
Olmsted Medical Center

Good Health Starts With Great Care.

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[Summary of the Olmsted County Community Health Improvement Plan]
Introduction
Under the provisions of the Affordable Care Act of 2010, the Olmsted Medical Center is required to conduct a formal community health needs assessment every three years. The assessment is to include identification of the most pressing healthcare issues in the community, implementation of programs to address these issues, and documentation of progress towards meeting the needs on the annual Form 990 report. The Olmsted Medical Center completed its assessment and implementation. This document provides the details of the process and plan for 2017 - 2019.

OMC involvement in the community continues to be an important core value for our organization.

Our Mission:
The delivery of exceptional patient care focusing on caring, quality, safety, and service.

Our Vision:
To be the healthcare provider of choice in our service area by leading in quality, access, and service.

Our Core Values:
Our patients come first.
Every employee is a caregiver.
Our employees are the key to our success.
OMC is an active, contributing partner in the communities it serves.
We have a duty to position and prepare OMC for the future.

Executive Summary
To arrive at a true community-based health needs assessment, Olmsted Medical Center (OMC) collaborated with Olmsted County Health, Housing and Human Services (OCHHHS) and Mayo Clinic Rochester. 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. The three organizations agreed that a joint health needs assessment survey was the best strategy for the community and began discussions in early 2012 regarding the opportunity to work together on a community health needs assessment (CHNA). This collaborative is referred to as the Community Health Assessment and Planning Core Group.

The CHNA survey was completed in 2016 and the top five community health priorities were identified as financial stress, mental health, overweight/obesity, immunizations, and injury prevention.

OMC developed an internal work plan to address the five community health priorities. In addition to Olmsted County, OMC serves residents in the surrounding counties. As a result, OMC’s plan encompasses the communities and counties in which OMC serves. The summary of the 2017 to 2019 plan and progress is outlined below.
CHNA Health Priorities for 2017 – 2019

OMC supported the Community Health Improvement Plan (CHIP) efforts to address the top five health priorities identified by the 2016 CHNA survey. The CHIP is the collaborative plan developed with multiple community organizations to address the identified priorities in an effort to improvement community health.

Financial Stress:

The definition for this area of focus from the CHNA report is:

“a condition that occurs whenever household income is less than desired outgo, the difficulty that a household may have in meeting basic financial commitments.”

OMC has focused its efforts for Financial Stress with the following programs.

Medication Voucher Program

OMC continued to provide a small, one-time voucher for patients who needed assistance with medications.

There were 50 patients in 2017, 86 patients in 2018, and 73 patients in 2019 (through the end of September) who received financial support for their medications. The number of patients served and the amount of financial support increased from 2017 to 2018.

Other Patient Support Services

OMC continued to partner with organizations in the community to help patients who need assistance. Through a partnership with Lutheran Social Services (LSS), OMC matched 16 LSS senior companions with OMC patients. This program is offered to older adults who would like to continue living independently at home but may need help with medical appointments or need companionship.

For families who suffered a perinatal loss, OMC maintained their relationship with Macken Funeral Home and Oakwood Cemetery. Macken Funeral Home offers parent(s) cremation at no cost. Ashes are either picked up by the parent(s), or are interned at OMC’s common burial plot at Oakwood Cemetery, in the baby section known as the Isle of Innocence.

Throughout the year, employees at OMC have supported community efforts to help income-eligible families. A sampling of efforts included United Way of Olmsted County's Running Start for School, United
Way of Olmsted County and The Salvation Army's Community Winter Outerwear Drive, Christmas Anonymous, and Adopt-a-Family (a partnership between Lutheran Social Services, Olmsted County, and Zumbro Lutheran Church). OMC appreciates and supports the efforts of employees to help and partner with service organizations in our communities as it aligns with the Core Values that states: “OMC is an active, contributing partner in the communities it serves.”

**Transportation Program**
OMC utilized transportation services such as Lyft and others to assist patients in financial need with a one-time transportation voucher. Transportation services helped patients traveling from an OMC location to home or to another OMC location. Utilizing these transportation services has allowed OMC to serve more patients due to the affordability of the service.

![Transportation Program Chart]

There were 50 patients in 2017, 83 patients in 2018, and 69 patients in 2019 (year-to-date) who benefited from the transportation program.

**Financial Support Programs**
OMC continued to be committed to providing quality healthcare to all patients, regardless of their ability to pay. OMC has many options to assist patients in resolving their account balance if they cannot be paid in full.

- **Extended Payments**: OMC offers a monthly payment program based on the total balance. If the total balance increases, OMC request that the monthly payment plan amount increase as well.
- **Bank Loan**: OMC offers a bank loan option in partnership with a local financial institution that is co-signed by OMC and is provided at 0% interest. This option works well for those that cannot meet OMC’s extended payment guidelines.
- **Financial Assistance**: This program offers assistance to those individuals who are uninsured or underinsured and unable to pay for their medical services.
The Bank Loan program has increased due to the features of the program that help make healthcare more affordable over time for patients.

