

Northwood Deaconess Health Center

2021 Annual Report



Greetings from NDHC

~ Pete Antonson, CEO

Greetings from NDHC. Inside you will find reports from a number of departments. We will also be recognizing our employees that were recognized as employees of the quarter in the past year. Those that reached milestones in employee service beginning at five years and going up will be in here. Reports on our NDC 100 membership as well as memorials given will be inside as well.

We didn't prepare a report last year as we were feeling overwhelmed by COVID 19 which at the time was all consuming. While the pandemic continues, we wanted to prepare this for the past year.

COVID 19 has dominated the news for now going on 2 years. It certainly has been part of our routine and "baked" into our work practices. I am going to discuss this at a minimum level, but not talking about it doesn't seem quite right either. My comments will be confined to how we have moved through the pandemic.

It certainly has changed our ways. We routinely screen all visitors, vendors, and employees. Entry to the facility is only through our north door. Fortunately, visitation has returned, however much more needs to change to return to "normalcy" or what will be known as pre-COVID. Some things may never change.

We are fortunate to have ample supply of vaccine to take care of the community, residents, patients, and employees. Over 90% of our

employees are vaccinated! We are thrilled to have one of the best rates among organizations that haven't mandated it. In fact, some of the mandated facilities have provided enough exemptions that our rate mirrors their experience.

Work practices have also changed. Masks are now a routine when dealing with all patients. Full PPE is used when COVID is suspected or confirmed. COVID has moved the needle on infection control practice. The practices used to prevent the spread of COVID have also prevented the spread of other viruses and illnesses as well. Things such as GI, strep throat, influenza, and even the common cold seem to less common with the standard use of masks. Enough on COVID, let's move on.

We have been studying our campus and building design for a couple of years ago. An architect has been hired and on board for over a year. Various plan designs are being looked at. Due to limited resources, we are not able to complete our dream facility. Currently, we are looking at alternative designs with the goal of getting the most possible. We not only want to meet the patient and resident needs, but need to build a facility that will enable staff to operate at their most efficient level. At times, it feels as if we are operating in spite of our building. The building doesn't make better people, but a good building design can help people to their work better and more efficiently. There will be more to come in 2022.

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Operations continue to evolve. COVID brought us significant amounts of business, mainly on the treatment and outpatient side. We also treated some lower level COVID infections on the inpatient side as well. We continue to look to grow outpatient services. In 2018, Dr. Mike Page began doing endoscopy and colonoscopy services. In late 2021, he added vein procedures.

Nursing home services continue to see a decline in demand at NDHC as well as statewide. More and more alternatives are being utilized. COVID 19 also accelerated this trend as many saw the restricted, prohibited, or limited visitation as a reason to look for other options. As we finalize our building plan, we struggle with the decision on what size a future nursing unit should be.

Gifts, memorials, and grants continue to be very important to us. 2021 was another successful year. The long awaited ambulance is in production and should be delivered in early 2022. This was purchased through gifts and an estate gift from the Glimsdal Brothers Trust. We will look for gift support for our building project once it becomes defined. We appreciate each gift of support. They help us do more things that we otherwise might be able to achieve.

As we look ahead to 2022, we look to decide on and start a building project. A community health needs assessment will be conducted which ultimately will result in the next strategic plan. We will continue to recruit to fill open positions in areas short staffed.

Service Pin Awards 2021

Annually, we recognize employees at our Christmas Party for years of service beginning at five years, and in five year increments. It is always inspiring and humbling to see the incredible dedication by so many working for NDHC. We are blessed to have so many that have chosen to make NDHC a career with twenty, thirty, and even fifty years of

service. This year, we were able to recognize the following for their service to NDHC. If you know any of these people, shake their hand and congratulate them on a job well done.

Five Years:

Katie Johnson, Shelbie Brattie and Jennifer Youngbear - Nursing; Nicole Korsmo, Jill Trostad, & Shalane Stroot - EMS Ambulance; Darci Wendeborn - Rehab

Ten Years:

Victoria Barragan - Dietary; Tammy Olson - Rehab Services; Andrew Johnson - Manager of Infection Control; Rendi Johnson-Ebach - Hospital office

Fifteen Years:

Lisa Hime - Clinic Reception; Tonya Spear - Environmental Services; Justin Steward & Jessica Steward - LTC Nursing

Twenty Years:

Patty Sawyer - Clinic Reception

Twenty Five Years:

Ronda Hermanson - Ward Clerk, Transportation Driver, and Baker; Chris Kjørven - Administration; Tracy Bina - EMS

Thirty Years:

Karl Broeren - EMS Ambulance; Michelle Labrecque - Rehab Services

Thirty Five Years:

Laura Sanda - Dietary

Forty Years:

Cindy Berthold, Environmental Services

Retirees:

We had 3 employees retire in 2021. Coleen Bomber retired after 42 years of service. She started as a registered nurse in the hospital and finished as the Manager of Clinical Support Services.

June Sanda served 36 years in the Activity Department.

Cindy Wall retired after 27 years of service in nursing and rehab. Thank you all for your time and dedication to NDHC and the clients you served.

Social Services

~ Jessica Gravdahl, Manager



Wow! What a challenge the last few years has presented to the hospital, nursing home, clinic & community members! Covid-19 has been a topic at the forefront of all of our

conversations and has redirected the way we operate at NDHC in regards to visitation and admissions.

