



AITKIN HEALTH SERVICES

Aitkin Health Services *Social Accountability Statement 2016*

At Aitkin Health Services, we strive to make the town of Aitkin a great place to live. With our relationships in 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 Aitkin Health Services and is sponsored by the Catholic Diocese of St. Cloud. We are dedicated to promoting the Ethical and Religious Directive for Catholic Health Care services. These directives assist our facility in making decisions to provide the best care possible to each and every individual. We also live by the following core values and celebrate our staff for doing the same.

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

Aitkin Health Services believes in a resident centered, hospitality care model. We strive to enhance each individual's life with professional and caring services, in order to, help each resident achieve his or her highest potential.

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 were used for the 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 was 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 assessed and redefined the current employee resources and hiring processes. We introduced new systems for recruitment and selection procedures and implemented orientation processes that improved the onboarding of new employees. We strived to have management understand why employees left the organization and used the information provided to reduce turnover. The project also incorporated results of employee satisfaction surveys and utilized the MN Report Card scores for benchmarking Staff Retention and measuring whether objectives were met. This Grant ended in September and we were successful in meeting both our retention and turnover goals.

Aitkin Health Services 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.

Providing Quality Care and Services for Older Adults

Aitkin Health Services has a capacity to serve 44 individuals, with about 80% from the Aitkin/Palisade/Crosby/McGregor areas. In a given year, over 79 individuals will benefit from 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.

Big Stone Therapy, our Contract Therapy Company, provides physical, occupational, and speech therapy for residents, along with outpatient services. These services aid in rehabilitation and provide opportunities to return to previous living environments or maintain previous functional status.

We are able to provide therapies for:

<ul style="list-style-type: none"> • Orthopedic Injuries • Back and Neck Injuries • Amputations • Spinal Dysfunction • Chronic Pain • Hip Fractures 	<ul style="list-style-type: none"> • Speech Disorders • Swallowing Disorders • Post-Surgical Conditions • Neurological Disorders • Stroke • Outpatient Therapies
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In addition to medical services, Aitkin Health Services 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 | <ul style="list-style-type: none"> • Religious Services • Birthday party every month • Special Parties |
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- Bible Studies
- Current Events
- Veteran's Day Service
- Offsite trips
- Movie Matinees
- Stations of the Cross
- Memory Games
- Communion
- AM Exercise
- Special Meals
- Physical Games
- Resident Computer
- Memorial Day Service

Recognizing Spiritual Needs and Individuality

Upon admission, residents are assessed for their spiritual needs. Many of our local parishes and churches offer services within our facility. We have an on-call volunteer chaplain who provides visitation, memorial services and spiritual counseling. Area congregations that participate in our spiritual care include:

- St. James Catholic Church
- Westside Baptist Church
- Aitkin United Methodist and Pine Lake Chapel
- Aitkin Assembly of God
- Glory Baptist
- Kimberly Community Church
- Bethlehem Lutheran
- St. John's/Bethesda Lutheran
- Shepherd of the Lake Lutheran
- First Lutheran Church
- Bethel Lutheran Church
- Aitkin Community Church
- Church of Jesus Christ
- First Congregational Church
- Immanuel Lutheran Church
- St. John's Episcopal Church
- New Life/Missionary Alliance
- Heritage Assembly of God
- Glen Community Church
- Grace Lutheran Church

Some of our services include:

Wednesday Services, Mass, Bible Studies, Devotionals, Communion, Hymn Sing A-longs

Providing Access to Educational Opportunities

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

Aitkin Health Services awards scholarship monies to assist employees in furthering their education. In past years, scholarships have been given for those obtaining a Licensed Practical Nursing and Registered Nursing degree.

Additionally, Aitkin Health Services provides training programs each year to cover topics in:

- Infection Control
- Emergency Preparedness
- Abuse and neglect Prevention
- Proper Lifting Procedures

- Fire Safety
- Alzheimer's/Dementia Training
- Corporate Compliance/Code of Ethics

Aitkin Health Services encourages others to consider careers in aging services. Aitkin Health Services assists the local colleges with on-site training programs. This is hands-on training with the residents we serve.

Aitkin Health Services attends the Aitkin County Commerce and Industry Show and Career Fair

Employees are encouraged to apply to attend the St. Francis Health Services World Class Leadership Academy.

Helping Community Members in Need

In the past, Aitkin Health Services has given to the following community organizations:

- Aitkin County Relay for Life
- Food Shelf
- Yearly sponsoring the community meal in Aitkin, serving over 100 meals to community members in need

Aitkin Health Services provides Meals on Wheels to the senior population within the Aitkin area

Serving as Active Community Members

Aitkin Health Services supports many organizations within the community and is a member of the Aitkin Chamber of Commerce. Aitkin Health Services employees and board members are active members of the community. They affiliate with several organizations including the following:

- Aitkin Lion's Club
- Moose Lodge
- Aitkin Women of Today
- Aitkin American Legion
- Aitkin County CARE
- ANGELS LAH/BNP
- McGregor Lion's Club
- Aitkin Education Foundation

Volunteerism

Over the past year, volunteers have donated approximately 2,025 hours to the residents of Aitkin Health Services. Volunteers assist the facility with activities, special celebrations, setting hair, outside activities, one-on-one interaction with the residents, fundraising and so much more!

Being a volunteer can be so enriching and allow for unforgettable moments. Whether working with a small group of residents or on a one-on-one basis, there are many opportunities available such as leading small group projects, visiting with residents, reading mail, sewing, baking, aroma therapy, or hand massage. There is always a way to allow our volunteers to utilize their interests in order to make special moments for our residents. All of our volunteer opportunities have flexible scheduling to meet our volunteer's lifestyle.

Promoting Economic Development

Aitkin Health Services purchases products and services with many local businesses. Last year, AHS purchased thousands of dollars in goods and services from the local businesses listed below.

- Aitkin Dairy
- Shopko
- Paulbeck's County Market
- MLEC
- Gravelle Heating and Plumbing
- Dairy Queen
- Rosallini's
- Cummings Oil
- Family Dollar
- Ritter and Ritter Sewer
- Aitkin Flowers and Gifts
- Aitkin Independent Age
- Aitkin Post Office
- Charter Communications
- Holiday Gas Station
- Forty Club Restaurant and Bar
- Garrison Disposal
- Hyytinen Hardware Hank
- The Office Shop
- Thrifty White Drug
- Aitkin Family Dentistry
- American Legion
- Sorenson-Root-Thompson Funeral Home
- Aitkin Medical Supply
- Subway
- Aitkin Dollar Store
- Cuyuna Regional Medical Center
- Ritter Snow Removal
- Aitkin Eye Care Center
- Stevo's Lawn Care
- Riverwood Healthcare Center

There are approximately 66 employees working for Aitkin Health Services. Each year, Aitkin Health Services pays approximately \$2,330,285.00 in wages and benefits to employees who work for our organization.

For More Information

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