

# Current View

RiverView Health Employee Newsletter

10.9.20



## From Carrie Michalski, President & CEO

It has been a BIG week at RiverView Health. Wednesday evening, we were blessed with perfect fall weather to host our community, staff, and your families to celebrate our new facilities' October opening. Thank you for all of your help in making the night a success! From our Marketing and Community Relations Team to our Plant and EVS Teams to volunteers in every department who took on roles large and small to make things beautiful and seamless for our guests. The community is filled with excitement, and a positive impression was made! This project will change healthcare in our region for decades to come, and you should be proud of your hard work and determination to reach this pivotal point in our Association's history. Seeing those fireworks reflected off the Red Lake River was the perfect capping off.

From my viewing point, I had the pleasure to hear the excitement of the young kids that were in awe, and I bet a future health care professional was among them 😊.

Thursday evening Modern Healthcare held a brief online ceremony to release the 2020 ranking for the Best Places to Work in Healthcare. RiverView Health proudly stayed in the top 50, a milestone we were recognized at last year. For 2020, RiverView ranked 41. Above everything else, I want to thank each of you for your ongoing support through giving candid feedback to the Leadership Team and myself. It is so important so that we can evaluate opportunities and move forward with positive change. We are committed to remaining a Best Place to Work, and I am so grateful to be amongst this team at RiverView Health. To celebrate, we began distributing grey RiverView fleece jackets to our team. If you have not yet picked one up, please contact Cara Hendrickson, [chendrickson@riverviewhealth.org](mailto:chendrickson@riverviewhealth.org), to make arrangements. If you have a black RiverView fleece, sizing is running very similar.

people  
quality  
service  
growth  
finance  
community

Exceptional People *providing* Exceptional Care *for* Exceptional Outcomes.

It has been such a joy to see the building coming alive as training and orientation are in full swing. Preparation before first patient arrival on October 25 is critically important to ensure a smooth transition and the continuation of what our patients expect, high-quality care and an exceptional experience.

Thank you for all of your dedication and commitment to the preparations.

Lastly, as we get closer to year's end, just a reminder that benefits review and 2021 open enrollment will be right around the corner.

The biometric screening will again be offered to our employees; watch for details.




Stay masked up and be flu safe!

**Save the Date**  
**Biometric Screenings**  
**Nov. 9-12**  
**at the Training Center**



# Organizational Goals

## 2020 Goals

Legend				
 = At or Above Goal  = Just Below Goal  = Below Goal				
	Goal	Weight	Target Score	Result
<b>People</b>	Invest an average of 40 hours continuing education per FTE.	5%	40	58
	Maintain employee satisfaction score of 90% or higher.	0%	≥90%	97%
	Maintain unplanned turnover at 13% or less.	5%	≤13%	18.8
<b>Quality</b>	Attain TJC accreditation for hip and knee replacement by September 2020. Scale 5 - Advanced Cert in hand 4 - Basic Cert in hand 3 - On site survey complete, follow-up requirements 2 - On site survey scheduled, but not complete 1 - Not scheduled	10%	3	2
	Not exceed 40 percent of ED transfers to other acute facilities.	10%	≤40%	38.8
	Experience no more than 25 patient harms per 1000 discharges.	10%	≤25	17.76
<b>Service</b>	Attain improvement goals for patient experience.	0%	3	2.35
<b>Growth</b>	Increase inpatient primary service area market share to 34% or greater.	7.5%	34%	32.65%
	Increase hospital operating market share (outpatient surgery) from primary service area to at least 34.5%.	7.5%	34.5%	29.85%
	Increase total clinic visits by at least 3%.	10%	34,422	30,042
<b>Finance</b>	Build financial stability by achieving an operating margin of at least 1.5%.	20%	1.5%	-2.7%
	Maintain a debt to service ratio of 1.5 or greater.	0%	1.5%	3.95
	Maintain a minimum of 100 days cash on hand.	10%	100	219
<b>Community</b>	Initiate at least 245 community health events.	5%	245	201
<b>Overall</b>		<b>100%</b>	<b>3</b>	<b>2.38</b>



