



# The PULSE

## Comment Box Corner

**Q:** *I used to get work emails at home, but now I can only check them when I'm in the building. Why the change?*

**A:** Thank you for asking about this. Previously, personal email addresses were used when we needed to broadcast company information, share training reminders or post mandatory HR-related notifications.

That meant that each team member would receive work-related emails and notifications on their home computers or on their personal phone at times when they were not working.

We received a fair bit of feedback about that; staff reported that they didn't like mentally being pulled back into work on their days off. Some said that the volume of emails was too high.

That made sense. There is a lot of information that we are required by law to share with staff;

plus, we've been working to improve company-wide communication (based on feedback from team members), which means there have been more emails than in years past.

So, instead of filling your personal email inbox with work-related messages, the decision was made to create a CHCC email address for each team member (thanks for managing that task, Doug!). Most of the messages that used to go to your personal email are now waiting for you at CHCC.

To access work email, you can log on at any kiosk, or you can log on at any desktop com-

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**by Kari Heeringa**  
*HR Director*

### FROM THE CEO

## *Info on 2020 budgeting and health insurance*

**G**reetings, Team CHCC! Fall is here, and the year's end will be here before we know it. In the months ahead, I'll be working with Tonja, the business office, HR, our accounting consultant and the board to dial in a budget for 2020.

Together, we'll rebalance income and expenses and adjust as needed to cover a number of costs that have gone up since last year's budget cycle. We'll also plan for expenses that we know will change in the months ahead.

The 12-percent increase in the

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**by Patrick O'Neill**  
*CEO*



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[fb/christianhealthcare](https://www.facebook.com/christianhealthcare)

# Privacy Q&A: What people can expect while living at CHCC



**T**he question of how much privacy people can expect while living in long-term care comes up from time to time.

Of course, we know that all of you — nurses, nursing assistants and all care team members — value the privacy of all who receive care here at Christian Health Care Center. To that end, here's some information we shared recently with individuals about what they can expect regarding privacy here:

**Q: Do people who live at CHCC have a private place to visit with family members and friends?**

A: Visits by family members and friends are important, and we strongly encourage them. Visiting hours are flexible to fit individual desires; we try to accommodate everyone with privacy and space. CHCC has a conference room, sun room and library that are available for groups. There also is space in the lobby for people to receive guests in

reasonable comfort and privacy.

**Q: Will anyone read mail or open packages before they are delivered?**

A: No. Individuals who live here at CHCC have the right to privacy in written communication, including the right to promptly send and receive unopened mail and other letters, packages and materials. This includes materials delivered through means other than the United States Postal Service. If people want to send mail, they may purchase stationery, postage and writing implements from the front desk. Mail and packages addressed to residents at CHCC will be delivered unopened to their room.

**Q: How can people maintain privacy while dressing when they are sharing a room?**

A: The right to privacy comes with the obligation to respect the rights of others, including room-

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*A Dutch-themed party? You can bet it was a huge hit. Thank you to our creative care team and crafty, committed volunteers! Check out the CHCC Facebook page for more photos. #CHCCTeamwork*



**REFRESH!** Be polite and confident. You are an expert at caring for your residents.



## FROM THE CALENDAR



*It's the first day of fall on Monday, Sept. 23! Wear a plaid shirt to work.*



*Sept. 26 is Good Neighbor Day. Let's celebrate each other by showing our appreciation to one another.*

## LEADERSHIP TIP

# Tired, but also fulfilled. Sound familiar?

• *“Everyone went above and beyond.”*

• *“The staff here are all so kind and caring. They go out of their way to help.”*

• *“We were in awe of their capacity to care so lovingly for those in need.”*

You are all so amazing. You work diligently to care for human beings who trust us with their very being. What a gift it is to know that the work you do is noted and appreciated by families and care recipients.

What if we turned that

around to each other as co-workers and team members?

What if, at the end of each day, we could say we went above and beyond for a peer? What if you left here feeling tired (yep, that's how most of us feel at the end of the day!) but also fulfilled, knowing that you had helped a team member in ways that showed loving care for them when they needed it?

