

**Meeting Name: Windom Area Health Governing Board of Directors**

**AGENDA**

Purpose: Provide governance for Windom Area Health		
Meeting Date/Time/Location: <b>Monday, October 25, 2021 / 5:30 pm / Large Conference Room</b>		
Members: All Windom Area Health Governing Board Mbrs Present: Absent: Others:		
Recorder: Janel Eichstadt, Admin Asst		
<b>Category / Topic</b>	<b>Action step(s) / Updates</b>	<b>Leader:</b>
<b>STANDING ITEMS</b>		
Call to Order	Call Windom Area Health Governing Board meeting to order at 5:30 pm by WAH Governing Board Vice-chairperson	Kay Gross
Meeting Minutes	Approve Windom Area Health Governing Board minutes from the regular meeting of September 27, 2021 ( <i>Board motion</i> )	Kay Gross
<b>COMMITTEE REPORTS</b>		
Professional Practice / Quality & Planning Cmte	Review Committee activities	Kay Gross
Finance / Personnel / Labor Relations & Building & Grounds Cmte	Review Committee activities	Ann Bartelt
<b>OTHER REPORTS</b>		
Statistical & Financial Performance Reports	Review & recommend approval of statistical & financial reports ( <i>Board motion</i> )	John Peyerl
Capital Acquisition Review	Review capital acquisition activity ( <i>Board motion</i> )	John Peyerl
Educational Assistance Applications	Review & recommend approval of application(s) for educational assistance ( <i>Board motion</i> )	Emily Masters
New / Department Transfer Employees	Report of recently hired / transferred employees	Emily Masters
Policy Review	Review & approve Education Assistance Plan policy.	Emily M
Medical Staff Credentialing & Meeting Update	<ul style="list-style-type: none"> <li>Review &amp; approve medical staff credentialing, upon recommendation from WAH Medical Staff (<i>Board motion</i>)</li> <li>Report on business addressed at WAH Medical Staff meeting</li> </ul>	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
Administration	<ul style="list-style-type: none"> <li>Review / Update Sr Management Team Executive Summaries</li> <li>Review / Approve WAH committee meeting reports as presented (<i>Board motion</i>)</li> </ul>	Sr Mgmt Team
City of Windom	Informational update	Steve Nasby Lisa Farag
Sanford Health Network	Informational update	Terry Mahar, VP
WAH Foundation Board	Foundation Board meeting, October 26, 2021, 5pm. Meeting minutes from Aug 17, 2021 included in Board book	Shelby Medina
WAH Auxiliary	Auxiliary met October 11, 2021. Minutes from September 13, 2021 meeting included in Board book	Shelby Medina

<b>NEW &amp; OLD BUSINESS</b>		
Old Business		Kay Gross
New Business		Kay Gross
<b>CONCLUSION</b>		
	Conclude WAH Governing Board meeting	Kay Gross
Board Education	Presentation by Emily Saffert & Dia Lefebvre from Marketing Dept	Shelby M

**Meeting Name: Windom Area Health Governing Board of Directors**

**MINUTES**

<b>Purpose:</b> Provide governance for Windom Area Health	
<b>Meeting Date/Time/Location:</b>	<b>Monday, September 27, 2021 / 5:30 pm / Large Conference Room</b>
<b>Members:</b> All Windom Area Health Governing Board Mbrs	Present: Dr. Michael Fisher, Dan Ortmann, Ann Bartelt, Kay Gross, Justin Schmit, Terry Tegels, Laura Fresk, John Peyerl/CFO, Emily Masters/CHRO, Kelsey Andrews/DON, Shelby Medina/CEO, Terry Mahar/Sanford Health Network VP Other Attendees: Dr. M. Olson/Chief of Medical Staff, Steve Nasby/City of Windom Administrator Absent: Julie Brugman/Mt Lk Advisory Mbr, Lisa Farag/Windom City Council Liaison
<b>Recorder:</b>	Janel Eichstadt, Admin Asst
<b>Category / Topic</b>	<b>Action step(s) / Updates</b>
<b>STANDING ITEMS</b>	
Call to Order	Windom Area Health Governing Board meeting was called to order at 5:30 pm by Governing Board Chair, Dr. Michael Fisher.
Meeting Minutes	M/S/C UNANIMOUSLY TO APPROVE WINDOM AREA HEALTH GOVERNING BOARD MINUTES FROM THE REGULAR MEETING OF AUGUST 23, 2021 AS PRESENTED (BARTELT/GROSS).
<b>COMMITTEE REPORTS</b>	
Professional Practice / Quality & Planning Cmte	Dr. Olson distributed a document which stated the understandings of the new Medical Director position by the WAH Medical Staff regarding this new position that will be implemented at Windom Area Health in the near future. No action was necessary. Dr. Buhler is reviewing information included in the WAH Medical Staff Bylaws concerning Peer Review processes. She will discuss her results at the October 25 <sup>th</sup> Medical Staff meeting. Dr. Steven Hartberg has submitted his resignation/retirement notice effective November 14, 2021. A reception to honor Dr. Hartberg's years of dedication to the community and Windom Area Health is being planned with Sanford's assistance
Finance / Personnel / Labor Relations & Building & Grounds Cmte	M/S/C UNANIMOUSLY TO APPROVE SENDING ACCOUNTS TOTALING \$53,383.38 TO AAA COLLECTIONS AND APPROVE 8 FINANCIAL ASSISTANCE ACCOUNTS SUBMITTED FOR WRITE-OFF TOTALING \$6358.20 (BARTELT/TEGELS). In month 5 of FY22, financial assistance accounts approved for write off total \$20,856.97 on a budget of \$125,000. M/S/C UNANIMOUSLY TO RECOMMEND APPROVAL OF THE FOLLOWING RESIGNATION & RETIREMENTS- 1 RN RESIGNATION EFFECTIVE AUG 2, 2021, AND RETIREMENTS OF LAB DIRECTOR, JANE POLZ, EFFECTIVE DECEMBER 1, 2021 AND PI/RISK COORD, LOIS ANDERSON, EFFECTIVE DECEMBER 2, 2021 (GROSS/FISHER). Shelby stated a follow-up meeting would be taking place late October early November with TeleSolutions, WAH's new telehospitalist physician group, to confirm details of their coverage plans when this company begins providing telehospitalist services to Windom Area Health in January 2022. John shared information regarding Windom Area Health's cash activity as it relates to capital purchases and COVID. Due to Covid, most capital projects were put on hold over the past 12-18 months, however several capital projects have been or are currently being addressed including the Emergency Dept renovation project. He stated he is anticipating most of the provider relief funds will need to be returned before the end of CY2021 due to having less COVID related expense during the reporting period than expected. Windom Area Health's current digital mammography machine in the Imaging Dept is considered obsolete due to its age. With mammography being a frequently utilized service, a decision was made to lease a 3D mammography unit from a company who will assess WAH monthly mammography fees on a per scan basis. It is anticipated the new unit will be available to patients within the next month.
<b>OTHER REPORTS</b>	
Statistical & Financial Performance Reports	August 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 below budget projections; total operating expenses were below budget expectations; net operating revenue and total operating expenses factored together left a net increase in assets totaling \$359,503. FY2021 year-to-date net income totals \$754,060 on a projected budget of \$312,704. Days in A/R were reported at 52.04 and Days Cash on Hand totaled 388.

