



# The PULSE

## State Survey Update

*“DSHS will notify the Centers for Medicare and Medicaid Services (CMS) Region X that your facility is in substantial compliance with participation requirements effective July 5, 2019, and recommend that your facility's certification for Medicare and/or Medicaid participation continue.”*

**H**ow great it was to read those words in a letter from the Department of Social and Health Services! That letter, dated Aug. 7, 2019, is a testament to your hard work and dedication to providing excellent care in a safe environment. #CHCCTeamwork

CHCC as a whole, and many of you as individuals, were reviewed with a fine-toothed comb for the purpose of making sure this organization operates at a level that qualifies for Medicare and/or Medicaid funding. Without that critical funding, we wouldn't be able to care for those who seek our help.

Some minor citations were noted, all of which have been addressed. The “all clear” letter from DSHS is just what we need to continue receiving funding that is needed for operations.

I was so proud of you all during the 2019 survey window. You handled an imposing level of scrutiny with grace and determination. You continued delivering top-notch care in ways that stood out for the surveyors who mentioned how obvious it was that you know and connect with our residents.

Well done, everyone!



by **Tonja Myers**

*Administrator*

## COMING UP AT CHCC

Italian sodas are available in the classroom on Aug. 23. Why? Just because! Hop over there and enjoy one.



### More from the calendar:

**Wednesday, Aug. 28:** Mandatory NAC meeting at 7 a.m., 1:30 p.m. and 2:30 p.m.

**Wednesday, Aug. 28:** Hershey's Kisses Day

**Friday, Aug. 30:** Trail Mix Day



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.com/christianhealthcare)

# LEADERSHIP TIP:

## *Kicking 'We've always done it this way' to the curb*

CHCC is a living, breathing entity. It is changing and evolving all the time, as our industry changes. It's critical to the health of this nonprofit — now the only independent, locally owned skilled nursing center in Whatcom County — that we remain nimble and flexible as an organization and as individuals.

Sometimes “We’ve always done it this way” (WADITW) thinking can get in the way of flexibility, growth and survival.

Imagine if CHCC operated solely with WADITW thinking. Things would be the same as they were on opening day in 1956! If that were the case, we wouldn't all be here delivering critical services to individuals who need us, that's for sure.

Do you struggle with change at work? Is it your first instinct to resist change or say, “That’s not how we used to do it” when change does occur? Do you

Please see **LEADERSHIP** on Page 4

# Top-notch review from long-time team member

A 35-year member of the CHCC team stayed here in Lynden recently and gave rave reviews to all of you for your work. Here's what was written on the form: “I am very blessed that I could spend 18–19 days at CHCC. I gained much-needed strength in this facility before going home.” **THANK YOU** to all of you for the wonderful work you do, day in and day out. It is definitely noticed by the people who come through these doors. **#CHCCTeamwork**



What influenced your decision to choose CHCC? (Check as many as apply.)

CHCC is close to home or loved ones     Hospital or other medical facility referral  
 Friend or family recommendation     Information display at a local event  
 Physician referral     Website

Please rate the care that you received. *Worked Here For 35 YEARS*

|                                    | Excellent                           | Average                             | Needs Improvement |
|------------------------------------|-------------------------------------|-------------------------------------|-------------------|
| Staff introduced themselves        | <input checked="" type="checkbox"/> |                                     |                   |
| Help was available when needed     | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |                   |
| Questions were answered            | <input checked="" type="checkbox"/> |                                     |                   |
| Procedures were explained          | <input checked="" type="checkbox"/> |                                     |                   |
| Privacy and modesty were respected | <input checked="" type="checkbox"/> |                                     |                   |
| Quality of therapy services        | <input checked="" type="checkbox"/> |                                     |                   |
| Concerns were addressed            |                                     | <input checked="" type="checkbox"/> |                   |
| Personal property was kept safe    | <input checked="" type="checkbox"/> |                                     |                   |
| Housekeeping services              |                                     | <input checked="" type="checkbox"/> |                   |
| Meals were appealing               | <input checked="" type="checkbox"/> |                                     |                   |
| Activity programs suited my needs  |                                     | <input checked="" type="checkbox"/> |                   |
| Visitors/loved ones were welcome   | <input checked="" type="checkbox"/> |                                     |                   |

Comments: *I am very blessed that I could spend 18-19 days @ CHCC. I gained much needed strength in this facility before going home.*

