

# Social Accountability Report 2016

*“What counts in life is not the mere fact that we have lived. It is what difference we have made to the lives of others that will determine the significance of the life we lead.”*

~ Nelson Mandela

## Dear Friends and Supporters,

We are humbled by the support that is bestowed upon the Knute Nelson organization from generous individuals, businesses and foundations. Your support and belief in us allows us to collectively accomplish our mission of “enriching the lives of everyone we serve.” We are able to direct your investments into meaningful programs, services and facilities, which are outlined in this Social Accountability Report.

David Rockefeller states, “Philanthropy is involved with basic innovations that transform society, not simply to maintain the status quo or filling basic social needs.” Philanthropy is the love of humankind. By giving together and attempting to enhance the lives of others, we unintentionally impact our own life multiplying its impact beyond what one can accomplish individually, transcending beyond what’s imaginable.

Our ministry of caring for aging adults is what we are called to do at Knute Nelson. We seek to respond to the community’s needs and to provide compassionate care and support to family, friends and neighbors, while enriching their lives.

We cannot do this important work by ourselves. We rely upon your generous support—in giving your time, talent and financial support to accomplish our purpose. Your contributions create shared success by allowing us the opportunity to invest in bettering and empowering the lives of others. Because of you and the support given to us, our mission thrives: it allows us to deliver innovative care and services, focus on empowering those we serve and respond to community challenges.

Every supporter of the Knute Nelson Foundation deserves special recognition. We are extremely grateful for the contributions of these individuals and organizations and to our Friends of Knute volunteers, who lend their helping hands in many capacities to carry out our meaningful work.

It is our greatest hope that by sharing highlights of our work with the greater community, that you may see the value in our work and join us in our efforts of bettering the communities we serve for the greater good. We continually seek new opportunities to expand our mission and extend our support to the communities we serve. We are humbled and most grateful for your support.

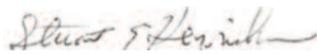
Gratefully,



Doug Houska  
Board Chair  
Knute Nelson Corporation



Mark R. Anderson  
President/CEO



Stuart Henrickson  
Board Chair  
Knute Nelson Foundation



Katie Perry  
Foundation Executive Director  
and Senior Vice President



Doug Houska  
Board Chair  
Knute Nelson  
Corporation



Mark Anderson  
President/CEO



Stuart Henrickson  
Board Chair  
Knute Nelson  
Foundation



Katie Perry  
Foundation  
Executive Director  
and Senior Vice  
President

The mission of Knute Nelson is to enrich the lives of everyone we serve. The vision is to be the recognized leader of quality and innovative services for all stages of living.

## Enriching Lives through Philanthropy

Philanthropy is the opportunity for individuals to positively impact and enhance the lives of individuals around them. Because of you and your generosity, we are able to advance Knute Nelson’s mission and to enhance the ways we care for others. Thank you! Our last fiscal year (October 1, 2015–September 30, 2016) is yet another milestone of giving and growing. Because of your generosity, the Knute Nelson Foundation has recognized these significant accomplishments:

### Short-Term Rehab Center and Care Center

- Care Suite Family Room furniture and amenities
- Handheld pulse oximeter with ear sensor
- Guidi wheelchair
- Processional cross for Chapel
- Weighted blanket
- Care Center Chapel future renovation
- On-Site Child Care future renovation
- Certified Nursing Assistant training at Alexandria Area High School in Collaboration with Alexandria Area Technical and Community College

### Grand Arbor

- Fish tank for the Gardens household
- Vital signs portable monitor
- Book shelf for audio books
- Christian flags
- Employee scholarships for continued education and certification

### Home Care

- INR machines
- AccuVein illumination device
- Organizational capacity building, Olivia
- Employee scholarships for continued education and certification
- Systemic clinical development and utilization for decreasing re-hospitalizations, enhancing medication reconciliation procedures, conducting advanced planning for patients

### Hospice

- Fabric to sew patient gowns made by volunteers
- Oxygen concentrators
- Bereavement support
- Massage therapy
- Associate Chaplain programming
- Spiritual Care programming
- Smart Home technology
- Wadena area: “Getting Through the Holidays” community event

### Nelson Gables

- Tub room renovation
- Employee scholarships for continued education and certification

### Nelson Wellness Center

- Aqua spin bikes
- Boxing fitness equipment
- Programming support
- Brain Fitness programming, equipment
- Employee scholarships for continued education and certification

### Endowment/Unrestricted

- Allows Knute Nelson to allocate funds where they are most needed to meet our mission.

