

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

**AGENDA**

|  |  |
|--|--|
| <b>Purpose:</b> Provide governance for Windom Area Hospital. |  |
| <b>Date/Time/Location:</b>                                   | <b>Monday, December 17, 2018 / 5:30 pm / Large Conference Room</b> |
| <b>Members:</b> All Governing Board members                  | Present:<br>Absent:<br>Others:                                     |
| <b>Recorder:</b>   | 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 Windom Area Hospital Governing Board minutes from regular meeting of November 19, 2018 and the special meeting of December 12, 2018.            | Dr Michael Fisher    |
| <b>COMMITTEE REPORTS</b>                                   |   |                      |
| Finance / Personnel / Labor Relations & Building & Grounds | Review committee activities.  | Nate Low             |
| Professional Practice / Quality & Planning                 | Review committee activities.  | Kay Gross            |
| <b>OTHER REPORTS</b>                                       |   |                      |
| Medical Staff  |   | Dr S Buhler          |
| City of Windom   |   | Steve Nasby          |
| 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  | November meeting minutes included in Board Book. No December meeting. Auxiliary decorated hospital for the holidays .                                   | Shelby M.            |
| <b>NEW &amp; OLD BUSINESS</b>                              |   |                      |
| New Business   |   | Dr Michael Fisher    |
| Old Business   |   | Dr Michael Fisher    |
| Executive Session  | Motion to close meeting for the purpose of discussing Medical Staff By-laws and medical provider status review.<br>Motion to re-open meeting to public. | Dr Michael Fisher    |
| <b>CONCLUSION</b>  |   |                      |
|  | Conclude meeting.   | Dr Michael Fisher    |
| Board Education  | None. Holiday dinner for Governing Board & Foundation Board members in Cafeteria, 6pm.  | Shelby M.            |

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

**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:** Dr. Michael B. Fisher, Ann Bartelt, Kay Gross, Nate Low, Cindy Espenson, Laura Fresk, Mary Holmen, Kim Armstrong/ CFO, Emily Masters/CHRO, Shelby Medina/CEO, Terry Mahar/Sanford Health Network VP; Jesse Ratsch/Administrative Intern, Sanford  
**Absent:** Julie Brugman/Mt. Lake Advisory mbr  
**Others:** Dr. Steph Buhler/Chief of Medical Staff, Bryan Joyce/City Council Hospital liaison, Steve Nasby/City Administrator

**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 Board Chair, Dr. Michael Fisher.

Minutes M/S/C UNANIMOUSLY TO APPROVE GOVERNING BOARD MINUTES FROM THE REGULAR MEETING OF OCTOBER 15, 2018, AS PRESENTED (GROSS/ESPENSON).

**COMMITTEE REPORTS**

M/S/C UNANIMOUSLY TO APPROVE THE OCTOBER 2018 UTILIZATION AND FINANCIAL PERFORMANCE REPORTS AS PRESENTED (LOW/BARTELT).

- Total Days Cash on Hand as of October 31, 2018 was 242.
- FY2019 YTD net loss totaled (\$84,499) on a projected budget of \$325,380.
- October wound care center statistics were reviewed as noted on the Dashboard report. Proformas continue to meet expectations.

M/S/C UNANIMOUSLY TO APPROVE SENDING ACCOUNTS TOTALING \$28,046.23 TO REVENUE RECAPTURE AND APPROVE 8 FINANCIAL ASSISTANCE ACCOUNTS FOR WRITE-OFF TOTALING \$610.69 (LOW/GROSS)

- Month 7 of FY2019, Financial Assistance write-offs totaled \$91,601.13 on a fiscal year budget totaling \$200,000. Authorization was granted for the transfer of \$91,066.48 from the Funded Depreciation account to WAH checking account for October capital acquisitions.

There were no Educational Assistance applications submitted for committee action.  
 There were no resignations to report.

New hires were reported to include: Nutritional Services Cook/Aide, HUC, Business Office Accounting Manager and Patient Access Representative in the Scheduling Department.

An update on the progress of the Rehabilitation Dept remodeling project was given by Shelby. She reviewed the timeline of the project with construction anticipated to begin between mid-December-January 7, 2019 dependent upon receiving permits from the MN Department of Health and State of MN.

Discussion was led by Shelby regarding the final OSHA report on reported violations and citations from an October site visit to Windom Area Hospital. A meeting is planned with OSHA in Mankato on December 3, 2018 to review implementation of correction plans and citation fees.

Committee members reviewed and authorized Shelby to move forward with implementing an updated Organizational Chart due to staff changes in strategic positions within the hospital. The new Org Chart will become effective December 1, 2018.

Advertising for a full-time respiratory therapist will be taking place in the near future as it has been determined by marketing data that this is a patient service line expected to be highly utilized by patients within area communities.

Emily Masters gave an update on grant opportunities that have been awarded to Windom Area Hospital in the past 12 months as well as other grant opportunities that are still open and waiting to receive word on their status. Currently WAH has received approximately \$144,000 in grant awards with outstanding grant opportunities totaling \$562,000.

Committee members discussed plans for scheduling an Executive Session in the near future with designated members from the

Finance / Personnel / Labor Relations & Building & Grounds

Nate Low

Dr Michael Fisher  
 Dr Michael Fisher

|  |  |   |
|--|--|---|
|  | <p>City of Windom to discuss future community health initiatives.</p>  |   |
| <p>Professional Practice / Quality &amp; Planning</p>                  | <p>M/S/C UNANIMOUSLY, UPON RECOMMENDATION FROM THE MEDICAL STAFF, TO APPROVE THE FOLLOWING: (GROSS/HOLMEN)</p> <p><b>APPOINTMENTS:</b><br/> Anthony Hericks, D.O. Pulmonary Consulting<br/> Gabrielle Price, DNP Cardiology Allied Health Professionals</p> <p><b>REAPPOINTMENTS:</b><br/> Richard Erbes, DPM Podiatry Associate Professional<br/> Teri Mercil, ST Ophthalmology Allied Health Professionals<br/> Riyad Mohama, M.D. Cardiology Consulting<br/> Jeffrey Taber, M.D. Family Practice Active<br/> Bruce Watt, M.D. Cardiology Consulting</p> <p><b>SANFORD TELEMEDICINE REAPPOINTMENTS:</b><br/> Eric Conner, M.D. Emergency Medicine Telemedicine<br/> Matthew Finke, M.D. Emergency Medicine Telemedicine<br/> Kelli Kolander, CNP Cardiology Telemedicine</p> <p><b>vRAD TELEMEDICINE REAPPOINTMENTS:</b><br/> Karen Caldemeyer, M.D. Teleradiology Telemedicine<br/> Snehal More, M.D. Teleradiology Telemedicine</p> <p><b>CHANGE IN STAFF CATEGORY:</b><br/> Mary Olson, M.D. – request change from Active to Senior Active Staff</p> <p><b>RESIGNATIONS: (Informational Purposes Only)</b><br/> Jac Kim, M.D. Neurology Telemedicine</p> <p>M/S/C UNANIMOUSLY TO APPROVE WINDOM AREA HOSPITAL COMMITTEE MINUTES FROM THE FOLLOWING MEETINGS AS PRESENTED BY SHELBY MEDINA, CEO (GROSS/FRESK)</p> <ul style="list-style-type: none"> <li>▪ CAH ANNUAL REVIEW</li> <li>▪ PERFORMANCE IMPROVEMENT</li> <li>▪ STROKE READINESS</li> <li>▪ TRAUMA PEER REVIEW</li> <li>▪ PREVENTION VIOLENCE TEAM</li> <li>▪ PRESS-GANEY SCORES FROM QTR 3</li> </ul> <p>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/> Committee members discussed the rebranding initiative of Windom Area Hospital's logo and name to Windom Area Health. Emily Masters and Shelby recently attended a Windom City Council to propose the rebranding initiative and received feedback to proceed with the proposed changes. The rebranding initiative is planned to go into effect January 1, 2019.<br/> Dr. Buhler reported on items discussed at the Medical Staff meeting held earlier this afternoon.</p> | <p>Kay Gross</p>                                      |
| <p><b>OTHER REPORTS</b></p> <p>Medical Staff</p> <p>City of Windom</p> | <p>Dr. Buhler reported Windom Area Hospital is hosting the upcoming CALS recertification class in the summer of 2019 for a 2-day course. Discussed and approved moving Medical Staff meetings to the 4<sup>th</sup> Monday of each month beginning in January 2019. Discussion was held regarding organizational changes of the Medical Staff meetings. Further discussion on this topic will take place at December's meeting. A presentation was done by the Therapy Department about restrictive blood flow therapy.</p> <p>Nothing to report.</p>  | <p>Dr S Buhler</p> <p>Steve Nasby<br/>Bryan Joyce</p> |

|                               |  |                               |
|-------------------------------|--|-------------------------------|
| Sanford Health Network        | Attendees were encouraged to receive flu shots. The merger of the Good Samaritan Society and Sanford continues to move forward with the merger to become effective January 1, 2019.<br>Executive reports were given by Sr. Management members ~<br><i>Chief Financial Officer, Kim Armstrong</i> – An accounting manager has been hired as well as a Patient Access Representative with both future employees to begin in their positions November 27, 2018.<br><i>Chief Human Relations Officer, Emily Masters</i> – The fitness center held an open house recently for 19 years of business at WAH. 37 new or renewed memberships took place during this event. Water in Motion, LLC has been contracted to offer aqua therapy, which will take place at the AmericInn Hotel. A certified instructor will be teaching this new class. AARP health insurance company has contracted to accept wellness health discounts for those policyholders who participate in fitness workouts at Windom Area Hospital's fitness center.<br><i>Chief Executive Officer, Shelby Medina</i> – RSVP's for the Years of Dedication dinner are requested to be turned into Janel my Monday, November 26 for the November 30 <sup>th</sup> dinner at River City Eatery. Shelby expressed her appreciation to the Governing Board, Foundation Board, Auxiliary and employees for their dedication to Windom Area Hospital as the hospital recently received the Exceptional Business Achievement award recently at the Windom Chamber of Commerce Gala. | Terry Mahar<br><br>Sr.Mgmt Tm |
| WAH Foundation Board          | Foundation Board is not meeting this month.  | Shelby M. /<br>Alice H.       |
| WAH Auxiliary                 | October meeting minutes included in Governing Board book. Auxiliary is hosting a Craft & Bake Sale December 3 <sup>rd</sup> at WAH.  | Shelby M.                     |
| <b>NEW &amp; OLD BUSINESS</b> |  |                               |
| New Business                  | There was no new business to report.   | Dr Michael<br>Fisher          |
| Old Business                  | There was no old business to report.   | Dr Michael<br>Fisher          |
| <b>CONCLUSION</b>             |  |                               |
| Board Education               | Board Chair, Dr. Michael Fisher, concluded the Windom Area Hospital Governing Board meeting.<br>There was no board education presented this evening.   | Dr Michael<br>Fisher          |

