



# AITKIN HEALTH SERVICES

## *Social Accountability Statement 2026*

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 42 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:

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|-----------------------|--------------------|
| • Orthopedic Injuries | • Speech Disorders |
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<ul style="list-style-type: none"> <li>• Back and Neck Injuries</li> <li>• Amputations</li> <li>• Spinal Dysfunction</li> <li>• Chronic Pain</li> <li>• Hip Fractures</li> </ul>	<ul style="list-style-type: none"> <li>• Swallowing Disorders</li> <li>• Post-Surgical Conditions</li> <li>• Neurological Disorders</li> <li>• Stroke</li> <li>• Outpatient Therapies</li> </ul>
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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**

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 5% 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 5%. 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, Bella Bot 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.

**PIPP Grant for years 2025-2026**  
**Advance Technology and Robotics**

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During the 2025 year, all 14 St. Francis Health Services (SFHS) care centers implemented innovative tools and technologies across multiple departments to enhance operational efficiency, staff support, and resident engagement.

#### **Activities Department**

- **15 Mobii Units** implemented across care centers. Mobii is an interactive projection system that transforms floors, tables, and other surfaces into engaging learning and gaming environments designed for seniors.
- **14 CILC (Center for Interactive Learning and Collaboration) programs** introduced to provide lifelong learning opportunities through live, virtual engagement.
- **5 Rendevar VR headsets** deployed to offer immersive experiences that reduce social isolation and enhance group engagement.
- **5 Pepper Humanoid Robots** added to support activities by leading Bingo and exercise programs, as well as providing one-on-one resident interaction.

#### **Nursing Department**

- **20+ DS Smart Vital Signs Machines** deployed across the 14 care centers. These devices integrate directly with the existing EHR system, resulting in:
  - **1,097 staff hours saved**
  - **42,404 reductions in manual vital sign recording errors**
  - **235,579 error-free vital signs collected**
- **ChartPic Wound Care technology** implemented across all care centers to improve wound visibility, ensure accurate measurements, and better track wound progression.
- **Bidets installed** to promote resident independence with personal hygiene, assist staff during toileting care, and reduce the risk of urinary tract infections (UTIs).

#### **Dietary Department**

- **Dining RD Plateful** implemented in all 14 care centers to support menu planning, diet management, and nutritional accuracy.
- **Tableside Dining technology** introduced in 2 care centers, allowing residents to place meal orders in advance or in real time. This system:
  - Displays daily menu options and alternatives
  - Monitors special dietary restrictions
  - Improves meal count accuracy

- Reduces food waste
- **20 BellaBots** deployed across 14 care centers to assist with meal delivery, supply and mail transport, activity notifications, and visitor escorting.

### **Environmental Services**

- **18 autonomous floor-cleaning robots** implemented across 14 care centers to support daily floor care, allowing housekeeping and maintenance staff to focus more on resident room cleanliness.
- **Maintenance Care Application** rolled out to all care centers to provide real-time work order notifications, support timely emergency maintenance responses, and schedule preventive maintenance to ensure continued resident safety.

## 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:

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|--------------------------------|--------------------------------|
| ● Bethlehem Lutheran           | ● Bethel Lutheran Church       |
| ● St. John's/Bethesda Lutheran | ● Aitkin Community Church      |
| ● St Johns Lutheran Cedarbrook | ● New Life/Missionary Alliance |
| ● First Lutheran Church        |                                |

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. The Aitkin Fish House Parade, The Aitkin County Fair among other events.

### 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 can 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	Garrison Disposal	Paulbeck's County Market
Aitkin Area Chamber of commerce	Timber Lakes Septic	Ripple River Motel
Aitkin Flowers & Gifts	Gravelle Plumbing and Heating	Ritter Sewer & Excavating, INC
Aitkin Rental Center	Hyytinen's Hardware Hank	Riverwood Health Care Center
Aitkin Independent Age	Jeff's Mobile Lock and Key	Unclaimed Freight
Boyd Electric	Lammers Appliance Repair	Village Laundromat and Car Wash, INC.
Forty Club Inn	Neighborhood National Bank	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 21 years of age and have been employed for a minimum of 1 year and have worked 1,000 hours.

## For More Information

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