

Morris Health Services
Social Accountability Statement 2024

Our Mission:

Expressing Christ's love by providing care that values every human life.

Core Values:

<i>Integrity</i>	We faithfully adhere to high principles and professional standards.
<i>Commitment</i>	We dedicate ourselves to those we serve.
<i>Respect</i>	We value and treat each individual with compassion and dignity.
<i>Excellence</i>	We have the passion to do our best.
<i>Service</i>	We deliver what has not been done, before it is expected.
<i>Stewardship</i>	We wisely employ the talents, resources, and relationships entrusted to us.

Morris Health Services is owned and operated by St. Francis Health Services (SFHS) located in West Central Minnesota in the city of Morris. St. Francis Health Services is sponsored by the Catholic Diocese of St. Cloud. We are committed to promoting the Ethical and Religious Directive for Catholic Health Care Services.

Providing Quality Care and Services for Older Adults

Morris Health Services includes West Wind Village, a 50-bed skilled nursing facility; Skyview Plaza, 39 apartments of Assisted Living; and Skyview Court, 33 units of Market Rate Apartments. Rural Rehabilitation Services is a therapy clinic located in Skyview Plaza that provides physical, occupational and speech therapy to the community. Morris Health Services also encompasses Walnut Court, 8 units of independent living located in Hancock, MN. Morris Health Services provides a resident centered, hospitality care model which enhances everyone's life with professional and caring services to help each resident achieve his or her highest potential.

West Wind Village and Skyview Plaza offer many social opportunities including:

- Men's Group
- Current Events
- Baking Club
- Cards, Games and Bingo
- Music Therapy
- Bible Studies
- Exercise Club/Groups
- Shopping Events
- Special Event Celebrations
- Intergenerational Groups
- Community Events

SFHS PIPP GRANTS

SFHS Performance-Based Incentive Payment Program (PIPP Grant) Provided by the Department of Human Services

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”. SFHS, 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. SFHS’ 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. SFHS 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.

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

Morris Health Services' mission is that all residents and tenants have the opportunity to meet their personal spiritual needs. At West Wind Village, all residents are assessed on admission to determine their spiritual needs, and our mission is to accommodate these needs. Morris Health Services is supported by many of the community churches including:

- Faith Lutheran Church
- First Lutheran Church
- Assumption Catholic Church
- Apostolic Church
- Morris Evangelical Free Church
- First Baptist Church
- Zion Lutheran Church
- Federated Church
- St. Paul Lutheran Church, Morris
- Community Church
- Hosanna Worship Center

Spiritual activities offered to residents include:

- Weekly Services
- Communion
- Bible Study
- Grief Counseling
- Ministerial Services
- Funerals
-

Providing Access to Educational Opportunities

Education is a high priority in health care and at Morris Health Services. Providing opportunities to further education and learn new information and skills is essential to providing quality, comprehensive, and holistic resident care. Certified nursing assistant classes are paid for by West Wind Village. Morris Health Services offers scholarships for qualifying programs to provide training and education to its employees.

Helping Community Members in Need

Morris Health Services offers services to the community including:

- Meeting space for local organizations
- Funeral Services
- Safety and Home Evaluations & loan health care equipment on short-term basis
- Morris Area Child Care Center & Head Start
- Provides Laundry Services for the hospital and other businesses in the community.

Serving as Active Community Members

Morris Health Services is affiliated with the following organizations:

- Leading Age Minnesota
- Association of Nutritional and Food Service Professionals (ANFP)

- American Association of Nurse Assessment Coordination (AANAC)
- MN Statewide Activity Professionals (MN SWAP)
- Health Care Auxiliary of Minnesota (HCAM)
- MN Director of Nursing Association (MNDONA)
- West Central Society of Human Resource Management (WCSHRM)
- Wound Care Alliance (WOC)
- Morris Chamber of Commerce and Development Committee
- Central and West Central Minnesota Healthcare Preparedness Programs

Volunteerism

Morris Health Services is working hard with the volunteer program at both West Wind Village and Skyview Plaza. We are blessed to have many volunteers that assist us every month.

