

Mercy invites public to Open House on December 30

Mercy Hospital will celebrate the completion of the first phase of its \$38 million building and renovation project with an Open House for its new addition.

Area community members are invited to tour the state-of-the-art facility on Tuesday, December 30, from 2 to 6 p.m. The public should access the new addition from the emergency entrance on County Road 61.

Designed to enhance patient care, safety and privacy, the new addition features 25 private patient rooms, including new Birthing Center suites, all located on the second floor. It also houses a new emergency

**OPEN HOUSE
CONTINUED ON PAGE 2**

Keith Carlson, left, Director of Support Services/Construction Project Manager, and Mike Delfs, CEO, look over the finishing touches in Mercy's new nursing unit.



OPEN HOUSE FROM PAGE 1

department with two trauma suites as well as private treatment rooms, radiology and lab departments conveniently located next to the emergency department, comfortable family waiting areas, admissions department, hospital pharmacy and expanded gift shop.

“We have focused our efforts in designing a hospital that is technologically advanced within a healing environment,” said Michael Delfs, Mercy CEO. “This equates to the highest levels of care and quality for the region that we serve. Now we have a facility that not only complements the outstanding care provided by our staff, but will serve the area’s health needs well into the future.”

Mercy will begin caring for patients in the new addition on Monday, January 12, 2015.

The second phase of the project will focus on the renovation of existing hospital space. Slated for completion in the summer of 2015, the renovations will include remodeled space for surgery, rehab services, chemotherapy & infusion services, sleep studies, dietary and cafeteria, business services, health information services and administration. A ribbon-cutting ceremony will be held when the entire project is complete.

A graphic with a dark teal background on the left and a white curved shape on the right. The Mercy Hospital logo is in the top left. The text 'Open House!' is in large bold letters. Below it is the invitation text, date, and location.

MERCY 
HOSPITAL

*Caring for our communities,
one person at a time*

Open House!

We will open the doors to our new addition in January!

You are invited to preview our new state-of-the-art facility. Please join us for tours & refreshments.

**Tuesday, December 30, 2014
2 to 6 p.m.**

Emergency Entrance, County Road 61

Architect for the project is BWBR; general contractor is The BOLDT Company. USDA Rural Development funding for the project comes in the form of a \$30 million direct loan and an \$8 million loan guarantee delivered through AgStar Rural

Capital Network in collaboration with local banks and other financial institutions. Additional support comes from The Mercy Foundation’s Well Within Reach campaign.

Mercy offers new online Patient Portal

We are pleased to announce that Mercy Hospital's new Patient Portal is now available to all patients. This interactive web portal empowers patients and their families to take a more active role in their care by providing easy, secure access to their health information.



We hope this new tool will help you take an active role in your healthcare.

How to enroll

To enroll, contact Mercy's Health Information Services Department at **218.485.5658** or visit our website at www.mercymooselake.org to print an enrollment form.

This free online tool gives you the flexibility to access your health information and other resources on your time and between visits to Mercy Hospital.

The Patient Portal is available over the internet, which means that you can use it from virtually anywhere. With appropriate consent, you can also use the Patient Portal to access information for family members and individuals for whom you manage care.

As a patient of Mercy Hospital, enrolling in the Patient Portal will allow you to:

- ▶ Review your lab and radiology results
- ▶ View medications
- ▶ Update personal information
- ▶ See Visit History and Discharge Information
- ▶ View, print, or transmit your medical information
- ▶ Access Online Bill Pay

Also, the Patient Portal is completely secure, so you can be confident that your private information is protected. Only you – or an authorized family member – can access your Patient Portal.

IMPACT OF GRIEF SERIES

Bereavement is one of life's greatest stressors. A five-week class and support group to help those struggling to cope with the illness or death of a loved one will be offered at Mercy Hospital beginning in January.

Led by certified grief counselors, the *Impact of Grief* series will focus on various topics, offering support and resource information to those who have experienced a loss. The class will be held from 5:30-7 p.m. at Mercy in Community Room 2 (Augustana Mercy entrance on Kenwood Avenue) on the following Thursdays:

- ▶ January 8 – The Grief Experience
- ▶ January 15 – Emotional Course of Grief
- ▶ January 22 – Pathways to Self Care
- ▶ January 29 – When Does It End?
- ▶ February 5 – Memories, Rituals & Celebration

Interested people may choose to attend selected sessions or the entire series. There is no charge for the program.

For more information, call **218.485.5508**.

