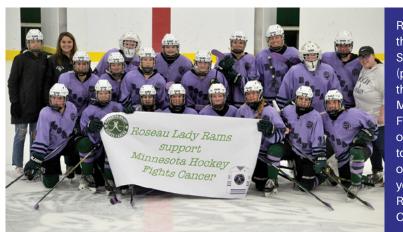
### **Hockey boosts Roseau County Cancer Fund**



Cancer Fund.

The Roseau County Cancer Fund exists to provide financial grants directly to local people being treated for cancer. Since July, the fund distributed more than 23 grants to people in the LifeCare service area.

A noticeable spike in local contributions occurred over the past two years, thanks in part to a collaborative effort with Minnesota Hockey Fights Cancer (MHFC).

Through this connection, groups like Roseau Youth Hockey and the Roseau High School girls hockey team have raises significant amounts to help local patients.

This year, the Roseau girls team raised more than \$3,400 during its MHFC game against Moorhead, making it the fifth highest amount raised by any high school in all of Minnesota this season.

"That's an incredible feat especially when you consider they were competing against schools with more students than Roseau has people" says Erik Holmstrom, Development Coordinator at LifeCare.

Not to be outdone, the Roseau Mites did even better by dedicating their jamboree to MHFC and raising more than any other jamboree in Minnesota.

During the past two years, Roseau Mites raised more than \$8,000 and won the Bruce Olson Memorial Trophy twice.

Combined, these local efforts through MHFC raised more than \$11,000 for the Roseau County Cancer Fund, a component of the LifeCare Health Care Fund.

"Thanks to this partnership, we've helped our young people make a difference in the world, have a memorable hockey experience, and celebrate knowing 100 percent of what they raises stays in our community," Holmstrom says.

Holmstrom encourages everyone to join the fight by volunteering to help with next vear's events or to purchase MHFC mer-

"When you see a Roseau Mite or Roseau High School girls hockey player, thank them for the great work they do."

For more about Minnesota Hockey Fights Cancer, visit: mnhockeyfightscancer.org



# **Busy time at LifeCare Warroad Wellness**

In January, after months of renovation, construction crews at LifeCare Warroad Wellness pulled back the temporary wrap protecting the outside of the building to reveal a stunning new front entrance, complete with large windows and freshly painted stucco.

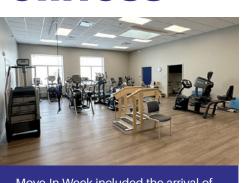
Accented by a wood grain patterned wall, the navy blue and gray exterior creates a bold and welcoming presence at 210 Main Avenue in downtown Warroad.

This state-of-the-art facility which covers approximately 13,000 sq. ft., is now home to LifeCare's local Rehabilitation Services and LifeCare Behavioral Health, and team members are quickly becoming acquainted with their new surroundings.

"Our new treatment area is approximately double the size of our previous space," says LifeCare Rehabilitation Services Manager, Amanda Kvien, DPT. "We are so fortunate to have individual treatment rooms and a workspace containing the equipment we need to provide excellent care."

The all-new LifeCare Warroad Wellness offers a set of treatment rooms where physical and occupational therapists and their





Move-In Week included the arrival of physical and occupational therapy supplies, computer equipment, and urniture as LifeCare Warroad Wellness officially set up shop at 210 Main Ave.

certified assistants can assist patients with cases like lymphedema and wound care, conduct pre-work screens, and accommodate people of all body types and abilities.

Recent finishing touches to the building included the installation of LED lighted signage on the building's front exterior.

Move-In Week began February 6 and included the delivery of furniture, receiving and stocking of physical and occupational therapy supplies and equipment, installation and networking of computers, and other tasks needed to make the space ready to receive patients on February 13.

In recent weeks, windows were added to the building's south side. Still ahead is some finish work and completion of an indoor walking track and fitness center.

This means a little construction noise now and then for the LifeCare team and their patients to tolerate. But that hasn't wiped the smile from anyone's face.

"Our LifeCare Rehabilitation team is ecstatic," Kvien says. "We now have room to function at our full potential."



POSTAL CUSTOMER

# healthmatters

Your regional healthcare publication courtesy of LifeCare Medical Center

### LifeCare's Certified Nursing Assistants find joy helping others

Certified Nursing Assistants: Some are young, some are seasoned veterans, and others are in between. Yet, one thing every single LifeCare CNA mentioned during a recent *HealthMatters* interview, was a genuine love for making their residents smile.

