

Meeting Name: Windom Area Hospital Board of Directors' Meeting
AGENDA

Purpose: Provide governance for Windom Area Hospital.

Date/Time/Location: Monday, April 16, 2018 / 5:30 pm / Large Conference Room

Members: All Governing Board members
Present:
Absent:
Others:

Recorder: Janel Eichstadt

Category/Topic	Action step(s)/Updates	Accountable Person
STANDING ITEMS		
Call to Order	Call Windom Area Hospital Governing Board meeting to order at 5:30 p.m. by Governing Board Chair.	Ryan M.
Minutes	Approve minutes from regular meeting of March 19, 2018.	Ryan M.
COMMITTEE REPORTS		
Finance / Personnel / Labor Relations & Building & Grounds	Review committee activities.	Ann B.
Professional Practice / Quality & Planning	Review committee activities.	Michael F.
OTHER REPORTS		
Medical Staff		Dr. J. Taber
City of Windom		Steve Nasby Bryan Joyce
Sanford Health Network		Terry Mahar
Administration	Executive Summary Reports. Approve Windom Area Hospital FY2019 Organizational Goals as presented by Shelby.	Sr. Mgmt Team Mbrs
WAH Foundation Board	Foundation Board not meeting in April. Next meeting date May 21, 2018. Governing Board approval of FY2018-19 WAH Foundation Slate of Directors.	Shelby M. / Alice H.
WAH Auxiliary	FY2017-18 summary from April 9, 2018, Auxiliary Banquet included in book.	Shelby M.
OLD & NEW BUSINESS		
Old Business		Ryan M.
New Business		Ryan M.
CONCLUSION		
	Conclude meeting.	Ryan M.
Annual Dinner	Board and Medical Staff Annual Dinner at River City Meetery. Social time 6:00-6:30 p.m. Dinner served 6:30 p.m.	Shelby M.

Meeting Name: Windom Area Hospital Board of Directors' Meeting

MINUTES

Purpose: Provide governance for Windom Area Hospital.	
Date/Time/Location:	Monday, March 19, 2018 / 5:30 pm / Large Conference Room
Members: All Governing Board members	Present: Ryan McNamara, Dr. Michael Fisher, Ann Bartelt, Nate Low, Cindy Espenson, Laura Fresk, Kim Armstrong/CFO, Emily Masters/CHRO, Kari Witte/CNO, Shelby Medina/CEO, Terry Mahar/Sanford Health VP Absent: Kay Gross, Julie Brugman/Mt. Lake Advisory mbr Others: Dr. Jeff Taber/Med Chief of Staff, Bryan Joyce/City Council Hospital liaison, Steve Nasby/City Administrator
Recorder:	Janel Eichstadt

Category/Topic	Action step(s)/Updates	Accountable Person
STANDING ITEMS		
Call to Order	Windom Area Hospital Governing Board meeting was called to order at 5:30 p.m. by Governing Board Chair, Ryan McNamara.	Ryan M
Minutes	M/S/C UNANIMOUSLY TO APPROVE GOVERNING BOARD MINUTES FROM THE REGULAR MEETING OF FEBRUARY 20, 2018 AS PRESENTED (BARTELT/FISHER).	Ryan M
COMMITTEE REPORTS		
Finance / Personnel / Labor Relations & Building & Grounds	<p>M/S/C UNANIMOUSLY TO APPROVE THE FEBRUARY 2018 UTILIZATION AND FINANCIAL PERFORMANCE REPORTS AS PRESENTED (BARTELT/ESPENSON).</p> <ul style="list-style-type: none"> Total Days Cash on Hand as of February 28, 2018 was 288. FY2018 YTD net loss totaled \$282,446 on a projected budget of \$292,310. <p>M/S/C UNANIMOUSLY TO APPROVE SENDING ACCOUNTS TOTALING \$19,952.47 TO REVENUE RECAPTURE AND APPROVE 12 FINANCIAL ASSISTANCE ACCOUNTS FOR WRITE-OFF TOTALING \$9951.99 (BARTELT/FRESK)</p> <ul style="list-style-type: none"> Month 11 of FY2018, Financial Assistance write-offs totaled \$159,727.45 on a budget of \$200,000. <p>Authorization was given for the transfer of \$48,910.39 from the Funded Depreciation account to the checking account for February capital acquisitions.</p> <p>There were no Educational Assistance applications submitted for board action.</p> <p>M/S/C UNANIMOUSLY TO APPROVE 3 RESIGNATIONS: AN ACCOUNTANT, 1 RN, AND A FITNESS SPECIALIST (BARTELT/FRESK). New hires were reported to include 2 PRN RN's, 1 PRN HUC, and 2 employee department transfers.</p> <p>Shelby gave an update on the wound center remodeling project. Members reviewed project bids with Steve Trudeau from Kraus-Anderson via telephone. It is anticipated remodeling will begin early April and be completed by July 1, 2018.</p> <p>M/S/C UNANIMOUSLY TO APPROVE PROJECT BIDS FOR THE CONSTRUCTION OF THE COMPREHENSIVE WOUND CENTER (BARTELT/FISHER).</p> <p>Draft FY2019 goals were reviewed by committee members.</p> <p>Committee discussed a proposal regarding Fair Market Value adjustments for the adjoining two clinics for the purpose of keeping Windom Area Hospital in compliance with mandated regulations.</p> <p>Shelby reported on recent contract discussions with Acute Care, Inc. regarding hourly wage rates for services provided to Windom Area Hospital's Emergency Department. Acute Care accepted the hourly wage increase proposal offered by her for this year. Shelby reported ACI and she will be renegotiating hourly wage rates and areas of contract language for 2019 in the future.</p> <p>The annual Medical Staff/Board Dinner for WAH members and spouses/guests will be held April 16, 2018 at River City Meetery with 6pm social time and 6:30pm dinner.</p> <p>The FY2019 budget was presented by Kim Armstrong for committee members to review for the April committee meeting.</p>	Ann B
Professional Practice / Quality & Planning	<p>M/S/C UNANIMOUSLY TO APPROVE HOSPITAL COMMITTEE MINUTES FROM THE FOLLOWING MEETING AS PRESENTED BY KARI WITTE, CNO (FISHER/FRESK).</p> <ul style="list-style-type: none"> ENVIRONMENTS OF CARE 	Michael F

	<ul style="list-style-type: none"> • INFECTION PREVENTION • PERFORMANCE IMPROVEMENT <p>M/S/C UNANIMOUSLY, UPON RECOMMENDATION FROM THE MEDICAL STAFF, TO APPROVE THE FOLLOWING:</p> <p><u>APPOINTMENT:</u> (FISHER/ESPENSON) Jennifer Neilson, RN Allied Health Professionals</p> <p><u>REAPPOINTMENTS:</u> (FISHER/FRESK) Michael Hibbard, MD Consulting Justin Schulte, PA-C Allied Health Professionals John Yu, MD Consulting</p> <p><u>SANFORD TELEMEDICINE REAPPOINTMENTS:</u> FISHER/FRESK() David Bean Jr., MD Telemedicine Edward Czarniecki, MD Telemedicine Gerard David, MD Telemedicine Thomas Free, MD Telemedicine Melinda Talley, MD Telemedicine</p> <p><u>VRAD TELEMEDICINE APPOINTMENTS:</u> None</p> <p><u>VRAD TELEMEDICINE REAPPOINTMENTS:</u> (FISHER/FRESK) Thomas Boden, MD Telemedicine James Turner, MD Telemedicine Edward Wong, MD Telemedicine</p> <p>Patient concern reports were reviewed and deemed to be appropriately addressed. Patient survey comments were reviewed and discussed. Patient safety activity reports were reviewed. Kari noted there were no reportable adverse events reported for the month. Shelby gave an update on the status of the wound center. Remodeling construction is anticipated to begin April 2.</p>	
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OTHER REPORTS	
Medical Staff	Dr. J. Taber
City of Windom	Steve Nasby Bryan Joyce
Sanford Health Network	Terry Mahar
Administration	Sr. Mgmt Team Mbrs

	<p><i>Chief Human Relations Officer, Emily Masters</i> – Emily continues working with Carrot Health on marketing data for Windom Area Hospital. Through marketing initiatives, it was recognized Windom Area Hospital has a larger service area in the Brewster and Lakefield vicinity than anticipated. Windom Area Hospital has recently started offering martial arts classes at the hospital through collaborating with Medina Martial Arts, LLC which will bring in additional revenue.</p> <p><i>Chief Nursing Officer, Kari Witte</i> – Greg Holt, Emergency Preparedness Coordinator, and Kari are inviting volunteers to a training session in the near future. The training session will educate the volunteers on services they can assist hospital staff with in the event of a disaster. Five staff from the Nursing Dept attended the Farm & Home show offering various healthcare services.</p> <p><i>Chief Executive Officer, Shelby Medina</i> – Denise Gilbertson, Nutritional Services Manager, recently obtained her National Restaurant Association Serve Safe Instructor certification, which allows her to educate and proctor staff working in food service entities.</p>	Shelby M / Alice H
WAH Foundation Board	The Foundation Board is meeting this evening. Dad's Belgian Waffles Brunch held March 4 th served 378 people with a net profit of \$1242.	Shelby M
WAH Auxiliary	Auxiliary minutes were included in the Board book. The Annual Banquet will be held April 9 th at the CC Historical Society.	Shelby M
OLD & NEW BUSINESS		
Old Business	There was no old business	Ryan M
New Business	The Windom Area Hospital FY2019 Goals, established for implementation over the next one to three years, were reviewed M/S/C UNANIMOUSLY TO APPROVE THE FY2019 WAH ORGANIZATION GOALS AS PRESENTED (FISHER/FRESK).	Ryan M
CONCLUSION		
	Meeting was concluded by Governing Board Chair, Ryan McNamara	Ryan M.
Board Education	Shelby discussed information from an article by the American Hospital Association included in the Board book.	Shelby M

Signature _____, Ann Bartelt, Governing Board Secretary

WINDOM AREA HOSPITAL
GOVERNING BOARD EXECUTIVE SUMMARY
as of February 12, 2018
WAH MISSION: "Dedicated to Health"

CHIEF EXECUTIVE OFFICER REPORT

- **Data Closet Update**
 - Data closet, located in the old OR space, is almost complete. The below is the anticipated completion timeline:
 - April 5th- begin process of moving servers, routers and switches. There will be network downtime for areas throughout the hospital. Expected downtime should be minimal.
 - April 12th – anticipated completion of wiring, configuration, and installation of the new wireless access points
 - A final wireless site survey will be scheduled shortly after the completion of the above

- **Outreach Services**
 - Brenda and I have been meeting with outreach clinic leaders to discuss contract updates and timelines for renewal changes. Conversations have been going very well. We anticipate that all clinics will be converted to the updated contract and schedule by July 1, 2018.

