

RIVER'S EDGE  
HOSPITAL • ST. PETER



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

# Annual Report

For Year Ending

**2022**

## “People Caring for People”



## Message from The CEO

Paula Meskan, FACHE



partnership with the Saint Peter Police Department, we hosted our 8th Annual Bike Safety Rodeo and provided free bike helmets to more than 150 children.

Dear Friends,

River's Edge Hospital faced another eventful year filled with successes and challenges as we continued to adapt to the long-term impact of the Covid-19 pandemic. While we navigated workforce and supply shortages, we were able to deliver exceptional healthcare services to record numbers of patients.

In the coming pages, you will read about some of the enhancements we have made to improve and expand the services we offer. In addition, The OrthoEdge program, the specialized program offered exclusively through the partnership between River's Edge Hospital and The Orthopaedic & Fracture Clinic, continues to thrive. Because of the commitment to excellence and the high quality care provided to our patients beginning with the pre-op process and continuing through rehabilitation, we continue to be recognized by DNV-GL as the only critical access hospital in the United States to be designated as an Orthopedic Center of Excellence for hip and knee replacement, shoulder, and spine surgery. Throughout the year we strengthened our partnership with Mankato Clinic which resulted in an expansion of ENT and Urology services available to you at River's Edge. We continue to offer specialized classes to our patients with needs associated with arthritis and Parkinson's Disease. In December, with support from the Leona M. and Harry B. Helmsley Charitable Trust, River's Edge began a partnership with Avel eCare to enhance patient care in the Emergency Department.

In addition to the work done within the walls of River's Edge, we believe it is important to support and give back to the community. This year, in

Additionally, we know that food security and access to healthy meals plays a role in our physical health. As a continued supporter of the Saint Peter Area Food Shelf and The Kitchen, we were able to provide donations of nearly \$2500 in cash and supplies to these programs.

The information contained in the 2022 Annual Report will give you a snapshot of the great things that happened at River's Edge. None of these accomplishments would have been possible without the dedication of the employees, support of the Hospital Board of Trustees, and the patients who walk through our doors every day. I would be remiss if I did not recognize the work of everyone that is a part of our team. I am honored and privileged to work with this group of talented and compassionate individuals who, when they come together, provide world class care for the residents of Saint Peter and the surrounding communities. I hope that you agree! We have many things to be proud of! Thank you for your continued support. At River's Edge, it is our privilege to serve you. At River's Edge, we are people caring for people!

A handwritten signature in dark ink that reads "Paula R. Meskan". The signature is fluid and cursive, with a long, sweeping tail on the last name.

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# About River's Edge Hospital

River's Edge Hospital (REH) is a critical access hospital providing high-quality health care services to those who live, work, or visit in the Saint Peter area.

REH is an enterprise of the City of Saint Peter and it is an independent hospital, meaning it is not part of a larger health care system. It is governed by the Board of Commissioners who are appointed by the Mayor and approved by the City Council. A key role of the Board of Commissioners is to hire and evaluate the performance of the Chief Executive Officer.

While much of our work is focused on orthopedics, we provide multiple services for both in-and out-patients. Our services include:

- 24/7 Emergency Care
- Certification as Stroke Ready Hospital
- Designation as Level IV Trauma Center
- ED Provider on site 24/7
- Urgent Care
- Express Care
- Ambulance Services

## Surgical Services

- Orthopedics
- Hip, Knee, Shoulder, Total Joint Replacement
- Orthopedic Trauma (fractures)
- Spine Surgery
- Outpatient Orthopedic Procedures (carpal tunnel, arthroscopy)
- General Surgery
- Ear, Nose, & Throat
- Ophthalmology
- Gynecology

## Advanced Medical Imaging

- X-ray
- Mammography
- CT Scanning
- Ultrasound

## Laboratory

- Chemistry
- Microbiology
- Blood Banking

## Case Management

- Utilization Review
- Social Services
- Discharge Planning

## Acute Medical In-and Out-Patient Services

- Infectious Disease
- Medication Education
- Diabetes Management
- Infusion Therapy
- Swing Bed
- Rehabilitation Services
- Physical Therapy
- Occupational Therapy
- Speech Therapy
- Cardiac Rehabilitation
- Live Well Fitness Center

These services allow REH to have a viable healthcare institution. Services, especially those provided for orthopedic needs, provide REH with the financial support to thrive and remain an independent hospital.

REH employs a combination of 200+ employees who are considered: full-time, part-time, casual, on-call and temporary employees. These employees represent direct patient care and non-patient care employees. Direct patient care employees consist of both licensed and unlicensed employees.



# River's Edge Hospital

## Board of Commissioners

The River's Edge Hospital Board of Commissioners are appointed by the Mayor of the City of Saint Peter. The Board consists of five appointees who live in the city limits of Saint Peter and can serve two, five-year terms, two City Council representatives, and the President of the Medical Staff. The Commission has charge of the administration, operation and maintenance of all hospitals and ambulance service.

