Littlefork is a small Minnesota community just 9 miles south of the Canadian border, close to beautiful Rainy Lake and Rainy River. The city is home to 700 residents. At Koochiching Health Services, we strive to make the town of Littlefork a better place to live by offering long-term and short-term care to the elderly. We are fortunate to have a group of community members who are committed to volunteering in the facility and assisting us in enriching the lives of their loved ones, friends and neighbors. Many of our staff are long time community members committed to caring for their fellow Littlefork residents.

Our Mission: We are committed to express Christ’s message of love and hope by providing for health, residential, community, and allied services in a holistic, competent, and caring manner that recognizes the value and dignity in every human life.

St. Francis Health Services owns and operates Littlefork Care Center and Jack Pine Chateau and is sponsored by the Catholic Diocese of St. Cloud. We agree to promote the Ethical and Religious Directive for Catholic Health Care services.

Koochiching Health Services consists of a 49 bed skilled nursing facility and 12 unit Independent/Assisted Living Center. The facility provides medical, social and spiritual care to its residents without regard to race, color, creed or national origin, in furtherance of the organizations exempt status. During the current reporting year, the organization had 16,821 patient days and provided services to more than 83 patients in the Nursing Home and provided housing for more than 14 tenants at the Independent/Assisted Living Center. Also during this time period, the organization employed approximately 70 total employees, including 41 full time equivalent employees and gross wages paid out were more than $2,058,526.94

<table>
<thead>
<tr>
<th>Core Values:</th>
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<tr>
<td>Integrity</td>
<td>We faithfully adhere to high principles and professional standards.</td>
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<td>Commitment</td>
<td>We dedicate ourselves to those we serve.</td>
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<td>Respect</td>
<td>We value and treat each individual with compassion and dignity.</td>
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<td>Excellence</td>
<td>We have the passion to do our best.</td>
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<td>Service</td>
<td>We deliver what has not been done, before it is expected.</td>
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<td>Stewardship</td>
<td>We wisely employ the talents, resources, and relationships entrusted to us.</td>
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An example of this commitment to excellence is the implementation of the Quality Improvement Incentive Project (QIIP) project selected in 2017 for the reduction of UTI’s. We met our goal for reduction of bladder infections and reduced the rate to 5.48% down from the baseline of 15.65% for an achieved improvement of 10.17%. KHS achieved the maximum rate of reimbursement for quality of $3.50 additional payment per resident day for this achievement under the QIIP project.
St. Francis Health Services has identified that the recruitment, selection and retention of individuals committed to caregiving in our skilled nursing facilities is a growing and critical problem, not only for St. Francis, but for the entire long-term care industry.

Reports from Government Agencies, Health Care Associations and other research organizations have increased citing nursing staff shortages around the nation. In fact, research indicates it has reached a crisis level. The low level of retention and the high level of turnover among Registered Nursing Assistants (NAR’s) continue to be of particular concern to nursing facilities as NAR’s are responsible for much of the direct, hands on resident care. Nationally, turnover rates for NAR’s in nursing homes are estimated to be 71% per year.

St. Francis Health Services has implemented new systems for recruitment, selection and onboarding of new nursing staff, with the goal of reducing the turnover problem we have increasingly been experiencing in our skilled nursing facilities. Koochiching Health Services has reaped the benefits of the corporate project, allowing access to defined recruitment tools. These tools help to assess and redefine the current employee resources and hiring processes. We will introduce new systems for recruitment and selection procedures and implement orientation processes that will improve the onboarding of new employees. Our process will also incorporate results of employee satisfaction surveys and utilize the MN Report Card scores for benchmarking Staff Retention and measuring whether objectives are met.

Other strategies utilized by Koochiching Health Services to retain employees is to partner with local the local workforce center open communication between their staff assisting community members to find jobs that suit their talent. We have partnered with Itasca Community College and the Northeast Minnesota Office of Job Training to provide staff training and grant dollars to pay for training through the Talent Development Grant for Northeast Minnesotans looking for employment. Lastly, we have evaluated our wage rate scales for Nursing Assistants who are especially difficult to retain. Throughout 2017, we were able to remain competitive in the market with other healthcare organizations, reducing our rates for turnover.

Koochiching Health Services believes in a resident centered care model. Because of this, we have programs that offer our residents increased flexibility in how their day is structured and how/when they receive care and services. One such program is the open breakfast model, which allows residents more choice in when they go to sleep, wake up and have breakfast.

