



PENNINGTON HEALTH SERVICES

Thief River Care Center
Social Accountability Statement 2025

Thief River Falls is a vibrant community of approximately 8,700 residents nestled in the northwestern corner of Minnesota, near the Red River Valley and the borders of North Dakota and Canada. At the heart of this community is Pennington Health Services (dba Thief River Care Center), a premier skilled nursing facility that opened its state-of-the-art campus in 2012.

As a Medicare and Medicaid-certified facility, we provide a full spectrum of professional care—ranging from short-term rehabilitative stays to comprehensive long-term care and specialized programs for unique needs.

Our facility was intentionally designed to blur the lines between the care center and the city we love. The interior features a unique "town square" aesthetic, showcasing storefronts, banks, and restaurants modeled after the landmarks of Thief River Falls. To foster a serene environment, we've brought the outdoors in with abundant natural light, indoor trees, and calming water features. Through a robust volunteer program and a calendar full of social events, we maintain an active, vital connection with our neighbors, ensuring our residents remain an integral part of the local community.

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

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

<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

Thief River Care Center provides high-quality care for up to 70 individuals, primarily serving Pennington County and extending our reach to Kittson, Marshall, Polk, Roseau, and Beltrami

counties. Each year, we support between 65 and 110 individuals through a diverse range of healthcare needs.

Many of our residents join us for short-term rehabilitation or post-surgical recovery, typically staying for one to three months as they regain their independence. For those requiring more permanent support, we offer dedicated long-term care, providing compassionate assistance with activities of daily living such as bathing, grooming, and dining.

To ensure comprehensive support, we maintain strategic partnerships with industry experts:

- **HIA Health formerly Hospice of the Red River Valley:** Providing specialized nursing and clergy services for residents who qualify.
- **Big Stone Therapy:** Offering expert on-site outpatient therapy services through our dedicated campus partnership.

<ul style="list-style-type: none"> • Orthopedic Injuries • Back and Neck Injuries • Sports Related Injuries • Amputations • Spinal Dysfunction • Chronic Pain <p>Specialized PT services</p> <ul style="list-style-type: none"> ○ Certified Manual Therapist ○ Functional Movement Screen (FMS) Certified ○ LSVT BIG Certified/Parkinson’s ○ Concussion Rehab ○ Otago Program/Balance ○ Pelvic Floor Therapy/Incontinence ○ Orthopaedic Clinical Specialist ○ Functional Movement Techniques (FMT) – Level 2 ○ Vestibular Rehab ○ Total Joint Program 	<ul style="list-style-type: none"> • Speech Disorders • Swallowing Disorders • Post-Surgical Conditions • Neurological Disorders • Stroke • Hip Fractures <p>Specialized OT services</p> <ul style="list-style-type: none"> ○ Cognitive Rehab ○ Wheelchair Seating and Mobility ○ Functional Movement Techniques (FMT) – Level 2 ○ LSVT BIG Certified/Parkinson’s ○ Certified Lymphedema Specialist <p>Specialized SLP service</p> <ul style="list-style-type: none"> ○ LSVT LOUD Certified/Parkinson’s ○ Cognitive Rehab ○ Pediatrics
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Beyond medical and physical care, Thief River Care Center is dedicated to fostering a vibrant social atmosphere. We believe that family and community involvement are essential to the well-being of our residents, and we actively encourage loved ones to participate in campus life.

Our diverse activities program is tailored to meet individual preferences, offering engagement through:

- **Small & Large Group Activities:** Ranging from community events to intimate hobby groups.
- **One-to-One Engagement:** Personalized interaction supported by our staff and dedicated volunteers.

- **Family-Led Gatherings:** We are happy to provide private space for family groups upon request (please coordinate with us in advance).
 - Live Music
 - Bingo
 - Word Puzzles
 - Bible Studies
 - Current Events
 - Veteran’s day Service
 - Offsite trips
 - Movies
 - Shopping
 - Games, trivia, puzzels
 - Religious Services
 - Communion
 - Birthday party
 - Exercise programs, like Bingocize
 - Special Meals
 - Baking
 - Computer Program for Seniors
 - Arts and Crafts

Commitment to Excellence: PIPP Grant Initiatives

A primary example of our dedication to quality is the implementation of the Nursing Facility Performance-Based Incentive Payment Program (PIPP), awarded by the Minnesota Department of Human Services (DHS). Throughout 2024 and continuing into 2025, we have been executing the “UKG/LELE” initiative—a strategic project designed to strengthen our workforce and deepen resident connections.

Overcoming Industry Challenges

Like many healthcare organizations across the state, SFHS has faced significant hurdles in recruitment, turnover, and a reliance on pool staffing. While these challenges existed prior to the pandemic, the subsequent years intensified the need for a more sustainable approach. In the urgency to ensure "round-the-clock" care, the industry often lost sight of the most vital element: **authentic relationship building**. This grant allows us to put that focus back where it belongs.

Goal 1: Reducing Direct Care Staff Turnover by 3%

To foster a stable, engaged workforce, SFHS has moved beyond traditional HR practices by implementing UKG, a comprehensive Human Resource and engagement platform. This system does more than track time; it empowers our team through:

- **Employee Engagement:** Regular 30- and 60-day check-ins and annual performance evaluations.
- **Financial Flexibility:** Offering "UKG Wallet" for advanced payment options.
- **Modern Scheduling:** Advanced tools to help staff better balance their professional and personal lives.

