

The Future of Owatonna Healthcare Community Forums, Online Survey, Discussion Board

More than 100 community members attended five community forums, 333 people took the online survey and nearly 175 staff members posted topics to the AKN Discussion Board. The following overall themes were mentioned:

- **Privacy/private room**— Respondents indicated having:
 - Privacy and private rooms (both inpatient and outpatient) to discuss medical conditions with patient care staff
 - Grieving space
 - Private check-in
 - Private showers/bathrooms

- **Family space**— Respondents indicated having:
 - Providing more comfortable waiting/overnight space for family members
 - Providing activities/play areas for children
 - Offering wireless Internet in waiting spaces

- **Facility**— Respondents indicated having:
 - Healing environment using lighting, color, artwork, water features and greenery, natural light
 - Access to nature from walking paths, windows
 - Access to healthy, food 24/7
 - Cleanliness
 - Having seating and rest areas strategically placed in facility
 - Incorporating sustainable materials and maintaining integrity of natural environment

- **Sound control**— Respondents indicated having:
 - Providing room setup so patients/family members do not hear hallway conversations, overhead paging, toilet flushing in next room

- **Ease of access**— Respondents indicated having:
 - Nearby parking
 - One centralized point of entry with a receptionist greeting to offer directions
 - Good wayfinding/signage

- **Responsiveness**— Respondents indicated having:
 - Receiving immediate care; personal and focused attention by doctors
 - Good communication between doctors and patient care staff, and patients and family members
 - Keeping the patient and family members informed

- **Services**— Respondents indicated having:
 - Offering alternative medicine (massage, healing touch, acupuncture, aromatherapy)
 - Expanded Mental Health services
 - Rehab services
 - Expanded Emergency Department with more privacy
 - Birth Center
 - Expanded pediatrics from a dedicated inpatient pediatric room
 - Wellness Center
 - Education