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Winter 2019

A Catholic Health
Initiatives Newsletter

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Health**

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Meet Terry Anderson

Terry Anderson, RN, BSN, the new Vice President of Patient Care Services at CHI St. Francis Health, aims to use her leadership role to improve patient safety and satisfaction by implementing big changes.

Terry started her nursing career in 1991 in Grafton, North Dakota. She moved to Hettinger to work at a larger facility before eventually making her way to Minnesota. Attracted to the Breckenridge and Wahpeton communities, Terry made the commitment to join the CHI St. Francis Health family in August 2018.

In her new role, Terry is responsible for providing clinical leadership to hospital nursing and pharmacy leaders, as well as overseeing infection control, utilization review, emergency preparedness, quality, risk, and certified registered nurse anesthetists. One of her primary goals is to further improve patient and staff satisfaction.

"When you build a trusting relationship between staff and patients, you allow the patients to have more say in the care they receive," Terry says. "We can give them more peace of mind when they are involved and have opportunities to ask questions."

Bedside Shift Reporting

To improve the patient experience at CHI St. Francis Health, Terry will soon implement a change to shift reporting, which is the exchange of information between healthcare providers during a shift change. Rather than taking place at the nurses' station or in a hallway, shift change reporting will now be performed at the patient's bedside. Bedside reporting can improve communication between staff members, and the shift also lets the patient have a better understanding of his or her care and become an active part

of the care team. According to a 2018 observational study published in *The Online Journal of Issues in Nursing*, moving shift reporting to the bedside increased patient safety, patient satisfaction, and nurse satisfaction.

"A systematic bedside handoff promotes an efficient communication process," Terry says. "It makes sure you have another set of eyes, increases face-to-face interaction, and helps maintain the continuum of care through shifts. And it actually takes less time for the nurses because it cuts down on the number of potential distractions."

This systematic change may take time to implement, but Terry is easing the transition by providing education on the importance of bedside shift reporting and getting staff involved on the ground floor.

"We are talking to nurse leaders, conducting surveys on team members' views of bedside reporting, and sharing research articles to reinforce the facts that are motivating this change," Terry says. "I will also encourage team members to participate in the development and protocols of bedside reports and be available to answer questions. Once the process becomes hardwired into our system, we will capitalize on that momentum by mandating continuing education on the topic and incorporating that education into new staff orientations."

Terry says this shift to bedside reporting will take effect once team members are both engaged and fully prepared to implement the changes.

At CHI St. Francis Health, patients are our priority. To find a healthcare provider who prioritizes you, visit www.sfcare.org/PhysiciansSearch.



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A Working Solution

In plumber Brian Streed's line of work, the health of his knees means everything. When his right knee started to break down, he turned to CHI St. Francis Health to help keep him on the job.

For 64-year-old Brian, a small business owner from Wheaton, Minnesota, one musculoskeletal problem led to another: Back trouble affected the function of his left leg, which forced him to compensate by putting more weight on the right. That may have contributed to osteoarthritis in his right knee, which caused pain that threatened his livelihood.

"For plumbers, so much work takes place on or involves the knees," Brian says. "I'm used to installing boilers, furnaces, and 70-pound toilets, but my right knee got to the point that I couldn't kneel on it anymore."

Surgery That Fit His Schedule

Knowing he likely needed total joint replacement, Brian was sure of one thing: He wanted to have the surgery close to home, not in Minneapolis or Fargo. In March, Brian met with Brennen Smith, DO, orthopedic spinal surgeon at CHI St. Francis Health. Dr. Smith diagnosed severe osteoarthritis in Brian's knee, and, since pain-relieving injections weren't working, confirmed that total joint replacement was the best option.

"Dr. Smith and everyone else at CHI St. Francis Health were so accommodating," Brian says. "I help my son-in-law on his farm, and I wanted to have the surgery quickly so I could recover before the harvest. At the end of March, within a week and a half to two weeks after my initial appointment, Dr. Smith operated on me, and I didn't miss the harvest."



"No one at CHI St. Francis Health talked over my head or tried to impress me with what they knew. They wanted to teach me about my diagnosis and surgery. The care I received was personable in a way that reminded me of when I was a child and physicians made house calls. People took the time to get to know me."

—BRIAN STREED, WHO HAD TOTAL JOINT REPLACEMENT OF HIS RIGHT KNEE AT CHI ST. FRANCIS HEALTH LAST MARCH

A Dramatic Improvement

"I made an incision in the middle of the knee, removed the damaged underside of the kneecap, and put a plastic prosthesis there," Dr. Smith says. "Next, I removed portions of the thighbone and shinbone, cemented metal implants in place in those areas, and then put another piece of plastic in between them so they would glide smoothly against each other."

Dr. Smith describes Brian's surgery and recovery as "straightforward," in large part because Brian was quite motivated to get better.

After two months of physical therapy in his hometown, Brian was no longer limited by knee pain.

"My knee feels 200 percent better than before the surgery," he says. "I'm very happy with the result."

If joint pain limits your ability to work or enjoy the things you love, visit www.sfcare.org to find an orthopedic surgeon who can discuss treatments with you.