The Board of Commissioners meets at River's Edge Hospital in the Helen White Conference Rooms 1 and 2 at 12:30 p.m. on the 4th Wednesday each month.



John Lammert  
Commission President



Blake Combellick  
Commission  
Vice-President



Mary Ann Harty  
Commission  
Secretary/Treasurer



Carolyn Dobler  
Commission  
Trustee



Ed Johnson  
Commission  
Trustee



Casey West  
Commission  
Trustee



Dr. Kyle Swanson  
Medical Staff  
President



Darrell Pettis  
City Council  
Representative



Keri Johnson  
City Council  
Representative

# River's Edge Hospital

# Leadership Team

## *Executive Team*



Paula Meskan  
Chief Executive  
Officer



Jake Halstenson  
Chief Financial  
Officer



Jamie Stolee  
Chief Nursing  
Officer



Janelle Rauchman  
Chief Quality  
Officer



Jackie Kimmet  
Chief Human  
Resources  
Officer



Stephanie  
Holden  
Chief  
Experience  
Officer

## *Manager Team*



Jamie Reuvers,  
Surgical Services



Tiffany Landgren  
Med Surg



Nicole Boelter  
Rehab Therapy



Melissa Nelson  
Pt. Financial Svs.



Melony Haslip  
Child Care



Rob Rietschel  
Information Tech.



Danie Murphy  
Materials Mgmt.



Tom Rauchman  
Facilities Mgr.



Nichole Picotte  
Dining Svs.



Shirley Miller  
Pharmacy



Paulette Redman  
Health Info. Mgt.



Stacey Johnson  
ED/Urgent Care



Kim Henze  
Imaging Svs.



Leah Lewis  
Laboratory



Erin VanConett  
EVS Manager



Alynda Foster  
House Manager



Diahanna Fischer  
House Manager

# River's Edge Hospital Strategic Goals

## **Growth**

Explore innovative partnerships and processes to add services to the benefit of the communities we serve.

## **Service**

Improve patient experience in all areas.

## **Quality**

Achieve benchmark performance in focused quality areas.

## **People**

Engage employees to a level where they are informed advocates for the care and services offered.

## **Finance**

Sustain optimal budget performance.

