

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

**Purpose:** Provide governance for Windom Area Hospital.

**Date/Time/Location:** Monday, August 20, 2018 / 5:30 pm / Large Conference Room

**Members:** All Governing Board members

Present:  
Absent:  
Others:

**Recorder:** Janel Eichstadt

| Category / Topic   | Action step(s) / Updates   | Leader:                    |
|--|--|----------------------------|
| <b>STANDING ITEMS</b>                                      |  |                            |
| Call to Order  | Call Windom Area Hospital Governing Board meeting to order at 5:30 p.m. by Board Chairperson.  | Dr Michael Fisher          |
| Minutes  | Approve WAH Governing Board minutes from regular meeting of July 16, 2018.   | Dr. Michael Fisher         |
| <b>COMMITTEE REPORTS</b>                                   |  |                            |
| Finance / Personnel / Labor Relations & Building & Grounds | Review committee activities.   | Ann Bartelt                |
| Professional Practice / Quality & Planning                 | Review committee activities.   | Kay Gross                  |
| <b>OTHER REPORTS</b>                                       |  |                            |
| Medical Staff  |  | Dr S Buhler                |
| City of Windom   |  | Steve Nasby<br>Bryan Joyce |
| Sanford Health Network                                     |  | Terry Mahar                |
| Administration   | Executive Summary Reports.   | Sr. Mgmt<br>Team Mlbrs     |
| WAH Foundation Board                                       | Foundation Board meeting this evening at 6:30 p.m.   | Shelby M. /<br>Alice H.    |
| WAH Auxiliary  | July meeting minutes included in WAH Governing Board packet.   | Shelby M.                  |
| <b>OLD &amp; NEW BUSINESS</b>                              |  |                            |
| New Business   | FY2018 Windom Area Hospital audit report by Corey Boelter, Clifton Larson Allen. <i>(motion to approve audit)</i>  | Dr Michael Fisher          |
| Old Business   | WAH Governing Board discussion and rollcall vote regarding proposed use of parcel of land on Windom Area Hospital campus.  | Dr Michael Fisher          |
| Executive Session  | Staffing and CEO Annual Review discussion <ul style="list-style-type: none"> <li>• Motion to adjourn WAH Governing Board meeting into Executive Session.</li> <li>• Motion to adjourn Executive Session.</li> <li>• Motion to conclude WAH Governing Board meeting.</li> </ul> | Shelby M.                  |

|                   |   |                   |
|-------------------|---|-------------------|
| <b>CONCLUSION</b> |   |                   |
|                   | Conclude meeting.                             | Dr Michael Fisher |
| Board Education   | No board education due to audit presentation. | Shelby M.         |

**Meeting Name: Windom Area Hospital Board of Directors' Meeting** **MINUTES**

**Purpose:** Provide governance for Windom Area Hospital.

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

**Members:** All Governing Board members  
**Present:** Dr. Michael B. Fisher, Nate Low, Cindy Espenson, Kay Gross, Laura Fresk, Mary Holmen, Julie Brugman/Mt. Lake Advisory mbr, Emily Masters/CHRO, Kim Armstrong/ CFO, Shelby Medina/CEO, Ann Bartelt-participated in the New Business section of the Governing Board agenda via telephone conference call.

**Absent:** Terry Mahar/Sanford Health Network VP

**Others:** Dr. Steph Buhler/Chief of Medical Staff, Steve Nasby/City Administrator, Bryan Joyce/City Council Hospital liaison  
 Janel Eichstadt

**Recorder:**

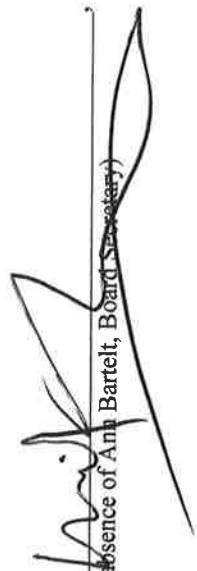
| Category/Topic   | Action step(s)/Updates   | Accountable Person          |                         |                             |                 |                         |                             |                  |               |                             |                   |          |            |           |
|--|--|-----------------------------|-------------------------|-----------------------------|-----------------|-------------------------|-----------------------------|------------------|---------------|-----------------------------|-------------------|----------|------------|-----------|
| <b>STANDING ITEMS</b>                                      |  |                             |                         |                             |                 |                         |                             |                  |               |                             |                   |          |            |           |
| Call to Order  | Windom Area Hospital Governing Board meeting was called to order at 5:30 p.m. by Governing Board Chair, Dr. Michael Fisher.  | Dr Michael Fisher           |                         |                             |                 |                         |                             |                  |               |                             |                   |          |            |           |
| Minutes  | M/S/C UNANIMOUSLY TO APPROVE GOVERNING BOARD MINUTES FROM THE REGULAR MEETING OF JUNE 18, 2018, AS PRESENTED (FRESK/ESPENSON).   | Dr Michael Fisher           |                         |                             |                 |                         |                             |                  |               |                             |                   |          |            |           |
| <b>COMMITTEE REPORTS</b>                                   |  |                             |                         |                             |                 |                         |                             |                  |               |                             |                   |          |            |           |
| Finance / Personnel / Labor Relations & Building & Grounds | <p>M/S/C UNANIMOUSLY TO APPROVE THE JUNE 2018 UTILIZATION AND FINANCIAL PERFORMANCE REPORTS AS PRESENTED (ESPENSON/).</p> <ul style="list-style-type: none"> <li>Total Days Cash on Hand as of June 30, 2018 was 254.</li> <li>FY2019 YTD net loss totaled (\$85,846) on a projected budget of \$106,798.</li> </ul> <p>M/S/C UNANIMOUSLY TO APPROVE SENDING ACCOUNTS TOTALING \$61,905.54 TO REVENUE RECAPTURE AND APPROVE 12 FINANCIAL ASSISTANCE ACCOUNTS FOR WRITE-OFF TOTALING \$11,026.05 (ESPENSON/LOW)</p> <ul style="list-style-type: none"> <li>Month 3 of FY2019, Financial Assistance write-offs totaled \$59,598.12 on a fiscal year budget totaling \$200,000.</li> </ul> <p>Authorization was granted for the transfer of \$238,688.65 from the Funded Depreciation account to WAH checking account for June capital acquisitions.</p> <p>There were no educational assistance requests submitted for committee action this month.</p> <p>M/S/C UNANIMOUSLY TO APPROVE 1 RESIGNATION FROM A FULLTIME PATIENT ACCOUNT REPRESENTATIVE EFFECTIVE JULY 23, 2018 (ESPENSON/FRESK).</p> <p>New hires were reported to include 2 RN's, Dietitian, and Nurse Practitioner for the Wound &amp; Hyperbaric Healing Center. Education continued on the WAH Governing Board By-laws.</p> <p>Shelby was given approval to seek additional information about other companies that provide emergency department physician coverage for purposes of cost comparisons and contract terms. Information gleaned from this inquiry will be shared at a future meeting after information has been compiled.</p> <p>Shelby communicated Sanford has confirmed a contract has been signed with a family practice physician. Upon completion of his residency program, he will be joining the Sanford Mt. Lake and Windom Clinics in September 2018.</p> <p>It was noted the WAH Foundation Board continues to seek a Governing board member to fill a vacancy on their board. Foundation bylaws require this vacancy to be filled by a WAH Governing Board member. Next Foundation meeting is scheduled for August 20, 2018.</p> | Cindy Espenson              |                         |                             |                 |                         |                             |                  |               |                             |                   |          |            |           |
| Professional Practice / Quality & Planning                 | <p>M/S/C UNANIMOUSLY, UPON RECOMMENDATION FROM THE MEDICAL STAFF, TO APPROVE THE FOLLOWING:</p> <p><b>APPOINTMENTS: (GROSS/FRESK)</b></p> <table border="0"> <tr> <td>Elizabeth Coleman, CNP</td> <td>Hyperbaric &amp; Wound Care</td> <td>Allied Health Professionals</td> </tr> <tr> <td>Naomi Bach, FNP</td> <td>Hyperbaric &amp; Wound Care</td> <td>Allied Health Professionals</td> </tr> <tr> <td>Sarah Oberle, ST</td> <td>Ophthalmology</td> <td>Allied Health Professionals</td> </tr> <tr> <td>Angelo Santos, MD</td> <td>Vascular</td> <td>Consulting</td> </tr> </table>  | Elizabeth Coleman, CNP      | Hyperbaric & Wound Care | Allied Health Professionals | Naomi Bach, FNP | Hyperbaric & Wound Care | Allied Health Professionals | Sarah Oberle, ST | Ophthalmology | Allied Health Professionals | Angelo Santos, MD | Vascular | Consulting | Kay Gross |
| Elizabeth Coleman, CNP                                     | Hyperbaric & Wound Care  | Allied Health Professionals |                         |                             |                 |                         |                             |                  |               |                             |                   |          |            |           |
| Naomi Bach, FNP  | Hyperbaric & Wound Care  | Allied Health Professionals |                         |                             |                 |                         |                             |                  |               |                             |                   |          |            |           |
| Sarah Oberle, ST   | Ophthalmology  | Allied Health Professionals |                         |                             |                 |                         |                             |                  |               |                             |                   |          |            |           |
| Angelo Santos, MD  | Vascular   | Consulting                  |                         |                             |                 |                         |                             |                  |               |                             |                   |          |            |           |

