



PENNINGTON HEALTH SERVICES

Thief River Care Center *Social Accountability Statement 2024*

Thief River Falls is a community of approximately 8,800 residents located near the Red River Valley, in the northwestern corner of Minnesota, bordering North Dakota and Canada. Pennington Health Services, dba, Thief River Care Center is a skilled nursing facility located in the city of Thief River Falls. The Thief River Care Center opened a brand new, state-of-the-art care center in 2012.

The Thief River Care Center a skilled nursing facility, certified for both Medicare & Medicaid, providing all levels of skilled care, including short stay/rehabilitative care, and long term care. We also provide services and programs for special needs. Our facility was designed to bring the community into the home of our residents where they enjoy the facility’s interior areas designed after the community and showcases several areas that were intended to look like the City of Thief River Falls, including banks, city stores, and restaurants. It was also designed to bring the nature of outdoors inside by including water features, trees, and extraordinary nature light throughout. Through our relationship with the community, we encourage participation in the lives of our residents through volunteering, partaking in social events and an active connection with the city of Thief River and the surrounding communities.

Our Mission: Expressing *Christ's* love by providing care that values 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.

<i>Core Values:</i>	
<i>Integrity</i>	We faithfully adhere to high principles and professional standards.
<i>Commitment</i>	We dedicate ourselves to those we serve.
<i>Respect</i>	We value and treat each individual with compassion and dignity.
<i>Excellence</i>	We have the passion to do our best.
<i>Service</i>	We deliver what has not been done, before it is expected.
<i>Stewardship</i>	We wisely employ the talents, resources, and relationships entrusted to us.

Providing Quality Care and Services for Older Adults

Thief River Care Center can care for up to 70 individuals. Most of our service area is Pennington County, but can also include Kittson, Marshall, Polk, Roseau, and Beltrami counties. In a given year approximately 80 to 110 individuals will use our services. Many individuals use our services for rehabilitation after a surgery and/or short-term rehabilitation. Often, those individuals stay with us for one to three months. We also have residents who stay long term that need assistance with activities of daily living like bathing, eating, grooming and more. We also

have a contracted relationship with Hospice of the Red River Valley, who can come to our campus and offer additional nursing or clergy services to residents who qualify. We also offer outpatient therapy on our campus, provided by Big Stone Therapy, our contracted therapy company.

<ul style="list-style-type: none"> • Orthopedic Injuries • Back and Neck Injuries • Sports Related Injuries • Amputations • Spinal Dysfunction • Chronic Pain • Specialized PT services ○ Certified Manual Therapist ○ Functional Movement Screen (FMS) Certified ○ LSVT BIG Certified/Parkinson's ○ Concussion Rehab ○ Otago Program/Balance ○ Pelvic Floor Therapy/Incontinence ○ Orthopaedic Clinical Specialist ○ Functional Movement Techniques (FMT) – Level 2 ○ Vestibular Rehab ○ Total Joint Program 	<ul style="list-style-type: none"> • Speech Disorders • Swallowing Disorders • Post-Surgical Conditions • Neurological Disorders • Stroke • Hip Fractures • Specialized OT services ○ Cognitive Rehab ○ Wheelchair Seating and Mobility ○ Functional Movement Techniques (FMT) – Level 2 ○ LSVT BIG Certified/Parkinson's ○ Certified Lymphedema Specialist • Specialized SLP service ○ LSVT LOUD Certified/Parkinson's ○ Cognitive Rehab ○ Pediatrics
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In addition to medical services, Thief River Care Center offers a wide variety of opportunities for socialization within our community. Family and community participation is encouraged. Activities can be done in small groups, large groups, one to one, utilizing staff, volunteers or families/friends. We can offer space for small groups of families if requested in advance. Activities include:

