

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

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

**Meeting Date/Time/Location:** Monday, December 20, 2021 / 4:30-5:15 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

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

**Chairperson (or Acting Chairperson):** Justin Schmit, Chairperson  
**Recorder:** Janel Eichstadt, Admin Asst

Category / Topic	Action step(s) / Updates	Leader:
<b>STANDING ITEMS</b>		
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 November 22, 2021 ( <i>Crnte Motion</i> )	Justin S
Collections & Financial Assistance	Review & recommend approval of patient financial accounts ( <i>Crnte Motion / Bd Motion</i> )	John P
Employee Resignations / Terminations	Review & recommend acceptance of WAH employee resignations / terminations ( <i>Crnte Motion / Bd Motion</i> )	Emily M

<b>FOLLOW-UP ITEMS</b>		

<b>NEW/CURRENT ITEMS</b>		
2022 Market Adjustments	Overview of process and recommended average increase for CY2022 salary adjustments.	Emily M
Hospital Services	Partnership update	Justin S
Other		

<b>CONCLUSION</b>		
	Conclude Finance/Personnel/Labor Relations & Building & Grounds Committee meeting	Ann B

<b>NEW &amp; OLD BUSINESS</b>		
Old Business	<ul style="list-style-type: none"> <li>• Next meeting Monday, January 25, 2022.</li> <li>• WAH Partnership Update</li> </ul>	Dr M Fisher
New Business		Dr M Fisher
<b>CONCLUSION</b>		
	Conclude WAH Governing Board meeting	Dr M Fisher
	Wishing All Safe and Happy Holidays!	

<b>Meeting Name: Windom Area Health Governing Board of Directors</b>		<b>MINUTES</b>
<b>Purpose:</b> Provide governance for Windom Area Health		
<b>Meeting Date/Time/Location:</b> Monday, November 22, 2021 / 5:30 pm / Large Conference Room		
<b>Members:</b> All Windom Area Health Governing Board Mbrs Present: Dan Ortmann, Ann Bartelt, Kay Gross, Terry Tegels, Justin Schmit, Julie Brugman/Mt Lk Advisory Mbr, John Peyer/CFO, Emily Masters/CHRO, Kelsey Andrews/DON, Shelby Medina/CEO Other Attendees: Dr. M. Olson/Chief of Medical Staff, Steve Nasby/City of Windom Administrator, Lisa Farag/Windom City Council Liaison Absent: Dr. Michael Fisher, Laura Fresk, Terry Mahar/Sanford Health Network VP		
<b>Recorder:</b> Janel Eichstadt, Admin Asst		
<b>Category / Topic</b>	<b>Action step(s) / Updates</b>	<b>Leader:</b>
<b>STANDING ITEMS</b>		
Call to Order	Windom Area Health Governing Board meeting was called to order at 5:30 pm by Board Vice-chairperson, Kay Gross.	Kay Gross
Meeting Minutes	M/S/C UNANIMOUSLY TO APPROVE WINDOM AREA HEALTH GOVERNING BOARD MINUTES FROM THE REGULAR MEETING OF OCTOBER 27, 2021 AS PRESENTED (BARTELT/ORTMANN).	Kay Gross
<b>COMMITTEE REPORTS</b>		
Professional Practice / Quality & Planning Cmte	Medical Staff members reviewed the November Credentialing list with no issues found. Shelby provided updated CMS information relating to vaccination guidelines for healthcare organizations. She noted Windom Area Health will be offering medical and religious exemptions to employees in the very near future. Shelby noted WAH's legal adviser has also reviewed and approved the 2 draft exemption forms for the Human Resources Dept to utilize. She reviewed a timeline Windom Area Health is initiating for those employees who decline the Covid vaccination but required to have an approved health or religious exemption form on file to remain as an active employee, which is one of the guideline requirements established by CMS. Shelby noted if CMS changes processes in the future, WAH would make accommodations within the organization as well.	Kay Gross
Finance / Personnel / Labor Relations & Building & Grounds Cmte	M/S/C UNANIMOUSLY TO APPROVE SENDING ACCOUNTS TOTALING \$109,236.01 TO AAA COLLECTIONS AND APPROVE 5 FINANCIAL ASSISTANCE ACCOUNTS SUBMITTED FOR WRITE-OFF TOTALING \$9683.98 (SCHMIT/BARTELT). In month 7 of FY22, financial assistance accounts approved for write off totaled \$42,033.40 on a budget of \$125,000. M/S/C UNANIMOUSLY TO RECOMMEND APPROVAL OF THE FOLLOWING RESIGNATION –NUTRITIONAL SERVICES AIDE EFFECTIVE OCTOBER 22, 2021, PRN RN EFFECTIVE AT END OF LAST SHIFT WORKED JUNE 30, 2021, AND EDIT TO FT PAYROLL/HUMAN RESOURCES COORDINATOR RESIGNATION DATE TO BE EFFECTIVE NOVEMBER 17, 2021, NOT NOVEMBER 19 AS PREVIOUSLY NOTED (SCHMIT/TEGELS). Shelby noted a meeting with TeleSolutions, WAH's new telehospitalist physician group, was held November 11 <sup>th</sup> with WAH medical staff members to discuss and confirm details of TeleSolutions coverage details in preparation of this company providing telehospitalist services beginning January 2022. The new Hologics 3D mammography unit has arrived onsite and planned for installation in WAH's Imaging Dept beginning the week of November 29, 2021. Training for radiology staff will take place once installation has been completed. A soft opening of 3D mammography services will take place during December along with WAH Marketing Dept organizing an advertising campaign of this new service beginning in January 2022. Emily Masters received a request from the Windom Economic Development Director about funding for a trail project as the US Fish and Wildlife Service (USFW) is applying for a grant that would connect the Windom Rec Area to the Wolf Lake trails (Wings on the Prairie Interpretive Center) with a paved trail (current plans allows for a mowed trail). The grant requires a 20% match, which the USFW will provide 10%. A request for funds totaling approximately \$35,000 - \$40,000 to meet the rest of the match requirements is being sought. M/S/C UNANIMOUSLY TO APPROVE A \$15,000 DONATION TO BE PAID OVER A THREE-YEAR PERIOD (\$5000 PER YEAR) TO THE US FISH AND WILDLIFE SERVICE IF THE GRANT PROCESS IS SUCCESSFUL (SCHMIT/ORTMANN).	Justin Schmit

