

Meeting Name: Windom Area Health Governing Board of Directors

AGENDA

Purpose: Provide governance for Windom Area Health	
Meeting Date/Time/Location:	Monday, August 23, 2021 / Meeting 5:00 pm / Large Conference Room
Members: All Windom Area Health Governing Board Mbrs	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 5:00 pm by WAH Governing Board Chairperson Dr Michael Fisher
Meeting Minutes	Approve Windom Area Health Governing Board minutes from the regular meeting of July 26, 2021 (Board motion) 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 Justin Schmit
OTHER REPORTS	
Statistical & Financial Performance Reports	Review & recommend approval of statistical & financial reports (Board motion) John Peyerl
Capital Acquisition Review	Review capital acquisition activity (Board motion) John Peyerl
Educational Assistance Applications	Review & recommend approval of application(s) for educational assistance (Board motion) Emily Masters
New / Department Transfer Employees	Report of recently hired / transferred employees Emily Masters
Medical Staff Credentialing & Meeting Update	<ul style="list-style-type: none"> Review & approve medical staff credentialing, upon recommendation from WAH Medical Staff (Board motion) Report on business addressed at WAH Medical Staff meeting Dr M Olson/ 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
Annual Policy Review	Review / Approve 3 policies as presented 1) Governing Board Attendance Policy, 2) All Hazards Plan Policy, and 3) Bloodborne Pathogens Exposure Control Plan (Board motion) Shelby M / Kelsey A
Administration	<ul style="list-style-type: none"> Review / Update Sr Management Team executive summaries Review / Approve WAH committee meeting reports as presented (Board motion) Sr Mgmt Team
City of Windom	Informational update Steve Nasby
Sanford Health Network	Informational update Terry Mahar, VP
WAH Foundation Board	Foundation Board met August 17, 2021. Minutes from June 14, 2021 meeting included in Governing Board book Shelby Medina

WAH Auxiliary	Auxiliary met August 9, 2021. Minutes from July 12, 2021 meeting included in Governing Board book	Shelby Medina
NEW & OLD BUSINESS		
Old Business		Dr Michael Fisher
New Business		Dr Michael Fisher
CONCLUSION		
	Conclude WAH Governing Board meeting	Dr Michael Fisher
Gov Board Strategic Planning Session	Strategic Planning Session 5:30-6:30pm, LCR	Shelby M

Meeting Name: Windom Area Health Governing Board of Directors

MINUTES

Purpose: Provide governance for Windom Area Health

Meeting Date/Time/Location: Monday, July 26, 2021 / Meeting 5:30 pm / Large Conference Room

Members: All Windom Area Health Governing Board Mbrs
 Present: Dr. Michael Fisher, Ann Bartelt, Kay Gross, 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: Dan Ortmann, Justin Schmit, Terry Tegels

Recorder: Other Attendees: Dr. M. Olson/Chief of Medical Staff, Steve Nasby/City of Windom Administrator; Lisa Farag/Windom City Council Liaison
 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 5:30 pm by Governing Board Chair, Dr. Michael Fisher.

Dr Michael Fisher

Meeting Minutes

M/S/C UNANIMOUSLY TO APPROVE WINDOM AREA HEALTH GOVERNING BOARD MINUTES FROM THE REGULAR MEETING OF JUNE 28, 2021 AS PRESENTED (GROSS/BARTELT).

Dr Michael Fisher

COMMITTEE REPORTS

Professional Practice / Quality & Planning Cmte

Committee members reviewed the July Credentialing Appointment roster approved at the Medical Staff meeting held earlier in the day, noting re-credentialing privileges were granted to one physician, however, the additional privileges documented on his application would be addressed at the August Medical Staff meeting for additional clarification.

Kay Gross

Finance / Personnel / Labor Relations & Building & Grounds Cmte

Designated Governing Board members along with three members of the Medical Staff will be meeting August 18th to discuss the Medical Director job description and position under consideration for Windom Area Health. Shelby and Kelsey discussed critical staffing needs for the Nursing Dept due to several nurses out on FMLA's, vacations or assisting with ambulance transfers. Information being shared included offering incentive pay opportunities offered to nursing staff and HUCS for picking up additional shifts above their regularly scheduled shifts.

Ann Bartelt

M/S/C UNANIMOUSLY TO APPROVE SENDING ACCOUNTS TOTALING \$55,978.16 TO AAA COLLECTIONS AND APPROVE 7 FINANCIAL ASSISTANCE ACCOUNTS SUBMITTED FOR WRITE-OFF TOTALING \$4934.81 (BARTELT/FRESK).

In month 3 of FY22, financial assistance accounts approved for write off total \$14,508.01 on a budget of \$125,000.

M/S/C UNANIMOUSLY TO ACCEPT THE RESIGNATIONS OF A PART TIME NUTRITIONAL SERVICES AIDE EFFECTIVE JULY 8, PRN LPN IN THE WOUND CENTER EFFECTIVE JULY 23; FT CODER EFFECTIVE JULY 30, AND FT BILLER EFFECTIVE AUGUST 6, 2021 (BARTELT/GROSS).

Shelby shared information pertaining to the Emergency Dept remodeling project. She noted Kraus-Anderson, project managers, would be at Windom Area Health August 11th to open sealed bids for this proposed project. If opened bids are within the \$1.3M allocated for this project, it is anticipated this ED remodel project would begin mid to late September 2021 and be completed in February 2022. If project bids are over the \$1.3M, Shelby stated she would bring plans for this remodel project back to the Governing Board for further discussion.

Designated Governing Board members and Medical Staff were reminded of the September 1, 2021 meeting to discuss and possibly select a telehospitalist group to provide services for Windom Area Health. Emily Masters, CHRO, reported on a new "Pay for Performance" salary model that will start January 1, 2022. This new pay model will be applied to salaried/exempt WAH staff. All other positions will remain on the current pay step process.

OTHER REPORTS

Statistical & Financial Performance Reports

June 2021 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 above budget expectations; net operating revenue and total operating expenses factored together left a net increase in assets totaling \$31,399. FY2021 year-to-date net income totals \$98,463 on a projected budget of \$152,903. Days in A/R were reported at 46.66 and Days Cash on Hand totaled 383.

John Peyerl

M/S/C UNANIMOUSLY TO APPROVE JUNE 2021 STATISTICAL AND FINANCIAL PERFORMANCE REPORTS AS PRESENTED (BARTELT/FRESK)