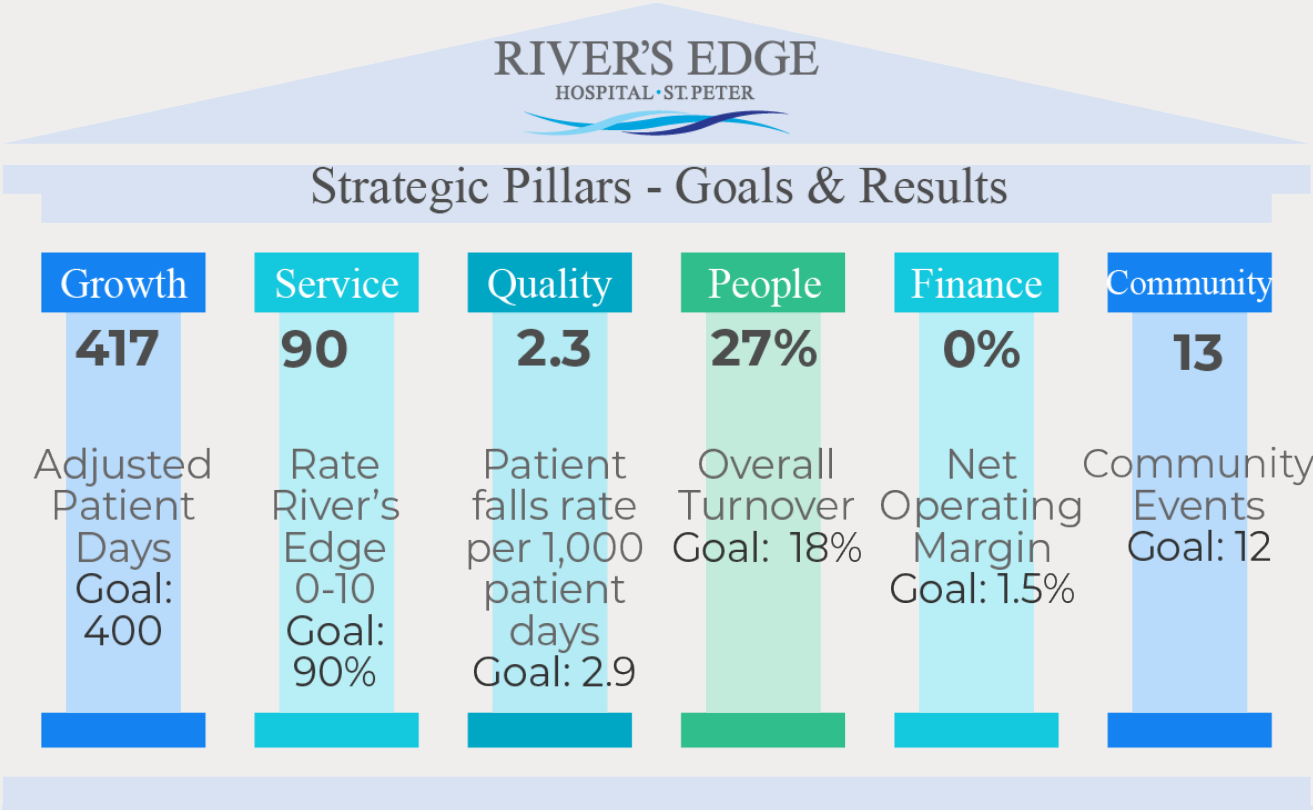
## **Community**

Continue to strengthen the relationship between the hospital and community through sponsorships, education, and volunteerism in the communities where we live and work.

The purpose of the strategic plan is to identify the major initiatives identified by Hospital Administration. Goals are set in six pillars - Growth, Quality, Service, Finance, People, and Community.

# River's Edge Hospital

## 2022 Strategic Results



Each year the Leadership Team at River’s Edge Hospital engages in strategic planning, looking at the past year’s results and looking ahead to the future. The River’s Edge Hospital Strategic Plan keeps the organization on the path toward growth and success.

The creation of the strategic plan and business plan is focused on the future of healthcare and changes regarding length of stay for joint replacement patients, other reimbursement changes, patient satisfaction and employee engagement. The plan is also aligned with our journey to pursue the Malcolm Baldrige National Quality Award to define and develop systematic processes for all services within the organization.

The hospital leadership continued in 2022 to navigate through the continued challenges of the COVID-19 pandemic, adjusting as needed. Because of the work done by Leadership and those on the front line, River’s Edge Hospital continues to thrive.



# Emergency Care or Urgent Care Identifying the Difference

Imagine you are outside working in your garden when out of nowhere a bee lands on your arm and stings you. You are not allergic to bee stings but after a couple of hours the welt on your arm is big, red, and your fingers feel tingly. It's time to see a doctor, but should you go to Urgent Care or the Emergency Department?

River's Edge Hospital provides Emergency and Urgent Care services in one convenient location. In the example above, the patient would arrive at the hospital and get checked in by the registration staff. The registration staff will notify the triage nurse of the patient's arrival and, in turn, will call the patient to the triage room.

**WHAT IS TRIAGE?** It is the preliminary assessment of patients or casualties to determine the urgency of treatment and nature of treatment required.

Inside the triage room, the triage nurse will ask the patient a series of questions such as, "what brings you in today," what has changed in your symptoms that made you decide to come in," how long have you had these symptoms,"? The triage nurse



Photo by Jon Smithers

will also be observing the patient for any visual signs of illness or distress such as sweating, coloring of the face, walking, balance, etc. Vital signs will be taken (blood pressure, weight, pulse, and oxygen level).

Anne Haugen, RN, CEN who works in the Emergency Department at River's Edge and is a trained triage nurse, said determination of an Urgent Care or Emergency Department visit is based on the patient's symptoms and the resources needed to care for the patient. The triage nurses also tell the patient which department they will be seen in and the reason why.

People do ask what kinds of symptoms or illness an Urgent Care or an emergency visit would be.

Below is a list of common injuries and illnesses that are typically treated in \*Urgent Care:

- Sore throats
- Ear pain/infection
- Upper respiratory infections

- Skin rashes
- Minor cuts/bruises/burns
- Insect bites/stings
- Minor animal bites
- Urinary tract infections
- Mild vomiting/diarrhea lasting less than 2 days.

Injuries/Illnesses treated in the

\*Emergency Department:

- Chest pain
- Severe abdominal pain
- Difficulty breathing
- Dizziness, loss of balance
- Sudden blurred vision
- Numbness
- Deep cuts
- Fractures
- Seizures

\*These lists are not all inclusive

One can never plan for an Urgent Care or Emergency Department visit, and when it does happen, it is important to come prepared. Stacey Johnson, RN, CEN and Manager of the Urgent Care and Emergency Departments, said the best thing someone could bring with them is a current medication list and knowledge of the patient's health history. The nursing team reviews the list of medications and adds them into the patient's medical record. This helps prevent adverse medication reactions and helps guide the



# River's Edge Hospital

## 2022 Financial Results

The audited financial statements (next page) were prepared by Eide Bailly and approved by the Hospital Commission in April 2023. Operations were strong; our emergency room and urgent care visits increased by 880 visits (10.4%) over 2021. Our surgical case load increased by 197 procedures (10.2%) over 2021. Our adjusted patient days increased by 273 (5.5%) over 2021.

