

## Community Forum Feedback September 2006

Exterior Feedback	Response
Pine trees to break the wind	
How will you deal with allergies being next to a corn field?	
Sheltered parking	
Like the exterior and interior incorporation	
Nice to have extended trails from Owatonna to healthcare campus from Medford	
Keep green space on healthcare campus	
Wayfinding Feedback	Response
Have one common entrance.	
Medical Services Feedback	Response
Offer oncology, radiology services	Will not have linear oncology, radiation
Build chemotherapy, infusion therapies	Small segment of population, need to have appropriate care for area
How many MHU beds? Surprised we are not expanding this areas with what is in the news, trends, growth	8-10, possibly stand a lone building or wing.
Cardiology services 24/7	Need at least three cardiologist's to cover 24/7
Offer alternative approaches to medicine, education, aftercare, imagery, holistic, core health	
Physical therapy services inside and outside of the hospital	
Include music therapy, healing touch, massage for the whole mind, body and spirit. Heal faster, less pain, less medication.	
Provide training, education of staff for a different process of delivering this type of care.	
It's beyond home care.	
Offer acupuncture, guided imagery, music therapy,	
Are we planning upfront with this hospital?	Will the alternative medicine service come to the hospital, shared space area or multi-purpose spaces?
People are using alternative medicine in this community.	
Patients are ahead of the medical community here. They are seeking out acupuncture, massage, Raki, healing touch, chiropractic care, music therapy	
Train nurses with healing touch, massage	
Add integrative medicine into the ER experience	

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Medical Services Feedback	Response
We have no juvenile psychiatrists. Seeing an increase in ER care as young as 9 years old.	
We need an acute ER department and an Urgent Care ER	
True trauma ER. Cosmetics of people in Owatonna have changed since 1972.	
Offer complementary, alternative medicine therapies. They will be welcomed.	How will we get the stats to substantiate the addition of alternative medicine?
Massage, aromatherapy, healing touch, etc. to complement conventional medical care	Needs stats from massage therapists, healing touch, etc.
Bring the service to the patient	Need someone to champion integrative medicine.
Will the alternative medicine community be invited to discuss with the hospital?	
Medford has no long term or assisted living care facility. Will the OH have a short-term stay room for rehab, etc. instead of having to go to a nursing home?	
Will we have radiation, oncology here rather than having to go to Rochester, Albert Lea?	Appropriate care for the appropriate place. ENT, Chemo, Ortho
What level of trauma center will we have	MRI, CT Scanner
Like hospital and clinic on one site	
What is the Mental Health Capacity?	8-10 beds
Will the hospital be able to handle a pandemic flu, meth, etc?	Table top exercise in October
Will we be upsizing services such as Home Care, Meals on Wheels, Healthy Seniors?	
Where will nursing home and assisted living services be in 5-10 years? Need continuum of care, short duration care. Where is the right place to get care?	
How does long term care fit into this facility?	

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Patient Room Feedback	Response
Need quiet rooms, not have a bathroom next to the headboard of an adjacent room	
Hallway conversations could be heard by patient, family member, the patient is a person, impersonal care.	
Temperature in hospital too cold for patients	
Shut off blinding lights in patient rooms	
Allow patient to see more than just blue sky from their window	
Have a thermostat in every patient room to allow them to control the temp.	
Offer indirect lighting vs. direct lighting in rooms	
Have a lazy-susan bed	
Private suite, birthing in a bath, water tub for labor, baby checks in the birthing room, family friendly.	
Need more than 38 beds. I want more beds. Need to bring in more nurses, population is increasing.	
MHU seems to be always on divert. Rarely have an open bed. Need appropriate care for MH patients, suicidal ideations.	
Need extra space in the patient rooms for family members to help care and be there for the patient	
Have computers in all patient rooms	
Have beds tucked away so people can't see the patient when they walk by the room.	
Change the décor, colors from room-to-room to avoid institutional feel.	
Like the patient zone room concept: staff area, patient area, family area	
Will the outpatient rooms have curtains or doors?	Looking at glass doors
How far out with Owatonna population growth are we to add to the 38 beds?	Tough to project for inpatient. Right now about 10 years. We have 4-5 acres, plenty of room to grow and expand
Will patients see the proposed Aquatics Center from their room? Will the patient want to see this pool?	

