



NEWS: THE GLOBAL NURSING SHORTAGE

Hang on, we're in this together

At the end of 2018, the Bureau of Labor Statistics produced a nationwide workforce report. The report stated that more than 438,000 new RN jobs are projected to be needed in the workforce by 2026. That represents quite a surge — from 2.7 million jobs to 3.2 million jobs for nurses across America!

The need for more nurses is due to a significant increase in the number of people over the age of 65. That's not new info; we've known for quite some time that boomers were going to have an impact on eldercare.

Also impacting the need for more nurses: Hundreds of thousands of practicing RNs are retiring or on the verge of retiring. Lucky them. They've earned it!

Add to that, medical advancements that have helped people survive diseases that used to be terminal, so Americans are living longer. That's great!

Another report said that there are not enough teachers, clinical sites, classroom spaces and funding sources to train new nurses. In the 2016/2017 school year, schools in the U.S. turned away 64,067 qualified nursing students. People are ready to become nurses, they just can't get into school. What a shame!

To mitigate this challenge, some states are offering fellowships and loan forgiveness for experienced nurses who choose to become nursing program faculty. Some nursing schools are also working to form strategic partnerships so they can expand capacity. Those initiatives will, of course, take time to get rolling and to make an impact on the number of nurses in the workforce.

All that said, the years ahead are going to be a rollercoaster ride in the health care industry, but we know that when we stick together — like birds of a feather — we can get through anything! Since 1956, CHCC has faced many challenges. Each time, leaders and staff shifted and adjusted. We know how to work together as a team and remain focused on delivering care to our wonderful patients and residents with compassion and love in Christ's name. We got this! **#CHCCTeamwork**



Learn more: <https://bit.ly/2Rv8qTA>



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CORRECTION: In the last issue of The Pulse we listed holidays that are recognized by CHCC, but forgot an important one: Labor Day! Here is the updated (accurate) list.

New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day, and one floating holiday for you to use at your discretion.

Welcome, Ronda — CHCC's new HR assistant

When our friend and coworker, Jeanne, moved on from CHCC to take an HR role at a startup company in Ferndale, there were some pretty big shoes to fill.



How fortunate we were to find Ronda, who is an experienced human resources professional with a desire to serve in her community!

She says, "I have wanted to work for a nonprofit organization where

I could help people. CHCC was a perfect fit for me at the perfect time."

She also noted that, "As a lifelong resident of Lynden, it gives me great satisfaction to be able to give back to our community in supporting the employees who take such amazing care of our residents!"

Welcome to the human resources department, Ronda, and thank you for doing what you do support all of our staff!

STANDARD FOR WORKPLACE CONDUCT

Reporting Discrimination or Harassment

What the rules say: CHCC requires any employee who feels that he or she has been the subject of discrimination or harassment to report the conduct.

Employees who feel that they or others may have been subject to discrimination or sexual harassment by any supervisor, management official, other employee, customer, resident or other any person in connection with their employment, should bring the matter to the immediate attention of their supervisor, human resources or the administrator, who will initiate an investigation.

Allegations of harassment will be promptly investigated, and appropriate corrective action will be taken. It will assist the prompt resolution of the complaint if you provide any supporting documents and identify any person who may have knowledge regarding the allegations.

What we do: CHCC will take all reports seriously and conduct an appropriate investigation. CHCC will require employees to cooperate in any investigation, whether or not they are directly involved. CHCC will attempt to keep the fact and results of its investigation confidential, although that is not always possible.

Additionally, employees are expected to refrain from discussing investigatory matters with other individuals. CHCC may take appropriate disciplinary action against an employee found to have violated the policy, up to and including termination of employment.

Protection for those who report: CHCC prohibits retaliation against an employee's good faith report of discrimination or harassment, or participation in an investigation of such a claim.

Any individual who is found to have engaged in retaliatory conduct will be subject to appropriate corrective action, up to and including discharge.

Employees who believe that they have experienced, such retaliation should notify their supervisor human resources or the administrator.

“HAM”ING IT UP FOR THE GREATER GOOD

Did you know that one of our social workers, Ashleigh, is a licensed HAM radio operator? Cool, right? She shared her purpose for pursuing amateur radio skills in a recent Q&A session. Curious? Want to learn more? Ask Ashleigh!