Unlike 2020 or 2021, River's Edge did not receive any COVID-related government assistance in 2022. Significant inflation was a factor in all facets of expenses. Supply costs were noticeably higher than anticipated. Even more impactful was the increased cost of utilizing agency staff in lieu of River's Edge employed staff to handle the community demands for care. In response to the inflation pressures and staffing challenges, River's Edge offered a mid-year pay increase for all employees for the first time in memory.

All told, River's Edge was able to generate a positive operating profit in 2022. Agency staff costs continue to be higher than anticipated through the first half of 2023, and accounts receivable have grown since mid-2022 through early 2023; despite these challenges, we continue to have a strong balance sheet are committed to being an independent Saint Peter institution.



Jake Halstenson, CFO

ED/UC from page 9

provider in how to treat the patient. If the patient cannot speak on their own behalf, having someone present who knows the health history is also beneficial to the care team.

"We are not affiliated with another large system and don't always have access to a patient's medical record," said Haugen. Because of this she said, it is helpful to have that information brought in by the patient.

Once inside Urgent Care, patients are examined by a Certified Registered Nurse Practitioner (CRNP or CNP) or a Physician Assistant (PA or PA-C).

A nurse practitioner is someone who has advanced education and training in a special area such as family practice. A physician assistant is an individual who has advanced training doing examinations, diagnosis, treatment, and prescribing. Many PA's have a specialized area of practice, such as emergency medicine.

**WHAT IS A TRIAGE NURSE?**  
A registered nurse who is trained to perform triage assessments.

In the Emergency Department, patients will be under the care of an NP, PA or a medical doctor (MD). "All of our providers are specialized in the ED." All of our Emergency Department providers are highly skilled and specialize in emergency medicine. The Urgent Care department at River's Edge Hospital is open Monday – Friday, Noon – 7:30 p.m. and Saturdays and Sundays 8 a.m. – 4 p.m. Holiday hours are Noon – 6 p.m on weekday holidays and 8 a.m. – 2 p.m. on weekend holidays. The Emergency Department is open 24 hours a day, 7 days a week.

# River's Edge Hospital

## 2022 Financial Results

### River's Edge Hospital and Clinic Statements of Net Position December 31, 2022 and 2021

	2022	2021
Assets and Deferred Outflows of Resources		
Current Assets		
Cash and cash equivalents	\$ 12,804,432	\$ 13,951,603
Cash and cash equivalents - Foundation	27,268	27,430
Receivables		
Patient, net of estimated uncollectables of approximately \$856,000 in 2022 and \$765,000 in 2021	8,435,185	5,947,399
Supplies	731,474	736,020
Prepaid expenses	461,551	417,024
Total current assets	22,459,910	21,079,476
Noncurrent cash and investments		
Designated by the Hospital Commission	3,061,510	2,512,701
Restricted under loan agreement	274,664	147,896
Total noncurrent cash and investments	3,336,174	2,660,597
Capital Assets		
Capital assets not being depreciated	277,895	211,551
Capital assets being depreciated, net	32,791,280	34,929,694
Right to use leased assets, net of accumulated amortization	5,200,134	-
Total capital assets	38,269,309	35,141,245
Other Assets		
Investment in joint venture	435,059	339,138
Total other assets	435,059	339,138
Total assets	64,500,452	59,220,456
Deferred Outflows of Resources		
Pension-related deferred outflows	4,593,929	5,189,817
Total assets and deferred outflows of resources	69,094,381	64,410,273

# River's Edge Hospital

## 2022 Financial Results

### River's Edge Hospital and Clinic Statements of Revenues, Expenses and Changes in Net Position December 31, 2022 and 2021

	2022	2021
Operating Revenues		
Net patient service revenue, net of provision for bad debts of \$2,536,000 in 2022 and \$1,874,000 in 2021	\$ 55,893,801	\$ 47,202,961
Other Revenue	1,021,548	500,121
Total operating revenues	56,915,349	47,703,082
Operating Expenses		
Nursing services	5,644,126	4,203,926
Other professional services	33,622,781	29,205,526
General and administrative services	12,692,287	10,006,810
Property and household services	1,567,320	1,266,065
Depreciation	3,355,345	2,906,073
Total operating expenses	56,881,859	47,588,400
Operating Income (Loss)	33,490	114,682
Nonoperating Revenues (Expenses)		
Interest expense	(951,674)	(850,087)
Investment income	227,682	57,464
Noncapital contributions and grants	1,101	44,096
Provider Relief Fund contributions	-	3,876,212
Paycheck Protection Program forgiveness	-	1,577,600
Other	(4,585)	(22,933)
Net nonoperating expenses	(727,476)	4,682,352
Expenses in Excess of Revenue and Change in Net Position	(693,986)	4,797,034
Net Position, Beginning of Year	11,832,021	7,034,987
Net Position, End of Year	11,138,035	11,832,021



# ***You're Invited to Join Us***

## **Community Appreciation Picnic**

**Wednesday, August 9  
5 p.m. - 6:30 p.m.**

### **Gault Park Picnic Shelter**

Sunrise Drive, Across the street  
from River's Edge Hospital

Serving:  
Sloppy Joe's | Chips | Potato Salad  
Lemonade | Water

*Thank you for your support!*

River's Edge Hospital is an equal opportunity employer and provider.