In tandem with this technology, our leaders have completed "Love ‘Em or Lose ‘Em" (LELE) training. This methodology equips our leadership team with the tools to lead with empathy,

transparency, and collaboration—understanding that retaining top talent requires going the extra mile.

Goal 2: Strengthening Resident Relationships by 2%

We believe that consistent care leads to better outcomes. To achieve this, SFHS has implemented person-centered and consistent staffing models. By ensuring residents interact with the same familiar faces, we create a foundation of trust and friendship. Additionally, our Activity Directors have expanded group programming to encourage residents to build meaningful connections with both our staff and their fellow neighbors.

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.

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

Spiritual care is an integral part of holistic resident care. Upon admission, each resident is assessed for his or her spiritual history and needs. Thief River Care Center has participation from the following local churches:

St. Bernards	Jehovah Witness
St. Johns	Evangelical Free
Nexus	Abundant Life
Our Saviors	Methodist
7 th Day Adventists	Trinity Lutheran
Zion Lutheran	

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

- Catholic Mass & Communion
- Weekly Worship Services
- Sunday Worship and Hymns
- Trinity Communion
- Weekly Bible devotion
- Monthly memorial Service
- Remembrance Services
- End of Life Care/Support
- Clergy Visits When Needed
- Anointing of the sick
- Ash Wednesday Service
- Thursday Piano Music

In a typical year roughly 500 hours of spiritual services from volunteers provided to our residents, and another 1,500 hours are contributed in other services (non spiritual services).

Providing Access to Educational Opportunities

In the ever-evolving landscape of healthcare, education remains a top priority at the Thief River Care Center. We believe that empowering our team with new information, advanced skills, and specialized training is essential to delivering the high-quality, holistic care our residents deserve.

Investing in Our Future

We are proud to offer scholarship opportunities and financial support to help our staff achieve their professional goals. In **2025**, Thief River Care Center awarded **\$68,120** in scholarships and student loan reimbursements, specifically supporting Registered Nursing Assistants and Licensed Practical Nurses as they advanced their higher education.

Continuous Clinical Training

To maintain the highest standards of safety and excellence, our facility provides comprehensive annual training programs, including:

- **Safety & Emergency:** Fire Safety, Disaster Planning, and Emergency Procedures.
- **Clinical Excellence:** Infection Control, Clinical Skills, and Proper Lifting Procedures.
- **Resident Advocacy:** Alzheimer's/Dementia Care, Abuse and Neglect Prevention, and Corporate Compliance.

Building the Next Generation of Caregivers

Thief River Care Center is an active advocate for careers in aging services. We maintain strong partnerships with local high schools and colleges to inspire the next generation of healthcare professionals. Our outreach includes:

- **Student Engagement:** Presenting to high school career classes several times a year to highlight the rewards of nursing and long-term care.
- **Academic Partnerships:** Collaborating with **Northland Community & Technical College** at both the Thief River Falls and East Grand Forks campuses.
- **Community Presence:** Participating in local job fairs and career development events to recruit and mentor local talent.

Serving as Active Community Members

- Thief River Care Center has an active Advisory Committee, members that are made up of community members including clergy, that assembles quarterly.

- Participate in a hospital and nursing home collaborative quarterly meeting with Sanford Health
- Participate in the Heritage Community Center bi monthly senior education planning meetings with senior services partners in the community

Thief River Care Center regularly sponsors advertising in:

- St. Joseph’s Church Bulletin
- The Watch
- KTRF Radio
- Local Schools including Challenger and Lincoln High School
- Special Events

Volunteerism

We try to connect volunteers with work that matches their skills, desires, and interests. Volunteer duties can include assisting the facility with activities, special celebrations, outside activities, and one-on-one interaction with residents, which might include things like prayer, reading, visiting, or other areas any particular individual volunteer may express interest. Some volunteers call bingo, lead prayer sessions or bible studies, or escort residents to medical appointments when families are unable to assist.

Promoting Economic Development

Thief River Care Center is a proud partner to our local business community. We understand that our facility’s success is intertwined with the economic health of Thief River Falls and the surrounding areas. By prioritizing local procurement, we ensure that our operational investments stay within the community to support local jobs and services.

In **2025**, Thief River Care Center reinvested **\$231,405** into local businesses for essential goods and services.

Our routine local partners include:

Ace Hardware	Ingstad Broadcasting	Sanford Accessories
Ace Rent-All	Hugos	Sjobergs
AmericInn	H&S Construction	TRF Times
Builders First Source	KTRF-AM/TRF Radio	TRF Lock & Key
City of Thief River Falls	Lee Plumbing & Heating	Thrifty White
David Lee Catering	Guardian Services	Century Electric
Edgewood Appliance Repair	Northwest Beverage	Walmart
Falls Electric Inc	Northland Community & Technical College	L&M Fleet
Farmer’s Union Oil	Northern Motors	Hospice of the Red River Valley
Genesis Lawn & Snow Care	Olson Construction	THE BUS-Tri Valley
Hardware Hank	Printing Plus	

Our staff members are the heart of the Thief River Care Center, and we are proud to be one of the region’s stable and significant employers. As of December 2025, our team consists of **126 dedicated employees** who provide essential services to our residents every day.

We believe in providing competitive compensation that supports our staff and their families, which in turn strengthens the local economy. In 2025, Thief River Care Center contributed:

- **Total Wages:** Approximately **\$4,408,501**
- **Benefits Packages:** Approximately **\$430,000**

By providing over **\$4.8 million** in total annual compensation, we continue to invest in the people who make our mission possible and sustain the financial well-being of the Thief River Falls community.

For More Information	
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