Little Falls Health Services

Social Accountability Statement

Little Falls Health Services (LFHS) does business as Little Falls Care Center (LFCC - a 40 bed skilled nursing facility) and Bridgeway Estates (BWE - a 42 apartment assisted living building). Seven Missouri Synod Churches from the Little Falls and surrounding area joined forces to build a “senior citizens home” in 1964 and the company began its role as a strong community member. Located in a small, central Minnesota town, the company has been blessed with a large group of community volunteers who has been a great source of encouragement, support, entertainment and community involvement. The organization has reciprocated by providing numerous means of involvement and community integration, making the community of Little Falls a better place to live and work. Families, volunteers and visitors are able to participate in the many recreational and social activities within the company and helps maintain our residents’ and tenants’ integration in community activities.

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| 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 of Morris owns and operates Little Falls 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.

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| 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. |

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.

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| Promoting Economic Development |

LFCC seeks to purchase locally whenever possible. Last year, the company purchased over $250,000.00 in goods and services from local businesses. Following is a list of some of the area businesses from whom the company has purchased services or products:

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| * Bob LeMieur Roll-offs * CHI – St Gabriel’s * CHI – Unity Hospice * City of Little Falls * Coborn’s Ace Hardware * Coborn’s Pharmacy * Denny’s Floor Covering * Design Electronics * Morrison County * Employment Enterprises * Falls Floral * Fanjoy Flooring | * Friends of Linden Hills, Inc * Froggy’s Signs * Gold Cross * Gull Lake Glass * Handyman’s, Inc * Horizon Health Services * Initiative Foundation * Kasella Concrete, Inc * LF Taxi * LF Chamber of Commerce | * LF Convention Bureau * Little Falls Glass * Midwest Machinery * Morrison County Record * Northway Oil * Opatz Electric * Primary Benefits * ProBuild * Schaffer Construction * Spectrum Marketing * Walmart |

We refer many clients and families to local health care businesses:

* Catholic Health Initiative, Little Falls
  + St Gabriel’s Hospital
  + Family Medical Center
  + Unity Family Hospice
* Falls Court Dental, Little Falls
* Local Pharmacies:
  + Coborn’s Pharmacy
  + Walgreen’s Pharmacy
  + Wal-Mart Pharmacy
* St Cloud Hospital, St Cloud

LFHS employs 70 individuals, with 90% living in the local area (Little Falls, Pierz, Brainerd).

Each year, LFHS pays over $1.8 million in wages and benefits to staff members who work for our organization.

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| Providing Quality Care and Services for Older Adults |

LFCC has a 40 bed capacity, with 25 in lay away and provided service to 136 different residents this past year. Over 89% of the care center admissions came specifically to receive rehabilitative services to regain their strength and independence. Fifty four percent of our residents returned to their home after therapy in an average of 26 day. All of our care center admissions either live in or have family who live in Little Falls and the surrounding area. BWE has 42 individual apartments and provided residency for 50 different individuals.

Both LFCC and BWE have a solid, reputable activity program welcomes the public. Our extensive volunteer group is part of this wonderful program.

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| * Weekly Bingo (at least 2x) * Reminisce Groups * Baking/Cooking * Daily Exercise * Intergenerational Happy Hour * Trivia and Memory Groups * Card Playing * Movies * Popcorn Parties & Events * Outings to the local area | * Catholic Mass * Rosary Groups * Protestant Services * Hymn Sings & Bible Studies * Music Programs * Sing-a-longs * Monthly bands & musicians * Manicures * Pet visits * Dine Ins |

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| MN Department of Health |

Little Falls Care Center has good evaluations during its annual MN Department of Health surveys. These surveys can be viewed at both the facility and on-line at the State’s website.

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| Recognizing Spiritual Needs and Individuality |

Upon admission, residents are assessed for their spiritual needs and our mission is to accommodate these needs. Our Care Center is visited and supported loyally by many members of the community churches, as follows:

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| * Little Falls Tri-Parish * Zion Lutheran * Cushing Baptist * Bethel Lutheran * First United Methodist * First Lutheran * Faith Lutheran * Grace Community Bible * Grace Covenant Church * Little Falls Faith Lutheran * Trinity Chapel | * Little Falls Alliance Church * Light of the World * Living Hope Assembly of God * Lord of Life Lutheran Church * Randall Presbyterian * Randall St Peter’s Lutheran * Shepherd of the Valley * St. Joseph Catholic Church * St. John’s Lutheran Church * St. Michaels Catholic Church * Swanville St. Peter's Lutheran |

We also offer spiritual activities many days each week. They include, but are not limited to the following:

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| * Catholic Mass * Rosary Groups | * Protestant Services * Hymn Sings & Bible Studies |
| Providing Access to Educational Opportunities | |

In 2015, LFCC awarded scholarships to employees to further their education, primarily to those becoming a Nursing Assistant. Individuals who acquire their CNA certificates are eligible for full reimbursement including tuition and cost of books.

LFHS encourages employees and others community youth to consider careers in senior services. The company opens its doors to Lions groups, for piano recitals, elementary school visits and pen pals.

Employees of LFCC have the opportunity to attend training and education to enhance or further their skills. This training is offered both on-line and through one-on-one interactions.

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| Helping Community Members in Need |

LFHS has a solid foundation in the local community to supports its members. LFCC and BWE have a large number of visitors on any given day, including intergenerational and those with developmental disabilities.

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| Serving as Active Community Members |

LFCC employees are active members of their community, participating in area churches, school events and fraternal and social groups. In the past year, LFCC has sponsored various events through the Senior Center, Lakes Area Chamber of Commerce and other community events. Many of the staff and residents/tenants are involved in community organizations such as Lions, Rotary Club, Gideon’s, Alzheimer’s Walk, Locks of Love, etc.

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| Volunteerism |

Each and every year, countless volunteers donate endless hours to our residents here at LFCC. These priceless volunteers assist with activities, special events, outings, projects and 1-1 interaction with the residents. In a typical year we amass over 4000 hours of volunteer support. The following is a list of activities provided by our dedicated group of volunteers:

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| * Community Work Service * Manicures * Pet Therapy Visits * Rosary/Catholic Mass * Protestant Services * Crafts * Women’s Tea * Special Music programs | * Church * 1 to one visits * Hymnal Singers * Happy Hour * Active Games * Popcorn Social * Purple Hat Society * Bingo-2x weekly |

Volunteers are also generous participants on our fundraising projects. The Volunteer Committee meets each month to plan, implement and disburse funds from two major fund raising events; a fall basket sale and a spring plant and bake sale. Funds raised are used to support and encourage each resident or tenant. Especially enjoyed are individualized Christmas and birthday presents and large resident items like Chapel chairs, medical equipment, etc.

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| For More Information | |
| Facility Information | Little Health Services Phone: (320) 632-9211  1200 1st Street NE Fax: (320) 632-9211  Little Falls, MN 56345 Web Site: [www.sfhs.org](http://www.sfhs.org) |
| Administrator/Director of Nursing | Amy Walker Laura Stumpf Acting Administrator Director of Nursing  Phone: (320) 632-2061 Phone: (320) 632-2084  Email: [AmWalker@sfhs.org](mailto:AmWalker@sfhs.org) Email: [LStumpf@sfhs.org](mailto:LStumpf@sfhs.org) |
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