



2010

# ANNUAL REPORT

RIVER VALLEY NURSING CENTER



# RIVER VALLEY NURSING CENTER

## MISSION

**Serving vulnerable individuals and families in our community while promoting the leadership role of nurses.**

## VISION

**Compassionate and individualized health-related services and community resources are available to all.**

## OUR MODEL

**Unique model couples public health nursing and community resource referrals while continuing to evolve to meet the changing needs of the population.**

**Services provided by a Public Health nurse and a bi-lingual community outreach coordinator.**

**Nursing Center services are co-located with other community resource providers (CAP Agency, Workforce Center, Scott County Public Health).**

## OUR WORDS FOR ACTION

**"No one will leave without at least one need addressed and/or resolved."**

# LETTER FROM THE BOARD CHAIR



I'm convinced that most really great solutions have their beginnings with a small group of people sitting around a table talking freely about what might work. That's exactly what happened with the genesis of the River Valley Nursing Center. A small group of dedicated people began gathering because of their concern over drastic cuts in health and social service funding.

After long discussions and a deep desire to avoid duplicating other local efforts, the River Valley Nursing Center was opened in April of 2005 to work with the uninsured and underinsured in our community in making sure people's health and social service needs could continue to be met in a respectful environment.

Since opening the River Valley Nursing Center has embraced changes that helped us better serve our clients. Among these many changes were expanding hours of operation, expanding locations, bringing in additional outreach workers and additional public health nurses, developing and deepening relationships with community partners, and taking behind-the-scenes steps necessary for a growing operation like installing an electronic database. During this time of growth and expansion, the River Valley Nursing Center has continually looked for ways to partner with others and have found ourselves growing from a fledging organization to a part of the fabric of the community. With all of the change that has happened in these past years some things have remained the same: our commitment to welcome every client in a loving and respectful way; our desire to provide care that is culturally competent; and our commitment to the leadership role of nurses. We know that these commitments make a difference to our clients who spread the word about our services to their friends and family. We had always hoped to develop the trust of our clients and the tremendous number of referrals our clients send us demonstrate that we have created that trust.

---

“...we will be a part  
of the creative  
solutions to  
challenges facing  
our community”

---

What will the next five years be like for the River Valley Nursing Center? We embrace the change on the horizon and will embrace that change to work with those who are most in need. We will deepen our relationships and ability to serve clients from ethnically diverse populations. And we will welcome a shift in traditional health care toward prevention which has always been one of our strengths and goals. Just as our founders didn't know what they would create when they sat around the table talking, we don't know what we'll look like five years in the future but we know that we will be a part of the creative solutions to challenges facing our community.

Tamara Severtson, Board Chair

# “Did you know...”

Since our beginning, we have had over 2,000 visits. 100% of our families are un-insured or under-insured.

Repeat clients comprise 31% of our visits; many repeat clients bring along family and friends.

Nearly 2000 referrals have been made to local agencies and organizations including the CAP Agency, local medical and dental clinics, Head Start, WIC (Women and Infant Clinics) and local pharmacies.

Over 1000 community members have been served in some of our mobile locations, including Guardian Angels Catholic Church and Project Community Connect.

Over \$5000 worth of over-the-counter medications and thermometers, doctor and dental visits, including school physicals, and miscellaneous health care services have been given to community members with the support of donors.

## CLIENT STORY | Tell a Friend

Following a recent employment lay-off, Sharon was referred to the CAP agency's food shelf. There the food shelf volunteer listened as Sharon told her of some “itchy bumps” on the back of her head. The volunteer suggested she go to the Nursing Center for an assessment of her problem. Following a thorough assessment, including her housing situation, it was determined that she should have her carpets cleaned and a new mattress for possible allergies. A referral to FISH (Families and Individuals Sharing Hope) resulted in a new bed, mattress, box spring and frame as she had been sleeping on the floor in a sleeping bag. She was also able to get her carpets cleaned. A referral from the Nursing Center to St. Francis's Urgent Care provided her services as part of the Allina Partners Care program as well as our Nursing Center's assistance with payment of medications as prescribed.



