

Health Home Herald



Kindness, Respect and Courtesy – The Keys to a Successful Workplace

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Although the COVID-19 public health emergency officially ended in May 2023, and many of us have returned to the office or in the field, our work experience doesn't seem to be the same as it used to be. What is this "new normal" and how can we make respect, kindness, and courtesy a priority in our work life?

Common courtesy is defined in the dictionary as "the basic level of politeness that you expect from someone." In professional settings, common courtesy demonstrates good manners and professionalism, enhances your reputation, builds trust with co-workers and clients, and opens doors for networking

and career opportunities. It reflects positively on your character and can contribute to your overall success in the workplace.

A positive work environment can improve employee morale and job satisfaction. When employees treat each other with respect and kindness, it reduces conflict, stress and leads to a more enjoyable work life. Courtesy is not limited to interactions among co-workers; it extends to interactions with clients, customers, and other external community partners. When employees are courteous with clients, it can improve the organization's reputation and client loyalty.

(See Kindness, Respect and Courtesy...pg.2)

Monthly Webinar Invitations

The Health Home Program offers monthly webinars at no cost to Care Coordinators and allied staff on special topics related to the program. Some topics are updated and repeated while other are required learning topics for new Health Home Care Coordinators. For the current invitation, please visit <https://www.dshs.wa.gov/altsa/washington-health-home-program-%E2%80%93-training-invitations>



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Common courtesy is a way to show respect and acknowledge the inherent worth of every individual. It promotes a sense of inclusivity, kindness, and empathy in our interactions. Acts of courtesy, like active listening, maintaining eye contact, and speaking politely, enhance communication and understanding, leading to healthier and more enjoyable interactions.

Courteous behavior contributes to the overall well-being of communities and society. When people practice common courtesy, it creates a sense of unity, cooperation, and shared values. It helps build trust, reduce conflict, and promote a positive social atmosphere where individuals feel valued and respected.

In summary, common courtesy is essential for enhancing communication, fostering positive relationships, teamwork, and creating a respectful and considerate society. By practicing basic manners and treating others with kindness, we contribute to a more harmonious and enjoyable environment for ourselves and others around us.

For more information:

[https://
thebritishschoolofexcellence.com](https://thebritishschoolofexcellence.com)

[The importance of courtesy at a working place \(linkedin.com\)](#)



PRISM Access Reminder:

**Please be sure to log into
your SAW account every 30
days, enter the PRISM appli-
cation, and click on at least
one of your assigned clients
so that you will continue to
have uninterrupted PRISM
access.**





Care Coordinator Corner

Submitted By: SEWAALTC

When the Care Coordinator visited her client at his assisted living facility in Pasco, WA., she found that the client's apartment was in a very unsanitary condition. The client's carpet was thoroughly soaked with urine and his clothing was covered in feces. The care coordinator also noticed that his private bathroom had not been cleaned in quite some time and the faucet in the kitchen had a continuous drip. The client was sitting in a broken wooden chair with no seat bottom. It was evident that the client had not been receiving the care and the attention that he needed at that time.

When the Health Home Care Coordinator walked into this environment, she immediately contacted the client's case manager at Home and Community Services. The Health Home Care Coordinator reported these findings to Adult Protective Services and then began to work with the client's son, who was modifying a rental property that he owns. The son shared that he could rent out the rental home to a tenant and then modify the garage into a safe dwelling for his father. The client was very happy with this plan.

The CC worked with the client's adult children by helping them rebuild relationships with the client where each adult child played a role in the care of their father. The care coordinator assisted with building a "team environment" for their father so

that all of the adult children would not be overwhelmed by the care of their father and their participation in their father's care. This would help assure that their father would have his needs met in a clean and healthy environment.

The CC's subsequent visits found that the client's son had remodeled the garage of one of his rental properties and made it into a studio apartment for his father. This studio apartment is a lovely, clean space that includes in-home laundry, a accessible bathroom, and a wonderful kitchen. Throughout the home the client has level tile to ensure safe transport. In addition to the healthy, positive home environment, the client was able to find a full-time care giver to care for the client that is also from Ecuador. This is something that the client appreciates as the caregiver cooks meals that he loves and enjoys. The caregiver is a loving lady that ensures that the client is clean, properly fed, and attends all of his scheduled appointments.

The client recently shared with this Health Home Care Coordinator that he is very happy and content with the positive changes and thanks this Health Home Care Coordinator for the continued care and monthly visits to ensure that he is safe and properly cared for. The client told this Health Home Care Coordinator that he "feels loved and this makes me (him) happy".

Submit your story, resource, or ideas to the Care Coordinator Corner via our newsletter inbox: healthhomenewsletter@dshs.wa.gov



Fall and Winter Energy Savings Tips

*By Kerri Hummel, HH QA
Specialist with DSHS*

The following tips will help you save money and energy while staying comfortable during the cool fall and cold winter months. Many of these tips can be used daily to increase your savings and others are simple and inexpensive actions you can take to get you through the winter and help lower that utility bill.

