

Community Engagement

MCHS – Albert Lea and Austin | February 2019

Dear Community Member:

This email is being sent to community stakeholders in Albert Lea, Austin and surrounding areas and provides information and updates on community engagement activities of Mayo Clinic Health System (MCHS) – Albert Lea and Austin.

Please share with others who may be interested. Up to date information can be found at <https://mayoclinichealthsystem.org/albert-lea-austin-facts>.

Coming Up

See below for details or contact a member of the Southeast Minnesota Community Engagement Team in Albert Lea and Austin for more information

Feb. 6 – Same Day Clinic (previously known as Urgent Care) opens on the 2nd floor of the clinic (Austin)

Feb. 9 - The Big Freeze (Albert Lea)

Feb. 11 – Mower Refreshed “2.0” Steering Committee Meeting

Feb. 13 and Mar. 6 - Austin Aspires Job Shadowing

Feb. 19 – Community Health Care Collaborative Core Team Meeting (Albert Lea)

Feb. 20 – Mower Refreshed Lunch and Learn (Austin)

Feb. 24 – Mayo Career Day, Southwest Middle School (Albert Lea)

Week of Feb. 26 – 8th Grade Career Path Classes (Albert Lea)

Feb. 27 – MN Pipeline Program/Albert Lea Freeborn County Chamber of Commerce (Albert Lea)

Mar. 13 – Albert Lea Freeborn County Chamber of Commerce Worksite Wellness Summit (Albert Lea)

Mar. 20 – Mower Refreshed Lunch and Learn (Austin)

April 13 – Women’s Health Symposium, Historic Hormel House (Austin)

April 27 – National Prescription Drug Take Back Day (Region)

May 11 – Governor’s Fishing Opener (Albert Lea)

May 18 – Tunes, Tikes and Bikes (Albert Lea)

MCHS – Albert Lea and Austin

At both medical centers, the Emergency Department remains open.

The remodeling of the Intensive Care Unit (ICU) in Austin is now complete and all 12 beds are able to be used for patient care. Work continues in Austin to renovate and expand the Medical/Surgical inpatient hospitalization unit and the Family Birth Center with improved amenities. Renderings of the plans will be available to view on both campuses in the near future.

A full list of services offered in each location is available at <https://mayoclinichealthsystem.org/albert-lea-austin-facts>.

Same Day Clinic –in Albert Lea and now in Austin

The Same Day Clinic provides treatment for patients older than three months old with minor issues needing same day attention including:

- Colds and flu
- Fevers, coughs and sore throats
- Ear pain
- Sprains, strains and simple fractures
- Scrapes and cuts
- Minor burns
- Skin conditions including rashes, poison ivy and insect bites
- Vomiting
- Diarrhea
- Urinary tract infections
- Minor allergic reactions

For your convenience, appointments are accepted for the Same Day Clinic. Walk-ins also are welcome during regular clinic hours. [See the Same Day Clinic Albert Lea schedule here.](#)

As of Feb. 6, the [Same Day Clinic in Austin](#) is now conveniently located on the 2nd floor of the clinic next to the Family Medicine, Internal Medicine and Pediatrics Departments to make it easier for patients to receive their preventive care, routine office visits and more immediate same-day care all in one location. Patients looking for the Same Day Clinic should enter the main medical center entrance and take the first elevators to the Second Floor of the North Clinic.

Other same-day care options in both Austin and Albert Lea include Express Care (Hy-Vee locations) and Express Care Online (using Patient Online Services at mayoclinichealthsystem.org).

MCHS & The City of Albert Lea Dialogue

MCHS leaders and the City of Albert Lea continue to meet monthly to maintain open channels of communication. Previously known as the Facilitated Dialogue, the group has helped advance initiatives that support the vibrancy of Albert Lea as a place to live and work. Accomplishments stemming from the work of the Facilitated Dialogue include:

- Clear message on how to access health care services available in Freeborn County (mailing and magnet)
- Ambulance service from Albert Lea to Austin medical center for patients needing hospitalization at no charge to the patient
- The opening of the new Psychiatric Services Unit (PSU) in Albert Lea; the Open House featured many community partners who provide additional resources for mental health
- Dedicated MCHS resources toward community engagement in Albert Lea
- Continued investment by Mayo Clinic to recruit providers and staff.

