

Current View

RiverView Health Employee Newsletter

12.30.2021

AS ONE YEAR ENDS AND A NEW ONE BEGINS,
WE WISH YOU JOY AND LIGHTNESS OF HEART.

May you have a beautiful New Year and
make this one special for all you hold dear.

Exceptional People providing Exceptional Care for Exceptional Outcomes.



2022 Organization Goals

Legend

At or Above Goal		Just Below Goal		Below Goal	
	Goal		Weight	Target Score	Result
People	Improve unplanned turnover to 20.0% or less.		10%	≤20%	19.8
Quality	Improve overall control of adult diabetic patient blood sugar levels to at least 80% of patients having a HgbA1C measurement of less than 8%.		10%	80	82
	Patients will experience no more than 20 patient harms per 1,000 discharges.		10%	≤20	17.96
Service	Attain improvement goals for patient experience.		10%	3.0	3.1
Growth	Increase the number of unique patients seeking prenatal care at RiverView Clinic locations by at least 5%.		7.5%	140	71
	Increase orthopaedic surgery volumes (including spine and podiatry) to at least 936 cases.		7.5%	936	792
	Increase inpatient primary service area market share to 35% or greater.		7.5%	≥ 35%	37.2
	Increase outpatient primary service area market share (outpatient surgery) to 30%.		7.5%	≥ 30%	31.3
Finance	Maintain a debt to service ratio of 1.5 or greater.		15%	1.5%	3.06
	Maintain a minimum of 100 days cash on hand.		10%	100	187
Community	Initiate at least 70 community health events.		5%	70	30
			100%	3	3.33



Transfers

The following employees recently transferred to the positions listed.



Cindy Donarski
LPN
Clinic



Rebecca Marshall
MSP Coordinator
Inpatient Unit



Anniversaries

Employees celebrating 1, 3, 5, 10, 15, 20...anniversaries will be recognized.



Barbara Andring
MLT
Laboratory
35 years



Emily Loken-Divine
RN
Inpatient Unit
1 year



Matthew Cookman
CD Counselor
RiverView
Recovery Center
1 year

Patient Experience Quality Impact Team

PATIENT PRAISES

Quote pulled from the NRC...



I had a wonderful nurse who gave me the PCR COVID test. She was calm, kind, friendly, and very professionally appropriate. She very much made me feel less anxious.



Benoit Twins Proud of Their RiverView Roots

Check out the RiverView t-shirts on Orville and Wilbur Benoit! These little RiverView stars were born on Aug. 20, 2021, to Jeff and Megan Benoit. They are also the grandsons of Joyce Benoit, RN, Emergency Department. The boys were delivered by Dr. Kanten and Dr. Wessman.

-photo courtesy of Megan Benoit



Katie Welsh Named Employee of the Month for November

Katie Welsh, RN/Charge Nurse at RiverView's Memory Care, was recently recognized as an excellent role model not only for her coworkers at Memory Care but all RiverView employees. Her exceptional work ethic earned her RiverView's Employee of the Month award for November.

A Grand Forks native, Welsh received Practical Nursing and Associate's degrees from Northland Community and Technical College.



Welsh has worked at RiverView Memory Care for one-and-a-half years. In her free time, she enjoys spending time with her family and two dogs, Thor and Chase. She also enjoys reading and spending time at the lake in the summer.

"I was pleasantly surprised to be nominated and chosen for Employee of the Month," Welsh shared. "It is wonderful to work with such a caring team and for an organization that recognizes their employees. Thank you."