Social Services assisted with coordinating information to residents and families regarding COVID testing, vaccination, booster shots and visitation changes. We helped coordinate visitation schedules and provided updates as we received them. It was a busy, confusing time with many families and residents often feeling lonesome for their loved ones. Our department was always met with warm, kind words of understanding and support throughout the past few years, families voiced thankfulness to this facility for the care that was provided for their loved one. We extend the same thank you to all of the families and friends of the long-term care residents and hospital patients as well, we could not have gotten through this without your support and understanding. As we continue to navigate through this, we appreciate all that you do for your loved ones as well.

We continue to work alongside the tertiary hospitals (Altru, Essentia and Sanford) to assess referrals and admit patients to swingbed. Social Services remains involved in the referral process for all admissions to the hospital and nursing facility. We also continue to be available to the community for questions and guidance related to services available in this area. Please feel free to reach out to our department with any questions, (701) 587-6408.

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Community Health Resource Coordinator

~ Brittany Ness, RN

This is the second school year that Northwood Public School has contracted with NDHC for a school nurse. Last year, the position was full-time with much focus on COVID-19 mitigation which left little time for other school nursing functions. This year, the school is contracting a half-time position to complete school nursing duties as well as continuing to manage COVID mitigation, the other half of my time focuses on community engagement, employee health, and some workforce development for NDHC. Some of the school nursing duties include yearly screenings, ensuring immunization records are up to date, education to students and/or staff on certain topics, office visits, and medication management for the students.

This position is really a win-win for both the school and NDHC. It fosters a good relationship between the school and hospital allowing us to

offer a few new programs and pieces that we hope will help “grow our own”, and get students interested in rural healthcare careers.

One of the new programs added this year is HOSA- Future Health Professionals. HOSA is a Career and Technical Student Organization that is similar to FBLA and FFA, but exclusive to healthcare. This organization gives students an opportunity to learn more about specific healthcare careers, provide them leadership opportunities, and apply for scholarships. We are excited that in our first year, we have 24 students enrolled into the chapter, and are hoping to grow the program and define what we want to accomplish as a chapter. Through this relationship with the students, we are able to seek out what healthcare interests they have and possibly help organize opportunities such as job shadowing. We have already had one student job shadow a nurse practitioner at our

clinic. We hope to continue to be able to offer those types of opportunities.

Scrubs camp is another opportunity that we hope to invoke an interest in healthcare from our students. We applied for a scrubs camp grant early in the Fall and were awarded the grant. We plan to hold a scrubs camp for all 8th grade students the end of March. We hope this camp shows students a wide variety of healthcare career options, and hopefully sparks their interest enough that they join HOSA as a freshman the following year!

The Community Health Fair was in October and was the first one held in quite a few years. This was successful as we were able to bring in many vendors and also provided flu and COVID vaccine to interested community members. It was held at the school-it was a fun night with vendors, prizes, and supper provided! Be on the lookout for this to happen yearly, or at least every other year. Bringing health education to the community is an important step in prevention and making our community healthier!

~ Years of Service Awards ~



5 Years of Service:
Katie Johnson &
Darci Wendeborn



15 Years of Service: Jessica Steward, Lisa Hime, Justin Steward (far right);
10 years of Service: Tammy Olson



25 Years of Service:
Chris Kjørven; 40 Years of Service: Cindy Berthold

~ Our Retirees! ~



June Sanda, Activities Dept. 36 years of Service; Coleen Bomber, RN, Clinical Services, 42 years of Service

Northwood Deaconess Health Center



Clinic & Business Office

~ Tina Schwartz, Manager

2020 and 2021 have certainly been ones for the books! I think we are all a bit COVID Crazy.

It has not been operations as normal these past two years, but we have somehow found a new normal with COVID. Although not something we have necessarily wanted to take on, NDHC clinics have faced COVID head on.

We have offered drive-up testing on a daily basis, immunization clinics almost weekly, and have been an infusion site for the region for the monoclonal antibodies.

Dr. Stein and the team have worked closely with Altru to be a partner for them to refer patients out quickly to the swing bed setting, in order to free up much needed beds at Altru in their ICU, COVID unit, and medical floor. We are proud of this team and NDHC's efforts in the fight against COVID and being a resource for the region.

This community should be proud of the facility they have in NDHC right here in their community. I can clearly say with confidence not all small rural health care facilities have provided the COVID response that NDHC has provided and continues to provide to their patients and the region.

- 2021 COVID Tests: **3215**
- 2021 COVID Immunizations: **2060**

What's New:

- NDHC has recently contracted with Altru Health System to provide OB/GYN services. **Dr. Ciara Johnson** is in Northwood the 4th Tuesday of the month.
- NDHC has recently contracted

with Altru Health System to provide Cardiology services. **Dr. James Boatman** will be in Northwood starting Spring 2022. Altru also brings echocardiogram services out to Northwood one day a month.

- Vascular services: Endovenous ablation for venous insufficiency, is now being performed at NDHC by provider **Dr. Mike Page**.
- Ultrasound services: NDHC has now hired their own ultrasound technician that is here two days per week rather than contracting with DMS mobile unit one day a week.
- Vyeo Visits: Patients now have the option to see their provider via "Vyeo" technology through MyChart patient portal rather than in-person. Talk to your healthcare provider.
- Larimore Clinic: Building expansion project coming in 2022!
- State Health Department survey in Northwood and Larimore: The state comes every five to seven years to ensure quality programming and regulatory compliance. We passed with flying colors with no deficiencies.