<b>OTHER REPORTS</b>																																
Statistical & Financial Performance Reports	<p>October 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 above budget expectations; net operating revenue and total operating expenses factored together left a net increase in assets totaling \$553,939. FY2021 year-to-date net income totals \$1,897,350 on a projected budget of \$477,371. Days in A/R were reported at 47.8 and Days Cash on Hand totaled 387.</p> <p>M/S/C UNANIMOUSLY TO APPROVE SEPTEMBER 2021 STATISTICAL AND FINANCIAL PERFORMANCE REPORTS AS PRESENTED (SCHMIT/TEGELS)</p> <p>M/S/C UNANIMOUSLY TO AUTHORIZE THE TRANSFER OF \$98,876.45 FROM THE FUNDED DEPRECIATION ACCOUNT TO WAH CHECKING ACCOUNT FOR OCTOBER 2021 CAPITAL ACQUISITIONS (ORTMANN/SCHMIT).</p>	John Peyerl																														
Capital Acquisition Activity	<p>There were no Educational Assistance applications submitted requiring Governing Board action.</p>	John Peyerl																														
Educational Assistance Applications	<p>The following new hires and department transfers were reported: a Fitness Specialist &amp; PRN Cardiac Rehab Instructor effective December 1, 2021, Jill Liepold, Lab tech, transferred to Lab Manager position effective November 7, 2021, and a physical therapist returned from a military leave of absence as of November 15, 2021.</p> <p>M/S/C UNANIMOUSLY, UPON RECOMMENDATION FROM THE WAH MEDICAL STAFF, TO APPROVE MEDICAL STAFF CREDENTIALING AS PRESENTED (TEGELS/ORTMANN).</p> <p><b>APPOINTMENTS:</b></p> <table border="0"> <tr> <td>Logan Korthour, RN</td> <td>Cardiology (Pham/Jonsson)</td> <td>Allied Health Professionals</td> </tr> <tr> <td>Aneta Mergen, CNP</td> <td>Cardiology (Pham/Jonsson)</td> <td>Allied Health Professionals Consulting</td> </tr> <tr> <td>Drew Messerschmidt, M.D.</td> <td>Cardiology (NCH)</td> <td>Allied Health Professionals</td> </tr> <tr> <td>Kimberly VanMeeteren, CNP</td> <td>Cardiology (Pham/Jonsson)</td> <td>Allied Health Professionals</td> </tr> <tr> <td>Kari Westenkirchner, CNP</td> <td>Cardiology (Pham/Jonsson)</td> <td>Allied Health Professionals</td> </tr> </table> <p><b>REAPPOINTMENTS:</b></p> <table border="0"> <tr> <td>Jennifer Block, M.D.</td> <td>Emergency Medicine</td> <td>Emergency Services</td> </tr> <tr> <td>Alicia Frankwitz, D.O.</td> <td>Emergency Medicine</td> <td>Emergency Services</td> </tr> <tr> <td>Christopher Gacke, CNP</td> <td>Cardiology (Pham/Jonsson)</td> <td>Allied Health Professionals</td> </tr> <tr> <td>Carrie Lemons, LPN</td> <td>General Surgery (Dr. Reddy)</td> <td>Allied Health Professionals</td> </tr> <tr> <td>Chelsea Twamley, CNP</td> <td>Vascular (Dr. Santos)</td> <td>Allied Health Professionals</td> </tr> </table>	Logan Korthour, RN	Cardiology (Pham/Jonsson)	Allied Health Professionals	Aneta Mergen, CNP	Cardiology (Pham/Jonsson)	Allied Health Professionals Consulting	Drew Messerschmidt, M.D.	Cardiology (NCH)	Allied Health Professionals	Kimberly VanMeeteren, CNP	Cardiology (Pham/Jonsson)	Allied Health Professionals	Kari Westenkirchner, CNP	Cardiology (Pham/Jonsson)	Allied Health Professionals	Jennifer Block, M.D.	Emergency Medicine	Emergency Services	Alicia Frankwitz, D.O.	Emergency Medicine	Emergency Services	Christopher Gacke, CNP	Cardiology (Pham/Jonsson)	Allied Health Professionals	Carrie Lemons, LPN	General Surgery (Dr. Reddy)	Allied Health Professionals	Chelsea Twamley, CNP	Vascular (Dr. Santos)	Allied Health Professionals	Emily Masters Emily Masters
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Medical Staff Credentialing & Meeting Update	<p><b>SANFORD TELEMEDICINE APPOINTMENTS:</b></p> <table border="0"> <tr> <td>Sarah Heckel, CNP</td> <td>Family NP</td> <td>Telemedicine</td> </tr> <tr> <td>Orvar Jonsson, M.D.</td> <td>Cardiology</td> <td>Telemedicine</td> </tr> </table> <p><b>VRAD REAPPOINTMENTS:</b></p> <table border="0"> <tr> <td>Stephen Adams, D.O.</td> <td>Teleradiology</td> <td>Telemedicine</td> </tr> <tr> <td>Reem Awwad, M.D.</td> <td>Teleradiology</td> <td>Telemedicine</td> </tr> <tr> <td>Charles Henry, M.D.</td> <td>Teleradiology</td> <td>Telemedicine</td> </tr> <tr> <td>Joan Sutcliffe, M.D.</td> <td>Teleradiology</td> <td>Telemedicine</td> </tr> </table> <p><b>RESIGNATIONS:</b></p> <p>None</p> <p>Dr. Olson reported on agenda items addressed at the Medical Staff meeting held earlier in the day. Medical Staff members approved new telehospitalist forms that are to be completed as part of the credentialing requirements for TeleSolutions physicians. TeleSolutions physicians will become part of the WAH Medical Staff when they begin providing services at WAH in January 2022. Completed information for requested privileges on a physician's rec credentialing application was presented and approved by the Medical Staff.</p>	Sarah Heckel, CNP	Family NP	Telemedicine	Orvar Jonsson, M.D.	Cardiology	Telemedicine	Stephen Adams, D.O.	Teleradiology	Telemedicine	Reem Awwad, M.D.	Teleradiology	Telemedicine	Charles Henry, M.D.	Teleradiology	Telemedicine	Joan Sutcliffe, M.D.	Teleradiology	Telemedicine	Dr M Olson												
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Patient Concern Reports	<p>October 2021 Patient Concern Reports and patient survey comments were reviewed and found to be appropriately addressed.</p>	Shelby M Kelsey A																														
Patient Safety Reports	<p>Kelsey shared there was 1 reportable patient falls with no reportable injuries; 0 documented patient skin integrity issues; 0 use</p>	Kelsey																														

