



# GUARDIAN ANGELS HEALTH & REHABILITATION

## Guardian Angels Health & Rehabilitation Center *Social Accountability Statement 2018*

Guardian Angels is located in Northern Minnesota in the community of Hibbing, a town of 16,361 people. Known for its iron mining history, the city was built on the rich iron ore of the Mesabi iron range. At the edge of town is the largest open-pit iron mine in the world. 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:*** We are committed to express *Christ's* message of love and hope by providing for health, residential, community, and allied services in a holistic, competent, and caring manner that recognizes the value and dignity in 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.

<i><b>Core Values:</b></i>	
<i><b>Integrity:</b></i>	We faithfully adhere to high principles and professional standards.
<i><b>Commitment:</b></i>	We dedicate ourselves to those we serve.
<i><b>Respect:</b></i>	We value and treat each individual with compassion and dignity.
<i><b>Excellence:</b></i>	We have the passion to do our best.
<i><b>Service:</b></i>	We deliver what has not been done, before it is expected.
<i><b>Stewardship:</b></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.

An example of this commitment to excellence is the implementation of the “Nursing Facility Performance-Based Incentive Payment Program” (PIPP) grant awarded by the MN Department of Human Services (DHS). The funds of the grant will be used for a project entitled: “Controlling Infection Challenges Creatively (CICC) Project”.

Although Guardian Angels already has policies and procedures in place to prevent infections, this grant will allow them to thoroughly assess and evaluate further what more can be done to reduce the rate of infections. The facility will implement evidenced based practice guidelines to provide the safest and most effective care to those residents who make Guardian Angels their home. The infection prevention and control policy, systems, and environments of the care center will be affected. This will include enhancing surveillance, accurately identifying infections, performing timely reporting, doing extensive investigations, advocating for proper treatment, reducing the overall rate of infection, and preventing the spread of communicable diseases.

SFHS will develop additional training protocols and resource materials for residents, family, nursing, and all other departments. The grant will expand the role of the infection control nurse, who will receive specialized training and certification. Additional training opportunities will be made available to staff working in environmental, housekeeping, and dietary services also. The timeliness of this grant coincides with a national trend towards reducing infection and transmission rates within the healthcare industry, especially long term care facilities. Antibiotic Stewardship is a key component of the grant and resources, training, and guidance to Guardian Angels pertinent to antibiotic use will be provided. The plan is to collaborate further with our healthcare partners, medical directors, attending physicians, and consultant pharmacists to assist in setting up standards of practice and guidelines to allow for the best outcomes for our residents needing care for infections.

Beginning in 2019 Guardian Angels will begin work on the NOW (Nutrition and Optimal Weight) grant.

Guardian Angels believes in a resident centered care model. Because of this, we have programs that offer our residents increased flexibility in how their day is structured and how/when they receive care and services.

## Providing Quality Care and Services for Older Adults

In 2018, Guardian Angels cared for approximately 194 residents. Often the percentage of residents from Hibbing and the surrounding communities is greater than 98%. Many of the residents will utilize rehabilitation services for recuperations from surgeries.

Big Stone Therapy, our contracted therapy provider in 2018 treated 68 residents in the community for outpatient services.

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, Hibbing Community College's RN program, and the Hibbing Community College's Certified Nursing Assistant course.

Guardian Angels offers many social opportunities. Activities include therapeutic value to specific resident needs both in physical activity groups and cognitive activity groups:

Exercise Group • Pokeno  
Music and Movement • Bingo  
Balloon Volleyball  
Ladder Golf • Unit Groups  
Reminiscing • Trivia  
WII Entertainment System • Just Baking  
Men's Group • Craft/Art  
Fancy Nails • Movie Night  
Happy Hour • Spelling Bee  
Music Night • Sensory Moments  
Current Events/Coffee Group  
Arm Chair Travels  
Popcorn and Nacho Days

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, various outings and holiday events.

### 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 chapel named "All Saints Chapel".

## 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.

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 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/Ergonomics
- Right to Understand
- Disaster Planning

Heritage Manor encourages others to consider careers in aging services. Guardian Angels assists the local colleges with on-site training programs. Several classes of Certified Nursing Assistant (CNA) and Registered Nurses (RN's) do onsite training throughout the year. This is hands-on training with the residents we serve. 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.

Employee Recruitment and Staff Retention: through past grant monies, emphasis has been placed on our recruitment and retention of quality healthcare professionals. This helps us promote and attain our goal of every resident receiving an improved quality of life.

We continue to focus on the following areas during the year:

- Recruitment/Advertising- newspapers, radio, Minnesotaworks, employment office, JobswithUs.

- Selection- review of qualified candidates to interview and hire for open positions within the facility.

### Helping Community Members in Need

AEOA Over 55 Program  
RSVP program  
Summer Health Care Intern Program  
Food Shelf Food Drive  
Big Stone Parkinson's Class  
Salvation Army Food Service  
Local Alzheimer's Assn and Angel Fund

### Serving as Active Community Members

Community Healthcare Area Leader's Meeting  
Hibbing Healthy Lifestyles Coalition  
Salvation Army Food Service  
Hibbing Tourist Senior Center Board  
Hibbing Community College Nursing Advisory Board  
Red Cross Blood Drive  
Iron Range Alzheimer's Assn

### Volunteerism

We currently have over 42 individuals and groups on our roster that enrich the programs and services provided to our residents, including support of our faith community.

Weekly Worship Services • Pastoral Care and Grief Support • Catholic Communion • Spiritual Enrichment Groups • Gospel Singers • Memorial Services • Assumption School • Hibbing Public Schools • AEOA • Salvation Army Holiday Gift Program.

There are currently four monthly music events done on a volunteer basis by various individuals or groups, with others on an as needed basis for special events, holidays or informal events.

### Promoting Economic Development

Guardian Angels purchases products from local businesses spending approximately \$348,309 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  
 Sunrise Gourmet Foods • Range Floral • Holiday • A-1 Refrigeration

There are 138 employees working for Guardian Angels. Most of these employees are from the Hibbing, Nashwauk and Chisholm areas.

Each year Guardian Angels pays approximately \$3.9 million dollars in wages and benefits to staff members who work for our organization.

For More Information	
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