The following information is from nominations for Welsh: Katie goes above and beyond in every shift she works; she never hesitates to help a resident or other staff member, stays late to ensure excellent patient care, picks up additional shifts frequently, and performs as an exemplary nurse. Katie works very hard in the Care Center to partake in educational trainings and miscellaneous activities in the Care Center. During the time I have worked with Katie, she always takes initiative to complete or assist in any task. During the last year and a half, she has demonstrated excellent nursing judgement and performance while not only performing her normal duties but also extra tasks that have been delegated during the pandemic. Over the summer, she accepted additional training in Crisis Prevention to learn how to better care for residents diagnosed with Alzheimer's or dementia. She continues to show exceptional willingness to learn, grow, and bloom in her role with RiverView. During her time as a Night RN she assists nursing assistants with additional training or education needed to complete tasks during their shift. Katie displays a positive attitude and work ethic. We are truly grateful to have her on our team in the Care Center!

She is not only a fantastic nurse but also a wonderful colleague to have. Over the last year and a half Covid has altered the way we operate in our daily professions. Katie has taken her normal duties and extra delegated tasks from the pandemic and shown great leadership and professionalism. I am grateful to have Katie as a colleague and the Care Center is fortunate to have her as a team member. Katie is an excellent example of a nurse. She has a calm demeanor with our residents and a very caring approach. She can be relied upon to take charge when a difficult situation happens with little direction.

Katie is very pleasant to work with and she always has great feedback on things that happen on our night shift. This helps us improve quality of care for our residents thanks to her impactful work.





We have wrapped up our service projects for 2021 and are thrilled with the results.

The Mitten Tree project brought in 120 items of hats, gloves, mittens, and headbands. The winter gear was distributed to Washington and Highland Elementary Schools in Crookston.

The Angel Tree project was very successful and ran for only a short period of time. Twenty-one residents at RiverView Memory Care had their wish lists fulfilled, thanks to some very generous staff and Auxiliary members. Their gifts were delivered to them on Christmas Day.

Home Delivered Meals is a program near and dear to our hearts. In 2021, RiverView staff and auxiliaries delivered meals on four separate occasions to community members in need. In 2022, we are slated to keep the schedule of another four weeks. The weeks are: Feb. 14-18, Aug. 22-26, Nov. 7-11, and Dec. 12-16.

Your support delivering meals this past year has been greatly appreciated; we could not provide this worthwhile service to our Crookston Community without your help.

[Click here](#) for the link to sign up to volunteer for the February dates.



Pictured above: Carrie Bergquist, RiverView Community Relations and Event Specialist (right) is pictured with Kristi Griffin, fifth grade teacher at Highland School.

At left: Bergquist (left) presents items from the Mitten Tree to Lori Morgan, administrative assistant at Washington School.

PATIENT PRAISES
Quote pulled from the NRC...

I wish more hospitals would be this wonderful to go to.

WAY TO GO!

Patient Experience Team | RIVERVIEW HEALTH

PATIENT PRAISES
Quote pulled from the NRC...

RiverView has great staff. They were really concerned about me and did everything to make my upcoming surgery possible.

WAY TO GO!

Patient Experience Team | RIVERVIEW HEALTH

Employee Generosity Shines in Adopt-A-Family Program

Thank you to everyone who took part in the 2021 Adopt-A-Family Program through Polk County Social Services. The RiverView employee contributions gave seven families (nine adults and 18 children) a memorable and cheerful holiday.

Employees from the following departments participated:

- Marketing and Auxiliary Board of Directors
- Clinic
- Quality
- Administration
- Human Resources
- Home Care
- Foundation
- Finance
- Recovery Center
- Health Information Management
- Patient Financial Services
- Rehab Services
- Surgery



"You have truly made a difference in the lives of these families with your thoughtful generosity and holiday spirit," shared Carrie Bergquist, who coordinated the donations for RiverView.



Leo Club Helps Spread Christmas Cheer to RiverView Employees

We would like to thank the Crookston High School Leo Club for the help in assembling the employee gift totes recently.



Make a Resolution for Good Health with Direct Laboratory Access

As the calendar turns from 2021 to 2022, many people are setting resolutions to live a healthier lifestyle. If you are one of those people, RiverView Health's Direct Laboratory Access (DLA) program may be for you.