### Friends of Knute Charitable Contributions

- Essential oils
- Maxi lift for care center
- Activities programming at Nelson Gables, Grand Arbor, Care Center
- iPods and tablets for clinical charting at Care Center

### Chaplaincy and Spiritual Care Program

Caring for an individual’s spiritual needs is an essential component of Knute Nelson’s mission, one that relies solely on charitable contributions. Enhancing worship services, bible studies, one-to-one visiting, and keeping residents and patients connected with their home parishes is vitally important, particularly as one ages.

### Equipping Leaders with Scholarships

Having a well-educated work force that delivers the highest quality of care to our residents and patients is paramount. Over \$136,000 was awarded to employees last year in scholarships for those who are pursuing their education. Congratulations on pursuing your education: Marriah Aggen, Kayla Andreasen, Anne Beaström, Crystal Bosek, Teresa Bunn, Kasey Chock, Jenny Czenk, Lisa Dingwall, Makayla Donovan, Bobbi Jo Drum, Amanda Ellerbroek, Michelle Eurlé, Kim Fleischfresser, Brittany Gappa, Angie Goergen, Kaitlin Haggerty, Chris Hall, Kim Harmon, Jani Helm, Hanna Hintermeister, Kathy Hoppe, Heather Erickson-Kapphahn, Michelle Kulzer, Jill Kvilhaug, Annette Lambert, Danielle LeMieur, Scott Ley, Brenda McDonald, Jennifer Gulseth-Massicotte, Jordan Massmann, Kristi Mattson, Olivia Niblett, Tim Oldenkamp, Samantha Oscarson, Jessica Sengschanh, Savanna Steidl, Alexandra Taylor, Angela Thoennes, Craig Turnow, Mary Wiener, Dustin Wiita.

### Benevolence Care

Residents and patients are not denied care because they have outlived their monetary resources. Benevolence care contributions supporting our mission total \$1,397,000 last year. Charitable support provides the highest quality care and services to residents and patients who cannot pay for the total cost of their care.

## Collaboratives Address Community Challenges, Foster Healthier Communities

As a nonprofit, community-based organization, Knute Nelson recognizes the value of aligning with other area organizations and nonprofits that are able to help create solutions around a community issue. Aligning with partners and working together as collaborators, we are able to accomplish much more together than on our own. In 2015, two significant collaboratives were formed in response to increasing our capacity and foster healthier communities.

### Community Health and Wellness, LLC

a partnership between Knute Nelson and the Alexandria Area YMCA, allows wellness members of either entity, 45+ years, to enjoy full access to both facilities for no additional charge. Wellness encourages individuals to lead lives focused on a healthy approach to active aging. Research has proven that older adults who participate in regular moderate exercise have the ability to improve their health rather than face the common biomarkers of aging.

### Alexandria Area High School, Alexandria Technical and Community College and Knute Nelson

This collaborative partnership, allows students to pursue their Certified Nursing Assistant training at the high school and receive college credit with no cost to the student. It is the first industry-recognized credential at AAHS as part of its Health Sciences and Human Services Academy. The goal of the program is to encourage youth to consider healthcare careers and lead them down their career pathway equipping them with valuable skills along the way.

## Engaging Our Community

Our Community Impact Committee, comprised of Knute Nelson staff who form an interdisciplinary team, focuses on leading Knute Nelson’s involvement in community events and encourages employee involvement and engagement to maximize the group’s impact and overall Knute Nelson impact in the communities where we serve.

- American Cancer Society’s Relay for Life
- Alexandria Parkinson Support Group
- Alexandria Technical and Community College’s Senior College
- Alexandria Area YMCA
- ElderNetwork
- Let’s Go Fishing for Seniors
- National Parkinson’s Foundation, Minnesota Chapter
- Douglas County Food Shelf, Red Cross, West Central Communities Action, Friends of Knute, American Cancer Society Relay for Life, Jingle Bells, United Way, Knute Nelson Foundation

## Engaging Our Corporation Churches

Knute Nelson is affiliated with 17 area congregations. The role of our Corporation Churches is to elect our Corporate Board of Directors. The role of Corporation Churches is viewed as a “gateway” to serving church members and not a statement of theological points or denomination beyond our common goals. Membership is not intended to change a church’s core beliefs but rather have a more complete and collaborative, Christian faith community representing aging services in Alexandria, which is more reflective of who Knute Nelson serves today. Relationships with our corporation and area churches help to strengthen our spiritual care program at Knute Nelson for the benefit of those we serve. Together, we serve as spiritual companions in the journey of life.

