



Bigfork Valley

Hospital • Clinics • Communities

Where skill meets compassion.

ANNUAL REPORT 2023-2024





Mission

The Mission of Bigfork Valley is to provide a continuum of quality health care and community services rooted in excellence and delivered with skill and compassion.

Vision

The Vision of Bigfork Valley is to provide the highest quality health care experience to every life we touch.

Values

Trust. Reliance on our commitment to provide visionary leadership, quality care, communication, confidentiality and excellence of service.

Respect. Holding our patients, clients, elders and fellow employees in high esteem; recognizing their diversity of beliefs and lifestyles and that each deserves equal care and understanding.

Compassion. A sincere desire to support and assist our patients, clients, elders and their families.


Quality. Striving towards optimal health care outcomes consistent with evidence-based practice.

Stewardship. Responsible management of patient care, service delivery, company assets and natural resources.

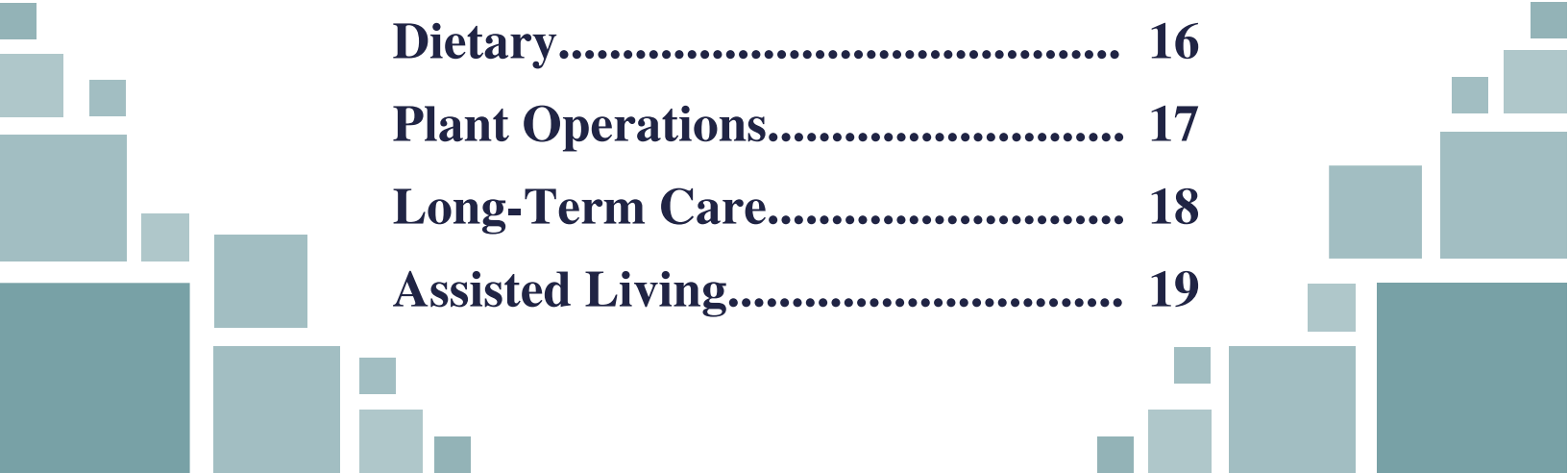
Safety. Maintaining systems and processes that create and support a protective environment.

ANNUAL REPORT

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Meet our CEO, Nathan Hough



I started as CEO at Bigfork Valley on April Fool's Day this year. I am very happy to report that my wife Bernie and I have been welcomed into the community and are glad we moved back Up North.

We both grew up relatively local, with me being from Bagley and my wife from Solway; it feels really good to be back in our 'Home' area after spending the last 20 years in the western states. I honestly didn't realize how much I missed the things at our fingertips here that I took for granted growing up in Northern Minnesota. It's great to be back! My wife and I were able to purchase a home in Bigfork, and with that, the *Honey Do* list at the new house trumps the *I Want To* list, so I'm not getting to hit the *I Want To* list as much as I want to...

One item that the *Honey Do* list doesn't interfere with on the *I Want To* list is coming to work here. I very much enjoy what I do for a living, and working with a team like the Bigfork Valley staff, Board of Directors, and the community makes it high on my *I Want To* list. Having worked with other rural hospitals through the last 20+ years (it's been 30+, but I hate to admit that), I can say that it's truly rare to have an organization that, at its heart, is there to take care of its community; Bigfork Valley is trying hard to be just that. We are taking steps to provide, develop, maintain, and improve medical services our family and neighbors need. Bigfork Valley has a good start; we are currently rejuvenating Long-Term Care to increase the availability of those services, working with several specialty providers to perform services/surgery in Bigfork. We are also implementing additional training programs to "grow our own," such as Pharmacy Technicians, Certified Nursing Assistant (CNA) classes, and the Surgical Technician Apprenticeship program. Note, these programs allow people to be trained at Bigfork Valley to be eligible to sit for testing/exam to earn a nationally recognized certification.

