



# The PULSE

June 2019, Issue 1

Hello, CHCC team members! Thank you to those who have signed up to participate in this year's blood drive already! If you have not joined the life-giving blood donation party yet, it's not too late! Schedule an appointment online via the link shown below. Together, we have the power to help a lot of people! #CHCCTeamwork



**Friday, June 14**  
**10:00 am to 4:00 pm**  
(closed 12:00 pm to 1:00 pm)

**CHRISTIAN HEALTH CARE CENTER**  
Bloodmobile in Parking Lot

To schedule an appointment, please visit [schedule.bloodworksnw.org](http://schedule.bloodworksnw.org) and use sponsor code 550A, or call 1-800-398-7888. You can also download the Bloodworks Donor App for easy scheduling!



800-398-7888  
[BloodworksNW.org](http://BloodworksNW.org)

**Our care team is the best. They have wonderful patriotic spirits, and they exude honor and respect for all who have served. #CHCCTeamwork**

**See more Memorial Day photos on our Facebook page.**



## **LEADERSHIP TIP: Listen and communicate effectively**

Effective leaders communicate with clarity. They listen; they use words and body language to express care and confidence.

Try this: When you're conversing with peers, consider your body language. Are you relaxed or rigid? Are you attentive to the person who is speaking, or are your eyes wandering around the room?

Consciously focus on listening. Let the person you are speaking with complete their statement before you respond. Pause a second or two before speaking.

**WORK PERK:** Discount tickets to the Northwest Washington Fair are available at the front desk through July 26, 2019.



Like or share CHCC's Facebook posts with your friends and family to help others learn about job openings, volunteer opportunities, donation requests and more. [fb/christianhealthcare](https://fb/christianhealthcare).

**“Of all, Christian Health Care Center is the best. If I ever need a place to recover, CHCC is the first I would think of. I love you all!”**

Rehab patient, April 2019

## RESULTS OF THE STAFF SURVEY

Question 11: What would tempt you to seek employment elsewhere?

*Answer summary: The top answers to this question related to wanting more schedule flexibility and adjustments to pay and benefits. We're doing all we can to align the business side of CHCC—providing 24-hour care to our residents with capped income levels—with the needs and desires of our team members!*

- Better pay and weekends off.
- No complaints here!
- I don't know... Something less stressful with more money could be tempting; however, I have really come to value how many of the stressful situations encountered at CHCC have uniquely challenged me in my own personal growth.
- Higher rate of pay, but then happiness plays a big role in those decisions. I would rather be happy in my job than to make more money.

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

Therapeutic rehabilitation patient



## WASHINGTON HEALTH CARE ASSOCIATION

Advocating for you and 25,000 frail, elderly and disabled Washingtonians each day.

WHCA is an long-term care industry association and advocacy group located in Tumwater, WA.

They encourage and promote programs that will provide long-term and post-acute health care residents with high-quality medical, nursing and personal care.

They educate industry leaders and inspire us to do the work we do with the highest level of professionalism and care.

WHCA also works to raise public awareness of the services we all provide; they encourage legislation that enhances the ability of caregivers to deliver critical services.

I am proud to serve on the board of directors at WHCA because this group operates with a high level of honesty and integrity, just like we do here at CHCC. The industry advocacy work WHCA does is important to each of us as care providers. Learn more at [whca.org](http://whca.org).



-Patrick O'Neill, CEO



## PROM AT CHCC - JUNE 28

The theme this year is Dutch Feest, which means “party” in Dutch! There will be Dutch décor, treats and music; stop by the activity room at 2 p.m.

Want to participate? (Why wouldn't you?!) Bring in your prom photos for display during the party. Photos can be dropped off with the t-rec staff prior to prom, or you can email a copy to [msangell@chcclynden.org](mailto:msangell@chcclynden.org).

Dress up! Still have your favorite prom dress? Wear it! Want to wear a tuxedo that day? Do it! Have some disco ball earrings you'd been wanting to wear? Bring them!

Questions or ideas for our 2019 prom? Check in with Kaitlin in t-rec.