**Leader:**

Dr Michael Fisher  
Dr Michael Fisher

Kay Gross

Justin Schmit

John Peyerl

	M/S/C UNANIMOUSLY TO APPROVE JULY 2021 STATISTICAL AND FINANCIAL PERFORMANCE REPORTS AS PRESENTED (TEGELS/BARTELT)	
Capital Acquisition Review	No capital acquisitions were purchased in August 2021 requiring Governing Board action.	John Peyerl
Educational Assistance Applications	There were no Educational Assistance applications submitted requiring Governing Board action.	Emily Masters
New / Department Transfer Employees	The following new hires and department transfers were reported: RN hired Sept 21, 2021, HIM Coder hired Sept 28, 2021, and a Healgics RN (not a WAH employee) hired Sept 20, 2021.	Emily Masters
HR Trends	Emily presented a Power Point presentation reporting on WAH employee turnovers and employee statistics. She noted WAH's turnover rate in CY2020 was 12.4% in comparison to Sanford's turnover rate during the same time period at 23.75%. Emily presented additional HR information relating to current employment trends in the health care field.	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 (BARTELT/FRESK).</p> <p><b>APPOINTMENTS:</b>            Andrea Jolley, M.D.                             Emergency Medicine            Theresa Person, M.D.                           Emergency Medicine</p> <p><b>REAPPOINTMENTS:</b>            Thomas Bruns, CRNA                            Anesthesia            Mohammed Chowdhury, M.D.                Cardiology            Emilee Gruse, PA-C                             Orthopedics            Conrad Hanstein, M.D.                        Emergency Medicine            Ali Jassim, M.D.                                 Pathology            Christopher Johansen, M.D.                 Radiology            Mark Johnson, M.D.                             Pathology            Christopher Paa, M.D.                         Cardiology            Megan Pohlman, PA-C                         Family Medicine            Thomas Waterbury, M.D.                     Cardiology</p> <p><b>SANFORD TELEMEDICINE APPOINTMENTS:</b>            Monica Bullock, D.O.                         Hospice &amp; Palliative Medicine    Telemedicine            Shauna Jacobs, CNP                           Hematology &amp; Oncology            Telemedicine            Kristina Lewison, CNP                       Gerontology                            Telemedicine            Allison Watson, M.D.                         Hematology &amp; Oncology            Telemedicine            Kasandra Wheeler, CNP                      Hematology &amp; Oncology            Telemedicine</p> <p><b>VRAD REAPPOINTMENTS:</b>            Kelcey Elsass, M.D.                          Teleradiology                            Telemedicine            Adam Hecht, M.D.                             Teleradiology            A.B.M. Rahman, M.D.                         Emergency Medicine                 Emergency Services</p>	Dr M Olson
Patient Concern Reports	Dr. Olson presented Medical Staff meeting information during the Professional Practice Committee report noted previously.	Shelby M / Kelsey A
Patient Safety Reports	August 2021 Patient Concern Reports and patient survey comments were reviewed and found to be appropriately addressed. Kelsey communicated 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 September 21, 2021.	Kelsey Andrews
Annual Policy Review	M/S/C UNANIMOUSLY TO APPROVE THE CY 2021 EMTALA POLICY AS PRESENTED (TEGELS/ORTMANN). Kelsey noted there were no changes to the policy from the previous year.	Shelby M / Kelsey A
Administration	Kelsey presented information regarding the Emergency Dept renovation project that is anticipated to begin in November 2021. M/S/C UNANIMOUSLY TO APPROVE THE FOLLOWING WAH COMMITTEE MEETING REPORTS AS PRESENTED (GROSS/ORTMANN)	Sr Mgmt Team

	<ul style="list-style-type: none"> <li>• WORKPLACE VIOLENCE</li> <li>• PHARMACY &amp; THERAPEUTICS</li> <li>• PI/RISK</li> <li>• UTILIZATION REVIEW</li> <li>• ER COMMITTEE</li> </ul>	
City of Windom	Information was shared pertaining to the future housing project being planned in Windom at the current CemStone property site. Budget workshops for City departments will be held October 4 <sup>th</sup> and 6 <sup>th</sup> . An uptick in vandalism has been found in city parks throughout Windom. REP's have been sent out for City of Windom auditing services with the selection of an auditing firm to take place at the next City Council meeting.	Steve Nasby
Sanford Health Network	An update was given regarding Covid-19 statistics locally and throughout the United States. A successful Sanford Health Golf Tournament was held in Sioux Falls. Terry noted Sanford Children's Hospital will be receiving proceeds from this tournament. Flu vaccinations are now available.	Terry Mahar, VP
WAH Foundation Board	The WAH Foundation Board did not meet in September. The next Foundation meeting is scheduled for October 26, 2021.	Shelby Medina
WAH Auxiliary	The Auxiliary met September 13, 2021. Minutes from the August 9, 2021 meeting were included in the Board book.	Shelby Medina
<b>NEW &amp; OLD BUSINESS</b>		
Old Business	There was no old business to report.	Dr Michael Fisher
New Business	Governing Board members were in agreement to move up the December 2021 Governing Board meeting to Monday, December 20, 2021, due to Christmas and New Year holidays taking place the following week.	Dr Michael Fisher
<b>CONCLUSION</b>		
	The WAH Governing Board meeting was concluded by Board Chair, Dr. Michael Fisher.	Dr Michael Fisher
Board Education	Brenda Muller, Outreach Clinic Coordinator, gave a presentation on clinical services offered through the Outreach Department by the various medical providers.	Brenda Muller

Signature \_\_\_\_\_, Dan Ortman, Governing Board Secretary

**WINDOM AREA HEALTH**  
**GOVERNING BOARD EXECUTIVE SUMMARY**  
*as of October 21, 2021*  
**WAH MISSION: "Dedicated to Health"**

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**CHIEF EXECUTIVE OFFICER REPORT**

• **Organizational Updates**

- Emergency Room Renovation:
  - **MODIFICATIONS:** We have had to make some modifications in the phasing and workflows of the ED remodel. Remodel is scheduled to start after Thanksgiving. We will plan to complete the remodel in one phase and use part of the "old" nursing unit/rooms as our temporary ED. With this adjustment we are planning on a 3-4 month turnaround time
  - I am pleased to announce that Jen Zajic, RN, has accepted the PI/Risk Coordinator position. Jen has worked as a charge/staff nurse at WAH for over 20 years.
  - WAH is working with the nursing union to modify work shifts to 12-hour shifts instead of 8-hour shifts. This will be effective for all new hires, effective January 1, 2022 and for any current union nurses who wish to change prior to January 1, 2022. The rationale for this change is to improve recruitment and retention.
  - Tele Health Solutions and primary care providers are scheduled to meet November 11<sup>th</sup> for our initial kick-off meeting of WAH's hospitalist program. Tentative start date is January of 2022; however, we may be in a position to implement in December.
  - Dr. Nichols, Sanford Podiatry, has requested to increase outreach and Wound Center coverage to twice a month effective January 2022! This is great news for our community and our WC.
  - Medical Director: We are finalizing the pricing structure and advertisement and should be ready to post next week.

• **MHA Federal Updates:**

- None

• **Committee Meeting Updates**

- Work Place Violence: **No Report until Dec/Jan**
- Infection Prevention: **Met July, 2021**
  - Two inpatient admissions diagnosed with Sepsis and no deaths resulting
  - HAI CAUTI = 0 / HAI CLABSI = 0 / HAI = 0 / C&S = 0
  - C Diff and MRSA – No new cases
  - COVID 19 reporting started in April of 20 and we continue to add updates to our reporting
  - Hand Hygiene compliance = 99.43% with goal of 100%
  - Reportable diseases for Q2 = 13 COVID 19 cases
  - No recalls impacting WAH for Q2
- Emergency Preparedness: **Met June, 2021**
  - All facility life safety drills have been completed
  - Digital signage in outreach and lobby may be used to communicate inclement weather updates if necessary
  - Multiple capital projects completed or in progress
    - Parking lot re-asphalted
    - Air handler and ED Renovation
- Pharmacy and Therapeutics: **No Report until Dec/Jan**
- PI/ Risk: **No Report until Dec/Jan**
- Utilization Review: **No Report until Dec/Jan**

**WINDOM AREA HEALTH**  
**GOVERNING BOARD EXECUTIVE SUMMARY**  
*As of October 21, 2021*  
**WAH MISSION: "Dedicated to Health"**

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**CHIEF FINANCIAL OFFICER REPORT**

**Overview:**

- Net income from operations was \$583,638 compared to a budget of \$55,464. Our net patient revenue was \$210,506 more than last September. The YTD operating income is 12.2% compared to a budget percentage of 3.1%.

The volume of inpatient activity in August was much better than the previous four-month average. Patient volumes were just short of budget overall. Inpatient admissions exceeded budget by one admission. Acute patient days fell short of budget by four days. Activity on the outpatient side produced volumes and revenues higher than budget expectations for the four consecutive month. Eighty-two percent of our gross revenues came from outpatient activity, which is the same as the YTD average. Acute admissions totaled twenty-six. Those twenty-six admissions produced sixty-nine inpatient days for an average daily census of 2.3. That average daily census for acute activity is much closer to our budgeted figure of 2.5. There were two Swing Bed admissions for the month. Those patients equated to thirteen swing bed days. Outpatient gross revenue was \$745,000 more than budget and \$632,000 more than last September.

- Imaging procedure counts continue to be strong, exceeding budgeted numbers again in September. Imaging performed 714 procedures compared to a budget of 525.
- Laboratory volumes exceeded budget expectation. Last fiscal year laboratory tests averaged about 10,068 in a given month. There were 11,049 in the month of September this year.
- Sixty-six surgical procedures were performed in September, which is ten below our budgeted number. Four of those surgeries were joint replacements.
- Rehab Therapy performed 1,501 modalities in September. Breaking the 1,500 threshold again. That total is 226 more modalities than the budgeted number of 1,275.

