

Zumbrota Health Services
Social Accountability Statement 2011

Zumbrota is a small, rural Southeastern Minnesota community located in the Zumbro River Valley. The city is now home to over 3,000 residents and approximately 210 businesses. Zumbrota Health Services is located in Zumbrota, Minnesota and is in close proximity to the communities of Pine Island, Mazeppa, and Goodhue.

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 Zumbrota 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.

<i>Core Values:</i>	
<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.

Zumbrota Health Services believes in a resident centered, hospitality care model. Because of this, we have programs that offer our residents increased flexibility in how their day is structured and how/when they receive care and services. ZHS has hosted groups from surrounding care centers from Lake City, Red Wing, and Hastings to tour our facility and learn about our resident centered choice programs.

Promoting Economic Development

The Zumbrota Health Services community purchases products from the local business spending approximately \$34,000 each year. Businesses ZHS routinely purchases from include:

- Alco
- Berg's Towing
- Bucky's Water Service
- Busby's Hardware
- Casey's Downtown
- City of Zumbrota
- Covered Bridge
- Dairy Queen
- Ellis Benson's Skid Loader Service
- Flowers on Main
- Garden Paradise
- Grimsrud Publishing
- Henning Fire Protection
- Hub Food Center
- Main Street Pharmacy
- Mathees Midtown Shell
- Mathees Oil Company
- Midwest Dental
- Mr. Rooter
- Page's Welding
- Pellicci Ace Hardware
- Pizza Man
- Praxiar Distribution Inc.
- Ryan's Carpet & Vinyl
- Schumacher Excavating
- Subway
- Super America
- The Bakery Barn
- Theis Printing Company
- VFW
- Weber & Judd Pharmacy
- Wedge Lumber
- Zumbrota Telephone Company



There are approximately 100 employees working for ZHS and of these employees 90% are residents of Zumbrota, Pine Island, Mazeppa, and Goodhue.

Each year, Zumbrota Health Services pays approximately \$2,500,000 in wages and benefits to staff members who work for our organization.

Providing Quality Care and Services for Older Adults

Zumbrota Health Services currently houses 52 individuals. Of those, 50 are residents of Zumbrota, Pine Island, Mazeppa, and Goodhue communities.

ZHS offers services or programs to assist older adults and family members within the community by providing:

- Family caregiver meetings
- Educational seminars
- Activities for the public to participate in

In addition to medical services, Zumbrota Health Services offers a wide variety of opportunities for socialization within our community. Family and public participation is encouraged. Activities include:

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| <ul style="list-style-type: none"> • Card Club • Bingo • Word Puzzles • Bible Study • Current Events • Trivia • Penny Ante • Movie Nights • Readings • Memories & Story Time | <ul style="list-style-type: none"> • Mini Golf • Birthday Social every month • Yahtzee • Movie Night • Uno • Nail Polishing • Exercises • Ball toss • Hand Massage |
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ZHS is a spiritual care community, which includes members of the ZHS staff and community clergy. Spiritual care is an integral part of holistic resident care. In keeping with this, ZHS has participation from the following local churches:

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| <ul style="list-style-type: none"> • Minneola Lutheran Church • Congregational Church • United Redeemer Church • Trinity Lutheran Church • Wanamingo Lutheran Church | <ul style="list-style-type: none"> • Our Savior's Lutheran Church • Land's Lutheran Church • Christ Lutheran Church • St. Paul's Catholic Church • Stordahl Lutheran Church |
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Our churches and staff offer multiple spiritual activities for our residents including:

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| <ul style="list-style-type: none"> • Quarterly Remembrance Services • Weekly Communion • Weekly Worship Services • Morning Devotions 3 times per week | <ul style="list-style-type: none"> • End of Life Care/Support and Loving Comfort Program • Hospice/Grief Assistance • Spiritual Care Kits • Clergy Visits When Needed |
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ZHS provides many types of specialized care to our residents. These services include:

- IV Therapy Services
- Wound Treatment
- Ostomy Care
- Post-Surgical Care
- Tube Feeding
- Tracheostomy Care

Providing Access to Educational Opportunities

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

Last year, ZHS provided over \$6,000 in scholarship monies to assist staff in furthering their education.

Staff is offered the opportunity to attend our state Aging Services of Minnesota convention for seminars and additional educational opportunities related to their specific area of expertise or to learn more about other interdisciplinary departments within the facility.

ZHS staff has the opportunity for additional training from the Department of Human Services workshops.

Additionally, Zumbrota Health Services provides training programs each year to cover topics in:

- Infection Control
- Disaster Planning
- Abuse and Neglect Prevention
- Proper Lifting Procedures
- Fire Safety
- Alzheimer's/Dementia Training
- Clinical Issues/Training
- Corporate Compliance/Code of Ethics

ZHS works with area schools and post-secondary education institutions to educate students in the opportunities available within the health care field. We give frequent tours to students of all educational levels. In order to provide information about our facility and services, ZHS hosts yearly Open Houses for our community. Additionally, ZHS is working with the community grade school. The children visit weekly and work on activities with our residents.

More than 100 volunteers donate their time to our organization, recording over 1,000 volunteer hours each year.

Helping Community Members in Need

In 2011, the Zumbrota Health Services staff participated in several volunteer activities including:

- Alzheimer's Memory Walk
- Zumbrota Covered Bridge Festival
- Rotary sponsored activities
- American Cancer Walk



Serving as Active Community Members

ZHS employees, board members, and residents are active in the community. They are affiliated with several organizations including:

- Zumbrota Area Rotary Club
- Alzheimer’s Association
- Boy Scouts of America
- Juvenile Diabetes Association
- March of Dimes

For More Information	
Facility Information	Zumbrota Health Services 433 Mill Street Zumbrota, MN 55992 Phone: (507) 732-8410 Fax: (507) 732-8430 Web Site: http://access.sfhs.org/Services_Page/Long_Term_Care/zcc_zumbrota.htm
Administrator	Shannon Donahue, LNHA Phone: (507) 732-8402 Email: sdonahue@sfhs.org
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