

# 2022 Year in Review

Good Health Starts With Great Care®



OLMSTED  
MEDICAL  
CENTER

## **Our Mission**

**Partnering for better health and better lives.**

## **Our Vision**

**Patient-centered. Community-focused. Future-oriented.**

## **Our Core Values**

**Our patients are our highest priority.**

**Our people are the key to our success.**

**Our communities are our source of inspiration.**

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# Message to Our Community

## Our commitment

We are pleased to present OMC's Year in Review. This report highlights our involvement in our communities as well as provides a snapshot of accomplishments for 2022.

As we look back on the past year, we are proud of the care we provided and our commitment to being patient-centered, community-focused, and future-oriented.

- Since the doors opened in 1949, we have been committed to ensuring our patients are our highest priority. After nearly 75 years, Olmsted Medical Center continues to partner and walk alongside our patients to help them live their healthiest lives. We believe that every patient has a right to be healthy and deserves to be treated with respect, and we are always striving to improve the patient experience.
- We are committed to being part of the communities in which we serve and believe they are our source of inspiration. We continually show our commitment through the contribution of staff time and talent, in-kind resources, and financial assistance. During 2022, OMC's community investment advisory council approved financial support of nearly \$219,000 for 86 local and regional organizations throughout southeastern Minnesota.
- We are committed to being future-oriented. As an organization, we are always learning and looking for ways to improve our care, offer new services, and invest in new technologies and innovations.

OMC received a number of recognitions in 2022. We want to highlight three and invite you to read more about these and the other recognitions in this report.

- We have partnered with Epic for our electronic health record since 2018. In 2022, we received a Gold Stars Level 8 rating from Epic. This rating is a testament to our commitment to using technology to improve the quality of care we provide. We are patient-centered.
- It was a great honor to have been chosen to receive the 2022 Minnesota Keystone Medium Business Award. This award recognized our commitment to excellence in business and how we have shown our commitment to the communities we serve. Each year, three organizations (one small, one medium, and one large) are chosen for the Minnesota Keystone Business Award. We are community-focused.
- The College of Healthcare Information Management Executives (CHIME) recognized OMC as a Level 7 Digital Health Most Wired organization. This award recognizes our commitment to using technology to improve the patient experience, a commitment that will serve our patients well into the future. We are future-oriented.

OMC is grateful for the support of our patients, community partners, benefactors, and staff. We are committed to continuing to provide our patients with the exceptional, personalized care they have come to expect.



James Hoffmann, DO  
President

A handwritten signature in black ink that reads "James Hoffmann, D.O." in a cursive style.



Tim W. Weir, FACHE  
Chief Executive Officer

A handwritten signature in black ink that reads "Tim Weir" in a cursive style.

## Patient Services Activities

Total Patients Served	80,254
Clinician Visits	339,762
Hospital Patient Days	7,509
Hospital Admissions	3,013
Births	916
Surgical Procedures	4,745
Emergency Department Visits	23,079
Rehabilitation Therapy Procedures	49,709
MRI Procedures	3,021
CT Procedures	8,411
Laboratory Procedures	500,144
Number of Physicians and Clinicians	195
Number of Employees	1371
Number of FTEs	1070.85
Average Years of Service	8.4
Employee Turnover Rate	18.7%
Total Net Operating Revenue	\$249,162,038
<b>Total Operating Expenses</b>	<b>\$247,338,870</b>

Fiscal Year 2022

## Financial Benefit To Our Community

<b>Community Benefit Contributions</b>	
Total Operating Expenses	\$247,338,870
Charity Care Allowances Measured at Cost	\$1,236,217
Estimated costs in excess of payments for treating Medicaid patients	\$24,020,630
Medical Assistance Surcharge	\$24,020,630
Minnesota Care Tax	\$3,228,654
Financial Contributions	\$238,366
Total Costs of Community Benefits (as defined by CHA/VHA guidelines)	<b>\$29,869,596</b>
Estimated costs in excess of payments for treating Medicare Patients	\$33,495,451
Bad Debt Expense	\$8,251,080
Taxes and Fees	\$1,194,004
Sub Total	\$42,940,535
Total Value of Community Contributions	<b>\$72,810,131</b>
Percentage of Operating Expenses	29.44%

Fiscal Year 2022



## Giving Back to the Communities OMC Serves

As a 501(c)3 non-profit organization, OMC actively supports southeastern Minnesota's health and wellness efforts through the contribution of staff time/talent, in-kind resources, and financial assistance. In 2022, our community contributions made up 29.44% of our annual operating expenses (\$247,338,870) in support of our commitment to be an active, contributing partner in the communities we serve.

