



The PULSE



March 2019, Issue 1

RESULTS OF THE STAFF SURVEY

As mentioned previously, 68 members of our care team (that's you!) completed a human resources survey in January. There were 13 questions in all. In the next few issues of The Pulse we'll share some of the results with you. Again, thank you to everyone who participated.

Question 1: What is one thing you enjoy about working here?

Answer summary: Many, many of you mentioned that you like your coworkers and the residents! The word "love" was actually used a lot. #CHCCTeamwork

- I LOVE my team. I learn from my coworkers every single day. They support me and make me laugh every day; they are uplifting and encouraging.
- Everyone is amazing. We are all a team; everyone helps everyone because we all have the same goal to give quality care to our residents.
- A clean and organized environment.
- Helping people in need.
- The staff members and the residents make my day so happy.
- This is a nonprofit company that helps people.
- Getting to know the residents and building a relationship with them.
- Interactions with residents. I love our residents.
- Our work has purpose.
- I truly love to help people, residents and coworkers. I love what I do and will continue to do so. At any job there will be good days and then there will be a few off days, but that's anywhere. You have to like/love what you do in any job.
- I love to serve the residents in a Christian-like atmosphere. Most everyone is nice and a pleasure to work with.
- The mission. I feel so good to be part of this team that puts residents first. For the most part, I see how hard everyone works to provide the best care for our residents.
- Excellent teamwork, friendly nurses, NAC staff and physical therapists.



Additional results can be found on Page 4 of this newsletter.



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Tonja (administrator) and Heather (director of nursing) hosted their first luncheon, this time inviting all nursing assistants. Watch for future opportunities to share your experiences and ideas with CHCC leaders. We're all in this together! #CHCCTeamwork

"Lunch with Administrator and DNS"

Nursing Assistants: you are invited to join us Thursday, February 28th from 11AM-12Noon in the conference room. This will be an opportunity to share your ideas for change and improvement here at CHCC.



RESIDENT-TO-RESIDENT ABUSE: REPORTING

Skilled nursing centers like Christian Health Care Center are highly regulated when it comes to abuse prevention and reporting. There are, of course, guidelines and regulations we — and every other care center — must abide by for the health and safety of our residents and our staff.

As far as prevention goes, we work together as a team to monitor behaviors and do everything in our power to redirect people before any type of resident-to-resident altercation takes place.

However, unwanted contact can happen on occasion. Sometimes it happens when a staff member steps out of the room. Sometimes unwanted contact is reported by residents; sometimes the people involved are not capable of reporting but evidence appears in the form of a small bruise or scratch.

Those are the times when we need to be most diligent with reporting. If anything seems suspicious, report it.

If you notice a bruise or scratch of unknown origin, report it to your supervisor. If you hear a resident mention that someone put a hand on them, report it to your supervisor. If you have concerns about two residents — possibly roommates — whose behaviors are escalating, report it.

Safety for all is top priority. We appreciate your diligence and care with regard to resident safety.

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.

It was an honor and a privilege...

Gerald Glass

Feb 27, 2019



Gerald Wallace Glass was born Feb. 5, 1939, and went to be with his Lord and Savior on Feb. 21, 2019.

Gerald grew up in the Everson area and graduated from Nooksack Valley High School in 1957. He married his sweetheart Janie Tjoelker in 1963 and together they had three children. He was a loving father to Patricia (Allan) Beld, Tami (Tom) Powell and Shawn Glass (deceased) and a loving grandfather and great-grandfather to Ryan (Cora) Beld, Jason (Ashlee) Beld and Shawna Powell and their children Ethan, Cole, Tate and Ally. He greatly enjoyed spending time with his family and they recently celebrated his 80th birthday together.

Gerald was a dairy farmer for 16 years and then worked at Edaleen Dairy for 30 years as a truck driver. He enjoyed having coffee with his friends, camping and fishing with friends and family, and he had a passion for draft horses. He competed at the plowing match, the fair, and draft horse shows. Gerald was also involved in the STARS program through the Lynden Police Department, and he volunteered with the New Way Ministries. He also served in the Air National Guard for six years.

The family thanks the Christian Health Care Center for its excellent care of Gerald.

HAM RADIO CLASS

Four people have signed up to learn more about becoming a HAM radio operator. We have space for a few more.

If you or someone you know would like to support CHCC and the greater Whatcom County community during emergency situations by training to become a HAM radio operator, please contact Tonja Myers as soon as possible.



SNOW DAYS!



FAB HATS!

TECHNOLOGY SHOUT-OUT



Think about the last time your personal computer stopped working. It probably took more time than you ever imagined to get it up and running again. Now think about what it would be like to maintain the hardware and software on 90 computers here at CHCC — desktop and laptop versions? Ack! Frightening to think about, right?

Well, we're so fortunate to have Doug Dodge, owner of Integrity Solutions, and his team — John, George and Corey — here to manage our technology needs.

As a contracted service provider, Integrity Solutions keeps a watchful eye on all of the computer hardware you use, including eight servers. Doug and his IT techs install and upgrade software on all devices, make sure data is regularly backed up, answer your calls for IT troubleshooting and much more.

Technology is an important piece of the care we provide. It's how we manage charting and medical records; it's how we communicate with healthcare providers, vendors, resident families and more. It is critical that our systems and devices remain online and functioning.

Next time you see Doug, please make sure to thank him for his diligence and care.

Compliance info, and a request for fun pet photos!

This spring, our compliance coordinator, Mary Faber Wynstra, will be working to raise awareness of CHCC's compliance program, including when and how to report concerns.

A hotline phone number is now live, and there is a form on our website where you can anonymously report concerns: chcclynden.org/compliance. Both function 24/7.

Watch for these reminder cards to be sprinkled around CHCC soon. Anyone — staff, visitors, volunteers, vendors, family members — can and should report concerns they see.

Mary is also setting up a compliance bulletin board. Each month, she will post tips and reminders on that board along with some notices we are required by law to display publicly.



We're trying to make the compliance board light and fun, hence the fresh graphic design and branding colors.

You can get involved by sharing photos! Mary is working on a program poster for the month of March and could use cute photos of your pets.

Got a dog that smiles? Have the cutest kitten on the planet? Maybe a horse is your fur baby?

Email photos of your pet to mbwynstra@chcclynden.org and they just might be featured on a compliance program poster.

RESULTS OF THE STAFF SURVEY

Question 2: If you could change anything about the role you have now to make it your dream job, what would that be?

Answer summary: There is always room for growth, especially with regard to staffing, which is a challenge industry-wide. A number of you, also, said there was nothing you'd change about the role you have now. How great is that?

- Better communication about new or added responsibilities and weekends off.
- More staff; a chance to take a break on each shift I work.
- I just started training for my job. I love it so far.
- More support staff but, honestly, I do feel like I have a dream job at this point. Some friends ask, "Do you ever think you will go to the hospital?" I always respond with, "Why? CHCC works with my schedule, has competitive pay and is close to home."
- I would like to be part of developing a state-of-the-art dementia care community.
- Slightly less workload so I can spend more time and talk with patients.
- Nothing, honestly. Nothing comes to mind; I love my job.
- More realistic state and federal regulations; fewer regulations to follow.
- Remodel the activity room in Cedar Cove.

MARK YOUR CALENDAR

March 29: Lift Learning

Anytime between 6:30 a.m. and 3:30 p.m. in the conference room.

Regardless of whether you lift boxes or people, stop by for a quick — 10 minutes! — training session about how to lift safely.