American Lutheran Church, Long Prairie, MN  
Bethesda Lutheran Church, Alexandria, MN  
Calvary Lutheran Church, Alexandria, MN  
Chippewa Lutheran Church, Brandon, MN  
East Moe Lutheran Church, Garfield, MN  
Fahlun Lutheran Church, Nelson, MN  
Faith Lutheran Church, Evansville, MN  
First Lutheran Church, Alexandria, MN  
Grace Lutheran Church, Brandon, MN

Osakis Lutheran Church, Osakis, MN  
Our Saviour’s Lutheran Church, Nelson, MN  
Shalom Lutheran Church, Alexandria, MN  
Shepherd of the Valley Lutheran Church, Clarissa, MN  
The Church of St. Mary, Alexandria, MN  
West Moe Lutheran Church, Brandon, MN  
Zion Lutheran Church, Browerville, MN  
Zion Lutheran Church, Alexandria, MN

## Knute Nelson Leadership

### Knute Nelson Corporate Board of Directors

Mark Anderson	President/CEO
Doug Houska	Chair
Rich Moen	Vice Chair
Dave Wolf	Treasurer
Rick Paulsen	Secretary
Tim Bush	Director
Kathy Fischer	Director
Jan Lervick	Director
Deena Steffl	Director
Derek Trosvig	Director

### Knute Nelson Foundation Board of Directors

Mark Anderson	President/CEO
Katie Perry	Executive Director
Stuart Henrickson	Chair
Jerry Hansen	Vice Chair
Tim Bush	Treasurer
Vicki Johnston	Secretary
Tom Anderson	Director
Vern Anderson	Director
Sheryl Bakewell	Director
Roger Blank	Director
Jim Eidsvold	Director
Judy Grafenstein	Director
Loren Liesemeyer	Director
Joan Lindquist	Honorary Member
Don Hustad	Honorary Member

### Grand Arbor Board of Governors

Mark Anderson	President/CEO
Shari Laven	Chair
Rich Moen	Governor
Ruth Nagle	Governor
Derek Trosvig	Governor
Jeff Wild	Governor

### Friends of Knute Committee

Judy Grafenstein	Secretary
Kay Dalthorp	Treasurer
Sally Baumann	
LaDean Moen	
Mary Nortman	
Katie Perry	
Judy Thielke	
Carol Westby	

## Enhancing Our Delivery of Patient Care

Knute Nelson’s ongoing commitment to enhancing the quality of care through continuous improvement is motivated by those we serve. We seek to achieve a “Triple Aim” in delivering care that includes improving the health care experience, improving the health of those we serve and to be efficient in delivering uncompromised, quality care.

**Care Ventures Cooperative**, a collaborative of 18 rural skilled nursing facilities in Minnesota, members share best practices and resources. Currently they are implementing a Minnesota Department of Human Services grant on staff retention and recruitment.

**Struther’s Parkinson Center Care Network**, The Struthers Parkinson’s Center has specialized in Parkinson’s care for over 30 years with a team of experts that are leaders in Parkinson’s care. The Struther’s Parkinson Center Care Network includes 22 sites that collaborate with Struthers to gain insight into the complexity of Parkinson’s symptoms. All sites in the network are required to provide TULIPS training for all staff, improve Parkinson’s care, and become involved in Parkinson’s support groups.

The **Alexandria Clinic, Douglas County Hospital, PrimeWest Health and Horizon Health**, focus on enhancing care transitions among acute and post-acute providers and quality initiatives regularly as part of an Integrated Care Discussion Group.

(CUT ON LINE AND RETURN)

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- Would you like to be removed from our mailing list?
- Would you like to add a friend or relative to our mailing list?

### OR SHARE YOUR COMMENTS

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Knute News (monthly email newsletter)  
subscribe at [www.KnuteNelson.org](http://www.KnuteNelson.org)

We are inspired by the stories of our patients, residents, donors and employees. If you have any comments, suggestions or stories, feel free to share them with us.

