



# 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 \$24,400 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
- Page's Welding
- Pellicci Ace Hardware
- Praxair Distribution Inc.
- Grimsrud Publishing
- Schumacher Excavating
- Shane Electric
- VFW

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 12,356 patient days and provided services to more than 43 patients in the nursing home and provided 8,766 resident housing days for more than 24 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

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
- Penny Ante
- Baking
- Readings
- Reminiscence
- Monthly Birthday Social
- 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:

- United Redeemer Church
- St. Paul's Catholic Church
- Family Community 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:

- 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

### **SFHS Performance-Based Incentive Payment Program (PIPP Grant) Provided by the Department of Human Services**

An example of our commitment to excellence is the implementation of “Nursing Facility Performance-Based Incentive Payment Program” (PIPP) 2023-2024 grant awarded by the MN Department of Human Services (DHS) entitled: “UKG/LELE”.

SFHS, like many organizations across our state, has faced many challenges regarding 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 the 2.5 years of the pandemic all healthcare settings have had to fight to find staff and keep them. Taking new hires in so that there is a “body” to fill the void, so we have people to care for our aging population. Throughout those 2.5 years we missed a very important part, employee engagement and the true idea of relationship building for residents and with staff.

SFHS’ first goal is to decrease direct care staff turnover by 3%. To accomplish this goal SFHS implemented a new HR payroll system called UKG. UKG is a Human Resource Software used to hold personal staff records and timekeeping; in addition to offering employee engagement surveys, annual performance evaluations, 30–60-day staff checks ins, advance payment through UKG Wallet and advance scheduling. SFHS care centers also implemented Love ‘Em or Lose ‘Em training for all leaders, which covered tools for leadership staff to engage with their staff through empathy, transparency, communication and collaboration. Love ‘Em or Lose ‘Em methodology helps leaders understand that they must go the extra mile if we wish to retain our staff in our communities.

SFHS second goal is to increase resident relationships by 2%. To accomplish this goal SFHS implemented person centered care staffing models and consistent staffing models for our staff to engage with our Residents. Activity Directors also increased resident group activities, giving our residents the opportunity to not only connect with the staff but with each other.

### **Upcoming 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.

### 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.

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. 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**

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