



The PULSE



September 2018, Issue 1

CONTINUOUS IMPROVEMENT Healthcare Research

CHCC is participating in a national study of *Clostridium difficile* infection, which can cause life-threatening inflammation of the colon. The infection commonly affects adults in hospitals and long-term care centers.

I have been reporting data collected at CHCC to Qualis and the CDC's National Healthcare Safety Network system since 2017 and will continue to do so through 2018.

Qualis Health representatives say, "Your voluntary participation and data contribution makes possible the first ever national baseline of *Clostridium difficile* infection in U.S. nursing homes."



We know the data submitted will help inform future policy and interventions at national and state levels; the data we share will benefit CHCC patients and our community in the future.

Participating in national studies is one way our Whatcom County skilled nursing center can have a positive impact on the entire healthcare system. Together we can strive for continuous improvement in our industry. That's a good thing!

Heather Lewis, director of nursing

In recognition that

CHRISTIAN HEALTH CARE CENTER

voluntarily contributed scientific data to the first nationwide survey of *Clostridium difficile* infection ever conducted in US nursing homes (March through December of 2017).

Marie Dunn
Marie Dunn, MSHCPM
Vice President,
Quality & Safety Initiatives

Qualis Health
**Nursing Home
Quality Care Collaborative**

Quality Improvement
Organizations
Sharing Knowledge. Improving Health Care.
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**QUALIS
HEALTH**

CHCC: Please list staff members who went above and beyond to make your experience at CHCC better.

ARNE C.: All were so good, impossible to name a few!!

#CHCCTeamwork

COMMENT BOX CORNER

Sharing your *FRESH* ideas, questions and comments!

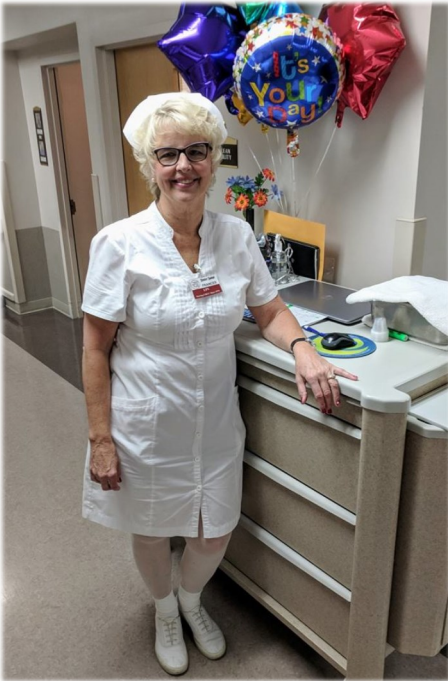
Question: What is happening with the adult day health building behind CHCC?

Reply: Aug. 10 was the last day Northwest Adult Day Health & Wellness Center provided services to clients. Our board of directors has now formed a committee to discuss options and plan for the future. Stay tuned; we'll keep you posted here in The Pulse as decisions are made.



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.



On Aug. 28, 2018, Fran celebrated 45 years of nursing at CHCC. You read that right, 45 years of caring for your friends, family and neighbors!

Over the decades, she's also helped train and mentor countless new nurses. **#CHCCTeamwork**

Thank you so very much, Fran, for choosing to serve CHCC all of these years and for donning your classic (or vintage or retro or just plain super cool!) uniform, which put a smile on the face of anyone who saw you in the halls today.



Cheryl K Van Dyken Congratulations Fran! Love your dedication to the residents you faithfully serve!



Julie Ball Congratulations, Fran! Thank you for all the love you have shown my grandma & our family!



FIRST RESPONDER GRATITUDE

With Sept. 11 just around the corner, I wanted to take a moment to articulate how fortunate we are that CHCC is located in Lynden.

First responders in our community — Lynden Fire Department, Lynden Police Department, Whatcom County Sheriff, U.S. Border Patrol — take such good care of our residents and our care center. They are ready and available when we call; they treat everyone here with kindness and respect. Just like you, they care.

People say first responders are brave and fearless — they are! — because they head into situations that others are running from. They use their skill and training to help people in challenging times when others cannot assist.

The same might be said for individuals working in the healthcare field. Alone or together as a team (**#CHCCTeamwork**), you head into situations where others are in distress. You use skill and training to take charge of situations that others may not know how to respond to. If you think about it, you are brave and fearless, too.

The event that caused 9/11 to become a day of recognition was shocking and tragic and a devastating experience for many in our country.

Since that day, there have been 17 recognition days, each one providing a moment in time to honor, remember and thank those who serve in our community. This year will be no different. We will pause on 9/11 and mark the day in the activity room. Many of us will thank first responders whom we know personally. Kind words shared will be welcome and appreciated.

