

# OWATONNA HOSPITAL

OWATONNA  
NEW HOSPITAL  
OPENING  
**OCT '09**

## Our new electronic medical record

**W**HEN OWATONNA HOSPITAL moves to its new location Saturday, Oct. 17, the staff will also begin using Allina Hospitals & Clinics' new electronic medical record system. This nationally recognized, award-winning system will enhance the way providers deliver your care.

Starting in October, Owatonna Hospital patients will have one electronic medical record that organizes and stores their medical information from the hospital and other Allina medical facilities, including all Allina Medical Clinic locations, Abbott Northwestern Hospital and other Allina hospitals.

Multiple doctors, nurses, and lab and radiology caregivers can access the record at the same time from different locations. The system has built-in alerts to call attention to allergies, potential medicine interactions and other patient safety issues.

"The electronic medical record makes it easier for us to do the right thing and more difficult to make an error," says Dorothy Erdmann, president, Owatonna Hospital. "Through a one-patient, one-record system, we can enhance the quality and safety of patient care."

### WHAT TO EXPECT

Here are just a few examples of how the electronic medical record will work for you:



If you arrive at Owatonna Hospital as an emergency patient, doctors can quickly look up your medical history, see what medicines and treatment you're currently receiving, and make a more informed diagnosis. In addition, recent test results will be available, avoiding

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OWATONNA HOSPITAL

Allina Hospitals & Clinics

# Electronic medical records: Frequently asked questions

**Q** What is an electronic medical record?

**A** An electronic medical record is a computerized version of a paper medical record. It includes all of the information needed to care for you, such as your medical history (allergies, medicines, test results and other pertinent information) as well as your contact and insurance information.

**Q** How will having an electronic medical record affect the care I receive?

**A** The system will improve the safety and efficiency of your care because your caregivers will have faster access to your test results, medical history, medicines and prior health conditions. In addition, the new system automatically cross-checks any new prescriptions your caregiver is considering to help ensure there are no adverse interactions with your allergies and current medicines.

**Q** What if the computer system breaks down when my doctors need my medical information?

**A** In the event the computer system is momentarily unavailable, backup computer and paper systems help ensure your caregivers have the necessary information to continue your care.

**Q** Will I have to provide my personal information every time I visit an Allina hospital or Allina clinic?

**A** You will have to provide your medical history, insurance and contact information at your first visit, so that we can enter it into your electronic medical record. At future visits to Allina facilities using the new

system, you will save time by simply verifying the information we have for you is up-to-date.

**Q** What if I need to transfer my medical records to another clinic or hospital?

**A** Information in your medical record may be printed for transfer to another facility outside of Allina or to an Allina facility that has not yet transitioned to the new system. Allina facilities that have already transitioned to the electronic medical record system will automatically be able to access your medical record.

**Q** Who at Allina will have access to my medical information?

**A** The privacy of your medical information is strictly protected. Only medical providers and personnel involved in your care will access your medical record.

**Q** What will prevent unauthorized people from accessing my medical record?

**A** Strict security measures are in place to help ensure that access to your medical record is limited to those providers directly involved in your care.

**Q** How will this new electronic medical record system affect the way I'm billed?

**A** Our billing processes will change, so you may receive two statements—one for your care before we transition to the new system and another for services you receive after the new system is in place. However, there will be no duplication or overlap in charges. Please call the billing office at the number listed on your statement if you have questions.

**Q** How do I get more information?

**A** If you have questions about our new electronic medical record system, please ask a member of our staff.



# Health care in hard times

## FOUR WAYS TO HELP KEEP MEDICAL COSTS DOWN

**W**HEN SPENDING LESS becomes a necessity, there are some things you shouldn't cut from the budget. Health care is one of them.

Cutting corners on your medical care might actually cost you more in the long run. More important, it may put your health in jeopardy.

Still, as deductibles and copays rise and many people find themselves without health insurance, lowering out-of-pocket medical expenses may become a priority.

These steps can help you stay healthy and lower your medical costs.

### Practice good health habits.

Make smart choices, such as these:

- Wash your hands often.
- Eat more fruits, vegetables and whole grains, and fewer foods and drinks that are high in calories, sugar, salt or fat.
- Get rest and regular exercise.
- Don't smoke, and avoid secondhand smoke.
- Manage stress.

- Wear seat belts in vehicles and helmets on bikes.

### Have a primary care doctor.

Seeing a doctor periodically can help you stay well. You can keep your immunizations up-to-date, which may help you avoid illnesses such as influenza and shingles.

