



The PULSE

FROM THE CEO

Advocating for the long-term care industry during COVID-19

CHCC is a member of Washington Health Care Association — a nonprofit industry group that promotes quality care and advocates for those who live and work in long-term care and assisted living centers.



by Patrick O'Neill
CEO

WHCA is well respected in our industry, which is why I choose to serve on the organization's board of directors.

WHCA is currently fighting to protect funding for care centers across the state — an issue that

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ACTIVITIES

New art program underway



The first SPARK boxes have arrived! Thank you to LeadingAge Washington and Silver Kite Community Arts for providing these kits between now and January 2021 at no cost to CHCC. The individualized art boxes will help residents engage with artful projects in their rooms until COVID-19 group activity restrictions are lifted.

COMMUNITY

CHCC: Extraordinary precautions in place



Bonnie Donahue, a Christian Health Care Center resident, is visited on Monday, Aug. 31, at the facility's front entrance by her daughter Julie and her husband Don. It was the first day of such in-person, but still distanced visiting to happen since March when the COVID pandemic hit. (Courtesy photo)

Thanks go out to the Lynden Tribune for sharing our news about outdoor visits at CHCC. You can find the article on their website at <https://www.lyndentribune.com/>. We must continue to take extraordinary precautions to prevent those connected to CHCC from being exposed to COVID-19.



On Facebook, community members are offering prayers and words of encouragement for those receiving care here and for you, dear care team. Hop over and take a look!

facebook.com/christianhealthcare

What is Meskel?

Christian Health Care Center thrives in its mission — to provide skilled nursing care with compassion and love in Christ’s name — in part because of the many great team members who give of themselves each and every day to serve others. We are people from many backgrounds and experiences, gathered together here on Aaron Drive each day to care for those who need it, and the diversity of cultures present in the CHCC halls each day deserves to be honored and celebrated. To that end, The Pulse periodically features various cultural traditions and celebrations.

Meskel is a holiday celebrated by Ethiopian Orthodox Christians in honor of the discovery of the “true cross.” It will be celebrated in 2020 on Sept. 28 with a large feast in Meskel Square in Addis Ababa, the capital of Ethiopia.

According to Catholics and Cultures, the feast each year coincides with the end of the rainy season, a time when a small yellow flower, also called meskel, blooms throughout the hills surrounding Addis Ababa.

In addition to the feast, a large bonfire, or *demera*, is held in the square and at other locations throughout the country. According to the tradition, Queen Eleni (St. Helena, the Roman empress and mother of Constantine) had a dream in the fourth century that if she built a large bonfire, she would learn from the smoke where the true cross was buried.

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Compliance reminder: HIPAA

Please read the information below as a reminder of compliance issues related to HIPAA privacy and security. All staff members must act in ways that align with HIPAA compliance, or CHCC can be penalized.

- Only look in the medical records of residents for which you have responsibility. Access only the information you need to do your job.

- Always discuss medical information regarding residents in private places where others cannot hear. This includes all conversations with residents, among staff or with others, either in person or on the telephone, that include residents’ protected health and/or billing information.

- Ensure that property security is used when emailing a resident’s protected health and/or billing information to outside sources. Always include “(secure)” in the subject line (yes, including the parentheses). If you have ques-

tions about email security, please contact CHCC’s network engineer, Doug Dodge, at ddodge@chcclynden.org.

- Keep CHCC passwords private, and do not share them with co-workers. Also, remember to log out when you leave or share a desktop computer, iPad or laptop.

- Make sure you have proper written authorization before providing copies of resident medical records or discussing medical information with their friends and family members.

How to submit a compliance concern:

- Complete and submit a compliance report (in the blue lock box on the CHCC compliance bulletin board).

- Email compliance@chcclynden.org.

- Call CHCC’s Compliance Hotline: 360-306-3217.

- Contact CHCC’s administrator, Tonja Myers, or CHCC’s compliance officer, Mary Wynstra.