Providers:

- Dr. Erika Stein, Chief of Staff
- Brian Twete, FNP-C
- Condetta Ness, FNP-C
- Elizabeth Sandberg, FNP-C
- Erik Burke, FNP-C
- Jeanmarie Dahl, PA-C
- Jay Metzger, PA-C
- Abby Anderson, FNP-C
 - Dermatology

- Dr. Mike Page
 - Endoscopy & Vascular Services
- Dr. Jon Berg
- Dr. Ciara Johnson
 - OB/GYN
- Dr. James Boatman
 - Cardiology (Spring 2022)

Goal:

Our goal is to be the rural provider of choice, serving the region in primary care. Northwood, Larimore and Binford clinics serve the clients in a wide region. All three clinics are certified as Provider-Based Rural Health Clinics which helps ensure financial viability in order to serve the region.

Programs:

- Diabetic Education
- Telehealth Services
- Chronic Care Management
- State Funded Vaccine Program
- Dermatology
- Endoscopy Services
- Vascular Services
- OB/Gynecology Services
- Cardiology Services
- 340B Program

Philosophy Statement:

- Access to convenient health care services for all
- Better health outcomes thru quality care & clinical expertise
- Compassionate and connected patient-provider relationships

Thank you for believing in the mission and vision of this organization. Each of us has a gift and talent to bring to the team in how we connect with patients and serve our clients. Again, I say, "if this team can't do it...no one can!" So, let's keep doing...and doing together.

Northwood Deaconess Health Center

Pharmacy Services

~ Jennifer Metz, Pharmacy Manager



The journey through 2021 was another year of adjustments for all! I am so proud to be a part of a health system and community that continues to show perseverance and strength as we worked together through the changes that Covid-19 brought us.

Pharmacy continues to engage with our nurses, providers, therapists, and social services department for admission and discharge planning processes for the hospital. It is important on our part to review the possible admissions to ensure we have the medications they will need when they arrive at NDHC. Also, often patients come from another facility to ours, so making sure that the correct medications are ordered when they are

transferred to NDHC is very important. During their stay, I monitor the medications and labs and relay any questions or concerns with the providers, if there are any. At discharge, I review the medications with the patients that the provider has ordered for them. According to the Institute of Medicine, it's estimated that 72% of post-discharge adverse events are related to medications, so thorough education for the patient at discharge is very important.

We continue to grow with our 340B program at NDHC. I screen patients prior to their scheduled outpatient procedures so we can determine if we are able to purchase their medication at a 340B price for NDHC. NDHC is eligible through the government to purchase medications at reduced prices if a patient

meets the eligibility criteria set forth by the Health and Humans Services Administration.

We were able to purchase an automated medication dispensing cabinet for the hospital in 2021. The automated dispensing cabinet will provide computer-controlled storage, dispensing, and tracking of medications. It will greatly improve patient safety and the efficiency of distributing medications in the hospital. The automated dispensing cabinet will be integrated with our electronic medical record software (EPIC) and the two systems will communicate with one another when medications are ordered. We will also be using it for our ER patients.

Pharmacists Wade Bilden and Bret Carlson, along with our pharmacy technician, Sara Neva, continue to fill in at the hospital pharmacy. They do a wonderful job filling in in my absence and are great assets to the pharmacy services provided at NDHC!

Quality Support Services

~ Ann Larson, RN, Manager



Throughout 2021, all departments throughout the facility have continued to collect QA data and analyzed it for trends and patterns. New indicators are added as issues arise and indicators are dropped after goals are met for a sufficient period of time. Departments work together on projects to improve outcomes collaboratively. The QAPI committee meets monthly to review the data and discuss any concerns. Each month, a department is designated to report out on a QAPI project. The committee has improved on submitting data this year and is becoming more involved in participating in QAPI projects. Quality support is ongoing as we constantly work to improve outcomes for our residents and patients. We are monitoring data and implementing new measures to make improvements that

will provide the best outcomes for our patients.

We continue to send out surveys to all acute and swing bed patients through ICAHN. ER patients are given an electronic survey to complete at the end of their visit. We are currently brainstorming ideas to increase completion rates. Any comments on poor ratings are sent to the manager of the department it applies to. They are reviewed at medical staff where action plans are discussed. It usually involves the process of reviewing the chart, interviewing the staff, and many times calling the patient directly for further input, if we are aware who the patient is. Quarterly data is also discussed at QAPI meetings.

We continue to be involved with the North Dakota Health QHA where we collect and submit data on AMI, stroke,

and ER patients through outpatient CART/MBQIP. We also collect data on ER transfers regarding communication to the agency the patient is being transferred to.

We continue to work with our network agency Altru as consultants. They have quarterly meetings which, this past year have been virtual, and have been very beneficial and informative. We also have quarterly quality meetings with Sanford. We submit quarterly acute, long term care and assisted living data to Sanford. Our QAPI plan is updated annually.

We have a hospital quality improvement contract with HSAG (Health Services Advisory Group), which started in 2021 and is a four-year contract. HSAG provides assistance to make progress towards our quality improvement goals and helps us track our progress. They help us focus on areas we feel we need improvement and are a terrific resource if we have any questions or concerns.



Rehab Services

~ Kris Bilden, Rehab Services Manager

2021 has been a year of change in our department.

