

Meeting Name: Windom Area Health Governing Board of Directors

AGENDA

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|---|---|
| Purpose: Provide governance for Windom Area Health | |
| Meeting Date/Time/Location: | Monday, October 26, 2020 / Meeting 5:30 pm / Large Conference Room |
| Members: All WAH Governing Board members | Present: Absent: Others: |
| Recorder: | Janel Eichstadt, Admin Asst |
| Category / Topic | Action step(s) / Updates |
| STANDING ITEMS | |
| Call to Order | Call Windom Area Health Governing Board meeting to order at 5:30 pm by WAH Board Chairperson. |
| Minutes | Approve Windom Area Health Governing Board minutes from the regular meeting of September 26, 2020. <i>(Board motion)</i> |
| COMMITTEE REPORTS | |
| Professional Practice / Quality & Planning Cmte | Review Committee activities. |
| Finance / Personnel / Labor Relations & Building & Grounds Cmte | Review Committee activities. |
| OTHER REPORTS | |
| Statistical & Financial Performance Reports | Review & recommend approval of statistical & financial reports. <i>(Board motion)</i> |
| Funded Depreciation Transfer | Review capitol purchase activity & approve Funded Depreciation Account transfer. <i>(Board motion)</i> |
| Educational Assistance Applications | Review & recommend approval of application(s) for educational assistance. <i>(Board motion)</i> |
| New / Department Transfer Employees | Report on employees recently hired / transferred. |
| Medical Staff Credentialing & Meeting Update | <ul style="list-style-type: none"> Review & approve medical staff credentialing, upon recommendation from WAH Medical Staff. <i>(Board motion)</i> Present update on business addressed at WAH Medical Staff meeting. |
| Patient Concern Reports | Review patient concern reports and patient survey comments. |
| Patient Safety Reports | Review Patient Safety activities. |
| Administration | <ul style="list-style-type: none"> Review of Sr. Management Team Executive Summaries. <ul style="list-style-type: none"> Discuss changing December 28th Governing Board meetings to December 21st. Review and approve WAH committee meeting reports as presented. <i>(Board motion)</i> |
| City of Windom | Informational update. |
| Sanford Health Network | Informational update. |
| WAH Foundation Board | No October Foundation meeting. Strategic Planning meeting November 16 th at 5:00 p.m., Large Conference Room. |
| WAH Auxiliary | Auxiliary met October 12, 2020, via Zoom. |

| NEW & OLD BUSINESS | | |
|-------------------------------|---|-------------------|
| New Business | | Dr Michael Fisher |
| Old Business | | Dr Michael Fisher |
| CONCLUSION | | |
| Board Education | Healogics Annual Business Review Of Wound and Hyperbaric Healing Center | Nikkie Steffensen |
| | Conclude WAH Governing Board meeting. | Dr Michael Fisher |

Meeting Name: Windom Area Health Governing Board of Directors

MINUTES

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|---|--|
| Purpose: Provide governance for Windom Area Health | |
| Meeting Date/Time/Location: | Monday, September 28, 2020 / Meeting 5:30 pm / Large Conference Room |
| Members: All WAH Governing Board members | Present: Dr. Michael Fisher, Ann Bartelt, Dan Ortmann, Mary Holmen, Justin Schmit, Laura Fresk, Julie Brugman/Mt Lk Advisory Mbr, John Peyerl/CFO, Emily Masters/CHRO, Kathy Becker/DON, Kelsey Andrews/DON, Shelby Medina/CEO, Terry Mahar/Sanford Health Network VP Absent: Kay Gross, JoAnn Ray/City Council WAH liaison Other Attendees: Dr. R. Dynes/Chief of Medical Staff, Steve Nasby/City of Windom Administrator Janel Eichstadt, Admin Asst |
| Recorder: | |
| Category / Topic | Action step(s) / Updates |
| STANDING ITEMS | |
| Call to Order | Windom Area Health Governing Board meeting was called to order at 5:30 pm by Governing Board Chair, Dr. Michael Fisher. |
| Minutes | M/S/C UNANIMOUSLY TO APPROVE WINDOM AREA HEALTH GOVERNING BOARD MINUTES FROM THE REGULAR MEETING OF AUGUST 24, 2020 (BARTELT/FRESK). |
| COMMITTEE REPORTS | |
| Professional Practice / Quality & Planning Cmte | Dr. Dynes provided a Covid-19 update at the Medical Staff meeting held earlier today to include current statistics for Cottonwood County and the state of Minnesota. PPE supplies continue to be monitored with Windom Area Health having an adequate supply on hand. Dr. Dynes presented an update to Committee members regarding status of Medical Staff bylaws and Chief Medical Officer position. He noted physicians are requesting additional information, which Shelby will address. M/S/C UNANIMOUSLY, UPON RECOMMENDATION FROM THE PROFESSIONAL PRACTICE COMMITTEE, FOR WAH GOVERNING BOARD TO PROCEED WITH OBTAINING CONSULTATION SERVICES FROM CLIFTONLARSONALLEN FOR FURTHERING DISCUSSIONS TO ATTAIN MUTUAL AGREEMENT ON REVISIONS TO THE MEDICAL STAFF BYLAWS WITH MEMBERS OF THE WAH MEDICAL STAFF (ORTMANN/HOLMEN). Shelby reviewed information pertaining to OccMed services currently offered at WAH as well as the expansion of several new services being added effective October 1, 2020 with a soft launch opening and marketing of this expanded service line beginning in the near future. |
| Finance / Personnel / Labor Relations & Building & Grounds Cmte | M/S/C UNANIMOUSLY TO APPROVE SENDING ACCOUNTS TOTALING \$51,940.56 TO AAA COLLECTIONS AND APPROVE 6 FINANCIAL ASSISTANCE ACCOUNTS SUBMITTED FOR WRITE-OFF TOTALING \$1885.82 (BARTELT/SCHMIT). To date, financial assistance accounts approved for write off total \$30,650.82 on a FY2021 budget of \$200,000. M/S/C UNANIMOUSLY TO ACCEPT THE FOLLOWING RESIGNATION – 1 FT RADIOLOGY TECH EFFECTIVE OCTOBER 2, 2020; (BARTELT/FRESK). There were no terminations to report. Shelby discussed information regarding CliftonLarsonAllen Consulting Services and securing their services to proceed with furthering discussions on revisions to the Medical Staff Bylaws with the WAH Medical Staff. |
| OTHER REPORTS | |
| Statistical & Financial Performance Reports | August 2020 statistical and utilization graphs were reviewed. The month's total patient revenue was above budget projections; contractual adjustments, as a percentage of revenue, were above budget projections; total operating expenses were below budget expectations; net operating revenue and total operating expenses factored together left a net gain totaling \$281,621. FY2020 year-to-date net income totals \$920,756 on a projected budget of (\$1,390,447). Days in A/R were reported at 49.38 and Days Cash on Hand totaled 362. M/S/C UNANIMOUSLY TO APPROVE AUGUST 2020 STATISTICAL AND FINANCIAL PERFORMANCE REPORTS AS PRESENTED (ORTMANN/FRESK) |
| Funded Depreciation Transfer | There was no transfer of Funded Depreciation funds for August 2020 due to no capital purchases. |
| Educational Assistance Applications | An Educational Assistance application was resubmitted by an RN requesting \$2695 in her follow-up request to attend American Sentinel University to attain her BSN degree with graduating in December 2020. M/S/C UNANIMOUSLY TO APPROVE AN EDUCATIONAL ASSISTANCE REQUEST TOTALING \$2695 FROM AN RN TO ATTEND AMERICAN SENTINEL UNIVERSITY ONLINE TO OBTAIN THEIR BSN DEGREE. (BARTELT/SCHMIT). |

