

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

Purpose: Provide governance for Windom Area Hospital.

Date/Time/Location: **Monday, November 19, 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:
STANDING ITEMS		
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 Windom Area Hospital Governing Board minutes from regular meeting of October 15, 2018.	Dr Michael Fisher
COMMITTEE REPORTS		
Finance / Personnel / Labor Relations & Building & Grounds	Review committee activities.	Nate Low
Professional Practice / Quality & Planning	Review committee activities.	Kay Gross
OTHER REPORTS		
Medical Staff		Dr S Buhler
City of Windom		Steve Nasby Bryan Joyce
Sanford Health Network		Terry Mahar
Administration	Executive Summary Reports.	Sr.Mgmt Tm
WAH Foundation Board	Foundation Board is not meeting this month.	Shelby M. / Alice H.
WAH Auxiliary	October meeting minutes included in Governing Board book. Auxiliary hosting Craft & Bake Sale December 3 rd at WAH.	Shelby M.
NEW & OLD BUSINESS		
New Business		Dr Michael Fisher
Old Business		Dr Michael Fisher
CONCLUSION		
	Conclude meeting.	Dr Michael Fisher
Board Education		

Meeting Name: Windom Area Hospital Board of Directors' Meeting

MINUTES

Purpose: Provide governance for Windom Area Hospital.

Date/Time/Location: Monday, October 15, 2018 / 5:30 pm / Large Conference Room

Members: All Governing Board members
Present: Dr. Michael B. Fisher, Ann Bartelt, Kay Gross, Laura Fresk, Mary Holmen, Emily Masters/CHRO, Shelby Medina/CEO, Terry Mahar/Sanford Health Network VP

Absent: Kim Armstrong/ CFO, Nate Low, Cindy Espenson, Julie Brugman/Mt. Lake Advisory mbr

Others: Dr. Steph Buhler/Chief of Medical Staff, Bryan Joyce/City Council Hospital liaison

Recorder: Janel Eichstadt

Category / Topic	Action step(s) / Updates	Leader:
STANDING ITEMS		
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 SEPTEMBER 17, 2018, AS PRESENTED (BARTELT/GROSS).	Dr Michael Fisher
COMMITTEE REPORTS		
Finance / Personnel / Labor Relations & Building & Grounds	<p>M/S/C UNANIMOUSLY TO APPROVE THE SEPTEMBER 2018 UTILIZATION AND FINANCIAL PERFORMANCE REPORTS AS PRESENTED (BARTELT/HOLMEN).</p> <ul style="list-style-type: none"> Total Days Cash on Hand as of September 30, 2018 was 262. FY2019 YTD net loss totaled (\$84,499) on a projected budget of \$325,380. Shelby reviewed September wound care center statistics and noted proforma numbers are meeting expectations. <p>M/S/C UNANIMOUSLY TO APPROVE SENDING ACCOUNTS TOTALING \$ TO REVENUE CAPTURE AND APPROVE 12 FINANCIAL ASSISTANCE ACCOUNTS FOR WRITE-OFF TOTALING \$10,176.06 (BARTELT/GROSS)</p> <ul style="list-style-type: none"> Month 6 of FY2019, Financial Assistance write-offs totaled \$85,990.44 on a fiscal year budget totaling \$200,000. Authorization was granted for the transfer of \$59,663.21 from the Funded Depreciation account to WAH checking account for September capital acquisitions. <p>There was 1 Educational Assistance application approved in the amount of \$2368.41 for an RN to attain her BSN degree from MN West at Worthington.</p> <p>M/S/C UNANIMOUSLY TO APPROVE 3 RESIGNATIONS FROM A PATIENT ACCOUNT REPRESENTATIVE, HEALTH UNIT COORDINATOR, AND HOUSEKEEPER (BARTELT/FRESK).</p> <p>New hires were reported to include 2 part-time fitness specialists; 1 housekeeper; 1 internal departmental transfer from Housekeeping to Nutritional Services; and 1 Imaging Dept employee moving from PRN to part-time status.</p> <p>An update on the progress of the Rehabilitation Dept remodeling project was given by Shelby. Construction may begin in January with the remodeling project anticipated to take approximately 3 months. Shelby noted ISG Architects have requested an additional payment totaling \$9400 for architect labor services in addressing HVAC design issues and the lapse of time between completion of the wound care center and the Rehabilitation Dept remodeling project beginning.</p> <p>M/S/C UNANIMOUSLY TO APPROVE THE REQUEST FOR PAYMENT TO ISG ARCHITECTS TOTALING \$9400 FOR ADDITIONAL LABOR FEES FOR ARCHITECT SERVICES RELATING TO THE REMODELING PROJECTS AS NOTED (BARTELT/GROSS).</p> <p>The WAH RN Union has ratified a new 2-year RN contract for the period of July 1, 2018 through June 30, 2020 with a 2.0% yearly increase for each of the next two years.</p> <p>M/S/C UNANIMOUSLY TO APPROVE THE RATIFICATION OF A 2-YEAR RN UNION CONTRACT EFFECTIVE 7/1/2018 THROUGH 6/30/2020 TO INCLUDE A 2.0% YEARLY INCREASE FOR EACH OF THE NEXT TWO YEARS (BARTELT/FRESK).</p> <p>Discussion was held regarding CY2019 Governing Board meeting dates. Shelby noted during those particular months that have five Mondays, Governing board meetings are held early in those months, making financial preparation processes very difficult to complete in an accurate and timely reporting manner. Committee members, upon Shelby's request, were agreeable to move</p>	Ann Bartelt

	<p>M/S/C UNANIMOUSLY TO APPROVE WINDOM AREA HOSPITAL COMMITTEE MINUTES FROM THE FOLLOWING MEETING AS PRESENTED BY SHELBY MEDINA, CEO (GROSS/FRESK)</p> <ul style="list-style-type: none"> PFAC (PATIENT/FAMILY ADVISORY COUNCIL) <p>Patient concern reports were reviewed and deemed to be appropriately addressed. Patient survey comments were reviewed. Shelby extended gratitude to the medical providers and hospital staff specifically mentioned in the patient comments.</p> <p>There were no patient safety activity reports to communicate. There were no reportable adverse events for the month. Committee members discussed the rebranding initiative of Windom Area Hospital;s logo and name. Consensus of committee members was to proceed with Option 1 on the rebranding initiative which is planned to go into effect January 2019. A meeting is planned with City representatives this Thursday to receive feedback on moving forward with this change.</p> <p>Dr. Buhler reported on agenda items discussed at the Medical Staff meeting held earlier this afternoon. The MN Department of Health recently completed a survey designating Windom Area Hospital as a “Stroke Ready” hospital. This certification is for a three year period of time.</p>	
OTHER REPORTS		
Medical Staff	Dr. Buhler noted Dr. D. Lynch, consulting Sanford pathologist, discussed quarterly results from the transfusion review, mortality review, and surgical case review. Physical therapist, Laridee Herding, discussed “Dry Needling” therapy, which is a new service offered by her in the Rehab Department. Discussion was held regarding the OB department working on implementing an orientation program for new OB nurses.	Dr S Buhler
City of Windom	Windom City Council will be meeting Tuesday night for budget planning purposes.	Steve Nasby Bryan Joyce Terry Mahar
Sanford Health Network	Terry reported on the recent breakout and successful containment of the Legionnaires virus in Sioux Falls. Executive reports were given by Sr. Management members ~ <u>Chief Financial Officer, Shelby M in the absence Kim Armstrong</u> – Beginning this past July Windom Area Hospital partnered with MedData services to work with patients in assisting them to possibly qualify for medical assistance when health care services have been administered through the hospital. To date, 11 of 82 applicants have qualified for medical assistance and Windom Area Hospital is permitted to rebill for those services the patients received. <u>Chief Human Relations Officer, Emily Masters</u> – The MN Department of Health has recently designated Windom Area Hospital as a MN Breastfeeding Friendly Workplace. This designation is effective through Aug 15, 2023. Windom Area Hospital has signed a contract with MN Department of Health, State Health Improvement Program, to be their county contractor for worksite wellness for area businesses. This will allow WAH to implement corporate wellness programs for a monthly stipend and also develop services WAH can offer to businesses for a fee such as health screenings and program development. <u>Chief Executive Officer, Shelby Medina</u> – Items were included in the Executive Summary within the Board book.	Sr. Mgmt Team
WAH Foundation Board	Foundation Board is meeting this evening at 6:30 p.m. Discussion will be taking place on the upcoming Ladies Night Out event taking place at Runnings in Windom.	Shelby M. / Alice H.
WAH Auxiliary	September meeting minutes were included in the Governing Board book. Mary Klosterbuer, Auxiliary President, gave a brief history of the Auxiliary and the Auxiliary’s relationship to the hospital. Mary presented revisions to the WAH Auxiliary Bylaws and requested approval from the Governing Board to proceed with implementing those revisions into the bylaws. M/S/C UNANIMOUSLY TO APPROVE REVISIONS TO THE WINDOM AREA HOSPITAL AUXILIARY BYLAWS EFFECTIVE IMMEDIATELY AS PRESENTED (FISHER/HOLMEN).	Mary K., Aux. Pres
NEW & OLD BUSINESS		
New Business	There was no new business to report.	Dr Michael Fisher
Old Business	There was no old business to report.	Dr Michael Fisher
CONCLUSION		
	Board Chair, Dr. Michael Fisher, concluded the Windom Area Hospital Governing Board meeting.	Dr Michael Fisher

