Viewcrest Health Center

Social Accountability Statement - 2012

Viewcrest Health Center is located in Duluth, a city in Northern Minnesota, on Lake Superior, of a population of 84,167. Viewcrest Health Center is located in a quiet, friendly residential part of Duluth known as Piedmont Heights.

**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 Viewcrest 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.

<table>
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<th>Core Values:</th>
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<td><strong>Integrity</strong></td>
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<td><strong>Commitment</strong></td>
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<td><strong>Respect</strong></td>
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<td><strong>Excellence</strong></td>
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<td><strong>Service</strong></td>
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<td><strong>Stewardship</strong></td>
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Viewcrest Health Center believes in a resident centered, hospitality care model. Our dedicated staff provides outstanding care and support. Each resident - with his or her individual life experience, memories and values is truly precious and unique. Together, our staff and residents create an environment that is as dynamic and invigorating as it is peaceful and relaxing, all in a serious health care setting.

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

In an average year, Viewcrest cares for 225 residents. Of those, over 90% are residents of Duluth, Superior and Hermantown.

Viewcrest offers services in,

- 24 Hour Skilled Nursing Care
- Spiritual Care (Residents and Family)
- Physical, Occupational, and Speech Therapy
- Wound and IV Therapy
- Ostomy Care
- Social Services
• Innovative Indoor “Central Park”
  Atrium: With walking path, train depot cafe, stunning foliage, waterfall and fish pond.
• New Innovative Indoor “Mesa Park”
  Atrium: With walking path, mini golf course, stunning foliage, stream, waterfall and fish pond.
• Strong Volunteer Services
• Creative Activities
• Beauty and Barber Services
• Cable TV - Private Phones Available
• All Private and Single Resident rooms
• Resident Choice Meal Plan

Viewcrest offers many social opportunities. Activities include:
  • Cooking Group
  • Voting
  • Fishing outings
  • One To One Visits
  • Men’s Group
  • Spelling Bee
  • Tea Party
  • Nail Care
  • Politician Visits
  • Picnics
  • Bingo
  • Music activities
  • Ice cream Socials
  • Exercise Groups
  • Birthday Parties
  • Craft Groups
  • Lunch, shopping, casino and other outings
  • Library Services
  • Card Club
  • Bowling
  • Scrapbooking
  • Gardening
  • Baseball games

Viewcrest offers services and programs to assist older adults and family members within the community by providing:
  • Outpatient Therapy Services
  • Volunteer opportunities
  • Training at local schools and universities

Recognizing Spiritual Needs and Individuality

Viewcrest is a spiritual care community, which includes members of the staff and community clergy. Spiritual care is an integral part of holistic resident care. Viewcrest has participation from the following local churches:
  • St Lawrence Catholic Church
  • Holy Family Catholic Church
  • Christ Lutheran
  • Salem Lutheran
  • Hillside United Methodist
- Mt of Olives Baptist Church
- Apostles Gospel Church
- First Covenant Church
- Precious Lord Ministry

Spiritual services offered to residents include:
- Bible study
- Grief support group and/or individual support

Providing Access to Educational Opportunities

Education is a high priority in health care and for Viewcrest. Providing opportunities to further education and learn new information and skills is essential to providing quality, comprehensive, and holistic resident care.

Last year, Viewcrest granted $1,000.00 in scholarships to employees.

Viewcrest provides on-site clinical training for Nursing Assistant students as well as on-site experience in spiritual leadership and teaching Bible Study for Vineyard Leadership Institute students.

Helping Community Members in Need

Viewcrest is involved in:

- **Care Transitions Project** - This project is aimed at reducing the number of possibly preventable hospitalizations among our residents by improving the identification, evaluation and communication about a change in a resident’s condition as soon as possible. By improving the processes and communication about a change in a resident’s status, some hospitalizations may be avoided.

  Our specific goals in this project include implementing processes and procedures that:

  1. Prevent unnecessary hospital readmissions by coordinating prompt, comprehensive transitional care after discharge from the hospital to our facility.
  2. Promote successful transitions to home or community settings through improved discharge planning processes.
  3. Promote supportive end of life care that focuses on reducing the severity of symptoms which can result in better quality of life.

