

Pennington Health Services
Social Accountability Statement 2009

Thief River Falls is a small, rural Northeastern Minnesota community located on the outskirts of the Red River Valley. The city is now home to over 10,000 residents and approximately 520 businesses. Pennington Health Services is located in Thief River Falls, Minnesota and is in close proximity to the communities of Middle River, Plummer, St. Hilaire, Grygla, Karlstad and Warren.

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 owns and operates Pennington Health Services and is sponsored by the Catholic Diocese of St. Cloud. We agree to promote the Ethical and Religious Directive for Catholic Health Care services.

<i>Core Values:</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.

Promoting Economic Development

Pennington Health Services community purchases products from the local businesses in which we have spent approximately \$150,000 in the last year. Business PHS routinely purchases from include:

- Hardware Hank
- Thief River Paint and Glass
- Hugo's
- Computer Run
- Thrifty White
- Ben Franklin
- The Times
- Model Laundry
- Lee's Plumbing
- TRF Ministorage
- Dollar Store Plus
- Johnson Drywall
- Pennington Square
- Rick's Appliance
- Southside Storage
- Bredeson's
- Tony Dorn
- Sjobergs Cable
- Pizza Hut
- NW Merit Care Hospital
- SE Merit Care Clc
- Evergreen Eating Emporium
- Ace Hardware
- Kip & Chuck's Lock and Key
- Liden's Lefse
- Northland Community & Technical College
- United Building Center

There are 75 staff members working for PHS and of these employees approximately 95% are residents of Thief River Falls, Middle River, Plummer, St. Hilaire, Grygla, Karlstad and Warren.

Each year, Pennington Health Services pays approximately \$2.1 million in wages and benefits to staff members who work for our organization.



Providing Quality Care and Services for Older Adults

On average Pennington Health Services cares for up to 65 individuals, about 90% are from the Thief River Falls areas. In a given year, over 130 members from this community as well as the surrounding communities in an approximate 45 mile radius will use our services for many things such as respite care, therapy services, and post-surgical care.

PHS offers services or programs to assist older adults and family members within the community by providing:

- Family caregiver meetings
- Educational seminars
- Activities for the public to participate in

In addition to medical services, Pennington Health Services offers a wide variety of opportunities for socialization within our community. Family and public participation is encouraged. Activities include:

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| • Bowling | • Sit dancing |
| • Bingo | • Birthday Social every month |
| • Word Puzzles | • Baking |
| • Bible Study | • Movie Night |
| • Current Events | • Offsite trips |
| • Trivia | • Nail Polishing |
| • Red Hat | • Exercises |
| • Movie Nights | • Ball toss |
| • Readings | • Hand Massage |
| • Memories & Story Time | |

PHS is a spiritual care community, which includes members of the PHS staff and community clergy. Spiritual care is an integral part of holistic resident care. In keeping with this, PHS has participation from our area churches of all faiths.

Our churches and staff offer multiple spiritual activities for our residents including:

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| • Quarterly Remembrance Services | • End of Life Care/Support and Loving Comfort Program |
| • Weekly Communion | • Hospice/Grief Assistance |
| • Weekly Worship Services | • Clergy Visits When Needed |
| • Catholic mass | • Catholic communion weekly |
| • Bible Study Weekly | |

In a given year our Therapy Team will treat approximately over 125 members from our community as well as more from the surrounding communities during their stay at PHS. We are able to provide therapies for:

- Lymphedema
- Strengthening
- Conditioning
- Orthopedic Injuries
- Amputations
- Chronic Pain
- Post surgical conditions
- Stroke
- Neurological Disorders
- Balance Issues
- Speech Disorders
- Swallowing Disorders



PHS provides many types of specialized care to our residents. These services include:

- Wound Treatment
- Ostomy Care
- Post-Surgical Care
- Tube Feeding

Providing Access to Educational Opportunities

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

Staff is offered the opportunity to attend our state Aging Services of Minnesota convention for seminars and additional educational opportunities related to their specific area of expertise or to learn more about other interdisciplinary departments within the facility.

PHS staff has the opportunity for additional training the Department of Human Services workshops.

Additionally, Pennington Health Services provides training programs each year to cover topics in:

- Infection Control
- Disaster Planning
- Abuse and neglect Prevention
- Proper Lifting Procedures
- Fire Safety
- Alzheimer's/Dementia Training
- Clinical Issues/Training
- Corporate Compliance/Code of Ethics

PHS also assists the local colleges with on-site training programs. Several Licensed Practical Nursing (LPN) classes do onsite training throughout the year. This is hands-on-training with the residents we serve.

Employees of PHS have and continue to 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 and the training offered on a yearly basis, with one employee graduating in the course in 2008.

Serving as Active Community Members

PHS employees, board members and residents are active in the community. They are affiliated with several organizations including

- Thief River Falls Rotary
- Golden Pioneers
- Cystic Fibrosis Society
- Alzheimer's Association
- Thief River Falls Chamber of Commerce

Helping Community Members in Need

Over the past year, 150 volunteers have donated approximately 1200 hours to the residents of Thief River Care Center. Volunteers assist the facility with activities, special celebrations, outside activities, and one-on-one interaction with the residents.



Thief River Care Center regularly sponsors advertising in:

- The Times
- The Watch
- Local church bulletins

For More Information	
Facility Information	<p>Pennington Health Services 130 LaBree Ave S Thief River Falls, MN 56701 Phone: (218) 683-8100 Fax: (218) 683-8130 Web Site: www.sfhs.org.</p> <ul style="list-style-type: none">• Click on Services• Select Long-Term Care Centers• Select Pennington Health Services
Administrator/Director of Nursing	<p>Shelley Solberg, LNHA Phone: (218) 683-8101 Email: ssolberg@trcc.sfhs.org</p> <p>Carla Szklarski, DON Phone: (218) 683-8102 Email: cszklarski@trcc.sfhs.org</p>
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