

Meeting Name: Windom Area Health Governing Board of Directors			
AGENDA			
Purpose: Provide governance for Windom Area Health			
Meeting Date/Time/Location:		Monday, March 22, 2021 / Meeting 5:30 pm / Large Conference Room or WebEx	
Members: All Windom Area Health Governing Board members		Present: Absent: Others:	
Recorder:		Janel Eichstadt, Admin Asst	
Category / Topic	Action step(s) / Updates	Leader:	
STANDING ITEMS			
Call to Order	Call Windom Area Health Governing Board meeting to order at 5:30 pm by WAH Board Chairperson	Dr Michael Fisher	
Minutes	Approve Windom Area Health Governing Board minutes from the regular meeting of February 22, 2021 (<i>Board motion</i>)	Dr Michael Fisher	
COMMITTEE REPORTS			
Professional Practice / Quality & Planning Cmte	Review Committee activities	Kay Gross	
Finance / Personnel / Labor Relations & Building & Grounds Cmte	Review Committee activities	Ann Bartelt	
OTHER REPORTS			
Statistical & Financial Performance Reports	Review & recommend approval of statistical & financial reports (<i>Board motion</i>)	John Peyerl	
Funded Depreciation Transfer	Review capital purchase activity & approve Funded Depreciation Account transfer (<i>Board motion</i>)	John Peyerl	
Educational Assistance Applications	Review & recommend approval of application(s) for educational assistance (<i>Board motion</i>)	Shelby Medina	
New / Department Transfer Employees	Report on employees recently hired / transferred	Shelby Medina	
Medical Staff Credentialg & 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 	Dr R Dynes/ Shelby M	
Patient Concern Reports	Review patient concern reports and patient survey comments	Shelby M / Kelsey A	
Patient Safety Reports	Review patient safety activities	Kelsey Andrews	
WAH Board & Medical Staff Event	Postponing/Cancellation of April 26, 2021 Annual Medical Staff / WAH Board Dinner due to Covid-19.	Shelby M.	
Administration	<ul style="list-style-type: none"> Review/Update of Sr. Management Team Executive Summaries Review and approve WAH committee meeting reports as presented (<i>Board motion</i>) 	Sr Mgmt Team	
City of Windom	Informational update	Steve Nasby / Jacqueline S	
Sanford Health Network	Informational update	Terry Mahar, VP	
WAH Foundation Board	Foundation Board meeting March 23, 2021 at 5:00 pm in LCR	Shelby Medina	

WAH Auxiliary	Auxiliary met March 8, 2021, via Zoom. February's meeting minutes included in Board book	Shelby Medina	
NEW & OLD BUSINESS			
Old Business		Dr Michael Fisher	
New Business	Review Governing Board appointments/reappointments.	Shelby Medina	
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, February 22, 2021 / Meeting 5:30 pm / Large Conference Room or WebEx	
Members: All Windom Area Health Governing Board members		Present: Dr. Michael Fisher, Dan Ortmann, Mary Holmen, Ann Bartelt, Kay Gross, Justin Schmit, Laura Fresk, 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, Dr. R. Dynes/Chief of Medical Staff Other Attendees: Steve Nasby/City of Windom Administrator, Jacqueline Schmit, City Council Liaison,	
Recorder:		Janel Eichstadt, Admin Asst	
Category / Topic	Action step(s) / Updates	Leader:	
STANDING ITEMS			
Call to Order	Windom Area Health Governing Board meeting was called to order at 5:40 pm by WAH Board Chairperson, Dr. Michael Fisher. Due to the Covid-19 pandemic, this meeting was held via WebEx per League of MN Cities Open Meeting Laws, Public Health Emergency.	Dr Michael Fisher	
Minutes	M/S/C UNANIMOUSLY TO APPROVE WINDOM AREA HEALTH GOVERNING BOARD MINUTES FROM THE REGULAR MEETING OF JANUARY 25, 2021 (BARTELT/GROSS). ROLL CALL VOTE TO APPROVE: ANN BARTELT, LAURA FRESK, KAY GROSS, DAN ORTMANN, JUSTIN SCHMIT, MARY HOLMEN, DR. MICHAEL FISHER. VOTING AGAINST: NONE. MOTION APPROVED.	Dr Michael Fisher	
COMMITTEE REPORTS			
Professional Practice / Quality & Planning Cmte	Shelby gave an overview of the business addressed at the Medical Staff meeting. Committee discussed the preferred process for CliftonLarsonAllen consultants to present their final report on information gleaned from WAH medical staff members and Governing Board members pertaining to improving lines of communication between the two groups. Shelby is securing dates for the consultants to present their information. The IT Risk Assessment from 2020 was presented by Shelby. Windom Area Health received a “moderate risk” rating from this assessment due to not having a monitoring system in place to track vendors who enter the facility and then leave. Shelby noted a monitoring system would be researched in the near future. Two additional telehospitalist presentations are planned for March 3 rd and March 16 th at 5:00pm for medical staff members and designated board members to attend. Laura Fresk and Mary Holmen will be attending these dinner meetings and reporting back to the Governing Board information gleaned from the presentations.	Kay Gross	
Finance / Personnel / Labor Relations & Building & Grounds Cmte	M/S/C UNANIMOUSLY TO APPROVE SENDING ACCOUNTS TOTALING \$46,309.29 TO AAA COLLECTIONS AND APPROVE 8 FINANCIAL ASSISTANCE ACCOUNTS SUBMITTED FOR WRITE-OFF TOTALING \$9360.29 (BARTELT/SCHMIT). ROLL CALL VOTE TO APPROVE: ANN BARTELT, LAURA FRESK, DAN ORTMANN, JUSTIN SCHMIT, KAY GROSS, MARY HOLMEN, DR. MICHAEL FISHER. VOTING AGAINST: NONE. MOTION APPROVED. To date, financial assistance accounts approved for write off total \$57,151.77 on a FY2021 budget of \$200,000. M/S/C UNANIMOUSLY TO ACCEPT THE RESIGNATION OF A FT PATIENT ACCESS REPRESENTATIVE EFFECTIVE FEBRUARY 8, 2021 AND TERMINATION OF THE SURGERY DEPT MANAGER EFFECTIVE JANUARY 26, 2021 (BARTELT/HOLMEN). ROLL CALL VOTE TO APPROVE: ANN BARTELT, LAURA FRESK, DAN ORTMANN, JUSTIN SCHMIT, KAY GROSS, MARY HOLMEN, DR. MICHAEL FISHER. VOTING AGAINST: NONE. MOTION APPROVED. Committee members discussed their preferences on the presentation format of the final report completed by CliftonLarsonAllen consultants regarding information gathered from interviews with the medical staff and Governing board members relating to improved communications of these groups. Discussion was held regarding future planning of capital projects for Windom Area Health to include replacement of air-handling units throughout the hospital, water-heating system, patient telemetry monitoring system, and Emergency Dept remodeling. IT Risk Assessment for 2020 was given by Shelby. She reported Windom Area Health was in the “moderate risk’ category due to the hospital not having a tracking system in place when vendors frequent the facility. A personal student financial loan agreement was discussed due to the individual of the agreement requesting an extension on the loan repayment terms. Committee members denied the request, which places this loan agreement in default status.	Ann Bartelt	

OTHER REPORTS															
Statistical & Financial Performance Reports	<p>January 2021 statistical and utilization graphs were reviewed. The month's total patient revenue was below budget projections; contractual adjustments, as a percentage of revenue, were below budget projections; total operating expenses were below budget expectations; net operating revenue and total operating expenses factored together left a Net Gain from Operations totaling \$205,206. FY2021 year-to-date net income from totals \$1,973,047 on a projected budget of (\$1,037,243). Days in A/R were reported at 48.14 and Days Cash on Hand totaled 389.</p> <p>M/S/C UNANIMOUSLY TO APPROVE JANUARY 2021 STATISTICAL AND FINANCIAL PERFORMANCE REPORTS AS PRESENTED (ORTMANN/BARTELT). ROLL CALL VOTE TO APPROVE: ANN BARTELT, LAURA FRESK, DAN ORTMANN, JUSTIN SCHMIT, KAY GROSS, MARY HOLMEN, DR. MICHAEL FISHER. VOTING AGAINST: NONE. MOTION APPROVED.</p>		John Peyerl												
Funded Depreciation Transfer	There were no capital acquisitions in January 2021 requiring Governing Board approval.		John Peyerl												
Educational Assistance Applications	M/S/C UNANIMOUSLY TO APPROVE AN EDUCATIONAL ASSISTANCE APPLICATION TOTALING \$3500 FROM THE REVENUE CYCLE DIRECTOR TO ATTEND RASMUSSEN COLLEGE TO OBTAIN A BACHELOR'S DEGREE IN HEALTHCARE MANAGEMENT (BARTELT/SCHMIT).		Shelby Medina												
New / Department Transfer Employees	The following new hires/department transfers were reported: 2 screeners effective February 2; HR Assistant effective February 9; Patient Access Representative effective February 23. Three internal transfers were reported in Lead positions for Patient Access Representatives, Patient Accounts, and HIM.		Shelby Medina												
Medical Staff Credentialg & Meeting Update	<p>M/S/C UNANIMOUSLY, UPON RECOMMENDATION FROM WAH MEDICAL STAFF, TO APPROVE MEDICAL STAFF CREDENTIALING AS PRESENTED (ORTMANN/GROSS). ROLL CALL VOTE TO APPROVE: ANN BARTELT, LAURA FRESK, DAN ORTMANN, JUSTIN SCHMIT, KAY GROSS, MARY HOLMEN, DR. MICHAEL FISHER. VOTING AGAINST: NONE. MOTION APPROVED.</p> <p>APPOINTMENT: None</p> <p>REAPPOINTMENTS:</p> <table border="0"> <tr> <td>Tonia Carpenter, RN</td> <td>Cardiology</td> <td>Allied Health Professionals</td> </tr> <tr> <td>Charles Coffey, M.D.</td> <td>Emergency Medicine</td> <td>Emergency Services</td> </tr> <tr> <td>Beth Lentz, RN</td> <td>Cardiology</td> <td>Allied Health Professionals</td> </tr> <tr> <td>Brittany Reed, RN</td> <td>Cardiology</td> <td>Allied Health Professionals</td> </tr> </table> <p>VRAD APPOINTMENT: Joseph Horner, D.O. Teleradiology Telemedicine</p> <p>RESIGNATIONS: <i>(For informational purposes only)</i> Mary Phillips, M.D. Teleradiology Telemedicine</p> <p>Shelby reported the Medical Staff meeting included general discussion items with no additional information to report.</p>		Tonia Carpenter, RN	Cardiology	Allied Health Professionals	Charles Coffey, M.D.	Emergency Medicine	Emergency Services	Beth Lentz, RN	Cardiology	Allied Health Professionals	Brittany Reed, RN	Cardiology	Allied Health Professionals	Dr R Dynes/ Shelby M
Tonia Carpenter, RN	Cardiology	Allied Health Professionals													
Charles Coffey, M.D.	Emergency Medicine	Emergency Services													
Beth Lentz, RN	Cardiology	Allied Health Professionals													
Brittany Reed, RN	Cardiology	Allied Health Professionals													
Patient Concern Reports	January 2021 Patient Concern Reports and patient survey comments were reviewed and appropriately addressed.		Shelby M / Kelsey A												
Patient Safety Reports	Kelsey noted 0 reportable patient falls occurred; 0 documented skin integrity issues to patients; 0 use of patient restraints; and 0 opioid-related deaths. Kelsey stated there were no reportable adverse events for the month.		Kelsey Andrews												
Administration	<p>Members of the Senior Management Team reported on additional items of business along with information included in the Executive summaries contained in the Board books.</p> <ul style="list-style-type: none"> • Kelsey noted the new stroke and trauma goals were included in this month's board book for review and comment. • Shelby noted Windom Area Health would be hosting several Covid-19 vaccination clinics this week for Sanford, Avera, WFMC, and Hartberg Medical Clinic patients. <p>M/S/C UNANIMOUSLY TO APPROVE THE FOLLOWING WAH COMMITTEE MEETING REPORTS AS PRESENTED (BARTELT/ORTMANN). ROLL CALL VOTE TO APPROVE: ANN BARTELT, LAURA FRESK, DAN ORTMANN, JUSTIN SCHMIT, KAY GROSS, MARY HOLMEN, DR MICHAEL FISHER. THOSE VOTING AGAINST: NONE. MOTION APPROVED.</p> <ul style="list-style-type: none"> • PHARMACY & THERAPEUTICS • UTILIZATION REVIEW • PERFORMANCE IMPROVEMENT/RISK 		Sr Mgmt Team												