The Financial Assistance program has declined over the last three years due to more accessibility for patients to other payment plan options.

The Bank Loan and Financial Assistance programs are tracked annually with data available after the close of the calendar year.
Mental Health:

The definition for this area of focus from the CHNA report is:

“mental illness refers to a wide range of mental health conditions or disorders that affect your mood, thinking and behavior...mental health is a state of successful performance of mental function, resulting in productive activities, fulfilling relationships with other people, and the ability to adapt to change and to cope with challenges.”

OMC has focused its efforts for Mental Health with the following programs.

Specialty Care Services
Access to mental health services, particularly early diagnosis and treatment, is a critical step in addressing mental health issues within the community. In response to increasing demand for mental health services for adults, children, and adolescents, OMC’s Psychiatry and Psychology department continued recruiting clinicians to the care team.

The Psychiatry and Psychology department is located in the Rochester Southeast Clinic. For optimal access to mental health services over the long term, different options were made available at varying levels for patients based on their needs and care complexity. To help support patients with complex chronic diseases, a behavioral healthcare coordinator was added to the practice.

OMC has developed a collaborative care model that is used when a primary care clinician believes the management of the patient would improve with behavioral healthcare management. This service is delivered by a behavioral healthcare coordinator who is a member of the Psychiatry and Psychology department. The behavioral healthcare coordinator meets with the patient for targeted therapy routinely and is supported by regular consultations with a psychiatrist regarding the patient’s progress. In addition to providing services in their department, electronic consultations with healthcare providers in other clinical areas of the organization were provided (e.g., primary care).

Community Partnerships
OMC along with the Rochester Area Foundation, Mayo Clinic; OCHHHS; and the Olmsted County Community Health Assessment and Planning Partnership, along with other organizational support sponsored an exhibit that provided immersive experiences and multimedia activities to raise awareness about mental illness. The Mental Health: Mind Matters exhibit created a safe space for important conversations about mental illness. The exhibit was produced for North America by the Science Museum of Minnesota in collaboration with Heureka, The Finnish Science Centre.

OMC, in partnership with OCHHHS, Mayo Clinic, Collaborative Resources Education Services and Technology (CREST), and other community groups, have been working together to develop a mental health crisis center. This facility will focus on filling some of the gaps in our behavioral health system and creating a more robust continuum of crisis services for the southeast Minnesota region. The facility will provide a family friendly atmosphere with a recovery focus design. The design will provide safety, but in a non-clinical environment. There will be space for individuals who do not require an overnight stay to be safe while receiving an assessment, intervention, and real-time coordination of crisis and on-going services. This facility will serve as a resource for a 10-county area that includes Dodge, Steele, Waseca, Olmsted, Goodhue, Wabasha, Mower, Fillmore, Winona, and Houston. The crisis center is expected to be built and operational by 2021. The State of MN Department of Health and Human Services has provided funding to build the crisis center.
**Primary Care Services**

All OMC primary care providers continued to support mental health services for patients. For services not currently available within OMC, there are multiple community partners that can support patients with their care needs. Referrals to appropriate community partners for substance use and abuse, inpatient psychiatric care, and other services have been provided by partners such as Zumbro Valley Health Center, Bluestem Center for Child and Family Development, EmPower CTC (Comprehensive Treatment Center), Mayo Clinic, and others.

Mental health services in primary care are supported by OMC’s suicidal assessments which are done by providers during visits with their patients. In addition to a handful of staff trained in mental health first aid, OMC has one staff member trained to teach mental health first aid.

Mental and behavioral health outcomes are difficult to measure. Through Minnesota Community Measures, OMC reported the following key screening and patient engagement data points that are comparable to other organizations across the state.

**Other Services**

OMC’s Caring Partners Canine Companion Program continued to be available to patients, family members, and staff who needed support during stressful hospital or clinic encounters.
Overweight/Obesity:

The definition for this area of focus from the CHNA report is:

“Adults are classified as overweight with a Body Mass Index (BMI) between 25.0 and 29.9; and obese with a BMI of 30.0 or higher. Children and adolescents are classified as overweight with a BMI-for-age at the 85th to less than 95th percentile and obese with a BMI-for-age equal to or greater than 95th percentile.”

OMC has focused its efforts for Overweight/Obesity with the following programs.

Community Outreach Services
OMC participated in community-based health and wellness events and fairs as well as offered workshops through WellConnect including, but not limited to, Living Well with Diabetes, Diabetes Prevention program, Living Well with Chronic Conditions, and Living Well with Chronic Pain.