Signature \_\_\_\_\_, Ann Bartelt, Governing Board Secretary

**Meeting Name: Windom Area Hospital**

**SPECIAL GOVERNING BOARD MEETING MINUTES**

|  |   |
|--|---|
| <b>Purpose: Disciplinary Meeting</b>   | Wednesday, December 12, 2018 / 5:00 p.m. / Windom City Hall Chambers  |
| <b>Date/Time/Location:</b>   | Dr. Michael Fisher  |
| <b>Facilitator:</b>  | Present: Dr. Michael Fisher, Cindy Espenson, Kay Clark, Nate Low, Ann Bartelt, Emily Master/CHRO, Kim Armstrong/CFO<br>Absent: Laura Fresk, Mary Holmen<br>Other: Ron Schramel, City of Windom Attorney<br>Kim Armstrong, CFO |
| <b>Members:</b> WAH Governing Board members, Emily Masters/CHRO, Kim Armstrong/CFO, Ron Schramel/City of Windom Attorney |   |
| <b>Recorder:</b>   |   |

| TOPIC                              | ACTION STEP(S)   | LEADER:       |
|------------------------------------|--|---------------|
| <b>Special Meeting Agenda Item</b> |  |               |
| Call to Order                      | A special meeting of the Windom Area Hospital Governing Board was called to order by Board chair, Dr. Michael Fisher.  | Dr. M. Fisher |
| Meeting Purpose                    | Purpose of this meeting was to hold a disciplinary hearing regarding the Community Health and Wellness Coordinator employee currently under the employment of Windom Area Hospital.<br><br>Dr. Michael Fisher declared the meeting closed with the reading of Minnesota Statute §13D.05 Subd. 2. Pursuant to Minnesota Statute §13D.05 Subd. 2 (a) the meeting will be closed because some of the information discussed at the meeting would identify an alleged victim or reporter of criminal domestic abuse. Furthermore, the meeting will be closed pursuant to Minnesota Statute §13D.05 Subd. 2 (b) which requires the meeting to be closed for preliminary consideration of allegations or charges against a city employee. | Dr. M. Fisher |
| Employee Resignation               | Dr. Michael Fisher re-opened the meeting to the public.<br>M/S/C UNANIMOUSLY TO ACCEPT THE LETTER OF RESIGNATION FROM THE COMMUNITY HEALTH AND WELLNESS COORDINATOR EMPLOYEE OF WINDOM AREA HOSPITAL (FISHER/CLARK).<br>M/S/C UNANIMOUSLY TO RELINQUISH RIGHTS OF THE COMMUNITY HEALTH AND WELLNESS EMPLOYEE TO WORK AS AN INDEPENDENT CONTRACTOR OR WORK FOR AN INDEPENDENT CONTRACTOR ON HOSPITAL PROPERTY (FISHER/BARTELT).   | Dr. M. Fisher |
| Conclusion                         | Dr. Michael Fisher concluded the special meeting.  | Dr. M. Fisher |

Signature \_\_\_\_\_, Ann Bartelt, Governing Board Secretary

**WINDOM AREA HOSPITAL**  
**GOVERNING BOARD EXECUTIVE SUMMARY**  
*as of December 13, 2018*  
**WAH MISSION: "Dedicated to Health"**

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**CHIEF EXECUTIVE OFFICER REPORT**

• **Organizational Updates**

- Therapy and conference room renovation opening bids were held on Wednesday, December 11, 2018.
- Representatives from WAH (Kathy B., DON, Wanda B., Employee Health Coordinator, Emily M.; CHRO, and myself) met with representatives from OSHA to discuss contestations of fines and level of seriousness. The meeting was successful and we are confident that OSHA will reduce the total fine amount due. Final documents summarizing the meeting are expected within the next few weeks.
- Wound and Hyperbaric Healing Center November STATS:
  - 150 total encounters
  - 12 new patients
  - 2 new HBOT patients
- New Service Lines under review:
  - Respiratory Therapy
  - Wound/Ostomy Care program
  - SNF/NH addition for Wound Care Services
  - Registered Dietician services contracts with outside community partners
- Mona Hohman (VP of Nursing and Clinic Services) and Jennifer Wiik (Nursing and Clinical Services Consultant) were on-site Friday, November 30<sup>th</sup>, to review our nursing staffing process with the intent to provide suggestions or recommendations on best practice staffing work flows. All departments will have a productivity study completed by the end of 2019 for identifying potential process changes that will result in better efficiency.

• **Industry Updates**

- The MHA Policy and Advocacy Committee met on Friday, December 7<sup>th</sup>. Below are key items that WAH must consider and plan for in the near future:
  - Effective January 1, 2019 all healthcare providers must post all charges for all procedures performed in the facility. We are working in MHA and Sanford Health on best methods of communication for providers, staff, and community.
  - MHA is working with BC/BS over its recent decision to refuse payment for outpatient hospital procedures if there is an ASC (Ambulatory Surgery Center) within 25 miles of where the consumer lives. There are exceptions that exist and exclusions for some CAH hospitals. MHA is working on advocacy efforts with BC/BS identifying truly what the objective is and how we can work together to achieve the objective without compromising patient care or local healthcare facilities.
  - Legalization of recreational Marijuana in Minnesota – MHA does believe this will eventually pass in legislature. We will want to start thinking about our input/opinion on what controls should be considered or adapted in the workplace.

**WINDOM AREA HOSPITAL**  
**GOVERNING BOARD EXECUTIVE SUMMARY**  
***As of December 13, 2018***  
**WAH MISSION: "Dedicated to Health"**

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**CHIEF FINANCIAL OFFICER REPORT**

**Prior Authorizations**

- Staff have been working on improving our workflow for obtaining prior authorizations for outpatient services.

**Chargemaster**

- Department staff have been reviewing the 2019 CPT and HCPCS code changes to update the chargemaster. We will be working with Sanford on the federal price transparency requirements effective 1/1/19. An MHA task force has recommended we post our full chargemaster on our website and update it at least annually.

**Windom Area Health**

- Letters will be sent to accounts payable vendors and insurance payors in December informing them of our assumed name effective 1/1/19. We will be signing new signature cards at all banks and updating the corporate authorization resolutions.

**WINDOM AREA HOSPITAL**  
**GOVERNING BOARD EXECUTIVE SUMMARY**  
**as of December 13, 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:
  - Housekeeper
  - Plant Operations Manager
  - Patient Access Specialist
  - Respiratory Therapy Coordinator
  - Fitness Specialist
- We will be implementing a new PTO policy for providers on 1/1. The policy has a different structure that is more competitive in recruiting/retaining providers.

**Marketing/Public Relations/Foundation**

- Rebranding is underway. Employee meetings were held 12/12-12/14 to provide direction on what they need to do as of 1/1. We also went over the public communication plan, which includes advertising in print/radio, press release, letters to vendors, social media ads, website updates, and a chamber event.
- A blog has been added to our website. Managers and some service line contributors will be providing blog content, with an aim of having a new blog post weekly.

**Community/Employee Health and Wellness**

- WAH will be offering "Healthy Together" prevention classes starting in January. These classes are taught by several staff weekly, for twelve weeks. The charge \$25 and includes a fitness pass, workouts, classes, and a meal prep workshop.
- Wellness, nutritional services and our registered dieticians teamed up to offer employees a meal prep workshop on December 6<sup>th</sup>. 13 employees participated.
- Water in Motion classes will be offered at the AmericInn starting January 7<sup>th</sup>. We will be offering 3-4 classes per week.
- The community and employee weight loss challenges will be starting in January. Sign up started on December 14<sup>th</sup>. In both instances, \$55 + tax gains entrance to the challenge and includes a 12 week membership, weigh ins and a grand prize for the highest % of body weight lost.

**Nov – Donations/Events**

- Memberships for the Windom Area Chamber of Commerce, Mt. Lake Chamber of Commerce and Lakefield Business Association have all been renewed.