Board Education	Governing Board members concurred to begin review of Windom Area Hospital Governing Board By-laws in January when a new Windom Area Hospital liaison member from the Windom City Council would be available for this education.	Shelby M.
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Signature _____, Ann Bartelt, Governing Board Secretary

GOVERNING BOARD RESOLUTION

Be it resolved that:

1) Windom Area Hospital apply for a Rural Hospital Planning and Transition Grant
(name of organization or unit of government)

from the Office of Rural Health and Primary Care of the Minnesota Department of Health.

2) Windom Area Hospital certifies that it will comply with the
(organization or unit of government name)

Rural Hospital Transition Grant Program, including the requirements in Minnesota Statutes 144.147.

3) Windom Area Hospital seeks to enter into a grant contract
(organization or unit of government name)

with the State of Minnesota if the application is successful.

4) CEO is hereby authorized to execute
(Title of Authorized Official)

contracts and certifications as required to implement the organization's participation in the

Minnesota Rural Hospital Planning and Transition Grant Program.

I certify that the above resolution was adopted by the Governing Board (Governing Body)

of Windom Area Hospital on October 15, 2018
(Organization) (Date)

SIGNED:

[Signature]
(Signature)

Chairperson
(Title)

10/15/18
(Date)

WITNESSED:

[Signature]
(Signature)

CEO
(Title)

10-15-18
(Date)

WINDOM AREA HOSPITAL
GOVERNING BOARD EXECUTIVE SUMMARY
as of November 15, 2018
WAH MISSION: "Dedicated to Health"

CHIEF EXECUTIVE OFFICER REPORT

• **Organizational Updates**

- OSHA conducted a random survey at WAH on Wednesday, September 19, 2018. Documents containing WAH's response and Notices of Contestation and Abatement to identified citations have been submitted for review.
- Documents for the Therapy and Conference room renovation have been finalized. Disruptions to Therapy services are anticipated and communication to staff will be forthcoming when a more definitive construction start date is determined.
- Dawn (VanRuler) Bos, CNP/PMHNP/PhD had her first clinic on November 6th. Dawn's services include psychiatric evaluations, clinical consultations, medication management, and other consultative psychiatric services needed. She will offer services one day per month initially with the anticipation of increasing her services to two days per month. We are excited to have Dawn and the ability to offer mental health services to our community.
- Shelly Murra, Outreach Coordinator at North Central Heart, communicated the potential of a decreased outreach presence resulting from low patient volumes during scheduled outreach clinic days. WAH is dedicated to offering outreach specialty services focusing on need, patient choice and convenience, provided by quality specialty providers. Our outreach and marketing department is currently working on communication strategies to ensure our community is aware of all services offered close to home.

• **Organizational Celebrations**

- Years of Dedication Employee Dinner will be held on November 30, 2018 at River City Eatery. This dinner is to celebrate our tenured employees who have dedicated themselves to ensuring that Windom Area Hospital provides exceptional care to the communities we serve. WAH Board of Directors are invited to attend. Please RSVP by November 26th if you plan to attend.
- WAH will host a holiday dinner for our Governing Board and Foundation on December 17, 2018. The dinner will be held in WAH's cafeteria following December's Governing Board meeting.
- WAH, Sanford Clinics, and the City of Windom have partnered together to sponsor 55 children this holiday season. I am truly humbled by the commitment these groups have demonstrated to ensure that children who are experiencing hardship will have the opportunity to experience a little joy and happiness by receiving gifts for Christmas.

• **Thank You!**

- I would like to take this opportunity to say 'Thank You' to WAH's Board of Directors, Foundation, Auxiliary, Providers, staff, and community for the support and dedication in ensuring the communities we serve continue to receive superior healthcare. At this year's Chamber Gala, WAH was nominated and awarded the Exceptional Achievement Award by Windom's Chamber of Commerce. The Exceptional Achievement Award was given to the business/organization who demonstrated growth and community engagement over the past year. We were recognized for our Be Well Path and Wound and Hyperbaric Healing Center. I am proud to be a part of such a progressive, committed team and community dedicated to supporting cutting-edge health services with a holistic approach and focus!

WINDOM AREA HOSPITAL
GOVERNING BOARD EXECUTIVE SUMMARY
As of November 15, 2018
WAH MISSION: "Dedicated to Health"

CHIEF FINANCIAL OFFICER REPORT

Training

- Sanford One Chart upgrade went live 11/11/18. Department Super Trainers have been training staff on changes.
- Kim and one of the billers attended the semi-annual Medi-Sota CFO and Business Office meetings. Presentations were given by Eide Bailly on operational assessments and the Business Office/HIM Connection. Clear Balance presented their patient financing program. Discussion items included: billing denials, workman's comp admission process, financial assistance polices, the new requirement to have charges on our website on 1/1/19, how sites handle the PERA year-end adjustment, recent OSHA, MN Care tax, PERA and 501R IRS audits at selected sites, open positions with little or no applicants, and upcoming training opportunities and requests.
- Business Office Manager attended the MHA/HFMA annual meeting and learned about healthcare trends. 84% of Fortune 500 companies have healthcare related interests, with the leader at this time being Amazon. Amazon is analyzing all data collected from customers to use in their healthcare products and insurances. 45% of the population over 50 have one or all of these conditions: hypertension, diabetes and obesity. Hospitals and healthcare are working on innovations to stay effective in care and profitability including: hospital billing and reimbursement observations, capturing data, patient surveys, reflection and analysis, brainstorming for solutions and developing prototypes of possible solutions to current issues.

Hiring

- Interviews were recently done for the Accounting Manager and Scheduling Patient Access Representative positions. Conditional offers will be made soon.
- A new night Health Unit Coordinator (HUC) will start November 13th. This position has stocking duties for Materials Management.

Insurance Contracts

- WAH has submitted paperwork to be an in-network provider for PrimeWest Health, a Minnesota joint purchasing organization for Minnesota Health Care Access in 2020.
- Updating Preferred One contract.
- Working with TriWest Healthcare Alliance for Veteran's Choice insurance.