|                      |   |   |
|----------------------|---|---|
|                      | <p><b><u>REAPPOINTMENTS: (GROSS/FRESK)</u></b><br/> Sean Halligan, MD Consulting<br/> John Odom Jr., MD Emergency Medicine<br/> <b><u>SANFORD TELEMEDICINE APPOINTMENTS: (GROSS/FRESK)</u></b><br/> Kenneth Bassett, DO Emergency Medicine<br/> Christopher Johansen, MD Diagnostic Radiology<br/> Keith McCollister, MD Diagnostic Radiology<br/> <b><u>SANFORD TELEMEDICINE REAPPOINTMENTS: (GROSS/FRESK)</u></b><br/> Maria Recio Restrepo, MD Neurology<br/> Barney Stoutamire, MD Diagnostic Radiology<br/> <b><u>VRAD TELEMEDICINE APPOINTMENTS: (GROSS/FRESK)</u></b><br/> Frederick Anderson, DO Teleradiology<br/> Joan Sutcliffe, MD Teleradiology<br/> <b><u>VRAD TELEMEDICINE REAPPOINTMENTS: (GROSS/FRESK)</u></b><br/> David Burdette, MD Teleradiology<br/> Paryssa Khadem, MD Teleradiology<br/> Julie Shaffrey, MD Teleradiology<br/> <b><u>ADDITIONAL PRIVILEGE REQUEST: (GROSS/FRESK)</u></b><br/> Steven Hartberg, MD Hyperbaric &amp; Wound Care<br/> Shelly Palmer, PA-C Hyperbaric &amp; Wound Care<br/> <b><u>RESIGNATIONS (Informational Purposes Only):</u></b><br/> Amanda Anderson, CNP Vascular<br/> Peter Kliber, ST Ophthalmology<br/> Chad Laurich, MD Vascular<br/> Ann Tran, MD Teleradiology</p> <p>Shelby reported to committee members there were no committee meeting minutes submitted for approval at this month's meeting.<br/> Patient concern reports were reviewed and deemed to be appropriately addressed.<br/> Patient survey comments were reviewed.<br/> There were no patient safety activity reports to communicate. There were no reportable adverse events for the month.<br/> Education of WAH Governing Board Bylaws continued. Additional bylaws education will continue at the August meeting.<br/> Shelby gave an update on the status of the vacant surgery manager position. This position is currently being advertised. The position of Chief Nursing Officer remains under review.<br/> Shelby communicated a family practice physician, currently finishing his residency program, would be starting at the Sanford Mt Lake and Windom Clinics in September 2018.</p> | <p>Consulting<br/> Emergency Services</p> <p>Telemedicine<br/> Telemedicine<br/> Telemedicine</p> <p>Telemedicine<br/> Telemedicine</p> <p>Telemedicine<br/> Telemedicine</p> <p>Telemedicine<br/> Telemedicine</p> <p>Telemedicine<br/> Telemedicine<br/> Telemedicine</p> <p>Senior Active<br/> Allied Health Professionals</p> <p>Allied Health Professionals<br/> Allied Health Professionals<br/> Consulting<br/> Telemedicine</p> |
| <b>OTHER REPORTS</b> |   |   |
| Medical Staff        | Medical staff members reviewed credentialing. Discussion was held regarding a letter received from Dr. AJ Yusuf, Emergency Department Director, pertaining to standardizing patient care in the Emergency Department by physicians. Dr. Yusuf was unable to attend this meeting so further discussion of information contained in this letter will take place at the August Medical Staff meeting. Wound Center Clinic Director, Nikkie Steen, and Wound Center Medical Director, Dr. Steve Hartberg, discussed processes for patient referrals and medical care is at relates to wound center patients.  | Dr S Buhler   |
| City of Windom       | City of Windom annual audit will take place beginning August 7. A cutover to the new electrical station is set to take place Saturday, August 25 and last approximately 8 hours with an electrical outage taking place during this process. The hospital is being asked to convert to generator power during this period of time. Bryan Joyce noted he received a communication from  | Steve Nasby<br>Bryan Joyce  |

|                               |  |                    |
|-------------------------------|--|--------------------|
| Sanford Health Network        | <p>Sanford Health Network Executive VP, Eric Hilmoie, requesting to speak with him regarding financial assistance from Sanford to assist Sanford-related flood stricken communities. Bryan noted he will be contacting Eric to discuss this topic.</p> <p>Shelby reported in the absence of Terry Mahar, Sanford Health Network VP. She noted the recent voting process did pass to merge Good Samaritan Society with Sanford Health. It is anticipated this integration will become effective January 1, 2019.</p> <p>Executive reports were given by Sr. Management Team members ~</p> <p><u>Chief Financial Officer, Kim Armstrong</u> – It was requested last month to have a report showing how effective the “Prompt Pay Discount” program is since its inception October 1, 2016. During the period from October 1, 2016 through June 30, 2018, a total of \$68,737 has been discounted from patient bills by those who have paid their entire bill within 30 days.</p> <p><u>Chief Human Relations Officer, Emily Masters</u> – Emily spoke on the weekly Farmer’s Market at WAH available on Tuesday afternoon’s during the summer months rotating vendors who currently offer fresh produce to purchase.</p> <p><u>Chief Executive Officer, Shelby Medina</u> – Discussion items are noted in the New Business section of these minutes.</p> <p>WAH Foundation Board did not meeting in July. The Foundation is seeking one Governing board member to fill a board vacancy as required by WAH Foundation Bylaws.</p> <p>WAH Auxiliary</p>  | Terry Mahar        |
| Administration                | <p>June meeting minutes were included in WAH Governing Board packet.</p>   | Sr. Mgmt Team Mbrs |
| WAH Foundation Board          | <p>June meeting minutes were included in WAH Governing Board packet.</p>   | Shelby M.          |
| WAH Auxiliary                 | <p>June meeting minutes were included in WAH Governing Board packet.</p>   | Shelby M.          |
| <b>OLD &amp; NEW BUSINESS</b> |  |                    |
| Old Business                  | <p>There was no old business to report.</p>  | Dr Michael Fisher  |
| New Business                  | <p>Shelby led discussion regarding land property on the Windom Area Hospital campus located at the entrance of Hospital Drive, which previously accommodated a motel business. She shared information regarding the decision to move forward with the acquisition of this parcel of land with intentions to have available property for future growth of hospital services. Due to not being the CEO at the time of the acquisition, Shelby followed up with those who governed the hospital to validate the purpose of purchase. According to past governance and a grant application describing the reason for purchase the property was intended to be purchased and saved for future opportunities that would result in growth of hospital services. This property was purchased by Windom Area Hospital with an official closing date of October 1, 2013. She noted that although the land purchase was paid by using hospital funds, the hospital is not allowed to own property, as defined in a MN state statute, since it is a city-owned entity. Shelby noted however, at the time of the land purchase, it was with a “good faith understanding” the hospital would retain rights for future building plans. Board Chair, Dr. Fisher inquired as to what services Avera intends to offer that would be a duplication to the services of the hospital. Dr. Buhler stated that this was still under review and has not been finalized at this time. Currently, the City administrator and Economic Development Authority are assisting Avera with identifying possible land sites, to include the parcel of land on the hospital campus, for construction of a new medical clinic in the near future. City Council Hospital liaison, Bryan Joyce, invited WAH board members to attend a city council meeting scheduled for July 24, 2018 at 7:30 p.m. at City Hall. This meeting will include Avera representatives, EDA Director Drew Hage, City Administrator, Steve Nasby, and Windom city council members to discuss identifying potential land sites for construction of a new Avera clinic and discussion of possible shared services between Avera and Windom Area Hospital, should it be determined that the clinic site will be located near the hospital. Steve Nasby noted he and Mayor Dominic Jones will be meeting with Sanford Health Network executives July 25<sup>th</sup> to discuss Sanford’s position on this matter. Board Chair, Dr. Fisher, noted to WAH Governing Board members, intentions are to request an individual roll call vote at the August 20<sup>th</sup> board meeting for members to state their vote if they are in favor of this parcel of land being offered as a potential site for a new Avera clinic.</p> <p>M/S/C UNANIMOUSLY TO CONCLUDE THE REGULAR BUSINESS MEETING OF THE WINDOM AREA HOSPITAL GOVERNING BOARD AND ENTER INTO A CLOSED EXECUTIVE SESSION FOR THE PURPOSE OF PERFORMING THE CEO’S ANNUAL EVALUATION (ESPENSON/GROSS)</p> <p>M/S/C UNANIMOUSLY TO CLOSE THE EXECUTIVE SESSION AND RE-OPEN THE MEETING TO REGULAR BUSINESS (LOW/ESPENSON).</p> | Dr Michael Fisher  |
| <b>CONCLUSION</b>             |  |                    |
| Board Education               | <p>Board Chair, Dr. Michael Fisher, concluded the Windom Area Hospital Governing Board meeting.</p> <p>There was no board education.</p>   | Dr Michael Fisher  |
|                               |  | Shelby M.          |

Signature \_\_\_\_\_, Dr. Michael B. Fisher, Governing Board Chair

(Signing in the absence of Anna Bartelt, Board Secretary)

A handwritten signature in black ink, appearing to read 'Anna Bartelt', written over a horizontal line. The signature is stylized and cursive.

**WINDOM AREA HOSPITAL**  
**GOVERNING BOARD EXECUTIVE SUMMARY**  
*as of August 16, 2018*  
**WAH MISSION: "Dedicated to Health"**

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**CHIEF EXECUTIVE OFFICER REPORT**

- **Wound and Hyperbaric Healing Center**
  - The Wound and Hyperbaric Healing Center has been open for roughly three weeks and have already seen 11 new patients, has had 15 total encounters, 2 nurse visits, 1 HBOT patient and is in the process of credentialing a second patient for HBOT.
  
- **Outreach Services**
  - Dr. McHale, Avera Oncology, will no longer continue his outreach clinic in Windom. He will be transitioning his patients to the appropriate providers over the next 60 days.
  
  - Dawn Van Ruler, CNP with Midwest Wellness Institute out of Marshall, has been cleared by credentialing to start an outreach clinic offering mental health services, medication management, and clinical consultations. Her anticipated start date is October 3, 2018.
  
