



Franciscan Health Center
Social Accountability Statement - 2025

Franciscan Health Center is located in Duluth, a city in Northern Minnesota, on Lake Superior, of a population of 87,680. 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 see a ship coming into the harbor.

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 encourage the residents to function as independently as possible.

Providing Quality Care and Services for Older Adults

Last year, Franciscan cared for 72 individuals from 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
- Octoberfest
- Summer family/staff picnic
- In-service training on Dementia related issues for both family and residents
- Holiday Tea
- Spring 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 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 2025, we were awarded over \$13,266 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:

- 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

**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.

During the 2025 year, all 14 St. Francis Health Services (SFHS) care centers implemented innovative tools and technologies across multiple departments to enhance operational efficiency, staff support, and resident engagement.

Activities Department

- **15 Mobii Units** implemented across care centers. Mobii is an interactive projection system that transforms floors, tables, and other surfaces into engaging learning and gaming environments designed for seniors.
- **14 CILC (Center for Interactive Learning and Collaboration) programs** introduced to provide lifelong learning opportunities through live, virtual engagement.
- **5 Rendevar VR headsets** deployed to offer immersive experiences that reduce social isolation and enhance group engagement.
- **5 Pepper Humanoid Robots** added to support activities by leading Bingo and exercise programs, as well as providing one-on-one resident interaction.

Nursing Department

- **20+ DS Smart Vital Signs Machines** deployed across the 14 care centers. These devices integrate directly with the existing EHR system, resulting in:
 - **1,097 staff hours saved**
 - **42,404 reductions in manual vital sign recording errors**
 - **235,579 error-free vital signs collected**

- **ChartPic Wound Care technology** implemented across all care centers to improve wound visibility, ensure accurate measurements, and better track wound progression.
- **Bidets are installed** to promote resident independence with personal hygiene, assist staff during toileting care, and reduce the risk of urinary tract infections (UTIs).

Dietary Department

- **Dining RD Plateful** implemented in all 14 care centers to support menu planning, diet management, and nutritional accuracy.
- **Tableside Dining technology** introduced in 2 care centers, allowing residents to place meal orders in advance or in real time. This system:
 - Displays daily menu options and alternatives
 - Monitors special dietary restrictions
 - Improves meal count accuracy
 - Reduces food waste
- **20 BellaBots** deployed across 14 care centers to assist with meal delivery, supply and mail transport, activity notifications, and visitor escorting.

Environmental Services

- **18 autonomous floor-cleaning robots** implemented across 14 care centers to support daily floor care, allowing housekeeping and maintenance staff to focus more on resident room cleanliness.
- **Maintenance Care Application** rolled out to all care centers to provide real-time work order notifications, support timely emergency maintenance responses, and schedule preventive maintenance to ensure continued resident safety.

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

Volunteers 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

Promoting Economic Development

The Franciscan Health Center community spends money locally. Last year, Franciscan Health Center purchased over \$425,000 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
- 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 65 employees working for Franciscan with 80% of these employees are from the Duluth/Superior area.

Each year, Franciscan pays over \$3.6 Million in wages and benefits to staff members who work for our organization.

For More Information	
Facility Information	Franciscan Health Center “ Building a Community Around Care ” 3910 Minnesota Avenue Duluth, MN 55802 Phone: (218) 727-8933 Fax: (218) 727-6610 Web Site: http://www.fhc.sfhs.org/
Administrator	<u>Chester Fishel, Administrator</u> Phone: (218)302-6988 Email: chet.fishel@sfhs.org
Director of Nursing	<u>Sammy Boit, Director of Nursing</u> Phone: (218) 302-6991 Email: Sammy.boit@sfhs.org
Admissions Information	<u>Kayla LeBlanc, Social Services Director</u> Phone: (218) 302-6990 Email: kayla.leblanc@sfhs.org “Stop in anytime for a tour”