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| <ul style="list-style-type: none"> • Live Music • Bingo • Word Puzzles • Bible Studies • Current Events • Veteran's day Service • Offsite trips • Movies • Shopping • Games, trivia, puzzles | <ul style="list-style-type: none"> • Religious Services • Communion • Birthday party • Exercise programs, like Bingocize • Special Meals • Baking • Computer Program for Seniors • Arts and Crafts |
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SFHS Performance-Based Incentive Payment Program (PIPP Grant) Provided by the Department of Human Services

An example of our commitment to excellence is the implementation of “Nursing Facility Performance-Based Incentive Payment Program” (PIPP) 2023-2024 grant awarded by the MN Department of Human Services (DHS) entitled: “UKG/LELE” grant for 2024.

SFHS, like many organizations across our state, has faced many challenges regarding employee recruitment, turnover, retention and the increase of pool staffing in some of our care centers. This is not something new to the long-term care industry and we have overcome many obstacles through the years to address the above challenges; but then the world faced an unknown pandemic. Throughout the 2.5 years of the pandemic all healthcare settings have had to fight to find staff and keep them. Taking new hires in so that there is a “body” to fill the void, so we have people to care for our aging population. Throughout those 2.5 years we missed a very important part, employee engagement and the true idea of relationship building for residents and with staff.

SFHS’ first goal is to decrease direct care staff turnover by 3%. To accomplish this goal SFHS implemented a new HR payroll system called UKG. UKG is a Human Resource Software used to hold personal staff records and timekeeping; in addition to offering employee engagement surveys, annual performance evaluations, 30–60-day staff checks ins, advance payment through UKG Wallet and advance scheduling. SFHS care centers also implemented Love ‘Em or Lose ‘Em training for all leaders, which covered tools for leadership staff to engage with their staff through empathy, transparency, communication and collaboration. Love ‘Em or Lose ‘Em methodology helps leaders understand that they must go the extra mile if we wish to retain our staff in our communities.

SFHS second goal is to increase resident relationships by 2%. To accomplish this goal SFHS implemented person centered care staffing models and consistent staffing models for our staff to engage with our Residents. Activity Directors also increased resident group activities, giving our residents the opportunity to not only connect with the staff but with each other.

Upcoming PIPP Grant for years 2025-2026 Advance Technology and Robotics

At St. Francis Health Services, we recognize that our challenges with high staff turnover and variable resident health outcomes stem from the dual pressures of extensive routine responsibilities and insufficient time for direct care. These challenges not only impact on our ability to retain staff but also our ability to provide high-quality, personalized care for our residents.

To address these systemic issues, we are taking an integrated approach using advanced technologies that will enhance operational efficiency and improve the quality of both staff work and resident care which will include: Immersive Experiences using tabletop and floor technology equipment, Pepper the Activity Humanoid Robot, Live Virtual Tours, Virtual Reality, Services Robots, Floor Cleaning Robots, Resident Care vital sign machines, and AI programs for MDS, dietary and environmental services.

By implementing these technological solutions, St. Francis Health Services’ care centers aim to streamline operations and significantly enhance resident engagement, ultimately allowing our staff to focus more on personalized resident care. This strategic shift not only aims to reduce staff turnover by alleviating work-related stress and dissatisfaction but also enhances resident

satisfaction and health outcomes by addressing critical aspects of their care needs more effectively.

Recognizing Spiritual Needs and Individuality

Spiritual care is an integral part of holistic resident care. Upon admission, each resident is assessed for his or her spiritual history and needs. Thief River Care Center has participation from the following local churches:

St. Bernards	Jehovah Witness
St. Johns	Evangelical Free
Nexus	Abundant Life
Our Saviors	Methodist
7 th Day Adventists	Trinity Lutheran
Zion Lutheran	

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

- Catholic Mass & Communion
- Weekly Worship Services
- Sunday Worship and Hymns
- Trinity Communion
- Weekly Bible devotion
- Monthly memorial Service
- Remembrance Services
- End of Life Care/Support
- Clergy Visits When Needed
- Anointing of the sick
- Ash Wednesday Service
- Thursday Piano Music

In a typical year roughly 500-1000 hours of services from volunteers provided to our residents.