DLA is offered to anyone who desires to further monitor lab values between regular healthcare provider visits. If you have found that your insurance or Medicare coverage does not pay for a screening test or you want testing for a personal condition, DLA may offer that option.

While DLA is not a substitute for ongoing health care with your designated provider, it does provide the opportunity to take a more active role in healthcare decisions by enabling you to select laboratory testing from a test menu.

The following tests are included in RiverView's DLA program:

- Blood type
- Thyroid Stimulating Hormone (TSH)
- Prostate Specific Antigen (PSA)
- Glucose
- Hemoglobin A,C
- Hemoglobin
- Prothrombin Time (with INR)
- LIPID Panel (includes cholesterol, triglycerides, HDL, and calculated LDL)
- Cholesterol
- Triglyceride
- Pregnancy test (blood or urine)
- Colorectal screen

DIRECT LABORATORY ACCESS
Simple. Convenient. Affordable.



Prices for these tests range from \$10 to \$40. Cash, check or credit/debit card are accepted.

Test results can be picked up, mailed or placed in the patient's chart for review by their RiverView provider. Abnormal results are reviewed by a physician with a letter of explanation sent to the patient, if necessary.

To schedule a DLA appointment at the RiverView Laboratory near you, call 281. 9595 in Crookston, 773.1390 in East Grand Forks, 945.6695 in Fertile, or 253.4606 in Red Lake Falls.

Fill Prescriptions at RiverView Pharmacy by Year End for Savings



Have you met your health insurance deductible? If so, now is the time to get your prescriptions filled! As the end of the deductible year is approaching, it's important to make sure you maximize your health plan benefits. One of the easiest, money-saving decisions is to have prescriptions filled in advance of the new year when deductibles reset.

Use the Rx app or [click here](#) to reorder your medications from the website.

Pharmacy hours are Monday-Friday 7:30 am-7:30 pm, and Saturday and Sunday 9-11:30 am and 12-3:30 pm.



Officer Don Rasicot Letter to the Editor: Dr. Fashoro Saved My Life

Courtesy of the Crookston Times

First I want to start off this opinion letter with a disclaimer. Normally I would never publicly write about my medical conditions or health issues. My intent for this letter is to recognize a physician that went above and beyond resulting in the saving of my life. Secondly I am strongly suggesting that any middle age active man to get a stress test!

Here is my story: I was grossly over-weight for many years. In 2012 I elected have a lap band bariatric surgery and within 1 ½ years I had lost 110 pounds. I have since maintained the weight loss and for the most part feel very healthy, my knees function well and I was no longer pre-diabetic nor did I have high blood pressure anymore. It also made my sleep apnea go away. One of the largest side affects of this lap band is “severe acid reflux”.

For the last few years I would get very sharp and shooting pains in my heart area, and become unusually fatigued, (I am usually a very high energy person). I was told by my old medical staff that the heart issue was acid reflux and the fatigue was me over doing it at my age.

A few months ago my family doctor retired and my wife and I needed to find another family doctor. I knew that due to the popularity of Doctor Fashoro he would be very hard to get into or even be accepted. Dr. Fashoro did accept my wife and I as new patients but insisted on giving us both physicals right away. On the day of our physicals, Dr. Fashoro spent a considerable amount of time interviewing us about our specific families and common health concerns. I told Dr. Fashoro at that time that I was feeling pretty good and was ready to work another 10 years, (I love my job with the City of Crookston). Dr. Fashoro for some reason insisted that I immediately come back for a stress test. Once I did the stress test, he saw something that he didn't like and was concerned about. In fact he called me personally to tell me about his concerns and that he was referring me to a cardiologist at Sanford Medical Facility in Fargo. When it would be several weeks before I could get into the cardiologist, again Dr. Fashoro stepped up, made a personal phone call and got me on Monday Dec. 6th. The thought was to have an angiogram and maybe a stint if needed.