City of Windom	Jacqueline Schmit is the new city council liaison person to the hospital. Jaysun Sherman was appointed to complete the remaining term of JoAnn Ray when she retired from the Alderman at Large position. Two possible sites are being considered to accommodate future Covid-19 vaccination clinics over a 2-3 month period.	Steve Nasby /Jacqueline S
Sanford Health Network	An update was given on Covid-19 statistics for the Sanford Health system. Sanford is experiencing a slow-down in inpatient admissions due to Covid. Influenza cases is at a record low this year.	Terry Mahar, VP
WAH Foundation Board	The WAH Foundation Board will be meeting February 23, 2021 at 5:00 pm.	Shelby Medina
WAH Auxiliary	The WAH Auxiliary met February 8, 2021, via Zoom. January's meeting minutes were included in the Board book	Shelby Medina
NEW & OLD BUSINESS		
Old Business	There was no old business presented for Governing Board action.	Dr Michael Fisher
New Business	Discussion was held regarding the meeting participation format for members of the Governing Board. Due to Covid-19 still being of concern, members requested to continue offering for the months of March and April, meetings via WebEx, or if preferred, members may attend board meetings in person with Covid precautions practiced.	Shelby Medina
CONCLUSION		
	WAH Governing Board meeting was concluded by Chairperson, Dr. Michael Fisher.	Dr Michael Fisher

WINDOW AREA HEALTH

GOVERNING BOARD EXECUTIVE SUMMARY *as of March 18, 2021*

WAH MISSION: “Dedicated to Health”

CHIEF EXECUTIVE OFFICER REPORT

- **Organizational Updates**
 - COVID vaccination process updates:
 - WAH continues to coordinate vaccination clinics with all the local providers. We are currently vaccinating all individuals identified by MDH (ages 16 to 65 with specified health conditions and essential food manufacturer employees). MDH expectations for vaccinations are 90% to be used within 72 hours with all doses used within 5 days
 - WAH will continue its search for the Clinical Program Director for the Wound and Hyperbaric Healing Center. Two positions are posted, Clinical Program Director or Program Director. Each role has different responsibilities and educational requirements. However, only one position will be hired.
 - Leadership announcements:
 - Travis Eichstadt has been offered and accepted the IT Manager position. Lori has agreed to delay her retirement date to May 28th in order to ensure a smooth transition.
 - Brenda Muller has accepted additional responsibility for the Occupational Medicine service line. With her increased responsibilities, she has been promoted to Director of Outreach Services.
 - Outreach clinic changes: Effective March 2021, WAH will no longer be offering ENT or Neurology outreach clinics.
 - Dad’s Belgian Waffles: A total of 337 people enjoyed the Dad’s Belgian Waffle brunch (282 in person and 55 carry out). The proceeds from the WAH Foundation fundraiser will be applied to scholarships to local high school and college students pursuing healthcare related education.
- **Committee Meeting Updates**
 - Work Place Violence: **Nothing to Report**
 - Last report January 2021
 - Infection Prevention: **Meeting Minutes from March 17, 2021**
 - HAI rate is zero for the quarter
 - HAI CAUTI = 0 / HAI CLABSI = 0 / Total joint SSI = 0
 - 2 C difficile and 0 MRSA
 - We continue to report all required COVID 19 STATS
 - Hand hygiene score for quarter is 95%
 - 87 COVID 19 cases reported in Q4
 - Emergency Preparedness: **Nothing to Report**
 - Last report was December 2020
 - Pharmacy and Therapeutics: **Nothing to Report**
 - Last report February 2021
 - P/ Risk: **Nothing to Report**
 - Last report February 2021
 - Utilization Review: **Nothing to Report**
 - Last report February 2021

WINDOM AREA HEALTH
GOVERNING BOARD EXECUTIVE SUMMARY
As of March 18, 2021
WAH MISSION: "Dedicated to Health"

CHIEF FINANCIAL OFFICER REPORT

Overview:

- Net income from operations was \$30,425 compared to a budget of \$39,775. Our net patient revenue was about \$23,205 less than last February. This brings the year-to-date net income to \$1,819,899 versus a budget of (\$1,117,467). We have applied \$835,000 in stimulus dollars this year. Year to date Net Income from operations would be about \$985,000 without the stimulus funds compared to last year when we had a Net Income of \$322,185 YTD. The YTD operating income is 9.5%. The YTD operating margin would be 5.4% without stimulus dollars applied.

The volume of activity in February was down slightly from budget on the inpatient side, but higher on the outpatient side than anticipated. Seventy-seven percent of our gross revenues came from outpatient activity. This is consistent with our year to date percentage as well. Acute admissions totaled nineteen. Those nineteen admissions produced forty-seven inpatient days for an average daily census of 1.6. That is the lowest number since June 2020. There were five Swing Bed admissions that equated to fifty-four days. Gross outpatient revenue was the second most for the fiscal year (on a per day basis). Outpatient gross revenue was 23.3% or about \$500,000 more than last February.

- Imaging procedure counts continue to be strong, exceeding budgeted numbers again. Imaging performed 558 procedures compared to a budget of 447. Year to date, 5,461 procedures have been performed compared to 5,205 last year.
- Laboratory volumes continue to exceed budget and historical averages. Last fiscal year laboratory tests averaged about 9,130 in a given month. There were 9,692 in the month of February this year.
- Sixty-six surgical procedures were performed in February, which is close to our budgeted number of seventy-two. Three of those surgeries were joint replacements.
- Rehab Therapy performed 1,500 modalities in February. That total is about 300 more modalities than budgeted and the most in a month this fiscal year. Overall modalities are down about 8.8% compared to year to date last year. However, overall continuing to exceed budgeted totals.

Contractual adjustments came in at 46.37% for the month. Contractual adjustments are budgeted at 43.2%. Year to date is 44.5% compared last year's amount of 44.1%.

Overall, expenses were \$168,436 more than budget. Supplies were about \$60,000 more than budgeted, provision for bad debts at \$25,000 more and salaries at \$26,000 more than budgeted were the key outliers.

Looking Forward:

- FY 2022 Capital & Operating Budgets
- Financial Assistance Policy
- Investment of Reserves

WINDOM AREA HEATH
GOVERNING BOARD EXECUTIVE SUMMARY
as of March 18th, 2021
WAH MISSION: "Dedicated to Health"

DIRECTOR OF NURSING REPORT

- **Medical/Surgical/OB/Emergency Room:**
 - Visitation guidelines have changed: 1 visitor allowed in all areas, over the age of 18, and can change visitors throughout the day. Staff may limit visitors or make exceptions on a case-by-case basis.
 - Pediatric Trauma lunch and learn was held on March 10th.
 - RN's Jason Ella and Tabitha Damm will be attending MOAB (Management of Aggressive Behavior) Training.
 - Have 2 RN openings, both .8 FTE's (one mostly nights, the other rotating)
 - Stroke designation site visit will be May 11th.
 - Trauma designation site visit will be the end of April.
 - Simulation truck for staff training will be taking place the end of April.
- **Diabetes Management/Oncology:** Nothing to report.
- **Surgery:**
 - Working through next steps in leadership in the Surgical Department. We will advertise for a surgical manager. In the interim, we will be initiating a charge nurse and lead surgical tech role to assist with management of day-to-day activities.
- **Committee Meetings**
 - Skills Fair planning: Skills Fair for all staff will be held March 24th and 26th.
 - ER committee: Nothing to report.
 - OB committee: Nothing to report.
 - MHA Safety Data as of March 15th.
 - Falls – 0
 - Skin Integrity - 0
 - Restraints – 0
 - Opioid Deaths – 0
 - Reportable Events – 0

WINDOM AREA HEALTH

GOVERNING BOARD EXECUTIVE SUMMARY

as of *March 18, 2021*

WAH MISSION: “Dedicated to Health”

CHIEF HUMAN RELATIONS OFFICER REPORT

Human Resources/Employee Health

- Posted positions:
 - RN - .8 FTE
 - Patient Access Rep
 - IT Support Tech
 - Clinical Program Director/Program Director (Healogics)
 - Surgery Manager
 - Surgery Leads (Tech and RN) – Internal only
 - Dietary Aide/Cook
 - RN - .8 FTE Nights
- WAH will be extending the COVID Sick Bank (FFCRA) through April 2021, and evaluating on month-by-month basis for need. This program is no longer required by federal law and tax credits are no longer provided after March 31st.
- Employee Development Institutes (EDI) have started again. A session on 3/17 and 3/31 featured an outside speaker discussing the challenges of informal leadership.

Community Health and Wellness/Wellness Center

- English and Spanish Food Resource Cards are once again being distributed around the community to various organizations.
- We are in discussions with Windom Schools about a ‘grow our own’ program for a Community Health Worker.
- The 2021 Fun Run will be a virtual 5K this year during hospital week.

Marketing/PR

- We are running several Podiatry ads to introduce our new outreach/wound provider, Dr. Nichols. Dr. Erbes is also advertised in the ads.
- Marketing has taken the lead on apparel orders and is currently offering an online store for employees.
- Two digital signage displays will be put up in the main lobby and outreach waiting area. Marketing will be taking the lead on the content for the digital displays.

Committee Meetings

- Employee Focus/Finance: No report.
- Patient & Family Advisory Committee: No Report. Meeting in April
- Safety: Meeting held on 3/17, verbal report will be given at Board.
- Safe Patient Handling: Meeting held on 3/17, verbal report will be given at Board.

