

Guardian Angels Health & Rehabilitation Center  
*Social Accountability Statement 2022*

Guardian Angels is located in Northern Minnesota in the community of Hibbing, a town of 16,361 people. Known for its Iron mining history, Hibbing is the home of the Greyhound bus industry and Bob Dylan. There are numerous winter and summertime recreation activities available in Hibbing, such as hiking, golfing and fishing in the old mine pits, or “pit lakes.”

In 2022, COVID-19 continued to greatly impacted society including our care center. The Minnesota Department of Health, the Centers for Disease Control & Prevention and the Centers for Medicare & Medicaid Services provided numerous recommendations to reduce care center and community transmission and protect residents, staff and the community. Our care center followed those recommendations which included: increased usage of personal protection equipment, increased infection control activities, restricting visitation and the entry of non-employees, testing, management of positive cases and vaccinations.

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

St. Francis Health Services controls and operates Guardian Angels Health and Rehabilitation Center 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.

*Core Values:*

<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.

Guardian Angels believes in a resident centered, hospitality care model. Our focus and commitment is to continue to serve the health care demands and lifestyles of today's older adults with compassion and excellence.

**Providing Quality Care and Services for Older Adults**

Guardian Angels Health and Rehabilitation Center cares for 75 individuals, with about 90% from the Hibbing and surrounding areas. In a given year, over 120 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.

Guardian Angels offers services in:

- 24 Hour Skilled Nursing Care
- Postoperative Transitional Care/Sub acute Care
- Physical, Occupational & Speech Therapy (Inpatient & Outpatient)
- Interactive therapy programs- LSVT-BIG & LOUD, Rock Tape Functional Movement

Taping Certification and the Otago Exercise Program  
Pain Management  
IV Therapy  
Wound Therapy  
Diabetic Teaching  
Nutritional Education  
Spiritual Care

Guardian Angels is a clinical site for both Mesabi Range Community College's LPN Program and Hibbing Community College's RN program.

In addition to medical services, Guardian Angels offers many social opportunities. These activities have been adjusted to provide Covid-19 infection control practices and social distancing. Activities include therapeutic value to specific resident needs both in physical activity groups and cognitive activity groups:

- Arts & Crafts
- Beauty Shop Access
- Computer Access & Technology Based Groups
- Community & Organization Support
- Dementia Friendly Groups
- Current Events
- Exercise groups & Active Games
- Live Music Entertainment
- Fun Card, Word & Brain Games
- Religious Services & Spiritual Support
- Reminiscing & Discussion Groups
- Resident Councils
- Shopping Cart
- Social Gatherings – Coffee Socials, Happy Hours, Birthday Parties, Holiday Specials & Random Fun Themed Events

Informal groups can be conducted through Activity Centers on each unit. Music and television with DVD players are used daily. Guardian Angels maintains social areas for visiting, reading and just relaxing. There are also monthly events including resident birthday parties and holiday events. An example of this commitment to excellence is the implementation of "Nursing Facility Performance-Based Incentive Payment Program" (PIPP) 2022 grant awarded by the MN Department of Human Services (DHS) entitled: "Falls Prevention".

An older adult is treated in the emergency room every 11 seconds and an older adult dies every 19 minutes as a result of falls (Karon, Ryther, & Robinson, 2015). Falls are the leading cause of fatal and non-fatal injuries among older adults over the age of 65 (Karon, Ryther, & Robinson, 2015). With these statistics it is important for care centers to address falls with the intent to decrease falls, potential for injuries, and increase the individual receiving services' quality of life.

#### DHS-PIPP Grant – Quality Incentive PIPP 2023

The SFHS Collaborative is working together to focus on action items and the implementation of a variety of work focused on workforce retention, creating an environment that encourages teamwork, collaboration and ultimately would reduce turnover and increase employee retention rates. In 2022, Guardian Angels, like many organizations across our state, has faced many challenges in regards to 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 these last 30 months 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 these last 30 months we have missed a very important part, employee engagement and the true idea of relationship building for residents and with staff.

For several years SFHS has implemented an employee engagement survey but our employee engagement survey response rate continues to below a 30% threshold. SFHS employee engagement survey is a way for our organization to see areas of concerns and also areas of improvement, a way for an employee to feel a sense of power knowing that their voice is being heard. With the decrease in response rate, the employer’s ability to address employee challenges is difficult. This lack of engagement has affected in our turnover rate. This last year we have set a goal to have turnover under 25% and all facilities are at 40% or above.

