



## Culture Statement

*As a team member of CHI Mercy Health, I am committed to living out our Mission and Core Values every day. I pledge to follow our behaviors of excellence in all that I do to ensure that we will be the best place for patients to heal, providers to practice and colleagues to work.*



# Mercy News

## Keith's Corner

Greetings Everyone!

I wanted to provide a quick summary of the items we discussed at the Town Hall meetings this month. Before I get into the topics discussed I want to thank all of you who attended. I wish we could get stronger representation from across all departments but I sure appreciate those who do come. Now for the subjects we discussed:

1. First we discussed the CHI turnaround and the fact that it is no longer a turnaround. We have met the goals established and are now in a transition phase to get back to our 2020 goals of top decile performance in quality and safety and 0 significant safety events across the company.
2. We discussed how a High Reliability Organization works. It means all patient related processes have no variation and all processes have stops to ensure that human error never reaches the patient or changes the expected outcome. In our business we should never allow an error to reach a patient because of the impact that could have (extended/additional care required or possible death of the patient). We also discussed that everyone in this organization has the exact same job; to ensure outstanding patient outcomes and an exceptional patient experience. What you do on a daily basis are tasks designed to successfully complete your job.
3. We talked about the status of the merger of CHI and Dignity Health. Bottom line, the process is still in the Due Diligence phase but progressing well. Currently, there are two hurdles that must be crossed before any further actions can be taken; the state Attorneys General in Colorado and California must approve the action, and the merger must receive approval from the Vatican.
4. We talked about the results of the CHI/Dignity culture survey. Although we have some areas that are obvious dissatisfiers, notably financial incentives and opportunities for career growth, our results overall were very good and I was very pleased to see the improvements over our last PCA survey. Thank you again for the CHI best response rate!
5. We briefly discussed finances, with the bottom line being 14 of our last 16 months have had positive margins and we were well above budget for the end of the last fiscal year. Thank you for all the hard work as we position CHI Mercy Health for success in the new health care world.
6. We discussed the status of our culture development and the impact that our Studer partner is having on that progress. The new contract is done and, rather than continuing to speak/act in general terms, we are going to focus our activities on our areas of weakness identified on patient HCAHPS responses. We must improve our patient experience scores so that they reflect the excellence of this organization just as our quality and safety scores do. This remains a top priority since our scores do not reflect the work you all are putting in to ensure an exceptional patient experience.

There were several questions but they were more individual specific and none that affected the subjects presented above. Again, I invite and strongly encourage all of you to attend these sessions. They are the best way I have of communicating the major issues affecting our organization and answering your questions. And yes, if you come in on your day/time off it is considered paid time!

Thank you for all that you do here and keep up the good work on ensuring outstanding patient outcomes and providing an exceptional patient experience!

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# Infection Prevention and You



## **Mercy Hospital Infection Connection: November 2017** **Susan Kringlie, Infection Preventionist**

### **Pertussis (also known as whooping cough)—A preventable disease on the rise**

Pertussis, commonly known as whooping cough, is a serious respiratory illness characterized by an infectious cough. Although most of us were vaccinated against it as children, our ability to fight it off weakens, leaving us once again susceptible as adults. Pertussis is very contagious and can be quite serious, especially for infants less than one year of age.

#### **Why is there a concern now?**

Pertussis outbreaks have been reported in all 50 states and the District of Columbia. In recent years, the number of pertussis cases has risen significantly. 2012 saw a peak in pertussis with more than 48,000 reported cases. In 2015, nearly 21,000 cases of pertussis were reported, and while this represents a decrease compared to 2014, annual case counts are still significantly higher.

There are many factors that may account for the rise in pertussis cases:

- Not all babies are getting the vaccinations to protect them.
- Protection against whooping cough from early childhood vaccination decreases over time, and teens and adults can become infected repeatedly.
- Pertussis rates among adults have risen 400% since 1990.
- Children, teens, and adults with undiagnosed pertussis can spread the disease to others.

#### **How does pertussis spread?**

Pertussis is a year-round disease that peaks in fall and winter during cold and flu season. Caused by a germ found in the mouth, nose, and throat, it spreads easily when people with the illness cough or sneeze close to others who breathe in the droplets.

