



# The PULSE

December 2021, Issue 1

## RETIREMENTS



Chaplain Jim retired in November, so we gathered to express our gratitude for his service. Jim was a blessing to many — residents, staff, families — and he will be greatly missed. We thank Jim for serving our community and wish him all the best in his retirement years.

Visit the CHCC Facebook page for more photos.

## HOLIDAYS



**Deadline for Adopt-a-Resident is Friday, Dec. 17.**

Do you know anyone in the community who might like to ensure one of our residents gets a gift this Christmas? Direct them to this gift guide: <https://chcclynden.org/long-term-care/gift-guide/>.

## #CHCCTEAMWORK

### *You can make a difference*

Whether you've worked here for 30 years, or whether you are brand new to CHCC, you can bring about change.

Example: Alex R., a recent graduate of our nursing assistant training class, suggested that we put a doorbell on the laundry door, because it's hard for laundry staff to hear a knock from inside the room.

What a good idea!

Alex, thank you for noticing something that could be improved upon and sharing a fresh idea.

By the way, please note that if there is just one person in the laundry room, it may take a while for that person to come to the door, depending on what tasks might be underway.



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](https://facebook.com/christianhealthcare)

## CHCC POLICY

### Policy highlights: Essential support

An essential support person, or ESP, is a person who is at least 18 years old and is necessary for a resident's emotional, mental or physical well-being during certain situations and who was regularly engaged with the resident in these ways prior to visitation restrictions.

An ESP can be any person meeting these criteria who is designated by the resident or the resident's representative. Every resident has the right to an ESP, and the use of an ESP is based on the resident's needs and circumstances at any given time. One ESP is allowed per resident.

Residents who qualify for ESP visits may utilize their assistance in situations like these:

- compassionate care;
- end-of-life care;
- circumstances when visit from a familiar person will assist with continuity of care;
- circumstances when an ESP can help reduce confusion and anxiety for residents with cognitive impairments; or
- circumstances when an ESP's presence will prevent or reduce significant emotional distress to the resident.

#### Can an essential support person visit at any time?

An ESP can visit when it is determined to be necessary based on the needs and circumstances of each individual resident noted in the care plan. All ESP visits should be scheduled ahead of time, and ESP visits are not the same as social visits.

While COVID-19 restrictions are in place, ESPs must be screened at the entrance and must follow all precautions in place to prevent the spread of disease. If the resident is in quarantine, the ESP may need proof of vaccination or a negative COVID-19 test taken within 48 hours.

## REFRESH!

All materials must be farther than 18 inches from any sprinkler head. This includes items on top of shelves, closets and cupboards. Nothing must ever be placed on top of wardrobe closets or over bed lights or Ptacs (heaters).

## AFFIRMATIONS



*"I value my intuition, since it is based on my subconscious mind and conscious mind working in harmony. I know what is true, and I know what I want to be true. I trust my gut feelings, my inner voice. As I trust myself, my confidence increases."*

This smart tip comes from <https://www.inc.com/jeff-haden/9-affirmations-genuinely-successful-people-repeat-each-and-every-day.html>. Look for more in future issues!

## HOLIDAYS



#### Taking part in the Secret Santa gift exchange?

Thursday, Dec. 16, is the deadline for all gifts to be turned in to Kayla.



## HUMAN RESOURCES



### Reminder: Long-term care tax starts in 2022.

In 2019, the Washington Legislature passed the Long-Term Services and Supports Trust Act (House Bill 1087) to establish a special fund to help seniors pay for long-term care.

The WA Cares Fund, as it is called, is supported by a payroll tax — similar to the tax collected for social security — that will be deducted from workers' paychecks starting in 2022.

The new payroll tax will be 0.58% of wages, meaning that a worker earning \$50,000 per year will pay \$290 annually, or \$24.17 each month.

For more information, please read this blog post on the CHCC website: <https://chcclynden.org/washington-enacts-long-term-care-insurance-tax/>.