## Services Provided

Blood pressure and blood glucose screening

Pregnancy test verification

Medical follow-ups for diabetes, hypertension, post-surgical procedures, emergency department visits, etc.

Medication review and education

Health education on multiple topics, including: nutrition, healthy pregnancy, infant and child development, smoking cessation, weight management, chronic disease management

Case management: the coordination of medical and community resources, services, and referrals

Free flu vaccine clinic

## CLIENT STORY | Working Together

A single mom, with an 8 year boy, came to the Nursing Center. Although she had applied for many positions, she was unemployed and had no health insurance. She only had a 2 week supply of medication and she needed to be seen by her doctor to get a prescription refill. A pro-bono medical visit with her doctor was arranged and she got a temporary prescription. The nursing center staff then helped her apply for medical assistance while she continued to look for work.

A referral to LOVE, Inc, resulted in a gas card that helped her drive to the doctor appointment. She also got a free birthday gift for her son; a scooter. As part of our program to help promote families reading together, the Nursing Center staff also provided her with several reading books for her to share with her son.

# NURSING CENTER STAFF

## MY NAME IS...

### Elena Hoen

My name is Elena Hoen, I was born in Cuba and came to the United States in 1962. My husband, Paul, and I have two children and two granddaughters. I am a Spanish Cultural Liaison at Pearson Elementary in Shakopee. I enjoy helping the families that need our services as well as working with and learning from fellow staff.



Elena Hoen

### Emily Schmidt

My name is Emily Schmidt, and I graduated from College of St. Catherine. I work at RVNC because I can see the difference I make in the lives of people we help. Our clients are always so grateful in what we can do for them. I feel that when people have the power to help control their health issues they are more able to care for themselves and their families and become more successful in getting a job and finding a safe place to live. I enjoy working with children and adults with physical and developmental disabilities. I enjoy swimming, SCUBA diving, and boating. I love to travel, especially to the North Shore and Florida.



Emily Schmidt

### Mary Lundahl

My name is Mary Lundahl. I live in Victoria with my husband. We have six children between the ages twenty one and thirty two, as well as one granddaughter. I am a public health nurse for Carver County Public Health & Environment in Chaska and RVNC. I enjoy working with families and helping them face many challenges.



Mary Lundahl

### Terry Hassan

My name is Terry Hassan and I am a native of Shakopee. I graduated from the University of Minnesota with a Liberal Arts degree in International Relations. I have traveled in Europe and lived briefly in Greece where I met my ex-husband who is Iraqi. With this background, I am comfortable and enjoy helping people with diverse backgrounds. I have studied Spanish and Arabic. I work at the CAP Agency and RVNC. I coordinate Food Support (Stamps) Outreach, Chore Program for seniors, Head Start and Energy Assistance, (besides working at RVNC.)



Terry Hassan

Virginia  
Linder



## Virginia Linder

My name is Virginia Linder. I am originally from Mexico and have been living in Minnesota for the last 26 years. I work for the Eastern Carver County Schools District 112 and at RVNC as an interpreter. I absolutely love working at the clinic because it can be a life changing experience for people we help. Seeing the genuine gratitude in our client's eyes makes it all worth it. I also work for a Translation and Interpretation Agency in Minneapolis. I am married to a Minnesotan man and have four wonderful children.

Barbara  
Zell



## Barbara Zell

My name is Barbara Zell. My nursing career has extended from US Naval Nurse Corps to Public Health, Nursing Education, Executive Nursing at St. Francis Regional Medical Center, parish nursing and finally, to what I think is the ultimate in my career... Executive Director of the River Valley Nursing Center. The value of our services to the families we serve, I believe is not measurable, but our % of repeat visits may be an indication of the trust they share with us. I consider it a privilege to serve in this capacity. My life passions are my kids and grandchildren as well as my traveling to wonderful places... my favorite is Italy! Music and figure-skating are included in my relaxation activities.