Capital Acquisition Review	M/S/C UNANIMOUSLY TO APPROVE THE PURCHASE OF CAPITAL ASSET ACQUISITIONS TOTALING \$60,567.87 FOR JUNE 2021 (GROSS/FRESK).	John Peyerl																														
Educational Assistance Applications	There were no Educational Assistance applications submitted for board action.	Emily Masters																														
New / Department Transfer Employees	The following new hires and department transfers were reported: New hires, PRN Surgery tech eff 7/13, Wound Center Clinical Program Director eff 7/20, IT Technician eff 8/10, RN eff September 7. Employee transfers included 1 RN to PRN status, 1 PRN RN to FT RN status, and 1 LPN received her RN degree.	Emily Masters																														
Medical Staff Credentialing & Meeting Update	<p>M/S/C UNANIMOUSLY, UPON RECOMMENDATION FROM THE WAH MEDICAL STAFF, TO APPROVE MEDICAL STAFF CREDENTIALING AS PRESENTED (GROSS/FRESK).</p> <p>REAPPOINTMENTS:</p> <table border="0"> <tr> <td>Chelsea Brech, RN</td> <td>Cardiology</td> <td>Allied Health Professionals</td> </tr> <tr> <td>Rodney Dynes, M.D.</td> <td>Family Practice</td> <td>Active & Emergency Services</td> </tr> <tr> <td>Sean Halligan, M.D.</td> <td>Cardiology</td> <td>Consulting</td> </tr> <tr> <td>Douglas Lynch, M.D.</td> <td>Pathology</td> <td>Consulting</td> </tr> <tr> <td>Amanda Miller, RN</td> <td>Vascular</td> <td>Allied Health Professionals</td> </tr> </table> <p>SANFORD TELEMEDICINE APPOINTMENT:</p> <table border="0"> <tr> <td>Sam Miotke, M.D.</td> <td>General Surgery</td> <td>Telemedicine</td> </tr> </table> <p>VRAD APPOINTMENTS:</p> <table border="0"> <tr> <td>Jinha Park, M.D.</td> <td>Teleradiology</td> <td>Telemedicine</td> </tr> <tr> <td>Peggy Rouleau, M.D.</td> <td>Teleradiology</td> <td>Telemedicine</td> </tr> <tr> <td>Gerald Yutzy, M.D.</td> <td>Teleradiology</td> <td>Telemedicine</td> </tr> </table> <p>RESIGNATIONS: (for informational purposes only)</p> <table border="0"> <tr> <td>Alycia Pesicka, RN</td> <td>Vascular</td> <td>Allied Health Professionals</td> </tr> </table> <p>Dr. Olson stated there were not any reportable agenda items addressed at the WAH Medical Staff meeting. She noted a physician whose reappointment was approved by the Medical Staff was requested to share supplementary information at the August Medical Staff meeting to clarify additional privileges documented in his application.</p>	Chelsea Brech, RN	Cardiology	Allied Health Professionals	Rodney Dynes, M.D.	Family Practice	Active & Emergency Services	Sean Halligan, M.D.	Cardiology	Consulting	Douglas Lynch, M.D.	Pathology	Consulting	Amanda Miller, RN	Vascular	Allied Health Professionals	Sam Miotke, M.D.	General Surgery	Telemedicine	Jinha Park, M.D.	Teleradiology	Telemedicine	Peggy Rouleau, M.D.	Teleradiology	Telemedicine	Gerald Yutzy, M.D.	Teleradiology	Telemedicine	Alycia Pesicka, RN	Vascular	Allied Health Professionals	Dr M Olson/ Shelby M
Chelsea Brech, RN	Cardiology	Allied Health Professionals																														
Rodney Dynes, M.D.	Family Practice	Active & Emergency Services																														
Sean Halligan, M.D.	Cardiology	Consulting																														
Douglas Lynch, M.D.	Pathology	Consulting																														
Amanda Miller, RN	Vascular	Allied Health Professionals																														
Sam Miotke, M.D.	General Surgery	Telemedicine																														
Jinha Park, M.D.	Teleradiology	Telemedicine																														
Peggy Rouleau, M.D.	Teleradiology	Telemedicine																														
Gerald Yutzy, M.D.	Teleradiology	Telemedicine																														
Alycia Pesicka, RN	Vascular	Allied Health Professionals																														
Patient Concern Reports	June 2021 Patient Concern Reports and patient survey comments were reviewed and found to be appropriately addressed.	Shelby M / Kelsey A																														
Patient Safety Reports	Kelsey reported there was 0 reportable patient falls; 0 documented skin integrity issues to patients; 0 use of patient restraints; and 0 opioid-related deaths. Kelsey noted there were no reportable adverse events for the month as of July 19.	Kelsey Andrews																														
Annual Policy Review	Kelsey reported Windom Area Health's Eye & Tissue Donation policy has been reviewed with no changes to the policy. M/S/C UNANIMOUSLY TO APPROVE THE EYE & TISSUE DONATION POLICY AS PRESENTED (FRESK/BRUGMAN).	Kelsey Andrews																														
Administration	DON-Kelsey reported all open positions in the Nursing Dept have now been filled. The new ventilator is now located in the Emergency Dept. A "hub" has been established for ambulance personnel who transport patients to Windom Area Health, to now electronically complete ambulance run reports, eliminating paperwork processes, which was previously performed. CFO-Dr. Nichols, Outreach podiatrist-co-director of the Wound Center, completed two surgeries at Windom Area Health, which he reported as being successfully completed and pleased with the surgery staff and facilities to provide his services. Laridee Herding, Physical Therapist, recently returned to her family in Westbrook after completing almost a one-year military deployment.	Sr Mgmt Team																														
City of Windom	M/S/C UNANIMOUSLY TO APPROVE THE FOLLOWING WAH COMMITTEE MEETING REPORT AS PRESENTED (BARTELT/GROSS)	Steve Nasby																														
Sanford Health Network	<ul style="list-style-type: none"> Workplace Violence <p>City Council recently received their audit report from CliftonLarsonAllen auditors reporting the City of Windom is in good standing. The City recently received \$232,056 in federal funding and is currently reviewing possible uses for these funds. Discussion is taking place for a possible September auction at the city arena of excess items and equipment. A water advisory has been put in place for city residents due to the minimal rainfall being experienced this summer.</p> <p>A report on updated Covid-19 statistics was given showing an increase in Covid-19 cases across the United States and in Minnesota. Terry noted Sanford and Avera are currently experiencing a low number of Covid inpatients. All Sanford Health employees are being mandated to receive Covid-19 vaccinations by November 1, 2021. Sanford International Golf Tournament</p>	Terry Mahar, VP																														

	will be held in Sioux Falls September 14-19. Terry noted tickets are still available for this event.	
WAH Foundation Board	The Foundation Board did not meet in July. Next Foundation Board meeting is scheduled for August 17, 2021 @ 5:00pm.	Shelby Medina
WAH Auxiliary	Auxiliary met July 12, 2021. June's meeting minutes were included in the Governing Board books.	Shelby Medina
NEW & OLD BUSINESS		
Old Business	There was no old business to address.	Dr Michael Fisher
New Business	Dr. Fisher noted the August 23 rd WAH Governing Board meeting will be held from 5:00-5:30 p.m. with a Strategic Planning Session to follow at the conclusion of the Board meeting.	Dr Michael Fisher
CONCLUSION		
	Meeting was concluded by Governing Board Chair, Dr. Michael Fisher.	Dr Michael Fisher
FY2021 Audit Presentation	CliftonLarsonAllen auditor, Ryan Strutz, Principal, presented the FY2021 final audit report via WebEx. He noted there were no auditor adjustments made and no past audit adjustments were necessary to include in this audit. He noted this was an unqualified audit report, which is the highest standing to report, and stated to those involved with this audit, "Job well done!" M/S/C UNANIMOUSLY TO APPROVE THE FYE2021 WAH AUDIT REPORT BY CLIFTONLARSONALLEN AS PRESENTED (BARTELT/GROSS)	John P / Ryan Strutz

