

Meeting Name: Windom Area Health Governing Board of Directors
AGENDA

Purpose: Provide governance for Windom Area Health	
Meeting Date/Time/Location:	Monday, December 21, 2020 / Meeting 5:30 pm / Large Conference Room or SKYPE
Members: All Windom Area Health 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 November 23, 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. 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	Foundation Board not meeting in December 2020.
WAH Auxiliary	Auxiliary met December 14, 2020, via Zoom. Previous month's meeting minutes included in Board book.

NEW & OLD BUSINESS			
Old Business	Tele-hospitalist Company scheduled for site visit on Tuesday, January 12, 2021 at 5:30 pm.	Dr Michael Fisher	
New Business		Dr Michael Fisher	
CONCLUSION			
	Conclude WAH Governing Board meeting.	Dr Michael Fisher	

Meeting Name: Windom Area Health Governing Board of Directors

MINUTES

Purpose: Provide governance for Windom Area Health	
Meeting Date/Time/Location:	Monday, November 23, 2020 / Meeting 5:30 pm / Large Conference Room or SKYPE
Members: All WAH Governing Board members	Present: Dr. Michael Fisher, Dan Ortman, Mary Holmen, Ann Bartelt, Kay Gross, Justin Schmit, Laura Fresk, Julie Brugman/Mt Lk Advisory Mbr, John Peyerl/CFO, Emily Masters/CHRO, Kelsey Andrews/DON, Shelby Medina/CEO, Terry Mahar/Sanford Health Network VP Absent: 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:	Leader:
Category / Topic	Action step(s) / Updates
STANDING ITEMS	
Call to Order	Call Windom Area Health Governing Board meeting was called to order at 5:30 pm by WAH Board Chairperson, Dr. Michael Fisher. Due to the Covid-19 pandemic, this meeting was held via Skype per League of MN Cities Open Meeting Laws, Public Health Emergency. .
Minutes	M/S/C UNANIMOUSLY TO APPROVE WINDOM AREA HEALTH GOVERNING BOARD MINUTES FROM THE REGULAR MEETING OF OCTOBER 26, 2020 (BARTELT/HOLMEN). ROLL CALL VOTE TO APPROVE: ANN BARTELT, LAURA FRESK, DAN ORTMANN, JUSTIN SCHMIT, KAY GROSS, MARY HOLMEN. THOSE VOTING AGAINST: NONE. MOTION APPROVED.
COMMITTEE REPORTS	
Professional Practice / Quality & Planning Cmte	Shelby shared medical providers were informed of a new Critical Care Team that was formed to assist with critically ill patients who need extra nursing cares. She shared additional new equipment has been ordered for use by the Critical Care Team to meet the required care these patients may require. A consultant from CliftonLarsonAllen has been meeting individually with medical providers today to attain information from their perspective on ways of improving communications between WAH Medical Staff and WAH Governing Board members/administration. Shelby shared information relating to the proposed telehospitalist program currently under consideration. She stated an onsite introductory meeting has been set for January 12, 2021 at 5:30pm. Medical providers and Governing Board members are invited to attend this presentation given by company representatives who will share information about their telehospitalist program and their organization. Emily Masters discussed information pertaining to a new service line, Integrative Health, to be launched beginning January 8, 2021 with nurse practitioner, Liz Coleman, providing this service in the Outreach Department one day per week.
Finance / Personnel / Labor Relations & Building & Grounds Cmte	M/S/C UNANIMOUSLY TO APPROVE SENDING ACCOUNTS TOTALING \$67,346.72 TO AAA COLLECTIONS AND APPROVE 5 FINANCIAL ASSISTANCE ACCOUNTS SUBMITTED FOR WRITE-OFF TOTALING \$5908.88 (BARTELT/ORTMANN). ROLL CALL VOTE TO APPROVE: ANN BARTELT, LAURA FRESK, DAN ORTMANN, JUSTIN SCHMIT, KAY GROSS, MARY HOLMEN. THOSE VOTING AGAINST: NONE. MOTION APPROVED. To date, financial assistance accounts approved for write off total \$33,698.23 on a FY2021 budget of \$200,000. M/S/C UNANIMOUSLY TO ACCEPT THE RESIGNATION FROM THE BUSINESS OFFICE DIRECTOR EFFECTIVE DECEMBER 4, 2020. (BARTELT/SCHMIT). ROLL CALL VOTE TO APPROVE: ANN BARTELT, LAURA FRESK, DAN ORTMANN, JUSTIN SCHMIT, KAY GROSS, MARY HOLMEN. THOSE VOTING AGAINST: NONE. MOTION APPROVED. Shelby shared information relating to CliftonLarsonAllen Consulting Services being onsite today meeting with medical staff members requesting their insight on improving communications between Medical Staff members and hospital board/administration. Information was shared regarding the telehospitalist company providing an onsite introductory meeting January 12, 2021 to share information about the services they offer and their organization.
OTHER REPORTS	
Statistical & Financial Performance Reports	October 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 \$88,810. FY2020 year-to-date net income totals \$1,470,501 on a projected budget of (\$1,250,513). Days in A/R were reported at 48.50 and Days Cash on Hand totaled 367.
	John Peyerl

	<ul style="list-style-type: none"> • Safety Committee met in October and noted 2 reportable OSHA employee injuries occurred without loss of work time for both employees. • The Wellness Center has closed per Executive Orders mandated at a news conference November 19 by Gov. Walz. • The online Stork Report was recently discontinued from the WAH website for the safety of the newborns and their mother. • Results from the recent State of MN Trauma survey have not arrived back to Windom Area Health to date. • The next WAH Governing Board meeting will be held Monday, December 21, which is one week earlier than normal, due to the regular Monday meeting date falling the week between Christmas and New Year holidays. <p>M/S/C UNANIMOUSLY TO APPROVE THE FOLLOWING WAH COMMITTEE MEETING REPORTS AS PRESENTED (ORTMANN/GROSS). ROLL CALL VOTE TO APPROVE: ANN BARTELT, LAURA FRESK, DAN ORTMANN, JUSTIN SCHMIT, KAY GROSS, MARY HOLMEN. THOSE VOTING AGAINST: NONE. MOTION APPROVED.</p> <ul style="list-style-type: none"> • ER/TRAUMA/STROKE COMMITTEE • SAFETY COMMITTEE • WORKPLACE VIOLENCE • INFECTION PREVENTION • PHARMACY & THERAPEUTICS • PERFORMANCE IMPROVEMENT/RISK MANAGEMENT 	Steve Nasby JoAnn Ray
City of Windom	New Windom City Council member, Jaelyn Schmidt, was sworn in at the last Windom City Council meeting due to a vacancy on the city council. Because of Covid and the recent Executive Orders given by the MN Governor, the arena and Community Center are closed to events. A search for housing is taking place in the community for HyLife plant workers coming to Windom.	Terry Mahar, VP
Sanford Health Network	Terry presented information regarding statistics relating to Covid-19 throughout the United States and Minnesota. He noted patient census at Sanford and Avera is currently at a Tier 2 level. Covid vaccine is almost ready to be distributed from the pharmaceutical companies. Sanford has set December 11 as their "Readiness" date to cascade vaccine out to the public.	Shelby Medina
WAH Foundation Board	WAH Foundation Board met November 16, 2020.	Shelby Medina
WAH Auxiliary	Auxiliary met November 9, 2020, via Zoom. Members will be decorating the hospital for the holidays in early December.	Shelby Medina
NEW & OLD BUSINESS		
Old Business	There was no old business for board action.	Dr Michael Fisher
New Business	M/S/C UNANIMOUSLY TO ADJOURN FROM THE REGULAR BUSINESS OF THE WAH GOVERNING BOARD MEETING AND ENTER INTO A CLOSED SESSION FOR THE PURPOSE OF REVIEWING TIMELINE AND PROCESS FOR MANAGEMENT AGREEMENT (ORTMANN/BARTELT) ROLL CALL VOTE FOR MOTION APPROVAL – ORTMANN-YES, HOLMEN-YES, BARTELT-YES, FRESK-YES, GROSS-YES, SCHMIT-YES. NAY – NONE. MOTION PASSED. Meeting was re-opened to the public at the conclusion of the closed session.	Dr Michael Fisher
CONCLUSION		
	WAH Governing Board meeting was concluded by Governing Board chairperson, Dr. Michael Fisher.	Dr Michael Fisher