Bigfork Valley was recognized this year for several items across the healthcare spectrum as a top performing hospital when compared to others nationwide. These ranged from being acknowledged again as one of the top 20 in the nation in patient satisfaction to achieving the gold standard awarded by the MDH for our Antibiotic Stewardship efforts throughout the hospital and long-term care facility.

We have a great team here, and with that, the sky is the limit for our future - I'm looking forward to it.

2023 FINANCIAL UPDATE



CAPITAL EQUIPMENT

In 2023, we continued implementing new patient monitoring equipment across our facility, including the surgery center, emergency room, and the hospital inpatient floor. This equipment enabled us to maintain consistency. We financed this project with a three-year capital lease that will cost around \$450,000, including interest and principal over the three years. We also implemented two other leases, one for surgical scopes and a processor costing around \$280,000 over three years and one for ENT scopes costing around \$60,000 over three years. At the end of 2023, we entered a seven-year contract-for-deed to purchase the laundromat building & equipment in the City of Bigfork. The total cost over seven years is around \$176,000 (including calculated interest). This purchase enabled us to make much-needed improvements in our linen services and our future financial expenses. Due to the financing option we were given, this purchase is projected to reduce our expenses and improve our cash flow by around \$60,000 per year starting in 2025, a two-year return on investment. This service change is projected to have a net-zero impact on our expenses and cash flow in 2024.

Below is a full list of capital improvements approved in 2023.

Department	Description	Cost
Acute Care	Lucas 3 Chest Compression System & Life Pack Defibrillator	\$51,906
Administration	Laundromat on Main Street Bigfork 7-year contract-for-deed (Excludes Interest)	\$144,470
Cardiac Rehab	LSI - Cardiac Rehab Monitoring System	\$23,785
Chiropractic	Triton DTS -6M Chiro Table	\$19,406
Dietary	Aspen & Pine Tree Villa Kitchen Upgrades	\$19,212
Emergency Department	Decontamination Room Remodel***	\$58,463
Information Technology	Windows Server 2022 STND - 2 Core License Pack	\$12,060
Information Technology	The Pulse' SharePoint Site (Intra-net)	\$13,736
Long Term Care	Mechanical Lifts Maxi Move Arjo & Sara Steady***	\$20,556
Materials	Materials Door	\$7,711
Plant Operations	DBS Basement Protection for Long Term Care	\$75,530
Plant Operations	Long Term Care Heat Exchanger	\$16,210
Plant Operations	Pine Tree Villa Patios Upgrades	\$36,272
Retail Rx	Pioneer Software***	\$7,466
Surgery	Sterrad Aero flex Scope Processor (AER)	\$40,410
Surgery	Olympus 190 Scopes, Processor, Etc. Lease 3-year lease (Excludes Interest)	\$266,160
Surgery	Ear Nose & Throat (ENT) Scope 3-year lease (Excludes Interest)	\$55,014
Surgery	Ear Nose & Throat (ENT) Computer & Software	\$76,113
	Total	\$944,482

***Indicates a grant funded project

Major Carry Over from 2022

Acute Care, Surgery, ER	Mindray Pt Monitoring (Excludes Interest)	\$427,448
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2023 FINANCIAL UPDATE continued

SUPPLY CHAIN

Materials management at Bigfork Valley has started to see stabilization in backorders and shipping after the COVID pandemic supply chain disruption.

JOINT VENTURES

Bigfork Valley realized a gain of \$358,638 from the dissolution and sale of SISU Medical Systems to Tegria. We were one of several members of SISU Medical Systems, a fully integrated healthcare management information system (IT) provider.

GRANTS

In 2023, we repaid the Department of Health and Human Services (HHS) \$380,284 in unused COVID grant funding. We also received around \$198,000 from the State of Minnesota for an employee workforce incentive grant. These funds will be paid in 2024 to employees who meet certain criteria.

FINANCIAL HIGHLIGHTS

Our operating revenues increased by \$1,343,073 or 5.4%, and our operating expenses increased by \$1,673,170 or 6.4%.

- Net patient and resident service revenue increased by \$1,324,133 or 6.3%.
- Employee FTEs increased by 7% from 148 in 2022 to 159 in 2023.
- Salary and benefit costs increased by \$92,863 or 0.7%.
- Professional fees and purchased services increased by \$931,152 or 22.9%.
- Drug and supply costs increased by \$448,788 or 8.9%.
- Utility expenses decreased by 188,457 or 22%.
- Other expenses (i.e., government surcharges, employee recruitment, and training) increased by \$249,676 or 14%.

