

Current View

RiverView Health Employee Newsletter

7.18.2023



From Carrie Michalski, President & CEO

Thursday is forecast to be sunny and beautiful, which is perfect weather to remember our former colleague Pud Joseph on her birthday. Thursday, a group of volunteers will host a taco-in-a-bag fundraiser, with all proceeds going to the Pud Joseph Memorial Scholarship, started in her memory through the RiverView Foundation. All are welcome - employees, patients, and community members alike.

This issue also includes numerous volunteer opportunities, including participating in several remaining community parades with the stars of this summer's RiverView parade theme, the Super Mario Brothers!

We are also looking for team members interested in helping plan the 2023 Summer Employee Family Picnic. Volunteer to help frame up the food and entertainment your co-workers would enjoy.

people
quality
service
growth
finance
community

Exceptional People providing Exceptional Care for Exceptional Outcomes.

Congratulations to Dr. Schommer on being a RiverView Employee of the Month recipient!

Nominating a colleague is a great way to honor their dedicated work to serve our patients. We look forward to announcing the July Employee of the Month later this week. August Employee of the Month nominations can be submitted through July 31. The process is easy. [Click here](#) to nominate a deserving employee.



2023 Organization Goals

Legend

At or Above Goal		Just Below Goal		Below Goal	
	Goal	Weight	Target Score	Result	
People	Improve unplanned turnover to 21.0% or less.	20%	≤20%	32.8	
Quality	Greater than 75% of patients diagnosed with hypertension adequately controlled as evidenced by most recent blood pressure measurement.	5%	75	74	
	Patients will experience no more than 20 patient harms per 1,000 discharges.	5%	≤20	12.64	
Service	Attain improvement goals for patient experience.	10%	3.0	1.50	
Growth	Increase inpatient primary service area market share to 38% or greater.	5%	≥ 38%	33.03	
	Increase outpatient primary service area market share (outpatient surgery) to 35%.	5%	≥ 35%	32.33	
	Grow the number of surgical hours to 2,100.	10%	2,100	1,889	
	Increase IPU volumes by 39%.	10%	3,120	2,042	
Finance	Maintain a debt to service ratio of 1.5 or greater.	20%	1.5%	.78	
	Maintain a minimum of 100 days cash on hand.	5%	100	116	
Community	Initiate at least 175 community health events.	5%	175	95	
		100%	3	1.40	



Welcome



Tatiana Berge
LPN
Clinic



Kristina Dahle
RN
Inpatient Unit

Anniversaries

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



Curtis Hamre
Director
RiverView
Recovery Center
10 years



Lisa Johnson
RN
Inpatient Unit
10 years



Brenda Stortroen
Accountant
Finance
1 year



Debra Cieplak
Pharmacist
Pharmacy
1 year

Free COVID Tests Available for Home Use

Jennifer Bruggeman, Employee Health coordinator, reports that due to supply surplus, COVID tests are available to employees for home use. If you are interested, contact Bruggeman at jbruggeman@riverviewhealth.org or ext. 9492.

Help Plan the Annual August Employee, Family Picnic

RiverView's annual Employee and Family Picnic is being planned for August and we are looking for employees who are willing to help with planning. If you are interested contact Jean Tate at ext. 9409.



Classes, Continuing Education Offered for Life Support

Contact Training Coordinator Wendy Oanes if you are interested in obtaining more contact hours in ACLS and PALS.


"We have updated our ACLS/PALS classes, so we are only doing hands-on skills for the day scheduled," Oanes reported. "All videos are watched online prior to class. With this new update, we have noticed students are much more prepared for the class, and this also opens the door for employees to get additional hands-on training."

Contact Oanes at woanes@riverviewhealth.org or at 281.9550 to register as a RQI (Resuscitation Quality Improvement) student. You will then receive the link for the videos for review. The American Heart Association does offer CEUs for the video portion.

"You can stay as long as you want, and will receive contact hours for the time you are able to attend," Oanes went on to explain. "Since you are enrolled in the RQI program, you do not have to do any testing. This option is available to add to your skill level outside of the RQI program, as patient care is our top priority."

