



The PULSE

COMPLIANCE CORNER

Remember to keep private info private

Everyone who receives care at CHCC has the right to privacy and confidentiality.

The care and services we all provide are personal and confidential to the recipient, per HIPAA regulations that we live by.

Therefore, it is important to not to take or share photos of CHCC residents and patients. In fact, our care center could be considered out of compliance if you take photos or recordings of people receiving care at CHCC (their physical bodies or personal space) and keep or distribute those images or recordings.



by **Mary Faber Wynstra**
Compliance Coordinator

This could trigger additional surveyor activity here. If you have photos on your phone that are not authorized, or if you have shared images of those we care for via text or on your personal social networks, CHCC could be penalized.

Of course, there are ways to snap and share photos and videos at CHCC and stay in compliance. We just make sure that there is an image release form signed and on file for each resident/patient who appears in the image before it is shared.

When images are shared on the CHCC Facebook page, for example, we are careful first to ensure that anyone depicted in the photos who receives care at CHCC has a signed image release form on file.

*Please see **Compliance** on Page 4*

Reminder: Check your CHCC email daily

It is important that all CHCC team members check their email daily. Every shift you work, you should be checking your email. Important and time-sensitive news is shared with all staff via email, and if you are not checking daily, you may be missing information critical to your job. You may use any kiosk or one of the laptops in the rehab break room to check your email. If you have any trouble accessing your account, contact Ronda in human resources.



Baker Cat reminds you to check your emails daily!



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.

facebook.com/christianhealthcare

Leah and Ashleigh are Shining Stars!

Our nursing Shining Star for June is Leah M. It is no surprise for those who work with Leah. She is incredibly dedicated to CHCC, and she's been here for 37 years! Leah is a leader who makes resident care her absolute priority. When asked why she has stayed here so long, she says it's because she loves the residents. It shows. She is willing to do whatever is needed to make their lives better. She leads Cascade Harbor with high standards and clear focus. We are fortunate that Leah has made the CHCC mission her own!



by **Tonja Myers**
Administrator

Our non-nursing Shining Star for June is Ashleigh E. Ashleigh is the social worker for Baker



Leah M.

Landing. In her two and a half years here at CHCC, Ashleigh has made an impression with her willingness and ability to do a wide variety of things. Ashleigh is not only a capable and caring social worker, she also serves on our emergency planning committee, is our primary HAM radio operator and works on staff COVID-19 testing every Wednesday. She also does admissions on Friday and Saturday every week. Ashleigh took the time to become a NAC so she can help out. In addition, Ashleigh is skilled in maintenance and has helped out in that area when needed (remember the internal flood last year?!).

We are lucky to have Ashleigh on our team here at CHCC.

Both of these women are incredible! Please join me in thanking and congratulating Leah and Ashleigh.



Ashleigh E.



July 23: Dress like a cowgirl or cowboy.

July 25: Suckers in the break room.

July 28: Chocolate day!

July 30: Wear pink and green for National Watermelon Day.

"Living in a small community like CHCC is nice because you can become involved and take part in things. The staff are friendly and helpful."

-CHCC resident
<https://chcclynden.org/>

"Living in a small community like CHCC is nice because you can become involved and take part in things. The staff are friendly and helpful." Read more about what Grace had to say about CHCC: chcclynden.org/resident-spotlight-grace-mc/.

HOW YOU CELEBRATE

July 26: Celebration of disability independence

National Disability Independence Day was established in 1990 with the passage of the landmark Americans with Disabilities Act. The day was established to commemorate the signing of the ADA, which brought huge changes for people with disabilities, including protection from employment discrimination and improved services and communication.

Today, accommodations for people with disabilities have become widespread. We're used to seeing ramps, lifts, button-operated doors, wheelchair-accessible parking and more. However, most of these were far from commonplace just 31 years ago



when the ADA was passed.

The ultimate purpose of the ADA, according to the ADA National Network, was to make sure that people with disabilities have the same rights and opportunities as everyone else.

Reminder: Families can schedule visits online

Family members and friends of those who live at CHCC can schedule visits online, 24/7. The new platform, which rolled out in June, is available at chcclynden.org/visitation.

On the website, visitors can schedule single or recurring indoor visits, outdoor visits, outings and video visits. Members of the t-rec team then confirm that the requested visit date and time are compatible with the resident's schedule and preferences and that sufficient CHCC staff are on hand to manage the visit.

Please feel free to share this resource with anyone who might be scheduling visits at CHCC.



Start each day
with a
GRATEFUL
heart.

chcclynden.org

For your information: Resident trust accounts

Residents have the right to manage their financial affairs. If they wish, with written authorization, residents may require the facility to hold, safeguard, manage, and account for their funds. Residents can open a trust account by contacting the CHCC business office. More information is available at chcclynden.org/resident-trust-accounts/.

Have a tech question? Here's what to do.



Computer and information support services are provided to CHCC staff by technology specialists who work on-site and via remote access.

Our goal is to respond within one business day to tech requests that are not urgent.

Tech requests that are urgent are responded to 24 hours per day, seven days per week.

LEVEL 1 TECH (NOT URGENT)

These are general questions about email, document storage, printers, computer hardware or software. Perhaps you are unable to log in to an account that is not urgent. Issues within this category do not prevent you from doing critical work. Email: support@chcclynden.org.

If it will be difficult to replicate the problem you are experi-

encing, or if you will not be available in the next 24 hours to talk with a tech support person, please advance the issue to Level 2.

LEVEL 2 TECH (URGENT)

Examples: PCC outage, internet outage, telephone system down, file server or email server down, inability to access or log in to critical accounts for charting or documentation, etc. Issues within this category must be reported immediately to ensure the restoration of service as soon as possible.

Call: **360-441-9197** (direct to Doug Dodge) or **425-268-2693** (24/7 hotline for urgent needs).

Please feel free to call or email with any questions you may have about technology services at CHCC.

COMPLIANCE

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This recent photograph of a person painting rocks at our care center is OK to share because she has a signed image release on file.

If you see specific content on CHCC's official Facebook page that you would like to show to others, please click the "Share" button on that post (don't download photos or copy text to share in a different way).

As always, if you have questions about photo use at CHCC, please stop by my office and ask.

REFRESH!

- No food or drink is allowed at the nurses' stations or on the med carts.
- No keys may be left in any doors or cupboards.
- No doors may be wedged or held open. If a door does not have a magnet to keep it open, it must remain closed.
- All doors that lock should be locked and closed, including the doors for the beauty shop, laundry and soiled utility rooms.