Jamie Hillesland announced that she would be leaving NDHC after 20+ years of service as the Rehab Manager. I was hired as her replacement and assumed the role on March 1st. We give her many thanks for her years of service to the facility and for growing this department into what it is today, leaving us with a bright future moving forward.

My focus in my new role is simple:

1. A patient first approach to treatment
2. Give the staff the resources to provide the best care possible to our clients.

I am very exciting for what this department will bring to the area in coming years.

Rehab Staffing:

NDHC currently has a Rehab staff of 17 Full time staff and 3 additional flex time staff which include:

- ◆ 3 Occupational Therapists
- ◆ 1 OT Assistant
- ◆ 6 Physical Therapists
- ◆ 1 Physical Therapist Assistant
- ◆ 1 Athletic Trainer
- ◆ 3 Rehab Aides
- ◆ 2 Receptionists

Additionally, our department contracts with 2 Speech Language Pathologists, sharing this position with Sanford Mayville and Hillsboro along with offering FEES endoscopic swallowing assessments for more advanced diagnosis of swallowing disorders. See the Rehab tab on the NDHC website at www.ndhc.net for specific details on staffing.

I am so thankful to work with the amazing Rehab team we have here at NDHC. This department continues to provide top notch care to the region, completing 8,711 visits in 2021 between PT, OT, Speech and Athletic Training in outpatient, hospital, nursing home, homecare, pediatric and school settings using a variety of treatment techniques, including Strain/Counterstrain, Graston instrument assisted massage, vestibular assessment, advanced stroke rehab, lymphedema management, LSVT Big/Loud, sensory integration and much more.

Additional Highlights:

Personal care services: our Rehab aides will go into the home to provide personal exercise programs designed by our PT/OTs when needed, to fill gaps in skilled care. In 2021 we provided 39 supervised in home visits to individuals to maintain strength and balance, allowing them to maintain their independence and living situation.

Cardiac Rehab:

This year will be the final year we offer Cardiac Rehab phase I/II here at NDHC. This program has been in place since 1997, with Ann Larson faithfully running the program since 2004. We would like to thank Ann for her dedication to this program over the last 17 years.

Pediatric Grant:

We have secured a \$20,000 grant with the North Dakota Department of Health for 2021-2023. As the pediatrics program continues to grow, having the equipment and resources to meet patient needs remains a high

priority, and this grant assists the department in purchasing additional resources as needed for the pediatric caseload.

Pediatrics:

NDHC continues to have PT/OT staff Certified in Sensory Integration which involves specialized evaluation and treatment of children with learning and behavior problems. They provide these services to families throughout the region, northwestern Minnesota, and all of North Dakota. Families travel great distances to Northwood for these specialized pediatric services.

Homecare:

The Rehab Services department continues to provide Physical Therapy and Occupational Therapy services in Home Health through a contract with Good Samaritan Society Home Care, serving patients in Northwood, and the surrounding communities of Larimore, Niagara, Hatton, Arvilla, Inkster, Sharon, Aneta, Grand Forks, ND and East Grand Forks, MN.

Athletic Training:

The Rehab Services department offers Athletic Training services through a contract with the Hatton Northwood Schools. Our Certified Athletic Trainer, Darci Wendeborn, provides weekly visits to both schools to follow and treat sports injuries. NDHC also offers a free screening for students injured during the week. The trainer or therapist attends and provides coverage for all home football games, also basketball and volleyball region tournament coverage when needed. Additionally, Darci runs the NDHC Sports Enhancement program at the Northwood Public School in the summertime.

Fitness Center:

NDHC continues to offer people ac-

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Nursing Services

- Tami Rygg, RN, Director of Nursing

Welcome to the year 2021 in review, the Annual Report from the Northwood Deaconess Nursing Department. 2020 gave us an introduction COVID-19 and in 2021 we focused on how to live within the COVID pandemic. There's no doubt in my mind that not one day of 2021 passed by without speaking or hearing the word "COVID"! COVID has exhausted many of us in more ways than one. The negative impact COVID had on our patient's, resident's, and staff's psychological and physical health and well-being has been devastating. The struggle by the health care teams to attempt to explain reasoning and uphold COVID mandates and guidelines has been painfully time consuming and heart wrenching.

The COVID pandemic has also had a huge impact on our staffing struggles, struggles that were present prior to COVID within our rural medical facility have now skyrocketed, along with agency costs. Yet, amidst these great struggles and fears we have found a new form of continuity and strength. We have pulled together as a team and as a facility. We utilized our resources, we have rose above the chaos and confusion and we continue to function at the best of our abilities, none of which would have been possible without our superb staff.

As mentioned previously, our staffing shortage skyrocketed in 2021 and agency costs tripled. NDHC, just like many other healthcare facilities are in

a critical staffing shortage. The struggle to find and hire not only Certified Nursing Assistants, but Nursing staff weighs heavy on us. We continue to offer competitive wages, sign on and shift bonuses, differential pay, flexible scheduling, and excellent benefit packages. Our attempts at recruiting seem to be most successful by word of mouth, social media posts, and radio advertising.

We are working with an international nurse placement corporation called Personnel International USA. Personnel This s a direct placement and recruiting company aimed to provide experienced and qualified candidates for Medical Technologists, Nurses, and Physical Therapists. We are optimistic that within the next 3-6 months this program will assist us in the hiring of 1-2 RNs.