Classes available:

- ACLS - Aug. 17 & Oct. 19, 8 am-3 pm
- PALS - Aug. 24 & Nov. 16, 8 am-3 pm



DID YOU KNOW?

Patient Financial Services Corner

Financial Counselor

Did you know RiverView has a financial counselor?
The financial counselor's office is located next to Patient Access in the Clinic.



Dr. Eric Schommer Named Employee of the Month

It says a lot about your character when the people you work with sing your praises. That was the scenario recently when a team member nominated Dr. Eric Schommer for RiverView Health's Employee of the Month honor. Dr. Schommer is a urologist at RiverView and the Employee of the Month of June.

A native of Munich, ND, Dr. Schommer joined RiverView in 2018. After receiving his medical degree from the University of North Dakota, he completed his residency in urology at Mayo Clinic in Jacksonville, FL. Dr. Schommer has a practice with Sanford Health, Fargo, and sees patients at RiverView twice a month. He specializes in urological surgery. His services include minimally invasive robotic surgery, vasectomy, laser stone removal, incontinence surgery, and penile implants. He treats prostate and kidney cancer, erectile dysfunction, and urinary incontinence.

The following is a portion of the nomination for Dr. Schommer:

"I am writing this nomination about a physician who is well deserved of recognition for the outstanding work he does for his patients in our Crookston outreach clinic. His name is Eric Schommer of urology. This doctor practices at the highest standards of excellence and has the respect of his colleges and co-workers. His demeanor and how he approaches his patients is friendly, kind, and he takes the time to thoroughly answer their questions. They leave feeling like they were treated with utmost respect. This is something that I hear from his patients all the time. He treats staff the same way. He is so good to educate co-workers on diagnosis and procedures. He views all of us as a team. He welcomes student practitioners. His procedure skills are concise and done always protecting patient's integrity. His patients learn quickly that they can trust him because he takes the time to explain as he goes. His documentation is stellar, always timely, conscientious and complete. Even though working for this doctor has been a small fraction of my career, it has been some of the most rewarding time...Dr. Schommer is very unassuming on his level of importance and how much he means to our clinic. He never views himself as a one-man show. He will state that we did it as a team. RiverView is extremely lucky to have him practice here. Thank you, Dr. Schommer, for choosing RiverView as one of your work places."



Pictured above: Dr. Eric Schommer with Linda Nephew, RN, who assists Dr. Schommer in the clinic.

Pictured left, left to right: Mario Gomez, Emily Nelson, Sheena Kramer, Amy Seaver, Betty Arvidson, Lance Norman, Kelsey Billing, Carrie Bergquist and Randy Schoenborn. Front row: Linda Nephew, Dr. Eric Schommer, and Dawn Johnston.



Attend July 20 Meal Fundraiser for Pud Joseph Scholarship

Treat yourself to a meal out on Thursday, July 20, and help raise funds in memory of a much-loved caregiver. The public is invited to a taco-in-a-bag fundraiser to benefit area nursing students through the Lynette “Pud” Joseph Regional Nursing Scholarship.

July 20 would be Joseph’s 72nd birthday and is a great time to remember the dedicated caregiver by gathering as a community for a good cause. Stop at RiverView from 11 am-2 pm to enjoy the meal, which also includes a candy bar and drink. The event will be held in the parking lot outside the conference rooms near the main entrance (323 S. Minnesota Street, Crookston). A free-will offering will be collected.

Joseph spent 49 years at RiverView as a registered nurse, providing compassionate patient care and training nurses and students to be their best. She retired on Sept. 24, 2019. She passed away on April 1, 2020. The scholarship was established soon after through the RiverView Foundation.



“Many of Pud’s co-workers, former and present, wanted to see a nursing scholarship dedicated to Pud’s memory as education was such an important part of her daily work,” shared Kari Koenig when the scholarship was created. Koenig worked with Joseph for 24 years on RiverView’s Inpatient Unit and through Joseph’s work teaching clinicals at RiverView for Northland Community Technical College students. “She put great effort into helping her patients, peers, and the nursing students she worked with reach their full potential.”