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Public Areas Feedback	Response
Have 24/7 snacks, beverages, gift shop, cafeteria, easy to find, easy access to these services	
Wasted space at 26th St. Clinic	
The entry way is being used as a waiting area for A/S, unacceptable.	
Need a special area for family members that are dealing with trauma (major car accident, etc.), Family members rush to the ER, can't find parking, there is no private waiting area for them to grieve. Sometimes it's in the ER garage.	
Need a larger garage for ambulance. Right now only one rig can get it.	
Need a perimeter-based coffee shop, gift shop rather than having to go to the "guts" of the building. Need easy access.	
Need the entrance doors to open wide, automatically. Don't have to physically open or press a button. Will help the elderly and handicapped.	
Need multiple waiting areas that are geared toward children friendly and adult friendly.	
Need a chapel area, consultative room	
Have an internet connection in all waiting areas	
Have a small library for staff, training, health related resources for patients/family members	
Use hospital as medical education extension	
Quick in and quick out won't have to go through patient care areas	
Show them opportunities for health care careers.	
Could it be built with an auditorium, learning and presentations? Can help grow the allied medical fields.	

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Special Features Feedback	Response
Like the connected with environment, natural light	
Need motion-detected lights instead of searching for light switch	
Have healthy food choices in vending machines, not industrial looking	
Use copper as bacteria and germs cannot live on copper. Infection control.	
Have hand washing stations with pedals accessible in many areas for use by adults and kids	
Have the expanse of glass toward the south rather than the west. Softer lighting.	
Is there a study on the impact of color	Earth tone colors, nature has a calming effect.
Nice décor at 26th Street Clinic	
Need comfortable chairs to nap, sleep in.	
Build in collaboration with higher ed, simulation of a modern classroom, lab, radiology, take preceptor/students onsite, learning for patients and students, impressed with partnership	
Important to have EMR	
Create a first impression, it will be lasting	
Communication friendly, for families have laptop and wireless Internet.	
Will there be friendly areas to use a cell phone?	

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Staff Areas Feedback	Response
Need nursing privacy in Emergency Department.	
Work stations need to support the patient rooms. Be near the rooms to help the patient if the patient is unable to push the call light button.	Nurses will be engaged in the process.

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Treatment Areas Feedback	Response
Have two sections for ER. One space for catastrophes, One space for non-catastrophes, Not all in one big area.	
Expanded ER space	
We are seeing an increase in diabetes, adult, child, mental health issues, intoxicated patients, suicidal	
Down CT scanner forces us to divert	
ICU is being used as a detox unit	
Need one more safe room in ER	
Hard for hearing patients have a tough time hearing the MD, patient care staff due to the location of the MD desk and chairs.	
How many surgery suites?	
Need a safe room in ER	
Build to allow public safety radio communication use in hospital.	
Need repeater connections	
Having an area in ER that is used for out of control patients-a rubber room, video surveillance, having security staff on staff	
Integrate security into new facility	
Sally port is needed for federal, state and county jails/prisons, separate hallway.	
What is the vision of A/S beds?	Designing flexibility into the space.

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Other Feedback	Response
Have local person to answer billing questions, rather than corporate	
Will there be a safe place for natural disasters due to large expanse of windows?	
Will there be consideration of geo-thermal heating and cooling?	Need to look at DRI, will future population growth and land warrant this technology?
Have insurance affordable.	Looking at cost/sq. ft. appropriate for the size of this community.
Allow a "senior" advisory committee/panel to review the senior-friendliness of the healthcare campus	
Wind power or geo-thermal, solar energy panels for utilities	
Need to work thru the space thru the eyes of the patient	
All tall toilets in the facility	
Will we use solar or wind energy?	Airport may limit wind energy.
Steele County Healthcare vs. Owatonna	
Will it be designed to be added on to if volumes increase?	
Use durable, long-lasting, quality materials in the structure. Utility rooms, washrooms that are built to last	
What will happen with the current building?	
Need to deal with the changing face of the county, cultural diversity, Latino an Somalis	
Need to be responsive to these populations.	
Important to know the timing of communication, when in the ER, what's the next step of care treatment, how long will it take, how much time will I be here? Need a sense of control.	