



FRANCISCAN HEALTH CENTER

Franciscan Health Center Social Accountability Statement - 2023

Franciscan Health Center is located in Duluth, a city in Northern Minnesota, on Lake Superior, of a population of 86,689. Franciscan Health Center is located on beautiful Park Point. While taking a short drive over the bridge to Franciscan, you will see a view of the bay with the ships in port or actually see a ship coming into the harbor.

OUR MISSION EXPRESSES CHRISTIANITY BY PROVIDING CARE THAT VALUES EVERY HUMAN LIFE

St. Francis Health Services owns and operates Franciscan Health Center and is sponsored by the Catholic Diocese of St. Cloud. We are dedicated to promoting the Ethical and Religious Directive for Catholic Health Care services. SFHS is a faith-based, not-for-profit healthcare organization. In addition to their skilled nursing care centers, they offer a variety of services that include customized/assisted living, a full range of therapies, senior housing, transitional and skilled nursing care, and behavioral and residential programs throughout the state of Minnesota.

COE VALUES	
INTEGRITY	We faithfully adhere to high principles and professional standards.
COMMITMENT	We dedicate ourselves to those we serve.
RESPECT	We value and treat each individual with compassion and dignity.
EXCELLENCE	We have the passion to do our best.
SERVICE	We deliver what has not been done, before it is expected.
STEWARDSHIP	We wisely employ the talents, resources, and relationships entrusted to us.

Franciscan Health Center believes in a resident centered, hospitality care model. Major emphasis is placed on services that help restore the body and spirit and encourage the resident to function as independently as possible.

Providing Quality Care and Services for Older Adults

Last year, Franciscan cared for 71 individuals from Duluth and the surrounding area.

Franciscan offers services in:

- 24 Hour Skilled Nursing Care
- Physical, Occupational, and Speech Therapy
- On-site X-Ray

- Wound Therapy
- Ostomy Care
- Pastoral Care
- Beauty and Barber Shop
- Gift Shop
- I.V. Therapy
- Tracheotomy Care
- Hospice/Comfort Care
- Respite Care

A resident's day is enriched by a variety of activities. Volunteers augment our staff to provide companionship and support to our residents, assist with various activity outings.

- Bingo
- Live Music and Dance
- Bentleyville Tours
- Bible Study
- Voting
- Pet Therapy
- Exercise group
- Boat rides
- Morning Group
- Fishing on the Bay
- Games
- Happy Hour
- Take out Thursday's
- Monthly outings to area restaurants
- Daily Activities
- Craft corner
- Resident of the Month
- Bible Studies
- Religious Services
- Shopping
- Morning Group

Franciscan offers services and programs to older adults and family members within the community by providing:

- Volunteers
- Park Point Run
- Park Point Rummage Sale
- Turkey Bingo
- Family BBQ
- Halloween Carnival
- Bake Sales
- Easter Egg Hunt
- Volunteer Tea
- Family Council
- Oktoberfest
- Summer family/staff picnic
- In-service training on Dementia related issues for both family and residents
- Holiday Tea
- Spring Luncheon

An example of this commitment to excellence is the implementation of “Nursing Facility Performance-Based Incentive Payment Program” (PIPP) 2023 grant awarded by the MN Department of Human Services (DHS) entitled: “Turnover and Retention Program”.

In 2022, Franciscan Health Center, like many organizations across our state, has faced many challenges regarding employee recruitment, turnover, retention and the increase of pool staffing in some of our care centers. This is not something new to the long-term care industry and we have overcome many obstacles through the years to address the above challenges; but then the world faced an unknown pandemic. Throughout these last 30 months all healthcare settings have had to fight to find staff and keep them. Taking new hires in so that there is a “body” to fill the void, so we have people to care for our aging population. Throughout these last 30 months we have missed a very important part, employee engagement and the true idea of relationship building for residents and with staff.

For several years SFHS has implemented an employee engagement survey, but our employee engagement survey response rate continues to below a 30% threshold. SFHS employee engagement survey is a way for our organization to see areas of concerns and areas of improvement, a way for an employee to feel a sense of power knowing that their voice is being heard. With the decrease in response rate, the employer’s ability to address employee challenges is difficult. This lack of engagement has affected our turnover rate. This last year we set a goal to have turnover under 25% and all facilities are at 40% or above.

The internal analysis of turnover, retention and staffing pool usage data over the last 12 months has shown that all facilities have been negatively impacted. Franciscan has found it necessary to utilize pool staff to meet the needs of our residents because of the staffing challenges. Addressing employee engagement and turnover could assist in minimizing the use of external pool.

We believe that by improving our turnover and addressing why turnover is a problem, we will see increase in resident satisfaction within our care centers that will have positive impact on our resident care. In 2023, a collaborative project is being implemented to improve turnover rates and quality of life relationship domain.

Recognizing Spiritual Needs and Individuality

Our Pastoral Care services provide spiritual care for all residents. This involves personal attention to the individual needs of each resident. The chaplain works with local clergy to meet the denominational needs regarding religious services and spiritual guidance for our residents. Franciscan Health Center is a community-oriented facility, combining residents and neighbors and events. Community interaction is welcomed and encouraged.

Providing Access to Educational Opportunities

Education is a high priority in health care and for Franciscan. Providing opportunities to further education and learn new information and skills is essential to providing quality, comprehensive, and holistic resident care.

Franciscan Health Center has a great opportunity for employee scholarships and Student Loan Reimbursement for employees who are interested in advancing in their careers. Franciscan awards scholarship monies to assist staff in furthering their education. In 2022, we awarded over \$34,989 in scholarships and student loan reimbursement for NA/R, LPN, RN, OT, PT and SLP.

