



# DULUTH HEALTH SERVICES

Duluth Health Services  
*Social Accountability Statement 2018*

Duluth Health Services operates Viewcrest Health Center and Suncrest Assisted Living. Viewcrest Health Center is located in Duluth, a city in Northern Minnesota, on Lake Superior, of a population of 86,293. Viewcrest Health Center is located in a quiet, friendly residential part of Duluth known as Piedmont Heights. Suncrest Assisted Living is located in Scanlon, a city located 20 miles south of Duluth, of a population of 965 but adjoins Cloquet which has a population nearing 12,000. Suncrest is accessed off a main avenue connecting Scanlon and Cloquet, but is situated nicely away from the avenue set into a green, wooded area across from one of the city parks.

*Our Mission:* Expressing Christ’s love by providing care that values every human life.

St. Francis Health Services owns and operates Duluth Health Services 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.

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

## Providing Quality Care and Services for Older Adults

Last year, Duluth Health Services cared for close to 300 residents and tenants. Of those, over 90% are residents of Duluth, Hermantown, Scanlon and Cloquet.

Viewcrest features:

- 92 Dual-certified SNF beds, most of which are single or private rooms
- 24 Hour Skilled Nursing Care

- Physical, Occupational, and Speech Therapy
- Short stay physical and nursing rehabilitation
- Long term care
- Ostomy, wound and IV therapies
- Social Services
- Spiritual Care
- Social events and entertainment
- Beauty and barber services
- Restaurant style dining

Viewcrest offers many social opportunities including:

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| <ul style="list-style-type: none"> <li>• Cooking Group</li> <li>• Voting</li> <li>• Fishing outings</li> <li>• One To One Visits</li> <li>• Men's Group</li> <li>• Summer Carnival</li> <li>• Mother's Day Tea</li> <li>• Father's Day BBQ</li> <li>• Snow day</li> <li>• Holiday Celebrations</li> <li>• Tea Party</li> <li>• Nail Care</li> <li>• Politician Visits</li> <li>• Picnics</li> <li>• Bingo</li> <li>• Music activities</li> <li>• Ice cream Socials</li> </ul> | <ul style="list-style-type: none"> <li>• Exercise Groups</li> <li>• Birthday Parties</li> <li>• Painting Classes</li> <li>• Craft Groups</li> <li>• Lunch, shopping, casino and other outings</li> <li>• Library Services</li> <li>• Card Club</li> <li>• Bowling</li> <li>• Scrapbooking</li> <li>• Gardening</li> <li>• Baseball games</li> <li>• Resident Activity Healthy Brain Trivia Games</li> <li>• Computer assistance</li> <li>• Wii Games</li> </ul> |
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Viewcrest offers services and programs to assist older adults and family members in the community by providing:

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

Suncrest features:

- 45 spacious unit on 2 floors with unique atrium in the center of the building
- 24 hour onsite staff
- 3 nutritious meals
- Variety of assisted living services accommodating needs and preferences
- Music and interactive activities each month

## Recognizing Spiritual Needs and Individuality

Spiritual care is an integral part of care at Duluth Health Services. In addition to our pastoral care staff, Viewcrest partners with the following:

- St. Lawrence Catholic Church
- Gospel Tabernacle
- Christ Lutheran Church
- Hillside United Methodist Church
- Mt. of Olives Baptist Church
- First Covenant Church
- New Life Covenant
- Proctor Lutheran Church
- Salem Lutheran Church

Spiritual services offered to residents and tenants include:

- Bible study
- Grief support group and/or individual support
- Church services and nondenominational services

## Providing Access to Educational Opportunities

Duluth Health Services believes providing opportunities to further education and learn new information and skills are essential to providing quality, comprehensive, and holistic resident care.

Last year, Duluth Health Services granted \$                      in scholarships to employees.

Viewcrest also provides on-site clinical training for Nurse and Nursing Assistant students.

## Helping Community Members in Need

Duluth Health Services believes in a resident centered, hospitality care model. Our focus and commitment is to continue to serve the health care demands and lifestyles of today's older adults with compassion and excellence.

An example of this commitment to excellence is the implementation of the “Nursing Facility Performance-Based Incentive Payment Program” (PIPP) grant awarded by the MN Department of Human Services (DHS). The funds of the grant will be used for a project entitled: “Nutritional and optimal Weight (NOW) Project”.

The NOW Project will provide Duluth Health Services with additional resources to make positive system improvements to support good nutritional outcomes for individuals receiving services, focusing on each individual's preferences and needs. A big component will be implementing the Kind Dining program to improve dining room service. We hope to create an optimal environment in which food can be enjoyed.