Grammar tip for health care communications

When writing times, dates and locations in emails to colleagues or in information for residents and loved ones, think “specific to general.” The most specific information comes first, and the info proceeds to the most general. For example, note the progression — time, date, place — in these sentences:

- *The meeting will be held at 8 a.m. Thurs-*

day, Oct. 8, in the staff lounge.

- *Family members can call starting at 9:45 a.m. Monday, Nov. 2.*

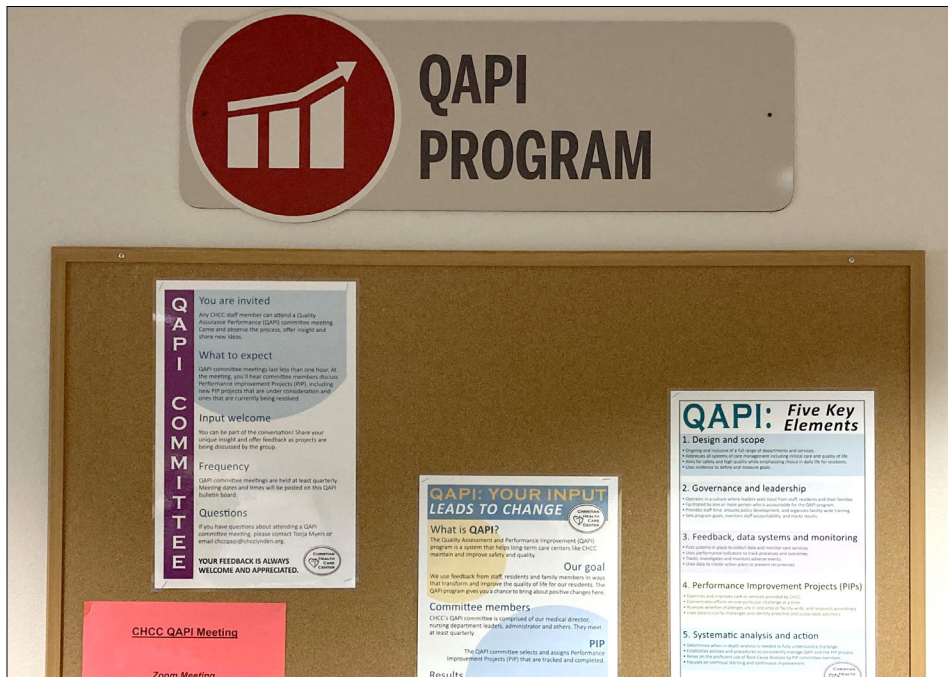
More tips:

- Write times on the hour like this: *9 p.m., 5 a.m.* (but *6:30 a.m., 1:45 p.m.*).

- To indicate whether a time is before or after noon, use *a.m.* and *p.m.* — in lower case and with periods.

- Phrases like *8 a.m. in the morning* are redundant. Simply write *8 a.m.* or *8 in the morning.*

Engage in the improvement process, share your ideas



The new QAPI board at CHCC is in the hallway between t-rec and rehab.

A new Quality Assurance and Performance Improvement program bulletin board has been set up in the hallway between t-rec and rehab at CHCC.

On the board, you'll learn the definitions of QAPI and PIP (Performance Improvement Plan), and you'll learn how QAPI and PIPs are used to continuously improve operations and patient care at CHCC.

QAPI committee meetings take place on a regular basis. They are currently being held via Zoom.

If you attend a virtual QAPI meeting (all staff are welcome), you'll be able to observe the QAPI process, offer insight and share new ideas as improvement projects are being discussed by the group.

Your feedback and comments are always welcome here! Anytime

Get involved:

The next CHCC QAPI meeting will be held at **8 a.m. Tuesday, Oct. 20**, via Zoom. If you are a CHCC team member who would like to attend the meeting, please notify Tonja Myers by Oct. 16. Tonja will email you an invitation to attend the QAPI Zoom meeting. Tonja can be reached at tamyers@chcclynden.org or 360-354-4434, ext. 6332.

that you observe something — large or small — that could be improved upon at CHCC, please talk to Tonja Myers or share your feedback via email at chccqapi@chcclynden.org.