Contractual adjustments came in at 39.57% for the month. Contractual adjustments are budgeted at 44%. YTD is currently at 43.05%.

Overall, expenses were \$33,000 more than budget. The areas exceeding budget were provision for bad debts at \$16,000, Salaries at \$14,000, Supplies at \$4,000 and Pharmaceuticals at \$26,000 more.

**Looking Forward:**

- Investment of Reserves
- Refinance of Gross Revenue Bonds

## **WINDOM AREA HEALTH**

### **GOVERNING BOARD EXECUTIVE SUMMARY**

*as of October 18, 2021*

WAH MISSION: *"Dedicated to Health"*

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### **CHIEF HUMAN RELATIONS OFFICER REPORT**

#### **Human Resources/Employee Health**

- Posted positions:
  - Growth & Development Coordinator
  - Surgery Manager
  - Community Health Worker
  - Radiology Tech – PRN
  - RN – Weekend Package
  - RN - .8 FTE
  - Fitness Specialist/Instructor
  - HR/Payroll Coordinator
  - IT Technician
  - Dietary Aide/Cook
- We provided 10 Mantoux to the Windom healthcare careers class students, to help them prepare to do job shadowing.
- We provided staff education on the new pay for performance system that will be implemented Jan 1, 2022 for salaried employees.

#### **Community Health and Wellness/Wellness Center**

- Our most recent Healthy Together class has 10 participants, which runs through mid-November.
- A Taste and Learn was recently given to the City of Windom employees, with several more scheduled with Windom School staff.
- The Wellness Center will be holding an Open House on November 8-12.
- Our Spooky Path event is scheduled for October 29<sup>th</sup>. Kid's activities and trick or treating will be available, along with anyone that wants to check out our spooky path, scarecrows and photo 'opp' spots.

#### **Marketing/PR**

- We have been supporting several new internal services, such as Vascular Screens with Imaging, PAD Exercise Program and Foot Care Clinic.
- We recently began using our new video commercials in paid digital ads. With this push our 'general overview ad' went from 211 views on 10/4 to 4,300 on 10/13.

#### **Donations/Sponsorships**

- Windom Fire Department, Fire Safety Books—\$100
- Windom Theatre, Merchant Matinee—\$50

#### **Committee Meetings**

- Employee Focus/Finance: No report
- Patient & Family Advisory Committee: Meeting held on October 12<sup>th</sup>, discussed hallway seating, and some additional suggestions for Outreach. Reported on the ED remodel.
- Safety: No report.
- Safe Patient Handling: Now incorporated into Safety.



**WINDOM AREA HEATH**  
**GOVERNING BOARD EXECUTIVE SUMMARY**  
*as of October 19th, 2021*  
**WAH MISSION: "Dedicated to Health"**

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**DIRECTOR OF NURSING REPORT**

- **Medical/Surgical/OB/Emergency Room:**
  - We continue to utilize Regeneron and BAM in outpatient COVID positive patients who are not on oxygen. Federal government is now allotting the doses out to facilities based on need.
  - We are seeing and admitting more COVID 19 positive cases and we have purchased additional medical equipment that provides better respiratory support for our patients.
  - The Simulation truck is scheduled for November 18<sup>th</sup>, focusing on OB emergencies and chest tub insertion and complications.
  
- **Diabetes Management/Oncology:**
  - We have updated and increased our glucometer kits for patients who are admitted and required isolation precautions.
  
- **Surgery:**
  - Insurance providers have changed metrics when determining lengths of stay for our orthopedic surgeries. Dr. Botker met with our clinical team and is scheduled to meet with primary care providers to discuss the new standards and how we will need to educate our patients and community on what to expect.
  
- **Committee Meetings**
  - ER committee nothing to report
  - OB committee planning to meet October 26th
  
- **MHA Safety Data as of October 19th.**
  - Falls – 0
  - 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
<b>SERVICE</b>														
Complete Master Plan to Accommodate New Patient Rooms for Outpatient Services	4/30/2022													
Optimize Usage of Technology to Provide Optimal Healthcare to Community	4/30/2022													
Ambulatory Net Promoter Score	83.3%	n/a	n/a	66.7%	75.0%	75.0%	75.0%							
OP Net Promoter Score	80.6%	n/a	n/a	70.5%	77.5%	65.8%								
Emergency Dept Net Promoter Score	49.1%	n/a	n/a	46.4%	47.5%	74.3%								
Wound Center Overall Pt. Satisfaction	>92%	94.5%	100.0%	100.0%	100.0%	100.0%	94.0%							
<b>QUALITY</b>														
Falls per 1000 Patient Days	0.0	n/a	n/a	10.7	n/a	n/a	n/a							
Patient Falls with Injuries	0.0	n/a	n/a	10.7	n/a	n/a	n/a							
Hand Hygiene	100%	98.7%	99.6%	97.2%	96.9%	n/a	n/a							
Patient Experience/HCAHPS Recommend	81%	n/a	n/a	83.3%	n/a	n/a	n/a							
How would you rate/HCAHPS	83%	n/a	n/a	88.1%	n/a	n/a	n/a							
Communication with Nurses	89%	n/a	n/a	90.5%	n/a	n/a	n/a							
Communication with Doctors	85%	n/a	n/a	95.1%	n/a	n/a	n/a							
Readmission within 30 days	<5%	n/a	n/a	0.0%	n/a	n/a	n/a							
Wound Center Patient Healing Rate	>92%	100.0%	96.0%	100.0%	100.0%	100.0%	100.0%							
<b>FINANCIAL</b>														
Income (Loss) from Operations to Budget	3.87%	3.35%	1.68%	14.09%	16.09%	24.06%								
Days in Accts Receivable	<53	54.45	46.66	51.9	52.04	46.25								
Days Cash on Hand	>150	382	383	392	388	372								
<b>GROWTH</b>														
Surgeries to Budget	71	66	86	70	62	66								
Wound Center New Patients	17	19	23	22	21	22								
Wound Center Encounters	135	190	246	234	232	243								
SNF/ALF Wound Center New Patients	no target # established	6	4	5	6	1								
SNF/ALF Wound Ctr Encounters/Telehealth	no target # established	54	40	34	45	29								
Wound Ctr New Patients for HBO Treatmtns	1.6	0	0	1	1	1								
<b>COMMUNITY</b>														
WAH Hosted Events w/ Commun Participn	2	0	0	0	0	0	3 Go w/ Gut Lunch/Time	1 Go w/ Gut Lunch/Time						

**Meeting Name: Windom Area Health Finance / Personnel / Labor Relations & Building & Grounds Committee**  
**AGENDA**

**Purpose:** Review and recommend annual operating budget and capital expenditure plan, review and recommend capital expenditures, review and evaluate monthly financial reports, review and recommend approval of annual audit report, and recommend board approval to agenda items as requested.

**Meeting Date/Time/Location:** **Monday, October 25, 2021 / 4:30-5:15 pm / Large Conference Room**

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

**Present:**  
**Absent:**  
**Others:**

Ann Bartelt, Acting Chairperson  
 Janel Eichstadt, Admin Asst

**Chairperson (or Acting Chairperson)**  
**Recorder:**

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

Call to Order	Call Finance/Personnel/Labor Relations & Building & Grounds Committee meeting to order at 4:30 pm by acting chairperson	Ann B
Minutes	Approve minutes from regular Committee meeting of September 27, 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> )	Emily M

**FOLLOW-UP ITEMS**

Telehospitalist Services	Review plan for implementation	Shelby M
Radiology Upgrade	Progress update	Shelby M / John P
Compensation	Revisit appreciation bonus	Emily M

**NEW/CURRENT ITEMS**

Windom Foundation Donation	Donation discussion.	Shelby M
Policy Review	Review Education Assistance Plan policy. Recommend approval.	Emily M
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**

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

**Present:** Ann Bartelt, Dan Ortmann, Justin Schmit, Dr. Michael Fisher-ex officio, John Peyer/CFO, Emily Masters/CHRO, Kelsey Andrews/DON, Shelby Medina/CEO, Terry Mahar/Sanford Health Network VP  
**Absent:** Julie Brugman/Mt Lake Advisory Mbr  
**Others:**

**Chairperson (or Acting Chairperson)**

Justin Schmit, Chairperson  
 Janel Eichstadt, Admin Asst

**Recorder:**

**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, Jason Schmit

Justin S

Minutes

M/S/C UNANIMOUSLY TO APPROVE COMMITTEE MINUTES FROM THE REGULAR MEETING OF AUGUST 23, 2021, AS PRESENTED (ORTMANN/BARTELT)