Another way OMC actively supports community health is through its partnership with Olmsted County Public Health Services, Mayo Clinic, and other community-service organizations as we work together to implement the action plan based on our collaborative Community Health Needs Assessment (CHNA). You'll find more details about our CHNA-related activity on page 7.

OMC's community investment advisory council approved direct financial support for 86 local and regional organizations delivering education, civic, health and wellness, human service, arts and culture, and youth/fitness and safety programs throughout southeastern Minnesota. Our support for those community organizations remains consistent with the way our employees continued to reach out to their own communities by volunteering.

## Community Health Needs Assessment Progress

The Community Health Assessment Process is about improving the health and well-being of residents in Olmsted County. Every three years the community conducts a health needs assessment to determine Olmsted County's leading health priorities; formulate a plan to address the needs; and publish an annual progress report. Olmsted County Public Health, Mayo Clinic, and Olmsted Medical Center engage with diverse partners across our community to lead this process.

While Olmsted County Public Health Services (OCPHS) long has conducted regular assessments of health indicators in order to inform its operational priorities, the 2010 Affordable Care Act established a federal requirement that hospitals also conduct a community-based health needs assessment (CHNA) and related action plan once every three years.

To arrive at a true community-based health needs assessment, Olmsted Medical Center collaborated with OCPHS and Mayo Clinic. These organizations have a long history of cooperation and collaboration with each other, as well as with other community partners, in addressing local health issues. During 2022, the joint CHNA and related action plan identified three top community health needs: mental health, substance use, and financial stress.

Also required under the federal CHNA mandate is annual documentation of progress toward addressing those community health priorities and collaboration with our community partners. OMC will continue to coordinate the efforts of all of the involved health providers and agencies in their work on the major community health priorities as determined by the health needs assessment. A key goal will be to integrate mental health, medical care, and social services for those individuals who have multiple chronic medical and mental health problems and who are frequent and high-cost visitors to emergency departments, hospitals, and clinics. OMC has developed an action plan specific to our patient base to address these same priorities. While there are some aspects of the community priorities that are beyond the scope of OMC's mission and resources, OMC participates in many community-wide efforts to try and address those issues. OMC's documented progress on the community health needs focus areas is available online at [www.olmmed.org/about/community-involvement/](http://www.olmmed.org/about/community-involvement/).

# Milestones and Meaningful Results

Our reputation as southeastern Minnesota's premier hometown healthcare provider continues to grow. We regularly earn recognition from the Minnesota Department of Health for our ongoing efforts in support of the state's patient-safety initiatives.

## **OMC again received recognition and accolades for its performance and activities in following important categories in 2022.**

- Det Norske Veritas-GL (DNV) conducted its annual survey of OMC. DNV is the accrediting body that evaluates OMC's compliance with regulatory standards to assure safe, quality care is being provided. OMC continues to demonstrate to our accrediting organization it meets or exceeds patient safety standards set forth by the US Centers for Medicare and Medicaid Services.
- Olmsted Medical Center was honored to have been chosen to receive the 2022 Minnesota Keystone Medium Business Award! OMC believes strongly in supporting the patients and employees who live in the communities we serve. We actively support programs, services, and activities of nonprofit organizations that are committed to improving the health of others throughout southeastern Minnesota. This is provided through the contribution of staff time/talent, in-kind resources, and financial assistance. Community involvement, whether on the organizational or the individual level, is one aspect of OMC's vision to be "Patient-centered. Community-focused. Future oriented."
- OMC received a Gold Stars Level 8 rating from Epic, our electronic health records system. Epic's Gold Stars program measures the following areas: patient access, patient experience, clinical quality and safety, population health management, physician productivity, nursing productivity, and value from data. This information not only provides a snapshot of where OMC is related to Epic functionality, but also provides information about areas the organization may want to look at for future optimization efforts. It helps assure OMC is adopting new technologies and staying on the cutting edge.