**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, December 17, 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:  |
|---|---|----------|
| <b>STANDING ITEMS</b>                       |   |          |
| 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 November 19, 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. |
| <b>FOLLOW-UP ITEMS</b>                      |   |          |
| Therapy Department Renovation               | Update on therapy remodel project and bids  | Shelby M |
| OSHA Survey Update                          | Outcome review of December 3, 2018 OSHA meeting   | Shelby M |
| Grant Update                                | Overview of grants outstanding.   | Emily M  |
| Name Change                                 | Hospital documents and By-laws will be revised to read Windom Area Hospital d/b/a Windom Area Health          | Kim A.   |
| Policy Revision                             | Educational Assistance Plan and Articles  | Kim A.   |

| <b>CURRENT ITEMS</b>                 |   | Shelby M |
|--------------------------------------|---|----------|
| 2019 Govg Bd/Medical Staff Mtg Dates | Update on 2019 meeting dates. Next meeting date for Medical Staff & WAH Governing Board, Monday, January 28, 2019 | Shelby M |
| Communication                        | Review information and proposal for improving communication within the organization                               | Shelby M |
| 2019 Market Adjustments              | Annual employee compensation review results. ( <i>Cmte Motion / Bd Motion</i> )                                   | Emily M. |
| MHA industry updates                 | Price Transparency and Outpatient procedures.   | Shelby M |
| City of Windom (4:15p)               | Discuss initiatives with City of Windom Administrator, Steve Nasby and city council member.                       | Shelby M |
| <b>CONCLUSION</b>                    |   |          |
|                                      | 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, 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: 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, Terry Mahar/Sanford Health Network VP

Absent:

Others: Jesse Ratsch, Administrative Intern-Sanford

**Facilitator:** Nate Low, Chairperson

**Recorder:** Janel Eichstadt

| Category / Topic                            | Action step(s) / Updates   | Leader:  |
|---|--|----------|
| <b>STANDING ITEMS</b>                       |  |          |
| Call to Order                               | Finance/Personnel/Labor Relations & Building & Grounds meeting called to order at 3:00 p.m. by Committee chair, Nate Low.  | Nate L.  |
| Minutes                                     | M/S/C UNANIMOUSLY TO APPROVE MINUTES FROM THE REGULAR MEETING OF OCTOBER 15, 2018 (BARTELT/BRUGMAN).   | Nate L.  |
| Statistical & Financial Performance Reports | Review of October 2018 statistical and utilization graphs was completed. 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 above budget expectations; net operating revenue and expenses factored together left a net gain totaling \$134,725. FY2019 year-to-date net income totals (\$84,499) on a projected budget of \$325,380. Days in A/R were 41.59 and Days Cash on Hand totaled 242.    | Kim A.   |
| Revenue Recapture & Financial Assistance    | M/S/C UNANIMOUSLY TO RECOMMEND APPROVAL OF THE OCTOBER 2018 STATISTICAL AND FINANCIAL PERFORMANCE REPORTS AS PRESENTED (ESPENSON/BARTELT)  | Kim A.   |
| Funded Depreciation Transfer                | M/S/C UNANIMOUSLY TO RECOMMEND APPROVAL TO SEND ACCOUNTS TOTALING \$28,046.23 TO REVENUE RECAPTURE AND RECOMMEND THE FOLLOWING ACCOUNTS FOR FINANCIAL ASSISTANCE: TOTAL OF 1 NEW APPLICATION AT 100% WRITE OFF TOTALING \$1468; AND APPROVE 7 PREVIOUSLY APPROVED FINANCIAL ASSISTANCE ACCOUNTS TOTALING \$4142.69; WITH ALL ACCOUNTS SUBMITTED FOR WRITE-OFF TOTALING \$5610.69 (BRUGMAN/ESPENSON). In month 7 of FY2019, accounts totaling \$91,601.13 have been approved for Financial Assistance on a budget of \$200,000. | Kim A.   |
| Educational Assistance Applications         | M/S/C UNANIMOUSLY TO AUTHORIZE THE TRANSFER OF \$91,066.48 FROM FUNDED DEPRECIATION TO THE CHECKING ACCOUNT FOR OCTOBER 2018 CAPITAL ACQUISITIONS (BARTELT/BRUGMAN)  | Kim A.   |
| Employee Resignations                       | There were no Educational Assistance applications submitted this month for committee action.   | Emily M. |
| New / Dept Transfer Employees               | There were no resignations to report.  | Emily M. |
| <b>FOLLOW-UP ITEMS</b>                      | The following new hires were reported: Nutritional Services Cook/Aide, HUC, Business Office Accounting Manager and Patient Access Representative in the Scheduling Department.   | Emily M. |
| Therapy Department Renovation               | Shelby informed attendees the renovation plans have been finalized for the new Therapy Dept and Large Conference Room project. Timeline information on how this project will proceed forward was shared. Dependent upon the timeframe in securing permits from the MN Department of Health and State of MN, construction is anticipated to begin sometime between mid-December and January 7, 2019.  | Shelby M |

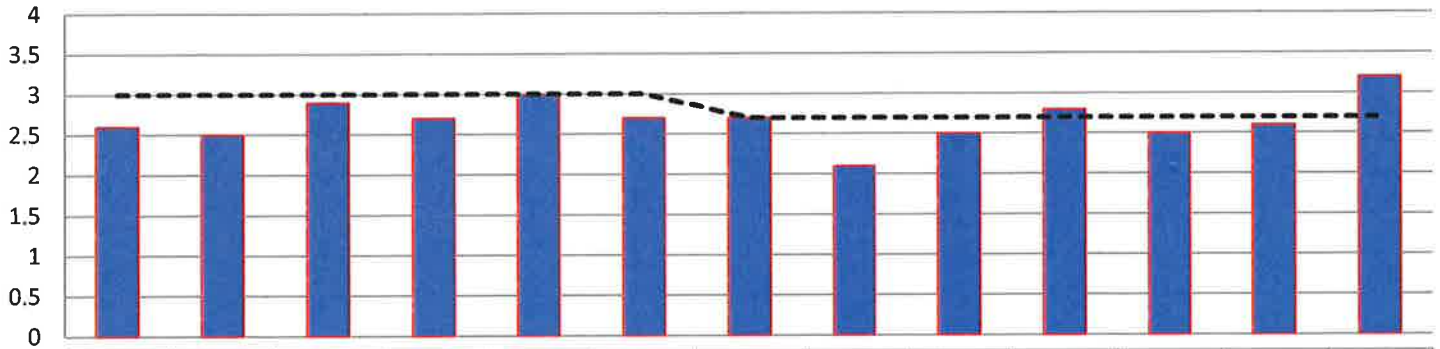
|                                      |  |          |
|--------------------------------------|--|----------|
| OSHA Survey Update                   | Shelby reviewed the final report from OSHA regarding the outcome of Windom Area Hospital's October survey. She noted the severity of the violations and citation fees plan to be contested in an effort to reduce the monetary penalties being assessed to the hospital by OSHA. She did note all violations noted on the final report fell into the lowest tier of citation amounts. A follow-up meeting with OSHA representatives has been set for December 3, 2018, which will address the implementation of correction plans and citation fees. Information from that meeting's outcome will be reported at the December meetings. | Shelby M |
| Grant Update                         | Emily shared information on the status of grant opportunities Windom Area Hospital has received or applied for over the last 12 months and how awarded grant funds were used for the hospital. She also reported information on grant applications that remain outstanding to date, which total approximately \$562,000. Emily anticipates receiving notification on the outcome of these grant applications within the next two to three months.  | Emily M. |
| Organizational Chart                 | Shelby informed attendees that as key positions exited the hospital organization it has become necessary to restructure the current Organizational Chart to reflect more clearly each hospital department's leadership position. An updated WAH Organizational Chart was presented by Shelby for review and comments. Committee consensus was to implement the revised Organizational Chart and become effective December 1, 2018. Shelby noted this updated Organizational Chart will be communicated to WAH employees and Medical Staff members in the near future.  | Shelby M |
| <b>CURRENT ITEMS</b>                 |  |          |
| 2019 Govg Bd/Medical Staff Mtg Dates | Shelby noted discussion was held at the Medical Staff meeting, held earlier today, to consider changing the 2019 Medical Staff meetings to the 4 <sup>th</sup> Monday of each month to coincide with the 2019 WAH Governing Board meetings, which board members agreed to change at the October Governing Board meeting. Medical Staff members were in agreement to move their monthly Medical Staff meetings to the 4 <sup>th</sup> Monday of each month and also change their monthly Credentialing meeting to the 3 <sup>rd</sup> Monday of each month.   | Shelby M |
| Communication                        | Shelby requested an Executive Session be held at the conclusion of the December Governing Board meeting to introduce discussions relating to review and negotiations of Windom Area Hospital's current Medical Staff Bylaws. Committee members agreed to the addition of this agenda item a December's Governing Board meeting. Review and discussions of Medical Staff Bylaws is tentatively planned to begin at the January 2019 Medical Staff meeting.  | Shelby M |
| Respiratory Therapy Services.        | Shelby informed members advertising for a fulltime respiratory therapist at Windom Area Hospital will be taking place in the near future as market data is showing this is a needed service for patients in the hospital's surrounding communities. Shelby stated this will be a new position and new service line offered through the hospital.   | Shelby M |
| City of Windom                       | Committee members discussed inviting designated City of Windom representatives to an Executive Session of the Finance Committee at a future meeting to discuss partnering ideas with the city regarding improving community health in the community. Consensus of Committee members was to make plans for holding this Executive Session in a future Finance Committee meeting.  | Shelby M |
| <b>CONCLUSION</b>                    |  |          |
|                                      | Committee chair, Nate Low, concluded the meeting of the Finance/Personnel/Labor Relations & Building & Grounds Cmte.   | Nate L   |