Mary  
DeRocher



## Mary DeRocher

My name is Mary DeRocher and I grew up in Chaska. I received my Bachelor of Science degree in Nursing from the University of Minnesota along with a minor in Child Psychology. In college I worked as a tutor in several different Minneapolis schools with children from a variety of ethnic backgrounds and I have been on mission trips to Mexico and India. I began working at RVNC a little over a year ago and have enjoyed the opportunity to serve our diverse clientele. In addition to my work at RVNC, I also work as a staff nurse at St. Gertrude's Health and Rehabilitation Center in Shakopee.

# CONTRIBUTORS

## Charter Partners:

Allina Hospitals & Clinics  
CAP Agency  
Carver County Public Health Services  
Park Nicollet Health Services  
Scott County Public Health / Human Services  
St. Mary's Medical Clinic  
St. Francis Regional Medical Center

## Grantors Since 2005

Cash donations:  
St. Francis Regional Medical Center  
Greater Twin Cities United Way  
St. Francis Foundation / The Saints Foundation  
Park Nicollet Foundation,  
– Growing Deeper with our  
Community Families program  
El Fondo (St. Paul Foundation)  
St. Victoria Catholic Church  
House of Prayer Lutheran Church,  
Richfield  
Rotary Club of Prior Lake  
Rotary Club of Shakopee  
Prior Lake Lions Club  
Fairview Health Services  
Trinity Lutheran Ladies Auxillary/  
Carver  
CVS Caremark  
Minnesota Valley Electric  
Cooperative

## Current Board Members for River Community Partnership:

Tamara Severtson, President/Chair  
St. Francis Regional Medical Center

Mike Listiak, Vice Chair  
Park Nicollet Clinic Manager

Ben Ohlander, Treasurer  
Community Member

Mary Bothof, Secretary  
Community Member

Heidi Innvaer  
Carver County Public Health

Suzanne Woolery  
Community Member

Barbara Zell, Ex-Officio  
Executive Director

Linda Schwichtenberg  
Public Health Nursing  
Scott County

Jennifer Romero  
CAP Agency Representative

Charlie Robbins  
Community Member

Andrea Anderson  
Allina Medical Clinic  
Shakopee Manager

## In-Kind Donations:

CAP Agency  
Scott County  
St. Francis Auxiliary  
Matt Risken, MD  
Fairview Health Services  
Park Nicollet Clinic Pharmacy  
Carver County Public Health  
Park Nicollet Clinic  
Allina Medical Clinic  
Mother-with-a-Mission,  
Eden Prairie  
St. John's Lutheran, Shakopee  
Jordan Cub Scouts  
St. Francis Regional Medical Center  
– ICU, Cancer Diabetes Education  
Ridgeview Research Center  
Anonymous donor:  
Beanie Babies and Santa Bears  
Area physicians and dentists