#### **What are the signs and symptoms?**

Pertussis usually starts with cold symptoms (runny nose, sneezing, mild fever, and cough). People with pertussis may have 15-24 coughing attacks a day. After an episode, the person often vomits and feels very tired. Between episodes, there may be no signs of illness.

If you have been vaccinated, you can still get pertussis; however, the infection will be less severe. If you or your child develops a cold that includes a severe cough, or a cough that lasts for a long time, it may be pertussis. The best way to find out is to visit your doctor

#### **Immunization**

The CDC recommends a single pertussis booster for any adult aged 19 to 64 who is in close contact with a baby, particularly parents, grandparents, babysitters, and healthcare workers who work with infants. Adults who didn't get the tetanus, diphtheria, and pertussis (Tdap) booster vaccine as a pre-teen or teen should get one dose of Tdap instead of their next regular tetanus and diphtheria (Td) booster vaccine.

Pregnant women should get one dose of Tdap during each pregnancy, between weeks 27 and 36. The CDC also recommends the Tdap booster vaccine to protect adolescents between the ages of 11 and 18.

#### **Treatment**

Healthcare providers generally treat pertussis with antibiotics and early treatment is very important. Contact your doctor if you have had with a person with pertussis, regardless of your age or vaccination status. Close contact is anyone who has had face-to-face contact or shared a small space for a long period of time with an infected person, or had direct contact with respiratory secretions (from coughing or sneezing) from an infected person.

#### **Additional resources**

##### [The CDC—Pertussis](#)

[The CDC MMWR—Preventing tetanus, diphtheria, and pertussis among adults](#)

[The CDC—Pink Book: Pertussis](#)

[The CDC—Pertussis: Causes and Transmissions](#)

[NFID—Pertussis](#)





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**Please join the Radiology staff next week by playing Bingo and trying out the Word search!**

**National Radiologic Technology Week is observed annually to recognize the vital work of imaging professionals across the nation. The celebration takes place each November to commemorate the anniversary of the X-ray's discovery by Wilhelm Conrad Roentgen on Nov. 8, 1895.**

**Join me in thanking the Radiology staff Paul, Mike, Jerry and Jane for all they do in Radiology to provide the best quality care possible!**

**Susan Kringlie, MT (ASCP)  
Laboratory / Radiology Manager**

**POSITIONING TO SAVE LIVES**

National Radiologic Technology Week  
November 5-11 2017

asrt  
NRTWP is a trademark of the American Society of Radiologic Technologists

**Celebrate Our Radiology Team**

Excellence in Imaging  
Mike - Paul - Jerry  
Jane - Susan

**Let's Play Bingo!**

November 6th - 10th  
Cards on sale Nov. 3rd  
1 card = \$1 6 cards = \$5  
Bingo in shape of "X"

Proceeds will go towards  
Festival of Trees fundraiser  
to help purchase CR Film Reader

**Word Search**

Turn in your completed word  
search to the  
Radiology Department



Imagine better health.<sup>SM</sup>



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Behaviors of Excellence November

Behaviors of Excellence November

## Tell Us What You Do!

What have you done to become Confidently Competent in your work? Fill out the provided slips and drop in the box so we can collect all of the efforts of staff striving to provide the best patient experiences at CHI Mercy Health! We will draw one winner for this CHI Mercy Health T-Shirt!



This month's focus is on being **Confidently Competent** in our work!

**Did you know that in any given organization, as many as 30% of the staff misunderstands some part of their job?**

- How about you? Is there a skill you want to work on? Do you have a "why" question for your manager? Do you and your co-workers perform the same duties in a consistent way?
- We are encouraging all employees in the month of November to talk to your manager about what you'd like to work on to ensure you are Confidently Competent in your work!
- Please check out our display board in the lobby area and fill out a form to tell us what skill you are working on this month! We will draw one form out at the end of the month for a free CHI Mercy Health T-Shirt!

God Bless!

Stephanie Mayfield  
Foundation/Mission Director



November 2017

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*I will always promote a: Culture of Excellence:  
Be Confidently Competent in my work*

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**Did You Know:**

In any given organization, as many as 30% of the workforce misunderstands some part of their job or function to the extent that it poses a serious risk to their organization and ultimately their customers or patients?

