

Current View

RiverView Health Employee Newsletter

5.20.2021



From Carrie Michalski, President & CEO

More steps forward.....I think it is pretty universal that there was a bit of relief and excitement in the air to see the CDC ease some guidelines on mask use for the general public last week, followed by the end of the MN indoor masking mandate. At the same time as health care workers, we are still waiting for transmission rates to lower some more, to a range where CDC feels we can also remove our masks with the assurance our compromised and vulnerable patients are not being put at increased risk of acquiring COVID in the hospital setting. The wait has been long and it has been difficult. We are grateful for your perseverance and adherence to the best practice protocols.

Our Infection Control Committee has provided great leadership prior to and during the pandemic and they are staying abreast of all developments, research, and recommendations from CDC, APIC and others. Each time CDC provides additional data, our team is reviewing

people
quality
service
growth
finance
community

Exceptional People providing Exceptional Care for Exceptional Outcomes.

it for application in our setting. Additionally, we are networking with other hospitals throughout the State of Minnesota and comparing workflows as guidance evolves.

June 20th marks the official start of summer and we are planning to kick off the return of the RiverView Town Hall on June 17th. We will gather outdoors on the grounds so that we can enjoy some refreshments and fellowship along with some celebration and my ability to deliver a live keynote to the team. I hope to see many of you there! More details to come.

Enjoy this issue, lots of great information inside.






Return of the Town Hall
Thursday, June 17th
4:45 pm

More details to follow.



Organizational Goals

2021 Goals

Legend				
 = At or Above Goal		 = Just Below Goal		 = Below Goal
	Goal	Weight	Target Score	
People	Improve unplanned turnover to 15.3% or less.	10%	≤15.3%	17.7
Quality	Improve overall control of adult diabetic patient blood sugar levels to at least 80% of patients having a HgbA1C measurement of less than 9%.	5%	80	86
	Experience no more than 20 patient harms per 1,000 discharges.	15%	≤20	18.45
Service	Attain improvement goals for patient experience.	10%	3.5	2.30
Growth	Increase the number of unique patients seeking prenatal care at RiverView Clinic locations by at least 5%.	7.5%	131	90
	Increase orthopaedic surgery volumes (including spine and podiatry) to at least 670 cases.	7.5%	696	753
	Increase inpatient primary service area market share to 33% or greater.	7.5%	≥ 33%	34.73
	Increase outpatient primary service area market share (outpatient surgery) to 31%.	7.5%	≥ 31%	29
Finance	Maintain a debt to service ratio of 1.5 or greater.	15%	1.5%	2.23
	Maintain a minimum of 100 days cash on hand.	10%	100	184
Community	Initiate at least 245 community health events.	5%	245	22
		100%	3	3.05



Welcome

Annie Waldal Earns Masters in Healthcare Admin

Congratulations to Annie Waldal, Inpatient Unit and Emergency Department director, on receiving her Masters in Healthcare Administration from Minnesota State University, Moorhead.



Kamille Meyer
Generalist
Human Resources



Aviana Hajicek
LPN
Inpatient Unit

Brian Erickson Earns Masters in Business Admin

Brian Erickson, Pharmacy director, recently received his Masters in Business Administration from Ohio State University. Congratulations, Brian!



Business Office Assistance Available to Employees

Reminder: The Business Office is closed to the public but is available to employees with billing questions during the office hours of 8 am-4:30 pm, Monday through Friday.

The following contacts can assist employees with questions by phone or in person.

- Carol - Customer Service, ext. 9431
- Jessica - Financial Counselor, ext. 9283

Be a RiverView Brand Advocate, Win Apparel

Want some RiverView swag? Be a brand advocate and get entered into a monthly drawing for RiverView apparel.

What is a brand advocate? A brand advocate is someone who elevates your brand through word of mouth marketing. Social media adds a completely new element to word-of-mouth marketing. Be one of the employees who “like” and “share” social media posts on Facebook and Instagram and you will be automatically put into a monthly drawing for a quarter-zip RiverView pullover.

Thank you to everyone who shares the news of RiverView’s exceptional care!

Anniversaries

Employees celebrating 1, 3, 5, 10, 15, 20...anniversaries will be recognized.



