



DULUTH HEALTH SERVICES

Social Accountability Statement - 2025

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 87,680. 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 999 but adjoins Cloquet which has a population of 12,475. 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 315 residents and tenants. Of those, over 90% are residents of Duluth, Hermantown, Scanlon and Cloquet.

Viewcrest features:

- 89 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

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 \$17,433 in scholarships to employees. 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

Viewcrest also provides on-site clinical training for Nurse and Nursing Assistant students.

SFHS PIPP Grants

PIPP Grant for years 2025-2026 Advance Technology and Robotics

St. Francis Health Services is strengthening resident care and workforce stability by implementing technologies that support routine operational tasks and allow staff to focus more fully on meaningful, person-centered interactions with residents. Across our care centers, innovations such as interactive activity systems, virtual reality and learning programs, humanoid activity robots, service robots, autonomous floor-cleaning equipment, integrated vital-sign monitoring, and AI-supported care management tools are improving efficiency while enhancing resident engagement.

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 \$1.375 million on local business' products and services. Local businesses Viewcrest purchased from last year include:

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| • Comfort Systems | • Super One Foods | • Green Mill |
| • Carlson Florist | • St Mary's Medical Center | • Shopko |
| • Duluth Area Chamber of Commerce | • Twin Ports Paper & Supply | • Walmart |
| • Daugherty Hardware | • Northland Fire & Safety | • Target |
| • DSC Communications Inc. | • Olive Garden | • Freedom Transportation |
| • Duluth Plumbing Supplies | • AICHO | • Fitger's-on-the-Lake |
| • Duluth News Tribune | • ALI MED | • Arrowhead Springs Inc |
| • Duluth Lions Club | • Upper Lakes Foods Inc. | • Duluth Sheet Metal |
| • ESC Systems | • United Way of Duluth | • World Market |
| • Engwall Florists | • UDAC | • Andren's Inc |
| • E-Z Storage Co. | • World of Fish | • Duluth Senior Expo |
| • Evergreen Lawn Service | • Karin Johnson Aquarium | • B&B Associates |
| • U.S. Bank | • Willman Service Inc. | • Peterson Anderson Flowers |
| • Fond Du Lac Tribal & Community College | • Health Med Group | • Downtown Computers |
| • Guardian Pest Control | • Big Daddy's | • Piedmont BP |
| • Great Lakes Alarm | • Sammy's | • Tars & Stripes |
| • Gartner Refrigeration | • St. Mary's Hospital | • Northland Appliance Services |
| • St Louis Co. Social Services | • Highland Signs | • Sara's Table, Chester Creek Café |
| • Norm Johnson Plumbing | • HUNT electric | • Famous Dave's |
| • Jayen Communications Inc. | • Central Sales Warehouse | • Piedmont Heights Dental |
| • Minnesota Power | • Twin Ports Low Vision Specialist | • Hearing Associates |
| • Michael's | • Blackwood's | • Johnson Wilson Construction |
| • Midwest Medical Equipment | • A-1 Disposal | • Underground Aquatics |
| | • RCB Collections | • Ace Hardware |
| | • SMDC Hospice St. Luke's Clinics | • Great Lakes Electrical |
| | • M.C. Roofing | |

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

There are 117 employees working for Viewcrest. Approximately 90 of these employees live in the Duluth, Superior, Proctor and Hermantown areas.

Each year, Viewcrest pays more than \$7.1 million in wages and benefits to employees.

For More Information

Facility Information	Viewcrest Health Center 3111 Church Place Duluth, MN 55811 Phone: (218) 727-8801 Fax: (218) 727-6460 Web Site: http://www.viewcrest.sfhs.org/ Facebook: Http://www.facebook.com/Viewcresthealthcenter
Administrator	<u>Chester Fishel, Administrator</u> Phone: (218) 279-4203 Email: chet.fishel@sfhs.org
Director of Nursing	<u>Heidi Barry, Director of Nursing</u> Phone: (218)279-4219 Email: heidi.barry@sfhs.org
Admissions Information	<u>Danyelle Maida, Admissions Coordinator</u> Phone: (218)591-0550 Email: danyelle.maidia@sfhs.org