



DULUTH HEALTH SERVICES

Duluth Health Services
Social Accountability Statement 2021

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

An example of this commitment to excellence is the implementation of “Nursing Facility Performance-Based Incentive Payment Program” (PIPP) grants awarded by the MN Department of Human Services (DHS). Two grants in progress during 2021 and 2022. These two year grants are a 2020 “Restorative, Ambulation, Mobility Program (RAMP)” and a 2021 “Falls Prevention” grant.

RAMP Grant:

The goals of maintaining each resident’s highest practicable level of functioning and enhancing the overall quality of life is greatly impacted by a resident’s ability to ambulate and maintain mobility. Health, wellness and the sense of independence are encouraged when ambulation and mobility are supported and sustained.

The SFHS Restorative Ambulation Mobility Program (RAMP) 2 year grant project totaling \$598,412 will strengthening the quality of care for its residents by improving residents’ restorative programming, ambulation and mobility and add Walk To Dine and balance exercise programming. The goal is to improve resident care as evidenced by achieving a positive increase in each care center’s MN QI Facility Quality Measure related to Functioning Q24 – Walking As Well or Better than on Previous Assessments (LS).

FALLS PREVENTION:

An older adult is treated in the emergency room every 11 seconds and an older adult dies every 19 minutes as a result of falls (Karon, Ryther, & Robinson, 2015). Falls are the leading cause of fatal and non-fatal injuries among older adults over the age of 65 (Karon, Ryther, & Robinson, 2015). With these statistics it is important for care centers to address falls with the intent to decrease falls, potential for injuries, and increase the individual receiving services’ quality of life.

The SFHS Collaborative is working together to create a comprehensive falls reduction program that includes improving the care center environment by making it more home-like through strengthening person-centered care, using new artificial intelligence (AI) technology, and developing new exercise programming. The SFHS Collaborative aims to achieve a safer environment for individuals receiving services by training all staff to support, understand, and strengthen our person-centered care to better meet individual resident needs, to use new AI technology to understand the person’s routine and habits, and to increase movement and exercise programming to decrease the risk for falls and subsequent negative outcomes related to falls. As care needs are better identified and person-centered care is improved for individuals receiving services, a decrease in falls could lead to improved utilization of medical care resources, decreased hospitalization, and improved use of staff time related to falls. Falls can have very negative consequences for residents and require multiple types of resources. This \$2.8 million project will assist us in rebalancing by effectively using new and existing resources through training, AI technology use, and expansion of exercise programming. The SFHS Collaborative will be able to provide quality care more efficiently as both intrinsic and extrinsic factors related to falls are better understood and considered.

In addition, COVID-19 Federal, State and Leading Age MN Association grants have been applied for and received to address the significant impact of COVID.

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.

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:

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| • Comfort Systems | • Super One Foods | • Green Mill |
| • Carlson Florist | • St Mary's Medical Center | • Shopko |
| • Duluth Area Chamber of Commerce | • Twin Ports Paper & Supply | • Walmart |
| • Daugherty Hardware | • Northland Fire & Safety | • Target |
| • DSC Communications Inc. | • Olive Garden | • Freedom Transportation |
| • Duluth Plumbing Supplies | • AICHO | • Fitger's-on-the-Lake |
| • Duluth News Tribune | • ALI MED | • Arrowhead Springs Inc |
| • Duluth Lions Club | • Upper Lakes Foods Inc. | • Duluth Sheet Metal |
| • ESC Systems | • United Way of Duluth | • World Market |
| • Engwall Florists | • UDAC | • Andren's Inc |
| • E-Z Storage Co. | • World of Fish | • Duluth Senior Expo |
| • Evergreen Lawn Service | • Karin Johnson Aquarium | • B&B Associates |
| • U.S. Bank | • Willman Service Inc. | • Peterson Anderson Flowers |
| • Fond Du Lac Tribal & Community College | • Health Med Group | • Downtown Computers |
| | • Big Daddy's | • Piedmont BP |
| | • Sammy's | • Tars & Stripes |

- 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
- 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
- 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
- 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
- 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
- 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

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