Your doctor may suggest screening tests. These tests may catch health problems early, when they might be easier—and possibly less expensive—to treat.

### Know when to seek help.

According to the American College of Physicians, minor medical problems, such as a cold, correct themselves or improve in a matter of days.

However, if you don't get better or if you're not sure whether you need help, seek professional advice. And always get immediate help for a medical emergency.

### Ask about generic medicines.

Generic medicines cost less, but have the same purity, strength and quality as their brand-name counterparts, according to the U.S.



Food and Drug Administration.

Assistance programs may be available if you can't afford your medicines. Ask your pharmacist for details.

Go to [allina.com](http://allina.com) and select *Pharmacies* to find out about the Allina Community Pharmacies.

Whatever you do, don't decide on your own to stop taking your medicine. If you're worried about the cost—or any other aspect of your care—talk to your doctor. ♦

## Medical record

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potential duplication.

After the Emergency Department doctor decides on a course of action, a click of the mouse sends orders simultaneously to the lab, radiology department and pharmacy. Orders and results travel electronically to the electronic medical record, pulling together information quickly.

If you're transferred to another Allina hospital, such as Abbott Northwestern, all information from your single electronic medical record is available to your Abbott Northwestern caregivers instantly. As they provide care for you, your record is updated and available to your Owatonna Hospital caregivers.

"As part of a large health care system, we're the keepers of an extraordinary amount of information," Erdmann says. "Having a tool that ties all

that information together is a tremendous asset for patients, care providers and the communities we serve."

As always, the privacy of your medical information is strictly protected. Only medical providers and personnel involved in your care will have access to your medical record.

Watch for more information about Allina's new electronic medical record system and how it will benefit you right here at Owatonna Hospital. ♦

Ready to meet

# back

*Special preparations  
for your pending arrival*

**T**O BE A GOOD parent is to look out for your child's well-being. And this is something you can start to do even before the two of you meet.

What follows are a few of the most important preparations to consider as your delivery draws nearer—things that can help give your baby the best start possible in life.

## **DECISIONS, DECISIONS**

If you haven't already settled on a doctor for your baby, now is the time to do so. Even the healthiest babies need frequent checkups, and the first one will take place at the hospital.

Remember, too, that your doctor could potentially see your child through well-baby visits to first sniffles to—sooner than you think—adolescence. So you'll want to find a doctor you trust and feel comfortable talking to.

Before your baby arrives, you'll also want to decide if you're going to breastfeed or use formula.

At Owatonna Hospital, we provide breastfeeding support and baby care by our highly trained staff 24 hours a day. A lactation consultant is also available to assist you with breastfeeding as well as our staff who are experts in their field.



For more information  
about pregnancy care, go to  
[www.allina.com/pregnancy](http://www.allina.com/pregnancy).

# Boy

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NEW OWATONNA HOSPITAL  
BIRTH CENTER OPENING OCTOBER 2009

## Boy or girl, here's what you can expect

Preparing for the arrival of your new baby is exciting. At Owatonna Hospital, we share in your excitement with the announcement of our new Birth Center, opening this October. Experience all the comforts of a home-like delivery plus the added security of exceptional physicians and nurses providing the highest quality care in the area's newest birthing facility. It's been a labor of love in the making and we're ready to welcome you.

Here's what you can expect:

- fully private, spacious labor, delivery and postpartum suites
- Jacuzzi<sup>®</sup> tubs in labor and delivery rooms, private tubs/showers in postpartum rooms
- warm, natural finishes
- individual lighting and climate controls.

Plus, the Birth Center will offer these family-friendly amenities:

- sleeper sofas
- high-speed, wireless Internet access
- in-room microwaves and refrigerators.

We want expectant mothers to know that we're prepared for anything, and safety is our top priority. The installation of a newborn security system, HUGS, will ensure that all of our babies are protected inside the unit. This modern system will sound an alarm if an infant is moved from the unit without authorization.

Women will continue to have access to 24-hour anesthesia coverage for safe and effective pain-management options.



Artist's rendering of a typical labor, delivery and recovery patient room at the new Owatonna Hospital Birth Center, opening Oct. 17, 2009.

- Do keep in mind that breast milk:
- is free—and requires no preparation time
  - is the ideal first food because it contains exactly the right amounts of nutrients to help babies grow and is more easily digested than formula
  - contains natural antibodies that help protect babies from ear infections, diarrhea, pneumonia and allergies.