Signature _____, Ann Bartelt, Governing Board Secretary

WINDOM AREA HEALTH

GOVERNING BOARD EXECUTIVE SUMMARY

as of December 17, 2020

WAH MISSION: *"Dedicated to Health"*

CHIEF EXECUTIVE OFFICER REPORT

- **Organizational Updates**

- COVID vaccination process:
 - WAH has been working with MDH and Public Health on gathering names of individuals who fall into the priority vaccination category determined by MDH. We are still unclear on how many total vaccinations will be allocated to WAH. If WAH only receives 70 doses of vaccination, we will plan on scheduling a vaccination clinic on Tuesday, December 22nd. If WAH receives the full 150 doses, we will give vaccinations on Tuesday and Wednesday (December 22nd and 23rd).
 - The second vaccination dose will need to be given approximately 21 days post initial vaccination. WAH has already scheduled the dates for the follow up vaccination doses and will duplicate the same process.
- WAH continues to discuss strategies on how to adapt to our changing environment and what/how plans will be executed.
- WAH continues to work with MDH and MHA to update them on bed availability, staffing needs, and how we are adjusting services to accommodate bed capacity needs.
- Windom Wound and Hyperbaric Healing Center will be recruiting for a new Clinical Program Director. This hire is in anticipation and notice provided to WAH that a succession plan should be considered.

- **Committee Meeting Updates**

- Work Place Violence: **Nothing to Report**
 - Last report was October 2020
- Infection Prevention: **Nothing to Report**
 - Last report was November 2020
- Emergency Preparedness: **Nothing to Report**
 - Incident Command Committee continues to meet regularly
 - Emergency Preparedness coordinator continuously attends and updates WAH on emergency needs and coalition discussions pertaining to COVID
- Pharmacy and Therapeutics: **Nothing to Report**
 - Last report was November 2020
- PI/ Risk: **ANNUAL PI/RISK Plan 2021**
 - Need Board and Medical Staff Approval for 2021 PI/Risk Plan
- Utilization Review: **Met November 18, 2020**
 - Readmission rate was 4% / goal is 7% or less
 - Admission/ Continued Stay review: All required documentation present on reviewed charts. A total of 22 hours were deemed unbillable, which is a decrease of 58 hours from previous quarter.
 - Appeals and Denials: no inpatient denials or appeals
 - Transfer rates: transfer rate out of ED for Q3 = 12% with an admission rate of 3%

WINDOM AREA HEALTH

GOVERNING BOARD EXECUTIVE SUMMARY

as of December 17, 2020

WAH MISSION: *"Dedicated to Health"*

CHIEF HUMAN RELATIONS OFFICER REPORT

Human Resources/Employee Health

- Posted positions:
 - Clinical Nurse Coord
 - HR Assistant
 - HIM Lead
 - Patient Access Rep
 - RN - .7
- A new recognition program was just rolled out called Step Up. This program allows employees that have 'stepped up' to cover shifts or duties due to COVID, to be entered into a weekly drawing for three \$10 gift cards to local businesses.
- The FFCRA (emergency COVID sick bank) will expire on December 31st. No extension or replacement plan is currently proposed. Employees will need to use PTO or SICK to cover COVID absences starting Jan 1. We are accommodating by allowing SICK to be used day 1 (typically, PTO must be used first).
- We are recommending an average of a 2.2% for annual market adjustments, to be effective 1/3/21.

Community Health and Wellness/Wellness Center

- We are currently shut down, but are renting out equipment and offering a virtual class for seniors. Staff is also helping in other areas including screening, lab, and HIM.
- Our wellness staff is working on a new membership management software conversion.
- We welcomed Anna Snyder on 12/15, our new Community Health & Wellness Manager.
- We had 41 community members sign up for our "2020 is a Grinch virtual 5K". A Grinch kids coloring contest is also being run by the Wellness Center in December.

Marketing/PR

- We are running paid social media ads for the Wound Center providers on Facebook and Google.
- Integrative Health will have a marketing launch in December and January, with some internal education as well.
- Emily Masters presented at the December Business Bites for the Chamber, with Employee Health & Safety being presented and featuring our Be Well & Work and OccMed services.
- We will be working on getting several registration documents translated into Spanish.

Committee Meetings

- Employee Focus/Finance: Employee holiday events were planned by Wellness and Marketing.
- Patient & Family Advisory Committee: No Report. December meeting was cancelled.
- Safety: No report.
- Safe Patient Handling: No report.

WINDOM AREA HEALTH
GOVERNING BOARD EXECUTIVE SUMMARY
As of December 17, 2020
WAH MISSION: "Dedicated to Health"

CHIEF FINANCIAL OFFICER REPORT

Overview:

- Net income from operations was (\$165,975) compared to a budget of \$53,261. Our net patient revenue was about \$90,000 more than last November. This brings the year-to-date net income to \$1,142,791 versus a budget of (\$1,277,256). We have applied \$835,000 in stimulus dollars this year. Year to date Net Income from operations would be about \$308,000 without the stimulus funds compared to last year when we had a Net Income of \$11,809 YTD.

The volume of activity in November was generally higher than budgeted in most areas. A notable exception were surgeries, which were down a bit (see below). Acute admissions were at thirty-two. That is the highest since February. The eighty-eight inpatient days we saw in November were also the most in the past four months. There were nine Swing Bed admissions that equated to fifty-three days. Although there were good volumes on the nursing floor, the lack of surgical inpatient significantly reduced billed charges per patient day. Although November continued the trend of strong outpatient activity when looking at the statistics, our gross outpatient revenue was the lowest since June.

- Imaging procedure counts continue to be strong. Imaging performed 536 procedures compared to a budget of 483. This reverses a trend of declining procedures that we experienced from FY19 to FY20. Year to date; 3,759 procedures have been performed compared to 3,664 last year. We have experienced growth in Mammography, MRI and Ultrasound.
- Laboratory volumes are exceeding historical averages. Last fiscal year laboratory tests averaged about 9,130 in a given month. There were 10,858 in the month of November this year. That total is the most procedures in a month Windom Area Health has ever seen. Outpacing last month, which had been the previous record. The first six months of the fiscal year have average 9,649 tests or about 500 more a month on average compared to last year.
- Sixty surgical procedures were performed in November, which is the lowest number performed since May. If we exclude April and May when elective surgeries were on hold, November was the lowest volume month in over a year. Three of those were joint replacements.
- Rehab Therapy performed 1,435 modalities in November. They have average 1,439 modalities the last three months. About 10% above budgeted numbers.