Signature _____, Dr. Michael B Fisher, WAH Governing Board Chairperson

**WINDOM AREA HEALTH
GOVERNING BOARD EXECUTIVE SUMMARY
as of August 19, 2021
WAH MISSION: "Dedicated to Health"**

CHIEF EXECUTIVE OFFICER REPORT

- **Organizational Updates**
 - Emergency Room Renovation:
 - The ER remodel timeline has been pushed back. The tentative timeline is as follows (all dates subject to change depending upon ability to secure supplies):
 - ♦ Steel for the Air Handler project is delayed for roughly 4 weeks (start date end of August/beginning of September – end date early December). This project will need to be completed prior to the ED construction.
 - ♦ Bids submitted for review on 8/12/21 - finalization of bid selection is currently being completed
 - ♦ Once timelines become more solidified, information and design templates will be provided to providers, staff, public, and board
- **MHA Federal Updates:**
 - CDC panel approves COVID-19 booster shots for immunocompromised: Americans at high risk from COVID-19 because of severely weakened immune systems are now allowed to get a third vaccination in hopes of better protection, a policy change endorsed Friday by influential government advisers. The Food and Drug Administration ruled that transplant recipients and other similarly immune-compromised patients can get a third dose of either the Pfizer or Moderna vaccine. But the decision offers an extra dose only to those high-risk groups — not the general public. <https://www.modernhealthcare.com/law-regulation/cdc-panel-approves-covid-19-booster-shots-immunocompromised>
 - CMS lays out the future of value-based care: The Biden administration's vision for the future of value-based care rests on curbing the number of CMS payment experiments and a greater focus on health equity. CMS hopes to remake the U.S. healthcare system over the next decade by prioritizing coordinated, team-based care, measuring outcomes that matter to patients, and holding providers more accountable, top officials wrote in a Health Affairs blog on Thursday. The agency thinks simplifying its approach by cutting back the number of models would make participation easier for providers. <https://www.modernhealthcare.com/transformation/cms-lays-out-future-value-based-care>
 - CMS holding off on hospital price disclosure penalties: : CMS has refrained from penalizing providers who have not complied with its price transparency rule, Bloomberg Law reported Aug. 16. CMS said that it began sending warning letters to hospitals not in compliance with the regulation in April. The agency told Bloomberg that it had sent about 165 warning letters by mid-July. Hospitals have 90 days to address the violations before CMS decides whether additional compliance actions are necessary. The CMS spokesperson confirmed that the agency has not issued any fines to hospitals. <https://www.beckershospitalreview.com/finance/cms-holding-off-on-hospital-price-disclosure-penalties.html>
- Minnesota Delegation and Congressional Updates:
 - USDA Grant Program supporting rural healthcare: Senators Amy Klobuchar (D-MN) and Tina Smith (D-MN) joined U.S. Agriculture Secretary Tom Vilsack to announce that the U.S. Department of Agriculture (USDA) will make significant funding available through Emergency Rural Health Care grants to help rural health care facilities, tribes, and communities expand access to coronavirus vaccines, health care services, and nutrition assistance. Applicants may apply for two types of assistance: Recovery Grants and Impact Grants.
- **Committee Meeting Updates**
 - Work Place Violence: **No Report until Sept 2021**
 - Infection Prevention: **No Report until Oct 2021**
 - Emergency Preparedness: **No Report until Oct 2021**
 - Pharmacy and Therapeutics: **No Report until Sept 2021**
 - PI/ Risk: **No Report until Sept 2021**
 - Utilization Review: **No Report until Sept 2021**

WINDOM AREA HEALTH

GOVERNING BOARD EXECUTIVE SUMMARY

As of August 19, 2021

WAH MISSION: *"Dedicated to Health"*

CHIEF FINANCIAL OFFICER REPORT

Overview:

- Net income from operations was \$286,420 compared to a budget of \$61,775. Our net patient revenue was \$325,765 more than last July. The YTD operating income is 6.0% compared to a budget percentage of 3.1%.

The volume of activity in July was below budget on the acute inpatient side. Strong Swing Bed activity assisted in keeping the floor active. Inpatient admissions fell short of budget by nine admissions. Acute patient days fell short of budget by thirty days. Activity on the outpatient side produced volumes and revenues higher than budget expectations. Eighty-four percent of our gross revenues came from outpatient activity, similar to last month. The YTD percentage is about eighty-two percent. Acute admissions totaled seventeen. Those seventeen admissions produced forty-five inpatient days for an average daily census of 1.5. That average daily census for acute activity is the second lowest month since last June. There was one Swing Bed admission for the month. That patient, along with the patients admitted in the prior month, days equated to sixty-one days. That number of days tied for the most since August 2020. Outpatient gross revenue was \$425,000 more than budget and \$360,000 more than last July.

- Imaging procedure counts continue to be strong, exceeding budgeted numbers again in July, breaking the 700 procedures threshold. Imaging performed 702 procedures compared to a budget of 541.
- Laboratory volumes were flat compared to June. Last fiscal year laboratory tests averaged about 10,068 in a given month. There were 9,785 in the month of June this year.
- Seventy surgical procedures were performed in July, which is two below our budgeted number. Two of those surgeries were joint replacements.
- Rehab Therapy performed 1,508 modalities in July. That total is 192 more modalities than the budgeted number of 1,316.

Contractual adjustments came in at 43.08% for the month. Contractual adjustments are budgeted at 44%. YTD is currently at 44.76%.

Overall, expenses were \$75,000 less than budget. The only area exceeding budget was provision for bad debts by about \$24,000.

Looking Forward:

- Investment of Reserves
- Refinance of Gross Revenue Bonds
- Cost Report Filing

WINDOM AREA HEALTH
GOVERNING BOARD EXECUTIVE SUMMARY
as of August 16, 2021
WAH MISSION: "Dedicated to Health"

CHIEF HUMAN RELATIONS OFFICER REPORT

Human Resources/Employee Health

- Posted positions:
 - Growth & Development Coordinator
 - Patient Financial Rep - Lead
 - Health Unit Coordinator
 - Surgery Manager
 - Medical Screener
 - Coder
 - Hyperbaric Tech/LPN
 -
- We recently conducted an employee opinion survey on our benefit program. This will help shape decisions going forward on programs and benefit offerings.
- A new policy has been put in place and communicated to police and EMS in local communities on how BBFE exposures will be handled for non-employees.

Community Health and Wellness/Wellness Center

- Walk with Ease is a new free walking program aimed at helping those with arthritis safely get moving and ease pain. We have 6 current participants meeting Mon, Wed and Friday.
- Two Kid's Cooking classes are planned for Sept and October, in coordination with our Registered Dietician.
- An informational presentation on our community health offerings was presented to Avera's nursing staff, and then to their medical staff.

Marketing/PR

- We had a large presence at Night to Unite on August 2nd. Marketing, Outreach, Respiratory Therapy, Wellness and Nutritional Services had booths and games for kids.
- "Go with your Gut", a lunch and learn about gut health put on by Liz Coleman, our Integrative Health provider, has been tremendously successful. A full house at the Windom session led to another date being added, and another full house (25 attendees each time). We are looking to add a session in the Heron Lake/Lakefield area.
- We sponsored a hole at the Chamber Golf Outing on July 23rd. We provided information on hospital services, freebies, and hosted a 'Shot in the Pot' game.
- In reviewing data from our Carrot Health software (patient/consumer intelligence) we saw our market share increase in our primary service area from 15.6% to 16.7% since mid-2019. The largest growth area continues to be the Heron Lake/Lakefield area.

Donations/Sponsorships

- \$149.87 of various prizes and freebies donated during the Chamber Golf Outing on July 23rd.

Committee Meetings

- Employee Focus/Finance: No report
- Patient & Family Advisory Committee: Met 8/10. Discussed updates on hallway seating project, and lab draw/drug testing room updates. Talked about new ways of promoting outreach/outpatient services. Katie Bennett discussed the upcoming remodel of the ER and needing to get the word out to the community.
- Safety: Met July 28th. New panic alarms were discussed in the OB/Med Surg area, new water heaters have been installed and are being monitored, rounding was conducted in Emergency, Radiology, Laboratory, Administration, Conference Rooms, Chapel, IT, Diabetic Ed, Central Scheduling, Registration, Main Lobby, and Pharmacy. OSHA safe patient handling checklist was completed and several pieces of equipment are being evaluated (grab bars, etc.). There were no OSHA recordable injuries for Q2. There were 668.55 staff hours attributed to illness/injury in Q2, up from 515 the last quarter.
- Safe Patient Handling: Now incorporated into Safety.