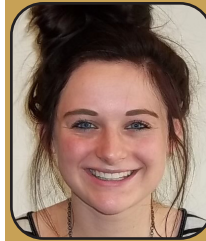
Kari Moe
*Credentialing
Specialist*
Quality
15 years



Megan Berberich
RN
Inpatient Unit
3 years



Samantha Reiling
Counselor
RiverView
Recovery Center
3 years



Jayde Sandberg
LPN
Care Center
3 years



Christina Thompson
RN
Inpatient Unit
3 years



Abby Hopkins
*Respiratory
Therapist*
Rehab Services
1 year



Courtney Lund
*Surgical
Technologist*
Surgical Services
1 year



Adrianna Roling
*Universal
Healthcare
Worker*
Care Center
1 year



Katherine Sapp
LPN
Care Center
1 year

CONNECT WITH US!

Facebook.com
/RiverviewHealthcareAssociation

Instagram
@Riverview_Health

Danelle Trandem is the Employee of the Month for March

Danelle Trandem does a great job as the activities assistant at RiverView Memory Care, where she keeps residents engaged in fun, therapeutic activities. Recently, she's also been recognized for her willingness to help out wherever needed. An accumulation of all of her assets and abilities has led to Danelle receiving the Employee of the Month honor for March!

Danelle, who went to nursing school, has worked at Memory Care for 5 1/2 years. She began as the interim activities director, where she served for a year, before a permanent employee, Kayla Daucsavage, was placed in the position. Recently, she stepped into the role once again while Kayla was on medical leave.

A Crookston native, Danelle is the daughter of Scott and Cathy, and sister to two younger siblings, Amanda and Luke. In her free time she enjoys fishing, hunting and anything outside. Spending time with family, friends and boyfriend Emmanuel are also favorite activities. Her Beagle, Doc, also ranks high on her list and she enjoys walking Doc and taking him to the dog park.

"I would like to thank my co-workers for choosing me to be the employee of the month, I was surprised," she shared. "I really enjoy my job and look forward to coming to work and seeing the residents and their families. We have an amazing team!"

Below are some of the comments made in Danelle's honor.

Over the last month Danelle has stepped in to cover Kayla's position while out on medical leave. Danelle has showed great professionalism, initiative, and a high quality of care to our residents and their families during that time. She has helped coordinate admissions, process paper work, meet with families, schedule, create and conduct activities throughout the facility. COVID-19 has caused many obstacles in the Care Center since last March and she is always willing to go the extra mile to assure that our residents in the Care Center receive the best care possible. Multiple family members have commented on how kind and caring Danelle is to their loved ones. Outside of covering that position, she also is never shy to lend a helping hand to a co-worker, learn a new task, or serve as a role model to others.

Danelle has been a go-to resource for activities for many years. She is a hard worker and excels in her position. Since Danelle has stepped up for the second time in the absence of an activity director, she is willing to do whatever it takes to get the job done. She is a great representation of our mission here at RiverView.



GoFundMe Set Up for Baby Elliot Thompson

Congratulations to Kayse Thompson, Patient Access, and her husband Jordan on the birth of their beautiful daughter Elliot Nicole Thompson, born May 4.

Elliot was brought into the world a few weeks early after a mass was found on an ultrasound. After birth, an MRI revealed the mass to be a myelocystocele, a rare form of spina bifida, as well as an underdeveloped spinal column and a tethered spinal cord.

Elliot will have surgery at three months old to remove the mass in her back and detether her spinal cord.

A GoFundMe account has been set up to help with unexpected medical expenses not only from Elliot's upcoming surgery, but also the time she spent in NICU after birth, and future needs.

[Click here](#) to donate to Elliot's GoFundMe.



2021 Wonderful Life Produce Boxes

Save time and have your healthy produce delivered to you. The Wellness QIT is working with Wonderful Life Foods (WLF) to have fresh produce boxes delivered to RiverView in 2021.



Pick up your produce box from 3:30-4:30 pm outside the door near Human Resources on the following dates: May 26, June 9 & 23, July 7 & 21.

You can also pick your box up at the store (115 North Main Street). WLF will need to know your preferred pick up location when ordering.

Choose a large box for \$30 or a small for \$20. Each box includes recipes featuring the produce. Order four boxes and get your fifth FREE!

Payment is due at pick up, over the phone, or with a prepaid punch card. WLF accepts cash, checks, and all major credit cards.