Justin S

Collections & Financial Assistance

M/S/C UNANIMOUSLY TO RECOMMEND APPROVAL TO SEND PATIENT ACCOUNTS TOTALING \$53,383.38 TO AAA COLLECTIONS; RECOMMEND APPROVAL OF THE FOLLOWING FINANCIAL ASSISTANCE PATIENT ACCOUNTS: 2 NEW ACCOUNTS SUBMITTED FOR WRITE-OFF TOTALING \$4050.63; 3 ACCOUNTS FOR WRITE-OFF WITH A BALANCE BELOW \$1500 TOTALING \$1577.74; AND 3 PREVIOUSLY APPROVED ACCOUNTS FOR WRITE-OFF TOTALING \$729.8; IN TOTAL, 8 FINANCIAL ASSISTANCE ACCOUNTS WERE SUBMITTED AND APPROVED FOR WRITE-OFF TOTALING \$6358.20 (BARTELT/ORTMANN)  
 In month 5 of FY2022, accounts totaling \$20,856.97 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/RETIREMENTS – JANE POLZ, LAB MANAGER, RETIREMENT EFFECTIVE DECEMBER 1, 2021, LOIS ANDERSON, PERF IMPROVEMT/RISK COORD, RETIREMENT EFFECTIVE DECEMBER 2, 2021, AND RESIGNATION OF ONE RN EFFECTIVE AUGUST 2, 2021 (ORTMANN/BARTELT)

Emily M

**FOLLOW-UP ITEMS**

Telehospitalist Services

With Governing Board approval given last month to implement health care services by a telehospitalist group, Shelby shared plans are underway for an upcoming meeting to take place in late October early November with TeleSolutions physicians to solidify details of coverage from this new physician group to begin providing telehospitalist services to Windom Area Health beginning in January 2022.

Shelby M

Capital Purchases

John shared information relating to WAH’s cash activity as it pertain to capital purchases and COVID. Due to COVID most capital projects were put on hold over the past 12-18 months. He noted replacement of the air handling system is currently taking place, the west parking lot has been repaved, updates to the steam boiler have been made, and the Emergency Department renovation project is set to begin in November. John updated committee members on the status of PPP loan monies, and the provider relief funds received. It was noted he is anticipating that most of provider relief funds will need to be returned before the end of CY2021 due to having less COVID related expense during the reporting period than expected.

John P

Covid Vaccine

Shelby shared information regarding communications from President Biden’s administration, which would allow CMS to mandate Covid vaccinations for all healthcare workers throughout the United States with no exemptions permitted. Those healthcare facilities not meeting this CMS requirement would be stripped from receiving Medicare and Medicaid funding. A determination of this proposed mandate will be made following a feedback period addressing public concerns regarding this proposal. She stated if this legislation passes and CMS mandates all healthcare workers to receive Covid vaccinations, the possibility exists of staff shortages in several departments throughout Windom Area Health due to individual preferences by employees who choose not to receive the vaccine, which may cause them to resign from employment at WAH. Shelby stated she would keep the Governing Board apprised of updates regarding this topic.

Shelby M

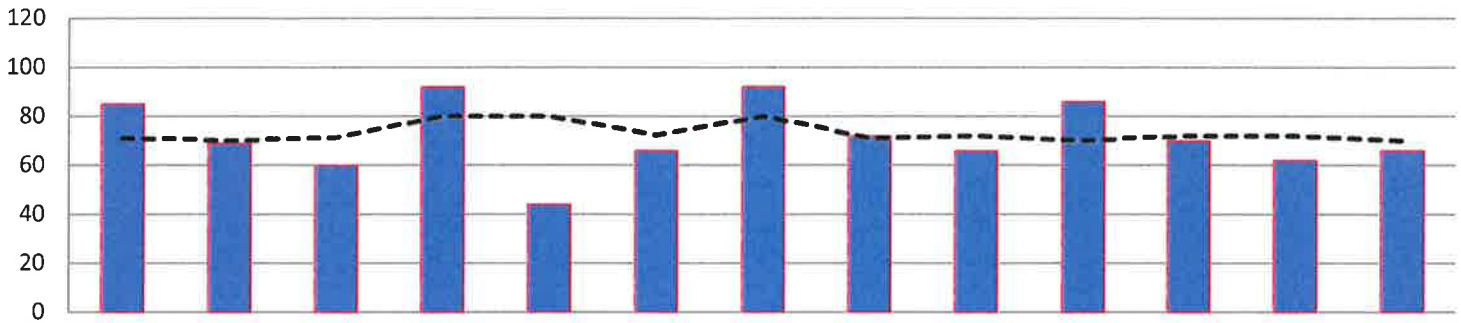
<p><b>NEW/CURRENT ITEMS</b></p> <p>Radiology Services</p>	<p>John shared information pertaining to WAH's current digital mammography machine in the Imaging Dept. He stated the current unit is considered obsolete because to its age. With mammography services frequently utilized at WAH, a decision was made to pursue an opportunity with a company to enter into a lease agreement for a 3D mammography unit with a fee per scan being assessed to Windom Area Health. John noted this new unit could possibly be available to WAH patients within the next month.</p>	<p>John P</p>	
<p><b>CONCLUSION</b></p>	<p>Chairperson, Justin Schmit, concluded the Finance/Personnel/Labor Relations &amp; Building &amp; Grounds Committee meeting.</p>	<p>Justin S</p>	





### SURGERY

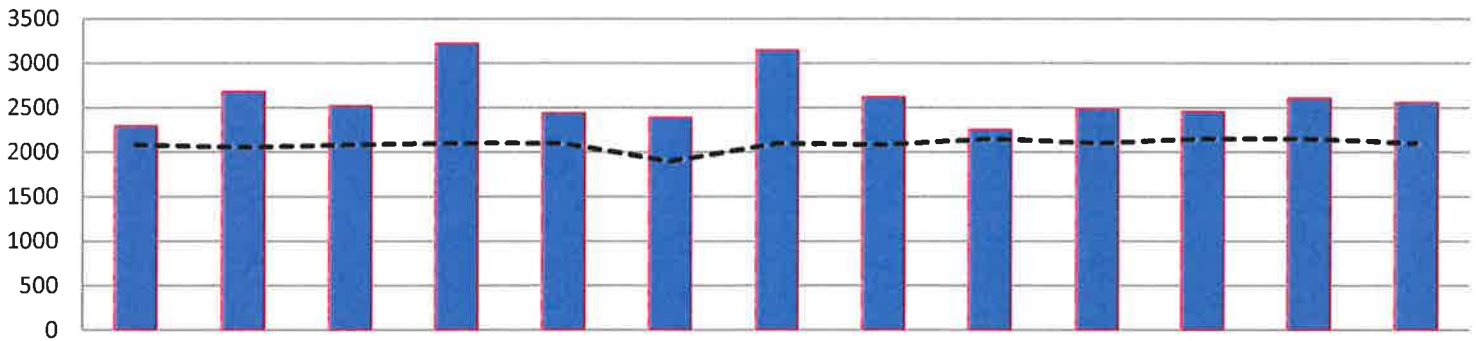
■ Surgery    - - - Budget



	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sep 21
Surgery	85	69	60	92	44	66	92	72	66	86	70	62	66
Budget	71	70	71	80	80	72	80	71	72	70	72	72	70

### OUTPATIENT OCCASIONS OF SERVICE

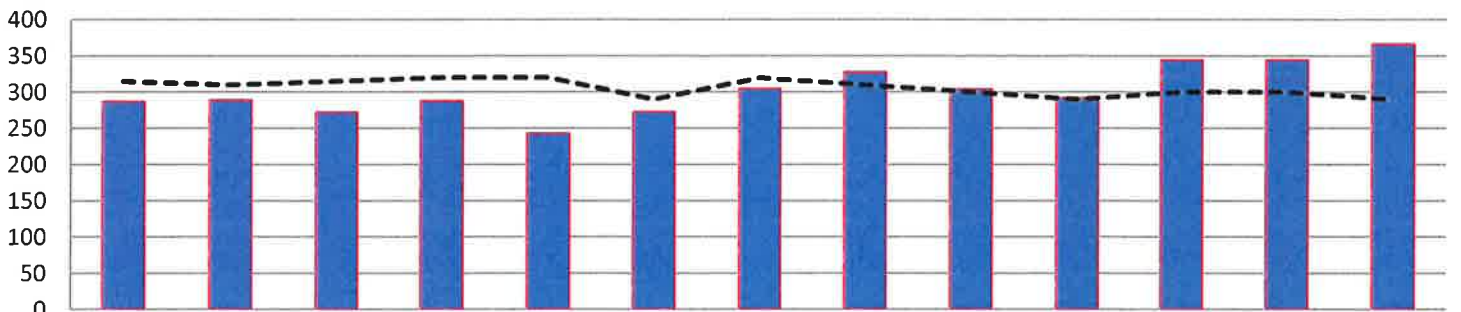
■ OP Visits    - - - Budget



	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sep 21
OP Visits	2298	2682	2524	3227	2438	2390	3151	2622	2255	2490	2461	2610	2561
Budget	2083	2055	2083	2100	2100	1897	2100	2083	2150	2100	2150	2150	2100

