

Franciscan Health Center  
*Social Accountability Statement*  
 2016

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.

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: “Employee Recruitment, Selection and Retention (ERSR) Project”.

St. Francis Health Services has identified that the recruitment, selection and retention of individuals committed to caregiving in our skilled nursing facilities is a growing and critical problem, not only for St. Francis, but for the entire long-term care industry.

Reports from Government Agencies, Health Care Associations and other research organizations have increased citing nursing staff shortages around the nation. In fact, research indicates it has reached a crisis level. The low level of retention and the high level of turnover among Registered Nursing Assistants (NAR's) continue to be of particular concern to nursing facilities

as NAR's are responsible for much of the direct, hands on resident care. Nationally, turnover rates for NAR's in nursing homes are estimated to be 71% per year.

The purpose of St. Francis Health Services' two year \$2.4M project is to develop new systems for recruitment, selection and onboarding of new nursing staff, with the goal of reducing the turnover problem we have increasingly been experiencing in our skilled nursing facilities. The project will assess and redefine the current employee resources and hiring processes. We will introduce new systems for recruitment and selection procedures and implement orientation processes that will improve the onboarding of new employees. No employees will leave our employment without management understanding why and using the information to reduce turnover. The project will also incorporate results of employee satisfaction surveys and utilize the MN Report Card scores for benchmarking Staff Retention and measuring whether objectives are met.

### Providing Quality Care and Services for Older Adults

In an average year, Franciscan treats 116 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 and auxiliary members augment our staff to provide companionship and support to our residents, assist with various activities outing.

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

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
- Holiday Tee
- Spring Fashion Show/Luncheon

### 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
- Dementia Support Group for community/facility families
- Education programs family and community members

## 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
- St Louis County. Social Workers Association
- Port Cities Advisory Board
- Northern Minnesota Parish Nurse Organization
- Lake Superior College Advisory board for Certified Nursing Assistants
- St. Louis County Emergency Task Force
- MNDONA
- Support group for area Director of Nurses
- Port Cities Volunteer Group
- Activity Director Group

## Volunteerism

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
- Auxiliary
- V. A. Association
- Trillium Services
- Choice Services
- R.S.I.
- Woodland Hills
- Alzheimer's support group monthly
- RSI
- Trillium

## Promoting Economic Development

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

- Daugherty Hardware Inc
- Duluth Plumbing Supplies
- Duluth News Tribune
- Thrifty White Pharmacy
- Gartner Refrigeration
- Hobart Sales & Services
- Lake Superior Medical Equipment
- MN/WI Area Retail Clerk
- Midwest Medical Equipment
- Minnesota Power
- Sell Hardware Inc
- St Louis Co Soc Services Dep.
- U.F.C.W. Local
- Superior Print of Duluth
- General Cleaning Specialists
- Comfort Systems
- Yax Electric
- 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
- Great Lakes Alarm
- Benson Electric
- Shel/Don Reproductions
- Contract Tile & Carpet
- Yonkers
- Arrowhead Springs Inc
- Northern Business Products
- Rent A Space
- Electric Builders Inc
- Belknap Electric Inc
- Orthopedic Associates
- Mellin Promo Advertising
- SMDC /Essentia
- Horizon Healthcare Supply
- A-1 Disposal
- World of Fish
- Karen Johnson Aquarium
- Johnson Carpet One
- UMD Center for Econ Development
- P. S. Rudie M.D. Associates
- Frame Corner Galleries
- Super One
- Cartridge World
- Best Buy
- Little Angie's
- Super One
- Cartridge World
- Best Buy
- Little Angie's
- Medica
- UCare
- Freedom Transportation
- Diabetic and Comfort Shoes
- Sams Florist
- Black Goose Chimney & Duct
- Duluth Range Comm. Inc
- Grandma's
- Twin Ports Paper
- Duluth Golf
- Fitger's-on-the-Lake
- London Road Rental
- Johnson Appliance Services
- Coopers Engraving Service
- Andren's Inc
- Upper Lakes Foods Inc.
- First Photo Inc
- Red Lobster
- Highland Signs
- Park Point Comm Club
- Garden Center
- Angela's Bella Flora
- GreenMill
- T-Bonz
- Sammys Pizza
- Peterson Anderson Flowers
- Radisson
- Nevada Bobs
- Underground Aquatics
- Norm Johnson Plumbing
- Yax Technologies Inc.
- St. Louis County
- Diamond Vogel

- Highland Signs
- Johnson/Wilson Construction

- On Site Companies
- Midi’s Restaurant
- Pickwick
- St. Louis County
- H&H Svc. Appliance Repair Service

There are 68 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: <a href="http://www.fhc.sfhs.org/">http://www.fhc.sfhs.org/</a>
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