NDHC also has a close working relationship with Northwood Public School who provides a C.N.A. training program for students in grades 11 and 12. Near the end of this course, the students come on site to "shadow" a C.N.A. for two 8-hour shift. This gives the students a hands-on experience of what a full-fledged C.N.A. does and what their responsibilities are. Our goal from this is to create a relationship and retention of some of the students as C.N.A.s in their off seasons and to promote furthering their education in the field of Health Sciences. NDHC also works closely with the University of North Dakota and Lake Region College of Nursing by offering our facility as a clinical rotation site and nurse preceptorships.

NDHC's ER maintains its Level V Trauma Center designation. We offer remote Emergency and Stroke Telehealth services through the Sanford One Connect system cart called "Amwell". One Connect provides immediate audio and visual connection with a Sanford Affiliate ER Physician for direction and consultation. This is provided to NDHC 24/7 at a push of a button.

Katie Huus, RN ADON is our NDHC Trauma Coordinator. Katie reviews and submits all trauma cases to the State Board of Trauma. The board then reviews all the cases and presents their positive/negative findings to all Trauma Coordinators at scheduled quarterly meetings. In return, Katie relays this information in the form of trauma education and updates to the medical providers and nursing staff at NDHC.

We continue to send Medical Staff and Nursing staff for certification in TNCC, ACLS, PALS, Stroke, and ATLS. NDHC requires all Charge RNs to maintain ACLS certification and all Medical Providers are required to maintain ATLS certification. NDHC strives to promote continuous education and certifications. The Nursing department organizes and plans for SIM-ND truck education days too. SIM-ND provides on-site training to Critical Access Hospitals, EMS units, and other medical providers across North Dakota. SIM-ND is a statewide, mobile education system using high fidelity human patient simulators to train pre-hospital and hospital personnel. Our last SIM-ND session was in October.

The electronic medical record continues to be a great tool which aids the staff in greater standardization of pa-

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Clinical Support Services

~ Andrew Johnson, RN



Healthcare is forever changing. The past two years have been quite the task for healthcare to navigate the many knowns and unknowns. COVID-19 as we know as presented many new challenges that change frequently. On top of that change came a change with this position. Long time, 42 plus year, Coleen Bomber RN retired. I accepted this position in March of 2021 and learned from Coleen until her retirement June 1st 2021. The structure of Clinical Support Services is maintained with Infection Prevention, Risk Management, Clinical Support and Staff Education. Other previous duties were removed such as Quality Assurance and Performance Improvement (QAPI), Safety, and Emergency Operations Planning.

I was on the NDHC Hospital/Swingbed/Outpatient Services/Emergency Services floor for ten years prior to taking on this new position. Taking over a position like this following a predecessor's long career, during a pandemic, has its obvious challenges, but I did it anyway. I took a lengthy CDC Infection Prevention training course to meet the requirements and am not yet eligible for the Infection Control Certification (CIC) until I have worked in this position for two years. I look forward to learning while doing.

Antibiotic Stewardship for Clinic, Hospital, and Long-Term Care is always one of our top priorities. Continuing to make strides in anti-

biotic usage and durations of use so that patients and residents are getting their best options and treatments. I added our Pharmacist and a Provider to a monthly meeting to go over each month's antibiotic uses. These monthly meetings further strengthen our Antibiotic Stewardship Programs bring three people together from three different perspectives. We're excited to see what we learn in 2022.

Although the Quality Assurance is no longer within my department, I work directly with the Quality Assurance Manager on a daily basis to improve our infection prevention programs. One new program that I added was a Hand Hygiene Cart located at the entrance of the dining room. This hand hygiene care is designed to give the resident and staff one last opportunity to wash their hands prior to sitting down for each meal. Our staff and residents have done a great job incorporating the Hand Hygiene Cart and compliance has been very high and maintaining that way. Another coordinated effort between Infection Prevention and Quality Assurance is the development of a "Morale Committee" that is evolving coming into 2022. The Morale Committee will likely be a quarterly rotating board of at least one nurse and at least two nurse Aids along with the Quality Assurance Manager and me to help bring anything from working complaints, new ideas, recognition of employees, or even simply tweaks to processes help boost morale, bring a sense of involvement, and bring the minds from different skill levels together to continue to improve as an organization.

Staff competencies are coordinated between the Director of Nurses, Assistant Director of Nurses, and me. Again COVID-19 changed some of the availability of some of the out of facility options, but more creative online trainings and even mobile unit trainings have been utilized. Expanding our training is always strived for.

OSHA continues to be our employee safety regulator. This requires us to have policies that keep employees safe. Staff injuries are reported and follow up on regardless of the severity. OSHA has also issued new emergency standards regarding COVID-19 in 2021 which were the largest of OSHA's existence that created quite the challenge for developing policy and implementation with even more record keeping requirements for example. Emergency Temporary Standards through OSHA are only allowed for six months and has since expired. OSHA plans to issue some new standard either temporary or permanent in early 2022.

I would say the biggest challenges so far have been navigating the big government agency's rules and mandate changes such as the CDC, CMS, OSHA, and even ND Department of Health to try to maintain proper compliance. Large facilities tend to have teams that dig through the weeds and develop these massive new policies or policy changes whereas smaller facilities have equal work to perform with less resources all while trying to maintain our normal duties. I'm looking forward to some form of resolution of the Pandemic in 2022 and hope for some new form of normalcy to set in at some point. Until then we'll continue to adapt, pivot, improve, evolve, and wash our hands.