WINDOM AREA HOSPITAL
GOVERNING BOARD EXECUTIVE SUMMARY
as of November 15, 2018
WAH MISSION: "Dedicated to Health"

CHIEF HUMAN RELATIONS OFFICER REPORT

Human Resources

- We are currently recruiting for the following positions:
 - Housekeeper
 - Plant Operations Manager
 - RN
 - Ultrasound Tech/Sonographer
 - Fitness Specialist
- Our workers' compensation modification factor came in very low for 2019, at .68 (down from .84 in 2018). This rate affects our premiums and we continue to manage workers compensation in a very effective manner.
- We will be administering an employee engagement survey in December. This is a shortened version of the survey we did last year at this time. Press Ganey will be administering the survey again this year.
- Both the Employee Development Institute (EDI) and Leadership Development Institutes (LDI) will be meeting at the end of November. Both will have outside speakers presenting on leadership topics.

Marketing/Public Relations/Foundation

- We presented to the City Council on November 6th our rebranding recommendations. The Council provided a 'concurrence'. Rebranding plans are underway.
- Windom Area Hospital was the recipient of the 2018 Exceptional Achievement Award through the Windom Area Chamber of Commerce. The award was given out at the Chamber Gala on November 1st.

Community/Employee Health and Wellness

- An open house was held the week of November 12th for the Fitness Center. Membership discounts and drawings were offered.
- We will soon be accepting the AARP insurance discount that is offered through UnitedHealth Care/Optum.
- We have signed a licensing agreement with Water in Motion to provide aqua aerobics at AmericInn. We have 2-3 instructors lined up to get certified and our goal is to start providing class after the 1st of the year.

Oct- Donations/Events

- A check for \$272.00 was sent to Windom Area Schools for their Backpack Program.
- Donation towards Fire Safety Education Program, to the Windom Fire Department.
- Donation towards Merchant Matinees with the Windom Theater.

WINDOM AREA HOSPITAL GOVERNING BOARD MEETING DATES

2018 Governing Board meeting dates:

Tuesday, January 16.-.due to Monday being a legal holiday

Tuesday, February 20 - due to Monday being a legal holiday

Monday, March 19

Monday, April 16 - offsite dinner for board/medical staff following conclusion of Governing Board meeting

Monday, May 21 - 1st board meeting of new fiscal year.

Monday, June 18

Monday, July 16

Monday, August 20

Monday, September 17

Monday, October 15

Monday, November 19

Monday, December 17 - onsite Christmas dinner with Governing Board and Foundation Board members at conclusion of Governing Board meeting. (approx. 6:00 p.m.)

2019 Governing Board meeting dates:

Monday, January 28

Monday, February 25

Monday, March 25

Monday, April 22 – offsite dinner for board/medical staff following conclusion of Governing Board meeting

Tuesday, May 28 – due to May 27 being Memorial Day. (1st board meeting of new fiscal year.)

Monday, June 24

Monday, July 22

Monday, August 26

Monday, September 23

Monday, October 28

Monday, November 25 - onsite holiday dinner with Governing & Foundation Board members at conclusion of Governing Board meeting. (approx. 6:00 p.m.)

Monday, December 23

- Finance / Building & Grounds Committee meetings generally begin at 3:30p.m. On occasion, meets at 3:00.
- Professional Practice / Quality / Planning Committee meetings begin at 4:30p.m.
- All WAH Governing Board meetings begin at 5:30p.m. Meetings are open to the public.

CALENDAR FOR 2019 WAH Governing Board mtg dates

JANUARY							FEBRUARY							MARCH							APRIL							MAY							JUNE																											
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S														
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CALENDAR FOR 2020 WAH Governing Board mtg dates

JANUARY							FEBRUARY							MARCH							APRIL							MAY							JUNE																																									
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S																					
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(→) - Memorial Day Holiday in May. Gov Bd mtg held following day after holiday.)

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 and recommend approval of annual audit report, and recommend board approval to agenda items as requested.	
Date/Time/Location:	Monday, November 19, 2018 / 3:00-4:30pm / Nursing Conference Room
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:
Facilitator:	Nate Low, Chairperson
Recorder:	Janel Eichstadt

Category / Topic	Action step(s) / Updates	Leader:
STANDING ITEMS		
Call to Order	Call Finance/Personnel/Labor Relations & Building & Grounds meeting to order at 3:00 p.m. by Committee chair.	Nate L.
Minutes	Approve minutes from regular meeting of October 15, 2018. <i>(Cmte Motion)</i>	Nate L.
Statistical & Financial Performance Reports	Review & recommend approval of reports. <i>(Cmte Motion / Bd Motion)</i>	Kim A.
Revenue Recapture & Financial Assistance	Review & recommend approval of accounts. <i>(Cmte Motion / Bd Motion)</i>	Kim A.
Funded Depreciation Transfer	Review & approve Funded Depreciation account transfer. <i>(Cmte Motion)</i>	Kim A.
Educational Assistance Applications	Review & recommend approval of application(s) for educational assistance. <i>(Cmte Motion)</i>	Kim A.
Employee Resignations	Review & 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.
FOLLOW-UP ITEMS		
Therapy Department Renovation	Update on therapy remodel project	Shelby M
OSHA Survey Update	Outcome review of October OSHA survey	Shelby M
Organizational Chart	Review Organizational Chart changes	Shelby M
CURRENT ITEMS		
2019 Govg Bd/Medical Staff Mtg Dates	Update on 2019 Medical Staff meeting dates. Committee & Governing Board meeting dates for CY2019 (calendar provided).	Shelby M

Communication	Review information and proposal for improving communication within the organization	Shelby M
Respiratory Therapy Services.	Review proposal to increase RT services at WAH	Shelby M
CONCLUSION		
	Conclude meeting.	Nate L

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 and recommend approval of annual audit report, and recommend board approval to agenda items as requested.

Date/Time/Location: Monday, October 15, 2018 / 3:00-4:30pm / Nursing Conference Room

Members: Ann Bartelt, Nate Low, Cindy Espenson, Dr. Michael Fisher-ex officio, Julie Brugman/Mr Lk Advisory Mbr, Emily Masters/CHRO, Shelby Medina/CEO, Terry Mahar/Sanford Health Network VP

Absent: Kim Armstrong/CFO

Others:

Facilitator: Nate Low, Committee Chairperson

Recorder: Janel Eichstadt

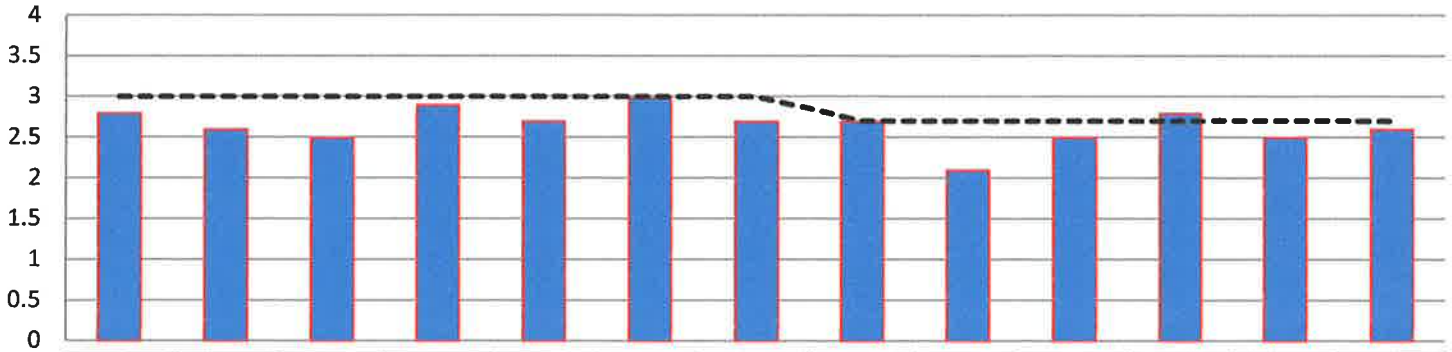
Category / Topic	Action step(s) / Updates	Leader:
STANDING ITEMS		
Call to Order	Finance/Personnel/Labor Relations & Building & Grounds meeting was called to order at 3:00 p.m. by Committee Acting-chair, Ann Bartelt.	Ann B.
Minutes	M/S/C UNANIMOUSLY TO APPROVE MINUTES FROM THE REGULAR MEETING OF SEPTEMBER 17, 2018 (ESPENSON/BRUGMAN).	Ann B.
Statistical & Financial Performance Reports	Review of the September 2018 statistical and utilization graphs was completed by Shelby. The month's total patient revenue was above 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 gain totaling \$194,506. FY2019 year-to-date net income totals (\$219,226) on a projected budget of \$271,150. Days in A/R were 48.08 and Days Cash on Hand totaled 262. Shelby noted the Wound Care Center continues progressing very well.	Shelby M.
Revenue Recapture & Financial Assistance	M/S/C UNANIMOUSLY TO RECOMMEND APPROVAL OF THE SEPTEMBER 2018 STATISTICAL AND FINANCIAL PERFORMANCE REPORTS AS PRESENTED (BRUGMAN/ESPENSON)	
Funded Depreciation Transfer	M/S/C UNANIMOUSLY TO RECOMMEND APPROVAL TO SEND ACCOUNTS TOTALING \$34,905.70 TO REVENUE RECAPTURE AND RECOMMEND THE FOLLOWING ACCOUNTS FOR FINANCIAL ASSISTANCE: TOTAL OF 3 NEW APPLICATIONS-2 APPROVED AT 100%; 1 APPROVED AT 50%; WRITE-OFF TOTALING \$6849.41; APPROVE 5 PREVIOUSLY APPROVED FINANCIAL ASSISTANCE ACCOUNTS TOTALING \$729.51; AND APPROVE 4 ACCOUNTS WITH BALANCE UNDER \$1500 TOTALING \$2597.14; WITH ALL ACCOUNTS SUBMITTED FOR WRITE-OFF TOTALING \$10,176.06 (ESPENSON/GROSS). In month 6 of FY2019, accounts totaling \$85,990.44 have been approved for Financial Assistance on a budget of \$200,000.	Shelby M.
Educational Assistance Applications	M/S/C UNANIMOUSLY TO AUTHORIZE THE TRANSFER OF \$59,663.21 FROM FUNDED DEPRECIATION TO THE CHECKING ACCOUNT FOR SEPTEMBER 2018 CAPITAL ACQUISITIONS (BRUGMAN/ESPENSON)	Shelby M.
Employee Resignations	M/S/C UNANIMOUSLY TO APPROVE 1 EDUCATIONAL ASSISTANCE APPLICATION TOTALING \$2368.41 FOR A REGISTERED NURSE TO ATTAIN HER BSN DEGREE FROM MN WEST AT WORTHINGTON (BRUGMAN/GROSS).	Shelby M.
New / Dept Transfer Employees	M/S/C UNANIMOUSLY TO RECOMMEND APPROVAL OF THE FOLLOWING 3 RESIGNATIONS: PATIENT ACCESS REPRESENTATIVE EFFECTIVE 9/20/18; HUC EFFECTIVE 9/18/18; AND HOUSEKEEPER EFFECTIVE 10/3/18 (GROSS/ESPENSON). The following new hires & department transfers were reported: 2 part-time fitness specialists; 1 housekeeper; 1 internal departmental transfer from Housekeeping to Nutritional Services; and one Imaging Dept employee moving from PRN to part-time status.	Emily M. Emily M.
FOLLOW-UP ITEMS		
Therapy Renovation	Rehabilitation Dept remodeling plans are nearing completion. Shelby continues working with ISG Architects regarding HVAC installation plans which will be design efficient and also financially affordable. Shelby noted ISG Architects have requested an additional payment in the amount of \$9400 for architect services due to the	Shelby M

	<p>extended length of providing services outside their original contract timeframe due to the project lapse between completion of the wound center and the Rehabilitation Dept remodeling project beginning.</p> <p>M/S/C UNANIMOUSLY TO RECOMMEND APPROVAL OF THE REQUEST FOR PAYMENT FROM ISG ARCHITECTS TOTALING \$9400 FOR ARCHITECT SERVICES RENDERED TO WINDOM AREA HOSPITAL (ESPENSON/GROSS).</p>	
CURRENT ITEMS		
RN Union Contract	<p>Shelby stated the RN Union has ratified a new 2-year RN contract for the period of July 1, 2018 through June 30, 2020 with a 2.0% yearly increase for each of the next two years.</p> <p>M/S/C UNANIMOUSLY TO RECOMMEND APPROVAL FOR THE RATIFICATION OF A 2-YEAR RN UNION CONTRACT EFFECTIVE 7/1/2018 THROUGH 6/30/2020 TO INCLUDE A 2.0% YEARLY INCREASE FOR EACH OF THE NEXT TWO YEARS (BRUGMAN/ESPENSON).</p>	Shelby M.
2019 Windom Area Hospital Committee/ Board Meeting Dates	<p>Shelby discussed with committee members challenges of holding monthly WAH Governing Board meetings on those months during the year that have five Mondays. During those particular months, Governing board meetings fall early in the month making financial preparation processes very difficult to complete in an accurate and timely manner. She noted that upon referencing the City Charter and Windom Area Hospital Governing Board Bylaws, documentation did not state when the WAH Governing Board is required to meet; only stating it is to meet monthly to address the business of Windom Area Hospital. Shelby requested permission from committee members to move WAH Governing Board and Committee meetings to the fourth Monday of each month beginning January 2019.</p> <p>Committee members were in agreement with her request and authorized Shelby to move forward with changing Windom Area Hospital Governing Board meetings to the 4th Monday of each month effective January 2019.</p>	Shelby M
Grant Update	<p>Emily requested adoption of a Governing Board Resolution in order for her to proceed with a grant application from the MN Department of Health, Office of Rural Health and Primary Care. If funds are awarded through this grant application, proceeds will be applied towards equipment, marketing, and training expenses for a new pediatric program developed through the Rehabilitation Dept.</p> <p>M/S/C UNANIMOUSLY TO RECOMMEND A MOTION BY THE WAH GOVERNING BOARD TO ADOPT, SUPPORT, AND COMPLY WITH THE MN DEPARTMENT OF HEALTH RESOLUTION SET FORTH FROM THE OFFICE OF RURAL HEALTH AND PRIMARY CARE WITH POSSIBLE FUNDING FROM THIS GRANT BE APPLIED TOWARDS EXPENSES RELATED TO THE DEVELOPMENT OF A NEW PEDIATRIC PROGRAM DEVELOPED THROUGH THE REHABILITATION DEPT (BARTELT/GROSS).</p>	Emily M
Capital Approval	<p>Shelby informed attendees the Imaging Dept's Dexa scan machine has become inoperative and repair estimates to make the machine functional for patient use again will be extremely costly. She noted a new Dexa scan machine was budgeted for in the upcoming fiscal year, but due to high demand for this patient service along with the machine's "end of life" in January 2019, Shelby is requesting authorization to recommend approval for the purchase of a new Dexascan machine totaling \$51,155, which includes trade-in price of \$8500 for Windom Area Hospital's current Dexa scan machine.</p> <p>M/S/C UNANIMOUSLY TO RECOMMEND BOARD APPROVAL FOR THE PURCHASE OF A NEW DEXASCAN MACHINE IN THE AMOUNT OF \$51,155, WHICH INCLUDES A TRADE-IN VALUE OF \$8500 FOR THE CURRENT DEXASCAN MACHINE (BARTELT/GROSS)</p>	Shelby M
OSHA Survey Results	<p>Shelby informed members Windom Area Hospital recently had an unplanned OSHA survey take place, as did several other surrounding area hospitals. She noted surveyors focused primarily on examining current procedures in the areas of maintenance hazards, chemicals, eyewash stations, and PPE (Personal Protective Equipment). She stated OSHA will be sending a letter in the near future listing noted violations and citation amounts for each deficiency. WAH will have 21 days from the receipt of the letter to address OSHA's findings and submit a plan of correction for each violation. . . Shelby will share further information at November's meeting.</p>	Shelby M
"Stroke Ready" Designation	<p>Shelby noted the MN Department of Health recently completed a survey, which designated Windom Area Hospital as a "Stroke Ready" hospital. This certification is valid for three years. Shelby stated the survey went very well with no deficiencies noted.</p>	Shelby M
Polycom Equipment	<p>Shelby stated she was recently in contact with Sanford discussing the polycom/telemedicine camera equipment located in the Emergency Dept, which Sanford purchased using USDA grant funds. Sanford shared the grant opportunity to purchase new polycom/telemedicine equipment has expired, however, Sanford has offered to sell the current polycom/telemedicine equipment to Windom Area Hospital at a cost of \$1500 with a trade in value of \$1500 when new polycom/telemedicine equipment is ordered next year by them. Committee members were agreeable to the terms Sanford stated for the equipment purchase of the polycom/telemedicine equipment.</p>	Shelby M