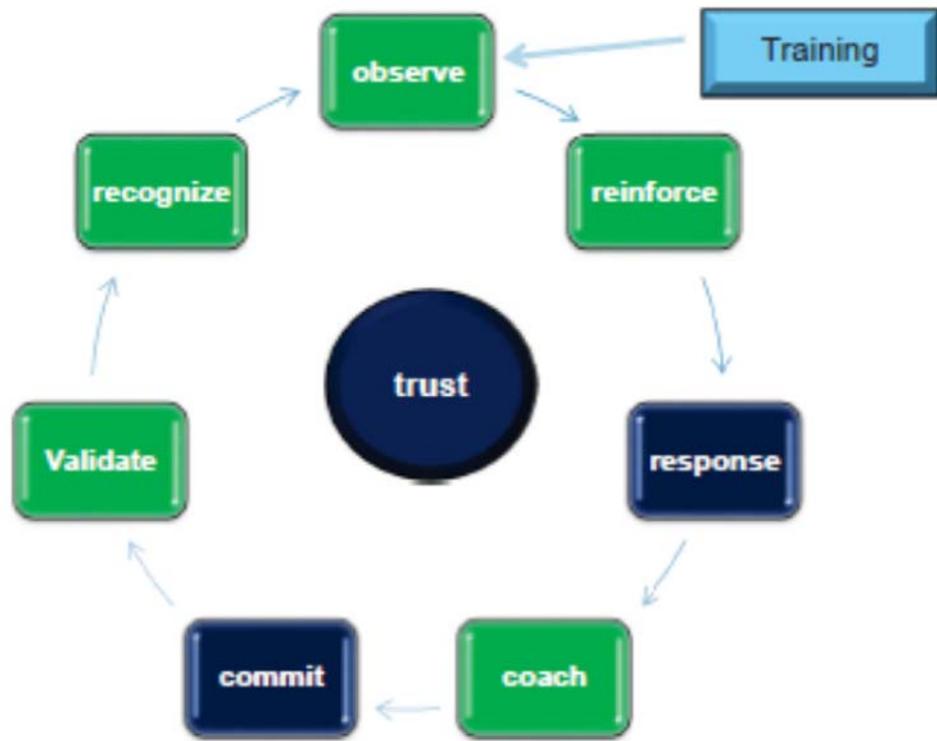
**What Can You Do:**

Identify duties you are **CONSCIOUSLY INCOMPETENT** of and talk to your supervisor to create a plan to become **CONFIDENTLY COMPETENT**. Here is a great model to follow with your supervisor during development:

Behaviors of Excellence November

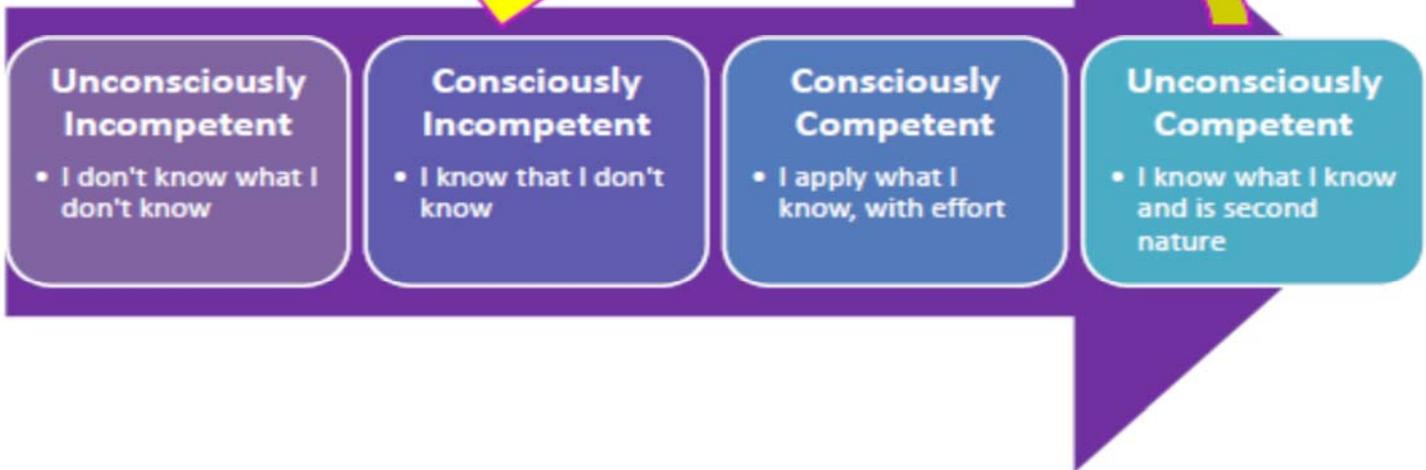
# BUILDING COMPETENCY MODEL

Don't be afraid to ask for professional development!  
Remember: it is important to our patients!



## Confidently Competent

Continuous Learning



Being Confidently Competent brings **Outstanding Quality Outcomes** and helps us provide the **Exceptional Patient Experience**

Behaviors of Excellence November

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## “The Voice of the Patient”

During the HCAHPS interview, our patients are asked if they would like to see a specific employee congratulated or thanked for the care he or she provided during the visit.

Here are some of their responses received from the ED

I just wanted to commend the two people that had me on September the 4th when I hurt my arm, and I was in the emergency room. I really appreciate their help and their services while they were in there, the doctors and the nurses, and just want to say thank you for a great job you did.

Both the nurse and the doctor were very good, did well, and explained things well. I'm sorry, I don't remember their names, but it's whoever you look up and who was on call that day, I definitely recommend them.

I feel that, while I was in the emergency room on July 3, that the staff, and I don't know any of their names, but they all took care of me very well, and was very conscientious of my pain, and got me settled down so that I could get on the ambulance. So, I'm very well satisfied with all that was done that evening.

I had very good care and I've been to emergency there before and I've always had good care. I do not know the names of the people. I think they did what they could do. She had to go on to Fargo and I thought they did the best they could.

I had to come in there. It was hard to catch my breath and that, so my son took me in there and two people, a doctor and a nurse, come in there and they treated me alright, told me what was wrong and that was it.



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## **NOVEMBER BIRTHDAYS**

***Paul Kamrowski -November 4***

***Craig Hahn-November 17***

***Kyle Gregerson-November 18***

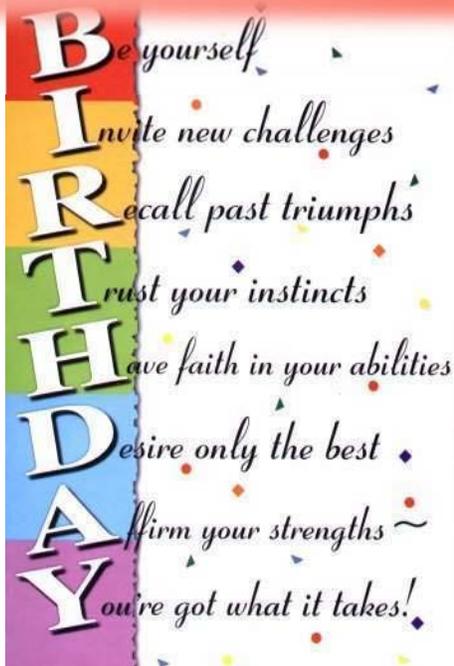
***Lisa Black- November 21***

***Kari Idso-November 21***

***Amanda Chase -November 22***

***Katie Hedstrom-November 23***

***Camille Settelmeyer-November 23***



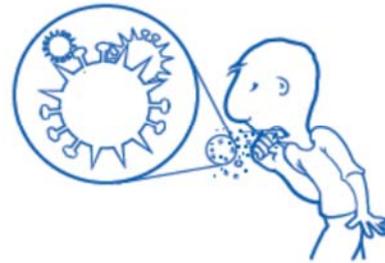
# CHI Mercy Health Safety Rounding: Flu and You!

## INFLUENZA (FLU) Flu and You

### Influenza (Flu)

#### What is the flu?

The flu is an illness caused by flu viruses. The flu may make people cough and have a sore throat and fever. They may also have a runny or stuffy nose, feel tired, have body aches, or show other signs they are not well. The flu happens every year and is more common in the fall and winter in the U.S. People of all ages can get the flu, from babies and young adults, to the elderly.