	2023	2022
OPERATING REVENUES		
Net Patient and Resident Service Revenue (Net of Provision for Bad Debts of \$272,210 in 2023 and \$332,606 in 2022)	\$ 22,431,407	\$ 21,107,274
Other Revenue	3,437,025	3,439,016
Equity Earnings in Joint Ventures	155,728	134,797
Total Operating Revenues	<u>26,024,160</u>	<u>24,681,087</u>
OPERATING EXPENSES		
Salaries	10,163,596	10,331,665
Employee Benefits	2,504,413	2,243,481
Professional Fees and Purchased Services	4,996,102	4,064,950
Drugs and Supplies	5,487,118	5,038,330
Utilities	671,623	860,080
Depreciation and Amortization	1,903,022	1,763,874
Other	2,004,843	1,755,167
Total Operating Expenses	<u>27,730,717</u>	<u>26,057,547</u>
OPERATING LOSS	(1,706,557)	(1,376,460)
NONOPERATING REVENUE (EXPENSES)		
Tax Levy for Operations	836,220	770,000
Interest Expense	(307,580)	(391,125)
Investment Income	111,405	50,984
Unrealized Gain (Loss) on Investments	338,858	(434,255)
Loss on Disposal of Capital Assets	-	(1,166)
Debt Issuance Costs	-	(179,256)
Noncapital Grants and Contributions	242,328	541,735
Gain on Sale of SISU	358,638	-
Total Nonoperating Revenue	<u>1,579,869</u>	<u>356,917</u>
DEFICIT OF REVENUES OVER EXPENSES	(126,688)	(1,019,543)
CAPITAL GRANTS AND CONTRIBUTIONS	14,472	534,537
CHANGE IN NET POSITION	(112,216)	(485,006)
Net Position - Beginning of Year	<u>16,073,556</u>	<u>16,558,562</u>
NET POSITION - END OF YEAR	<u>\$ 15,961,340</u>	<u>\$ 16,073,556</u>

NORTHERN ITASCA HOSPITAL DISTRICT DBA: BIGFORK VALLEY HOSPITAL STATEMENTS OF REVENUES, EXPENSES, AND CHANGES IN NET POSITION YEARS ENDED DECEMBER 31, 2023 AND 2022

Grant Report

Sandra Leblanc-Boland/ Grant Writer



2024 Grants	Project	Awarded
USAC - Healthcare Connect Fund	Assistance with monthly Paul Bunyan Internet service fees	\$5,584
MDH Small Hospital Improvement Program (SHIP)	Health Information Systems AUR Surveillance Software	\$10,043
MDH Rural Hospital Capital Improvement (RHCI)	Radiology Room Upgrade - Konica Minolta	\$110,000
MDH Rural Hospital Planning and Transition (RHPT)	Strategic Planning led by Bob Stevents	\$15,000
MDH Workplace Safety for Healthcare Entities	Prevention of Violence Staff Training/Badge Readers, Emergency Exits	\$26,240
MDH/MHA SHCIP, Summer Healthcare Internship Program	Summer Interns	\$1847
SFM/SPH (Safe Patient Handling)	Bariatric Wheel Chairs (Hospital and Surgery)	\$2,000
Spring Operation Round Up	Foam Rollers for Senior Fitness Classes	\$219
Spring Operation Round Up	Hyperice Normatec 3 - Sports Recovery System	\$261
TOTAL		\$172,473

REVENUE CYCLE



STAFFING

We have 13 staff members between Admissions, Health Information and the Business Office. We are the first point of contact with patients in Admissions, where we collection accurate demographic and insurance information. Health Information Services (HIS) is where we analyze health information for completeness and permanently house the medical records. This is where patients and other health care facilities can get access to the records. Coding and charge entry are the next steps and final checks take place in the Business Office to ensure a correct claim goes out for the services provided.

HEALTH INFORMATION SERVICES

- Added a Clinical Informaticist position to assist with building and maintaining our EHR system, as well as other reporting needs.
- Successfully attested to Promoting Interoperability, which is a Medicare program. We are using certified EHR technology and have met all the measured quality standards.
- Added an additional coder to help with increased professional services, coding, and billing.

ADMISSIONS/BUSINESS OFFICE

- Transitioned all our Senior Services billing into one system, Point Click Care.
- Increased our collaboration with Tegria, including staff education and outsourced billing services.

FACILITY STATISTICS

	2021	2022	2023
Total Inpatient Days	837	894	546
Total Emergency Room Visits	1,506	1,541	1,565
Total Outpatient Surgeries	764	753	711
Total Outpatient Visits	22,331	21,043	20,540

Rehabilitation Services

The past year has been a testament to our unwavering commitment to excellence in patient care. Each day our therapists live out the Mission of Bigfork Valley, striving to help each individual patient. In a year with significant changes and challenges, our department has continued to lead with resilience and adaptability, all while providing the highest quality of healthcare and remaining true to our values.



Services Provided

Our department continues to provide comprehensive care for multiple patient sectors: in-patient, outpatient, nursing home, swing bed, and emergency department. Our therapists specialize in multiple areas of providing skilled care in orthopedics, vestibular, speech therapy, occupational therapy and more.

Education

Our therapists take pride in their skillset, and each year continually seek professional growth. They participate in numerous in-person and online continuing education seminars. This is a key factor in not only maintaining their yearly licensure but for providing current evidence-based patient-centered care.

Community Engagement

All of our therapists support the Edge of the Wilderness Community in multiple facets. They continue to allow students to shadow the work they do for those that may be interested in rehab. They are often found in the community as coaches and volunteers for various organizations.

Annual Statistics

Overall, our rehab department continues to expand. In 2023 we saw a 15.1% growth over 2022 in billed services. Our patient volume for 2023 was 13,506 visits, which was a 13.2% increase in comparison to 2022.