Dr Michael Fisher
Dr Michael Fisher

Dan Ortmann

Ann Bartelt

John Peyerl

John Peyerl

Shelby Medina

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|--|---|-----------------------------------|-------------------------------|-----------------------------------|--------------------------|-------------------------------|-----------------------------|---------------------|---------------|-----------------------|-----------------------|---------------|-----------------------|------------------|--|--|---------------|
| New / Department Transfer Employees | <p>The following new hires were reported: 2 temporary Medical Screeners; Nutritional Services cook, and FT Environmental Services housekeeper. Internal changes included: 1 RN moved from .5 FTE to PRN, 1 RN moved from PRN to .5FTE, 1 PRN RN to .8 FTE, Maintenance Dept employee promoted to Maintenance Dept supervisor, Nutrition Aide moved from .2 FTE to PRN, and a former WAH RN was contracted to provide PRN cardiac rehab services.</p> <p>M/S/C UNANIMOUSLY, UPON RECOMMENDATION FROM WAH MEDICAL STAFF, TO APPROVE MEDICAL STAFF CREDENTIALING AS PRESENTED (ORTMANN/HOLMEN)</p> <p>REAPPOINTMENTS:</p> <table border="0"> <tr> <td>Richard Erbes, DPM</td> <td>Podiatry</td> <td>Associate Professional Consulting</td> </tr> <tr> <td>Charles Flohr, M.D.</td> <td>Radiology</td> <td>Allied Health Professionals</td> </tr> <tr> <td>Karen Juber, RN</td> <td>Surgery</td> <td>Cardiology Consulting</td> </tr> <tr> <td>Riyad Mohama, M.D.</td> <td>Cardiology</td> <td>Cardiology Consulting</td> </tr> <tr> <td>Bruce Watt, M.D.</td> <td></td> <td></td> </tr> </table> | Richard Erbes, DPM | Podiatry | Associate Professional Consulting | Charles Flohr, M.D. | Radiology | Allied Health Professionals | Karen Juber, RN | Surgery | Cardiology Consulting | Riyad Mohama, M.D. | Cardiology | Cardiology Consulting | Bruce Watt, M.D. | | | Shelby Medina |
| Richard Erbes, DPM | Podiatry | Associate Professional Consulting | | | | | | | | | | | | | | | |
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| Riyad Mohama, M.D. | Cardiology | Cardiology Consulting | | | | | | | | | | | | | | | |
| Bruce Watt, M.D. | | | | | | | | | | | | | | | | | |
| Medical Staff Credentialing & Meeting Update | <p>SANFORD TELEMEDICINE APPOINTMENTS:</p> <table border="0"> <tr> <td>Terri Peterson-Henry, M.D.</td> <td>Hospice & Palliative Medicine</td> <td>Telemedicine</td> </tr> <tr> <td>Elizabeth Toomajian, CNP</td> <td>Hospice & Palliative Medicine</td> <td>Telemedicine</td> </tr> </table> <p>VRAD REAPPOINTMENTS:</p> <table border="0"> <tr> <td>Joshua Morais, M.D.</td> <td>Teleradiology</td> <td>Telemedicine</td> </tr> <tr> <td>Katherine Tobin, M.D.</td> <td>Teleradiology</td> <td>Telemedicine</td> </tr> </table> <p>RESIGNATION: <i>(For informational purposes only)</i></p> <p>Karen Phillips, M.D. Teleradiology Telemedicine</p> <p>M/S/C UNANIMOUSLY, UPON RECOMMENDATION FROM THE MEDICAL STAFF, TO APPROVE THE BLOODBORNE PATHOGEN POLICY & TB RISK ASSESSMENT POLICY FOR FY2021 AS PRESENTED (ORTMANN/HOLMEN)</p> <p>Dr. Dynes shared information as it relates to the new Avera Clinic, which is opening for patient services October 12, 2020. He stated the clinic has been designated a Federal Qualified Health Care (FQHC) clinic that is accessible to all patients regardless of their income status. He also shared the clinic will continue offering the same services with new additional services to include 3-D mammograms and dexascans.</p> <p>Dr. Dynes encouraged everyone to get flu vaccinations this fall which will greatly assist medical providers to delineate between Covid-19 and flu symptoms.</p> | Terri Peterson-Henry, M.D. | Hospice & Palliative Medicine | Telemedicine | Elizabeth Toomajian, CNP | Hospice & Palliative Medicine | Telemedicine | Joshua Morais, M.D. | Teleradiology | Telemedicine | Katherine Tobin, M.D. | Teleradiology | Telemedicine | Dr R. Dynes | | | |
| Terri Peterson-Henry, M.D. | Hospice & Palliative Medicine | Telemedicine | | | | | | | | | | | | | | | |
| Elizabeth Toomajian, CNP | Hospice & Palliative Medicine | Telemedicine | | | | | | | | | | | | | | | |
| Joshua Morais, M.D. | Teleradiology | Telemedicine | | | | | | | | | | | | | | | |
| Katherine Tobin, M.D. | Teleradiology | Telemedicine | | | | | | | | | | | | | | | |
| Patient Concern Reports | August 2020 Patient Concern Reports and patient survey comments were reviewed and found to be appropriately addressed. | Shelby M./ | | | | | | | | | | | | | | | |
| Patient Safety Reports | Kelsey noted 2 reportable patient falls occurred with no injuries; 0 documented skin integrity issues to patients; 0 use of patient restraints; and 0 opioid-related deaths. Kelsey noted there were no reportable adverse events for the month. | Kelsey A. | | | | | | | | | | | | | | | |
| Administration | <p>Members of the Senior Management Team shared additional items of business to report along with information included in the Executive summaries included in the Board books. Emily noted the Trunk or Treat Halloween event scheduled for October 30th was cancelled following guidelines from the CDC as they relate to Covid-19. Other Halloween events continue to be planned for on the Be Well Path for this same evening.</p> <p>Shelby noted RN contract negotiations with the nurse's union that were put on hold due to COVID-19 are set to resume.</p> <p>M/S/C UNANIMOUSLY TO APPROVE THE FOLLOWING WAH COMMITTEE MEETING REPORTS AS PRESENTED (FRESK/BARTELT)</p> <ul style="list-style-type: none"> PERFORMANCE IMPROVEMENT & RISK MANAGEMENT ER/TRAUMA/STROKE COMMITTEE | Sr. Mgmt Team | | | | | | | | | | | | | | | |
| City of Windom | Paving projects have been completed on Rolling Green as well as the parking lot located at the new apartment building on east 16 th Street. City Council is working on setting a date for their Strategic Planning meeting. 2021 levy for Windom is currently at 4.99% with council members continuing to explore opportunities to lower this if possible. | Steve Nasby | | | | | | | | | | | | | | | |
| Sanford Health Network | Informational update was given relating to Covid-19. A pro golf tournament was held September 7-13 in Sioux Falls with spectators attending. The event was very successful with monies raised from this event donated to Sanford Children's Hospital. Sanford and Avera hospitals in Sioux Falls have been at very high capacity patient rates for some time, as well as many other hospitals in the region, for multiple reasons but not Covid-related admissions. Flu vaccinations are being strongly encouraged this year. | Terry Mahar, VP | | | | | | | | | | | | | | | |

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| WAH Foundation Board | WAH Foundation Board will be meeting Tuesday, September 29, 5:00 p.m. | Shelby Medina |
| WAH Auxiliary | WAH Auxiliary met September 14, 2020, via Zoom. No meeting was held in August with no minutes available. | Shelby Medina |
| NEW & OLD BUSINESS | | |
| New Business | M/S/C UNANIMOUSLY TO ADJOURN FROM THE REGULAR BUSINESS OF THE WAH GOVERNING BOARD MEETING AND ENTER INTO A CLOSED SESSION REGARDING DISCUSSION OF A CONTRACTUAL LOAN AGREEMENT (SCHMIT/BARTELT) M/S/C UNANIMOUSLY TO EXTEND A STUDENT LOAN CONTRACT AGREEMENT IDENTIFIED IN CLOSED SESSION DISCUSSION UNTIL JULY 1, 2021, TO INCLUDE A MONTHLY INTEREST PAYMENT TO WINDOW AREA HEALTH TO BEGIN IMMEDIATELY WITH ALL OTHER STATED TERMS INCLUDED IN THE MEMO OF UNDERSTANDING TO THIS LOAN AGREEMENT BE MET BY THE STUDENT LOAN RECIPIENT. DEFAULT OF NOT MEETING TERMS OUTLINED IN THE CONTRACT'S MEMO OF UNDERSTANDING WILL RESULT IN THE LOAN AMOUNT PLUS INTEREST BE PAID IN FULL TO WINDOW AREA HEALTH IMMEDIATELY (ORTMANN/HOLMEN) Meeting was re-opened to the public at the conclusion of the closed session. | Dr Michael Fisher |
| Old Business | There was no old business. | Dr Michael Fisher |
| CONCLUSION | | |
| | WAH Governing Board meeting was concluded by Dr. Michael Fisher. | Dr Michael Fisher |

Signature _____, Ann Bartelt, Governing Board Secretary

WINDOM AREA HEALTH

GOVERNING BOARD EXECUTIVE SUMMARY

As of October 22, 2020

WAH MISSION: *"Dedicated to Health"*

CHIEF FINANCIAL OFFICER REPORT

Overview:

- Net income from operations was \$453,628 compared to a budget of \$53,261. Our net patient revenue was about \$520,000 more than last September. Therefore, no stimulus funds were applied as in the first two months of the fiscal year. This brings the year-to-date net income to \$1,229,567 versus a budget of (\$1,390,522). We have applied \$835,000 in stimulus dollars this year. Year to date Net Income from operations would be about \$395,000 without the stimulus funds compared to (\$70,000) through September 2020.

The volume of activity in September was very good. Acute admissions were the most since last September at thirty-four. The eighty-four inpatient days we saw in September were about seven above our 12-month average. Almost all of our inpatient activity indicators exceeded budget. Strong outpatient activity in September has pushed our gross outpatient revenue approximately \$530,000 more year to date than last year. August is the last month that we reduced our original budget to account for the pandemic. September monthly budget numbers are reflective of our pre-COVID expectations.

