



AITKIN HEALTH SERVICES

Social Accountability Statement 2024

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, participating 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 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 care center 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 employees 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.

Providing Quality Care and Services for Older Adults

Aitkin Health Services has a capacity to serve 44 individuals, with about 85% from the Aitkin/Palisade/Crosby/McGregor/Tamarack/Deerwood areas. In a given year, over 105 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 2-6 weeks.

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 	<ul style="list-style-type: none"> • Speech Disorders • Swallowing Disorders • Post-Surgical Conditions • Neurological Disorders
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<ul style="list-style-type: none"> • Chronic Pain • Hip Fractures 	<ul style="list-style-type: none"> • 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:

- Live Music 2 times monthly
- Bingo
- Word Puzzles
- Bible Studies
- Current Events
- Veteran’s Day Service
- Sensory Activities
- Movie Matinees
- Intergenerational Activities
- Memory Games
- Arts and Crafts
- Religious Services
- Monthly Birthday party
- Special Parties
- Communion
- AM Exercise
- Special Meals
- Physical Games
- Resident Computer
- Memorial Day Service
- Cooking Activities
- Resident Council

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).

**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.

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.

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:

- Bethlehem Lutheran
- St. John’s/Bethesda Lutheran
- St Johns Lutheran Cedarbrook

- First Lutheran Church
- Bethel Lutheran Church
- Aitkin Community Church
- New Life/Missionary Alliance

Some of our services include: Thursday 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 degree, Registered Nursing degree, Nursing Assistant and wound care certification.

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

- Infection Control
- Emergency Preparedness
- Abuse and neglect Prevention
- Safe Care for Seniors
- Proper Lifting Procedures
- Fire Safety
- Wound Care Management
- Corporate Compliance/Code of Ethics

Aitkin Health Services encourages others to consider careers in aging services. Aitkin Health Services attends the Aitkin County Commerce and Industry Show.

Helping Community Members in Need

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

- Alzheimer's Association
- Bi-Annually sponsoring the community meal in Aitkin, serving over 100 meals to community members in need
- HOPE

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

Aitkin Health Services has partnered with Kidz Zone Daycare to provide the employees and community with childcare services. Kidz Zone is able to accommodate 42 children ages 6 weeks to 5 years old from 5:30am to 11:00pm.

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 the advisory committee are active members of the community. They affiliate with several organizations including the following:

- Aitkin Lion's Club
- South Aitkin First Responders
- Aitkin Moose Lodge
- Aitkin County CARE
- VFW 1816 Garrison, MN

Volunteerism

Aitkin Health Services is always allowing persons to come in and volunteer upon a completion of a Criminal Background Check.

Promoting Economic Development

Aitkin Health Services purchases products and services with many local businesses listed below.

- Aitkin County Fair Board
- Aitkin Area Chamber of commerce
- Aitkin Flowers & Gifts
- Aitkin Rental Center
- Aitkin Independent Age
- Boyd Electric
- Forty Club Inn
- Garrison Disposal
- Timber Lakes Septic
- Gravelle Plumbing and Heating
- Hyytinens Hardware Hank
- Jeff's Mobile Lock and Key
- Lammers Appliance Repair
- Neighborhood National Bank
- Paulbecks County Market
- Ripple River Motel
- Ritter Sewer & Excavating, INC
- Riverwood Health Care Center
- Unclaimed Freight
- Village Laundromat and Car Wash, INC.
- The office Shop

There are approximately 60 employees working for Aitkin Health Services. Each year, Aitkin Health Services pays approximately \$1 million in wages and benefits to employees who work for our organization. Aitkin Health Services offers paid employer health insurance and HS. Aitkin Health Services also offers a pension at 5% of employees wage with meeting requirements of being 18 years of age and have been employed for a minimum of 1 year.

For More Information

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