



RENVILLE HEALTH SERVICES

Renville Health Services
Social Accountability Statement 2023

Renville Health Services strives to make our hometown communities a better place to live. We are two communities within a community working together to make RHS “A place you will want to call home.”

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

St. Francis Health Services controls and operates Renville Health Services 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:

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| <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. |

Renville Health Services 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.

Providing Quality Care and Services for Older Adults

In an average year, Renville Health Services cares for approximately 140 residents and tenants. Often, the percentage of residents from Renville and the surrounding communities is greater than 85%.

- The Renville Health Services community has the capacity to serve 125 residents and tenants on our campus at one time.
- Our organization sponsors a variety of programs and services for community members, including:
 - Collaboration with RCW for student visits.
 - Live entertainment.
 - Individual and family therapy
 - Activities for individuals and groups.
 - Daycare visits
 - Infection control and fall prevention information
- Renville Health Services also offers the following services or programs to help older adults and family members in the community,
 - Respite Care
 - Hospitality Room.
 - Short-term rehabilitation
 - A list of activities for the public to participate in
 - Outpatient therapy
 - Independent 55+ living, with or without services.
 - Meeting room with dining availability.

In addition to medical services, Renville Health Services offers a wide variety of Social Activities. Activities have therapeutic value to specific resident needs both in physical activity groups and cognitive activity groups. The families and public are invited to attend:

- Grief Support Groups
- Exercise
- Bingo
- Trivia
- Board games
- Discussion Groups
- Live Entertainment
- Card Playing
- Baking Groups
- Sensory Programming
- Dual Activity Programming
- Virtual Reality Programming

Renville Health Services offers services in:

- 24-Hour Skilled Nursing Care
- Postoperative Care
- Physical, Occupational & Speech Therapy (Inpatient & Outpatient)
- Pain Management
- IV Therapy
- Wound Therapy

- Nutritional Education
- Spiritual Care
- Independent, Assisted Living and Memory Care in Hector
- Rent-controlled independent Living in Renville
- 55+ Independent apartments in Renville.

Informal groups can be conducted through the Activity Department. Music and visuals are used daily. Renville Health Services maintains social areas for visiting, reading, and relaxing. Monthly events include resident birthday parties, various outings, community gatherings, and seasonal events.

An example of our commitment to excellence is the implementation of the “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 staff 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’s 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 the " 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's 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 also with each other.

Upcoming PIPP Grant for 2025-2026 Advanced 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 impact our ability to retain staff and 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 include:

Immersive Experiences Projectors
Pepper the Activity Humanoid Robot,
Live Virtual Tours,
Virtual Reality,
Dining Delivery Robots,
Floor Cleaning Robots,
Automated Resident Care vital sign machines
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 more effectively addressing critical aspects of their care needs.

Recognizing Spiritual Needs and Individuality

Renville Health Services is a spiritual care community. Spiritual care is an integral part of holistic resident care. With our sponsorship, we agree to uphold the Ethical and Religious Directives for Catholic Health Care. Worship and bible study are provided.

- Many of our local churches offer services within our facility. These include:
 - Hawk Creek/Rock Valley
 - First Lutheran
 - St. Mathew's Lutheran
 - Cross of Calvary Lutheran
 - Holy Redeemer/ St. Aloysius Catholic Church
 - Ebenezer Presbyterian
 - Our Savior's Lutheran
 - United Methodist
 - Emden Christian Reform
 - St. John's Lutheran
 - Zion Lutheran
- Weekly Devotions and Bible Study session
- Bedside Memorials are available pending the wishes of the resident and/or family

Providing Access to Educational Opportunities

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

Renville Health Services awards scholarship monies to assist staff in furthering their education. In 2024, over \$12,100 was provided for nursing education and scholarships for those advancing their nursing degrees.

- Staff attend our state LeadingAge of Minnesota convention for seminars
- Quarterly all-staff education
- Monthly Department education
- RHS staff have the opportunity for additional training through Department of Human Services workshops
- RHS hosts yearly Open Houses for our community
- Renville Health Services works with our area schools to educate students on the opportunities in the healthcare field

Helping Community Members in Need

- Renville Health Services Community's residents, tenants, board members and employees volunteer in the area communities. These individuals donated their time to the following organizations:
 - Adopt a Highway program
 - Area school fundraisers
 - Community fundraisers
 - Revitalizing Renville Programs
 - Community summer festivals
 - Alzheimer's Association
 - Renville Lion's Club
 - Other fundraising events
- Renville Health Services also sponsors and/or provides an area for local organizations to host their meetings. The following are a few organizations that RHS works with.
 - Church Bible studies
 - RCW Ministerial
 - Lion's club
 - Local Church Organization

Serving as Active Community Members

- Renville Health Services has a contract with Thrifty White Pharmacy

- Renville Health Services employees, Advisory Committee members, residents, and tenants are active members of the community. They affiliate with several organizations, including:
 - Lions Club
 - Relay for Life
 - Revitalizing Renville
 - Sugar Beet Committee
 - Local Ministerial
 - Card Clubs
 - Renville Ladies Bridge Club
 - Meals on Wheels
 - East Ridge Court
 - Renville Regional Senior Services
- As an organization, Renville Health Service has developed partnerships with the following organizations:
 - LeadingAge
 - LeadingAge MN
 - East Ridge Court
 - Thrifty White
 - SFHS Affiliates
 - Catholic Diocese
 - Renville Regional Senior Services
 - Revitalizing Renville
 - Young at Heart Childcare

Volunteerism

RHS has individuals and groups on our roster that enrich the programs and services provided to our residents, including support of our faith community. Volunteers donate their time to our organization.

Promoting Economic Development

Renville Health Services purchases products from local businesses, spending approximately \$350,000 each year.

RHS currently has 80 employees, of which approximately 70 are from the communities of Renville, Danube, Sacred Heart, Hector, and Olivia.

- As the largest employer within the cities of Renville and Hector, our organization contributes over \$3 million to the local economy each year through wages and benefits for our staff members.
- Renville Health Services employee committee Goal Diggers provides support and guidance to RHS to create a connection between employees and the community.

The Renville Health Service Community purchases products from the following local businesses:

- Thrifty White Pharmacy

- Community Electric
- Dollar General
- Riverside Flooring
- Grizzly Supply, Inc
- Steve's Heating and Air Conditioning
- Maynard's Grocery
- Dave's Place
- First Security Bank
- Renville County Hospital and Clinics
- Cenex
- Magnolia Floral and Gifts
- Kibble Equipment
- Ecowater Systems
- Main Street Bar & Grill
- NAPA (Renville and Hector)

Each year, Renville Health Services pays approximately \$3,300,000 in wages and benefits to staff members who work for our organization.

| For More Information | |
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