- Imaging procedures were the most in a month since November 2017. With the exception of MRI scans, all modalities have met or exceeded last year numbers on a year to date basis. Mammography (266 compared to 209) and Ultrasounds (189 compared to 125) lead the way.
- After a dip in August, Laboratory volumes are exceeding historical averages. Last fiscal year, laboratory tests averaged about 9,130 in a given month. There were 9,908 in the month of September. That is a 13% increase over August and 9% more than the historical average.
- Forty-nine surgical procedures were performed in September, which is up from the historical average of about forty-three. Ten of those were joint replacements, which is most in a preformed in a month.
- Rehab Therapy continues to see volumes increase from a low of 785 modalities in April. The department performed 1,404 modalities in September.

Contractual adjustments came in at 40.8% for the month. Contractual adjustments are budgeted at 43.0%. Year to date is 44.9% compared to a budget of 43.0% and last year's amount of 44.5%. The fiscal year 2020 Medicare Cost Report was filed in September. An updated template using that current data have allowed us to take some of the conservatism out of the calculation. That contributed to the lower monthly contractual adjustment.

Overall, expenses were \$53,000 more than budget. Supplies related to the orthopedic surgical cases are what drove the variance.

Looking Forward:

- Mid-year Budget Revision

WINDOM AREA HEALTH
GOVERNING BOARD EXECUTIVE SUMMARY
as of October 22nd, 2020
WAH MISSION: *"Dedicated to Health"*

DIRECTOR OF NURSING REPORT

- **Medical/Surgical/OB/Emergency Room:**
 - State Trauma review was completed on October 22nd to retain WAH's trauma designation of a level 4.
 - Preparing and reviewing workflows in preparation for Covid/Influenza season.
 - Kate Axford gave her retirement notice with her last day being November 5th.

- **Diabetes Management/Oncology:**
 - Nothing to report at this time.

- **Surgery:**
 - Preoperative COVID testing going well. Preoperative testing has been moved to ambulance garage throughout the winter season.

- **Committee Meetings**
 - OB Committee:
 - Reviewed continuation of online stork report. Healthcare facilities have moved away from this due to safety concerns.
 - Reviewed possibility of changing the language on WAH's informed consent and policy from VBAC (vaginal birth after cesarean) to TOLAC (trial of labor after cesarean).
 - Looking into a new policy for nurse to follow mom and newborn: one to one for the first two hours after a delivery.
 - Reviewed benefits of scheduled pain medication, to reduce opioid administration in the postpartum period, wanting provider input.
 - CY 2021 prenatal class schedule has been sent out to clinics and county WIC offices.

 - ER/Trauma/Stroke Committee:
 - Trauma site visit completed on October 22nd.
 - Looking into Intranasal medication in ED.
 - Stroke Designation Recertification packet sent in for review.

 - MHA Safety Data as of October 21st.
 - Falls – 1
 - Skin Integrity - 0
 - Restraints – 0
 - Opioid Deaths – 0
 - Reportable Events – 0

WINDOM AREA HEALTH

GOVERNING BOARD EXECUTIVE SUMMARY

as of October 22, 2020

WAH MISSION: "Dedicated to Health"

CHIEF HUMAN RELATIONS OFFICER REPORT

Human Resources/Employee Health

- Posted positions:
 - Surgery Tech – PRN
 - LPN – Clinic
 - RN
 - Housekeeper
 - HR Assistant
- Flu shots are being administered to staff. Vaccine backorders are preventing all staff from receiving them at this time, clinical staff are prioritized.
- Employee Health is very busy dealing with questions and situations related to COVID related illnesses or exposures (non-work).

Community Health and Wellness/Wellness Center

- The Wellness Center is open to members from 6am – 6pm (must be in and screened by 6pm) Monday – Friday. The showers are available for members as well. We continue to look for ways to reopen after screening hours.
- We have hired Tera Elness as a part-time Fitness Specialist who will start October 27th.
- A Trick or Tone yoga event class is scheduled for October 31st.

Marketing/PR

- Just over \$6,000 was raised through the Tammy Hall Breast Health Walk on 10/10.
- A tailored Spooktacular event will be held on October 30th (Friday) around the path where kids/community can enjoy a spooky path and our department scarecrows. Kids will get a goodie bag.

Donations

- \$100 to the Theater for Merchant Matinees
- \$100 to the Fire Dept for safety materials.

Committee Meetings

- Employee Focus/Finance: The Nursing Dept won the scarecrow contest and will get a pizza party. A Giving Tree committee is organizing the purchase of gifts for foster kids.
- Patient & Family Advisory Committee: The group met on October 13th. Current marketing and new services were discussed. The PFAC was thanked for their effort in helping design the new patient guides for each room. Discussion was held and recommendations were made for changes to the visitor policy that will be brought forward and discussed with Incident Command.
- Safety: No report.
- Safe Patient Handling: No report.

Meeting Name: Windom Area Health 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.

Meeting Date/Time/Location: Monday, October 26, 2020 / 4:30-5:15 pm / Large Conference Room

Members: Ann Bartelt, Laura Fresk, Justin Schmit, Dr. Michael Fisher-ex officio, Julie Brugman/Mt Lk Advisory Mbr, John Peyer/CFO, Emily Masters/CHRO, Kelsey Andrews/DON, Shelby Medina/CEO

Present:
Absent:
Others:

Chairperson (Acting Chairperson) Ann Bartelt, Chairperson
Recorder: Janel Eichstadt, Admin Asst

| Category / Topic | Action step(s) / Updates | Leader: |
|------------------------------------|---|-----------|
| STANDING ITEMS | | |
| Call to Order | Call Finance/Personnel/Labor Relations & Building & Grounds meeting to order at 4:30 pm by Committee chairperson. | Ann B. |
| Minutes | Approve minutes from regular Committee meeting of September 28, 2020. <i>(Cmte Motion)</i> | Ann B. |
| Collections & Financial Assistance | Review & recommend approval of patient accounts. <i>(Cmte Motion / Bd Motion)</i> | John P. |
| Employee Resignations/Terminations | Review & recommend acceptance of WAH employee resignations / terminations. <i>(Cmte Motion / Bd Motion)</i> | Emily M. |
| FOLLOW-UP ITEMS | | |
| CLA Consulting Services | Review next steps | Shelby M. |
| Organizational Adjustments | Review upcoming staffing adjustments | John P. |
| NEW/CURRENT ITEMS | | |
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| | | |
| CONCLUSION | | |
| | Conclude Finance/Personnel/Labor Relations & Building & Grounds Committee meeting. | Ann B. |

Meeting Name: Windom Area Health 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.

Meeting Date/Time/Location: Monday, September 28, 2020 / 4:30 pm / Large Conference Room

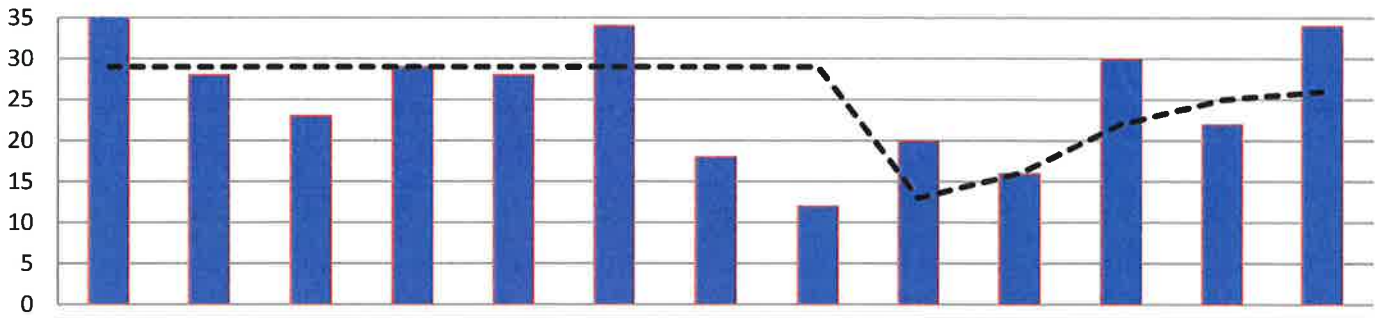
Members: Ann Bartelt, Laura Fresk, Justin Schmit, Dr. Michael Fisher-ex officio, Julie Brugman/Mt Lk Advisory Mbr, John Peyerl/CFO, Kelsey Andrews/DON, Shelby Medina/CEO, Terry Mahar/Sanford Health Network VP
Absent: Emily Masters/CHRO
Others:

Chairperson (Acting Chairperson): Ann Bartelt, Chairperson
Recorder: Janel Eichstadt, Admin Asst

| Category / Topic | Action step(s) / Updates | Leader: |
|------------------------------------|---|-----------|
| STANDING ITEMS | | |
| Call to Order | Finance/Personnel/Labor Relations/Building & Grounds Committee meeting was called to order at 4:40pm by Chairperson, Ann Bartelt. | Ann B. |
| Minutes | M/S/C UNANIMOUSLY TO APPROVE FINANCE/PERSONNEL/LABOR RELATIONS/BUILDING & GROUNDS COMMITTEE MINUTES FROM THE REGULAR MEETING OF AUGUST 24, 2020 (BRUGMAN/SCHMIT). | Ann B. |
| Collections & Financial Assistance | M/S/C UNANIMOUSLY TO RECOMMEND APPROVAL TO SEND PATIENT ACCOUNTS TOTALING \$51,940.56 TO AAA COLLECTIONS; RECOMMEND APPROVAL OF THE FOLLOWING 6 FINANCIAL ASSISTANCE PATIENT ACCOUNTS: 0 NEW ACCOUNTS SUBMITTED FOR WRITE-OFF ; 2 ACCOUNTS WITH BALANCES BELOW \$1500 WITH 1 ACCOUNT AT 0% WRITE-OFF TOTALING \$0, AND 1 ACCOUNT AT 100% WRITE-OFF TOTALING \$1495.00; AND 4 PREVIOUSLY APPROVED ACCOUNTS WITH 1 ACCOUNT RECEIVING A 100% WRITE-OFF TOTALING \$65.00 AND 3 ACCOUNTS AT 50% WRITE OFF TOTALING \$325.42, WITH ALL APPROVED FINANCIAL ASSISTANCE ACCOUNTS SUBMITTED FOR WRITE-OFF TOTALING \$1885.82. (SCHMIT/FRESK) In month 5 of FY2021, accounts totaling \$30,650.82 have been approved for Financial Assistance on a budget of \$200,000. | John P. |
| Employee Resignations/Terminations | M/S/C UNANIMOUSLY TO RECOMMEND APPROVAL OF THE FOLLOWING RESIGNATION – 1 FT RADIOLOGY TECH EFFECTIVE OCTOBER 2, 2020; (SCHMIT/FRESK). | Shelby M. |
| FOLLOW-UP ITEMS | | |
| CLA Consulting Services | Shelby led discussion regarding the next steps on moving forward towards resolving concerns with revisions to the Medical Staff Bylaws and the position of Chief Medical Officer for Windom Area Health. Shelby reviewed information regarding the option of using an outside firm to help encourage dialogue and develop relationships. Shelby discussed an anticipated timeline on what this process might look like acquiring this service and the financial investment associated with it. She noted a recommendation to move forward with this consulting service from the Professional Practice Committee would be addressed at the WAH Governing Board meeting later this afternoon. | Shelby M. |
| Loan Agreement | An update was given on the status of an outstanding Financial Loan Agreement by the individual in possession of the Financial Loan Agreement. Committee members were informed on the current status of this Agreement. M/S/C UNANIMOUSLY TO MOVE INTO A CLOSED SESSION OF THE FINANCE COMMITTEE FOR THE PURPOSE OF ESTABLISHING A RECOMMENDATION PLAN TO PRESENT TO THE WAH GOVERNING BOARD FOR THE COLLECTION OF THIS FINANCIAL LOAN AGREEMENT (BRUGMAN/SCHMIT). M/S/C UNANIMOUSLY TO RE-OPEN THE FINANCE COMMITTEE MEETING UPON CONCLUSION OF THE CLOSED SESSION. (ORTMANN/SCHMIT) | John P. |
| NEW/CURRENT ITEMS | | |
| | There were no New/Current items to address. | |
| CONCLUSION | | |
| | Chairperson, Ann Bartelt, concluded Finance/Personnel/Labor Relations & Building & Grounds Committee meeting. | Ann B. |

ADMISSIONS

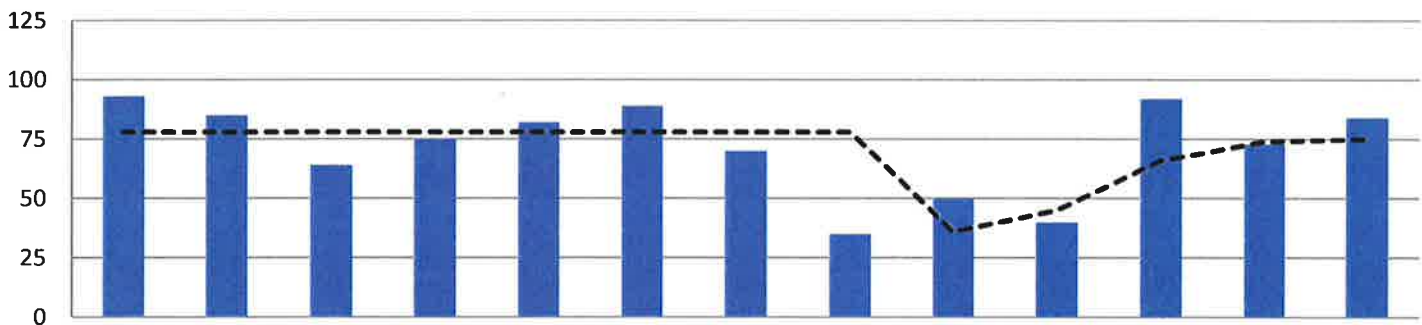
Admissions Budget



| | Sep 19 | Oct 19 | Nov 19 | Dec 19 | Jan 20 | Feb 20 | Mar 20 | Apr 20 | May 20 | Jun 20 | Jul 20 | Aug 20 | Sep 20 |
|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Admissions | 36 | 28 | 23 | 29 | 28 | 34 | 18 | 12 | 20 | 16 | 30 | 22 | 34 |
| Budget | 29 | 29 | 29 | 29 | 29 | 29 | 29 | 29 | 13 | 16 | 22 | 25 | 26 |

PATIENT DAYS

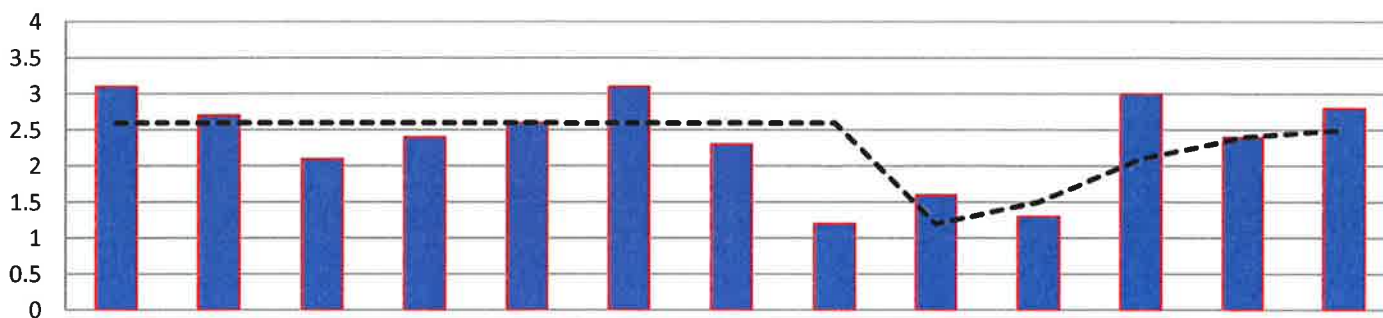
Pt Days Budget



| | Sep 19 | Oct 19 | Nov 19 | Dec 19 | Jan 20 | Feb 20 | Mar 20 | Apr 20 | May 20 | Jun 20 | Jul 20 | Aug 20 | Sep 20 |
|---------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Pt Days | 93 | 85 | 64 | 75 | 82 | 89 | 70 | 35 | 50 | 40 | 92 | 73 | 84 |
| Budget | 78 | 78 | 78 | 78 | 78 | 78 | 78 | 78 | 36 | 45 | 66 | 74 | 75 |