Contractual adjustments came in at 46.45% for the month. Contractual adjustments are budgeted at 43.2%. Year to date is 45.83% compared last year's amount of 43.9%.

Overall, expenses were \$122,296 more than budget. Significant expenses variances included this month are related to Pharmaceutical expenses and Provision for Bad Debt. Pharmaceutical expenses are up about \$60,000 compared to our monthly average this year because of the acquisition of the COVID antiviral drug Remdesivir. Although this expense is showing in November expenses, the drug use wasn't until December. Provision for Bad Debt substantially increased due to older accounts being moved to collections. Most of these accounts were related to COVID activity towards the being of the pandemic. This amounted to about \$75,000 in more Provision for Bad Debt than the monthly Budget.

Looking Forward:

- Price Transparency
- FY 2022 Capital & Operating Budgets

WINDOM AREA HEALTH

GOVERNING BOARD EXECUTIVE SUMMARY

as of December 17th, 2020

WAH MISSION: *"Dedicated to Health"*

DIRECTOR OF NURSING REPORT

- **Medical/Surgical/OB/Emergency Room:**
 - State Trauma review completed on October 22nd; was given a 6-month extension to continue with evaluating goals and performing chart reviews.
 - Developing workflow for COVID/Influenza season. Working through staffing and setting up ER waiting room as triage area. Processes are going well when staffing permits.
 - COVID subgroup meeting every other week now.
 - Discussion held about OB patients and encouraging moms to have their baby's room with them, especially during this Covid time. Requesting input from the physicians on this proposal.
 - Outpatient Monoclonal Antibody treatments for those with COVID going well. Using medications "Bam" and "Regeneron".

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

- **Surgery:**
 - Starting December 11th, a limit of one visitor is allowed for those patients who have a developmental or cognitive delay or concern.

- **Committee Meetings**
 - No committee meetings to report.

- **MHA Safety Data as of December 15th.**
 - Falls – 1
 - Skin Integrity - 0
 - Restraints – 0
 - Opioid Deaths – 0
 - Reportable Events – 0

Windom Area Health Operational & Strategic Goals

Fiscal Year 2020-2021		Target	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21
SERVICE														
Complete Master Plan to Accommodate New Patient Rooms for Outpatient Services	4/30/2021													
Optimize Usage of Technology to Provide Optimal Healthcare to Community	4/30/2021													
Ambulatory Net Promoter Score	83.8%	n/a	94.1%	n/a	n/a	chgd to NCR 9/1/20	72.1%	85.7%	n/a					
OP Net Promoter Score	80.6%	n/a	90.6%	n/a	n/a	chgd to NCR 9/1/20	76.9%	81.4%	67.3%					
Emergency Dept Net Promoter Score	49.1%	n/a	91.4%	n/a	n/a	chgd to NCR 9/1/20	32.1%	59.10%	66.7%					
Wound Center Overall Pt. Satisfaction	>92%	98.2%	96.1%	100.0%	93.0%	100.0%	100.0%	84.7%	97.2%					
QUALITY														
Falls per 1000 Patient Days	0.0	n/a	24.0	n/a	n/a	n/a	4.0	n/a	n/a					
Patient Falls with Injuries	0.0	n/a	0.0	n/a	n/a	n/a	0.0	n/a	n/a					
Hand Hygiene	100%	n/a	100.0%	n/a	n/a	n/a	91.8%	n/a	n/a					
Patient Experience/HCAHPS Recommend	81%	n/a	71.4%	n/a	n/a	n/a	85.7%	n/a	n/a					
How would you rate/HCAHPS	83%	n/a	71.4%	n/a	n/a	n/a	86.4%	n/a	n/a					
Communication with Nurses	89%	n/a	78.6%	n/a	n/a	n/a	88.0%	n/a	n/a					
Communication with Doctors	85%	n/a	77.1%	n/a	n/a	n/a	92.3%	n/a	n/a					
Readmission within 30 days	<5%	n/a	1.0%	n/a	n/a	n/a	0.0%	n/a	n/a					
Wound Center Patient Healing Rate	>92%	97.1%	100.0%	100.0%	100.0%	100.0%	95.2%	100.0%	100.0%					
FINANCIAL														
Income (Loss) from Operations to Budget	-5.25%	3.64%	19.83%	2.68%	13.82%	20.62%	4.86%	-9.35%						
Days in Accts Receivable	<53	43.52	60.62	52.42	49.38	45.98	48.50	47.29						
Days Cash on Hand	>150	359	348	362	362	360	367	357						
GROWTH														
Surgeries to Budget	71	20	80	65	105	85	69	60						
Wound Center New Patients	17	13	21	22	24	21	19	15						
Wound Center Encounters	135	108	120	145	157	193	176	154						
Wound Center Nurses Visits	no target # established	8	10	14	24	35		11						
SNF/ALF Wound Center New Patients	no target # established	1	2	4	4	5	0	4						
SNF/ALF Wound Ctr Encounters/Telehealth	no target # established	8	13	10	28	14	15	27						
Wound Center HBO Treatments (new pts)	1.6	0	3	0	0	0	0	0						
COMMUNITY														
Community Development Project	1													

Diabetes Spook-tacular Awareness Expo

**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, December 21, 2020 / 4:30-5:15 pm / Large Conference Room or SKYPE		
Members: Ann Bartelt, Laura Fresk, Justin Schmit, Dr. Michael Fisher-ex officio, Julie Brugman/Mt Lake Advisory Mbr, John Peyerl/CFO, Emily Masters/CHRO, Kelsey Andrews/DON, Shelby Medina/CEO		
Present: Absent: Others:		
Ann Bartelt, Chairperson Janel Eichstadt, Admin Asst		
Chairperson (or Acting Chairperson)		
Recorder:		
Category / Topic	Action step(s) / Updates	Leader:
STANDING ITEMS		
Call to Order	Call Finance/Personnel/Labor Relations & Building & Grounds Committee meeting to order at 4:30 pm by Chairperson.	Ann B
Minutes	Approve minutes from regular Committee meeting of November 23, 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
NEW/CURRENT ITEMS		
City/Community Donation	Request for Donation of Community Trail	Shelby M
2021 Market Adjustments	Overview of 2021 process and recommended average increase for salary adjustments.	Emily M
COVID vaccination	Discuss COVID vaccination process and plan	Shelby M
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, November 23, 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 Peyer/CFO, Kelsey Andrews/DON, Emily Masters/CHRO, Shelby Medina/CEO, Terry Mahar/Sanford Health Network VP
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. Due to the Covid-19 pandemic, this committee meeting was held via Skype per League of MN Cities Open Meeting Laws, Public Health Emergency.	Ann B.
Minutes	M/S/C UNANIMOUSLY TO APPROVE COMMITTEE MINUTES FROM THE REGULAR MEETING OF SEPTEMBER 28, 2020, AS PRESENTED (BRUGMAN/FRESK). ROLL CALL VOTE TO APPROVE: ANN BARTELT, LAURA FRESK, JUSTIN SCHMIT, JULIE BRUGMAN. THOSE VOTING AGAINST: NONE. MOTION APPROVED.	Ann B.
Collections & Financial Assistance	M/S/C UNANIMOUSLY TO RECOMMEND APPROVAL TO SEND PATIENT ACCOUNTS TOTALING \$67,346.72 TO AAA COLLECTIONS; RECOMMEND APPROVAL OF THE FOLLOWING FINANCIAL ASSISTANCE PATIENT ACCOUNTS: 1 NEW ACCOUNT SUBMITTED FOR WRITE-OFF TOTALING \$3695.62; 2 ACCOUNTS WITH BALANCES BELOW \$1500 WITH 1 ACCOUNT AT 100% WRITE-OFF TOTALING \$328.50, AND 1 ACCOUNT AT 50% WRITE-OFF TOTALING \$950.88; AND 2 PREVIOUSLY APPROVED ACCOUNTS RECEIVING A 100% WRITE-OFF TOTALING \$933.88, WITH ALL APPROVED FINANCIAL ASSISTANCE ACCOUNTS SUBMITTED FOR WRITE-OFF TOTALING \$5908.88. (FRESK/BRUGMAN) ROLL CALL VOTE TO APPROVE: ANN BARTELT, LAURA FRESK, JUSTIN SCHMIT, JULIE BRUGMAN. THOSE VOTING AGAINST: NONE. MOTION APPROVED. In month 6 of FY2021, accounts totaling \$33,698.23 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 – BUSINESS OFFICE DIRECTOR (FRESK/SCHMIT). ROLL CALL VOTE TO APPROVE: ANN BARTELT, LAURA FRESK, JUSTIN SCHMIT, JULIE BRUGMAN. THOSE VOTING AGAINST: NONE. MOTION APPROVED.	Emily M.

