Thief River Falls is a small, rural Northwestern Minnesota community located on the outskirts of the Red River Valley. The city is now home to over 10,000 residents and approximately 520 businesses. Pennington Health Services dba Thief River Care Center is located in Thief River Falls, Minnesota and is in close proximity to the communities of Middle River, Plummer, Red Lake Falls, St. Hilaire, Grygla, Karlstad and Warren.

**Our Mission:** We are committed to express Christ’s message of love and hope by providing for health, residential, community, and allied services in a holistic, competent, and caring manner that recognizes the value and dignity in every human life.

St. Francis Health Services owns and operates Thief River Care Center and is sponsored by the Catholic Diocese of St. Cloud. We agree to promote the Ethical and Religious Directive for Catholic Health Care services.

<table>
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<tr>
<th>Core Values</th>
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<tr>
<td><strong>Integrity</strong></td>
<td>We faithfully adhere to high principles and professional standards.</td>
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<td><strong>Commitment</strong></td>
<td>We dedicate ourselves to those we serve.</td>
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<tr>
<td><strong>Respect</strong></td>
<td>We value and treat each individual with compassion and dignity.</td>
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<td><strong>Excellence</strong></td>
<td>We have the passion to do our best.</td>
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<td><strong>Service</strong></td>
<td>We deliver what has not been done, before it is expected.</td>
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<tr>
<td><strong>Stewardship</strong></td>
<td>We wisely employ the talents, resources, and relationships entrusted to us.</td>
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An example of this commitment to excellence is the implementation of the New Grant:

Thief River Care Center, an affiliate of St. Francis Health Services (SFHS) of Morris, MN, is pleased to announce they are the recipient of a corporate wide Minnesota Nursing Facility Performance-based Incentive Payment Program (PIPP) grant awarded by the Minnesota Department of Human Services (DHS). Over the next two years, funds will be used to implement the project Controlling Infection Challenges Creatively (CICC), which will allow Thief River Care Center to develop, revise, and expand their infection prevention and control program in their skilled nursing facility.

Although Thief River Care Center already has policies and procedures in place to prevent infections, this grant will allow them to thoroughly assess and evaluate further what more can be done to reduce the rate of infections. The facility will implement evidenced based practice guidelines to provide the safest and most effective care to those residents who make Thief River Care Center their home. The infection prevention and control policy, systems, and environments of the care center will be affected. This will include enhancing surveillance, accurately identifying infections, performing timely reporting, doing extensive investigations, advocating for proper treatment, reducing the overall rate of infection, and preventing the spread of communicable diseases.

SFHS will develop additional training protocols and resource materials for residents, family, nursing, and all other departments. The grant will expand the role of the infection control nurse, who will receive specialized training and certification. Additional training opportunities will be made available to staff working in environmental, housekeeping, and dietary services also.
The timeliness of this grant coincides with a national trend towards reducing infection and transmission rates within the healthcare industry, especially long term care facilities. Antibiotic Stewardship is a key component of the grant and resources, training, and guidance to Thief River Care Center pertinent to antibiotic use will be provided. The plan is to collaborate further with our healthcare partners, medical directors, attending physicians, and consultant pharmacists to assist in setting up standards of practice and guidelines to allow for the best outcomes for our residents needing care for infections.

Marla Miller, Registered Nurse/Public Health Nurse, is the Corporate Grant Coordinator for SFHS. Miller states, “This is an excellent opportunity for St. Francis Health Services and our thirteen skilled nursing facilities to really make an impact. In public health nursing, it is the goal to not only focus on the individual, but on the overall population and what contributes to the overall health and wellbeing of that group. Understanding the various types of infections that are common within this population and recognizing the factors that make these individuals susceptible to illness and disease is key in controlling and reducing infection rates. When we pull the data, assess the information, and look at our numbers, we know that within this population there is an individual person represented. That person is someone’s spouse, parent, grandparent, sibling, etc. We know that what we do on this level affects each one of our residents. That affect not only transcends to those residing in our skilled nursing facilities, but to their loved ones and community. I look forward to partnering with our entire team to make improvements where necessary and to enhance those areas where we are already excelling. Each facility has its strengths and it is the goal to build upon those strengths for the benefit of our residents and the staff working there. It is the hope that SFHS will be a shining example of what can be done as we advocate for further improvement in the quality of care that we provide.”