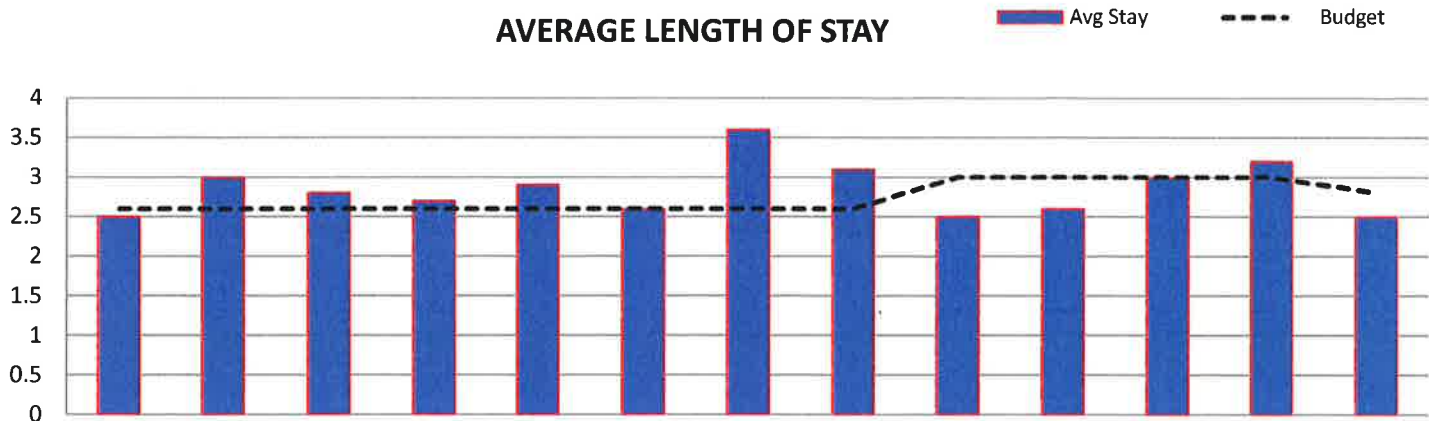
AVERAGE PATIENTS PER DAY

Avg Pt/Day Budget



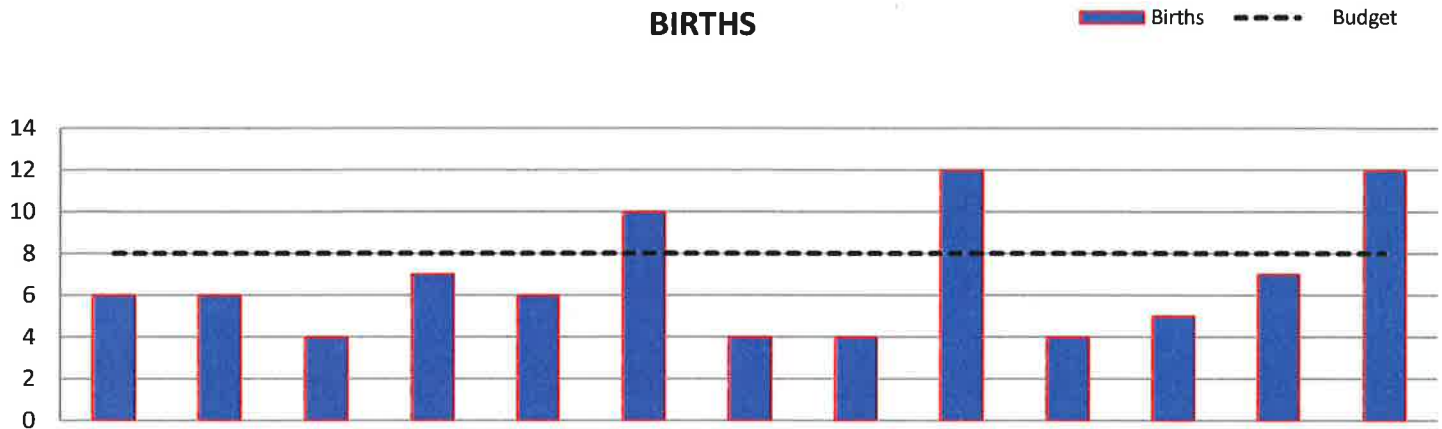
| | Sep 19 | Oct 19 | Nov 19 | Dec 19 | Jan 20 | Feb 20 | Mar 20 | Apr 20 | May 20 | Jun 20 | Jul 20 | Aug 20 | Sep 20 |
|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Avg Pt/Day | 3.1 | 2.7 | 2.1 | 2.4 | 2.6 | 3.1 | 2.3 | 1.2 | 1.6 | 1.3 | 3.0 | 2.4 | 2.8 |
| Budget | 2.6 | 2.6 | 2.6 | 2.6 | 2.6 | 2.6 | 2.6 | 2.6 | 1.2 | 1.5 | 2.1 | 2.4 | 2.5 |

AVERAGE LENGTH OF STAY



| | Sep 19 | Oct 19 | Nov 19 | Dec 19 | Jan 20 | Feb 20 | Mar 20 | Apr 20 | May 20 | Jun 20 | Jul 20 | Aug 20 | Sep 20 |
|----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Avg Stay | 2.5 | 3 | 2.8 | 2.7 | 2.9 | 2.6 | 3.6 | 3.1 | 2.5 | 2.6 | 3.0 | 3.2 | 2.5 |
| Budget | 2.6 | 2.6 | 2.6 | 2.6 | 2.6 | 2.6 | 2.6 | 2.6 | 3.0 | 3.0 | 3.0 | 3.0 | 2.8 |

BIRTHS



| | Sep 19 | Oct 19 | Nov 19 | Dec 19 | Jan 20 | Feb 20 | Mar 20 | Apr 20 | May 20 | Jun 20 | Jul 20 | Aug 20 | Sep 20 |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Births | 6 | 6 | 4 | 7 | 6 | 10 | 4 | 4 | 12 | 4 | 5 | 7 | 12 |
| Budget | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 |

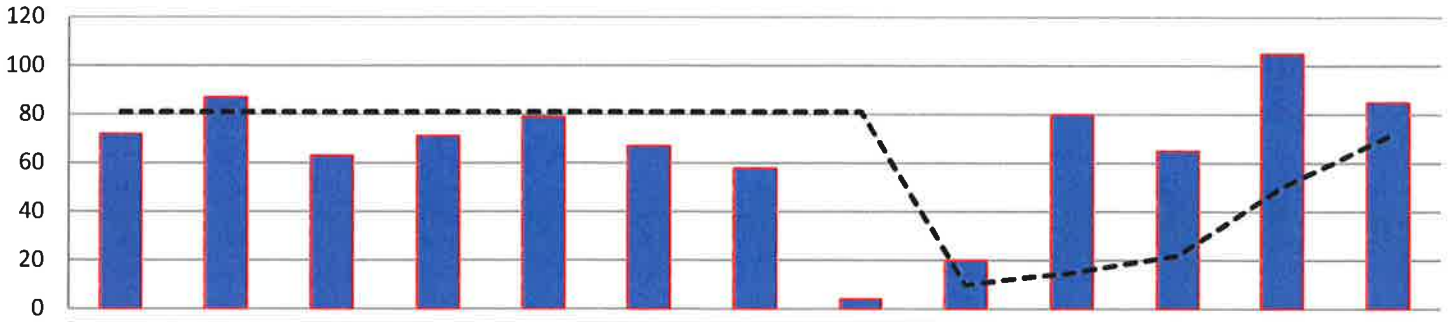
SWING BED DAYS



| | Sep 19 | Oct 19 | Nov 19 | Dec 19 | Jan 20 | Feb 20 | Mar 20 | Apr 20 | May 20 | Jun 20 | Jul 20 | Aug 20 | Sep 20 |
|----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Swing Bed Days | 32 | 14 | 14 | 65 | 11 | 32 | 36 | 6 | 12 | 45 | 36 | 66 | 25 |
| Budget | 18 | 18 | 18 | 18 | 18 | 18 | 18 | 18 | 12 | 15 | 17 | 18 | 25 |

SURGERY

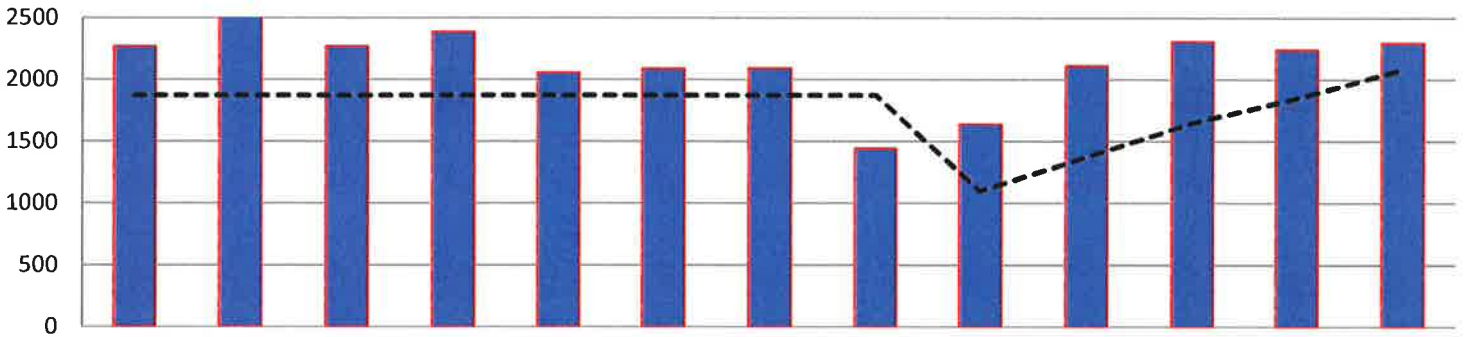
Surgery Budget



| | Sep 19 | Oct 19 | Nov 19 | Dec 19 | Jan 20 | Feb 20 | Mar 20 | Apr 20 | May 20 | Jun 20 | Jul 20 | Aug 20 | Sep 20 |
|---------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Surgery | 72 | 87 | 63 | 71 | 79 | 67 | 58 | 4 | 20 | 80 | 65 | 105 | 85 |
| Budget | 81 | 81 | 81 | 81 | 81 | 81 | 81 | 81 | 10 | 15 | 22 | 50 | 71 |