Staffing

Our staffing model consisted of:

- **Full-time:** (3) physical therapists, (1) occupational therapist,
- (1) administrative assistant, and (1) physical therapy assistant
- **Part-time:** (1) physical therapy aide
- **Casual:** (1) speech therapist and one administrative assistant



Fitness Center

Since its inception in 2012, our fitness center has continued to be an essential asset to our community and 2023 was no different. The services provided continued to be of significant value to our locals. These services range from personal training, group classes, or just those wanting to come burn calories independently. This department, among various others, was yet another growing department. In individual memberships alone, we saw memberships rise to 364 members, a 28% increase from 2022. Keep in mind this increased during the same year the Bigfork School opened their fitness center to the public as well. With this rise came our first year in which the department was profitable, allowing us to establish a benchmark goal in active memberships to sustain our needs. Like everything, there are still challenges we face. Our equipment is growing old, some pieces over 10 years old and we continue to explore various ways of keeping our fitness center up-to-date. The staff in 2023 included our Fitness Center Coordinator who was a 0.5 FTE along with some oversight by the rehab administrative assistant and the Allied Health Services Manager. Together this group continues to explore various aspects of engaging our community in an active

Chiropractic

The year 2023 was an exciting year of growth and development for the chiropractic department. April saw the addition of Dr. Michalla Dunaj-Compo, who has proven to be an invaluable asset. Together both her and Dr. Mike Olson remain committed to providing leading edge chiropractic care to our community.



SERVICES PROVIDED

Our department continues to offer a comprehensive array of treatment options for musculoskeletal pain involving the spine and extremities. Treatment options include chiropractic care utilizing both manual manipulation and other various low force/gentle techniques; myofascial treatment, acupuncture/dry needling, decompression cupping, active care, kinesiology taping, sports physicals, cervical and lumbar traction, and more.

ANNUAL STATISTICS

The chiropractic department experienced a small amount of growth in 2023. We provided 6,617 procedures, which was just over 500 more as compared to 2022. However, revenue was slightly down as compared to 2022 with the addition of the initial expense of adding another full-time chiropractor.

EDUCATION

Our chiropractors enrich themselves yearly in a variety of continuing education classes and seminars to provide evidence-based patient-centered care. They continue to submit clinical research to advance the field of chiropractic and patient care while collaborating within a multidisciplinary setting. They believe in the importance of enhancing their knowledge and skill set so they may continue providing leading-edge care.

COMMUNITY ENGAGEMENT

In addition to billable services, our chiropractors are heavily involved in the community. They provide sports medicine alongside football and basketball games. They help with performance enhancement through developing a weight training program and using the Function Movement Screen system. They are also involved in the concussion management program, administering baseline assessments to all athletes, and guiding in the return-to-play/school component. In addition, they remain active in providing education to various local service groups and student organizations as speakers and serve as mentors and preceptors for local students, colleges, and their alma mater, Palmer College of Chiropractic.

STAFFING

Dr. Mike Olson - Chiropractor

Dr. Michalla Dunaj-Compo - Chiropractor

One full-time administrative assistant

Three casual administrative assistants

Pharmacy

MISSION

The mission of Bigfork Valley's Inpatient and Outpatient Pharmacies is to provide excellent pharmaceutical care rooted in skill and compassion.

RETAIL PHARMACY

Statistics (8/1/2023 - 7/31/2024)

38,898 retail pharmacy prescriptions were processed and dispensed. Of these, prescriptions are dispensed on site, mailed out, delivered to LTC, and our telepharmacy locations (Big Falls, Floodwood, and Northome).

Services Provided

- 340B Prescription Services with SRHS Clinics
- Drug Disposal Events for Community
- Educational Materials and In-services
- Gift Shop Items
- LTC Prescription Services
- Mail and Courier Services
- Medication Therapy Management
- Non-sterile Compounding
- Outpatient Prescription Services
 - Bigfork Campus
 - Telepharmacies in Bigfalls, Floodwood, and Northome
- Over-the Counter Items
- Prescription Counseling
- RxLocal Refill System
- Safe Medication Disposal Education
- SMI Cold Therapy and DME

Accomplishments

- We implemented Cardinal Health's Inventory Management (CIM) program. The program is a perpetual inventory management solution that integrates with Pioneer to provide a real-time inventory dashboard. The integration allows us to know the inventory value on hand on any given day, reduces inventory swell by visualizing upcoming 340b deliveries to prevent order duplication with non-340b meds, allows us to customize inventory min/max levels and preferences, control shipment dates based on refill dates, predict daily orders based on actual Rx demand, and identify actionable excess inventory. Since implementation in December of 2023, we have decreased our drug purchases by 23.1% year-to-date through July 2024.
- We were randomly selected for a Cardinal Health Controlled Substance Monitoring Program (CSMP) audit. It passed with zero deficiencies and 100% compliance.