	of patient restraints; and 0 opioid-related deaths. Kelsey noted there were no reportable adverse events for the month as of November 16, 2021.	Andrews
Administration	<p>Emily Masters reported on business addressed at the Safety Committee meeting held in late October. She noted that CY2022 employee benefit enrollment has recently concluded. The Wellness Center will be hosting a virtual 5K Grinch run beginning in early December. The Wellness Center will sponsor their annual Weight Loss Challenge to WAH staff and the public beginning in early January 2022.</p> <p>Kelsey Andrews reported several Covid patients are receiving Regeneron to aide in their recuperation process from this virus. The Emergency Dept was moved to the 130-150's patient wing in preparation for the renovation project anticipated to begin November 29<sup>th</sup>. The ambulance is loading and unloading patients using the hospital's rear door near the temporary ED. The simulation truck was here November 18<sup>th</sup> for training on OB emergencies and chest tube insertions and complications. Currently there is one RN opening.</p> <p>M/S/C UNANIMOUSLY TO APPROVE THE FOLLOWING WAH COMMITTEE MEETING REPORT AS PRESENTED (TEGELS/SCHMITT)</p> <ul style="list-style-type: none"> <li>SAFETY/SAFE PATIENT HANDLING</li> </ul> <p>City Council is working on CY2022 budget. A 2.98% levy increase is anticipated at this time. Discussion of the 1.2 mile walking trail near the US Fish and Wildlife and Wolf Lake area was held due to a grant opportunity was presented which would provide enhancements to this walking trail. Further discussion will follow pending approval of the grant application. Cemstone project is continuing to move forward.</p>	<p>Sr Mgmt Team</p> <p>Steve Nasby Lisa Farag</p> <p>Terry Mahar, VP Shelby Medina Shelby Medina</p>
Sanford Health Network	No report available.	
WAH Foundation Board	The Foundation Board is not meeting in November 2021. Next meeting is scheduled for January 25, 2022.	
WAH Auxiliary	Auxiliary met November 8, 2021. Minutes from their October 11, 2021 meeting was included in the Board book	
<b>NEW &amp; OLD BUSINESS</b>		
Old Business	It was noted the next Board meeting will be held Monday, December 20, 2021 due to the Christmas/New Year's holidays	Kay Gross
New Business	There was no new business to report.	Kay Gross
<b>CONCLUSION</b>		
	The WAH Governing Board meeting was concluded by Board Vice-chair, Kay Gross.	Kay Gross
Board Education	There was no Board education to present for this month's meeting.	

