



Social Accountability Statement - 2025

Trinity Care Center (TCC) has been a vital partner of the Farmington community since its opening of the skilled nursing facility in 1968. Originally, as part of a hospital corporation, it has a large contingent of volunteers from the community who have provided support and encouragement. Farmington Health Services (FHS), the corporation that operates both Trinity Care Center, Trinity Terrace (Independent and Assisted Living) and Trinity Suites (Memory Care), has a symbiotic relationship with the community, accepting the support of the community and returning the favor back to the community, which helps make Farmington a better place to live. Volunteers and visitors are able to participate in the many recreational and social activities within FHS which helps maintain our residents and tenants integrated in community activities.

Our Mission: Expressing Christ’s love by providing care that values every human life.

St. Francis Health Services owns and operates Farmington Health Services, which does business as Trinity Care Center, and is sponsored by the Catholic Diocese of St. Cloud. We are dedicated in 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.

Promoting Economic Development

TCC seeks to purchase locally whenever possible. Last year, Trinity Campus purchased over \$175,000.00 in goods and services from local businesses. Following is a list of area businesses TCC has purchased services or products:

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| <ul style="list-style-type: none"> • Bourbon Butcher • Celts • City of Farmington • Crest Exteriors • Dairy Queen | <ul style="list-style-type: none"> • Farmington Business Association • Farmington Community Education • Farmington Fairgrounds | <ul style="list-style-type: none"> • Kwik Trip • 1st Line/Leewees • Little John’s Cleaning • Peine Plumbing & Heating Inc |
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- Dakota Awards Engraving
- Dakota County Agricultural Society Inc.
- Dakota County Lumber
- Dakota County Regional Chamber of Commerce
- Dakota Logo, LLC
- Dick's Sanitation
- Dollar Store
- Dryer Vent Wizard
- El Charro
- Farmington Bakery
- Farmington Greenhouse
- Farmington Library
- Farmington Liquors
- Farmington Printing
- Fountain Valley Golf Course
- Full Service Battery
- Gerster's Jewelry
- Hedlund Irrigation & Landscaping, Inc.
- Heikkila Studios
- Helm Electric
- Impact Auto
- Pellicci Ace Hardware
- Pizza Man
- Prime General
- Rambling River Center
- Rehder & Associates
- Rotary Club of Farmington
- South Cedar Greenhouses
- Subway
- Sweet Kneads
- Wengs Kitchen

Additionally, we refer many outpatient clients and families to local businesses.

- Allina Medical Clinic, Farmington
- Corner Medical, Apple Valley
- Darts, Apple Valley
- Farmington Clinic – Northfield Hospital & Clinic's
- Hanger Prosthetics & Orthotics, Burnsville
- Rambling River Senior Center
- River Valley Home Care, Farmington

TCC employs 175 individuals and of these employees, 78% are from the local (Farmington, Lakeville, Rosemount, Apple Valley, etc.) area. Last year, Trinity Campus was the 3rd largest employer in Farmington.

FHS paid over \$8.2 million in wages and benefits to staff last year.

Providing Quality Care and Services for Older Adults

Farmington Health Services consists of a 70-bed skilled nursing facility, with 20 additional beds currently under construction, a 54 unit Independent/Assisted Living Center, and a 10 unit Memory Care Center. The facility provides medical, social, and spiritual care to its residents without regard to race, color, creed, or national origin, in furtherance of the organization's exempt status. During the current reporting year, the organization had close to 24,000 patient days and provided services to more than 222 patients in the Nursing Home of which over 75% were specifically to receive rehabilitative services to regain their strength and independence. More than half of those clients were able to return home. Trinity Campus provided housing for nearly 60 tenants at the Independent/Assisted Living and Memory Care Centers.

On a given year, Trinity Care Center and our therapy partner, Big Stone Therapies provides physical, occupational and speech therapy services to over 80 community members on an outpatient basis. We are able to provide therapies for:

- Orthopedic Injuries
- Stroke

- Back and Neck Injuries
- Sports Related Injuries
- Amputations
- Spinal Dysfunction
- Chronic Pain
- Big/Loud Parkinson's Therapy
- Fall prevention
- Deconditioning
- Cognitive Communication Disorders
- Activities of Daily Living – Dressing, Grooming, bathing, and toileting
- Hip Fractures
- Speech Disorders
- Swallowing Disorders
- Post-Surgical Conditions
- Neurological Disorders
- Vestibular Rehabilitation
- Lymphedema Treatment
- TMJ/Craniofacial Pain
- Balance Deficits

Trinity has a solid, reputable activity program that is warmly open to all residents and their family members. Our extensive volunteer group is part of this wonderful program.