### AVERAGE LENGTH OF STAY

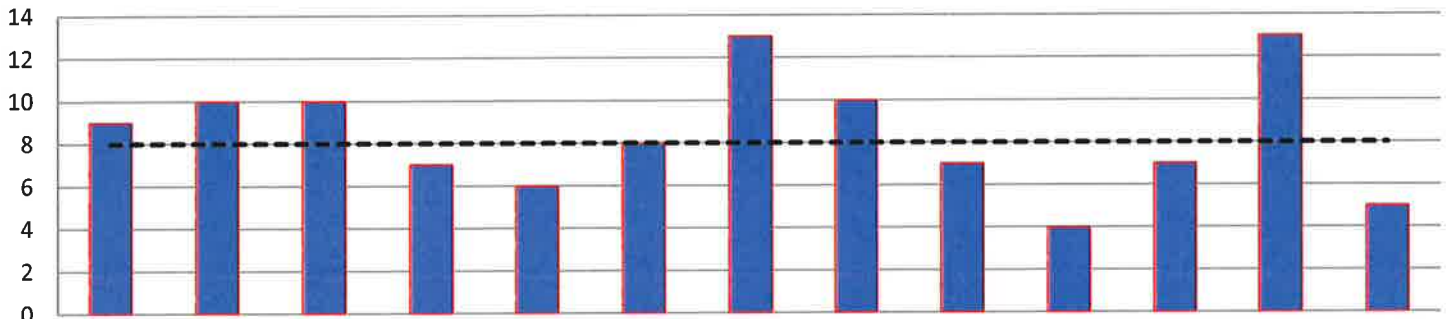
Avg Stay Budget



|          | Nov 17 | Dec 17 | Jan 18 | Feb 18 | Mar 18 | Apr 18 | May 18 | Jun 18 | Jul 18 | Aug 18 | Sep 18 | Oct 18 | Nov 18 |
|----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Avg Stay | 2.6    | 2.5    | 2.9    | 2.7    | 3      | 2.7    | 2.7    | 2.1    | 2.5    | 2.8    | 2.5    | 2.6    | 3.2    |
| Budget   | 3      | 3      | 3      | 3      | 3      | 3      | 2.7    | 2.7    | 2.7    | 2.7    | 2.7    | 2.7    | 2.7    |

### BIRTHS

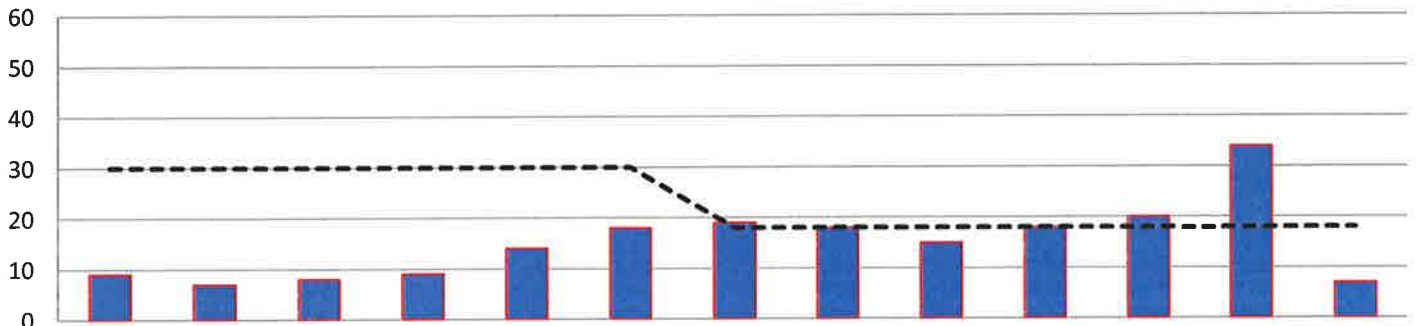
Births Budget



|        | Nov 17 | Dec 17 | Jan 18 | Feb 18 | Mar 18 | Apr 18 | May 18 | Jun 18 | Jul 18 | Aug 18 | Sep 18 | Oct 18 | Nov 18 |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Births | 9      | 10     | 10     | 7      | 6      | 8      | 13     | 10     | 7      | 4      | 7      | 13     | 5      |
| Budget | 8      | 8      | 8      | 8      | 8      | 8      | 8      | 8      | 8      | 8      | 8      | 8      | 8      |

### SWING BED DAYS

Swing Bed Days Budget



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







WINDOM AREA HOSPITAL  
BALANCE SHEET

11/2018 (month 7)

**ASSETS:**

**CURRENT ASSETS**

|                             |                   |
|-----------------------------|-------------------|
| Cash in Bank                | 4,367,329         |
| Flex Plan Fund              | 21,779            |
| Designated Savings          | 3,273,974         |
| Accounts Receivable         | 4,023,149         |
| A/R Medicare Prosp Payment  | (1,117,264)       |
| Allowance Doubtful Accts    | (330,000)         |
| A/R Finance Billing         | 30,562            |
| Inventories                 | 189,315           |
| Prepaid Expenses            | 177,105           |
| Prepaid Defined Pension     | 1,949,913         |
| Employee Loan Receivable    | 109,932           |
| <b>TOTAL CURRENT ASSETS</b> | <b>12,695,792</b> |

|                             |                  |
|-----------------------------|------------------|
| Board Designated Investment | 4,526,301        |
| Held by Trustee             | 398,331          |
| <b>TOTAL ASSETS LIMITED</b> | <b>4,924,632</b> |

**FIXED ASSETS**

|                               |                   |
|-------------------------------|-------------------|
| Land                          | 270,594           |
| Land Improvements             | 2,996,673         |
| Buildings                     | 12,180,010        |
| Fixed Equipment               | 7,200,035         |
| Major Movable Equipment       | 5,018,670         |
| Construction in Progress      | 974,299           |
| <b>SUB-TOTAL FIXED ASSETS</b> | <b>28,640,281</b> |

|                           |                   |
|---------------------------|-------------------|
| LESS-ACCUM DEPRECIATION   | (13,251,661)      |
| <b>TOTAL FIXED ASSETS</b> | <b>15,388,620</b> |

**TOTAL ASSETS** 33,009,044

**LIABILITIES:**

**CURRENT LIABILITIES**

|                                  |                  |
|----------------------------------|------------------|
| Accounts Payable                 | 531,674          |
| Third Party Settlement           | 408,481          |
| Accrued Wages                    | 131,199          |
| Accrued Vacation                 | 655,163          |
| Accrued Benefits                 | 525,084          |
| Accrued Health Ins Premiums      | 4,289            |
| Accrued Interest                 | 44,634           |
| Other Current Liabilities        | 66,442           |
| <b>TOTAL CURRENT LIABILITIES</b> | <b>2,366,966</b> |

**LONG TERM LIABILITIES**

|   |                   |
|---|-------------------|
| Min Pension Liability                   | 7,559,367         |
| Long Term Debt, less current maturities | 4,685,667         |
| <b>TOTAL LIABILITIES</b>                | <b>14,612,000</b> |

**NET ASSETS**

Net Asset Balance 18,397,044

**TOTAL LIABILITIES & NET ASSETS** **33,009,044**

Windom Area Hospital  
INCOME STATEMENT

|                               | 11/30/2018         |                | Budget 2019        |                | Revenue Comparison  | Y-T-D 2018     | Revenue Comparison  | Budget 2019    | Revenue Comparison |
|-------------------------------|--------------------|----------------|--------------------|----------------|---------------------|----------------|---------------------|----------------|--------------------|
| <b>PATIENT REVENUE</b>        |                    |                |                    |                |                     |                |                     |                |                    |
| Inpatient Revenue             | \$540,212          | 19.69%         | \$486,948          | 17.65%         | \$4,068,626         | 20.61%         | \$3,408,636         | 17.65%         |                    |
| Outpatient Revenue            | \$2,203,419        | 80.31%         | \$2,272,315        | 82.35%         | \$15,672,519        | 79.39%         | \$15,906,205        | 82.35%         |                    |
| Total Patient Revenue         | \$2,743,631        | 100.00%        | \$2,759,263        | 100.00%        | \$19,741,145        | 100.00%        | \$19,314,841        | 100.00%        |                    |
| Contractual Adjustments*      | \$955,155          | 34.81%         | \$1,090,186        | 39.51%         | \$8,374,958         | 42.42%         | \$7,631,302         | 39.51%         |                    |
| Other Income                  | \$16,450           | 0.60%          | \$12,767           | 0.46%          | \$96,299            | 0.49%          | \$89,369            | 0.46%          |                    |
| <b>NET OPERATING REVENUE</b>  | <b>\$1,804,926</b> | <b>100.00%</b> | <b>\$1,681,844</b> | <b>100.00%</b> | <b>\$11,462,486</b> | <b>100.00%</b> | <b>\$11,772,908</b> | <b>100.00%</b> |                    |
| <b>EXPENSE</b>                |                    |                |                    |                |                     |                |                     |                |                    |
| Employee Salaries             | \$576,303          | 31.93%         | \$643,239          | 38.25%         | \$4,171,344         | 36.39%         | \$4,502,673         | 38.25%         |                    |
| Employee Benefits             | \$181,510          | 10.06%         | \$186,569          | 11.09%         | \$1,252,283         | 10.93%         | \$1,305,983         | 11.09%         |                    |
| Pharmaceuticals               | \$93,066           | 5.16%          | \$76,667           | 4.56%          | \$750,773           | 6.55%          | \$536,669           | 4.56%          |                    |
| Supplies                      | \$129,912          | 7.20%          | \$106,433          | 6.33%          | \$739,030           | 6.45%          | \$745,031           | 6.33%          |                    |
| Rents & Utilities             | \$26,395           | 1.46%          | \$28,205           | 1.68%          | \$188,799           | 1.65%          | \$197,435           | 1.68%          |                    |
| Purchased Services            | \$329,432          | 18.25%         | \$317,279          | 18.86%         | \$2,326,962         | 20.30%         | \$2,220,953         | 18.86%         |                    |
| Purchased Services Interco    | \$15,676           | 0.87%          | \$16,433           | 0.98%          | \$117,989           | 1.03%          | \$115,031           | 0.98%          |                    |
| Other Direct Expenses         | \$103,540          | 5.74%          | \$108,880          | 6.47%          | \$700,558           | 6.11%          | \$762,160           | 6.47%          |                    |
| Provision for Bad Debts       | \$26,163           | 1.45%          | \$16,667           | 0.99%          | \$262,923           | 2.29%          | \$116,669           | 0.99%          |                    |
| Depreciation                  | \$125,050          | 6.93%          | \$123,947          | 7.37%          | \$784,104           | 6.84%          | \$867,629           | 7.37%          |                    |
| Total Operating Expense       | \$1,607,047        | 89.04%         | \$1,624,319        | 96.58%         | \$11,294,765        | 98.54%         | \$11,370,233        | 96.58%         |                    |
| Income (loss) From Operations | \$197,878          | 10.96%         | \$57,525           | 3.42%          | \$167,721           | 1.46%          | \$402,675           | 3.42%          |                    |
| Investment Income             | \$10,816           | 0.60%          | \$4,714            | 0.28%          | \$53,197            | 0.46%          | \$32,998            | 0.28%          |                    |
| Other Revenue/(Expenses)      | (\$14,747)         | -0.82%         | (\$8,009)          | -0.48%         | (\$111,470)         | -0.97%         | (\$56,063)          | -0.48%         |                    |
| Non Operating Rev/Exp         | (\$3,931)          | -0.22%         | (\$3,295)          | -0.20%         | (\$58,273)          | -0.51%         | (\$23,065)          | -0.20%         |                    |
| Increase in Net Assets        | \$193,947          | 10.75%         | \$54,230           | 3.22%          | \$109,448           | 0.95%          | \$379,610           | 3.22%          |                    |

