Zumbrota Health Services
Social Accountability Statement 2020

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: Expressing Christ’s Love by providing care that values 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.

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. |

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 $42,100 each year. Businesses ZHS routinely purchases from include:

- Bridget’s Café
- Busby’s Hardware
- Casey’s Downtown
- City of Zumbrota
- Countryside Lawn/Landscaping
- Dairy Queen
- Flowers on Main
- Henning Fire Protection
- Nilssen’s/Hub Food Center Kwik Trip
- Hy-Vee HealthMarket Pharmacy
- Napa Auto Parts
- Page’s Welding
- Pellicci Ace Hardware
- Praxiar Distribution Inc.
- Grimsrud Publishing
- Olsen Motor Repair
- Schumacher Excavating
- Shane Electric
- Town & Country Construction
- VFW
- Zumbrota Telephone Co.

Additionally we refer our residents and tenants to local business in town including:

- Midwest Dental
- Zumbrota Eye Care
Providing Quality Care and Services for Older Adults

Zumbrota Health Services consists of a 50 bed skilled nursing facility and a 22 unit Independent/Assisted Living Center. Of those, 90% are residents of Zumbrota, Pine Island, Mazeppa, and Goodhue communities.

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 16,195 patient days and provided services to more than 85 patients in the nursing home and provided 7,382 resident housing days for more than 34 tenants at the Independent/Assisted living center.

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

Big Stone Therapy, our in house therapy provider offers physical, occupational, and speech therapy for residents, along with outpatient services. These services aid in rehabilitation and provide opportunities to return to previous living environments or maintain previous functional status.

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:

- Card Club
- Bingo
- Word Puzzles
- Bible Study
- Current Events
- Trivia
- Music
- Penny Ante
- Baking
- Readings
- Reminiscence
- Aromatherapy
- Mini Golf
- Birthday Social every month
- Yahtzee
- Movie Night
- Uno
- Nail Polishing
- Exercises
- Ball toss
- Hand Massages
- Crafts
- Outdoor Activities
- In house Aviary

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:

- Minneola Lutheran Church
- Lighthouse Community Church
- United Redeemer Church
- St. Paul’s Catholic Church
- Our Savior’s Lutheran Church
- Land’s Lutheran Church
- Christ Lutheran Church

Our churches and staff offer multiple spiritual activities for our residents including:

- Annual Remembrance Services
- Communion
- Weekly Worship Services
- Clergy Visits When Needed
- Weekly Bible Study
- End of Life Care/Support and Loving Comfort Program
- Hospice/Grief Assistance
- Spiritual Care Kits
Zumbrota Health Services (ZHS), an affiliate of St. Francis Health Services of Morris (SFHS), is pleased to be part of the Nutrition and Optimal Weight (NOW) Project. Over last year and this coming year, ZHS will work collaboratively with related SFHS long term care centers to improve the overall dining experience and the nutritional status of individuals receiving services at ZHS. The NOW Project is a result of SFHS’s long term care collaborative being awarded a Minnesota Nursing Facility Performance-based Incentive Payment Program (PIPP) grant by the Minnesota Department of Human Services (DHS).

The goal is to reduce the number of residents experiencing unexplained weight loss, increase resident and family food satisfaction, improve resident’s overall nutritional status, and to allow individuals receiving services to achieve optimal health, functioning, and wellbeing.

The NOW Project will provide ZHS with additional resources to make positive system improvements to support good nutritional outcomes for individuals receiving services, focusing on each individual’s preferences and needs. A big component will be implementing the Kind Dining program to improve dining room service. We hope to create an optimal environment in which food can be enjoyed.

Marla Miller, Corporate Grant Coordinator for SFHS, states, “This is an excellent opportunity for Zumbrota Health Services to make an impact in the experience each individual receives at mealtimes. We want ZHS residents to feel special, cared for, and truly enjoy what they eat. We hope mealtimes are something they look forward to each day.”

Implementation of the NOW Project began January 1, 2019 at ZHS and will continue through December 31, 2020. SFHS is a faith-based, not-for-profit healthcare organization. In addition to their skilled nursing care centers, they offer a variety of services that include customized/assisted living, a full range of therapies, senior housing, transitional and skilled nursing care, and behavioral and residential programs throughout the state of Minnesota.

Our specific goals in this grant are too:
1.) Managing Weigh loss
2.) Improving overall dining experience
3.) Decrease unexplained weigh loss
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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.

Staff is offered the opportunity to attend our state’s Leading Age 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 utilizes Educare Innovative Training Solutions by Mirabelle Management for staff education at hire and annually thereafter.

ZHS staff has the opportunity for additional training from the Department of Human Services workshops and educational seminars through Leading Age of MN.

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

- Infection Control
- Resident Rights
- Emergency Preparedness Planning
- Abuse and Neglect Prevention
- Proper Lifting Procedures
- Fire Safety
- Alzheimer’s/Dementia Training
- Clinical Issues/Training
- Corporate Compliance/Code of Ethics
- HIPAA
- Oxygen Training
- CPR
- Hospice Education

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. Upon completion of the new facility addition, ZHS has constructed classroom space for Early Childhood and pre-school children in our lower level. This is a relationship with the Zumbrota/Mazeppa School District.

During the previous year, ZHS employed more than 69 full time equivalent employees and gross wages paid out almost 2.7 million dollars. More than 39% of our staff resides in Zumbrota, MN.

Volunteerism

Each year, more than 50 volunteers, donate their time to our organization, recording over 700 volunteer hours each year at Zumbrota Health Services. These volunteers assist with activities, lead worship services and bible study, community work service, pet therapy, 1:1 visits, bingo, special events, sing-alongs, and veteran events.

Helping Community Members in Need

ZHS is integral in the community. We have many visitors daily from surrounding communities and encourage intergenerational interactions. Zumbrota-Mazeppa School District utilizes a portion of ZHS’ building to house Early Education and Pre-School classes during the school year.
Serving as Active Community Members

ZHS employees, board members, and residents are active in the community, participating in social organizations, area churches, city groups, and local school events. ZHS employees are also affiliated with several organizations including: Boy Scouts of America, American Cancer Society, and Alzheimer’s Association.

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