Additionally, Franciscan provides training programs each year to cover topics in:

- Infection Control
- Disaster Planning
- Abuse and neglect Prevention
- Proper Lifting Procedures
- Fire Safety and Emergency Preparedness/Disaster planning
- Alzheimer's/Dementia Training
- Clinical Issues/Training
- Corporate Compliance/Code of Ethics

Helping Community Members in Need

Franciscan supports many organizations within the community. Over the past year, Franciscan has given or helped the following community organizations:

- Training at the St Louis County Social Services Convention
- Training at the Duluth Senior Expo
- Monthly meetings with area health care providers
- Lake Superior College job fairs
- WITC Job Fairs
- Northland Job Fair
- Partnership with area colleges with providing internships availability in Social Service, Human Resources and Therapy
- Dementia Support Group for community/facility families
- Education programs family and community members
- Lion's Club Pancake Day

Serving as Active Community Members

Employees, board members and residents of Franciscan are active in the community, participating in organizations such as:

- Duluth Lion's Club
- Aging Network Group
- St Louis County Social Workers Association
- Lake Superior College Advisory board for Certified Nursing Assistants

- St. Louis County Emergency Task Force
- MNDONA
- Support group for area Director of Nurses
- Activity Director Group
- Northeast Healthcare Preparedness Coalition
- SHRM
- Stratis Health
- Transition of Care Group

Volunteerism

Due to Covid restrictions, we have had limited volunteers in the building. Volunteers, donate their time to Franciscan Health Center in various spiritual and social ways:

- Provide church services
- Pastoral care and grief support
- Sacraments
- Holy Day Support
- Prayer on One To One and in groups
- Providing music at Sunday Breakfast
- Bell Choir music
- Holiday Gifts by Salvation Army and Christ Lutheran
- Coffee and social activities provided weekly by church groups
- Play piano and assist with One to One twice weekly
- Pass out calendars
- Host tea parties
- Animal Allies
- V. A. Association
- Trillium Services/Choice Services
- Woodland Hills/RSI
- Alzheimer's support group monthly

Promoting Economic Development

The Franciscan Health Center community spends money locally. Last year, Franciscan Health Center purchased over \$425,000 in goods and services from local businesses. Local businesses Franciscan spent money with last year include:

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| • A.W. Kuettel & Sons Inc. | • Heitman, Tanna | • Pro Print Inc. |
| • AFSCME Council 5 | • Horizon Healthcare Supply | • Progressive Care Solutions, LLC |
| • Allied Generators | • Hunt Electric | • Radisson |
| • Aro, Casey | • Jamar Company | • Rent a Space |
| • Arrowhead Springs Inc | • Jobs HQ | • Sammy's Pizza |

- Batteries Plus
- Benson Electric
- Madsen, Cassie, RD
- Carlberg, Matt
- Carlson Duluth Co.
- Chmielewski
- City of Duluth
Comfort Systems
- College of St.
Scholastica
- Diabetic & Comfort
Shoes
- Duluth Lions Club
- Duluth News Tribune
- Essentia/SMDC
- Essentia Health-
Medical Equipment
- Fisher, Bill
- Fitger's
- Gartner Refrigeration
- Glenwood Signs
- Glen Laspi
- Greenmill
- Grandma's
- Great Lakes Door LLC
- Great Lakes Alarm
- Gross, Dale
- Haller, Gerry
- Harbor City School
- Harbor City Oil &
Propane
- Johnson Wilson
Construction
- Karin Johnson
Aquarium
- Khoury, Barb
- Lake Superior College
- Lakeland Delivery
Service, Inc.
- Living Design Inc.
- Lundeen Productions
- Midway Sewer Service
- ASP Sewer Services
- Minnesota Power
- MN/WI Area Retail
Clerks
- Northern Access
- Northern Business
Products
- Northern Lights, Inc.
- Northern Orthotics &
Prosthetic
- Northland Fire &
Safety Inc.
- Northwest Respiratory
Services, LLC.
- Orthopedic Associates
- Park Point Community
Club
- Phil's Garage Door
Services
- Plunkett's Pest Control
- Engwall Florist
- Sell Hardware, Inc.
- Shel/Don
Reproductions
- Sherwin-Williams
- Shred-N-Go, Inc
- Simon Property Group
- Spoelhof M.D., Gerald
- St. Germain's Cabinet
Inc.
- St. Louis County
- St. Luke's
- Superior Fuel Co.
- SuperOne Foods
- Thrifty White
Pharmacy
- Twin Ports Paper &
Supply, Inc
- UDAC
- UFCW Local 1189
- Upper Lakes Foods
- Upward Transportation
- Viking Sprinkler Co.
- Viking Electric
- Waldriff
- Wentz, Mark
- WITC
- World of Fish

There are 57 employees working for Franciscan with 80% of these employees are from the Duluth/Superior area.

Each year, Franciscan pays over \$2.9 Million in wages and benefits to staff members who work for our organization.

For More Information

Facility Information	Franciscan Health Center “ Building a Community Around Care ” 3910 Minnesota Avenue Duluth, MN 55802 Phone: (218) 727-8933 Fax: (218) 727-6610 Web Site: http://www.fhc.sfhs.org/
Administrator	<u>Chester Fishel, Administrator</u> Phone: (218)302-6988 Email: chet.fishel@sfhs.org
Director of Nursing	<u>Dawn Nelson, Director of Nursing</u> Phone: (218) 302-6991 Email: dawn.nelson@sfhs.org
Admissions Information	<u>Kristina Stenson, Social Services Director</u> Phone: (218) 302-6990 Email: kristina.stenson@sfhs.org “Stop in anytime for a tour”