Northwood Deaconess Health Center

Northwood Deaconess Health Center Board Members & Member Churches

Keith Groven
President
At Large

Gary Rankin,
Vice President
Our Savior's Lutheran
Church

Lonney Eastvold,
Secretary
At Large

Cynthia Pic
Larimore Rural Parish

Judy Engen
Ebenezer

Joan Thompson
Beaver Creek/Trinity

Bob Bilden
NELC/Washington

Greg McMahan
At Large

Patrick Askew
At Large

Rehab Services: continued from page 8

cess to the community fitness center, with hours of 5 PM to 7AM for the public M-F, with 24 hour weekend access. We currently have 264 electronic fobs issued to the community at large for access to the gym. Silver sneakers and Silver and fit are additional programs offered to provide membership discounts. My hope is that if and when CDC recommendations loosened, we can again allow 24 hour public access M-F to fitness equipment allowing members to maintain their level of physical and emotional health through exercise sometime in 2022.

I am looking forward to 2022, as we continue to provide the area with all their Rehab needs under one roof.

Nursing Services: continued from page 9

tient care, data collection and tracking, enhancing patient centered care, and helps drives and maintain our progress towards Meaningful Use certification regulations for CMS incentive programs. This available data also makes the ease of reporting on Quality Assurance and Performance Improvement studies not such a daunting task. We are so grateful and fortunate to be a part of this preferred electronic medical record system used by more than 250 health care organizations nationwide. Epic allows for one chart to follow patients throughout the multiple areas in which they receive care.

In 2021 we continued to work side by side with Dr. Paige and his colleagues to provide colonoscopies and EGDs on a monthly, sometimes bi-monthly basis. The most recent addition to our outpatient services provide by Dr. Paige is a procedure

called Radiofrequency ablation, a procedure used to treat varicose veins. Radiofrequency ablation (RFA) is a process where a catheter is used to cause a disease vein to close and allow healthy veins to take over, this procedure commonly takes place in the legs. Other common outpatient services provided at NDHC is wound and dressing cares, numerous types of SQ and IM injections, blood transfusions, monoclonal antibody infusion, and a variety of other intravenous infusions. We have superseded our expectations in the outpatient department and look forward to more growth and expansion in 2022.

On March 8th, 2021, the ND Department of Health entered NDHC for an annual Long Term Care survey. Our facility had a good outcome from this survey, receiving just 2 isolated deficiencies. One deficiency went to Infection Control and the other to the Nursing Department. Corrections for these two areas of concern were immediately put into place and compliance was met.

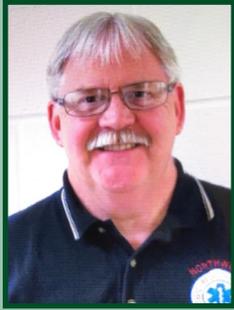
The services, care, and opportunities available at NDHC are amazing. From Emergency services to Long Term Care services and everything in between, it is all available right here! We are committed to our community, residents, and staff. We will continue to engage in new ideas and concepts which will help us maintain safety, compliance, enhanced patient-centered care, fulfill expectations, and improve satisfaction. Thank you for your continued support!

Northwood Deaconess Health Center

~ 2021 NDC 100 Members ~

8 Diamond Circle <u>(\$100,000 +)</u> Evelyn Arnett Estate	Karl & Alyssa Jodock Dennis & Barb Maristuen Our Savior's Lutheran Church Trinity Lutheran Church Steven & Diana Tveit Bruce & Jonal Uglem Mike & Ginger Voglewede	Lutheran Church James & Shari Bilden Keith & Marian Bjerke Chad & Coleen Bomber Jon & Carol Campbell Kayla Domier Gordon & Nancy Hall Craig & Shari Hanson Hatton Prairie Village Jamie Hillesland Katie & Cory Huus Nancy & John Keating David Korsmo Carol Luecke Ralph & Colette McCanna Northwood Men's Club Brad & Becki Pearson Willard Pedersen Douglas & Piper Perkins Polar Communications Mike & Tina Schwartz Steven & Ranae Sotvik Blanche Thingelstad Herbert & Fanny Welte Richard Wood	Lutheran Church Nathan & Jill Fisher Gene & Rose Funseth Rod & Sandra Gabrielson Terry & Shelly Hagen Donn & Doris Hancock Ruth Jacobson Rick & Renee Johnson Robert & Karen Landman Rosemary McCoy Randy & Elaine Meland James & Shirley Ness Newburgh Township Nodak Electric Trust Lynette Northagen Northwood ELC WELCA Northwood VFW Post 2707 Tom & Janet Oelrich Robert & Rose Olson Mitch & Bobbie Ostrom Our Savior's Lutheran WELCA Kent Peterson Rodney & Gladyce Peterson Vicki Saude-Worthington St. Stephen's Church Dee Dee Stephenson Erik & Tara Thorsgard Cecil & Linda Tinderholt Peter Welte Martin & Joan Yahna
5 Diamond Circle <u>(\$10,000—\$24,999)</u> American Legion Victory Post #92 Glimsdal Brothers Estate	Silver Circle <u>(\$300 - \$499)</u> Betty Beck Harley & Judy Camperud Family of Marty Jorgensen Lonnie & Joan Guenther Larry Higdem Keith & Becky Johnson Kolenda Heating & Cooling Wes & Marlys Kunz Rick & Maureen Meland North Dakota Community Foundation Scott & Luann Pedersen Chad & Sue Peterson Sarah Rainhart David & Mya Segerholm Shari Sherva Gerald & Beverly Sieg Luann & Jordan Stevens Ashley Turner Brian Twete Washington WELCA	Member Circle <u>(\$100—\$199)</u> Mike & Denise Adams Beaver Creek WELCA Bethel Lutheran Church WELCA Ron & Bernadette Braun Karl & Mary Broeren Leroy & Carol Carroll Chris & Marcy Douglas Bob & Ruth Draxton Jeff & Suzanne Ellingson Elm Grove	Thank you to all our faithful and new givers. Our facility depends on the kindness and generosity of area community members, area churches, and businesses. Your compassion does not go unnoticed.
4 Diamond Circle <u>(\$7,500—\$9,999)</u> Community Foundation Paul & Julie Mutch			
3 Diamond Circle <u>(\$5,000—\$7,499)</u> Bob & Kathy Walsh Myra Foundation			
Diamond Circle <u>(\$1,000—\$2,499)</u> Aerial Timber Application Alerus Financial Pete & Mary Antonson Bob & Shari Bilden Gary & Janice Bilden Ebenezer Lutheran Church Susan Lloyd James & Karen Tangen			
Gold Circle <u>(\$500—\$999)</u> Janet Bratlie Tom & Jane Engen Larry Hagen Hatton Men's Club Marsha Holweger			