## Welcome



**Sondra Diseth**  
RN  
Care Center



**Rebecca Pursley**  
LPN  
Clinic



## Anniversaries

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



**Terri Quanrud**  
Transcriptionist  
Health  
Information  
Management  
40 years



**Barbara Erickson**  
Technician  
Pharmacy  
3 years



**Jennifer Bruggeman**  
RN  
Cardiopulmonary  
Rehab  
1 year



**Laura Cota**  
Technologist  
Diagnostic  
Imaging  
1 year

## Shop Hugo's Oct. 31-Nov. 6, Give to RV Children's Fund

You can help RiverView pediatric patients by donating to the RiverView Children's Health Fund while shopping at Hugo's Oct. 31-Nov. 6.

During this time, donate \$1 or more to the Fund while checking out and Hugo's will match the donation.

Items purchased through the Children's Fund include: lead testing equipment, oximeters, digital baby scales, Halo sleepsacks, stuffed animals for Operation Hugs, Buzzy units to reduce fears when getting shots, Fast ForWord Reading Improvement program, therapeutic listening equipment, and so much more.

### TEAR THIS OFF

Tear this off and hand it to your cashier. \$1.00 will be scanned onto your grocery total. 100% of the donation will go to the RiverView Foundation Children's Fund.

# \$1.00

**Thank You For Your Donation**

(Your sales slip is your receipt)

Sponsored by \_\_\_\_\_



RiverView Foundation  
323 South Minnesota Street  
Crookston, MN 56716  
218.281.9249



## Be a Brand Advocate, Win RiverView Apparel

Want some RiverView swag? Be a brand advocate and be entered into a drawing for RiverView apparel. What is a brand advocate? A brand advocate is someone who elevates your brand through word of mouth marketing.

Employee advocates (YOU!) know everything about our business. Your inside knowledge, combined with your relatable nature, makes you a powerful tool in advocacy!

Social media adds a completely new element to word-of-mouth marketing.

In January, we launched a drawing for employees who "like" and "share" social media posts on Facebook and Instagram. Each month an employee's name is drawn from all of the employees participating in social media sharing for a quarter-zip RiverView pullover.

Share RiverView's posts on social media and you may be the next winner. Not on social media? That's okay. Old fashioned word of mouth is also effective!

Thank you to everyone who shares the news of RiverView's exceptional care!

## CONNECT WITH US!

**Facebook.com**  
/RiverViewHealthcareAssociation

**Instagram**  
@RiverView\_Health

## RiverView Ranks 41 in Best Places to Work in Healthcare

What a week it's been for RiverView Health! On the heels of Wednesday's ribbon-cutting event held for the hospital and clinic replacement project, dubbed RiverView 2020, Modern Healthcare announced Thursday that RiverView ranks 41st on its list of the 150 Best Places to Work in Healthcare program in 2020.

This marks the fourth year RiverView has made the list of Best Places to Work, ranking at 71 in 2017, 35 in 2018, 16 in 2019 and now 41 in the Healthcare Providers and Insurers category.

"Participating in the Best Places Survey has been transformational in RiverView's journey to not just be a Best Places to Work organization in Northwestern Minnesota, but one of the Best Places to Work in Healthcare nationally," stated RiverView President and CEO Carrie Michalski. "Our governing board and leadership team is deeply committed to fostering a learning organization. We strive to continuously evaluate using input and feedback from our entire team. Then we adjust, test and improve. That cycle is never ending."

The nationwide recognition program, now in its 13th year, honors workplaces throughout the healthcare industry that empower employees to provide patients and customers with the best possible care, products, and services.

Modern Healthcare - a leader in healthcare business news, research and data - partners with the Best Companies Group on the assessment process, which includes an extensive, voluntary, anonymous employee survey to benchmark standings against other health care facilities across the country.

"We have such an amazing team here at RiverView, committed to the collaboration it takes to nurture a great workplace," Michalski shared. "When we ask for feedback, our team responds, candidly. We are not a perfect organization. We are a learning organization. We are humble about our imperfections, committed to learning, open to new ideas and new processes. We are not afraid to try something new as we strive to attain excellence. Keeping a place on Modern Healthcare's Best Places to Work list is a testament to our learning from the team's feedback and using that to further improve. The journey continues every day."

