



The PULSE



April 2019, Issue 2

Catering menus are now available at the front desk!

Please keep this in mind, and let families know that our wonderful dietary team can create savory snacks and memorable meals that would be perfect for any occasion.

CHCC catering works for a simple coffee hour to a special occasion meal.

Speaking of catering and food/beverage service, a question came in related to whether some beverage service would remain free of charge. The answer is "yes."

CHCC's administrator, Tonja Myers, advises that if friends, family or other visitors are joining the scheduled coffee social they can, of course, partake in a beverage.

If someone is visiting with a resident or patient in their room, in the sunroom, or in another area at CHCC, and if they ask for a beverage (or if you sprinkle kindness around and ask a guest if they would like a beverage), there is no charge for the beverage.

However, if someone is setting up a gathering or social time for numerous people, they would be charged for beverage service.

Make sense? If you have any questions about whether beverages should be part of the catering service, please ask Carol in the dietary department.

LEADERSHIP TIP: Pick up the pace!

We live in a world of instant gratification. In 2019, people want everything faster and easier.

The challenge is to deliver our services in a way that does not compromise quality. We do have high standards, after all!

Maybe there is a way we can get information to families faster. Maybe you've thought of ways to onboard new hires faster. Maybe a new product is coming on the market that will speed up a process at CHCC.

Keep your eyes and ears open for ways we might be able to pick up the pace to meet the demands of the market today. Share what you see with your leader or drop a card in the Comment boxes around the care center. We always want to hear from you! [#CHCCTeamwork](#)

EVERYONE WAS SO KIND AND HELPFUL.
IT WAS JUST LIKE A BIG FAMILY.

Therapeutic rehabilitation patient



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://fb.com/christianhealthcare).

REFRESH!

All chemicals must be labeled and locked up at all times. This includes air fresheners, disinfectant wipes, etc. If you're not sure about an item, ask your supervisor.

ELOPING

Elopement Protocol Summary and "Code 10" Announcement

In the last issue of The Pulse we shared what to do if you hear the security alarm sounding, what to do if you discover that a resident is missing and what to do if you observe a resident leaving the building unattended. Here are two more policy notes related to elopement.

The following person(s) will need to be notified of an elopement immediately:

- Facility administrator, director of nursing services, resident's legal representative (sponsor) and the resident's physician.
- Law enforcement, emergency management, and search and rescue squads may also need to be notified of an elopement.

Upon return of the resident to the facility, the licensed nurse will:

- Announce: **"Code 10 All Clear"** three times using the "All Page" button on the phone.
- The licensed nurse will examine the resident for injuries and contact the resident's physician with a report of what happened. The resident's legal representative (sponsor), the administrator and director of nursing services will be notified. The licensed nurse will complete an incident report and document the incident in the resident's medical record.



Earlier this month, a number of the former Northwest Adult Day Health & Wellness staff (the program closed in 2018) gathered to have a potluck in the NWADH building. The team is still very close; each of these ladies continues to use their skills and gifts in new areas of our community, including as a Northwest Regional Council social worker, an assisted living med tech/NAC, Alzheimer's Society of Washington volunteer, foot care nurse for community members, social worker at Peace Health's psych unit, volunteering as a church nurse, hospice care/music therapy volunteer, a new mom spending time with her two young children, a Faith Community Nurse... Each NWADH team member feels like they have found their perfect place. For that, we are grateful.



851 Aaron Drive update

This spring, there have been some interested parties looking at the former NWADH building, which is located off the NW corner of CHCC. They have been exploring permitting for their intended use, parking solutions and potential modifications to the building to make it work for their needs. Stay tuned! We'll let you know more as we're able.

RESULTS OF THE STAFF SURVEY

Question 6: How can CHCC better recognize you for staying and/or a job well-done?

Answer summary: It's the little things! Personal recognition, a small gift card, earned bonuses and rewards. Those were all things you mentioned in the recent survey.

- Financially, or even with small gift cards. Maybe a small bonus each quarter for not calling in sick.
- It's already very encouraging.
- I like the Shining Star and Kudos board. It is also nice how the Kudos cards are getting handed out.
- Show appreciation to NOC shift as well. Somehow, I feel that we are left behind.
- I feel appreciated. Love the food and fun days/activities.
- A personal thank you or a raise by job performance and years served.
- I don't feel like I need recognition. I would just like to see some improvements to make our workload more realistic... Recognizing that there is always room for improvement and making changes is what is going to make me stay.
- I think the programs in place are already good.
- I really loved when the residents wrote thank you notes to all the dining room assistants. It makes me remember why I come to work and why I love what I do.



REFRESH!
No door can be wedged or held open. If the door does not have a magnet to keep it open, it must remain closed.

COMPASSION FATIGUE: IT IS A REAL THING

It is not uncommon for people who work in long-term care to be impacted by something called compassion fatigue. This is due to daily exposure to heart-wrenching, emotional situations. Plus the fact that you were called to this line of work because you're a compassionate person by nature. You frequently put the needs of others before your own needs.

Learn to recognize the signs of compassion fatigue in yourself and your peers!

- Chronic physical and emotional exhaustion
- Unusual irritability
- Impacted quality of care
- Apathy, sadness, no longer find activities pleasurable
- Difficulty concentrating

Remember that all CHCC team members have access to a free and confidential employee assistance program.

How To Access EAP Online

1. Enter this address in your Web browser: www.eapbda.com
2. Enter *standard* as the login ID (in all lowercase letters) when prompted
3. Enter eap4u as the password (in all lowercase letters) when prompted.

Note: It is a violation of CHCC's EAP contract to share this information with individuals who are not eligible for this service.



KUDOS

Kind and caring? Great? Go out of their way to help? Wonderful people? That's what we like to hear. Good job, everyone! #CHCCTeamwork

Comments:

The staff here are all so kind and caring. They go out of their way to help you anyway they can. I can't say enough about how wonderful the people here are. The kitchen staff & chef are also great

OFTEN, IT'S THE LITTLE THINGS THAT MATTER

(Says the family of Shirley S., who passed this month.)

A special thank you to the wonderful caring staff at the Christian Health Care Center. Thank you for your patience and kindness to our mom, and always giving her that cup of coffee piled high with whip cream!

REFRESH!

No keys are allowed to be left in any doors or cupboards.

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.

THIS IS CONVENIENT! Compliance reporting is now available on chcclynen.org. Staff, vendors, visitors and volunteers can use CHCC's website to report concerns they may have. The feedback can be anonymous, or a name and contact info can be left for follow-up.

(360) 354-4434 f in

About CHCC Contact Careers NAC Training Compliance Text Size: A A A

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Compliance

Christian Health Care Center is committed to compliant, ethical behavior and the provision of quality care. Employees and all others directly or indirectly serving CHCC residents, including contracted employees and vendors, must abide by our [Code of Conduct](#) at all times and without exception.

If you have any concerns about something that is taking place at CHCC, you may submit them in the form below or call the anonymous reporting line at [360-306-3217](tel:360-306-3217).

None of the fields in this form is required; your submission can be completely anonymous. However, if you would like someone to follow up with you for more details or about the results of your complaint, please enter contact information.

First Name Last Name

Email

Phone

Download the Code of Conduct

Download the Handbook for Contracted Services & Vendors

Christian Health Care Center takes seriously any complaints submitted via this form or the phone complaint line. If you have any concerns whatsoever, please share them! Concerns may be regarding such topics as:

- Quality of care
- Resident rights
- Billing or contract fraud
- Privacy or security
- Illegal behavior
- Personnel and care center policy