### EMERGENCY VISITS

■ ER Visits    - - - Budget

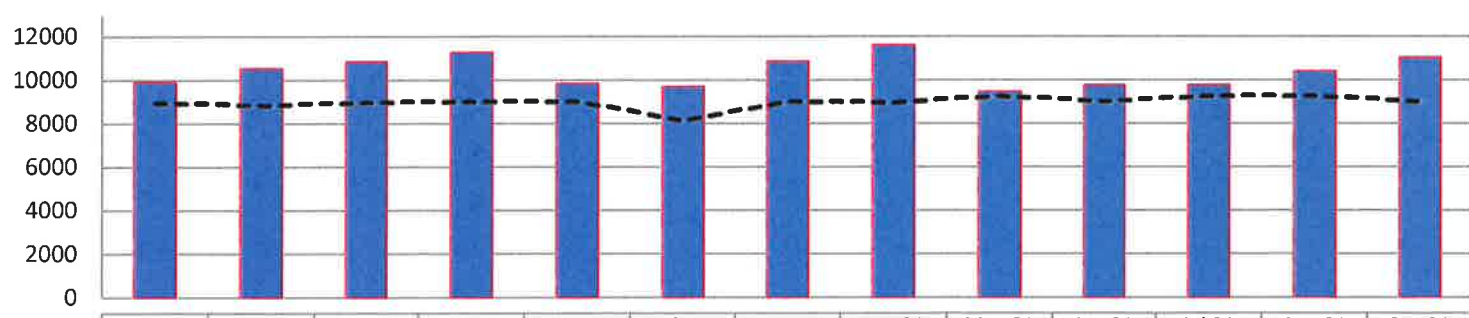


	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sep 21
ER Visits	287	289	272	288	243	273	305	328	304	292	344	344	366
Budget	315	310	315	320	320	290	320	310	300	290	300	300	290



### LAB PROCEDURES

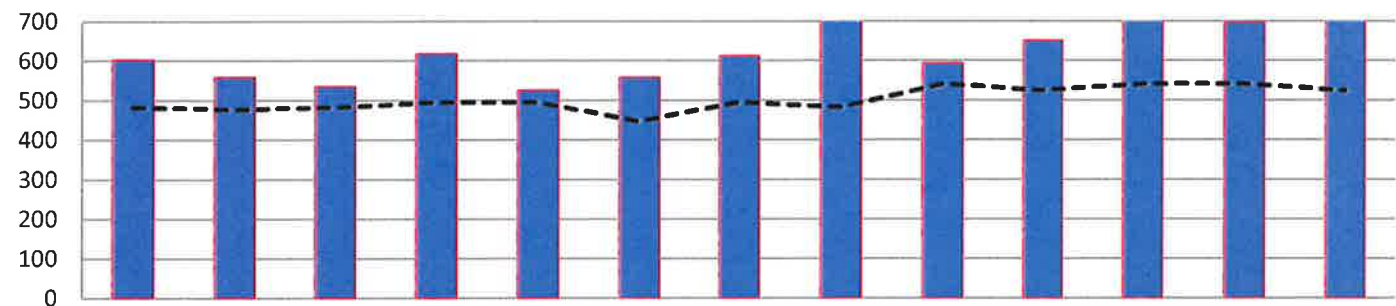
Lab Proc Budget



	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sep 21
Lab Proc	9908	10543	10858	11292	9836	9692	10858	11620	9473	9781	9785	10410	11049
Budget	8958	8835	8958	9000	9000	8129	9000	8958	9250	9000	9250	9250	9000

### IMAGING PROCEDURES

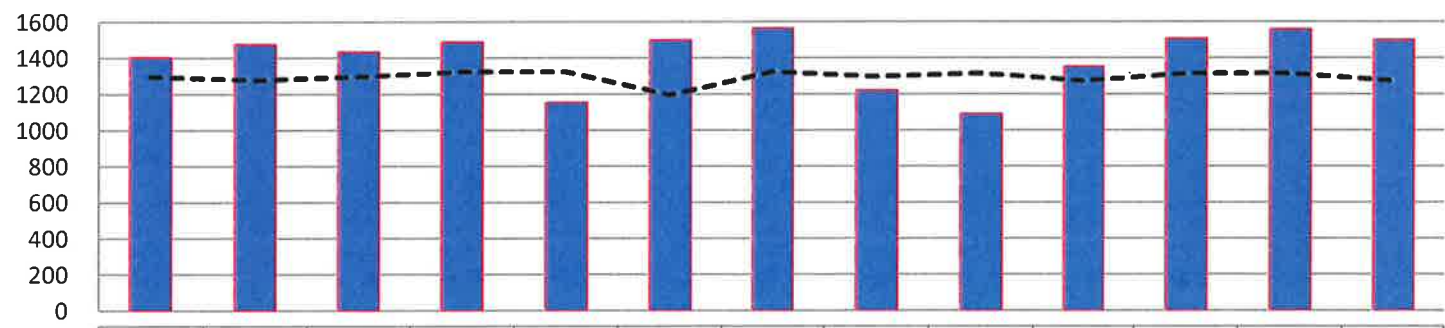
Imaging Proc Budget



	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sep 21
Imaging Proc	604	560	536	618	526	558	613	744	594	652	702	699	714
Budget	483	477	483	495	495	447	495	483	541	525	541	541	525

### REHAB MODALITIES

Rehab Modalities Budget



	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sep 21
Rehab Modalities	1404	1478	1435	1489	1154	1500	1565	1221	1091	1352	1508	1559	1501
Budget	1298	1280	1298	1325	1325	1197	1325	1298	1316	1275	1316	1316	1275