"It's hard to put into words the feeling of caring for nursing home residents," says Jessica Schulz, a CNA at LifeCare Roseau Manor. "Patients are so grateful. Most days this doesn't feel like work."

Twenty miles away at LifeCare Greenbush Manor, Karen Hedman, CNA, says the same.

"I love coming to work every day," says Hedman, who for nearly 35 years has served in one or more CNA roles, including her current position as Supervisor of LifeCare Enhancement. "You become very close to the residents. You really get to know them. They're like family."

LifeCare CNAs say they get as much out of the experience as their residents do.

"To come to work and see their smiles and laughter is so rewarding," says fellow Greenbush CNA Halle Duray. "I've learned so much



Sharing a smile with resident Cindy Hagen are Halle Duray (left), Karen Melby (top middle), and Karen Hedman (right). All three are Certified Nursing Assistants at LifeCare Greenbush Manor.

Assistant Leah Burroughs

completed her **CNA** certification when she was only 15 years old a float position within the LifeCare organi zation, she now has a permanent CNA role at LifeCare Hospital

about real-life situations and interacting and understanding different personalities because everyone is different and every day is different."

Duray, who loves caring for Greenbush Manor residents, recently completed a course on her way to becoming a certified Emergency Medical Technician (EMT). After that, she may even consider one day becoming a paramedic. Leah Burroughs completed her CNA training when she was just a teenager.

"I took it at 15 and there was someone in my class who was 64. I worked as a CNA when I was younger and then tried some other things. My heart belonged to healthcare so I came back the backbone of the care structure. to doing what I really love," says Burroughs, a CNA who worked at Roseau Manor, Greenbush Manor, and part-time at the hospital before moving into a permanent position as a hospital CNA at LifeCare Medical Center.

Samantha Vanables, who is studying to become a physician assistant, enjoys her work as a CNA at Roseau Manor. Through the OnTrack Nursing Assistant Training course, she was able to do much of her coursework virtually and complete the hands on training at LifeCare.

"It has been a great opportunity for me to work as a CNA as I wait to apply to a physician assistant program," she says.

Samantha believes anyone interested in pursuing a healthcare career should take the CNA

"All the skills learned in the CNA class are things that you can take with you. You learn how to be gentile but strong. You learn how to work with co-workers and be a team. We depend on each other."

Samantha and her colleagues agree. By providing hard work and excellent care, CNAs are

Self-described as older than the average CNA, Karen Melby is the Rehab Aide at Greenbush

"Many people say, 'I could never do that job.' I say, 'yes, you can!' If you are physically able, you can do this job. You learn so much from the residents. Most rewarding job ever."

For more information about becoming a Certified Nursing Assistant, please call (218) 463-2500 or visit: www.lifecaremedicalcenter.org

### LifeCare congratulates Deb Haugen on 35-year career, 100 issues of newsletter

LifeCare's head of public relations and longest organization," says LifeCare President/CEO

Deb Haugen, Director of Community Re- our milestones with the community." lations, has been responsible for keeping the people of LifeCare's service area informed.



position in the business office, Haugen became familiar with multiple aspects of the forts, including a highly successful women's organization. In 1996, Area Hospital District incorporated to Hospital and Homes, she moved from being

Hired in 1988 for a

formed administrative marketing position. One of her first tasks was creation of the

HealthMatters newsletter, now in its 28th year ing with the recruitment of over 20 physicians,

"Deb sees the big picture through her involvement in various aspects inside and outside of the projects and events.

serving department director retires this spring Keith Okeson. "As a result, we have been able to after nearly 35 years with the organization. communicate important information and share

Among these were several major construction

or expansion projects, the hiring of new physicians, recovery from the 2002 Roseau County Flood, the pandemic, and countless other achievements, large and small. She also oversaw LifeCare's advertising ef-

heart health campaign and an award-winning a year after the Roseau breast cancer awareness campaign. "One of the most important things I have

learned is that you need an amazing team to become Roseau Area accomplish great things," Haugen says.