### SAFETY FIRST

Perhaps your most important responsibility as a parent is to keep your baby safe.

When it comes to traveling, no newborn is safe without a car seat, and you'll need one for that very first ride—the one that will take your baby from the hospital to your home. Your baby should ride in a rear-facing car seat until he or she is a year old and weighs at least 20 pounds.

Owatonna Hospital provides free car seat inspections. Our on-site certified car seat technicians work with you to ensure your car seat meets all the standards as well as show you how to buckle your infant into the car seat properly.

You'll also need a safe place for your baby to sleep. Most new cribs and crib mattresses sold in the

United States are safe. But be wary of used cribs, which may not meet crib safety standards or may have been recalled. For safety's sake, crib slats should be no more than 2 3/8 inches apart.

### KNOW WHEN YOU'RE READY

Not all babies arrive on schedule. That's why it's important to know the signs that labor is near:

**Lightening.** This is the feeling when your baby has moved lower in your pelvis. Lightening happens anytime from a few weeks to a few hours before the start of labor.

**An increase in vaginal discharge.**

This discharge can be clear, pink or slightly bloody. It can occur several days before labor or at its onset.

**Your water breaks** (a trickling or gush of watery fluid from your vagina). Labor may still be several hours away—or it may be starting now.

**Contractions.** Contractions that occur at regular intervals, become stronger and occur despite movement generally signal that labor has begun.

Go to [www.owatonnahospital.com](http://www.owatonnahospital.com) to learn more about the Birth Center at Owatonna Hospital. ♦



# OWATONNA HOSPITAL



For more healthy living events and ideas, visit [www.allina.com](http://www.allina.com) and select *Be Healthy*.

## PARENTING NEWS

Each month, receive the pregnancy, birth and early parenthood information that's right for you. Starting with pre-conception and continuing through the first three months of parenthood, each issue is customized to your due date or your child's birth date.

### Here's how to sign up:

1. Go to the *Be Healthy* section of [www.allina.com](http://www.allina.com).
2. Select *Health e-newsletters*.
3. At the free subscription sign-up page, select *Pregnancy & Parenting eMagazine* and confirm your e-mail address.



## PRENATAL, NEWBORN, CHILDREN'S PROGRAMS

Many of the following programs are offered in collaboration with Owatonna Hospital, Early Childhood Family Education, Steele County Public Health and Owatonna Clinic.

### Birth, Babies & Beyond

**\$60**

First-time parents learn how to get ready for the birth of their child and begin the parenting journey. Call 507-444-7900 for dates and times and to register, or visit [www.owatonnahospital.com](http://www.owatonnahospital.com) and select *Classes & Support*.

### Refresher Childbirth Class

**\$25**

This one-day class is designed for those who have previously attended a childbirth class within the past three to five years. Call 507-444-7900 for dates and times and to register.

### Amazing Newborn Clinic

**Tuesdays, 12:30-2 p.m.**

### Roosevelt Community School

Free clinic where babies are weighed and parents' questions are addressed. Breastfeeding guidance is provided. Drop in anytime the clinic is open.

## SENIORS WELLNESS PROGRAMS

### Chair Aerobics

- **Mondays and Fridays, 10:30-11:15 a.m., Senior Place \$10/month or \$1.25/class**

- **Tuesdays and Thursdays, 3:30-4:15 p.m., Cedar Place Free**

Get an aerobic workout with members of Owatonna Hospital's Center for Rehab & Wellness. It includes warm-ups, exercises, stretches and cooldowns. Call 507-455-7631 for more information.

### Weight Training for Seniors

**Mondays, Wednesdays and Fridays, 8:30-9:30 a.m. and 3:15-4:15 p.m.**

### Senior Place

**\$18 to \$27/month, sliding fee**

A member from Owatonna Hospital's Center for Rehab & Wellness leads a program of warm-up exercises, weightlifting with handheld weights, stretching and cooldown exercises. Call 507-455-7631 for more information.



For more healthy living events and ideas, visit [allina.com](http://allina.com) and select *Be Healthy*.

# Top-notch teamwork

HOSPITALISTS TEAM UP WITH YOUR DOCTOR TO GIVE YOU THE BEST CARE WHEREVER YOU ARE

**D**OCTORS ARE often torn between their patients at the clinic and the needs of their patients who are in the hospital. They want to provide good care on schedule at the clinic, but if a hospitalized patient needs care, they want to be there, too.

