

Viewcrest Health Center
Social Accountability Statement
2015

Viewcrest Health Center is located in Duluth, a city in Northern Minnesota, on Lake Superior, of a population of 84,167. Viewcrest Health Center is located in a quiet, friendly residential part of Duluth known as Piedmont Heights.

Our Mission: We are committed to express *Christ's* message of love and hope by providing for health, residential, community, and allied services in a holistic, competent, and caring manner that recognizes the value and dignity in every human life.

St. Francis Health Services owns and operates Viewcrest 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.

<i>Core Values:</i>	
<i>Integrity</i>	We faithfully adhere to high principles and professional standards.
<i>Commitment</i>	We dedicate ourselves to those we serve.
<i>Respect</i>	We value and treat each individual with compassion and dignity.
<i>Excellence</i>	We have the passion to do our best.
<i>Service</i>	We deliver what has not been done, before it is expected.
<i>Stewardship</i>	We wisely employ the talents, resources, and relationships entrusted to us.

Viewcrest Health Center believes in a resident centered, hospitality care model. Our dedicated staff provides outstanding care and support. Each resident - with his or her individual life experience, memories and values is truly precious and unique. Together, our staff and residents create an environment that is as dynamic and invigorating as it is peaceful and relaxing, all in a serious health care setting.

Providing Quality Care and Services for Older Adults

In an average year, Viewcrest cares for 240 residents. Of those, over 90% are residents of Duluth, Superior and Hermantown.

Viewcrest offers services in,

- 24 Hour Skilled Nursing Care
- Spiritual Care (Residents and Family)
- Physical, Occupational, and Speech Therapy
- Wound and IV Therapy
- Ostomy Care
- Social Services

- Innovative Indoor “Central Park”
Atrium: With walking path, train depot cafe, stunning foliage, waterfall and fish pond.
- New Innovative Indoor “Mesa Park”
Atrium: With walking path, mini golf course, stunning foliage, stream, waterfall and fish pond.
- Strong Volunteer Services
- Creative Activities. 7 days a week including all evenenings
- Beauty and Barber Services
- Cable TV - Private Phones Available
- All Private and Single Resident rooms
- Resident Choice Meal Plan

Viewcrest offers many social opportunities. Activities include:

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| • Cooking Group | • Exercise Groups |
| • Voting | • Birthday Parties |
| • Fishing outings | • Craft Groups |
| • One To One Visits | • Lunch, shopping, casino and other outings |
| • Men’s Group | • Library Services |
| • Summer Carnival | • Card Club |
| • Spring Fling | • Bowling |
| • Mother’s Day Tea | • Scrapbooking |
| • Tea Party | • Gardening |
| • Nail Care | • Baseball games |
| • Politician Visits | • Resident Activity Healthy Brain Trivia Games |
| • Picnics | |
| • Bingo | |
| • Music activities | |
| • Ice cream Socials | |

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

- Outpatient Therapy Services
- Volunteer opportunities
- Training at local schools and universities
- Community Group meeting Room

Recognizing Spiritual Needs and Individuality

Viewcrest is a spiritual care community, which includes members of the staff and community clergy. Spiritual care is an integral part of holistic resident care. Viewcrest has participation from the following local churches:

- St Lawrence Catholic Church
- Holy Family Catholic Church

- Christ Lutheran
- Salem Lutheran
- Hillside United Methodist
- Mt of Olives Baptist Church
- Apostolic Gospel Church
- First Covenant Church
- Precious Lord Ministry
- Bethany Lutheran
- Holy Family Lutheran
- Vineyard Church

Spiritual services offered to residents include:

- Bible study
- Grief support group and/or individual support
- One on One Support

Providing Access to Educational Opportunities

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

Last year, Viewcrest granted \$ 1,000.00 in scholarships to employees.

Viewcrest provides on-site clinical training for Nurses and Nursing Assistant students as well as on-site experience in spiritual leadership and teaching Bible Study for Vineyard Leadership Institute students.

Helping Community Members in Need

Viewcrest is involved in:

- *Viewcrest Health Center is participating in a SFHS program to improve our resident's quality of care and quality of life, by improving nursing staff recruitment and retention and reducing nursing staff turnover, called the Nurse "Staffing Improvement Turnover Reduction" (SIRT) Project.*

The purpose of this project is to get our hands around the Nurse staffing concerns and Nursing and NAR turnover problem we have increasingly been experiencing in our nursing facilities. It will utilize the hiring process as one key solution to help minimize turnover that will include systems for recruitment, selection, and onboarding.