Join the special Facebook group "RiverView Health Produce Boxes" by going to WLF's Facebook page, click on "groups" on the left side of the page, and click "join group" when you see the RiverView group or [click here](#). Sign up can be done through the Facebook group, at 281.1125, or wonderfullifefoods@gmail.com.

Northland Students Receive Hands-On Training, Provide Care at RV

Pinning ceremonies were recently held at RiverView for the registered nursing students from Northland Technical and Community College who completed their clinicals.

Led by Frieda Larson, Northland nursing clinical instructor, the students spent one day a week at RiverView during their fall and spring semesters learning the art and science of nursing through hands-on care of patients. Larson is also a flex RN at RiverView, as well as an instructor for childbirth classes and provides on-call lactation services.

With direct supervision and guidance from Larson and RiverView nurses on the Inpatient Unit, the students did rotations in the ED, OR, Same Day Surgery, Cardiac Rehab, and Home Care. According to Larson, each day students were assigned one to two patients on the Inpatient Unit to care for alongside the primary nurse.

“Clinicals are an essential part of their learning journey and are a key piece in their preparation for a future nursing career,” Larson shared. “Students really value their time at RiverView. They feel so welcome on the Inpatient Unit and say that the nurses go out of their way to teach them and include them in learning experiences.”

Upon graduation, these students will be eligible to take their boards to become registered nurses.

Congratulations and good luck to all of these future registered nurses!

Pictured at right: Northland students with their clinical instructor Frieda Larson, top photo, far left.



Applications Due July 1 for Baig, Erickson, Norman Scholarships

The RiverView Foundation is happy to announce the availability of the employee scholarships listed below. The deadline for scholarship applications is noon, Thursday, July 1 for all three scholarships.

Baig Family Healthcare Scholarship: In honor and memory of his father Mirza Abdur Rahim Baig, Dr. Mirza and Refugio Baig have established the Baig Family Healthcare Scholarship designated to support RiverView Health employees. The \$1,000 Baig Family Healthcare Scholarship will be offered to RiverView Health employees who have been employed for six months or longer and who are currently enrolled in or intending to enroll in a healthcare field of study. Special consideration will be based upon applicant's values, personal character and the compelling reason why they want to pursue a degree in the healthcare field.



Valborg M. Erickson Scholarship: The Valborg M. Erickson Family Foundation/RiverView Health Employee Education Scholarships will be awarded to RiverView Health employees through the Valborg Erickson Fund of the In Faith Community Foundation.

Valborg M. Erickson Education Scholarships are offered to RiverView Health employees that seek further education and career advancement in a healthcare field, including further education toward LPN, RN, BSN status and other career advancement programs. Applicant must currently work an average of 20 hours per week in the last quarter and must work a minimum of .2 status while receiving this scholarship.

Lance and DeNae Norman Family RiverView Employee Scholarship: In recognition of Lance's ongoing commitment to secondary education and the desire to continue the growth of exceptional services offered at RiverView Health, he and his wife DeNae have set up a \$500 per semester scholarship to be awarded to a RiverView employee that is pursuing post-secondary education in a healthcare field. Special consideration will be based upon the applicant's values and character; along with the compelling reasons that inspire the applicant to achieve a higher level of degree in their particular healthcare field of study.

Application forms and guidelines may be requested by calling the Foundation office at 281-9249, e-mailing Foundation Director Randy Schoenborn, stopping by the Foundation office, on the R drive under "Foundation Scholarships", or by [clicking here](#).

Dr. Wessman to Provide Virtual Education on Overactive Bladder

Did you know one in six adults has an overactive bladder? Maybe you are one of those who feel like your bladder is out of control. If so, there's help. Overactive bladder is a treatable condition.

Join Dr. Kari Wessman, OB/GYN at RiverView Health, for a virtual discussion on overactive bladder and treatment options that can get you back to living life. The online event takes place on Wednesday, May 26, at 5:30 pm.



The presentation will:

- Explore conditions, causes, and symptoms.
- Help you understand all of your treatment options.
- Educate you on which therapy options Medicare and private insurers cover.

While an overactive bladder is more common than vision problems and diabetes, it is not normal, and you shouldn't have to live with it.

Please [click here](#) to register for the virtual event.