- OMC was recognized as a Level 7 Digital Health Most Wired organization by the College of Healthcare Information Management Executives (CHIME). The CHIME Digital Health Most Wired program conducts an annual survey to assess how effectively healthcare organizations apply technologies to improve healthcare in their communities. Organizations at Level 7 have deployed technologies and strategies to help them analyze their data and are starting to achieve meaningful efficiency outcomes.
- OMC received an “A” Leapfrog Hospital Safety Grade for fall 2022. This national distinction recognizes a hospital’s achievements in protecting patients from harm and error in the hospital. The Leapfrog Hospital Safety Grade is a hospital ratings program based on prevention of medical errors and harm to patients.
- OMC received a three-year Echocardiography accreditation from the Intersocietal Accreditation Commission (IAC) in Adult Transthoracic, Adult Transesophageal, and Adult Stress. Echocardiography Accreditation by the IAC means that OMC has undergone a thorough review by a panel of experts. The accreditation is only granted to those facilities that are found to provide high-quality patient care, in compliance with national standards.
- Olmsted Medical Center’s Sleep Center has received another five-year accreditation through the American Academy of Sleep Medicine (AASM). Achieving AASM accreditation confirms that OMC is committed to providing high-quality, patient-centered care through adherence to AASM standards.

### **OMC also celebrated the following accomplishments:**

- A new OMC pharmacy opened its doors inside the Pine Island Clinic. This new pharmacy offers patients in Pine Island and the surrounding communities a quick and easy way to fill prescriptions. The pharmacy is open during clinic hours, Monday through Friday.
- OMC’s pharmacies continue to grow to meet patient need. In 2022, they increase the Shingrix vaccination rate by 100% and saw an increase in the number of prescriptions filled by 18%. In addition, the pharmacies received DMEPOS reaccreditation. DMEPOS (durable medical equipment, prosthetics, orthotics, and supplies) accreditation verifies that the pharmacies meet quality standards set forth by the Centers for Medicare & Medicaid Services (CMS).

## Milestones and Meaningful Results (continued)

- The Medication-Assisted Treatment (MAT) clinic was awarded the Tackling Overdose with Networks (TOWN) grant through Minnesota Department of Health (MDH). The TOWN grant is designed to help clinics reduce opioid overdose through the following efforts: 1) decrease chronic opioid prescriptions; 2) increase access to medicated-assisted treatment; and 3) increase community coordination and prevention efforts.
- During the summer, OMC offered three drive-through immunization clinics at the Rochester Northwest Clinic for patients who were due or past due for certain vaccines. In addition, a drive-through flu vaccination clinic was held during the fall.
- Olmsted Medical Center was among a select group of hospitals nationwide recognized with the Platinum Hospital Award from the U.S. Department of Health and Human Services for organ and tissue donation education. This is the sixth year in a row that OMC received the platinum award.
- OMC started performing a new balloon procedure for rotator cuff tears to help patients who qualify. The minimally invasive procedure enables patients to recover faster and with less pain.
- The Transitional Care Management (TCM) program has expanded to help improve coordination of care for patients meeting certain criteria. The goal of the program is for a care provider to temporarily oversee management and coordination of services for the patient's medical conditions, psychosocial needs, and daily living support as they transition from being discharge from a hospital or other facility to their home or community setting. The program is designed to eliminate gaps in patient care and reduce hospital readmission rates.
- Active Aging Services (AAS) offers a clinic for residents and staff at The Homestead. AAS offers appointments with OMC providers on Thursdays for any resident living in the assisted living, memory care, independent living, and High Pointe buildings as well as any staff working at The Homestead. Care offered includes acute (urgent) care, advance care planning, education and support, and primary care.
- Olmsted Medical Center's Acute Care at the Rochester Northwest Clinic relocated from the main floor to the lower level. The move to the lower level allows OMC to care for more Acute Care patients by increasing the number of exam rooms. In addition, by relocating Acute Care to the lower level, this enables primary care to expand their services on the main level.

