

Heritage Manor Health Center
Social Accountability Statement 2015

Chisholm is a small, northern Minnesota community located on beautiful Longyear Lake. The city is home to over 4,900 residents. At Heritage Manor Health Center, we strive to make the town of Chisholm a better place to live. 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 those in our surrounding area.

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 Heritage Manor 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.

An example of this commitment to excellence is the implementation of the “Nursing Facility Performance-Based Incentive Payment Program” (PIPP) grant awarded by the MN Department of Human Services (DHS). The funds of the grant will be used for a project entitled: “Employee Recruitment, Selection and Retention (ERSR) Project”.

St. Francis Health Services has identified that the recruitment, selection and retention of individuals committed to caregiving in our skilled nursing facilities is a growing and critical problem, not only for St. Francis, but for the entire long-term care industry.

Reports from Government Agencies, Health Care Associations and other research organizations have increased citing nursing staff shortages around the nation. In fact, research indicates it has reached a crisis level. The low level of retention and the high level of turnover among Registered Nursing Assistants (NAR's) continue to be of particular concern to nursing facilities as NAR's are responsible for much of the direct, hands on resident care. Nationally, turnover rates for NAR's in nursing homes are estimated to be 71% per year.

The purpose of St. Francis Health Services' two year \$2.4M project is to develop new systems for recruitment, selection and onboarding of new nursing staff, with the goal of reducing the

turnover problem we have increasingly been experiencing in our skilled nursing facilities. The project will assess and redefine the current employee resources and hiring processes. We will introduce new systems for recruitment and selection procedures and implement orientation processes that will improve the onboarding of new employees. No employees will leave our employment without management understanding why and using the information to reduce turnover. The project will also incorporate results of employee satisfaction surveys and utilize the MN Report Card scores for benchmarking Staff Retention and measuring whether objectives are met.

Heritage Manor believes in a resident centered care model. Because of this, we have programs that offer our residents increased flexibility in how their day is structured and how/when they receive care and services. One such program is the five-meal plan, which allows residents more choice in when they go to sleep, wake up and have breakfast.

Providing Quality Care and Services for Older Adults

Heritage Manor cares for 78 individuals, with about 80% from the Chisholm/Balkan area. In a given year, over 150 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.

On a given year, Big Stone Therapy, our Contract Therapy Company will treat about 40 community members on an outpatient basis. We are able to provide therapies for:

<ul style="list-style-type: none"> • Orthopedic Injuries • Back and Neck Injuries • Sports Related Injuries • Amputations • Spinal Dysfunction • Chronic Pain 	<ul style="list-style-type: none"> • Speech Disorders • Swallowing Disorders • Post-Surgical Conditions • Neurological Disorders • Stroke • Hip Fractures
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In addition to medical services, Heritage Manor offers a wide variety of opportunities for socialization within our community. Family and public participation is encouraged. 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 • Movie Matinees • Shopping Cart • Memory Games | <ul style="list-style-type: none"> • Religious Services • Birthday party every month • Special Parties • Communion • AM Exercise • Special Meals • Physical Games • Resident Computer • Memorial Day Service • Stations of the Cross |
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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. In keeping with this, Heritage Manor has participation from the following local churches:

- Grace Lutheran Church
- Bible Studies
- United Methodist Church
- Jehovah Witness Elders
- Mass by Fr. Perkovich/Fr. Method
- Wesley United Methodist Church
- St. Joseph's Catholic Church
- Chisholm Baptist Church
- Faith ELCA Lutheran Church
- Up North Assembly of god
- St. Basil Serbian Orthodox church
- Salvation Army
- Sonshine Sing Along

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

- Remembrance Services
- Weekly Communion
- Weekly Worship Services
- Gideon Bibles
- Deacon Johnston
- End of Life Care/Support
- Hospice/Grief Assistance
- Spiritual Care Kits
- Clergy Visits When Needed
- Anointing of the sick

Providing Access to Educational Opportunities

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

Heritage Manor awards scholarship monies to assist staff in furthering their education. In past years, scholarships have been given for those obtaining a Licensed Practical Nursing degree.

Staff is encouraged to apply to attend the St. Francis Health Services World Class Leadership Academy.

Additionally, Heritage Manor provides training programs each year to cover topics in:

- Infection Control
- Disaster Planning
- Abuse and neglect Prevention
- Proper Lifting Procedures
- Fire Safety

- Alzheimer's/Dementia Training
- Clinical Issues/Training
- Corporate Compliance/Code of Ethics

Heritage Manor encourages others to consider careers in aging services. Heritage Manor assists the local colleges with on-site training programs. Several classes of Certified Nursing Assistant (CNA) and Registered Nurses (RN's) do onsite training throughout the year. This is hands-on training with the residents we serve.

Helping Community Members in Need

Heritage Manor supports many organizations within the community and is a member of the Chisholm Chamber of Commerce. Over the past year, Heritage Manor has given to the following community organizations:

- Chisholm Community Foundation
- Chisholm High School Yearbook
- Chisholm Little League Association
- Chisholm Police Children Safety Initiative

Heritage Manor regularly sponsors advertising in:

- St. Joseph's Church Bulletin
- Knights of Columbus Bulletin
- Chisholm Tribune and Press Weekly Church Section
- The Northlands "Senior Reporter"
- Hibbing Daily Tribune and the Chisholm Free Press

Serving as Active Community Members

- Chisholm Food Shelf
- Serve on Advisory Boards at local Community College for RN and NA/R programs
- Serve on Advisory Board at Chisholm Public Schools Health Careers Core Curriculum

Volunteerism

Over the past year, 21 volunteers have donated approximately 900 hours to the residents of Heritage Manor. Volunteers assist the facility with activities, special celebrations, outside activities, and one-on-one interaction with residents.

Promoting Economic Development

Heritage Manor purchases products and services from many local businesses. Last year, Heritage Manor purchased \$180,000 in goods and services from local businesses. Business Heritage Manor routinely purchases from include:

- Casey Drug
- Life Security and Control Systems
- Bark Design
- Keyboard Liquor
- Black Bear Bakery
- Edwards Oil
- Lake Street Floral
- Jubilee Foods
- Subway
- First National Bank of Chisholm
- Sinko Snowplowing
- Chisholm Tire
- Chisholm Dental Service
- Ryan's Independent Electric
- Chisholm Tribune and Press
- Choppy's pizza
- City of Chisholm
- Snickers Pizza

There are 120 employees working for Heritage Manor and of these employees 60 are Chisholm/Balkan residents. Each year, Heritage Manor pays approximately \$2,800,000 in wages and benefits to staff members who work for our organization.

For More Information

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