An Element of Magic

Once upon a time, there was a good woman whose trusty steed (a 2007 Honda Element we shall call “Tigger”) had given its best for her. The good woman, knowing she needed a new ride, but feeling her beloved old Tigger might still be of use in the world, sought the advice of a wise man (also known as a financial advisor). He told the good woman that there was a way she could make a gift of Tigger and still keep a piece of him for herself. Further, her gift would serve all the other good people in her village and countryside, yet she would no longer have to feed and maintain the dear old steed.

“Magic?” she asked the wise man.

“Charitable giving,” he replied.

“How can I give and receive in one act?” she persisted. “How can I, a mere single good woman, help thousands of other good people? I, who am retired and am my sole support? I do not know that many people. I do not know their needs. How could I ever reach them?”

The wise man replied, “Seek out a little place in your village called The Mercy Foundation. It is there to help the hospital, which is there to serve ALL the people in the villages and countryside around your home. Someone there will help you turn your beloved Tigger into help for all the good people. Although there are definite steps to the process, it is an easy way to for one person to help many. One could say there IS an element of magic in the act.” And with that, she left the wise man and sought out The Mercy Foundation.

She found the humble little place under Kenwood Avenue, and talked to the Procurer of Gifts about her plan. The Procurer told her she would be happy to take the gift of Tigger, and, with the help of another good man in the village, turn the gift of Tigger into gold for the hospital. Tigger would live on in another part of the realm and the gold would help to build a new wing for the hospital, which cares for all the good people. And she told the good woman one more thing about her gift, “Once you have entrusted us with Tigger, and the good man buys Tigger and gives us the gold, we must inform the Kingdom of your goodness. Once they received

our letter and the royal form, the tax you pay to the Kingdom will be reduced by the value of Tigger.”

“Magic!” cried the good woman.

“No, my good woman,” replied the Procurer. “It is the recognition you earned by thinking of others. The magic happens when others see the good that you do and decide for themselves to follow your example. The more people do that, the better life will be for all.”

At this, the good woman smiled, shook hands with the Procurer, and went on her way.

P.S. The Mercy Foundation accepts gifts of cash, securities, cars and real estate, among other things. If you would like to talk us about such a gift, contact Executive Director (and Procurer of Gifts) Cindy Timmons Carlson at **218.485.5586**



THUMBS UP! The 2014 Mercy Foundation Autumn Gala at Holy Angels Social Hall in Moose Lake last October 11th got rave reviews from guests. The record crowd dined, danced, raised their glasses and raised funds for Mercy’s Safe Patient Handling Program. Over \$15,000 was netted from the event, nearly fully funding The Foundation’s \$16,000 gift to Mercy for the new lift equipment and training. A great time for a great cause!



Memorials & Tributes

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 between September 12, 2014, and December 1, 2014.

TRIBUTES

In honor of the good work of Mercy Home Care staff

Ms. Connie Glattly

MEMORIALS

In memory of Dale Gregory Anderson

Mr. Carl Anderson

In memory of Gil Hobman

Mr. & Mrs. Maurice Coughlin

In memory of Jennie Mickalson

Mrs. Grace Schjeldahl

In memory of Ralph Schjeldahl

Mrs. Grace Schjeldahl

In memory of Bob Youso

Mrs. Lynn Youso

FOR THE WELL WITHIN REACH BUILDING FUND

In memory of Jack Buck

Mrs. Margaret Buck

In memory of Curt Frohrip

Mr. & Mrs. Harry Carlson

Mr. & Mrs. Keith Carlson

Mr. & Mrs. Dean Hovey

Mr. Byron Kuster & Ms. Becky

Lief-Kuster

Mr. & Mrs. John Mandernach

Mr. & Mrs. Steven Olson

Mr. Larry D. Peterson

Mr. Darrell Ruhland

Mr. & Mrs. Peter Steen

Mr. & Mrs. Clair Strandlie

In memory of Joe Harper

Dr. & Mrs. Kenneth Etterman

In memory of Glenn F. Kajer


Mrs. Marie L. Kajer

In memory of Emma Silampa

Mr. Richard Silampa

Many people make charitable gifts part of their year-end giving practice. Of course, The Mercy Foundation supports such good habits! The Foundation office will hold hours on **Wednesday, December 31, 2014, from 9 a.m. until 2 p.m. for your philanthropic convenience. We wish you all a healthy, fulfilling and prosperous New Year!**

NAME _____	PHONE _____
DELIVERY ADDRESS: _____	
E-MAIL ADDRESS: _____	
I WISH TO MAKE THE FOLLOWING:	I'D LIKE MY GIFT TO BE LISTED AS
■ GIFT	■ ANNUAL CAMPAIGN _____
■ PLEDGE	■ WELL WITHIN REACH BUILDING FUND _____
■ I'D LIKE TO DISCUSS PAYMENT OPTIONS, please call me.	■ MEMORIAL _____
	■ TRIBUTE _____

 **THE MERCY FOUNDATION**
710 South Kenwood Avenue • Moose Lake, MN 55767 • 218.485.5586 • FAX 218.485.5855

OPEN HOUSE, OPEN HEARTS

Dear Friends & Neighbors,

In a few weeks Mercy Hospital will be welcoming you into the new hospital wing to give you a first-person look at the newest medical facility in our area. The years of planning and building become a permanent space made for the health benefit of all who come to Mercy for care, cure or comfort.

