



# The PULSE



February 2019, Issue 1



Ready for some amazing and wonderful news? Let's talk about staff retention rates!

Improving retention in an industry plagued with high turnover has been top of mind in recent years. We know that increasing retention rates is important to company culture and your morale. We also know that improving retention is better for our residents and patients.

The good news is that we can now see that we're on the right track. From 2017 to 2018, CHCC went from an overall turnover rate of 61 percent to 44 percent!

Here are the numbers, broken down by department:

- Nursing (RN/LPN) went from 50% to 37%
- Dietary (cooks/aides) went from 39% to 6%
- DRAs went from 55% to 38%
- T-Rec went from 71% to 11%
- Environmental services went from 28% to 14%
- NACs went from 91% to 76%

Great news, right!?

## COMING SOON: RESULTS OF THE LATEST STAFF SURVEY

Thank you to all who participated in the anonymous online staff survey during the month of January. Your time and input are always welcome and appreciated, whether that comes in the form of notes you leave in comment boxes around CHCC or in formal surveys like this one.

A total of 68 team members — that's you! — responded to the questions that were put forth. Those who participated spent 14 minutes of their time crafting thoughtful answers. Everyone who started the survey completed it. That's great!

The results are being compiled by a third-party consultant who is helping ensure confidentiality — no names will be linked to the results. We're going to learn so much from your insight. This is very exciting!

You'll start seeing feedback from the survey in the next issue of The Pulse, but in the meantime, below is a word cloud created by the survey software. These are the words that you used most often to describe "What is one thing you enjoy about working here?"

It seems you love the relationships formed with each other and our residents!



relationship helps people team environment co-workers nice staff  
 everyone love co workers residents Interactions work  
 Great people Friendly care day coworkers



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## **UPDATE: 851 AARON DRIVE RENTAL**

Just a quick update to let you know that the former adult day health building — vacant since September 2018 — is still listed with a commercial real estate agent, Troy Muljat from The Muljat Group, who is working to find a suitable organization to lease the space.



If you hear of any health care service providers or local organizations that would benefit from moving their operations to this beautiful, modern space, please let them know that they can speak with Troy to learn more. 360-733-3030

## **IT'S SURVEY SEASON... A REMINDER TO BREATHE!**



If you are new to the long-term care industry, you may not know much about an annual review process we go through called “survey.”

Federal law requires the Department of Social and Health Services (DSHS) to conduct an *unannounced* full health inspection at least every 15 months.

We are entering the window of time when state surveyors can arrive at CHCC. They, typically, stay for the better part of a week. Occasionally, their work carries over into another week.

During a survey, DSHS employees — called surveyors — will be in the building reviewing documentation, speaking with staff, interviewing residents, and more.

It is their job to make sure the processes we have in place are in compliance with governmental rules and regulations. It is their job to ensure each employee — that’s you! — understands and complies with all mandated rules and regulations.

Of course, you do your best each and every day to follow the rules and regulations, to work with high standards, and to perform duties with the best intentions for each and every resident. That is the CHCC way!

We recognize that there is something stressful about having surveyors in the building who are observing what we all do and reporting their findings.

Know that your continued diligence, attention to detail and expert care will pay off during survey!

Anything that comes up during survey will be immediately addressed by CHCC’s leadership team. We got this!

When all is said and done, we’ll be able to collectively breathe a sign of relief.





## You can help restock CHCC's Little Free Pantry

Our first Little Free Pantry food drive is happening this week — Feb. 4 through 9.

If you have extra non-perishable food items to share, just drop them off at the reception desk and we'll make sure they get into the pantry.

Suggestions: Canned tuna, peanut butter, hearty soup, pasta, oatmeal, rice, canned fruit and veggies, pasta sauce, and granola bars.

Your contribution may really help a co-worker who is going through a temporary, unplanned rough patch. **#CHCCTeamwork**

The Little Free Pantry is located in the educational classroom. CHCC team members can access it anytime they have a need.

## LEADERSHIP MEETINGS

Suggestion from a CHCC team member: *"Would it be possible to have a monthly lunch or breakfast with the administrator and director of nursing and a small group of nursing assistants? It would be a nice way to get to know you and share our ideas."*

Tonja and Heather LOVE this idea! They are putting together a plan to gather with small groups of nurses and nursing assistants on the fourth Thursday of each month, starting in February.

If you would like to be included, please let Ronda in HR know and she'll add you to the list.

## RESIDENT 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 Regarding Financial Affairs

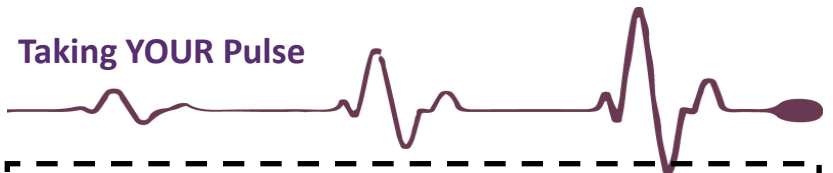
- ❖ Manage his or her financial affairs
- ❖ Information about available services and the charges for each service
- ❖ Personal funds of more than \$100 (\$50 for residents whose care is funded by Medicaid) deposited by the facility in a separate interest-bearing account, and financial statements quarterly or upon request
- ❖ Not be charged for services covered by Medicaid or Medicare



### Right to Privacy

- ❖ Personal, financial, and medical affairs
- ❖ Private and unrestricted communication with any person of their choosing
- ❖ During treatment and care of personal needs

## 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.

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***Pretty please, if you spill something — personal drinks or food — we ask that you kindly clean it up instead of calling housekeeping. They have their hands full with patient rooms and general facility maintenance.***

### **LEADERSHIP TIP: PRACTICE BEING TIME-CONSCIOUS**

Did you know that people who manage their time well are less stressed? Did you know that time-conscious people get more done and the work they do often has fewer mistakes? Sounds good, right?

You can practice being time-conscious at work by eliminating distractions so you can focus more on the tasks at hand.

Or, consider making a quick phone call or sending an email instead of organizing a meeting. Doing that alone can save a ton of time!

### ***DATES TO REMEMBER:***

Feb. 19: Hoodie Hoo Day. Did you know that Hoodie Hoo Day is a special day designed to help people shake off the winter blues and get excited for spring?

Feb. 20: Licensed nurse meeting — admissions — from 8:30 to 9 a.m. in the conference room.

Feb. 20: Safety committee meeting, 2:30 p.m. in the conference room.

Feb. 20: Mandatory nursing assistant meeting, 7 a.m., 1:30 p.m. or 2:30 p.m.

Feb. 21: Employee relations meeting, 1 p.m. in the conference room

Feb. 22: Licensed nurse meeting — charting — from 8 to 10 a.m. in the conference room.



### ***WELCOME NEW TEAM MEMBERS!***

Please join us in welcoming — left to right — Marlena (nursing assistant), Janet (therapeutic recreation aide), Kristina (dining room assistant) and John (RN). Thank you all for choosing CHCC as your employer; thank you for choosing to serve the residents and patients we hold dear to our hearts. We know you're going to love them, too. **#CHCCTeamwork**

