



# CHISHOLM HEALTH CENTER

## Heritage Manor Health Center *Social Accountability Statement 2024*

Chisholm is a small, northern Minnesota community located on beautiful Longyear Lake. The city is home to over 4,775 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:* 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 be admitted and 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> </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> </ul>
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<ul style="list-style-type: none"> <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>○ Orthopedic 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>● 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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**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”.

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.

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:

- Live Music
- Bingo
- Word Puzzles
- Bible Studies
- Current Events
- Veteran's day Service
- Offsite trips
- Movie Matinees
- Shopping Cart
- Memory Games
- Religious Services
- Birthday party every month
- Special Parties
- Communion
- AM Exercise
- Special Meals
- Physical Games
- Resident Computer
- Memorial Day Service
- Stations of the Cross

## 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 2024, 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
- Serve on Age Friendly Community Committee

### Volunteerism

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 \$4,800,000 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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