City of Windom	Shelby led discussion on different initiatives Windom Area Hospital and the City of Windom could financially partner together in to enhance opportunities for community health. No committee action was taken on this discussion item.	Shelby M
CONCLUSION		
	Committee Acting-chair, Ann Bartelt, concluded the meeting of the Finance/Personnel/Labor Relations & Building & Grounds Cmte.	Ann B.

AVERAGE LENGTH OF STAY

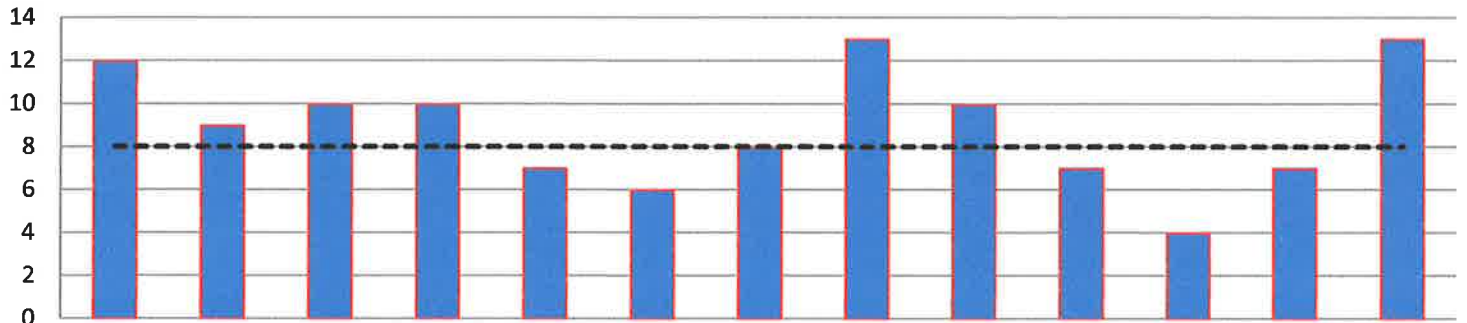
Avg Stay Budget



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

BIRTHS

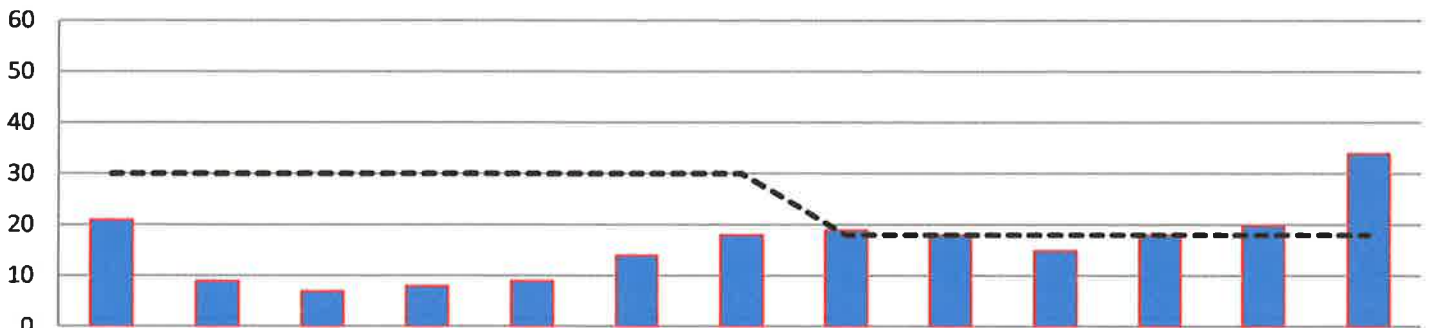
Births Budget



	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18
Births	12	9	10	10	7	6	8	13	10	7	4	7	13
Budget	8	8	8	8	8	8	8	8	8	8	8	8	8

SWING BED DAYS

Swing Bed Days Budget



	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18
Swing Bed Days	21	9	7	8	9	14	18	19	18	15	18	20	34
Budget	30	30	30	30	30	30	30	18	18	18	18	18	18

Windom Area Hospital
INCOME STATEMENT

	10/31/2018		Budget 2019		Revenue Comparison	Y-T-D 2018	Revenue Comparison	Budget 2019	Revenue Comparison
PATIENT REVENUE									
Inpatient Revenue	\$716,566	24.61%	\$486,948	17.65%	\$3,528,415	20.76%	\$2,921,688	17.65%	
Outpatient Revenue	\$2,195,643	75.39%	\$2,272,315	82.35%	\$13,469,100	79.24%	\$13,633,890	82.35%	
Total Patient Revenue	\$2,912,209	100.00%	\$2,759,263	100.00%	\$16,997,515	100.00%	\$16,555,578	100.00%	
Contractual Adjustments*	\$1,126,402	38.68%	\$1,090,186	39.51%	\$7,419,804	43.65%	\$6,541,116	39.51%	
Other Income	\$13,484	0.46%	\$12,767	0.46%	\$79,849	0.47%	\$76,602	0.46%	
NET OPERATING REVENUE	\$1,799,291	100.00%	\$1,681,844	100.00%	\$9,657,560	100.00%	\$10,091,064	100.00%	
EXPENSE									
Employee Salaries	\$634,485	35.26%	\$643,239	38.25%	\$3,595,040	37.23%	\$3,859,434	38.25%	
Employee Benefits	\$191,555	10.65%	\$186,569	11.09%	\$1,070,773	11.09%	\$1,119,414	11.09%	
Pharmaceuticals	\$78,967	4.39%	\$76,667	4.56%	\$657,707	6.81%	\$460,002	4.56%	
Supplies	\$110,886	6.16%	\$106,433	6.33%	\$609,118	6.31%	\$638,598	6.33%	
Rents & Utilities	\$23,735	1.32%	\$28,205	1.68%	\$162,404	1.68%	\$169,230	1.68%	
Purchased Services	\$328,591	18.26%	\$317,279	18.86%	\$1,997,530	20.68%	\$1,903,674	18.86%	
Purchased Services Interco	\$15,093	0.84%	\$16,433	0.98%	\$102,313	1.06%	\$98,598	0.98%	
Other Direct Expenses	\$129,805	7.21%	\$108,880	6.47%	\$597,018	6.18%	\$653,280	6.47%	
Provision for Bad Debts	\$35,296	1.96%	\$16,667	0.99%	\$236,760	2.45%	\$100,002	0.99%	
Depreciation	\$109,323	6.08%	\$123,947	7.37%	\$659,054	6.82%	\$743,682	7.37%	
Total Operating Expense	\$1,657,736	92.13%	\$1,624,319	96.58%	\$9,687,717	100.31%	\$9,745,914	96.58%	
Income (loss) From Operations	\$141,555	7.87%	\$57,525	3.42%	(\$30,157)	-0.31%	\$345,150	3.42%	
Investment Income	\$7,967	0.44%	\$4,714	0.28%	\$42,381	0.44%	\$28,284	0.28%	
Other Revenue/(Expenses)	(\$14,797)	-0.82%	(\$8,009)	-0.48%	(\$96,723)	-1.00%	(\$48,054)	-0.48%	
Non Operating Rev/Exp	(\$6,830)	-0.38%	(\$3,295)	-0.20%	(\$54,342)	-0.56%	(\$19,770)	-0.20%	
Increase in Net Assets	\$134,725	7.49%	\$54,230	3.22%	(\$84,499)	-0.87%	\$325,380	3.22%	

