



# The PULSE



NORTHWEST ADULT DAY HEALTH & WELLNESS CENTER

June 2017, Issue 2



## THE BEAUTY OF WORKING AT CHCC

We have the privilege of working in one of the most beautiful communities in Whatcom County. These photographs — taken for our website and future marketing efforts — showcase just that.

Where else in this area can you work at a top-notch healthcare facility that is in a relaxed, rural setting?

I encourage you to take a moment today to pause and appreciate our well-maintained facility (thank you, Steve and crew) *and* its wonderful location.



Patrick O'Neill, CEO



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

Because of you, Claudia Tromp said she received wonderful care while she was here!

How would you rate the discharge and transition support process?

	Excellent	As Expected	Needs Improvement
Discharge options were explained	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A follow up plan is in place	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Payment procedures are clear to me	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

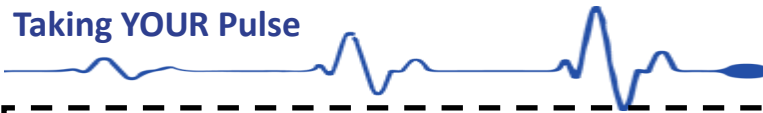
Were there any staff members who went above and beyond to make your experience at CHCC better? Name: everyone was great  
Comments: \_\_\_\_\_

Is there any additional feedback you'd like to leave? wonderful facility and care

May we use your compliments as a testimonial on our website or in print materials?  
 Yes  No thank you

Name (optional): Claudia Tromp Discharge date: \_\_\_\_\_

## 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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\_\_\_\_\_  
\_\_\_\_\_

## HOWDY, NEW CHCC EMPLOYEES!

Greetings to Sandeep (RN) and Nancy (NAC), who are new to CHCC, and Hailey (NAC), who recently rejoined our team.



Happy retirement to Diane! Her last day was June 14; she served CHCC in laundry and housekeeping for 14 years.

Thank you, Diane, for all you have done to keep our residents and facility clean and tidy!



## Adult day health gives members access to RN for health management

There's a reason that as they get older, people want to live at home as long as possible. It's comfortable, it's convenient and it's familiar.

Plus, living at home allows people to be reasonably independent. That's why adult day health centers have become so popular. They essentially offer the best of both worlds.

When individuals become members of our adult day health center, they can sign up to attend between two to five days per week. And when they visit, they have access to a nurse who can monitor their health and wellness, assist with medications, care for problems with feet, and much more.

At Northwest Adult Day Health, Aleen Warren is the registered nurse who monitors the general health of each member.



No matter what they are dealing with — be it the effects of a stroke, diabetes, heart disease, depression, memory loss, foot problems or other chronic illnesses or disabilities — she provides basic medical care that members can't do — or aren't comfortable doing — at home. Read more: <http://bit.ly/2rFFeaG>

*“There is a lot of gossip going around and it creates a stressful work environment... This place needs to be a positive environment. I’m ready to be positive. Are you?”*

That quote is an excerpt from a note left in a comment box at CHCC. We also, recently, had a newer staff member report that she felt the work environment here was “catty and hostile”. Ouch!

**Gossip in the workplace creates a hostile environment; one person gossiping can quickly spread negativity to dozens. That is not the culture we want at CHCC.**

Stressful, catty and hostile are certainly not describing words that match the feelings our residents and visitors have when they spend time in this building. They often describe staff as compassionate and caring and hard-working. I, too, see those wonderful traits in your attitudes towards others.

Which leaves one to wonder: What prevents us from recognizing those traits — compassionate, caring, hard-working — in each other and treating co-workers the same as we do others who enter these doors? The answer may be workplace gossip.

Workplace gossip can create a negative environment. Workplace gossip can make your coworkers feel bad; gossip can spread false information and it can make people feel left out or singled out. None of which instill feelings of caring and compassion.

Consider this: Gossip, and the negativity it creates, can make your coworkers not want to come to work; an environment that tolerates gossip is not one in which people will want to continue working. **It’s important for us all to understand how gossip and workplace environment impact staffing and recruitment.** If you want new recruits to stay here and help with the work load it’s important that they feel welcome and included, just like you treat new residents and visitors.

Here are a few tips to squash gossip at work:

- Turn negative gossip about a coworker around by sharing an example of that person’s assets.
- Put yourself in another pair of shoes. Would you want someone saying those gossipy things about you?
- Show disinterest; change the subject to something more productive.
- Lead by example. Choose to spread workplace positivity, not gossip.
- Remember, if it’s not your business, don’t speak about it.
- If you hear gossip or a rumor at work, please go to the source. Until you hear it from a person directly involved, a) don’t believe it and b) don’t continue gossiping about it.



Some say that gossip dies at a wise individual’s ears. Be the wise one who puts an end to a stream of gossip.



Gossiping is a habit, and it may be hard to stop it right away. However, if we work together and support each other and learn to say things like “That sounds out of character, have you spoken with her directly?” or “I’d rather not hear that kind of talk” or even “I’m working really hard to not gossip, so I’m not going to comment on that” our workplace environment will feel more caring and compassionate, like a place anyone would want to work.

I, too, am ready for a positive environment at work. How about you?

Kari Heeringa, HR Director

**LIFT EACH OTHER UP, DON’T TEAR EACH OTHER DOWN.**

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](mailto: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](https://fb/northwestADH).

# COMMENT BOX CORNER

Sharing your *FRESH* ideas, comments, kudos!

**Question:** Instead of the Shining Star getting \$100, how about each of the four “Kudos” recipients receive \$25?

**Reply:** Kudos and Shining Star awards are managed by two separate groups at CHCC and each play an important role.

The Shining Star recognition award is *staff-driven* and managed so the award is spread throughout departments over the year to make sure a variety of individuals and departments receive recognition.

Kudos recipients are solely *chosen by resident council*; the number of recipients can vary from month to month. This is a program initiated and managed by the resident council. We will continue to provide a \$100 bonus for Shining Star awards; we are careful to be respectful of our residents’ wishes in regards to recognizing staff for their good work.

**Question:** Who decides who gets a gift card for working extra? Is there a certain amount of hours?

**Reply:** The gift cards were a short-term (March and April) added incentive/thank you for staff who worked extra shifts.

The cards were managed by our scheduler at the time and occasionally unit coordinators. We recognize now that the way the gift cards were distributed was not consistent. If we were to offer gift card rewards again we will put some policies in place to ensure fair use.

**Question:** Can social services improve the way they communicate about room changes?

**Reply:** Room changes are discussed at a stand-up meeting each morning. Social services sends an group email to select managers and team members, which outlines what rooms are changing and when.

The only time room changes aren’t known a few days in advance is in the case of an emergency change due to resident request or an unsafe condition. When that happens, social services needs to quickly find housekeeping and maintenance staff who are available to facilitate the move. The process needs to happen quickly when accommodating those situations, so the usual group email may not go out.



If you have specific ideas for how to improve the room change process, please share them with me in person. I’d love to hear your thoughts!

Tonja Myers, Administrator

## ARTISTS AMONG US

CHCC employs many creative and talented individuals, including DeAnne and Poonam. Here they are with the paintings they showcased at our spring art show a few weeks ago. How about you? Do you have hidden talents or hobbies? Email a photo to Patti ([pr@pattirawlson.com](mailto:pr@pattirawlson.com)) and you just might be featured in this publication.