**RIVER'S EDGE**  
HOSPITAL • ST. PETER



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# Cardiac Rehabilitation

## Strengthening the Heart

Cardiac Rehabilitation at River's Edge Hospital is a medically supervised program run by nurses and exercise physiologists to safely guide patients through recovery after a cardiac event as well as develop lifestyle modifications for a healthier future.

All staff at River's Edge Cardiac Rehab hold titles as Certified Cardiac Rehab Professionals (CCRP).

A cardiologist or primary care physician typically refer a patient for cardiac rehab after they have experienced a cardiac event such as heart attack, stent placement, bypass surgery, valve surgery, heart transplant, heart failure or other cardiac related health issues.

Patients in cardiac rehab complete telemetry monitored exercise 3 days per week for approximately 3 months. They also receive individualized education and counseling on topics such as:

- home exercise
- risk factor reduction
- smoking cessation
- blood pressure management
- lowering cholesterol
- weight management
- diabetes management
- healthy eating
- sleep hygiene
- management of stress and depression
- medication management

Patient goals for cardiac rehab are individualized for each person's needs and can range anywhere from

wanting to increase stamina for improved quality of life to being able to return to work lifting heavy equipment.

In 2022 The River's Edge Hospital Cardiac Rehab program saw a 20 percent increase in patient visits, totaling a program record number of over 1,900 patient visits for the year. Cardiac Rehab is located in Live Well Fitness Center, the medical gym at River's Edge Hospital. Many cardiac rehab graduates continue to exercise regularly as Live Well members.

At Live Well Fitness Center an exercise physiologist is on staff and available to assist members in developing a fitness regimen based on individual needs and abilities. Live Well Fitness works with the individual's primary care provider, physical/occupational therapist, chiropractor and/or cardiac rehab staff to ensure a smooth transition into a new physical activity program.



The Cardiac Rehabilitation and Live Well Fitness team are; (l. to r.) - Laura Nelson, Jillian Omtvedt, Carlee Schaffer, and Brielle Swenson.



# Beating the Widowmaker

## Cardiac Rehab Comeback

Bill Soderlund had finally convinced his mother to take a trip to Florida. The tickets were purchased, and they were ready to go. Hurricane Nicole had different plans, making landfall over Florida in November 2022, and delaying Soderlund's trip.

Bill and his mom made the trip to Florida after the storm passed.

He was there to see the damage and clean up his property. On December 4 Bill recalled he had some bad heartburn. On December 5, "I had the widow-maker."

"I had real bad heartburn and pain in my chest. It went away but it came back. The pain was excruciating," he said.

At just the right time, Bill's neighbor came over. "I felt like I was going down for the count," he said. "I was losing cognitive function."

Bill's friend drove him "like Mario Andretti," to a hospital in Fort Meyers, about 30 minutes from his home. Once he was at the hospital, he was given morphine and nitroglycerin. He had 95 percent blockage and was im-

mediately taken to the cath lab where he had a stent placed.

When Bill arrived back in Saint Peter, he met with his doctor, Dr. Solaiman, who referred him to cardiac rehab at River's Edge Hospital.

The statistics Bill was facing were pointing toward heart failure. Results for tests such as

ejection fraction and inverted T-wave were measured. Carlee Schaffer, Exercise Physiologist and Certified Cardiac Rehab Professional at River's Edge, was one of the staff who helped Bill during his 36 sessions in Cardiac Rehab. She said the ejection fraction is the percentage of blood that is pumped out of the left ventricle of the heart. "It's never 100 percent," she said. "normal is 55 to 65 percent." When Bill entered Cardiac Rehab his level was 50 percent. "Anything lower than 35 percent, we start talking heart failure," Schaffer said. The inverted T-wave, Schaffer explained, shows where on the heart the heart attack happened.

Through medication, diet, exercise and lifestyle changes, people can reverse the damage. Schaffer said it is never a promise and it depends on the individual.

Bill was committed to the Cardiac Rehab program. In addition to the rehab sessions, which include exercise and heart mon-



Photo by Stephanie Holden

Bill Soderlund is a Cardiac Rehabilitation graduate after suffering a heart attack in December 2022. The Cardiac Rehab program at River's Edge helped Bill get the exercise and education on diet and lifestyle changes he needed to come back stronger following his heart attack.

# One-touch Emergency Assistance

## Avel eCare

Emergency and Urgent Care are two of the most important services River's Edge Hospital provides to the service area.