Q: Why did you decide to become a HAM radio operator?

A: I became a Community Emergency Response Team (CERT) member through WhatcomReady.org in 2017, which fueled my passion for emergency management, preparation and response. I decided to further my emergency management education and learn emergency communications, which led me to amateur radio. I also wanted to be able to listen to local public service agencies (police, fire departments, forest services, etc.).

Q: Does it take any type of certification to be a HAM radio operator?

A: You must have an amateur radio license to operate legally on the air. The Federal Communications Commission (FCC) grants you a license after you successfully pass an examination that includes 35 questions. Your license will then appear on the amateur service license database of the Universal Licensing System.

Q: When did you get started with HAM radio?

A: I attended a HAM radio class in October and took my exam early November of last year, 2018. You can learn about local classes here: arrl.org/find-an-amateur-radio-license-exam-session

Q: What type of equipment is needed to be a HAM operator?

A: All you need to begin is a small portable (handheld) radio, which start at only \$30! Some people spend thousands on radio equipment, but that's not necessary. You can do everything you need with the \$30 handheld.

Q: Why should anyone else — even CHCC team members — consider becoming a HAM radio operator?

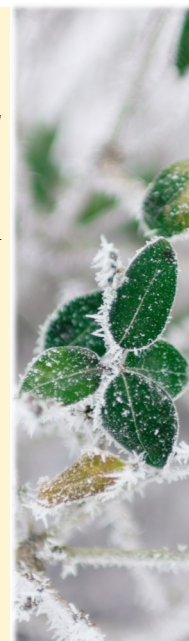
A: HAM radio is a fun hobby where you can communicate and compete (optional) with people locally, internationally, globally, and even on the space station! It's a great way to provide community service in times of crisis. During disasters when regular communications (Internet and cell phone networks) are down, HAMS can assist with emergency communications and partner with local public service agencies.

Interested in becoming a licensed HAM radio operator? Let our administrator, Tonja Myers, know ASAP. CHCC will be organizing a class soon. We will offer it to staff first before opening enrollment to the public.

More info: arrl.org/what-is-ham-radio

WELCOME NEW NURSES AND T-REC AIDE!

Please join us in welcoming — left to right — Sonja (RN), Joyce (RN) and Heather (LPN). We are grateful that they chose to continue their nursing career at CHCC and to become part of a care team that is respected and valued in our community. Angie has also joined our therapeutic recreation department as an aide. She'll help our long-term care residents remain active and engaged. Welcome, ladies! **#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 of Access to

- ❖ Individuals, services, community members and activities inside and outside the facility
- ❖ Visitors of his or her choosing, at any time, and the right to refuse visitors
- ❖ Personal and medical records
- ❖ His or her personal physician and representatives from the state survey agency and long-term care ombudsman program
- ❖ Assistance if sensory impairments exist
- ❖ Participate in social, religious and community activities

DATES TO REMEMBER:

Jan. 23: There is a mandatory meeting for all nursing assistants. Come to the conference room at either 7 a.m., 1:30 p.m. or 2:30 p.m.

Jan. 31: *Inspire Your Heart with Art Day.* Bring your artful creations to display in the conference room for all to see.



TECHNOLOGY PROVIDES 'MOMENTS OF JOY' IN MEMORY CARE

"We develop and organize enriching activities that are designed to inspire moments of joy," says Josh Friesen, a social worker who runs many of the therapeutic recreation programs in Cedar Cove. "The training and tools we have provide each person under our care a better quality of life through meaningful engagement, including social engagement. Even though dementia is a tragic, progressive disease process, we have a wonderful opportunity to meet them in the place where they're at on any given day."

Read the full article online at bit.ly/2RRdscy

LEADERSHIP TIP: IT'S NOT ABOUT YOU

Repeat this now and several times each day: *It's not about me.*

The strongest leaders do not focus attention on themselves. They do not thrive on being right, being in charge, being in the spotlight or getting promoted.

They are careful with the work they do but do not take themselves too seriously.

Instead, they focus on the mission of the organization they are leading. They focus on team-building, coaching and helping others achieve success.

Respect and loyalty from coworkers and team members naturally occurs when leaders demonstrate these leadership qualities. #CHCCTeamwork

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.
