



ZUMBROTA HEALTH SERVICES

Zumbrota Health Services *Social Accountability Statement 2024*

Zumbrota is a small, rural Southeastern Minnesota community located in the Zumbro River Valley. The city is now home to over 3,700 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.

<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 \$38,956.87 each year. Businesses ZHS routinely purchases from include:

- Bridget's Café
- Busby's Hardware
- Casey's Downtown
- Dairy Queen
- Flowers on Main
- City of Zumbrota
- Henning Fire Protection
- Nilssen's/Hub Food Center
- Kwik Trip
- Napa Auto Parts
- Page's Welding
- Pellicci Ace Hardware
- Praxair Distribution Inc.
- Grimsrud Publishing
- Schumacher Excavating
- Shane Electric
- VFW
- Zumbrota Telephone Co.

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

- Midwest Dental
- Zumbrota Eye Care
- Mayo Clinic-Zumbrota Clinic



Providing Quality Care and Services for Older Adults

Zumbrota Health Services consists of a 40-bed skilled nursing facility and a 22 unit Independent/Assisted Living Center. Of those, 70% are residents of Zumbrota, Kenyon, Wanamingo, 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 11,056 patient days and provided services to more than 43 patients in the nursing home and provided 7,969 resident housing days for more than 25 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:

- | | |
|--|--|
| <ul style="list-style-type: none"> • Card Club • Bingo • Word Puzzles • Bible Study • Current Events • Trivia • Music • Penny Ante • Baking • Readings • Reminiscence | <ul style="list-style-type: none"> • Birthday Social every month • Yahtzee • Afternoon Movie • 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:

- | | |
|---|--|
| <ul style="list-style-type: none"> • United Redeemer Church • St. Paul's Catholic Church • Family Community Church | <ul style="list-style-type: none"> • Our Savior's Lutheran Church • Land's Lutheran Church • Christ Lutheran Church |
|---|--|

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

- | | |
|---|--|
| <ul style="list-style-type: none"> • Remembrance Services • Communion • Weekly Worship Services • Clergy Visits When Needed • Weekly Bible Study | <ul style="list-style-type: none"> • End of Life Care/Support and Loving Comfort Program • Hospice/Grief Assistance • Spiritual Care Kits |
|---|--|



ZHS Grants

An example of this commitment to excellence is the implementation of “Nursing Facility Performance-Based Incentive Payment Program” (PIPP) grants awarded by the MN Department of Human Services (DHS). In 2023, we implemented the UKG Love Em’ or Leave Em’ Grant

SFHS, like many organizations across our state, has faced many challenges in regard to 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 these last 30 months all healthcare settings have had to fight to find staff and keep them.

For several years SFHS has implemented an employee engagement survey. Employee engagement surveys are a way for our organization to see areas of concerns and also areas of improvement, a way for an employee to feel a sense of power knowing that their voice is being heard.

SFHS proposes to decrease employee turnover for each of the care centers. We believe that by improving our turnover and addressing why turnover is a problem, we will see increase in resident satisfaction within our care centers that will have positive impact on our resident 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.

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. To provide information about our facilities and services, ZHS hosts yearly Open Houses for our community. Upon completion of the new facility addition, ZHS has constructed office space for Zumbrota-Mazeppa Community Education and District offices in our lower level.

ZHS employs over 60 individuals and of these employees, 65% or more are from the local area (15-mile radius). ZHS paid out almost 2.5 million dollars in gross wages.

Volunteerism

Each year, more than 10 volunteers donate their time to our organization, recording over 600 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 Community Education programs.



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 American Cancer Society, and Alzheimer's Association.

For More Information	
Facility Information	Zumbrota Health Services 433 Mill Street Zumbrota, MN 55992 Phone: (507) 732-8410 Fax: (507) 732-8430 WEBSITE ADDRESS: www.zhs.sfhs.org FIND US ON FACEBOOK: www.facebook.com/zumbrotahealthservices
Administrator	Murray Finger, LNHA Phone: (507) 732-8132 Email: murray.finger@sfhs.org
Director of Nursing	Kara Dunn, RN Phone: (507) 732-8414 Email: kara.dunn@sfhs.org
Admissions Information	Kindra Walstad, Social Worker Phone: (507) 732-8402 Email: kindra.walstad@sfhs.org