- **Staffing Changes**
 - Kari Witte submitted her resignation as the Chief Nursing Officer for WAH. Kari has accepted a position as a nursing leader for Sanford clinics in Mt. Lake and Windom. Recruitment for her position is underway and all direct reports will report to me during the interim.

- **Facility Updates**
 - Kraus Anderson will be on-site the week of April 9th in preparation for demolition to start for the wound center on Monday, April 16th. All documents have been submitted and accepted by MDH and MDOL.
 - We are pleased to announce that Dr. Hartberg has accepted the Medical Director position for the Wound and Hyperbaric Healing Center.
 - We are currently advertising for provider and midlevel positions and will be advertising for clinic staff by the end of the month.

WINDOM AREA HOSPITAL
GOVERNING BOARD EXECUTIVE SUMMARY
as of April 12, 2018
WAH MISSION: *"Dedicated to Health"*

CHIEF NURSING OFFICER REPORT

- **Medical/Surgical:**
 - Chrissy Boerboem will be our Stroke Coordinator effective May 2, 2018.
 - Debra Snedden is providing temporary nursing service April through June in Med/Surg and Emergency Department. Nursing staff are happy to have her back even though it is temporary.

- **Diabetes Management:**
 - The dietician has developed a program called Intensive Behavioral Therapy that involves weekly education on dietary changes and exercise
 - Priscilla worked with the Hy Vee dietician in sponsoring a grocery store tour focusing on healthy food options.
 - In May, Priscilla will be hosting an educational session on cardiovascular effects of diabetes mellitus for all staff, providers and clinic staff.

- **Surgery:**
 - Multiple surgeons have been on vacation so staff have taken this opportunity for education and training, completing yearly hyperthermia competencies and drills in the OR.

- **Emergency Preparedness:**
 - Greg and I will be completing volunteer training with Auxiliary members who have volunteered to assist Windom Area Hospital when our Emergency Operations Plan is in effect. We have 9 members who have expressed interest in volunteering.

- **Infection Prevention:**
 - We had a Minnesota Department of Health representative, who focuses on infection prevention, complete an inspection of our Infection Prevention Program. She was satisfied by what is currently in place and she gave recommendations to make the program more robust in monitoring.

WINDOM AREA HOSPITAL
GOVERNING BOARD EXECUTIVE SUMMARY
as of April 12, 2018
WAH MISSION: "Dedicated to Health"

CHIEF HUMAN RELATIONS OFFICER REPORT

Human Resources

- We are currently recruiting for the following positions:
 - RN
 - Advanced Practice Provider (NP/PA)
 - Fitness Specialist
 - Health Unit Coordinator
 - Patient Access Rep - PRN
- Cindy Gehl was identified as the WAH Employee of the Quarter! Cindy was recognized multiple times in the first quarter by staff and patients for being very welcoming and making patient visits go smoothly, in her role as receptionist/registration.
- All employee evaluations should be completed by the end of April.
- We were awarded a \$110,000 grant from the MN Department of Health for our upcoming rehabilitation renovation project (old surgery space).

Marketing/Public Relations/Foundation

- Hospital Week events will take place May 6-12. Events include an employee breakfast, 2nd grade tours, community lunch/learn on Medicare, Auxiliary ice cream sundaes, staff picnic cookout and chamber coffee.
- A decorative sign in the new lobby will be installed in April/May and will feature pictures of all of our outreach providers.

Community/Employee Health and Wellness

- Fun Run planning is in high gear. A change this year; the event will be held on Friday night and have several 'fun' stations on the route, including color, bubbles, water, glow, etc. The start of the race will be at either the high school or Island Park, pending Riverfest events that evening.
- Planning for the Path Grand Opening event is also underway, scheduled for May 19th from 10am-2pm here on hospital grounds. Food, fitness and family fun events are planned.

Employee Health & Safety/OccMed

- Annual respirator fit testing will occur through April for employees required to be trained on this equipment as part of their jobs.
- Daily checks of construction zones are taking place to ensure a safe working environment.

WINDOM AREA HOSPITAL
GOVERNING BOARD EXECUTIVE SUMMARY
As of April 12, 2018
WAH MISSION: "Dedicated to Health"

CHIEF FINANCIAL OFFICER REPORT

Accountant

- The new Accountant will be starting the week of April 16th.

Audit

- Auditors will be on-site June 19-21 for the fiscal year 2018 audit. The audit presentation to the hospital Board will be at the August Board meeting.



WAH Organizational Goals for Fiscal Year 2018-2019

Goal 1: *Work on restoring relationships.*

Strategies:

- Collaborate with city EMS department on strategies to strengthen services and mutually invest in staff who are interested in increasing skill sets
- Develop and invest in mutually agreed upon strategies between the City of Windom and WAH that focus on building trust, increasing transparency, and increasing effective communication and collaboration in initiatives that focus on bettering the overall health of the communities served
- Develop and invest in mutually agreed upon strategies between providers and WAH that focus on building trust, increasing transparency, and increasing effective communication and collaboration to meet the healthcare needs of the communities we serve

Goal 2: *Review and evaluate need for implementation of an Urgent Care program.*

Strategies:

- Review different models of urgent care
 - Contract with local providers for coverage
 - Option of utilizing physician extenders for coverage (hiring FT extenders for use in Wound Center and Urgent Care)
 - Option of using telemedicine for virtual visits (could be a combination of both physical and virtual coverage)
- Conduct a market analysis of anticipated additional visits to clinic from consumers who currently go outside of Windom and those who currently use the Emergency Department that meet urgent care criteria
- Conduct a financial analysis of each of the above with additional consideration to financial loss of revenue from visit to Emergency Department that meet urgent care criteria

Goal 3: *Position Windom Area Hospital to adapt to the Triple Aim philosophy, focusing on strategies to align with Triple Aim expectations.*

Strategies:

- Work on strategies to decrease charges in ancillary departments – strategy is to work towards revenue neutral budgeting over next two to three years (*Triple Aim: patient experience, cost per capita*)
- Collaborate with Avera’s ACO model to ensure affordable services securing market share (*Triple Aim: cost per capita*)
- Develop strategies to improve population health using survey data (*Triple Aim: cost per capita, population health, patient experience*)
- Collaborate with community partners and all healthcare providers to develop strategies to improve population health using survey data (*Triple Aim: population health, cost per capita, patient experience*)
- Review, develop, and implement strategies that optimize the care provided by contracted services (*Triple Aim: cost per capita, patient experience*)

Goal 4: *Offer maximum value through the quality convenient access and affordability of service that meets the patient’s needs.*

Strategies:

- Develop and implement communication strategies focusing on providing information on the Triple Aim methodology, ACO’s, and narrow network products and the impacts on healthcare in our communities (*Triple Aim: population health, cost per capita, patient experience*)
- Open Comprehensive Wound Center with Hyperbaric Oxygen Treatments (*Triple Aim: population health, cost per capita, patient experience*)
- Review, develop, and implement additional service lines of need; IE: telehealth, mental health outreach, general surgery as a result of wound care needs, urgent care, virtual care, dialysis. (*Triple Aim: population health, cost per capita, patient experience*)
- Collaborate with neighboring healthcare facilities / organizations to meet healthcare needs that WAH is unable to provide focusing on meeting patient needs close to home and increasing compliance of care (*Triple Aim: population health, cost per capita, patient experience*)
- Review and evaluate for competitive cost comparisons of services offered

Goal 5: *Increase use of technology to have health care services remain close to home*

Strategies:

- Increase use of telemedicine in inpatient and outpatient settings of care



Windom Area
Hospital
Foundation

TO: Windom Area Hospital Governing Board
FROM: Shelby Medina, CEO, Corporate President, Windom Area Hospital Foundation
DATE: April 12, 2018
RE: FY2018-19 Windom Area Hospital Foundation Slate of Directors

In accordance with Windom Area Hospital Foundation Bylaws, Section 3.6, Presentation and Approval of Directors by Hospital Board, the following Windom Area Hospital Foundation Slate of Directors for FY2018-19 is submitted to the Windom Area Hospital Governing Board for approval at their meeting dated April 16, 2018.

Foundation Slate of Directors include:

- Foundation Chair – Alice Huebert
- Foundation Vice-chair – Steve Johnson
- Foundation Secretary – Sandy Robinson

(Section 3.6 - Presentation and Approval of Directors by Hospital Board

Each year, prior to its annual meeting, the Board of Directors of the Windom Area Hospital Foundation (“Foundation Board”) shall present a proposed slate of directors for the upcoming year to the Board of Directors of the Windom Area Hospital (“Hospital Board”). The Hospital Board shall then vote to approve or deny the proposed slate of directors. If denied, the Hospital Board shall provide immediate feedback to the Foundation Board regarding what changes need to be made in order for the slate of directors to be approved by the Hospital Board. After receipt of the Hospital Board’s proposed changes, the Foundation Board shall assemble and submit a revised slate of directors to the Hospital Board for approval. Upon approval by the Hospital Board, the Foundation Board shall take action to accept the approved slate of directors for the upcoming year.

The power vested in the Hospital Board by this provision is intended to cause the Windom Area Hospital to possess the control required for the Windom Area Hospital Foundation to qualify as a Type 1 Supporting Organization under Section 509(a)(3) of the Internal Revenue Code.)