### Flu in People

#### Do people in the U.S. get the flu?

Yes. Flu viruses spread worldwide. Flu tends to occur mostly in the fall and winter months in the United States. Many people get the flu each year. The flu is also found in other parts of the world. But the time of year when flu is most common can vary from one area to another.

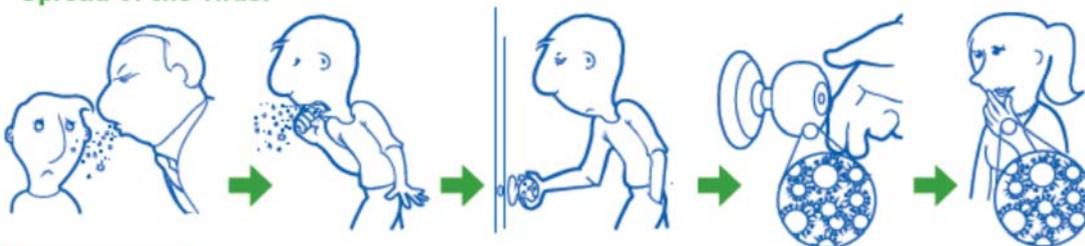


#### How does the flu spread?

People who have the flu can spread the virus by coughing or sneezing. Droplets released when a sick person coughs, sneezes, or talks can land in the mouths or noses of people who are nearby. The droplets can also be inhaled into the lungs.

People may also catch the flu by touching their mouth or nose after touching something with the virus on it, such as doorknobs, tables, or an infected person's dirty hand.

#### Spread of the virus:



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# Mercy News

## Health Department receives \$97,964 from the American Heart Association



*Pictured: Kendra Krueger (AHA), Shila Thorson (NDDoH), Dr. Jeff Sather (NDDoH), Mylynn Tufte (NDDoH), Karalee Harper (AHA), Alana McClelland (CHI), and Dan Schaeffer (Metro Ambulance).*

BISMARCK, N.D. – The North Dakota Department of Health (NDDoH) received a \$97,964 from the American Heart Association (AHA) at a news conference on Thursday, Nov. 2. The funds were made possible by donors who contributed to the Impact Foundation during Giving Hearts Day.

The funds will go to support Cardiac Ready Communities across the state by ensuring rural areas are equipped to handle cardiac emergencies.

North Dakota House Bill 1210 was signed by Governor Burgum this past legislative session, allowing the Department of Health to receive grants and donations in support of the Cardiac Ready Community initiative and to set up a revolving fund. The funds will be utilized to secure lower prices on needed items, such as AEDs. Already two dozen communities are working toward a Cardiac Ready designation, and five have achieved Cardiac Ready Community designation.

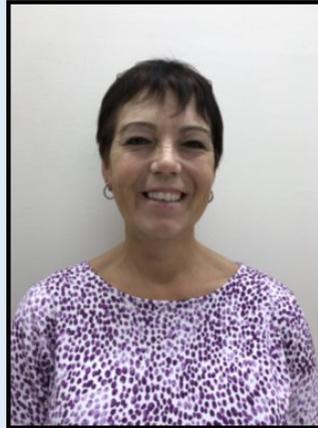
According to State Health Officer Mylynn Tufte, “The American Heart Association is our very first gift to this effort, and we greatly appreciate their support of this North Dakota initiative. It is an excellent example of private/public and state/local support working together.”

Learn more about the Cardiac Ready Community project at <https://cardiacready.doh.nd.gov> or contact Shila Thorson, North Dakota Department of Health, at 701.328.4569.