WINDOM AREA HEALTH  
INCOME STATEMENT

	9/30/2021		Revenue		Budget 2022		Comparison Y-T-D 2022		Revenue		Budget 2022		Comparison		September		\$ Change		% Change	
	9/30/2021	Comparison	Budget 2022	Comparison	Y-T-D 2022	Comparison	Budget 2022	Comparison	Y-T-D 2021	Comparison	Budget 2022	Comparison	Y-T-D 2021	Comparison	From Last Year	From Last Year	From Last Year	From Last Year	From Last Year	From Last Year
<b>PATIENT REVENUE</b>																				
Inpatient Revenue	\$709,943	17.65%	\$769,758	23.07%	\$3,112,671	17.05%	\$3,925,767	23.07%	\$3,643,245	23.07%	\$3,925,767	23.07%	\$3,643,245	23.07%	(\$530,574)	-14.6%				
Outpatient Revenue	\$3,312,749	82.35%	\$2,567,339	76.93%	\$15,145,918	82.95%	\$13,093,429	76.93%	\$12,252,036	76.93%	\$13,093,429	76.93%	\$12,252,036	76.93%	\$2,893,882	23.6%				
Total Patient Revenue	\$4,022,692	100.00%	\$3,337,097	100.00%	\$18,258,589	100.00%	\$17,019,196	100.00%	\$15,895,281	100.00%	\$17,019,196	100.00%	\$15,895,281	100.00%	\$2,363,308	14.9%				
Contractual Adjustments	\$1,591,896	39.57%	\$1,467,742	43.98%	\$7,860,721	43.05%	\$7,485,485	43.98%	\$7,161,608	43.98%	\$7,485,485	43.98%	\$7,161,608	43.98%	\$699,113	9.8%				
Other Income	\$18,392	0.46%	\$18,494	0.55%	\$104,243	0.57%	\$94,318	0.55%	\$918,690	0.55%	\$94,318	0.55%	\$918,690	0.55%	(\$814,447)					
<b>NET OPERATING REVENUE</b>	\$2,449,188	100.00%	\$1,887,849	100.00%	\$10,502,111	100.00%	\$9,628,029	100.00%	\$9,652,363	100.00%	\$9,628,029	100.00%	\$9,652,363	100.00%	\$849,748	8.8%				
<b>EXPENSE</b>																				
Employee Salaries	\$686,598	28.03%	\$672,872	35.64%	\$3,501,460	33.34%	\$3,431,647	35.64%	\$3,078,741	35.64%	\$3,431,647	35.64%	\$3,078,741	35.64%	\$422,719	13.7%				
Employee Benefits	\$211,425	8.63%	\$223,125	11.82%	\$1,075,670	10.24%	\$1,137,936	11.82%	\$981,973	11.82%	\$1,137,936	11.82%	\$981,973	11.82%	\$93,697	9.5%				
Pharmaceuticals	\$95,739	3.91%	\$69,863	3.70%	\$431,964	4.11%	\$356,302	3.70%	\$279,433	3.70%	\$356,302	3.70%	\$279,433	3.70%	\$152,531	54.6%				
Supplies	\$151,647	6.19%	\$147,945	7.84%	\$595,506	5.67%	\$754,521	7.84%	\$721,138	7.84%	\$754,521	7.84%	\$721,138	7.84%	(\$125,632)	-17.4%				
Rents & Utilities	\$26,143	1.07%	\$26,301	1.39%	\$137,253	1.31%	\$134,136	1.39%	\$131,724	1.39%	\$134,136	1.39%	\$131,724	1.39%	\$5,529	4.2%				
Purchased Services	\$383,122	15.64%	\$394,520	20.90%	\$1,900,743	18.10%	\$2,012,053	20.90%	\$1,815,188	20.90%	\$2,012,053	20.90%	\$1,815,188	20.90%	\$85,555	4.7%				
Other Direct Expenses	\$119,371	4.87%	\$119,907	6.35%	\$607,126	5.78%	\$611,526	6.35%	\$493,622	6.35%	\$611,526	6.35%	\$493,622	6.35%	\$113,504	23.0%				
Provision for Bad Debts	\$59,753	2.44%	\$43,952	2.33%	\$312,823	2.98%	\$224,155	2.33%	\$245,431	2.33%	\$224,155	2.33%	\$245,431	2.33%	\$67,392	27.5%				
Depreciation	\$118,723	4.85%	\$120,150	6.36%	\$587,130	5.59%	\$600,750	6.24%	\$605,377	6.24%	\$600,750	6.24%	\$605,377	6.24%	(\$18,247)	-3.0%				
Interest Expense	\$13,028	0.53%	\$13,750	0.73%	\$67,540	0.64%	\$68,750	0.71%	\$70,171	0.71%	\$68,750	0.71%	\$70,171	0.71%	(\$2,631)	-3.7%				
Total Operating Expense	\$1,865,549	76.17%	\$1,832,385	97.06%	\$9,217,215	87.77%	\$9,331,776	96.92%	\$8,422,798	96.92%	\$9,331,776	96.92%	\$8,422,798	96.92%	\$794,417	9.4%				
Income (loss) From Operations	\$583,639	23.83%	\$55,464	2.94%	\$1,284,896	12.23%	\$296,253	3.08%	\$1,229,565	3.08%	\$296,253	3.08%	\$1,229,565	3.08%	\$55,331					
Investment Income	\$5,208	0.21%	\$7,459	0.40%	\$27,850	0.27%	\$38,042	0.40%	\$55,490	0.40%	\$38,042	0.40%	\$55,490	0.40%	(\$27,640)					
Other Revenue/(Expenses)	\$505	0.02%	\$10,081	0.53%	\$30,662	0.29%	\$51,413	0.53%	\$96,633	0.53%	\$51,413	0.53%	\$96,633	0.53%	(\$65,971)					
Non Operating Rev/Exp	\$5,713	0.23%	\$17,540	0.93%	\$58,512	0.56%	\$89,455	0.93%	\$152,123	0.93%	\$89,455	0.93%	\$152,123	0.93%	(\$93,611)					
Increase in Net Assets	\$589,352	24.06%	\$73,004	3.87%	\$1,343,408	12.79%	\$385,708	4.01%	\$1,381,688	4.01%	\$385,708	4.01%	\$1,381,688	4.01%	(\$38,280)					

**WINDOM AREA HEALTH**

**FY 2022**

**CAPITAL ASSET ACQUISITIONS**

Yrs Dep	Capital Asset	Vendor	Asset class	May	June	July	August	September
10	Biosafety Cabinet - Pharmacy	NJAIRE	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			
10	Panda Warmer	GE Healthcare	Maj Mov					21,716.69
3	Gastoscopes (2)	Olympus	Maj Mov					59,015.20
3	Laparoscopes (4)	Arthrex	Maj Mov					16,170.00
<b>Total</b>				<b>41,160.01</b>	<b>60,567.87</b>	<b>-</b>	<b>-</b>	<b>96,901.89</b>

**Total YTD Capital Acquisitions 198,630**

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

**Purpose:** Oversee WAH compliance with regulations and laws, receive recommendations from the Medical Staff, oversee preparation and implementation of strategic plans, receive and consider all quality reports, and recommend board approval to agenda items as requested.

**Meeting Date/Time/Location:** **Monday, October 25, 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

**Recorder:** Janel Eichstadt, Admin Asst

<b>Category / Topic</b>	<b>Action step(s) / Updates</b>	<b>Leader:</b>
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**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 September 27, 2021 ( <i>Cmte Motion</i> )	Kay Gross

**FOLLOW-UP ITEMS**

Medical Staff mtg / CMO Review	WAH Medical Staff meeting review	Dr Olson / Shelby M
Medical Director Meeting	Review Progress for Medical Director	Shelby M

**NEW/CURRENT ITEMS**

Nurse Staffing	Nurse Staffing Proposed Changes	Shelby M
Other		

**CONCLUSION**

	Conclude Professional Practice/Quality & Planning Committee meeting	Kay Gross
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**Meeting Name: Windom Area Health Professional Practice / Quality & Planning Committee MINUTES**

<b>Purpose:</b> 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.	
<b>Meeting Date/Time/Location:</b> Monday, September 27, 2021 / 4:00 pm / Large Conference Room	
<b>Members:</b> Kay Gross, Laura Fresk, Terry Tegels, Dr. Michael Fisher-ex officio, Emily Masters/CHRO, John Peyerl/CFO, Kelsey Andrews/DON, Shelby Medina/CEO, Terry Mahar/Sanford Health Network VP <b>Absent:</b> Julie Brugman/Mt Lake Advisory Mbr <b>Others:</b> Dr. Mary Olson, Chief of Staff	
<b>Chairperson (or Acting Chairperson)</b>	Kay Gross, Chairperson
<b>Recorder:</b>	Janel Eichstadt, Admin Asst
<b>Category / Topic</b>	<b>Action step(s) / Updates</b>
<b>STANDING ITEMS</b>	
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 AUGUST 23, 2021, AS PRESENTED (FRESK/TEGELS).
<b>FOLLOW-UP ITEMS</b>	
Medical Staff mtg / CMO Review	WAH Medical Staff approved the September credentialing list and recommend its approval by the Governing Board. Dr. Steven Hartberg submitted his resignation/retirement notice effective November 14, 2021. Physicians discussed plans for meeting with the new telehospitalist group, TeleSolutions, to discuss details of this company's services which are planned to begin at Windom Area Health in January 2022. The physician's reappointment approved at the July meeting, pending documentation clarifying additional privileges documented on his credentialing application, remains incomplete to date for presentation and action by the Medical Staff.
Medical Director Meeting	A WAH Medical Staff response document was presented by Chief of Staff, Dr. M Olson, regarding the proposed WAH Medical Director position. No response to this document is necessary. Shelby stated the posting of this new position would take place in the near future with plans to fill it with an outside physician applicant that will be a WAH provider.
Peer Review	Shelby reported the WAH Medical Staff requests the Peer Review processes documented in the Medical Staff Bylaws continue to remain as a part of the Bylaws, however it is requested this process be streamlined into a more efficient process. Dr. Buhler has agreed to review the peer review process found in the Bylaws and will report her findings at the October 25 <sup>th</sup> Medical Staff meeting.
Covid Vaccine	Shelby shared information regarding communications coming from President Biden's administration, which will allow CMS to mandate Covid vaccinations for all healthcare workers throughout the United States with no exemptions permitted. Those healthcare facilities not meeting this proposed CMS requirement would be stripped of receiving Medicare and Medicaid funding. A determination will be made of this potential mandate following a timeline of public feedback. Shelby noted she will keep the Governing Board apprised of updates regarding this topic.
<b>NEW/CURRENT ITEMS</b>	
Policy Review	Kelsey presented and discussed Windom Area Health's EMTALA policy. She noted there were no changes made to this policy from the previous year and recommends Governing Board approval. Committee members agreed to her recommendation.
<b>CONCLUSION</b>	
	Chairperson, Kay Gross, concluded the Professional Practice/Quality & Planning Committee meeting.