The objectives of the program will:

- 1. Improve the quality of care and quality of life of nursing home residents in a measurable way - Quality of care depends largely on the performance of the care giving (nursing) personnel.*
 - 2. Deliver good quality care more efficiently - Reducing turnover of nursing staff will present a significant cost savings that can be better utilized for improved care for our residents.*
 - 3. Rebalance Long Term Care and make more efficient and effective use of resources – Nursing turnover increases the cost of providing services and reduces quality of care for our residents.*
 - 4. Improve the recruitment and retention – Facilitate the description and communication of effective practices to improve the recruitment and retention of the nursing workforce in Long Term Care.*
- *Community Training*
 1. Training at the St Louis County. Social Services Convention
 2. Training at the Duluth Senior Expo

Serving as Active Community Members

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

- Lion's Club
- Chamber of Commerce
- St Louis County. Social Workers Association
- Northern Minnesota Parish Nurse Organization
- Second Harvest Food Drive and Compassion Medical Outreach for the Vineyard Church
- Head of Lake Activity Directors
- Aging Network Group

Volunteerism

Many volunteers, including 225-250 volunteers from area churches (laity as well as pastors) donate their time to Viewcrest 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
- Assisting on Clinic Appointments

- 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
- Piedmont k-grade
- Animal Allies
- Auxiliary

Promoting Economic Development

Viewcrest Health Center purchases products from the local business spending \$1,1,079,795 last year. Local businesses Viewcrest purchased from last year include:

- Comfort Systems
- Contract Tile & Carpet
- Carlson Florist
- Duluth Area Chamber of Commerce
- Dey Dist. Inc.
- Daugherty Hardware
- DSC Communications Inc.
- Duluth Plumbing Supplies
- Duluth News Tribune
- Duluth Lions Club
- ESC Systems
- Engwall Florists
- E-Z Storage Co.
- Evergreen Lawn Service
- Falks Pharmacy
- U.S. Bank
- Fire Fighter's Mutual
- Fond Du Lac Tribal & Community College
- Grandma's
- Guardian Pest Control
- Great Lakes Alarm
- Gartner Refrigeration
- St Louis Co. Social Services
- Hobart Sales &
- Super One Foods
- Scalzo Architects Inc
- St Mary's Medical Center
- Twin Ports Paper & Supply
- Northland Fire & Safety
- Olive Garden
- Upper Lakes Foods Inc.
- United Way of Duluth
- UDAC
- World of Fish
- Karin Johnson Aquarium
- Willman Service Inc.
- Coopers Engraving Service
- Oman, Nord & Spott Law
- Kitchi Gami Club Superior
- Health Med Group
- Big Daddy's
- Sammy's
- St. Mary's Hospital
- Flament Hampshire Inc
- Highland Signs
- Green Mill
- Shopko
- Freedom Transportation
- Fitger's-on-the-Lake
- Arrowhead Springs Inc
- Duluth Sheet Metal
- World Market
- Andren's Inc
- Red Rock Radio Corporation
- Duluth Senior Expo
- B&B Associates
- Peterson Anderson Flowers
- Benha
- Downtown Computers
- Piedmont BP
- Tars & Stripes
- Great Harvest
- Caribou
- Comfort Inn West
- Northland Appliance Services
- Grizzly's Grill & Saloon
- Sara's Table, Chester Creek Café
- Famous Dave's
- Piedmont Heights

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| Services | • Electric Builders, Inc. | Dental |
| • Norm Johnson Plumbing | • Central Sales Warehouse | • Hearing Associates |
| • Jayen Communications Inc. | • Twin Ports Low Vision Specialist | • Thatcher Auto |
| • Minnesota Power | • Blackwood's | • Underground Aquatics |
| • MN Child Support | • Smartsearch | • Ace Hardware |
| • Michael's | • St. Louis County Sheriff | • Miller Car Wash |
| • Midwest Medical Equipment | • MN Coaches & Voyageur Bus | • Great Lakes Electrical |
| • Northern Lights Transportation | • A-1 Disposal | • Enger Park Golf Course |
| • Northern MN/WI area clerk of courts | • Holiday Inn | • Erbert's & Gerbert's |
| • Northern Graphics | • RCB Collections | • Lifecycles |
| • Orthopedic Associates | • SMDC Hospice St. Luke's Clinics | • Frontier Woodworks |
| • Perkins | • M.C. Roofing | • Northland Billing |
| • Pizza Hut | • Doucette's Party & Tent | • St Louis City Human |
| • Pickwick | • London Road Car Wash | • St. Louis County Auditors |
| • Roro Rooter Sewer Services | • Yax Technologies Inc. | • Best Buy |
| • Radisson Hotel | • SMDC Health System | • KFC |
| • Sam's Florist & Greenhouse | • PVS News Clips | • Subway |
| • Sell Hardware Inc | • Cartridge World | • Cub Foods |
| • Superior Print | • Barnes and Noble | • T-Bonz |
| • SMDC Clinical Labs | • Bellisio's Italian Restaurant | • Johnson, Killen & Seiler |
| • Sherwin-Williams Co | • East End Hardware | • Johnson's Bakery |
| • St Luke's Hospital | | • Sears |
| • Stout Mechanical Inc | | • Saigon Café |
| • Shel/Don Reprod. Co | | • Blue Heron |
| • U.F.C.W. Local | | |
| • Northern Business Products | | |

There are 142 employees working for Viewcrest. 120 of these employees are from the Duluth, Superior, Proctor and Hermantown areas.

Each year Viewcrest pays around \$ 3,950,000 in wages and benefits to staff members who work for our organization.

For More Information

Facility Information	Viewcrest Health Center 3111 Church Place Duluth, MN 55811 Phone: (218) 727-8801 Fax: (218) 727-6460 Web Site: http://www.viewcrest.sfhs.org/ Facebook site” Http://www.facebook.com/Viewcresthealthcenter
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