



## Mercy begins work on wellness center

Mercy Hospital will soon be able to offer its health and wellness programs in updated, expanded space as remodeling began in October on Mercy's wellness center building on Arrowhead Lane.

When completed, the project will feature a new, spacious fitness center with large locker rooms as well as community gym space for future class offerings and activities. In addition, Mercy's Home Care department will have offices in the building.

"This project is an important investment into the health of our community," said Jason Douglas, Mercy CEO. "Health care is increasingly focusing its efforts on prevention and promoting an active lifestyle is a key component of that effort. Our new wellness center will allow us to expand our wellness offerings, using the expertise of our exercise physiologists to provide a variety of programs to people of all ages and abilities—kids to adults—in a spacious, up-to-date facility.

We believe this project will enhance Moose Lake's Fit City designation, providing many benefits to the community."

Completion of the project is targeted for the end of the year.

Funding for the project was approved as part of Mercy's annual capital budget. Planning is underway for a community open house to be held sometime after the first of the year.

### *Inside Lifeline*

#### **ASK MERCY PHYSICAL THERAPISTS**

Think you might benefit from therapy? Our therapists are happy to talk to you about your concerns. **Page 2**

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Augustana Mercy celebrates its first year with many successes. **Page 6**

# Ask Mercy Physical Therapists

If you are recovering from illness, injury or surgery, Mercy's skilled therapists are ready to provide the individualized care you need to return to your home, work and sport activities.

Mercy's Rehab Department offers many specialty therapy services. If you feel you might benefit from therapy services, please give us a call—our rehab staff would be happy to talk with you about your concerns.

## Ask us about:

- Back Pain
- Dizziness & Balance Problems
- Fall Prevention
- Hand Therapy
- Home Care Therapy
- Pediatric Therapy
- Sports Injuries
- Total Joint Replacement Therapy
- Treatment of Pain



**The choice is yours.** The decision about where to receive therapy is yours. When you choose Mercy, your community hospital, for your therapy, you will receive high quality, personalized care in spacious, private treatment areas featuring specialized equipment. We also provide home care services. Call us at **218-485-5597** for more information about our services.

## Recognize stroke

Better care for stroke patients is the goal of a new initiative at Mercy Hospital that will create a fluent system of best care practices for stroke patients, from ambulance to emergency department to inpatient care.

Mercy is one of 13 rural hospitals participating in the Stroke Program Readiness Project sponsored by the Minnesota Department of Health and StratisHealth.

“The program helps us integrate best practice standards for the treatment of stroke throughout the continuum of care,” said Jackie Knese, RN, Med-Surg/ICU Nurse Manager. “Ultimately, it will mean better care for stroke patients.”

Like a heart attack, stroke symptoms require an emergency response.

### **SIGNS & SYMPTOMS OF STROKE:**

- Sudden numbness or weakness to face, arm or leg
- Sudden confusion, trouble speaking, slurred, inappropriate words, mute
- Sudden blurred or double vision
- Sudden trouble walking, dizziness, loss of balance
- Sudden severe headache—worst of your life—with no known cause.

**IF YOU SEE SOMEONE EXHIBITING ANY OF THESE SYMPTOMS, CALL 911.**

# Mercy Hospital receives level 4 trauma designation

The Minnesota Department of Health recently designated Mercy Hospital as a level 4 trauma hospital. Mercy Hospital and staff voluntarily participated in the intense designation process to become part of Minnesota's statewide trauma system.

The process included an outside review of the hospital's resources and capabilities to care for trauma patients.

Mercy Hospital met standards of commitment, clinical and equipment resources and staff training.

The hospital also participates in a continuous performance improvement process.

"This designation is a reflection of the deep commitment of our ambulance and emergency staff to the care and management of trauma patients," said Jason Douglas, Mercy CEO. "We are pleased to be part of this statewide, organized system of trauma care."

For a severely injured person, the time between sustaining an injury and receiving definitive care is the most important predictor of survival—the "golden hour." The chance of survival diminishes with time; however, a trauma system enhances the chance of survival regardless of proximity to an urban trauma hospital.

"Trauma is the third leading cause of death in Minnesota," said Minnesota Commissioner of Health Dr. Edward Ehlinger. "The goal of the trauma system is to decrease injured patients' time to care by making sure their medical needs are appropriately matched with hospital resources. With the designation of Mercy Hospital as a level 4 level trauma hospital, we are getting closer to our goal of ensuring that seriously injured Minnesotans have access to an organized

system of trauma care wherever they are in the state."

On average, trauma claims the lives of 2,400 Minnesotans annually. States with trauma systems have seen survival rates increase by 15 to 20 percent. Wide-scale participation in the voluntary trauma system ensures that a statewide, cooperative effort is in place to care for seriously injured patients.