Fiscal Year 2020-2021

WAH Operational & Strategic Goals

	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	chgd to NCR 9/1/20	72.1%	85.7%	n/a	n/a	100.0%	80.0%		
OP Net Promoter Score	80.6%	n/a	90.6%	n/a	chgd to NCR 9/1/20	76.9%	81.4%	67.3%	68.5%	75.0%	65.5%		
Emergency Dept Net Promoter Score	49.1%	n/a	91.4%	n/a	chgd to NCR 9/1/20	32.1%	59.10%	66.7%	11.8%	46.7%	41.2%		
Wound Center Overall Pt. Satisfaction	>92%	98.2%	96.1%	100.0%	93.0%	100.0%	84.7%	97.2%	100.0%	100.0%	100.0%		

QUALITY													
Falls per 1000 Patient Days	0.0	n/a	24.0	n/a	n/a	4.0	n/a	n/a	n/a	7.2	n/a		
Patient Falls with Injuries	0.0	n/a	0.0	n/a	n/a	0.0	n/a	n/a	n/a	0.0	n/a		
Hand Hygiene	100%	n/a	100.0%	n/a	n/a	91.8%	n/a	n/a	n/a	98.0%	n/a		
Patient Experience/HCAHPS Recommend	81%	n/a	71.4%	n/a	n/a	85.7%	n/a	n/a	n/a	62.0%	n/a		
How would you rate/HCAHPS	83%	n/a	71.4%	n/a	n/a	86.4%	n/a	n/a	n/a	62.0%	n/a		
Communication with Nurses	89%	n/a	78.6%	n/a	n/a	88.0%	n/a	n/a	n/a	81.3%	n/a		
Communication with Doctors	85%	n/a	77.1%	n/a	n/a	92.3%	n/a	n/a	n/a	93.5%	n/a		
Readmission within 30 days	<5%	n/a	1.0%	n/a	n/a	0.0%	n/a	n/a	n/a	2.7	n/a		
Wound Center Patient Healing Rate	>92%	97.1%	100.0%	100.0%	100.0%	95.2%	100.0%	100.0%	100.0%	100.0%	100.0%		

FINANCIAL													
Income (Loss) from Operations to Budget	-5.25%	3.64%	19.83%	2.68%	13.82%	20.29%	4.34%	-9.85%	19.44%	11.01%	2.39%		
Average Days in Accts Receivable	<53	43.52	60.62	52.42	49.38	45.98	48.50	47.29	49.92	48.14	45.64		
Average Days Cash on Hand	>150	359	348	362	362	360	367	357	375	389	352		

GROWTH													
Surgeries to Budget	71	20	80	65	105	85	69	60	92	44	66		
Wound Center New Patients	17	13	21	22	24	21	19	15	19	15	15		
Wound Center Encounters	135	108	120	145	157	193	176	154	182	147	150		
Wound Center Nurses Visits	no target # established	8	10	14	24	35	24	11	17	20	22		
SNF/ALF Wound Center New Patients	no target # established	1	2	4	4	5	0	4	3	1	4		
SNF/ALF Wound Ctr Encounters/Telehealth	no target # established	8	13	10	28	14	15	27	28	20	22		
Wound Center HBO Treatments (new pts)	1.6	0	3	0	0	0	0	0	0	0	0		

COMMUNITY													
Community Development Project	1						Spook-tacular	Diabetes Aware Expo	Giving Tree				

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, March 22, 2021 / 4:30-5:15 pm / Large Conference Room or WebEx

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:

Chairperson (or Acting Chairperson) Ann Bartelt, Chairperson

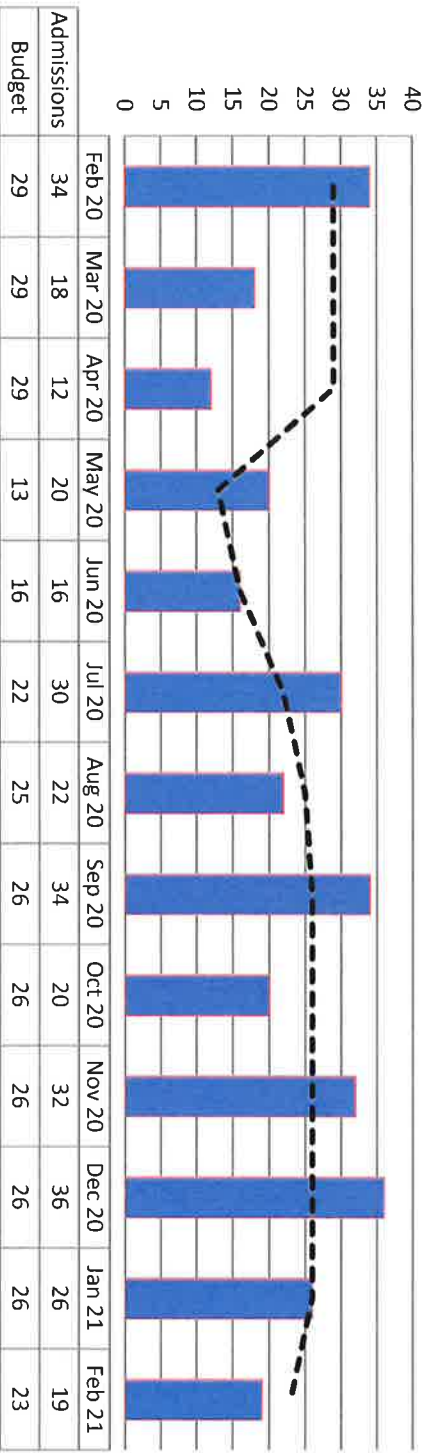
Recorder: Janel Eichstadt, Admin Asst

Category / Topic	Action step(s) / Updates	Leader:	
STANDING ITEMS			
Call to Order	Call Finance/Personnel/Labor Relations & Building & Grounds Committee meeting to order at 4:30 pm by Chairperson	Ann B	
Minutes	Approve minutes from regular Committee meeting of February 22, 2021 <i>(Cmte Motion)</i>	Ann B	
Collections & Financial Assistance	Review & recommend approval of patient financial 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>	Shelby M	
FOLLOW-UP ITEMS			
NEW/CURRENT ITEMS			
Outpatient Services	Review status of outpatient services	Shelby M	
FY2022 Budget	Preliminary review of FY2022 budget. April date for WAH Special Board meeting to approve FY2022 budget??	John P.	
Other			
CONCLUSION			
	Conclude Finance/Personnel/Labor Relations & Building & Grounds Committee meeting	Ann B	

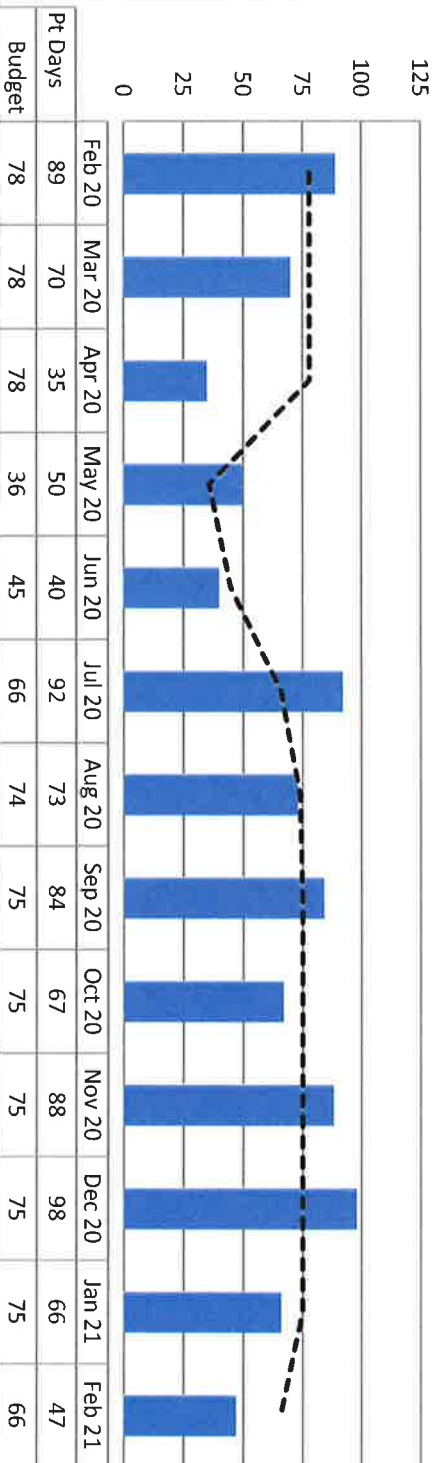
Meeting Name: Windom Area Health Finance / Personnel / Labor Relations & Building & Grounds Committee			
MINUTES			
Purpose: Review and recommend annual operating budget and capital expenditure plan, review and recommend capital expenditures, review and evaluate monthly financial reports, review and recommend approval of annual audit report, and recommend board approval to agenda items as requested.			
Meeting Date/Time/Location:		Monday, February 22, 2021 / 4:30pm / Large Conference Room or WebEx	
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: Ann Bartelt, Laura Fresk, Justin Schmit, 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:	
Chairperson (or 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 4:30 pm by chairperson, Ann Bartelt. Due to the Covid-19 pandemic, this committee meeting was held via WebEx 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 JANUARY 25, 2021, AS PRESENTED (BRUGMAN/SCHMIT). ROLL CALL VOTE TO APPROVE: ANN BARTELT, LAURA FRESK, JUSTIN SCHMIT, JULIE BRUGMAN. VOTING AGAINST: NONE. MOTION APPROVED.	Ann B	
Collections & Financial Assistance	M/S/C UNANIMOUSLY TO RECOMMEND APPROVAL TO SEND PATIENT ACCOUNTS TOTALING \$46,309.29 TO AAA COLLECTIONS; RECOMMEND APPROVAL OF THE FOLLOWING FINANCIAL ASSISTANCE PATIENT ACCOUNTS: 2 NEW ACCOUNTS SUBMITTED FOR WRITE-OFF TOTALING \$8125.49; 1 ACCOUNT FOR WRITE-OFF WITH A BALANCE BELOW \$1500 TOTALING \$90.00; AND 5 PREVIOUSLY APPROVED ACCOUNTS FOR WRITE-OFF TOTALING \$1144.80, WITH ALL APPROVED FINANCIAL ASSISTANCE ACCOUNTS SUBMITTED FOR WRITE-OFF TOTALING \$9360.29 (SCHMIT/FISHER). ROLL CALL VOTE TO APPROVE: ANN BARTELT, LAURA FRESK, JUSTIN SCHMIT, JULIE BRUGMAN. VOTING AGAINST: NONE. MOTION APPROVED. In month 9 of FY2021, accounts totaling \$57,151.77 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 – PATIENT ACCESS REPRESENTATIVE EFFECTIVE FEBRUARY 8, 2021 AND TERMINATION OF FT SURGERY DEPT MANAGER EFFECTIVE JANUARY 26, 2021 (BRUGMAN/FISHER). ROLL CALL VOTE TO APPROVE: ANN BARTELT, LAURA FRESK, JUSTIN SCHMIT, JULIE BRUGMAN. THOSE VOTING AGAINST: NONE. MOTION APPROVED.	Shelby M	
FOLLOW-UP ITEMS			
CLA Consulting Services	Shelby stated CliftonLarsonAllen Consulting Services is currently preparing information gleaned from interviews with members of the WAH Medical Staff and WAH Governing Board. Consensus amongst committee members was that due to WAH Governing Board initiating this endeavor with CliftonLarsonAllen Consulting Services; it is this committee's recommendation for the consultant to present this information to WAH Governing Board members first at a special board meeting prior to the March 22, 2021 regular board meeting. The consultant will then be directed to present this information to Medical Staff members with representation of WAH Governing Board members present at their March meeting. Shelby was in agreement to the committee's recommendation and will pursue setting a date for the special board meeting.	Shelby M	
NEW/CURRENT ITEMS			
Master Facility Plan	John shared that Kraus-Anderson architects have been actively reviewing capital expenditure plans established several years ago to determine plant operation items in need of replacement or repair. He noted the hospital's water heater system is on the replacement list and is currently being addressed with project completion anticipated by end of 2021. Cost is approximately \$200,000 with a \$125,000 grant secured to apply towards this capital expense. Currently, Kraus-Anderson is addressing the plant's air handling system in need of replacement, costing approximately \$820,000. A grant for \$125,000 has been applied for, and if successful in attaining these funds, monies would be applied towards cost of replacing the air	John P	

	handling system. John noted funding for the replacement of the air handling system would come from Covid-19 grant funds received from the federal government in 2020.		
IT Risk Assessment	The annual IT Risk Assessment for 2020 was presented by Shelby for review. She noted Windom Area Health was categorized as being in the medium risk category due to outside vendor activity not being monitored when someone arrives at Windom Area Health and then leaves the facility. Shelby noted a monitoring system was being researched prior to the Covid-19 pandemic and research on a monitoring system will resume again in the near future.	Shelby M	
Financial Loan Agreement	Committee members discussed a request received from an individual who had received a Student Financial Loan Agreement through Windom Area Health. The request asked for an extension of the student loan agreement repayment to Windom Area Health. Committee consensus was that the individual had previously requested, and received, Governing Board approval for an extension on the repayment of the Student Financial Loan Agreement and Memo of Understanding agreed upon by both parties for loan repayment terms. Committee members agreed this current request for a second student loan extension breached contract terms of the Financial Loan Agreement and Memo of Understanding established in September 2020, thus the individual's request was denied and repayment of the Student Financial Loan must be paid in full immediately.	Shelby M	
CONCLUSION			
	Chairperson, Ann Bartelt, concluded the Finance/Personnel/Labor Relations & Building & Grounds Committee meeting.	Ann B	