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

**WINDOM AREA HEALTH**  
**GOVERNING BOARD EXECUTIVE SUMMARY**  
*as of December 14, 2021*  
**WAH MISSION: "Dedicated to Health"**

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**CHIEF EXECUTIVE OFFICER REPORT**

• **Organizational Updates**

- Emergency Room Renovation:
  - Demolition is under way in our old Emergency Department space. At this point, it appears that everything is on schedule (including supply chain needs). The temporary emergency department space has been working well.
- COVID update:
  - As COVID cases increase causing constraints on our tertiary hospitals, WAH has seen an increase in inpatient admissions. We will continue to do our part to assist in providing healthcare to our community and healthcare partners. We continue to review our contingency plans for adjusting services, when necessary, to ensure that we are able to care for as many patients as possible. Staffing and patient census is reviewed weekly.
- Remote Pharmacy update/change:
  - WAH will be changing to Sanford's Remote Pharmacy service from our current vendor, Cardinal. The anticipated changeover date is scheduled for March 14, 2022.

• **MHA/Federal Updates:**

- [Senate votes to avert Medicare cuts to providers](#)  
The Senate on Thursday evening voted 59-34 to avert looming Medicare cuts to providers, sending the legislation to President Biden's desk for signature. The bill, which passed the House earlier this week, will delay 2% cuts to Medicare rates through March 2022 and punt a separate round of 4% Medicare cuts totaling about \$36 billion to 2023.
- [From 340B to short-term health plans: Here are the top 4 regulations to watch for in 2022](#)  
The Biden administration released its 2022 unified agenda that details regulations it plans to release in the coming year. The agenda, released Friday by the Office of Management and Budget, is not binding but gives a look at which areas Department of Health and Human Services (HHS) officials are hoping to address in the year ahead.
- [Rural value-based care initiative faces funding cliff](#)  
The smallest and most rural healthcare providers will soon lose access to help in shifting to value-based care unless Congress steps in.