FY 2019										
CAPITAL ASSET ACQUISITIONS										
Yrs. Capital Asset	Vendor	Asset class	May	June	July	August	September	October		
20 Boiler Chiller Project	Kraus Andersen	Fixed	77,584.78							
20 Roof Work for Wound Center	Bargen X 2	CIP	3,526.17							
Wound Center Pay App	Kraus Andersen	CIP	154,890.07							
Wound Center Architechtl Fees	I & S Group	CIP	5,654.40							
Therapy/Conf Rm Reno	I & S Group	CIP	1,832.94							
Wound Center	Kraus Andersen	CIP		225,896.66						
Therapy/Conf Rm Reno	I & S Group	CIP		2,683.15						
Therapy/Conf Rm Reno	I & S Group	CIP		10,108.84						
15 Wound Clinic Furniture	Canfield Buisness	CIP			17,442.55					
Wound Center	Kraus Andersen	CIP			158,862.59					
Wound Center Architechtl Fees	I & S Group	CIP			1,881.70					
Therapy/Conf Rm Reno	I & S Group	CIP			9,710.44					
Wound Center	Canfield Buisness	CIP			4,798.83					
Therapy/Conf Rm Reno	I & S Group	CIP				9,060.00				
Wound Center	I & S Group	CIP				275.00				
Wound Center	Kraus Andersen	CIP					53,163.21			
Therapy/Conf Rm Reno	I & S Group	CIP					6,500.00			
Therapy/Conf Rm Reno	I & S Group	CIP						30,854.50		
Dexascan	NXC	Maj Movable							51,317.98	
Truck	Marthaler	Vehicleals								8,894.00
Total			\$ 243,488.36	\$ 238,688.65	\$ 192,696.11	\$ 9,335.00	\$ 59,663.21	\$ 91,066.48		

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 board approval to agenda items as requested.

Date/Time/Location: **Monday, November 19, 2018 / 4:30-5:30 pm / Nursing Conference Room**

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:

Facilitator: Kay Gross, Chairperson
Recorder: Janel Eichstadt

Category / Topic	Action step(s) / Updates	Leader:
STANDING ITEMS		
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 October 15, 2018 <i>(Cmte Motion)</i>	Kay Gross
Medical Staff Credentialing	Review & recommend approval of appointments & reappointments. <i>(Cmte Motion / Bd Motion)</i>	Dr. Steph Buhler
Medical Staff Meeting Update	Review of Medical Staff Meeting business.	Dr. Steph Buhler
Hospital Committees	Review & 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.
FOLLOW-UP ITEMS		
WAH Rebranding	Rebranding design logo and name design selection update.	Emily M.
OSHA Survey Update	Outcome review of October OSHA survey.	Shelby M
Grant Update	Overview of grants outstanding.	Emily M
Organization Chart	Review Revised Organizational Chart	Shelby M
CURRENT ITEMS		
2019 Govg Bd/Medical Staff Mtg Dates	Update on 2019 Medical Staff meeting dates. Committee & Governing Board meeting dates for CY2019 (calendar provided).	Shelby M
Communication	Review information and proposal for improving communication within the organization	Shelby M
Respiratory Therapy Services	Review proposal to increase RT services at WAH	Shelby M

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 board approval to agenda items as requested.

Date/Time/Location: Monday, October 15, 2018 / 4:30-5:30 pm / Nursing Conference Room

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

Absent: Kim Armstrong/CFO

Others:

Facilitator: Kay Gross, Committee Chairperson

Recorder: Janel Eichstadt

Category / Topic **Action step(s) / Updates** **Leader:**

STANDING ITEMS

Call to Order	Professional Practice/Quality & Planning Committee meeting was called to order by Committee Chair, Kay Gross.	Kay Gross
Minutes	M/S/C UNANIMOUSLY TO APPROVE COMMITTEE MINUTES FROM THE REGULAR MEETING OF SEPTEMBER 17, 2018 AS PRESENTED (FRESK/BRUGMAN). M/S/C UNANIMOUSLY, UPON RECOMMENDATION FROM THE MEDICAL STAFF, TO APPROVE THE FOLLOWING AS PRESENTED: (FRESK/HOLMEN) APPOINTMENTS: Robert Dayer, MD Emergency Medicine Emergency Services Brett Van Kley, MD Family Practice Active REAPPOINTMENT: Justin Kane, MD Emergency Services Emergency Services	Kay Gross
Medical Staff Credentialing	SANFORD TELEMEDICINE APPOINTMENTS: Jonathan Bleeker, MD Internal Medicine Telemedicine Jacqueline Kelley, CNP Hematology & Oncology Telemedicine SANFORD TELEMEDICINE REAPPOINTMENTS: Stephanie Preister, CNP Cardiology Telemedicine John Reinschmidt, MD Radiology Telemedicine David Swanson, M.D. Radiology Telemedicine Michelle Dawn Vanhove, FNP Cardiology Telemedicine VRAD TELEMEDICINE APPOINTMENTS: Beverly Stern, DO Teleradiology Telemedicine Paul Yates, MD Teleradiology Telemedicine VRAD TELEMEDICINE REAPPOINTMENTS: Steve Davis, M.D. Teleradiology Telemedicine Joshua Marais, MD Teleradiology Telemedicine RESIGNATIONS (Informational Purposes Only): Brooke Busby, LPN Cardiology Allied Health Professionals Andrea Lamphiear, MD Radiology Telemedicine Cynthia Lyle, MD Teleradiology Telemedicine	Dr. Steph Buhler