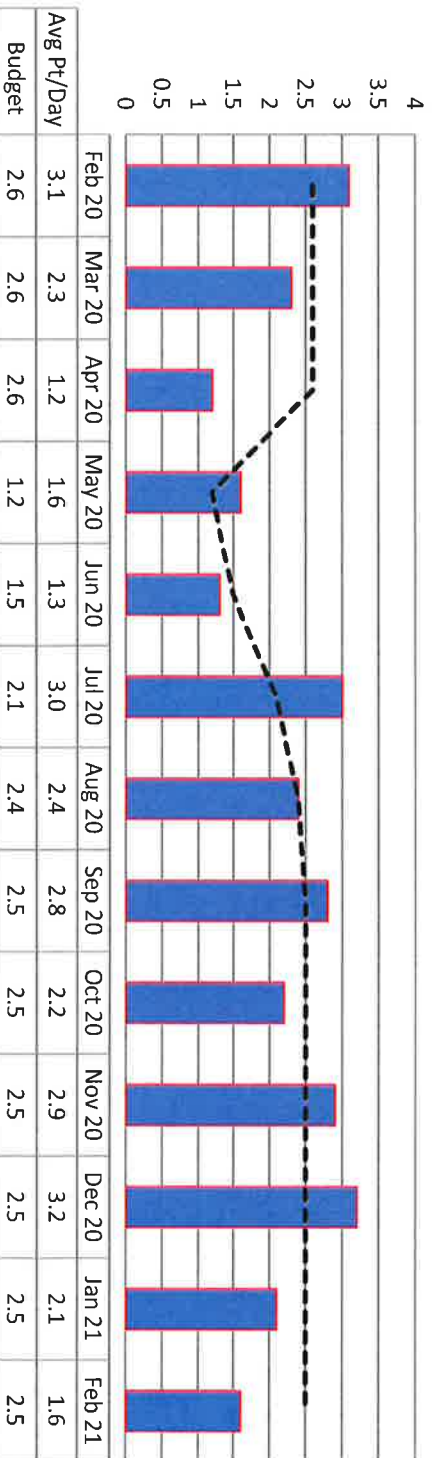
ADMISSIONS



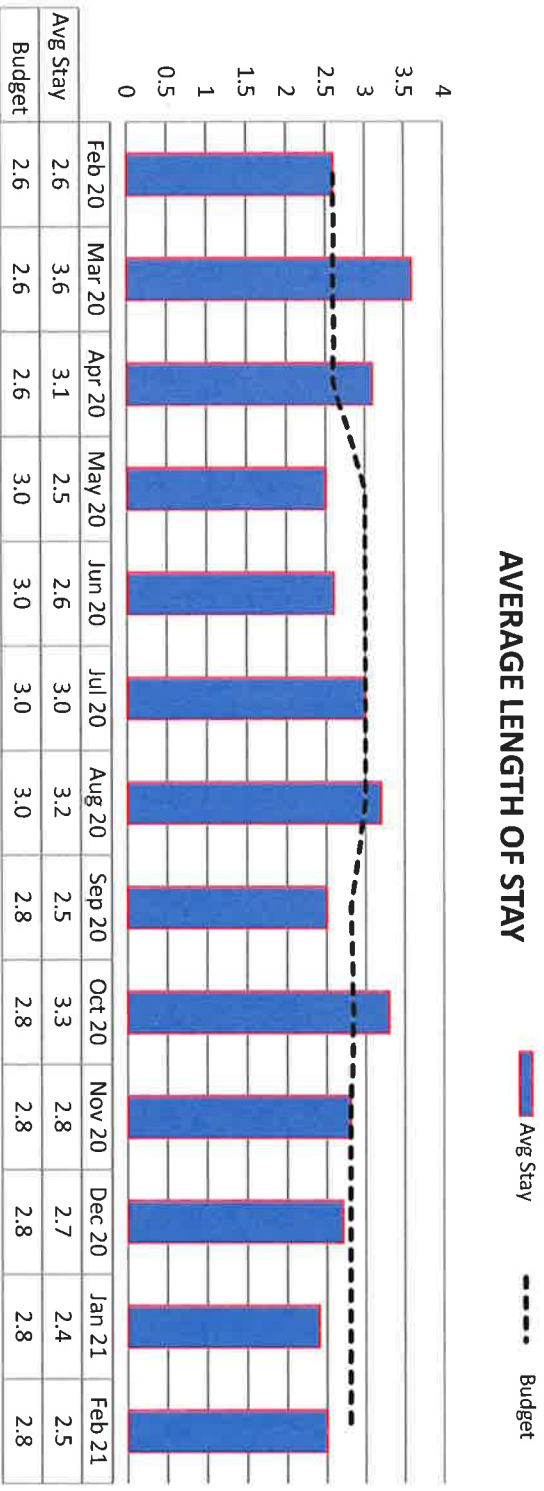
PATIENT DAYS



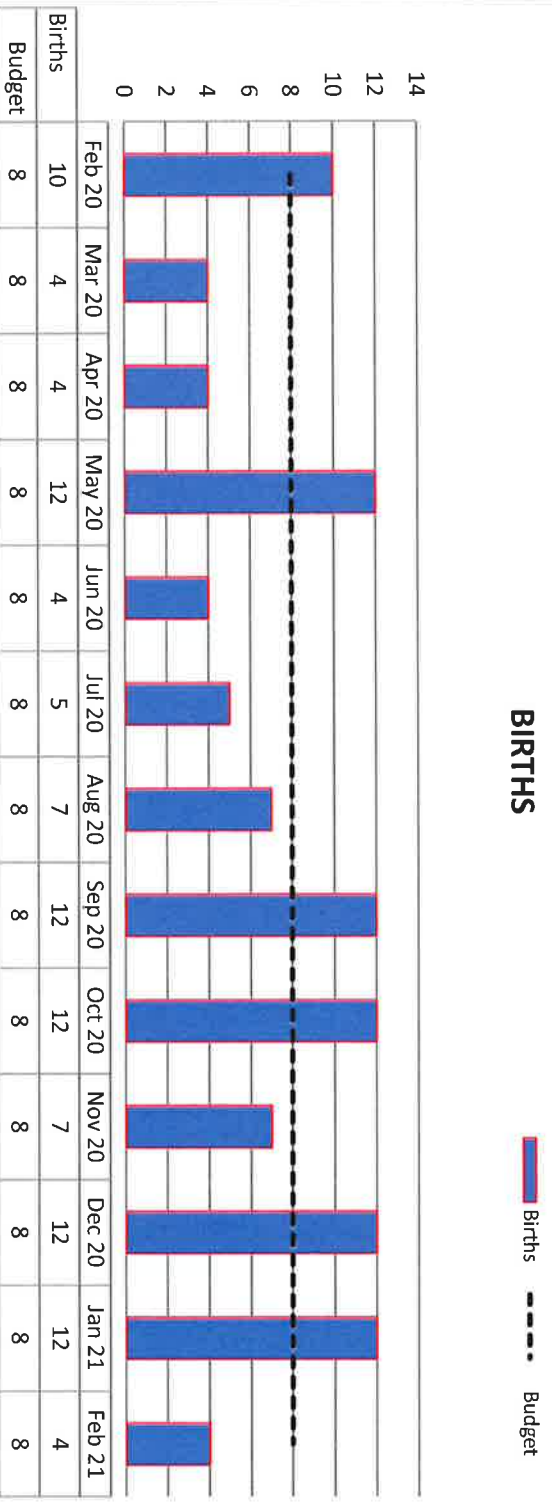
AVERAGE PATIENTS PER DAY



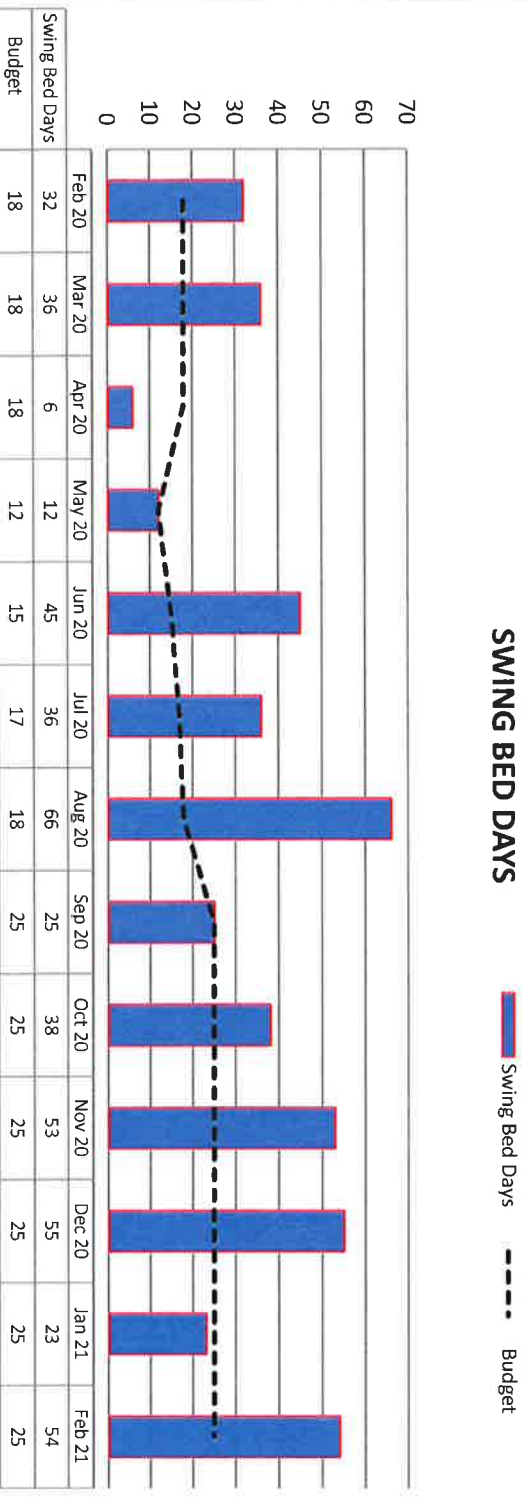
AVERAGE LENGTH OF STAY



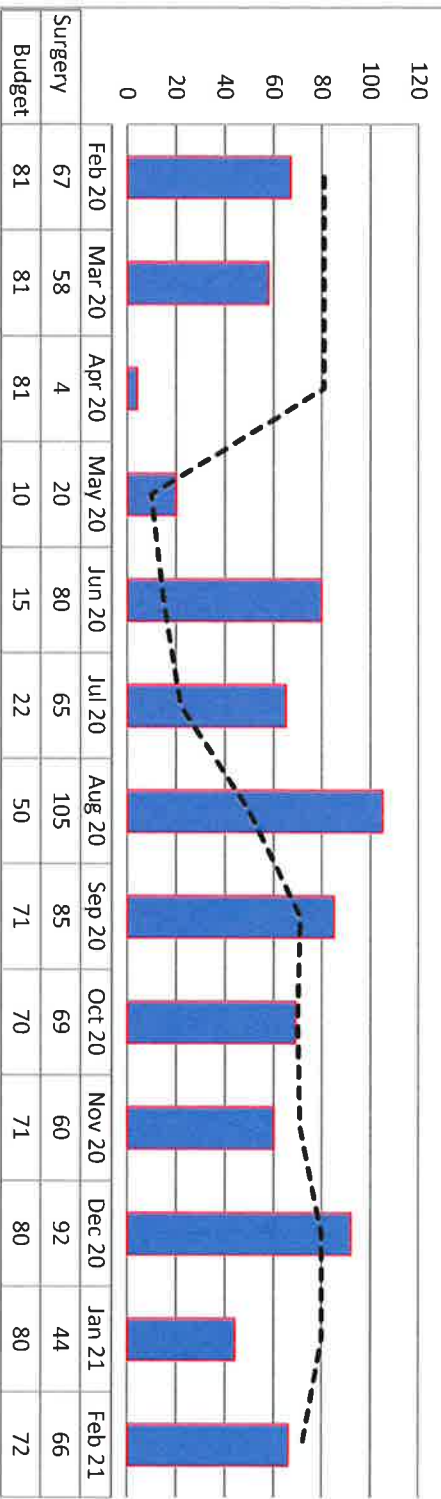
BIRTHS



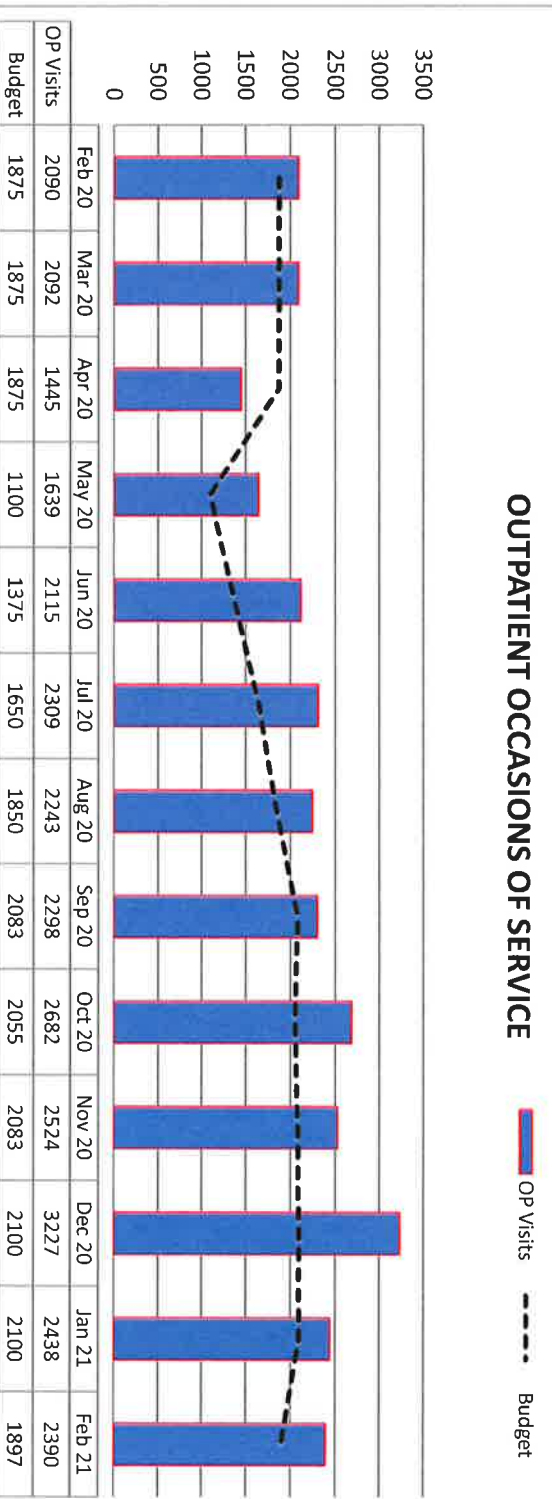
SWING BED DAYS



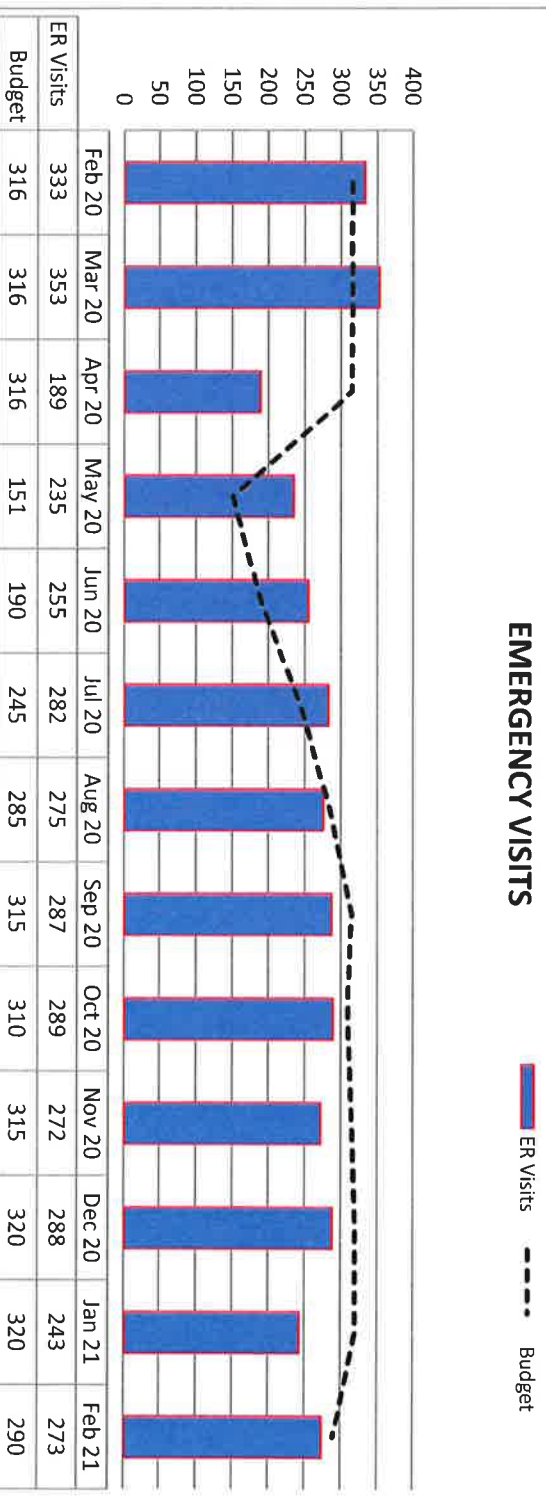
SURGERY



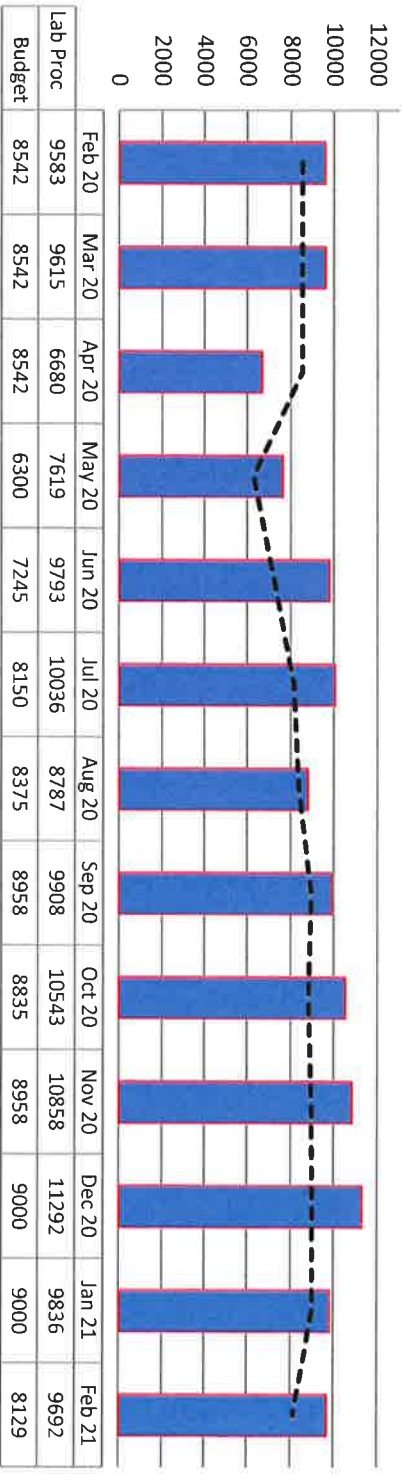
OUTPATIENT OCCASIONS OF SERVICE



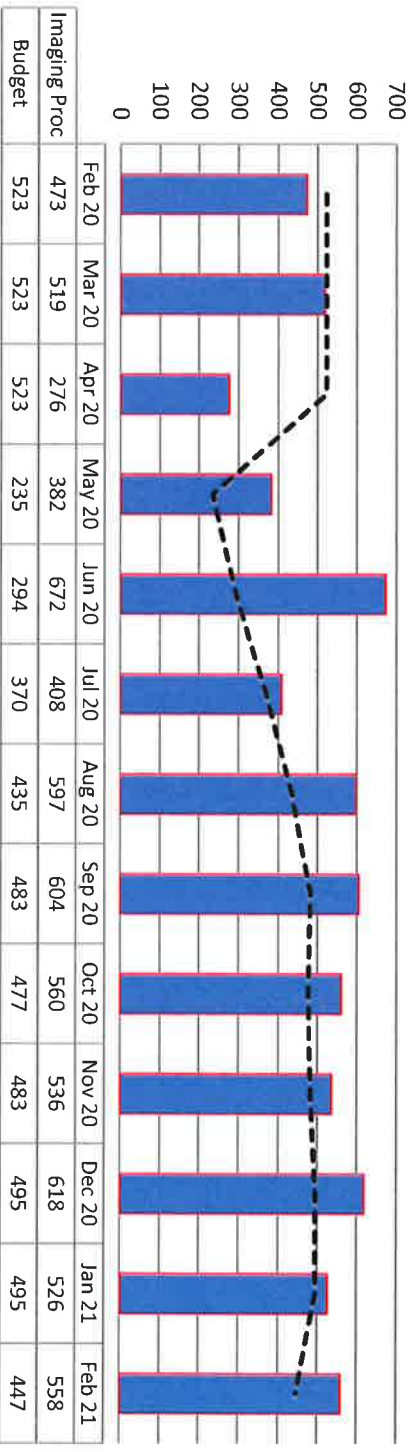
EMERGENCY VISITS



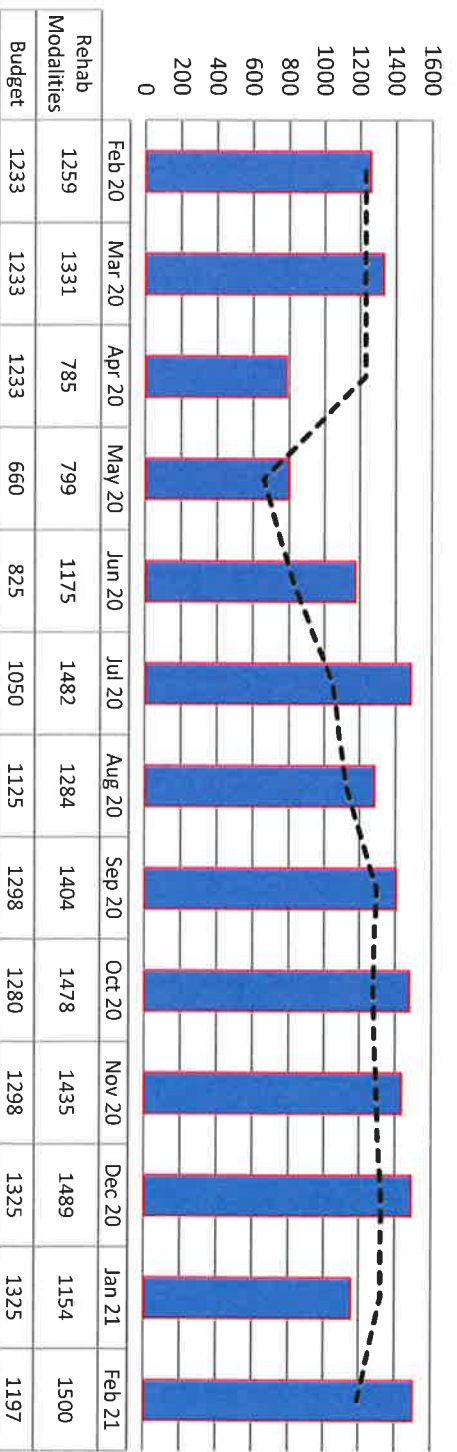
LAB PROCEDURES



IMAGING PROCEDURES



REHAB MODALITIES



WINDOM AREA HEALTH
INCOME STATEMENT

	2/28/2021	Revenue	Revenue	Revenue	Revenue	February	\$ Change	% Change			
	2/28/2021	Comparison	Budget 2021	Comparison	Y-T-D 2021	Comparison	Budget 2021	Comparison	Y-T-D 2020	From Last Year	From Last Year
PATIENT REVENUE											
Inpatient Revenue	\$774,082	22.96%	\$870,781	30.00%	\$7,545,849	23.12%	\$8,106,221	30.00%	\$7,199,624	\$346,225	4.8%
Outpatient Revenue	\$2,597,597	77.04%	\$2,031,823	70.00%	\$25,085,383	76.88%	\$18,914,515	70.00%	\$23,368,698	\$1,716,685	7.3%
Total Patient Revenue	\$3,371,679	100.00%	\$2,902,604	100.00%	\$32,631,232	100.00%	\$27,020,736	100.00%	\$30,568,322	\$2,062,910	6.7%
Contractual Adjustments	\$1,563,336	46.37%	\$1,252,701	43.16%	\$14,517,960	44.49%	\$11,648,531	43.11%	\$13,351,082	\$1,166,878	8.7%
Other Income	\$15,148	0.45%	\$14,502	0.50%	\$994,556	3.05%	\$145,020	0.54%	\$180,161	\$814,395	
NET OPERATING REVENUE	\$1,823,491	100.00%	\$1,664,405	100.00%	\$19,107,828	100.00%	\$15,517,225	100.00%	\$17,397,401	\$1,710,427	9.8%
EXPENSE											
Employee Salaries	\$633,657	34.75%	\$607,887	36.52%	\$6,427,447	33.64%	\$6,300,314	40.60%	\$6,313,205	\$114,242	1.8%
Employee Benefits	\$201,671	11.06%	\$193,632	11.63%	\$2,005,753	10.50%	\$2,038,666	13.14%	\$1,980,001	\$25,752	1.3%
Pharmaceuticals	\$102,898	5.64%	\$70,959	4.26%	\$664,448	3.48%	\$715,925	4.61%	\$670,779	(\$6,331)	-0.9%
Supplies	\$170,370	9.34%	\$101,194	6.08%	\$1,396,676	7.31%	\$1,098,683	7.08%	\$1,192,280	\$204,396	17.1%
Rents & Utilities	\$25,649	1.41%	\$25,182	1.51%	\$250,747	1.31%	\$273,404	1.76%	\$254,502	(\$3,755)	-1.5%
Purchased Services	\$341,197	18.71%	\$320,049	19.23%	\$3,622,416	18.96%	\$3,124,480	20.14%	\$3,734,303	(\$111,887)	-3.0%
Other Direct Expenses	\$134,871	7.40%	\$142,175	8.54%	\$1,104,662	5.78%	\$1,447,697	9.33%	\$1,112,014	(\$7,352)	-0.7%
Provision for Bad Debts	\$52,783	2.89%	\$27,083	1.63%	\$479,501	2.51%	\$270,833	1.75%	\$444,013	\$35,488	8.0%
Depreciation	\$116,339	6.38%	\$122,333	7.35%	\$1,195,309	6.26%	\$1,223,333	7.88%	\$1,230,754	(\$35,445)	-2.9%
Interest Expense	\$13,631	0.75%	\$14,136	0.85%	\$140,970	0.74%	\$141,357	0.91%	\$143,365	(\$2,395)	-1.7%
Total Operating Expense	\$1,793,066	98.33%	\$1,624,630	97.61%	\$17,287,929	90.48%	\$16,634,692	107.20%	\$17,075,216	\$212,713	1.2%
Income (loss) From Operations	\$30,425	1.67%	\$39,775	2.39%	\$1,819,899	9.52%	(\$1,117,467)	-7.20%	\$322,185	\$1,497,714	
Investment Income	\$4,136	0.23%	\$15,417	0.93%	\$99,418	0.52%	\$154,167	0.99%	\$173,057	(\$73,639)	
Other Revenue/(Expenses)	\$5,787	0.32%	(\$2,083)	-0.13%	\$94,079	0.49%	(\$20,833)	-0.13%	(\$15,337)	\$109,416	