The CICC Project began January 1, 2017 and will continue through December 31, 2018. SFHS is a faith-based, not-for-profit healthcare organization, with thirteen skilled nursing facilities in the state of Minnesota; Aitkin Health Services, Browns Valley Health Center, Chisholm Health Center, Franciscan Health Center (Duluth), Farmington Health Services, Guardian Angels Health & Rehab Center (Hibbing), Koochiching Health Services (Littlefork), Little Falls Health Services, Pennington Health Services (Thief River Falls), Renville Health Services, Viewcrest Health Center (Duluth), West Wind Village (Morris), and Zumbrota Health Services. In addition, SFHS offers a variety of services that include customized/assisted living, a full range of therapies, senior housing, transitional and skilled nursing care, and behavioral and residential programs throughout the state.

Promoting Economic Development

Thief River Care Center community purchases products from the local businesses in which we have spent approximately $294,000 in the last year. Business TRCC routinely purchases from include:

- A & W
- Be Mobile Verizon
- Biffs Kitchen
- Brodins
- Bergstrom Electric
- Budget Appliance
- City of TRF
- E & A Lot & Street Cleaning
- Fab-Craft
- Fisher Electric
- H&S Construction (concrete)
- Marco
- MaxPro (pest control)
- Minnesota Energy (natural gas)
- Northern Woodwork Inc. (NWI)
- Olson Construction (snow removal)
- Marco
- Sjobergs Cable
- Pizza Hut
- Sanford Hospital/Sanford Clinic
- Evergreen Eating Emporium
- Ace Hardware
- TRF Lock and Key
- Northland Community & Technical College
- Subway
- Kezar Music
- Wal-Mart
- Sundance Dining
- Falls Stay and Play
- Cenex Fleet Supply
- TRF Glass
There are 120 plus staff members working for TRCC and of these employees approximately 95% are residents of Thief River Falls, Middle River, Plummer, St. Hilaire, Grygla, Karlstad and Warren.

Each year, Thief River Care Center pays approximately $2.5 million in wages and benefits to staff members who work for our organization.

Providing Quality Care and Services for Older Adults

On average Thief River Care Center cares for up to 70 individuals, about 95% are from the Thief River Falls areas. In a given year, over 155 members from this community as well as the surrounding communities in an approximate 45 mile radius will use our services for many things such as respite care, therapy services, and post-surgical care.

TRCC offers services or programs to assist older adults and family members within the community by providing:

- Family caregiver meetings
- Educational seminars
- Activities for the public to participate in

In addition to medical services, Thief River Care Center offers a wide variety of opportunities for socialization within our community. Family and public participation is encouraged. Activities include:

- Bowling
- Bingo
- Word Puzzles & Brain Challenge
- Bible Study
- Current Events
- Trivia
- Red Hat/Ladies Group
- Movie Night
- Readings
- Memories & Story Time
- Men’s Group
- Wii games
- Arts & Crafts
- Holiday Parties
- Music and dancing
- Birthday Social every month
- Baking
- Offsite trips
- Nail Manicures
- Exercises
- Recreational Games
- Hand Massage
- It’s Never Too Late computer system
- Resident Choice Meal of the Month
- Gardening
TRCC is a spiritual care community, which includes members of the TRCC staff and community clergy. Spiritual care is an integral part of holistic resident care. In keeping with this, TRCC has participation from our area churches of all faiths.

Our local churches and staff offer multiple spiritual activities for our residents including:

- Memorial Services /Bedside Memorial Services
- Catholic Communion
- Weekly Worship Services
- Catholic mass
- Bible Study Weekly
- End of Life Care/Support and Loving Comfort Program
- Hospice/Grief Assistance
- Clergy Visits When Needed
- Sunday Worship
- Resident Choir

In a given year our Therapy Team will treat approximately 155 members from our community as well as more from the surrounding communities during their stay at TRCC. We are able to provide therapies for:

- Strengthening
- Conditioning
- Orthopedic Injuries
- Amputations
- Chronic Pain
- Post surgical conditions
- Stroke
- Neurological Disorders
- Balance Issues
- Swallowing issues
- Speech issues
- Modalities – Electrical Stimulation Ultra Sound

TRCC provides many types of specialized care to our residents. These services include:

- Wound Treatment
- Ostomy Care
- Post-Surgical Care
- Tube Feeding
- Palliative care
- IV Medicines/Fluids

Provisioning Access to Educational Opportunities

In 2017, TRCC awarded $?? in scholarships to employees to further their education at the local colleges. In past years, scholarships have been given for those obtaining Certification as a Nursing Assistant, Licensed Practical Nursing and Registered Nursing degrees. Scholarships can be used to pay the cost of tuition and books for our employees. Individuals who acquire their CNA certificates prior to employment are eligible for full reimbursement including tuition and cost of books.