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Look who has joined our Team

Welcome



**Robin Cruff-Idland**  
**Housekeeping**

Welcome



**Tania Angeles**  
**Patient Access Rep**

# November

## 2017

### EMPLOYEE SPOTLIGHT

*Our Employee Spotlight focus for November is Lindsey Knudsen. Here is a little peek into some interesting and fun facts about one of our Accountants.*

*Did you know?*

- *Lindsey started out working for CHI Mercy Health and after a finance transformation, got a promotion. Her satellite is here but she is the accountant for CHI Mercy Medical in Williston ND.*
- *She defines success as meeting your goals, trying 110% and never giving up.*
- *Her hopes for CHI Mercy Health is that we can continue to meet the needs of the rural communities because it is very important for those of us not living in large cities to have access to healthcare.*
- *Some of her hobbies and interests outside of work are; exercising and running, riding horse, roping and spending time with family and her son Kashton. She also helps her husband on their ranch.*
- *She can relate to the children's cartoon character the "Road Runner", because it seems that time just goes too fast and she's always on the run.*
- *One thing she can't live without is CHOCOLATE!!!!*

*Lindsey, her husband Brandon and their son Kashton live in Marion. They welcomed their little boy Kashton into the world this past summer. They are so blessed and love watching him grow. Her husband Brandon ranches, so they always have something to do. They enjoy team roping together and Brandon also does Rodeo's.*



**THANK YOU LINDSEY FOR BEING AN INTEGRAL PART OF OUR CHI MERCY HEALTH FAMILY!**

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CHI MERCY HEALTH FOUNDATION  
PRESENTS



# 22<sup>nd</sup> Annual Festival of Trees

Saturday, November 25, 2017  
Valley City Eagles Club

DOORS OPEN AT 6:00 PM

LIVE AUCTION AT 7:30 PM

ENTERTAINMENT AT 8:30 PM

*Featuring the VCHS Show Choir & the VC Hi-Lites Dance Team*

TICKETS \$25.00 PER PERSON

Join us for an hors d'oeuvre buffet (just as filling as a meal), Silent Auction, Live Auction, Designer Purse Auction, Quilt Raffle, Mystery Duffie Raffle, Deluxe Trip Raffle, and local entertainment—the VCHS Show Choir and the VC Hi-Lites Dance Team! This new format is sure to be a more relaxed and enjoyable evening for all—families are welcome!

This year, the Foundation Board has selected to raise funds to purchase updated CR Reader Software that sends our X-Ray images to an offsite Radiologist for diagnosis and back to the physicians reading their patient's charts. The hospital performs over 2200 X-Rays per year—so this software upgrade is vital! The new software will cost \$20,000—please join us for a great cause!

*For More Information*

**701-845-6557**

Upcoming Events

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*22nd Annual Festival of Trees*

*November 25, 2017*



**Attention Departments! It's getting close to the Festival of Tree's and we are hoping you can help with the Silent Auction again this year!**

**Last year, the baskets that each department put together were a HUGE SUCCESS—we raised \$5,000 on Silent Auction at last year's event! We would once again like to ask the departments to come up with CREATIVE GIFT BASKETS for the Silent Auction. The Foundation Board is offering a PIZZA PARTY to the Department that provides the Silent Auction Basket that brings the highest bid! Let's all get creative and make this the biggest Silent Auction yet! This year, we are hoping to raise \$20,000 at the event for new CR Reader Software that sends X-rays to the offsite Radiologist for diagnosis. We perform over 2200 X-Rays annually—so this software update is crucial to giving our patient's the best experience while in our care.**

*Upcoming Events*

November 2017

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## 22nd Annual Festival of Trees November 25, 2017



### Quilt Raffle!

**\$2.00 per ticket**

**Quilt sewn by Amy Noeske and  
Quilted by Cindy Fitzner.**

**Drawing to be held during the live auction  
at the Festival of Trees, November 25, at  
the Valley City Eagles Club.**



Upcoming Events

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Please join us to wish Deb Hochhalter well on her next adventure.



Wednesday,  
December 6<sup>th</sup>  
2pm in the Cafeteria

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Dessert fundraiser for healthcare scholarships was held on November 1st, 2017 raising \$240.00.

If you were not able to attend and would like to donate please contact Stephanie Mayfield.