Non Operating Rev/Exp	\$9,923	0.54%	\$13,334	0.80%	\$193,497	1.01%	\$133,334	0.86%	\$157,720	\$35,777	
Increase in Net Assets	\$40,348	2.21%	\$53,109	3.19%	\$2,013,396	10.54%	(\$984,133)	-6.34%	\$479,905	\$1,533,491	

**WINDOM AREA HEALTH
 FY 2021
 CAPITAL ASSET ACQUISITIONS**

Yrs Dep	Capital Asset	Vendor	Asset class	May	June	July	August	September	October
5	Rhinolayngoscope	Olympus	Maj Mov		6,697				
5	Glidescope	Verathon	Maj Mov						13,482
Total				-	6,697	-	-	-	13,482

Yrs Dep	Capital Asset	Vendor	Asset class	November	December	January	February
5	Upgrade to Phone Servers and Voice Gateway	Marco	Maj Mov	45,079			
5	Cabling for Voice Gateway	City of Windom	Fixed Equip	1,538			
7	Hematology Equipment	Sysmex America, Inc	Maj Mov		33,278		
Total				46,618	33,278	-	-

Total YTD Capital Acquisitions 100,074

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, March 22, 2021 / 4:00-4:30 pm / Large Conference Room or WebEx	
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 (or 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 Acting Chairperson	Kay Gross	
Minutes	Approve minutes from the regular Committee meeting of February 22, 2021 (<i>Cmte Motion</i>)	Kay Gross	
FOLLOW-UP ITEMS			
Medical Staff / CMO Review	WAH Medical Staff meeting business	Dr Dynes / Shelby M	
CLA Consulting Services	Review next steps	Shelby M	
NEW/CURRENT ITEMS			
Other			
CONCLUSION			
	Conclude Professional Practice/Quality & Planning Committee meeting	Kay Gross	

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, February 22, 2021 / 4:00pm / Large Conference Room or WebEx	
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: Mary Holmen, Dan Ortmann, Kay Gross, Julie Brugman/Mt Lake Advisory Mbr, Dr. Michael Fisher-ex officio, John Peyerl/CFO, Kelsey Andrews/DON, Shelby Medina/CEO, Terry Mahar/Sanford Health Network VP Absent: Emily Masters/CHRO, Dr. R. Dynes/Chief of Medical Staff Others:	
Chairperson (or 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 Chairperson, Kay Gross. Due to the Covid-19 pandemic, this committee meeting was held via WebEx per League of MN Cities Open Meeting Laws, Public Health Emergency.	Kay G	
Minutes	M/S/C UNANIMOUSLY TO APPROVE COMMITTEE MINUTES FROM THE REGULAR MEETING OF JANUARY 25, 2021, AS PRESENTED (). ROLL CALL VOTE TO APPROVE: MARY HOLMEN, DAN ORTMANN, KAY GROSS, JULIE BRUGMAN. VOTING AGAINST: NONE. MOTION APPROVED.	Kay G	
FOLLOW-UP ITEMS			
WAH Medical Staff / CMO Review	Shelby reported today's Medical Staff meeting was chaired by Dr. Olson in the absence of Dr. Dynes. She noted the Medical Staff approved credentialing appointments as presented. An update was given on the Covid-19 vaccination clinics. Shelby noted Windom Area Health has joined the coalition again to administer Covid-19 vaccinations again. Windom Area Health is providing space for local clinics to administer Covid-19 vaccinations to their patients 65 years of age and older.	Shelby M	