Seeing nearly 400 patients per month in each department. As of year-end 2022, River's Edge Hospital had 1,227 medical and surgical inpatient admissions and 10,235 Emergency Department and Urgent Care visits. Of those 10,235 visits, 284 were admitted to River's Edge Hospital and 453 were transferred to another facility, needing a higher level of care.

In December 2022, River's Edge Hospital began using telemedicine technology via a partnership with Avel eCare Emergency to use two-way, audio-video connection. With the press of a button, the Emergency Department staff is connected and receives 24/7/365 assistance from board-certified emergency medicine physicians and experienced emergency nurses from Avel eCare's virtual hospital. Avel eCare supplements the care team's at-the-bedside efforts, joining in support of the

hospital's medical team to help perform lifesaving measures and allow them to provide a higher level of care to our patients in the emergency department.

The two-way system allows rural facilities such as River's Edge to access the support services of a Level-II trauma center, including the presence of emergency and other specialty physicians

and nursing support for transfer coordination, documentation, patient care and procedural support for difficult patient cases or when multiple critical patients present to the emergency department. This telemedicine service will give the providers and staff support so they have the confidence needed to care for complex patients in a rural

hospital setting where resources are limited. It will enhance our rural hospitals reputation for high-quality care and instill trust in the community that if they have an emergency medical condition they can come to their local hospital and receive prompt high-quality care.

Alan Johnson, PA-C who works in the Emergency Department was familiar with Avel before it was implemented at River's Edge Hospital. He shared he uses the service to consult with a colleague regarding diagnosis and treatment and is a helpful tool in reducing risk in the department.

The goal of implementing the eCare Emergency technology is to decrease delays



River's Edge Hospital's Emergency Department has the Avel eCare system in both trauma rooms. Taken from the patient's perspective, the photo shows the television monitor, camera, speaker and microphone that is used. Through the eCare system, River's Edge providers and nurses receive additional support in situations such as a patient suffering from a stroke, to consultations on complex cases.



# People Caring for People Honoring Those Who Go Above & Beyond

River's Edge Hospital employees exemplify the values of quality, collaboration, respect, compassion and integrity day in and day out. Everyone, from the environmental services staff to the front line staff know that the work they do here has an impact on the patient's experience.

In May 2022, River's Edge Hospital started two recognition programs that allow for patients, family members, friends and co-workers to nominate and recognize the employees for going above and beyond to make sure all needs are being met.

The DAISY award is an international recognition program that honors the

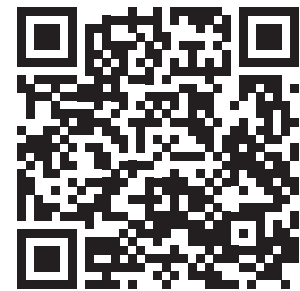


Pictured Above: The November 2022 DAISY Recipient, Brielle Swenson, RN (left) and the November 2022 BEE Recipient, Nicole Boelter (left) stand with Paula Meskan, CEO. Below are the May 2023 DAISY Recipient Kristin Dahl, RN and the May 2023 BEE Recipient Deb Mattson, Physical Therapist.

care provided by nurses in an organization. The BEE award was formed by the hospital to recognize all other employees (who are not nurses) for their work.

Since the programs were implemented, nearly 40 employees have been nominated and two nurses have received DAISY Awards and two employees have received BEE Awards.

To learn more about these recognition programs, or to nominate a River's Edge employee, scan the QR Code below.



Avel continued from Page 16

in accessing physician rendered emergency care, peer consults, or specialty consults, to decrease unnecessary patient transfers, and to increase provider work satisfaction through consistent equipment and technology use that allows the patient care team at River's Edge Hospital to provide safe and consistent high quality patient care.

Since its inception, through March 2023, the service has been used 39 times and there were two instances where patient transfer to another facility was avoided because the patients were stabilized and able to be admitted to River's Edge Hospital. Avel's eER Hub staff were also able to help find placement for 14 patients who needed a higher level of care.

According to River's Edge Hospital nursing staff, their greatest satisfaction with the technology is having an eCare nurse complete the documentation during critical events, allowing another nurse to provide hands-on care to the patient.

Funding for the Avel eHealth telemedicine technology comes from a \$228,700, 3-year grant from the Helmsley Charitable Trust. The grant covers the cost for installation, equipment and use of the service.

# River's Edge Hospital In the Community

River's Edge Hospital is honored to provide health-care service to the Saint Peter Community. The organization is also proud to help support many area organizations that help keep those who live here healthy, happy and involved.