RiverView is the largest employer in Crookston with 388 employees.

[Click here](#) for a one-minute video created for Modern Healthcare.

“

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-Carrie Michalski

Modern Healthcare  
**Best Places  
to Work** 2020™



## Community Comes Out for Ribbon-Cutting Celebration

The night sky over Crookston was ablaze with fireworks Wednesday night as the community came out to celebrate the ribbon-cutting ceremony of RiverView 2020, RiverView Health's hospital and clinic replacement project.

While the celebration was not what anyone would have anticipated back when the groundbreaking celebration was held in April of 2019, RiverView made lemonade out of lemons with a COVID-19 protocol-following event.

The parking lot in front of the new river-facing facility was full of well-wishers listening to presentations by RiverView representatives Carrie Michalski, president and CEO; Andy Oman, chair of the Board of Directors; Dr. Colin Fennell, chief medical officer; and Marsha Schoenborn, chair of the Foundation Board of Directors. Dale Stainbrook, mayor of Crookston, spoke of RiverView's importance in the community, while project leaders Jason Toso, project manager for Mortenson Construction, and Paul Widlarz, principal architect of HGA Architects, talked about the successful project process and completion.



Pictured above, left to right: Andy Oman, Betty Juve, and Carrie Michalski at the RiverView 2020 ribbon-cutting celebration.

Michalski shared the impact the design team of doctors, nurses, therapists, and support professionals had on the 80,000 square foot facility and the immediate impact RiverView 2020 will have in enhancing patient care in the region. Orthopaedic Surgeon Dr. Colin Fennell echoed those sentiments.

"We are all very proud of what we've developed...This success has 500 parents. We have 500 parents in every different way who have taken their one role within building this facility, and they've taken their job super seriously, and have created something that is unimaginable."

"This hospital, and I've worked in many different hospitals around the country, this is the nicest building I've ever been in...I tell people in Crookston to look forward to what we have, and it's going to continue to get better."

Ribbon cutting honors went to Betty Juve, longtime RiverView greeter. Juve began her career at RiverView on Oct. 10, 1978, which also happens to be her birthday. This week she will celebrate her 42nd anniversary with RiverView and her 91st birthday.

A big screen tour of the new build led by RiverView staff showed off some of the unique features and highlights of the state-of-the-art facility.

Michalski summed up the historic evening: "Perfect weather, perfect night, perfect team I am privileged to work with." RiverView 2020 is a \$51 million project consisting of an 80,000 square foot, two-story building to replace RiverView's current hospital and clinics. The building's upper level consists of the Inpatient Unit with 18 universal patient rooms, three labor and delivery rooms, and four family suites. Every room has a private bathroom and a large floor plan to allow caregivers adequate space to provide patient care and room to ensure family and friends are comfortable. The ground level is home to all three of RiverView's current Crookston clinics consolidated into one large clinic. The new clinic has 48 exam rooms, four procedure rooms, and four consultation rooms. The project also includes a lobby café, relocated gift shop, and an 80-occupant training and conference center.

The new facility will open on Oct. 25.

[Click here](#) for the tour video.



## Let's Celebrate Our Pharmacy Team All Month Long

October is a big month for RiverView's Pharmacy Team:

- October is American Pharmacists Month
- Pharmacy Week is Oct. 18-24
- Pharmacy Technician Day is Oct. 20



October is a special time to recognize pharmacists' contributions to health care and share the positive impact of their work on the front lines in our communities. During the pandemic, pharmacists and pharmacy personnel have stepped up to make sure the public is cared for, even at the risk of exposure. Every pharmacist and pharmacy technician is making a big difference—from immunizations to COVID-19 issues to patients' acute and chronic needs, pharmacists are essential providers of accessible care.