Together, we can make CHCC the best it can be! #CHCCTeamwork.

Learning from the 'Greatest Generation'

On her website Living Well Spending Less, author Ruth Soukup writes about the experience of caring for her mother-in-law during the last years of her life. Throughout that experience, Soukup writes, she picked up a few pieces of advice about how that generation lived life. She explains five traits that we could all stand to emulate in our daily lives.

Among them:

• **Work hard.** "The Greatest Generation wasn't afraid of hard work; on the contrary, they welcomed it, knowing that putting in 100% every single day is the only way to get ahead, and that the best things in life are the ones we work the hardest for."

• **Step up.** "The Greatest Generation was not afraid to step up and take personal responsibility. They didn't expect someone else to solve their problems; instead, they each realized that they were a critical part of the solution."

• **Think bigger.** "Rather than ask, 'what's in it for me,' they looked around them to see what they could do for the cause."

Read the entire article at <https://www.livingwellspendingless.com/5-things-to-do-every-single-day/>.

KUDOS

Carol, you're a Shining Star!



Carol A.

Congratulations to Carol A. on being named our latest CHCC Shining Star!

Carol has worked at CHCC for nearly 10 years. She is friendly, efficient and willing to help out wherever she is needed. We are so fortunate to have such a dedicated evening shift housekeeper as part of our team.

Carol, thank you for all you do for us here at CHCC!

MESKEL

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According to Britannica, the true cross is reputedly the wood of the cross on which Jesus Christ was crucified.

The annual celebration is a time for family gatherings; people who have moved from rural to urban areas often return to their hometowns for the Meskel celebration.

Feasts with family and friends take place after the lighting of the bonfire and then again the next day, the official day of the Finding of the True Cross.

ADVOCACY

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impacts the financial integrity of CHCC — and they could use your help.

As a team member at CHCC, you are impacted by the long-term care industry. Thus, I ask that you consider sending a message to Washington state legislators through this website: <https://www.whca.org/advocacy/action-center/>.

The advocacy issue:

In mid-March, the federal government began providing the state of Washington supplemental funding for Medicaid programs to address the unanticipated costs associated with fighting the pandemic.

Through that funding, long-term care centers like CHCC received an additional \$29 per day for each Medicaid resident to offset the cost of COVID-19 expenses. Those expenses are estimated by WHCA to be closer to \$50 per day for each resident.

The emergency federal funding has helped CHCC keep its residents and staff safe by paying for extra personal protective equipment, enhanced environmental services (cleaning and sanitizing) and additional staffing expenses. The funding helps us maintain compliance with numerous governmental regulations and policies that have rolled out during the pandemic — policies designed to reduce the spread of

Get involved:

To advocate for long-term care centers throughout Washington state, visit the Washington Health Care Association advocacy page at <https://www.whca.org/advocacy/action-center/>. From there, you can click on “Oppose Cuts to COVID-19 Emergency Funds for Skilled Nursing Facilities” and use the form to send a message to legislators.

COVID-19 in our community and protect long-term care center residents.

That supplemental funding from Washington state has now been reduced to \$5 per day for each Medicaid resident. The reduction of funding comes at a time when our diligence must remain high in order to protect those who live and work here.

For the long-term sustainability of CHCC and other care centers in our state, we need our community to help tell legislative leaders that it is not OK to reduce the funding necessary to care for residents and staff while we are still working to comply with new policies and regulations linked to COVID-19.

Please consider visiting the WHCA advocacy webpage to send an email to our state’s legislative authorities.

REFRESH!

Garbage container lids must be closed at all times. Please check other containers before adding garbage to one that is already full. Thank you for your help keeping CHCC’s facilities safe and clean!