In 2022 River's Edge Hospital hosted and/or provided support to the following local organizations:

- 7th Annual Bike Safety Rodeo
- River's Edge Annual Community Appreciation Picnic
- Saint Peter Summer Kick-Off
- Saint Peter Halloween Fun Run/5k
- Mankato River Ramble
- Helping Minnesota Heroes Golf Tournament
- Women Celebrating Women
- Saint Peter Trap Team
- Nicollet County Relay For Life
- Nicollet County Fair
- Cleveland After Prom
- Saint Peter Fishing Team
- The Kitchen
- Last Man Club Golf Tournament
- Saint Peter Youth Basketball
- Saint Peter High School All-School Reunion
- National Child Safety Council (via Nicollet County Sheriff's Department)
- Saint Peter T-Ball
- Saint Peter 4th of July Parade
- Saint Peter Public Schools
- Saint Peter Girls Night Out
- Saint Peter Chamber Business After Hours
- Saint Peter Ambassadors - Oktoberfest





# People Caring for People Diversity, Equity & Inclusion At River's Edge Hospital

River's Edge Hospital believes in creating a place where everyone is welcome, supported and has the resources they need regardless of identity, origin, or diverse background. This is true for our employees, patients and all those who come in our doors. Developing a diversity, equity and inclusion (DEI) plan helps us to achieve best practice and to track our education process and needs.

Currently, we are developing strategies to proactively recruit diverse candidates for open positions at the hospital. Part of this strategy includes taking a close look at what internal barriers are - such as the ability to provide on-the-job training for some positions, and examining any unconscious bias that may be present within the organization.

When candidates are hired at River's Edge, they participate in DEI training which includes awareness of unconscious bias.

Part of the DEI program also includes building better relationships with the diverse communities within Saint Peter. Jackie Kimmet, Chief Human Resources Officer, is a member of the Good Neighbor Diversity Council, a Saint Peter organization with objectives of building supportive relationships and communication across racial and religious lines. Stephanie Holden, Chief Experience Officer is a member of the Saint Peter Community Thread organization, which is a community-driven program that is designed to provide opportunities for bidirectional learning and relationship building.



River's Edge File Photo  
The Good Neighbor Diversity Council brought a group of Somali families to the May 2023 Bike Safety Rodeo at River's Edge Hospital. Through community connections with groups like the Good Neighbor Diversity Council, barriers are removed and trusting relationships are built.



# Malcolm Baldrige National Quality Award

## A journey to quality and service excellence

What is the Malcolm Baldrige National Quality Award? In the 1980's there was a great need for quality improvement in the business industry.

The Malcolm Baldrige National Quality Award program and recognition was established in 1987 by Malcom Baldrige who was the U.S. Secretary of Commerce from 1981-1987. The Award is given to organizations that meet performance excellence criteria that includes best practices for that industry.

The Baldrige Award has

excellence framework criteria for business, nonprofits, and government. It has separate excellence framework for healthcare organizations.

Baldrige benefits organizations by helping to identify systematic processes and to identify areas in the organization that are strengths and areas of opportunities for improvement. It helps us guide continuous improvement, promotes alignment, delivers organizational value, personal and organizational learning, and helps us measure progress over time.

River's Edge started this Journey in 2014 by joining the Performance Excellence Network (PEN), the state organization that helps organizations work through the preparation and application process required to be eligible to apply for the National Award.

The Baldrige Criteria focuses on a framework which includes the following:

- Leadership
- Strategy
- Customers
- Workforce
- Operations
- Measurement, Analysis and Knowledge Management
- Results

The framework outlines criteria that have been shown to produce excellent organizational results and the seven categories are an integrated organizational system.

There are four levels of recognition:

- Commitment
- Advancement
  - Achievement
  - Excellence

River's Edge has

application three times since starting the journey in 2014. The first application was in 2018 and River's Edge received recognition at the Advancement Level. This level of recognition recognizes the commitment to quality and process improvement throughout the entire organization.

The second application was in 2020 and we received recognition at the Achievement level and our third application was 2022 and we received recognition at the Achievement level as well. This level recognizes the continuous improvements made throughout the journey by focusing on the opportunities for improvement observed during the evaluation process.

To be recognized at the Excellence level would mean that River's Edge Hospital is eligible to apply for the National Malcom Baldrige Award.

This process is a team effort. There are three Executive team members who serve as evaluators for PEN and assist other organizations on their journey.

Our leadership team is part of the application process and our entire team including frontline staff participate in the evaluation process. The Baldrige Journey for River's Edge is a way for us to align our Mission, Vision, and Values with our Strategic Plan, focus for future and regulatory guidelines. With the focus on quality and improvement it also helps River's Edge become better in what we do and helps us serve our patients and community.

itoring, he also met with Jen Donkin, RD, dietician at River's Edge Hospital, who was helpful in getting Bill on the right nutrition path.

The statistics Bill sees now are the opposite, the inverted T-wave is gone, meaning the heart muscle has recovered from the damage from the attack and left ventricle is pumping out the perfect amount of blood.

Today, Bill is back to normal, doing the things he enjoys. "I feel wonderful."