Transit Shuttle Between Albert Lea and Austin

SMART Transit is owned and operated by Cedar Valley Services and is sponsored by Minnesota Department of Transportation. On Jan. 2, 2019, expanded service began between Albert Lea and Austin. Multiple trips between the two campuses of MCHS – Albert Lea and Austin are available Monday through Friday. For more information, [check the MCHS – Get the Facts page.](#)

Community Health Care Collaborative

The Community Engagement subgroup of the Facilitated Dialogue relaunched with a new name, “Community Health Care Collaborative,” and a new mission: community partners collaborating to improve the health and well-being of the

community through awareness, education and resources.

A community meeting was held on Jan. 15 and was open to the public. The presentation focused on the structure of the new initiative and included an update on the Community Health Needs Assessment (CHNA) presently being conducted by MCHS and Freeborn, Mower and Goodhue Counties. The CHNA provides important insight into the needs of residents based on their input through surveys and interviews. This will inform the ongoing work of the Core Team and the subgroups, which are:

- Families (Parents & Children) – emphasis on helping patients continue to access pre-natal and post-natal care in Albert Lea, and assisting families as childbirth services transition to Austin.
- Seniors – collaboration of a variety of senior groups.
- Populations impacted by barriers to accessing healthcare.
- Mental Well-Being – partnering with existing efforts.
- Worksite Wellness – enhancements to the existing Chamber committee.

Community members are invited to get involved with any of these workgroups to broaden the reach and input into the planning and programming. The Core Team and workgroups will meet on alternate months to maintain momentum and support for various initiatives identified.

For more information, contact Kathy Leidal at 507-377-6389.

Patient Voice Project

Mayo Clinic Health System is proud to sponsor The Patient Voice project, a collaboration with [The Patient Revolution](#), which attempts to better understand the challenges related to access from the patient and community perspective. Through interviews and workshop activities, one of the key insights to emerge is that the rules of the clinic and hospital can leave people feeling unseen and unheard. The Patient Voice Project embarked on a series of experiments in January with care teams on both campuses of MCHS Albert Lea and Austin to identify some strategies to make systems more flexible and responsive to patient situations. If you seek care at the clinic in the coming months, you may encounter our experiments. We welcome your feedback and ideas as we work together to develop better systems of care. If you'd like more information you may reach out to Summer Allen, M.D. (allen.summer@mayo.edu) or Maggie Breslin (maggie@patientrevolution.org).

Community Education and Outreach

- The [January/February issue of the Mower Refreshed](#) newsletter focuses on physical well-being. Mower Refreshed is a community stakeholder group funded and managed by MCHS
- Useful health and wellness information is available on the MCHS Hometown Health Blog. Find all the stories here <https://mayoclinichealthsystem.org/hometown-health>

Recent Community Giving

- Paint the Town Pink (Austin)
- The Big Freeze (Albert Lea)
- Governor's Fishing Opener (Albert Lea)
- Governor's Pheasant Opener (Austin)

Recruitment and Retention

Recruitment of staff members continues to be a top priority for MCHS. For a list of recent additions to the team, visit our [list of new providers](#).

We look forward to continuing to enhance the health and well-being of residents in our community. If you have any questions, please contact MCHS Southeast Minnesota Community Engagement team members [Ilaya Hopkins](#), Kathy Leidal (Albert Lea) or Sara Lee (Austin).

Sincerely,

Mark Ciota, M.D., CEO, Albert Lea and Austin

Sumit Bhagra, M.D., Medical Director, Albert Lea and Austin

Kristin Johnson, CPA, M.B.A., Associate Administrator, Albert Lea and Austin

Lori Routh, R.N., Nurse Administrator, Albert Lea and Austin

Tricia Dahl, M.B.A., Operations Administrator, Albert Lea and Austin