- **Facility Updates**
  - We are currently working with ISG to finalize drawings for therapy services and large conference room which will be relocated to the old OR space. Preliminary cost estimates for the project is coming in slightly under budget. If all goes well, we are anticipating construction starting late November or early December.
  
- **Upcoming Events**
  - Invitations will be sent out within the next two weeks to a select group of community members from Windom and Mountain Lake to review and discuss market data showing key socioeconomic factors that have an impact on the overall health of our community. I anticipate hosting this meeting sometime in October.
  
  - I have been invited to be a panel guest speaker at Becker's Hospital Review 7<sup>th</sup> Annual CEO and CFO Roundtable November 12-14<sup>th</sup> in Chicago, IL. The topic of discussion will be on key issues for Critical Access, Rural and Safety Net Hospitals.

**WINDOM AREA HOSPITAL**  
**GOVERNING BOARD EXECUTIVE SUMMARY**  
*As of August 16, 2018*  
**WAH MISSION: "Dedicated to Health"**

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**CHIEF FINANCIAL OFFICER REPORT**

**MedData**

- MedData went live in July to assist patients in applying for qualifying programs to assist with medical bills. An offsite representative will help patients enroll in Hospital Presumptive Eligibility (HPE), Medicaid, Social Security Disability and other medical assistance programs. The goal of this partnership is to reduce our financial assistance and bad debt by assisting patients with obtaining medical assistance.



**WINDOM AREA HOSPITAL**  
**GOVERNING BOARD EXECUTIVE SUMMARY**  
**as of August 16, 2018**

WAH MISSION: "Dedicated to Health"

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**CHIEF HUMAN RELATIONS OFFICER REPORT**

**Human Resources**

- We are currently recruiting for the following positions:
  - Patient Access Rep PRN
  - Dietary Aide/Cook
  - Surgery Manager
  - Housekeeper
  - Patient Access Rep – Scheduling
  - Radiology Tech/Sonographer
- The onboarding and orientation process was recently revamped to include: drug screens within 48 hours of offer, remote drug screens, new onboarding checklists, 30 day new hire tour, and 60 day CEO chat.
- In partnership with the Lions Club, a shoe drive will be held August 20 – 31<sup>st</sup>.

**Marketing/Public Relations/Foundation**

- Planning is underway for the Tammy Hall Breast Health Walk, to be held October 6<sup>th</sup>.
- Kelsey Hanefeld, our marketing intern, will be staying on as a part-time Marketing Coordinator.

**Community/Employee Health and Wellness**

- Employees are 'walking across Minnesota' via our Be Well Path! A walking challenge is underway and our collective laps show how far we walk across the state. Individual awards will also be given.
- WAH and the MN Extension partnered to developed the PoP (Power of Produce) Club at the Windom Farmers Market. Kids attending ages 4-12 complete an activity and then earn \$2 in 'market bucks' to spend on fresh fruit and vegetables. WAH is sponsoring the cost of the program for 2018, with the hope of getting grant money to fund the 2019 program. The first event was held on Saturday, August 11<sup>th</sup>, with 23 kids earning market bucks.
  - A similar program will be rolled out to WIC customers, with WAH spearheading the program, helped with grant funds from Odell Wind Farm.
- Fitness Center staffed hours will be 8am-12pm and 3:30pm – 6pm. We are seeking part-time staff to help fill some voids in coverage.

**June/July – Donations/Events**

- |  |  |
|--|--|
| - Booth at Nite to Unite/Ice Cream Sponsor       | - Be Well Path Grand Opening – donated sunglasses to kids              |
| - Booth at Kid's Fest in Mt. Lake                | - BARC Silent Auction – donated items                                  |
| - PoP Farmers Market Club Sponsor                | - Relay for Life – event sponsor and donated bags for cancer survivors |
| - KDOM Father's Day Box Sponsor                  | - Prenatal Classes – Free to community                                 |
| - Heritage Healthcare Foundation – donated prize | - Community Baby Shower – donated 3 cases of diapers                   |
| - Jeffers Outlaw Days – donated prize            |  |



**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, August 20, 2018 / 3:00-4:30pm / Nurses' Conference Room**

**Facilitator:** Nate Low, Chairperson

**Members:** Ann Bartelt, Nate Low, Cindy Espenson, Dr. Michael Fisher-ex officio, Julie Brugman/Mt Lk Advisory Mbr, Kim Armstrong/CFO, Emily Masters/CHRO, Shelby Medina/CEO

**Present:**  
**Absent:**  
**Others:**

**Recorder:** Janel Eichstadt

| Category / Topic                            | Action step(s) / Updates   | Leader:   |
|---|--|-----------|
| <b>STANDING ITEMS</b>                       |  |           |
| Call to Order                               | Call Finance/Personnel/Labor Relations & Building & Grounds meeting to order at 3:00 p.m. by Acting-chair. | Ann B.    |
| Minutes                                     | Approve minutes from regular meeting of July 16, 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 / Dept Transfer Employees               | Report of employees recently hired / transferred.  | Emily M.  |
| <b>FOLLOW-UP ITEMS</b>                      |  |           |
| Governing Board By-laws Education           | Review of Windom Area Hospital Governing Board By-laws – education if time permits                         | Shelby M. |
| Foundation Board Member Vacancy             | WAH Foundation Board vacancy - need one board member   | Shelby M  |
|   |  | Shelby M  |
| <b>CURRENT ITEMS</b>                        |  |           |
| Board Policy Review                         | Review Financial Assistance policy.  | Kim A.    |

|                            |  |          |  |
|----------------------------|--|----------|--|
| Discussion on WAH Policies | Information about discipline and attendance practices relating to employee terminations. | Emily M  |  |
| RN Union Contract          | Update on contract negotiations  | Shelby M |  |
| Future Financial Planning  | Future community project donation considerations   | Shelby M |  |
| <b>CONCLUSION</b>          |  |          |  |
|                            | Conclude meeting.  | Ann B.   |  |



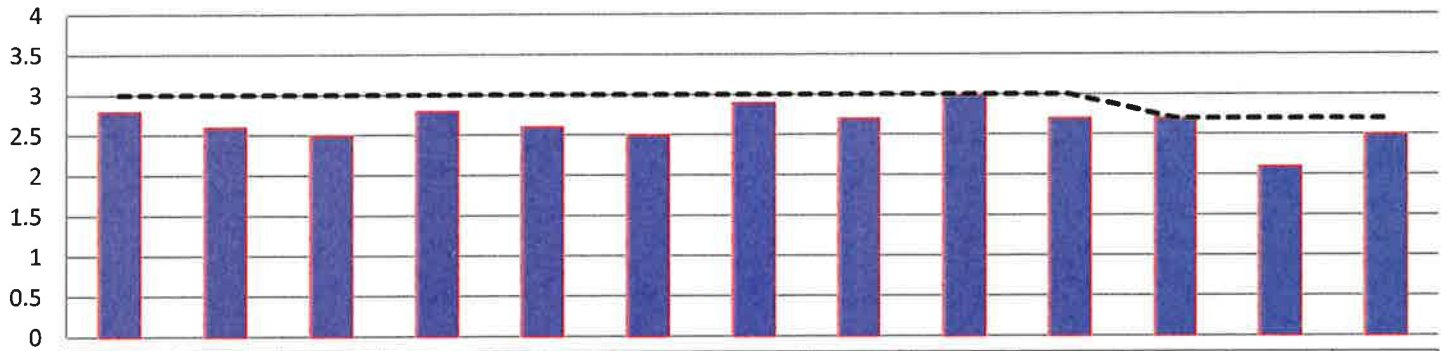
|                                 |   |          |
|---------------------------------|---|----------|
| Foundation Board Member Vacancy | Shelby noted a vacancy remains on the WAH Foundation Board, which must be filled by a Governing Board member to meet WAH Foundation By-law requirements. Board members interested in serving on the Foundation Board were requested to contact Janel in Administration.   | Shelby M |
| Emergency Room Coverage         | Shelby received authorization from the Finance Committee to seek information relative to business agencies that provide emergency department physician coverage for purposes of inquiring on cost comparisons and contract terms. Information gleaned from Shelby's inquiries will be shared at a future meeting. | Shelby M |
| <b>CURRENT ITEMS</b>            |   |          |
| Physician Update                | Shelby stated Sanford has successfully recruited a Family Practice physician to begin in early September 2018 at the Sanford Mt. Lake and Windom Clinics. The physician's primary clinic location will be in Mt. Lake with some shared time at the Sanford Windom Clinic.   | Shelby M |
| Closed Session                  | Due to time constraints, the closed session noted on this Committee's agenda for discussing staffing was postponed until the August 20, 2018 meeting.   | Shelby M |
| <b>CONCLUSION</b>               |   |          |
|                                 | Acting-chair, Cindy Espenson, concluded the meeting of the Finance/Personnel/Labor Relations & Building & Grounds Cmte.   | Cindy E  |





