



# The PULSE



NORTHWEST ADULT DAY HEALTH & WELLNESS CENTER

November 2017, Issue 1

Greetings, CHCC and NWADH staff,

Our adult day health program is now offering free three-hour observation trials that will help families see firsthand what the program has to offer. Maybe you've heard about our free trials on KGMI's Community Connections broadcast lately! Dr. Hiemstra, a Lynden Family Medicine physician, recently spoke about how adult day health helps his patients while also providing an essential lifeline for caregivers.



NORTHWEST ADULT DAY HEALTH & WELLNESS CENTER

Via a free trial, potential members can explore strength and balance programs, socialization groups, interactive recreational activities and more. All that is required to take part in the observation trial is a reservation — call NWADH at 360-306-3031 — and a caregiver or volunteer to accompany the potential member during their trial.



Dr. Hiemstra & Kevyn Avery spoke about NWADH

After the free trial, if enrollment in adult day health feels like a good fit, NWADH's social worker, Kevyn, will chat with families about funding options and an intake assessment will be completed. Our staff will walk them through every step of the process.

As staff at CHCC, you might see families who would be a good fit for adult day health. Maybe you notice that a short-term rehab patient would benefit from an exercise and mobility program so they keep moving after surgery.

Perhaps you see the spouse of a long-term care resident who would benefit from socialization and making new friends now that they are living alone at home. Please invite them to come over and see our program.

Adult day health is a precursor to the work you do at CHCC. We help individuals maintain their health and wellness at home so they can continue living an active life for as long as possible. Together we provide a continuum of care for Whatcom County families.



Mary Faber Wynstra,  
NWADH Manager

Have you been in our building? Are you interested in seeing our program in person? I personally encourage you to stop by anytime. Really. Pop over during your break, stop by before or after work. There are generally staff here in the building from 9 a.m. to 4 p.m. There is always someone available who can give you a quick tour!



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).

As part of the Infection Prevention and Antimicrobial Stewardship program, all staff (that's you!) need to demonstrate competency in hand hygiene and donning/doffing of personal protective equipment.

Return Demonstration clinics have been scheduled in the classroom on **Nov. 8 and 9 from 6:30 a.m. to 6:30 p.m.** Nurses will be at the hand hygiene and personal protective equipment stations to observe your demonstration. All staff (that's you!) need to come in to show competency on one of these two days/times. It will be a quick process. Questions? Contact your supervisor or Dianne Anderson in the training classroom.

## **CHCC/NWADH CHRISTMAS PARTY**

*To thank you for your dedicated service, you and a guest are invited to our annual Christmas party.*

**Dec. 1, 2017 at Northwood Hall  
3240 Northwest Avenue, Bellingham**

*There will be a social hour from 5:30 to 6:30 p.m. followed by dinner at 6:45 p.m. Plan to stay for dancing from 8 to 11 p.m.*

*RSVP with the number attending to Jeanne by Nov. 19: [jrburton@chcclynden.org](mailto:jrburton@chcclynden.org).*



## **ROCK YOUR UNIFORM!**

**Have you served in a branch of the military?  
Wear your uniform to work on Veteran's Day  
— Nov. 10 — for a chance to win a \$50 gift card.**

### **Question: Would you be self-sufficient for a week if a major disaster struck today?**

Our administrator, Tonja, has been immersed in re-writing CHCC's Emergency Operations Plan (EOP) to bring it into full compliance with the new regulations that go into effect on Nov. 15th. As part of the new regulations, there will be an increase in the number of emergency drills held at CHCC to ensure that our entire care team is ready for a variety of events such as fire, missing resident, armed intruder, earthquake, shelter-in-place, chemical spills, IT failure, telephone failure, storms, and power failure.

Remember last winter when it snowed so hard and staff members supported each other and rose to the challenge of caring for our residents in adverse conditions? That is the mindset we trust will fall into place in the case of a disaster event. We do know, however, that planning ahead makes major events less stressful.

Just like you did during "Snowmageddon" last winter, staff are expected to report to work as quickly as possible after a disaster or event. Of course, it is assumed that you will first ensure your own family's safety. Know that if you need to bring your family to work with you after a disaster, you can do so!