- A new tobacco cessation protocol for patients has been implemented. This will help nursing staff in the clinic setting to talk with patients about tobacco use and provide education as well as prescribe any needed tobacco cessation aides.
- OMC implemented a lung cancer screening counseling program for patients ages 55–77, called Lung Cancer with Low Dose Computed Tomography (LDCT). This new program provides screening and early detection for lung cancer.
- The Advance Wound Health Clinic is providing outreach to two skilled nursing care facilities: Chosen Valley Care Center in Chatfield and Madonna Towers in Rochester. This outreach improves access and enables patients to receive wound care services at their bedside instead of needing to be transported to OMC for care.
- OMC has implemented the PEARLS (Program to Encourage Active, Rewarding Lives) treatment program. This has allowed OMC to expand clinical social services to some of our rural locations. PEARLS is designed to help older adults with depression in rural areas and improve quality of life among older adults.
- Funding was received from the Southeastern Minnesota Area Agency on Aging to support evidence-based programming for older adults.
- The Care Coordination department partnered with Clinical Informatics and the Business Office to create a simpler process for enrolling and referring patients to their program. Care coordinators are trained experts to identify resources for patients and help close gaps which can ensure the delivery of safer, efficient, and effective care.
- Cardiology began offering outreach services at Spring Valley and Cannon Falls. One of OMC's cardiologists provides care and treatment for a wide range of adult heart and vascular conditions one time a month at each clinic.
- Dermatology began offering outreach services at two of OMC's branch clinics. Two of OMC's dermatologists provide care and treatment one time a month at the Pine Island and Plainview clinics.

# Quality Department Updates

Olmsted Medical Center received a 4-star Overall Hospital Rating from the Centers for Medicare and Medicaid Services (CMS) for quality of care. CMS assigns star ratings to over 4,500 United States hospitals based on quality in seven areas: mortality, safety of care, readmission, patient experience, effectiveness of care, timeliness of care, and efficient use of medical imaging. The star ratings come from a survey called the HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) survey. This random sample survey asks recently discharged patients about their hospital care experience based on 10 measures. Star ratings have been developed for all of the HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) measures. These are then combined into the overall star rating.



The overall star rating is based on how well a hospital performs across different areas of quality, such as treating heart attacks and pneumonia, readmission rates, and safety of care.

The patient survey rating measures patients' experiences of their hospital care. Recently discharged patients are asked about important topics like how well nurses and doctors communicated, how responsive hospital staff were to their needs, and the cleanliness and quietness of the hospital environment.

**OMC is above or at the national average in all 10 areas, and is at or above the MN average in 6.**

- Patients who reported that their nurses always communicated well:
  - o OMC = 81% (national avg=79%, MN avg=84%)
- Patients who reported that their doctors always communicated well:
  - o OMC = 80% (national avg=80%, MN avg=84%)

- Patients who reported that they always received help as soon as they wanted:
  - OMC = 69% (national avg=66%, MN avg=73%)
- Patients who reported that they were given information about medicines before giving it to them:
  - OMC = 66% (national avg=62%, MN avg=76%)
- Patients who reported that their room & bathroom were always clean:
  - OMC = 79% (national avg=72%, MN avg=76%)
- Patients who reported that the area around their room was always quiet at night:
  - OMC = 69% (national avg=62%, MN avg=68%)
- Patients who reported that Yes, they were given information about what to do during their recovery at home:
  - OMC = 89% (national avg=86%, MN avg=89%)
- Patients who strongly agree they understood their care when they left the hospital:
  - OMC = 56% (national avg=51%, MN avg=56%)
- Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest):
  - OMC = 81% (national avg=71%, MN avg=77%)
- Patients who reported they would definitely recommend the hospital:
  - OMC = 82% (national avg=69%, MN avg=75%)

## Timely & effective care

- **Emergency department**
  - Average time patients spent in the Emergency department before being discharged:
    - OMC=134minutes(national average=171minutes,MN average=139 minutes)
- **Pregnancy & delivery care**
  - Percentage of mothers whose deliveries were scheduled too early when a scheduled delivery wasn't medically necessary:
    - OMC = 0% (national average=2%, MN average=2%)