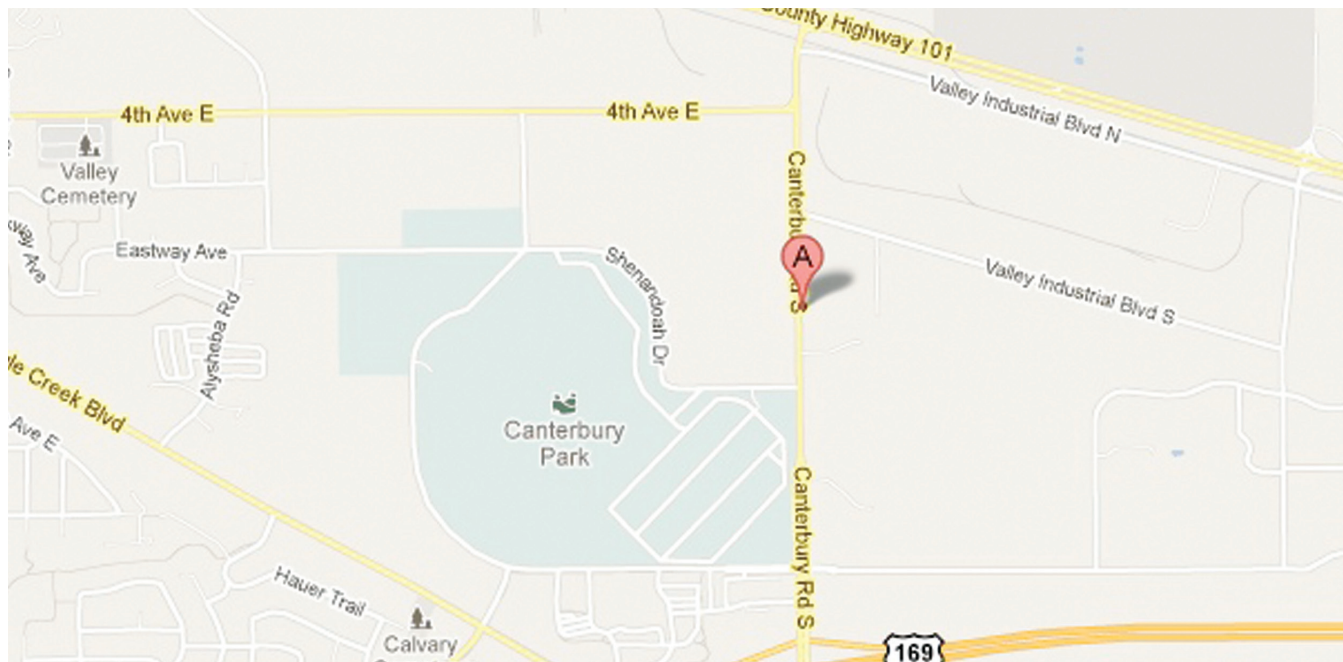


*Always a Friend  
No one out there to help us to fend;  
Into the dark, our light found an end.*

*We found you, you gave us hope;  
We found you, you gave us love;  
We found you, you helped us live.*

*First strangers in need-  
Your help to mend.  
No longer unknown;  
Always a friend.*

# HEALTH CARE SERVICES AND COMMUNITY RESOURCES



River Valley Nursing Center serves uninsured and underinsured people in Scott and Carver counties connecting them to local resources and free or low cost health care services.

## **In Scott County**

Mondays, 1:00 - 6:00 p.m.

Anchor Center

752 Canterbury Road

Shakopee MN 55379

(Next to the CAP Agency and Thrift Store)

## **In Carver County**

Thursdays, 1:00 to 5:00 p.m.

CAP Agency

303 East 6th Street

Chaska MN 55318

(Adjacent to the District 112 Early Childhood Center in Jonathan)