⇒ If you haven't already, conduct an energy assessment with your utility provider to determine where to save the most.

Spotlight on Resources

⇒ Take advantage of heat from the sun. Open curtains on the south facing windows during the day to allow sunlight to heat up your home naturally.

⇒ Cover drafty windows. Tape a heavy-duty clear plastic sheet to the inside of your window frames to keep the cold air out.

⇒ Adjust the temperature. When you are at home and awake, adjust the inside temperature as low as you can still be comfortable.

⇒ Utilize your fireplace. When using the fireplace, reduce heat loss by opening dampers in the bottom of the firebox or open the nearest window slightly (about one inch) and close doors leading into other rooms.

⇒ If you are a fan of holiday lights around your home, use LED lights as they use less energy.

We hope these tips help. As a Care Coordinator you may share

them with your clients as they may need assistance with lowering their utility bills or seeking energy assistance

Health Home Relationships and Resources Huddle

Join us for the Health Home Relationships and Resources Huddle.

This virtual meeting occurs the first Monday of every month at 9 am. It provides a space where care coordinators and other Health Home staff can share resources and best practices as they navigate care coordination and service provision for their clientele.

To receive the link for attendance, please email :

ria.babcock@comphc.org or
Christina.Garcia3@molinahealthcare.com



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National Awareness For Healthy Aging

By Silke Kramer, HCA Health Home Enrollment Specialist

Healthy Aging Month is acknowledged as a time in life to recognize the positive aspects of growing older. Aging brings on awareness that our physical and mental health, as well as dietary and social needs, change over time. You can take charge of your well-being, by taking the simple 5 steps below to age with a healthy body and a healthy mind.

Get Moving

- It is important to consult your doctor before exercising. Begin slowly, know your limitations and modify activities if needed.
- Try and make your physical activity FUN and something you enjoy doing!

Maintain a Healthy Diet

- Eat proper portion sizes.
- Overeating can lead to obesity and increase the risk of diabetes and heart disease.
- Eat a variety of fresh fruits and vegetables and have them make up half of your plate.
- Avoid excess processed foods.
- Stay hydrated- adults should drink between 10-16 cups of water per day, depending on gender, living environment, and activity level.

Stay Social

- Try something new by attending online or socially distant in-person classes that interest you.
- Use technology like Zoom or Facetime to stay in touch with friends and family.

Balance your body and mind

- Keep a positive attitude.
- Keep your mind active by reading or doing puzzles.
- Keep your body active through stretches and yoga.
- Get enough sleep



Be proactive

- Receive regular checkups, physicals and medical tests when needed as many diseases can be prevented when caught early.
- Don't forget appointments with the dentist and optometrist too.
- Take vitamins, supplements and medications as prescribed.

Healthy Aging Month is an opportunity to learn new skills. Whether it is a sport that you've always wanted to play or include healthy dishes in your diet. This is the perfect time to make sure you have a well-balanced lifestyle. This month allows us to read and expand our knowledge on health and nutrition. Knowledge is power, and it is important to take charge of our lives with all the information we need to do the right thing and keep ourselves on track.

For more information click on the link below:

<https://www.nia.nih.gov/health/healthy-aging/what-do-we-know-about-healthy-aging#physical>

Participant Portrait

Submitted by: Pierce County Human Services (PCHS) on behalf of Amber Lensch, Care Coordinator Seamar CHC

Since 2020, Kevin and CC/Amber have been working towards a kidney transplant. Amber assisted Kevin with scheduling appointments, attending appointments with him, and setting up transportation to get clearance from multiple specialties (neurology, cardiology, nephrology). Kevin was cleared by all specialists and was placed on the transplant list in November 2023. On February 2, 2024, Kevin received a new kidney.

At the beginning of Kevin's recovery, the kidney was not functioning properly, and he stated that he was "done fighting: and was ready to "go home". One of his providers looked at his stent and noticed it was slightly tilted. After a stent replacement, Kevin's kidney function started improving slowly and he was discharged to a SNF that did not provide the care he required. Amber assisted him with being placed into another facility where he was able to receive the appropriate medications and therapy to be able to discharge home.

Amber visited Kevin at the facility to assist with communication between the SNF, the transplant team, and his provider at the SNF. Amber was able to schedule all of Kevin's weekly rides out of the county to meet with his transplant team.

Kevin discharged from the SNF and returned home in April 2024. He is no longer on dialysis and his transplant follow up visits have decreased first to every other week and then to monthly.



Word Scramble

Unscramble these Health Home related words

1. DICONAORIONTI
2. WRETONK
3. TENROINAGIT
4. LETHEAHTLEN
5. EVEINTPRO
6. HALARTHECE
7. NITMOUMCY
8. MYIFAL
9. PROSTUP
10. AHOTRUCE



Answers located at [Washington Health Home Program - Quarterly Newsletters](#)