# URGENT CARE

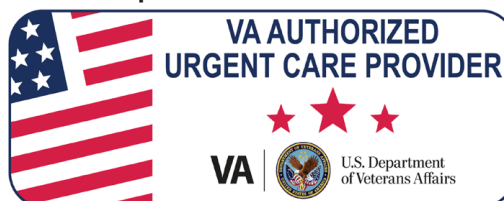
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## RIVER'S EDGE

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River's Edge Hospital is an equal opportunity employer and provider.

# Recognition for A Job Well Done

Inside the walls of River's Edge Hospital, there are more than 200 people who demonstrate the organization's values of integrity, compassion, respect, quality and collaboration. These people have one goal - to ensure the patients they interact with have a positive experience from the moment they walk into the building until they walk out.

The employees at River's Edge Hospital take a lot of pride in the work they do and that work is recognized at many levels. In 2022 River's Edge Hospital was honored to be recognized for several national and prestigious awards. The awards listed

here are based on feedback from patients given on patient surveys, some are given based on the successful outcomes our patients have, resulting in the care they have received.

One of the awards, the Huron Healthcare Hero Award, was given to Paula Meskan, CEO in August 2022. She was nominated by her team for her strong and consistent leadership during the

COVID-19 pandemic. Through her leadership during that time, River's Edge Hospital emerged from the pandemic a better and stronger hospital for the community.

## 2022 Awards & Recognition

**Hospital Compare**  
5-Star Patient Experience

**Women's Choice Awards**  
Best Emergency Care  
Best Minimally Invasive Surgery  
100 Best Hospitals for Patient Experience

**Huron Healthcare Hero Award**  
Paula Meskan, CEO

**Chartis Center for Rural Health**  
Performance Leadership Award  
for Outstanding Patient Experience

**Press Ganey**  
Human Experience Guardian of Excellence  
Award

**Healthgrades**  
#5 in Minnesota for Total Joint Replacement  
Outstanding Patient Experience  
5-Star Total Hip Replacement



# People Caring for People

## Training & Education Keeps Skills Sharp

River's Edge has a robust and ever evolving education program for staff and is dedicated to training, education and patient safety.

Kim Smisek, RN, MSN, CEN, Staff Development Coordinator, leads the education program. She has a Master's degree in nursing education along with 10 years of experience as a paramedic and 25 years working in an Emergency Department. Kim is a believer in a hands-on approach to learning and retaining information. She conducts annual in person skills training for the Medical Surgical (MS), Surgical Services, and Emergency Department staff. In the past she has set chicken on fire to highlight the importance of allowing the correct drying time for surgical prep solutions to ensure patient and staff safety in the surgical suites. This past May, the MS staff had a training with three live "patients" (portrayed by the executive team) to give the nurses real-life experiences with complex medical patients and to perfect their interpersonal and medical skills when interacting with real people.

Janelle Rauchman, CQO, should be nominated for an Academy award for acting as "Millie" a confused patient. The staff needed to use their interpersonal skills to keep Millie, an escape artist, in her room and to encourage her to participate in her plan of care. Stephanie Holden, CXO reported having very smooth skin from the countless surgical skin preps she received while posing as a patient being prepped for surgery. Kim states, "River's Edge is unique in that the Executive Team will give up their time and bodies to support the growth of the staff. This gives the staff a perspective that can

not be achieved using manikins alone."

In April 2022 River's Edge began participating in a program called RQI, Resuscitation Quality Program. RQI was developed



In 2021, Kim Smisek, RN, CEN, Staff Development Coordinator, held a training session for surgery staff by setting chickens on fire to show the importance of allowing the proper drying time for surgical prep solutions.

in part by the American Heart Association to deliver quarterly training to support the mastery of high-quality CPR skills. The RNs, and a select number of other staff, at River's Edge are required to have BLS, ACLS (Advanced Cardiac Life Support) and PALS (Pediatric Advanced Life Support). Normally these are classes the staff take once every two years. The skills and knowledge gained from these courses begin to degrade within months if they are not used. Use it or lose it is something we have all experienced. Cardiac compromise and arrests are considered high risk/low frequency. With RQI the staff must refresh and review their knowledge and skills through a hands-on computer assisted manikin training and case studies every 3 months. This increases the staff's confidence

and performance during an emergency.

A newer requirement for River's Edge's trauma designation from the Minnesota Department of Health is every RN must have

trauma training. River's Edge has been hosting the TNCC (Trauma Nurse Care Course) for over two years. This is a labor intensive and expensive 2-day course based on assessment, pathophysiology, and treatment of trauma

patients. ED nurses must have this certification within 6 months of hire and MS RNs within 18 months of hire. Kim is a Course Director and has enabled River's Edge to host this program onsite instead of sending staff to other facilities. She has been able to open the course to other hospitals, when the class has not been full.

In addition to the numerous training requirements for DNV, MDH, and OSHA, Kim held optional BLS classes in 2022 for staff that were not required to have BLS training. This was to ensure more staff can respond in an emergency. She also sends out weekly cardiac rhythm strips for RN staff to interpret to keep their skills sharp.