Convenient Care

A visit to the walk-in clinic is not always convenient, especially when you or your family are visiting under distressing circumstances. Just ask Ashley Fliflet, a fourth grade teacher at Robertson Elementary, whose son, Jackson, went to the CHI St. Francis Walk-in After Hours Clinic twice in a three-day period around Labor Day weekend in 2018.

Jackson began complaining of a sore throat early on that Saturday morning, and his mother took him to the Walk-in After Hours Clinic for a suspected case of strep throat. Jackson was seen quickly and prescribed antibiotics, and the family went home with the prescription.

Jackson started the antibiotics that same day and seemed better. However, on the evening of Labor Day, the eighth grader took a turn for the worse.

"He's had digestive issues in the past and I've taken him to the doctor many times for them," Ashley says. "I thought he was fine and treated him the same way I always have with medication."

But Jackson continued to get worse, vomiting several times throughout the night. The vomiting subsided, and Jackson and

Ashley were able to get some sleep. The next morning, however, Jackson began vomiting again and told his mother he was in intense pain.

Fortunately, the Walk-in After Hours Clinic recently expanded its hours and opens at 8 a.m., which allowed Jackson to be seen early that Tuesday morning.

"The hours were so convenient," Ashley says. "We have a home clinic, but it's impossible to get in when your child needs to be seen right away."

Fortunately, a provider was able to see Jackson almost immediately. Jackson's symptoms were evaluated and tests were performed, and other conditions were ruled out before Jackson was diagnosed with appendicitis.

"I felt like the providers were genuinely concerned about Jackson," Ashley says. "I didn't feel like we were just a number to them."

Even More Convenient Care

Since 2016, CHI St. Francis Health has worked to provide patients

Going with the Patient Flow

The CHI St. Francis Walk-in After Hours Clinic recently introduced a new patient flow technology to keep patients advised about wait times.

"It's called Clockwise," says Ross Pederson, Lab Director and Clinic Manager at CHI St. Francis Health. "It's an automated system that allows patients to check in, and then their information follows them in the preregistration and postregistration waiting rooms. HIPAA-compliant patient information is displayed on a screen so patients can quickly tell where they are in line."

Ashley Fliflet used the patient flow technology when she took her son, Jackson, to the Walk-in After Hours Clinic for a strep test.

"It was really handy," Ashley remembers. "That visit was the first time I had used the technology and the receptionist clearly explained how the Clockwise system worked. The waiting process was really easy and we were back to see a provider within 15 minutes."



The providers and the nurses were so nice and welcoming. It was just such a good experience. They kept us very calm and relaxed and made us feel like we knew what was happening.

—ASHLEY FLIFLET, WHOSE SON, JACKSON, 13, WAS A PATIENT AT THE CHI ST. FRANCIS WALK-IN AFTER HOURS CLINIC



The Walk-In Will See You Now

While walk-in visits are still available, CHI St. Francis Walk-in After Hours Clinic now also offers the opportunity for patients to schedule appointments.

"Patients don't like to have to wait to see a provider," says Ross Pederson, Lab Director and Clinic Manager at CHI St. Francis Health. "We think having the ability to either walk in or schedule an appointment will cut down on wait times for everyone"

with better access to the health care they need, when they need it. The extended hours at the CHI St. Francis Walk-in After Hours Clinic provide a nonemergency alternative that allows patients to receive prompt medical attention. The Walk-in After Hours Clinic is open from 8 a.m. to 7:30 p.m. Monday through Thursday, 11:30 a.m. to 7:30 p.m. on Fridays, and from 9 a.m. to 5 p.m. on Saturdays and Sundays..

"Our community has struggled with access," says Ross Pederson, Lab Director and Clinic Manager at CHI St. Francis Health. "The clinics in town are busy and full, so we've made our providers available for appointments to meet our community's needs. We're expanding to provide that access."

Jackson is healthy now, and his only complaint was having to miss two weeks of football while he was being treated for appendicitis. His mother was thrilled with the care Jackson received.

"The CHI St. Francis Walk-in After Hours Clinic is such an asset to the community. The staff is very patient-focused and thorough," Ashley says. "If you need to be seen right away, it's a great option for care."

To learn more about the CHI St. Francis Walk-in After Hours Clinic, call 218-643-0747 or visit www.sfcare.org.



3-D Mammography Now Available at CHI St. Francis Health

Three-dimensional (3-D) screening mammography is changing the way patients experience breast cancer screening.

For women age 40 and older, screening mammography is key in detecting breast cancer at its earliest stages when it usually responds best to treatment. However, traditional screening mammography, which produces a two-dimensional image of the breast using low-dose X-ray images obtained as a paddle compresses the breast, can often be uncomfortable for patients.

That is why CHI St. Francis Health now offers 3-D screening mammography, also known as digital breast tomosynthesis. The process of getting a 3-D screening mammography is similar to getting a 2-D screening mammography, but the new method creates a three-dimensional rendering of the internal breast tissue. As a result, the picture is more detailed. This process also allows for fewer compressions to be used, which increases patient comfort during the exam.