Providing Access to Educational Opportunities

Education is a high priority in health care and for the Thief River Care Center. Providing opportunities to further education and learn new information and skills is essential to providing quality, comprehensive, and holistic resident care.

Thief River Care Center awards scholarship monies to assist staff in furthering their education. In 2024, we awarded \$30,880 in scholarships and student loan reimbursements for Registered Nursing Assistants and Licensed Practical Nurses advancing their higher education.

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

- Infection Control
- Disaster Planning
- Abuse and Neglect Prevention
- Proper Lifting Procedures
- Fire Safety & Emergency Procedures
- Alzheimer's/Dementia Training
- Clinical Training

- Corporate Compliance/Code of Ethics

The Thief River Care Center encourages others to consider careers in aging services. The Thief River Care Center has worked with the local colleges and high schools. We also connect with the high school’s careers classes several times a year to encourage students into nursing and long term care. We participate in any local job fair opportunities, specifically through Northland Technical College in East Grant Forks or Thief River Falls campus.

Serving as Active Community Members

- Thief River Care Center has an active Advisory Committee, members that are made up of community members including clergy, that assembles quarterly.
- Participate in a hospital and nursing home collaborative quarterly meeting with Sanford Health
- Participate in the Heritage Community Center bi monthly senior education planning meetings with senior services partners in the community

Thief River Care Center regularly sponsors advertising in:

- St. Joseph’s Church Bulletin
- The Watch
- KTRF Radio
- Local Schools including Challenger and Lincoln High School
- Special Events

Volunteerism

We try to connect volunteers with work that matches their skills, desires, and interests. Volunteer duties can include assisting the facility with activities, special celebrations, outside activities, and one-on-one interaction with residents, which might include things like prayer, reading, visiting, or other areas any particular individual volunteer may express interest. Some volunteers call bingo, lead prayer sessions or bible studies, or escort residents to medical appointments when families are unable to assist.

Promoting Economic Development

Thief River Care Center purchases products and services from many local businesses. In 2024, Thief River Care Center purchased \$231,280 in goods and services from local businesses. Business that Thief River Care Center routinely purchases from include:

Ace Hardware	Universal Screenprinting	Sanford Accessories
Ace Rent-All	Hugos	Sjobergs
Americ Inn	Paint & Glass Interiors	TRF Times
Builders First Source	KTRF-AM/TRF Radio	TRF Lock & Key
City of Thief River Falls	Lee Plumbing & Heating	Thrifty White
David Lee Catering	Guardian Services	Century Electric
Edgewood Appliance Repair	Northwest Beverage	Peterson Lumber
Falls Electric Inc	Northland Community & Technical College	L&M Fleet

Farmer's Union Oil	Northern Motors	Hospice of the Red River Valley
Grandstay Hotel & Suites	Olson Construction	THE BUS-Tri Valley
Hardware Hank	Printing Plus	Genesis Lawn & Snow Care

There are approximately 86 employees working for the Thief River Care Center in December 2024. This year, Thief River Care Center paid approximately \$4,001,295 in wages and \$550,000 benefits to staff members who work for our organization.

For More Information	
Facility Information	Thief River Care Center 2001 Eastwood Drive Thief River Falls, MN 56701 Phone: (218) 683-8100 Fax: (218) 683-8130 Web Site: http://phs.sfhs.org/
Administrator	Emily Straw, Administrator Phone: (218) 683-8101 Email: emily.straw@sfhs.org
Director of Nursing	Joan Wilken, Director of Nursing Phone: (218) 683-8102 Email: joan.wilken@sfhs.org
Admissions Information	Denise McCarty, Social Services Director Phone: (218) 683-8104 Email: denise.mccarty@sfhs.org