Promoting Economic Development

Morris Health Services purchases products from local businesses. Morris Health Services spent Some of the businesses Morris Health Services routinely purchases from include:

- | | | |
|--|------------------------------|------------------------------------|
| • ACE Hardware | • Lesmeister Snow Removal | • Pizza Ranch |
| • Accelerated Chiropractic | • Mohr Plumbing and Heating | • Pizza Hut |
| • Asmus Electric | • Morris Area Transit | • Pedersen Funeral Home |
| • Bremer Bank | • Morris Bearing | • Prairie Medical Assoc. |
| • B-Inspired | • Morris Fire Control | • RadioShack |
| • Big Stone Therapies | • Morris Floral | • Subway |
| • City of Morris | • Morris Lumber and Millwork | • Senior Perspective |
| • Cenex | • Morris Dairy Queen | • Stevens Community Medical Center |
| • Common Cup | • Morris Chamber | • Stevens County D.A.C. |
| • Cullen's Home Center | • Morris Co-op Ass'n | • Stevens County City Treasurer |
| • Detoy's Family Restaurant | • Morris Electronics Inc. | • Sweet Lily's |
| • Engebretson and Sons | • McGinnis Appliance | • Thrifty White Drug |
| • Fluegel, Anderson, McLaughlin, Brutlag | • NorthStar Bottled Water | • Town and Country |
| • Federated Telephone | • Old #1 Bar and Grill | • West Central Glass |
| • Grand Stay Hotel | • Ottertail Power | • Willie's |
| • Image Xperts | • Steven's County Times | • Super 8 Motel |
| • KMRS/ KKOK | • Custom Fabrication | • Rainbow Rider |
| • Lindsay Eco Water System | | |

For More Information

West Wind Village	1001 Scotts Avenue Morris, MN 56267 Phone: (320) 589-1133 Fax: (320) 589-7955 Web Site: http://mhs.sfhs.org/
Skyview Court	1000 Court Drive Morris, MN 56267 Phone: (320)208-4014 Fax: (320) 585-6162 Website: http://skyview.sfhs.org/
Skyview Plaza	1100 Court Drive Morris, MN 56267 Phone: (320) 589-4582 Fax: (320) 585-6162 Website: http://skyview.sfhs.org/
Rural Rehabilitation Services	1100 Skyview Court Phone: (320) 585-5395 Fax: (320) 585-5398
Walnut Court	680 7 th Street Hancock, MN 56244 Phone: (320) 208-4014 Fax: (320) 585-6162
Contact Information	
Administrator	Kimberly Smith, Administrator Phone: (320) 589-7900 Email: Kimberly.smith@sfhs.org
Housing Director - Skyview	Russann Koser, Skyview Housing Director Phone: (320) 208-4014 Email: Russann.Koser@sfhs.org
Director of Nursing	Jody Cunningham, WWV Director of Nursing Phone: (320) 589-7915 Email: jody.cunningham@sfhs.org
Assisted Living Director	Tamara Retzlaff, Skyview Plaza Assisted Living Director Phone: (320) 208-4028

	Email: tamara.retzlaff@s fhs.org
Director of HR	Kathryn Moser, Director of Human Resources Phone: (320) 589-7901 Email: kathryn.moser@s fhs.org
Director of Social Services	Haley Rohloff, Social Services Director Phone: (320) 589-4924 Email: haley.rohloff@s fhs.org
Director of Admissions	Shawn Kidd, RN, IPCO Phone: (320)589-8023 Email: shawn.kidd@s fhs.org

Morris Health Services employs an average of 150 employees, most of which are from the Morris, Donnelly, Hancock, Chokio, Alberta, and Cyrus areas.