Among the most significant accomplishments made during Haugen's career are: establishing the hospital's first HR Specialist into a newly- the Human Resource and Volunteer Service departments, advocating for and helping to establish the LifeCare Health Care Fund, assistspearheading LifeCare's first website and social media account, and leading many other



posters in this 2006 archive photo.

Haugen says her most satisfying project was being part of the name change from Roseau Area Hospital & Homes to LifeCare Medical Center in 2007.

"I gained much passion and ownership for the organization over my first 20 years of work here, but it was the name change that brought even more excitement to my job. It was truly monumental in the history of local healthcare.'

Okeson says, "On behalf of the entire team, we wish Deb a happy retirement and we thank her for all she has done for LifeCare."



• Where communities choose to be served. • Excellence

• Where physicians choose to practice.



10 Main Avenue in Warroad. The services, behavioral health, and a soon-to-be-completed fitness center



### Workplace Wellness

"To create an environment which supports healthy choices for our employees and community members so that they may live healthier, happier lives."

This is Wellness Vision Statement for LifeCare Medical Center.

While it is very important to serve our community in different ways that promote wellness for all, it is equally important to create an environment at work that enhances our employees' well-being by providing our staff with opportunities and education to support this vision.

All employees at LifeCare Medical Center are invited and encouraged to participate in our wellness offerings through out the year.

Our wellness program is ever-changing as we strive to keep up with current research and trends, and we do our best to include all aspects of wellness in what

Here are a few of the programs and offerings that our staff can participate in if they choose at this time:

Health Risk Assessment: An online. 100% confidential tool that provides a snapshot of each individual's current

• Preventative Screenings: Annual lab work and certain recommended screenings are offered free of charge.

• Fitness Center Membership: Our staff is offered a membership to utilize any one of our Fitness Centers through our Rehab Department FREE of charge

 The Pulse Well Being Center: Online access to a variety of wellness classes and information is available through our in-house social networking center called

• Find Your Happy Reimbursement Program: Eligible employees may be reimbursed up to \$250 annually for investing in something that supports their own personal well-being

 Incentive Programs: A variety of health-behavior related challenges are available throughout the year for employees to participate in if they choose. Employee Assistance Program (EAP): The Village EAP is available as a benefit for employees and their families as a confidential and independent counseling program that offers professional guidance and services as needed.

• Nutrition Analysis: A free one-on-one neeting with a Registered Dietitian a needed.

 Musculoskeletal Assessment: Staff at LifeCare Rehab is available to assess certain musculoskeletal issues for our employees free of charge if necessary.

• Relaxation Space: Relaxation rooms with a massage chair are available to use as a space to get away from stress during work hours.

• Employee Bike Fleet: On as seasonal basis, LifeCare has several bicycles available for employees to check out and use on their own time.

• Employee Wellness Fairs: Every other year, LifeCare hosts its own Wellness Fair for our employees to learn about what's new in wellness and to keep up with what's going on within the departments of our own facility. It's a great time to share information and have fun with our fellow staff members.

Our Employee Wellness Program is just one of the many reasons LifeCare is a great place to work. Be sure to check out our website (www.lifecaremedicalcenter.org) for job opportunities if you'd like to join our team!

To learn more, call Dawn Hedlund, RDN,

## **Community Benefit Report**

Each year, health care organizations across the United States provide services, education, and other activities to improve the lives of those in nearby

This investment and contribution is called Community Benefit. For LifeCare, this pledge to Community Benefit includes taking care of the uninsured or underinsured who cannot afford to pay for their healthcare.

Other examples include offering community health fairs, free screenings, nurse visits to new mothers, and the recruitment and training of healthcare professionals.

LifeCare also contributes to Community Benefit through a commitment to sustain specific services despite an almost certain financial loss to the organization.

home care and hospice programs, obstetrics, and ambulance service.



ifeCare subsidizes essential services such as nursing home care as part of ts commitment to the community.

### Taking On the Challenge

LifeCare Medical Center is a notfor-profit health care system serving Leadership & Partnership Roseau County and the surrounding area. Besides its medical campus in Roseau, LifeCare consists of Greenbush Medical Park, LifeCare Warroad Wellness, Roseau Manor, Greenbush Manor, and the recently acquired Oak Crest Senior Housing, now known as ing for generations.

LifeCare invests and supports the community in many ways including local parades, health fairs, school activities, and other civic and community events.