HOSPITAL PHARMACY

Statistics (8/1/2023 - 7/31/2024)

- 17,500 medication orders were evaluated, corrected or recommendations suggested, verified and released for distribution by our team of pharmacists.
- 26,816 medication doses were dispensed either through automated dispensing cabinets, of which our pharmacy technician stocks, or through medication preparation in the inpatient pharmacy.
- Decreased inpatient pharmacy drug purchases by 3.9% year-to-date through July 2024.



Services Provided

Pharmaceutical oversight of all hospital departments, including Acute Care, Cardiac Rehab, Chiropractic, Emergency Department, Imaging, LTC, Rehab, Specialty Clinics, Surgical Center, and Villa.

Services Provided

- Antibiotic Stewardship
- Discharge Medication Counseling
- Immunization Services
- Medication Reconciliation
- Non-sterile Compounding
- Pharmacist-Managed Vancomycin Dosing
- Pharmacist-Managed Warfarin Dosing
- Sterile Compounding

Accomplishments

- Our pharmacists collaborated with the Acute Care and Surgical Services departments to implement expanded barcode scanning in the outpatient/surgical and emergency departments to ensure safe medication administration via identification of the correct patient and medication.
- Our Director of Pharmacy, Dr. Sara Elioff, PharmD, continues to co-lead our multi-disciplinary Antibiotic Stewardship Committee's efforts to ensure appropriate antibiotic use for better patient outcomes and reduction of antibiotic resistance. Through our efforts, we have retained the honor of being included in the MDH Gold Honor Roll. One notable initiative implemented during this period was the development of a surgical patient questionnaire for pharmacist-driven selection of prophylactic antibiotics in the setting of beta-lactam allergies. This questionnaire has greatly reduced our utilization of broad-spectrum antibiotics and reduced the risk for antibiotic resistance in this population.
- Dr. Elioff also leads our Pharmacy & Therapeutics Committee, which establishes policies on the use of drug products and therapies and identifies drug products and therapies that are the most medically appropriate and cost-effective to best serve the health interests of our given patient population.

2024-2025 GOALS

- **Antibiotic Stewardship Goals:**
 - Implement prospective Antibiotic Stewardship-focused progress notes completed during course of patient's care
 - Implement retrospective case reviews of sepsis, UTI, and CAP in inpatient, observation, and swing bed patients.
 - Collaborate with our providers to review and update all facility-specific protocols (e.g. sepsis, community acquired pneumonia, cellulitis)
 - Pursue the CDC's Antimicrobial Use and Resistance (AUR) reporting system
 - Update our facility-specific antibiogram
- **340B Goals:**
 - Explore inpatient pharmacy drug expense savings opportunities through the 340B Drug Pricing Program
 - Explore potential to increase the 340B dispensing fee paid to the retail pharmacy (contract pharmacy) by SRHS (covered entity)
- **Service Expansion Goals:**
 - Explore possibility of installing a drug take back bin in the retail pharmacy front-end area for safe drug disposal.
 - Explore opportunities to expand our sterile compounding service to include chemotherapy preparations.
 - Explore opportunities to collaborate with the St. Croix Hospice respite care program.
 - Increase community access to vaccinations by offering a vaccine clinic through our retail pharmacy for vaccines such as COVID-19, influenza, RSV, and Shingles.

Surgery

- Dr. Lemker, a valuable addition to our team, is now offering his expertise in orthopedic services. His specialties include direct anterior total hip replacements, shoulder replacements, and arthroscopy.
- Dr. Margo, a new member of the Bigfork Valley Team, is expanding our services. As an employee, he will provide outreach services to Lakewood Surgery and increase his availability in Bigfork.
- We continue to provide outpatient services for infusions, injections, or central line, PICC line, or port-a-cath access and care.
- New disinfection and sterilization equipment has been installed to maintain compliance with most current industry standards and provide the safest environment and equipment possible in our surgical suites. The sterile processing department is well equipped for years to come.
- Launched a Surgical Technologist Apprenticeship Program to train and retain staffing to accommodate our current and expanding services. An apprentice will complete a 1-year work schedule and an online curriculum to work toward eligibility to become a Certified Surgical Technologist. Opportunities for on-the-job training and education are available right here at Bigfork Valley.
- New members of our surgical team include Marsi Skelly, RN; Linsey Stocco, RN; Lorinda Pritchard, RN; and Dave Wilson, RN. Our team gathers quarterly for skills and education days to stay up-to-date on the latest evidence-based practices in surgical care, and it is an excellent way to engage staff and continue our supportive workplace culture.