Over the next two years, Duluth Health Services will work collaboratively with related SFHS long term care centers to improve the overall dining experience and the nutritional status of individuals receiving services. The NOW Project is a result of SFHS's long term care collaborative being awarded a Minnesota Nursing Facility Performance-based Incentive Payment Program (PIPP) grant by the Minnesota Department of Human Services (DHS). Implementation of the NOW Project began January 1, 2019 and will continue through December 31, 2020. The goal is to reduce the number of residents experiencing unexplained weight loss, increase resident and family food satisfaction, improve resident's overall nutritional status, and to allow individuals receiving services to achieve optimal health, functioning, and wellbeing.

Duluth Health Services was awarded another PIPP grant in 2019. This grant is entitled: Resident Ambulation Mobility Program (RAMP) project. The goal of this project is to increase ambulation and range of motion to our residents. This will be accomplished by focusing on restorative nursing programs for our residents including a "walk to dine" program.

Implementation of the RAMP Project will begin January 1, 2020 at Duluth Health Services and will continue through December 31, 2020.

#### 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:

- Food Drives
- School Supply Drive
- Salvation Army Toy Drive
- Head of Lake Activity Directors
- Aging Network Group
- Cub Scouts
- MNDONA

### Volunteerism

Many volunteers, including 75-100 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
- Prayer -One To One and in groups
- One-on-one for reminiscing/sitting outside
- Assisting on Clinic Appointments
- Bell Choir music

- Coffee and social activities by church groups
- Assistance during Bingo, other activities
- Play piano
- Pass out calendars
- Serve on our Auxiliary

## Promoting Economic Development

Viewcrest Health Center spends approximately \$12 million in local business' products and services. Local businesses Viewcrest purchased from last year include:

- Comfort Systems
- Carlson Florist
- Duluth Area Chamber of Commerce
- 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
- U.S. Bank
- Fond Du Lac Tribal & Community College
- Guardian Pest Control
- Great Lakes Alarm
- Gartner Refrigeration
- St Louis Co. Social Services
- Norm Johnson Plumbing
- Jayen Communications Inc.
- Minnesota Power
- Michael's
- Midwest Medical Equipment
- Northern Lights Transportation
- Northern MN/WI area clerk of courts
- Super One Foods
- St Mary's Medical Center
- Twin Ports Paper & Supply
- Northland Fire & Safety
- Olive Garden
- AICHO
- ALI MED
- Upper Lakes Foods Inc.
- United Way of Duluth
- UDAC
- World of Fish
- Karin Johnson Aquarium
- Willman Service Inc.
- Health Med Group
- Big Daddy's
- Sammy's
- St. Mary's Hospital
- Highland Signs
- HUNT electric
- Central Sales Warehouse
- Twin Ports Low Vision Specialist
- Blackwood's
- A-1 Disposal
- RCB Collections
- SMDC Hospice St. Luke's Clinics
- M.C. Roofing
- Doucette's Party & Tent
- Yax Technologies Inc.
- SMDC Health System
- East End Hardware
- Green Mill
- Shopko
- Walmart
- Target
- Freedom Transportation
- Fitger's-on-the-Lake
- Arrowhead Springs Inc
- Duluth Sheet Metal
- World Market
- Andren's Inc
- Duluth Senior Expo
- B&B Associates
- Peterson Anderson Flowers
- Downtown Computers
- Piedmont BP
- Tars & Stripes
- Northland Appliance Services
- Sara's Table, Chester Creek Café
- Famous Dave's
- Piedmont Heights Dental
- Hearing Associates
- Johnson Wilson Construction
- Underground Aquatics
- Ace Hardware
- Great Lakes Electrical
- Erbert's & Gerbert's
- Northland Billing
- St. Louis County Auditors
- Best Buy

- Northern Graphics
- Perkins
- Pizza Hut
- Roto Rooter Sewer Services
- Restaurant 301
- Sell Hardware Inc
- Superior Print
- SMDC Clinical Labs
- Sherwin-Williams Co
- St Luke's Hospital
- Stout Mechanical Inc
- Jamar
- Northern Access
- Essentia Health
- Northwest Respiratory
- A.G. O'Brien Plumbing and Heating
- American Indian Community Housing Organization
- College of St. Scholastica
- Jimmy John's
- Benson Electric
- Sinott Blacktop
- Caldwell Plumbing & Heating
- Lundeen Productions
- Arrowhead Radio & Security
- KFC
- Subway
- Cub Foods
- Johnson, Killen & Seiler
- Johnson's Bakery
- Sears
- Meadowlark Florist
- Morin's Siding and Window
- Shel/Don Reprod. Co
- U.F.C.W. Local
- Northern Business Products
- Piedmont Liquor

There are 125 employees working for Viewcrest. Approximately 100 of these employees live in the Duluth, Superior, Proctor and Hermantown areas.

Each year, Viewcrest pays more than \$6.5 million in wages and benefits to employees.

For More Information

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