CLA Consulting Services	Shelby stated CliftonLarsonAllen Consulting Services is currently preparing information gleaned from interviews with members of the WAH Medical Staff and WAH Governing Board. Through discussion, committee members were in agreement that due to WAH Governing Board initiating this venture with CliftonLarsonAllen Consulting Services, the committee's recommendation is to request the CliftonLarsonAllen consultant to present his final report to Governing Board members prior to the March 22 nd board meeting. The consultant will then present his formal report to Medical Staff members, with WAH Governing Board representation present, at the March meeting. Shelby was in agreement with the committee's recommendation and will pursue making arrangements for CliftonLarsonAllen Consulting Services to present its results from this endeavor.	Shelby M	
NEW/CURRENT ITEMS			
IT Risk Assessment	The annual IT Risk Assessment for 2020 was presented by Shelby. She noted Windom Area Health was categorized as being in the "medium risk" category due to outside vendor activity not being monitored during the time-period a vendor arrives at Windom Area Health until the vendor leaves the facility. Shelby noted a monitoring system was being researched prior to the Covid-19 pandemic and research will resume in the near future again on seeking a monitoring system for Windom Area Health.	Shelby M	
Telehospitalist Groups	Shelby shared she has secured two additional telehospitalist groups who will be coming to Windom Area Health to present information on their services. One group will give their telehospitalist presentation March 3 rd , with the second group presenting their services March 16 th . Medical Staff members will then further discuss this opportunity at their March 22 nd meeting with a recommendation on which group they desire to provide telehospitalist services to WAH.	Shelby M	
Other-Nutritional Serv / Dietitian Update	Shelby reported Registered Dietitian, Abby Kipfer, has been engaged with Nutritional Services staff on improving and changing services within this department. Recently, new patient menus have been created for use with the hospital's patients. Abby and the Avera Clinic have been working together on determining an online menu for Avera staff to order their meals on. This is a new endeavor by the Nutritional Services Dept and Avera Clinic with system "bugs" being worked out as this process continues being developed.	Shelby M	

CONCLUSION

	Chairperson, Kay Gross, concluded the Professional Practice/Quality & Planning Committee meeting.	Kay G	
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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**

MARCH 22, 2021

APPOINTMENTS:

Nazita Adili-Khams, M.D.	Family Medicine	Emergency Services
Kate Rasmussen, RN	Vascular	Allied Health Professionals

REAPPOINTMENTS:

Ramon Issa, M.D.	Emergency Medicine	Emergency Services
Michael James, M.D.	Urology	Consulting
Timothy Klassen, CRNA	Anesthesia/Pain	Allied Health Professionals
Tomasz Lis, M.D.	Emergency Medicine	Emergency Services
Obinna Nwabibia, M.D.	Emergency Medicine	Emergency Services
April Quigley, PA-C	Orthopedics	Allied Health Professionals

SANFORD TELEMEDICINE APPOINTMENTS:

Brooklyn Bertels, D.O.	Emergency Medicine	Telemedicine
Ye Jung Christensen, M.D.	Emergency Medicine	Telemedicine
Joshua Ryan, M.D.	Diagnostic Radiology	Telemedicine

VRAD REAPPOINTMENTS:

Jerome Klein, M.D.	Teleradiology	Telemedicine
Donald Nicell, M.D.	Teleradiology	Telemedicine
John Stewart, M.D.	Teleradiology	Telemedicine

RESIGNATIONS: *(for informational purposes only)*

John Alexander, M.D.	Teleradiology	Telemedicine
Kenneth Bentson, PA-C	Neurology	Allied Health Professionals
Matthew Finke, M.D.	Emergency Medicine	Telemedicine
Kimberlie Lofano, CMA	Podiatry	Allied Health Professionals
Matthew Mogensen, CRNA	Anesthesia	Allied Health Professionals
Anthony Pfeiffer, M.D.	Emergency Medicine	Telemedicine
Andrew Reeves, M.D.	Neurology	Consulting

FEBRUARY 2021 PATIENT COMMENTS

Windom OP Surgery	very satisfied with every thing
Windom OP Surgery	the only thing that I didn't like was that while I was waiting for my procedure, the door was open to my room. I was laying in the bed in my gown and everyone walking by could look in at me. I didn't say anything since I didn't think that I would have to wait long, but it was long enough for a number of people to walk by and some I knew-----which I wanted to keep things private to a point. Otherwise, everything else went well.
Windom ED	The nurse that took care of ne was very attentive and made me feel like i was safe.
Windom ED	Kind, understanding, quick, and honest doctors, nurses, and staff!
Windom OP Lab	I came in for a pre-op Covid-19 test. It was clearly explained to me several days earlier, and when I followed the directions the test and subsequent report was flawless.
Windom OP Lab	Wonderful staff and well taken care of.
Windom OP Radiology	They were very kind. They talked me through what they were doing. I would definitely recommend them to others.
Windom OP Surgery	All the nurses were very kind and caring and Dr. Taber was wonderful, also!
Windom OP Radiology	I continue to get the best experience and care through the Windom Hospital. Thank you
Windom OP Wound	I used the wound clinic in Windom for the first time. They were so so helpful. I had a very good experience.
Windom OP PT	Very happy with therapist. Very informative and helpful. Encourages in progress being made.
Windom OP Mammography	Great experience! We are lucky to have such great services close to home!
Windom OP PT Outreach Mountain Lake	My therapist has been doing very good with me. I thank him for everything he's done. Thank you.
Windom OP PT	Can't say enough good things about my treatment and the results I am seeing.
Windom OP Radiology	Very prompt and took a very short amount of time
Windom IP Med Surg	Excellent care and attention!!!
Windom OP Lab	Yeah, this is _____. The health care in Windham Hospital is lights out - really good. It keeps me alive - I'd like to thank them too.
Windom OP Outreach Clinic	Going in I really had no idea how bad my knees were how good they were if I was a wimp, I don't know way it is and everything coming out. I felt great and this is Saturday a few days after that and Saturday evening, and I really feel good. And I think it's I'm going to be fine and but and if I need a shot again, I will be seeing that doctors if if possible. I have to talk to my VA representing. Thank you. Bye. Have a happy Valentine's Day.
Windom OP Lab	The team that worked with me were awesome! Very professional and a good sense of humor. Everyone made me feel comfortable and explained everything very well. Great group of people!!!
Windom OP Pain Services	Quality, respectful care. Thank you!
Windom OP Lab	Staff very friendly and knowledgeable. I was a little nervous but staff put me at ease.
Windom ED	Responded to my problem well.

FEBRUARY 2021 PATIENT COMMENTS

Windom OP Radiology	Very professional and laid back.
Windom ED	Excellent treatment.....!!! Took care of me with great respect!!!
Windom OP Lab	I feel that I got very good care and everybody was very kind and patient and I enjoyed the experience.
Windom ED	The er doctor who attended to me did not even address my chronic pain or check my liver function levels with the extensive history available to him to know I have a serious condition , he did not even papatate my abdomen or anything associated my pain with nausea very dismissive as well.
Windom OP Lab	I was very confident when I walked into the Lab, that everything would be accurate, thorough and speedy.
Windom OP Radiology	The person who did the mammogram was excellent and very friendly.
Windom OP Lab	I was well taken care of
Windom OP Pain Services	Hi, I think I pushed the wrong numbers. I had real good care real good comments from the nurses I understand them very well. Everything was very very good. That's all I can say. It was very very good. Thank you very much.
Windom ED	Thanks to the people who helped my daughter for everything they did. The service was excellent and the people were very kind. Thank you for all your support. Thank you.
Windom OP Lab	All individuals treated me with respect and professionalism. Great TEAM.
Windom OP Nursing Services	Good place to go
Windom OP Lab	I was very happy to be waited on right on time. Did not have to wait. The lab work was done very well
Windom OP Lab	Everyone was great!
HCAHPS Inpatient	Nurses and my doctor were wonderful in helping me have a VBAC.
HCAHPS Inpatient	Had double knee replacement. - Bathroom was not handicap accessible - Very hard to use. Extremely!! - Was never told to elevate my legs, especially when icing. - Had to remind them continually to bring ice + meds. - As I left I only had 2 days of meds left - over the holiday weekend. So had to develop my own medication plan - causing much stress + pain. - Was told my pain meds could not be refilled, which I found out later was not true.
HCAHPS Inpatient	OB nurses were wonderful. All were very kind and caring and awesome in caring for me and my new baby. So great in explaining what was happening, what to expect and answering any of my questions. Thank you!

**Windom Area Hospital Auxiliary Meeting
February 8, 2021**

The Windom Area Hospital Auxiliary held their monthly meeting Monday, February 8th, 2021 at 6:30 p.m. via Zoom due to restrictions brought about by Coronavirus-19. President Mary Klosterbuer called the meeting to order and welcomed the 20 members.

Elizabeth Coleman, CNP, spoke on a new service offered at the hospital – Integrative Health, Holistic and Functional Approach to Health Care.

M/S Betty Olson/Connie McCarthy to approve the agenda. Motion carried.

Recording Secretary's Report – Marlene Smith, Recording Secretary

- M/S Diane Vellema/Karen Skarphol to approve the minutes as presented of the January 11, 2021 meeting. Motion carried.

Treasurer's Report – Gerri Burnmeister, Treasurer

- Balance on hand January 31, 2020 was \$5,934.43
- M/S Karla Taber/Pat Lenz to approve the Treasurer's Report as presented. Motion carried.

Old Business:

- The nominating committee presented the following slate of officers:
 1. President – Mary Klosterbuer
 2. Vice President - open
 3. Treasurer – Gerri Burnmeister
 4. Board Members: Pat Lenz, Dona Olsen, Connie McCarthy
- We will vote on the nominees at the March meeting.

New Business:

- Kim Armstrong submitted a request for the new round of CARES grant funds.

Auxiliary Liaison/WAH Updates – Kim Armstrong

- Submit your January volunteer hours.
- DMV/HHS and the clinics will continue to vaccinate people as they receive doses.

Corresponding Secretary – Betty Olson

- A card was sent to Marlene Smith.

MAHV – Minnesota Association of Hospital Volunteers – Marlene Smith

The meeting was adjourned at 7:20.

Upcoming Events

- Wednesday March 3, 2021 at 10:00-11:30 a.m. - MAHV District E & F Zoom Joint meeting
- Monday March 8, 2021 at 6:30 p.m. - WAHA meeting
- Wednesday April 14, 2021 MAHV Webinar for all members

Marlene Smith

Recording Secretary



WINDOM AREA HEALTH FOUNDATION

BOARD OF DIRECTOR'S MEETING

TUESDAY, MARCH 23, 2021

Select supper from Grab & Go in Cafeteria before meeting

5:00 pm – Large Conference Room

AGENDA

- I. **CALL WAH FOUNDATION MEETING TO ORDER**
Alice Huebert
- II. **FOUNDATION MEETING MINUTES -**
- Approve minutes from regular meeting on February 23, 2021
Alice Huebert
- III. **FINANCIAL STATEMENT -**
- Review donations & assign thank-you's
Kim Armstrong
- IV. **OLD BUSINESS -**
- Dad's Belgian Waffle Brunch Financial Report
- Transfer Funds for Panda Baby Warmer
- Spring Solicitation Letters
- CARES Grant
- Rebrand Donor Wall/Digital Signage
- Scholarship Committee to Meet Week of April 19th
- Virtual Fun Run May 9-15, 2021
- Strategic Planning Session
Kim Armstrong
- V. **NEW BUSINESS -**
- Board Member to Replace Alice
- Slate of Officers
- Mountain Lake Police Pink Patch Fundraiser
- Golf Tournament
Kim Armstrong
- VI. **NEXT MEETING DATE/TIME – April 27, 2021, 5 pm, LCR**
Alice Huebert
- VII. **MEETING CONCLUSION**
Alice Huebert

**Windom Area Health Foundation
Foundation Board Meeting Minutes
February 23, 2021, at 5:00 p.m.**

Attending: Alice Huebert, Steve Johnson, Sandy Robinson, Greg Scheitel, Kay Gross, Laura Fresk, Ann

Bartelt, Kim Armstrong/Exec Dir. Compliance & Foundation/Auxiliary

Absent: Emily Masters/CHRO, Shelby Medina/CEO

Recorder: Janel Eichstadt/Admin Asst

Call to Order: WAH Foundation Board Chairperson, Alice Huebert, called the meeting to order.

Foundation Minutes:

M/S/C UNANIMOUSLY TO APPROVE MINUTES FROM THE REGULAR MEETING OF NOVEMBER 16, 2020 AND THE SPECIAL MEETING OF DECEMBER 8, 2020 AS PRESENTED (BARTELT/JOHNSON).

Financial Statement:

M/S/C UNANIMOUSLY TO APPROVE THE FINANCIAL STATEMENT ENDING JANUARY 31, 2021 AS PRESENTED (JOHNSON/SCHETTEL).

Review Donations & Assign Gift Thank-you Calls

Foundation donor gifts received during November 2020 through January 2021 were reviewed. Those donors giving gifts of \$100 or more will receive a personal phone call from a Board member or a thank you note acknowledging their gift.

Old Business

End of Year Mailing Results

Kim noted the 2020 end of year solicitation letter was a very successful campaign, receiving over \$20,000 in donation gifts, which were earmarked for a new baby warmer in the OB Department.

Rebrand Donor Wall/Digital Signage

Kim shared that Pride Neon in Sioux Falls has been contacted regarding signage for a new WAH Foundation donor wall, however, to date; a response has not been received from them. Digital signage information continues to be explored. Emily Masters will provide further information on this subject at the March meeting.

Ask for Anything Grants

Kim stated seven applications were received from WAH department managers for consideration of the two Ask for Anything grants being awarded by the Foundation. She noted at a recent Management Team meeting the applications were reviewed with the Rehabilitation Dept and Outreach/Surgery Depts being selected for each receiving a \$5000 grant. Rehabilitation Dept will use funds for updating and adding toys for pediatric activities and the Outreach/Surgery Depts will use funds for digital signage in the waiting areas.

Dad's Belgian Waffle Brunch

Kim communicated Dad's Belgian Waffle event is still scheduled for Sunday, March 14, 2021 at the Windom Community Center from 9a-1p. Due to Covid-19 activity, the Community Center has allowed the Foundation to use the entire gym area for customer seating for social distancing purposes at no extra cost. It was decided no presale tickets would be sold this year. Takeout meals are being offered this year as a new alternative for those not wishing to eat at the Community Center. Members of the local Masonic Lodge have volunteered to assist with this event. Thrivent Financial has awarded a \$250 expense card, which will be applied towards the rental expense of the Community Center.

Strategic Planning Session

Kim shared she would be working with Shelby Medina, CEO, on securing a date during May or June for conducting a Foundation Strategic Planning Session.