The Open House is a joyful occasion, an opportunity to share with you an important work in progress, but the building project is not yet complete—we are taking this opportunity to celebrate an important turning point in the bigger project.

The same is true of The Mercy Foundation's efforts at raising funds to support this work. You will see a donor display dedicated to those individuals, organization and giving groups who have made gifts or pledges exclusively to support our building project. While the display is permanent, it is also a work in progress; names of those who make gifts of \$1,000 or more to the Well Within Reach building fund campaign may be added at any time.

Members of The Mercy Foundation Board and I will be on hand to welcome you on Dec. 30 from 2-6 p.m. I invite you to stop and talk with me if you would like to participate in this once-in-our-lifetimes opportunity to support Mercy. We are close to our goal with \$750,000 raised; but we need more folks who are willing to help us achieve our \$1-1.5 million goal for Mercy and for all we serve. Please consider opening your hearts and helping us!

Gratefully,

Cindy Timmons Carlson
Executive Director

Excellent quality reported by our State and our Cook!

From Steve Mork, Administrator

In 2014, the State Department of Health conducted its annual inspection of Augustana Mercy Health Care Center. After a four-day inspection, the care center received the news. The State inspection team reported that they had cited no patient care related problems. During their inspection, the surveyors focused on the care provided to 35 residents. They interviewed residents, family and staff. They watched meals being served, kitchen operations, the provision of care, medication passes and other treatments provided by staff.

This is an excellent report that few care centers receive. Our staff can be proud of their achievement.

In addition, though, we also thank the community for its partnership. Volunteers, visitors, spiritual care and donor support all contribute to make high quality care happen.

Even though we had an excellent inspection, the most important reports we get are from the residents and families we serve. Recently Dawn Schatz, one of our cooks at Mercy Hospital, has come twice to the Augustana Mercy transitional care program. Both times Dawn came for physical therapy after two separate knee surgeries. While Dawn and her team at Mercy Hospital are known for their great cooking, she had the opportunity to taste both the food and the rehab program in a different way. While Dawn is younger than most clients, she, too, needed some help that could not be provided at home. Instead of telling her whole story, her letter is the best way to tell why people come back to Augustana Mercy and recover in their home town.

A LETTER FROM DAWN SCHATZ, MERCY COOK



Recently I was a resident in the Augustana Mercy rehab program. How do I begin? Granted I am an employee by being your cook for the residents. That helped me adjust as I know all the residents and staff.

However, I consider myself fortunate to, as they say, have been on the other side of the fence.

I have always known the care center employees as being good, caring and hard workers. But when you experience it first hand, I want to tell you...you are proud that you work with them.

I had such great care and I actually enjoyed my stay. I felt safe, comfortable and was blessed to have so much company. I had a nurse looking out for me and would even put a no visitor's sign out when I needed rest. How do I thank your staff for their love, care, support and compassion? This is from my heart--you have a fine place and staff. May God bless you.

Wilderness Health formed to improve patient quality/outcomes; members to remain independent

Mercy Hospital is part of new group called Wilderness Health that has been formed to help nine regional health care providers work together to improve patient care while maintaining their independence.

Members of Wilderness Health are:

- Bigfork Valley Hospital, Bigfork
- Community Memorial Hospital, Cloquet
- Cook County Hospital, Grand Marais
- Cook Hospital, Cook
- Fairview Range, Hibbing
- Lake View, Two Harbors
- Mercy Hospital, Moose Lake
- Rainy Lake Medical Center, International Falls
- St. Luke's, Duluth

“This is truly an effort by nine independent hospitals to work together to accomplish much larger goals than any of us accomplish by ourselves,” said Michael Delfs, Mercy CEO and Wilderness Health Vice Chair. “This is one of the ways we can contain growth on some of our costs while producing exceptional quality results for our patients.”

The intent of Wilderness Health ranges from shared expertise, to group buying power, to using patient data to better care for patients in all settings. Each of the nine hospitals in Wilderness Health has an equal vote on how the organization will progress and develop.