Meeting Name: Windom Area Hospital Finance/Personnel/Labor Relations & Building & Grounds Committee
AGENDA

Purpose: Review and recommend annual operating budget and capital expenditure plan, review and recommend capital expenditures, review and evaluate monthly financial reports review, recommend annual audit report and recommend board approval to agenda items as requested.

Date/Time/Location: **Monday, April 16, 2018 / 3:00 pm / Administrative Conference Room**

Facilitator: Ann Bartelt, Chairperson

Members: Ann Bartelt, Nate Low, Cindy Espenson, Ryan McNamara-ex officio, Julie Brugman/Mt Lk Advisory Mbr, Kim Armstrong/CFO, Kari Witte/CNO, Emily Masters/CHRO, Shelby Medina/CEO

Present:
Absent:
Others:

Recorder: Janel Eichstadt

Category/Topic	Action step(s)/Updates	Accountable Person
STANDING ITEMS		
Call to Order	Call Finance/Personnel/Labor Relations & Building & Grounds meeting to order at 3:00 p.m.	Ann B.
Minutes	Approve minutes from regular meeting of March 19, 2018. <i>(Cmte Motion)</i>	Ann B.
Statistical & Financial Performance Reports	Review and recommend approval of reports <i>(Cmte Motion / Bd Motion)</i>	Kim A.
Revenue Recapture & Financial Assistance	Review and recommend approval of accounts <i>(Cmte Motion / Bd Motion)</i>	Kim A.
Funded Depreciation Transfer	Review and approve Funded Depreciation account transfer. <i>(Cmte Motion)</i>	Kim A.
Educational Assistance Applications	Review applications for educational assistance. <i>(Cmte Motion)</i>	Kim A.
Employee Resignations	Review and recommend acceptance of resignations / terminations. <i>(Cmte Motion / Bd Motion)</i>	Emily M.
New Employees	Report of employees recently hired	Emily M.
FOLLOW-UP ITEMS		
MDH Capital Grant	Update on grant award for the Rehabilitation Department renovation project.	Emily M.
CURRENT ITEMS		
FY2019 Budget	Review FY2019 budget. Formulate recommendation to Board. <i>(Cmte Motion / Bd Motion)</i>	Kim A.
CONCLUSION		
	Conclude meeting	Ann B.

Meeting Name: Windom Area Hospital Finance/Personnel/Labor Relations & Building & Grounds Committee
MINUTES

Purpose: Review and recommend annual operating budget and capital expenditure plan, review and recommend capital expenditures, review and evaluate monthly financial reports review, recommend annual audit report and recommend board approval to agenda items as requested.

Date/Time/Location: **Monday, March 19, 2018 / 3:00 pm / Administrative Conference Room**

Facilitator: Ann Bartelt, Chairperson
Members: Ann Bartelt, Nate Low, Cindy Espenson, Ryan McNamara-ex officio, Julie Brugman/Mt Lk Advisory Mbr, Kim Armstrong/CFO, Kari Witte/CNO, Emily Masters/CHRO, Shelby Medina/ CEO, Terry Mahar/Sanford Health Network VP
Absent:
Others:
 Janel Eichstadt

Category/Topic	Action step(s)/Updates	Accountable Person
STANDING ITEMS		
Call to Order	Finance/Personnel/Labor Relations & Building & Grounds meeting was called to order by Committee Chair, Ann Bartelt.	Ann B
Minutes	M/S/C UNANIMOUSLY TO APPROVE MINUTES FROM THE REGULAR MEETING OF FEBRUARY 20, 2018 (LOW/MCNAMARA).	Ann B
Statistical & Financial Performance Reports	February 2018 statistical and utilization graphs were reviewed. The % of Medicare Days was slightly below budget projections and Medicaid Days was above budget projections for the month. The month's total patient revenue was below budget projections; contractual adjustments as a percentage of revenue were above budget projections; total operating expenses were below budget expectations; net operating revenue and expenses factored together left a net loss totaling (-\$150,460). FY2018 year-to-date net income totals \$282,446 on a projected budget of \$292,310. Days in A/R were 45.23 and Days Cash on Hand total 288. M/S/C UNANIMOUSLY TO RECOMMEND APPROVAL OF THE FEBRUARY 2018 STATISTICAL AND FINANCIAL PERFORMANCE REPORTS AS PRESENTED (BRUGMAN/MCNAMARA)	Kim A.
Revenue Recapture & Financial Assistance	M/S/C UNANIMOUSLY TO RECOMMEND APPROVAL TO SEND REVENUE RECAPTURE ACCOUNTS TOTALING \$19,952,474 AND RECOMMEND THE FOLLOWING ACCOUNTS FOR FINANCIAL ASSISTANCE: 4 NEW APPLICATIONS-3 APPROVED AT 100% WRITE-OFF; AND 1 APPROVED AT 25% WRITE-OFF TOTALING \$5913.84; APPROVE 4 APPLICATIONS WITH BALANCES BELOW \$1500 TOTALING \$1868.72; APPROVE 3 PREVIOUSLY APPROVED ACCOUNTS TOTALING \$1477.10; AND APPROVE 1 ACCOUNT AT 100% WRITE OFF OF AN EXPIRED PATIENT WITH NO ESTATE TOTALING \$318.65, WITH ALL FINANCIAL ASSISTANCE APPLICATION WRITE OFFS TOTALING \$9951.99. (LOW/MCNAMARA) In month 11 of FY2018, accounts totaling \$159,727.45 have been approved for Financial Assistance on a budget of \$200,000.	Kim A
Funded Depreciation Transfer	M/S/C UNANIMOUSLY TO AUTHORIZE THE TRANSFER OF \$48,910.39 FROM FUNDED DEPRECIATION TO THE CHECKING ACCOUNT FOR FEBRUARY 2018 CAPITAL ACQUISITIONS (MCNAMARA/LOW)	Kim A
Educational Assistance Applications	There were no Educational Assistance applications submitted for committee action this month.	Kim A
Employee Resignations	M/S/C UNANIMOUSLY TO RECOMMEND THE APPROVAL OF 3 RESIGNATIONS: ACCOUNTANT EFFECTIVE MARCH 7, 2018, FITNESS SPECIALIST EFFECTIVE MARCH 12, 2018, AND 1 RN EFFECTIVE MARCH 31, 2018 (MCNAMARA/BRUGMAN).	Emily M
New Employees	Emily reported the following new hires: 1 PRN HUC, 3 PRN RN's, and 2 internal departmental transfers.	Emily M
FOLLOW-UP ITEMS		
Wound Care Center	Shelby and Steve Trudeau (via telephone), Construction Manager from Kraus-Anderson Construction, reviewed accepted bids from the bid-opening meeting held March 7 th for the wound center remodeling project. Shelby noted it was brought to their	Shelby M

	attention the necessity to install new ductwork in the wound center department to regulate heating/cooling temperatures and move the current location of the double doors entering a hallway of wound center exam rooms to meet MN Department of Health requirements. Steve shared approximate length of time for this construction project is 3 months with construction beginning approximately April 2 nd and concluding July 1, 2018. M/S/C UNANIMOUSLY TO RECOMMEND APPROVAL OF THE PROPOSED BIDS AND PROCEED WITH CONSTRUCTION OF THE WOUND CARE AND HYPERBARIC CHAMBER CENTER (MCNAMARA/LOW).	
FY2019 Strategic Goals	Committee members reviewed the proposed FY2019 Windom Area Hospital organizational goals for the next 1-3 years with no changes suggested. The FY2019 goals will be presented at the WAH Governing Board meeting for full board approval	Shelby M
Acute Care, Inc. Contract Negotiations	Shelby reviewed information from last month's meeting regarding a letter received from Acute Care, Inc. notifying Windom Area Hospital of an hourly rate increase for Emergency Department physician coverage through ACI for this year. She informed committee members Acute Care, Inc. has accepted her counter proposal for an hourly rate increase for Emergency Department physician coverage for this year. She noted additional discussions with ACI will be taking place for next year's contract to include contract language clarification as well as hourly rate increases.	Shelby M
Fair Market Value Adjustment	Shelby resumed discussions from last month's meeting regarding Fair Market Value rental adjustments for the adjoining two clinics to the hospital. Committee members authorized Shelby and the Governing Board chairperson to meet with the medical provider from each clinic for discussing a proposed FMV transition plan.	Shelby M
CURRENT ITEMS		
Annual Medical Staff & Board Dinner	Committee members were informed of the annual Medical Staff/WAHGoverning/Foundation Board dinner, which will be held at River City Meetry on April 16, 2018 beginning at 6pm with Social time and dinner served at 6:30pm.	Shelby M
FY2019 Budget	Kim distributed the preliminary FY2019 budget for review and discussion. The presented budget is showing an operating margin of 3.2% or net income of \$648,186 for FY2019. Capital equipment requests were also reviewed. The final FY2019 budget will be presented at the April meeting for board approval.	Kim A
CONCLUSION		
	Meeting was concluded by Committee Chair, Ann Bartelt.	Ann B