Northwood Deaconess Health Center



EMS Annual Review - Tom Engen, EMS/HR Manager

Wow, what a year, AGAIN: COVID 19 still reared its ugly head! This pandemic has forever changed how we provide emergency care. We rely on our training and our protocols to provide safe and effective care for those who need us.

We ended 2021 with a total of 193 calls for service (122 billable). Our ten year average is 196 per year. Seventy-seven of these were BLS emergency calls, six were ALS emergency calls, forty-five were BLS transfers to other facilities, twenty-three were ALS transfers to other facilities and there were forty-two fire, standby, cancelled or refused transport calls. Our backup ambulance continues to be of value, we had about four times where it was called out as our main ambulance was busy, and six times where we responded with two vehicles. We also utilize it on BLS transfers occasionally, so we can keep the

main ambulance in town in case it is needed. We purchased a new ambulance in 2021 which includes a power lift device that will help us work more safely in the future. This will be arriving in late January 2022. We also purchased a lift device for our current ambulance with a \$25,000 grant from the ND Department of Health.

We continue to receive state grant funding. The funds we have requested continue to help pay for staffing. The legislature set the formula last year to determine how much assistance they will give us for the current biennium. Some squads did not receive any funds. We also get funding from county mill levies in both Grand Forks and Steele County.

We are very fortunate to have on our roster at present: eight EMT's, one Advanced EMT, one Paramedic, three RN/EMT's, one RN/AEMT, and six EMR's (first responders). We

also utilize RNs from the facility for some of our ALS calls and transfers.

We continue to attend community events, parades, football games and the like. Several squad members attended both state and regional conferences that were held virtually this year. We hope to get back to attending them in person this following year.

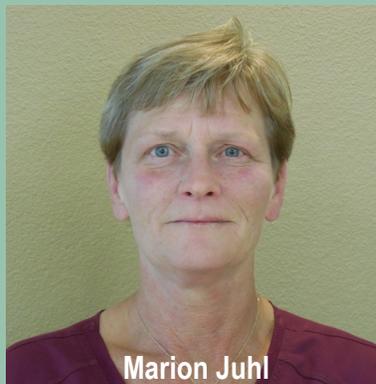
We are working toward becoming a Cardiac Ready Community, we currently have about 20 AEDs in locations that we service & check each quarter of the year. The Economic Development Committee has purchased 10 new AED's that will be distributed in key locations around town as well.

We are looking forward to an exciting year as we have good numbers of people and very good participation in all aspects of our duties. With the additions of new equipment and technologies, along with our people gaining new knowledge, we feel we can continue to do great things for the people in our community and surrounding area.

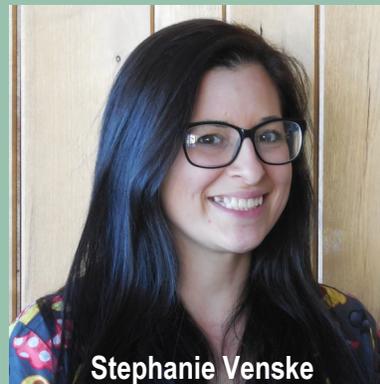
Employees of the Quarter 2021: Nominations for Employee of the Quarter can come from visitors, residents, or fellow employees. The following were named as employee of the quarter in 2021. Mandy Olson – Clinic Reception; Marion Juhl, C.N.A. - LTC Nursing; Stephanie Venske, RN, Clinic; Chris Frank, OTR - Rehab Services.



