



# The PULSE



NORTHWEST ADULT DAY HEALTH & WELLNESS CENTER

May 2017, Issue 1



Greetings, CHCC staff!

Free food, free lanyards, free t-shirts; mark your calendar for Fri., May 19.

Stop by the courtyard for a hamburger and a new retractable lanyard.

CHCC is getting set to supply each employee with one branded (meaning it has our logo on it) shirt — at no cost to you. You can wear these shirts on Casual Fridays.

During the cookout, please try on t-shirts to get the perfect size/fit; we'll have samples available that day.

Can't make the BBQ on May 19 but still want to pick a shirt size? Stop by Jeanne's office in HR and she can help you.

Enjoy these "CHCC perks". You've earned them!

Patrick O'Neill, CEO



**Keep the employee referrals coming!**

We had nine applicants between April 22 and May 3 who said they were encouraged to apply for a job at CHCC by a current employee.

That is a significant increase over what we normally see (2-4 per month) so thank you.

Want to learn how you can earn referral bonuses? Talk with Kari or Jeanne in HR. They'll share all the details.

## KUDOS

How did you feel about the overall level of care received? (One check per line)

	Excellent	As Expected	Needs Improvement
Staff introduced themselves	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Help was available when needed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Questions were answered	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Procedures were explained	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nursing staff were qualified	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Privacy & modesty respected	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of therapy services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any concerns were addressed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal property kept safe	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meals served were appealing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Activity programs suited my needs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visitors/loved ones were welcome	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments: <i>The staff was amazing!</i>			



**PEP WITH BRETT!**

May 12

*Interactive motivational/inspirational speech and coffee in the classroom.*

7:15 a.m. & 2:35 p.m.



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.



No need to pack your lunch on *May 17*, there will be a salad bar in the staff lounge.

10:30 a.m. to 2:30 p.m. and 4:30 p.m. to 5:30 p.m.



Thank you, Brenda, for organizing another wonderful volunteer appreciation event. This one was a Hawaiian-themed brunch. Fun was had by all.

**HELP US WELCOME FOUR NURSING ASSISTANTS!**

Greetings to these fresh faces: Erin, Debra, Danae and Yancy! Debra used to work here; we're glad to have her back. Welcome to each of you and thank you for choosing CHCC.



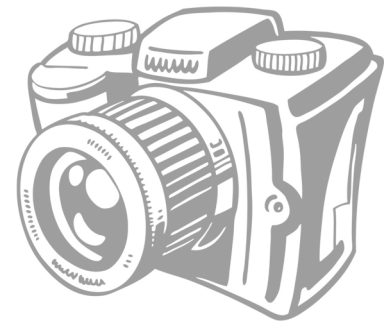
**Tues. May 9, 2:30 to 4 p.m.: Information about Long-Term Care Placement**

Our efforts to create collaborative events between CHCC and NWADH continue.

This month, Sarah Thomas, CHCC's admissions coordinator, will step next door to talk with caregivers of NWADH members about LTC placement. She will discuss when families should start looking into long-term care for their loved one.



During the presentation, Sarah will also provide information about the admissions process and let attendees know what they should prepare in advance before someone under their care transitions to a LTC setting.



Hey, Jeanne Burton! Thank you for setting up a photo booth in your office and for taking such sharp-looking staff photos.

We appreciate your talent and your ability to coax such lovely smiles out of everyone.

## Community Resource: Palliative Care Institute

Have you heard about PCI? The Palliative Care Institute at Western Washington University is a partnership with Northwest Life Passages Coalition and other community agencies and volunteers that work to transform palliative care in Whatcom County and support human responses to living and dying. Their goal is to create a healing community by providing a space where people living with serious illnesses or facing the end of life don't have to be cured to heal. They build on collaborations among those inside and outside of the medical industry, reclaiming palliative care as a community responsibility.

PCI hosts frequent educational classes and workshops in Bellingham, which may be helpful and informative for family members of those under our care.

Here are two examples of upcoming events:

- June 1, 2017, 9 a.m. to 4 p.m. *Pain Relief: The Non-Opioid Way*. This seminar will increase awareness of alternatives to opioid management of chronic pain.
- June 14, 2017, 6 to 8 p.m. *Make Your Wishes Known: The Realities of Advanced Medical Interventions*. Experienced nurses will discuss in frank terms the meaning of advanced medical interventions and patient outcomes when these interventions are employed.

Learn more about these workshops and PCI here: <https://pci.wvu.edu/upcoming-events>



**Patti Carruthers Burns** Kindness and engaged! I have been to Christian Health Care Center so many times over the past decade and every time I leave I am amazed by the staff!



### 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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**Kaysha (RN) and Natalia (T-Rec) recently became your co-workers. Natalia is a friendly face who has worked here before. Welcome, ladies!**



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 Rowlson at [pr@pattirowlson.com](mailto:pr@pattirowlson.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!

**Suggestion:** Can we have a picture taken of items that might go missing (rings, other jewelry, etc.) and placed in the resident med book and outside the resident's door?

- Reply: Thank you for your thoughtfulness! We really considered this but found it to be a logistical problem in terms of who takes the photos, how are they kept up and who decides what personal items are photo-worthy? It actually could create more liability for the facility than alleviate it.

**Suggestion:** Why do we use washcloths to clean residents after they go to the bathroom rather than wipes?

- Reply: Good question. The reason, which may be surprising to you, is not financial. We tried using wipes at CHCC a few years ago. There was a terrible problem with them being flushed (even the flushable ones!) and clogging the sewer system. Yuk! They also were harsh for the skin of many residents and not as comfortable as washcloths. I talked with nursing staff and received very strong feedback that the washcloths are preferred for higher quality care of our residents. When someone goes to the bathroom, caregivers should use toilet paper first, just like you do at home, and then clean more thoroughly with WARM washcloths. Also, so you know, our laundry is a very high temperature laundry and the washcloths (and everything) are very thoroughly clean when they come out.

**Suggestion:** Make the doors to the lounges have a one-digit code instead of two for ease of access by staff who are carrying things.

- Reply: The goal of two digit codes is to keep the room secure from residents who may be wandering. I would love to hear a bit more feedback from staff about this; do many feel one digit would be easier while still keeping residents out of the space? If so, we'll change it! Stop by my office, leave me a voice mail or email your thoughts to [tamyers@chcclynden.org](mailto:tamyers@chcclynden.org).



Great news!

The Nursing Assistant Certified training program at Christian Health Care Center has been named one of the top-performing programs in the state of Washington, based on the percentage of students who pass the difficult state certification exam.

Making this announcement was the state Department of Social and Health Services, which invited CHCC's training specialist, Dianne Anderson, to share info about what makes her program a success. Her feedback and experiences were shared at an April DSHS workshop.

Passing the state NAC test is not easy. Anderson knows that, and she's structured her classes to ensure the best possible result for her students.

Her primary motto is practice, practice, practice. "I tell my students that if they don't practice prior to the state test, they will fail it," Anderson says. "This has proven to be the truth."

Anderson's NAC classes at Christian Health Care Center are broken up into two sections: theory and skills. The state has a long list of required knowledge and abilities for nursing assistants, and Anderson aims to ensure her students ace them all.

Every day in class, Anderson's students have a theory test: eight overall, plus the final exam. To finish the course, students must pass each test with at least 80 percent. They can only retake one exam, and Anderson says that gives students the motivation they need to study hard. Continue reading: <http://bit.ly/2p3IWtT>

**REMINDER:** Earn a \$50 bonus for completing all your annual (mandatory) Relias training before June 30. The computer training room is ready and waiting for you!