- **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:

- Lion’s Club
- Chamber of Commerce
- St Louis County. Social Workers Association
- Northern Minnesota Parish Nurse Organization
- Fruit of the Vineyard Food Shelf and Compassion Medical Outreach for the Vineyard Church

Volunteerism

Many volunteers, including 125-150 volunteers from area churches (laity as well as pastors) donate their time to Viewcrest 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
- Piedmont k-grade
- Animal Allies
- Auxiliary

Promoting Economic Development

Viewcrest Health Center purchases products from the local business spending $1,107,795 last year. Local businesses Viewcrest purchased from last year include:

- Comfort Systems
- Contract Tile & Carpet
- Carlson Florist
- Duluth Area Chamber of Commerce
- Dey Dist. Inc.
- Daugherty Hardware
- DSC Communications Inc.
- Super One Foods
- Scalzo Architects Inc
- St Mary’s Medical Center
- Twin Ports Paper & Supply
- Northland Fire & Safety
- Olive Garden
- Upper Lakes Foods
- Green Mill
- Shopko
- Freedom Transportation
- Fitger’s-on-the-Lake
- Arrowhead Springs Inc
- Duluth Sheet Metal
- World Market
- Andren’s Inc
- Duluth Plumbing Supplies
- Duluth News Tribune
- Duluth Lions Club
- ESC Systems
- Engwall Florists
- E-Z Storage Co.
- Evergreen Lawn Service
- Falks Pharmacy
- U.S. Bank
- Fire Fighter’s Mutual
- Fond Du Lac Tribal & Community College
- Grandma’s
- Guardian Pest Control
- Great Lakes Alarm
- Gartner Refrigeration
- St Louis Co. Social Services
- Hobart Sales & Services
- Norm Johnson Plumbing
- Jayen Communications Inc.
- Minnesota Power
- MN Child Support
- Michael’s
- Midwest Medical Equipment
- Northern Lights Transportation
- Northern MN/WI area clerk of courts
- Northern Graphics
- Orthopedic Associates
- Perkins
- Pizza Hut
- Pickwick
- Roro Rooter Sewer Services
- Radisson Hotel
- Sam’s Florist & Inc.
- United Way of Duluth
- UDAC
- World of Fish
- Karin Johnson Aquarium
- Willman Service Inc.
- Coopers Engraving Service
- Oman, Nord & Spott Law
- Kitchi Gami Club Superior
- Health Med Group
- Big Daddy’s
- Sammy’s
- St. Mary’s Hospital
- Flament Hampshire Inc
- Highland Signs
- Electric Builders, Inc.
- Central Sales Warehouse
- Twin Ports Low Vision Specialist
- Blackwood’s
- Smartssearch
- St. Louis County Sheriff
- MN Coaches & Voyager Bus
- A-1 Disposal
- Holiday Inn
- RCB Collections
- SMDC Hospice St. Luke’s Clinics
- M.C. Roofing
- Doucette’s Party & Tent
- London Road Car Wash
- Yax Technologies Inc.
- SMDC Health System
- PVS News Clips
- Red Rock Radio Corporation
- Duluth Senior Expo
- B&B Associates
- Peterson Anderson Flowers
- Benha
- Downtown Computers
- Piedmont BP
- Tars & Stripes
- Great Harvest
- Caribou
- Comfort Inn West
- Northland Appliance Services
- Grizzly’s Grill & Saloon
- Sara’s Table, Chester Creek Café
- Famous Dave’s
- Piedmont Heights Dental
- Hearing Associates
- Thatcher Auto
- Underground Aquatics
- Ace Hardware
- Miller Car Wash
- Great Lakes Electrical
- Enger Park Golf Course
- Erbert’s & Gerbert’s
- Lifecycles
- Frontier Woodworks
- Northland Billing
- St Louis City Human
- St. Louis County Auditors
- Best Buy
- KFC
- Subway
- Cub Foods
- T-Bonz
- Johnson, Killen & Seiler
Greenhouse
- Sell Hardware Inc
- Superior Print
- SMDC Clinical Labs
- Sherwin-Williams Co
- St Luke’s Hospital
- Stout Mechanical Inc
- Shel/Don Reprod. Co
- U.F.C.W. Local
- Northern Business Products
- Cartridge World
- Barnes and Noble
- Bellisio’s Italian Restaurant
- East End Hardware
- Johnson’s Bakery
- Sears
- Saigon Café
- Blue Heron

There are 150 employees working for Viewcrest. 125 of these employees are from the Duluth, Superior, Proctor and Hermantown areas.

Each year Viewcrest pays around $3,850,000 in wages and benefits to staff members who work for our organization.

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<th>For More Information</th>
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<tr>
<td>Facility Information</td>
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<tr>
<td>Viewcrest Health Center</td>
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<tr>
<td>3111 Church Place</td>
</tr>
<tr>
<td>Duluth, MN 55811</td>
</tr>
<tr>
<td>Phone: (218) 727-8801</td>
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<tr>
<td>Fax: (218) 727-6460</td>
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<td>Web Site: <a href="http://www.viewcrest.sfhs.org/">http://www.viewcrest.sfhs.org/</a></td>
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| Administrator |
| Director of Nursing |
| Robert Dahl, Administrator |
| Phone: (218) 279-4203 |
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| Lynn Shepard, Director of Nursing |
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