### AVERAGE LENGTH OF STAY

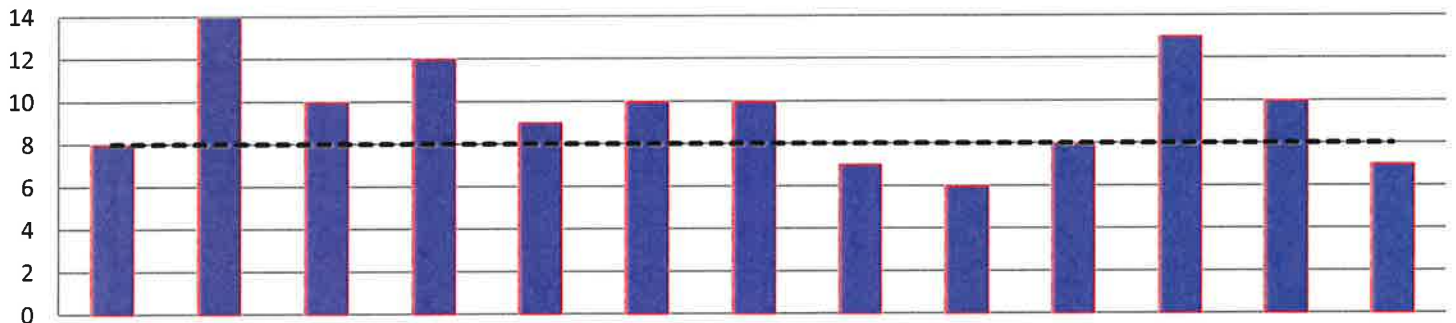
Avg Stay Budget



|          | Jul 17 | Aug 17 | Sep 17 | Oct 17 | Nov 17 | Dec 17 | Jan 18 | Feb 18 | Mar 18 | Apr 18 | May 18 | Jun 18 | Jul 18 |
|----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Avg Stay | 2.8    | 2.6    | 2.5    | 2.8    | 2.6    | 2.5    | 2.9    | 2.7    | 3      | 2.7    | 2.7    | 2.1    | 2.5    |
| Budget   | 3      | 3      | 3      | 3      | 3      | 3      | 3      | 3      | 3      | 3      | 2.7    | 2.7    | 2.7    |

### BIRTHS

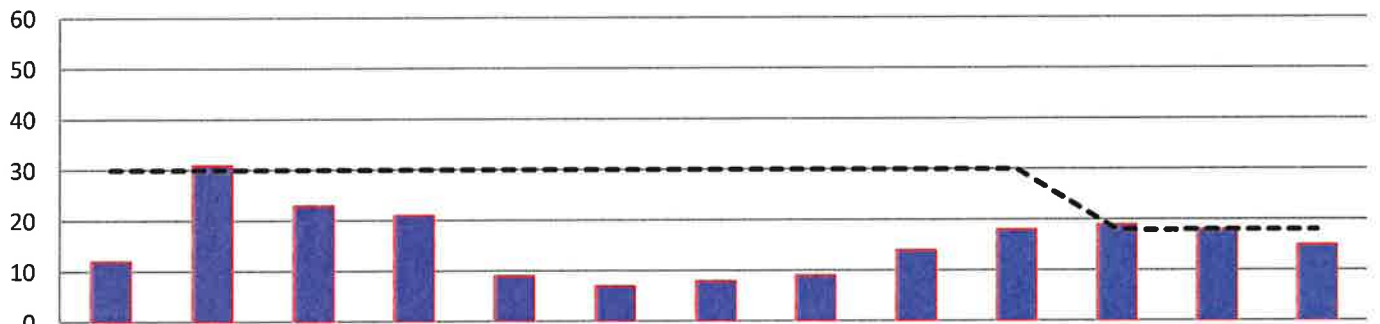
Births Budget



|        | Jul 17 | Aug 17 | Sep 17 | Oct 17 | Nov 17 | Dec 17 | Jan 18 | Feb 18 | Mar 18 | Apr 18 | May 18 | Jun 18 | Jul 18 |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Births | 8      | 20     | 10     | 12     | 9      | 10     | 10     | 7      | 6      | 8      | 13     | 10     | 7      |
| Budget | 8      | 8      | 8      | 8      | 8      | 8      | 8      | 8      | 8      | 8      | 8      | 8      | 8      |

### SWING BED DAYS

Swing Bed Days Budget

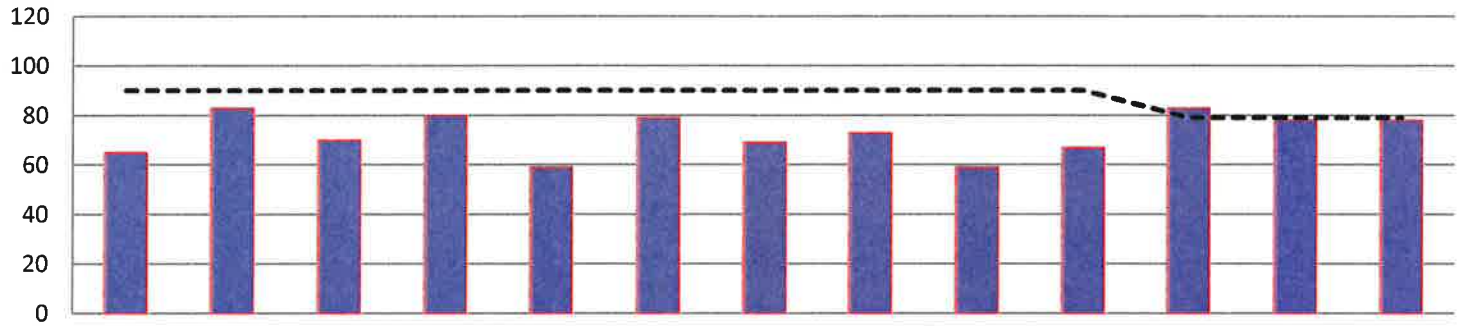


|                | Jul 17 | Aug 17 | Sep 17 | Oct 17 | Nov 17 | Dec 17 | Jan 18 | Feb 18 | Mar 18 | Apr 18 | May 18 | Jun 18 | Jul 18 |
|----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Swing Bed Days | 12     | 31     | 23     | 21     | 9      | 7      | 8      | 9      | 14     | 18     | 19     | 18     | 15     |
| Budget         | 30     | 30     | 30     | 30     | 30     | 30     | 30     | 30     | 30     | 30     | 18     | 18     | 18     |



### SURGERY

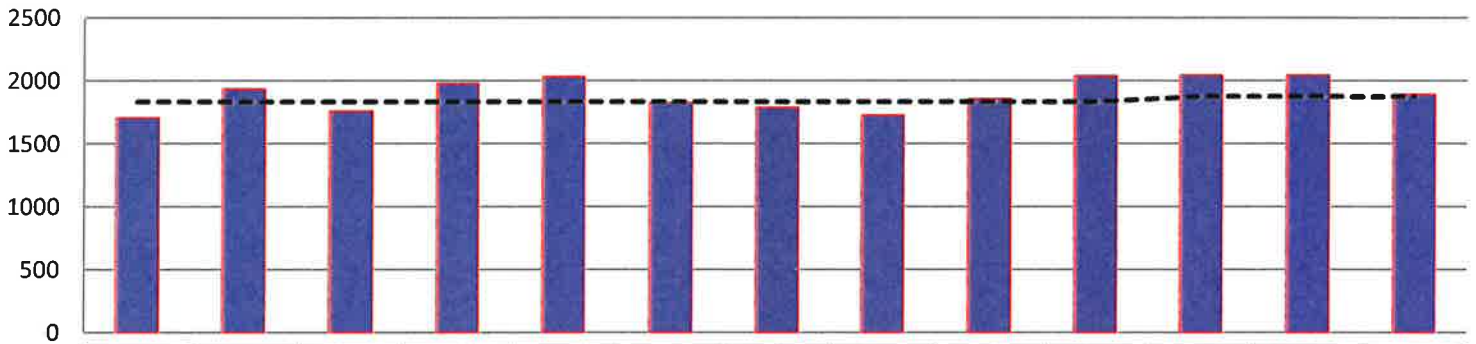
Surgery Budget



|         | Jul 17 | Aug 17 | Sep 17 | Oct 17 | Nov 17 | Dec 17 | Jan 18 | Feb 18 | Mar 18 | Apr 18 | May 18 | Jun 18 | Jul 18 |
|---------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Surgery | 65     | 83     | 70     | 80     | 59     | 79     | 69     | 73     | 59     | 67     | 83     | 78     | 78     |
| Budget  | 90     | 90     | 90     | 90     | 90     | 90     | 90     | 90     | 90     | 90     | 79     | 79     | 79     |

### OUTPATIENT OCCASIONS OF SERVICE

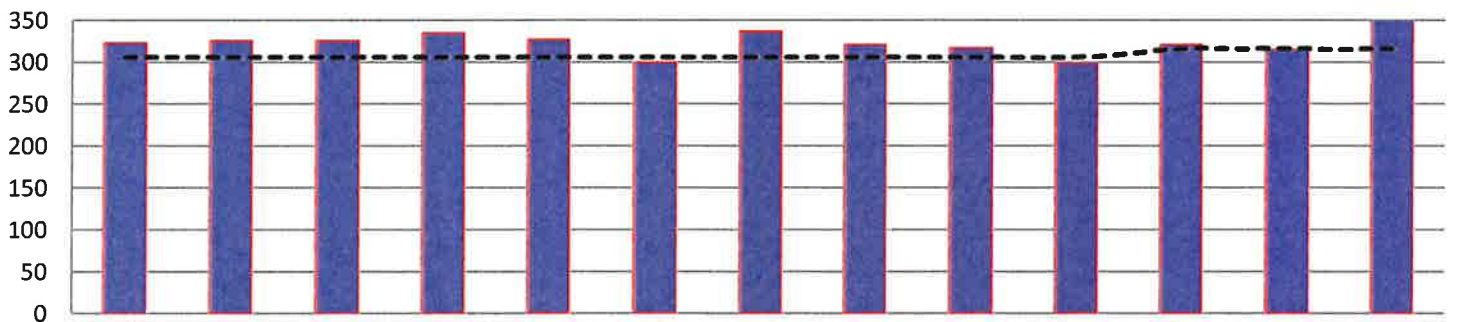
OP Visits Budget



|           | Jul 17 | Aug 17 | Sep 17 | Oct 17 | Nov 17 | Dec 17 | Jan 18 | Feb 18 | Mar 18 | Apr 18 | May 18 | Jun 18 | Jul 18 |
|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| OP Visits | 1709   | 1935   | 1759   | 1979   | 2033   | 1828   | 1790   | 1729   | 1857   | 2042   | 2046   | 2045   | 1895   |
| Budget    | 1833   | 1833   | 1833   | 1833   | 1833   | 1833   | 1833   | 1833   | 1833   | 1833   | 1875   | 1875   | 1875   |