Minnesota began developing a comprehensive statewide trauma system in August of 2005.

Through its designation Mercy Hospital recognizes the vital role that communities, ambulance services, hospitals and health care professionals play in the care and management of trauma patients.

For more information, see the Minnesota Statewide Trauma System site at <http://www.health.state.mn.us/traumasystem/>.

**This designation is a reflection of the deep commitment of our ambulance and emergency staff to the care and management of trauma patients.**

## MERCY OFFERS LOW-COST MAMMOGRAPHY SCREENING

Mercy Hospital will once again participate in the American Cancer Society's Screening Program to offer low-cost mammography to women who are underinsured or do not meet the guidelines for free mammograms.

During October, November and December, mammograms will be offered at a cost of \$70 to women whose insurance may be inadequate or to those with high unmet deductibles. The fee must be paid at the time of the exam. Patients should be 40 or older, asymptomatic and have no history of breast cancer.

Evening mammography appointments are also available on November 8 & 16 and December 6, making it convenient for women to schedule an appointment. To make a mammography appointment, call Mercy at **218-485-5578**.



# THE MERCY FOUNDATION

## Many good turns create another!

The Mercy Foundation made its annual gift to Mercy Hospital at the close of its 2011 fiscal year, presenting a check totaling \$18,225.

This year's check represents gifts made to Mercy's Emergency Department and Ambulance Service for upgraded equipment, to Mercy's Occupational Therapy Department for advanced staff training and to Mercy's Chemotherapy and Infusion Services Department for wall art and a grant in support of Mercy's HOT Camp, a three-day summer program for area youth.

In addition to these gifts to Mercy, the Foundation also provided \$3,500 in scholarships to the four high schools in Mercy's service area and about \$1,250 in sponsorships for health and wellness related events in the area.

"There would be no check presentation at all if it were not for the generous hearts of Mercy's staff and area businesses and friends," stated Foundation Director Cindy Carlson. "We cannot thank everyone enough for coming through, yet again, in these trying economic times."



**Mercy Foundation Board Chair Beverly Peterson presents Mercy Hospital CEO Jason Douglas with The Foundation's 2011 check. Foundation Director Cindy Carlson joins the festivities.**

## Save the dates!

Mark your 2012 calendars with these new dates for The Mercy Foundation's fundraising events!

The Mercy Foundation Midsummer Golf Benefit will be held at The Moose Lake Golf Course on Friday, June 22, 2012. This is NOT a change from prior years.

What's NEW for 2012 is the date of The Foundation's Fundraising Gala—October 13, 2012.

Why the change? Growing popularity!

"Both of our events are now consistent sell-outs," said Foundation Director Cindy Carlson. "Mounting them on consecutive days has become very complex—and exhausting for our volunteers. Furthermore, there are folks who feel they would attend both events if they were separated by a few months—they'd have more time, more energy and more expendable income! After ten years, we decided to give the new schedule a try."

Details will be released closer to the actual date of the events—but we want to get on your dance card today! Questions? Suggestions? Call Cindy Carlson at 218-485-5586.



## Thank You!

**A pleasant summer routine: Members of SAPPI's Community Connections Committee made their annual trek to Mercy to present a \$1,000 gift to The Mercy Foundation. This is the ninth year the group has made a gift to help The Foundation defray expenses incurred in connection with its annual Midsummer Festival.**

## Tributes & Memorials

The Mercy Foundation receives gifts from those who wish to honor the memory of their friends and family as well as those who wish to pay tribute to others or to celebrate happy occasions, great or small. Following is a list of tributes and memorials received by The Mercy Foundation from July 13, 2011, through October 5, 2011.

### TRIBUTE

**In celebration of the marriage of Barb Ludvigsen & Denny Arnold on Oct. 8, 2011**  
Mr. & Mrs. Harold W. Carlson

### MEMORIALS

**In memory of Ethel M. Carlson**  
Mercy Hospital  
Mrs. Grace Schjeldahl

**In memory of Margaret Eames**  
Mercy Hospital

**In memory of Edmund Filipiak**  
Mercy Hospital

**In memory of Anne Johnson**  
Mercy Hospital  
Leone Riley

**In memory of Alvin Warren Karki**  
From his mother, Pearl Tharaldson; his sister, Marlys Karki and his brother, Allan Karki

**In memory of Milton Kiminski**  
Ms. Maxine Kiminski

**In memory of Eleanor Koecher**  
Mercy Hospital

**In memory of Elsie Lekander**  
Mercy Hospital

**In memory of Mary Magnuson**  
Mercy Hospital

**In memory of Marie Minkkinen**  
Mr. & Mrs. James W. Bockland  
Mercy Hospital

**In memory of Alice Novak**  
Mercy Hospital

**In memory of Beverly Paige**  
Mercy Hospital

**In memory of Sharon Paterson**  
Mercy Hospital

**In memory of Charlotte Woodwick**  
Mercy Hospital

## Mercy Foundation Fashion Statement

The Mercy Foundation held an in-house "Scrub Sale" at Mercy Hospital recently.