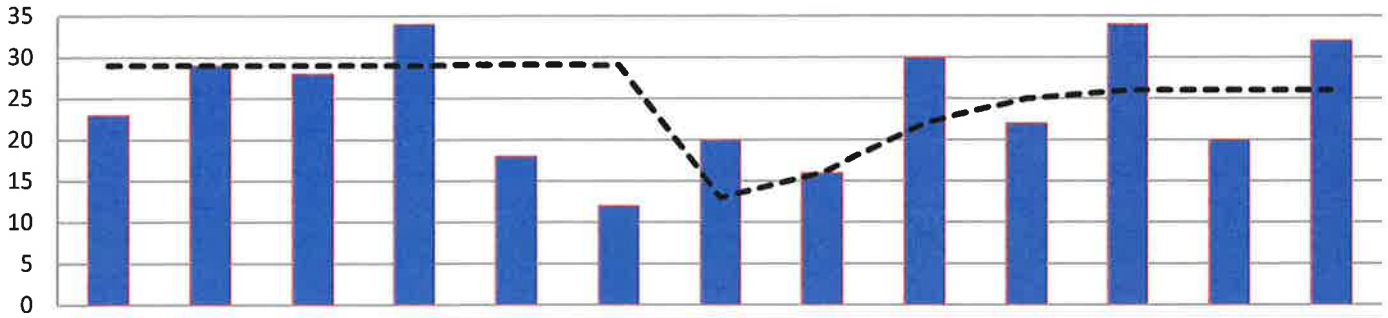
FOLLOW-UP ITEMS		
CLA Consulting Services	Shelby stated a consultant from CliftonLarsonAllen has been meeting with medical staff providers individually today to attain information from their perspective on ways of improving communications between WAH Medical Staff and WAH Governing Board members/administration. The consultant stated plans are for him to meet with Governing board members individually in the near future to receive their input regarding communication improvements with members of the WAH Medical Staff. The CliftonLarsonAllen consultant will be giving an overall analysis once all interviews are completed and information is compiled and ready for presentation.	Shelby M.
Telehospitalist Option	Shelby informed committee members the telehospitalist organization currently being considered for providing services to WAH will be onsite Tuesday, January 12, 2021 at 5:30 pm to speak with physicians and interested board members sharing information about their services and organization.	Shelby M.

NEW/CURRENT ITEMS
 There was no new or current items presented for discussion.

CONCLUSION
 Chairperson, Ann Bartelt, concluded the Finance/Personnel/Labor Relations & Building & Grounds Committee meeting.
 Ann B.

ADMISSIONS

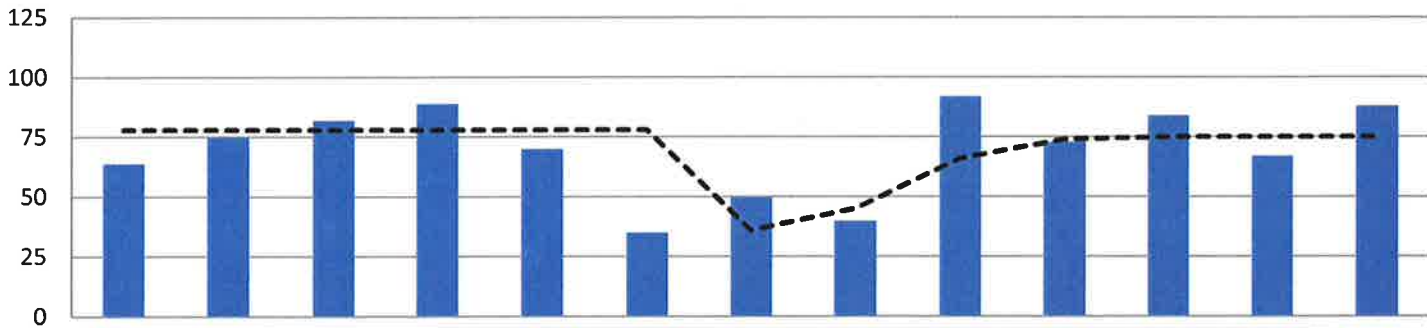
Admissions Budget



	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20
Admissions	23	29	28	34	18	12	20	16	30	22	34	20	32
Budget	29	29	29	29	29	29	13	16	22	25	26	26	26

PATIENT DAYS

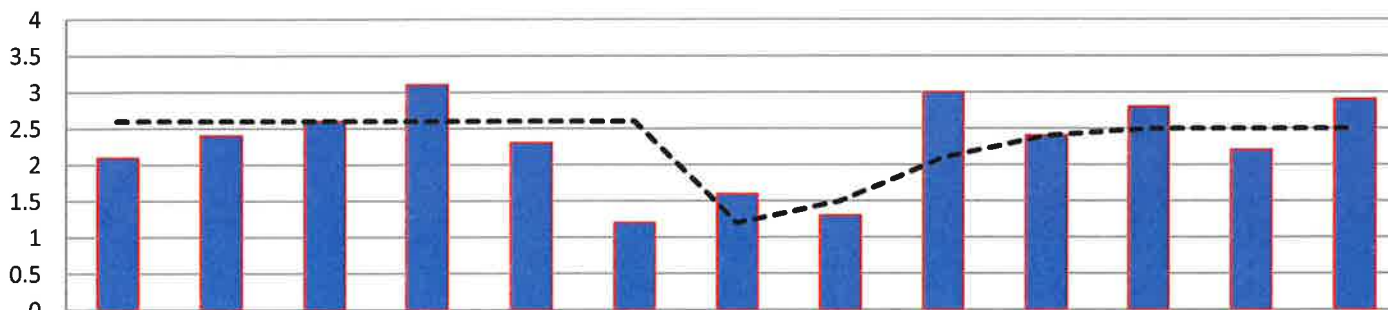
Pt Days Budget



	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20
Pt Days	64	75	82	89	70	35	50	40	92	73	84	67	88
Budget	78	78	78	78	78	78	36	45	66	74	75	75	75