OUTPATIENT OCCASIONS OF SERVICE

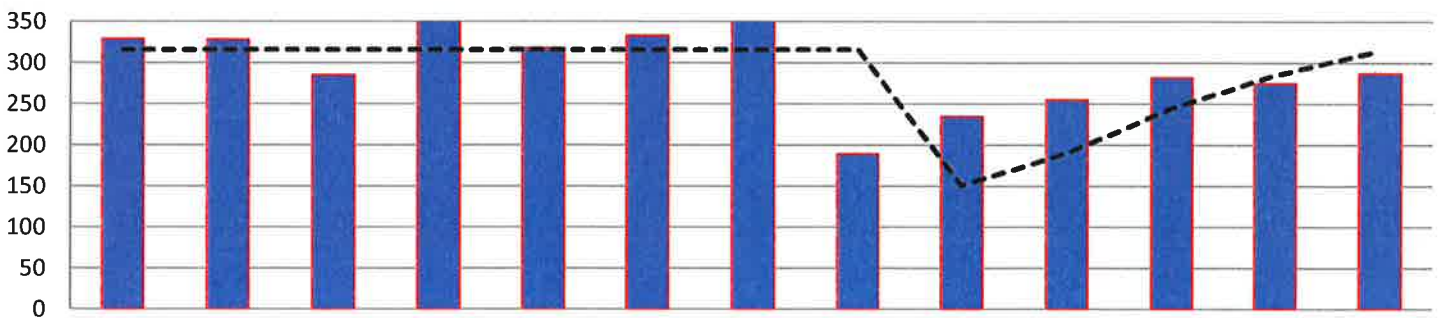
OP Visits Budget



| | Sep 19 | Oct 19 | Nov 19 | Dec 19 | Jan 20 | Feb 20 | Mar 20 | Apr 20 | May 20 | Jun 20 | Jul 20 | Aug 20 | Sep 20 |
|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| OP Visits | 2270 | 2607 | 2271 | 2386 | 2057 | 2090 | 2092 | 1445 | 1639 | 2115 | 2309 | 2243 | 2298 |
| Budget | 1875 | 1875 | 1875 | 1875 | 1875 | 1875 | 1875 | 1875 | 1100 | 1375 | 1650 | 1850 | 2083 |

EMERGENCY VISITS

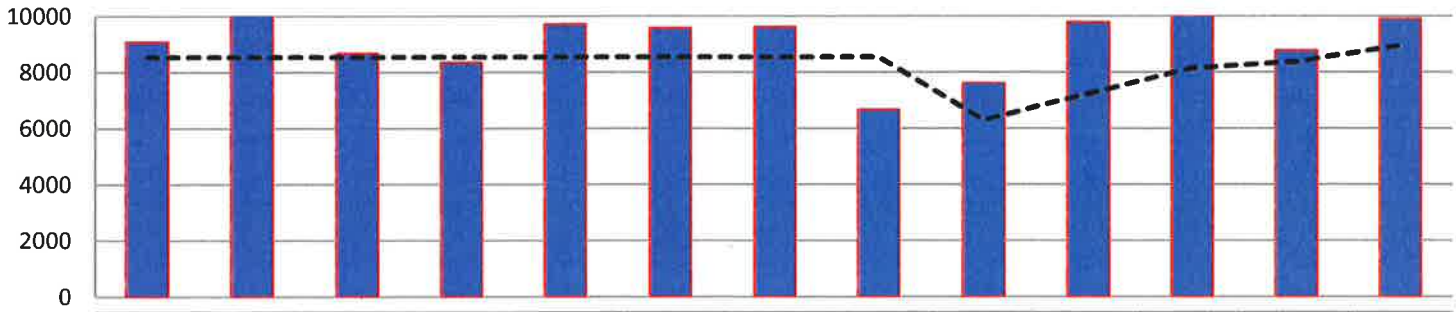
ER Visits Budget



| | Sep 19 | Oct 19 | Nov 19 | Dec 19 | Jan 20 | Feb 20 | Mar 20 | Apr 20 | May 20 | Jun 20 | Jul 20 | Aug 20 | Sep 20 |
|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| ER Visits | 329 | 328 | 285 | 357 | 318 | 333 | 353 | 189 | 235 | 255 | 282 | 275 | 287 |
| Budget | 316 | 316 | 316 | 316 | 316 | 316 | 316 | 316 | 151 | 190 | 245 | 285 | 315 |

LAB PROCEDURES

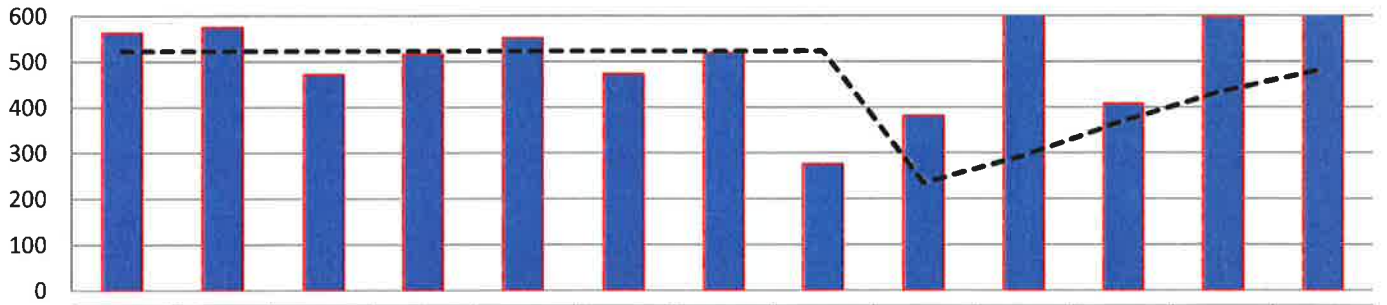
Lab Proc Budget



| | Sep 19 | Oct 19 | Nov 19 | Dec 19 | Jan 20 | Feb 20 | Mar 20 | Apr 20 | May 20 | Jun 20 | Jul 20 | Aug 20 | Sep 20 |
|----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Lab Proc | 9085 | 10419 | 8674 | 8363 | 9727 | 9583 | 9615 | 6680 | 7619 | 9793 | 10036 | 8787 | 9908 |
| Budget | 8542 | 8542 | 8542 | 8542 | 8542 | 8542 | 8542 | 8542 | 6300 | 7245 | 8150 | 8375 | 8958 |

IMAGING PROCEDURES

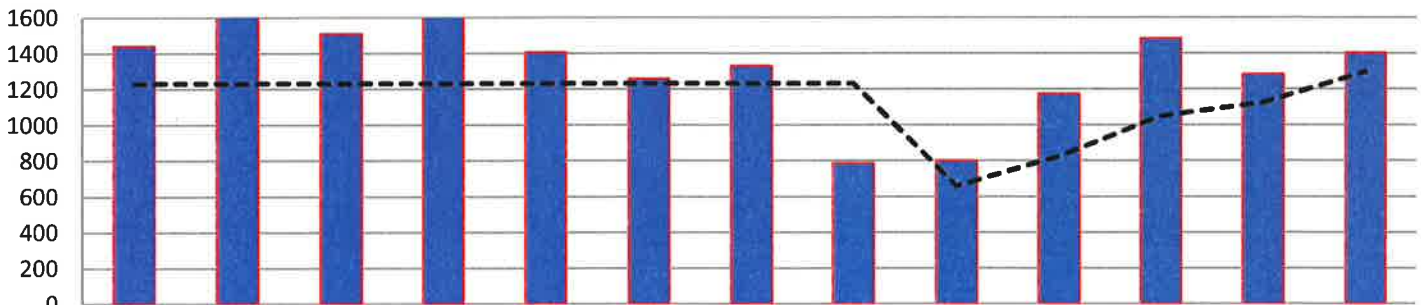
Imaging Proc Budget



| | Sep 19 | Oct 19 | Nov 19 | Dec 19 | Jan 20 | Feb 20 | Mar 20 | Apr 20 | May 20 | Jun 20 | Jul 20 | Aug 20 | Sep 20 |
|--------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Imaging Proc | 563 | 575 | 472 | 516 | 552 | 473 | 519 | 276 | 382 | 672 | 408 | 597 | 604 |
| Budget | 523 | 523 | 523 | 523 | 523 | 523 | 523 | 523 | 235 | 294 | 370 | 435 | 483 |

