



The PULSE

LIFE AT CHCC

CHCC working to ramp up admissions

Thank you for your incredible work and dedication. I'm not going to sugar coat how difficult this time has been for us all. It's been hard. Really hard.

However, there are silver linings, and plenty of them.

First is CHCC's incredible reputation for high-quality care. Talking with people in our community, that reputation has only grown during the pandemic. Every skilled nursing center in our state is in the same



by Patrick O'Neill
CEO

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RESIDENT SPOTLIGHT

Getting to know John H.

Have you lived in other places besides Lynden?

Yes, I've lived in Indiana, Georgia, Iowa, Virginia and Bellingham. My favorite place was Indiana, because my best friend, Brian, lived right next door.

What was your first job?

I did the morning paper route in Iowa. Had to get up real early in order to stay on time. Also, I did a paper route in Indiana for a short while. I loved riding bikes.

What other types of work did you do before retiring?

To get through college, I drove a bus route for a while. But in my main career, I was a general surgeon.

What was your favorite thing about the work you did?

Being able to travel. I was able to go to Kenya, Africa, for a surgical rotation, and it was amazing. A group and I went on a tour with a guide where we climbed Mt. Kilimanjaro.

What is one thing that you have been most proud of in



John H.

your life?

My wife. Together, we've had two kids. One is in college and the other in high school.

What is the hardest thing that you've lived through, and how did you get through it?

The hardest thing I've gone through has been going through medical school. I had many long hours, especially in residency, and having a wife and a son at the time, it sure was tough. My wife was very supportive, and that is how I got through it.

Please see *John H.* on Page 4




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

KUDOS

CHCC honored for vaccinations



LeadingAge Washington
LTC COVID-19 Immunization Champion Awards

This program recognizes long term care facilities, nursing homes and agencies in WA who obtain COVID-19 vaccination rates of at least 70% among their employees.

Congratulations to CHCC for being recognized in the Department of Health's Fall LTC COVID-19 Immunization Champion Awards!

CHCC has been honored by LeadingAge Washington for having achieved a COVID-19 vaccination rate of greater than 70%.

LIFE AT CHCC

Care team bio: Charissa B.

"I took the job 23 years ago never knowing it would become my purpose and love in life."

Charissa B. knows what it's like to need people. She also knows what it's like to be needed.

"I suffered from depression about 15 years ago, and the one thing that made me happy was going to work," she says. "People needed me here. They needed my help. I had a purpose here. No matter how sad I was, there were people here who needed me more."

Charissa loves her job. For her, it's all about the people — team members she gets to work with



Charissa B.

and residents she gets to help, day in and day out.

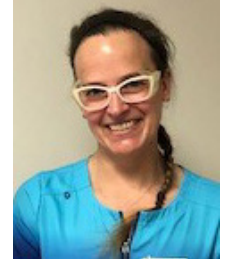
For the most part, she works as a dining room assistant, helping

*Please see **Charissa B.** on Page 4*

KUDOS

Tiffany, Barb are March Shining Stars

Tiffany C., an NAC who works on evening shift, is our nursing Shining Star for March. She has worked at CHCC for about a year and a half. She often works in rehab, but is flexible and covers other units as well. Tiffany is a ray of sunshine and is friendly and kind to all. She's also very smart, dependable, and skilled. Tiffany is a terrific member of the CHCC team.



Tiffany C.

Our non-nursing Shining Star for March is Barbara W.

Barb has worked at CHCC for over five years as a social worker. Most of the time she works on rehab, but she willingly stepped in to cover Baker for several months recently. Barb is super smart and very well organized. She will research an issue, delve into placement options for a resident who wants to discharge or move to our LTC halls, and works hard to ensure our residents have the best possible psychosocial experience. Barb is a team player who shares her positive attitude with all of us each day.



Barb W.

ADMISSIONS

Continued from Page 1

boat we are with staffing and census challenges, but not every facility has the well-earned reputation we do. That is a testament to your persistently good work.

Second is that while census numbers have been down, we have a solid foundation on which to build. We have been selective with admissions during the pandemic, accepting only the new admissions we had the capacity to care for given the many COVID-19 restrictions. With the pandemic situation having improved dramatically these past two months, we are now committing to strong, controlled census growth.

Third is that we are working hard to recruit top-quality staff members who can ease your burden while helping us steadily improve our census numbers.

Furthermore, we haven't completely turned the corner yet, and challenges do remain. While CHCC received COVID-19 stimulus money that helped us survive during the pandemic, we must plan for a future without that additional help. Rebuilding census is a critical part of moving forward.

The latest research expects that it will still be a few years before the nursing home community in Washington state is back to where it was before the pandemic. Our board of trustees is aware of this, and they are focused on the long-term sustainability of CHCC. They are exploring some fresh and innovative ideas for doing so.

Please know that the board and all CHCC leaders are extremely thankful for each one of you. We know that the pandemic has been hard on you, and on our facility in general, and we are eager to begin moving out of this phase. We have a plan for rebuilding, and we're hopeful about that. Thank you for your continued great efforts.

EDUCATION

NAC Education Corner: *Eating*

Limited: Non-Weight Bearing

Just guiding: handing silverware and cups, guiding hands.



NOT feeding at all!

Example: Guiding an elbow/hand so resident can move cup/utensil to their mouth.

Extensive: Weight Bearing

No matter how much or how long.