WINDOM AREA HEALTH

GOVERNING BOARD EXECUTIVE SUMMARY

as of August 16th, 2021

WAH MISSION: *"Dedicated to Health"*

DIRECTOR OF NURSING REPORT

- **Medical/Surgical/OB/Emergency Room:**
 - All advertised nursing positions have been filled.
 - WAH will have a temporary travel nurse starting August 24th.
 - Nursing Dept has a total of 3 RNs currently out on FMLA.
 - An ED triage training (lunch and learn) will take place September 8th at 12:30pm in the LCR.
 - We are tentatively planning for MOAB (Management of Aggressive Behavior) training in October/November

- **Diabetes Management/Oncology:**
 - The new Chemo hood has been certified and ready for use.

- **Surgery:**
 - Nothing to report

- **Committee Meetings**
 - ER committee nothing to report
 - OB committee nothing to report

- ❖ **MHA Safety Data as of August 16th.**
 - Falls – 1 (lowered to ground/no injury)
 - Skin Integrity - 0
 - Restraints – 0
 - Opioid Deaths – 0
 - Reportable Events – 0

Fiscal Year 2021-2022

WAH Operational & Strategic Goals	Target	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22
-----------------------------------	--------	--------	--------	--------	--------	--------	--------	--------	--------	--------	--------	--------	--------

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	n/a	66.7									
OP Net Promoter Score	80.6	n/a	n/a	70.5									
Emergency Dept Net Promoter Score	49.1	n/a	n/a	43.4									
Wound Center Overall Pt. Satisfaction	>92%	94.5%	100.0%	100.0%									

QUALITY													
Falls per 1000 Patient Days	0.0	n/a	n/a	10.7									
Patient Falls with Injuries	0.0	n/a	n/a	10.7									
Hand Hygiene	100%	n/a	n/a	99.40%									
Patient Experience/HCAHPS Recommend	81%	n/a	n/a	83.3									
How would you rate/HCAHPS	83%	n/a	n/a	88.1									
Communication with Nurses	89%	n/a	n/a	90.5									
Communication with Doctors	85%	n/a	n/a	95.1									
Readmission within 30 days	<5%	n/a	n/a	0									
Wound Center Patient Healing Rate	>92%	100.0%	96.0%	100.0%									

FINANCIAL													
Income (Loss) from Operations to Budget	3.87%	3.35%	1.68%	14.09%									
Days in Accts Receivable	<53	54.45	46.66	51.9									
Days Cash on Hand	>150	382	383	392									

GROWTH													
Surgeries to Budget	71	66	86	70									
Wound Center New Patients	17	19	23	22									
Wound Center Encounters	135	190	246	234									
SNF/ALF Wound Center New Patients	no target # established	6	4	5									
SNF/ALF Wound Ctr Encounters/Telehealth	no target # established	54	40	34									
Wound Center HBO Treatments (new pts)	1.6	0	0	1									

COMMUNITY													
WAH Hosted Events w/ Commun Participatn	2	0	0	0									

Go w/ Gut Lunch/ltm

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, August 23, 2021 / 4:30-5:00 pm / Large Conference Room		
Members: Justin Schmit, Ann Bartelt, Dan Ortmann, Dr. Michael Fisher-ex officio, Julie Brugman/Mt Lake Advisory Mbr, John Peyerl/CFO, Emily Masters/CHRO, Kelsey Andrews/DON, Shelby Medina/CEO		
Chairperson (or Acting Chairperson): Justin Schmit, 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	Justin S
Minutes	Approve minutes from regular Committee meeting of July 26, 2021 (<i>Cmte Motion</i>)	Justin S
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>)	Emily M
FOLLOW-UP ITEMS		
ED Renovation	Review timeline updates	Shelby M
NEW/CURRENT ITEMS		
Other		
CONCLUSION		
	Conclude Finance/Personnel/Labor Relations & Building & Grounds Committee meeting	Justin S

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, July 26, 2021 / 4:30 pm / Large Conference Room**

Members: Justin Schmit, Ann Bartelt, Dan Ortmann, Dr. Michael Fisher-ex officio, Julie Brugman/Mt Lake Advisory Mbr, John Peyerl/CFO, Brugman/Mt Lake Advisory Mbr, John Peyerl/CFO, Emily Masters/CHRO, Kelsey Andrews/CHRO, Kelsey Andrews/DON, Shelby Medina/CEO

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

Chairperson (or Acting Chairperson) Ann Bartelt, Acting 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 Acting Chairperson, Ann Bartelt.	Ann B
---------------	---	-------

Minutes	M/S/C UNANIMOUSLY TO APPROVE COMMITTEE MINUTES FROM THE REGULAR MEETING OF JUNE 28, 2021, AS PRESENTED (GROSS/BRUGMAN)	Ann B
---------	--	-------

Collections & Financial Assistance	M/S/C UNANIMOUSLY TO RECOMMEND APPROVAL TO SEND PATIENT ACCOUNTS TOTALING \$55,978.16 TO AAA COLLECTIONS; RECOMMEND APPROVAL OF THE FOLLOWING FINANCIAL ASSISTANCE PATIENT ACCOUNTS: 1 NEW ACCOUNTS SUBMITTED FOR WRITE-OFF TOTALING \$2031.75; 2 ACCOUNTS FOR WRITE-OFF WITH A BALANCE BELOW \$1500 TOTALING \$739.94; AND 4 PREVIOUSLY APPROVED ACCOUNTS FOR WRITE-OFF TOTALING \$2163.12, WITH 7 APPROVED FINANCIAL ASSISTANCE ACCOUNTS SUBMITTED FOR WRITE-OFF TOTALING \$4934.81 (GROSS/FISHER) In month 3 of FY2022, accounts totaling \$14,508.01 have been approved for Financial Assistance on a budget of \$125,000.	John P
------------------------------------	---	--------

Employee Resignations / Terminations	M/S/C UNANIMOUSLY TO RECOMMEND APPROVAL OF THE FOLLOWING RESIGNATIONS – PART TIME NUTRITIONAL SERVICES AIDE EFFECTIVE JULY 8, WOUND CENTER PRN LPN EFFECTIVE JULY 23; FT CODER EFFECTIVE JULY 23, FT SCHEDULER EFFECTIVE JULY 30, AND FT BILLER EFFECTIVE AUGUST 6, 2021 (BRUGMAN/FRESK)	Emily M
--------------------------------------	--	---------

FOLLOW-UP ITEMS

ED Renovation	Shelby stated bids for the Emergency Dept remodel project would be opened August 11. If bids are within the \$1.3M budget approved by the Board at the June meeting, the project will move forward with a starting date of mid to late September for Phase I with two other phases of the project to follow suit. Anticipated completion of this project is February 2022. If the remodel project bids are over the budgeted amount, Shelby noted she would bring the bidding information to the August board meetings for further review and discussion.	Shelby M
---------------	---	----------

Telehospitalist	Shelby reminded designated Finance Committee members of the telehospitalist meeting scheduled for September 1, 2021 at 5:00pm with WAH Medical Staff members. This meeting will include discussion as to the preferred company to move forward with to provide telehospitalist coverage to Windom Area Health in the upcoming future.	Shelby M
-----------------	---	----------

