



FRANCISCAN HEALTH CENTER

Franciscan Health Center

Social Accountability Statement - 2024

Franciscan Health Center is located in Duluth, a city in Northern Minnesota, on Lake Superior, of a population of 87,999. 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: Expressing Christ’s love 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.

Core 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 residents to function as independently as possible.

Providing Quality Care and Services for Older Adults

Last year, Franciscan cared for 74 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 our commitment to excellence is the implementation of “Nursing Facility Performance-Based Incentive Payment Program” (PIPP) 2023-2024 grant awarded by the MN Department of Human Services (DHS) entitled: “UKG/LELE”.

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 the 2.5 years of the pandemic 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 those 2.5 years we missed a very important part, employee engagement and the true idea of relationship building for residents and with staff.

Franciscan’s first goal is to decrease direct care staff turnover by 3%. To accomplish this goal SFHS implemented a new HR payroll system called UKG. UKG is a Human Resource Software used to hold personal staff records and timekeeping; in addition to offering employee engagement surveys, annual performance evaluations, 30–60-day staff checks ins, advance payment through UKG Wallet and advance scheduling. SFHS care centers also implemented Love ‘Em or Lose ‘Em training for all leaders, which covered tools for leadership staff to engage with their staff through empathy, transparency, communication and collaboration. Love ‘Em or Lose ‘Em methodology helps leaders understand that they must go the extra mile if we wish to retain our staff in our communities.

Franciscan’s second goal is to increase resident relationships by 2%. To accomplish this goal SFHS implemented person centered care staffing models and consistent staffing models for our staff to engage with our Residents. Activity Directors also increased resident group activities, giving our residents the opportunity to not only connect with the staff but with each other.

Upcoming PIPP Grant for years 2025-2026 Advance Technology and Robotics

At St. Francis Health Services, we recognize that our challenges with high staff turnover and variable resident health outcomes stem from the dual pressures of extensive routine responsibilities and insufficient time for direct care. These challenges not only impact on our ability to retain staff but also our ability to provide high-quality, personalized care for our residents.

To address these systemic issues, we are taking an integrated approach using advanced technologies that will enhance operational efficiency and improve the quality of both staff work and resident care which will include: Immersive Experiences using tabletop and floor technology equipment, Pepper the Activity Humanoid Robot, Live Virtual Tours, Virtual Reality, Services

Robots, Floor Cleaning Robots, Resident Care vital sign machines, and AI programs for MDS, dietary and environmental services.

By implementing these technological solutions, St. Francis Health Services' care centers aim to streamline operations and significantly enhance resident engagement, ultimately allowing our staff to focus more on personalized resident care. This strategic shift not only aims to reduce staff turnover by alleviating work-related stress and dissatisfaction but also enhances resident satisfaction and health outcomes by addressing critical aspects of their care needs more effectively.

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 2024, we were awarded over \$18,246 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:

- 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

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 \$375,000 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 | • Johnson Wilson Construction | • Engwall Florist |
| • Benson Electric | • Karin Johnson Aquarium | • Sell Hardware, Inc. |
| • Madsen, Cassie, RD | • Khoury, Barb | • Shel/Don Reproductions |
| • Carlberg, Matt | • Lake Superior College | • Sherwin-Williams |
| • Carlson Duluth Co. | • Lakeland Delivery Service, Inc. | • Shred-N-Go, Inc |
| • Chmielewski | • Living Design Inc. | • Simon Property Group |
| • City of Duluth Comfort Systems | • Lundeen Productions | • Spoelhof M.D., Gerald |
| • College of St. Scholastica | • Midway Sewer Service | • St. Germain's Cabinet Inc. |
| • Diabetic & Comfort Shoes | • ASP Sewer Services | • St. Louis County |
| • Duluth Lions Club | • Minnesota Power | • St. Luke's |
| • Duluth News Tribune | • MN/WI Area Retail Clerks | • Superior Fuel Co. |
| • Essentia/SMDC | • Northern Access | • SuperOne Foods |
| • Essentia Health-Medical Equipment | • Northern Business Products | • Thrifty White Pharmacy |
| • Fisher, Bill | • Northern Lights, Inc. | • Twin Ports Paper & Supply, Inc |
| • Fitger's | • Northern Orthotics & Prosthetic | • UDAC |
| • Gartner Refrigeration | | • UFCW Local 1189 |
| • Glenwood Signs | | • Upper Lakes Foods |

- Glen Laspi
- Greenmill
- Grandma’s
- Great Lakes Door LLC
- Great Lakes Alarm
- Gross, Dale
- Haller, Gerry
- Harbor City School
- Harbor City Oil & Propane
- Northland Fire & Safety Inc.
- Northwest Respiratory Services, LLC.
- Orthopedic Associates
- Park Point Community Club
- Phil’s Garage Door Services
- Plunkett’s Pest Control
- 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 \$3.5 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”