Windom Area Hospital
INCOME STATEMENT

	3/31/2018		Revenue Comparison		Budget 2017		Revenue Comparison		Y-T-D 2018		Revenue Comparison		Budget 2017		Revenue Comparison	
PATIENT REVENUE																
Inpatient Revenue	\$510,487	19.59%	\$412,064	16.03%	\$5,372,592	18.88%	\$4,532,704	16.03%								
Outpatient Revenue	\$2,095,432	80.41%	\$2,158,716	83.97%	\$23,089,355	81.12%	\$23,745,876	83.97%								
Total Patient Revenue	\$2,605,919	100.00%	\$2,570,780	100.00%	\$28,461,947	100.00%	\$28,278,580	100.00%								
Contractual Adjustments	\$994,630	38.17%	\$1,012,833	39.40%	\$11,893,953	41.79%	\$11,141,163	39.40%								
Other Income	\$10,956	0.42%	\$14,449	0.56%	\$153,944	0.54%	\$158,939	0.56%								
NET OPERATING REVENUE	\$1,622,245	100.00%	\$1,572,396	100.00%	\$16,721,938	100.00%	\$17,296,356	100.00%								
EXPENSE																
Employee Salaries	\$608,014	37.48%	\$565,974	35.99%	\$6,222,366	37.21%	\$6,225,714	35.99%								
Employee Benefits	\$181,587	11.19%	\$176,939	11.25%	\$1,886,373	11.28%	\$1,946,329	11.25%								
Pharmaceuticals	\$100,200	6.18%	\$84,583	5.38%	\$749,368	4.48%	\$930,413	5.38%								
Supplies	\$71,740	4.42%	\$103,924	6.61%	\$921,414	5.51%	\$1,143,164	6.61%								
Rents & Utilities	\$26,114	1.61%	\$27,909	1.77%	\$297,678	1.78%	\$306,999	1.77%								
Purchased Services	\$260,287	16.04%	\$325,307	20.69%	\$3,299,960	19.73%	\$3,578,377	20.69%								
Purchased Services Interco	\$15,676	0.97%	\$17,625	1.12%	\$178,745	1.07%	\$193,875	1.12%								
Other Direct Expenses	\$110,263	6.80%	\$103,254	6.57%	\$1,143,978	6.84%	\$1,135,794	6.57%								
Provision for Bad Debts	(\$31,782)	-1.96%	\$27,083	1.72%	\$64,714	0.39%	\$297,913	1.72%								
Depreciation	\$110,603	6.82%	\$117,571	7.48%	\$1,223,961	7.32%	\$1,293,281	7.48%								
Total Operating Expense	\$1,452,702	89.55%	\$1,550,169	98.59%	\$15,988,557	95.61%	\$17,051,859	98.59%								
Income (loss) From Operations	\$169,543	10.45%	\$22,227	1.41%	\$733,381	4.39%	\$244,497	1.41%								
Investment Income	\$5,622	0.35%	\$24,500	1.56%	\$52,002	0.31%	\$269,500	1.56%								
Other Revenue/(Expenses)	\$164,808	10.16%	(\$17,496)	-1.11%	(\$162,965)	-0.97%	(\$192,456)	-1.11%								
Non Operating Rev/Exp	\$170,430	10.51%	\$7,004	0.45%	(\$110,963)	-0.66%	\$77,044	0.45%								
Increase in Net Assets	\$339,973	20.96%	\$29,231	1.86%	\$622,418	3.72%	\$321,541	1.86%								

FY 2018

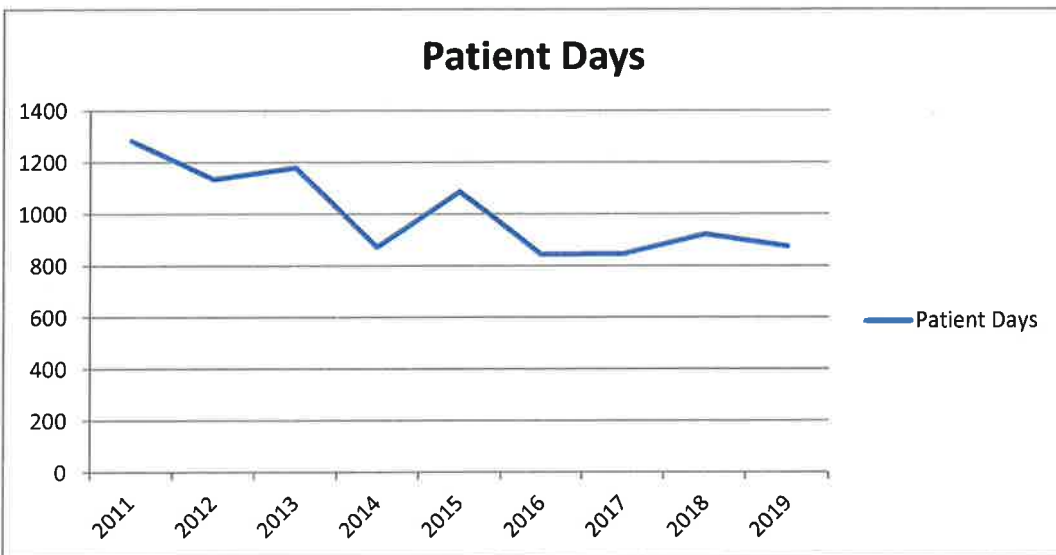
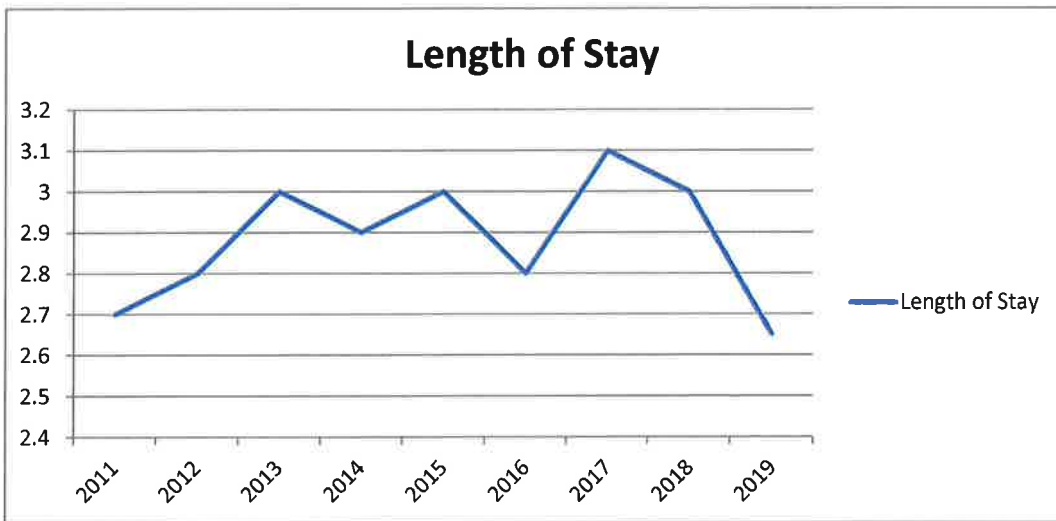
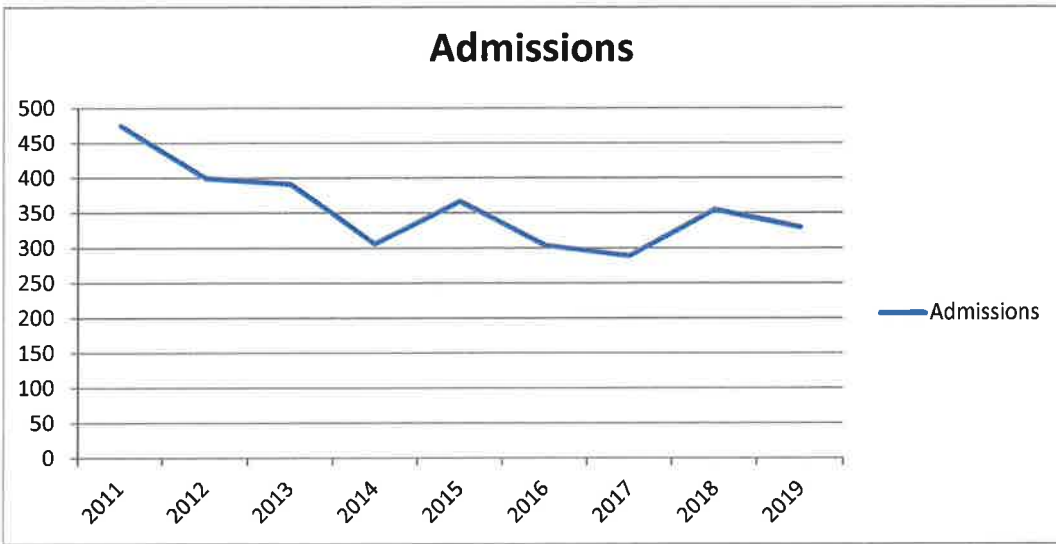
CAPITAL ASSET ACQUISITIONS

