

Guardian Angels Health & Rehabilitation Center
Social Accountability Statement 2024

Guardian Angels is located in Northern Minnesota in the community of Hibbing, a town of 16,214 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.”

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. 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:

<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 be admitted to 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.

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.

SFHS PIPP Grants

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.

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

Salvation Army Meal Service
 Hibbing Community College
 Parkinson's Big Stone support group
 Hibbing Area Chamber of Commerce
 Angel Fund
 Local Alzheimer's Assn. Chapter

Volunteerism

Guardian Angels actively recruits volunteers. Volunteers assist the facility with inside / outside activities, special celebrations, van rides, and one-to-one visits with the 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 115 employees working for Guardian Angels. Most of these employees are from the Hibbing, Nashwauk and Chisholm surrounding areas.

Each year Guardian Angels pays approximately \$ 5,619,916 in wages and benefits to staff members who work for our organization.

For More Information	
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