**REFERRAL REWARD!** Think about former co-workers. Think about friends who are nurses elsewhere. Whom do you know? Call or text them today; send them a private message on Facebook or mention working at CHCC the next time you see them in person.

Tell them about our job board and applying online at [chcclynden.org/careers/](http://chcclynden.org/careers/). If they get hired at CHCC—***we need their help!***—you'll qualify for a \$1,000 referral reward.

## RESULTS OF THE STAFF SURVEY

Question 12: If a friend were starting work at CHCC tomorrow, what advice would you share with them so they would be successful here?

*Answer summary: There were many comments related to staying positive and working hard. You recommended that everyone should come in ready to be a team player and that they should always keep the wellness and safety of residents as a top priority.*

- The job is mostly what you bring to it, so be kind, considerate and compassionate and people will appreciate working with you. Get to know people's names; strive to do your job well and don't be afraid to ask questions.
- Ask questions and speak up; don't be afraid to ask for help.
- It takes time to catch on to the routine. With experience and teamwork, you'll be successful.
- Stay positive, show kindness to everyone and make the residents your first priority of care and safety.
- If at all possible, stick with it for one year. Be honest with your team. Push onward. You will get through it and you'll be better for it.
- Be prepared to work hard.
- Know your limits and don't feel pressured to work if it compromises your well-being. Self care is best care. Not to be misconstrued with selfish care.
- Listen and follow instructions. Be patient.

Good luck to those of you who are participating in the weight loss wellness challenge! Here are three tips to try incorporating into your daily routine:

1. Make water your beverage of choice.
2. Read labels for a week; see what you're putting into your body.
3. Watch PlantPure Nation (available on Netflix or YouTube) for perspective on diet and wellness.

Be healthy, be well. Eat your veggies!



## MARK YOUR CALENDAR

**June 12:** Button day! Bring pictures to make fun buttons.

**June 14:** Flag day. Wear red, white and blue. Sugar Shack will be here serving ice cream favors between 1 and 3:30 p.m. Also, it's blood donation day. See Page 1 for details.

**June 17:** Veggie snacks in the break room.

**June 18:** Our safety committee meets at 7:05 a.m. All are welcome.

**June 19:** It's pajama day! (Work appropriate, please.)

**June 20:** There will be an employee relations meeting in the conference room at 1 p.m. All are welcome.

**June 21:** Luau party! Wear Hawaiian clothing and stop by for food in the courtyard.



## RESULTS OF THE STAFF SURVEY

Question 13: If you took over management of CHCC—the entire healthcare center—tomorrow, what is the first think you would change?

*Answer summary: Staffing and scheduling were noted several times. Updating the decor around CHCC was also something y'all would like to see. That is on our radar; we'd like to see that, too!*

- I would work on NAC retention efforts.
- Cedar Cove upgrades, i.e. new lighting/paint.
- Hire more direct care staff, both NACs and cart nurses so there are lower resident to staff ratios.
- Maybe offer a paid day off for birthdays!
- Make meals more open to all halls at any given time range (like breakfast from 7:30 to 10 a.m.) so residents could get up more when they want to instead of having a set schedule and making it so wash-ups are rushed.
- One cannot really say what they would change if they took over someone else's role unless you have walked in that other person's shoes and frankly, those are not shoes I want to walk in.

This concludes the results of the first staff survey of 2019. Your comments and feedback are always welcome and appreciated, and we hope that you'll consider sharing more input in the next survey.

It is our hope that bringing awareness to issues that matter to you will help with retention and recruitment. Plus, your feedback—sharing what is on your mind—helps CHCC leaders be more transparent. When we know what questions and concerns you have, we can work to find solutions or share additional information.  
**#CHCCTeamwork**

Question about snacks at CHCC: Would you like some of the snacks currently provided (BBQ, chips, potato bar, cookies) to be replaced with healthier options? If so, what types of food would you prefer? Drop a note in any comment box around CHCC. We're starting a conversation; we want to support your wellness goals!