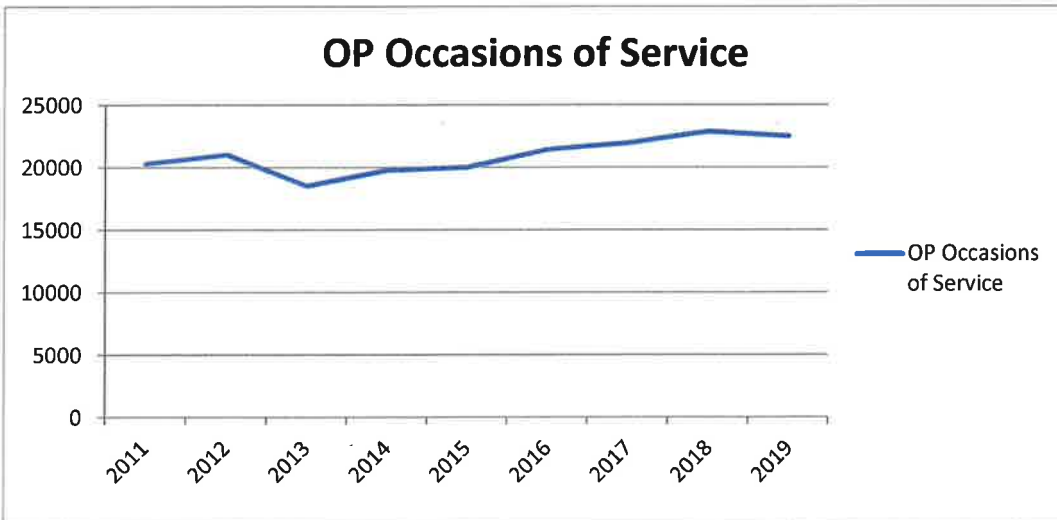
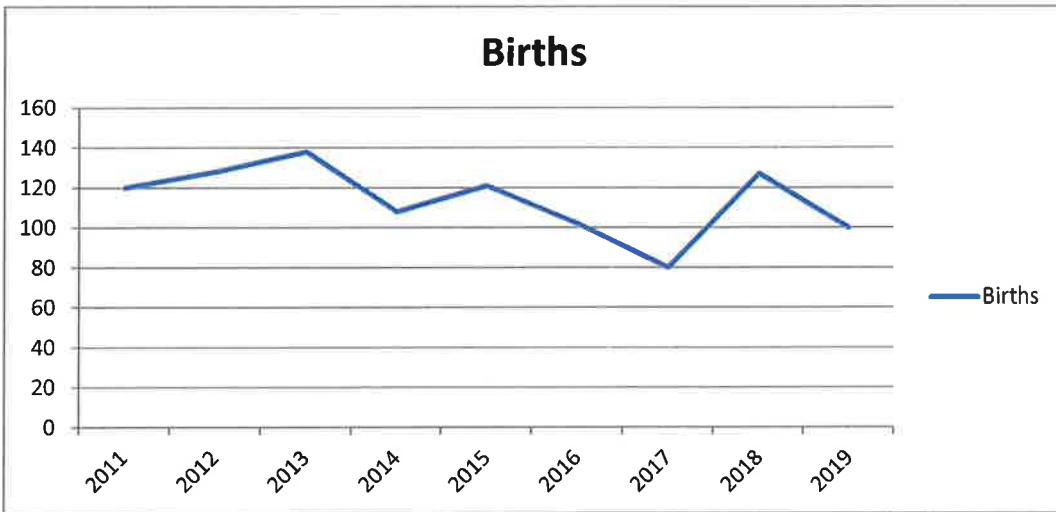
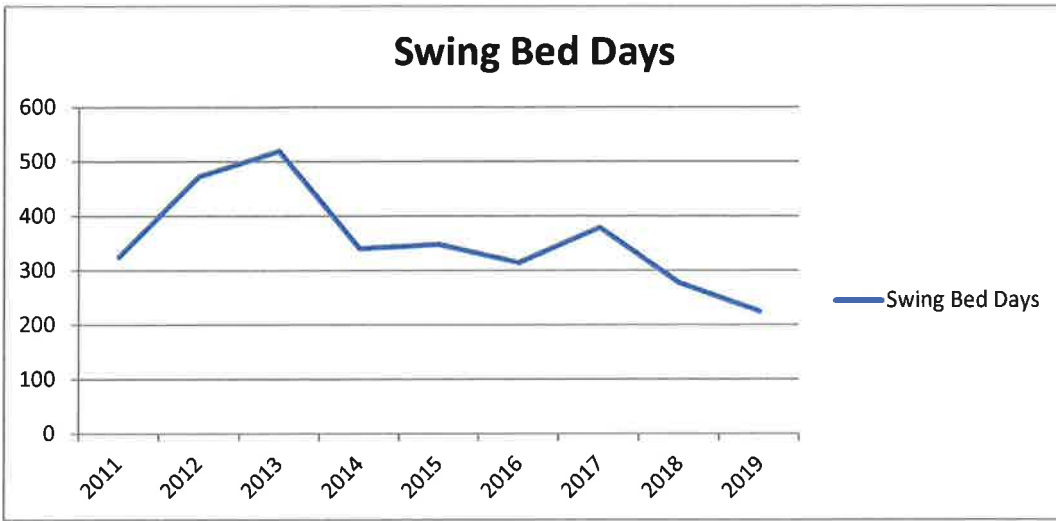
Yrs. De Capital Asset	Vendor	Asset class	January	February	March	April
15 Walking Path	Kraus Anderson	CIP	466.51			
20 Boiler Chiller Project	Kraus Anderson	CIP	114,675.88			
20 Boiler Chiller Project	I & S Group	CIP	957.00			
10 Water Heater	Schwalbach's	Fixed		15,967.00		
10 Water Softner	Javens	Fixed		13,460.00		
IT Data Center	Misc Vendors	CIP		14,896.68		
Wound Center Reno	I & S Group	CIP		4,586.71		
10 Gas Range	Restaurant Design & Ec	Fixed			7,896.05	
3 Laparoscopic Set	Richard Wolf	Maj Move			10,424.67	
5 Defibrillators	Physio Control	Maj Move			17,739.30	
7 Sterilizer	Steris	Maj Move			47,001.77	
Wound Center Reno	I & S Group	CIP			5,468.92	
5 IT Data Center	Various vendors	CIP			4,216.06	
Total			116,099.39	48,910.39	92,746.77	-

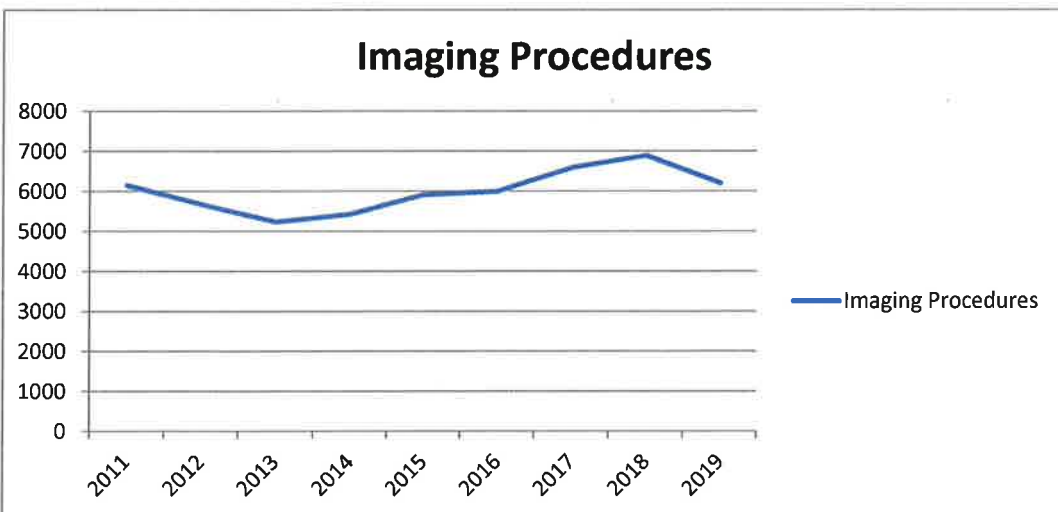
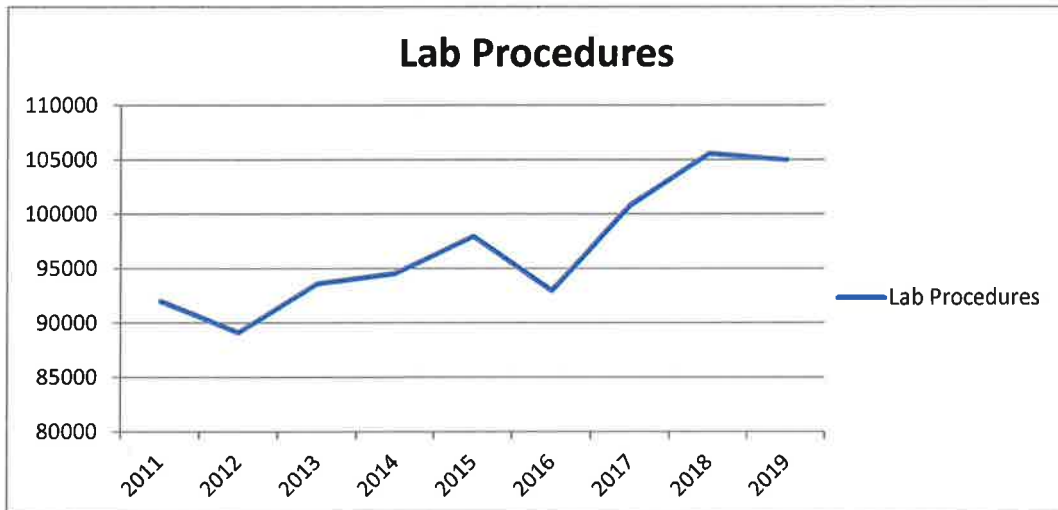
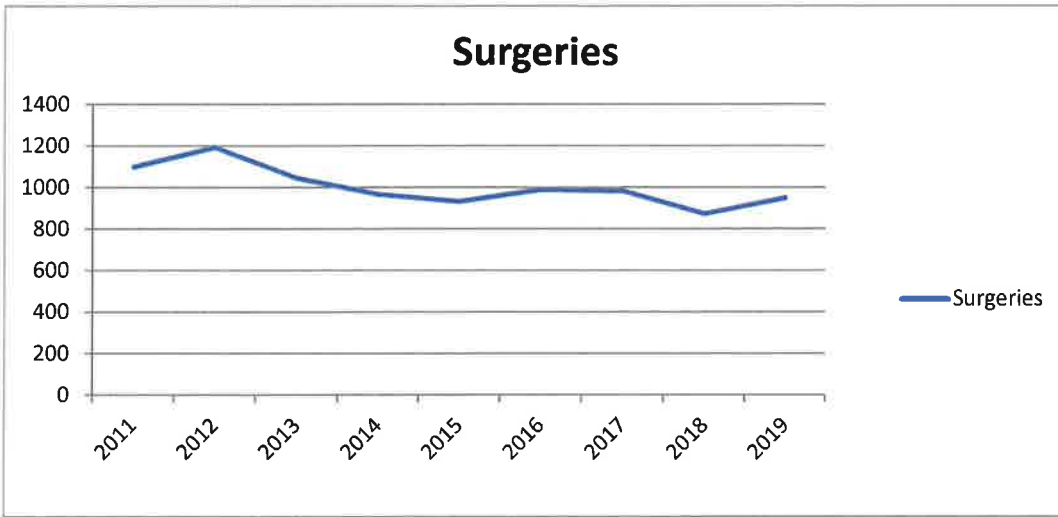
WINDOM AREA HOSPITAL
INCOME STATEMENT