• **Committee Meeting Updates**

- Work Place Violence: **No Report until January**
- Infection Prevention: **No Report until January**
- Emergency Preparedness: **No Report until Jan/Feb**
- Pharmacy and Therapeutics: **Met October 26, 2021**
  - ADE: INR >5 = 2 / BS <50 = 1 / Narcan use = 3 / Delirium review = 0
  - PI: Narcotic waste = 97% / Controlled starter packs = 94% / Bar Code Scanning = 87%
  - MAB = (oupt) Sept = 16 / Oct = 25
  - BAM / REGEN are recommended treatments for COVID
  - Remdesivir no longer recommended for IP treatment
- PI/ Risk: **No Report until January**
- Utilization Review: **Met November 17, 2021**
  - Readmission rate for Q3 was 1.18% out of a goal of <5% (YTD readmission rate = 1.48%)
  - Admit level of care orders present on 101/101 charts reviewed
    - Acute review / all documentation present 64/64
    - Observation Review: 35 hours and 56 minutes deemed unbillable (28hrs/26mins due to waiting on admit orders)
    - No inpatient or swing bed discharge appeal requests with one inpatient (M/S) denial due to not meeting inpatient criteria
  - Transfers for Q3
    - 1053 ED visits / 172 transfers (16%) and 19 admits (1.8%)

**WINDOM AREA HEALTH**  
**GOVERNING BOARD EXECUTIVE SUMMARY**  
***as of December 13, 2021***  
**WAH MISSION: "Dedicated to Health"**

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**CHIEF HUMAN RELATIONS OFFICER REPORT**

**Human Resources/Employee Health**

- Posted positions:
  - Growth & Development Coordinator
  - Community Health Worker
  - Radiology Tech
  - RN - .8 FTE
  - HR/Payroll Coordinator
  - Medical Director
  - Lab Tech
  - Patient Access Rep - Weekends
- HR is preparing for the 2022 Employee Engagement survey, which will again be administered by Press Ganey. The survey will be carried out mid-Feb to mid-March.

**Community Health and Wellness/Wellness Center**

- Anna Snyder, Community Health & Wellness Manager, along with several others from WAH, regularly attend a mental health work group with others from Jackson/Cottonwood Counties to develop ideas on how to better address mental health needs in our area.
- Several departments have spoken to Windom Area School's Healthcare Careers class, including our wellness and dietician staff.

**Marketing/PR**

- Nutritional services has been developing a new 'room service' menu, which marketing has been working to design. The PFAC group will review this and provide feedback on 12/14.
- Marketing is working closely with Imaging to launch the 3D mammo service.

**Donations/Sponsorships**

- \$800 will be donated to the Windom Area Foundation in 2021 which will receive the Bank Midwest match. The Veteran's Memorial (project under the same foundation) was selected by WAH employees to receive the Jeans Funds for Q4, which is typically in the \$150-\$250 range.
- Windom Fire Dept - \$100 for Fire Safety Books
- Windom Theater - \$50 for Merchant Matinee Sponsor
- Mt. Lake Chamber - \$40 Maroon Madness Sponsor
- Mt. Lake Chamber - \$20 Turkey Giveaway Sponsor
- Mt. Lake Chamber dues, Windom Chamber dues including being a Silver Sponsor.

**Committee Meetings**

- Employee Focus/Finance: Holiday events are planned for the month including cookie decorating, holiday bingo, secret candy cane delivery, find the Santa, cocoa bar, and ugly sweater Fridays.
- Patient & Family Advisory Committee: Met on 12/14, will bring report in January.
- Safety: No Report.
- Safe Patient Handling: No Report.

## WINDOM AREA HEALTH

### GOVERNING BOARD EXECUTIVE SUMMARY

*As of December 16, 2021*

WAH MISSION: "Dedicated to Health"

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#### CHIEF FINANCIAL OFFICER REPORT

##### Overview:

- Net income from operations was \$258,000 compared to a budget of \$55,464. Our net patient revenue was \$490,892 more than last November. The YTD operating income is 13.7% compared to a budget percentage of 3.2%.

The volume of inpatient activity in November was consistent with the prior month of October, where we have seen an increase in acute admissions. Patient admissions have exceeded budgeted volumes for the last three months. Inpatient admissions exceeded budget by nine admissions. Acute patient days were at budget with seventy-three. Activity on the outpatient side produced volumes and revenues higher than budget expectations for the sixth consecutive month. Eighty-two percent of our gross revenues came from outpatient activity, which is right at the yearly average. Acute admissions totaled thirty-four. Those thirty-four admissions produced seventy-three inpatient days for an average daily census of 2.4. Last November our daily census was 2.9. There were four Swing Bed admissions for the month. Those patients equated to fifteen swing bed days. Outpatient gross revenue was \$508,000 more than budget and \$786,000 more than last November.