At Owatonna Hospital, hospitalists help solve the problem. Hospitalists are doctors who are completely focused on the care of patients in the hospital. They have no clinic responsibilities.

## A SUCCESSFUL PROGRAM

“Doctors providing care at Owatonna Hospital have been able to balance their clinic and hospital roles very well,” says Simon Mittal, MD, an Owatonna Clinic doctor and hospitalist at Owatonna Hospital. But having a hospitalist focused on hospitalized patients makes it work even better.

The hospitalist program at Owatonna Hospital began as a joint project with Owatonna Clinic and was made permanent early this year. Two full-time hospitalists, Owatonna Clinic doctors Mittal and Ralph Wertwijn, MD, now care for Owatonna Hospital patients.

Hospitalists admit most patients from the Emergency Department, address their immediate needs and inform the patients’ primary care



**The picture of health:** Simon Mittal, MD, hospitalist, right, confers with Dave Koch, radiologic technologist, on a patient record at Owatonna Hospital.

doctors, who see the patients the next morning.

## NO WAITING

“There’s no waiting for an on-call doctor or the patient’s primary care doctor to arrive,” says Mittal. “The patient gets the best of both worlds—immediate care and a primary care doctor who knows them.” The hospitalists also admit and care for patients who do not have primary care doctors.

Hospitalists provide care at the hospital throughout the day. If something comes up suddenly, such as chest pain, a change in blood pressure or a drop in oxygen levels, a hospitalist is there to treat it immediately. He or she coordinates care with the patient’s primary care doctor, calling

when there is an issue and keeping notes in the chart for the primary care doctor to see during morning rounds.

“Communication is key, and we work as a team with the primary care doctors,” explains Mittal. When Owatonna Hospital moves to its new location Saturday, Oct. 17, 2009, patients’ Owatonna Hospital records will be electronic, so hospitalists will have access to patient histories and medical information

immediately. When it’s time for the patient to go home, the hospitalist coordinates the follow-up care with the primary care doctor.

“Patients like the hospitalist program because they get to see the doctor they know and have a doctor available all the time,” Mittal says. The primary care doctor usually communicates with the patient and family, but the hospitalist is always available when questions come up.

Nurses benefit from having the hospitalist available all day for questions, emergencies and signing off promptly on orders.

“The idea is to provide better patient care in the hospital and the clinic because doctors can be totally focused on what they are doing,” Mittal says. ♦

# Quality counts at Allina.com

**T**O FIND OUT HOW Owatonna Hospital and Allina Hospitals & Clinics measure up on patient care, safety and satisfaction, go to [allina.com/quality](http://allina.com/quality).

Allina's Chief Clinical Officer, Penny Wheeler, MD, says the new part of Allina's public website helps meet a growing demand for quality data online. "Today, 64 percent of consumers are using the Internet to find information about the quality of care, and we are committed to openness in showing our quality performance."

The quality page shows how well Allina is doing in these categories:

**Patient satisfaction** tracks how patients answered survey questions about their hospital stays or clinic visits.

**Getting better** rates hospitals' success in meeting surgical care goals and treating heart attack, heart failure and pneumonia.

**Keeping you safe** explains efforts to ensure safe surgeries, prevent falls, and promote hourly rounding at Allina's hospitals.

**Staying healthy** shows how well Allina Medical Clinic is doing with well-child visits, treating colds and sore throats, and screening women



**Graphs like this one show how recent patients of Owatonna Hospital and other Allina facilities answered questions about their experience.**

for chlamydia.

**Living with illness and disability** presents data about Allina Medical Clinic patients receiving the best possible care for depression, diabetes and vascular disease.

Resources that can help you

manage your health are also available at [allina.com/quality](http://allina.com/quality).

"Our patients deserve nothing less than the best care always. Our continued focus will help to achieve this," Wheeler says.



For more information, go to [allina.com/quality](http://allina.com/quality). ❖

## Owatonna Hospital quality awards

Owatonna Hospital has received the following awards:

- 2007—Minnesota Hospital Association (MHA) Innovation of the Year in Patient Care Award for its Congestive Heart Failure Initiative.
- 2008—MHA Patient Safety Excellence Award SAFE Skin Campaign to prevent pressure ulcers, MHA Patient Safety Excellence Award SAFE From FALLS Campaign to reduce patient falls in the hospital, VHA Leadership Award for Clinical Excellence in treating hospitalized patients with pneumonia.
- 2009—MHA Patient Safety Excellence Award SAFE SITE initiative to prevent wrong-site procedures.