

Carol Raw

From: Carol Raw
Sent: Wednesday, April 1, 2020 8:56 PM
To: SFHS Board Members
Subject: St. Francis Update

Good Evening:

It seems near impossible that two weeks have gone by since my correspondence rescheduling the March 24th board meeting. Since then so much has changed.

As of today, there are 47 care centers in MN with positive tested COVID19 cases. It is not public knowledge as to how many actual cases are within those care centers. As of today, **we have had no positive tested residents or employees within any of our care centers throughout St. Francis.** I know that this is due to our amazing leadership teams at both the corporate level and in our care centers, and the outstanding cooperation and teamwork of our line staff. I also believe that our early decision to close down visitation to our care centers and implement (what seemed at the time drastic) preventative measures, for residents and employees, made all the difference. While that decision was not universally popular with family members, it proved to be the right decision. We continue to make decisions based on clinical knowledge, CDC recommendations and logic with a focus on risk mitigation, while offering alternative family interaction through electronic devices.

But I also know that it is not a question of *if we become contaminated*, it is a matter of when. In the first two weeks of the COVID19 pandemic, the SFHS executive team was fixated on learning all there is to know about this “beast” and assuring systems are in place in the area of implementing preventative measures and securing personal protective equipment while supporting our employees as they continue to provide care for our residents. In this last week our focus has changed to developing segregated areas within our care centers to manage the care of residents when they become afflicted by COVID19. We know that this will be more difficult for our smaller care centers that don’t have the depth of professional employees (RNs & LPNs) and NARs to staff two separate areas completely independent of each other.

We are in a strong cash position as a result of our recent financings of internal debt; this is not normal in our industry for many independent care centers. We will be tapping into federal and state funds that are available for additional COVID19 expenses and have set up methods to track those additional costs; but it is not needed to meet biweekly payrolls or pay monthly bills. At this time our revenue streams are normal but we are closely watching occupancy trends.

Last Friday I sent an email to all corporate office staff requesting they work from home (utilizing SFHS information systems equipment) for the duration of the governors “shelter at home” mandate. We have a handful of staff that are considered essential to work at least some of their time at the corporate office to manage incoming mail, issue payroll and accounts payable checks or other functions that remain manual. I expect this will be expanded through the end of April. All care centers are operating with their normal staffing at this time and all employees of our care centers are considered essential; it is highly possible that normal job functions will change when an outbreak occurs.

We have had three brief MDH surveys at Thief River Falls, Little Falls and Littefork within the last week focused on infection control processes and all have had excellent outcomes. Cami Peterson-DeVries was assigned our COVID19 corporate contact and she has excelled. Our QA staff nurses are in each of our care centers weekly auditing infection control processes, assisting in securing supplies and helping wherever they are needed.

The Viewcrest Health Center \$7.141M construction project is nearing completion with the exception of external landscaping work waiting on spring road restriction releases. The MDH engineers and survey team have given their

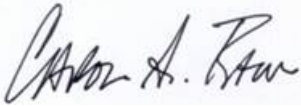
occupancy certifications through a virtual tour and submitting detailed pictures. Ben Ryan has excelled in managing this new process that I personally would have never imagined possible with state agencies. The fire marshal will make his inspection tomorrow and at that point we should be free to occupy the new east wing. We will celebrate this completion someday in the future.

There are far too many policies/procedures and government waivers that have been implemented to mention here. Please know that we are giving 200%, taking advantage of every situation as we become aware of it, and looking for silver linings wherever they exist. We are encouraged by news of ELISA tests that will provide assurance to our caregivers that they may have already had the infection and are no longer at risk, testing that can be done in our care centers to identify COVID19 at the onset and of course vaccinations to prevent future outbreaks. We know that providing our employees peace of mind is as important as providing care for our residents. We had three RNs over the age of 65 resign today, without notice, in one care center stating the risk was "just not worth their life." Fear is in abundance and recent news that the number of expected deaths nationwide of 100k-200k has not helped.

Members of the executive leadership team continue to meet virtually each morning to review all issues and concerns and provide a unified response to our employees. We facilitate a virtual corporate wide leadership meeting 3x a week and cover a vast amount of information, receive current situational updates and provide as much support as possible.

On Sunday I learned of the first positive tested case in Roberts County, SD that just happened to be located across the highway from my rural home. What are the chances!?! But we are fooling ourselves if we believe our local communities do not have active cases. Believe this and proactively practice social distancing, hand washing and sheltering in home!

At this time I cannot say for certain whether we will meet in person on April 28th but I would like to have a virtual board meeting as an alternative if meeting in person is not a possibility. More to come on that. Tonight I am positioning myself for difficult days ahead. As I mentioned, it is inevitable that we will have an outbreak within one of our care centers. We start each day with prayer and I ask that you please keep us in your prayers. As always, if you have any questions, please just ask by phone call, text or email. Take care all.



Carol A. Raw, CEO/President



801 Nevada Avenue
Morris MN 56267
320.589.4917 OFFICE
320.287.0931 CELL
craw@sfhs.org
www.sfhs.org

Expressing Christ's love by providing care that values every human life.

"..Use your talents, do your best, contribute. Make a difference, because you can."

Bonnie Mohr, Living Today