- Imaging procedure counts continue to be strong, exceeding budgeted numbers again in October. Imaging performed 658 procedures compared to a budget of 530. 536 procedures were performed last November.
- Laboratory volumes exceeded budget expectation. Last fiscal year laboratory tests averaged about 10,068 in a given month. There were 10,329 in the month of November this year. Which is about 530 less than last November.
- Seventy-four surgical procedures were performed in November, which is two above our budgeted number. Four of those surgeries were joint replacements.
- Rehab Therapy performed 1,585 modalities in November. Breaking the 1,500 threshold for the fifth month in a row. That total is 285 more modalities than the budgeted number of 1,300.

Contractual adjustments came in at 44.18% for the month. Contractual adjustments are budgeted at 44%. YTD is currently at 44% as well.

Overall, expenses were \$85,822 more than budget. The areas exceeding budget were provision for bad debts at \$24,000, Salaries at \$30,000, Supplies at \$25,000 and Other Direct Expenses at \$28,000.

##### Looking Forward:

- Investment of Reserves
- FY2023 Budget Preparation



## WINDOM AREA HEALTH

### GOVERNING BOARD EXECUTIVE SUMMARY

*as of December 14<sup>th</sup>, 2021*

WAH MISSION: *“Dedicated to Health*

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#### DIRECTOR OF NURSING REPORT

- **Medical/Surgical/OB/Emergency Room:**
  - Simulation truck was here December 9<sup>th</sup> for the second group of nurses to complete training on OB emergencies and chest tube complications.
  - We are seeing an uptick in census and having difficulty with transferring patients to higher levels of care. We are evaluating surgical cases on a week-to-week basis.
  - Outpatient Monoclonal Antibody treatments for those with COVID going well. We currently have Regeneron. Providers or patients need to submit a referral into MNRAP, the online system thru the state.
  - Chase Rovere, from our Maintenance Dept, came to the December 8<sup>th</sup> nurses meeting and reviewed Decontamination protocol with nursing staff; what their role is; where Decontamination is set up; what should be decontaminated; and reviewed members of the Decontamination Team.
  
- **Diabetes Management/Oncology:**
  - Nothing to report at this time.
  
- **Surgery:**
  - Brittany Schichtl has accepted the Surgery Supervisor position effective 12/19/21. Brenda Muller, Director of Outreach Operations, will now be overseeing the Surgery Dept, but will work closely with myself in regards to staffing.
  
- **Committee Meetings**
  - ED Committee meeting was held on November 23<sup>rd</sup>.
    - Reviewed transfer communication in regards to our EMTALA that needs to be completed with every transfer. Our goal is 100%, quarter 3 was at 89%. We had Jen Zajic, PI Coordinator, attend our last nurses meeting to review proper completion and rules regarding EMTALA.
    - Reviewed the trauma and stroke goals.
    - Our patient satisfaction net promoter score continues to improve with a current score of 59.8. We are contributing this to ER callbacks, which will continue to be one of our PI goals for 2022.
    - We have seen an increase in patients leaving against medical advice or without being seen. Jen Zajic, PI Coordinator, attend our nurses meeting to review the differences and how to place a portal so we can track the “why”.
  
- **MHA Safety Data as of December 14th.**
  - Falls – 1
  - 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%	100.0%	100.0%					
OP Net Promoter Score	80.6%	n/a	n/a	70.5%	77.5%	65.8%	76.2%					
Emergency Dept Net Promoter Score	49.1%	n/a	n/a	46.4%	47.5%	25.60%	43.30%					
Wound Center Overall Pt. Satisfaction	>92%	94.5%	100.0%	100.0%	100.0%	94.0%	99.0%					

**QUALITY**

Falls per 1000 Patient Days	0.0	n/a	n/a	10.7	n/a	n/a	0.0	n/a				
Patient Falls with Injuries	0.0	n/a	n/a	10.7	n/a	0.0	n/a					
Hand Hygiene	100%	98.7%	99.6%	97.2%	96.9%	98.12	n/a					
Patient Experience/HCAHPS Recommend	81%	n/a	n/a	83.3%	n/a	70	n/a					
How would you rate/HCAHPS	83%	n/a	n/a	88.1%	n/a	80	n/a					
Communication with Nurses	89%	n/a	n/a	90.5%	n/a	86.5	n/a					
Communication with Doctors	85%	n/a	n/a	95.1%	n/a	95.6	n/a					
Readmission within 30 days	<5%	n/a	n/a	0.0%	n/a	1.18	n/a					
Wound Center Patient Healing Rate	>92%	100.0%	96.0%	100.0%	100.0%	93.0%	91.0%					

