

COMMENT BOX CORNER

Sharing your *FRESH* ideas, questions and comments!

Comment: Why can't staff get raises more often?

Reply: Thank you for asking about this. A great deal goes into deciding what wages we can offer to CHCC team members; it's not just about a base salary or hourly rate.

One reason we can't easily raise wages is linked to capped reimbursement rates — what CHCC gets paid by the government to provide services to individuals whose care is funded by Medicare or Medicaid. Those are fixed-income numbers that we don't have any control over. We get paid the same even when CHCC's expenses go up. That income has to stretch across wages and many other budget categories (supplies, facility maintenance, etc.).

Another reason relates to our choice to offer a **robust benefits package** at very little cost to staff. Here are some numbers you can see for comparison sake:

- For the 2016—2017 plan year, *in addition to wages*, CHCC paid \$460 per month per qualifying staff member for the benefits package. The employee-funded portion was \$90 per month.
- For the 2018 through 2019 plan year, we're paying \$534.24 per qualifying staff member. The employee-funded portion is \$100. While our rate for providing benefits has increased, the employee portion has only risen by \$10 per month. CHCC is covering the difference.

In total, we **pay more than \$1.2 million dollars per year in expenses related to employer-paid taxes and benefits**. That number includes mandatory taxes for unemployment insurance, social security and Medicare, workers' compensation and a variety of benefits (EAP, paid time off for sick days, health care insurance for qualified employees, and more).

Every time wages are increased, we also need to make sure there is room in the budget for increases in the amount of taxes we have to pay. Take your monthly gross pay and add 25 to 30 percent. That is roughly how much it costs CHCC to employ you, tax-wise.



I hope this info helps to explain that there are some barriers to wage increases, and there are also choices we make that are intended to keep more of what you earn in your paycheck. Please know that you are truly valued for what you do and we wish budgets were not a factor.

Additional questions? Stop by my office or email anytime: kdheeringa@chcclynden.org

Kari Heeringa, HR director



REFRESH!
All materials must be more than 18" from any sprinkler head. This includes items on top of shelves, closets and cupboards.



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.



ELOPING

Eloperment Protocol Summary and "Code 10" Announcement

Should an employee observe a resident leaving the facility unattended, they should:

- Attempt to prevent the departure.
- Obtain assistance from other staff members in the vicinity.
- Be courteous in returning the resident to the facility.
- Notify a licensed nurse and director of nursing services after the resident has been returned to the facility.

Should an employee hear the security alarm sounding, he/she should:

- Proceed to the security annunciator panel to locate the exit opened.
- Immediately proceed through the same exit to determine who went through the exit.
- If no resident is found, immediately notify a licensed nurse and director of nursing services.
- The "Eloperment" protocol will need to be activated.

Eloperment Protocol Summary:

When an "Eloperment" protocol is initiated, a licensed nurse will announce: **"Code 10 will (resident's name) please return to their room"**

This will be announced three times over the All Page phone system. (Press "All Page" button on the phone to make the announcement.)

All available employees will stop what they're doing and make a thorough search of the building(s) and premises. Licensed nurses will use the Accutech Resident Guard panel to determine the identification of the missing resident, if the resident is wearing an Accutech Resident Guard tag. Panels are located at the rehab entrance, the main lobby entrance and at the Cascade, Baker and Cedar Cove nurse's stations.

Stay tuned. We'll include more about resident elopement in the next issue of The Pulse.

REFRESH!
Red outlets are connected to regular power and CHCC generator power. Our generators turn on automatically when there is a power outage.



WORKING TOGETHER

This committee of individuals -- chef, dietary manager and diners -- work collaboratively to set the menu here. Each person has high standards; each has an interest in helping to deliver nutritionally rich, flavorful foods for all!

PROVIDING LOVING CARE... IT'S WHAT YOU DO

(Says the family of Janette B., who passed last month.)

The family thanks the wonderful staffs of both the Christian Health Care Center and Whatcom Hospice staffs for their loving care.

#CHCCTeamwork

RESULTS OF THE STAFF SURVEY

Question 5: Do you feel fully utilized? Do you have a talent or skill that is not being used in your current role?