### EMERGENCY VISITS

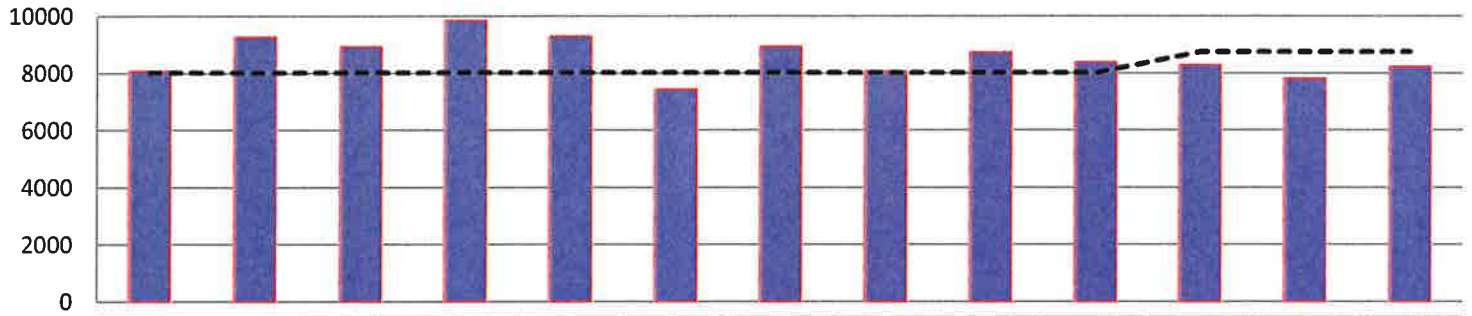
ER Visits Budget



|           | Jul 17 | Aug 17 | Sep 17 | Oct 17 | Nov 17 | Dec 17 | Jan 18 | Feb 18 | Mar 18 | Apr 18 | May 18 | Jun 18 | Jul 18 |
|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| ER Visits | 323    | 326    | 326    | 335    | 327    | 300    | 337    | 321    | 317    | 299    | 321    | 315    | 367    |
| Budget    | 306    | 306    | 306    | 306    | 306    | 306    | 306    | 306    | 306    | 306    | 316    | 316    | 316    |

### LAB PROCEDURES

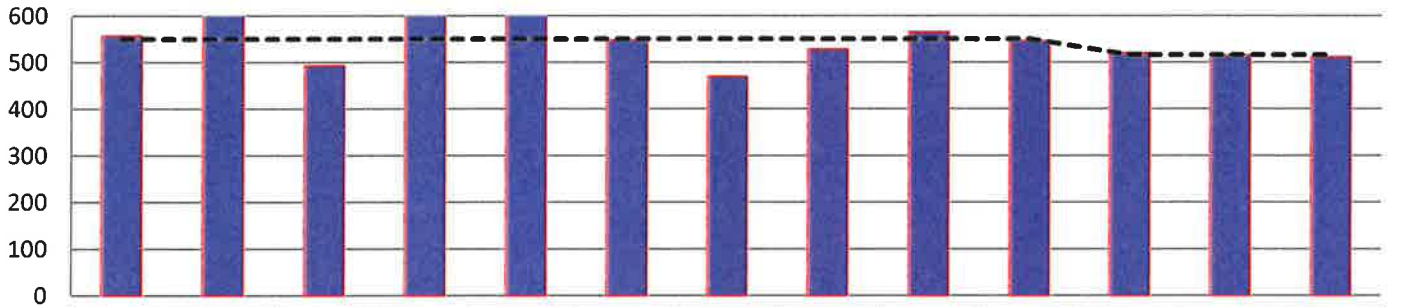
Lab Proc Budget



|          | Jul 17 | Aug 17 | Sep 17 | Oct 17 | Nov 17 | Dec 17 | Jan 18 | Feb 18 | Mar 18 | Apr 18 | May 18 | Jun 18 | Jul 18 |
|----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Lab Proc | 8092   | 9277   | 8946   | 9848   | 9295   | 7451   | 8941   | 8080   | 8735   | 8388   | 8295   | 7816   | 8227   |
| Budget   | 8017   | 8017   | 8017   | 8017   | 8017   | 8017   | 8017   | 8017   | 8017   | 8017   | 8750   | 8750   | 8750   |

### IMAGING PROCEDURES

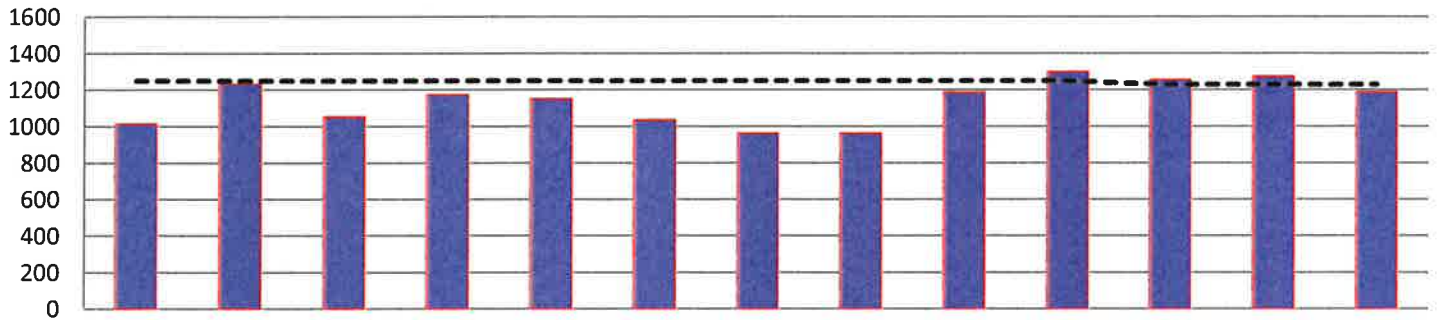
Imaging Proc Budget



|              | Jul 17 | Aug 17 | Sep 17 | Oct 17 | Nov 17 | Dec 17 | Jan 18 | Feb 18 | Mar 18 | Apr 18 | May 18 | Jun 18 | Jul 18 |
|--------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Imaging Proc | 558    | 624    | 494    | 631    | 634    | 549    | 470    | 529    | 566    | 547    | 520    | 516    | 512    |
| Budget       | 550    | 550    | 550    | 550    | 550    | 550    | 550    | 550    | 550    | 550    | 516    | 516    | 516    |

### REHAB MODALITIES

Rehab Modalities Budget



|                  | Jul 17 | Aug 17 | Sep 17 | Oct 17 | Nov 17 | Dec 17 | Jan 18 | Feb 18 | Mar 18 | Apr 18 | May 18 | Jun 18 | Jul 18 |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Rehab Modalities | 1016   | 1233   | 1055   | 1174   | 1152   | 1036   | 963    | 963    | 1187   | 1300   | 1255   | 1274   | 1189   |
| Budget           | 1250   | 1250   | 1250   | 1250   | 1250   | 1250   | 1250   | 1250   | 1250   | 1250   | 1229   | 1229   | 1229   |

Windom Area Hospital  
INCOME STATEMENT

7/31/2018

|                                      | 7/31/2018          | Revenue Comparison | Budget 2019        | Revenue Comparison | Y-T-D 2018         | Revenue Comparison | Budget 2019        | Revenue Comparison |
|--------------------------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| <b>PATIENT REVENUE</b>               |                    |                    |                    |                    |                    |                    |                    |                    |
| Inpatient Revenue                    | \$325,675          | 13.40%             | \$489,484          | 17.74%             | \$1,679,658        | 20.95%             | \$1,468,452        | 17.74%             |
| Outpatient Revenue                   | \$2,103,984        | 86.60%             | \$2,269,776        | 82.26%             | \$6,337,738        | 79.05%             | \$6,809,328        | 82.26%             |
| Total Patient Revenue                | \$2,429,659        | 100.00%            | \$2,759,260        | 100.00%            | \$8,017,396        | 100.00%            | \$8,277,780        | 100.00%            |
| Contractual Adjustments              | \$1,111,472        | 45.75%             | \$1,090,185        | 39.51%             | \$3,558,567        | 44.39%             | \$3,270,555        | 39.51%             |
| Other Income                         | \$15,757           | 0.65%              | \$12,766           | 0.46%              | \$39,175           | 0.49%              | \$38,298           | 0.46%              |
| <b>NET OPERATING REVENUE</b>         | <b>\$1,333,944</b> | <b>100.00%</b>     | <b>\$1,681,841</b> | <b>100.00%</b>     | <b>\$4,498,004</b> | <b>100.00%</b>     | <b>\$5,045,523</b> | <b>100.00%</b>     |
| <b>EXPENSE</b>                       |                    |                    |                    |                    |                    |                    |                    |                    |
| Employee Salaries                    | \$569,434          | 42.69%             | \$643,236          | 38.25%             | \$1,763,769        | 39.21%             | \$1,929,708        | 38.25%             |
| Employee Benefits                    | \$166,941          | 12.51%             | \$185,058          | 11.00%             | \$517,434          | 11.50%             | \$555,174          | 11.00%             |
| Pharmaceuticals                      | \$143,234          | 10.74%             | \$76,667           | 4.56%              | \$336,027          | 7.47%              | \$230,001          | 4.56%              |
| Supplies                             | \$95,037           | 7.12%              | \$85,275           | 5.07%              | \$322,733          | 7.18%              | \$255,825          | 5.07%              |
| Rents & Utilities                    | \$27,760           | 2.08%              | \$28,205           | 1.68%              | \$84,711           | 1.88%              | \$84,615           | 1.68%              |
| Purchased Services                   | \$333,483          | 25.00%             | \$317,593          | 18.88%             | \$985,892          | 21.92%             | \$952,779          | 18.88%             |
| Purchased Services Interco           | \$21,673           | 1.62%              | \$16,433           | 0.98%              | \$60,864           | 1.35%              | \$49,299           | 0.98%              |
| Other Direct Expenses                | \$60,967           | 4.57%              | \$133,352          | 7.93%              | \$269,413          | 5.99%              | \$400,056          | 7.93%              |
| Provision for Bad Debts              | \$57,637           | 4.32%              | \$16,665           | 0.99%              | \$150,794          | 3.35%              | \$49,995           | 0.99%              |
| Depreciation                         | \$110,269          | 8.27%              | \$123,948          | 7.37%              | \$330,138          | 7.34%              | \$371,844          | 7.37%              |
| <b>Total Operating Expense</b>       | <b>\$1,586,435</b> | <b>118.93%</b>     | <b>\$1,626,432</b> | <b>96.71%</b>      | <b>\$4,821,775</b> | <b>107.20%</b>     | <b>\$4,879,296</b> | <b>96.71%</b>      |
| <b>Income (loss) From Operations</b> | <b>(\$252,492)</b> | <b>-18.93%</b>     | <b>\$55,409</b>    | <b>3.29%</b>       | <b>(\$323,771)</b> | <b>-7.20%</b>      | <b>\$166,227</b>   | <b>3.29%</b>       |
| Investment Income                    | \$8,207            | 0.62%              | \$13,500           | 0.80%              | \$26,606           | 0.59%              | \$40,500           | 0.80%              |
| Other Revenue/(Expenses)             | (\$17,784)         | -1.33%             | (\$15,510)         | -0.92%             | (\$50,749)         | -1.13%             | (\$46,530)         | -0.92%             |
| Non Operating Rev/Exp                | (\$9,577)          | -0.72%             | (\$2,010)          | -0.12%             | (\$24,143)         | -0.54%             | (\$6,030)          | -0.12%             |
| <b>Increase in Net Assets</b>        | <b>(\$262,069)</b> | <b>-19.65%</b>     | <b>\$53,399</b>    | <b>3.18%</b>       | <b>(\$347,914)</b> | <b>-7.73%</b>      | <b>\$160,197</b>   | <b>3.18%</b>       |