NEW/CURRENT ITEMS

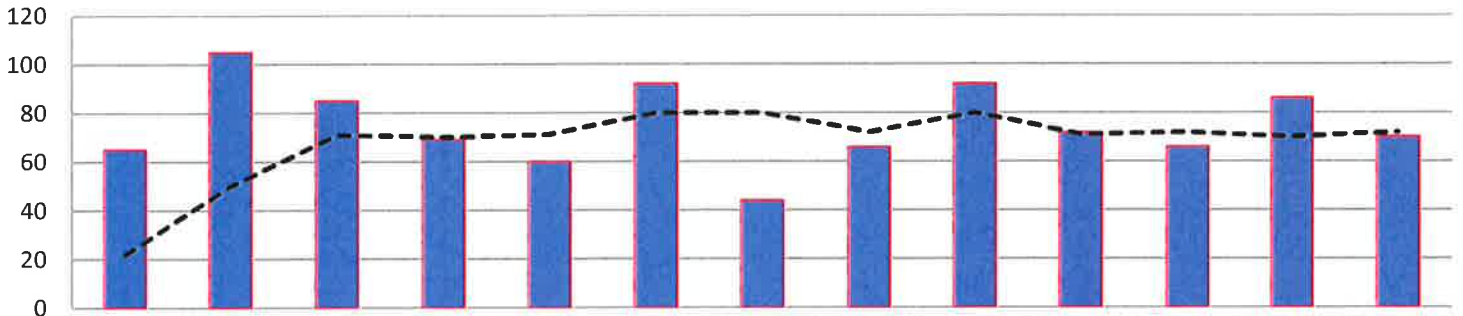
Compensation System Transition	Emily shared PowerPoint information regarding the 'Pay for Performance' salary transition for exempt employees taking effect January 1, 2022, with specific communication beginning in September 2021. She noted this salary increase method has become the preferred method of choice for frontline staff in many hospitals. Emily noted non-exempt/hourly employees would remain on the current step pay scales currently used at Windom Area Health.	Emily M
--------------------------------	---	---------

CONCLUSION

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

SURGERY

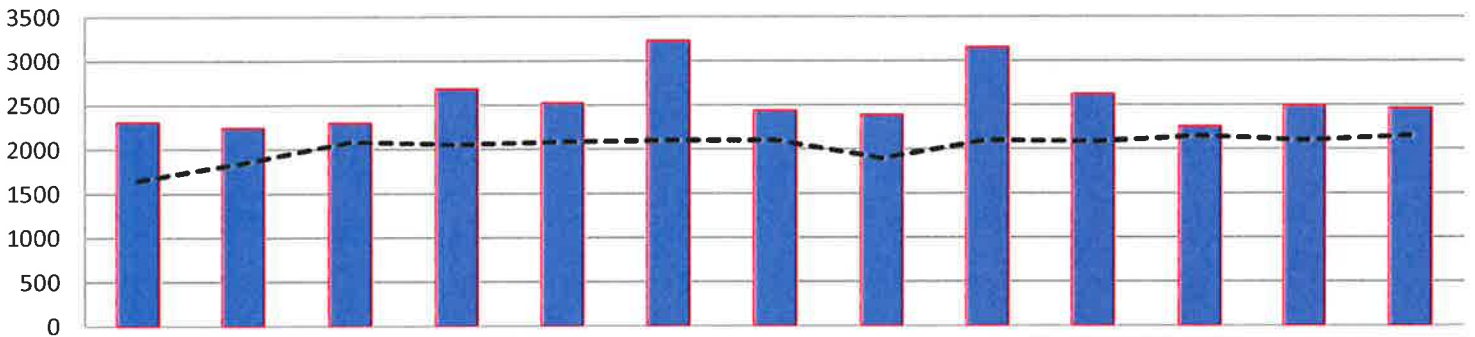
Surgery Budget



	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21
Surgery	65	105	85	69	60	92	44	66	92	72	66	86	70
Budget	22	50	71	70	71	80	80	72	80	71	72	70	72

OUTPATIENT OCCASIONS OF SERVICE

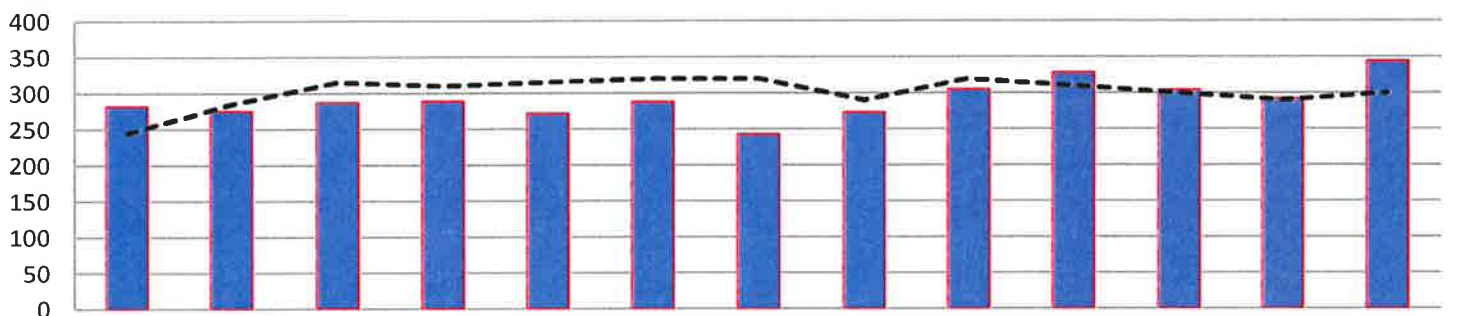
OP Visits Budget



	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21
OP Visits	2309	2243	2298	2682	2524	3227	2438	2390	3151	2622	2255	2490	2461
Budget	1650	1850	2083	2055	2083	2100	2100	1897	2100	2083	2150	2100	2150

EMERGENCY VISITS

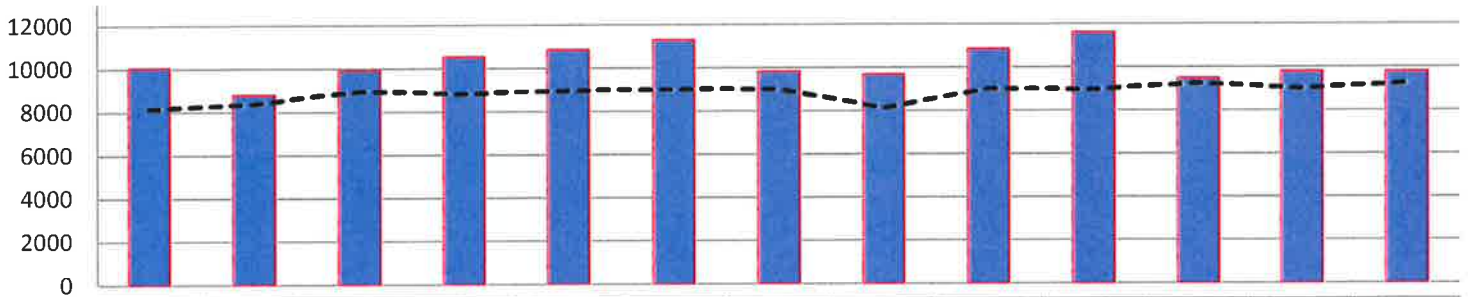
ER Visits Budget



	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21
ER Visits	282	275	287	289	272	288	243	273	305	328	304	292	344
Budget	245	285	315	310	315	320	320	290	320	310	300	290	300

