

Why choose Mercy?

You don't have to go far to receive high quality, compassionate healthcare. It's available right here at Mercy Hospital in Moose Lake. But don't just take our word for it.

Publicly reported data shows that Mercy rates highly in both patient experience measures and quality measures.

"All hospitals that participate in Medicare are required to report quality measures," explained Trina Lower, Mercy's Director of Quality and Health Information. "That publicly reported data is available on its website (www.medicare.gov/hospitalcompare) and allows consumers to compare hospitals.

"Looking at that data overall, Mercy's numbers across the board are equivalent to or better than local rural hospitals and Duluth hospitals," she continued.

For example, Mercy's Patient Experience survey results overall are above Minnesota and national averages. On one survey question, patients who reported that their nurses "Always" communicated well, Mercy received a ranking of 85 percent; 81 percent is the Minnesota average and 79 percent is the national average.

Mercy's overall quality of service measures are also in line with Minnesota and national averages. For



example, on the average number of minutes before an outpatient with chest pain or possible heart attack got an ECG (*a lower number of minutes is better*), Mercy's average is 3 minutes; the Minnesota average is 8 minutes and the national average is 7 minutes.

"We are very proud of the quality of care provided by our physicians and staff," said Mike Delfs, Mercy

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CEO. “Some people may think that a small hospital cannot provide the same quality of care as a larger facility, but they are wrong. Not only do we deliver a high level of expertise in the services we provide, but we provide it with a level of compassion that is difficult for large hospitals to match. We continually strive to improve our services so our patients can receive quality care close to home.”

And while data is important, individual patient experience is still the most important factor in evaluating care. A recent comment by one of our patients says it best:

“I just wanted to send a quick note to tell you that I was recently in for a mammogram, ultrasound and a biopsy. The ladies that did the mammogram and ultrasound are awesome. I was very scared and worried about the lump that I had felt. They put me at ease, explained what they were doing and even let me look at the screens and explained to me what we were looking at! They made a very scary time for me very pleasant. Now onto Dr. Gossett; every time I have come in she has been very nice and reassuring. She seemed genuinely happy for me when I got good results back! I have never experienced such a nice caring crew! I had a major surgery up in Duluth a few years back and didn't have a bad experience but it definitely doesn't compare to the caring genuine staff you have! Thank you!!”

For more information about the services provided at Mercy Hospital, please call us at **218.485.4481** or go to our website: www.mercymooselake.org.

Mercy Services

“I didn't know Mercy did that” is a comment we sometimes hear from community members. But until you need a particular service, it might be hard to keep track of the many services Mercy provides to the region we serve. Listed below is a summary of our services.

Ambulance Service

Emergency Department

- 24-hour Emergency Services; physician staffed
- Urgent Care
- Level 4 Trauma Center
- Stroke Ready designation

Inpatient Services

General Medical/Surgical
Intensive Care
Obstetrics/Newborn
Pediatrics
Swing Bed/Transitional Care/
Respite Care

Outpatient Care

Outpatient Surgery/Endoscopy
Diagnostic Services

- Laboratory
- Diagnostic Imaging

Rehabilitative Services

- Physical Therapy
- Occupational Therapy
- Speech Therapy

Anesthesia/Pain Management
Cardiopulmonary Services
Dietary Consultations
Diabetes Education
Wound Care Services
Chemotherapy/Infusion Therapy

Home Health Services

- Skilled Nursing Services, Medication Management, Therapy (PT, OT, Speech) would care and IV therapy
- Home Health Aid Services
- Home Maker Services
- Respite Services

Mercy Wellness Center

Physician Specialty Services

Orthopedics
General Surgery
Ear, Nose & Throat
Electrophysiology/Cardiology
Oncology/Hematology
Gynecology
Urology
Ophthalmology
Podiatry
Neurology (EMG clinic)

For more information about our services, please call 218.485.4481 or go to our website: www.mercymooselake.org.



Grand Opening!

Mercy celebrated the completion of its \$38 million building and renovation project with a Grand Opening and Ribbon Cutting event on October 9.

“What a tremendous accomplishment for everyone involved in the project and what an exceptional opportunity for our community and region to receive services in a state-of-the-art facility,” Mike Delfs, Mercy CEO, said about the project.

Approximately 200 staff and community members attended the event.



The Mercy Foundation announces new Match campaign

Well WITHIN REACH

THE MERCY FOUNDATION CAMPAIGN
For Our Hospital

Give back this holiday season by making a tax-deductible donation. The Mercy Foundation Board

Help The Mercy Foundation meet its Match of \$70,000 and we will double your donation!!

is asking for your help as we near our Well Within Reach \$1 million dollar goal! With the support of the community we can make it happen together. Can we count on you to make twice the impact this holiday season?

For more information contact Michelle Olds 218.485.5855, molds@mercymooselake.org.

Well Within Reach: inspiring donors



Ethel H. Brown.

The Mercy Foundation generously received a donation of \$5,000 to be applied to the new Well Within Reach “Match” campaign.

