



WH *Winona Health*

Focusing on what matters

We have a unique role and responsibility in our region because of our history and community ownership. Our proactive executive team, committed physicians, and a dedicated and compassionate staff, work together to achieve the goal of improving the health and wellbeing of our community.

Our Mission

We are devoted to improving the health and wellbeing of our family, friends and neighbors through:

- An environment where people can realize their full potential.
- Excellence and leadership in clinical care and service.
- Customer focus.
- Stewardship of resources.

Our Vision

We endeavor to be a recognized leader in the revolutionary transformation of community healthcare.

Our Values

- **Integrity:** We do no harm.
- **Service:** We serve with compassion, dignity and respect.
- **Loyalty:** We build relationships that exceed expectations.
- **Excellence:** We improve performance through learning and innovation.

Our Strategic Focus (Triple Aim)

1. Enhance the patient experience.
2. Improve health and health outcomes.
3. Reduce and/or control costs.

Photograph courtesy of Mary Farrell of Visit Winona:



The foundation for excellence is safe, high quality care.

At Winona Health, quality and safety is non-negotiable.

It is not a catch phrase, theme, or motto, but a culture practiced daily. We accomplish this by creating an environment centered on Continuous System Improvement (CSI). By doing so, we're able to more nimbly take outcome measurements to make effective changes.

Winona Health also aims to empower its consumers. By providing consumers with knowledge and encouraging them to actively participate in their own care, Winona Health hopes to create a provider and patient collaboration that will propel the meaning of excellence to a new level.

It is our hope that together, Winona Health and the community achieve a level of quality and safety that others hope to emulate.

Matthew Broghammer, DO

General Surgeon
Chair of Quality and Safety Committee
Chief of Surgical & Specialty Care Services



Winona Health

- Named a “Most Wired Small and Rural” hospital by Hospital and Health Networks for the tenth year, indicating leadership in implementing clinical information systems to improve patient care.
- Winona Health's clinics were awarded HIMSS* Analytics Stage 7, the most advanced EMR implementation, when only 7 percent of other clinics had achieved it.
- Among the nation's pioneers in developing an integrated, community-wide EMR, including a fully integrated Picture Archiving and Communication System (PACS) allowing medical images to display from within the EMR.
- Has had a secure, integrated patient portal since 2002. My Winona Health is a free web-tool providing patients instant access to their medical information, the ability to schedule and review appointments, communicate with their healthcare providers and more.
- Uses the Aquilion ONE CT scanner, a powerful CT System with 320 detector rows for faster, more accurate images.
- Imaging Department uses 3D mammography (breast tomosynthesis), today's gold standard for breast screening. Winona Health was among the first 10 percent of healthcare systems in the nation using 3D mammography.
- Providers use electronic prescribing (e-prescribing) with each patient's formulary.
- Computerized Provider Order Entry (CPOE) is fully implemented across all areas and clinics with evidence-based ordersets.
- Dynamic documentation and Dragon – medical speech recognition is fully implemented across all of Winona Health.
- MRI upgraded in 2015 with full exam capabilities including breast and abdominal MRI, Breast MRI BX, vascular, neuro and extremity scanning. Allows high quality vascular imaging without use of IV contrast. Noise reduction, wide boar and feet-first entry for all exams helps put patients at ease and ensure motion-free images.

Technology highlights

At Winona Health, our goal is to improve healthcare for our patients. It's always about the patient.

Our IT partner, Cerner ITWorks, is completely integrated with our staff, and that close collaboration is key to our ability to leverage IT when it comes to patient care.



**HIMSS - Health Information Management Systems Society.*

Healthy starts here.

Winona Health provides primary and specialty care services to community members of all ages through the following service lines. Learn about our services, healthcare providers, career opportunities, events and more at winonahealth.org or call 507.454.3650.

Primary Care

- Anticoagulation/Coumadin Clinic
- Cardiopulmonary Rehabilitation
- Dialysis
- Family Medicine
- Internal Medicine
- Diabetes/Nutrition Education
- Occupational Health
- Outreach Clinic (specialty providers from neighboring healthcare organizations)
- Pediatric/Adolescent Medicine
- Rushford Clinic
- Therapy Services (Physical & Sports, Occupational, Massage, Speech-Language Pathology)
- Sleep Medicine

Wellness Services

Employer Services (Occupational Health & HealthyBalance)

Emergency/Urgent Care Services

- Emergency Department
- Imaging Services
- Urgent Care Clinic
- Winona Area Ambulance Service

Inpatient Services

- Intensive Care Unit
- Medical/Surgical/Pediatric Unit
- Family Birth Center
- Behavioral Health Unit
- Psychiatric and Counseling Services (Outpatient)

Surgical/Specialty Services

- Anesthesiology
- Cancer Care
- Chemotherapy/Infusion
- Cosmetics
- Dermatology
- Eye Care Center
- General Surgery
- Laboratory/Pathology
- Oral and Maxillofacial Surgery
- Ophthalmology
- Orthopedics & Sports Medicine
- Pain Management
- Plastic, Reconstructive and Hand Surgery
- Podiatry
- Spa Services
- Women's Health – OB/GYN
- Wound Care

Senior Services

- Skilled Nursing (Lake Winona Manor, Transitional Care Unit)
- Assisted Living (Senior Living at Watkins, Adith Miller and Roger Metz Manors)
- Hospice
- Palliative Care

Retail Pharmacies

- Parkview Office Building
- Winona Clinic
- Winona State University



A legacy of community healthcare

Winona Health traces its history to 1894, when local citizens and physicians raised \$4,500 to renovate a home into an 18-bed hospital.

For more than a century, community members have continued the legacy by supporting the expansion of local healthcare services. Milestones included a larger hospital and a training school for nurses. In the early 1960s, a new hospital opened at the current location on Mankato Avenue. Several additions have been built over the years, including a new emergency department and intensive care unit. In 2006, a new primary care and multi-specialty clinic opened adjacent to the hospital.

Today, Winona Health cares for the community through its 99-bed hospital, emergency department, primary care and specialty care clinics, urgent care, full diagnostic services, assisted living residences, a skilled nursing home, hospice and palliative care services, retail pharmacies and local ambulance service.

In 2014, Winona Health earned the **Excellence Award** from the Performance Excellence Network, which uses the international Malcolm Baldrige quality criteria.

Winona Health is an **increasingly unique entity**; an independent, rural healthcare system still owned and operated by its community. Through continuous improvement in healthcare quality and safety, and stewardship of resources, our goal is to provide an exceptional experience for patients, residents and their families.

Pictured: Winona General Hospital in 1959



Winona Health by the numbers



More than 90 physicians
and associate providers



20 Specialties



More than 1,100
employees



More than 400
volunteers



99-bed hospital



140-bed nursing home



60-apartment assisted
living community



20-apartment assisted
living community for
memory care

This little award is a BIG deal.

In 2014, the Performance Excellence Network (PEN) presented Winona Health with the 2013 **Excellence Award**.

Based on the Malcolm Baldrige Criteria for Performance Excellence, the Excellence Award is the highest Minnesota quality award an organization can earn. Organizations must earn the Excellence Award on a state level before being eligible to apply for a national Baldrige award.

Achieving this award reflects that Winona Health's continuous system improvement efforts ultimately have a positive impact on healthcare quality and safety; stewardship of resources; and providing a positive patient/resident/family experience.

Winona Health president/CEO Rachelle Schultz said, "We have been deliberate in our improvement efforts for more than 10 years, and we are proud that the results of our efforts benefit our patients and the community. We also want to assure our community that the journey will continue. We're not resting on this achievement."