| FY 2019 CAPITAL ASSET ACQUISITIONS |                   |             |                      |                      |                      |                    |                     |                     |           |                     |
|------------------------------------|-------------------|-------------|----------------------|----------------------|----------------------|--------------------|---------------------|---------------------|-----------|---------------------|
| Yrs. Capital Asset                 | Vendor            | Asset class | May                  | June                 | July                 | August             | September           | October             | November  |                     |
| 20 Boiler Chiller Project          | Kraus Andersen    | Fixed       | 77,584.78            |                      |                      |                    |                     |                     |           |                     |
| 20 Roof Work for Wound Center      | Bergen X 2        | CIP         | 3,526.17             |                      |                      |                    |                     |                     |           |                     |
| Wound Center Pay App               | Kraus Andersen    | CIP         | 154,890.07           |                      |                      |                    |                     |                     |           |                     |
| Wound Center Architech 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 Architech 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 Architech Fees        | 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           |           |                     |
| 5 Dexascan                         | NXC               | Maj Mov     |                      |                      |                      |                    |                     |                     | 51,317.98 |                     |
| 4 Pickup                           | Marthaler         | Vehicle     |                      |                      |                      |                    |                     |                     |           | 8,894.00            |
| 3 I-Heal Software                  | Sanford Health    | Maj Mov     |                      |                      |                      |                    |                     |                     |           | 26,600.00           |
| <b>Total</b>                       |                   |             | <b>\$ 243,488.36</b> | <b>\$ 238,688.65</b> | <b>\$ 192,696.11</b> | <b>\$ 9,335.00</b> | <b>\$ 59,663.21</b> | <b>\$ 91,066.48</b> |           | <b>\$ 26,600.00</b> |

|   |   |
|---|---|
| <b>Windom- Windom Area<br/>Hospital:<br/>Finance:</b> | <b>Educational Assistance Plan<br/>and Articles</b> |
|   | <b>APPROVED BY:</b> ADMINISTRATIVE ASSISTANT        |
| <b>DATE REVIEWED/REVISED:</b> Not Approved Yet        | <b>FORMULATED BY:</b> CHIEF FINANCIAL OFFICER       |

**Scope of Service: Windom Area ~~Hospital~~Health**

**I. PURPOSE**

- 1.1 To provide an Educational Assistance Plan to Windom Area ~~Hospital~~Health employees who seek higher education advancement in health related careers.
- 1.2 To provide an opportunity for Educational Assistance Plan forgiveness for those employees who have achieved their higher education goals, and who, after graduation, continue their employment at Windom Area ~~Hospital~~Health.

**II. POLICY**

- 2.1 Employees seeking continued education in a health related career program might be eligible to participate in Educational Assistance Plan through Windom Area ~~Hospital~~Health.
- 2.2 Windom Area ~~Hospital~~Health employees interested in the Educational Assistance Plan must complete a comprehensive application process. Preference will be given to those applicants with the intention of filling a position in an area of the ~~facility~~Hospital with personnel shortages.
- 2.3 Applications submitted for an Educational Assistance Plan may not exceed a one-year academic period. Employees may reapply annually for consecutive Educational Assistance Plans.
- 2.4 Educational Assistance Plan applications may not exceed a maximum request of \$3,500 per academic year. Employees may not exceed a maximum of \$6,000 in educational assistance per academic program.
- 2.5 The Finance Committee of the Windom Area ~~Health~~hospital Governing Board will review and accept or deny all applications for Educational Assistance Plans.
- 2.6 Approval of Educational Assistance Plans will be at the discretion of the Finance Committee and based on the availability of ~~Windom Area Health~~Hospital funds.
- 2.7 Windom Area ~~Hospital~~Health employees granted educational assistance will be expected to repay the Plan balance.
  - 2.7.1 ~~Should an employee terminate employment at Windom Area Health and have an Educational Assistance Plan balance, the outstanding balance, plus accrued interest will become due on demand.~~
  - 2.7.2 ~~Should an employee terminate employment at Windom Area Health but remain employed at the facility through a contracted service and have an Educational Assistance Plan balance, the outstanding balance can be set up on a payment plan~~

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with no interest.

- 2.8 Employees who continue working for the Windom Area ~~Health~~hospital upon completion of a higher education program may qualify for Educational Assistance Plan forgiveness. Employees choosing not to participate in the educational assistance forgiveness plan will be expected to pay the balance of the Plan upon completion of the academic program.
- 2.9 Windom Area ~~Hospital~~~~Health~~ employees participating in an Educational Assistance Plan will be expected to achieve and maintain a 3.0 on a 4.0 scale grade point average to receive future loans.
- 2.10 Employees subject to unforeseen circumstances preventing graduation within the anticipated graduation period may submit a written request to extend the Educational Assistance Plan terms. Approval to extend the loan terms is at the discretion of the CEO.
- 2.11 Windom Area ~~Health~~hospital shall evaluate this policy annually to determine its effectiveness and ~~Windom Area Health~~the Hospital's liability for total outstanding Educational Assistance Plans debts.
- 2.12 Interest on Education Assistance Plans will accrue at the current federal interest rate.

### III. PROCEDURE

- 3.1 Employees seeking higher education advancements in a health-related career are eligible to apply for an Educational Assistance Plan through the Windom Area ~~Hospital~~Health.
- 3.2 Windom Area ~~Hospital~~Health requires all employees interested in participating in an Educational Assistance Plan to complete the application process.
  - 3.2.1 Educational Assistance Plan applications may not exceed a time period greater than one academic year.
  - 3.2.2 Educational Assistance Plan applications are available on the included links within this policy (form #ESL1 and #ESL2).
  - 3.2.3 Educational Assistance Plans will be made without regard to race, gender, color, age, religion, national origin, marital or veteran status, or medical condition or handicap.
  - 3.2.4 Educational Assistance Plan applications will be reviewed on a first-come basis. Preference will be given to those applicants interested in filling a position in an area of the Hospital with personnel shortages.
  - 3.2.5 Educational Assistance Plan applications may be submitted any time throughout the year. It is preferred that applications be received a minimum of 2 weeks prior to the start of higher education classes.
  - 3.2.6 Applicants must present:
    - 3.2.6.1 Proof of enrollment acceptance at an educational institution;
    - 3.2.6.2 Estimated costs prepared by the educational institution;
    - 3.2.6.3 Anticipated graduation date; and
    - 3.2.6.4 Educational Assistance Plan Application (form #ESL1, Ed Asst Plan App- Form #ESL1).

- 3.3 The Finance Committee of the Windom Area ~~Hospital-Health~~ Governing Board shall review and authorize approval or denial of all Educational Assistance Plan applicants meeting the following criteria in 3.2 and:
- 3.3.1 Applicants must have completed 1 year of continuous employment from most recent date of hire.
  - 3.3.2 Applicants must provide documentation of all other student loans, grants and scholarships contributing toward applicant's tuition and expenses.
- 3.4 Applicants granted an Educational Assistance Plan will receive payments from Windom Area ~~Hospital-Health~~.
- 3.4.1 Total amount of educational assistance issued will not exceed direct costs of the program.
  - 3.4.2 The Finance Committee of the Windom Area ~~Hospital-Health~~ Governing Board shall determine the amount of funds granted and may not be equivalent to the amount requested by the applicant.
  - 3.4.3 Educational assistance payments for tuition will be paid to the order of the educational institution whenever possible upon receipt of an itemized tuition statement. Tuition may be made payable to the student if they have already made payment to the educational institution and proof of payment is received.
  - 3.4.4 Educational assistance payments for academic needs, such as books and class fees will be paid to the order of the employee or the educational institution when the employee provides itemized fee statements and/or itemized receipts.
  - 3.4.5 The Educational Assistance Plan shall not cover non-academic costs, such as rent, mileage, meals or other living expenses.
- 3.5 Windom Area ~~Hospital-Health~~ employees who are participating in Educational Assistance Plan and complete the graduation requirements will be expected to repay the balance of the Plan.
- 3.5.1 Employees may repay the Educational Assistance Plan balance in full at any time prior to or upon completion of the academic program. If payment in full is not made upon completion of the academic program, employees will automatically begin the educational assistance forgiveness plan of repayment.
  - 3.5.2 Employees may choose an education assistance forgiveness plan of repayment, in lieu of paying the Plan balance, but must continue employment with Windom Area ~~Hospital-Health~~ until reaching a \$0 balance.
    - 3.5.2.1 Employees will be granted Educational Assistance Plan cancellation at the rate of \$1.00 per hour worked, not exceeding \$2080 per year, once they have completed their schooling.
    - 3.5.2.2 Employees choosing to terminate their employment with Windom Area ~~Hospital-Health~~ and those employees who choose to drop out of their educational program will be responsible to pay, on demand, the outstanding balance of the Educational Assistance Plan plus accrued interest at the current federal interest rate.