"When a patient chooses to have a 3-D screening mammogram, we are able to get an enhanced view because the images provide more information and a lot more detail of the breast tissue," says Lucinda Moore, RT(M), Lead Mammography Technologist at CHI St. Francis Health. "The exam does not take any longer than a traditional mammogram, and the majority of women have told us that this is much better than what they experienced in prior years."

Julie McGovern can attest to this. She received 2-D mammography in the past but booked her first 3-D mammogram in October 2018, shortly after it became available at CHI St. Francis Health.

"It seemed less uncomfortable and faster," Julie says. "I was very satisfied. My technologist was knowledgeable and explained

everything that was happening. The procedure was simple, and I received my test results in a timely manner."

The clarity of the images in 3-D mammography leads to less chance of having additional imaging done after the screening.

"We have had fewer callbacks because of the increased information that this equipment provides," Lucinda says. 3-D mammography decreases the overlapping view of tissue within the breast, so it lowers the chance of a false alarm."

To schedule your 3-D mammogram at CHI St. Francis Health, call 218-643-0238.

When Should You Be Screened for Breast Cancer?

According to the American Cancer Society, the number of breast cancer-related deaths in the U.S. dropped nearly 40 percent between 1989 and 2015 due to early detection and improvements in treatment. Follow these screening guidelines to ensure you uncover any potential challenges:

- Women between the ages of 40 and 44 have the option to begin receiving an annual mammogram.
- Women between the ages of 45 and 54 should receive an annual mammogram.
- Women ages 55 and older can switch to receiving a mammogram every two years, although they may continue to be screened annually.

Humble Homecoming

The new Director of the CHI St. Francis Health Foundation began his career with the organization over 25 years ago.

"I am originally from the area and grew up in Abercrombie," says Tim Hestdalen, who assumed the role of Director in October 2018. "I was asked to start an occupational health program for CHI St. Francis Health in 1990, and that became the start of my career in health care."

Since then, Tim has worked with multiple healthcare organizations in the area. When he saw that the CHI St. Francis Health Foundation was looking for a new director, he realized the role matched his current life and career goals.

"I was searching for a grassroots opportunity with an organization that was highly involved with its community and making a difference in a rural healthcare setting," Tim says. "I wanted to personally give back in some way."

Past, Present, and Future

Tim is glad to return to an organization that holds such a significant personal connection for him.

"It's fun to be back and see that some of the same people are still here," Tim says. "I've been redeveloping those relationships while learning about the new facility, technology, and resources that are benefiting the community."

Tim's goal is to strengthen initiatives that will build on CHI St. Francis Health Foundation's resources. He is overseeing the development of the Vital Equipment and Technology fund that benefited from the 2018 Harvest Fest, as well as the CHI St. Francis Endowment for the Future.

"This is an established fund where donations are permanently invested," Tim says. "If we grow the fund, the interest generated will provide a steady, self-sustaining stream of income to support health care in the area."

When Tim isn't focused on improving and expanding the reach of the CHI St. Francis Health Foundation, he enjoys staying active and spending time outdoors with his family.

Visit www.foundationgiftlegacy.org to learn more about the impact of your donations to the CHI St. Francis Health Foundation.



Giving Can Lower Your Taxes

When you contribute to the CHI St. Francis Health Foundation, there are some strategies you can use to receive tax savings and nontax benefits.

Fund a charitable gift annuity or charitable remainder unitrust. Both options provide you with annual income, a charitable income tax deduction, and potentially favorable capital gains while supporting the CHI St. Francis Health Foundation.

Make an outright gift of an appreciated asset to charity. This strategy allows you to support causes that matter to you while generating a charitable tax deduction and potentially capital tax savings.

Give from your pretax assets by making an IRA rollover gift. If you are 70-and-a-half years old or older, you can give up to \$100,000 directly from your IRA rather than take the required distribution from your IRA. This strategy doesn't result in a charitable deduction, but it will help you avoid tax on the distribution.



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Black Bean Soup

Warm yourself this winter with a bowl of tasty black bean soup that's delicious on its own or can be served over rice or topped with corn chips.

Ingredients

- 1 cup onion, chopped
- $\frac{3}{4}$ cup celery, chopped
- 2 teaspoons garlic, chopped
- 1 $\frac{1}{2}$ cups beef broth, fat removed
- 2 15-ounce cans black beans, drained and rinsed
- $\frac{1}{2}$ cup salsa, thick and chunky
- 1 $\frac{1}{2}$ teaspoons cumin
- $\frac{1}{2}$ teaspoon onion powder
- $\frac{1}{4}$ teaspoon dried oregano

Directions

Combine all ingredients in a saucepan. Cover and simmer for 20 to 25 minutes or until vegetables are tender. Serve and enjoy!



Nutritional Information

Serves: 4

Calories: 320	Total carbohydrates: 60g
Total fat: 1g	Dietary fiber: 20g
Saturated fat: 0g	Total sugars: 3g
Cholesterol: 0mg	Protein: 20g
Sodium: 917mg	Calcium: 158mg