OMC Weight Management Services
OMC offered nutrition services to patients to help support healthy eating choices. These services have been an important element in OMC’s Weight Loss Surgery (Bariatric) program. Obesity is complex with many causes and related health problems.

Weight loss surgery has been shown to be an effective way to reach long-term weight loss goals and can help reduce obesity related health concerns. At OMC, the weight loss surgery team helps patients learn lifestyle and behavior skills needed to successfully reach their weight loss and health goals. The team includes the surgeon, bariatric coordinator/nurse, bariatrician, psychologist, and registered dietitians. Each team member provides the education and testing needed to guide patients towards a healthier life.

Nutrition services are delivered through patient education visits at multiple locations.

In 2017, OMC started tracking patient education visits related to nutrition, tobacco cessation, and diabetic education support. Data for 2019 is currently unavailable.

In 2019, OMC expanded its services to include patient nutrition education at our Sports Medicine and Performance facility to help guide patients with appropriate nutrition during their training athletic programs.
Immunizations:

The definition for this area of focus for the CHNA report:

“Immunization is a process by which people become protected against infectious diseases through administration of a vaccine.”

Community Outreach Program

Since 2013, OMC and Mayo Clinic have collaborated with surrounding schools to provide influenza immunizations to K-12 students at their school during their school day. Each year, OMC and Mayo Clinic nurses visit the schools in Olmsted County as well as a couple schools outside of Olmsted County to administer influenza immunizations with parental permission. Since the start of this collaborative effort, the number of schools serviced and vaccines given have increased each year.

In 2019, as in 2018, OMC expanded the immunization outreach to other communities within the OMC service area. At the time this report was put together, the total number of patients served has not been finalized.

Patient Immunizations

During each flu season, OMC provided easy access to influenza immunizations for patients and family members on a walk-in basis at all of OMC locations.

To ensure patients were up-to-date on all their vaccines, a vaccination review was performed at each patient appointment. Policies and procedures were put in place for the nursing staff to ensure recommended vaccinations are updated prior to a visit with a provider. Reminders were put in place for patients to help in vaccine series completion so that once started, they are able to complete the series and be fully inoculated.
Employee Immunizations
OMC has vaccinated 88% or more of their employees for influenza since 2015.

![Employee Influenza Vaccination Rate](chart.png)

In 2017, OMC initiated an employee vaccination policy to protect employees and patients from known vaccine preventable diseases. All new hires and existing staff are required to document two vaccines of MMR or a titer in addition to the annual flu vaccine.

Injury Prevention:

The definition for this area of focus from the CHNA report is:

> focuses on driving behaviors and distracted driving. Distracted driving is defined as any activity that could divert a person’s attention away from the primary task of driving including cellphone use, texting and eating.

OMC has focused its efforts for Injury Prevention with the following programs.

Fall Risk Prevention Program
For patients at a high risk of a fall, OMC enhanced the fall risk screening program by measuring the number of fall risk screenings performed as well as monitoring and improving referrals to OMC’s Rehabilitation Services. Patients are screened at least yearly.

OMC’s partnership with WellConnect and Sports Medicine and Athletic Performance (SMAP) supported patients in Tai Ji and Matter of Balance classes starting in 2017. In both the Moving for Better Balance beginner and advanced classes, over 150 participants attended. To provide additional resources for patients with balance issues, referrals were made to Rehabilitation Services at OMC. Patients also are provided with information about community resources. Staff trained in Matter of Balance have collaborated with community partners to offer balance screenings since 2005.

Car Seat Safety Inspection Program
To help prevent injury for infants and children in car seats, OMC recommends that parents and caregivers follow their car seat’s safety guidelines and get the seat checked by a certified technician. As part of OMC’s Prenatal Education courses, car seat safety classes, safety inspections, and educational materials are available from certified Child Passenger Safety Technicians. For inspections, technicians check the seat for secure fit, explain safety laws, and look up recalls to help parents and caregivers make sure their children ride as safe as possible.
In 2019, OMC continued to use the concussion protocol to prevent re-injury to athletes, educate clinicians and clinical staff on its availability and use, and monitor utilization of this service.
Description of the Olmsted Medical Center

Located in Rochester, Minnesota and surrounding communities, Olmsted Medical Center (http://www.olmstedmedicalcenter.org) is an integrated community healthcare provider known for convenient, easily accessible, and personalized care delivered in Rochester as well as in communities in southeastern Minnesota. Olmsted Medical Center offers more than 35 medical and surgical services (Table 1). By written policy, OMC accepts all patients regardless of race, religion, age, gender, sexual orientation, source of payment, or ability to pay.

As a 501(c) 3 tax-exempt healthcare organization, OMC cares for patients regardless of their ability to pay, and in 2018 provided community benefits of nearly $50 million (25.55% of total operating expenses).