RiverView's great pharmacists are:

- Samantha Brentrup, PharmD, RPh, 2 years
- Brian Erickson, PharmD, RPh, Pharmacy director, 2 1/2 years
- Braydon Gourneau, PharmD, RPh, 3 years
- Shelby Knott, PharmD, RPh, 4 years
- Jerry Lindsay, RPh, 46 1/2 years
- Ashley Sparby, PharmD, RPh, 6 years

National Pharmacy Week is Oct. 18-24. Be sure to thank our pharmacy staff for the important role they play in educating patients, promoting safe and effective use of medication, and always making a difference at RiverView.

Last, but certainly not least, is Pharmacy Technician Day, Oct. 20.

What does a pharmacy technician do? While the list of duties a technician does each day is long, their primary duties include working alongside licensed pharmacists to prepare prescriptions, assisting in all of the day-to-day tasks of the pharmacy, from handling medications to maintaining patient records.

RiverView has a strong team of technicians, including:

- Barb Erickson, CPhT, 3 years
- Sherry Hanson, CPhT, 11 years (32 years total with RV)
- Megan Monson, CPhT/340B Apexus Certified Expert, 5 years
- Krystal Tranby, CPhT, 1 year



**RiverView pharmacists pictured above, left to right: Shelby Knott, Braydon Gourneau, Brian Erickson, and Samantha Brentrup. Not pictured: Jerry Lindsay and Ashley Sparby.**

**Pictured below, left to right, are pharmacy technicians: Krystal Tranby, Sherry Hanson, Barb Erickson, and Megan Monson.**



Thank you to this great team for keeping our patients and staff informed and safe!





## Wellness QIT: Pick Up a Destress Bag to Go Oct. 19-21

These days, there are so many stressors in the world, be it COVID concerns, politics, or knowing that winter is right around the corner. But relax, help is on the way thanks to the Wellness Quality Impact Team (QIT) and RiverView Destress Bags To-Go!

What's in the bag?

- Young Living lavender essential oil sample
- Dove dark chocolates
- Real Good Bath + Body shower steamer
- Good Earth sweet + spicy tea



The Wellness QIT members will be handing out the goodie bags by the Switchboard at the following times:

- Monday, Oct. 19: 7-8 am or 11:30 am-12:30 pm
- Tuesday, Oct. 20: 11:30 am-12:30 pm or 4-5 pm
- Wednesday, Oct. 21: 7-8 am or 2-3 pm

Satellite clinics, RiverView Recovery, and Home Care will have their bags delivered to their respective departments. All other employees will be responsible for picking up their bags by Wednesday, Oct. 21. If you are not scheduled to work during the above times or cannot make it to the handout times, please email Crystal Maruska, QIT lead, by Oct. 21 to have your bag delivered to your leader. Enjoy!

## Wonderful Life Produce Boxes Offered in 2020

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 2020.



Pick up your produce box from 3:30-4:30 pm outside the door near Human Resources on the following dates:

*Oct. 14	*Oct. 28	*Nov. 11	*Nov. 25
*Dec. 9	*Dec. 23	*Jan. 6	

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 from a large box for \$30 or a small for \$20. Each box includes recipes featuring the produce. 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, checks, and all major credit cards.

Join the special Facebook group "RiverView Health Produce Boxes" by going to WLF's Facebook page, click on "groups" on the left side of the page, and click "join group" when you see the RiverView group or [click here](#). Sign up can be done through the Facebook group, at 281.1125, or [wonderfullifefoods@gmail.com](mailto:wonderfullifefoods@gmail.com).

## Foundation Announces Employee Scholarship Opportunities

The RiverView Health Foundation is pleased to announce the following scholarship offerings for RiverView employees starting Oct. 15:

**Valborg M. Erickson Family Foundation/RiverView Health Employee Education Scholarships** are awarded to RiverView employees through the Valborg Erickson Fund of the In Faith Community Foundation.

These employees must seek further education and career advancement in a healthcare field, including further education toward LPN, RN, BSN status and other career advancement programs. Applicants must currently work an average of 20 hours per week in the last quarter and must work a minimum of .2 status while receiving this scholarship.

The application deadline for this scholarship is noon, Thursday, Nov. 12.

**Sandra L. Boice RiverView Health Employee Nursing Scholarship** is available to a RiverView employee pursuing post-secondary education in a nursing field.