# POTLUCK

Mercy News



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# Thank you's



The surgery department would like to thank engineering and housekeeping for stripping and sealing the floors in the OR and SDS– they look fantastic !!!! Thank you– Dani, Heather, Hailey, Kevin and Andy

Brandi Reinhart  
Thanks!  
Angela Larson  
Lily N  
Thank you!  
Aubrey Beavers  
Makell Chase  
Thank you!  
Christy Rommer  
Olivia Pederson  
Justin Muelken

Thank you!  
Brenna Wanzek  
Thank-you!  
Amanda Anderson  
Thank you!  
Jenice Kumpf  
Thank you!!  
-Brooke Ask

Dear Deb Hochhalter and CHI Mercy Hospital Staff, Thank you for the hospital tour and demonstrating some of the equipment that you use every day. We really appreciated it!  
Kristen Lindgren  
Instructor  
Health careers  
Thank you!  
Dawn Archer  
Thank you!  
Tami Haglund  
Thank you!  
-Mia C.

**THANK YOU!**

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## LERUD EXHIBITS AT MERCY GALLERY

Local artist, Sarah Lerud, shares her paintings at the Mercy Art Gallery located at the gallery space in CHI Mercy Health leading to Sanford Health.

Valley City, Washington, D.C., and Norway are the three main themes expressed through her work. Lerud is fascinated with the memories of places and wants her paintings to express the feelings of these sites. She uses pastels and oils to transform her thoughts and memories into color while representing architectural buildings, monuments, and statues.

Included in her Valley City work are the Hi-Line Bridge, the front yard where she grew up, her grandmother's home near Marion, and artwork by her son, Jack.

The Washington, D.C. pieces reflect on her time living in Washington, DC and visiting the monuments with her family. The Vietnam Veterans Memorial Wall is the monument held dearest to her heart because of the influence her Vietnam Veteran dad has had on her. Her dad lost his sight along with two friends standing on either side of him in combat. The etchings of the names from the Wall in her paintings are those friends' names.

The Norway artwork echoes her time spent in or near Oslo, Norway with her brother. The Oslo pieces include the Norwegian Parliament building, The Norwegian National Theater, the Theatercafeen, and sculptures from the famous Vigeland Park. The barn, the front door, and the church are from her great-great-great-great grandmother's farm and home town.

Lerud is the librarian at the Valley City Junior-Senior High School. The show will be up until the end of December 2017.

### PICTURE

Sarah Lerud stands next to her painting of her great-great-great-great grandmother's farmhouse in Norway. The exhibit of her pastels and oils are on exhibit at the Mercy Gallery located at the gallery space between CHI Mercy Health and Sanford Health in Valley City.



# October 2017 EMPLOYEE SPOTLIGHT

*Our Employee Spotlight focus for October is Danielle (Danni) Arneson. Here is a little peek into some interesting and fun facts about one of our Housekeepers.*

*Did you know?*

- *If given the chance Danni would want to be a crime scene investigator for a day.*
- *Danni is obsessed with Marilyn Monroe.*
- *Danni's favorite animal is an elephant.*
- *The most important thing she's learned in the last 5 years is to have PATIENCE.*
- *Three words Danni would use to describe CHI Mercy Health are "hardworking, heartwarming, and giving"*
- *The aspect of Danni's role that she enjoys most is helping a patient out, having conversations with patients about pretty much anything and stopping in to say hello and ask how each patient is doing just to brighten their day.*
  - *Three career lesson's Danni has learned so far:*
    - *How to keep the hospital infection free; with all the cleaners and training they do*
    - *How to better deal with death*
    - *Attributes her personality coming out after starting work here!*
  - *Danni grew up in Coon Rapid, Minnesota and moved to Valley City in 2006. She has a 7 year old son named Lane who is in the second grade. Danni and her fiancé Josh have been together for 4 years and plan on getting married August 2018. In the next few weeks she will officially become a homeowner. They have 2 cats, Joey and Luna and a turtle names Franklin.*



**THANK YOU DANNI FOR BEING AN INTEGRAL PART OF OUR CHI MERCY HEALTH FAMILY!**

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 **Books Are Fun**. is now



**Collective Goods**



**BAG A GREAT DEAL!**

**Date:** Thursday Dec. 7<sup>th</sup> 1pm – 5pm

**Friday Dec. 8<sup>th</sup> 8am – 3pm**

**Bake Sale: 9am – 3pm**

**Location:** Health Education Center

570 Chautauqua Blvd. Valley City, ND

**Benefits:** CHI Mercy Health Auxiliary

Upcoming Events