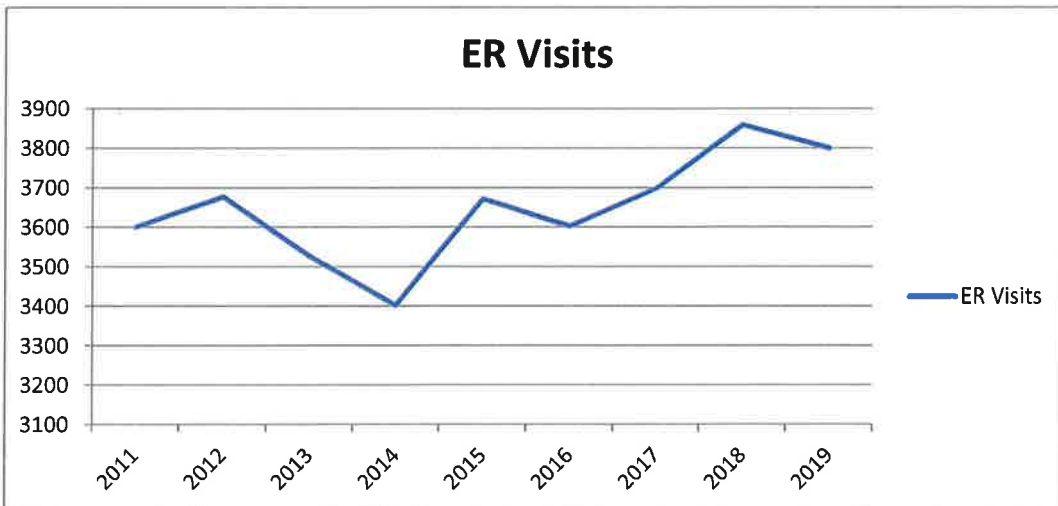
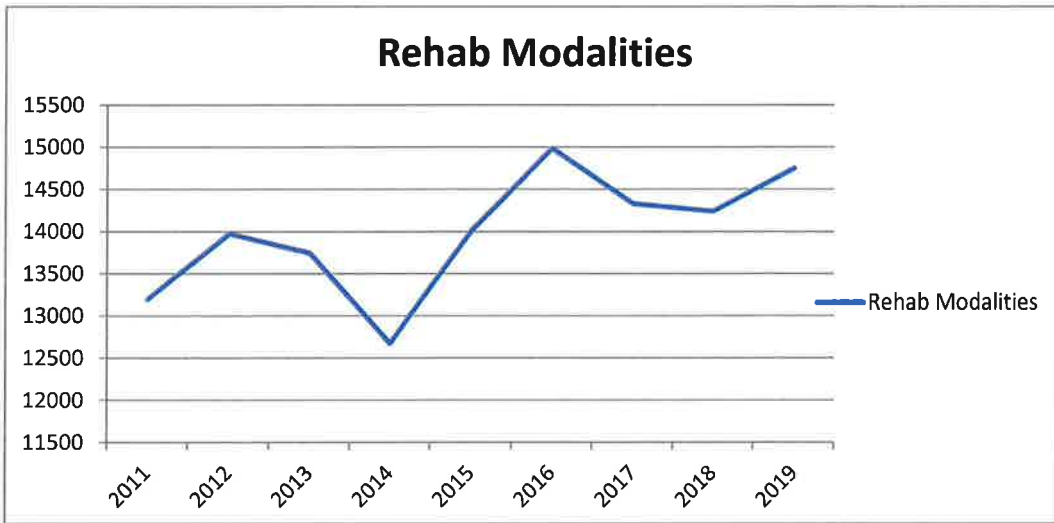
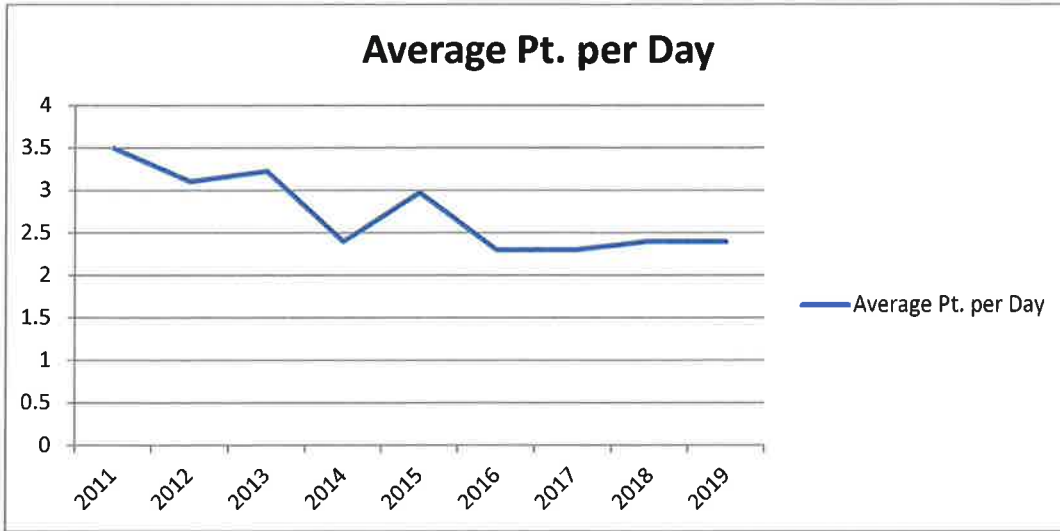
	4/30/2017	Projected 4/30/2018	2019 Budget
REVENUES			
Total patient Revenue	28,329,073	31,049,397	33,111,117
Deduction from Revenue	10,870,608	12,975,221	13,082,220
Other Income	163,626	167,939	153,200
Net Revenue from Operations	17,622,091	18,242,115	20,182,097
EXPENSE			
Employee Salaries	6,314,136	6,788,036	7,718,834
Employee Benefits	2,022,460	2,057,861	2,220,692
Pharmaceuticals	978,540	817,492	920,000
Supplies	1,034,428	1,005,179	1,023,301
Rents/Utilities	304,347	324,740	338,460
Purchased Services	3,575,077	3,599,956	3,811,112
Purchased Services - Interco	194,150	194,995	197,200
Other Direct Expenses	1,204,032	1,247,976	1,600,226
Provision for Bad Debt	200,436	70,597	200,000
Depreciation	1,186,599	1,335,230	1,487,370
Total Expense	17,014,205	17,442,062	19,517,196
Net from Operations	607,886	800,053	664,901
Non-Operating Income	96,431	56,729	162,000
Non-Operating Expense	172,639	177,780	186,115
Net Income (Loss)	531,678	679,002	640,786

Statistics	2010	2011	2012	2013	2014	2015	2016	2017	Projected	Budget
									2018	2019
Admissions	508	436	400	392	306	367	304	289	355	330
Length of Stay	2.9	2.7	2.8	3	2.9	3	2.8	3	3	2.7
Patient Days	1454	1161	1134	1179	871	1086	843	845	922	875
Swing Bed Days	344	289	473	520	341	348	314	379	277	225
Births	129	120	128	138	108	121	102	80	127	100
OP Occasions of Service	20527	20122	21020	18510	19769	19998	21438	21970	22881	22500
Surgeries	1316	1161	1194	1046	968	932	990	983	873	950
Lab Procedures	91623	91620	89119	93612	94547	97970	92977	100851	105573	105000
Imaging Procedures	6226	6158	5672	5233	5423	5908	5994	6590	6890	6200
Average Pt. per Day	4.0	3.2	3.1	3.2	2.4	3.0	2.3	2	2.4	2.4
Rehabilitation Modalities	12203	13577	13975	13747	12673	14007	14988	14332	14241	14750
ER Visits	3238	3544	3677	3526	3401	3671	3602	3698	3859	3800
Observation Patients	132	136	123	58	108	110	109	93	105	100

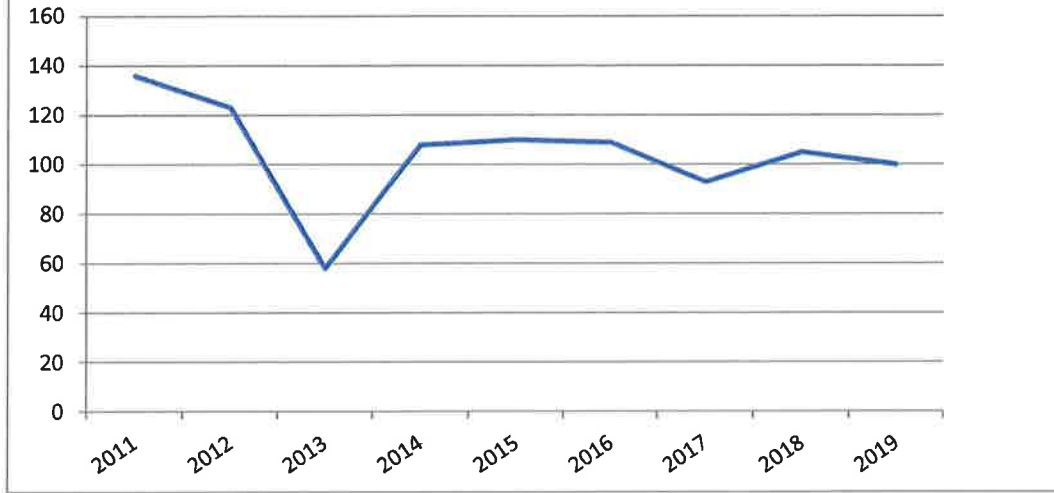








Observation Patients



Plant Operations	parking lot crack repairs		9,800				
Plant Operations	front parking lot sealant				25,500		
Plant Operations	replace B.O. RTU				18,000		
Plant Operations	S1 old patient rooms air handler rework		22,000				
Plant Operations	humidifier system in Lab		16,630				
Plant Operations	Emergency Waterline between new and old b		11,000				
Plant Operations	2014 addition transfer switch rewire				24,000		
Plant Operations	S3 air handler rework				30,000		
Plant Operations	replace asphalt by dumpster				12,000		
Plant Operations	Rehab/Clinic parking lot reseal				17,000		
Plant Operations	parking lot repairs				15,000		
Plant Operations	CT roof membrane replacement				13,000		
Plant Operations	replace roof membrane ER/BO area				75,000		
Plant Operations	replace back employee parking lot				125,000		
Plant Operations	S2 rehab air handler rework				30,000		
Plant Operations	water heater replacement				17,000		
Plant Operations	dual temp pump replacement				10,286		
Plant Operations	LCR RTU replacement				18,000		
Plant Operations	parking lot maintenance					20,000	
Plant Operations	aerial lift					12,000	
Plant Operations	roof repairs					15,000	15,000
Plant Operations	parking lot maintenance						20,000
Plant Operations	S4 patient care air handler						25,000
Radiology-Mammo	3D Tomo Mammogram machine				380,000		
Radiology	Pigg-o-stat				5,355		
Radiology-US	New US machine				150,000		
Radiology	New R&F room					250,000	
Radiology	DEXA unit						15,000
Radiology	Tech area remodel		17,800				
Physical Therapy	Total Gym Power Tower		5,365				
Physical Therapy	Solo Step				11,000		
Respiratory Therapy	Rad 57 SpCO2 (carbon monoxide) adult and		6,234		6,421		
Respiratory Therapy	Pulmonary function testing equipment		37,200				
Anesthesia	Anesthesia Machine						50,000
Anesthesia	Pain table		17,000				
Post Anesthesia	Monitors					20,000	
Surgery	Olympus scopes x 2		130,000		130,000		
Surgery	Neptune				15,000		
Surgery	OR Table					45,000	
Surgery	Medivator						
Surgery	Monitors - SDS						80,000
Surgery	Optime				72,500		
						25,000	

