



DULUTH HEALTH SERVICES

Duluth Health Services

Social Accountability Statement - 2024

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, with a population of 87,999. 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, with a population of 1047 but adjoins Cloquet which has a population of 12,570. Suncrest is accessed off Washington 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.

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.

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 over 275 residents and tenants. Of those, over 90% are residents of Duluth, Hermantown, Scanlon and Cloquet.

Viewcrest features:

- 88 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:

- 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
- 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

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 units 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 our commitment to excellence is the implementation of “Nursing Facility Performance-Based Incentive Payment Program” (PIPP) 2023-2024 grant awarded by the MN Department of Human Services (DHS) entitled: “UKG/LELE”.

Viewcrest Health Center, like many organizations across our state, has faced many challenges regarding employee recruitment, turnover, retention and the increase of pool staffing in some of our care centers. This is not something new to the long-term care industry and we have overcome many obstacles through the years to address the above challenges; but then the world faced an unknown pandemic. Throughout the 2.5 years of the pandemic all healthcare settings have had to fight to find staff and keep them. Taking new hires in so that there is a “body” to fill the void, so we have people to care for our aging population. Throughout those 2.5 years we missed a very important part, employee engagement and the true idea of relationship building for residents and with staff.

Viewcrest’s first goal is to decrease direct care staff turnover by 3%. To accomplish this goal SFHS implemented a new HR payroll system called UKG. UKG is a Human Resource Software used to hold personal staff records and timekeeping; in addition to offering employee engagement surveys, annual performance evaluations, 30–60-day staff checks ins, advance payment through UKG Wallet and advance scheduling. SFHS care centers also implemented Love ‘Em or Lose ‘Em training for all leaders, which covered tools for leadership staff to engage with their staff through empathy, transparency, communication and collaboration. Love ‘Em or Lose ‘Em methodology helps leaders understand that they must go the extra mile if we wish to retain our staff in our communities.

Viewcrest’s second goal is to increase resident relationships by 2%. To accomplish this goal SFHS implemented person centered care staffing models and consistent staffing models for our staff to engage with our Residents. Activity Directors also increased resident group activities, giving our residents the opportunity to not only connect with the staff but with each other.

Upcoming PIPP Grant for years 2025-2026 Advance Technology and Robotics

At St. Francis Health Services, we recognize that our challenges with high staff turnover and variable resident health outcomes stem from the dual pressures of extensive routine responsibilities and insufficient time for direct care. These challenges not only impact on our ability to retain staff but also our ability to provide high-quality, personalized care for our residents.

To address these systemic issues, we are taking an integrated approach using advanced technologies that will enhance operational efficiency and improve the quality of both staff work and resident care which will include: Immersive Experiences using tabletop and floor technology

equipment, Pepper the Activity Humanoid Robot, Live Virtual Tours, Virtual Reality, Services Robots, Floor Cleaning Robots, Resident Care vital sign machines, and AI programs for MDS, dietary and environmental services.

By implementing these technological solutions, St. Francis Health Services' care centers aim to streamline operations and significantly enhance resident engagement, ultimately allowing our staff to focus more on personalized resident care. This strategic shift not only aims to reduce staff turnover by alleviating work-related stress and dissatisfaction but also enhances resident satisfaction and health outcomes by addressing critical aspects of their care needs more effectively.

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 learning new information and skills are essential to providing quality, comprehensive, and holistic resident care.

Last year, Duluth Health Services granted \$32,670 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 are 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

Volunteers 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 \$1.25 million on local business' products and services. Local businesses Viewcrest purchased from last year include:

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

- Stout Mechanical Inc
- Benson Electric
- Sinott Blacktop
- Caldwell Plumbing & Heating
- Lundeen Productions
- Arrowhead Radio & Security
- Northern Business Products
- Piedmont Liquor

There are 110 employees working for Viewcrest. Approximately 90 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	
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