AVERAGE PATIENTS PER DAY

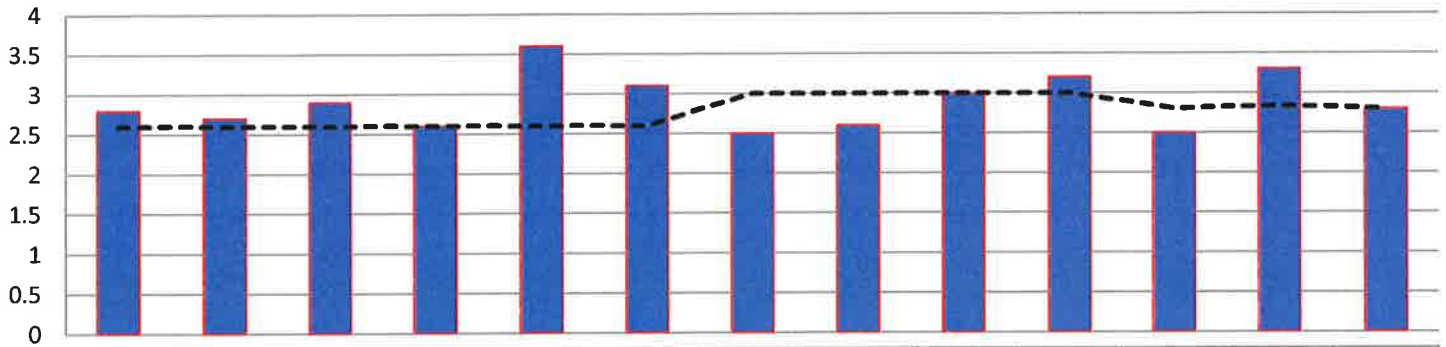
Avg Pt/Day Budget



	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20
Avg Pt/Day	2.1	2.4	2.6	3.1	2.3	1.2	1.6	1.3	3.0	2.4	2.8	2.2	2.9
Budget	2.6	2.6	2.6	2.6	2.6	2.6	1.2	1.5	2.1	2.4	2.5	2.5	2.5

AVERAGE LENGTH OF STAY

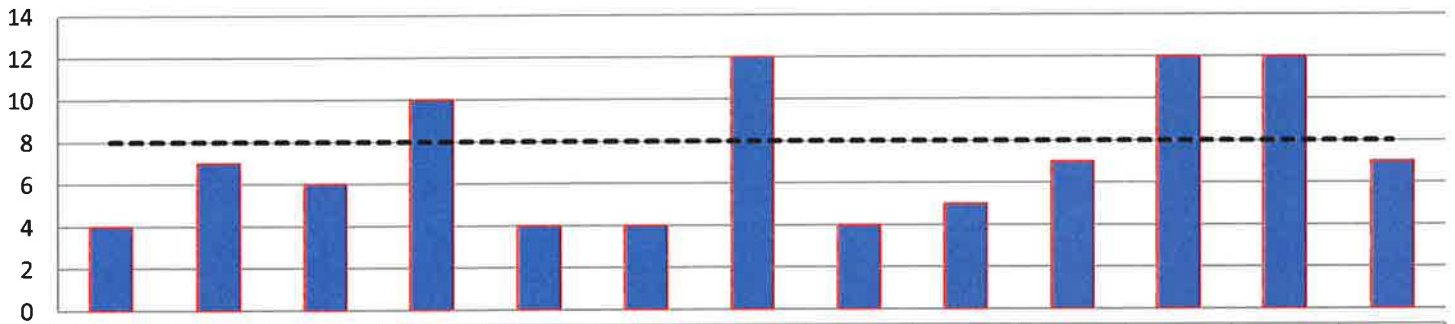
Avg Stay Budget



	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20
Avg Stay	2.8	2.7	2.9	2.6	3.6	3.1	2.5	2.6	3.0	3.2	2.5	3.3	2.8
Budget	2.6	2.6	2.6	2.6	2.6	2.6	3.0	3.0	3.0	3.0	2.8	2.8	2.8

BIRTHS

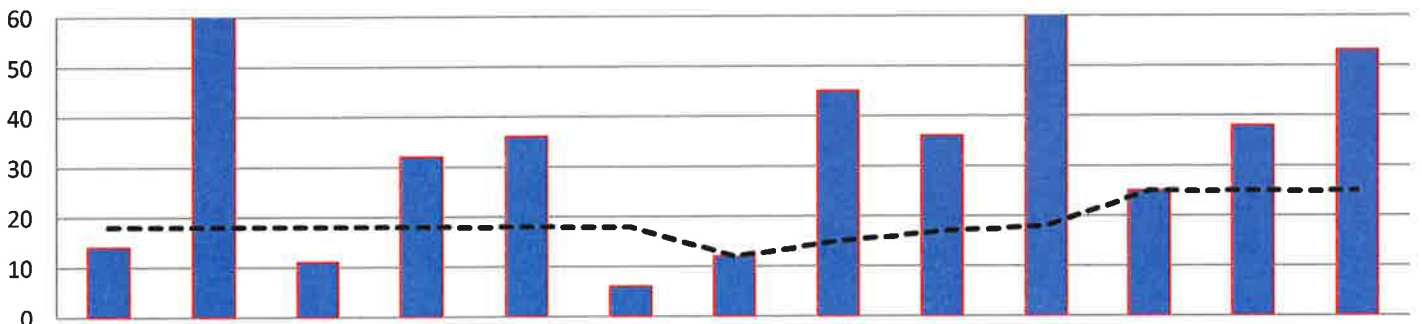
Births Budget



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

SWING BED DAYS

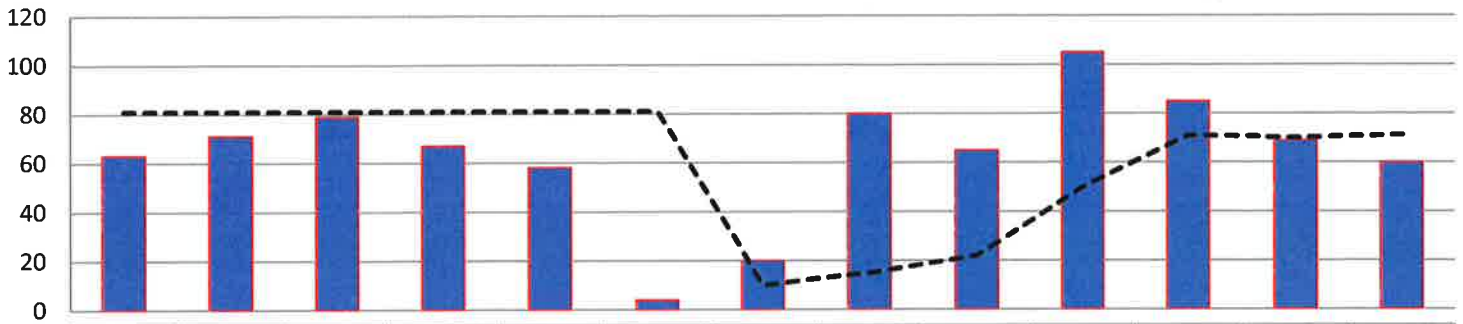
Swing Bed Days Budget



	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20
Swing Bed Days	14	65	11	32	36	6	12	45	36	66	25	38	53
Budget	18	18	18	18	18	18	12	15	17	18	25	25	25