**FINANCIAL**

Income (Loss) from Operations to Budget	3.87%	3.35%	1.68%	14.09%	16.09%	24.06%	22.40%					
Days in Accts Receivable	<53	54.45	46.66	51.9	52.04	46.25	47.80					
Days Cash on Hand	>150	382	393	392	388	372	387					

**GROWTH**

Surgeries to Budget	71	66	86	70	62	66	81	74				
Wound Center New Patients	17	19	23	22	21	22	24	17				
Wound Center Encounters	135	190	246	234	232	243	217	241				
SNF/ALF Wound Center New Patients	no target # established	6	4	5	6	1	8	1				
SNF/ALF Wound Ctr Encounters/Telehealth	no target # established	54	40	34	45	29	27	48				
Wound Ctr New Patients for HBO Treatmts	1.6	0	0	1	1	1	0	0				

**COMMUNITY**

WAH Hosted Events w/ Commun Participtn	2/year	0	0	0	0	1	Go w/ Gur Lunch/Ino.	0	1	Go w/ Gur Lunch/Ino.	Halloween Spooky Prsh	0
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**Meeting Name: Windom Area Health Finance / Personnel / Labor Relations & Building & Grounds Committee**  
**AGENDA**

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

**Meeting Date/Time/Location:** Monday, December 20, 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:**

**Chairperson (or Acting Chairperson):** Justin Schmit, Chairperson  
**Recorder:** Janel Eichstadt, Admin Asst

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 chairperson	Justin S
Minutes	Approve minutes from regular Committee meeting of November 22, 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**


**NEW/CURRENT ITEMS**

2022 Market Adjustments	Overview of process and recommended average increase for CY2022 salary adjustments.	Emily M
Hospital Services	Partnership update	Justin S
Other		

**CONCLUSION**

	Conclude Finance/Personnel/Labor Relations & Building & Grounds Committee meeting	Ann B
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**Meeting Name: Windom Area Health Finance / Personnel / Labor Relations & Building & Grounds Committee**  
**MINUTES**

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

**Meeting Date/Time/Location:** Monday, November 22, 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, Emily Masters/CHRO, Kelsey Andrews/DON, Shelby Medina/CEO  
**Absent:** Dr. Michael Fisher-ex officio, Terry Mahar/Sanford Health Network VP  
**Others:**

**Chairperson (or Acting Chairperson):** Justin Schmit, Chairperson  
**Recorder:** Janel Eichstadt, Admin Asst

Category / Topic	Action step(s) / Updates	Leader:
<b>STANDING ITEMS</b>		
Call to Order	Finance/Personnel/Labor Relations & Building & Grounds Committee meeting was called to order at 4:30 pm by chairperson, Justin Schmit.	Justin S
Minutes	M/S/C UNANIMOUSLY TO APPROVE COMMITTEE MINUTES FROM THE REGULAR MEETING OF OCTOBER 25, 2021, AS PRESENTED (BRUGMAN/ORTMANN)	Justin S
Collections & Financial Assistance	M/S/C UNANIMOUSLY TO RECOMMEND APPROVAL TO SEND PATIENT ACCOUNTS TOTALING \$109,236.01 TO AAA COLLECTIONS; RECOMMEND APPROVAL OF THE FOLLOWING FINANCIAL ASSISTANCE PATIENT ACCOUNTS: 2 NEW ACCOUNTS SUBMITTED FOR WRITE-OFF TOTALING \$7126.06; 3 ACCOUNTS FOR WRITE-OFF WITH A BALANCE BELOW \$1500 TOTALING \$2557.92; AND NO PREVIOUSLY APPROVED ACCOUNTS FOR WRITE-OFF WERE SUBMITTED; IN TOTAL, 5 FINANCIAL ASSISTANCE ACCOUNTS WERE SUBMITTED AND APPROVED FOR WRITE-OFF TOTALING \$9683.98 (ORTMANN/BRUGMAN) In month 7 of FY2022, accounts totaling \$42,033.40 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 – 1 NUTRITIONAL SERVICES AIDE EFFECTIVE 10/22/21; 1 PRN RN WAS TERMINATED EFFECTIVE HER LAST SHIFT WORKED 6/30/21; AND ONE EDIT TO HR/PAYROLL COORDINATOR WHOSE RESIGNATION DATE WAS EFFECTIVE NOVEMBER 17, 2021, NOT NOVEMBER 19 AS PREVIOUSLY NOTED (BRUGMAN/BARTELT)	Emily M
<b>FOLLOW-UP ITEMS</b>		
Telehospitalist Services	Shelby stated a meeting was held November 11 <sup>th</sup> between TeleSolutions and WAH Medical Staff members to discuss logistics regarding coverage details for this new telehospitalist group beginning services at WAH in January 2022. Shelby noted WAH medical staff members requested TeleSolutions to provide coverage utilizing MD's or DO physicians, as APP's are not preferred at this time. She noted a 6-month review of TeleSolutions would take place to re-evaluate their services and physicians.	Shelby M
Radiology Upgrade	John noted the new Hologics 3D mammography unit has arrived at Windom Area Health. Installation is to begin the week of November 29 <sup>th</sup> with staff training to follow. A "soft launch" using the new 3D mammo unit will be held during December with Marketing organizing an advertising campaign of this new service beginning in January 2022.	John P
Windom Foundation Donation	Shelby reopened discussion from November's Finance meeting pertaining to the solicitation campaign for the newly organized Windom Area Foundation. Committee members shared viewpoints concerning donation parameters Windom Area Health should follow for outside non-profit organizations soliciting monies. Through discussion it was agreed upon, with Windom Area Health being a non-profit organization, monies belonging to Windom Area Health should be reinvested back into the organization to provide optimal medical services to patients. Finance Committee members were in agreement to forward Windom Area Foundation's solicitation opportunity to the Windom Area Health Foundation for consideration of a donation through its marketing budget.	Shelby M