Guiding the entire LifeCare or-

which consists of professionals from

This board, in the spirit of leaders

before them, is accountable to the

people they serve and is committed

to responding to the identified com-

munity needs in order to achieve

shared goals in improving health and

Each year, LifeCare provides vol-

unteer, leadership, and monetary

and efforts, ranging from organi-

efforts led by departments and indi-

throughout the county.

quality of community life.

vidual employees.

LifeCare Senior Living.

"In being a not-for-profit, we are required to give back to the community," says Deb Haugen, Director of Community Relations at LifeCare. These often include nursing homes, "Every three years we do focus group meetings, surveys, and gather statistics to determine the community's greatest health needs."

> Identified in the LifeCare Medical Center 2022 Community Health Needs Assessment were three top issues: mental health, chronic disease risk factors, and the use of drugs, alcosupport to many worthwhile causes hol, and tobacco. zation-wide initiatives to grassroot

Once these community health needs are identified, the LifeCare team prioritizes and, when possible, incorporates them into strategic planning and budgeting processes.

"We consider these needs while focusing on our patients, residents and clients," Haugen says. "At the same time, we look to these identified community needs when determining how we give back to the community through Community Benefit."

LifeCare continues to collaborate

with all sectors of Roseau County. As an independent regional healthcare organization, LifeCare provides for and serves the entire county while remaining true to its mission of car-

As indicated by the chart shown here, LifeCare in 2022 distributed over \$7,000,000 in Community Benefit to Roseau County.

The following programs bring little or no revenue to LifeCare but are sustained because they are important to the residents they serve:

Funding Essential Services. The commitment to community need is exemplified by LifeCare's contribution to subsidized services. Departments including Home Health Care, Hospice, Public Health, Roseau Manor, Greenbush Manor, LifeCare EMS ambulance service, and Birthganization is its Board of Directors, ing Center are subsidized services.



Trusted Partners. LifeCare's commitment to quality care extends beyond its walls and into the community. Working with strong collaborators like Warroad Community Partners,

Behavioral Health in Warroad.

"LifeCare is proud of the comas well as local schools, industries, munity benefit services it provides and continues to work with others to and civic groups, helps maintain and improve the health and wellness of improve the health and overall wellcommunity residents," says Haugen. being of the community.



Working with collaborators like Warroad Community Partners on as LifeCare Warroad Wellness helps maintain and improve the community.

# \$4,907,267 \$782,564

### **LifeCare's Community Benefit Distribution**

LifeCare Medical Center distributed more than \$7 million in Community Benefit in 2022. Here is a breakdown of those numbers.

Health Professions Services

Community Building Activities

Charity Care. Care is provided to

all who need it, regardless of the abil-

circumstances arise where a patient is

situations, LifeCare offers a program

called Charity Care, in which bills

are forgiven for families and indi-

Specialized lactation educators from

LifeCare visit new moms after they

and their babies leave the hospital

Healthy Awareness and Community

Outreach. The continuum of care is

important as LifeCare extends its

expertise from the hospital to the

community. A prime example is its

Lactation Education program in

which specialized lactation counsel-

ors extend an invitation in order to

visit mom's and babies in their homes

as a followup to the teaching that is

done in the hospital.

guidelines

viduals who meet income and asset

Education Community Benefit Operations

Contributions Loss on Medicaio

Financial &

Charity

Community Health

Improvement

Services

Education for a Healthy Future. To provide quality healthcare requires ity to pay. LifeCare recognizes that a quality staff. LifeCare leadership considers it a privilege to support unable to pay a medical bill. In those local students who choose health care as their profession. It gives even greater pride when LifeCare can recruit its own local candidates, like Abby Wilmer Markstrom, M.D., who has committed to returning to the community as a surgeon in 2027.

> For more info about LifeCare Medical Center, visit: www.lifecaremc.org



Abby Wilmer Markstrom who will

join LifeCare as a surgeon in 2027

### LifeCare's Services

make LifeCare Medical Center the provider of choice for our region. Below are just some of the services available at LifeCare. To learn more, call (218) 463-2500 and ask to speak to the department that interests you

### **Respiratory Care Behavioral Health** Services for ages 6 and up

• Level IV trauma center 24-hour Emergency

**Emergency Services** 

Advanced and basic

life support ambulance

• Emergency helicopter and

fixed wing air transport,

provided by outside

Acute Stroke Ready

non-emergency patients

5:00 p.m. to 8:00 p.m

9:00 a.m. to 5:00 p.m.