- Have you HELD a cup for a moment to help resident jumpstart drinking?
- Have you SUPPORTED resident's hand to bring food to mouth?
- Have you HELD a spoon or fork to help resident jumpstart or redirect?
- Have you HELD a cup with a straw for resident to drink in bed at night?
- Have you HELPED a resident who starts on their own, but not able to finish on own?

If you have to hold or support ANY weight at all.....it is weight bearing

Total: Complete Dependence

Resident never holds utensil or cup. This also includes tube feeding and IV fluids. Resident makes no effort in eating/drinking on own.

CHARISSA B.

Continued from Page 2

residents eat at mealtimes. She also is a licensed nursing assistant, so she can help out with medical issues whenever needed.

What she loves most about her work is talking with the residents as she brings them to the dining room, helps them eat, and cares for them in many other ways.

“Seeing people who are in the sunset of life and being able to help them — I love it. They are people who have led a long life, and I learn a lot from them.”

There is great wisdom to be gained from our elders, she says, and it is a wonderful privilege to be able to help them at the ends of their lives.

“My privilege is to be able to make those last moments the best,” she says. “Even though it’s hard, I love it. I come away a much better person for having been here. It’s so wonderful being in the presence of such amazing people.”

Charissa has a learning dis-

ability, but that hasn’t hampered her ability to be a vital part of the mission at CHCC.

“My supervisors have adapted to what I can do,” she says. “We all work together to get the job done in the best way possible. All of us, we are all working toward the same purpose.”

She encourages anyone with a heart for service to apply to work at CHCC. After all, it has changed her life — and the lives of so many residents over the past two-plus decades.

“If you have something to give, you can give it at CHCC, and it’s always well received,” Charissa says. “If you have a heart to give something, you can work here.”

What started 23 years ago has just a job has become, for Charissa, a life of caring and service.

“I’m privileged to get paid to do what I love,” she says. “If God called me on to other things, I would need to go, but I always say I’ll be here until I get a room.”

“Our job is hard,” she adds. “You have to love it. It’s hard, hard work. But you have a sense of purpose at the end of the day.”

JOHN H.

Continued from Page 1

What was your favorite decade to live in, and why?

Easily the ’90s. This was when I was going through medical school at Indiana University. This is around the time I met my wife, and we were married by ’98.

Who is your favorite author or musician?

One of my favorite authors has always been C.S. Lewis. I love Narnia. My favorite musician is Jack Johnson. I would always play his music while I was in surgery.

Do you have a favorite song, inspirational quote or Bible verse?

Yes, my favorite song is the Old Rugged Cross. My mom used to sing it to me all the time as a kid.

What is one life lesson that you learned from your parents?

My parents taught me to love God. My family and I went to church every Sunday, and we were raised to be very involved with our religion.

What is one thing most people don’t know about you, but you wish they did?

My love for animals. I have always had a soft spot for them. Growing up, I had a cat who we called T.W. (Teeny Weeny) [laughs].

I also have always been very involved with recreational sports. I was on an intramural volleyball team, loved to bike, and tried skiing and snowboarding for a while — well, until I broke my wrist and had to take six weeks off.

What is one thing that you like about living at CHCC?

The attentive and friendly staff members.

CHCC staff invited to submit a photo for the Wall of Honor

To help give veterans living or working at CHCC the recognition and respect they have earned, we have installed a Veterans Wall featuring framed photos of veterans who choose to participate. For placement on the wall, we are collecting photos of everyone currently living or working at CHCC who has served in the U.S. Armed Forces. Please consider submitting a photo — digital or print — of yourself in uniform during your service time. Send digital images to Maddie Holmes at mholmes@chcclynden.org or leave a print here at CHCC. Ideally, the print image you submit should be 8x10 in size, but smaller sizes will be accepted. Please only submit prints that you don’t need returned. Thank you for helping us honor the wonderful men and women who have served our country.



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.

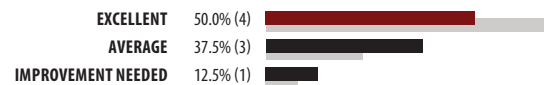
TOP THIS PERIOD OTHERS THIS PERIOD LAST PERIOD

Please rate the care you received.

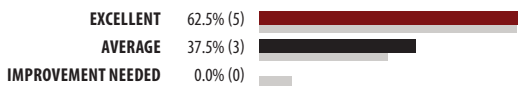
Staff introduced themselves.



Reported concerns were addressed promptly.



Help was available when needed.



Personal property was kept safe.



Questions were answered in a timely manner.



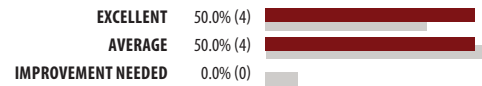
Housekeeping services were of good quality.



Procedures were explained.



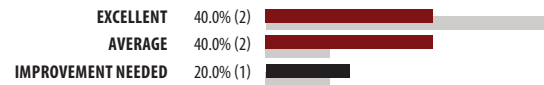
Meals were appealing and nutritious.



Privacy and modesty were respected.



Visitors/loved ones were welcome.

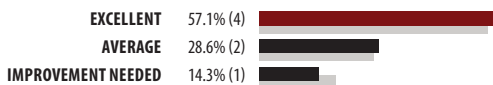


Therapy services were of good quality.



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



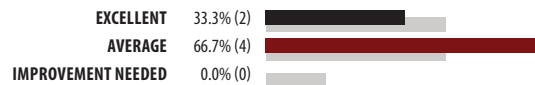
Therapy department



Social services



Spiritual support



Housekeeping



Van drivers



Facility managers



Admissions



Business office

