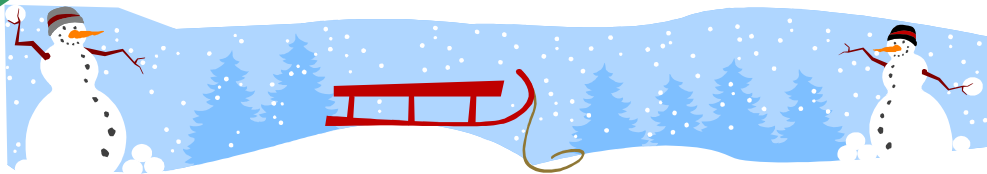


JANUARY 2010

Northwood Deaconess Health Center's Employee Newsletter
HealthCenter Highlights



All Staff Meeting Held Recently

On Tuesday, November 24, a staff meeting was held in the chapel basement. The topics were as follows:

HIPAA – recent issues with privacy and confidentiality. Facebook and other social networking sites provide a new concern to be aware of. As an NDHC employee, you just need to say “nothing” in regards to patient/ resident care outside the facility. Also, please be aware of what you say inside the facility and is it as private and confidential as it should be.

- * Health insurance – change to \$1,000 deductible.
- * Flexible benefits – Addition of \$300 benefit for employees on health plan.

We also touched on our budget concerns for the year. I am pleased to report a number of suggestions have come in from employees on ways to contain / cut costs. I encourage each of you to think about ways to do things smarter and more efficiently.

Goals and Strategies for 2010

Goal 1 – Encourage and develop initiatives that support healthy lifestyles in the community and in the work force.

Strategies:

1. Encourage healthy lifestyles in the community by increasing awareness of the community fitness center.
2. Maintain and improve our community

awareness and activities in health and wellness.

3. Support healthy living for employees. Maintain speaker availability on topics of their expertise that support healthy lifestyles.

Goal 2 - Work on marketing for NDHC to include specific efforts at branding, customer service, and community awareness.

Strategies:

1. Utilization of low cost local options for story telling and getting the message out should be encouraged.
2. Participate in the city wide celebration.
3. Clothing and regular giveaways to increase recognition.
4. Use of local channels should be encouraged as a supplement to information provided in other mediums. Board – management further involvement should be encouraged.

Goal 3 – Improve facility operations including work flow processes that support increased job satisfaction, work performance, and profitability.

Strategies:

1. Support management and online supervisors through training opportunities.
2. Streamline policy maintenance procedures.
3. Support activities that improve electronic health record performance.
4. Investigate development of a foundation to financially support the facility.
5. Investigate and implement if feasible an outside review of facility operations. Support employee input to improved financial performance and customer service.

Mission Statement

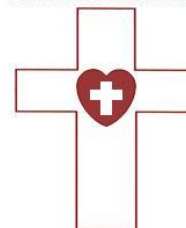
- * Serve as local access to a full range of health care services
- * Continue as a leader in primary care for the whole family, in care of the elderly & in emergency services
- * Function as a focal point for community health, education & wellness

NDHC provides this in a Christian environment, respecting the dignity of all.

Vision Statement

We envision NDHC as a leading source for primary health services in our region, and as a Christian organization, ready to adapt to changes necessary to fulfill the health care needs of the communities we serve.

Northwood Deaconess



Health Center

Bug of the Month: Haemophilus Influenzae



Nickname: H. flu

Morphology: Gram-negative rod

Habitat: Lives in the mouth and throat of humans, especially children

Disease or illness: Before the vaccine was available, H. flu was a common cause of meningitis, especially in young children. It can cause infections of the ear, eye, sinuses, or lungs.

Who is at risk: Young children who have not been vaccinated and the elderly.

Avoidance techniques: Don't let others cough or sneeze in your face; wash hands; discard and don't touch used tissues. A vaccine for H. flu is usually given to infants along with the other vaccines.

January Employee Birthdays



- Wendy Nygaard 1/1
- Tammy Binstock..... 1/4
- Brooke Hillesland 1/4
- Jessica Burwell..... 1/7
- Karen Ness 1/7
- Sarah Konschak..... 1/9
- Deb Dahl 1/12
- Jean Cox 1/14
- Karissa Hofer 1/14
- Ryndee Veer..... 1/16
- Gladys Trottier..... 1/19
- LaRae Storer..... 1/21
- Amy Duncan 1/22
- Wanda Sieg..... 1/22
- Tera Brucker..... 1/24
- Mary Broeren..... 1/28
- Nicki Fuglem..... 1/29
- Derek Haugen 1/29
- Pam Pollert..... 1/30

EMPLOYEE OF THE QUARTER Nomination Form

Residents, patients, family, visitors, physicians, employees: You are invited to nominate a Northwood Deaconess employee (other than a department or division manager) from any department to be considered for the "Heart to Heart" employee of the quarter. If you feel an employee is doing a great job of making this facility a better place for patients, residents, visitors, or other staff, please take a moment to fill in this form.