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

**WINDOM AREA HEALTH  
CREDENTIALING**

**OCTOBER 25, 2021**

**APPOINTMENT:**

Bradford Johnson, M.D.                      Emergency Medicine                      Emergency Services

**REAPPOINTMENTS:**

Elena Canfield, M.D.                      Emergency Medicine                      Emergency Services  
Susan Goodemote, CNP                      Family Medicine                      Allied Health Professionals  
Scott Pham, M.D.                      Cardiology                      Consulting  
Karen Uecker-Bezdicek, CNP                      Family Medicine                      Allied Health Professionals  
Michelle Vanhove, CNP                      Cardiology                      Allied Health Professionals  
David West, M.D.                      Ophthalmology                      Consulting

**SANFORD TELEMEDICINE APPOINTMENTS:**

Jon Christensen, D.O.                      Emergency Medicine                      Telemedicine

**vRAD APPOINTMENTS:**

Barbara McCorvey, M.D.                      Teleradiology                      Telemedicine  
Mary Huff, M.D.                      Teleradiology                      Telemedicine  
Jonathon Lee, M.D.                      Teleradiology                      Telemedicine

**vRAD REAPPOINTMENT:**

Alison Robinette, M.D.                      Teleradiology                      Telemedicine

**RESIGNATION:**

## SEPTEMBER 2021 PATIENT COMMENTS

Department	Comment
Windom OP Surgery	I feel like you need to have bathrooms in those surgical rooms at least between them or something, where you can somebody could share a bathroom, but it walking down the hall to the bathroom was not pleasant for me. Thank you. Bye.
Windom OP Surgery	I was totally satisfied with everybody everybody did a wonderful job, kind, thoughtful, present answered all my questions couldn't been better and I would recommend to everybody very highly thank you.
Windom ED	I was very impressed with the emergency room at Windham that night. They did a good job, very conscientious*
Windom OP Lab	It went great.
Windom OP Wound	I thought everything went very well, and I'm very very pleased that we have this service right here in Windham, so I could just go right there. I really appreciated that. Thank you.
Windom OP PT	I loved Ike. I was so nervous about coming in and he put me at ease right away. He explained everything every step of the way. He was friendly and knowledgeable all at the same time. I am thankful I was put with him. I would recommend Windom Physical Therapy to anyone that needs help. Thank you so much.
Windom OP Lab	Nurse's were great and made the procedure and process very comfortable.
Windom ED	Dr. Issa was probably the most personable Dr I have ever met. Very sincere.
Windom OP Nursing Services	Love the care done locally.
Windom OP Radiology	Very professional. Made me feel totally comfortable.
Windom OP Outreach Clinic	My entire care team is, and always was, fantastic throughout my entire work comp treatment.
Windom OP Lab	Deb (Dr. Taber's nurse) is the best! Can't say enough good things about her!
Windom Woundcare	Lora and Tosha in wound care are the very best- caring- compassionate knowledgeable -considerate- want to give you the best care possible
Windom ED	I think a patient suffering a fractured rib should have been discharged with at least some pain medication other than tylenol. Especially when it is explained by the doctor that it will be very painful and take many weeks to feel better. I do understand no refills, but some pain meds to help me rest with less pain would have helped A LOT.
Windom OP Surgery	Jackie sp. was a great nurse and I felt in very capable hands throughout the process. Even a minor surgery is a big deal and they treated me exceptionally well.
Windom OP Lab	Communication for appointment was not clear
Windom OP Wound	They did a GREAT job getting me back to where I was before my injury.
Windom OP Outreach Clinic	Dr Botker, his nurse, and everyone was very attentive to my pain, it was all very welcoming!
Windom OP Radiology	The tech seemed to have trouble getting the pictures for my mammogram right and had to retake them several times than I've ever had done before. Not sure why but it was uncomfortable for me this time. She was nice and apologetic about it though so maybe wasn't her fault
Windom OP Surgery	Dr. Tabor and Nurse Jackie were absolutely wonderful. Thank you very much.
Windom OP Radiology	All good things. Keep up the great work and care you all provide your patients.
Windom ED	Very busy at time we were there, but brought right in and started treatment. Was impressed by the attitude and efficiency of all.

## SEPTEMBER 2021 PATIENT COMMENTS

Windom ED	Staff was very friendly and courteous and helped us feel at ease. Length of stay was a little long, but they needed to take 3 different sets of xrays.
Windom IP Med Surg	If you will check my survey answers from September 2nd, you will find the confusion caused by the nurses not reading my list of medications correctly. They gave me tramadol & lyrica at the same time, with my other morning pills. I take tramadol at 7:15AM and lyrica at 11:30 AM & 7:30 PM each day. My blood pressure dropped quite a bit and I had a slight headache that morning; I'm thinking that is because of the medication mixup. I don't understand why medications can't be given at the times I usually take them at home instead of 9AM and 9PM. I have neuropathy pain and need to keep the pain medications regulated to keep the pain level down to bearable levels. Thank you!
Windom IP Med Surg	A long wait time is after my daughter pressed the nurse call button, like she had to go to the bathroom, took them like 15 minutes to come and she said, it happened about 3 or 4 times during her stay. She was there for 2 days and two nights, I believe two nights for cert and one full day. She wasn't real happy with that. It took forever to come and some, one nurse, one nurse I can't remember her name, particular kind of blew her off. She said it was done, they gave her antibiotic with a 30 second, supposed to be a 30 second or 30 minute drip and it was done and no it's not done yet, but it was actually done and I was there when she said this. So I don't know if she understood the machine or not, but I wasn't happy with it if my daughter didn't get get help right away when she request, especially when she had to go to the bathroom. She wait 15 minutes before they come and say okay, go to the bathroom.
Windom OP Surgery	My nurse, Jackie F., was unbelievable. She listened and dealt with my difficulties with compassion, understanding, and concern. She did a terrific job of communicating my circumstances with Dr. Reddy and then got back to me with his response. She has the unique ability to be professional and yet could put you at ease. She was as good as I have ever had.
Windom OP OT	Nicole has been extremely helpful in treating my various pain issues both with direct therapy in the hospital and giving me advice and exercises to do at home. She is excellent, very professional, knowledgeable and easy to work with. I am grateful to have this care so close to home, thank you!
Windom ED	Worst experience I have ever had with a medical facility. The nurse was professional. X-ray guy and the doctor need bed side manner classes. Terrible.
Windom IP Obstetrics	Dr. Buhler was an amazing doctor from the beginning of my appointments with her and I am very grateful she was our doctor. We had great nurses as well ? especially Katie! Thanks for taking such good care of us!
Windom IP Med Surg	Thank you!
Windom IP Med Surg	Thank you for kind + compassionate care. Sanitation + cleanliness was very important.
Windom OP PT	it was or is helpful
Windom ED	When I was at the ER, the nurses were great. I was very impressed and felt very comfortable with the nurse. It's a doctor that I had that dismissed my concerns and made me feel like it was a waste of time to go there. Follow up with my primary turns out it was not a waste of time and I should have been treated completely differently, how I expected and brought up to the doctor at the ER, and the doctor at the ER was completely dismissive. So, if I go back and I end up with that doctor, I will not be seen by her again.



## SEPTEMBER 2021 PATIENT COMMENTS

Windom OP Surgery

I'm not sure if this is where I should comment about my hospital stay that followed this visit. I could not have the colonoscopy because the anesthesiologist said my heart was beating too fast, out of rhythm. They sent me to the ER where I was monitored. Eventually, I was admitted for observation overnight. I had a list of my medications with me. The nurses didn't look at it correctly. On Friday AM I was given both tramadol and lyrica at 9 AM. I take my morning medications at 7:15 AM but didn't receive them until 9 AM. I take tramadol at 7:15 and lyrica at 11:30 AM each day. My blood pressure dropped significantly Friday AM; I believe it was because of receiving the tramadol & lyrica at the same time. I was disappointed because I thought that is why I always have a list of my medications with me, as strongly suggested by my doctor and other health people. Evidently, the nurses didn't look at the list very carefully. Thankfully, the blood pressure got back to normal over the next few hours. I did have a headache all Friday AM and I believe that was from the error of giving me tramadol & lyrica at the same time also. Also, I didn't receive my night medicines until 9PM on Thursday night. That is a very long time for me to go without the pain medicine that I take at 3 different times each day for painful neuropathy in both my feet and hands caused by Agent Orange exposure in Vietnam. I was told by one of the nurses that the computer calculates 12 hours between medications. I find it hard to believe that everyone takes their medications at 9AM and 9PM!!! Just some concerns I have.

# Windom Area Hospital Auxiliary Meeting

September 13, 2021

The Windom Area Hospital Auxiliary held their monthly meeting on Monday, September 13, 2021 at 6:00 p.m. 17 members were in attendance.