Awarded annually, the scholarship is for students within a 30-mile radius of RiverView who have been accepted into an LPN or initial (pre-licensure) RN nursing program (Associate degree or Baccalaureate degree).

“Pud loved her RiverView family, which included her patients, families, co-workers, and the many students who did clinical rotations at RiverView,” Koenig said while describing Joseph as patient, non-judgmental, caring, and dedicated. “She was continually trying to find ways to make things better for her patients. She was incredibly supportive of her co-workers, especially when they were learning new roles and skills. Students were so appreciative of what they learned from her during their clinical rotation. She had a true gift for teaching. The type of teaching she did cannot be done in a classroom, as it was done by her role modeling the care she provided to her patients.”

If you cannot attend the fundraiser but want to donate to the scholarship, please contact Foundation Director Randy Schoenborn at rschoenborn@riverviewhealth.org or 281.9249.

PATIENT PRAISES

Quote pulled from the NRC...



Good experience. Wait was short, staff professional but personable, and knowledgeable which made for a pleasant experience and hopefully a successful outcome.



RiverView's Mario, Luigi a Hit at Polk County Fair Parade

Want to feel like a rock star? Wear RiverView's Mario or Luigi costume for an upcoming parade and, Mamma Mia, will you-a be-a popular!

The following volunteer opportunities remain:

- July 19, 7 pm: **Marshall County Fair Parade**, Warren | [Click here](#) to sign up.
- July 29, 11 am: **Summerfest Parade**, Red Lake Falls | [Click here](#) to sign up.
- Aug. 19, 7 pm: **Ox Cart Days Parade**, Crookston | [Click here](#) to sign up.
- Sept. 9, 10 am: **Potato Bowl Parade**, Grand Forks | [Click here](#) to sign up.

Other Volunteer Opportunities

- Thursdays, 4-6:30 pm: **Power of Produce**, Crookston | [Click here](#) to sign up.
- Aug. 16, 4-5 pm & 5-8 pm: **Dodgeball Tournament**, Crookston | [Click here](#) to sign up.





RIVERVIEW AUXILIARY

RiverView Auxiliary Blood Drive

Roll up your sleeve and take a seat at the next RiverView Auxiliary Blood Drive coming up fast on Tuesday, Aug. 1. We are less than a month out and have 27/45 slots filled.



Click [Say YES to making an appointment](#) and search by our zip code, 56716. Or simply reach out to Carrie Bergquist at ext. 9572 or cbergquist@riverviewhealth.org, and she will make sure a spot is reserved especially for you!

Donating such a precious gift will make you smile just like donor Brian Erickson, Pharmacy director (pictured right).



Home Delivered Meals

If donating blood or plasma isn't your thing, don't worry, we have another opportunity to generously give to our community that we love. RiverView employees and Auxiliary members will deliver Home Delivered Meals Aug. 21-25, which will likely be our last delivery of 2023. Click [Say YES to delivering HDM](#) to sign up.

UPCOMING AUXILIARY EVENTS

The Nutman

Conference Rooms
Thursday, Sept. 14 | 7 am-4 pm
Friday, Sept. 15 | 7 am-2 pm

Geneva Distributing Linens

Conference Rooms
Tuesday, Oct. 24 | 8 am-5 pm
Wednesday, Oct. 25 | 7 am-3 pm

RiverView Auxiliary Fall Annual Meeting

Conference Rooms
Tuesday, Oct. 10 | 2 pm

Holiday Gift Shop Open House

Thursday, Nov. 9 | 9 am-5 pm
Friday, Nov. 10 | 9 am-4 pm

PATIENT PRAISES

Quote pulled from the NRC...



healthcare. This is very special as it is almost impossible to find in the big system alternatives.



RV Offers Vaping/Smoking Cessation Services to Area Teens

RiverView Health is working with other Polk County entities to offer help to area teens who want to quit vaping or other tobacco-related addictions.

Vaping uses a small, handheld device – often called e (electronic)-cigarettes and vape pens - to inhale a mist of nicotine and flavoring (e-liquid). It's similar to smoking a cigarette, but vaping heats tiny particles out of a liquid rather than burning tobacco.