3.5.2.23 5.2.3 Employees who become employees of a contracted service in the facility due to an advanced degree can be set up on a payment plan without interest.

- 3.6 Windom Area ~~Hospital-Health~~ employees must re-apply for Education Assistance Plans for each academic year and provide necessary information to evaluate the employee's request.
- 3.6.1 Educational Assistance Plan applications will be reviewed on a first come first serve basis. Preference will be given to those applicants interested in filling a position within the ~~Hospital-facility~~ where there is a shortage.
  - 3.6.2 Educational Assistance Plan requests may be submitted at anytime throughout the year. It is preferred that applications be received a minimum of 2 weeks prior to the start of class.
  - 3.6.3 Employees requesting continued Educational Assistance Plans must meet the same criteria as established in 3.2 and also must present:
    - 3.6.3.1 Proof of continued enrollment at an educational institution;
    - 3.6.3.2 Maintained 3.0 grade point average on a 4.0 scale in the field of study;
    - 3.6.3.3 Estimated costs prepared by the educational institution;
    - 3.6.3.4 Anticipated graduation date; and
    - 3.6.3.5 Educational Assistance Plan application Request (form #ESL2, Ed Asst Plan Reapp-Form #ESL2 ).



**Windom Area ~~Hospital~~Health  
Educational Assistance Plan**

**Article I – Purpose of Plan**

1.1 The purpose of this Plan is to furnish educational assistance to the employees of the company. It is the intention of the company that the Plan qualify as a plan providing qualified educational assistance under Code 127(b)(1), and that the educational assistance under the Plan be eligible for exclusion from the Employees' income under Code 127(a).

**Article II – Definitions**

- 2.1 "Accredited Institution" means any college or university the primary function of which is the presentation of formal instruction and that normally maintains a regular faculty and curriculum and normally has a regularly enrolled body of students in attendance at the place where its educational activities are regularly carried on.
- 2.2 "Appeals Committee" means a committee of at least three but no more than five individuals appointed by the board of directors of the Employer who shall hear appeals pursuant to the procedures under Article VIII. The Appeals Committee will be the Windom Area ~~Hospital~~Health Governing Board Finance Committee.
- 2.3 "Benefits" means the direct payment or reimbursement of covered costs incurred by a participant for educational courses.
- 2.4 "Code" means the Internal Revenue Code of 1986, as amended.
- 2.5 "Covered Costs" means the tuition, fees and similar payments and the cost of books paid for or incurred by a participant in taking an educational course. Such term shall not include the costs of any tools or supplies purchased by a participant or the cost of meals, lodging or transportation incurred by a participant incidental to taking an educational course.
- 2.6 "Educational Course" means any undergraduate or graduate course in a healthcare related field taken by a participant at an accredited institution, except for a course that instructs the participant in any sport, game or hobby.
- 2.7 "Employee" means any individual employed by the employer.
- 2.8 "Employer" means Windom Area ~~Hospital~~Health, a Minnesota municipal hospital.
- 2.9 "Participant" means any employee who has satisfied the eligibility requirements of 3.1.
- 2.10 "Plan" means the Windom Area ~~Hospital~~Health Educational Assistance Plan.
- 2.11 "Plan Administrator" means the person designated to administer the Plan under 7.1.
- 2.12 "Plan Year" means the 12-month period commencing May 1 and ending on April 30.

2.13 “Years of Service” means the number of years employee was paid or entitled to payment for the performance of duties for the company.

#### **Article III – Eligibility**

- 3.1 Every employee who has completed one year of service is eligible to apply for an Educational Assistance Plan to seek higher education advancement in a health related career.
- 3.2 A Leave of Absence may be granted to an employee if necessary course work is during work hours for an area in the hospital with personnel shortages.
- 3.3 A participant will cease being a participant in the Plan if he or she leaves the employ of the employer.
- 3.4 Participants interested in an Educational Assistance Plan must complete a comprehensive application process. Preference will be given to those applicants with the intention of filling a position in an area of the ~~hospital-facility~~ with personnel shortages.
- 3.5 Applications submitted for an Educational Assistance Plan may not exceed a one-year academic period. Employees may reapply annually for consecutive Educational Assistance Plans.
- 3.6 The Finance Committee of the Windom Area ~~Hospital-Health~~ Governing Board will review and accept or deny all applications for Educational Assistance Plans.
- 3.7 Approval of Educational Assistance Plans will be at the discretion of the Finance Committee and based on the availability of Windom Area ~~Hospital-Health~~ funds.
- 3.8 Windom Area ~~Hospital-Health~~ employees granted an Educational Assistance Plan will be expected to achieve and maintain a 3.0 on a 4.0 scale grade point average to receive future loans.

#### **Article IV – Benefits**

- 4.1 Every participant in the Plan shall be eligible to apply for benefits under the Plan for covered costs incurred by the participant, subject to the limitations of Article V.
- 4.2 A participant shall be entitled to benefits under this Plan only for covered costs incurred after he or she becomes a participant in the Plan.
- 4.3 Educational Assistance Plan applications may not exceed a maximum request of \$3,500 per academic year. Participants may not exceed a maximum of \$6,000 in Educational Assistance Plans per academic program.
- 4.4 It is preferred that a participant who desires to receive a benefit under the Plan shall submit an Educational Assistance Plan Application to the Plan administrator for such benefit a minimum of 2 weeks prior to the beginning of the educational course or course(s) for which such benefit is requested. Such request shall state:

- (a) the educational institution the participant wishes to attend;
- (b) the course or courses such participant wishes to take;
- (c) the tuition or other cost of such course
- (d) whether the employee is receiving any other public or private financial assistance for such education. Such request must be accompanied by evidence of enrollment for such courses.

4.5 Within 30 days of receipt of the request described in 4.4, the plan administrator shall notify the participant whether the participant will be entitled to a benefit under the Plan for the educational course or courses the participant wishes to take. The plan administrator shall pay the educational institution or the participant the benefit approved by the Finance Committee when presented with invoices or receipts for payment.

4.6 If a participant ceases participation in the Plan for any reason: (a) no benefits shall be paid to the former participant for expenses incurred after the date of such termination; and (b) unless the former participant was discharged for cause, requests for benefits may be made after the date of termination for covered costs incurred prior to such date.

4.7 Employer participants who have been granted an Educational Assistance Plan and complete the graduation requirements will be expected to repay the Educational Assistance Plan balance.

4.8 Participants may repay the Educational Assistance Plan balance in full at any time prior to or upon completion of the academic program.

4.8.1 -If payment in full is not made upon completion of the academic program, participants will automatically begin the educational assistance forgiveness plan of repayment.

4.8.2 Employees who become employees of a contracted service in the facility due to an advanced degree can be set up on a payment plan without interest.

#### **Article V – Limitations on Benefits**

5.1 Any participant receiving financial assistance or a fellowship or scholarship from any public or private source shall only be entitled to a benefit under this Plan to the extent the covered costs of the educational course or courses taken exceed the amount of such financial assistance, fellowship or scholarship.

5.2 If a participant fails to attain a 3.0 on a 4.0 scale grade point average in any educational course for which he or she receives a benefit under this Plan, such participant will be ineligible to receive any further benefit under this Plan unless he retakes such course at his or her own expense and attains the minimum 3.0 grade point average in such course.

5.3 In no event shall a participant be entitled to receive any benefit under this Plan in lieu of any other compensation he or she might otherwise be entitled to from the employer.

5.4 A participant may not receive more than \$5,250 in benefits under the Plan for the year in accordance with Code 127(a).

#### **Article VI – Funding**

6.1 The employer shall contribute the amount required to pay benefits under this Plan out of the general assets of the employer at the time such benefits are to be paid. Benefits shall be paid to or for participants upon the submission of an Educational Assistance Plan application and approval pursuant to the application procedures set forth in Article VIII. There shall be no special fund out of which benefits shall be paid, nor shall participants be required to make a contribution as a condition of receiving benefits.

**Article VII – Named Fiduciary and Plan Administrator**

7.1 Windom Area ~~Health~~hospital Chief Financial Officer is hereby designated as the Plan administrator and named fiduciary to serve until resignation or removal by the board of directors and appointment of a successor by duly adopted resolution of the board. The Plan administrator shall have the authority to control and manage the operation and administration of the Plan, including the authority to make and enforce rules or regulations for the efficient administration of the Plan; to interpret the Plan; and to decide all questions concerning the Plan and the eligibility of any person to participate in the Plan.

7.2 The Plan administrator shall give reasonable notice of the availability and terms of the Plan to eligible employees.

7.3 The Plan administrator or his/her designee shall keep accurate records of all benefits paid to participants under the Plan and ascertain that no benefit was paid to an employee in lieu of other compensation due a participant.

**Article VIII – Application Procedure**

8.1 A Participant shall make an application for Benefits by making a request in accordance with 4.4.

8.2 If an application is wholly or partially denied, notice of the decision, in accordance with 8.3, shall be furnished to the claimant within a reasonable period of time.