SURGERY

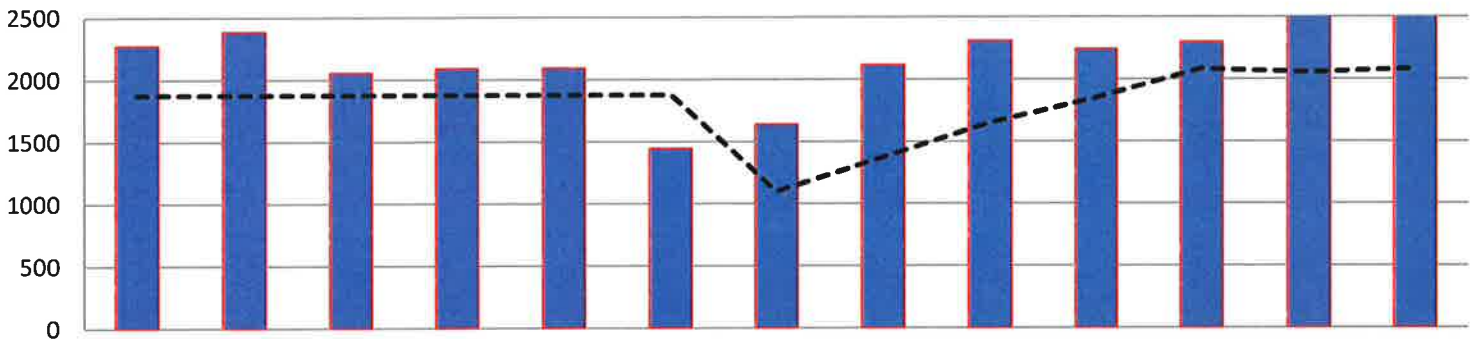
■ Surgery - - - Budget



	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20
Surgery	63	71	79	67	58	4	20	80	65	105	85	69	60
Budget	81	81	81	81	81	81	10	15	22	50	71	70	71

OUTPATIENT OCCASIONS OF SERVICE

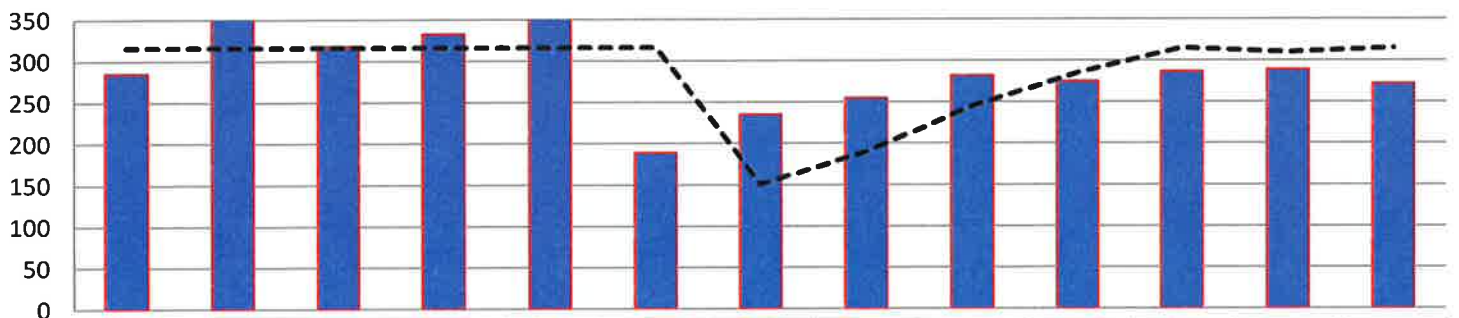
■ OP Visits - - - Budget



	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20
OP Visits	2271	2386	2057	2090	2092	1445	1639	2115	2309	2243	2298	2682	2524
Budget	1875	1875	1875	1875	1875	1875	1100	1375	1650	1850	2083	2055	2083

EMERGENCY VISITS

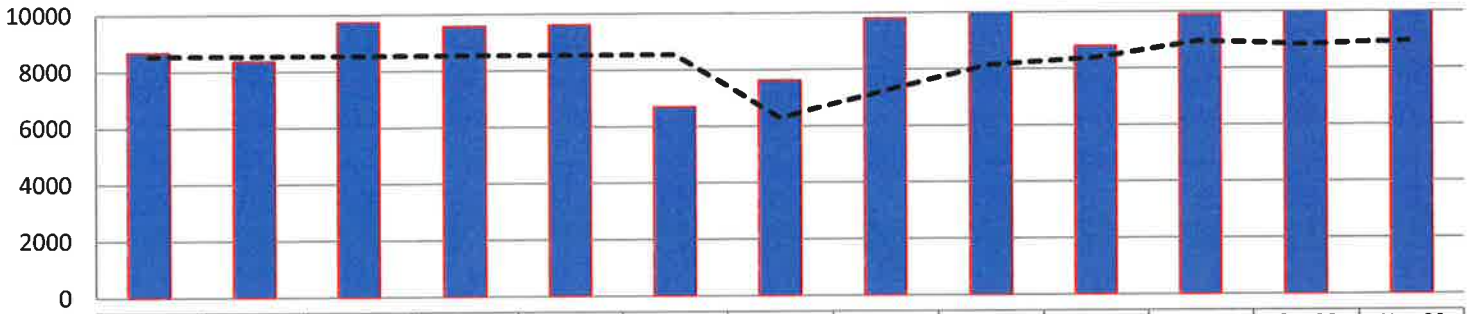
■ ER Visits - - - Budget



	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20
ER Visits	285	357	318	333	353	189	235	255	282	275	287	289	272
Budget	316	316	316	316	316	316	151	190	245	285	315	310	315

LAB PROCEDURES

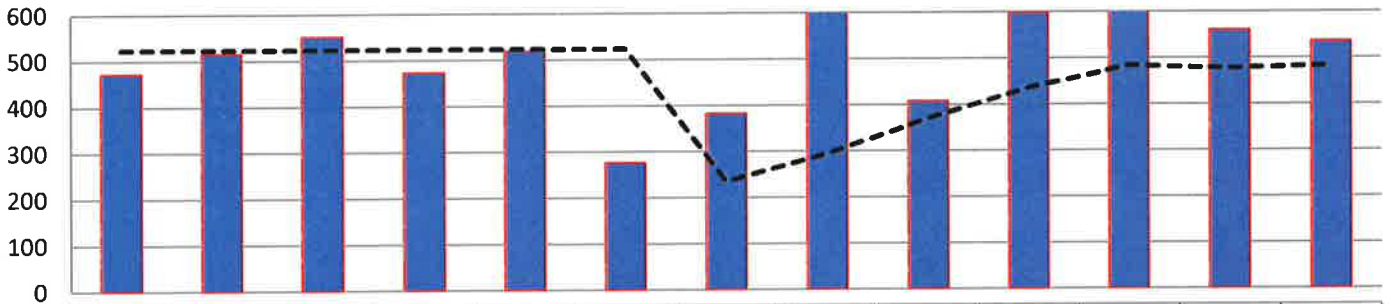
Lab Proc Budget



	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20
Lab Proc	8674	8363	9727	9583	9615	6680	7619	9793	10036	8787	9908	10543	10858
Budget	8542	8542	8542	8542	8542	8542	6300	7245	8150	8375	8958	8835	8958