• All populations including

**Inpatient Medical Care** 

Department

agencies

Telestroke

pediatric

**Birthing Center** 

counselors

• Respite

Obstetric

Cataract

Rehabilitation

and Greenbush

• Physical Therapy for

• Foot and ankle

Gynecological

ENT (tonsillectomy,

Other general surgery

Sites in Roseau, Warroad

injury and post-operative

floor dysfunction, and

neurological conditions

Occupational Therapy for

fine motor coordination,

equipment, and training

• 24/7 Community Wellness

Centers - Reimbursemen

through insurance plans,

programs and employers

stroke rehab, custom

splinting, mobility

Nutrition Counseling

Athletic development

nab, wound care, pelvic

PE tubes, adenoidectomy)

Surgery

Certified lactation

Epidural options

• Sub-acute Medical

Spinning baby trained

**Sub-acute Inpatient Care** 

**Convenience Care** 

After hours care for

• Monday – Friday

• Saturday – Sunday

- Sleep studies Pulmonary function testing
- Pulmonary rehab Home respiratory equipment

### Women's Health: Pelvic,

- problems breast, and 3D obstetrical - Learning disabilities ultrasound, full field digital Autism spectrum disorder mammography, bone - Court-ordered issues
- density screening • 128-slice CT scanner
- Nuclear medicine
- General and 3D ultrasound
- Vascular & Echo ultrasounce
- Teleradiology

procedures

• Digital X-Ray

**Cardiac Rehab** 

Gastroscopy

Laboratory

Colonoscopy

management including

RFA – Radio Frequency

Ablation (lumbar,

cervical, and knee)

Aspiration and biopsy

(Roseau & Greenbush)

• Stress testing studies

Infusion Therapy including:

- Infusion chemotherapy

- Fluid replacement

Lactation home visits

• Altru's Renal Dialysis

Clinical microbiology

PT/INR and coagulation

• Rapid molecular testing

Altru Health System

Pre-employment and DOT

LifeCare Greenbush Manor

Greenbush Assisted Living

**Register for CNA class** 

Classes for becoming a Certified Nursing Assistant are held as an elective at Roseau

High School and will be offered in Greenbush during the next school year.

• LifeCare Roseau Manor

• LifeCare Senior Living

chain of custody collection

Blood transfusion

Chemistry and

Immunology

and virology

• Reference Labs:

**Senior Services** 

Urinalysis

studies

Hematology

**Outpatient Services** 

- IV antibiotics

- Digital fluoroscopy
- Interventional pain
- FMDR
  - **Home Care**
  - In-home care to maximize an independent lifestyle through:

  - Skilled Nursing
  - Home Health Aides
    - Social Worker • Rehabilitation Services Physical and

• Individual, couple and

- Intellectual functioning

- Cognitive/memory

- Medical issues

Specialty services

management

disorders

• Mental health medication

Treatment for eating

family therapy

- ADHD

### Occupational Therapy LifeCare Public Health • Cardiac Rehab phase II & III

Promotes and protects health through education prevention, and advocacy Services include: Infectious disease

- response & investigation Disaster response
- Promoting healthy pregnancies and lifestyles
- Family and child wellness
- Immunizations and
- disease prevention Environmental Health
- And much more
- Hospice End-of-life care to patients and families using a health

### care team approach

LifeCare Specialty Services

- General surgery GYN services including management and
- treatment for female issues such as menopause incontinence, infertility,
- endometriosis and others Podiatry services related to toe, foot & ankle disorders
- sports and non-sports injuries, diabetic foot exams, arthritis, and more

### LifeCare EMS provides essential service

### Cost is subsidized as part of LifeCare's pledge to Community Benefit

LifeCare Emergency Medical Services (EMS) is an essential component of rural health care in the region to ensure that its residents have access to quality emergency care.

