

2023 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.

2023 Year in Review



Contents

Message to Our Community	2
Patient Service Activities	4
Financial Benefit to Our Community	5
Giving Back to the Communities OMC Serves	6
Community Health Needs Assessment Progress	7
Milestones and Meaningful Results	8
Quality Department Updates	12
2023 OMC Department Chairs	14
New Contract Clinicians	15
Retired Contract Clinicians.....	15
2023 OMC Board of Trustees.....	16
2023 OMC Regional Foundation Board of Directors	17
2023 OMC Senior Administrative Team	18

Message to Our Community

Our commitment

We are pleased to present Olmsted Medical Center's 2023 Year in Review. This report highlights our involvement in our communities as well as provides a snapshot of accomplishments for 2023.

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. As we celebrate 75 years of providing exceptional care in southeastern Minnesota, 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 2023, OMC's community investment advisory council approved financial support of nearly \$172,000 for 102 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.

Improving the delivery of healthcare through technology and planning for a future expansion of services were highlights of 2023. We invite you to read more about these and other recognitions in this report.

In 2023, Olmsted Medical Center received a Gold Stars Level 8 rating from Epic, affirming our dedication to leveraging technology to enhance the quality of patient care since our partnership began in 2018. Additionally, the Blue Cross Blue Shield Association recognized us as a Blue Distinction Center for Maternity Care, reflecting our team's expertise and dedication to quality care in both vaginal and cesarean section deliveries. Furthermore, all our clinic sites earned the Patient-Centered Medical Home Recognition for 2023-2024 from the National Committee for Quality Assurance (NCQA), highlighting our focus on continuous quality improvement across all our services. We are patient-centered.

In 2025, Olmsted Medical Center is expanding its services to Owatonna and neighboring communities with the introduction of a state-of-the-art multispecialty primary care clinic and ambulatory surgery center (ASC). This expansion offers patients the convenience of outpatient care, allowing for same-day return home and a streamlined, cost-effective experience. Additionally, we have acquired 3,500 square feet of adjacent space to our Miracle Mile clinic, facilitating the expansion and relocation of OMC's Occupational Medicine department. This enhancement ensures exceptional access, ample parking, extended hours of operation, and proximity to essential diagnostic services. We are community-focused.

In 2023, OMC was honored by the College of Healthcare Information Management Executives (CHIME) as a Level 7 Digital Health Most Wired organization, reflecting our forward-thinking approach and dedication to enhancing the patient experience through technology. This commitment is further demonstrated by the implementation of a remote patient monitoring program, enabling patients to monitor their health information from home. 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, DO."



Tim W. Weir, FACHE
Chief Executive Officer

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

Patient Services Activities

Total Patients Served	82,081
Clinician Visits	354,344
Hospital Patient Days	6,413
Hospital Admissions	2,657
Births	887
Surgical Procedures	4,922
Emergency Department Visits	24,343
Rehabilitation Therapy Procedures	59,654
MRI Procedures	3,603
CT Procedures	8,509
Laboratory Procedures	473,421
Number of Physicians and Clinicians	218
Number of Employees	1,394
Number of FTEs	1,075.42
Average Years of Service	8.4
Employee Turnover Rate	17.35%
Total Net Operating Revenue	\$267,405,187
Total Operating Expenses	\$266,537,677

Fiscal Year 2023

Financial Benefit to Our Community

Community Benefit Contributions	
Total Operating Expenses	\$266,537,677
Charity Care Allowances Measured at Cost	\$1,029,391
Estimated costs in excess of payments for treating Medicaid patients	\$26,793,747
Medical Assistance Surcharge	\$1,234,238
Minnesota Care Tax	\$3,066,481
Financial Contributions	\$167,108
Total Costs of Community Benefits (as defined by CHA/VHA guidelines)	\$32,290,966
Estimated costs in excess of payments for treating Medicare patients	\$38,450,522
Bad Debt Expense	\$7,891,210
Taxes and Fees	\$1,153,339
Sub Total	\$47,495,071
Total Value of Community Contributions	\$79,786,037
Percentage of Operating Expenses	29.93%

Fiscal Year 2023



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 2023, our community contributions made up 29.93% of our annual operating expenses (\$266,537,677) 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 102 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 Needs 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 2023, the CHNA and related action plan identified three top community health needs: mental health, substance use, and access to care.

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/.



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 the following important categories in 2023.