President Mary Klosterbuer called the meeting to order. All were welcomed along with two new members - Jean Johnson and Kitty Hansen. A moment of silence was held in honor of member Loretta Jackson who passed away. The Auxiliary Prayer and Pledge of Allegiance were recited.

M/S Betty Olson/Diane Vellema to approve the agenda. Motion carried.

## **Recording Secretary Report - Marlene Smith**

- M/S Pat Lenz/Rozanne Gronseth to approve the minutes as presented. Motion carried.

## **Treasurer's Report - Gerri Burmeister**

- Balance on hand August 31, 2021 is \$7,382.13
- M/S Karla Taber/Connie McCarthy to approve the Treasurer's report. Motion carried.

## **Corresponding Secretary - Betty Olson**

- A sympathy card will be sent to the Jackson family.

## **MAHV Report - Mary Klosterbuer**

- 2021 Regional Health Care Conference will be held September 20-21 via Zoom. Kim Armstrong, Mary Klosterbuer, Karen Skarphol, and Marlene Smith have registered to attend.
- The District E meeting will be November 4 via zoom with Windom being the host.

## **Auxiliary Liaison - Kim Armstrong**

- Volunteer hours were recorded for August.
- Thank you to members willing to be Lobby Hostesses. The Foot Care Clinic does not always need a hostess and hostesses will be informed if they are not needed.
- Membership - All dues are in with 37 Active and 25 Associate members.
- Hospital Update - The hospital had a good year even with Covid.
- WAH donates to the community in many ways:
  - 10,000 a year to the new Emergency Building.
  - Donated to the baseball field projects.
  - Donated to the wind screens for tennis and pickle ball.
  - If the Cemstone project goes through WAH will donate to develop walking paths in the area.
- ER remodel - \$1.5 million, 200,000 for fixtures, etc.
- WAH has a plumbing and electrical infrastructure plan, resurfacing the old parking lot and a big air handler project.
- WAH needs a temporary screener for patients.

### **Unfinished Business**

- The Cotton Quilters Guild has donated a quilt to the Auxiliary for the Breast Health Event in October 2022. The queen size quilt, "Summer Lily" pattern, was pieced by Anna Johansson and quilted by Shelley Lange.
- Tickets were discussed with printing more than 500 tickets but sticking with the \$1.00 each price.

### **New Business - Mary Klosterbuer**

- Installation was held for the following offices:
  - President - Mary Klosterbuer
  - Treasurer - Gerri Burmeister
  - Board members - Pat Lenz, Connie McCarthy and Dona Olsen
- Presidents Summary - Mary Klosterbuer
  - Despite limitations set by Covid, all our goals for the year were met.
  - The Auxiliary had a busy and productive year with many activities.
- Pecan Sales
  - Marlene will start taking orders as soon as the price is set.
  - The Covid situation will determine if a no contact distribution will be used as was done last year.
- Last year \$2,200 was raised through the pecan sales.

Next meeting Monday, October 11, 2021 at 6 p.m. in the large conference room.

Because the Covid numbers rising again, Kim will ask the hospital's Incident Command team if we can hold our Halloween Bake Sale. She will let us know.

Meeting was adjourned at 6:45 p.m.

Marge Paschke  
Secretary Pro Tem



# WINDOM AREA HEALTH FOUNDATION

## BOARD OF DIRECTOR'S MEETING

**TUESDAY, OCTOBER 26, 2021**

*Select meal from the Cafeteria before meeting*

**5:00 pm – Large Conference Room**

### AGENDA

- |   |               |
|---|---------------|
| <b>I. CALL WAH FOUNDATION MEETING TO ORDER</b>  | Steve Johnson |
| <b>II. FOUNDATION MEETING MINUTES -</b><br>- Approve minutes from regular meeting on August 17, 2021                      | Steve Johnson |
| <b>III. FINANCIAL STATEMENT -</b><br>- Review donations & assign thank-you's  | Kim Armstrong |
| <b>IV. OLD BUSINESS -</b><br>- Digital Signage<br>- Breast Health Speaker – 10/1/22<br>- End-of-Year Solicitation Letters | Kim Armstrong |
| <b>V. NEW BUSINESS -</b><br>- 3D Digital Mammography Request<br>- Ask for Anything Grants                                 | Kim Armstrong |
| <b>VI. NEXT MEETING DATE/TIME – November 23, 2021, 5 pm, LCR</b>  | Steve Johnson |
| <b>VII. MEETING CONCLUSION</b>  | Steve Johnson |

**WINDOM AREA HEALTH FOUNDATION  
FOUNDATION BOARD MEETING MINUTES  
AUGUST 17, 2021, AT 5:00 P.M.**

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**Attending:** Steve Johnson, Sandy Robinson, Ann Bartelt, Terry Tegels, Greg Scheitel, Kay Gross, Emily Masters/CHRO, Kim Armstrong/Exec Dir. Compliance & Foundation/Auxiliary

**Absent:** Laura Fresk, Shelby Medina/CEO

**Other:** Emily Saffert, Darci Jones

**Recorder:** Janel Eichstadt/Admin Asst

**CALL TO ORDER:** WAH Foundation Board Chairperson, Steve Johnson, called the meeting to order.

**FOUNDATION MINUTES:**

M/S/C UNANIMOUSLY TO APPROVE MINUTES FROM THE REGULAR MEETING OF JUNE 14, 2021 AS PRESENTED (SCHEITEL/GROSS).

**FINANCIAL STATEMENT:**

M/S/C UNANIMOUSLY TO APPROVE THE FINANCIAL STATEMENT ENDING JULY 31, 2021 AS PRESENTED (GROSS/TEGELS).

**Review Donations & Assign Gift Thank-you's**

Foundation donor gifts received during June and July 2021 were reviewed. Those donors giving gifts of \$100 or more will receive a personal phone call or thank you note acknowledging their gift.

**OLD BUSINESS**

**Digital Signage**

Kim informed members the 65" digital TV approved for purchase at the June Foundation Board meeting has been installed in the Rehab Lobby. Digital signage will promote WAH Foundation events, recognize donors that have gifted \$1000 or more to the Foundation, communicate information about the various funds gifts can be donated to and how gifts can be made.

**Strategic Planning Session**

Kim shared the WAH Governing Board is in the early stages of contract negotiations with Sanford to determine the future leadership direction Windom Area Health will undergo as Sanford's current management contract agreement expires 6/30/22. Due to the Foundation being under parent-control of WAH, the final negotiations outcome could affect operations of the Foundation. Kim stated that until a new contract has been finalized, the WAH Foundation Planning Session would be put on hold.

**Golf Tournament**

Kim informed members the Windom Country Club has been reserved on June 24, 2022, for the WAH Foundation Golf Tournament fundraising event. As the event date becomes closer, additional details will be shared.

**NEW BUSINESS**

**Community Events Supporting Breast Health**

Kim introduced Emily Saffert from the Marketing and Public Relations Dept and Darci Jones, WAH Imaging Tech, who shared information about prospective Breast Health events planning for October 2021 and 2022. The Tammy Hall Breast Health Walk was sunsetted after last year's event. Emily and Darci shared information regarding the availability of various food trucks offering specialized food items throughout October, a Craft & Create night, which would be offered free to breast cancer survivors, amongst other events. Emily and Darci shared information about securing a speaker they have been in contact with for the October 2022 Breast Health event. Emily made a request to the Foundation Board for funds totaling \$2500 to be used for a down payment in booking speaker, Diana Jordan, at a reduced fee.

M/S/C UNANIMOUSLY TO DONATE \$2500 FROM THE BREAST HEALTH FUND AS A DOWN PAYMENT TO SECURE A SPEAKER FOR THE OCTOBER 2022 BREAST HEALTH EVENT (TEGELS/ROBINSON)

End of Year Solicitation Letter

Kim stated that the Foundation's End-of-Year solicitation letter would be mailed out prior to the upcoming holiday season. Several equipment ideas were shared by Kim regarding hospital items to be considered using funds from this solicitation letter. After discussion on the suggested equipment needs, Board consensus was to apply EOY solicitation letter funds towards the purchase of an Emergency Department Trauma Bay monitor totaling approximately \$11,000.

Women's Health Fund Applications

Kim noted two applications have been sent to cancer patients but they have not been returned yet for Foundation Board discussion and consideration.

**NEXT MEETING DATE**

Next WAH Foundation meeting is scheduled for September 28, 2021, at 5:00 pm in the Large Conference Room.

Windom Area Health Foundation meeting was concluded by Chairperson, Steve Johnson.

Sandy Robinson

WAH Foundation Secretary

Recorded by: Janel Eichstadt, Admin Asst