IMAGING PROCEDURES

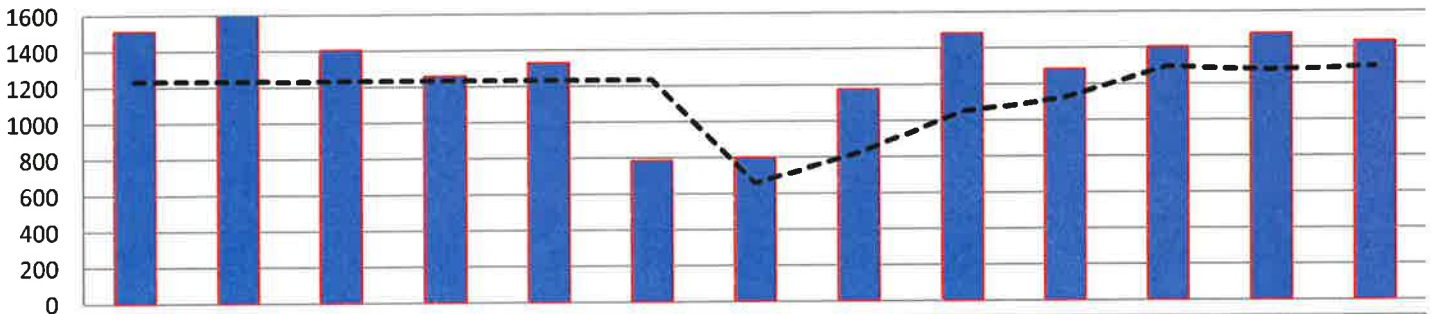
Imaging Proc Budget



	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20
Imaging Proc	472	516	552	473	519	276	382	672	408	597	604	560	536
Budget	523	523	523	523	523	523	235	294	370	435	483	477	483

REHAB MODALITIES

Rehab Modalities Budget



	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20
Rehab Modalities	1511	1763	1408	1259	1331	785	799	1175	1482	1284	1404	1478	1435
Budget	1233	1233	1233	1233	1233	1233	660	825	1050	1125	1298	1280	1298

WINDOM AREA HEALTH
 FY 2021
 CAPITAL ASSET ACQUISITIONS

Yrs Dep	Capital Asset	Vendor	Asset class	May	June	July	August	September	October
5	Rhinolaryngoscope	Olympus	Maj Mov		6,697.00				
5	Glidescope	Verathon	Maj Mov						13,481.65
Total					6,697.00				13,481.65

Yrs Dep	Capital Asset	Vendor	Asset class	November	Total
5	Upgrade to Phone Servers and Voice Gateway	Marco	Maj Mov	45,079.48	
5	Cabling for Voice Gateway	City of Windom	Fixed Equip	1,538.27	
Total				46,617.75	

Total YTD Capital Acquisitions 66,796.40

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, December 21, 2020 / 4:00-4:30 pm / Large Conference Room or SKYPE**

Members: Kay Gross, Mary Holmen, Dan Ortman, 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 (or Acting Chairperson) Dan Ortman, Acting Chairperson

Recorder: Janel Eichstadt, Admin Asst

Category / Topic	Action step(s) / Updates	Leader:
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STANDING ITEMS

Call to Order	Call Professional Practice/Quality & Planning Committee meeting to order at 4:00 pm by Acting Chairperson.	Dan O
Minutes	Approve minutes from the regular Committee meeting of November 23, 2020. (Cmte Motion)	Dan O

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

COVID Vaccinations	Discuss and review COVID vaccination process and plan	Shelby M

CONCLUSION

	Conclude Professional Practice/Quality & Planning Committee meeting.	Dan O
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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, November 23, 2020 / 4:00 pm / Large Conference Room

Members: Kay Gross, Mary Holmen, Dan Ortmann, Dan Ortmann, Kay Gross, Julie Brugman/Mt Lake Advisory Mbr, John Peyerl/CFO, Emily Masters/CHRO, Ortmann, Dr. Michael Fisher-ex officio, Julie Brugman/DON, Shelby Medina/CEO, Terry Mahar/Sanford Health Network VP
Absent: Dr. Michael Fisher-ex officio,
Others: Dr. R. Dynes/Chief of Medical Staff

Chairperson (Acting Chairperson) Dan Ortmann, Acting 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-chair, Dan Ortmann, per request of Kay Gross, Committee Chairperson. Due to the Covid-19 pandemic, this committee meeting was held via Skype per League of MN Cities Open Meeting Laws; Public Health Emergency.	Dan O.
Minutes	M/S/C UNANIMOUSLY TO APPROVE COMMITTEE MINUTES FROM THE REGULAR MEETING OF OCTOBER 26, 2020, AS PRESENTED (HOLMEN/GROSS). ROLL CALL VOTE TO APPROVE: MARY HOLMEN, DAN ORTMANN, KAY GROSS, JULIE BRUGMAN. THOSE VOTING AGAINST: NONE. MOTION APPROVED.	Dan O.

FOLLOW-UP ITEMS		
Medical Staff / CMO Review	Dr. Dynes discussed with medical providers their interest in accepting patients from other facilities due to Covid-19. No decision was made on this issue and further discussions will take place in the near future. A new Critical Care Team was established to be dedicated to the oversight of Covid patients admitted to Windom Area Health. Shelby noted new or additional equipment was ordered for the Critical Care Team to meet the medical needs of these patients. Discussion was held with medical providers regarding financial compensation they receive from WAH when following the care of new patients admitted through the Emergency Dept or transferred in from another healthcare facility. Dr. Dynes presented a Covid update regarding statistical data from Cottonwood County and state of Minnesota.	Dr. R. Dynes / Shelby M
CLA Consulting Services	Shelby stated a consultant from CliftonLarsonAllen has been meeting with medical staff providers individually today to attain information from their perspective on ways of improving communications between WAH Medical Staff and WAH Governing Board members/administration. The consultant stated plans are for him to meet with Governing board members individually in the near future to receive their input regarding communication improvements with the WAH Medical Staff. The CliftonLarsonAllen consultant will be giving an overall analysis once all interviews are completed and information compiled and ready for presentation.	Shelby M.
Telehospitalist Option	Shelby informed committee members the telehospitalist organization currently being considered for providing services to WAH will be onsite Tuesday, January 12, 2021 at 5:30 pm to speak with physicians and interested board members sharing information about their services and organization.	Shelby M.

NEW/CURRENT ITEMS		
New Service Line	Emily shared she has been meeting with Liz Coleman, CNP, on launching a new service line, Integrative Health, scheduled to begin January 8, 2021 through the WAH Outreach Department. Emily noted Liz is certified in Integrative Health medicine and would be the provider meeting with patients to help determine alternative methods of relief for various types of chronic conditions. Marketing of this service line will begin in December with Liz attending the Medical Staff meeting sharing information about this new service line to providers.	Emily Masters

CONCLUSION		
	Acting-chairperson, Dan Ortmann, concluded the 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**

DECEMBER 21, 2020

APPOINTMENTS:

George Hirschboeck, CRNA	Anesthesia	Allied Health Professionals
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REAPPOINTMENTS:

Kristi Metzger, CNP	Cardiology	Allied Health Professionals
Kayla Pineda, CNP	Family Practice	Allied Health Professionals
Jenna Roth, RN	Cardiology	Allied Health Professionals

SANFORD TELEMEDICINE APPOINTMENTS:

Justin Espland, D.O.	Emergency Medicine	Telemedicine
Holly Hedge, CNP	Infectious Disease	Telemedicine
Emad Abu Sitta, M.D.	Infectious Disease	Telemedicine

vRAD REAPPOINTMENTS:

Jonathan Bold, M.D.	Teleradiology	Telemedicine
Steven Davis, M.D.	Teleradiology	Telemedicine
Snehal More, M.D.	Teleradiology	Telemedicine
Michael Novick, M.D.	Teleradiology	Telemedicine

RESIGNATION:

Stephen Grove, M.D.	Emergency Medicine	Telemedicine
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PATIENT COMMENTS NOVEMBER 2020

Facility	Comment
Windom OP Lab	The lab tech explained what she was going to do while taking the nasal sample and that it would likely cause me to sneeze. She provided tissues prior to doing the nasal swab, carefully did the swab and she was correct about the reflex sneeze. Appreciated the explanation of what to expect and the carefully performed swabbing.
Windom IP Med Surg	THANK YOU, THANK YOU, THANK YOU ! VERY PLEASANT EXPERIENCE !
Windom OP Outreach Clinic	Friendly & knowledgeable staff made me feel at ease & I knew I could trust them to give me the best care possible.
Windom OP Outreach Clinic	It is wonderful to have the outreach opportunities close to us
Windom OP Outreach Clinic	I appreciate having the outreach clinic for limited travel time. The waiting room wait was a bit longer than usual; however, I understand that this can happen.
Windom OP Wound	Treated with care and respect, felt very good with all of them and they acted like they were there to help us, and did ! Explained. Everything as they went. Thank you.
Windom OP Radiology	The lady who did my mammogram was great. Polite and professional.
Windom OP Radiology	Yes, I haven't even got my results yet, and I'm asked for a survey. Alright, bye. Bye.
Windom OP Mammography	Mammo's are usually very uncomfortable. The tech did a good job so it wasn't quite so uncomfortable
Windom OP Lab	The staff is very polite, helpful and professional.
Windom OP Lab	Windom Area hospital treats you like family and thats why I drive from Jackson for even the simplest of things.
Windom ER	Yeah, my, my complaint or thought that I didn't care about was the medication they gave me for pain. I didn't feel like they explained how could act and react and because I lost memory and and talk crazy and everything. And so I felt that they should have warned me better ahead of time and with this drug and make sure that I knew what could happen with it. And otherwise I loved all the care I got there while I was there. I was treated very well by everybody in the whole unit. So I can't complain too much. Thank you.
Windom OP Lab	Well, I tell you what, my husband and I have did most of our hospitalization in Windham except for his heart when he went to Sioux Falls. And otherwise we've had very good experience. Thank you.
Windom OP Radiology	Had mammogram & ultrasound; technicians explained procedure thoroughly & what they wanted me to do. The whole experience was as pleasant as could be. Thank you.
Windom OP Respiratory	Very good experience.
Windom OP Radiology	The two ladies that helped me were very experienced. They explained the procedure very well. They were kind & gentle when treating me.
Windom OP Radiology	Everyone was polite and treated me with respect.
Windom OP Lab	Good.
Windom OP Outreach Clinic	I trust them completely. Thank you for your wonderful team

PATIENT COMMENTS NOVEMBER 2020

Windom OP Radiology	Routine mammogram....quick, easy, painless.
Windom ED	I did not have COVID or food poisoning but vertigo. Completely missed.
Windom OP Radiology	It was mammography. Val did a great job answering my question about the 3D and the difference between the two kinds of mammograms.
Windom OP Radiology	The gentleman who did my scan was very professional and I felt at ease.
Windom OP Radiology	There was a mix up with my dr.ordered x-ray needed. I thought the nurse at my clinic called for the x-ray appt. But it was found out that x-ray dept. had no idea I was in the waiting room. I called the receptionist to get my x-ray done, miscommunication between the clinic & lab I guess?
Windom IP HCAHPS	I gave this place 5 star rating. When I walk through that door I was treated like a king From the front desk, nurses + doctors and the food. Even rehab was top notch Glad to have a place like this in Windom so you don't have to travel home 1 or 2 hours away 5 - (star)
Windom IP HCAHPS	Nurses were wonderful!
Windom IP HCAHPS	The nurses were great and PT has also been great

**Windom Area Hospital Auxiliary Meeting
November 9, 2020**

The Windom Area Hospital Auxiliary held their monthly meeting Monday, November 9, 2020 at 6:30 p.m. via Zoom due to restrictions brought about by Covid-19.

The meeting was called to order by President Mary Klosterbuer and a welcome was given to all who joined the meeting. 16 members joined in the meeting.

M/S Karen Skarphol/Diana Vellema to approve the agenda. Motion carried.

Recording Secretary's Report – Marlene Smith, Recording Secretary

- M/S Diana Vellema/Pat Lenz to approve the minutes as presented of the October 12, 2020 meeting. Motion carried.

Treasurer's Report – Gerri Burmeister

- Balance on hand October 30, 2020 was \$10,766.62.
- M/S Karla Taber/Diane Sykora to approve the October Treasurer's Report as presented. Motion carried.

Old Business:

- Marlene Smith reported that she ordered 9 cases of pecans and 3 cases of caramel pecan clusters which can arrive anytime.
- Betty Olson and Pat Lenz have made masks for the hospital. Kim Armstrong said that the hospital will gladly accept more.
- The Auxiliary will not deliver Meals on Wheels this year due to lack of interest.
- M/S Karla Taber/Rozanne Gronseth to adopt the following Goals for 2020-2021.
 1. Finish updating the Auxiliary Brochure.
 2. Donate a minimum of \$5,000 towards equipment for the Maintenance Department. This goal will continue until the dollar amount it met.
 3. Resume serving as Lobby Hostesses.
 4. Sew masks for the Hospital for patients and visitors to use.
 5. Assign Member Buddies to reach out to members who are not at meetings.

New Business:

- Members reviewed the updated brochure. M/S Gerri Burmeister/Rozanne Gronseth to change "holiday" to "Christmas" in the brochure. Motion carried.
- Gerri Burmeister is making stockings and knitted caps for babies born during the December. The hospital is anticipating 14 newborns this year. There are 4 stockings/caps left from last year.
- Members volunteered to decorating different areas of the hospital.
- Members volunteered to wrap gifts for the hospital's Giving Tree: Kim Armstrong reported that they are anticipating about 400 gifts for 126 children. Volunteers include: Diane Vellema, Rozanne Gronseth, Karla Taber, Betty Olson, Marlene Smith, & Dona Olson. Donations of boxes and wrapping paper will be appreciated.
- Because of Covid-19, distribution of pecans and candy will be contact-less delivery. Pecans will be available at Door B. Kim Armstrong will be the hospital contact - available by calling 831-0615.

Auxiliary Liaison/WAH Updates – Kim Armstrong

- Report your volunteer hours to Kim Armstrong.
- Kim gave an update on COVID-19
 1. The hospital has seen an uptick in testing and patients in the hospital. Patients are isolated and not allowed any visitors. They can use their cell phones or iPads. We have other equipment coming for making contact with family.
 2. The hospital has a month's supply of supplies. Gowns and masks are currently on back order.
 3. The hospital has strict policies for staff, and also for families to keep everyone safe.

Gift Shop – Karla Taber

- Karla reported that the gift shop will have Christmas decorations to sell from our vendor.

The meeting was adjourned at 7:40 p.m.

Upcoming Events

- December – no meeting unless necessary.
- WAHA Meeting – January 11, 2021 6:30 p.m. via Zoom.

Marlene Smith
Recording Secretary