**OVERACTIVE BLADDER IS
EXTREMELY COMMON**

**1 in 6
adults^{1,2} has OAB**



Pharmacy Offers Free Meds-to-Beds Program

Patient stays are a little easier these days thanks to the implementation of the Pharmacy's Meds-to-Beds Program.

Through this program, patients on the Inpatient Unit can have the medications they need to take home delivered to their bedside before being discharged.

The program is free and includes delivery times of 10 am, 1 pm and 4 pm by pharmacy staff.

"Our staff bring the medication to the patient's room and provide a private consultation and answer any questions the patient might have," shared Shelby Knott, PharmD. "We make sure the patient understands their scheduled doses to help speed up the recovery process."

Patients must have their prescription insurance card available, along with their co-pay through cash, check, debit card, or a credit card (no American Express) at the time of delivery. Prescriptions filled through the Meds-to-Beds Program are considered an outpatient pharmacy service and cannot be added to the patient's hospital bill.

Patients can have their prescriptions transferred to the pharmacy of their choosing if they do not want to participate in the Meds-to-Beds Program.



Pharmacy Now Selling Over-the-Counter Meds, More to Come

Stop by the Pharmacy and check out the new retail items. Then, watch it grow as more items are added.



Physical, Occupational Therapists Provide Lymphedema Services

Congratulations to Lori Hefta, physical therapist in Rehab Services, on her recent recertification as a Certified Lymphedema Therapist (CLT). Hefta isn't new to the service, though, as she began studying to become certified in 1998 and was originally certified in 2002. She has 23 valuable years of experience in the field.



Lori Hefta

Lymphedema is a non-curable, chronic condition in which excess fluid collects in tissues, causing swelling that can be severe and debilitating. The lymphatic system is part of the immune system. It moves fluid through the body, picking up waste, bacteria, and viruses. Lymph nodes filter out the waste and flush it from the body. When something goes wrong, the fluid backs up in the tissue and sometimes vessels are blocked. Lymphedema often causes swelling, restricted range of motion, and pain or discomfort.

More than 10 million Americans live with lymphedema or lymphatic disease. There are two types of lymphedema:

- Primary lymphedema is caused by a malformation of the lymphatic system. This is most common in women. Primary lymphedema may be present at birth or may develop later in life, often during puberty or pregnancy. Primary lymphedema is most common in the legs.
- Secondary lymphedema results from damage to the lymphatic system. Surgical procedures such as mastectomies and lumpectomies with radiation and/or removal of lymph nodes are the most common cause. However, secondary lymphedema may also develop due to traumatic injury, infection or severe chronic venous insufficiency (vascular system overload).

All cancer treatment survivors, including those of melanoma, prostate and ovarian cancer, are susceptible to developing lymphedema. Breast cancer survivors can be at a high risk for developing lymphedema and 100% of those treated for neck and head cancer will develop the disease. The lymphatic system plays a role in AIDS, diabetes, heart disease, rheumatoid arthritis, lupus, and cancer metastasis. Physical trauma can also result in lymphedema, a major cause of lymphatic disease among wounded veterans.

Hefta is joined as a CLT at RiverView by Michelle Moen, occupational therapist. Hefta and Moen work with all aspects of Complete Decongestive Therapy (CDT), an intensive program that combines different treatment approaches, including bandaging, compression garments, manual lymphatic drainage, exercise, and self-care. Many studies have demonstrated the effectiveness of CDT for improving lymphedema symptoms such as swelling and pain.

According to Hefta, specialized massage techniques, exercise and compression garments/wraps can help patients suffering from lymphedema. Gentle movements that squeeze the muscles in the affected limb can help fluid drain and make it easier to do everyday things. Activities that get the heart pumping and make breathing a little harder can also bring down the swelling. A trained therapist can use a machine, similar to a blood pressure cuff, to help move lymph fluid out of the affected area.

Hefta's advice to patients is to stay proactive in their treatment regimen. "It can take time with trial and error to find the best combination of treatment approaches that work for you. It is a very individualized treatment. Early detection and treatment are key."

For more information on lymphedema services at RiverView, please call Rehab Services at 218.281.9463.

Pictured at right: Hefta wraps the hand of a patient with lymphedema to help easy symptoms.



2021 Critical Access Hospital National Patient Safety Goals

The purpose of the National Patient Safety Goals is to improve patient safety. The goals focus on problems in health care safety and how to solve them.

