



The PULSE



November 2018, Issue 2

Happy Thanksgiving to you all!

This is the week for bringing awareness to the things we are most thankful for. There have been so many things to be grateful for since this time last year! Here are just a few highlights that come to mind:

- Hearing families refer to CHCC team members as wonderful, dedicated, faithful, amazing, earth angels, compassionate, friendly, caring... The list of positive attributes could go on.
- Our dear friend Gary retired from the spiritual services team and we were blessed by having Holly and Jim here to fill his role.
- While it was sad to close the adult day health program, the transition ended up being very positive. Staff and community came together in a beautiful way at the end.
- Our dietary department was recognized for quality and our nursing department for leadership related to antibiotic management.
- Time and time again, the families of residents who lived here for long-term care have expressed their gratitude for the care you provide, especially during end of life.
- Dr. McClincey began offering psych services to residents this year.
- Steve retired from social services and we were so fortunate that Jenaye stepped in to provide a continuum of care in that department.

HALLOWEEN PICS ONLINE
What a fun Halloween celebration we had!
Check out our Facebook album: bit.ly/2Kdt1EY



Again, those are just a few of the many positive things happening at CHCC, thanks to your work and dedication. I am grateful for each of you and for how, collectively, we serve our community and the individuals who receive care here. **#CHCCTeamwork**

Thank you, and Happy Thanksgiving!

Tonja Myers, Administrator

OUR ANNUAL FAMILY PHOTO DAY TAKES PLACE ON SATURDAY, NOV. 24. BETWEEN 11 A.M. AND 1 P.M. OPEN TO ALL – STAFF, RESIDENTS, VOLUNTEERS. STOP BY FOR YOUR FREE PHOTO!



Like us on Facebook

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I have told family and friends

I feel very *blessed*

to have been able to rehab at CHCC.

Patsy, inpatient rehab patient



Congrats to our newest dining room assistant grads!



Taylor, Erica, Anna, Kie, Clea

LEADERSHIP TIP: TAKE RESPONSIBILITY

When things go wrong at work (let's face it, they totally do!), what is your first instinct?

Do you look to hide mistakes? Do you point fingers at others? Do you brush errors aside and hope they magically won't happen again?

If so, know that those behaviors often prevent people from learning and growing; those actions can create mistrust and negatively impact a team and an organization. That's not good.

Leaders — emerging and experienced alike — take responsibility when things go wrong. Instead of playing the blame game, they bring awareness to the challenge and work to find a solution. They notice an error, report it and work to find a solution. That sounds good, right?

When leaders accept responsibility for their mistakes, it helps build trust. It also gives everyone involved a chance to learn and grow.

Note: If your leaders share mistakes they've made with you, show them some grace. Help them find solutions; support them in their efforts to make changes.

Yes, it takes a bit of practice to change your mindset from hiding or downplaying your mistakes, but the effort is well worth it!



KUDOS

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

Names: There are so many excellent staff here I can't name them all.

Comments: Everyone was wonderful

Is there any additional feedback you would like to leave?

Keep up the good work. This place + all the people are wonderful. May God Bless you all.



This week, let's give thanks and show appreciation to our business office and social services team, who are tasked with managing how residents and patients pay for the services they receive here. It's a LOT to keep track of!

Options for funding can include governmental agencies, private pay and select insurances. They have to know how traditional and Medicare Advantage plans work; they have to navigate requirements from Kaiser Permanente, Regence, United Health Care, Department of Labor & Industries and long-term care insurance plans.



They assess Medicare and Medicaid eligibility; they provide financial information to individuals and families, some of which is not always good news, like letting people know they can't receive rehab care at CHCC because their insurance provider is not contracted with us. That sadly happens.

There is data to enter, invoices to send and bills to collect. There are reports to be filed.

Did we mention that it's a LOT to keep track of? Learn more about the work they do on our website at chcclynden.org/contact-us/payments-and-business/.

As you're walking by the business office or admissions this week, consider popping in to say "thank you." We literally could not do the work we do — caring for individuals, families and each other — without them. **#CHCCTeamwork**

RESIDENTS' RIGHTS REMINDER

Nursing home residents have rights that are legally guaranteed to them under federal and state laws. We'll share some of those rights with you in this and future issues of The Pulse as a friendly reminder.

Right to a Dignified Existence

- ❖ Be treated with consideration, respect and dignity, recognizing each resident's individuality, wishes and preferences
- ❖ Freedom from abuse, neglect, exploitation and misappropriation of property
- ❖ Freedom from physical or chemical restraints
- ❖ Quality of life is maintained or improved
- ❖ Exercise rights without interference, coercion, discrimination, or reprisal
- ❖ A home-like environment and use of personal belongings when possible
- ❖ Equal access to quality care
- ❖ Security of personal belongings

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.

TOUCH OF GRACE TRAINING REMINDER: Have you logged into Relias to learn about Touch of Grace? Before Nov. 30, we're asking that all staff take the Touch of Grace pre-test, watch at least the first video and then take the post-test. Thank you for participating in this important training opportunity for end-of-life care.

Advance Directives Q&A

Q: What if none of the Durable Power of Attorney (DPOA) plans on file are working? Whom should I contact?

A: In such a case, you would follow the Washington State Administrative Code (WAC). In Washington, we have something called the Hierarchy of Determination to follow. It states who should be contacted if DPOA wishes cannot be met for any reasons.

You would contact these people and/or organizations, in this order:

1. The appointed guardian of the patient, if any;
2. The individual, if any, to whom the patient has given a DPOA that encompasses the authority to make health care decisions;
3. The patient's spouse or state registered domestic partner;
4. Children of the patient who are at least 18 years of age;
5. Parents of the patient; and
6. Adult brothers and sisters of the patient.

By law, CHCC staff can ask for advance directives to be provided to CHCC, but not having an advance directive is not a condition for being admitted to or living at CHCC, so some of our residents may not have them on file.

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

A word about quiet hours...

First things first, our residents love you all and appreciate the work you do to manage their health and wellness. Hooray! Keep up the good work related to patient care! 🌟

There was one area for improvement, however, that came up in a recent mock survey. The No. 1 thing residents wished were better here is the noise level at night. By "night," we mean anytime between 8 p.m. and 8 a.m. — a time frame that impacts all shifts. 😴

The feedback we received was related to staff members talking and laughing in the hallways and in patient rooms. In fact, residents commented that they know *a lot* about you because of the conversations you have with each other while providing care to them. 🙊

Reminder: This is our residents' home. We're also tasked with providing a peaceful place for people to receive rehab services. Quiet hours are between 8 p.m. and 8 a.m.

- Be respectful. Any conversations near residents should be with them, not over or around them.
- Talk softly during quiet hours, like you're working in a library; talk with hushed voices.
- Be aware of your surroundings. Do not move equipment or furniture at night if you don't have to, including carts, barrels, etc.
- Explore ways to soften noises. If you are in a patient room at night, be aware of your sounds. Are there ways to run water quieter? Are there ways to avoid crinkling of paper or rolling cart wheels?
- Help residents be quieter, too. If a resident has their TV on loudly, intervene (kindly and respectfully). We have headphones so that people can watch their TV and not disturb their neighbors.