The Foundation hosted "Uniforms and More" from Duluth which set up shop in Mercy's Education Department so that staff could go shopping for hospital garb without having to leave the building.

"The sale was a big success on many levels," stated Foundation Director Cindy Carlson. "The staff saw the sale as a true convenience, they liked the fall lines, and The Mercy Foundation received 10% of gross sales for its general fund. We were able to put \$317 in our fund."

The Foundation also sent invitations to Augustana Mercy Care Center staff, Gateway Family Health staff, and the staffs of local dentists, optometrists and veterinarians. If you or your organization would like to participate in the spring scrub sale, just call **218-485-5586** and ask to be put on Carlson's mailing list. You'll look great and do good!

NAME \_\_\_\_\_ PHONE \_\_\_\_\_

DELIVERY ADDRESS: \_\_\_\_\_

E-MAIL ADDRESS: \_\_\_\_\_

I WISH TO MAKE THE FOLLOWING:

- GIFT
- PLEDGE
- I'D LIKE TO DISCUSS PAYMENT OPTIONS, please call me.

I'D LIKE MY GIFT TO BE LISTED IN THE FORM OF A:

- MEMORIAL \_\_\_\_\_
- TRIBUTE \_\_\_\_\_



**THE MERCY FOUNDATION**

710 South Kenwood Avenue • Moose Lake, MN 55767 • 218.485.5586 • FAX 218.485.5855

## Augustana Care's First Anniversary

Recently we held Augustana Care's first year anniversary open house. It was a great day; we served fresh pie, ice cream and gave away pumpkins.

People enjoyed seeing the changes and improvements made in year one. The new short stay wing with private rooms and therapy center have been our most notable success. Our thanks to Mercy Hospital, the community and volunteers who helped make this progress possible.

In 2012 with plans shaped by our local Mission Advancement Council, we will further improve our services. Together with you, our community, we will live out Augustana Care's motto to "foster fullness of life."

*- Steve Mork, Administrator*



## 2011 Successes

- Care Center and new short stay wing with private rooms accepts a record 180 projected admissions with the vast majority of people returning home after rehab.
- Redecorating and repainting initiated.
- 15 new beds and room furnishings installed
- New therapy center developed, staffed by Mercy Hospital
- New locally built altar for worship
- New computerized medical record system
- Re-planted shrubs and updated courtyard landscaping
- Received a grant to help replace all resident lifts
- New air conditioning system and boilers
- Our long-term staff members continue to offer excellent quality care
- Kenwood Place became a full Assisted Living residence.

## The Mission Advancement Council

In 2011 we recruited a group of local, well-respected citizens who help us plan, listen and be responsive to our local communities.

At an extended planning meeting, the council recommended new initiatives for 2012. A few of these initiatives directed us to work on creating a more homelike environment, give the residents more choice, add spiritual care and develop educational opportunities.

Our thanks to the Mission Advancement Council for its time and advice.

Current members include Ernie and Janette Muller, Romayne Stork, Curt and Natalie Frohrip, Louis Butkeiwicz, Cindy Carlson and Lynn Youso.

# News Notes

## CHECK OUT OUR NEW WEBSITE!

Our new website is easy to navigate and includes more information about the programs and services offered at Mercy Hospital. Find it at:  
[www.mercymooselake.org](http://www.mercymooselake.org).

## MERCY EXTENDS MOU, BEGINS REVIEW OF PHASE 2 INFO

In its August meeting, Mercy Hospital's Board of Directors extended the Memorandum of Understanding with Essentia Health regarding a possible affiliation. The extension allows for the completion of the due diligence process by December 31, 2011. Mercy also received the information from Essentia Health that was requested as part of phase 2 of the due diligence process. Mercy's legal counsel is currently reviewing that information. Phase 3 of the due diligence process is just getting underway.

Mercy recognizes that community members have questions and concerns about the possible affiliation. The process so far has focused on the exchange of a broad, high level overview of information. The specific operational questions being asked by community members--the details on how this possible affiliation would work--are just starting to be addressed in phase 3 of the due diligence process.

Due diligence is the investigation into the details of a potential agreement, such as an examination of operations and management and the verification of material facts. Through this process, Mercy and Essentia Health are addressing the many questions that need to be answered before a final decision can be made about an affiliation agreement.

Mercy is committed to keeping its employees and the community informed as the integration talks continue. Mercy plans to conduct employee and community forums at the end of phase 3 when operational questions can be addressed. Please watch for periodic updates. Questions and answers regarding the possible affiliation can be found on Mercy's website: [www.mercymooselake.org](http://www.mercymooselake.org).