This year, I'll be thinking about the brave police officers, fire fighters and customs officials who work every day to keep our community safe. I'll also be thinking about you all as "first responders" in our building. You are special, too.

Tonja Myers, administrator



Delores came here for restorative care and she had a positive experience. Thank you, Elijah and Lucia, for what you did to make her feel included and well cared for. [#CHCCTeamwork](#)

Please list staff members who went above and beyond to make your experience at CHCC better.

Names: ELIJAH - WENT OUT OF WAY + MAKE SURE THERE WAS ROOM FOR ME AT THE TABLE IN THE DINING ROOM

Comments: LUCIA - ALWAYS HAS A SMILE + VERY EFFICIENT WITH HER CARE

These wonderful individuals recently completed CHCC's nursing assistant training program. Their role is so important; they are on their way to providing care to some of the most loved members of our community.

Join us in saying CONGRATS and welcome!



Caregiver burnout, emotional exhaustion, compassion fatigue

These are all states of mind that can cause a person to go from positive and caring to negative and unconcerned. That's not good; we don't want any members of our care team to feel this way!

The signs include:

- Withdrawal from friends and family
- Feeling irritable and helpless
- Changes in weight
- Changes in sleep patterns
- Being sick more often

If you are experiencing any of these things, please contact the free and confidential employee assistance program at 1-888-293-6948.

The third-party organization offers counseling sessions that can help you manage feelings of burnout. They can also help minimize work-related stress. Help is free and available!

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.

Please rate the care that you received.

PATIENT REVIEW	Excellent
Staff introduced themselves	X
Help was available when needed	X
Questions were answered	X
Procedures were explained	X
Privacy and modesty were respected	X
Quality of therapy services	X
Concerns were addressed	X
Personal property was kept safe	X
Housekeeping services	X
Meals were appealing	X
Activity programs suited my needs	X
Visitors/loved ones were welcome	X

STANDARD FOR WORKPLACE CONDUCT Respect & Professionalism

What the rules say: *CHCC prohibits the harassment of any individual based on race, color, religion, national origin, age, sex, sexual preference, marital status, disability or any other legally-protected classification. CHCC requires its employees to abide by this policy in practice and in spirit. CHCC encourages its employees to address any questions or concerns about this policy directly to their supervisor, human resources or the administrator. Employees may do so without fear of reprisal.*

What we also believe: Instances of harassment, workplace bullying and discrimination can be prevented by being respectful and professional at work. Be kind to each other, refrain from gossiping, respect the personal space of others, and use your words to lift others up in positive ways, not tear them down.

Your role in creating a healthy workplace:

- Engage in respectful, kind and professional behavior
- Immediately report any concerns, even if someone asks you not to
- Provide truthful information, not opinions or assumptions, in any investigation into possible violations
- Maintain professionalism with anyone who raises concerns

Gray days may be coming but that doesn't mean we can't greet them with a smile.



LEADERSHIP TIPS

In a recent staff survey, a suggestion came forward: provide leadership tips here in The Pulse. Great idea! Developing leadership skills is an important life skill. Growing as a leader can help you communicate better in your everyday life and advance your career, which are both good things.

Let's jump right in with five easy tips for emerging leaders:

1. Show you care. Get to know the people you work with; be available and sincerely take interest in them as individuals.
2. Avoid these destructive characteristics: bicker, backbite, blame. Instead, take ownership of mistakes and encourage positive communication and discussions.
3. Always tell the truth, which will build trust with your team.
4. Abide by the law and by our care center's regulations. Doing so helps others feel like you are keeping them safe and protected.
5. Encourage others to share their ideas and opinions; be open to listening and to fresh ideas.

Easy tips, right? There are many more where these came from. Hop over to this website for the full list: livingasaleader.com/leadership-tips.aspx

GET STARTED: Write your top five leadership tips on note cards. Tape them to your bathroom mirror and review them each night or set them on the kitchen table so you can read them during breakfast each day. Reviewing the tips that you want to focus on daily will help keep them top of mind. When you feel like you have mastered one leadership tip, replace it with another from the article referenced here.

COMMENT BOX CORNER

Sharing your *FRESH* ideas, questions and comments!

Question: Can we have wipes for glasses on the nurse's carts?

Reply: YES! This is a nice idea. We're on it!

BETTER TOGETHER: Have you noticed the #CHCCTeamwork hashtag in this issue of The Pulse? We know we provide the best care to our residents and patients when we work together as a team. We'll be using that hashtag on Facebook and in this publication to mark examples of great teamwork. Watch for it!