The family of Ethel H.

Brown is grateful for the exceptional and supportive care their mother, Ethel, received from Dr. Kamp and our hospital staff. A room in the Rehabilitation area will have a lovely plaque displayed *In Memory of Ethel H. Brown*. Ethel’s name will also be added to the *Well Within Reach* donation wall display.

Their kindness serves as a reminder and an inspiration to us all.

FOUNDATION TRANSITIONS TO NEW DIRECTOR



Former Mercy Foundation Director Cindy Timmons Carlson has accomplished life changing growth the past 15 years for The Mercy

Foundation and community, and she readily supports Michelle Olds as the new Foundation Director.

Olds explained, “One of the reasons I moved back to the area is to give back to the community where I grew up. I am looking to continue to build on the Foundation’s great success; I am excited to support Mercy Hospital.”



SAPPI SUPPORTS FOUNDATION

Members of SAPPI’s Community Connections Committee visited Mercy Hospital to present a \$1,000 gift to The Mercy Foundation.

“We are so thankful for SAPPI’s generous sponsorship for this year’s Autumn Gala,” said Michelle Olds, Mercy Foundation Director. “Proceeds from this year’s event were designated to the purchase of new cardiac equipment for Mercy Ambulance.”

SAPPI generously contributes yearly to help The Mercy Foundation and we are grateful for your partnership!

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 9, 2015, and December 9, 2015.

In memory of Mary Cunningham
Mr. and Ms. Stan Peterson

In memory of Patricia Biebl
Mr. and Mrs. Gary Peterson

In memory of Grace Schjeldahl
Mr. and Mrs. Terrance G. Peterson

In memory of Emma Silampa
Mr. Richard Silampa

In memory of Hala Wilmar
Mr. and Mrs. Douglas C. Wilmar

In memory of Bob Youso
Ms. Lynn Youso

TRIBUTE

In honor of Keith Carlson
Ms. Debra Oliver

MEMORIALS

In memory of Dale Gregory Anderson and Kathleen Beede
Mr. Carl Anderson

In memory of Eric Gunderson
Mr. and Mrs. David A. Arneson
Mr. and Mrs. Maurice Coughlin
Mr. and Ms. Stan Peterson
Mr. Darrell Ruhland

In memory of Jack Buck
Mrs. Margaret Buck

In memory of Rosalie Brink
Mr. and Mrs. Maurice Coughlin

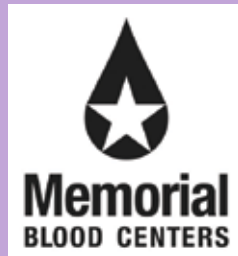
In memory of Tracey Bordine
Mr. and Mrs. Maurice Coughlin
Dr. and Mrs. Joseph Jamros
Mr. Byron Kuster & Ms. Becky Lief-Kuster
Mr. and Mrs. Dustin Sieben

In memory of John and Jerry DeRungs
Ms. Jean DeRungs

In memory of Curt Frohrip
Mrs. Natalie Frohrip

In memory of Shirley LaFond
Mr. and Mrs. Brian L. Garvey
Mr. Darrell Ruhland

The Mercy Foundation to host blood drive




The Mercy Foundation Board members are committed to support the good health of the residents of Moose Lake and the surrounding areas.

Please come out on Friday, January 22 to donate blood; appointments are available between 10 a.m. and 5:30 p.m. Look for the Memorial Blood Center

Mobile Bus when you arrive! Our blood donors are very dedicated and we look forward to a great turnout again this year. Giving blood is a lifesaving tradition at Mercy.

To schedule your appointment, visit online www.mbcherohub.club or for more information, contact Michelle Olds, 218.485.5855, molds@mercymooselake.org.

NAME _____		PHONE _____	
DELIVERY ADDRESS: _____			
E-MAIL ADDRESS: _____			
I WISH TO MAKE THE FOLLOWING:		I'D LIKE MY GIFT TO BE LISTED AS	
<input type="checkbox"/> GIFT		<input type="checkbox"/> ANNUAL CAMPAIGN _____	
<input type="checkbox"/> PLEDGE		<input type="checkbox"/> WELL WITHIN REACH BUILDING FUND	
<input type="checkbox"/> I'D LIKE TO DISCUSS PAYMENT		_____	
OPTIONS, please call me.		<input type="checkbox"/> MEMORIAL _____	
		<input type="checkbox"/> TRIBUTE _____	
 THE MERCY FOUNDATION			
4572 County Road 61 • Moose Lake, MN 55767 • 218.485.5586 • FAX 218.485.5855			

Giving thanks at Augustana Care in Moose Lake



Pictured at left: Some characters from the wonderful land of Oz came to visit Hanna Matthew and others on Halloween this year.

This program along with our new commercial kitchen will provide high quality meals tailored to individual needs and likes.