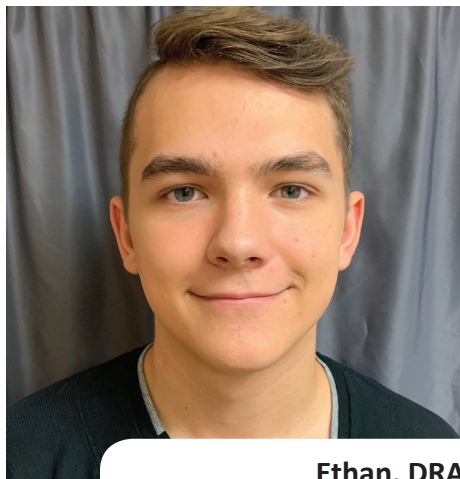
# New faces in dining and reception at CHCC

Christian Health Care Center recently welcomed two new faces to our team of dining room assistants and one new face to our reception desk. When you see Dillon or

Ethan helping our residents get the nutrition they need, or when you see Gabby signing in visitors, please give them a warm smile. 😊



Dillon, DRA



Ethan, DRA



Gabby, Receptionist

# We have new RNs!

Kate, Cassandra, Kevin and Allie recently joined the CHCC team as registered nurses. We're so excited to have them on the team! Back in July, Issue 1, we shared tips on being an onboarding hero. Here are three:

1. Say hello and introduce yourself a couple of times, knowing it can be hard for new employees to remember names and faces.
2. Stop for 60 seconds and ask a new team member if there is anything they need help with.
3. Talk about it as a team! Encourage and remind more experienced members of your care team to be kind and helpful to new team members. #CHCCTeamwork



Kate, RN




Kassandra, RN



Kevin, RN



Allie, RN

  
**ASK US ANYTHING!**

Have a question about CHCC? Jot it down and drop this slip into the comment box in the break room. We'll share answers in the Comment Box Corner column in an upcoming issue of this newsletter.

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## Volunteer needed for CHCC team bio

Remember the team member bio published in July about "Mama Bear" Nellie Vander Kooi? We'd love for another volunteer to be featured in September.



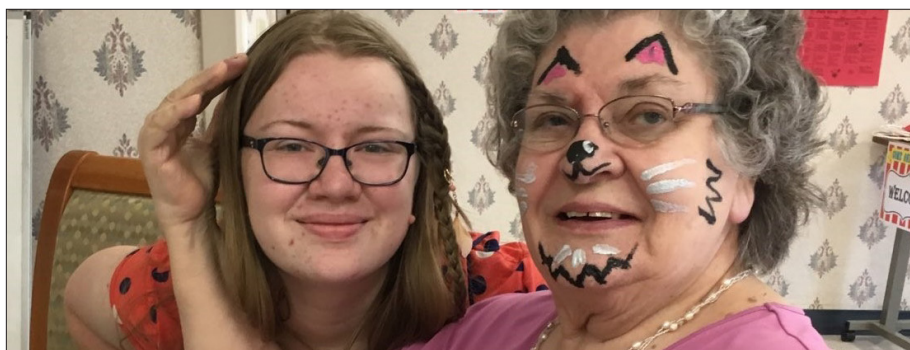
**Nellie Vander Kooi**

The purpose is recruitment; we know that those who've worked at CHCC can best explain to others why they chose here.

Your words just might help another individual join the team. If you're interested, please email CHCC's marketing advisor, Patti Rowlson, at [pr@pattirowlson.com](mailto:pr@pattirowlson.com).

# Photos: Carnival Day at CHCC

Residents and team members had the BEST time during CHCC's Carnival Day! Everyone enjoyed games, prizes, face painting and snow cones. A huge thank you to everyone who helped put it together!



## LEADERSHIP

*Continued from Page 2*

wish that you could adjust to change easier? Do you recognize WADITW thinking as a challenge for you?

What if you could kick that way of thinking to curb and train yourself to be a more open leader at CHCC? It is possible; here are three things to keep in mind:

**Awareness.** Understand that if this business doesn't change and evolve, we won't have a business. We have to continually test and try new things; we need to respond to new situations every day! Simply being aware of the need for change can help one cope when change does occur.

**Be open; shake it off!** Know that actions and decisions that are best for the long-term health of CHCC never come from clinging to old methods and strategies. When you hear yourself saying, "I've always done it this way," mentally shake it off! Instead, put new mantras in your brain, like, "I'll give it a try" or "Let's test it and see!"

**Release control when needed.** When a new method comes forward, be poised and ready to learn something new or possibly to release control of a task you've been doing. Talk to your supervisor or the HR department when you find yourself struggling with the idea of a certain change. They can help; they may be able to provide additional information or training that can make the process smoother.

Remember, changes are intended to sustain the long-term health of this care center, providing a place for people to receive care (and work!) in our community for decades to come. We're in this together!

#CHCCTeamwork

**DON'T FORGET!** The CHCC weight-loss contest ends on Sept. 1, which means you have one more weigh-in on Aug. 28.