## HOLIDAYS

# What is Hanukkah?

Hanukkah, which means “dedication” in Hebrew, is an eight-day Jewish festival celebrated around the world every winter. It starts each year on the 25th day of Kislev in the Hebrew calendar.

In 2021, the holiday began at sundown on Sunday, Nov. 28, and ended at sundown on Monday, Dec. 6.

As part of the celebration of Hanukkah, people light

one candle each night of a nine-branched menorah (the ninth candle is used as a helper to light the others). In addition to the menorah, the dreidel is commonly associated with Hanukkah. The dreidel is a four-sided top, with each side bearing a letter of the Hebrew alphabet.



Playing games with the dreidel is a common pastime during Hanukkah.

## HOLIDAYS



### Christmas week begins Sunday, Dec. 19.

All week, wear your best Christmas gear. Caroling will take place Dec. 20, and there will be various Christmas-themed treats throughout the week leading to Christmas Day on Saturday. Merry Christmas!

## HUMAN RESOURCES

### Reminder: Christmas bonuses are coming.

Christian Health Care Center has once again announced annual bonuses for team members. The 2021 Christmas bonus will appear in bank accounts starting Dec. 10. Employees who have been employed with CHCC for less than six months will receive \$50. Those who have been employed at CHCC for six months or more will receive \$100. For more information, see the Nov. 22 issue of The Pulse.

## TECH SUPPORT

### Reminder: How to solve computer troubles

Technology specialists are on standby to help CHCC team members with tech problems.

Non-urgent tech needs will be responded to within one business day, and urgent requests are handled 24 hours per day, seven days per week.

For **non-urgent** answers to general questions about email, document storage, printers, computer hardware or software, logging in and related

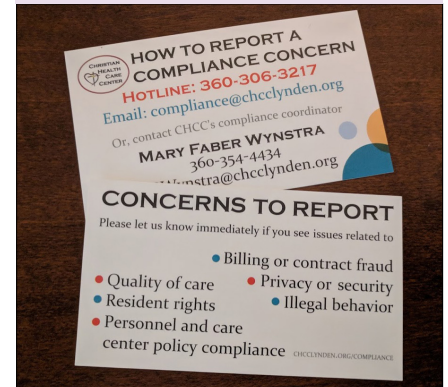
issues, please send an email to [support@chcclynden.org](mailto:support@chcclynden.org).

If you have an **urgent** need (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.) please report your tech issues immediately to ensure the restoration of service as soon as possible by calling 360-441-9197 (direct to Doug Dodge) or 425-268-2693 (24/7 hotline for urgent needs).

## COMPLIANCE

### See a problem? Report it!

Please report any issues with compliance to 360-306-3217 or [compliance@chcclynden.org](mailto:compliance@chcclynden.org).