SERVICES PROVIDED

- **Orthopedics**
 - Sports injuries such as ACL repair or meniscal repairs
 - Fracture repair
 - Joint replacements: shoulder, knee, hip including anterior approach
 - Minimally invasive procedures such as:
 - shoulder arthroscopy
 - knee arthroscopy
 - Carpal Tunnel Syndrome
 - Finger, wrist, hand, and elbow injuries
 - Non-surgical treatments, including:
 - injections
 - orthotics



Surgery continued

SERVICES PROVIDED

- **General Surgery**
 - Colonoscopy
 - Upper endoscopy (EGD)
 - Hernia repairs
 - Gall bladder removal
 - Appendectomy
 - Minor procedures to include lesion excisions
 - Vasectomy and more
- **Podiatry**
 - Foot and ankle surgery including
 - Bunionectomy
 - Hammertoe repairs
 - Toe amputations
 - Cheilectomy



Specialty Clinic:

- ENT Clinic services started in February 2024, with Dr. Merritt. He is seeing patients out of Specialty Clinic West. With the addition of the new endoscopy equipment, Dr. Merritt can complete thorough examination including nasal and laryngeal endoscopy to aid in diagnosis and treatment plans. Patient volumes are increasing while still maintaining efficient access to local ENT care.
- Dr. Baker has increased his clinic days per week to accommodate patient volumes. We are continuing to recruit an Orthopedic Mid-level to regain ease of access for our patients.
- Dr. Lemker provides clinic services in addition to surgery, also assisting in increasing access.



SPECIALTY OUTREACH SERVICES

Dermatology, Optometry, Weight Management, Obstetrics & Gynecology, Podiatry, Tele-diabetes/Nutrition Therapy, Telepsychiatry.

We are continuing to work on exploring expansion to new service lines to keep quality care services right here in our community.

Radiology

SERVICES PROVIDED

X-Ray	DEXA scan
CT	Nuclear Medicine
MRI	Interventional Procedures
Ultrasound	EKG
Mammography	Echocardiograms



ACCOMPLISHMENTS

- We were able to secure \$100,000 through the MN Capital Grant to provide funds to replace aging 19-year old X-ray room equipment.
- We received our accreditation through the American College of Radiology (ACR) in Mammography.
- We were able to hire a new Technologist to fill the open full-time position that we have been filling with temp staffing for the last year.
- We maintained an average rating of 9.9 out of 10 per our patient satisfaction survey this year.

STAFFING

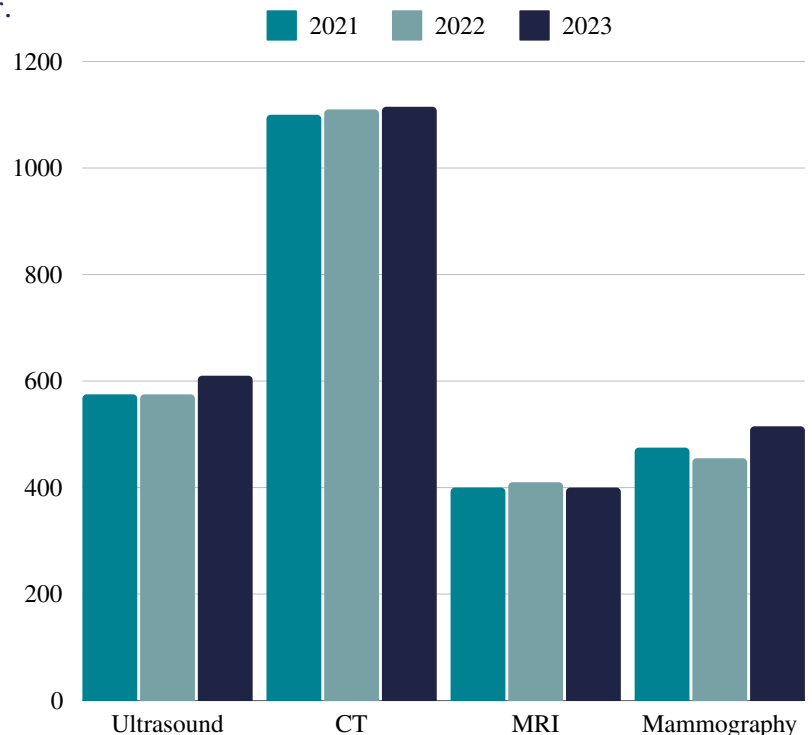
Katie Gilbertson RT, Manager of Radiology
 Cindy Aultman, RT
 John Jacobson, RT/CT
 Kristen Pitzen, RT/M
 Mary Christensen, RT/M
 Tanya Hemphill, RDMS/Sonographer

GOALS

To provide high quality diagnostic images and outstanding patient care while learning and advancing our skills.

STATISTICS 2023-2024

Total Procedures.....	6,449
X-Ray.....	2,639
CT.....	1,190
Mammography.....	504
Ultrasound.....	587
DEXA scan.....	140
MRI.....	392
Nuclear Medicine.....	15
Cardiology (ekg/echo).....	982



Laboratory

STAFF

Vance Koppelman, MLS, Laboratory Manager
Londa Storlie, MLS, Outreach Laboratory Supervisor
Aaron Saude, MLS
Dawn Johnson, MLT
Caci Richards, MLT
Terri Lexvold, Lab Assistant
Vanessa Troy, Northome Clinic
Maura Riley, Floodwood Clinic
Sandra Spindler, Floodwood Clinic
Kim Houwman, Courier
Judy Pinette, Courier



SERVICES PROVIDED TO:

- Bigfork Valley Hospital
- Scenic Rivers Clinics in Bigfork, Floodwood, Northome, Bigfalls, and Eveleth.

TESTING SERVICES OFFERED:

- Chemistry, immunology, hematology, PCR testing, urinalysis, coagulation, kit testing, and microbiology.