Medical Staff Meeting Update	<p>Dr. Buhler noted Dr. D. Lynch, consulting Sanford pathologist, discussed results of the transfusion review, mortality review, and surgical case review. Physical therapist, Laridee Herding, lead discussion on “Dry Needling” which is a new service offered by her in the Rehab Department. Discussion was held regarding suggestions to keep physicians involved with new hires, particularly in the Nursing Dept. Physicians are continuing to move forward with using the newly revised Gsection patient consent form.</p> <p>Shelby Medina, CEO, reported on the following hospital committee meeting</p> <ul style="list-style-type: none"> PFAC (Patient Family Advisory Council) – Members reviewed a thank you card sent to inpatients from Windom Area Hospital, which extends gratitude for selecting Windom Area Hospital to receive their medical care. Members were in agreement the thank you card message should be rewritten to depict a more positive message. Members discussed emergency department processes and ideas for improvements to improve patient satisfaction.. Discussion was held regarding expressed concerns from patients in need of transportation services to/from Windom Area Hospital for medical services before/after the availability of public transportation. <p>M/S/C UNANIMOUSLY TO RECOMMEND ACCEPTING THE WAH COMMITTEE MEETING REPORT AS PRESENTED BY SHELBY MEDINA, CEO (FRESK/HOLMEN)</p>	Dr. Steph Buhler
Hospital Committees		Shelby M.
Patient Concern Reports	Patient concern reports and patient survey comments for September 2018 were reviewed and found to be appropriately addressed.	Shelby M.
Patient Safety	There were no patient safety activities to report for the month. The next quarterly meeting of the Patient Safety Committee will be in January 2019. Shelby stated there were no reportable adverse events for the month.	Shelby M.
FOLLOW-UP ITEMS		
WAH Rebranding	<p>Emily distributed examples of two final options of the new WAH rebranding logo and name designs for committee members to give feedback and select their option preference to be the hospital’s new rebranding design beginning January 2019. Emily noted again this rebranding initiative includes renaming Windom Area Hospital to Windom Area Health, however documents will state, “d/b/a/ Windom Area Hospital”, for legal purposes. Committee members selected Option 1, which displays a “stubby W” logo design. Emily stated a meeting is planned for this Thursday to meet with city officials to discuss formalities in moving forward with the next step of the rebranding process.</p> <p>Emily noted as this initiative moves forward, a “soft” rebranding cutover will gradually take place as stock items with the hospital name and logo are depleted, new stock items will be printed using the new rebranding name and logo.</p>	Emily M.
CURRENT ITEMS		
2019 Windom Area Hospital Committee/ Board Meeting Dates	<p>Shelby discussed with committee members challenges of holding monthly WAH Governing Board meetings on those months during the year that have five Mondays. During those particular months, Governing board meetings fall early in the month making financial preparation processes very difficult to complete in an accurate and timely manner. She noted that upon referencing the City Charter and Windom Area Hospital Governing Board Bylaws, documentation did not state when the WAH Governing Board is required to meet; only stating it is to meet monthly to address the business of Windom Area Hospital. Shelby requested permission from committee members to move WAH Governing Board and Committee meetings to the fourth Monday of each month beginning January 2019.</p> <p>Committee members were in agreement with her request and authorized Shelby to move forward with changing Windom Area Hospital Governing Board meetings to the 4th Monday of each month effective January 2019.</p>	Shelby M
OSHA Survey Results	<p>Shelby shared Windom Area Hospital recently had an unplanned OSHA survey take place, as did several other area surrounding hospitals. She noted surveyors’ focused primarily on examining current procedures in the areas of maintenance hazards, chemicals, eyewash stations, and PPE (Personal Protective Equipment). She stated OSHA will be sending a letter in the near future listing noted violations and citation amounts for each deficiency. WAH will have 21 days from the receipt of the letter to address OSHA’s findings and submit a plan of correction for each violation. Shelby will share further information at November’s meeting.</p>	Shelby M
Stroke “Ready” Designation	The MN Department of Health recently completed a survey, which designated Windom Area Hospital as a “Stroke Ready” hospital. This certification is valid for three years. Shelby stated the survey went very well with no deficiencies noted	Shelby M
CONCLUSION		
	Committee Chair, 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**

NOVEMBER 19, 2018

APPOINTMENTS:

Anthony Hericks, D.O.	Pulmonary	Consulting
Gabrielle Price, DNP	Cardiology	Allied Health Professionals

REAPPOINTMENTS:

Richard Erbes, DPM	Podiatry	Associate Professional
Teri Mercil, ST	Ophthalmology	Allied Health Professionals
Riyad Mohama, M.D.	Cardiology	Consulting
Jeffrey Taber, M.D.	Family Practice	Active
Bruce Watt, M.D.	Cardiology	Consulting

SANFORD TELEMEDICINE REAPPOINTMENTS:

Eric Conner, M.D.	Emergency Medicine	Telemedicine
Matthew Finke, M.D.	Emergency Medicine	Telemedicine
Kelli Kolander, CNP	Cardiology	Telemedicine

vRAD TELEMEDICINE REAPPOINTMENTS:

Karen Caldemeyer, M.D.	Teleradiology	Telemedicine
Snehal More, M.D.	Teleradiology	Telemedicine

CHANGE IN STAFF CATEGORY:

Mary Olson, M.D. – requesting to change from Active to Senior Active Staff

RESIGNATIONS:

Jae Kim, M.D.	Neurology	Telemedicine
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****Responses documented in this report are typed exactly as was received in the survey.****

EMERGENCY DEPARTMENT

1. We arrived by ambulance and had a shift change shortly after so there is a few names we can't remember. *Michelle was one, *Kathleen and one nurse that was there that night and the next day when we came back for more labs. She was great. We were only visiting family and don't live in that town. Everybody was great. The doctor was on was very nice. *Dr. Yusuf. Also *Dixie in the lab.
2. This was my wife - she had been my driver & care provider since my neck surgery. (Family or Friends) My insurance is on our hospital & ER on record. (Personal/Insurance) It would be difficult to pick one over another everyone does a "top notch" job or care. (Comments) We are so BLESSED to have a hospital in our rural community. (Comments)
3. No testing was needed. (Tests) Good Experience! (Personal/Ins, Arrival, Overall Assessmt) Dr. Rod Dynes and Katie Bennett. They both were great! (Comments)
4. All staff was excellent. I was very impressed w/the ER doctor. She was knowledgeable & confident. (Comments)

INPATIENT

1. 2nd IV I had they dug around a bit and after it was started it was painful so had to stop it and put in a 3rd IV. (Tests/Treatmnt) I was transferred but given very good reasons for that decision. (Discharge) *Dr. Taber is amazing. He is the reason my family and I come back. He is always straight forward and if he doesn't know the answer he will go above and beyond to get you the right answer. (Comments)
2. Was a dr. I had not had before, I have been a frequent visitor with DKA, wrote in my chart that I am a non-complaint diabetic. I am a brittle type 1 diabetic. (Admission) Food was good. Coffee was bitter and tasted burnt. Need different pop options. (Meals) Loved my nurses on the floor. The ER nurse was lacking in politeness. (Nurses) IV fluids alone do not bring down blood sugars. (Physician) Loved the nurses. (Overall) Mary and my other night nurse. I can't remember her name. (Comments)
3. we had all excellent nurses during our delivery they were all extremely compassionate and prompt and knowledgeable only one. night we had an off experience first night shift of Wednesday going into Thursday. (Tests/Treat) The 3-11:30 I'm not a horrible experience but not quite as great as the other nurses. as stated previously one night not as great but otherwise all terrific (Personal) Alaina was with us during the brunt end of delivery and was absolutely amazing. she was so kind. also Michelle is right up there with Alaina. while Alaina was there for the delivery part and kept us calm Michelle was so kind and compassionate during after delivery. both did such an extraordinary job. Rachel also was amazing she was with us during our admittance and kept us calm as we were just getting things going. (Comments)

OUTPATIENT

1. Cindy was very helpful and friendly. (Registration) I wish I remembered the name of the woman who did my mammogram. She was very nice and made me feel at ease. (Amanda) (mammo)
2. The bed was my only problem. The head dropped from 45 degrees to 0 degrees in 5 hours. Causing me extreme pain and unable to complete test. (Overall) (Other)
3. Staff provided wheelchair service - very helpful. (facility)
4. Very helpful and polite. (Registration) Very helpful and courteous. (Tests/treatmt) Very comfortable. (Facility) Excellent care from all the health care professionals. (Overall) The CT scan technicians were excellent. (Comments)
5. Hospital Auxiliary Member Rozanne Gronseth helped me find the imaging department. She was pleasant and professional! (Comments)
6. The only thing I would have liked is if someone said "We are starting the machine now". (MRI)
7. mitchel was excellent. the reason I am not coming any longer is because it costs \$60 each visit and I cannot afford it on my retirement income. (Test/treatmt) (Therapy)
8. As always, never have a problem. Great staff! (Registration) Dr & staff, very professional & helpful. Explained procedure as he preformed it. Good experience! (Test/treatmt) The hospital is always clean & staff is wonderful! (Facility) I am always pleased with care & staff at Windom Hospital! (Overall)
9. no complaints except another man was very unhappy because of misscheduling for his lab test. (Personal) (Lab)
10. I didn't witness her washing her hands. 3. Did not witness. (Personal) I didn't see staff working together. I was at opposite ends of hospital for registration & procedure. (Overall)
11. As you know the rabies shot is worse than horrible. I thought the girls did a good job and finished a quickly as possible I believe. Seemed like it took a while getting the shot or something they needed. (Test/Treatmt) I didn't think my doctor figured I needed a rabies shot. I felt like the nurses talked him into it. The animal was not rabid I found out next morning. I know they were very concerned. (Facility) (Other)
12. Could be more privacy than registering in front of all those people sitting around the front desk (Registration) it would be great to have a tv in one of the lobby's in the new part. especially when if you are waiting for someone in surgery or having a stress test. A child's area would be great. (facility) (other)
13. she was not expecting us until she made phone call (registration) iv started without gloves (Personal) (CT)
14. I was only at this hospital twice and had to go to the emerg. room. This time I was told to go to outpatient but no one told me whether it was the main entrance or emergency entrance. No one was understanding of the confusion this caused. Originally staff were bossy/condescending. I confronted it recd. apology. (Personal) Staff did not know how to respond to a person who didn't know which entrance I should use - like - I should have known. No I didn't know. Clinic should have told me which entrance. Staff do not know how to treat people as EQUALS. (Overall) (Ultrasound)
15. never even sat in a waiting area. staff met me at registration and x-ray (registration) (x-ray)
16. my appointment time was pushed back due to a mix up in the orders for the patient ahead of me (registration) All staff members were very helpful and kind (test/treatmt) (MRI)
17. The volunteer escorted me to my destination which was very helpful (Facility) (MRI)