The Mercy Hospital & Augustana Mercy Auxiliary invites you to its annual

## *Gift Shop Holiday Extravaganza!*

Friday, November 4  
2 to 6 p.m.

Saturday, November 5  
9 a.m. to 2 p.m.



## EMPLOYEES GIVE MERCY HIGH MARKS

Mercy employees gave the hospital very high marks in the recent Employee Engagement Survey conducted by Informed Decisions, Inc.

"Not only did employees rate Mercy above industry standards in almost all categories, but the survey company said that our overall score was the highest they've seen among the 60 plus hospitals they've surveyed with this tool," said Sonya Towle, Mercy's Director of Human Resources.

All employees were mailed a survey in early summer, with 50 percent returning the survey—a very good return rate according to the survey company. Survey results indicated that leadership, managers and departmental teamwork are key strengths of the organization.

In reviewing the survey, Mercy's admin team did target two opportunities for improvement, even though both areas were rated higher than in Mercy's last employee engagement survey. Organizational action plans under development will focus on welcoming and training new employees and on communication. In addition, action plans on the department level will also be developed, focusing on two or three key initiatives.



Community Lifeline is published four times a year for community members by the Public Relations Department of Mercy Hospital.

Comments are welcome and should be directed to the Public Relations Department at 218-485-5672 or [tellison@mercymooselake.org](mailto:tellison@mercymooselake.org).

Jason Douglas  
Chief Executive  
Officer

Gregg Chartrand  
Chief Financial  
Officer

Keith Carlson  
Director of  
Support Services

Donita Korpela  
Director of  
Patient  
Care Services

Trina Lower  
Director of  
Quality & Health  
Information

Judy Molis  
Director of  
Home Care

Sonya Towle  
Director of  
Human Resources

## Caring for Your Community, One Person at a time

Call 218-485-4481 for more information.

### **Urgent Care**

Monday-Friday: 5 p.m. to 9 p.m.  
Saturday-Sunday: 9 a.m. to 3 p.m.

### **Birthing Classes**

■ November 1 & 3; 6:30 p.m. to 9 p.m.  
■ December 3; 9 a.m. to 2 p.m.  
Call 218-485-5572 to register

### **Caring for Your Newborn**

■ November 15; 6:30 to 8:30 p.m.  
Call 218-485-5572 to register

### **Feeding Your Baby**

■ December 7; 6:30 to 8 p.m.  
Call 218-485-5572 to register

### **Cardiac Rehabilitation - Phase II**

This monitored outpatient program for heart patients is offered on a continuous basis. Call 218-485-5696.

### **Diabetes Education Program**

#### **Moose Lake (Mercy):**

■ November 8 & 22; January 10; April 3; 2 to 5 p.m.  
■ December 6 & 20; March 6; June 12; 2 to 5 p.m.  
■ January 17 & 31; March 6; June 12; 2 to 5 p.m.  
Call 218-485-5836 to enroll.

#### **Hinckley (Gateway Clinic):**

Call 218-485-5836 to set up individualized sessions.

### **Diabetes Support Group**

Meets the second Monday of every month; 2:30 p.m.;  
Community Room I.

### **Grief Support**

■ **Grief Support Group:** Meets the fourth Thursday of every month; 10-11:30 a.m. or 7-8:30 p.m.  
■ **Child Loss Grief Support Group:** Meets the first Thursday of each month; 7-8:30 p.m.

### **Evening Digital Mammography Screenings**

November 8 & 16; December 6. Call 218-485-5578 to schedule an appointment.

### **Community First Aid/CPR**

■ Call 218-485-5572 for next class date. Cost \$50.

### **Breast Cancer Support Group**

Meets quarterly, the second Tuesday in January, April, July & October; 6:30 p.m.; Community Room I. Call 218-485-5599.

### **Pulmonary Rehabilitation Program**

An eight-week program of exercise, education, breathing retraining and nutritional counseling. Call 218-485-5677.

### **LUNGS R US - A Better Breathers Club**

Meets third Wednesday of month; 2 p.m. Call 218-485-5677.

### **Arthritis Exercise Program**

FREE 8-week program. Call 218-485-5696 for next session dates.

### **Weight Management - Exercise Only!**

Eight-week program. Cost: \$75. Call 218-485-5696 for next session dates.

### **Personal Trainer Program**

One-time or on-going sessions available. Call 218-485-5696.

### **Alzheimer's Group for Family Caregivers**

Meets third Thursday of month; 10 a.m.; Hope Lutheran Church.  
*Sponsored by Carlton County Public Health.*

[www.mercyooselake.org](http://www.mercyooselake.org)