



COMPANY NEWS

'Success Signals' communications training

Social scientists maintain that at least 80 percent of conflicts or interpersonal difficulties we encounter at work stem from differences in communication styles. In other words, often it is not as much *what* we say as *how* we say it.

Last month, CHCC leaders participated in a communications training session facilitated by Kara Turner of Turner HR Services. Kara's training was based on the popular book "Success Signals," by Rhonda Hilyer.

During this training, participants learned that while we are a blend of several styles (referred to in the training as colors), we often have a primary communication style that we feel most comfortable using. This training helped leaders identify their own primary communication style and how their style may affect others.



"Success Signals: Open the Door to Getting More of What You Want," by Rhonda Hilyer.

You may have heard leaders around CHCC talking about their color style. Here is a definition of each:

Green: logical, factual, analyti-

*Please see **Training** on Page 4*

CAREGIVING

What it means for residents to have self-determination

CHCC works diligently, day in and day out, to ensure that residents' rights are protected to the greatest extent possible.

But what does that mean? How can you — our incredible nurses, NACs, cooks, activity assistants and every other team member at our care center — work to ensure that each resident's right to self-determination is maintained?

What is self-determination, and why is it important?

Essentially, self-determination means that those who live here retain the right to make decisions, as much as possible, about important aspects of their lives.

*Please see **Rights** on Page 4*

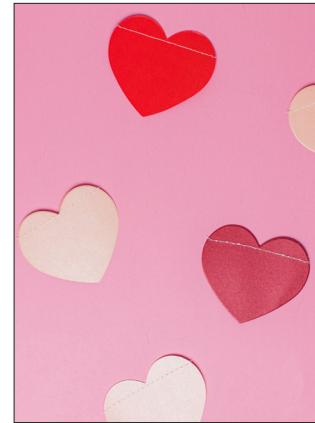


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facebook.com/christianhealthcare



**Feb. 25:
\$5 omelets
8:30-9:15**



Remember that CHCC is collecting Gratitude Hearts on the Kudos board this month! Please stop by to post a heart.

COMMENT BOX CORNER

Questions about floating, parties

Q: Why do nursing assistants have to float to different units? Why can't we work in the same unit with the same residents each day?

A: Floating — reassigning staff from one unit to another — is a practice used across the healthcare industry to maintain the health and safety of care recipients. Floating is necessary to ensure that each unit has a level of staff that aligns with the number of patients being cared for that day — census can change daily, and staff call-outs happen, too.

Balancing the number of staff with the quantity and acuity of patients in any unit requires continuous attention from our nursing department leaders and scheduler. Thank you, Heather, Karen and Berta!

We absolutely understand that it would be ideal to work in the same unit with the same people each day; however, that will not always happen. It is important to stay focused on the mission and purpose of our work, which is to care for the people who live and rehab here regardless of which unit they are in.

Achieving success each day takes a great deal of teamwork, planning and flexibility.

To avoid frustration, consider the mission and the fluid nature of the work. This is definitely a team-

work setting in which we all must pitch in to support our purpose.

Q: Could we have a cake in the lounge once a month to celebrate staff birthdays?

A: Yes! We can do a better job of recognizing birthdays. Carol and her dietary team will bake a cake on the first Tuesday of each month, starting in March.



**by Tonja
Myers**
Administrator





The new indoor gardens at CHCC are loved by all! Check out CHCC's Facebook page (facebook.com/christianhealthcare) for more photos.

REFRESH! Residents should be included in engaging conversations. Personal conversations among staff should be held privately so residents do not feel excluded or like they are being talked over.

✂

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.

LEADERSHIP TIP

Tip: do the difficult tasks first

In every job, no matter where you work, there are tasks that are more fun than others. Employment is not always fun and glamorous, that is why people get paid to work. ;) #truth

If you aspire to be a leader, to get where you want to go in your career, you'll need to put in the work and do ALL the things to the best of your abilities, not only the fun and easy stuff, tempting as that might be.

The best leaders — those who are role models for others, those who inspire others to do their best work, too — face the monotonous, boring, tedious, and messiest tasks head on. Simply because it must be done, they do the work that nobody likes to do. They tackle all of their work with a positive, can-do attitude; they do not create drama about their work.

“If you go for the feared thing first, then the rest of the day is easy.”

Robert G. Allen
Author

Author Robert G. Allen says, “The fundamental level of success is doing the hard things first. If you go for the feared thing first, then the rest of the day is easy.”

That's a great way to think about it, right?

Policy reminder: care baseline

A baseline plan of care to meet immediate needs shall be developed for each resident within 48 hours of admission.

CHCC’s interdisciplinary team will review the healthcare practitioner’s orders and implement a baseline care plan to meet the resident’s immediate care needs, including but not limited to the initial goals based on admission orders; physician orders; dietary orders;

therapy services; social services; and PASARR recommendations, if applicable.

The baseline care plan will be used until staff can conduct the comprehensive assessment and develop an interdisciplinary, person-centered care plan.

The resident and/or representative will be provided a written summary or copy of the baseline care plan.

RIGHTS

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Self-determination means that they have the right to:

- Choose activities, schedules and health care providers consistent with interests, assessments and plan of care.
- Make choices about aspects of life that are significant, including what to eat and how to spend free time.
- Manage financial affairs — including the right to know, in advance, what charges may be imposed against personal funds.
- Formulate advance healthcare directives to ensure that their desires are followed even when their health no longer allows them to make decisions.
- Organize and participate in resident and family groups and community activities.
- Participate in social, religious and community affairs that do not

interfere with the rights of other individuals at CHCC.

- Wear their own clothing and determine dress, hairstyle or other personal effects.
- Designate a representative who may exercise their rights, on their behalf, to the extent provided by state law.

“Self-determination means that those who live here retain the right to make decisions, as much as possible, about important aspects of their lives.”

When people come to live at CHCC, they have the right to make choices about aspects of life that are significant to them. What’s more, they have the right to exercise these rights free of inter-

ference, coercion, discrimination or reprisal.

They have the right to a dignified existence. They have the right to spend time with other people inside (and outside, if they’re able) of CHCC. They have the right to self-determination.

As caregivers, it is our job and calling to fight to maintain that right as much as possible.

TRAINING

Continued from Page 1

cal, thorough.

Brown: decisive, direct, action-focused, authoritative, bottom-line.

Blue: people-oriented, sensitive, supportive, considerate, relationship-building.

Red: Flamboyant, rapid-fire, creative, fun-loving, energetic.

Can you guess what communication color you would be?

The training session emphasized the strength that each style brings to an organization and the value of having a workforce diverse in communication styles.

Yes, there is a need for all types of communicators, including people who are energetic, direct, sensitive and analytical! #CHCCTeamwork

In addition to teaching through interactive activities, the training also taught leaders how to effectively adapt their communication style to achieve more collaboration and understanding with better outcomes.

Thank you to our board, CEO and administrator for placing value in improving communication at CHCC and for making this continuing education session happen.

