



The PULSE



NORTHWEST ADULT DAY HEALTH & WELLNESS CENTER

September 2017, Issue 2

Greetings, CHCC staff,

Recent studies have found that people who are compassionate and care about the well-being of their coworkers — “givers” — are often found at the very top of the success ladder in any organization. They often have a “what can I do for others” mindset.

On the flip side, individuals who tend to think of themselves more than others — “takers” — are not found as often in leadership roles. They tend to have a “what can you do for me” mindset.

You can read more about givers and takers in this article: <http://bit.ly/2x3oyka>

Reports show that people like and appreciate givers more than takers, so those personality types become more influential in the workplace.

Why? Because everyone loves working with givers and appreciates their kind and giving qualities. Givers go out of their way to help others; givers are the ones you want on your team when there are deadlines to meet or when the going gets tough. Makes sense.

Research on company culture related to givers and takers has also shown that simply working around givers and watching them help others can make you friendlier and more likely to help someone yourself. Interesting, right?

I bet you can think of a few people at CHCC that you’d consider to be givers. Consider telling them that you appreciate that quality in a coworker!



Patrick O’Neill, CEO

Don’t find fault, find a remedy. **Henry Ford**



Wish this was a scratch-n-sniff photo

UPDATE: According to new Federal regulations, any food brought in for a resident -- from an outside source (home, store, restaurant) -- must be consumed immediately or it must be in a sealed container such as Tupperware, zipper bags, etc.

Regulations also say that any food left in the refrigerator here needs to be labeled with the full name of the resident and the date it was brought in. Such food must be consumed within 72 hours or it has to be disposed of.

If you have questions about whether or not food is being stored properly, or whether it’s time to dispose of something, please ask your supervisor.

A generous person will prosper; whoever refreshes others will be refreshed. Proverbs 11:25



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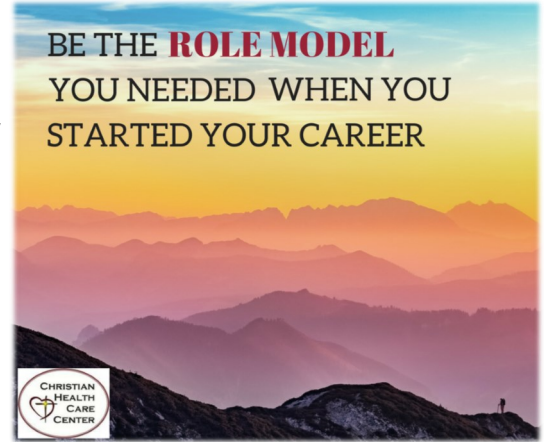
Help others learn about job openings, volunteer opportunities, donation requests and more. It’s easy! Just like CHCC’s Facebook page and then like or share our posts with your friends and family: [fb/christianhealthcare](https://www.facebook.com/christianhealthcare).

JOB FEATURE: UNIT COORDINATOR/NURSE MANAGER

Nurse managers at CHCC typically work day shifts, Monday through Friday. They direct and participate in resident care and work closely with the director of nursing and assistant director of nursing to ensure all aspects of patients' care plans are properly implemented. Nurse managers also help with department planning, staff orientations, training and performance reviews. They assist with admissions and discharge planning, have MDS responsibilities and help ensure policies and procedures are followed.

Equally as important to the patient care they deliver, nurse managers are tasked with supporting all nurses who work at CHCC. They are to work with other staff in a way that creates a team atmosphere. Nurse managers should be a role model to others; they should provide leadership and promote an atmosphere of respect, personal integrity and teamwork.

Have you thought about advancing your career by becoming a nurse manager at CHCC? Talk to our DNS, Heather, or Kari in HR. They can discuss job qualifications and the potential to take your career to the next level.



KUDOS

Were there any staff members who went above and beyond to make your experience at CHCC better? Name: Every single one of them

Comments: _____

Is there any additional feedback you'd like to leave? The staff is awesome and their training is impressive

Comments: Everybody was just great - I had the feeling was sincere caring for people and did all they could to assist. It was a lovely experience which I will remember always.

Hey, where's the soup?
In the last issue of *The Pulse* we mentioned that soup for night shift staff was available in the rehab lounge. Carol from dietary corrected us — the soup can be found in the main staff lounge. Sorry for any confusion!

WELCOME!

Join us in warmly welcoming RNs Jennifer, Prescilla and Tork. Also coming on board is Annika, who is an NAC. Please help us help them successfully integrate into the facility; we're very glad they are here.





