

St. Francis Health Services of Morris, Inc.  
*Social Accountability Statement*

St. Francis Health Services of Morris, Inc. (SFHS) is located in West Central Minnesota in the city of Morris. Since 1984 we have operated our corporate services in what was previously known as Longfellow School at 801 Nevada Avenue.

*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.

<i>Our 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.

St. Francis Health Services is sponsored by the Catholic Diocese of St. Cloud. We are committed to promoting the Ethical and Religious Directives for Catholic Health Care services throughout all of our communities.

St. Francis provides management and oversight to the operations of skilled nursing care centers, assisted & independent living communities and group homes throughout Minnesota. St. Francis is the parent company of thirteen corporations with a focus of providing services to those 55 and older, and to those with mental and physical disabilities.

Our communities provide a resident centered, hospitality care model to rehabilitate. We strive to enhance each individual's life with professional and caring services, and to help each resident achieve his or her highest potential.

**Providing Quality Care and Services for Older Adults**

In 2015 St. Francis Health Services and its subsidiaries provided care to 2,629 people in our care centers, assisted living apartments and group homes. Of those residents, tenants and consumers, approximately 99% are residents of the state of Minnesota in rural communities.

St. Francis Health Services offers the following skilled nursing services in our care centers:

- 24 hour skilled nursing care
- Pastoral Care and Religious Services
- Physical, Occupational and Speech Therapy (on-site and outpatient)
- Wound, IV Therapy and Ostomy Care
- Post-Surgical Care
- Psychiatric Consultants
- Specialized Alzheimer's/Dementia Care
- Stroke Recovery

- Therapeutic Recreation (individualized, small group and large group)

Our physical therapy, occupational therapy, and speech therapy services aid residents in rehabilitation and provide them the opportunity to return home or to a more independent setting. We are able to provide therapies for:

- Orthopedic Injuries
- Back and Neck Injuries
- Amputations
- Spinal Dysfunction
- Chronic Pain
- Post-Surgical Conditions
- Hip Fractures
- Neurological Disorders
- Outpatient Therapies

St. Francis Health Services offers many social opportunities. Activities include:

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|--------------------------|--|
| • Mens Group             | • Exercise Club                              |
| • Current Events         | • Shopping Events                            |
| • Baking Club            | • Special Event Celebrations                 |
| • Cards, Games and Bingo | • Intergenerational Group                    |
| • Music Therapy          | • Transportation to outside community events |
| • Book Club              |  |

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.

### Recognizing Spiritual Needs and Individuality

Upon admission, St. Francis Health Services’ care center residents are assessed for their spiritual needs. Our job and mission is to accommodate these needs. St. Francis Health Services’ care centers support all community churches and follow the Spiritual Care Policies (can be found on our website [www.sfhs.org](http://www.sfhs.org)).

Spiritual activities offered to residents include:

- Weekly Services
- Communion
- Bible Study
- Funerals
- Grief counseling
- Deacon on staff

### Providing Access to Educational Opportunities

Education is a high priority in health care and for St. Francis Health Services care centers. Providing opportunities to further education and learn new information and skills is essential to providing quality, comprehensive, and holistic resident care. Certified nursing assistant classes are paid for by all assisted living and care centers. We also offer scholarships for qualifying programs that provide training and education.

In 2015 St. Francis Health Services and its care centers provided \$58K in scholarships to its employees.

### Helping Community Members in Need

St. Francis Health Services' assisted living, group homes and care centers offer services such as,

- Meeting space for local organizations
- Funeral Services
- Loaning personal health care equipment for short term
- Safety and Home Evaluations
- Providing Meals

### Serving as Active Community Members

St. Francis Health Services assisted living, group home and care centers are affiliated with the following organizations:

- Leading Age MN (formerly Aging Services of MN)
- MN Area Geriatric Education Center (MAGEC)
- MN Association of Nutritional and Food Service Professionals (MANFP)
- American Association of Nurse Assessment Coordination (AANAC)
- MN State Wide Activity Professionals (MN SWAP)
- MN Director of Nursing Association (MNDONA)
- Minnesota Health Care Engineers Association (MNHCEA)
- West Central Society of Human Resource Management (WCSHRM)
- Wound Care Alliance- (WOC)

### Volunteerism

St. Francis Health Services' assisted living, group homes and care centers have numerous volunteers from surrounding communities that donate their talents and time to the residents.

### Promoting Economic Development

St. Francis Health Services' Assisted Living and care centers purchase products from local businesses whenever possible. Approximately \$24 million was spent throughout the various communities during fiscal year 2015 on operational supplies and expense.

St. Francis Health Services and its subsidiary organizations employ approximately 2,500 employees throughout the rural communities of Minnesota paying in fiscal year 2015, \$55 million in wages and benefits to provide care for our residents, tenants and consumers.

For More Information	
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