“Our goal of remaining an independent community hospital will only be accomplished by one-by-one partnerships like Wilderness Health that give us the benefits of working together while maintaining our autonomy as Mercy,” Delfs explained. “This is one partnership among many that we will need to continue to develop so we can remain independent while growing our local services and remaining effective with the demands of health care reform.”

“The nine members of Wilderness Health will be working collaboratively to share best practices and coordinate patient care, which is not always feasible working alone,” said Cassandra Beardsley, executive director of Wilderness Health. “By working together we can help ensure patients that their care will continue to be in their local community, just like it always has been.”



Cassandra Beardsley, executive director of Wilderness Health; Dr. David Spoelhof, medical director of Wilderness Health; John Strange, President/CEO, St. Luke's, Duluth; Michael Delfs, CEO, Mercy Hospital, Moose Lake; Aaron Saude, interim CEO, Bigfork Valley Hospital, Bigfork; Rick Breuer, CEO/Administrator of Community Memorial Hospital, Cloquet; Kimber Wraalstad, Administrator, Cook County North Shore Hospital, Grand Marais; Jim Bymark, Vice President Clinical Development, Fairview Range, Hibbing; Greg Ruberg, Administrator, Lake View Hospital, Two Harbors; Teresa Devebec, Cook Hospital, Cook; Al Vogt, Administrator/CEO, Cook Hospital, Cook

Dr. David Spoelhof, medical director of Wilderness Health and chair of the quality committee, said, “It is our goal to collaborate throughout the patient’s continuum of care and identify areas for improvement with care coordination.” Opportunities for areas of improvement include chronic disease management and critical care transfers.

One of Wilderness Health’s first initiatives will be to use data to enhance patient care coordination. “By using data, we can identify which patients are at high risk for hospitalizations and work towards preventing that,” Delfs explained. Expertise will be shared among members while keeping patients in their local communities to receive care.

Wilderness Health will work to create bridges among these rural health care providers. “Wilderness Health’s goal is to bring together rural, independent health care providers to share information, resources and best practices to improve health care for patients,” says John Strange, CEO of St. Luke’s and chair of Wilderness Health. “Wilderness Health respects the autonomy of our members, understands that independence creates flexibility and values the expertise of our members. We are not looking to change that, but rather build upon it.”

Caring for **Our Communities, One Person** at a time

Urgent Care

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

Birthing Classes

- ▶ January 17; 9 a.m. to 12 noon
- ▶ April 14; 6:30 to 9:30 p.m.
- ▶ July 18; 9 a.m. to 12 noon
- ▶ October 13; 6:30 to 9:30 p.m.

Call **218.485.5572** to register

Caring for Your Newborn

- ▶ January 19; 6:30 to 8:30 p.m.
- ▶ April 21; 6:30 to 8:30 p.m.
- ▶ July 21; 6:30 to 8:30 p.m.
- ▶ October 20; 6:30 to 8:30 p.m.

Call **218.485.5572** to register

Breastfeeding Education Class

- ▶ February 4; 6:30 to 8 p.m.
- ▶ June 17; 6:30 to 8 p.m.
- ▶ September 16; 6:30 to 8 p.m.

Call **218.485.5572** to register

Diabetes Education Program

Moose Lake (Mercy):

- ▶ January 13 & 27; March 3; June 9

Call **218.485.5836** to enroll.

Hinckley (Gateway Clinic):

Call **218.485.5836** to set up individualized sessions.

Diabetes Wellness Group

Meets the second Monday of every month; 2:30 p.m.;
Conference Room, Mercy Wellness Center.

Grief Support

Pre-registration is required: Call 218.485.5508.

▶ **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.

Community First Aid/CPR

- ▶ February 19; 6 to 10 p.m.

- ▶ May 21; 6 to 10 p.m.

Call **218.485.5572** to register. Cost: \$50.

CPR for Health Care Providers

- ▶ March 19; 6 to 10 p.m.

Call **218.485.5572** to register. Cost: \$50.

EMT Refresher Course

- ▶ February 7 & 21;

8 a.m. to 8 p.m.; Cost: \$275

Call **218.485.5572** to register

Cancer Support Group

For those with any type of cancer and their caregivers; meets the second Tuesday of every month; 6:30 p.m.; Community Room I. Call **218.485.5599**.

Cardiac Rehabilitation - Phase II

This monitored outpatient program for heart patients is offered on a continuous basis. Call **218.485.5696**.

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**.

Exercise Classes at the Mercy Wellness Center

Check our website for class descriptions and schedules. To register for an exercise class, call **218.485.5557**.

Evening Digital Mammography Screenings

Call **218.485.5578** to schedule an appointment.

Alzheimer's Group for Family Caregivers

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

Call 218.485.4481 for more information
www.mercyooselake.org 