Identify patients correctly

NPSG.01.01.01 Use at least two ways to identify patients. For example, use the patient's name *and* date of birth. This is done to make sure that each patient gets the correct medicine and treatment.

Improve staff communication

NPSG.02.03.01 Get important test results to the right staff person on time.

Use medicines safely

NPSG.03.04.01 Before a procedure, label medicines that are not labeled. For example, medicines in syringes, cups and basins. Do this in the area where medicines and supplies are set up.

NPSG.03.05.01 Take extra care with patients who take medicines to thin their blood.

NPSG.03.06.01 Record and pass along correct information about a patient's medicines. Find out what medicines the patient is taking. Compare those medicines to new medicines given to the patient. Give the patient written information about the medicines they need to take. Tell the patient it is important to bring their up-to-date list of medicines every time they visit a doctor.

Use alarms safely

NPSG.06.01.01 Make improvements to ensure that alarms on medical equipment are heard and responded to on time.

Prevent infection

NPSG.07.01.01 Use the hand cleaning guidelines from the Centers for Disease Control and Prevention or the World Health Organization. Set goals for improving hand cleaning. Use the goals to improve hand cleaning.

Identify patient safety risks

NPSG.15.01.01 Reduce the risk for suicide.

Prevent mistakes in surgery

UP.01.01.01 Make sure that the correct surgery is done on the correct patient and at the correct place on the patient's body.

UP.01.02.01 Mark the correct place on the patient's body where the surgery is to be done.

UP.01.03.01 Pause before the surgery to make sure that a mistake is not being made.



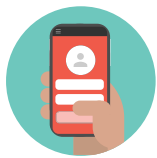


Empowering You for Lasting Success

Ready to get (and stay) healthier? Feeling in control of your situation and finding the confidence to stick with your goals are key. Real Appeal® shows you how.

Giving You a Solid Foundation

Real Appeal on Rally Coach™ is a proven online weight loss support program. It's available to you and eligible family members at no additional cost as part of your medical insurance.



Convenient Rally Coach App

Set goals, track your progress, and connect with a weight loss coach, right in the app. Sync wearable devices and third-party apps, too.



Online Coaching

Get support and guidance every step of the way. Join virtual group sessions led by a coach.



Healthy Resources

Access a digital library full of practical tips, recipes, and workouts. Get a Real Appeal Success Kit delivered right to your door, too.

Get Started Now at

enroll.realappeal.com

Have your health insurance ID card handy when enrolling.

3 tips to feel more confident about losing weight.

Be realistic

Focus on small, achievable changes, so you can experience feelings of success more often.



Keep a learning mind-set

Accept that setbacks will happen and approach challenges with an open mind.

Track successes

Make a list of accomplishments, then add to it daily, to focus on what's going well.



Read "How to Make Healthy Habits Stick" on the back for other practical tips.

RALLY/COACH™

EAT UNITED

FREE SUMMER FOOD SERVICE

FREE MEALS for **all** youth ages **0-18** years!

Due to the ongoing COVID-19 pandemic, the Eat United Summer Food Service Program will be served as a grab and go option only to avoid congregate settings. Meals are distributed out of Highland Elementary School's main entrance on a first come, first serve basis.

When: Monday through Thursday

Starting Date: June 7, 2021

Ending Date: July 29, 2021

Time: 11:00am – 12:30pm

Serving Location (Grab and Go Only):

**Highland Elementary School
801 Central Avenue N.**



Grab and Go Meal Service Procedure

1. Drive to the front of Highland Elementary School between 11:00am-12:30pm. Walk to the main entrance of the school. A school employee will meet you at the doors.
2. The school employee will ask how many meals you will need. Children do not need to be present in order to pick up the meals.
3. You will receive 1 breakfast and 1 lunch for each child 18 years and younger requesting a meal. Please note that if you will not be eating these items immediately, refrigerate for later consumption.
4. Please follow CDC and MDH guidelines while picking up meals, to include wearing a mask and practicing social distancing.
5. Meals will be handed out on a first come, first serve basis.

Questions? Contact Anna Ogaard-Brekken
Food Service Director
218-281-5313 x 7
annaogaard@isd593.org



This institution is an equal opportunity provider.