Meeting Name: Windom Area Hospital Professional Practice / Quality & Planning Committee
AGENDA

Purpose: Oversee hospital compliance with regulations and laws, receive recommendations from the Medical Staff, oversee preparation and implementation of strategic plans, receive and consider all quality reports, and recommend final approval to the Governing Board on agenda items as requested.

Date/Time/Location: **Monday, April 16, 2018 / 4:30 pm / Administrative Conference Room**

Facilitator: Dr. Michael Fisher, Chairperson

Members: Dr. Michael Fisher, Laura Fresk, Kay Gross, Ryan McNamara-ex officio, Julie Brugman /Mt Lake Advisory Mbr, Kari Witte/CNO, Kim Armstrong/CFO, Emily Masters/CHRO, Shelby Medina/CEO, Chief of Medical Staff

Present:
Absent:
Others:

Janel Eichstadt

Category/Topic	Action step(s)/Updates	Accountable Person
STANDING ITEMS		
Call to Order	Call Professional Practice/Quality & Planning Committee meeting to order.	Michael F.
Minutes	Approve minutes from regular meeting of March 19, 2018 and special meeting of April 9, 2018. <i>(Cmte Motion)</i>	Michael F.
Hospital Committees	Review and recommend approval of hospital committee meetings. <i>(Cmte Motion / Bd Motion)</i>	Kari W.
Medical Staff Credentialing	Review and recommend approval of appointments & reappointments <i>(Cmte Motion / Bd Motion)</i>	Dr. Jeff Taber
Patient Concern Reports	Review patient concern reports and patient survey comments	Kari W.
Patient Safety	Review patient safety activities.	Kari W.
FOLLOW-UP ITEMS		
FY2019 Strategic Goals	Final review of FY2019 WAH Organizational Goals. Formulate recommendation to Board. <i>(Cmte Motion / Bd Motion)</i>	Shelby M.
Provider Relations	Discuss future state and initiatives.	Shelby M.
CURRENT ITEMS		
Foundation Officers	Formulate recommendation of WAH Foundation Slate of Officers for FY2019. <i>(Cmte Motion / Bd Motion)</i>	Shelby M.
Annual Officer Election	Consider options available to identify and elect WAH Governing Board officers for FY2018-19.	Shelby M.
CONCLUSION		
	Conclude meeting.	Michael F.

Meeting Name: Windom Area Hospital Professional Practice / Quality & Planning Committee MINUTES

Purpose: Oversee hospital compliance with regulations and laws, receive recommendations from the Medical Staff, oversee preparation and implementation of strategic plans, receive and consider all quality reports, and recommend final approval to the Governing Board on agenda items as requested.

Date/Time/Location: Monday, March 19, 2018 / 4:30 pm / Administrative Conference Room

Facilitator: Dr. Michael Fisher, Chairperson

Members: Dr. Michael Fisher, Laura Fresk, Kay Gross, Ryan McNamara-ex officio, Julie Brugman /Mt Lake Advisory Mbr, Kari Witte/CNO, Kim /Mt Lake Advisory Mbr, Kari Witte/CNO, Kim Armstrong/CFO, Emily Masters/CHRO, Shelby Medina/CEO, Dr. Jeff Taber/Chief of Medical Staff, Terry Mahar/Sanford Health Network VP

Absent:

Others:

Janel Eichstadt

Recorder:

Category/Topic	Action step(s)/Updates	Accountable Person
STANDING ITEMS		
Call to Order	Professional Practice/Quality & Planning Committee meeting was called to order by committee chair, Dr. Michael Fisher.	Michael F
Minutes	M/S/C UNANIMOUSLY TO APPROVE COMMITTEE MINUTES FROM THE REGULAR MEETING OF FEBRUARY 20, 2018 AS PRESENTED (BRUGMAN/FRESK).	Michael F
Hospital Committees	<p>Kari reported on the following hospital committee meeting ~</p> <ul style="list-style-type: none"> Environments of Care/Employee Health – 853 hours of work were missed due to illness. A walk-thru of the Surgery Dept was completed with no areas for improvement identified. Infection Prevention – 4th qtr had 0 infections/1000 days. 4th qtr hand hygiene compliance was 96% goal is 100%. Ten reportable diseases were reported to MN Department of Health for 4th qtr. Rounds were completed in the Surgery Dept with minor issues noted and corrected. Lack of eye washing stations were noted and has been corrected. Performance Improvement – Two-year employee Courtesy score campaign concluded at the end of 2017 with a final score of 94.19, baseline data in 2015 started out with a score of 92.56. 4th qtr had 81 reportable events with all events addressed appropriately. There were four readmissions, however WAH maintained the goal of 7% readmission rate. Press Ganey scores for 4th qtr were reviewed. Risk Event reports totaled 81. <p>M/S/C UNANIMOUSLY TO RECOMMEND ACCEPTING THE WAH COMMITTEE MEETINGS REPORT AS PRESENTED BY KARI WITTE, CNO (FRESK/BRUGMAN).</p>	Kari W
Medical Staff Credentialing	<p>M/S/C UNANIMOUSLY, UPON RECOMMENDATION FROM THE MEDICAL STAFF, TO APPROVE THE FOLLOWING:</p> <p>APPOINTMENT: (MCNAMARA/FRESK) Jennifer Neilson, RN Orthopedic Allied Health Professionals</p> <p>REAPPOINTMENTS: (BRUGMAN/FRESK) Michael Hibbard, MD Cardiology Consulting Justin Schulte, PA-C Orthopedic Allied Health Professionals John Yu, MD Pulmonary Consulting</p> <p>TELEMEDICINE PRIVILEGE REQUEST: <i>No action taken, request to be addressed at April Meeting</i></p> <p>Jesse Botker, MD Orthopedic Courtesy SANFORD TELEMEDICINE REAPPOINTMENTS: (BRUGMAN/FRESK) David Bean Jr., MD Radiology Telemedicine Edward Czarniecki, MD Radiology Telemedicine Gerard David, MD Internal Medicine Telemedicine Thomas Free, MD Radiology Telemedicine</p>	Dr. Jeff Taber

Melinda Talley, MD	Radiology	Telemedicine
<u>VRAD TELEMEDICINE APPOINTMENTS:</u>		
None		
<u>VRAD TELEMEDICINE REAPPOINTMENTS: (BRUGMAN/FRESK)</u>		
Thomas Boden, MD	Teleradiology	Telemedicine
James Turner, MD	Teleradiology	Telemedicine
Edward Wong, MD	Teleradiology	Telemedicine
<u>RESIGNATIONS (Informational Purposes Only):</u>		
None		
Dr. Taber shared the Medical Staff recently held a meeting to address the subject of the current on-call schedule arrangement. He stated the current on-call arrangement will remain the same at this time, however the Medical Staff was in agreement to meet again in 6 months to further review and discuss this topic.		
Patient Concern Reports	Patient concern reports and patient survey comments for February 2018 were reviewed and found to be appropriately addressed.	
Patient Safety	Patient safety activities were reviewed. Kari reported WAH had no reportable adverse events for the month.	
FOLLOW-UP ITEMS		
Wound Care Center	Shelby noted wound center construction project bids will be going before the Governing Board later this afternoon for approval. She noted the approximate length of time for this construction project is anticipated to be 3 months with construction beginning approximately April 2 nd and concluding July 1, 2018.	
CURRENT ITEMS		
Annual Medical Staff & Board Dinner	Committee members were informed of the annual Medical Staff/WAH Governing and Foundation Board dinner, which will be held at River City Meeterly on April 16, 2018 beginning at 6pm with Social time and dinner served at 6:30pm.	
Provider Relations	Shelby requested future discussions take place at this committee meeting on the topics of different types of delivery care models, staffing models, optimizing physician and extender roles with possible consideration at working for a longer length of time, and optimizing staff strengths to provide best care practices. Shelby noted the goal of these discussions is to recognize where staff efficiencies may be improved to keep Windom Area Hospital abreast with the Triple Aim concept.	
CONCLUSION		
Meeting was concluded by Committee Chair, Dr. Michael Fisher.		
Michael F		

Statement of Confidentiality: Records, data, and knowledge, including minutes collected for and by individuals or committees, or committees assigned peer review functions, are confidential, not public records and are not available for court subpoena in accordance with Minnesota MSA 145.61-145.67.