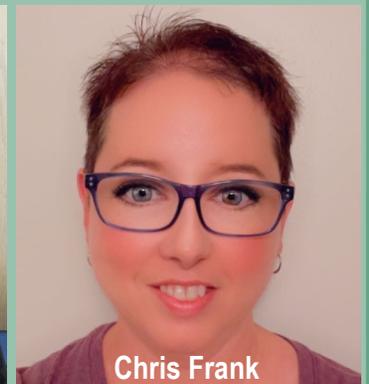
Mandy Olson



Marion Juhl



Stephanie Venske



Chris Frank

Northwood Deaconess Health Center

NDHC Memorials

- DENNIS ANDERSON
Cynthia Pic
Richard & Yvonne Mandt
Jerry & Della Tufte
- EVELYN ARNETT
Brian Bjoralt
Lonney Eastvold
Nancy & John Keating
EUGENE HANNESTAD
Pete & Mary Antonson
Tom & Jane Engen
Willard Pedersen
Kent Peterson
- FLOYD AUNE
Katie & Cory Huus
Keith & Becky Johnson
ELAINE HANSON
Katie & Cory Huus
- GARY BRATLIE
Pete & Mary Antonson
Janet Bratlie
Roy & Pam Gensrich
Katie & Cory Huus
Keith & Becky Johnson
Carol Luecke
Mark & Jane Solseng
Beverly Suby
Robert & Stephanie Vaagene
Herbert D. & Fanny Welte
ANDREW HUUS
Pete & Mary Antonson
Willard Pedersen
- KATHERINE JOHNSON
Keith & Becky Johnson
ROBERT JOHNSON
Craig & Shari Hanson
Rodney & Gladycy Peterson
- MARTY JORGENSEN
Dondi Bondy
Ruth Jacobson
Carol Knain
Tanya Ostlie
JOYCE KLAMM JOHNSON
Keith & Becky Johnson
- JOYCE KNUDSON
Marsha Holweger
CHERYL KORSMO
Pete & Mary Antonson
Charlotte & Scott Clayton
Lonney Eastvold
Tom & Jane Engen
Friends
Gene & Rose Funseth
Craig & Shari Hanson
Paul & Tammy Hofer
Katie & Cory Huus
Brian & Laurel Johnson
Kami Kappedal
Nancy & John Keating
Todd & Chris Kjorven
Wes & Marlys Kunz
Carol Luecke
Willard Pedersen
Rodney & Gladycy Peterson
Blanche Thingelstad
Henry & Janet Thorstenson
Jerry & Della Tufte
Jaden & Jake Voigt
Richard Wood
- ROGER KORSMO
Tom & Jane Engen
Chad & Sue Peterson
- MARK LARSON
Willard Pedersen
Rodney & Gladycy Peterson
Beverly Suby
GEORGE LAUTNER
Dolores Mutch
AVIS LINDROOS
Karl & Mary Broeren
NOREN MELAND
Tom & Jane Engen
Willard Pedersen
Beverly Suby
DOUGLAS MORKVE
Harris Aftret
Linda Stromstad
Cecil & Linda Tinderholt
BRAD OSTLIE
Pete & Mary Antonson
PEGGY OSTLIE
Gene & Rose Funseth
DAN PETERSON
Pete & Mary Antonson
GARIS POLLERT
Katie & Cory Huus
DONALD RUUD
Tom & Jane Engen
Kent Peterson
Rodney & Gladycy Peterson
WALLY RUUD
Lonney Eastvold
Marsha Holweger
Katie & Cory Huus
Kent Peterson
DONALD SAVAGE
Willard Pedersen
Jerry & Della Tufte
SHERRY ROSSET SELSTEDT
Gene & Rose Funseth
CARLA SLETTEN
Larry & Sharray Feickert
Roger & Renae Gjellstad
Scott & Debera Hallgren
Paul & Tammy Hofer
Karen Holien
Richard & Bette Kappedal
Todd & Chris Kjorven
Jordan Kordahl
Tim & Anna Nystrom
Scott & Luann Pedersen
Rodney & Gladycy Peterson
Tom & Rita Schuster
Deb Sletten
Beverly Suby
James & Karen Tangen
Karen & Pat Vankeulan
- PAULINE SLETTEN
Pete & Mary Antonson
Jeff & Suzanne Ellingson
Terry & Mary Belle Gratton
Keith & Becky Johnson
Carol Luecke
Clyde & Dawn Pladson
STEVE SNYDER
Marsha Holweger
Keith & Becky Johnson
MARY SPAETH
Pete & Mary Antonson
CHARLENE STAMNESS
Karl & Mary Broeren
Friends
Beverly Suby
VERNA STAVE
Friends
Gene & Rose Funseth
Marsha Holweger
RON STUART
Pete & Mary Antonson
PAUL SWANSON
Harris Aftret
Lonney Eastvold
Rachel Evanson
Robert & Debbie Opdahl
Kent Peterson
CHARLIE SWENSON
Marsha Holweger
Todd & Chris Kjorven
Rodney & Gladycy Peterson
Virgil & Marcia Sheggerud
JUDY TANDBERG
Tom & Jane Engen
Brian & Laurel Johnson
KEVIN TANDBERG
Katie & Cory Huus
DAVID TENIGUM
Dolores Mutch
MADELINE THORSGARD
Katie & Cory Huus
Kent Peterson
Rodney & Gladycy Peterson
KATHY TUFTE
Scott & Luann Pedersen
FLORENCE WASNESS
Lonney Eastvold
Stef & Claudia Honl
Ruth Jacobson
Rodney & Gladycy Peterson
Virgil & Marcia Sheggerud
Lowell & Arlette Stanlake
Carolyn Tangen