Offering basic and advanced life support services, LifeCare EMS provides emergency medical care to people who have had a sudden or serious injury or illness. LifeCare EMS, a part of LifeCare

Medical Center, serves the counties of Roseau, Beltrami, Marshall, and Lake of the Woods, with two crews staffed 24-hours a day, every day. Crews include paramedics, emer-

gency medical technicians (EMTs), and emergency medical responders (EMRs). In addition to emergency response, EMS also provides interfacility trans-

ports from LifeCare to specialized

care facilities in Grand Forks, Fargo,

and beyond when critical care trans-

port is needed. Rural EMS agencies throughout retention of qualified staff, increased education and training requirements, increased cost of equipment, and other funding challenges. The day-to-day expenses needed to keep these services operational continue to climb.

In dense urban areas, there are enough people and everyday emergencies that an ambulance service may be able to sustain itself.

However, places like northern Min-

nesota are sparsely populated and cover many miles. The State-designated Primary Ser-

vice Area (PSA) that LifeCare EMS supports is one of the largest in Minnesota. Covering 1,699 square miles, this includes the Northwest Angle.

"There is not sufficient EMS volume in the entire service area to make it profitable, or a break-even venture," says Jim Dinsch, Director of LifeCare



EMS. "This is an essential service that cannot pay for itself, so it must be subsidized by LifeCare."

LifeCare reports its loss from its ambulance service as a Community LifeCare EMS includes five trans-

port ambulances, in addition to fourwheel drive vehicles needed to meet the region's seasonal challenges, a quick-response SUV for paramedic intercept, and a Polaris Ranger for off-road rescue.

These vehicles are fitted with advanced equipment, including cardiac monitor defibrillators, ventilators, power load stretchers, and mechanical CPR devices. LifeCare EMS also has mutual aid

agreements with Tri-County Ambulance and the Warroad Area Rescue Unit, providing support and coordination to ensure access to emergency medical care throughout the area.

To learn more about LifeCare EMS

### Register today for LifeCare's EMT class

Recruiting caregivers for the region's Emergency Medical Services (EMS) workforce remains vital to the maintenance of emergency response in rural communities.

Spurred by a nationwide shortage of EMS staff, LifeCare has taken steps to encourage and train the next generation of licensed caregivers needed by LifeCare EMS.

Students as young as fifteen, can register to be an entry level provider, known as Emergency Medical Responder (EMR), or they can enroll in a class to become an Emergency Medical Technician (EMT).

LifeCare, in cooperation with the Greenbush / Middle River School (GMRS), currently administers an EMT course at the high school during the day. Class is taught by GMRS faculty member Brittany Burkel, who is also a nurse and long-time LifeCare EMT, serving at the Greenbush substation.

Upon program completion, the



reached age 16, they will become certified Minnesota EMTs.

LifeCare looks forward to having these individuals and their additional capabilities supplementing the Greenbush EMS crew.

LifeCare plans for the GMRS classes to be an annual course option, with intentions to hold additional courses occasionally within LifeCare's service area.

LifeCare encourages anyone interested in becoming a Certified Nursing Assistant

In-person classes will be offered in June and October. An online hybrid class is available now and may be started anytime. June's course is a 3-week session consisting of daytime classes, while October is a 5-week session of evening classes including a couple Saturdays. Both classes require 75

hours of classroom and clinical time.

(CNA) to register for an upcoming class.

Students enrolled in the OnTrack online hybrid class study at their own pace to complete the first 42 hours of training, but must complete the remainder of the 75 hour course in person. Those in-person

in Roseau.

LifeCare is also a certified testing site. After the completion of all classes, students are eligible for state certification testing.

"Becoming a CNA is a great way to learn skills that are beneficial for all healthcare careers," says LifeCare's CNA Program Coordinator/Instructor Karena Dunham, RN. "If you are interested in a job in the healthcare field or are looking for a career change, being a CNA is very rewarding as you work closely to meet the needs of so many wonderful people."

For info about bonuses, fee structure, sign-up, and more, visit: lifecaremedicalcenter.org or email CNA instructor Karena Dunham, RN, at kdunham@lifecaremc.com

### nearly 1,700 square miles. LifeCare Medical Center subsidizes the cost graduates will be eligible for the Na-To learn more, please call LifeCare at the United States are faced with many or how to become part of the LifeCare of this service as part of its pledge to Community Benefit. hours, as well as the June and October ses-EMS staff, call (218) 463-2500. tional Registry of EMTs certification challenges, such as recruitment and (218) 463-2500 or visit the website: sions, are held at LifeCare Medical Center exam. Once they have passed and www.lifecaremc.org LD, at (218) 463-4773.