Answer summary: A great number of you said you feel your skills and talents are being used.

- I feel very good where I am at. :)
- I feel fully utilized with all my skills... and also learn a lot from my coworkers.
- No. I feel challenged and would like to learn more skills, but that will come with more work experience.
- I think the scope of practice of CNAs is limited and should be extended. There are a lot of small things we have to ask a nurse for.
- I have excellent counseling skills but often am too pressed for time to utilize them.
- I have medical skills I wish I could use with lower acuity patients.
- I feel very utilized; most definitely!

MARK YOUR CALENDAR

April 15: Patriots' Day.
Wear red, white and blue.

April 19: Good Friday. A salad bar will be available between 10:30 a.m. and 3:30 p.m. The break room fridge will be stocked for you, NOC shift!

April 26: National Pretzel Day. Watch for pretzels with cheese dip in the staff lounge.

Please join us in welcoming these new nursing assistants. We're so glad they are here! Remember your first weeks here? Please welcome them; show them grace, check in to see how they are feeling about their new role here. #CHCCTeamwork

From left to right: Berta, Dilpreet, Kelsey, Jeff



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.

KUDOS

Because of you, Dennis had a positive experience receiving rehab care at CHCC. #CHCCTeamwork

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

Names: Rose, Kami, ~~Big~~ Elijah, Heather, Jessica, Gwendolyn
Comments: thank you for all the help

CATERING NOW AVAILABLE AT CHCC

Catering is now available at Christian Health Care Center, and you can help us let families know. Our amazing dietary team has a delicious menu of items that can be ordered and served at CHCC for regular visits and special events, including everything from coffee, tea and cookies to top sirloin, wine-poached salmon and oven-roasted turkey.

These chef-prepared snacks and meals are a wonderful option for families wishing to come here for birthday parties, holiday celebrations, family reunions, weekly coffee and connect time with a loved one, baby showers, and more.

Just consider the possibilities for visitors and families of our residents.

- Holding a catered event at Christian Health Care Center means that residents can take part in special events they'd otherwise miss out on. A chef-prepared Christmas dinner, for example, could enable a grandma to remain a beloved part of holiday traditions, as she has for so many years.
- Regular coffee, tea and cookie time with grandpa could lead to incredible opportunities for multiple generations to share hugs, swap memories and simply enjoy being with each other.
- Parties and special recognitions could take on extra meaning when residents are able to participate. What a joy it would be to have grandma and grandpa take part in baby showers, birthday parties and anniversary celebrations!
- For families holding a small memorial service here at CHCC: Catering allows them to focus on spending time with people, not on preparing food. They can have dessert and beverages or a meal catered for all who attend, enabling them to gather to share memories of their friend or family member and to celebrate, together, a life well-lived.



Here's how to request catering services at Christian Health Care Center:

- We'll need at least seven days' notice for all events, and 14 days' notice for buffets or served meals.
- Refer inquiries to the reception desk, where staff will help reserve a room or meeting area, such as the sunroom, chapel or conference room. The receptionist will walk people through the reservation process and assist them with any additional needs they might have, such as audio/visual equipment for that slideshow of grandma's baby photos.
- Share the CHCC catering menu (chcclynden.org/visitation) so they can decide on what food and beverages they'd like to order. Need a full dinner buffet? Platters of meats, cheeses, fruits and vegetables? Dessert?

Pretty much any option is available. The hard part will be narrowing down the delicious choices! Note that we are able to adjust the catering plan to accommodate most requests. If a plated meal with full service is preferred instead of a buffet setup, for example, just let us know, and we'll take care of it. Our dietary manager, Carol DuBois, can help with orders, too.

- Payment for catering services is due on event day, unless other arrangements have been made. Payment is made through the front desk, and cash, credit, debit and checks are accepted. Checks should be made out to CHCC.

Menus will soon be available at the front desk!

REFRESH!
Regulations say that dumpster lids must be closed at all times. Check all of the other dumpsters before overfilling one.

Let us think about each other and help each other show love and do good deeds. Hebrews 10:24