Providing Quality Care and Services for Older Adults

Koochiching Health Services serves a geographic area of approximately 3154 square miles with about 20% from the Littlefork community, 61% from the International Falls community, and 19% from the surrounding areas of Bigfalls, Northome, Birchdale, Loman and Indus. In a given year, over 80 individuals will use our services. Many individuals use our services for recuperation from surgery and/or short-term rehab. Often, those individuals stay with us for one to three months.
Rainy Lake Medical Center, our Contract Therapy Company is able to provide therapies for:

<table>
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<tr>
<th>Orthopedic Injuries</th>
<th>Speech Disorders</th>
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<tr>
<td>Back and Neck Injuries</td>
<td>Swallowing Disorders</td>
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<tr>
<td>Amputations</td>
<td>Post-Surgical Conditions</td>
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<tr>
<td>Chronic Pain</td>
<td>Neurological Disorders</td>
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<tr>
<td>Hip Fractures</td>
<td>Stroke</td>
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In addition to medical services, Koochiching Health Services offers a wide variety of opportunities for socialization within our community. Family and public participation is encouraged. Activities include:

- Live Music
- Bingo
- Word Puzzles
- Bible Studies
- Current Events/Reminisce
- Veteran’s day Service
- Offsite trips
- Bus rides
- Shopping
- Memory Games
- Campfires & S’mores
- Sr. Prom
- Bookmobile
- Pet visits
- Garden Club
- Beauty Shop Services
- Religious Services
- Birthday party every month
- Special Parties
- Sing Along/Music groups
- AM Exercise
- Fine Dining
- Physical Games
- Baking
- Memorial Day Service
- Happy Hour/Social Hour
- Men’s & Women’s groups
- Sensory Groups
- Manicure/Pedicures
- Art/Craft Projects
- Intergenerational activities

**Recognizing Spiritual Needs and Individuality**

Spiritual care is an integral part of holistic resident care. Upon admission, each resident is assessed for his or her spiritual history and needs. In keeping with this, Koochiching Health Services has participation from the following local churches:

- St. Columbian Catholic Church
- Big Falls River of God Church
- Northwood Mennonite Church
- St. Thomas Aquinas Church
- Littlefork Baptist Church
- Northwood Bible Church
- Littlefork Lutheran Church

Our churches and staff offer multiple spiritual activities for our residents including:

- Remembrance Services
- Communion
- Weekly Worship Services
- Deacon visits
- Weekly Rosary
- End of Life Care/Support
- Hospice/Grief Assistance
- Intergenerational Fellowship
- Clergy Visits When Needed
- Spiritual Sing Along
Providing Access to Educational Opportunities

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

Koochiching Health Services awards scholarship monies to assist staff in furthering their education. Scholarships have been given for those obtaining Nursing Assistant Certification and Licensed Practical Nursing degrees.

Staff is encouraged to apply to attend the St. Francis Health Services World Class Leadership Academy.

Additionally, Koochiching Health Services provides training programs each year to cover topics in:

- Infection Control
- Disaster Planning
- Abuse and neglect Prevention
- Proper Lifting Procedures
- Fire Safety
- Alzheimer’s/Dementia Training
- Clinical Issues/Training
- Corporate Compliance/Code of Ethics

Koochiching Health Services encourages others to consider careers in aging services. Koochiching Health Services assists the local colleges with on-site training programs. Several classes of Licensed Practical Nursing (LPN) and Registered Nurses (RN’s) do onsite training throughout the year. This is hands-on training with the residents we serve.

Helping Community Members in Need

Koochiching Health Services supports many organizations within the community. Over the past year, Koochiching Health Services has given to the following community organizations:

- Rainy Lake Medical Center Foundation
- Littlefork-Big Falls Sports Calendar

Koochiching Health Services regularly sponsors advertising in:

- Littlefork Lutheran Church Bulletin
- Littlefork Times
The Journal of International Falls
The Northlands “Senior Reporter”
The Big Falls Ripple

**Serving as Active Community Members**

- Serve on Advisory Boards at Rainy River Community College for RN, LPN, and NA/R programs
- Serve on Steering Committee for Health Care Advisory Council of Koochiching Economic Development Agency
- Active involvement with the local office of Minnesota Workforce Center
- Associate Administrator is an active member of the ISD 363 School Board.

**Volunteerism**

Over the past year, 22 volunteers have donated approximately 897 hours to the residents of Koochiching Health Services. Volunteers assist the facility with activities, special celebrations, outside activities, hair and nail care, and one-on-one interaction with residents.

**Promoting Economic Development**

Koochiching Health Services purchases products and services from many local businesses. Last year, Koochiching Health Services purchased $286,095.30 in goods and services from local businesses. Business Heritage Manor routinely purchases from include:

- City Drug
- J/D Family Foods
- Jackpine Savage Grill
- Northstar Electric Cooperative
- Fairchild Sign
- Donahou Electric
- Northern Star
- Bremer Bank
- Polkinghorne’s Hardware Hank
- Littlefork Times
- Jim’s Disposal Service
- Border Country Refrigeration
- Gearhart’s Floral
- Trustar Federal Credit Union
- Mel’s Corner Service
- Rainy Lake Clinic – Littlefork
- The Journal
- Coca Cola Bottling

There are 70 employees working for Koochiching Health Services and 61 of these employees are International Falls/Littlefork residents. Each year, Koochiching Health Services pays approximately $2.516 million in wages and benefits.
| For More Information | Koochiching Health Services  
|---------------------|--------------------------------|
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|                     | Littlefork, MN 56653  
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|                     | Fax: (218) 278-4696  
|                     | Website: [www.khs.sfhs.org](http://www.khs.sfhs.org)  
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|                     | Phone: (218) 278-3481  
|                     | Email: [cclaybundy@sfhs.org](mailto:cclaybundy@sfhs.org)  
| Director of Nursing | Christine Hagen, Director of Nursing  
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