Sandra L. Boice was a nurse for nearly 50 years, with 30 of those years being at RiverView Health. She most recently was the Chief Nursing Officer, having retired in July of 2015.

In recognition of her commitment to the nursing field and the desire to continue the growth of exceptional services offered at RiverView Health, Boice worked with the Foundation to set up a \$1,000 scholarship to be awarded annually. Other qualifications include:

- Employed by RiverView Health for six months or longer
- Currently enrolled or intending to enroll in a nursing program
- Applicant must have worked a minimum of three shifts each month in the quarter preceding the application deadline and must continue to work a minimum of three shifts each month in the semester for which the scholarship is awarded

The application deadline for this scholarship is noon, Thursday, Nov. 12.

**Lance and DeNae Norman Family RiverView Employee Scholarship** is a \$500 per semester scholarship awarded to a RiverView employee pursuing post-secondary education in a healthcare field. Special consideration will be based upon the applicant's values and character; along with the compelling reasons that inspire the applicant to achieve a higher level of degree in his/her particular healthcare field of study.

Lance Norman is vice president of Ancillary Services at RiverView. In recognition of his ongoing commitment to secondary education and the desire to continue the growth of exceptional services offered at RiverView Health, he and his wife DeNae worked with the Foundation to establish this scholarship.

Other qualifications include:

- GPA to be in good standing within the GPA requirements from the academic institution's area of emphasis
- Employed for a minimum of six months to be eligible

The application deadline for this scholarship is noon, Thursday, Nov. 12.

Scholarship application forms and guidelines for all of the scholarships above are available on the R drive under Foundation Scholarships or through the Foundation by contacting Director [Randy Schoenborn](#) at ext. 9249 or by stopping into the Foundation Office near the Cafeteria.





## Dr. David Schall Joins Medical Staff

RiverView Health is excited to welcome Dr. David Schall back to its Medical Staff.

Dr. Schall is an orthopaedic surgeon practicing with Valley Bone and Joint Clinic, Grand Forks. At RiverView, his primary focus is on hip and knee reconstruction for arthritis, according to Dr. Colin Fennell, orthopaedic surgeon and chief medical officer.



Patients will continue to see Dr. Schall at Valley Bone and Joint, but can have their surgical procedures at RiverView, if they choose. Dr. Schall will care for those surgical patients at RiverView from admission to discharge.

“The patient benefits by having a well-respected local doctor doing cases here in Crookston so they don’t have to travel to have knee and hip replacement surgery,” Dr. Fennell shared. “We are excited to have Dr. Schall back as he has previously worked here and developed a great reputation as a competent, caring surgeon.”

A Grand Forks native, Dr. Schall graduated from the University of North Dakota School of Medicine, Grand Forks, and completed an orthopaedic surgery residency at Mayo Clinic Rochester, MN. He is certified by the American Board of Orthopaedic Surgery.

To make an appointment with Dr. Schall, please call Valley Bone and Joint at 701.746.7521.

## Flu Shots Available at All Clinics, Crookston Schedules Dates

With cold weather creeping in and flu season just around the corner, RiverView’s North Clinic, Crookston, will be holding public flu shot clinics on the following days:

- Tuesday, Oct. 13, 4-6 pm
- Wednesday, Oct. 14, 2-5 pm
- Tuesday, Oct. 20, 4-6 pm
- Wednesday, Oct. 21, 2-5 pm



RiverView Clinics in East Grand Forks, Fertile and Red Lake Falls will provide flu shots during regular clinic hours.

Those who wish to have their insurance billed will be asked to present their insurance card. The cost of the flu vaccine is covered by Medicare and Medicaid, so individuals with those insurances are asked to present their insurance cards at the time of the shot as well.

If you have a child or are an adult with an aversion to shots, please ask your nurse to use “Buzzy” in administering the shot. Buzzy is an FDA approved device used to help block the pain of injections, IVs, burning from medications, and even muscle soreness. Buzzy is available for use at all RiverView Clinics and has been given the thumbs up by users of all ages. Appointments are required. Call 281-9595 to make an appointment in Crookston; 218.773.1390 in East Grand Forks; 218.945.6695 in Fertile; and 218.253.4606 in Red Lake Falls.