LAB PROCEDURES

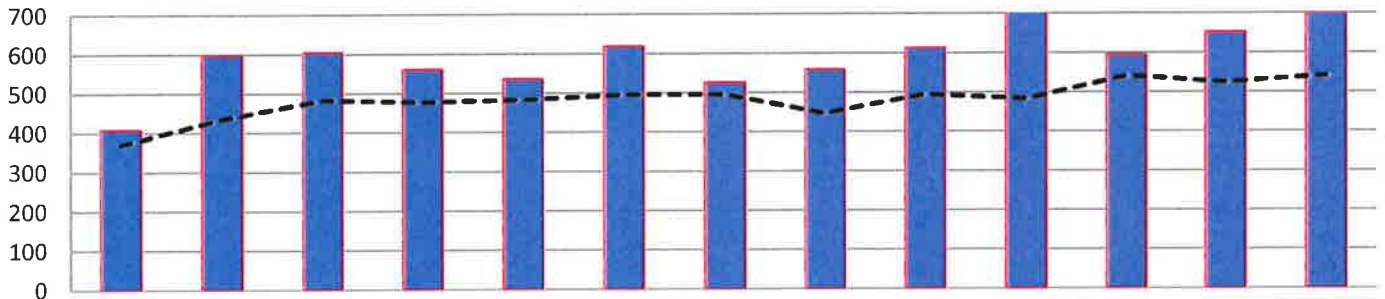
Lab Proc Budget



	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21
Lab Proc	10036	8787	9908	10543	10858	11292	9836	9692	10858	11620	9473	9781	9785
Budget	8150	8375	8958	8835	8958	9000	9000	8129	9000	8958	9250	9000	9250

IMAGING PROCEDURES

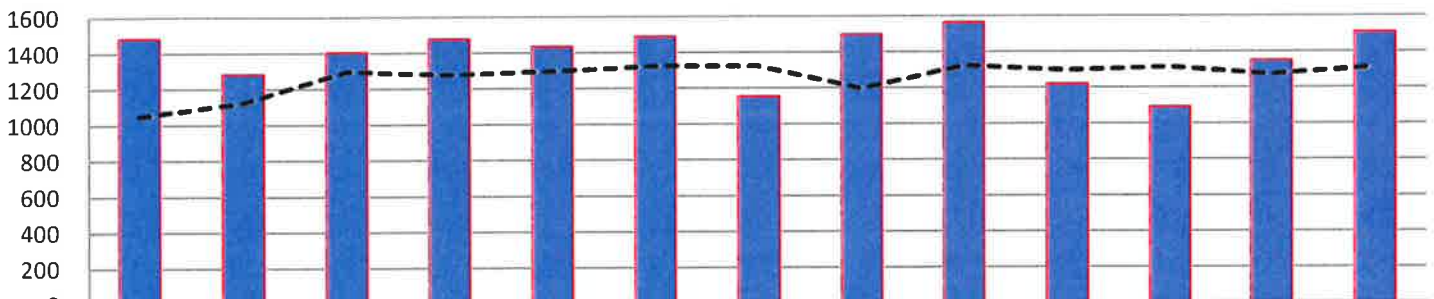
Imaging Proc Budget



	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21
Imaging Proc	408	597	604	560	536	618	526	558	613	744	594	652	702
Budget	370	435	483	477	483	495	495	447	495	483	541	525	541

REHAB MODALITIES

Rehab Modalities Budget



	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21
Rehab Modalities	1482	1284	1404	1478	1435	1489	1154	1500	1565	1221	1091	1352	1508
Budget	1050	1125	1298	1280	1298	1325	1325	1197	1325	1298	1316	1275	1316

WINDOM AREA HEALTH
INCOME STATEMENT

7/31/2021

	Revenue		Revenue		Revenue		July	\$ Change	% Change	
	7/31/2021	Comparison	Budget 2022	Comparison	Y-T-D 2022	Comparison				Y-T-D 2021
PATIENT REVENUE										
Inpatient Revenue	\$579,502	15.84%	\$795,417	23.07%	\$1,884,772	18.08%	\$2,360,592	23.07%	\$1,755,048	7.4%
Outpatient Revenue	\$3,079,649	84.16%	\$2,652,917	76.93%	\$8,537,111	81.92%	\$7,873,173	76.93%	\$6,728,323	26.9%
Total Patient Revenue	\$3,659,151	100.00%	\$3,448,334	100.00%	\$10,421,883	100.00%	\$10,233,765	100.00%	\$8,483,371	22.9%
Contractual Adjustments	\$1,576,400	43.08%	\$1,516,667	43.98%	\$4,665,225	44.76%	\$4,501,076	43.98%	\$3,993,149	16.8%
Other Income	\$19,065	0.52%	\$19,110	0.55%	\$62,391	0.60%	\$56,714	0.55%	\$888,835	(\$826,444)
NET OPERATING REVENUE	\$2,101,816	100.00%	\$1,950,777	100.00%	\$5,819,049	100.00%	\$5,789,403	100.00%	\$5,379,057	8.2%
EXPENSE										
Employee Salaries	\$687,473	32.71%	\$695,301	35.64%	\$2,086,537	35.86%	\$2,063,474	35.64%	\$1,774,663	17.6%
Employee Benefits	\$224,427	10.68%	\$230,562	11.82%	\$650,482	11.18%	\$684,249	11.82%	\$581,986	11.8%
Pharmaceuticals	\$78,792	3.75%	\$72,192	3.70%	\$212,497	3.65%	\$214,247	3.70%	\$180,944	17.4%
Supplies	\$118,106	5.62%	\$152,877	7.84%	\$348,580	5.99%	\$453,699	7.84%	\$349,611	-0.3%
Rents & Utilities	\$28,605	1.36%	\$27,178	1.39%	\$80,517	1.38%	\$80,657	1.39%	\$81,607	-1.3%
Purchased Services	\$358,959	17.08%	\$407,671	20.90%	\$1,130,880	19.43%	\$1,209,862	20.90%	\$1,079,204	4.8%
Other Direct Expenses	\$118,325	5.63%	\$123,904	6.35%	\$375,853	6.46%	\$367,715	6.35%	\$294,431	27.7%
Provision for Bad Debts	\$69,890	3.33%	\$45,417	2.33%	\$190,864	3.28%	\$134,786	2.33%	\$132,636	43.9%
Depreciation	\$117,192	5.58%	\$120,150	6.16%	\$351,216	6.04%	\$360,450	6.23%	\$366,577	-4.2%
Interest Expense	\$13,627	0.65%	\$13,750	0.70%	\$40,881	0.70%	\$41,250	0.71%	\$42,405	-3.6%
Total Operating Expense	\$1,815,396	86.37%	\$1,889,002	96.83%	\$5,468,307	93.97%	\$5,610,389	96.91%	\$4,884,064	12.0%
Income (loss) From Operations	\$286,420	13.63%	\$61,775	3.17%	\$350,742	6.03%	\$179,014	3.09%	\$494,993	(\$144,251)
Investment Income	\$5,926	0.28%	\$7,708	0.40%	\$17,406	0.30%	\$22,875	0.40%	\$50,747	(\$33,341)
Other Revenue/(Expenses)	\$3,742	0.18%	\$10,417	0.53%	\$26,404	0.45%	\$30,915	0.53%	\$93,396	(\$66,992)
Non Operating Rev/Exp	\$9,668	0.46%	\$18,125	0.93%	\$43,810	0.75%	\$53,790	0.93%	\$144,143	(\$100,333)
Increase in Net Assets	\$296,088	14.09%	\$79,900	4.10%	\$394,552	6.78%	\$232,804	4.02%	\$639,136	(\$244,584)

07/2021 (month 3)

