



The PULSE



NORTHWEST ADULT DAY HEALTH & WELLNESS CENTER

March 2017, Issue 1



Meet our latest **SHINING STAR**, Robin!

Dietary assistants at CHCC help prepare and deliver food to our residents, and they make sure that food looks good and is correctly portioned.

They also help with cooking, dish washing, cleaning and ordering supplies. Dietary assistants know food safety procedures, policies and regulations like the back of their hand! That knowledge helps keep our residents safe and healthy.

Robin has worked at CHCC since 2013; she's a dietary pro. Thank you, Robin, for serving (literally!) our residents with a smile and a happy heart, and for being part of CHCC's team. We appreciate you.

Dementia Training Make-Up

Missed a mandatory training session recently? Plan to attend these classes on **March 16** in the classroom:

8 to 10 a.m.

Module One: Understanding the World of Dementia—The Person and the Disease

Module Three: Being with a Person with Dementia—Listening and Speaking

10:30 a.m. to 12:30 p.m.

Module Two: What is Abuse?

Module Five: Preventing Abuse

1 to 3 p.m.

Module Four: Being with a Person with Dementia—Actions and Reactions

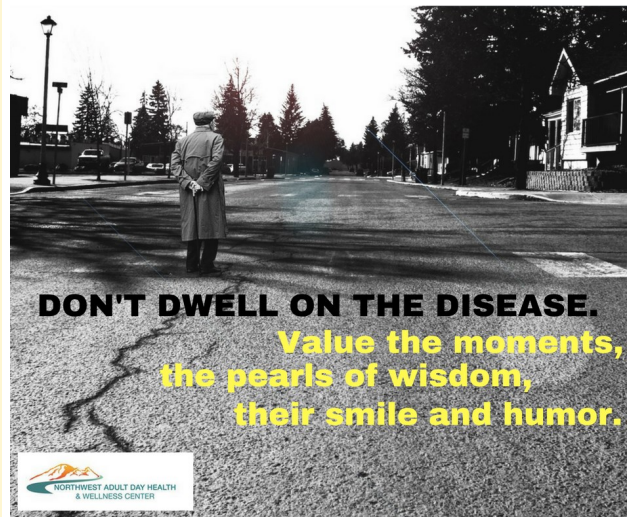
Module Six: Being with a Person with Dementia—Making a Difference



Questions about attending? Contact your supervisor or HR.

NAC TRAINING CLASS

Our next nursing assistant training class starts on April 3. Know kind, compassionate individuals who would like to start a career in healthcare? Send them here: <http://bit.ly/1FRLYXn>



DON'T DWELL ON THE DISEASE.
Value the moments, the pearls of wisdom, their smile and humor.



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).

In the last issue of The Pulse we shared info with you from a document called “Survey Statement of Deficiencies and Plan of Correction.” Deficiencies the state recorded and Plan of Correction (POC) details were included.

Below you’ll find three additional deficiencies — outlined in blue — state surveyors cited CHCC for in December, along with a POC for each issue.

It is my hope that if we all know what types of situations lead to deficiencies, we’ll all be able to proactively work together to prevent these situations.

If you have questions, or suggestions for ways we can proactively prevent deficiencies, please stop by my office or email me any time.

Tonja Myers, administrator
tamyers@chcclynden.org



MARCH 17: BAKED POTATO BAR

We’re celebrating St. Patrick’s Day with a baked potato bar in the staff lounge.

Stop by any time between 10:30 a.m. and 2:30 p.m. or 4:30—5:30 p.m.

Our awesome dietary department will provide everything needed; all you have to do is stop by.

F166 Right to Prompt Efforts to Resolve Grievances – Level G

This was cited due to resident complaints about roommates that were unresolved at the time of the survey. Our Plan of Correction (POC) included room change offers to the residents involved (one declined, two accepted). We also corrected a glitch with TV remote controls. Our grievance policy and procedure has been reviewed with all staff, at resident council and it will be reviewed with all new admissions and new hires. We will continue to review all grievances each day at stand-up meetings and log all grievances and resolutions. We will continue to report trends and issues in QAPI (Quality Assurance and Process Improvement) meeting each month.

F174 Right to Telephone Access with Privacy – Level D

This was cited because one resident stated they had to talk to their spouse at the nurses’ station. And one nurse stated the resident probably needed help so couldn’t use the phone in the lobby area. Our POC included informing that resident, resident council and all staff where we have phones available for private conversations (sun room, conference room, rehab dining room, library). We will audit to ensure all applicable residents are aware of where phones are available for private conversations. Results will be reported and tracked for compliance by the QAPI committee.

F176 Resident Self-administer Drugs if Deemed Safe – Level D

This was cited because a resident had a tube of anti-fungal cream at bedside and had not been assessed as safe to self-administer drugs. Our POC included removing the cream immediately and updating our self-medication policy and assessment process. We also assessed all residents who desire to self-administer medications and provided an in-service for nurses about the self-medication policy and safety assessment. We also established an audit to ensure the safety assessment and physician orders are in place prior to permitting self-medication; results will be reported to the QAPI committee.



Have you checked out the new Relias training room yet? It's located right next to the classroom.

Computers are set up and ready; we hope you'll find this to be a quiet place to work on mandatory training modules.

Reminder! If you finish required sessions by June 30 you'll receive a \$50 reward.

KUDOS



Patti Carruthers Burns I was just there working on hearing aids! The people there are wonderful. I love how they are so engaging with the residents.

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!

WELCOME

Help us welcome NAC Amarjit (left) and NAC Leianna (right) to Team CHCC! We're excited to have them on our care team!



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.



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.

Remember when we were recruiting for all those new hospitality aide positions? Well, here they are! Meet—from left to right—Stacey, Tylean and Becky. Welcome to CHCC, everyone.



SAFETY COMMITTEE

March 15, 2:35 p.m.
in the conference
room. Curious
about the safety
committee? Join us!



**NORTHWEST ADULT DAY HEALTH
& WELLNESS CENTER**

Do you know a family in Whatcom County trying to care for a loved one at home? Do you know a family caregiver who could really use a break or some respite time each week? Are you aware of an older adult who may be lonely at home alone all day?

Please tell them about Northwest Adult Day Health & Wellness Center. The program is perfect for adults who are living at home with assistance; NWADH is designed to help families before they need to make long-term care decisions.

Members can enroll in the program five days per week or just two days per week; schedules are flexible.

The focus at NWADH is on health and *wellness* — helping individuals maintain an independent lifestyle by staying active and monitoring their general health, chronic illnesses or disabilities.

Anyone interested in learning more can contact the adult day health program's social worker, Kevyn, at 360-306-3031. She helps families decide if their loved one would be a good fit for the program and identifies funding options.



We have a new retractable banner that can be used at events. If you host an info booth at events on behalf of CHCC, know that this marketing tool is available. It's stored in the storage closet in the classroom.