Thief River Falls is a community of approximately 9,000 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.

In 2021, COVID-19 greatly impacted the operations of our care center. The Minnesota Department of Health, the Centers for Disease Control & Prevention and the Centers for Medicare & Medicaid Services provided numerous recommendations to reduce care center and community transmission and protect residents, staff and the community. Our care center followed those recommendations which included: increased usage of personal protection equipment, increased infection control measures, restricting visitation and the entry of non-employees, rigorous testing, tracking and contact tracing, management of positive cases by cohorting and separating staffing and encouraging vaccinations and boosters for all staff and residents.

Thief River Care Center received $1,671,698.05 in provider relief funds due to the pandemic in 2021. This money came from the Federal Cares Act and forgiveable loans. Most of these dollars were used for operational costs due to our low revenues, which was a result of COVID-19, and the cost of caring for residents during a COVID-19 outbreak, including staff salaries of additional labor hours and incentive pays for staff working the COVID units, contract tracing and testing, vaccine and booster distributions, personal protective equipment, etc. Total covid costs in 2021 was $668,336.84.

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.
### Core Values:

<table>
<thead>
<tr>
<th>Value</th>
<th>Description</th>
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<tbody>
<tr>
<td>Integrity</td>
<td>We faithfully adhere to high principles and professional standards.</td>
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<tr>
<td>Commitment</td>
<td>We dedicate ourselves to those we serve.</td>
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<tr>
<td>Respect</td>
<td>We value and treat each individual with compassion and dignity.</td>
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<tr>
<td>Excellence</td>
<td>We have the passion to do our best.</td>
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<tr>
<td>Service</td>
<td>We deliver what has not been done, before it is expected.</td>
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<tr>
<td>Stewardship</td>
<td>We wisely employ the talents, resources, and relationships entrusted to us.</td>
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### 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, 80 to 120 individuals will use our services. Many individuals use our services for recuperation from surgery and/or short-term rehab. Often, those individuals stay with us for one to three months. We also offer outpatient therapy on our campus, provided by Big Stone Therapy, our contracted therapy company.

- 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
- 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

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. Activities include:
An example of this commitment to excellence is the implementation of “Nursing Facility Performance-Based Incentive Payment Program” (PIPP) grants awarded by the MN Department of Human Services (DHS). Two grants in progress during 2021 and 2022. These two year grants are a 2020 “Restorative, Ambulation, Mobility Program (RAMP)” and a 2021 “Falls Prevention” grant.

RAMP Grant:
The goals of maintaining each resident’s highest practicable level of functioning and enhancing the overall quality of life is greatly impacted by a resident’s ability to ambulate and maintain mobility. Health, wellness and the sense of independence are encouraged when ambulation and mobility are supported and sustained.

The SFHS Restorative Ambulation Mobility Program (RAMP) 2 year grant project totaling $598,412 will strengthening the quality of care for its residents by improving residents’ restorative programming, ambulation and mobility and add Walk To Dine and balance exercise programming. The goal is to improve resident care as evidenced by achieving a positive increase in each care center’s MN QI Facility Quality Measure related to Functioning Q24 – Walking As Well or Better than on Previous Assessments (LS).

FALLS PREVENTION:
An older adult is treated in the emergency room every 11 seconds and an older adult dies every 19 minutes as a result of falls (Karon, Ryther, & Robinson, 2015). Falls are the leading cause of fatal and non-fatal injuries among older adults over the age of 65 (Karon, Ryther, & Robinson, 2015). With these statistics it is important for care centers to address falls with the intent to decrease falls, potential for injuries, and increase the individual receiving services’ quality of life.

The SFHS Collaborative is working together to create a comprehensive falls reduction program that includes improving the care center environment by making it more home-like through strengthening person-centered care, using new artificial intelligence (AI) technology, and developing new exercise programming. The SFHS Collaborative aims to achieve a safer environment for individuals receiving services by training all staff to support, understand, and strengthen our person-centered care to better meet individual resident needs, to use new AI technology to understand the person’s routine and habits, and to increase movement and exercise programming to decrease the risk for falls and subsequent negative outcomes related to falls. As
care needs are better identified and person-centered care is improved for individuals receiving services, a decrease in falls could lead to improved utilization of medical care resources, decreased hospitalization, and improved use of staff time related to falls. Falls can have very negative consequences for residents and require multiple types of resources. This $2.8 million project will assist us in rebalancing by effectively using new and existing resources through training, AI technology use, and expansion of exercise programming. The SFHS Collaborative will be able to provide quality care more efficiently as both intrinsic and extrinsic factors related to falls are better understood and considered.

In addition, COVID-19 Federal, State and Leading Age MN Association grants have been applied for and received to address the significant impact of COVID.

### 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
- St. Johns
- Nexus
- Our Saviors
- 7th Day Adventists
- Zion Lutheran
- Jehovah Witness
- Evangelical Free
- Abundant Life
- Methodist
- Trinity 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 hours of spiritual services from volunteers is provided to our residents, and another 1,500 hours are contributed in other services (non spiritual services).

### 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 2021, we awarded over $10,000 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 have been working towards establishing a clinical site at TRCC for the college programs. We also connect with the high school’s careers classes several times a year to encourage students into nursing and long term care.

**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
- 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

**Volunteerism**

Due to the COVID restrictions we were not allowed to have volunteers in the building for much of this year. We have continued to see COVID guidelines change and expect volunteering to return to normal. Normally, 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.

**Promoting Economic Development**

Thief River Care Center purchases products and services from many local businesses. In 2021, Thief River Care Center purchased $256,236 in goods and services from local businesses. Business that Thief River Care Center routinely purchases from include:

Ace Hardware  Hardware Hank  Sanford Accessories
There are 84 employees working for the Thief River Care Center. Each year, Thief River Care Center pays approximately $3,500,000 in wages and $313,000 benefits to staff members who work for our organization.

| Facility Information | Thief River Care Center  
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Fax: (218) 683-8130  
Web Site:  [http://phs.sfhs.org/](http://phs.sfhs.org/) |
| --- | --- |
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Email:  estraw@trcc.sfhs.org |
| Director of Nursing | Jennie Sampson, Director of Nursing  
Phone: (218) 683-8102  
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Phone: (218) 683-8149  
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