Remote Patient Monitoring for Hypertension Management

- Implemented a remote patient monitoring program for hypertension, allowing patients to monitor their blood pressure from the comfort of their homes.
- 533 patients enrolled, representing 14.1% of eligible patients.
- In 2024, we plan to invite an additional 12,000 patients and extend monitoring services to include weight monitoring for heart failure patients.

Technological Innovations

- Introduced the DAX Virtual Scribe program, leveraging ambient listening and artificial intelligence (AI) to automatically generate provider notes from conversational visits, enhancing both patient experience and provider efficiency.
- Patients can now conveniently complete pre-visit questionnaires on iPads during check-in. Responses are automatically integrated into the Electronic Medical Record (EMR), providing clinical staff with timely and relevant information.
- Implemented electronic transmission of reportable lab results to state and federal agencies, eliminating the previous need for clinic staff to complete lengthy forms and fax them.
- Upgraded our telecommunication system to enhance call routing and management across sites and throughout the organization.
- Completed five Epic upgrades to leverage the latest technological enhancements, aiming to continually improve care efficiency and effectiveness.
- Updated our patient outreach system to deliver more personalized and detailed information, enhancing the overall patient experience.

Recognitions/Awards

- Earned National Committee for Quality Assurance (NCQA) Patient-Centered Medical Home Recognition for all clinic sites for the 2023-2024 period.
- Recognized as an AMGA Top Performer for Td/Tdap vaccines, achieving a 79% vaccination rate and leading 44 participating organizations nationwide.
- Received the AMGA Most Improved Award for significant improvements in Pneumococcal and Zoster vaccine administration.
- Honored with the UCare Excellence in Health Care Award for Overall Performance Quality of Care.
- Achieved Epic Gold Stars Level 8 Achievement and CHIME Most Wired Level 7 recognition.

Milestones and Meaningful Results (continued)

Primary Care

- Received the National Leader in Prevention and Wellness Award.
- Surpassed annual wellness visit goals and optimized the AWV process and template.
- Achieved our division-wide blood pressure goal for the first time.
- Implemented a clinician orientation competency checklist for Acute Care and FastCare®.
- Launched a prescription call center and expanded Nail Care services in various branches.
- Hosted the first sensory friendly immunization clinic in southeastern Minnesota.
- Introduced an advanced practice clinician (APC) to the Pediatrics clinic care model.
- Streamlined Primary Care's clinician onboarding process and launched OMC's first Virtual Care clinic.
- Successfully collaborated with Mayo Senior Services to enhance processes for long-term care partners.
- Received the US Department of Health and Human Services Platinum Award for organ, tissue, and eye donation awareness activities for the seventh consecutive year.
- Surpassed goals for the receipt of advance directives, referrals to internal departments, post-palliative care consultations, and Falls Prevention Program referrals.
- Opened a second clinic location at The Homestead at Rochester's senior campus and expanded wound care services in skilled nursing facilities.
- Partnered with a local social services non-profit to secure a \$150,000 grant for dementia care and education.

- Mentored and supervised students from various backgrounds and successfully integrated Advanced Aging Services and Social Services into Primary Care.
- Collaborated with Rochester Fire Department and Cannon Falls Fire Department to provide annual physicals.
- Expanded clinical social services to University of Minnesota-Rochester students and optimized the care coordination care model.

Dermatology

- Launched a new service line, Image-Guided Superficial Radiotherapy (IG-SRT), providing a non-surgical skin cancer treatment option.
- Hosted a successful skin cancer clinic in November 2023, doubling patient intake from the previous year.
- Expanded outreach to Plainview and completed construction on a Mohs pathology lab. Restarted Mohs services with two providers.

Obstetrics and Gynecology

- Designated as a Blue Cross Blue Shield Distinction Center for Maternity Care at the Obstetrics clinic and BirthCenter.
- The midwife group achieved a primary cesarean section rate of 10% for 2023, significantly below the national average.

Other

- Cardiopulmonary Rehabilitation achieved certification in 2023.
- Re-opened the Pine Island pharmacy in 2023, and upgraded several items at the Pine Island clinic.
- Re-opened the Wanamingo clinic with two nurse practitioners, one registered nurse, and one patient service representative. Introduced lab services at the Wanamingo clinic later in the year.

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.

Overall star rating



Patient survey 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 six.