REHAB MODALITIES

Rehab Modalities Budget



| | Sep 19 | Oct 19 | Nov 19 | Dec 19 | Jan 20 | Feb 20 | Mar 20 | Apr 20 | May 20 | Jun 20 | Jul 20 | Aug 20 | Sep 20 |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Rehab Modalities | 1442 | 1693 | 1511 | 1763 | 1408 | 1259 | 1331 | 785 | 799 | 1175 | 1482 | 1284 | 1404 |
| Budget | 1233 | 1233 | 1233 | 1233 | 1233 | 1233 | 1233 | 1233 | 660 | 825 | 1050 | 1125 | 1298 |

WINDOM AREA HEALTH
INCOME STATEMENT

| | 9/30/2020 | | Revenue | | Revenue | | Revenue | | Revenue | |
|--------------------------------------|--------------------|----------------|--------------------|----------------|--------------------|----------------|----------------------|----------------|-------------|------------|
| | 9/30/2020 | Comparison | Budget 2021 | Comparison | Y-T-D 2021 | Comparison | Budget 2021 | Comparison | Budget 2021 | Comparison |
| PATIENT REVENUE | | | | | | | | | | |
| Inpatient Revenue | \$1,070,180 | 28.53% | \$932,980 | 30.00% | \$3,643,245 | 22.92% | \$3,481,831 | 30.63% | | |
| Outpatient Revenue | \$2,680,680 | 71.47% | \$2,176,952 | 70.00% | \$12,252,036 | 77.08% | \$7,885,577 | 69.37% | | |
| Total Patient Revenue | \$3,750,860 | 100.00% | \$3,109,932 | 100.00% | \$15,895,281 | 100.00% | \$11,367,408 | 100.00% | | |
| Contractual Adjustments | \$1,530,571 | 40.81% | \$1,342,180 | 43.16% | \$7,161,608 | 45.05% | \$4,892,895 | 43.04% | | |
| Other Income | \$15,254 | 0.41% | \$14,502 | 0.47% | \$918,690 | 5.78% | \$72,510 | 0.64% | | |
| NET OPERATING REVENUE | \$2,235,543 | 100.00% | \$1,782,254 | 100.00% | \$9,652,363 | 100.00% | \$6,547,023 | 100.00% | | |
| EXPENSE | | | | | | | | | | |
| Employee Salaries | \$637,900 | 28.53% | \$651,307 | 36.54% | \$3,078,741 | 31.90% | \$3,022,066 | 46.16% | | |
| Employee Benefits | \$198,099 | 8.86% | \$207,463 | 11.64% | \$981,973 | 10.17% | \$994,438 | 15.19% | | |
| Pharmaceuticals | \$39,469 | 1.77% | \$76,027 | 4.27% | \$279,433 | 2.89% | \$333,253 | 5.09% | | |
| Supplies | \$203,018 | 9.08% | \$108,423 | 6.08% | \$721,138 | 7.47% | \$552,956 | 8.45% | | |
| Rents & Utilities | \$22,560 | 1.01% | \$26,981 | 1.51% | \$131,724 | 1.36% | \$137,602 | 2.10% | | |
| Purchased Services | \$379,564 | 16.98% | \$361,403 | 20.28% | \$1,815,188 | 18.81% | \$1,492,816 | 22.80% | | |
| Other Direct Expenses | \$103,367 | 4.62% | \$133,837 | 7.51% | \$493,622 | 5.11% | \$586,653 | 8.96% | | |
| Provision for Bad Debts | \$64,937 | 2.90% | \$27,083 | 1.52% | \$245,431 | 2.54% | \$135,416 | 2.07% | | |
| Depreciation | \$119,376 | 5.34% | \$122,333 | 6.86% | \$605,377 | 6.27% | \$611,666 | 9.34% | | |
| Interest Expense | \$13,627 | 0.61% | \$14,136 | 0.79% | \$70,171 | 0.73% | \$70,679 | 1.08% | | |
| Total Operating Expense | \$1,781,917 | 79.71% | \$1,728,993 | 97.01% | \$8,422,798 | 87.26% | \$7,937,545 | 121.24% | | |
| Income (loss) From Operations | \$453,626 | 20.29% | \$53,261 | 2.99% | \$1,229,565 | 12.74% | (\$1,390,522) | -21.24% | | |
| Investment Income | \$5,863 | 0.26% | \$15,417 | 0.87% | \$55,490 | 0.57% | \$77,085 | 1.18% | | |
| Other Revenue/(Expenses) | \$1,441 | 0.06% | (\$2,083) | -0.12% | \$96,633 | 1.00% | (\$10,415) | -0.16% | | |
| Non Operating Rev/Exp | \$7,304 | 0.33% | \$13,334 | 0.75% | \$152,123 | 1.58% | \$66,670 | 1.02% | | |
| Increase in Net Assets | \$460,930 | 20.62% | \$66,595 | 3.74% | \$1,381,688 | 14.31% | (\$1,323,852) | -20.22% | | |
| Month | | | | | | | | | | |

WINDOM AREA HEALTH
 FY 2021
 CAPITAL ASSET ACQUISITIONS

| Yrs Dep | Capital Asset | Vendor | Asset class | May | June | July | August | September |
|--------------|------------------|---------|-------------|-----|-----------------|------|--------|-----------|
| 5 | Rhinolayngoscope | Olympus | Maj Mov | | 6,697.00 | | | |
| Total | | | | | 6,697.00 | | | |

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

Purpose: Oversee WAH 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.

Meeting Date/Time/Location: Monday, October 26, 2020 / 4:00-4:30 pm / Large Conference Room

Members: Kay Gross, Mary Holmen, Dan Ortmann, Dr. Michael Fisher-ex officio, Julie Brugman/Mt Lake Advisory Mbr, Emily Masters/CHRO, John Peyerl/CFO, Kelsey Andrews/DON, Shelby Medina/CEO

Present:
Absent:
Others:

Chairperson (Acting Chairperson) Kay Gross, Chairperson

Recorder: Janel Eichstadt, Admin Asst

| Category / Topic | Action step(s) / Updates | Leader: |
|----------------------------|---|--------------|
| STANDING ITEMS | | |
| Call to Order | Call Professional Practice/Quality & Planning Committee meeting to order at 4:00 pm by Committee chairperson. | Kay G. |
| Minutes | Approve minutes from the regular Committee meeting of September 28, 2020. <i>(Cmte Motion)</i> | Kay G. |
| FOLLOW-UP ITEMS | | |
| Medical Staff / CMO Review | WAH Medical Staff meeting business. | Dr. R. Dynes |
| CLA Consulting Services | Review and discuss next steps | Shelby M. |
| | | |
| | | |
| NEW/CURRENT ITEMS | | |
| Telehospitalist Option | Review telehospitalist coverage options | Shelby M. |
| Patient Survey Change | Review new patient survey replacing Press Ganey | Shelby M. |
| | | |
| CONCLUSION | | |
| | Conclude Professional Practice/Quality & Planning Committee meeting. | Kay G. |

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

| | | |
|--|---|----------------|
| Purpose: Oversee WAH 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. | | |
| Meeting Date/Time/Location: Monday, September 28, 2020 / 4:00 pm / Large Conference Room | | |
| Members: Kay Gross, Mary Holmen, Dan Ortmann, Dr. Michael Fisher-ex officio, Julie Brugman/Mt Lake Advisory Mbr, John Peyerl/CFO, Kelsey Andrews/DON, Shelby Medina/CEO, Terry Mahar/Sanford Health Network VP Absent: Emily Masters/CHRO Others: Dr. R. Dynes/Chief of Medical Staff | | |
| Chairperson (Acting Chairperson) Kay Gross, Chairperson | | |
| Recorder: Janel Eichstadt, Admin Asst | | |
| Category / Topic | Action step(s) / Updates | Leader: |
| STANDING ITEMS | | |
| Call to Order | The Professional Practice/Quality & Planning Committee meeting was called to order at 4:00 pm by Acting-chairperson, Dan Ortmann. | Dan O. |
| Minutes | M/S/C UNANIMOUSLY TO APPROVE COMMITTEE MINUTES FROM THE REGULAR MEETING OF AUGUST 24, 2020, AS PRESENTED (BRUGMAN/FRESK). | Dan O. |
| FOLLOW-UP ITEMS | | |
| Medical Staff / CMO Review | Dr. Dynes provided a Covid-19 update including statistics from Cottonwood County and state of MN. PPE supplies for the hospital continue to be monitored and inventoried regularly noting WAH remains adequately supplied. Dr. Dynes reported WAH medical staff members and employees would have the opportunity to receive flu vaccinations in the near future. Pharmacist, Angie Erickson, gave an update at the medical staff meeting held earlier today about Operation Warp Speed and the projected availability of Covid-19 vaccine. Dr. Dynes noted he and Shelby would be working together with members of the Medical Staff in addressing concerns and questions relating to the proposed Chief Medical Officer position for WAH. | Dr. R. Dynes |
| Medical Staff Bylaws | Shelby led discussion regarding potential next steps on moving forward towards resolving concerns with revisions to the Medical Staff Bylaws and the position of Chief Medical Officer for Windom Area Health. Additional discussion was held regarding the option of using an outside firm to help encourage dialogue and develop relationships. Shelby discussed an anticipated timeline on what this process might look like acquiring this service and the financial investment associated with it. M/S/C UNANIMOUSLY UPON RECOMMENDATION FROM THE PROFESSIONAL PRACTICE COMMITTEE TO REQUEST APPROVAL BY THE WAH GOVERNING BOARD TO PROCEED WITH OBTAINING CONSULTATION SERVICES FROM CLIFTONLARSONALLEN FOR FURTHERING DISCUSSIONS TO ATTAIN MUTUAL AGREEMENT ON REVISIONS TO THE MEDICAL STAFF BYLAWS WITH THE WAH MEDICAL STAFF (ORTMANN/HOLMEN). | Shelby M. |
| NEW/CURRENT ITEMS | | |
| OccMed Service Line | Shelby presented a review of this new service line with available health care offerings to offer to business and organizations in the Windom area. She noted some of the OccMed services already exist with some new services being offered. A CNP provider currently on staff has been certified in this field to be the medical provider. A soft launch of this service line will begin October 1, 2020 with marketing of this service to follow in the near future. | Shelby M. |
| Avera Clinic Update | Dr. Dynes shared information relating to the new Avera Group Clinic opening adjacent to Windom Area Health campus. He stated the new clinic would be opening to patients October 12, 2020. The clinic will be offering the same services currently offered in addition to 3-D mammograms and dexascan services, which will be new services to the Avera Group Clinic. | Dr. R. Dynes |
| CONCLUSION | | |
| | Acting-chairperson, Dan Ortmann, concluded Professional Practice/Quality & Planning Committee meeting. | Dan O. |