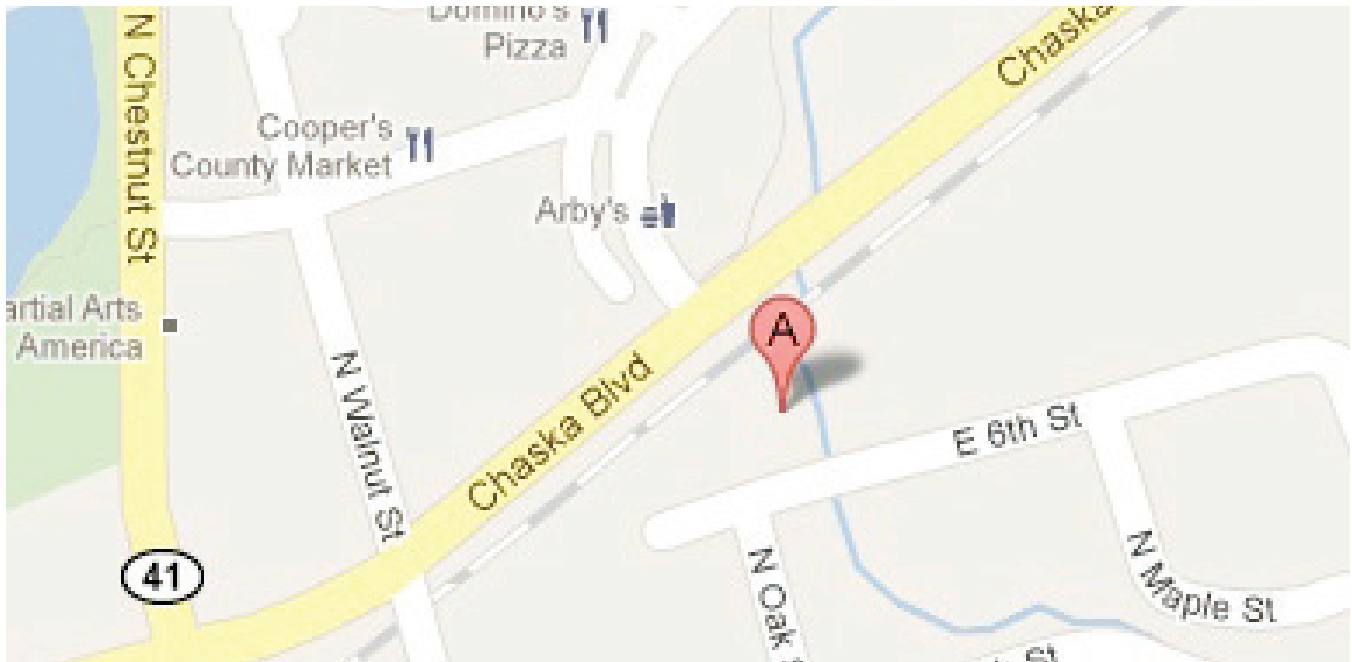
No Charge for Services. No Appointments Needed.

Call 952-496-8669 for a message



Find us on Facebook

# SERVICIOS DE SALUD Y RECURSOS DE LA COMUNIDAD



Clínica de Salud Preventiva y Recursos de la Comunidad

Esta clínica atiende a personas con o sin seguro médico en los condados Scott y Carver. Le ayudamos a localizar otros recursos de la comunidad y servicios médicos gratuitos o de bajo costo.

## **Condado Scott:**

Los lunes de 1:00 a 6:00 p.m.

Anchor Center

752 Canterbury Road

Shakopee, MN 55379

(Al lado de la Agencia CAP y tienda de segunda)

## **Condado Carver**

Los jueves de 1:00 a 5:00 p.m.

Agencia CAP en Chaska

303 East 6th Street

Chaska, MN 55318

(Junto al Centro para la Niñez Temprana Distrito 112 en Jonathan)

Servicio gratuito. No se necesita hacer cita.

Llame al Tel. (952) 496-8669 para escuchar mensaje

ADDRESS

**303 East 6th Street  
Chaska, Minnesota 55318**

WEBSITE

**[rivervalleynursingcenter.org](http://rivervalleynursingcenter.org)**

EMAIL

**[rivervalleync@aol.com](mailto:rivervalleync@aol.com)**

ON-LINE  
DONATION SITES

**[www.giveMN.org](http://www.giveMN.org)  
[www.justgive.org](http://www.justgive.org)  
[www.unitedwaytwincities.org/giving](http://www.unitedwaytwincities.org/giving)**

RVNC IS A NON-PROFIT, TAX-EXEMPT ORGANIZATION UNDER SECTION 501(C)(3) OF THE INTERNAL REVENUE CODE.  
CONTRIBUTIONS ARE TAX-DEDUCTIBLE TO THE EXTENT ALLOWED BY LAW.