## PATIENT FEEDBACK

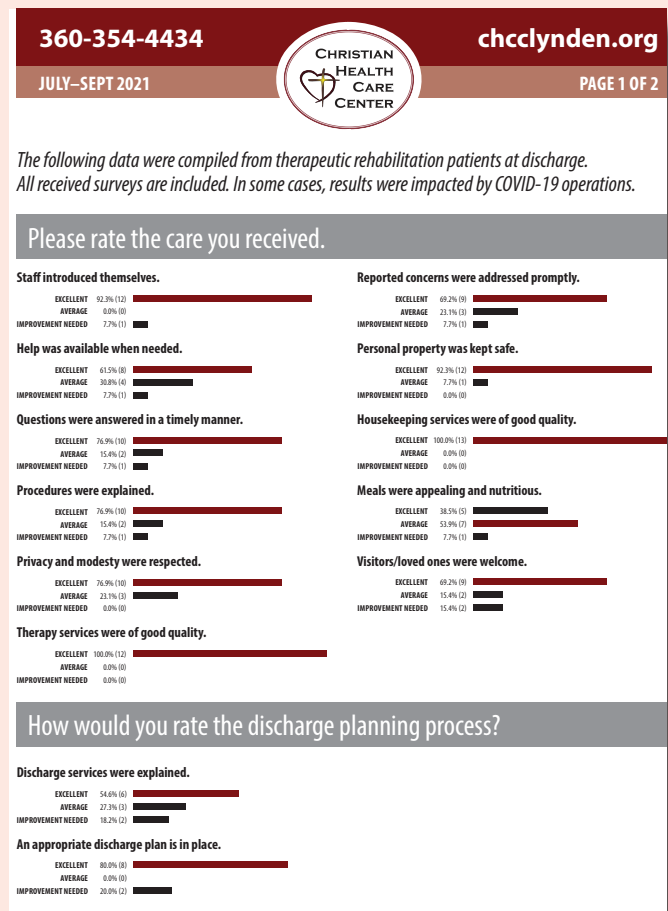
### Attached: Participant Surveys

Our mission is to provide skilled nursing care with compassion and love in Christ's name, and we hope that each person who receives care here experiences that.

One way that we measure our team's effectiveness is by asking for feedback from people who have been therapeutic rehab patients here. When they share their experiences, they help us learn and grow and remain a trusted resource for our community.

Attached to this edition of The Pulse, you'll find the results from rehab patient surveys that were collected from July through September. Please note that COVID-19 operations continue to impact some of the survey results.

As always, the results of the survey show that there are a few areas for improvement. If you have suggestions for any items that produced "average" or "improvement needed" results, please email [chccqapi@chcclynden.org](mailto:chccqapi@chcclynden.org). CHCC's QAPI committee may select and assign Performance Improvement Projects (PIPs) based on your feedback!







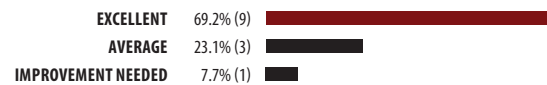
The following data were compiled from therapeutic rehabilitation patients at discharge. All received surveys are included. In some cases, results were impacted by COVID-19 operations.

Please rate the care you received.

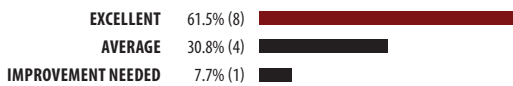
Staff introduced themselves.



Reported concerns were addressed promptly.



Help was available when needed.



Personal property was kept safe.



Questions were answered in a timely manner.



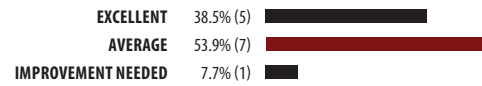
Housekeeping services were of good quality.



Procedures were explained.



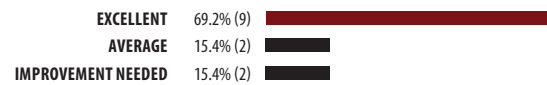
Meals were appealing and nutritious.



Privacy and modesty were respected.



Visitors/loved ones were welcome.

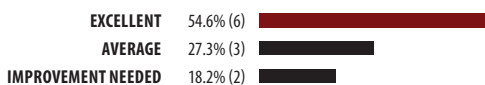


Therapy services were of good quality.



How would you rate the discharge planning process?

Discharge services were explained.



An appropriate discharge plan is in place.





# How did you feel about your interactions with CHCC staff?

## Nurses (LPN, RN)



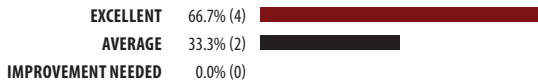
## Nursing assistants (NAC)



## Dining room assistants



## Activity room staff



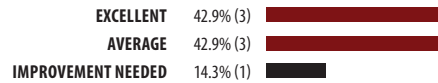
## Therapy department



## Social services



## Spiritual support



## Housekeeping



## Van drivers



## Facility managers



## Admissions



## Business office