Well I attended my angiogram and was told that I was a walking talking miracle. Two of my main arteries were 80% blocked, one artery was 90% blocked and the last artery was 100 % blocked. I needed to get in right away for open heart surgery! This was a total shock to my family, work, and I. Nevertheless what has to be done has to be done. On Friday Dec. 10th I went to Sanford in Fargo and ended up having a quadruple bypass, almost a 6 hour surgery. The surgery went well.

Last but not least, people asked if I was scared or feared this medical condition and open heart surgery. The truth is that both my wife and I are Christians and have been praying daily, nightly, hourly about this. No I wasn't scared but I really wanted to share with the citizens of Crookston whom I love and serve every day, how God used Dr. Fashoro to save my life.

I want to thank all of you who called, text, came to visit, and drove my wife back and forth for your acts of great kindness. In 3 months I will be back serving you all again with a renewed heart and a continual appreciation for your support.



School Resource Officer/Police Officer Don Rasicot directs traffic outside Highland Elementary School earlier this year.

- photo by Jess Bengtson, Crookston Times

quality



COMPLIANCE CORNER

Correction: Jan Anderson was incorrectly listed as a Security Officer in the Dec. 15 Current View. She is the Privacy Officer.

Do you know who to contact if you have a compliance issue? The following individuals work with compliance concerns at RiverView:

- Chris Bruggeman, Compliance Officer
- Jan Anderson, Privacy Officer
- Nichole Beauchane, HIPAA Security Officer



Chris Bruggeman



Jan Anderson



Nichole Beauchane

Please use the QR Code at the right for reporting any compliance concerns or call 218.281.9412.



PATIENT PRAISES



Quote pulled from the NRC...

Riverview is my healthcare organization by choice, and I'm grateful they provide such an extensive array of care.

Patient Experience Quality Impact Team



2022 Wonderful Life Produce Boxes



Save time and have your healthy produce delivered to you. The Wellness QIT is working with Wonderful Life Foods (WLF) to have fresh produce boxes delivered to RiverView in 2022.

Pick up your produce box from 3:30-4:30 pm outside the door near Human Resources on the following dates: Jan. 12 & 26, Feb. 9 & 23, March 9 & 23, and April 6 & 20.

You can also pick your box up at the store (115 North Main Street). WLF will need to know your preferred pick up location when ordering. Choose a large box for \$30 or a small for \$20. Each box includes recipes featuring the produce included. Order four boxes and get your fifth FREE!

Payment is due at pick up, over the phone, or with a prepaid punch card. WLF accepts cash, check, and all major credit cards. Join the special Facebook group "RiverView Health Produce Boxes" by [clicking here](#) for updates on the contents of upcoming boxes. Ordering can be done through the Facebook group, at 281.1125, or by email at wonderfullifefoods@gmail.com.



WEIGHT LOSS SUPPORT



Set Yourself Up for Success in 2022

Get your New Year's weight loss resolutions off to a good start with all the tools, resources, and support you need to take small steps for lasting change on Real Appeal®.

Helping You Stay on Track

Real Appeal on Rally Coach™ is a proven online weight loss support program. It's available to you and your eligible family members at no additional cost as part of your health plan benefits.



Online Convenience

Set goals, track your meals and activity, stream expert-led workouts, and access hundreds of recipes — all on the Rally Coach app.



Personalized Support

Communicate 1:1 with an online coach to discuss your specific health goals and circumstances.



Motivational Resources

Join live sessions with a community of members to learn practical tips for meal prepping, cooking meals with fewer calories, and more.

Get Started Now at
enroll.realappeal.com

Have your health insurance ID card handy when enrolling.

Use these tips to form healthy habits that stick.

Stack your habits

Tie new habits to existing ones. Try a one-minute meditation with your morning coffee.



Start small

Take a daily walk at the same time, eat an apple, or do one pushup for starters.



Reward yourself

Listen to audiobooks while walking, or watch a cooking show on the treadmill.

Read "7 Daily Habits to Reach Your Goals" on the back for more ways to a healthy start of your New Year.

RALLY/COACH™