18. had to stand in line way to long for someone that has trouble standing (registration) lab person was very rude (tests/treatmt) Could use a tv in the main lobby (facility) (lab)
19. It always bothers me when I see the nurses use their phones during the treatment knowing that phones could be a serious source of bacteria picked up elsewhere in the hospital. (Personal Issues) (Other)

*We added a question on our surveys in July asking if there was a staff member that they wanted to recognize for going above and beyond what they expected to meet their needs and provide excellent care.

EMPLOYEE RECOGNITION

1. therapist Ike
2. mitchel boeck
3. Laura White - she was very friendly during the registration process even though I'd been there before. she has a great personality and made me feel very comfortable while there even walking me down to the lab so I wouldn't get lost.
4. mitchel boeck
5. The gal who drew my blood. NO OWIE whatsoever.
6. On my previous visit, the guy who did the CT scan
7. *Cindy - Front desk, girl who did mammo. I think her name was *Jessica? Both were nice.
8. I can't remember their names! Both knew what they were doing & I felt in good hands.
9. *Nicole is wonderful.
10. Kathy in Scheduling was great at getting all my appointments on the same day so it was one trip for me. Jessica and Leah in outreach went over with me exactly what to expect and put me at ease. Priscilla is the best! She has helped me so much!
11. Ct scanner that was on duty that afternoon did a good job
12. *Cindy at the registration desk. She is a gem and extremely helpful.
13. lady at registration. she said she was fairly new. but very good with me and knowledgeable.
14. The gal who checked me in and the gal who did the mammogram--I di nit remember their names.
15. Kathy in scheduling, Leah in outreach,
16. Jessica Hummel
17. Val does an excellent job!
18. Michelle, Kathleen, Dixie, Dr. Yusuf
19. Katie Bennett, Dr. Dynes
20. Mary O. and another nurse
21. Alaina, Michelle, Rachael
22. Rozanne Gronseth

Windom Area Hospital Auxiliary Meeting

October 8, 2018

The Windom Area Hospital Auxiliary held their monthly meeting Monday, October 8^h 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. 28 members were present and reported their volunteer hours.

Our speaker for the evening was Nancy Wepplo from the Good Samaritan Society. She talked about Good Samaritan's merger with Sanford. This is expected to be a benefit to both patients and clients, provide a continuum of care, and to help share costs. They are looking to add some cottages to the campus if there is sufficient interest. A time for discussion and questions followed her presentation.

M/S Diane Sykora/Karla Taber to approve the agenda. Motion carried.

Recording Secretary's Report – Marlene Smith, Recording Secretary

- M/S Dona Olson/Gerri Burmeister to approve the minutes as presented of the September 10, 2018 meeting. Motion carried.

Treasurer's Report – Gerri Burmeister

- Balance on hand on September 30, 2018 was \$8,552.45. M/S Linda Dawson/Rozanne Gronseth to approve the September Treasurers' Report. Motion carried.

Auxiliary Liaison – Emily Saffert

- Outreach needs volunteers on Monday, Tuesday, and Thursday.
- Babies born on a Vikings game day will receive a Vikings Baby Kit.
- The hospital has been nominated for the Chamber of Commerce's "Exceptional Business" award along with two others.
- The hospital's Be Well walking path has received Sanford's "Bright Ideas" award.
- There will be Healthcare Hats made and displayed by the staff in different departments of the hospital. Vote by making a donation to the hat of your choice.

Corresponding Secretary – Betty Olson

- Gerri Burmeister reported that we received a donation of \$250 from DeLorris Quiring's Family.

Membership – Nete Grunewald

- There is no change. We have 43 Active members, and 32 Associate members.

Program – Rozanne Gronseth

- Sheriff Jason Purrington will be our speaker at the November meeting.

Gift Shop – Karla Taber

- There will be new items added for fall.
- Kim Armstrong is looking into the possibility of credit card availability.

MAHV – Minnesota Association of Hospital Volunteers – Marlene Smith, District E Chairperson

- Marlene gave a report on the MAHV Annual Conference that she attended.
- Fall Forum will be in Worthington October 9th.

Administrator's Report – Shelby Medina

- The hospital is in the third week of the "Intro to Medical Careers" class.
- The hospital is having a Wellness Challenge logging laps on the Wellness Path.
- The winners for the contest to name the chambers in the Wound Center are Dori and Nemo.
- Laura Penner is the new Surgical Manager.

Old Business: Committees:

- Diane Sykora reported that we sold all 1500 raffle tickets. Total profit was \$1,134.37.
- Raffle drawing winners were: Donna Gravley, Bonnie Hnnish, and Ruth Steinfeldt.
- M/S Judy Woizeschke/Karla Taber to add \$\$\$3,865.63 to the \$1,134.37 for a total of \$5,000 to be donated towards the Total Gym Power Tower.
- The revised By-Laws will be presented to the Governing Board for approval on October 15, 2018.
- Pecan sales are wrapping up so the order can be sent soon.
- Karen Skarphol reported that the Halloween Balloon and Bake sale will be held on Monday morning October 29th in the Main Lobby of the hospital. Items can be dropped off on Sunday from 4:00-6:00.
6:15 to 8:30 Dona Olson, Helen Evers, Pat Lenz, and Karen Skarphol
8:30 to 11:00 Bonnie Messer, Marge Paschke, and Nete Grunewald
11:00 to 1:00 Gerri Burmiester and Sue Curley
- Gerri Burmeister reported that the letter for the December 3rd Craft and Bake Sale is ready to send out. Committee: Marcia Libra, Gerri Burmeister, Karla Taber
- Sue Curley reported that the December Social will be on Thursday, December 6th from 5:00 to 8:00 at River City Eatery. Committee: Pat Lenz and Sue Curley
- Jane Boyer reported that she has made 5 Christmas stockings for newborns. Gerri Burmeister will knit the red and white caps.
- Rozanne Gronseth had Marge Paschke model one of the vests Carol Vought had finished. We will get two two medium sized vests, two large, and 2 extra large.

New Business:

- District E Fall Forum is Tuesday October 9th in Worthington. Marlene Smith, Connie McCarthy, Karen Skarphol, Gerri Burmeister, and Jane Boyer will be attending.
- The Christmas decorating sign-up sheet was passed around for volunteers.
- A sheet for sign-up for 2019 Hostesses was passed around for volunteers.
- Marge Paschke & Vicki Burmeister, Diane Vellema & Rozanne Gronseth, and Connie McCarthy and Mary Klosterbuer volunteered to deliver Meals on Wheels the week of November 13 to 16.

Meeting adjourned at 7:30.

Hostesses for tonight - Nete Grunewald and Margaret Junhke
Hostesses for November – Pat Lenz and Sue Curley

Upcoming Events

- Tuesday, October 9 – District E in Worthington
- Monday, November 12 – Next Meeting
- Monday, December 3 – Bake and Craft Sale
- Thursday, December 6 - Auxiliary Christmas Social at River City Eatery

Marlene Smith, Recording Secretary