Thief River Care Center encourages employees and other community youth to consider careers in aging services. TRCC also assists the local colleges with on-site training programs. Several classes of Certified Nursing Assistant (CNA) and Licensed Practical Nurses (LPN’s) do onsite training throughout the year. This is hands-on training with the residents we serve.

TRCC works with the Thief River Falls Area School District to provide opportunities for students to experience long term care. For many youth, this is their first opportunity to experience life in a long term care community. This positive experience often changes their attitudes toward “old people”.
Education is a high priority in health care and for Thief River Care Center (TRCC). Providing opportunities to further education and learn new information and skills is essential to providing quality, comprehensive, and holistic resident care.

Staff is offered the opportunity to attend our state LeadingAgeMN convention for seminars and additional educational opportunities related to their specific area of expertise or to learn more about other interdisciplinary departments within the facility.

TRCC staff has the opportunity for additional training through the Department of Human Services workshops.

Additionally, Thief River Care Center provides training programs each year to cover topics in:

- Infection Control
- Disaster Planning
- Abuse and Neglect Prevention
- Vulnerable Adult
- Proper Lifting Procedures
- Fire Safety
- Alzheimer’s/Dementia Training
- Clinical Issues
- Corporate Compliance/Code of Ethics
- Human Resources
- HIPAA

Employees of TRCC have and continue to have the opportunity to attend multi-session leadership training that is sponsored by the parent corporation, St. Francis Health Services of Morris, MN. The World Class Leadership program facilitates this education and the training offered on a yearly basis, with one employee graduating in the course in 2016.

Serving as Active Community Members

TRCC employees, board members and residents are active in the community. They are affiliated with several organizations including

- TRF Backcourt Club
- Thief River Falls Rotary
- Golden Pioneers
- Lions
- Cystic Fibrosis Society
- Alzheimer’s Association
- Thief River Falls Chamber of Commerce
- American Legion
- Veterans of Foreign Wars
- Thief River Falls Food Shelf
- Thief River Falls Pool League
- Grand Forks Pool League
- Thief River Falls Quilting Club
- Experienced Works
- Lincoln High School
- Franklin Middle School
- Challenger Elementary
- St. John’s School
- St. Bernard’s Church & School
- Inter County Community Council
- Zehlian’s
Helping Community Members in Need

Over the past year, 100 volunteers have donated approximately 2000 hours to the residents of Thief River Care Center. Volunteers assist the facility with activities, special celebrations, outside activities, and one-on-one interaction with the residents.

Thief River Care Center regularly sponsors advertising in:
- The Times
- The Watch
- Local church bulletins
- Lutheran Journal
- Thief River Falls Chamber
- Civil Air Patrol
- The Catholic Reader
- St. Bernard’s Catholic School
- Midco television ads
- Deed
- Facebook
- Smart Recruiters

For More Information

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<thead>
<tr>
<th>Facility Information</th>
<th>Thief River Care Center</th>
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<tr>
<td></td>
<td>2001 Eastwood Drive</td>
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<tr>
<td></td>
<td>Thief River Falls, MN 56701</td>
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<tr>
<td></td>
<td>Phone: (218) 683-8100</td>
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<td></td>
<td>Fax: (218) 683-8130</td>
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<tr>
<td></td>
<td>Web Site: <a href="http://www.phs.sfhs.org">www.phs.sfhs.org</a></td>
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<td>Click on Services</td>
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<td>Select Long-Term Care Centers</td>
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<td>Select Thief River Care Center</td>
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| Administrator/    | Michele Halvorson, MHA, LNHA |
| Director of Nursing| Phone: (218) 683-8101 |
|                    | Email: mhalvorson@trcc.sfhs.org |

|                      | Allison Matter, RN, DON |
|                      | Phone: (218) 683-8102 |
|                      | Email: amatter@trcc.sfhs.org |

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<tr>
<th>Admissions Information</th>
<th>Stacy Hahn, Social Services Designee</th>
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<tr>
<td></td>
<td>Phone: (218) 683-8104</td>
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<tr>
<td></td>
<td>Email: <a href="mailto:derickson@trcc.sfhs.org">derickson@trcc.sfhs.org</a></td>
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