



# CHISHOLM HEALTH CENTER

## Heritage Manor Health Center *Social Accountability Statement 2023*

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.

In 2022, COVID-19 greatly impacted society including 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 activities, restricting visitation and the entry of non-employees, testing, management of positive cases and vaccinations.

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

### Providing Quality Care and Services for Older Adults

Heritage Manor cares for 65 individuals, with about 75% from the Chisholm/Balkan area. In a given year, over 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.

In a given year Big Stone Therapy, our Contract Therapy Company, will treat about 130 community members on an outpatient basis. We are able to provide therapies for:

<ul style="list-style-type: none"> <li>• Orthopedic Injuries</li> <li>• Back and Neck Injuries</li> <li>• Sports Related Injuries</li> <li>• Amputations</li> <li>• Spinal Dysfunction</li> <li>• Chronic Pain</li> <li><b>Specialized PT services</b></li> <li>○ Certified Manual Therapist</li> <li>○ Functional Movement Screen (FMS) Certified</li> <li>○ LSVT BIG Certified/Parkinson’s</li> <li>○ Concussion Rehab</li> <li>○ Otago Program/Balance</li> <li>○ Pelvic Floor Therapy/Incontinence</li> <li>○ Orthopaedic Clinical Specialist</li> <li>○ Functional Movement Techniques (FMT) – Level 2</li> <li>○ Vestibular Rehab</li> <li>○ Total Joint Program</li> </ul>	<ul style="list-style-type: none"> <li>• Speech Disorders</li> <li>• Swallowing Disorders</li> <li>• Post-Surgical Conditions</li> <li>• Neurological Disorders</li> <li>• Stroke</li> <li>• Hip Fractures</li> <li><b>Specialized OT services</b></li> <li>○ Cognitive Rehab</li> <li>○ Wheelchair Seating and Mobility</li> <li>○ Functional Movement Techniques (FMT) – Level 2</li> <li>○ LSVT BIG Certified/Parkinson’s</li> <li>○ Certified Lymphedema Specialist</li> <li><b>Specialized SLP service</b></li> <li>○ LSVT LOUD Certified/Parkinson’s</li> <li>○ Cognitive Rehab</li> <li>○ Pediatrics</li> </ul>
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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"> <li>• Live Music</li> <li>• Bingo</li> <li>• Word Puzzles</li> <li>• Bible Studies</li> <li>• Current Events</li> <li>• Veteran’s day Service</li> <li>• Offsite trips</li> <li>• Movie Matinees</li> <li>• Shopping Cart</li> <li>• Memory Games</li> </ul> | <ul style="list-style-type: none"> <li>• Religious Services</li> <li>• Birthday party every month</li> <li>• Special Parties</li> <li>• Communion</li> <li>• AM Excercise</li> <li>• Special Meals</li> <li>• Physical Games</li> <li>• Resident Computer</li> <li>• Memorial Day Service</li> <li>• Stations of the Cross</li> </ul> |
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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).

**DHS-PIPP Grant – Quality Incentive PIPP 2023**

The SFHS Collaborative is working together to focus on action items and the implementation of a variety of work focused on workforce retention, creating an environment that encourages

teamwork, collaboration and ultimately would reduce turnover and increase employee retention rates.

In 2023, we continued with our “Falls Prevention” grant.

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.

## 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
- 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
- Sunshine Sing Along

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

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

In a typical year over 300 hours of spiritual services from volunteers is provided to our residents.

## 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 2022, we awarded scholarships for those obtaining their Licensed Practical Nursing and Registered Nursing degrees and Nursing Assistant certification.

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 Prevention and Control
- Abuse Prevention and Resident Rights
- Cultural Competency
- Alzheimer's/Dementia Training
- Disaster Planning
- Fire Safety
- Proper Lifting Procedures
- Fire Safety
- Clinical Issues/Training
- Corporate Compliance/Code of Ethics
- HIPAA

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. Over the past year, Heritage Manor has given to the following community organizations:

- Chisholm Chamber of Commerce
- Chisholm Community Foundation
- Chisholm Food Shelf
- Chisholm Little League Association
- Chisholm Police Children Safety Initiative
- Chisholm Figure Skating Club

Heritage Manor regularly sponsors advertising in:

- St. Joseph's Church Bulletin
- Chisholm Tribune and Press Weekly Church Section
- Hibbing Daily Tribune and the Chisholm Free Press

### Serving as Active Community Members

- Serve on local community boards

### Volunteerism

Due to the COVID restrictions, we have had limited volunteers in the building. 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 spending approximately \$155,000 each year. Business Heritage Manor routinely purchases from include:

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|-------------------------------------|-----------------------------------|-------------------------------|
| • Casey Drug                        | • Jubilee Foods                   | • Ryan's Independent Electric |
| • Life Security and Control Systems | • Subway                          | • Chisholm Tribune and Press  |
| • Bark Design                       | • First National Bank of Chisholm | • Choppy's pizza              |
| • Keyboard Liquor                   | • Sinko Snowplowing               | • City of Chisholm            |
| • Black Bear Bakery                 | • Valentini's                     | • Snickers Pizza              |
| • Edwards Oil                       | • Lake Street Floral              | • Dollar General              |
| • Jim's Sports Grill                | • 2 <sup>nd</sup> Chance          |                               |

There are 96 employees working for Heritage Manor and of these employees 44 are Chisholm/Balkan residents. Each year, Heritage Manor pays approximately \$3,700,000 in wages and benefits to staff members who work for our organization.

For More Information

Facility Information	Heritage Manor Health Center 321 N.E. 6 <sup>th</sup> Street Chisholm, MN 55719 Phone: (218) 254-5765 Fax: (218) 254-5767 Web Site: <a href="http://chc.sfhs.org/">http://chc.sfhs.org/</a>
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