



The PULSE



NORTHWEST ADULT DAY HEALTH & WELLNESS CENTER

October 2017, Issue 2

Greetings, CHCC and NWADH staff,

Take a look at the plate of food on the right. That is an actual meal that was served to elderly residents in a memory care facility nearby. It includes highly processed foods that do not provide much nutritional value.

Now look at the nutritious, beautifully plated food our dietary department produces (bottom two photos).

Which would you rather eat? Which would provide you with enough nutritional energy to get through the day?

We should all be proud of the high standards CHCC has when it comes to patient care. From nursing to therapies to recreation, right down to the food that is prepared with health and wellness in mind.

Thank you to the board for approving the funding necessary to deliver quality food to our residents. Thank you to Carol, Dave, Adam and the *entire* dietary department for sourcing and preparing food that is healthy for our residents.



Tonja Myers,
Administrator

Thank you for taking time to plate and serve the food in a way that is visually appealing. Thank you for caring about the meals you prepare.

Your efforts make a noticeable difference!

Eat well, live well, be well.



QAPI. What is that, anyway? QAPI stands for Quality Assurance and Performance Improvement. CHCC is mandated by law to have a QAPI policy and a QAPI committee in place. The committee helps oversee facility systems and processes in ways that support the delivery of quality care. If issues pop up, the QAPI committee works with departments and consultants to make corrections. The QAPI committee is made up of permanent and rotating members who are appointed by CHCC's administrator. Interested in learning more? Ask Tonja!



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).

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.

NORTHWEST ADULT DAY HEALTH & WELLNESS CENTER: Thank you Mariah (social worker intern) and Kevyn (NWADH social worker) for hosting our info table at the recent Alzheimer Society of Washington caregiver conference. Attendees learned new tips and strategies for caregiving; many attendees came to speak with NWADH about our program and respite services offered to family caregivers.

Our adult day health program will be featured a few times on KGMI's Community Connection program this fall and winter. Listen for it every other Saturday starting Sept. 21 (times will vary).



Hooray for pockets!

You asked for scrub tops with pockets, so we're now offering them. Order forms are available at nurses stations, the reception desk or in HR; pay for them with a simple payroll deduction. Want your name and title added to the shirt? No problem, personalization can be done for an additional \$7.50.



WELCOME!

Join us in warmly welcoming Brenda, who returns to CHCC as an NAC, and Jonni, who is our new resident account specialist. Jesmandeep came on board as an NAC and Dima as an RN. We're glad you chose to work at CHCC and are thankful to have you on our team.





BACK WHERE SHE BELONGS

Remember last spring when Nellie retired? Well, she missed us and we needed her, so she's back.

Nellie is working part time coaching nursing assistant students and also helping newly hired nursing assistants transition into working at CHCC.

With Nellie's experience as a nurse and her history working at CHCC, nursing assistants are sure to start their healthcare career on solid ground.

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!

LICENSED STAFF MEETING
THERE IS A MANDATORY MEETING FOR LICENSED STAFF ON OCT. 26. STOP BY AT 7 A.M., 5 P.M. OR 6:30 P.M.


HALLOWEEN

Oct. 31 is nearly here. Are you ready for fun? There will be staff costume contests and prizes at both CHCC and NWADH. Plus, the public is invited to come to CHCC for trick-or-treating between 2:30 and 3:30 p.m. Of course, staff, volunteers and resident family members can bring their kiddos during that time, too.



TEAMWORK: WE CANNOT ACCOMPLISH ALL THAT WE NEED TO DO WITHOUT WORKING TOGETHER.

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.


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.

POLICY UPDATE: VISITATION

Have you ever wondered how to handle late-night visitors at CHCC or large groups of people who come to visit residents? Good news! We have a policy for visitation. 😊

Here are a few policy highlights; please ask your supervisor if you'd like to read all of the rules and regulations outlined in our visitation policy.

Normal visiting hours at CHCC — when the reception desk is open — are 8 a.m. to 9 p.m. daily; however, a resident's family and friends legally have the right to visit at any time *"subject to the protection of the rights and safety of other residents and any restrictions imposed by the resident."*

That means visitors can come at any time, even after-hours, as long as they are not disruptive to other residents and as long as the resident has approved their visit.

Regarding large groups who may gather in a resident's room, especially in shared room situations, *"the facility reserves the right to change location of a visit if such visit infringes upon the rights of the resident's roommate or other residents in the facility."*

That means that large groups of visitors can be directed to the library, sun room, chapel or conference room, where they can gather comfortably (there are more chairs in those rooms!) with more privacy. CHCC staff, of course, will help transport the resident to those spaces if necessary.

Facebook Fun! More than 3,600 people were able to see that our residents went on a fun outing last month. Thanks to T-rec for planning a wonderful activity and for snapping photos we can use to tell the story of long-term care *living* at CHCC.



Christian Health Care Center added 3 new photos

Some of our residents recently went on a fun outing. They had a picnic in the park and stopped at Lynden Police Department and Lynden Fire Department to deliver cookies and say "Thank You".



3,612 people reached

SPEAKING OF SOCIAL MEDIA...

Social media can be a fun way to share your life with family, friends and co-workers. Social media can also impact your personal reputation and the future success of CHCC. What you share online can have both positive and negative impacts on our facility. We hope you choose to shine a light on CHCC in positive ways if and when you mention your work on social media sites like Facebook.

If you do mention our facility on or offline, you must keep HIPAA privacy laws in mind. You are not allowed to take any photos of our residents and post those publicly. You can, however, comment, like or share posts you see on CHCC's Facebook page (like the post shown above) because those images have been approved, meaning we have obtained **written permission** from the residents to share their photo on CHCC's Facebook page. Make sense?

Think
once before you act,
twice before you speak,
and three times before
you post on Facebook
Instagram, & Twitter

Ultimately, you are responsible for what you share online. Before posting, keep in mind that messages and photos you share that negatively represent your job or the performance of fellow coworkers, or that otherwise adversely affect customers, suppliers or people who work on behalf of CHCC's business interests, may result in disciplinary action up to and including termination. Postings that include harassment; threats of violence; negative remarks about CHCC, residents or coworkers; or similar inappropriate or unlawful conduct will be addressed.