

Franciscan Health Center
Social Accountability Statement 2013

Franciscan Health Center is located in Duluth, a city in Northern Minnesota, on Lake Superior, of a population of 84,167. 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: 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 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.

<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.

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 140 individuals. Of those 140 are residents of Duluth or 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 Care
- Respite Care

A resident's day is enriched by a variety of activities. Volunteers and auxiliary members augment our staff to provide companionship and support to our residents, assist with various activities outings, and sponsor a gift shop located in the heart of the facility.

- Bingo
- Live Music
- Duluth Zoo Visits
- Bible Study
- Pet Therapy
- Happy Hour
- Take our Thursday's
- Monthly outings to area restaurants
- Daily Activities

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

- Volunteers
- Park Point Run
- Turkey Bingo
- 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
- Christmas family/resident/staff party

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 for employees who are interested in advancing in their careers.

Helping Community Members in Need

- 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
- Partnership with area colleges with providing internships availability in Social Service, Human Resources and Therapy
- Miller Hill Mall Senior Day

Serving as Active Community Members

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

- Lion's Club
- Chamber of Commerce
- St Louis County. Social Workers Association
- Port Cities Advisory Board
- Northern Minnesota Parish Nurse Organization
- Lake Superior College advisory board for Certified Nursing Assistants
- Lets Go Fishing for Seniors
- St. Louis County Emergency Task Force
- Italian American Auxillary
- Lake Superior College Task force for recruitment of CNA's

Volunteerism

Many volunteers, including 10-20 volunteers from area churches (laity 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
- Piedmont k-grade
- Animal Allies
- Auxiliary
- V. A. Association
- Trillium Services
- R.S.I.
- Woodland Hills
- Saint Marys Star of the Sea
- Our Lady of Mercy
- Rosary

Promoting Economic Development

The Franciscan Health Center community spends money locally. Local businesses Franciscan spent money with last year include:

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| • Daugherty Hardware Inc | • Great Lakes Alarm | • Freedom Transportation |
| • Duluth Plumbing Supplies | • Stout Mechanical Inc | • Black Goose Chimney & Duct |
| • Duluth News Tribune | • Shel/Don Reproductions | • Duluth Range Comm. Inc |
| • Merwin Pharmacy | • Contract Tile & Carpet | • Grandma's |
| • Gartner Refrigeration | • Yonkers | |
| • Hobart Sales & Services | • Arrowhead Springs Inc | • Fitger's-on-the-Lake |
| • Lake Superior Medical Equipment | • Northern Business Products | • London Road Rental |
| • MN/WI Area Retail Clerk | • Rent A Space | • Johnson Appliance Services |
| • Midwest Medical Equipment | • Electric Builders Inc | • Coopers Engraving Service |
| • Minnesota Power | • Belknap Electric Inc | • Andren's Inc |
| • Sell Hardware Inc | • Orthopedic Associates | • Upper Lakes Foods Inc. |
| • St Louis Co Soc Services Dep. | • Mellin Promo Advertising | • First Photo Inc |
| • U.F.C.W. Local | • SMDC /Essentia | • Red Lobster |
| • Superior Print of Duluth | • Horizon Healthcare Supply | • Highland Signs |
| • General Cleaning Specialists | • A-1 Disposal | • Park Point Comm Club |
| • Comfort Systems | • World of Fish | • Garden Center |
| • Jayen Communications Inc | • Karen Johnson Aquarium | • Angela's Bella Flora |
| | • Johnson Carpet One | • Peterson Anderson Flowers |
| | • UMD Center for Econ Development | • Radisson |
| | • P. S. Rudie M.D. | • Nevada Bobs |

- Imagine That Florists
- St. Luke's Hospital
- Green Mill Restaurants
- Super One
- Northland Fire & Safety
- St Mary's Hospice
- Engwall Florist & Greenhouse
- Arrowhead Geriatric Nurse Executives
- Plaunt Company Inc
- Advanced Sewer
- Sams Florist
- Highland Signs
- Johnson/Wilson Construction
- Associates
- Frame Corner Galleries
- Super One
- Cartridge World
- Best Buy
- Little Angie's
- Super One
- Cartridge World
- Best Buy
- Little Angie's
- Medica
- UCare
- Underground Aquatics
- Norm Johnson Plumbing
- Yax Technologies Inc.
- St. Louis County
- Diamond Vogel
- On Site Companies
- T-Bonz
- Pickwick
- St. Louis County
- H&H Svc. Appliance Repair Service

There are 65 employees working for Franciscan with 60 of these employees are from the Duluth/Superior area.

Each year Franciscan pays over \$ 1,700,000.00 in wages and benefits to staff members who work for our organization.

For More Information

Facility Information	Franciscan Health Center “Where the Coffee is always on 3910 Minnesota Avenue Duluth, MN 55802 Phone: (218) 727-8933 Fax: (218) 727-6610 Web Site: http://www.fhc.sfhs.org/
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