



BROWNS VALLEY HEALTH CENTER

Browns Valley Health Center, Inc. SOCIAL ACCOUNTABILITY STATEMENT-2024

Browns Valley is a small, rural community located on the cusp of Western Minnesota. The city is home to approximately 575 residents and 44 businesses. Browns Valley Health Center is located in Browns Valley, Minnesota and is in close proximity to the communities of Sisseton, Beardsley, Graceville and Wheaton. The facility provides medical, social, and spiritual care to its residents without regard to race, color, creed, or national origin, in furtherance of the organization's exempt status

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

St. Francis Health Services owns and operates the Facility 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.

<i><u>Core Values:</u></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.

Our facility believes in a resident centered, hospitality care model. We strive to enhance each individual's life with professional and caring services, and to help each resident achieve his or her highest potential. We have programs that offer our residents increased flexibility in how their day is structured and how/when they receive care and services.

At Browns Valley Health Center we strive to make the city of Browns Valley a better place to live. Through our relationship with the community, we encourage participation in the lives of our residents through volunteering, partaking in social events and an active connection with those in our surrounding area.

Providing Quality Care and Services for Older Adults

BVHC routinely cares for 29 individuals, at one time, who are in need of many different services ranging from ADL-Total Care, Dementia Care, Wound Treatment, Ostomy Care, IV Therapy, Post-surgical Care, Short / Long- and Short-Term Rehab with PT-OT-Speech Therapists and Restorative Nursing Therapy. All our beds are considered Skilled/Medicare Certified. During the current reporting year, the organization had approx. 9,629 patient days and provided services to more than 50 patients.

Many individuals use our services for rehabilitation from surgery and/or acute conditions. Those individuals often stay with us for just one to three months.

Our physical therapy, occupational therapy, and speech therapy services provided by Big Stone Therapies Aid's residents in rehabilitation and provide them with the opportunity to return home or to a more independent setting. We can provide therapies for:

- Orthopedic Injuries
- Back and Neck Injuries
- Amputations
- Spinal Dysfunction
- Chronic Pain
- Post-Surgical Conditions
- Hip Fractures
- Neurological Disorders
- Stroke
- Speech Disorders
- Swallowing Disorders
- Outpatient Therapies

In addition to medical services, BVHC offers a wide variety of Social and Spiritual Activities including:

- Live Music
- Culture Exposure / Trivia
- Church/Bible Study
- Cards, Pokeno, Bingo
- Music Therapy
- Library Group
- Book Club
- Bell Choir
- Crafts
- Movie Nights
- Rugs for Veterans
- Zoom/Facebook Messenger/Video calls
- Shopping/Outings
- Special Event Celebrations
- School Program visits
- Bowling, Horseshoes, Yard Toss, Balloon Toss
- Wii Games
- News Group
- Manicures
- Alexa Music
- Fine Dining
- Coffee Groups, Happy Hour
- Café Day
- Community puzzles
- Virtual Reality Googles

Recognizing Spiritual Needs and Individuality

Upon admission, residents are assessed for their spiritual needs. Our job and mission is to accommodate these needs. Besides Church Service participation, Bible Study, and Rosary, Communion Services are also offered. BVHC is supported by many of the community churches:

- St. Anthony Catholic Church
- St. Mary's Catholic Church
- United Methodist Church
- United Methodist/Presbyterian Church
- Holden Lutheran Church
- Zion Lutheran Church
- Ave Maria Catholic Church

Providing Access to Educational Opportunities

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

Each year Browns Valley Health Center budgets to offer staff scholarships to further their education at local colleges by paying the cost of tuition and books. Scholarships are granted for those obtaining Nursing Assistant Certification (C.N.A) Trained Medication Administration (TMA) certifications, Licensed Practical Nursing (LPN) and Registered Nursing (RN) degrees, and Dietary Manager Certification.

For the 2023-2024 cost report year (10/1/2023-09/30/2024) BVHC awarded over \$4,240 towards:

- i. NAR Certification

BVHC offers staff members a variety of training opportunities each year. Some of the topics covered in these training sessions include:

- Infection Control Practices/COVID
- Emergency/Disaster Planning/OSHA
- Abuse and Neglect Prevention
- Proper Lifting Procedures / Ergonomics
- Fire Safety
- Safe Care for Seniors
- Dementia Training
- Trauma Informed Care
- Corporate Compliance / Code of Ethics

Browns Valley Health Center has assisted the local community colleges with on-site training programs and been able to provide LPN students on site training with the residents. Every employee at Browns Valley Health Center participates in Performance Improvement Projects (PIPs) as part of our commitment to continuous quality improvement. Every employee received valuable information as well as providing vital feedback for their chosen PIP. Employees of Browns Valley Health Center have the opportunity to attend multi-session leadership training that is sponsored by the parent corporation, St. Francis Health Services of Morris, MN. The World Class Leadership program facilitates this education.

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

Facility offers services such as,

- Meeting space for local organizations
- Funeral Services
- Church Services
- Loan personal health care equipment for short term needs
- Safety and Home Evaluations
- Provide Community Senior Meals
- Monthly Community Blood Pressures

Serving as Active Community Members

The facility is affiliated with the following organizations:

- Leading Age of MN
- SWAP
- Senior Linkage
- DMA
- ANCC
- MNDONA
- MHCA

Community groups that BVHC is active in volunteering with are the American Legion, American Legion Auxiliary, Senior Citizens, BV School, BV Education Foundation and Lions Club.

Volunteerism

BVHC has numerous volunteers from Browns Valley and the surrounding communities that donate their talents and time to the residents. Volunteers assist the facility with inside / outside activities, special celebrations, van rides, and one-to-one visits with the residents.

Promoting Economic Development

Many local businesses are supported by BVHC. They include:

- City of Browns Valley
- Hardware Hank
- Valley News
- Maynard's Food Center
- Serocki Excavating
- Border States Cooperative
- Hoffman Electric
- Goodhart's Shop
- BV Community Elevator
- #2 Welding
- Cenex C Store
- BV School District

The facility employs an average of 58 employees. During the year 2024 the organization employed approximately 35 full-time employees. Because these people come to work at Browns Valley, they also spend monies in the community, whether they reside in the city or not.

Each year BVHC pays approximately \$2,000,000 in wages and \$430,000.00 in health care and H.S.A. benefits to our staff and \$75,000 in pension benefits. This was all provided in an area where medical and employment opportunities are very limited.

For More Information	
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