Meeting Name: Professional Practice / Quality & Planning Committee SPECIAL MEETING MINUTES	
Purpose: Oversee hospital compliance with regulations and laws, receive recommendations from the Medical Staff, oversee preparation and implementation of strategic plans, receive and consider all quality reports, and recommend final approval to the Governing Board on agenda items as requested.	
Date/Time/Location: Monday, April 9, 2018 / 4:00 p.m. / Administrative Conference Room	
Facilitator: Dr. Michael Fisher	
Members: Dr. Michael Fisher, Laura Fresk, Kay Gross (via telephone), Ryan McNamara/ex-officio, Shelby Medina/CEO, Dr. Jeff Fresk, Kay Gross, Ryan McNamara, ex-officio, Shelby Medina, CEO, Kari Witte, CNO, Kim Armstrong, CFO, Emily Masters, HR Absent: Kari Witte, CNO, Kim Armstrong, CFO, Emily Masters, HR Others: Heather Springer, Attorney (via telephone)	
Recorder: Shelby Medina, CEO	

Category/Topic/Required Outcome	Action step(s)/Updates	Accountable Person
AGENDA		
Call to Order	A special meeting of the Professional Practice / Quality & Planning Committee was called to order by Committee Chair, Dr. Michael Fisher	Michael F.
Patient Grievance	Shelby informed committee members the purpose of this special meeting is to address a recent patient grievance she has received. Committee met with WAH Attorney, Heather Springer, to discuss patient grievance and findings. Committeemembers recommend requesting a peer review for further follow-up and recommended action. M/S/C UNANIMOUSLY BY COMMITTEE MEMBERS TO REQUEST A PEER REVIEW FOR FURTHER FOLLOW-UP AND RECOMMENDED ACTION (FRESK/GROSS).	Shelby M/ Heather S,
CONCLUSION		
	Committee Chair, Dr. Michael Fisher, concluded special meeting of the Professional Practice / Quality & Planning Committee	Michael F.

Statement of Confidentiality: Records, data, and knowledge, including minutes collected for and by individuals or committees, or committees assigned peer review functions, are confidential, not public records and are not available for court subpoena in accordance with Minnesota MSA 145.61-145.67.

**WINDOM AREA HOSPITAL
CREDENTIALING**

APRIL 16, 2018

APPOINTMENT:

Tonia Carpenter, RN	Cardiology	Allied Health Professionals
Brittany Reed, RN	Cardiology	Allied Health Professionals
Sonja Stroman, LPN	Cardiology	Allied Health Professionals

REAPPOINTMENTS:

Raymond Allen, M.D.	Cardiology	Consulting
Jennie Gappa, CRNA	Anesthesia	Allied Health Professionals
Gary Goldberg, M.D.	Urology	Consulting
Tarek Mahrous, M.D.	Cardiology	Consulting

TELEMEDICINE PRIVILEGE REQUEST:

Jesse Botker, M.D.	Orthopedic	Courtesy
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SANFORD TELEMEDICINE REAPPOINTMENTS:

Scott Pham, M.D.	Cardiology	Telemedicine
Vanessa Smith, PA-C	Orthopedic	Telemedicine

vRAD TELEMEDICINE REAPPOINTMENTS:

Cristina Cavazos, M.D.	Teleradiology	Telemedicine
Carl LoSasso, M.D.	Teleradiology	Telemedicine
Ann Tran, M.D.	Teleradiology	Telemedicine

RESIGNATIONS:

Christopher Fischer, M.D.	Nuclear Medicine	Consulting
Mamta Gupta, M.D.	Teleradiology	Telemedicine
Fred Lovrien, M.D.	Nuclear Medicine	Consulting
Crystal Top, RN	Vascular	Allied Health Professionals

Emergency Department

1. Dr. Odom and the nursing staff were excellent. I fell on the ice on my patio and they tended to my pain right away. The X-Ray Tech on call was prompt and courteous. One of the best experiences I've had. (Overall)
2. There were so many staff assisting that I am unsure of these answers (Overall)
3. Dr. Odom and my attending nurse, Nikkie are the best. (Overall)
4. Was taken right into the exam room. (Arrival) Nurses and doctor very nice. (Overall)

Inpatient

1. My wife and I told the nurse how important it was for me to receive my pain medicine (tramadol and gabapentin) for neuropathy at the correct times. It seemed like that was difficult for that to happen – disappointing (Nurses) The nurse who put in my IV was courteous, but it took 4 attempts to get it in. (Tests and Treatments) I assumed it was in my records that I could not tolerate oxycontin or hydrocodone, but it wasn't. I was glad during nursing shift change that my wife and I heard the nurse tell the new nurse that I had had Percocet, which contains some oxycontin or hydrocodone. I then told the nurses – no pain medicine except tramadol and gabapentin. We were very glad to hear that when we did.
2. Very good (in all sections).
3. I was surprised at the taste of everything. You hear so much about “that bad hospital food”. (meals) Super gals and 1 guy (Nurses)
4. Overall a very good stay. I just feel there is always room for improvement – nothing. (Overall)
5. Not sure when room was cleaned – but was sleeping- so not sure! (room)

Outpatient

1. Complaint of injury from an x-ray. (Radiology)
2. Cindy is best! So sweet and kind. Makes your visit go smoothly! (Registration) The tech was an outside tech from Avera. She was kind and good but the complaint I have is she was sick! Coughing continuous, always coughing away from me but I could tell she did not feel well. Not once did I see her wash her hands or use the hand sanitizer. I feel she should've been wearing a mask or offer the patient one. But other than that she was good. (Test/Treatment) I was suppose to have a bubble echo but your facility would not let that happen as no Cardiologist in house at the time of the test. This needs to be figured out! Makes for unnecessary trips to hospital X 2. Expense and inconvenience for the patient. (Personal Issues) (Echo cardiogram)
3. Had PT, went right in. No registration desk. (Registration) (Therapy)
4. The nurse who met me was very happy and upbeat even at 6 a.m. (Registration) Was totally satisfied (overall) (OP Surgery)
5. Cindy is always a joy to have help me! (Registration) Erica was wonderful and I enjoyed visiting with her! (Test/Treatment) (Ultrasound)
6. Explained what, when and where very well. (Registration) I didn't like waiting room in the hallway but there are some worse things (Facility) (Therapy)
7. Not necessary for me to register. PT is ongoing. (Registration) (Therapy)

8. Got there for my appointment and was told I did not have one. I made this appointment in January. Fortunately, they had no other patients so got in. (Registration) It is ridiculous to walk all that way from the new entrance. It would be much better to be able to go in the old entrance. Poor planning. (Facility) I(Mammography)Last year I had an appointment to see Dr. Goldberg. Got a message saying the appointment was the week before. When I called scheduling they said they didn't know where that message came from since my appointment was actually the next week. Then after mammogram I got a message saying there were irregularities and I would hear from my Dr. A few days later I get a letter saying all was well. Now this appointment not being scheduled. When I voiced my concern the response was "really makes you wonder doesn't it?" WAH has issues. A fancy building does not make up for poor service! (Overall) (mammography)
9. Cindy is just wonderful! (Admission) The technician was the best I have ever had! (Test/Treatment) (Echo)
10. As long as this person has been doing their job I would think they would be quicker. (Admission) Rude technician. (Tests/Treatments) Every time I am here, housekeeping spends more time talking to patients than they do working. (facility) The girls that do the scheduling are always helpful and answer all of my questions or find someone that can. Glad I could get all my tests done in one trip. (Overall) (Lab)
11. Very fast and efficient registration (Admission) Receptionist was very helpful in directing me where I need to go next. (Overall) (MRI)

Windom Area Hospital Auxiliary Summary April 2016 – March 2017

The 2017 annual Spring Banquet was held on Monday, April 10 at the Cottonwood Country Historical Society with 69 people attending. P&J's Catering of Heron Lake served a roasted turkey meal. Theme for the banquet was "Oh, the Places We've Been." Lab was the featured department and Jane Polz, Lab Manager at Windom Area Hospital, was the guest speaker.

PROGRAMS DURING THE PAST YEAR WERE:

May	Opioid Epidemic	Alissa Grunewald
July	Housekeeping at WAH	Jessica Eastwood
August	WAH Hospital Foundation	Alice Huebert
September	Diabetic Travel Kits	Priscilla Comnick
October	Compassionate Care Hospice	Becky Jenniges
November	Greater Minnesota Family Services	Bri Miller
January	Rural Based Healthcare	Josh Sammons
February	Therapy Dogs	Gary Olson
March	Volunteer Emergency Preparedness	Greg Holt/Kari Witte

GOALS FOR THIS YEAR:

1. Continue Lobby Hostess program and add other opportunities. (COMPLETED)
2. Add a Social meeting in December. (COMPLETED)
3. Continue making baby hats and add making chemo caps. (COMPLETED)
4. Add fundraisers. (COMPLETED)

HIGHLIGHTS FROM THE YEAR:

- The Auxiliary hosted several recognition events: patients on Mother's and Father's Day, hospital staff during Hospital Week, and Windom Ambulance members during National EMT Week.
- In August, members sold raffle tickets at the Cottonwood County Fair. Three prizes of \$50.00 in Chamber Bucks were drawn on KDOM's Kaleidoscope. We sold 1490 of 1500 tickets printed.
- We added three events/activities: a Halloween Bake Sale, a Craft and Bake Sale in December, and 37 members attended our first Christmas Social at River City Eatery.
- In December, members decorated the hospital.
- In February we hosted our 2nd Valentine's Balloon and Bake Sale at the hospital.
- Members continue to knit hats for all our newborns and make chemo caps for cancer patients. This year we added sending every baby born in December home in a big red stocking.
- Members continue serving as Lobby Hostesses Monday through Thursday each week for 3 hours per day. Lobby Hostesses guide and escort patients and visitors.
- Nine members have signed up to be trained to become part of the hospital's Emergency Preparedness.
- 2018 membership has declined: 42 active (6 less), 30 associate (4 less), 10 life. Patron letters were not sent out in 2017. Dues were increased to \$20 per year for both Active and Associate.
- Average attendance at our monthly meetings this past year increased by 1.8 people to 29.8.
- We donated \$3,242 to the hospital in 2017. This is well below our 5-year average of \$12,529. However, our cumulative donation since 1974 now totals \$252,108!
- Members volunteered 2,229 hours in 2017. This is an increase of 85 hours over 2016.
- The following officers were re-elected in March: Recording Secretary – Marlene Smith, Corresponding Secretary – Betty Olson, and Board Members – Pat Lenz, Marge Paschke, and Judy Woizeschke.

Sincere thanks to ALL Auxiliary members for another good year!

Mary Klosterbuer, President