Please contact me and I will share my story

Name

Contact Info

I have included an attachment

I will email my story



# KNUTE NELSON Renaissance Award

## Wendy Zander Named Knute Nelson Renaissance Award Recipient

Wendy Zander has been named the 2016 Knute Nelson Renaissance Award Recipient. This award honors an individual whose leadership and support to the organization has been exceptional and exemplifies the Knute Nelson mission and beliefs.

Wendy has been actively volunteering for Knute Nelson Hospice since 2014. Throughout this time, she has spent countless hours touching the lives of the patients and families she has served. Wendy is active in making each day matter and making each day as joyful as possible for those she serves while providing companionship and spiritual support.

“She’s been a special angel for Knute Nelson Hospice,” reflects Chris Harris, Hospice Volunteer Coordinator. She continues, “Wendy goes above and beyond to lend a helping hand, whether it be to take a patient to church, to lunch or dinner, or performing a bedside service to the dying. Wendy is always willing and has a gentle, compassionate presence with those she visits.”

When the Associate Chaplain program became available, Wendy was one of the first to join, to provide spiritual healing to residents throughout the Knute Nelson family of care. She explains this role perfectly: “It’s listening to someone crying because they are hurting; it is listening to someone express their fear of falling and holding their hand; it is praying with someone while holding their hand, and who then kisses it; it is helping a distraught 94 year old man find his wife when she is only getting her hair done,” she states passionately.

Wendy truly has a giving heart and the gift of spiritual healing. We recognize her for her extraordinary impact on the patients and residents of Knute Nelson.

To nominate someone for  
future awards, contact:  
Katie Perry, Foundation Executive  
Director and Senior Vice President at  
320-763-1153 or  
katie.perry@knutenelson.org

### Background

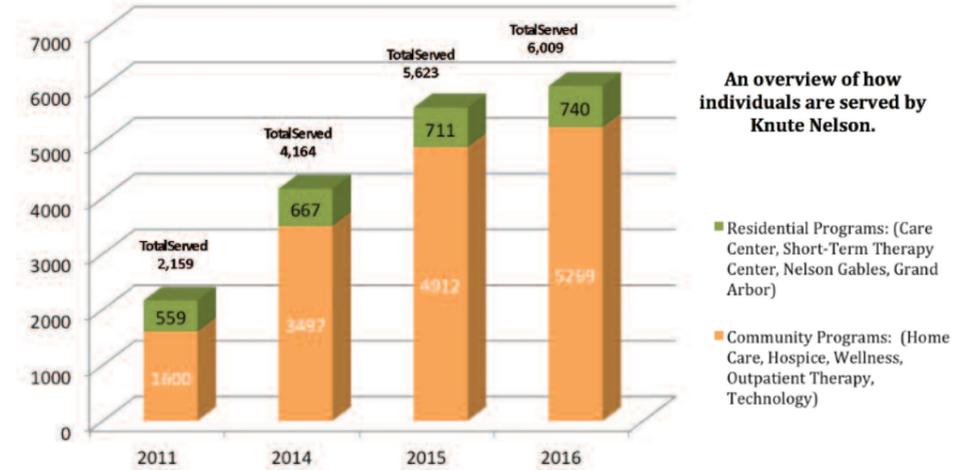
In 2013, Knute Nelson established the Knute Nelson Renaissance Award to recognize an individual whose leadership and support has been instrumental to the organization. Individuals receiving the Renaissance Award exemplify the mission and beliefs of Knute Nelson. They have endeavored through word and deed, in both their professional and personal lives, to be agents of social change, to support aging services, and to demonstrate philanthropy with their love for humankind and community.

The Renaissance period was a time of rebirth – political, economic, religious, artistic, and intellectual – and this award represents the diversity of interests and the goal of social change within the context and values of the Knute Nelson organization for the 21st century just as our namesake and founder, Senator Knute Nelson (1843--1923), exemplified as he took the brave, bold steps with a philanthropic spirit to begin our ministry of serving aging adults.

- 2013 Recipient – Jerry Hansen
- 2014 Recipient – Sylvia O. Johnson
- 2015 Recipient – Stuart Henrickson

## Who We Served

An overview of how individuals are served by Knute Nelson.



“Your thoughts, words and deeds are painting the world around you.”  
– Jewel Diamond Taylor

## Quick FACTS

- Service in 29 Counties in West Central Region
- 540+ Staff
- \$19,940,404 Payroll and Benefit Expense
- \$59,821,212 - \$139,582,828 Overall Economic Impact