



The PULSE



November 2018, Issue 1

KUDOS



The Washington State Department of Health honors and recognizes long-term care centers that are working to improve antibiotic use, reduce antibiotic resistance, and improve patient outcomes by establishing an antibiotic stewardship program.

To qualify for recognition, each care center has to show a leadership commitment to the program, assign accountability to a team member, offer education on the topic, take a prescribing improvement action, track and monitor antibiotic resistance patterns and identify steps to improve appropriate prescribing.

As you can see from the list here, CHCC is one of only six care centers in the state of Washington that earned placement on the DOH honor role list. We're the only long-term care center north of Seattle that has earned this recognition.

Well done and way to go Dianne (preventionist), Michele (assistant nursing director), Heather (nursing director), Dr. Alexander (medical director), and all of our nurses and physicians! **#CHCCTeamwork**

Honor Roll Members - Long-Term Care Facilities

Current Honor Roll Members

Christian Health Care Center, Lynden, WA

- Infection Preventionist: Dianne Anderson, LPN
- Medical Director: Steven Alexander, MD

ManorCare Salmon Creek, Vancouver, WA

- Infection Preventionist: Terri Cruze, RN
- Medical Director: Timothy Roddy, MD

Prestige Post-Acute Care Rehabilitation Center, Centralia, WA

- Infection Preventionist: Kim Johnson, BSN, RN
- Medical Director: David Ellis, MD

Providence Mount St. Vincent, Seattle, WA

- Infection Preventionist: Kathryn Anderson, PhD, RN
- Medical Director: Lester Sauvage, CB, MD, CMD

Touchmark Skilled Nursing, Spokane, WA

- Infection Preventionist: Sara Hair, RN
- Medical Director: Sanjit Dutta, MD

Walla Walla Veterans Home, Walla Walla, WA

- Infection Preventionist: Fia Jensen, RN
- Medical Director: Christopher Jenkins, MD



UPDATE: ADULT DAY HEALTH BUILDING

As you may have noticed, there is a FOR LEASE sign posted along Aaron Drive. Troy Muljat from Muljat Group Realtors has been selected to market the property and help find a tenant to rent the space. We're hoping to have good neighbors in the coming months. Stay tuned!

"Before anything else, preparation is the key to success. ~ Alexander Graham Bell

Mock Survey Week

To help us best prepare for the next state survey, we've organized a mock survey from Nov. 12 through Nov. 16. Watch for details and check with your supervisor if you have questions during the process.



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://fb.com/christianhealthcare).

Advance Directives Q&A

Q: What if the Durable Power of Attorney (DPOA) names two people as contacts. What do I do?

A: It depends on the use of the words “and” and “or.” For example, the DPA might say, “If unable or unwilling to act, I choose Jane Smith or John Jones...” If the DPOA includes two names, connected *with the word “or”* as shown in this example, either person may be contacted. You contact one or the other. If the two names are connected *with an “and”*, such as “If unable or unwilling to act, I choose Jane Smith and John Jones...,” both must be contacted. Both individuals need to be included in the decision-making process.

Q: There are two DPOA’ on file – one is healthcare, the other is financial. Whom do I contact?

A: It is not uncommon for CHCC residents to have the same person named on both DPOA documents — healthcare and financial. However, sometimes there is a different person for each, so you should always check. If you need a health-related decision, contact the healthcare DPOA. If you need a decision about payments or funding care, contact the financial DPOA.

QUESTIONS ABOUT ADVANCE DIRECTIVES OR DPOA DOCUMENTS? CONTACT JENAYE IN SOCIAL SERVICES.

A TOUCH OF GRACE

Some of you might recall that CHCC was asked to partner with Western Washington University’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 for an extended period before passing away in 2016.

The goal of the Touch of Grace training program is to improve end-of-life care in our community by training all staff – nursing, housekeeping, dietary, administrative managers – how to help individuals and their loved ones transition from long-term care living to respectful dying. It’s an important and powerful concept to grasp.

In 2017, we conducted a survey of families who had a loved one receive end-of-life care at CHCC. That data was used to create a training program, which will be rolling out on Nov. 7, 2018.

Thank you in advance for your time and consideration when working through the training program. Together, as a community of families, educators and care providers, we can help improve life for people living in a long-term care setting and for those transitioning through end-of-life care.

Tonya Myers, Administrator



Read past issues of
THE PULSE
online.

chcclynden.org/about/the-pulse/

WELCOME



Please join us in welcoming these new, friendly individuals to CHCC.