8.3 The Plan Administrator shall provide every applicant who is denied benefits written notice setting forth, in a manner calculated to be understood by the claimant, the following:

- (a) a specific reason or reasons for the denial;
- (b) reference to specific Plan provisions upon which the denial is based;
- (c) a description of any additional material or information necessary for the applicant to perfect the application and an explanation of why such material or information is necessary;
- (d) an explanation of the Plan's application review procedure, as set forth below in 8.4 and 8.5.

8.4 The purpose of the review procedure set forth in this Section and 8.5 is to provide a procedure by which an applicant under the Plan may have reasonable opportunity to appeal a denial of an application to the Appeals Committee for a full and fair review. To accomplish that purpose, the applicant may:

- (a) request review upon written application to the Plan Administrator;
- (b) review relevant Plan documents; and
- (c) submit issues and comments in writing.

An applicant shall request a review by filing a written application for review with the Appeals Committee at any time within 60 days after receipt by the applicant of written notice of the denial of his or her claim.

- 8.5 Decision on review of a denied application shall be made in the following manner:
- (a) The decision on review shall be made by the Appeals Committee. The Appeals Committee shall make its decision promptly, and not later than 60 days after the Plan administrator receives the request for review.
  - (b) The decision on review shall be in writing and shall include specific reasons for the decision, written in a manner calculated to be understood by the applicant and references to the specific Plan provisions on which the decision is based.
- 8.6 If a dispute arises with respect to any matter under this Plan, the Plan administrator may refrain from taking any other or further action in connection with the matter involved in the controversy until the dispute has been resolved.

**Article IX – Miscellaneous**

- 9.1 The board of directors of the employer may amend or terminate this Plan at any time by duly adopted resolution.
- 9.2 Except where otherwise indicated by the context, any masculine terminology used shall also include the feminine and vice versa, and the definition of any term in the singular shall also include the plural, and vice versa.
- 9.3 This Plan shall be effective as of November 21, 2005.
- 9.4 This Plan shall not be deemed to constitute a contract between the employer and any participant or to be a consideration of an inducement for the employment of any participant or employer. Nothing contained in this Plan shall be deemed to give any participant or employee the right to be retained in the service of the employer or to interfere with the right of the employer to discharge any participant or employee at any time regardless of the effect which such discharge shall have upon him or her as a participant of this Plan.
- 9.5 This Plan shall be construed and enforced according to the laws of the State of Minnesota, other than its laws respecting choice of law, to the extent not preempted by any federal law.

**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, December 17, 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:          |
|--------------------------------------|---|------------------|
| <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 November 19, 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.        |
| <b>FOLLOW-UP ITEMS</b>               |   |                  |
| WAH Rebranding                       | Rebranding design logo and name design selection update.  | Emily M.         |
| OSHA Survey Update                   | Outcome review of December 3, 2018 OSHA meeting   | Shelby M         |
| MHA Updates                          | Price Transparency and outpatient procedures  | Shelby M         |
| 2019 Govg Bd/Medical Staff Mtg Dates | Update on 2019 meeting dates. Next meeting date for Medical Staff & WAH Governing Board, Monday, January 28, 2019 | Shelby M         |
| <b>CURRENT ITEMS</b>                 |   |                  |
|                                      |   |                  |
|                                      |   |                  |
| <b>CONCLUSION</b>                    |   |                  |
|                                      | Conclude meeting.   | Kay Gross        |

**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, November 19, 2018 / 4:30-5:30 pm / Nursing Conference Room**

**Members:** Present: 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, Terry Mahar/Sanford Health Network VP

Absent:

Other: Jesse Ratsch, Administrative Intern-Sanford

**Facilitator:** Kay Gross, Chairperson

**Recorder:** Janel Eichstadt

| Category / Topic             | Action step(s) / Updates   | Leader:          |
|------------------------------|--|------------------|
| <b>STANDING ITEMS</b>        |  |                  |
| Call to Order                | Professional Practice/Quality & Planning Committee meeting was called to order at 4:30 p.m. by Chair, Kay Gross.   | Kay Gross        |
| Minutes                      | M/S/C UNANIMOUSLY TO APPROVE MINUTES FROM THE REGULAR COMMITTEE MEETING OF OCTOBER 15, 2018 AS PRESENTED (BRUGMAN/FRESK).<br>M/S/C UNANIMOUSLY, UPON RECOMMENDATION FROM THE MEDICAL STAFF, TO APPROVE THE FOLLOWING AS PRESENTED: (BRUGMAN/HOLMEN)<br><b>APPOINTMENTS:</b><br>Anthony Herricks, D.O. Pulmonary Consulting<br>Gabrielle Price, DNP Cardiology Allied Health Professionals<br><b>REAPPOINTMENTS:</b><br>Richard Erbes, DPM Podiatry Associate Professional<br>Teri Mercil, ST Ophthalmology Allied Health Professionals<br>Riyad Mohama, M.D. Cardiology Consulting<br>Jeffrey Taber, M.D. Family Practice Active<br>Bruce Watt, M.D. Cardiology Consulting<br><b>SANFORD TELEMEDICINE REAPPOINTMENTS:</b><br>Eric Conner, M.D. Emergency Medicine Telemedicine<br>Matthew Finke, M.D. Emergency Medicine Telemedicine<br>Kelli Kolander, CNP Cardiology Telemedicine<br><b>VRAD TELEMEDICINE REAPPOINTMENTS:</b><br>Karen Caldemeyer, M.D. Teleradiology Telemedicine<br>Snehal More, M.D. Teleradiology Telemedicine<br><b>CHANGE IN STAFF CATEGORY:</b><br>Mary Olson, M.D. – request to change from Active to Senior Active Staff<br><b>RESIGNATIONS:</b> (Informational Purposes Only)<br>Jae Kim, M.D. Neurology Telemedicine | Dr. Steph Buhler |
| Medical Staff Credentialing  |  |                  |
| Medical Staff Meeting Update | Dr. Buhler reported various hospital committee reports were reviewed. Medical Staff members voted and approved to change the 2019 Medical Staff meetings to the fourth Monday of each month and the monthly credentialing meeting will be held the third Monday of each month. Presentation was done by the Therapy Department for restrictive blood flow therapy. A discussion was  | Dr. Steph Buhler |

|                                      |  |           |
|--------------------------------------|--|-----------|
|                                      | held regarding the organization of future Medical Staff meetings with no action taken.   |           |
| Hospital Committees                  | <p>Shelby Medina, CEO, reported on the following hospital committee meeting</p> <ul style="list-style-type: none"> <li>▪ CAH Annual Review report was reported by Shelby.</li> <li>▪ Crisis Response Team</li> <li>▪ Press-Ganey</li> </ul> <p>M/S/C UNANIMOUSLY TO RECOMMEND ACCEPTING THE WAH COMMITTEE MEETING REPORT AS PRESENTED BY SHELBY MEDINA, CEO (FRESK/BRUGMAN)</p>  | Shelby M. |
| Patient Concern Reports              | Patient concern reports and patient survey comments for October 2018 were reviewed and found to be appropriately addressed.  | Shelby M. |
| Patient Safety                       | There were no patient safety activities to report for the month. Shelby noted there were no reportable adverse events for the month.   | Shelby M. |
| <b>FOLLOW-UP ITEMS</b>               |  |           |
| WAH Rebranding                       | Shelby and Emily Masters reported they met with members of the Windom City Council at a recent City Council meeting and outlined the purpose of the rebranding initiative and shared the new rebranding logo and name design selected by employees, medical staff, and board members. City Council members were in concurrence with moving forward with the rebranding initiative and implementing the new logo and name design. Emily noted employee meetings will be held during December to inform employees of the timeframe rebranding initiatives will take place. The rebranding rollover is planned to take place beginning January 1, 2019. | Emily M.  |
| OSHA Survey Update                   | Shelby reviewed the final report from OSHA regarding the outcome of Windom Area Hospital's October survey. She noted the severity of the violations and citation fees plan to be contested in an effort to reduce the monetary penalties being assessed to the hospital by OSHA. She did note all violations noted on the final report fell into the lowest tier of citation amounts. A follow-up meeting with OSHA representatives has been set for December 3, 2018 that will address the implementation of correction plans and citation fees. Information from that meeting's outcome will be reported at the December meetings.                 | Shelby M  |
| Grant Update                         | This agenda item was listed in error. Topic was addressed in the Finance/Personnel Committee meeting.  |           |
| Organization Chart                   | Shelby shared with attendees that as key positions exited the hospital organization it has become necessary to restructure the current Organizational Chart to reflect more clearly each hospital department's leadership position. An updated WAH Organizational Chart was presented by Shelby for review and comments. Committee consensus was to implement the restructured Organizational Chart and become effective December 1, 2018. Shelby noted this updated Organizational Chart will be communicated to WAH employees and Medical Staff members in the near future.  | Shelby M  |
| <b>CURRENT ITEMS</b>                 |  |           |
| 2019 Govg Bd/Medical Staff Mtg Dates | Shelby noted discussion was held at the Medical Staff meeting, held earlier today, to consider changing the 2019 Medical Staff meetings to the 4 <sup>th</sup> Monday of each month to coincide with the 2019 WAH Governing Board meetings, which board members agreed to change at the October Governing Board meeting. Medical Staff members were in agreement to move their monthly Medical Staff meetings to the 4 <sup>th</sup> Monday of each month and also change their monthly Credentialing meeting to the 3 <sup>rd</sup> Monday of each month.   | Shelby M  |
| Communication                        | Shelby requested an Executive Session be held at the conclusion of the December Governing Board meeting to introduce discussions relating to review and negotiations of Windom Area Hospital's current Medical Staff Bylaws. Committee members agreed to the addition of this agenda item at the December's Governing Board meeting. Review and discussions of Medical Staff Bylaws is tentatively planned to begin at the January 2019 Medical Staff meeting.   | Shelby M  |
| Respiratory Therapy Services         | Shelby informed members advertising for a full-time respiratory therapist at Windom Area Hospital will be taking place in the near future as market data is showing this is a needed service for patients in the hospital's surrounding communities. Shelby stated this will be a new position and new service line offered through the hospital.  | Shelby M  |
| <b>CONCLUSION</b>                    |  |           |
|                                      | 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**