|   |   |
|---|---|
| <b>Windom- Windom Area<br/>Hospital:<br/>Finance:</b> | <b>Financial Assistance to<br/>Patients</b>   |
|   | <b>APPROVED BY:</b> ADMINISTRATIVE ASSISTANT  |
| <b>DATE REVIEWED/REVISED:</b><br>10/16/2017           | <b>FORMULATED BY:</b> CHIEF FINANCIAL OFFICER |

**Scope:** Windom Area Hospital

**I. PURPOSE**

1.1 Windom Area Hospital is committed to provide emergency and medically necessary care to all patients without regard to race, creed, sex, national origin, disability, age, or ability to pay. This policy sets forth the Windom Area Hospital policy and procedures to offer and provide financial assistance to all qualified patients receiving emergency and medically necessary care at Windom Area Hospital.

**II. POLICY**

2.1 Patients receiving emergency or medically necessary care and services at Windom Area Hospital have the opportunity to apply for financial assistance. For patients who meet the eligibility criteria established in this policy, Windom Area Hospital will offer financial assistance that can reduce their financial obligations for payment of these services.

**III. DEFINITIONS -** For purposes of this policy, the following definitions apply:

**3.1 Emergency Care and Services:**

Individuals who present to emergency department seeking emergency care shall receive a medical screening examination by a qualified medical person to determine if an emergency medical condition exists. An emergency medical condition is one manifesting symptoms, including severe pain, psychiatric disturbances and/or symptoms of substance abuse, that the absence of immediate medical attention is likely to cause serious dysfunction or impairment to a bodily organ or function, or serious jeopardy to the health of the individual or unborn child. With respect to a pregnant woman having contractions, an emergency medical condition also includes situations where there is not enough time to safely transfer the woman prior to the delivery, or a transfer would pose a threat to the individual or her unborn child. See [EMTALA.Windom Area Hosp](#) policy.

**3.2 Medically Necessary Care and Services:**

Medically necessary care and services include procedures and treatments necessary to diagnose and provide curative or palliative treatment for physical or mental conditions in accordance with professionally recognized standards of health care. The term "medically necessary" does **not** include for example cosmetic procedures, birth control or fertility treatments, gastric by-pass procedures, non-emergency dental services, experimental or non-traditional care, tests, or treatment, hearing aids, and retail services such as pharmacy, optical shop, or durable or home medical equipment. For purposes of this policy, Windom Area Hospital

reserves the right to determine, on a case-by-case basis, whether the care and services meet the definition and standard of "medically necessary" for the purpose of eligibility for financial assistance.

### 3.3 Eligibility Criteria for Financial Assistance:

The most recent federal poverty guidelines (FPG) will be used with the following write off guidelines:

| Family Size | 100% FPG |         | 200% FPG |         | 250% FPG |         | 300% FPG |         | 350% FPG |         |
|-------------|----------|---------|----------|---------|----------|---------|----------|---------|----------|---------|
|             | Annual   | Monthly | Annual   | Monthly | Annual   | Monthly | Annual   | Monthly | Annual   | Monthly |
| 1           | 11,880   | 990     | 23,760   | 1,980   | 29,700   | 2,475   | 35,640   | 2,970   | 41,580   | 3,465   |
| 2           | 16,020   | 1,335   | 32,040   | 2,670   | 40,050   | 3,338   | 48,060   | 4,005   | 56,070   | 4,673   |
| 3           | 20,160   | 1,680   | 40,320   | 3,360   | 50,400   | 4,200   | 60,480   | 5,040   | 70,560   | 5,880   |
| 4           | 24,300   | 2,025   | 48,600   | 4,050   | 60,750   | 5,063   | 72,900   | 6,075   | 85,050   | 7,088   |
| 5           | 28,440   | 2,370   | 56,880   | 4,740   | 71,100   | 5,925   | 85,320   | 7,110   | 99,540   | 8,295   |
| 6           | 32,580   | 2,715   | 65,160   | 5,430   | 81,450   | 6,788   | 97,740   | 8,145   | 114,030  | 9,503   |
| 7           | 36,730   | 3,061   | 73,460   | 6,122   | 91,825   | 7,652   | 110,190  | 9,183   | 128,555  | 10,713  |
| 8           | 40,890   | 3,408   | 81,780   | 6,815   | 102,225  | 8,519   | 122,670  | 10,223  | 143,115  | 11,926  |
| Add'l       | 4,160    | 347     | 8,320    | 693     | 10,400   | 867     | 12,480   | 1,040   | 14,560   | 1,213   |

3.3.1 Patients with a gross income less than 200% of the FPG may be granted a full write off, less than 250% may be granted a 75% write off, less than 300% may be granted a 50% write off, less than 350% may be granted a 25% write off.

3.4 Eligibility for full or partial financial assistance is contingent upon the completion of a Financial Assistance Application and submission of sufficient documentation requested by Windom Area Hospital to demonstrate financial need.

3.4.1 Exceptional circumstances may influence a patient's (or guarantor's) eligibility for financial assistance and may be considered on a case-by-case basis. These circumstances include, but are not limited to:

3.4.1.1 Employment status

3.4.1.2 Total amount of debt (medical and non-medical)

3.4.1.3 Assets (liquid and non-liquid) in excess of liabilities

3.4.1.4 Terminal illness

3.4.1.5 Total monthly expenses

3.5 Minnesota residents receiving emergency or medically necessary care and services at Windom Area Hospital are eligible for the uninsured discount if they have no insurance.

## IV. PROCEDURE

### 4.1 Availability of Financial Assistance

Windom Area Hospital takes reasonable efforts to fully inform all patients and the public of the availability of financial assistance, including the following means of communication:

4.1.1 Posting of signs in all patient registration areas and in other public areas of the facility

4.1.2 Making available at registration desks the Financial Assistance Application.

4.1.3 Posting of information, including the policy and the Financial

Assistance Application on the [windomareahospital.com](http://windomareahospital.com) website

- 4.1.4 Providing written notification on patient billing statements of the availability of Financial Assistance and directions on how to apply.
  - 4.1.5 Mentioning the availability of financial assistance when discussing the bill over the telephone with patients or guarantors
  - 4.1.6 Providing written notification in brochures and other information that is provided to the patient upon admission or discharge
- 4.2 Windom Area Hospital takes reasonable efforts to help overcome any language or disability barrier that may serve as an impediment to informing patients and guarantors about the availability of financial assistance, including:
- 4.2.1 Multi-lingual signs in English and in any other language that constitutes the primary language of at least 5% or the 1000 person threshold of the population in the community where the facility is located
  - 4.2.2 Providing interpreters upon request of the patient or patient's companion to accommodate either language or disability needs.
- 4.3 Windom Area Hospital's Financial Assistance Policy and the Financial Assistance Application are available free of charge, in English (or in other languages that constitute the primary language of at least 5% or the 1000 person threshold of the population). Individuals may obtain these documents through the following means:
- 4.3.1 Hard copies can be provided in person or can be mailed to the patient upon request
  - 4.3.2 Hard copies can be accessed, downloaded, and printed from the [windomareahospital.com](http://windomareahospital.com) website.
- 4.4 Once Windom Area Hospital has provided emergency or medically necessary services, a patient or guarantor may submit a Financial Assistance Application. The right to apply for financial assistance consideration begins on the date of service and extends through the 240<sup>th</sup> day after the first billing statement is sent to the patient and guarantor. However, patients and guarantors are encouraged to submit their Financial Assistance Applications as soon as possible.
- 4.5 Windom Area Hospital provides assistance in completing the Financial Assistance application to any patient needing or requesting assistance. Patients (or the patients' guarantors) may contact Windom Area Hospital at 507-831-0616 for this assistance. The patient may also present to the front desk or registration and they will be directed to the nearest location for someone to assist in completion of the Financial Assistance application.
- 4.5 **Financial Assistance Application Process**  
 Patients (or patients' guarantors) seeking financial assistance have the following obligations:
- 4.5.1 Complete, sign, and submit a Financial Assistance