- Patients who reported that their nurses always communicated well:
OMC = 82% (national avg = 79%, MN avg = 83%)
- Patients who reported that their doctors always communicated well:
OMC = 81% (national avg = 79%, MN avg = 84%)
- Patients who reported that they always received help as soon as they wanted:
OMC = 76% (national avg = 66%, MN avg = 74%)

- Patients who reported that the staff always explained about medicines before giving it to them:
OMC = 63% (national avg = 62%, MN avg = 65%)
- Patients who reported that their room and bathroom were always clean:
OMC = 83% (national avg = 72%, MN avg = 75%)
- Patients who reported that the area around their room was always quiet at night:
OMC = 71% (national avg = 62%, MN avg = 69%)
- Patients who reported that yes, they were given information about what to do during their recovery at home:
OMC = 88% (national avg = 86%, MN avg = 88%)
- Patients who strongly agree they understood their care when they left the hospital:
OMC = 56% (national avg = 52%, MN avg = 55%)
- Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest):
OMC = 79% (national avg = 71%, MN avg = 76%)
- Patients who reported yes, they would definitely recommend the hospital:
OMC = 82% (national avg = 69%, MN avg = 74%)

Timely & effective care

Emergency department

- Average time patients spent in the Emergency department before being discharged:
OMC = 137 minutes (national average = 170 minutes, MN average = 144 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%)

2023 OMC Department Chairs

Mark Wilbur, MD

Chairperson

Maral Kenderian, MD

Division Chair
Primary Care and Specialty Services

Melissa Richards, MD

Division Chair
Hospital and Surgical Services

Amanda Thoendel, MD

Adult Primary Care -
Rochester Non-Pediatric

Samer Abdel-Aziz, MD

Department Lead, Anesthesiology

Natalie Braun, MD

BirthCenter and Obstetrics and
Gynecology

David McAlpine, 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

Hugh Smith, MD

Department Lead, Radiology

Vidhan Chandra, MD

Surgery Specialties

New Contract Clinicians

Carolina Larmeu, MD

Rochester Southeast
Pediatrics

Jessica Moertel, MD

Byron Family Medicine

Mahsa Moghaddam Smoot, MD

Plastic Surgery

Ahmed Ansari, MD

Dermatology

Sushma Kola, MD

Neurology

Thomas Biederman, DO

Rochester Northwest
Family Medicine

Mini Bhaskar, MD

Rheumatology

Jesse Olsen, MD

Rochester Southeast
Family Medicine

Jenna Aird, MD

Dermatology

Susan Oo, MD

Rochester Southeast
Pediatrics

Gary Peterson, DO

Anesthesiology

Jay Raisen, MD

ENT

David McAlpine, MD

Emergency Medicine

Torbjorn Morkeberg, DO

Rochester Southeast
Family Medicine

Vivien Yip, OD

Optometry

Odette El Helou, MD

Infectious Disease

Farnaz Almasganj, MD

Obstetrics and Gynecology

Retired Contract Clinicians

Stephanie Jakim, MD

Physician
Preston Family Medicine

Randy Hemann, MD

Chief Medical Officer
Rochester Southeast Family Medicine

2023 Olmsted Medical Center Board of Trustees

James Hoffmann, DO
President

Tim W. Weir, FACHE
Chief Executive Officer

Tamara Alexandrov, MD
Clinic Trustee

Cassie Harrington
Public Trustee - Past Chair

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Clinic Trustee

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Public Trustee

Wendy Shannon
Public Trustee

Don Supalla
Public Trustee

Michael Tuohy
Public Trustee - Vice Chair

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Chief Medical Officer

2023 OMC Regional Foundation Board of Directors

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Sterling State Bank

James Hoffmann, DO

Olmsted Medical Center

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Community Volunteer

Mike Malugani

Smith Schafer & Associates

David Oeth

Community Volunteer

Lilia Ponton, MD

Olmsted Medical Center

Dharani Ramamoorthy

Xylo Technologies

Mitch Stevenson

Trader Joe's

Don Supalla

RCTC President Emeritus

Paul Tieskoetter

Community Volunteer

Stacey Vanden Heuvel

OMC Regional Foundation

Corenia Walz

Rodney D Anderson Law Offices

Tim Weir

Olmsted Medical Center

2023 OMC Senior Administrative Team



James Hoffmann, DO
President



Tim W. Weir, FACHE
Chief Executive Officer



Mark Wilbur, MD
Chief Medical Officer



Robert Cunningham
Chief Operating Officer



Kevin Higgins
Chief Financial Officer



Wendy Scheckel
Chief Information Officer



Katie Snow
Chief Nursing Officer



Stacey Vanden Heuvel
Vice President, Marketing
and Philanthropy



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