



ZUMBROTA HEALTH SERVICES

Social Accountability Statement 2026

Zumbrota is a small, rural Southeastern Minnesota community located in the Zumbro River Valley. The city is now home to over 4,000 residents and approximately 300 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:

<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 Wanamingo 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 \$43,500 each year. Businesses ZHS routinely purchases from include:

- Busby's Hardware
- Casey's Downtown
- Dairy Queen
- Flowers on Main
- City of Zumbrota
- Nilssen's/Hub Food Center
- Kwik Trip
- Napa Auto Parts
- Zumbrota Telephone
- Grimsrud Publishing
- Schumacher Excavating
- Shane Electric
- Kwik Trip

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 36-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 11,863 patient days and provided services to more than 78 patients in the nursing home and provided 7,980 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:

- Wound Treatment
- Ostomy Care
- Post-Surgical Care

Continuum Therapy, our in-house therapy provider as of April 1, 2026, 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
- Baking
- Readings
- Reminiscence
- In house Aviary
- Monthly Birthday Social
- Yahtzee
- Afternoon Movie
- Uno
- Nail Polishing
- Exercises
- Ball toss
- Hand Massages
- Crafts
- Outdoor Activities

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:

- United Redeemer Church
- St. Paul's Catholic Church
- St. Mary's Catholic Church
- Grace Lutheran Church
- Our Savior's Lutheran Church
- Land's Lutheran Church
- Christ Lutheran Church
- St. John's Lutheran Church

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

- 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

ZHS Grants

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.

During the 2025 year, all 14 St. Francis Health Services (SFHS) care centers implemented innovative tools and technologies across multiple departments to enhance operational efficiency, staff support, and resident engagement.

Activities Department

- 15 Mobii Units implemented across care centers. Mobii is an interactive projection system that transforms floors, tables, and other surfaces into engaging learning and gaming environments designed for seniors.
- 14 CILC (Center for Interactive Learning and Collaboration) programs introduced to provide lifelong learning opportunities through live, virtual engagement.
- 5 Rendevar VR headsets deployed to offer immersive experiences that reduce social isolation and enhance group engagement.
- 5 Pepper Humanoid Robots added to support activities by leading Bingo and exercise programs, as well as providing one-on-one resident interaction.

Nursing Department

- 20+ DS Smart Vital Signs Machines deployed across the 14 care centers. These devices integrate directly with the existing EHR system, resulting in:
 - ◇ 1,097 staff hours saved
 - ◇ 42,404 reductions in manual vital sign recording errors
 - ◇ 235,579 error-free vital signs collected
- ChartPic Wound Care technology implemented across all care centers to improve wound visibility, ensure accurate measurements, and better track wound progression.
- Bidets installed to promote resident independence with personal hygiene, assist staff during toileting care, and reduce the risk of urinary tract infections (UTIs).

Dietary Department

- Dining RD Plateful implemented in all 14 care centers to support menu planning, diet management, and nutritional accuracy.
- Tableside Dining technology introduced in 2 care centers, allowing residents to place meal orders in advance or in real time. This system:
 - ◇ Displays daily menu options and alternatives
 - ◇ Monitors special dietary restrictions
 - ◇ Improves meal count accuracy
 - ◇ Reduces food waste
- 20 BellaBots deployed across 14 care centers to assist with meal delivery, supply and mail transport, activity notifications, and visitor escorting.

Environmental Services

- 18 autonomous floor-cleaning robots implemented across 14 care centers to support daily floor care, allowing housekeeping and maintenance staff to focus more on resident room cleanliness.
- Maintenance Care Application rolled out to all care centers to provide real-time work order notifications, support timely emergency maintenance responses, and schedule preventive maintenance to ensure continued resident safety.

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 have 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
- Cultural Diversity and Competency

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.

ZHS employs over 60 individuals and of these employees, 59% or more are from the local area (15-mile radius). ZHS paid out almost 3.1 million dollars in gross wages.

Volunteerism

Each year, more than 12 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. Area churches utilize our campus to host various functions.

Serving as Active Community Members

ZHS employees, ZHS Advisory Committee, 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) 361-8400 Fax: (507) 361-8430 WEBSITE ADDRESS: www.zhs.sfhs.org FIND US ON FACEBOOK: www.facebook.com/zumbrotahealthservices
Administrator	Amy Salchow, LNHA Phone: (507) 361-8442 Email: amy.salchow@sfhs.org
Director of Nursing	Interim Director of Nursing Kristine Gillard Phone: (507) 361-8414 Email: kristine.gillard@sfhs.org
Admissions Information	Taylar Hein, Social Work Designee/Admissions Phone: (507) 361-8402 Email: taylar.hein@sfhs.org