## Flu Shots Available for Employees; Call Today to Schedule

If you are an employee who has yet to receive a flu shot, please call ext. 9492 to schedule your immunization.



# quality



## with RiverView's Workplace Violence Prevention Committee

### Violence Case Study

*Below is a case study. Details of the patient, nurse, and situation have been altered to protect patient privacy.*

Mr. Skalbeck is a 35 year old male with a history of Schizophrenia, Anxiety, Psychosis, and Substance Abuse who visited the ER due to a laceration on his arm that needed medical attention. During routine triage questions from the RN, Betsy, Mr. Skalbeck's tone of voice steadily became irritated sounding and he questioned why she was asking so many questions. Betsy explained that she asks every patient very similar questions as part of her routine work to triage care and said she was sorry for so many questions. Mr. Skalbeck shouted at Betsy that she was lying, appeared very angry to Betsy, evidenced by leaning his upper body forward at her, staring her directly in the eyes, and had a menacing appearance to his facial expression. The look on the Mr. Skalbeck's face and the way he began acting, resulted in Betsy feeling intimidated and fearful of her and other's safety.

Betsy immediately left the room and the police were called due to the quick escalation in threatening behavior that she perceived. Mr. Skalbeck was aware that law enforcement was called and was cooperative once Betsy came back in the room with an escort to continue to provide care. A police officer did visit with Mr. Skalbeck and he was cooperative and pleasant to the officer. Mr. Skalbeck was able to be discharged from the ED without incident. However, once Mr. Skalbeck left the ED, he became physically aggressive towards the officer.

The safety of the patient, other patients, and the staff are always top priority. Individuals who exhibit behaviors like Mr. Skalbeck's can be unpredictable and become a physical threat to others. Betsy's response to exit the room after Mr. Skalbeck's behavior began escalating was the correct action to take. It was also appropriate to contact law enforcement in this case and not enter the room alone. The result was Mr. Skalbeck's behaviors de-escalated and he allowed care to be provided as needed. Had Mr. Skalbeck's behaviors not de-escalated, having police presence allows immediate intervention to take place and prevents further safety risks.

Documentation of the patient behavior in the medical record is important to record the facts of the encounter. Documentation should be clear, objective, accurate and complete. Be descriptive, non-judgmental and use the patient's words when able. For example, use "eyes were glassy and bloodshot" instead of "appeared high".

Betsy entered an incident into the Symplr system after the incident. This is important for tracking purposes as well as for learnings for future. The event type appropriate for this case is Violence in the Workplace and Behavioral. There are several appropriate indicators including: the patient is a threat to self or others, perceived act that causes fear or harm to someone, injury type- no injury, and response- police involvement.





WEIGHT LOSS SUPPORT



# Your Weight Loss. One Day at a Time.

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## Tailored to your unique schedule and needs

Real Appeal is a program on Rally Coach™ available to you and eligible family members at no additional cost as part of your health benefits plan.



### Online coaching

Guidance from a coach who offers ongoing support when and how you need it.



### Motivating support sessions

30-minute online sessions with a community of caring members to connect with.



### Tools for success

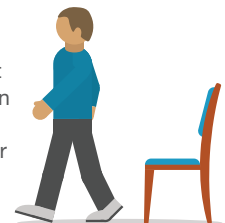
24/7 online resources, plus a Success Kit delivered to your door.

Find Your Support at  
[enroll.realappeal.com](https://enroll.realappeal.com)

Have your health insurance ID card handy when enrolling.

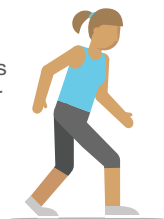
## Small steps for getting started:

Working from home? Stand at your desk to burn 40 to 70 more calories per hour than sitting.



Plan your daily meals on Sunday to eat healthy all week long.

Take quick walks throughout your day to get extra steps in.



Read our article, "Easy Ways to Sneak In Self-Care," on the back.

RALLY/COACH™