ACCOMPLISHMENTS

- National Laboratory Week is scheduled in the month of April so we offer free comprehensive metabolic and lipid panels to Bigfork Valley staff during this month.
- In June we hired a full-time MLS.
- We have added new laboratory testing to our menu: urine legionella and strep pneumoniae antigen.
- Our strep antigen testing has changed to molecular testing in our outreach clinics.
- We are in the process of adding fentanyl urine drug testing to our drug screen profile.

MISSION

To provide quality service in a timely, accurate, and efficient manner to ensure high quality patient care and enhanced patient health.

Information Technology

DEPARTMENT MISSION

Strive to provide near 100% availability of all information technology infrastructure to support patient care. Proactive customer support, quality service, and effective communications to resolve issues quickly.

SERVICES PROVIDED

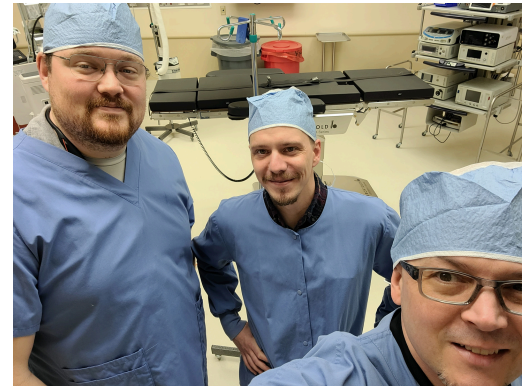
- Implement and manage all hospital IT infrastructure to include:
 - Cybersecurity
 - Servers and computers
 - Applications
 - Enterprise backups
 - Networking
 - Phones
 - Printers
 - Door security
 - Security cameras
 - Digital signage

EDUCATION

All staff enrolled in online IT training.

COMMUNITY ENGAGEMENT

NAPS (Nutrition Assistance Program for Seniors) done onsite monthly through local food shelf.



STAFFING

- (1) IT Manager
- (2) IT Technicians

MAJOR ACCOMPLISHMENTS

- Migrated from analog faxing to internet faxing
- Upgraded all department printers
- Implemented new cardiac rehabilitation system
- Led cybersecurity table top exercise
- Implemented virtual reality system for LTC
- Implemented new system for ENT services
- Updated 75% of computers to Windows 11
- Migrated IT services from Tegria to Bigfork Valley
- Implemented a new Intranet site for internal communications
- Recovered from global outage incident within 8 hours

UPCOMING GOALS

- Replace computers (ongoing)
- Replace and add security cameras (ongoing)
- Upgrade door access system
- Migrate staff from file server to M365 (ongoing)
- Education staff on use of Teams (ongoing)
- IT certifications



Acute Care

NEW EQUIPMENT/ENVIRONMENTAL CHANGES

- Added a new Sonosite Ultrasound unit in the emergency department. This equipment helps providers conduct FAST exams in trauma patients and identify internal bleeding. Nursing staff also uses it to establish IV access to patients with poor peripheral vasculature.
- Converted to our new Mindray patient monitoring system for vital signs and cardiac monitoring in the emergency department and Med/Surg units.
- Added Game Ready units for cold compression therapy used to treat musculoskeletal pain related to injury or surgery.
- Established a dedicated space for an emergency room waiting area.
- Went live with our new Cardialine system in Cardiac Rehab. This system monitors patients during exercise and provides a place to document cardiac rehab sessions and treatment plans.
- Obtained a new LUCAS 3 for our ER. This device provides high quality chest compressions during CPR for patients in cardiac arrest.
- Completed construction for our Decontamination room and doorways were moved to improve the flow of patients needing decontamination as part of their treatment in the Emergency Department.

SERVICES

- We have contracted with AMN Healthcare to provide language translation services for our patients. This includes video link to have American Sign Language services.
- We have contracted with Red River Transport to provide protected transport for patients needing detox or inpatient mental health services at another facility.
- We are continuing our participation with MDG Transitional Care Grant to explore opportunities for growth of our swing bed program.
- We continue to provide high quality trauma care even though the decision was made to drop our Level 4 trauma designation status.

STAFFING

- We had a leadership change with the Director of Nursing position - Jennifer Rissanen, RN.
- A new position was created for an Infection Control/Employee Health RN with the retirement of Lorna Pula, who was the Assistant Director of Nursing. This new position was filled by Dawn Jourdan, RN.
- Staffing was restructured to shift the role of the Charge Nurse to having one of our more experienced floor nurses assuming that role as part of their shift duties.
- Matt Knealing, PA, has started taking shifts in the emergency room. He has previous experience and training in emergency medicine.
- We have created a new position, Quality Improvement Coordinator/Utilization Review Care Coordination which was granted to Karlee Mann, RN.