Showing care and kindness to all humans — patients, families and each other — is the CHCC way, don't you think? That is what makes us special. #CHCCTeamwork

## INSURANCE

*Continued from Page 1*

minimum wage that takes effect in Washington state on Jan. 1 is certainly on our radar.

We know that minimum wage increases are a positive thing for a number of our team members. Minimum wage increases also mean that our vendors and service providers will be raising their rates and fees as they work to balance their own budgets. The ripple effect is broad and significant; we're strategically planning for that ripple.

This budget cycle is going to be tough, but we are up to the challenge! Of course, our mission and continuing to deliver quality pa-

tient-centered care will be top-of-mind during this process.

Some good news that I can share with you is that we have contracted with Premera Blue Cross for the plan year ahead. I'm pleased to report that medical plan coverages for full-time team members will remain the same. The same services will be covered, the same co-pays will be in effect. You'll have access to the same network of providers.

CHCC will contribute \$538.24 per month on your behalf for these benefits. Your participation amount, which has not changed since 2017, will increase \$12.50 per pay period starting Oct. 1, 2019.

Part-time team members will continue receiving the benefits they currently have access to at no addi-

tional cost.

While CHCC was able to fiscally cover the extra expense for your healthcare coverage last year, we could not do the same this year knowing that rates for reimbursement (CHCC's income from government agencies like Medicare and Medicaid) are capped, and expenses are significantly on the rise.

I hope that the info above provides insight into our budgeting process and the need to modestly increase your participation amount this year – necessary to help balance income and expenses.

If you have thoughts, ideas or questions about any of the benefits offered by Christian Health Care Center, please reach out to Kari or Ronda in HR any time.

# Do you know what to do in an earthquake?

Once again, CHCC is participating in the Great Washington Shake-Out earthquake drill at 10:17 a.m. Oct. 17. Would you know what to do in the event of an earthquake? In most situations, you will reduce your chance of injury if you:



**DROP** where you are, onto your hands and knees. This position protects you from being knocked down and also allows you to stay low and crawl to shelter if nearby.



**COVER** your head and neck with one arm and hand. If a sturdy table or desk is nearby, crawl underneath it for shelter. If no shelter is nearby, crawl next to an interior wall (away from windows). Stay on your knees; bend over to protect vital organs.



**HOLD ON** until shaking stops.

- Under shelter: hold on to it with one hand; be ready to move with your shelter if it shifts.
- No shelter: hold on to your head and neck with both arms and hands.

## COMMENTS

*Continued from Page 1*

puter at CHCC on the days that you are here.

Moving email communication to CHCC's computers also helps us avoid compliance issues that may have been unintentionally caused by sharing company information – possibly private and confidential – on personal devices. That also was a consideration in this decision.

The job of communicating with

240-plus team members is challenging. There is not one method that works perfectly for everyone, so we're continuing to explore options. Moving email communication from personal email to CHCC-based email felt like a good way to go.

If you have other ideas, or if you'd like to propose another form of communication based on experiences that you've had with other organizations, please share! We certainly are open to researching alternatives.

## PRIVACY

*Continued from Page 2*

mates, visitors and volunteers. That's why CHCC provides privacy drapes in all rooms. When people are getting dressed or during times when they may be unclothed, the privacy drape should be fully closed.

**Q: What about medical records and health information? Are those private, too?**

A: Residents' health information — the information and records we have about their health, health status, and the health care and services they receive at CHCC — is private, but there are certain cases in which we may need to share it in order to protect their health and the health of others. CHCC follows all laws and regulations about health information very carefully; we only share health information when it is necessary. More information about the privacy of medical records in a long-term care setting are listed in CHCC's resident handbook.

**Q: Can residents review the medical records that CHCC has on file about them?**

A: Yes, absolutely. People who receive care here have the right to inspect and copy their health information, such as medical and billing records, that CHCC references when providing their care. They just need to submit a written request to the CHCC privacy officer. Certain restrictions do apply; detailed info about requesting medical records is available in CHCC's resident handbook.

If people ask you questions about privacy to which you don't know the answers, please direct them to CHCC's privacy officer at 360-354-4434. They also can review the blog post on this topic at [chcclynden.org/news](http://chcclynden.org/news).