I nominate _____ of the

_____ department for the following reasons:

Signature _____

Date _____

(Place in box by telephone outside Staff Dining Room
by noon Monday, January 4, 2010)

**For privacy
& confidentiality
issues and concerns,
please contact
Angie Amundson at
ext. 454. This is a
confidential voice
mail. Concerns will
be brought to the
Privacy Committee
for review.**

Fitness Center News!

By Jamie Hillesland, Rehab Services Manager

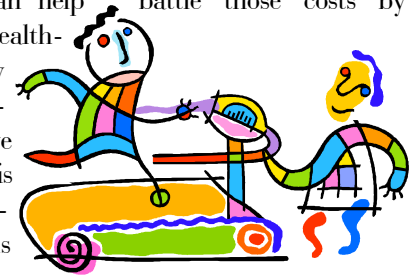
What do you think of when you hear the word exercise? Do you think Too much Work? Do you think AAARGH! Do you think "I don't have time"? Well, you're not alone.

At the risk of being Boooo'd, I'd like to tell you what I think about exercise. I love exercise. I've seen exercise do remarkable things, like take a woman's arm that's been unable to move - paralyzed - by a stroke and return her to being able to hold her spouse's hand, or pet their dog, or comb her own hair. I've seen exercise take a man's leg that's been ravished in an auger accident, and return to operating his farm. I've seen exercise help a massage therapist who was in fear of losing her career because of carpal tunnel, return to her massage work without pain. Exercise is good. It only helps us to do things better. It's our attitudes about exercise that stink.

I've exercised all of my life. Sometimes five times a week for an hour, but at other times in my life, just whenever I could squeeze it in - maybe one day for 15 minutes one week but the next week two days for 20 or 30 minutes. I would drop off Matt for hockey practice and walk around the rink for 30 minutes (or until I couldn't feel my nose anymore). I would use an old railroad timber in our Quonset on the farm, and do a modified type of step aerobic while the boys rode their big wheels around the large "playspace". I used an Airdyne bike in the house at times and at other times, exercise videos. Sometimes I would just dance to the radio for exercise and give the boys a really good laugh. But through it all, the one feeling I always had, is, I missed it when I didn't get to it. Without exercise I would get stiff, I would get lazy and want to lay around on the couch, my spirits would go down. And every time, when I would get back into a routine of exercise, all of those things would change too. I always feel better when exercise is a part of my routine. I know many of you have felt this before too. Remember the time when you dragged yourself to exercise, feeling too tired or just dreading it? And when you finished, you felt more energy than when you

started, or your mood was brighter. If you haven't had the pleasure, try it. I'm pretty sure that you will experience it too. But don't overdo it. If you don't exercise now, commit to one day. Maybe start with 20 minutes. If it wasn't too bad, go another day, and then another. You will find that as you feel better, you will naturally want to stay longer, or go more often. Give yourself credit for any time you spend in the gym or out on a walk. If you do some exercise now, challenge yourself to do just a little bit more. Maybe 5 more minutes, or another day in the week, or add another type of exercise.

There is so much talk these days about the rising costs of health care and healthcare reform. We've seen our own health insurance premiums rise. But the talk is also turning to how we can help battle those costs by taking steps to be healthier. There are many things you can do individually to help improve your health. One step is to increase your exercise. Research has proven over and over



again, that exercise helps decrease the risk of disease or the effects of disease. I want to remind employees that you have an employment benefit that can help you with that. The fitness center is FREE to you. That is a \$360 value if you were to go to another health club or gym. So NDHC is giving you \$300 to put toward a flex account, which is a good step, but they are also giving you \$360 worth of free fitness membership to use to get healthier - so you can decrease the costs in that way.