## 2022 OMC Department Chairs

**Randy Hemann, MD**

Chair

**Mark Wilbur, MD**

Division Chair

Primary Care and Specialty Services

**Melissa Richards, MD**

Division Chair

Hospital and Surgical Services

**Maral Kenderian, MD**

Adult Primary Care -

Rochester Non-Pediatric

**Samer Abdel-Aziz, MD**

Department Lead, Anesthesiology

**Margaret Dow, MD**

BirthCenter & OB/GYN

**Jay Myers, MD**

Emergency Medicine

**Matthew Florek, MD**

Family Medicine - Branch Clinics

**Hugh Smith, MD**

Laboratory & Pathology

**David Lowe, MD**

Medical Subspecialties

**Tamara Alexandrov, MD**

Musculoskeletal

**Peter Arndt, MD**

Pediatrics

**Jeffrey Gursky, MD**

Psychiatry & Psychology

**Diya Odeh, MD**

Department Lead, Radiology

**Vidhan Chandra, MD**

Surgery Specialties

## New Contract Clinicians

**Jared Aelony, DPM**  
Podiatry

**Robert Wrenn, MD**  
Anesthesiology

**Danielle Falde, MD**  
Obstetrics & Gynecology

**Samar Said, MD**  
Pathology

**James Roth, MD**  
Psychiatry & Psychology

**Taylor Boland Rigby, MD**  
Family Medicine

**Cassandra Petri, MD**  
Pediatrics

**Suhail Alkilani, MD**  
Sleep Medicine

**Daniel Zimmerman, MD**  
Family Medicine



## Retired Contract Clinicians

**Kimberly McKeon, MD**  
Obstetrics & Gynecology - 30 years

**Craig Thauwald, MD**  
Family Medicine - 39 years

**Carole Nistler, MD**  
Family Medicine - 24 years

**James Baber, MD**  
Anesthesiology - 22 years

## 2022 Olmsted Medical Center Board of Trustees

**James Hoffmann, DO**  
President

**Tim W. Weir, FACHE**  
Chief Executive Officer

**Tamara Alexandrov, MD**  
Clinic Trustee

**Maral Kenderian, MD**  
Clinic Trustee

**Keith Kleis, DO**  
Clinic Trustee

**Cassie Harrington**  
Public Trustee - Chair

**Jay Hesley**  
Public Trustee - Past-Chair

**Mike Malugani**  
Public Trustee - Chair-Elect

**Andrea Chapman**  
Public Trustee

**Carole Nistler, MD**  
Public Trustee

**Wendy Shannon**  
Public Trustee

**Don Supalla**  
Public Trustee

**Michael Tuohy**  
Public Trustee

## 2022 OMC Regional Foundation Board of Directors

**Corenia Walz – President**

Rodney D. Anderson Law Offices

**Jeanine E. Gangeness, PhD –  
Vice President**

Winona State University -  
Rochester

**Lilia Ponton, MD – Secretary**

Olmsted Medical Center

**Paul Tieskoetter – Treasurer**

Community Volunteer

**Tyler Coleman**

Sterling State Bank

**Jay Hesley**

Community Volunteer

**James Hoffmann, DO**

Olmsted Medical Center

**Jeff Jensen**

Express Employment  
Professionals

**David Oeth**

Community Volunteer

**Dharani Ramamoorthy**

Xylo Technologies

**Mitch Stevenson**

Trader Joes

**Don Supalla**

Community Volunteer

**Stacey M. Vanden Heuvel**

OMC Regional Foundation

**Tim W. Weir, FACHE**

Olmsted Medical Center

## 2022 OMC Senior Administrative Team



**James Hoffmann, DO**  
President



**Tim W. Weir, FACHE**  
Chief Executive Officer



**Randy Hemann, MD**  
Chief Medical Officer



**Kevin Higgins**  
Chief Financial Officer



**Katie Snow**  
Chief Nursing Officer



**Wendy Scheckel**  
Chief Information Officer



**Robert Cunningham**  
Chief Operating Officer



**Stacey Vanden Heuvel**  
Vice President, Marketing  
and Philanthropy





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210 Ninth Street SE, Rochester, MN  
[www.olmstedmedicalcenter.org](http://www.olmstedmedicalcenter.org)