Preparing for disasters at work also calls attention to personal disaster preparations. Are you prepared?

Disaster planning experts encourage all citizens to have a "go bag" in their car or near their door at home. That bag would include a change of clothing, water, protein snacks, and most importantly, any critical medication you need.

TIP: Hoagland Pharmacy recommends filling your medications a day or two early and saving one or two doses of medication for your "go bag" each month for the next several months. Good idea, right?

Know that as a healthcare center and as an employer we will do all we can to protect and care for our residents and staff in disaster situations. In the event of an emergency, we know that you will be here alongside us caring for each other and our residents as you have done in the past.

# FAMILY PHOTO DAY!



Nov. 24, 2017

9 a.m. to noon

Christian Health Care Center



For residents, staff and their family members. There is no cost; each family will receive one group photo. The image will be edited and emailed to you the following week.

**REMINDER:** Family photo day is coming. Please encourage residents to gussie up and have their photo taken that day, even if they don't have any family in the area.

In past years, a few of our residents have requested to have their photo taken with a special staff member whom they consider to be family. How sweet is that?

Look for opportunities to make that happen. Having your photo taken with a resident can create a wonderful memory for them.



## 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!

Four horizontal lines for writing a question.

Congrats to our latest NAC training graduates: Leilani, Allison, Shella Marie, Maggie, Izzy and Kristiana!

You know what they said they liked about the program? Their instructor, Dianne Anderson!



We'll be decorating CHCC's Christmas tree in the lobby at 2 p.m. on Nov. 22. Join us for some festive fun!

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 Rowson at [pr@pattirowson.com](mailto:pr@pattirowson.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).



## THANKSGIVING MEAL

We are so very thankful for each and every one of you who are working at CHCC on Thanksgiving Day.

To show appreciation, a Thanksgiving meal will be served in the classroom on Nov. 23 starting at 10:30 a.m.



## WATCH FOR THESE ACRONYMS: QAPI, PIP, PIT

If you've ever worked for a governmental agency, you're familiar with how they use acronyms to abbreviate names for committees and departments. Well, as the healthcare industry becomes more and more regulated by governmental agencies, acronyms are slipping into our everyday life. Oh, dear.

For example, as part of our ongoing **QAPI plan** (Quality Assurance and Performance Improvement), we have a **QAPI committee**, which meets monthly and reviews areas of improvement identified in all departments.

An important part of the actual work that goes into that improvement is done in **PIP committees** (Performance Improvement Project) or by **PIT teams** (Performance Improvement Team).

Are you still with me?

A PIP will focus on one area that needs improvement. PIP committee members will figure out why the problem exists using **RCA** (Root Cause Analysis), and they will develop a plan to address the issue. Then PIT teams implement the plan and assess whether or not it works. If it works, we celebrate! If it doesn't work, we revise and try again.

The QAPI, PIP and PIT process is critical to ongoing quality improvement. All staff, not just those serving on teams and committees, are encouraged to keep improvement in mind as they go about their daily work. If you see a system, process or area that could be improved, bring it to your supervisor, any department head, or myself for consideration by the QAPI Committee for a PIP.

At some point, you may even be called upon to participate on a PIT and work on a PIP. You could also volunteer, if you are so inclined.

PITs are a great place to start getting involved with quality assurance and improvement plans. PITs are short-term teams that address a specific issue and then they don't meet any more. Case closed; there isn't a lengthy commitment.

PIPs are a longer commitment. Current PIPs include working on our Resident Personal Item Inventories (Sarah Thomas is leading this PIP), and Reducing Use of Anti-Psychotic Medications (Steve Wallace is leading this PIP). Steve Wallace is what we call a PIP Master! He has successfully led a PIT to reduce clothing loss and another to reduce use of psychotropic medications. Make sure to compliment him on his PIP Master status when you see him next. 😊



With the right attitude, it can be fun to be part of the solution and to know you are improving life and care for our residents today and in the future.

Tonja Myers,  
Administrator