



FRANCISCAN HEALTH CENTER

Franciscan Health Center

Social Accountability Statement - 2021

Franciscan Health Center is located in Duluth, a city in Northern Minnesota, on Lake Superior, of a population of 86,918. 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.

In 2021, COVID-19 greatly impacted society including our care center. The Minnesota Department of Health, the Centers for Disease Control & Prevention and the Centers for Medicare & Medicaid Services provided numerous recommendations to reduce care center and community transmission and protect residents, staff and the community. Our care center followed those recommendations which included: increased usage of personal protection equipment, increased infection control activities, restricting visitation and the entry of non-employees, testing, management of positive cases and vaccinations.

Franciscan Health Center received over \$971,956.00 in provider relief funds due to the pandemic in 2021. This money came from the Federal Cares Act and forgivable loans. Most of these dollars were used for operating expenses due to our low census, which was a result of COVID-19. Over \$133,578.00 was paid in extra pay for our nursing staff that worked the Covid unit and almost \$77,641.00 in supplies directly related to Covid.

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 encourages the resident to function as independently as possible.

Providing Quality Care and Services for Older Adults

In an average year, Franciscan treats 74 individuals from the 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) 2021 grant awarded by the MN Department of Human Services (DHS) entitled: “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 two year \$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

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 2021, we awarded over \$30,344 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

In the past years our volunteers donate over 900 hours a year to our facility, including 20 to 25 volunteers from area churches (ladies as well as pastors) 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

Due to the COVID restrictions we were not allowed to have volunteers in the building this past year.

Promoting Economic Development

The Franciscan Health Center community spends money locally. Last year, Franciscan Health Center purchased \$358,556.77 in goods and services from local businesses. Local businesses Franciscan spent money with last year include:

- A.W. Kuettel & Sons Inc.
- AFSCME Council 5
- Allied Generators
- Aro, Casey
- Arrowhead Springs Inc
- 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
- Heitman, Tanna
- Horizon Healthcare Supply
- Hunt Electric
- Jamar Company
- Jobs HQ
- 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
- Pro Print Inc.
- Progressive Care Solutions, LLC
- Radisson
- Rent a Space
- Sammy's Pizza
- 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
- T-Bonz
- 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 85 employees working for Franciscan with 80% of these employees are from the Duluth/Superior area.

Each year, Franciscan pays over \$4 Million in wages and benefits to staff members who work for our organization.

For More Information	
Facility Information	<p>Franciscan Health Center “Building a Community Around Care” 3910 Minnesota Avenue Duluth, MN 55802 Phone: (218) 727-8933 Fax: (218) 727-6610</p> <p>Web Site: http://www.fhc.sfhs.org/</p>
Administrator	<p><u>Brittany Loosbrock, Administrator</u> Phone: (218)302-6988 Email: bloosbrock@fhc.sfhs.org</p>
Director of Nursing	<p><u>Bradley Schramm, Director of Nursing</u> Phone: (218) 302-6991 Email: bschramm@fhc.sfhs.org</p>
Admissions Information	<p><u>Susan Muelhberger, Social Services Director</u> Phone: (218) 302-6990 Email: smuelhberger@fhc.sfhs.org</p> <p>“Stop in anytime for a tour”</p>