OMC employs 256 clinicians and nearly 1,100 staff who provide healthcare services at 20 locations including two multi-specialty outpatient clinics in Rochester; physical, occupational and speech therapy and sports medicine facilities; two walk-in FastCare® retail clinics; two acute care clinics; a clinic in downtown Rochester providing routine care to the general public and University of Minnesota—Rochester students; a Level IV trauma hospital licensed for 61 beds with a 24-hour Emergency department and BirthCenter; and primary care branch clinics in 11 southeastern Minnesota communities (Figure 1). OMC is the sole healthcare provider in eight of these communities.

On an annual basis, Olmsted Medical Center team sees over 325,000 patients, performs over 4,200 major surgical operations, cares for over 23,000 patients in our Emergency department, and delivers nearly 1,000 babies.

Table 1: OMC Medical and Surgical Services
- Advanced Wound Healing
- Anesthesiology
- Anticoagulation
- Asthma & Allergy
- Audiology
- Bariatric Surgery
- Cardiology
- Dermatology
- Ear, Nose and Throat
- Emergency Medicine
- Endocrinology
- Family Medicine
- General Surgery
- Internal Medicine
- Neurology
- Neuropsychology
- Obstetrics/Gynecology
- Occupational Medicine
- Ophthalmology
- Optometry
- Orthopedics & Sports Medicine
- Pain Management
- Perinatology
- Pediatrics
- Plastic Surgery
- Podiatry
- Psychiatry/Psychology
- Radiology
- Rehabilitation Services
- Respiratory Therapy
- Rheumatology
- Sleep Medicine
- Sports Medicine & Athletic Performance
- Travel and Immunization
- Urology
Description of the Community

OMC considers the community it serves to be all of those patients who elect to receive services at its clinics and hospital. It is estimated that nearly 81,000 patients in the service area receive most or all of their primary care at OMC, although all patients are not seen annually. The majority of these patients reside in Olmsted County. OMC believes that it has a duty to serve the community at large by working with Olmsted County Public Health Service, other county health services, and local organizations on health issues of general interest.

The community health needs assessment described in this document involves Olmsted County, Minnesota, which includes the cities of Rochester (population 115,733), Byron (population 5,426), Chatfield (population 2,783), Dover (population 755), Eyota (population 2,015), Oronoco (population 1,496), Stewartville (population 6,119), and Viola (population 589). In addition to these cities, there are also 17 unincorporated communities located in Olmsted County. The total population of the county was estimated to be at 154,930 in 2017. About 75% of Olmsted County residents live in the city of Rochester.

The ethnicity of the county population is shown in Table 2, and the age distribution is shown in Table 3. The demographics and ethnicity of the small communities that OMC serves outside of Olmsted County are similar except for an average age of about 10 years older than the Olmsted County population and less racial and ethnic diversity. An estimated 9.05% of Olmsted County residents lived at or below the national poverty level.

Minorities make up approximately 19.3% of the Olmsted County population. The Rochester School District reports that there are more than 80 languages, other than English, that individuals over the age of 5 speak in their homes. The most prevalent languages are Somali, Spanish, Cambodian (Khmer), Arabic, Vietnamese, Chinese, and Lao.

![Figure 1: Map of Olmsted Medical Center’s Primary Service Area](image)

**Table 2: Ethnicity of Olmsted County Residents**

<table>
<thead>
<tr>
<th>Ethnicity</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caucasian</td>
<td>80.7%</td>
</tr>
<tr>
<td>Asian</td>
<td>7.3%</td>
</tr>
<tr>
<td>Black</td>
<td>7.4%</td>
</tr>
<tr>
<td>Latino</td>
<td>5.8%</td>
</tr>
<tr>
<td>Two or More Races</td>
<td>3.0%</td>
</tr>
<tr>
<td>American Indian and Alaska Native</td>
<td>0.4%</td>
</tr>
<tr>
<td>Hawaiian and Pacific Islander</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

Source: https://www.census.gov/quickfacts/fact/table/rochestercityminnesota,US,PST045217

**Table 3: Age Distribution of Olmsted County Residents**

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under age 5</td>
<td>6.9%</td>
</tr>
<tr>
<td>Under age 18</td>
<td>24.5%</td>
</tr>
<tr>
<td>Age 19-64</td>
<td>53.1%</td>
</tr>
<tr>
<td>Over 65</td>
<td>15.5%</td>
</tr>
</tbody>
</table>

Source: https://www.census.gov/quickfacts/olmstedcountyminnesota
Acknowledgements
The Olmsted Medical Center wishes to express its thanks to the Olmsted County Health, Housing and Human Services; Mayo Clinic; and all of the other participating organizations for their valuable contributions in the planning and conduct of this community health needs assessment. This was a genuine community effort that resulted in the strengthening of existing relationships and the formation of new relationships that will serve the community well as the organizations continue to work together to address the most significant health problems facing the people of the counties we serve.