Zumbrota Health Services

Social Accountability Statement 2021

Zumbrota is a small, rural Southeastern Minnesota community located in the Zumbrota 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.

<table>
<thead>
<tr>
<th>Core Values</th>
<th>Description</th>
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<tr>
<td>Integrity</td>
<td>We faithfully adhere to high principles and professional standards.</td>
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<td>Commitment</td>
<td>We dedicate ourselves to those we serve.</td>
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<td>Respect</td>
<td>We value and treat each individual with compassion and dignity.</td>
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<td>Excellence</td>
<td>We have the passion to do our best.</td>
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<td>Service</td>
<td>We deliver what has not been done, before it is expected.</td>
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<td>Stewardship</td>
<td>We wisely employ the talents, resources, and relationships entrusted to us.</td>
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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
- Nilsson’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 10,890 patient days and provided services to more than 49 residents in our nursing home and provided 5,700 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:

- 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
An example of this commitment to excellence is the implementation of “Nursing Facility Performance-Based Incentive Payment Program” (PIPP) 2021 grant awarded by the MN Department of Human Services (DHS) entitled: “Falls Prevention”.

An older adult is treated in the emergency room every 11 seconds and an older adult dies every 19 minutes as a result of falls (Karon, Ryther, & Robinson, 2015). Falls are the leading cause of fatal and non-fatal injuries among older adults over the age of 65 (Karon, Ryther, & Robinson, 2015). With these statistics it is important for care centers to address falls with the intent to decrease falls, potential for injuries, and increase the individual receiving services’ quality of life.

The SFHS Collaborative is working together to create a comprehensive falls reduction program that includes improving the care center environment by making it more home-like through strengthening person-centered care, using new artificial intelligence (AI) technology, and developing new exercise programming. The SFHS Collaborative aims to achieve a safer environment for individuals receiving services by training all staff to support, understand, and strengthen our person-centered care to better meet individual resident needs, to use new AI technology to understand the person’s routine and habits, and to increase movement and exercise programming to decrease the risk for falls and subsequent negative outcomes related to falls. As care needs are better identified and person-centered care is improved for individuals receiving services, a decrease in falls could lead to improved utilization of medical care resources, decreased hospitalization, and improved use of staff time related to falls. Falls can have very negative consequences for residents and require multiple types of resources. This two year $2.8 million project will assist us in rebalancing by effectively using new and existing resources through training, AI technology use, and expansion of exercise programming. The SFHS Collaborative will be able to provide quality care more efficiently as both intrinsic and extrinsic factors related to falls are better understood and considered.

In addition, COVID-19 Federal, State and Leading Age MN Association grants have been applied for and received to address the significant impact of COVID.

**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.

In 2021, LFCC awarded $15,000 of scholarships to employees to further their education, primarily to those to become a Certified Nursing Assistant (CNA) and Registered Nurse (RN’s). Individuals who acquire their CNA certificates are eligible for full reimbursement including tuition, cost of books, mileage and day care costs. Scholarships are awarded to employees currently attending classes or can be a loan repayment program.

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
Social Accountability Statement

- 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. ZCC is partnering with the Zumbrota High School in training students for careers in health care through a nursing assistant class. This new opportunity was funded through a Grant and will begin during our fiscal year 2022.

During the previous year, ZHS employed more than 69 full time equivalent employees and gross wages paid out almost $2.7 million. More than 50% of our staff resides in Zumbrota, MN.

Volunteerism

Due to Covid-19, ZHS has not been able to use volunteers in either of our buildings. Prior to Covid-19, 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. We are hoping to reignite our volunteer program by Summer 2022.

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 their Administration Department.

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.
## For More Information

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