- Weekly Bingo (at least 3x)
- Brain Aerobics (Trivia, higher education, creative writing)
- Reminisce, Memory Lane
- Sing-a-longs
- Weekly Exercise Classes
- Weekly Happy Hour
- Weekly Music Programs
- Weekly Card Playing/Crossword Puzzles
- Weekly Movies
- Happy Hour
- Celebration of all Major Holidays
- Baking/Cooking
- Live music, bands, magicians
- Outings to DQ, Ace Hardware, Restaurants, Shopping trips and much more!
- Manicures
- Pet visits/In-house Aviary & Aquarium
- Weekly Crafts & Jewelry Making
- Themed Socials
- Monthly Veteran Coffee Chats and visits from Project Veterans
- Weekly Bike Rides
- Bon Fires
- Digital Fun

Trinity Care Center continues to achieve high marks on the annual Minnesota Department of Health Surveys. 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. Activity Directors also increased resident group activities, giving our residents the opportunity to not only connect with the staff but with each other.

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

Upon admission, residents are assessed for their spiritual needs. Our job & mission is to accommodate these needs. Our Chaplain is at Trinity weekly, visiting with residents and leading non-denominational services. Our Care Center is visited and supported loyally by many members of the community churches, as follows:

- All Saints Catholic Church
- Bethel's Rock
- Bible Baptist
- Church of Jesus Christ Latter Day Saints
- Community of Hope
- Faith United Methodist
- Farmington Lutheran Church
- Grace Community Bible Church
- Highview Christiania
- Hope Lutheran
- Hosanna!
- Light of the World
- Lighthouse Church
- Lord of Life Lutheran Church
- Real Tree Church
- St. Joseph Catholic Church
- St. John's Lutheran Church
- St. Michaels Catholic Church
- Shepherd of the Valley
- Trinity EFC
- Trinity Lutheran Church

We also offer spiritual activities most every day of the week. They include, but are not limited to the following:

- Bible Study & Devotions including Pastor Don's Weekly Bible Study
- Hymn Sing & Hymn Singers
- Catholic visits - Communion weekly 1:1
- Rosary and Mass monthly
- 1-1 visits with Chaplain Don 2x/week
- Numerous Bible Studies led by various churches
- Quarterly Remembrance Services
- Sunday Church Services 2x/month with Real Tree
- Sunday Church Services 1x/month with Grace Community Bible Church

Providing Access to Educational Opportunities

Within the last year, TCC awarded nearly \$10,000 in scholarships to employees to further their education at local colleges. Scholarships have been given for those obtaining Licensed Practical Nursing, Registered Nursing degrees, certified nursing assistants and trained medication aides. Scholarships can be used to pay the cost of tuition and books for our employees. Individuals who acquire their CNA certificates are eligible for full reimbursement including tuition and cost of books.

Trinity Care Center encourages employees and others community youth to consider careers in aging services. TCC also assists the local colleges with on-site training programs. Several classes of Certified Nursing Assistant (CNA) and Licensed Practical Nurses (LPN's) conduct onsite training throughout the year. This is hands-on training with the residents we serve.

Employees of TCC have the opportunity to attend multi-session leadership training that is sponsored by the parent corporation, St. Francis Health Services of Morris, MN. The World Class Leadership program facilitates this education and the training is offered on a yearly basis.

TCC works with the Farmington School District to provide opportunities for students to experience long term care. For many youth, this is their first opportunity to experience life in a long term care community. This positive experience often changes their attitudes toward “old people”.

Helping Community Members in Need

Trinity Care Center has a solid foundation in Farmington that supports its community. Trinity is viewed as one of the cornerstones of Farmington, where people are welcomed in to volunteer, work and reside.

Trinity Care Center encourages integration of services between our care center and the community at large. Students with disabilities are welcomed into our home to allow them the opportunity to become comfortable around seniors and to have fun, meaningful experiences. This permits our residents and staff to develop an understanding and of the difficulties these young people have in normal activities of daily living, and grows compassion and empathy in our residents and staff.

Serving as Active Community Members

TCC employees are active members of their community, participating in area churches, school events and fraternal and social groups. In the past year, TCC has sponsored various events through the Chamber of Commerce, Senior Center, the City of Farmington, Rotary, Elderly Resource Association and much more.

Volunteerism

Each and every year, countless volunteers donate endless hours to our residents here at Trinity. These volunteers assist with activities, special events, outings, projects and 1-1 interaction with the residents. In a typical year we amass over 2,000 hours of volunteer support. The following is a list of activities provided by our dedicated group of volunteers:

- Manicures
- Pet therapy Visits
- Rosary/Catholic Mass
- Protestant Services
- Crafts and Jewelry Making
- Women’s Tea
- Special Music programs
- Brain Aerobics/Word Finds
- Veteran Events
- Grill Outs
- Musical talent
- Theater Group
- Church Services by numerous denominations
- 1 to 1 visits
- Hymnal Singers
- Happy Hour
- Active Games
- Red Hat Society
- Bingo
- Board/Card Games
- Bike Rides
- Dances

Volunteers are also generous participants with our ongoing fundraising projects.

For More Information

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