## Application.

- 4.5.2 Submit sufficient documentation to establish financial need, including documents such as the latest filed IRS tax return, the two most recent pay stubs, current bank statements and a letter denying Medical Assistance benefits (if requested).
  - 4.5.3 Respond to follow-up questions and further requests for information so Windom Area Hospital can accurately and promptly assess eligibility for financial assistance.
  - 4.5.4 Resolve and finalize any pending matters with applicable insurers and third party payers so that Windom Area Hospital can proceed with the processing of a Financial Assistance Application.
  - 4.5.5 Cooperation in applying for other financial assistance available through state or local agencies if qualified under the eligibility criteria of such programs.
- 4.6 Patients (or guarantors) are expected to cooperate and to submit requested documents and information in a timely manner. Financial Assistance Applications will not be deemed complete until such time that the patient or guarantor submits all required documents. Windom Area Hospital allows patients and guarantors a reasonable amount of time to submit the supporting documentation and to respond to follow up requests. A pending or incomplete Financial Assistance Application will be cancelled if the patient or guarantor:
- 4.6.1 Fails to submit all required supporting documentation within 30 days, or
  - 4.6.2 Fails to respond to any follow-up questions and requests within 30 days.
- 4.7 In the event that the patient or guarantor applies for financial assistance after an unpaid account has been referred to an external collection agency, Windom Area Hospital will refrain from any extraordinary collection actions while the application remains incomplete and awaiting all required documents. However, in the event that a pending Financial Assistance Application is cancelled for a reason stated in the above paragraph, the unpaid account shall be subject to the terms and provisions of Windom Area Hospital's Collections Policy.
- 4.8 Upon receipt of a Financial Assistance Application that is deemed "complete", Windom Area Hospital will:
- 4.8.1 Suspend all collection activity until such time that Windom Area Hospital makes a final determination on the eligibility for financial assistance.
  - 4.8.2 Make a determination of the eligibility for financial assistance within 30 days of receipt of a completed Financial Assistance Application
  - 4.8.3 Notify the patient (or guarantor) by mail within 30 days of Windom Area Hospital's determination to approve or deny the Financial Assistance Application.
  - 4.8.4 In cases where full or partial financial assistance is approved, make appropriate adjustments in the account to reflect the



percentage and amount of financial assistance.

- 4.8.5 Approved financial assistance requests will be written off in the month that they were approved.
- 4.9. Subject to Windom Area Hospital's discretion, once a patient or guarantor has qualified for financial assistance, the eligibility can be extended up to a maximum of six months from the approval date to cover future qualified care or services. To be eligible for this extended term, Windom Area Hospital may require patients or guarantors to provide updated financial information.
- 4.10 Financial assistance can be granted solely for services and care performed by Windom Area Hospital providers.
- 4.11 For services received from care providers not employed by Windom Area Hospital patients are encouraged to contact the provider directly to inquire into any available assistance and to make payment arrangements.
- 4.11 Windom Area Hospital shall maintain confidentiality for all Financial Assistance Applications and supporting documents and may share this information outside of Windom Area Hospital only upon written or verbal request from the patient or guarantor, or upon request by Windom Area Hospital's external auditors, collection agencies, or law firms.
- 4.12 If a patient is deceased and there are no assets or estate, a letter from the family or personal representative stating the situation will be requested. If the account is returned from the collection agency for this reason, the acknowledgement for the collection agency will serve as documentation.
- 4.13 Deductibles, co-payments, and any balance remaining on patient claims paid in full or part by MHCP will be considered presumptive financial assistance and will be written off. A financial statement will not be required of this patient per IRS and OIG. These regulatory agencies recognize MHCP recipients as being indigent.
- 4.13 **Granting Full or Partial Financial Assistance**  
For patients or guarantors who are deemed qualified for financial assistance, Windom Area Hospital will send a written notification by mail within 30 days of that determination.
- 4.13.1 Patients (or guarantors) who are deemed qualified for partial financial assistance, Windom Area Hospital (or its external collection agency if the patient account has been referred to collections) will submit a bill to the patient or guarantor reflecting the discount for the partial financial assistance.
- 4.13.2 In these cases, the amount accepted for payment for emergency or other medically necessary care will not exceed the amount Windom Area Hospital accepts as "payment in full" for the same services provided to patients who are insured by third party payers (including Medicare and all private health

insurers).

4.14 **Collections Practices**

Windom Area Hospital expects payment from patients and guarantors who have the ability to pay. In the event such patients or guarantors fail or refuse to fulfill their financial obligation, Windom Area Hospital may engage in collections action including the referral of unpaid accounts to external collections agencies. Windom Area Hospital will not engage in extraordinary collection actions before taking reasonable efforts to determine whether an individual who has an unpaid account is eligible for financial assistance.

4.15 Business Office Director, or designee, will prepare a monthly report for the Windom Area Hospital Governing Board of Directors Finance Committee of all patient accounts recommended for financial assistance write-off.

4.16 Recommended financial assistance requests will be reported individually showing de-identified patient/debtor detail.

4.17 Approval of financial assistance applications will be handled in the following manner based on the amount of the patient's hospital account.

4.17.1 The Business Office Director and Chief Financial Officer may approve Financial Assistance requests up to \$1,500.00.

4.17.2 Patient accounts totaling \$1,500.00 and over will be reviewed by the Finance Committee of the Governing Board.

**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, August 20, 2018 / 4:30-5:30 pm / Nurses' Conference Room

**Facilitator:** Kay Gross, Chairperson

**Members:** Laura Fresk, Kay Gross, Mary Holmen, Dr. Michael Fisher-ex officio, Julie Brugman /Mt Lake Advisory Mbr, Emily Masters/CHRO, Kim Armstrong/CFO, Shelby Medina/CEO, Dr. S. Buhler/Chief of Med Staff

Present:  
 Absent:  
 Others:

**Recorder:** Janel Eichstadt

| Category / Topic                  | Action step(s) / Updates  | Leader:          |
|-----------------------------------|---|------------------|
| <b>STANDING ITEMS</b>             |   |                  |
| Call to Order                     | Call Professional Practice/Quality & Planning Committee meeting to order at 4:30 p.m. by Committee Chair. | Kay Gross        |
| Minutes                           | Approve minutes from regular meeting of July 16, 2018 ( <i>Cmte Motion</i> )                              | Kay Gross        |
| Medical Staff Credentialing       | Review and recommend approval of appointments & reappointments ( <i>Cmte Motion / Bd Motion</i> )         | Dr. Steph Buhler |
| Hospital Committees               | Review and recommend approval of hospital committee meetings. ( <i>Cmte Motion / Bd Motion</i> )          | Shelby M.        |
| Patient Concern Reports           | Review patient concern reports and patient survey comments  | Shelby M.        |
| Patient Safety                    | Review patient safety activities.   | Shelby M.        |
| <b>FOLLOW-UP ITEMS</b>            |   |                  |
| Governing Board By-laws Education | Review & discussion of By-laws – if time permits  | Shelby M.        |
| Foundation Board Member Vacancy   | WAH Foundation Board vacancy-need one board member  | Shelby M         |
| <b>CURRENT ITEMS</b>              |   |                  |
| Discussion on WAH Policies        | Information about discipline and attendance practices relating to employee terminations.                  | Emtily M         |
| <b>CONCLUSION</b>                 |   |                  |
|                                   | Conclude meeting.   | Kay Gross        |



|                                   |   |                         |                             |
|-----------------------------------|---|-------------------------|-----------------------------|
|                                   | Shelly Palmer, PA-C   | Hyperbaric & Wound Care | Allied Health Professionals |
|                                   | <p><b>RESIGNATIONS (Informational Purposes Only):</b><br/> Amanda Anderson, CNP      Allied Health Professionals<br/> Peter Kliber, ST              Allied Health Professionals<br/> Chad Laurich, MD            Consulting<br/> Ann Tran, MD                  Telemedicine</p>   |                         |                             |
| Hospital Committees               | Shelby Medina, CEO, reported there were no hospital committee meeting minutes to approve for the month.   |                         |                             |
| Patient Concern Reports           | Patient concern reports and patient survey comments for June 2018 were reviewed and found to be appropriately addressed.  |                         |                             |
| Patient Safety                    | There were no patient safety activities to report for the month. Shelby stated there were no reportable adverse events for the month.   |                         |                             |
| <b>FOLLOW-UP ITEMS</b>            |   |                         |                             |
| Open position update              | Shelby gave an update on the status of the surgery manager vacancy. CRNA, Micara Kolander, is currently serving as interim surgery manager in this department. She noted this position is currently being advertised with an interview scheduled in the near future with a candidate. Shelby stated the position of Chief Nursing Officer remains under review. |                         |                             |
| Governing Board By-laws Education | Shelby continued WAH Governing Board By-laws education with committee members. Additional review of the WAH Governing Board Bylaws will continue at the August committee meeting.   |                         |                             |
| Foundation Board Member Vacancy   | Shelby noted a vacancy remains on the WAH Foundation Board, which must be filled by a Governing Board member according to WAH Foundation Bylaws to meet board member requirements.  |                         |                             |
| <b>CURRENT ITEMS</b>              |   |                         |                             |
| Physician Update                  | Shelby shared Sanford has successfully recruited a Family Practice physician to begin in early September 2018 at the Sanford Mt. Lake and Windom Clinic. The physician's primary clinic location will be in Mt. Lake with some shared time at the Sanford Windom Clinic.  |                         |                             |
| <b>CONCLUSION</b>                 |   |                         |                             |
|                                   | Kay Gross concluded the meeting of the Professional Practice/Quality & Planning Committee.  |                         |                             |
|                                   | Kay Gross   |                         |                             |