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 HEALTH
CREDENTIALING**

OCTOBER 26, 2020

APPOINTMENTS:

| | | |
|------------------------|---------------------------|-----------------------------|
| Thomas Kalinoski, M.D. | Internal Medicine | Emergency Services |
| Kimberlie Lofano, CMA | Podiatry | Allied Health Professionals |
| Adam Nichols, DPM | Podiatry/HBO & Wound Care | Associate Professionals |

REAPPOINTMENTS:

| | | |
|---------------------|--------------------|--------------------|
| Justin Kane, M.D. | Emergency Medicine | Emergency Services |
| Joseph Keenan, M.D. | Emergency Medicine | Emergency Services |
| Mary Olson, M.D. | Family Medicine | Senior Active |
| Jeffrey Taber, M.D. | Family Medicine | Active |

SANFORD TELEMEDICINE APPOINTMENTS:

| | | |
|-------------------|--------------------|--------------|
| Ryan Austin, D.O. | Emergency Medicine | Telemedicine |
|-------------------|--------------------|--------------|

VRAD REAPPOINTMENTS:

| | | |
|---------------------|---------------|--------------|
| Sara Banerjee, M.D. | Teleradiology | Telemedicine |
| Brendan Miner, M.D. | Teleradiology | Telemedicine |

RESIGNATION:

| | | |
|-------------------------|-------------|--|
| Richard Harrison, OPA-C | Orthopedics | Allied Health Professionals <i>(informational purposes only)</i> |
|-------------------------|-------------|--|

SEPTEMBER COMMENTS

***NRC Survey Comments – a few of the Inpatient were from August, they were not available**

| Department | Comment |
|-----------------------------------|---|
| Windom ED | Would have been nice for the emergency room Dr to tell me his name & first I thought he was just from another dept to remove my cast, eventually had to ask the nurse, is he the er dr on duty. |
| Windom ED | The nurse, Janelle was awesome. She was very helpful and listened. The doctor was amazing. Listened to what was going on and everything. |
| Windom ED | I was in the ER for a groin site bleeding from having a stent placed 4 days prior, I had to hold pressure on my own wound in the ER for 2.5 hours to get it to stop bleeding. I feel like it was a waste of my time and money going to the ER. They tell you if your site starts to bleed to seek help because it's your main artery in your leg, but I could of saved my money and time and just stayed at home. |
| Windom IP Med Surg | I was very grateful to have a place to come to for recouping. I truly appreciated the caring staff, Dr . Nurses, Aids, and Kitchen staff. Everyone was so caring. It was my second stay and I hope if I require it again I can come back. Thank you everyone involved™ |
| Windom IP Med Surg | I would recommend to hire a weekend covid screeners for visitor and extend the weekend visitation to like 1-4 and 6-7:30 or at least like 1-5 on sat and sun. As that is when working people can visit lives ones and they can do church, lunch and visiting. Plus weekends get long for patients as they are alone. No therapy, dr.. etc. Going on. Thank you for considering more recommendation. Windom area health was a clean good experience. Thanks to all staff for wonderful care. |
| Windom OP Cardiovascular Services | I didn't like telling my story three times: to the nurse, nurse practitioner and the doctor. |
| Windom OP Cardiovascular Services | The Outreach Clinic personnel always present themselves professionally and exhibit great care and concern for the patient. |
| Windom OP Cardiovascular Services | The technician was very efficient and explained exactly what she wanted me to do. Registration went very smoothly. |
| Windom OP Nuc Med | They really treated you special |
| Windom OP Nursing Services | Pretty much everything is done, right. People were courteous. Were a big help. Everything I thought it was. Pretty good. |
| Windom OP Nursing Services | Windom Area Health System is the best! |
| Windom OP Outreach Clinic | The entire stay was very reassuring to me with a new hip. What to do and not do was repeated by every department. The willingness of the staff to help each other was great. we are most fortunate to have this facility with all the outreach drs right here at Windom keep up the very friendly professional care |
| Windom OP Pain Services | It was a positive experience and I look forward to a future visit. |
| Windom OP PT | PT visit assured me that I was doing the right exercises & gave recommendations on what I needed to improve upon |
| Windom OP PT | Yes, I was very very satisfied. They were always kind my appointment. I had therapy was right on time and and very good care. Thank you. |
| Windom OP PT | It was spot on for what I wanted to accomplish. |

SEPTEMBER COMMENTS

| | |
|---------------------|---|
| Windom OP PT | My problems were handled and it was a very good appointment |
| Windom OP Radiology | They all wore masks! |
| Windom OP Radiology | In and out in a timely manner. |
| Windom OP Radiology | Going experience |
| Windom OP Radiology | had a mammogram and had a good tech who was training another tech and they both were very thorough and aware of how uncomfortable the test can be and they did their best to reassure me |
| Windom OP Radiology | Very good, the Sanford gentlemen were very concerned for me & knowledgeable. |
| Windom OP Radiology | (BLANK) |
| Windom OP Radiology | our appointment was at 11 and we didn't get waited on by the doctor until 10 to 12 I don't know if you had a cancer patient or that's what I always think maybe he had a patient that he had to take time with though Because you just never know what other people are going through. So that's it. Thank you. |
| Windom OP Radiology | Don't force people to wear a mask! |
| Windom OP Radiology | Very happy with Windom Area |
| Windom OP Radiology | I only had a CT scan but the nurse started my IV- that is why I answered the questions as I did |
| Windom OP Radiology | X-ray Tech Heath and RN Kristi were outstanding!! Dr. Issa is a very intelligent doctor!! WAH should feel very fortunate to have all of these individuals!! They all made me feel comfortable during my visit. I will be back!! Lol |
| Windom OP Surgery | Everyone there is so nice and they take very good care of you while you are a patient and they call the next day to see how you are doing. |
| Windom OP Surgery | Everyone was friendly and very professional. |
| Windom OP Surgery | Jackie Fester was my nurse, she was very informative and easy to talk to. She is a great asset to the hospital. |
| Windom OP Surgery | I have had 2 previous colonoscopies and this was a good experience. Thank you to the team that works at Sanford in Windom. |
| Windom OP Surgery | Very pleased with the attentiveness and courtesy of the entire staff |
| Windom OP Surgery | Everyone was wonderful |
| Windom OP Surgery | Everything went very smoothly and did not have a long wait once I arrived. |
| Inpatient | I was treated very good I really enjoyed my stay They were really good to me all the while I was there |
| Inpatient | It was professional to the best it could be. It was a joy to have my husband with me. Everyone seemed to enjoy their jobs. They would freely help each other + told me exactly where they would be + who would be helping me. From admission to PT to the food It was a very pleasant stay. |
| Inpatient | Wonderful staff. |
| Inpatient | The nurses were excellent |
| Inpatient | I received excellent care from every person I interacted with during my hospital stay. Everyone was extremely kind, helpful, compassionate and caring. I am most grateful for the level of care I received. |
| Inpatient | Excellent care from the nurses and staff |
| Inpatient | No nothing, It short + direct to the problem. Thanks |