In November 2022, the Federal Drug Administration and Centers for Disease Control and Prevention released data from the 2022 National Youth Tobacco Survey. Findings showed that in 2022, more than 1 in 10 middle and high school students (3.08 million) had used a tobacco product during the past 30 days - including 16.5% of high school and 4.5% of middle school students.



The Evils of E-cigarettes

According to the report, E-cigarettes have been the most commonly used tobacco product among U.S. youth since 2014. Most e-cigarettes contain nicotine, which is highly addictive. Nicotine exposure during adolescence can:

- Harm brain development, which continues until about age 25.
- Impact learning, memory, and attention.
- Increase risk for future addiction to other drugs.
- Affect mental health and has been associated with symptoms of depression.

In addition to nicotine, the aerosol that users inhale and exhale from e-cigarettes can expose themselves and bystanders to other harmful substances, including heavy metals, volatile organic compounds, and ultrafine particles that can be inhaled deeply into the lungs, according to the Surgeon General.

Many e-cigarettes also come in kid-friendly flavors. In addition to making e-cigarettes more appealing to young people, some chemicals used to create certain flavors may also have health risks. E-cigarettes can also be used to deliver other drugs, including marijuana. In 2016, one-third of U.S. middle and high school students who used e-cigarettes had used marijuana in e-cigarettes.

Helping Teens Break the Habit

RiverView Health offers help to people of all ages wanting to quit tobacco. You do not have to be an adult to get help from Tobacco Treatment Specialist Stephanie Korynta. Teens receiving services can meet with Korynta one-on-one or bring a parent(s) or guardian(s).

Continued on the next page.

HOW TO HELP YOUR TEEN QUIT VAPING

As a parent or caregiver, you have an important role in protecting your child from e-cigarettes and other tobacco products.

- Talk to your teen about why e-cigarettes are harmful to them. It's never too late.
- Set a good example by being tobacco-free.
- Learn about the different shapes and types of e-cigarettes and the risks of e-cigarette use for young people at [CDC.gov/e-cigarettes](https://www.cdc.gov/e-cigarettes).
- Call RiverView's Rehab Services Department at 281.9463 for information on services offered.

Vaping Cessation


Continued from the previous page.

“Meeting with a tobacco treatment specialist is private and confidential; your school, coaches, academic clubs, and so forth will not be notified that you smoke or vape or that you are seeking help to quit,” Korynta reported. “This will be private, and quitting will be done on your terms; you will not be forced.”



While meeting with the patient, Korynta designs an individualized quit plan, equips the patient with tips and tools to provide extra motivation, discusses different tobacco replacement options to help curb cravings, and provides a “quit kit” with items to keep their hands and mouth busy to help curb cravings.

“Patients do not have to wait until they are ‘ready to quit’ to see me,” she said. “Sometimes smokers will come in and just learn about the process and options available to help them quit. This helps to get them motivated and start thinking about setting a quit date. ”

Most insurance companies cover up to three sessions with a tobacco treatment specialist, according to Korynta. For more information on tobacco cessation services at RiverView Health, call Rehab Services at 281.9463.

PATIENT PRAISES 
Quote pulled from the NRC...


THANK YOU FOR
SAVING
MY LIFE!


Patient Experience Team | 



PATIENT PRAISES 
Quote pulled from the NRC...

I have a hard time hearing
and they were very good
to help me understand.


Patient Experience Team | 

PATIENT PRAISES 
Quote pulled from the NRC...

I am so happy that there
is a fine professional facility
like this in our communities.
I truly never would have thought this to be possible
anymore. Every soul I speak to that goes to other
medical facilities in the area will now be told to come to
RiverView as the others are inferior.


Patient Experience Team | 



Join us for a live webinar: Navigating Financial Setbacks - Moving Forward in Uncertain Times

Key takeaways

Join us for a live webinar to discuss:

- ▶ How to adjust financial planning strategies
- ▶ How to deal with the unexpected
- ▶ How to stay on track financially

▶ educationseries.empowermytime.com



Sessions are available throughout the month.

Register today. Use the link to the left or the QR code to sign up for the session that best fits your schedule.

Closed Captioning (CC) is available for all sessions. Ofrecemos sesiones de educación en español.

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