairs and maintenance tasks.

We can't be everywhere all the time, so we rely on you, CHCC's staff members, to help us spot things that need immediate or "someday soon" attention.

Maybe you notice a broken call light or a burned-out bulb. Maybe a resident reports a clogged toilet or a TV remote that's not working (if I had a dollar for every remote we've fixed...). Maybe you see water leaking from a faucet or a trip hazard. Those are all things that should be reported to environmental services. Here's how:

- If it's an emergency situation that involves personal safety or potential property damage, please contact the front desk and have environmental services paged ASAP.
- If it's a non-emergent matter (light bulbs, TV remotes), please email maint@chcclynden.org and we'll get on it as quickly as possible.



Together we can help to keep CHCC clean and safe. I personally appreciate your help spotting repair and maintenance issues!

Steve Lewis
Environmental services

"I feel more confident to manage my health as I transition home."

Said
100%

of care transition participants



We've passed a significant milestone! Our care transition nurses have now helped 500 individuals successfully transition from the hospital to CHCC's inpatient rehabilitation facility and back to their home.

Thank you to our social services director, Steve W., and to these wonderful nurses who have served the program since it began in 2012: Lynn H., Carole K., Norma M., LeAna O., and Ellen W.!

KUDOS CARD

CHRISTIAN HEALTH CARE CENTER

NAME: Adam DATE: 6/23/17

LOCATION: Kitchen

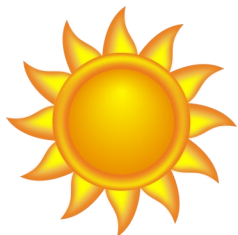
SPOTTED BY: Curtis

EXPERIENCE: Tell us what makes this person stand out. Constantly is helping others and makes sure the residents get what they want or Needs



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).



Thank you to our employee relations committee for organizing a fun “Mystery Box” activity, and congrats to Linda for guessing what was inside!

Clues: Made in China, mostly plastic, waterproof, you blow me up, you can push my button, I need sun to work, I will light up your life.

ANSWER: SOLAR LIGHTS!



MAY YOUR COFFEE BE STRONG AND YOUR SCRUB GAME



ON POINT



Game day was a big success at NWADH last month. We had three table games going (for cognitive stimulation and socialization), and we had an exciting game of horse shoes outside (great for range of motion). What's not to love about being a member of our adult day health program? Please continue to help us educate people about this amazing program; NWADH is a wonderful resource for families and individuals who are not yet ready for long-term care living.



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!

HOWDY, NEW CHCC EMPLOYEES!

Greetings to Jasvir (dietary aide), Mia (RN) and Austin (dietary aide), who recently joined our team.



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Casual Fridays begin this month!

Dress casual while still looking sharp; your new logo shirt is here. HR is distributing them now, so stop by Jeanne's office. You can wear the snazzy new shirts with jeans each Friday — clean, no holes, of course.



READY FOR RELIAS CHANGES?

If you use Internet Explorer as a web browser on your personal computer you'll need to upgrade to IE 10 or higher by July 20. Have questions? Contact our IT ace, Doug, at ddodge@chcclynden.org.

If you use Firefox or Google Chrome as a web browser, you should be A-OK.

Category	Recommended	Detected
Web Browser	Internet Explorer 10 and higher	Chrome58
Operating System	Windows	Windows
Javascript	Enabled	Enabled
Adobe Flash	Version 7 and higher	25.0.0
Adobe Reader	Version 9 and higher	Chrome PDF Viewer

Updated System Requirements
Beginning July 20th, Relias will release an upgrade to the RLMS that will require all users who use Internet Explorer to use version 10 or higher. All users who are currently using the most up-to-date version of Firefox or Google Chrome should not experience any interruption of service.

T-Rec Update from Mary Caitlin

In a previous issue of The Pulse, I addressed a question about how residents are notified about activities. There was concern that some individuals were being left out. Since then, another question came in about that very same topic, so I'd like to assure staff that the T-rec team is doing their very best to let **all** residents know about **every** activity.



In addition to posting activities in multiple places around CHCC, we go room to room prior to every activity and invite residents to attend. However, depending on the resident and their preference (determined via quarterly assessments), we respect their choice and preference to engage in group activity vs. independent activities.

T-rec welcomes everyone and invites everyone but respects residents' rights to attend or engage in activities of their choosing.

Hopefully, this clarifies the process of how we let residents know about activities. Again, T-rec welcomes your help; we can deliver a higher level of care when we all work together. If you are concerned that specific residents are isolating themselves, please contact me! It is never our intent for anyone to be left out.

Before you speak

THINK

T = Is it true?

H = Is it helpful?

I = Is it inspiring?

N = Is it necessary?

K = Is it kind?



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 Rowison at pr@pattirowison.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.

COMMENT BOX CORNER

Sharing your *FRESH* ideas, comments, kudos!



Question: Can our name tags be more legible?

Reply: I'm assuming that you are talking about the tags that are printed here, laminated and given to each staff member. We need a bit more info; is it the font size you think needs to be larger or the colors used on the tag that could be changed to make the tags more legible? Please stop by my office to share your ideas or email me with your thoughts: tamyers@chcclynden.org.

Question: Can the NOC shift be considered more in employee events? We got leftover coffee as a recent appreciation.

Reply: I think this was due to an action on my part! It was National Nurses' Week and we had Washington State surveyors in the building for the second day in a row, which is very stressful for nursing staff. I decided on my way to work to get coffee for the staff who were preparing for another tough day of surveyor scrutiny. There was a mix-up at Woods Coffee and they didn't have the order I called in ready. Unfortunately, I couldn't wait so I asked Happy if she could pick it up a bit later. She graciously agreed, picked it up, put the coffee in the lounges, and sent out an email to staff, which may not have gotten to you in a timely manner. Although the intent was good, the timing and delivery was off; I am truly sorry you felt left out.

Question: If I am considered full-time, why do I not consistently get five days of work each week?

Reply: Since this question was unsigned, there isn't a way to tell which department you work in, so I am unable to speak directly to the situation. Can you please contact your supervisor ASAP to discuss your schedule?

Question: Can adult day health get their own housekeeper?

Reply: This question was addressed in a previous issue of The Pulse, however, there is an update on the situation. The adult day health program operates under the same umbrella as CHCC so we need to share expenses. That can't change now. We did speak with NWADH staff to see if there was a way they could lighten the load, since we are not in a financial position to hire additional housekeeping staff. NWADH staff are now emptying their own trash daily, which has eliminated one trip per day between CHCC and NWADH. We heard your concerns and we've done the best we can to come up with a fair solution. Thank you NWADH for pitching in to help!

Question: Can there be a float on NOC shifts to help NACs get their breaks?

Reply: We do our best to schedule a float on NOC, however sometimes coverage falls short due to staff calling in sick. When that happens, nurses are reminded to help cover so NACs get their breaks. Please see the nurse on shift or talk with your immediate supervisor about breaks — we want you to have them!

Tonja Myers, Administrator

KUDOS

When people come here for short-term therapy and rehabilitation and they share cake as a thank you to staff for providing excellent care, that's the sweetest thing ever.
Thanks, Bill!