New Business

Women's Cancer Applications

Foundation members reviewed an application from a cancer patient requesting approval to receive monies from the Women's Health Fund to assist with medical and personal expenses due to their cancer diagnosis and treatments.

M/S/C UNANIMOUSLY TO AWARD FUNDS TO PAY THE WINDOM AREA HEALTH MEDICAL BILL, A PORTION OF THE SANFORD MEDICAL BILLS AND RECEIVE \$500 IN GAS CARDS, ALL TOTALING \$3100 (BARTELT/JOHNSON).

CARES Grant Application

Kim informed members she had applied for CARES grant funds to the WAH Foundation totaling \$3500. She is waiting for a response from the Cottonwood County Treasurer's Office on the grant outcome.

Foundation Scholarships

Kim stated information has been put on WAH's website and emailed to school counselors regarding the availability of student scholarships. Scholarship applications are due to April 11. Board members offering to serve on a Scholarship Review Committee and select award winners during the week of April 19th include - Alice Huebert, Steve Johnson, Sandy Robinson, and Greg Scheitel.

Spring Mailing

Kim stated the spring solicitation letter would be mailed out during May.

Pharmacy Hood for Chemo

Information was shared by Kim regarding a proposal of jointly purchasing a new pharmacy hood along with the hospital. She noted this hood is used for mixing chemotherapy medications for those patients receiving cancer treatments at Windom Area Health. Cost of the hood replacement is approximately \$20,000.

M/S/C UNANIMOUSLY FOR WAH FOUNDATION TO PAY \$10,000 TOWARDS THE JOINT PURCHASE OF A NEW CHEMO HOOD FOR WINDOM AREA HEALTH'S PHARMACY USING MONIES FROM THE FOUNDATION'S GENERAL FUND, AND, HAVE THE CHEMOTHERAPY HOOD AS THE FOCUS ITEM IN THE SPRING SOLICITATION LETTER FOR FUND RAISING PURPOSES (SCHEITEL/BARTELT).

Future Fundraising Events

Kim requested board members to bring ideas to the March meeting of events that could be held this summer/early fall in place of the Tammy Hall Breast Health Walk.

Next Meeting Date

Next WAH Foundation meeting is planned for March 23, 2021 at 5:00 p.m. in the Large Conference Room.

Windom Area Health Foundation meeting was concluded by Chairperson, Alice Huebert.

Sandy Robinson

WAH Foundation Secretary

Recorded by: Janel Eichstadt, Admin Asst

The latest Updates and Resources on Novel Coronavirus (COVID-19). (<https://www.aha.org/2020-01-22-updates-and-resources-novel-coronavirus-2019-cov>)



(<https://www.aha.org>)



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Keeping Value Front and Center in Health Care

Goals include lowering costs, improving outcomes and enhancing patient experiences

BY PRIYA BATHIJA

The need for value has never been more important. Each year (<https://www.ahadata.com/aha-annual-survey-database>), more and more hospitals and health systems take on value-based payment by participating in alternative payment models, contracting with employers to provide care on a capitated or shared-risk basis and agreeing to tie payments from commercial payers to performance on quality or safety metrics. Despite this movement, the health care field still has a way to go on its transition from fee-for-service to value-based payment.

The discussion around value, however, is broader than value-based payment. It encompasses health care providers, including hospitals and health systems, setting value as a goal or strategic priority and then working to create more value each day. That work includes implementing value-based strategies to deliver care that lowers costs, improves outcomes and enhances patient experiences.

STRATEGIES THAT GENERATE VALUE

Across the U.S., hospitals and health systems have implemented a variety of strategies that generate value, some of which are highlighted here.



Source: American Hospital Association, 2021.

We've seen value at the forefront of hospitals' responses to the COVID-19 pandemic. Many hospitals are relying on and expanding value-based strategies they previously implemented to pivot and manage the needs of their COVID-19 patients. Such strategies include coordinating care, using interdisciplinary teams to deliver care and addressing societal factors that influence health. During the pandemic, even more hospitals implemented value-based strategies, including digital solutions like telehealth and remote patient monitoring, so they could continue providing care to all patients while complying with social distancing requirements and limiting the spread of the virus.

Focused efforts to lower costs, improve outcomes and enhance patient experiences will be critical as hospitals continue providing care during the pandemic and as they rebuild and redesign health care delivery afterward. As we move forward, hospital and health system trustees need to do their part in keeping value front and center, and they can take specific actions to promote value at their organizations.

Making Value the Goal

According to a 2019 state of value survey by the AHA, a majority of hospitals include value as part of their mission or vision statement. This is a great first step, but trustees also must prioritize value when developing short- and long-term strategies. In addition, when reviewing budgets, ensure hospital leaders and staff have the resources needed to mobilize and implement value-based strategies that improve outcomes, enhance patient experiences and lower costs.

It also is important to note that building a culture of value is critical. While support from the board and top leaders is essential, it is not enough. Value is a team sport: All individuals working in the organization must understand how they impact value. Trustees can help foster this culture of value by encouraging hospital leaders to openly discuss the role staff can play improving value. In addition, trustees can influence this culture by communicating the importance of value internally to hospital leadership and externally to those in the community.

Examining and Measuring Value

An overwhelming number of CEOs responding to AHA's 2019 state of value survey indicated that trustees must be active participants in efforts designed to promote value. Therefore, it is important to have conversations dedicated to value in the board room, where meaningful dialogue around value-based solutions can take place.

Trustees should ask questions and review data related to costs, outcomes and patient experiences in every conversation. And though challenging, evaluating the total impact on value of any given solution is important. This can be done by having conversations about data collectively — rather than separate conversations around quality metrics or overall costs of a specific project.

Generating Value: Four Steps

AHA'S VALUE EQUATION

While there is no standard definition of value (<https://trustees.aha.org/disruptiveinnovation/articles/understandi-affordability-and-value-in-health-care>) adopted by the health care field, through The Value Initiative (<https://www.aha.org/value-initiative>), AHA uses this definition of value and examines strategies and tactics that improve outcomes, enhance patient experiences and reduce cost.



Source: American Hospital Association, 2018.

ADDITIONAL RESOURCES

- Trustee Insights: Understanding Affordability and Value in Health Care (<https://trustees.aha.org/disruptiveinnovation/articles/understandi-affordability-and-value-in-health-care>)

Trustees can think creatively about how to generate value for their patients and communities. Here are four steps trustees can take now during the COVID-19 pandemic and to thrive in the future.

1. Think differently. As a board, explore new value-based strategies to transform how and where care is delivered. For example, CHI Health and Creighton University Medical Center partnered to design and build University Clinic

- The Value Initiative Virtual Workshop Series (<https://www.aha.org/value-initiative-virtual-workshop-series>)
- Issue Brief, Case Studies and Webinar: Creating Value by Bringing Hospital Care Home (<https://www.aha.org/hospitalathome>)
- Issue Brief: Team-based Care Creates Value (<https://www.aha.org/system/files/media/file/2020/09/value-initiative-issue-brief-team-based-care-creates-value.pdf>)
- AHA Framework: Societal Factors That Influence Health (<https://www.aha.org/societalfactors>)
- Screening for Social Needs: Guiding Care Teams to Engage Patients (<https://www.aha.org/toolkitsmethodology/2019-06-05-screening-social-needs-guiding-care-teams-engage-patients>)
- Video Series: A Trustee's Guide to Population Health: Building New Foundations Linking Care with Community (<https://trustees.aha.org/trustees-guide-population-health-building-new-foundations-linking-care-community>)

(<https://www.aha.org/system/files/media/file/2020/12/value-initiative-case-study-redesign-delivery-system-chi-health-creighton-med-ct-omaha.pdf>), a new medical facility that brings together providers from different specialties in the same space. This team of clinicians includes behavioral health counselors, family medicine physicians, nurse practitioners, medical assistants, therapists and others working together to serve Omaha's inner-city population. This intentional focus on creating a team-based culture has improved value. Patients at University Clinic experienced a 17% reduction in emergency department visits, an 18% reduction in hospitalizations, lower health care costs and improved patient satisfaction scores.

2. Act differently. Trustees can help hospitals "act differently" by embracing innovative high- and low-tech solutions that improve value. For example, hospitals are using robots to perform surgery, making progress on 3D printable organs and exploring gene therapy and breakthrough pharmaceuticals. They also are deploying artificial intelligence to help deliver better care. Winona Health in Minnesota uses its AI-enabled SmartExam (https://www.youtube.com/watch?v=_mmABtWMsCA&feature=youtu.be) platform to diagnose and treat patients remotely. These patients, many of whom live in rural areas, complete an online survey about their symptoms; in less than an hour, they receive a summary of their visit, instructions and prescriptions they can fill at a local pharmacy. Hospitals also employ low-tech (<https://www.aha.org/system/files/media/file/2019/12/value-initiative-issue-brief-8-low-tech-solutions-advance-value.pdf>) approaches, such as checklists for complex tasks, group appointments and patient monitoring at home with smartphones and iPads.

3. Look beyond hospital walls. Only 20% of a person's health (<https://www.nrhi.org/uploads/going-beyond-clinical-walls-solving-complex-problems.pdf>.) is determined by access

Trustee Takeaways

- Who are our organization's stakeholders — e.g., patients and their families, employers — and how are we assessing what value means to them?
- What strategies are currently being used to improve value for our patients and communities?
- What other strategies may be effective in improving value for our patients and communities?
- What steps have been taken to develop a culture of value within our organization?
- What organizations can we collaborate with to improve value?
- How will we assess progress on value?
- How should our board keep apprised of our organization's efforts to continue to improve the value of health care we deliver?

to quality health care. The remaining 80% is determined by a number of societal factors, including socioeconomic factors, health behaviors and the physical environment. There are a number of ways trustees can prioritize addressing these societal factors that influence health (<https://www.aha.org/societalfactors>). For example, hospitals can screen patients for social needs and develop processes to connect patients with community-based or hospital resources. They can form partnerships (<https://www.aha.org/aharet-guides/2017-07-27-playbook-fostering-hospital-community-partnerships-build-culture-health>) with other community stakeholders to address social determinants of health, such as food deserts or a lack of affordable, safe housing options. Hospitals also can begin to tackle the systemic causes that lead to poor health by collaborating to influence policy, system, environmental or cultural changes at the local, state and national levels.

4. Put consumer experience first. The health care field sometimes focuses on offering economic incentives rather than improving consumer experience. Yet data shows that shifting the focus to making care more convenient and enjoyable can lower health care costs and improve outcomes. Trustees can help shift that focus by encouraging hospital leaders to ask patients what matters to them, including their specific health outcome goals and care preferences.

Trustees also can provide input that would lead to better convenience and accessibility that meets patients where they are. Some hospitals are literally meeting patients where they are by providing inpatient treatment in the comfort of their homes through the hospital-at-home (https://www.aha.org/system/files/media/file/2020/12/issue-brief-creating-value-by-bringing-hospital-care-home_0.pdf) model. For example, Presbyterian Healthcare Services (<https://www.aha.org/case-studies/2021-01-26-presbyterian-healthcare-services>) offers this service to patients who are sick enough to need hospital-level care but stable enough to be treated at home. It has been especially important for older adult patients who may experience distress and declines while in the hospital. The model has helped prevent the onset of delirium, reduce fall risk, reduce the risk of infection and allow for increased mobility. While the model is grounded in improving patient experiences, it also has improved outcomes and reduced costs. Hospitals and health systems have implemented a variety of strategies that generate value for their patients and communities. Over the past three years, AHA's The Value Initiative has developed Members in Action case studies that offer real-world examples and data about how to lower costs, improve outcomes and enhance patient experiences. We invite you to learn explore our Members in Action library (<https://www.aha.org/2018-01-06-members-action>) to learn more.

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