Remember your first weeks at a new job? Be the co-worker you wished for during those days; we ask for your help and support for them as they work to get up to speed here.

Left to right: Selina is an NAC, Kathy is in housekeeping and Erica serves as a dining room assistant.

Compassion, love and good food: The CHCC dining experience

We work hard to create a wonderful dining experience for our residents. We think that's evident both in the quality of the food and in the personal care and attention with which it's created and delivered.



It's also evident in the opinions of outside sources. We recently were given a surprise double audit by Sodexo, the company that manages our food services, and CHCC came out of it with perfect scores! The "double gold" award was quite a treat for Carol DuBois, our dietary manager.

"Both audits, containing 15 pages total, showed 100-percent compliance," DuBois said. "This is the first double gold I have had since being at CHCC. Prior years, I've scored in the high 90s, but not two at 100-percent!"

The third-party auditor hired by Sodexo conducted two separate audits of the CHCC facilities. The first, focused on food safety, looked in-depth at such items as personal hygiene, temperature control, purchasing and receiving, the knowledge of the person in charge and general observations regarding the service area, dishwashing and more. The second audit covered health and safety, including chemical hazards, prevention of slips and falls, safety training and more.

The perfect scores earned the dining team a special Audit Recognition Award from Sodexo. "Congratulations on establishing Sodexo Audit Recognition Award status on your recent Food Safety and Health & Safety Audits," Sodexo wrote in a letter to DuBois. "This result, so effectively represented by the overall 100% score on both audits, is appreciated and recognized by all of Sodexo North America. We know that you and the entire team played a big part in this superior outcome."

The award, along with the glowing scores CHCC received on the audit, are reflective of the pride CHCC staff members take in their work, from storing and preparing food (Good job, Chef Dave!) to serving it to CHCC residents. **#CHCCTeamwork**



FAMILY PHOTO DAY!



Nov. 24, 2018

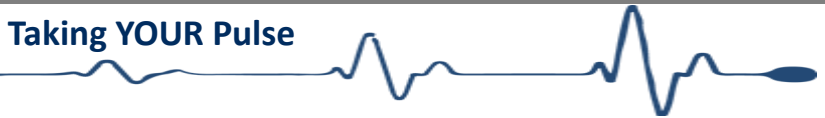
11 a.m. to 1 p.m.

855 Aaron Drive



For CHCC 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.

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.

LEADERSHIP TIP: HUMILITY

“Including humility and competitiveness in the same sentence may seem like an oxymoron to many business leaders.” However, humility was proven to give leaders a competitive advantage in a University of Washington research study.

The research concluded that humble leaders were more effective and powerful. They were most likely to perform well in individual and team settings. Employees also said they were more trusting and receptive to ideas when their leader was humble. How cool is that?

So, what character traits make up a humble leader? Here are a few that stand out:

- They have emotional intelligence that allows them to be aware of the needs of others.
- They are open to feedback from others.
- They can form and maintain positive relationships.
- They freely compliment and praise others.
- They admit when they have made a mistake.
- They show grace in moments of strength or weakness.
- They give credit to the team, not take it for themselves.



Whether you are an experienced or emerging leader, keeping these traits top of mind can have a positive impact on the culture here at CHCC. #CHCCTeamwork

Source: <https://www.entrepreneur.com/article/238328>



Greetings, CHCC team members!

2018 is winding down and it's time to look ahead to 2019. I'm hoping that the new year will be one of health and wellness for you, and that you might even consider getting a jump start on those New Year's resolutions.

We're exploring the *possibility* of contracting with Anytime Fitness, which offers multiple locations in Whatcom County — two in Lynden, Portal Way in Ferndale, Barkley Village and near Whatcom Community College in Bellingham, and Birch Bay Square.

This would be in addition to the corporate membership rates you now have access to at Homestead Fitness Center in Lynden. We are considering offering two options instead of one to make it easier for you to reach your fitness goals.

As part of the decision-making process, we need to identify how many staff members currently have a membership with Anytime Fitness (you would have access to the corporate rate if we enroll as a company) and how many would *possibly* be interested in an Anytime Fitness membership in 2019. At least five people would need to sign up for CHCC to obtain corporate rates for you. The monthly fee — determined by the number of enrollees we have — would be roughly the same as Homestead, but with a year-long commitment.

Interested in learning more? Are you a current member of Anytime Fitness? Would having access to a 24-hour gym close to your home be convenient for you? Please call, email or stop by my office before Nov. 15 to let me know you're interested in exploring this further with me.

Patrick O'Neill, CEO
poneill@chcclynden.org