The internal analysis of turnover, retention and staffing pool usage data over the last 12 months have shown that all facilities have been negatively impacted. Guardian Angels have found it necessary to utilize pool staff to meet the needs of our residents because of the staffing challenges. Addressing employee engagement and turnover could assist in minimizing the use of external pool. We believe that by improving our turnover and addressing why turnover is a problem, we will see increase in resident satisfaction within our care centers that will have positive impact on our resident care. In 2024, this collaborative project will continue being implemented to improve turnover rates and quality of life relationship domain.

The SFHS Collaborative falls reduction program continued from 2022 to create a comprehensive falls reduction program that includes improving the care center environment by making it more home-like through strengthening person-centered care, using new artificial intelligence (AI) technology, and developing new exercise programming. The SFHS Collaborative aims to achieve a safer environment for individuals receiving services by training all staff to support, understand, and strengthen our person-centered care to better meet individual resident needs, to use new AI technology to understand the person’s routine and habits, and to increase movement and exercise programming to decrease the risk for falls and subsequent negative outcomes related to falls. As care needs are better identified and person-centered care is improved for individuals receiving services, a decrease in falls could lead to improved utilization of medical care resources, decreased hospitalization, and improved use of staff time related to falls. Falls can have very negative consequences for residents and require multiple types of resources. This two year \$2.8 million project assisted us in rebalancing by effectively using new and existing resources through training, AI technology use, and expansion of exercise programming. The SFHS Collaborative will be able to provide quality care more efficiently as both intrinsic and extrinsic factors related to falls are better understood and considered.

## Recognizing Spiritual Needs and Individuality

Guardian Angels is a spiritual care community. Spiritual care is an integral part of holistic resident care. Guardian Angels has an active Spiritual Care Committee with a Spiritual Care Director on staff to insure that we fulfill our Catholic and spiritual mission. With our sponsorship, we agree to uphold the Ethical and Religious Directives for Catholic Health Care. Worship and bible study are provided. Services for all denominations are held in our newly constructed chapel named “All Saints Chapel”. Upon admission, each resident is assessed for his or her spiritual history and needs. In keeping with this, Guardian Angels has participation from all of the area churches. Our churches and staff offer multiple spiritual activities for our residents including:

- Remembrance Services
- Weekly Communion
- Weekly Worship Services
- Gideon Bibles
- Deacon visits
- End of Life Care/Support
- Hospice/Grief Assistance
- Spiritual Care Kits
- Clergy Visits When Needed
- Anointing of the sick

### Providing Access to Educational Opportunities

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

Guardian Angels awards scholarship monies to assist staff in furthering their education. In past years, scholarships have been given for those obtaining Licensed Practical Nursing and Registered Nursing degrees and Activity Director Certification.

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

Guardian Angels provides yearly education on the following topics:

- Abuse and Neglect Prevention
- Alzheimer's/Dementia Care
- Objectionable Behavior/Affirmative Action
- Resident Rights and Customer Relations
- Core Values
- Corporate Compliance/Code of Ethics
- HIPPA
- Infection Control
- Body Mechanics/Proper Lifting/Ergonomics
- Right to Understand
- Disaster Planning
- Fire Safety
- Clinical issues/Training

Guardian Angels acts as an education site for clinical and internship programs through the Hibbing Community College and through Northeast Minnesota Area Health Education Center.

### Helping Community Members in Need

AEOA Over 55 Program  
 RSVP program  
 Summer Health Care Intern Program  
 Food Shelf Food Drive  
 Salvation Army Meal program

### Serving as Active Community Members

VFW  
 Lion's Club  
 Salvation Army Meal Service  
 Hibbing Community College

## Volunteerism

Due to Covid restrictions, we have had limited volunteer in the building. Volunteers assist the facility with activities, special celebrations, and one-on-one interaction with residents.

## Promoting Economic Development

Guardian Angels purchases products from local businesses spending approximately \$357,000 each year. Guardian Angels routinely purchases from:

A-1 Refrigeration • Express Print • Hart Electric Inc. Wally's Drain  
• Arrowhead Transit Inc. • Hibbing Chamber of Commerce  
Thrifty White Stores • Excel Business Systems •  
C&J Interiors • Northern Business Products • Fraboni's • Range Cornice & Heating  
L&M Supply Inc. • Hibbing Daily Tribune • Jivery Construction • Iron Range Plumbing  
Hart Electric • Hibbing Public Utilities • Walmart • Sullivan Candy and Supply  
Sammy's Pizza • Range Floral • Dominos Pizza •

There are 103 employees working for Guardian Angels. Most of these employees are from the Hibbing, Nashwauk and Chisholm surrounding areas.

Each year Guardian Angels pays approximately \$ 5,200,000 in wages and benefits to staff members who work for our organization.

### For More Information

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