We also celebrated and were thankful for our great caregivers who earned two 5 Star ratings from the government's Center for Medicare Services (CMS). One 5 star ranking was for excellent quality indicator scores and a second was given for overall quality. The staff also received regional and state recognition for their quality improvement work in 2015.

As this year wraps up, we are thankful improvements made to the nursing home payment system. In particular we are grateful to Senator Tony Lourey who was a leader in making this reform effort reality. His work will better enable us to recruit and retain quality caregivers in the future. Our staff, local advisory board and Augustana Care deeply appreciates his support and leadership.

Finally, we are thankful for the many volunteers, churches, organizations and families that contributed to the lives of our elders at Augustana Care in Moose Lake. For all these improvements, accomplishments, and for a community that supports our mission to care, we give thanks.

- Steve Mork, Administrator

This has been a year of growth and improvements for those we serve in Moose Lake. As we celebrate the holidays, we also give thanks for our opportunity to advance quality long-term care and rehab services.

Here is an overview of exciting improvements in 2015:

This spring Oakview Assisted Living was added to our community of care. Oakview and Kenwood Assisted Living will now work together to improve services and provide a place for up to 45 elders needing care. Later in March, over 100 people attended a successful fundraising dinner for spiritual care and the activities program.

In the summer we began a care center remodeling project. This work help us provide deliver improved hospitality through a new commercial kitchen, two new

community kitchens where friends and families can gather, add a new nurse call system and a new bathing spa room. In July we also celebrated the opening of the new Mercy Hospital which will provide our elders with direct access to enhanced acute care services. In late summer we introduced a new medication dispensing machine. This robotic device helps reduce med errors, wasted and unused pills and the time required to get new medications to people when their conditions change. Then in November we began using a new computerized dietary program to improve our food services.

MERCY TO OFFER 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.

Presented by Coral Popowitz, MSW, LGSW, CT, Monarch Counseling Service, 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 Patient Education Room 1701 on the following Thursdays:

- ▶ January 7 – The Grief Experience
- ▶ January 14 – Emotional Course of Grief
- ▶ January 21 – Pathways to Self Care
- ▶ January 28 – When Does It End?
- ▶ February 4 – 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**.

Start off the New Year with our Membership Special!

**Purchase a
12-month
membership
(individual, student
or family) and get
the 13th month free!**

Offer is available
through January 31.
Call **218.485.5557**
for more information.



30 Arrowhead Lane, Moose Lake - www.mercymooselake.org

MERCY RECEIVES STATE BREASTFEEDING-FRIENDLY RECOGNITION



Mercy Hospital was recently named a Breastfeeding Friendly Workplace by the Minnesota Department of Health. Pictured from left, Sarah Class, RN, CLC; Rhonda Skelton, RN, OB Manager; and Allison Horton, RN, CLC.

The Minnesota Department of Health (MDH) has named Mercy Hospital as a Breastfeeding Friendly Workplace for its contributions to the health of mothers and their babies.

MDH recognizes workplaces and county health

departments that have demonstrated their commitment to supporting breastfeeding mothers by creating a workplace lactation support program.

This is the second recognition Mercy has received for its workplace lactation support program. Earlier this year, Mercy received the 2015 Breastfeeding Friendly Workplace Recognition Award from the Minnesota Breastfeeding Coalition.

Breastfeeding is a foundational way to ensure that babies receive optimal nutrition during the first formative years of life. Studies show that infants who are breastfed have better health outcomes as they grow. MDH recognized organizations that have taken a leadership role to improve breastfeeding rates and meet Healthy 2020 goals.

Mercy was one of seven employers throughout the state recognized by MDH.



4572 County Road 61
Moose Lake, MN 55767

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 23; 9 a.m. to 12 noon
▶ April 12; 6:30 to 9:30 p.m.
Call **218.485.5572** to register

Caring for Your Newborn

▶ January 26; 6:30 to 8:30 p.m.
▶ April 21; 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 15; 6:30 to 8 p.m.
Call **218.485.5572** to register

Diabetes Education Program Moose Lake (Mercy):

▶ January 12 & 26; March 1; June 7
▶ February 19 & 23; May 10; August 2
▶ March 15 & 29; May 10 August 2
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; 10 a.m.;
Conference Room, Mercy Wellness Center.

▶ January 11 - *Making Plans for 2016*
▶ February 8 - *Heart Health*
▶ March 14 - *Emotional Health*

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.

Evening Digital Mammography Screenings

Call **218.485.5578** to schedule an appointment.

Community CPR & First Aid

▶ February 18; 6 to 10 p.m.
▶ May 19; 6 to 10 p.m.
Call **218.485.5572** to register. Cost: \$50.

Cancer Support Group

For those with any type of cancer and their caregivers; meets the second Tuesday of every month; 6:30 p.m.; Patient Education Room 1701. 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**.

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.mercymooselake.org 

We've moved our entrance!

All patients & visitors:
Access Mercy's
NEW Emergency & Main Entrances
from County Road 61
(Mercy/Gateway entrance)