



CONGRATULATIONS

AND WELCOME TO CHCC!

Congratulations to these dedicated individuals! They completed our nursing assistant training program.

Now they get to care for some pretty amazing elders and work alongside supportive co-workers.

#CHCCTeamwork

We'll be enrolling students for another nursing assistant training class in a month or so. Keep this program in mind when you hear of caring people who are ready for a rewarding career.

chcclynden.org/nac-training/

MORE RESULTS OF THE STAFF SURVEY

In the last issue of The Pulse, we shared some of the feedback you gave via the staff survey in January. As promised, here is another question that was asked, along with your responses.

Question 3: Describe a day that was frustrating for you.

Answer summary: A number of the responses related to being short-staffed, which is a challenge all skilled nursing centers are dealing with. We hear you!

- Having a split shift between multiple halls isn't easy.
- Trying to get all my residents up and showered before breakfast... They were mad at me for not having them ready before the meal.
- I have not had any frustrating days so far.
- State survey this past year was particularly frustrating with their obsession over potions and lotions.
- There are no frustrating days for me. Yes, sometimes there are frustrating moments when things don't go the way one wants them to go, but the love and respect I got from my residents, as well as staff, dominate over those sad moments.
- When a co-worker doesn't show up for work without telling you or anyone else.

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



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://www.facebook.com/christianhealthcare).



REMINDER: Any products marked “Keep Out of Reach of Children” must be secured and stored out of sight. These products can be accidentally eaten by those under our care.

Be on the lookout for any products friends or family members of our residents or patients may bring in and leave. If you find something, put it away or let your supervisor know so they can take care of it. Thank you kindly!

Relias Training: Mandatory for all staff (yep, including you)

Due by the end of March

- Infection Control
- Workplace Emergencies and Natural Disasters: An Overview
- Workplace Violence
- Understanding the World of Dementia: The Person & the Disease

Due by the end of April

- Bloodborne Pathogens
- Combating Medicare Parts C & D Fraud, Waste and Abuse (PDF, not video)
- Hazardous Chemicals: SDS
- Being with a Person with Dementia: Listening & Speaking

Please join us in welcoming these new dining room assistants:
Kristina (left) and Jasleen (right).



FALL? CALL A NURSE!

Hello! Just a friendly reminder that if residents experience a fall, even if it is an assisted fall, a nurse must evaluate them before they are moved or receive help getting up.

Call for help or ask a co-worker to notify the nurse so you can stay and keep the individual who has fallen comfortable and reassured.

Having a nurse evaluate each person before they rise again is safety protocol that is for the benefit of our residents and patients. #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.

March 26: WEAR PURPLE DAY to help raise awareness of epilepsy.





**ARE YOU
SCHEDULED
TO WORK ON
MARCH 29?
LUCKY YOU!**

Lift & Waffle Social

Visit the classroom any time between 7:05 a.m. and 2:35 p.m.

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

PLUS, there will be fresh waffles for you in the classroom.

PLUS, it's *payday!*

Sounds fun, right?

SO YOU KNOW...
Personal care items — lotion, nail polish, deodorant, etc. — for residents must be labeled with their name. These items must be kept in a covered tub out of sight.

This is something survey representatives look for. If you find something that is not labeled, bring it to the nurse or unit secretary to label and put away.



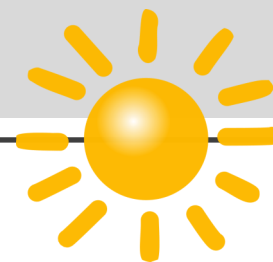
RESULTS OF THE STAFF SURVEY

Question 4: What resources would you need to feel like you're doing the best work of your life?

Answer summary: A number of you said there were no resources you needed at this point, you just really need more hands to help with the volume of work. We totally understand that and are doing our very best with hiring!

- HR, online access to the schedule and better, more widespread use of electronic communication in the workplace.
- I feel like CHCC has great resources. I feel like my supervisors and co-workers are very available to me when I have questions and need a hand.
- Dedicated nursing staff to do order input, admits and discharges so floor staff don't have to squeeze these tasks in between patient care.
- We have pretty much everything needed to fulfill my duties.
- I feel like if I need something to do my job then I can ask for it. If it makes sense then I receive it.
- More training on PCC.
- This may already be the best work I've ever done. It's very fulfilling. Overall great staff, great co-workers for the most part. Great hours. Good benefits. Pay could be better.
- I feel CHCC gives me what I need for my job and I try to do the best I can.

Why do what you do everyday? Because the way you contribute to CHCC, regardless of your title or role, impacts individuals and society. #CHCCTeamwork



CARE TRANSITION PROGRAM CONTINUES TO KEEP PATIENTS OUT OF HOSPITAL

She didn't have enough food, and she struggled to keep all of her household chores in check. She took so many medications — for diabetes, for chronic obstructive pulmonary disease, for the pain from her recent surgery — that at times it was nearly impossible to manage them all.

That's when a care transition nurse from Christian Health Care Center stepped in. Because this woman had been at CHCC for rehab care after a hospital stay, the care transition nurse spent a month following up on her — as the nurses do with all rehab patients — to ensure that the client had everything she needed to recuperate at home.

The nurse called a church in the area to see if this client could get any assistance with housekeeping and food. She got help rearranging her appliances so the long tube connecting her to her oxygen tank could reach across the house without trouble. The nurse also helped her make sense of her medications and ensured that she was able to communicate with her doctor during regular checkups.



In the end, CHCC's care transition program helped her recover safely at home, keeping her from having to go back to the hospital.

Hundreds of times over, day in and day out, this is what CHCC's care transition nurses do. Since the program began in 2012, they've seen 727 patients, helping them recover from a variety of conditions and giving them the skills and information they need. Often, they also connect patients with local organizations who may be able to provide other much-needed resources, such as food, housecleaning or at-home care.

"All of us are retired nurses with different areas of expertise, and we love working with people," says LeAna Osterman, the coordinator of the center's care transition program. "We enjoy doing what we can to solve problems and to make life better for our clients."

Overall, the rate of hospital readmission for Christian Health Care Center's care transition program participants is astoundingly low. Less than 4 percent — 3.76 percent, to be exact — of care transition patients in 2018 were readmitted to the hospital. Across the nation, the average rate of readmission is above 15 percent within 30 days, and even higher at the 45-day mark. On average, CHCC stays with people for 48 days in all (18 days of rehab at the center and an additional 30 days of follow-up from care transition nurses).

"For CHCC to have kept readmission rates to under 4 percent on an ongoing basis is incredible," Osterman says. "We know we have saved Medicare a bundle of money on readmissions."

A bundle indeed. The most conservative estimates are that Medicare pays around \$10,000 per day for every patient in the hospital. Multiply that by the 11 percent or so of the program's 727 patients who otherwise would have been readmitted to the hospital, and it's likely that CHCC's care transition program has saved the government millions — even tens of millions — in hospital costs. Continue reading at chcclynden.org/news.