Watch for “A Touch of Grace”

CHCC has been asked to partner with WWU’s Palliative Care Institute, LeadingAge Washington and Debbie Gann of Home Attendant Care to develop a new staff training program called *Touch of Grace* — inspired by Debbie’s mother, Grace, who resided at CHCC before passing away in 2016.

The goal of *Touch of Grace* is to improve end-of-life care in our entire community (even beyond CHCC) by developing a program that will train all staff how to interact with people who are dying and to show sensitivity to their loved ones.

COMING SOON! You told us that you loved the new CHCC T-shirts but that you miss having pockets. We heard you; we’re working on some alternatives, including these embroidered logos that can be added to any scrubs. Stay tuned. HR will let us know when new products are available.

We recognize that support staff — those not licensed to provide direct patient care in a long-term care setting — often find themselves faced with situations involving death. We also recognize that you have not had the same training as licensed staff so you may not know how to act in such situations. Your insight and experiences, when shared with *Touch of Grace’s* development team, can provide insight and help shape the future of care in Whatcom County. How great is that?



Tonja Myers
Administrator

In the days ahead, unlicensed staff will receive a brief survey, which can be used to record your feedback. It should take approximately 10 minutes to complete.

Your participation is completely voluntary; if you would prefer not to participate, we will respect your wishes.

POLICY UPDATE: BED HOLD NOTIFICATION

OK, no yawning. This is important stuff. Here’s our updated bed hold policy. Enjoy. 😊
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“It is the policy of Christian Health Care Center, in compliance with state and federal regulations, to inform you of our bed hold policy. Written notification will be given when transferring to the hospital or going on a therapeutic leave.

Payment of a daily bed hold fee will guarantee the availability of the room/bed for the resident who is planning on readmission to Christian Health Care Center. The bed hold rate is your daily room rate minus \$20.00. Up to 5 days are complimentary for hospital stays. Up to 18 days are allowed for Medicaid therapeutic/social leave. The transfer out of CHCC is considered a discharge after the bed hold expires.

You will be contacted in the next two business days by one of our Social Service workers to discuss this policy. (Refer to complete policy on the reverse of this notice).

You are welcome to contact us sooner at (360) 354-4434 if you have questions.”

QUESTION FOR ALL STAFF:

If you owned this skilled nursing facility, what is one thing you would change to improve staff retention?

Write your feedback on any piece of paper and drop it in a comment box.

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.

COMMENT BOX CORNER

Sharing your *FRESH* ideas, comments, kudos!

Comment: Could staff please try not to use cell phones in the break rooms?

Reply: That's a tricky one. According to company policy, *"Employees should exercise reasonable judgement and restraint in confining personal telephone and cellular calls, conversations and visiting to non-working hours (breaks, lunches and after work).*

Non-working hours means breaks, lunch time and before/after work. Those are times your co-workers often spend in the break rooms.

We do very much appreciate it when staff focus on the tasks at hand during work times; we appreciate that they are not using cell phones for personal use on the floor. The break room is an appropriate place to make a quick call, text family members or surf the internet.

That said, if staff need to make a longer call or one that is confidential in nature, we would suggest taking those calls to a conference room, the chapel or to outdoor spaces.



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!

Five horizontal lines for writing a question, enclosed in a dashed border.



NORTHWEST ADULT DAY HEALTH & WELLNESS CENTER

NWADH celebrates two years with the help of wonderful community orgs

In August, NWADH celebrated two years in our facility on Aaron Drive.

You might not be aware that for many years, the only adult day health services in Whatcom County were offered by PeaceHealth in Bellingham. When that program was phased out at the end of 2014, Christian Health Care Center took over the operation in Bellingham, then moved it to Lynden, opening as Northwest Adult Day Health and Wellness Center.

At the two-year mark, it seems like a great time to say thanks to a handful of the local organizations that have helped NWADH enjoy success in Lynden.

First, kudos go to Whatcom Transportation Authority and Christ the King Bellingham.

"Our partnership with Christ the King in Bellingham is still a very big deal," says Mary Faber Wynstra, NWADH's manager and activity coordinator. "Without their willingness to allow us to use their facility as a layover site, we would not be able to accommodate most Bellingham clients at NWADH."



To minimize the impact of the move to Lynden on Bellingham members, NWADH worked with WTA to set up bus service from Bellingham to Lynden. Using paratransit buses, WTA picks up members from around the community and drops them off at CTK on Meridian, which is the designated layover site. A larger WTA bus then transports them all to NWADH's Lynden campus.

Continue reading: <http://bit.ly/2y00VWt>