

Koochiching Health Services
Social Accountability Statement 2024

Littlefork is a small Minnesota community just 9 miles south of the Canadian border, close to beautiful Rainy Lake and Rainy River. The city is home to 700 residents. At Koochiching Health Services, we strive to make the town of Littlefork a better place to live by offering long-term and short-term care to the elderly. We are fortunate to have a group of community members who are committed to volunteering in the facility and assisting us in enriching the lives of their loved ones, friends and neighbors. Many of our staff are long time community members committed to caring for their fellow Littlefork residents.

Our Mission: Expressing *Christ's* love by providing care that values every human life.

St. Francis Health Services owns and operates Littlefork Care Center and Jack Pine Chateau and is sponsored by the Catholic Diocese of St. Cloud. We agree to promote the Ethical and Religious Directive for Catholic Health Care services.

Koochiching Health Services consists of a 42 bed skilled nursing facility and 12 unit Independent Apartment. The facility provides medical, social and spiritual care to its residents without regard to race, color, creed or national origin, in furtherance of the organization's exempt status. During the current reporting year, the organization had 13,151 patient days and provided services to more than 88 patients in the Nursing Home and provided housing for more than 12 tenants at the Independent/Assisted Living Center. Also during this time period, the organization employed approximately 89 total employees, including 42 full time equivalent employees and gross wages paid out were more than \$2,690,000.00

<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

Koochiching Health Services serves a geographic area of approximately 3154 square miles with about 20% from the Littlefork community, 61% from the International Falls community, and 19% from the surrounding areas of Bigfalls, Northome, Birchdale, Loman and Indus. In a given year, over 100 individuals will 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.

Rainy Lake Medical Center, our Contract Therapy Company is able to provide therapies for:

<ul style="list-style-type: none"> • Orthopedic Injuries • Back and Neck Injuries • Amputations • Chronic Pain • Hip Fractures 	<ul style="list-style-type: none"> • Speech Disorders • Swallowing Disorders • Post-Surgical Conditions • Neurological Disorders • Stroke
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In addition to medical services, Koochiching 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 • Bible Studies • Current Events/Reminisce • Veteran's day Service • Offsite trips • Bus rides • Shopping • Memory Games • Campfires & S'mores • Bookmobile • Pet visits • Garden Club • Beauty Shop Services | <ul style="list-style-type: none"> • Religious Services • Birthday party every month • Special Parties • Sing Alongs/Music groups • AM Exercise • Fine Dining • Physical Games • Baking • Memorial Day Service • Happy Hour/Social Hour • Men's & Women's groups • Sensory Groups • Manicure/Pedicures • Art/Craft Projects • Intergenerational activities |
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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). One grant in progress during 2024 was the "UKG/LELE" grant.

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.

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, Koochiching Health Services has participation from the following local churches:

- St. Columbian Catholic Church
- Big Falls River of God Church
- Northwood Mennonite Church
- St. Thomas Aquinas Church
- Littlefork Baptist Church
- Northwood Bible Church
- Littlefork Lutheran Church

Our churches and staff offer multiple spiritual activities for our residents including:

- Remembrance Services
- Communion
- Weekly Worship Services
- Deacon visits
- Weekly Rosary
- Weekly Bible Study
- Bedside Prayer Service
- End of Life Care/Support
- Hospice/Grief Assistance
- Intergenerational Fellowship
- Clergy Visits When Needed
- Spiritual Sing Along
- Anointing of the sick

Providing Access to Educational Opportunities

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

Koochiching Health Services awards scholarship monies to assist staff in furthering their education. Scholarships have been given for those obtaining Nursing Assistant Certification Trained Medication Aide, Licensed Practical Nursing, and Registered Nursing degrees.

Staff is encouraged to apply to attend the St. Francis Health Services World Class Leadership Academy.

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

- Infection Control
- Disaster Planning
- Abuse and Neglect Prevention
- Proper Lifting Procedures
- Fire Safety
- Alzheimer's/Dementia Training
- Clinical Issues/Training
- Corporate Compliance/Code of Ethics

Koochiching Health Services encourages others to consider careers in aging services. Koochiching Health Services assists the local colleges with on-site training programs. Several

classes of Licensed Practical Nursing (LPN) 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

Koochiching Health Services supports many organizations within the community. Over the past year, Koochiching Health Services has given to the following community organizations:

- Rainy Lake Medical Center Foundation
- Littlefork-Big Falls Sports Calendar
- Littlefork-Big Falls Yearbook

Koochiching Health Services regularly sponsors advertising in:

- Littlefork Lutheran Church Bulletin
- Littlefork Times
- Rainy Lake Gazette of International Falls

Serving as Active Community Members

- Serve on Advisory Boards at Rainy River Community College for RN, LPN, and NA/R programs
- Serve on Steering Committee for Health Care Advisory Council of Koochiching Economic Development Agency
- Active involvement with the local office of Minnesota Workforce Center

Volunteerism

Over the past year, our volunteers have donated approximately 444 hours to the residents of Koochiching Health Services. Volunteers assist the facility with activities, special celebrations, outside activities, hair and nail care, and one-on-one interaction with residents.

Promoting Economic Development

Koochiching Health Services purchases products and services from many local businesses. Last year, Koochiching Health Services purchased \$402,770 in goods and services from local businesses. Business Koochiching Health Services routinely purchases from include:

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| • J&D Family Foods | • Bremer Bank | • Mel's Corner |
| • Jackpine Family Diner | • Polkinghorne's | Service |
| • Northstar Electric Cooperative | Hardware Hank | • Rainy Lake |
| • Benedict Sign Co. | • Littlefork Times | Medical Center |
| • Donahou Electric | • Northern Disposal | • Rainy Lake Gazette |
| • Minnesota North College | • Ron Nelson | • Coca Cola Bottling |
| • Shannon's Inc. | Refrigeration | • Taylor's Plumbing |
| • Pick Me Flowers | • Rainy Lake Oil | & Heating, Inc. |

There are 67 employees working for Koochiching Health Services and 63 of these employees are International Falls/Littlefork residents. Each year, Koochiching Health Services pays approximately \$3.1 million in wages and benefits.

For More Information	
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