



GUARDIAN ANGELS HEALTH & REHABILITATION

Guardian Angels Health & Rehabilitation Center *Social Accountability Statement 2020*

Guardian Angels is located in Northern Minnesota in the community of Hibbing, a town of 15,944 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: 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.

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: “Nutritional and optimal Weight (NOW) Project”.

The NOW Project will provide Guardian Angels with additional resources to make positive system

improvements to support good nutritional outcomes for individuals receiving services, focusing on each individual's preferences and needs. A big component will be implementing the Kind Dining program to improve dining room service. We hope to create an optimal environment in which food can be enjoyed.

Over the next two years, Guardian Angels will work collaboratively with related SFHS long term care centers to improve the overall dining experience and the nutritional status of individuals receiving services. The NOW Project is a result of SFHS's long term care collaborative being awarded a Minnesota Nursing Facility Performance-based Incentive Payment Program (PIPP) grant by the Minnesota Department of Human Services (DHS). Implementation of the NOW Project began January 1, 2019 and will continue through December 31, 2020. The goal is to reduce the number of residents experiencing unexplained weight loss, increase resident and family food satisfaction, improve resident's overall nutritional status, and to allow individuals receiving services to achieve optimal health, functioning, and wellbeing.

Grants

- Cycling Without Age Grant or CWA- The goal of this grant is to implement a recreationally focused activity that takes the resident out of the nursing facility environment and introduces (or re-introduces) the resident into the surrounding community. CWA programs establish this activity by providing "trishaw rides" to nursing facility residents. The trishaws are propelled by volunteer trishaw pilots. Residents are connected with the volunteer trishaw pilots, other ride participants and with members of the community who they encounter during trishaw rides. CWA utilizes a training program that takes into account the trishaws used and the typical mobility and health issues associated with nursing facility residents. The program has consultants who work directly with the nursing facility to help the facility staff select and train on the equipment.
- Dementia Live Training Grant- . The goal of this grant is to implement a dementia training project for direct care and support staff to enhance the quality of life and/or quality of care for nursing facility residents with dementia. The training will be provided by AGE-u-Gate Training Institute (ATI) through its Dementia Live experiential program.

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 2020, Guardian Angels cared for an average of 80 residents per day. 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. All of our beds are considered Skilled/Medicare Certified. During 2020, Guardian Angels had 29,189 patient days.

Big Stone Therapy, our contracted therapy provider in 2020 treated 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
- QAPI/Compliance and Ethics
- HIPPA
- Infection Control
- Body Mechanics/Ergonomics
- Right to Understand
- Disaster Planning
- Cultural Competency
- Communication and Conflict Resolution
- Trauma Informed Care

Guardian Angels 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 Community College Nursing Advisory Board
Red Cross Blood Drive
Iron Range Alzheimer's Assn
Northeast Healthcare Preparedness Coalition

Volunteerism

We currently have over 40 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 \$340,000 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
- Sunrise Gourmet Foods • Range Floral • Holiday • Soho Arts Prints • Super One Foods • Range Floral • WTBX Midwest Communication • Bark Design • Flom Design Tribune • Valentinis

There are 141 employees working for Guardian Angels. Most of these employees are from the Hibbing, Nashwauk and Chisholm areas.

Each year Guardian Angels pays approximately \$4.9 million dollars in wages and benefits to staff members who work for our organization.

For More Information	
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