ASSETS:

CURRENT ASSETS

Cash in Bank	16,519,334
Flex Plan Fund	37,555
Designated Savings	2,077,021
Accounts Receivable	5,800,768
A/R Medicare Prosp Payment	(2,137,621)
Allowance Doubtful Accts	(391,000)
A/R Finance Billing	32,732
Inventories	237,413
Prepaid Expenses	247,961
Prepaid Defined Pension	830,283
Employee Loan Receivable	52,102
TOTAL CURRENT ASSETS	23,306,548

Board Designated Investment	4,180,919
Held by Trustee	403,024
TOTAL ASSETS LIMITED	4,583,943

FIXED ASSETS

Land	270,594
Land Improvements	3,144,946
Buildings	13,163,817
Fixed Equipment	8,167,423
Major Movable Equipment	5,711,061
Construction in Progress	159,486
SUB-TOTAL FIXED ASSETS	30,617,327

LESS-ACCUM DEPRECIATION	(16,816,325)
TOTAL FIXED ASSETS	13,801,001

TOTAL ASSETS **41,691,493**

LIABILITIES:

CURRENT LIABILITIES

Accounts Payable	779,089
Third Party Settlement	1,007,093
Accrued Wages	98,007
Accrued Vacation	734,906
Accrued Benefits	(17,050)
Accrued Health Ins Premiums	118,126
Accrued Interest	68,135
Other Current Liabilities	4,720,595
TOTAL CURRENT LIABILITIES	7,508,901

LONG TERM LIABILITIES

Min Pension Liability	6,800,704
Long Term Debt, less current maturities	4,238,647
TOTAL LIABILITIES	18,548,252

NET ASSETS

Net Asset Balance	23,143,241
-------------------	------------

TOTAL LIABILITIES & NET ASSETS **41,691,493**

**WINDOM AREA HEALTH
FY 2022
CAPITAL ASSET ACQUISITIONS**

Yrs Dep	Capital Asset	Vendor	Asset class	May	June	July
10	Biosafety Cabinet - Pharmacy	NUAIRE	Fixed Equip	12,682.00		
10	Alt-Pro Automatic Leak Tester	Olympus	Maj Mov	14,730.23		
5	8 Bay Pro-Lite Video Recording System	Midwest Alarm	Maj Mov	13,747.78		
7	Digital Detector - Rad Room	Neurologica	Maj Mov		49,895.00	
20	Shelving - Materials Storeroom	Intermetro	Maj Mov		10,672.87	
Total				41,160.01	60,567.87	-

Total YTD Capital Acquisitions 101,728

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, August 23, 2021 / 4:00-4:30 pm / Large Conference Room**

Members: Kay Gross, Laura Fresk, Terry Tegels, 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
 Janel Eichstadt, Admin Asst

Recorder:

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 chairperson Kay Gross

Minutes Approve minutes from the regular Committee meeting of July 26, 2021 (*Cmte Motion*) Kay Gross

FOLLOW-UP ITEMS

Medical Staff mtg / CMO Review WAH Medical Staff meeting review Dr Olson / Shelby M

Medical Director Meeting Review meeting updates from Medical Director job description Shelby M

NEW/CURRENT ITEMS

Policy Review Review and recommend approval of Windom Area Health's policy Kelsey A

Other

CONCLUSION

Conclude Professional Practice/Quality & Planning Committee meeting

Kay Gross

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

<p>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.</p>	
<p>Meeting Date/Time/Location: Monday, July 26, 2021 / 4:00 pm / Large Conference Room</p>	
<p>Members: Kay Gross, Laura Fresk, Terry Tegels, Dr. Michael Fisher-ex officio, Julie Brugman/Mt Lake Advisory Mbr, Emily Masters/CHRO, John Brugman/Mt Lake Advisory Mbr, Emily Masters/CHRO, John Peyerl/CFO, Kelsey Andrews/DON, Shelby Medina/CEO, Terry Mahar, Sanford Health Network VP Absent: Terry Tegels Others: Dr. Mary Olson, Chief of Medical Staff</p>	
<p>Chairperson (or Acting Chairperson) Kay Gross, Chairperson</p>	
<p>Recorder: Janel Eichstadt, Admin Asst</p>	
Category / Topic	Action step(s) / Updates
STANDING ITEMS	
Call to Order	The Professional Practice/Quality & Planning Committee meeting was called to order at 4:00 pm by Chairperson, Kay Gross.
Minutes	M/S/C UNANIMOUSLY TO APPROVE COMMITTEE MINUTES FROM THE REGULAR MEETING OF JUNE 28, 2021, AS PRESENTED (BRUGMAN/FRESK).
FOLLOW-UP ITEMS	
Medical Staff mtg / CMO Review	Discussion regarding the Emergency Dept remodeling project was held with Medical Staff. Credentialing list for July was reviewed and recommended by Medical Staff for Governing Board approval. It was noted one physician's reappointment was approved; however, a request was made for him to clarify additional privileges documented on his credentialing application at the August Medical Staff meeting.
Medical Director Meeting	Medical Staff members were reminded of the August 18 th meeting at 5:00pm with designated Governing Board members to discuss the Medical Director position job description. A reminder was also given for the meeting scheduled on September 1 st at 5:00pm regarding the selection of a telehospitalist company to provide services to Windom Area Health in the future as being proposed by the WAH Governing Board.
NEW/CURRENT ITEMS	
Policy Review	Kelsey shared the South Dakota Lions Eye & Tissue Bank comes to Windom Area Health to do nurse teaching on potential candidates eligible for eye and tissue donation at the time of their death. She noted the Eye and Tissue donation policy has been reviewed by her with no changes made to the policy from the previous year. M/S/C UNANIMOUSLY TO RECOMMEND APPROVAL OF WINDOM AREA HEALTH'S TISSUE AND EYE DONATION POLICY (FRESK/BRUGMAN)
Clinical Staffing	Shelby and DON, Kelsey Andrews, shared information regarding critical staffing needs WAH is experiencing with clinical staff in the Nursing Dept due to several nurses currently on FMLA's or approved vacations. Shelby stated she and Kelsey are working daily with nursing staff to accommodate their needs at meeting core standards for patient care. She stated nurses and HUC's are receiving additional compensation for extra worked shifts until Nursing Dept staffing levels return to back to normal. Shelby and Kelsey stated they recently met with the Windom Ambulance Director to communicate the current nurse staffing issues at Windom Area Health and the difficulties in securing additional nurses for patient transfers in the ambulance.
CONCLUSION	
	Chairperson, Kay Gross, concluded the Professional Practice/Quality & Planning Committee meeting.
	Kay Gross

Statement of Confidentiality: Records, data, and knowledge, including minutes collected for and by individuals or committees, or committees assigned peer review functions, are confidential, not public records and are not available for court subpoena in accordance with Minnesota MSA 145.61-145.67.