**DECEMBER 17, 2018**

**APPOINTMENTS:**

|                       |                    |                             |
|-----------------------|--------------------|-----------------------------|
| Craig Holland, D.O.   | Emergency Medicine | Emergency Services          |
| Karen Juber, RN       | Surgery            | Allied Health Professionals |
| Jennifer Lucas, ST    | Ophthalmology      | Allied Health Professionals |
| Michelle Vanhove, FNP | Cardiology         | Allied Health Professionals |

**REAPPOINTMENTS:**

|                       |                    |                             |
|-----------------------|--------------------|-----------------------------|
| Paul Carpenter, M.D.  | Cardiology         | Consulting                  |
| Joseph Keenan, M.D.   | Emergency Medicine | Emergency Services          |
| Micara Kolander, CRNA | Anesthesia         | Allied Health Professionals |
| Holly Kotewa, CNP     | Orthopedics        | Allied Health Professionals |
| David Krusemark, CRNA | Anesthesia         | Allied Health Professionals |
| Connie Morrison, M.D. | Surgery            | Consulting                  |
| Mary Olson, M.D.      | Family Practice    | Senior Active               |

**SANFORD TELEMEDICINE REAPPOINTMENTS:**

|                            |           |              |
|----------------------------|-----------|--------------|
| Christopher Johansen, M.D. | Radiology | Telemedicine |
|----------------------------|-----------|--------------|

**vRAD TELEMEDICINE REAPPOINTMENTS:**

|                       |               |              |
|-----------------------|---------------|--------------|
| Taro Aikawa, M.D.     | Teleradiology | Telemedicine |
| Jonathan Bold, M.D.   | Teleradiology | Telemedicine |
| Ellen Hauptmann, M.D. | Teleradiology | Telemedicine |
| Michael Novick, M.D.  | Teleradiology | Telemedicine |

**RESIGNATIONS:**

|                      |          |                             |
|----------------------|----------|-----------------------------|
| Michael McHale, M.D. | Oncology | Consulting                  |
| Theresa Mehrman, CNP | Oncology | Allied Health Professionals |
| Haider Yusufi, PA-C  | Oncology | Allied Health Professionals |

**EMERGENCY DEPARTMENT**

1. Excellent treatment & very nice people.
2. Loved having Dr. Dynes there. (doctors) Nurses were very sensitive and caring. (Nurses) All the nurse at the time were very helpful, considerate. \*Dr. Dynes was the best. Like it when someone we depend on is in the ER. (Overall)
3. Very professional, concerned. (Nurses) Very professional, concerned. (Doctors) Urine, blood, EKG, CAT done - results, plan of action - went home in 4 hours - middle of night - outstanding! (Tests/Treatment) Very accommodating. (Family/friends) What to do - follow up with doctor in a week, surgery will be needed. (Personal Issues) Arrived 1:15 a.m. - seen by nurses immediately. Doctor in about 5 minutes. (Arrival) Very good staff, complete tests needed with results middle of night - like I was in Sioux Falls. Excellent! (Overall Assessment)
4. I disagreed with the amount of pain medication was needed, and felt I was given WAY too much. (Nurses) I would have appreciated pain medication sooner. (Doctors) They were very considerate in this area. (Friends/family) I felt very informed. (Personal Issues) It depends on how severe the emergency would be. (Overall assess) He is the best doctor ever!! I'm going to try to keep him as my primary physician. #1. \*Dr. Brett Van Kley
5. only comment I have is the disappointment in the radiologist who read my CT scan and it being completely wrong!!! (Comments)
6. Took care right away. (Arrival)

**INPATIENT**

1. Labor room was cold. (Room) I had so many nurses. They all did amazing & everyone of them and Dr. Buhler all need to be recognized. (Comments)
2. They were very nice to me - I got a ham sandwich later in the evening because I was still hungry! (Meals) That little girl had a hard time starting my IV (bloody mess) but, she prevailed & got it in. (Test/Treatmt) They were all very helpful & pleasant, even the kitchen help... so nice. (Family/friends) He is the best doctor ever!! I'm going to try to keep him as my primary physician. #1. \*Dr. Brett Van Kley (Physician) I pushed for a discharge... just wanted to go home. Did my medications & nebulizer as told to & follow- up visit w/\*Dr. Van Kley on Friday! (Discharge) They even asked me if I wanted a "road" or "garden" view for a room. OMG!! (Personal) The emergency room nurses were excellent as well as nurses on staff. It was a relief to my family to see this level of care & concern! (Overall Assess) Both doctors on duty were informative & nice. Took their time explaining things to me. 5 STAR RATING! (Comments)
3. Had trouble getting to various veins but was gentle and patient throughout the process. (Tests/treatmt) All the doctors and nurses went out of their way to keep my family informed and comfortable. (Visitors/family) I love my physician. (Dr. Buhler) After many bad experiences with doctors I feel completely safe with Avera's physicians. (Doctor) The staff worked quickly to gather the discharge papers and even helped me pack my things. (Discharge) Loved my stay at the hospital. (Personal Issues) No bad experiences. (Overall Assess)
4. Good to very good. (Overall) All nurses did a great job. (Comments)
5. Excellent care! Above and beyond my expectations! (Overall Assessment)
6. 5 Star Hospital!!

## OUTPATIENT

1. This is the second time I've had a CT done there and whoever is reading it always says there's a small bb in the area of concern. How can they not be able to tell that it's on the outside and was put on as a marker to locate the area of concern. Am I the only person that gets a marker put on them?? Staff doing the CT are good, but I really have to wonder about the people reading the scan. (Overall)(CT)
2. I was in for a blood test - she hit my vein-artery right away, which is always good. (Test) (Lab)
3. There was a sign at the front desk that said this station unmaned please go to nurses station, I walked all the way down to the nurses station and she said oh that sign should be down please go back there, then she laughed and said I was the first person who had followed directions, that sign should of been taken down right away in the morning and no one else read it (Registration) (Mammo)
4. No one at Registration desk (Registration) (PT)
5. Cindy is very professional and so kind, always welcoming people with a smile in her face! (Registration) I don't know if he cleaned his hands before the MRI or not, so I didn't rate that statement. (Personal) Windom Area Hospital is a top-notch facility with friendly staff who are genuinely concerned about your health. It's also a very well-maintained hospital that makes you feel welcome from the moment you enter the registration area. Kudos to you WAH for making a difference in people's lives on a daily basis! You can be very, very proud!! (Overall) I commend Cindy for welcoming people and making them feel at home the minute you walk in the door to Windom Area Hospital. this is an amazing characteristic because if you're going into the hospital to have an MRI of your brain the stress level is extremely high. she was able to help put my mind at ease. although I didn't see her on October 29th, I'd also like to acknowledge it dr. Mary Olsen for all of the time, expertise, and genuine concern that she has for her patients. I always leave my appointments with her feeling so much better than when I entered the door. she is a gift to me and so many others. I truly hope and pray that Windom Area Hospital board realizes what a gift she is to her patients. Although I don't remember their names (possibly Steve and Cindy??) who performed the MRI of my brain in the semi, they were both very professional, open to my questions, and truly tried to put my mind at ease because I was scared to hear the results of the MRI of my brain. When I asked if I could listen to Christian music during the procedure, they were so accommodating. They truly wanted to help me and relieve the stress I was feeling. thank you Windom Area Hospital for everything you do from the clean, maintained facility to the hiring of people who put their patients first... I'm very proud of all of you. WAH may not be as big as the hospitals in Sioux Falls, but your character and heart surpass many other facilities. Thanks for being you! (Comments) (MRI)
6. I appreciate the care I am getting. (Overall Assessment) (Other)
7. Almost left after waiting 30 min. to get in for my appt. (Comments) (Mammography)
8. I had scheduled my appointment approximately 3 weeks prior. However, there was no record of my appointment when I arrived. Thankfully, they were able to work me in.(Registration) (Mammography)
9. got right in and only had to wait to use the bathroom. (Registration) never had a complaint about Windom Hospital (Facility) Karen in reception is great(Comments) (Lab)
- 10.

\*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. \*Rachael - nurse, \*Jen - Lab, \*Darci - xray & \*Dr. Bynam were all very professional and appreciate their efforts.
2. I disagreed with the amount of pain medication was needed, and felt I was given WAY too much. (Nurses) I would have appreciated pain medication sooner. (Doctors) They were very considerate in this area. (Friends/family) I felt very informed. (Personal Issues) It depends on how severe the emergency would be. (Overall assess)
3. \*Dr. Brett Van Kley
4. \*Dr. Stephanie Buhler, RN \*Jason, RN \*Landon, RN \*Mary O.
5. Laradee Herding PT, Nicole Sammons OT. Both did a very good job.
6. Cindy was very pleasant at registration desk
7. Ike pohlman
8. Mitchel Boeck
9. Dr Yusuf, Tammy Holtz and another nurse I believe her name is Jessica ..they were all amazing
10. \*Mary was an awesome nurse!
11. \*Chris - transfusion nurse.
12. \*Wendy Wenner
13. Val Wilkening
14. Karen in reception is great
15. Val always does an excellent job!
16. Bev in registration and Val in imaging.
17. Judy W. (volunteer) was very helpful in walking me to my next procedure.
18. Nursing staff was wonderful!

\*\*Responses documented in this report are typed exactly as was received in the survey.\*\*