Dietary

STAFFING

- Nelly Becker - Dietary Manager
- Janelle Lund - Dietitian consultant
- Dusty Gould - Lead
- 9 cross-trained cooks



EDUCATION

Nelly Becker, CDM, CFPM

Dusty Gould, CFPM

All staff are trained in infection control, sanitization, diet types, food borne illnesses, time-temp control, customer service, and a wide variety of other trainings offered through the Relias training system,

ANNUAL STATISTICS

Meals Served in 2024

January.....	4,029
February.....	3,780
March.....	4,110
April.....	4,107
May.....	4,144
June.....	4,180
July.....	4,085
August to date.....	3,301
Catered meals to date.....	41

COMMUNITY INVOLVEMENT

We are open to the public for lunch 11:30 a.m. – 1:00 p.m.. We also serve community members through various meetings and visitors/guests of patients and residents/tenants.

2024/2025 GOALS

- Continue to offer excellent customer service to our patients, residents, and staff.
- Continue to offer quality meals with a sound nutritional base.
- Staff to excel in training/education by becoming certified food handlers.

SERVICES

- Nutritional risk assessments for residents in long-term care.
- Dietary consultations for acute care, long-term care, and assisted living.
- Therapeutic meal plans to patients and residents with special diet restrictions.
- Servicing: long-term care, assisted living, acute care, surgery, staff and the public.
- In-house catering for special events, meetings, long-term care, activities, and Scenic Rivers Health Services.



Plant Operations



HOUSEKEEPING

- Changed the hours of the B2 shift housekeeper to focus on projects like exterior windows and light fixtures.
- Transitioned a full-time housekeeper to be stationed at the laundromat.

MAINTENANCE

- Awarded Mark Wass a maintenance lead position.
- Transitioned one maintenance technician to grounds keeper to focus on the outside of the facility.
- Hired a gardener, Mary Christensen, to bring the flower beds back to life.

PROJECTS

- Replaced and repainted the siding on the Villa.
- Replaced Villa gutters.
- Removed all files and shelving in Health Information and moved to Spruce basement storage.
- Replaced kitchen cabinets and countertops in the Aspen and Villa kitchens. Installed new dishwasher in Aspen.
- Replaced water main and water valve to the hospital.
- Switched out linens in the entire facility and we are now doing our own laundry.
- Nursing Home remodel: We have redone all the hallways in Spruce and Tamarack. We are currently working on the Spruce kitchen, dining area, and Tamarack rooms. We are patching, painting, flooring, refinishing doors, installing new sinks, and faucets, and replacing worn out heating valves in the bedrooms.
- Retrofit 65 lights to LED.
- Currently working on replacing the compressors for the surgery roof top unit and the A/C coil for one of the Villa hallway units.



Long-Term Care

It has been a very busy year at Bigfork Valley Long-Term Care with lots of projects and some big wins!



Summary

November Annual State Survey

- Our team's dedication and hard work have paid off as we achieved a significant 3-star rating in the November Annual State Survey, with only 2 low-level deficiencies, which were promptly cleared with a desk audit.

Nursing Assistant Training

- We can provide onsite training with flexible hours.
- Currently working on a collaboration with the college and schools for high school credits in the 2024/2025 school year.
- We have eight current employees who were hired after completing our OnTrack Nursing Assistant class.
- We are one of six facilities in the state that were chosen to do onsite testing for CNAs.

Transportation and Resident Activities

- Hired a new bus driver, now operating 2 buses, for appointments and events.
- Besides medical appointments, residents have gone on numerous fun trips like the YMCA, Turkey BINGO, and various church dinners.

Achievements and Surveys

- Gold Honor Role status for Antibiotic Stewardship
- Exceptional Quality of Life Survey results improved in all departments
- Quarterly Employee Satisfaction surveys showed increased satisfaction each quarter

Future Plans

- Revitalizing Tamarack so we can reopen and increase our census
- Average resident bed days were 17.41. The current census is 20. We are aiming to maintain this census until Tamarack opens.
- Endless opportunities for BV LTC



Assisted Living



STAFFING

- Clinical Nurse Manager (1)
- Assisted Living Coordinator (1)
- LPN (1)
- CNA (5)
- TMA (1)

EDUCATION

Our clinical nurse manager, Jillian Haataja, RN, is completing the Leadership Education and has completed the Preceptor Education from Wilderness Health. This employee was awarded for a HCBS Scholarship for Assisted Living employees continuing education and is near completion of a BSN degree.

CURRENT CENSUS

The Villa had a wonderful year. Apartments filled up and Assisted Living Services increased!

- Villa - 30
- Assisted Living - 10
- Independent Living - 20
- Empty Apartments - 2



COMPETED PROJECTS

- New roof
- Siding was stained and some panels were replaced
- Front patio sidewalks replaced
- Rain gutters replaced
- New dining room chairs
- New living room furniture (sofas and chairs)
- New appliances in several departments replaced
- One apartment was fully renovated
- Flooring replaced in several apartments
- Villa kitchen received new stainless steel countertops
- Riverside patio area was renovated and turned into a beautiful area for residents to use

CONCLUSION

It has been a busy, yet rewarding year for Bigfork Valley Villa employees and our maintenance team. Everyone has worked together, worked hard, and is seeing the positive impact it has made to our elders and community. As we look forward to the future, we will continue to work as a team to update the building and to identify services that can be expanded, added, and developed as we continually work to meet and exceed the needs of our elders.