*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**

**AUGUST 20, 2018**

**APPOINTMENTS:**

|                         |            |                             |
|-------------------------|------------|-----------------------------|
| Stephanie Preister, CNP | Cardiology | Allied Health Professionals |
|-------------------------|------------|-----------------------------|

**REAPPOINTMENTS:**

|                        |                 |                             |
|------------------------|-----------------|-----------------------------|
| Stephanie Buhler, M.D. | Family Practice | Active                      |
| Anthony Sierra, M.D.   | OB/GYN          | Consulting                  |
| Timothy Soelster, PA-C | Orthopedics     | Allied Health Professionals |

**SANFORD TELEMEDICINE REAPPOINTMENTS:**

|                            |                    |              |
|----------------------------|--------------------|--------------|
| Christopher Carlisle, M.D. | Emergency Medicine | Telemedicine |
| Susan Duffek, M.D.         | Radiology          | Telemedicine |
| Blake Gustafson, M.D.      | Emergency Medicine | Telemedicine |
| Robert Harms, M.D.         | Emergency Medicine | Telemedicine |
| John Lewis, M.D.           | Emergency Medicine | Telemedicine |
| Jamie Sheridan, M.D.       | Emergency Medicine | Telemedicine |
| Arleigh Trainor, M.D.      | Emergency Medicine | Telemedicine |

**vRAD TELEMEDICINE REAPPOINTMENTS:**

|                       |               |              |
|-----------------------|---------------|--------------|
| Alan Muraki, M.D.     | Teleradiology | Telemedicine |
| Jaime Salvatore, D.O. | Teleradiology | Telemedicine |
| Katherine Tobin, M.D. | Teleradiology | Telemedicine |

**RESIGNATIONS:**

|                            |                    |                    |
|----------------------------|--------------------|--------------------|
| Thomas Carpenter, D.O.     | Emergency Medicine | Emergency Services |
| Maria Recio Restrepo, M.D. | Neurology          | Telemedicine       |

**EMERGENCY DEPARTMENT**

1. We had great care. We didn't spend much time in the ER. Addy was transferred to a children's hospital for further treatment.
2. Doctor was awesome!
3. Very kind dr. (\*Dr. Odom).
4. The staff was great in particular \*Jason male nurse.
5. took a long time (Arrival)
6. I think her name was Brittney. (Nursing) (High score)
7. A couple of them need to practice putting in IV's! (Nurses) Dr. should pay attention when handing out prescriptions! (Doctor) I gave the poor comment for having the discomfort of the IV being put in otherwise the gal that drew my blood did a very good job. (Tests) The nurse who admitted me and the nurse who actually drew my blood. The pain I was referring to was when 2 different nurses misses my vein trying to get an IV started. The first spot I have a baseball sized bruise, still very evident, and I was in there a week ago last night. The second time the 2nd nurse tried on the back of my hand and she missed, and I have a larger bruise there also. Finally a 3rd nurse came and you can't even see the point of entry of the needle. Then when I was leaving, the ER Dr. handed me my papers and told me to get my prescription refilled. When I took it to my pharmacy they asked me where I got it from, and I told them from the ER Dr. Here the prescription wasn't mine, but for the other guy that came in right after me. I didn't need a prescription. (Comments)

**INPATIENT**

1. The noise (voices) from other rooms is easily heard. (Room) Just a little scary with a new knee. (Discharge)
2. Some nurses were much better than others. (Nurses) Excellent stay with the exception of one nurse! (Overall) Excellent attentiveness and care. (Labor/Delivery)
3. The nurse brought me peace, which help a lot to cope with the pain. (Labor/Delivery)
4. Kitchen staff were very courteous! (Meals) Couldn't ask for a better dr. & nurse staff!!! (Doctor) Couldn't have asked for a better experience. (Overall) Labor nurses were the best! Couldn't have delivered without them! (Labor/Delivery)

**OUTPATIENT**

1. I was impressed with everybody that I was in contact with, from front entrance to ct tech's. (Overall Assessment) (CT)
2. Patti Palm at the registration desk is so helpful friendly and caring. I had great care form those involved but don't know their names! I had a C.T. scan (Comments) (CT)
3. Could not answer the hand washing as I don't know because she could have while I was changing. (Personal Issues) (Mammo)
4. All very caring.... (Comments) (Echo)
5. Cost is rather exorbitant. (Comments) (Lab)
6. Woman at registration was wonderful (Registration) (Other)

## JULY 2018 COMMENTS

7. my concern for the anxiety of those who have to have a follow up mammogram. the weeks wait that I am currently waiting is a nightmare on my emotions. I wish there could be an immediate reading of the mammogram with a tech present all the time. (Comments) (Mammo)
8. every one of the people I was in contact with did a great job (Registration) (CT)
9. I had a CT scan so I was familiar with what was going to happen, but they still made me feel comfortable and reminded me of what would happen (Tests/Treatment) (CT)
10. I am familiar with the facility so it was no problem finding my way (Facility) (CT)
11. Cindy Gehl (Comments) (Mammo)
12. Lab group (Comments) (Lab)



## **Windom Area Hospital Auxiliary Meeting July 9, 2018**

The Windom Area Hospital Auxiliary held their monthly meeting on Monday, July 9, 2018 at 6:00 p.m. in the Large Conference Room. The meeting was called to order by President Mary Klosterbuer and a welcome was given to all present followed by the Auxiliary Prayer and Pledge of Allegiance. 23 members were present and reported their volunteer hours.

Rozanne Gronseth introduced the speaker, Dr. Myra Heckenlaible-Gotto, EdD, LP, RPT-S, certified Equine Gestalt Coach. She spoke about her program, "Crossing Life's Bridges LLC". She uses horses to encourage changes "Bit by Bit" and for emotional growth, noting the horses are not ridden. Emotional health is important in everyone's life.

M/S Judy Woizeschke/Betty Olson to approve the agenda. Motion carried.

### **Recording Secretary's Report – Marlene Smith**

- M/S Gerri Burmeister/Pam Dobson to approve the minutes as presented of the June 11, 2018 meeting. Motion carried.

### **Treasurer's Report – Gerri Burmeister**

- Balance on hand June 30, 2018 was \$8,542.75, M/S Rozanne Gronseth/Pat Lenz to approve the June report as presented. Motion carried.
- The books are ready to be audited.

### **Auxiliary Liaison/Publicity – Emily Saffert**

- Volunteer hours were reported.

### **Corresponding Secretary – Betty Olson**

- A thank you note was sent to Nikkie Steen, speaker for the May meeting. A "Thinking of You" card was sent to Marge Paschke.

### **Membership – Nete Grunewald**

- We have 43 Active members.

### **Program – Rozanne Gronseth**

- Our speaker next month will be physical therapist, Laridee Herding, on Dry Needling.

### **Gift Shop – Marcia Libra**

- There is nothing new to report.

### **MAHV (Minnesota Association of Healthcare Volunteers) – Marlene Smith, District E Chair**

- State Conference will be September 12-14.

### **Administrator's Report – Shelby Medina, CEO**

- Plans are for the WAH Wound & Hyperbaric Healing Center to open July 23<sup>rd</sup> with tours offered after August 1<sup>st</sup>. A mid-level staff member, Naomi Bach, has been hired to join the Wound Center staff.
- The vascular doctor that has provided Windom Area Hospital with this specialty service for the past several years has resigned from his position at Sanford to go into private practice. The new vascular physician will be Dr. Santos.
- WAH is currently in the design stage for the new rehabilitation therapy area and new conference room. The present conference room will be used as part of the fitness center.

- Sanford Health and Good Samaritan Society are merging, which is expected to be completed by January 2019.

#### **Old Business:**

- Gerri Burmeister delivered flowers for two hospital patients on Father's Day.
- Chamber Coffee was on Friday, June 15<sup>th</sup> at 10:00. Marge Paschke and Pat Lenz chaired this event.
- By-Laws changes will be ready for members to review in August and we will vote on them in September.

#### **New Business:**

- Dona Olsen was installed as a Board Member to fill out Mary Page's term.
- Rather than having one outside person audit the books, audits will be done by a committee of three members. This year's committee: Marlene Smith - chair, Vicki Burmeister, and Anita Winkel.
- Taking over the pecan sales this fall from the Episcopal Church was discussed. Marlene Smith, Rozanne Gronseth, and Pam Dobson will be on the committee.
- The sale of Raffle Tickets was discussed. Diane Sykora - chair, Betty Olson, and Sue Curley are the committee in charge. It was decided to not place an ad in the newspaper about the tickets, but to advertise on Facebook and Kaleidoscope with the drawing to be during KDOM's Kaleidoscope program on September 18th. Raffle tickets will be distributed at the August meeting.
- M/S Karla Taber/Nancy Meyer to donate funds raised from the raffle ticket sales to the PT Department towards a Total Gym Tower, which costs \$5,365.00. Motion carried.
- Goals for 2018-2019:
  1. Explore getting vests for Lobby Hostess volunteers.
  2. Donate a minimum of \$2,500.00 towards the Total Gym Tower.
  3. Add to the active membership by 5 or more members in 2019.

The meeting was adjourned at 7:10 p.m.

Hostesses for tonight - Barb Torkelson and Dona Olsen  
 August – Judy Woizeschke and Jane Boyer  
 September – Nancy Michalski & Diane Sykora

#### **Upcoming Events**

- Next Meeting – August 13, 2018
- August 15 –18, 2018 – Cottonwood County Fair
- September 12 – 14, 2018 – Annual Conference in Brooklyn Park
- Tuesday, October 9, 2018 - District E MAHV meeting in Worthington

Marlene Smith, Recording Secretary