We have some great equipment in our fitness center. 5 treadmills!! a new cross trainer ! (that everyone loves, by the way), bikes, free weights, strength training units for the whole body, mats for floor work, an exercise ball. Sorry, no railroad ties though. Anyway, try it out. If you already use it, GREAT, you are an example of someone who is taking charge of your health. If you don't, I encourage you to come on down and check

401k News

After careful consideration, the board of directors supported the recommendation made by administration to not fund the 401K plan for 2009. What does that mean to you? It simply means that if you are eligible for a contribution to your 401K by NDHC in 2009, the contribution will not be made this year. In visiting with Kory Sondreal of Alerus Financial, all contributions by NDHC are discretionary. No notification is required, however I thought it was important that you be notified of this change. Why do we need to do this? First of all, we need to re-build our cash reserves and get the other bills of our operations paid up to date. Through the end of the year and early into 2010, our cash flow will remain very tight. We need to pay all of our vendors current and accumulate needed reserves to operate, meet payroll, and pay required indebtedness. You can continue to put funds into your 401k and any funds you put in are not affected by this decision. It is our plan to fund the 401K in 2010 at the level indicated in the plan of 3.25%. We have budgeted for it in 2010, and anticipate cash flow will enable us to meet this.

Christmas Fun!!



"Good news is that I truly out did myself this year with my Christmas decorations. The bad news is that I had to take him down after 2 days. I had more people come screaming up to my house than ever. Great stories. But two things made me take it down. First, the cops advised me that it would cause traffic accidents as they almost had a wreck when they drove by. Second, a 55 year old lady grabbed the 75 pound ladder and almost killed herself putting it against my house and didn't realize it was fake until she climbed to the top (she was not happy). By the way, she was one of the many people who attempted to do that. My yard couldn't take it either. I have more than a few tire tracks where people literally drove up my yard."

How Smart is Your Right Foot?



This is hysterical. You have to try this. It is absolutely true. I guess there are some things that the brain cannot handle. I could not believe this!!!

This will boggle your mind and you will keep trying over and over again to see if you can outsmart your foot, but, you can't. It's pre-programmed in your brain. Without anyone watching you (they will think you are GOOFY.....) and while sitting at your desk in front of your computer, lift your right foot off the floor and make clockwise circles. Now, while doing this, draw the number '6' in the air with your right hand. Your foot will change direction. I told you so!!! And there's nothing you can do about it! You and I both know how stupid it is, but before the day is done you are going to try it again, if you've not already done so.

New Year's Resolutions

Be the best that you can be. Many people set New Year's Day as a time to lose weight, begin a workout program or simply get a little more exercise. Because getting in shape and staying in shape is something every person ***should*** do to stay healthy, it shouldn't be placed on a New Year's resolution list; instead, it should be a practice followed every day of the year. If you have one of these goals among your New Year's resolutions, try to commit to two days of exercise a week to begin with, then work your way up. Mark the days you hope to walk or work out on the calendar. If you have joined a gym, write the name of the gym as well as the time on the calendar as a reminder of where and when you hope to be on this day. If you set a goal of walking seven days a week, you may fail within the first week.

Build family relationships. Spending more time with family members or becoming more involved in family matters is also something that should be an ongoing adventure. If, however, you have been neglectful, a good place to start is to place the birthdays of each family member on a calendar. Try and keep up throughout the year by calling or sending a birthday card. If you don't know the birthdays, start with a phone call. The first phone call can be the beginning of a very beautiful relationship.

Improve your surroundings. While there is really no place or room for jealousy of the neighbors in anyone's daily schedule, there is always room for home improvement. If you want to make your home a little less cluttered or a little more manicured, start slowly and work your way up. Start by setting a schedule.

Kick bad habits. Some bad habits that can be kicked and should be kicked are smoking and overeating. Both are habitual disasters waiting to happen. The best way to quit smoking is to make an appointment with your physician and have a complete physical. Ask his advice on how to quit smoking and then follow it. To stop overeating, analyze your days, figure out what the culprits are, then avoid them or find ways to cut back on them.

Become organized at home and at work. This may be the easiest goal. Start by designating one day a week as your clean-up day at work. Reorganize and de-clutter your workspace on the first and third Wednesday of the month. Reorganize and de-clutter your home on the second and fourth Wednesday of the month.

Check Your Calendar. Check your list of New Year's resolutions and make sure your calendar reflects each and every goal. Birthdays, anniversaries, special personal events and holidays should be added to the new calendar in one sitting. In other words, don't put it off or it may never get done correctly. Other items, such as exercise routines and reorganizing days, can be penciled in on a monthly basis. That way, if your work schedule changes, you can still keep up with exercise routines. If you fill in your own calendar and then follow it, you may find that your list of New Year's resolutions do exactly what New Year's resolutions should do: change your life for the better.

A HAPPY
NEW YEAR