**WINDOM AREA HEALTH
CREDENTIALING**

AUGUST 23, 2021

APPOINTMENTS:

Brittany Larson, RN
Kaci Paradis, CNP

General Surgery
Wound & HBO

Allied Health Professionals
Allied Health Professionals

REAPPOINTMENTS:

Orvar Jonsson, M.D.
Jenny Lourens, RN

Cardiology
Cardiology

Consulting
Allied Health Professionals

SANFORD TELEMEDICINE APPOINTMENT:

None

vRAD APPOINTMENTS:

None

RESIGNATIONS:

None

JULY 2021 PATIENT COMMENTS

Question Pod	Comment
Outpatient	It was very pleasant!
Lab	The Dr and nurses always take their time and answer my questions.
Imaging – Non Magnet	Excellent dexa scan,...the girls did great!! Was a very fast test!!
Emergency Department	The nurses on staff were amazing. They treated me with great care and understanding.
Lab	We are lucky to have Windom Health. Thanks for everything.
Lab	Very friendly and vety plesant
Outpatient	The nurse was great. But there was some confusion with the scheduling of the appointment.
Lab	friendly, happy faces
Emergency Department	Seems we waited a long time for the initial visit with medical staff. Main nurse was Debra. She did an amazing job. I'm very fortunate to have a hospital so close.
Imaging – Non Magnet	I do not believe I should have to wear a mask, being forced to do wear one so I can get a mammogram...not right
Lab	from start to finish things went really well
Imaging – Non Magnet	Yes, the 1st question, I'm not sure. I've had press the rate reading. It was a very good, the highest rating I could give And I don't know if I press the highest rating or not. That's all
Emergency Department	The ER Dr we had, was very curt and non comforting to a scared teenager needing stitches. She wouldn't listen to us or her nurses. the worst part, she almost left part of the wound open! We had to ask her to come back to finish stitching it! Her reply.. "oh I didn't see that"!!
Imaging – Non Magnet	My tech was excellent at her job! plus A very personable person, easy to talk to and a great listener!
Emergency Department	This was mostly a "test and wait" couple of hours - hard to answer some of the survey questions
Imaging – Non Magnet	Very friendly and professional.
Imaging – Non Magnet	My mammogram visit was great from Bev doing my registration to the mammogram in the truck. I was completely done in 15 minutes. I have no complaints; only praise for each department's efficiency.
Lab	Very pleasant and efficient
Lab	I believe that my appointment got lost because the lab seem surprised that I was there. I was in the waiting room and I thought I wouldn't wait the 15 minutes to check to see if I was a point had an appointment. So I went to the lab door and pressed the bell, the buzzer, and the lab man came out and admitted he was not expecting me, didn't know I had an appointment. But he took me immediately and did a fine job and it went well, but there seem to be some lack of communication throughout the the hospital area. That's the end.
Emergency Department	Everyone was very kind and knowledgeable. Great experience with hospitality. I would suggest to others
Inpatient	They took excellent care of me. Totally satisfied.
Emergency Department	Excellent Care from Dr. Silver and Nurses!
Lab	Visit went as well as expected. Time required was some minutes less than I anticipated.
Imaging – Non Magnet	All were very helpful.
Imaging – Non Magnet	I am thankful for having this professional service available here in Windom.
Emergency Department	For me, the checks they did were very good, but what is missing is to be able to explain it and to say why it causes disease or and explain what diet the patient should have with the pills they give everything is very good, that is my opinion, Thank you.

JULY 2021 PATIENT COMMENTS

Outpatient Therapy (PT, OT, ST)	Felt I was treated as an unintelligent person.
Imaging – Non Magnet	The staff were all friendly, professional and courteous
Outpatient	It has been a positive experience from the start of my therapy
Lab	Excellent efficient service.
Outpatient	I'm frustrated with how long it is taking me to get healed. I wonder if there is something else I can do or a better course of treatment.
Outpatient	A great group of people.
Imaging – Non Magnet	The tech was friendly, explained as we went what was happening. When completed wished me a good day.
Emergency Department	All treated me well
Emergency Department	I am very glad that they listened to me. I have been in such horrible pain and they diagnosed the problem. Thank you.
Outpatient Therapy (PT, OT, ST)	The therapy dept, and Mitch Boeck, are excellent. I have had several occasions for PT over the past 4 years. It has always been top notch care.
Outpatient Therapy (PT, OT, ST)	The therapy team at WAH, I feel, are the best for me. They are experienced (even though they are younger than I am). They are fresh with their knowledge.
Inpatient	I cannot say enough good things about the excellent care that was provided me! Everyone was so kind, caring and considerate. This includes the ER staff , very good !
Inpatient	The food sucks! I talked at length to a lady about this.
Inpatient	I received excellent care at the hospital. Only problem I had was getting off the toilet (was too low) I had hip replacement. I have a riser on mine at home and it is very helpful
Inpatient	I felt I was treated with respect and made to feel very comfortable with the staff I want to say thank you to my nurses and everyone else You guys were great.

Windom Area Hospital Auxiliary Meeting
July 12, 2021

The Windom Area Hospital Auxiliary held their monthly meeting Monday, July 12th, 2021 at 6:00 p.m. in person with 18 in attendance.

President Mary Klosterbuer called the meeting to order and welcomed all in attendance along with one new prospective member. The Auxiliary Prayer was read by all and the Pledge of Allegiance was recited.

The agenda was unanimously approved.

Recording Secretary's Report – Marlene Smith, Recording Secretary

- M/S Diane Sykora/Sue Curley to approve the minutes as presented of the June 14, 2021 meeting. Motion carried.

Treasurer's Report – Gerri Burmeister

- Balance on hand June 30, 2021 was \$6,069.12
- M/S Connie McCarthy/Betty Olson to approve the Treasurer's Report as presented. Motion carried.
- The Financial Review Committee of Marlene Smith, Vicki Burmeister, and Diane Vellema reported that the Treasurer's books are in order and thanked Gerri for her work and time.

Corresponding Secretary – Betty Olson

- There were four cards sent this month.

MAHV – Marlene Smith

- Karen Skarphol and Marlene Smith attended the June 23rd MAHV Board meeting in St Cloud.
- The Fall Annual Conference held in September will be a virtual event. More info to come.
- The MAHV Fall Forum will be a virtual event with Windom being the host.
- The MAHV website address is <https://mahv.org> Member code is: mahv2018

Auxiliary Liaison – Kim Armstrong

- Be sure and turn in your Volunteer Hours. We have 476 hours recorded for 2021.
- We received a Thank You from the Outreach Department for the Dairy Queen blizzards and our Lobby Hostessing. Both are much appreciated.
- The WAH Governing Board is looking into an ER remodeling project. If the bids come in at a reasonable amount, this will move forward.
- We have had a ten year agreement with Sanford which expires in 2022. The WAH Board is looking at and considering what option is best for the future.
- The WAH fiscal year is May 1 to April 30 so the auditors were here in June.
- WAHA dues – of the 35 Active members from 2020, 29 have paid; of the 27 Associate 2020 members 11 have paid.
- Members volunteered to contact all members who have not paid.

New Business:

- The “Ho Ho Holiday in July” bake sale will be on July 20 to raise funds for the Christmas gifts given to local children. Members are asked to donate Christmas themed baked goods and any baked goods. The bake sale will be held in the cafeteria. Enter via the patio door.
 - Workers are:
 - Shift 7:30 to 9:30 Diane Sykora, Dona Olsen, and Pat Lenz.
 - Shift 9:30 to 11:30 Connie McCarthy and Rozanne Gronseth.
- 2020 Goals were completed.
- 2021 Suggested Goals
 1. Donate a minimum of \$5500 towards a Cataract Surgery Chair for the Surgery Department. This goal continues until the dollar amount is met.
 2. Retain 90% of current members.
 3. Increase membership by 5 new members
 4. Resume Spring Banquet/Annual Meeting.
 5. Resume Halloween, December, and Valentines bake sales.

The meeting was adjourned at 6:47

Upcoming Events

- Tuesday July 20, 2021: “Ho-Ho-Ho Holiday in July” - 8:00 to 11:30 a.m.
- Monday August 9, 2021: Auxiliary Meeting at the Hospital Conference Room at 6:00 p.m. (Screen before 6:00))

Marlene Smith,
Recording Secretary