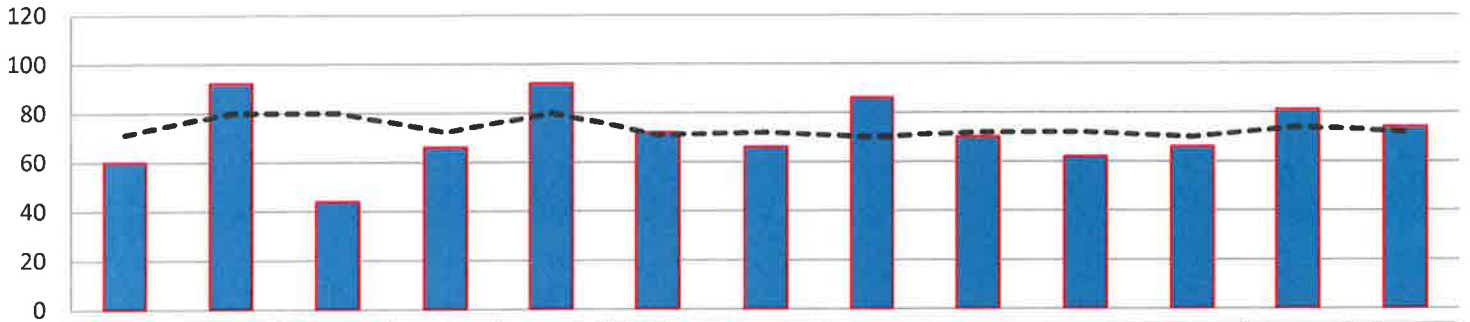
<b>NEW/CURRENT ITEMS</b>		
Donation Request	<p>Emily Masters brought forward a request received from the Windom Economic Development Director about funding for a trail project. The US Fish and Wildlife Service (USFW) is applying for a grant that would connect the Windom Rec Area to the Wolf Lake trails (Wings on the Prairie Interpretive Center) with a paved trail (current plans allows for a mowed trail). The grant requires a 20% match, which the USFW will provide 10%. They are looking for approximately \$35,000 - \$40,000 to meet the rest of the match requirements. Masters noted the Senior Leadership Team is recommending a \$15,000 donation to be paid over three years (if the grant is awarded). M/S/C UNANIMOUSLY TO RECOMMEND A \$15,000 DONATION TO BE PAID OVER A THREE-YEAR PERIOD (\$5000 PER YEAR) TO THE USFW (BARTELT/ORTMANN).</p> <p>After communicating this to the EDA, it was noted they had secured the remainder of the match and would be moving forward with the grant process.</p>	Emily M
CY2022 Market Adjustments	<p>Emily shared that annual market adjustments for non-exempt employees are being reviewed in light of labor market pressures due to Covid. She noted additional information regarding CY22 wage adjustments would be shared at the December meeting.</p>	Emily M
<b>CONCLUSION</b>	Chairperson, Justin Schmit, concluded the Finance/Personnel/Labor Relations & Building & Grounds Committee meeting.	Justin S





### SURGERY

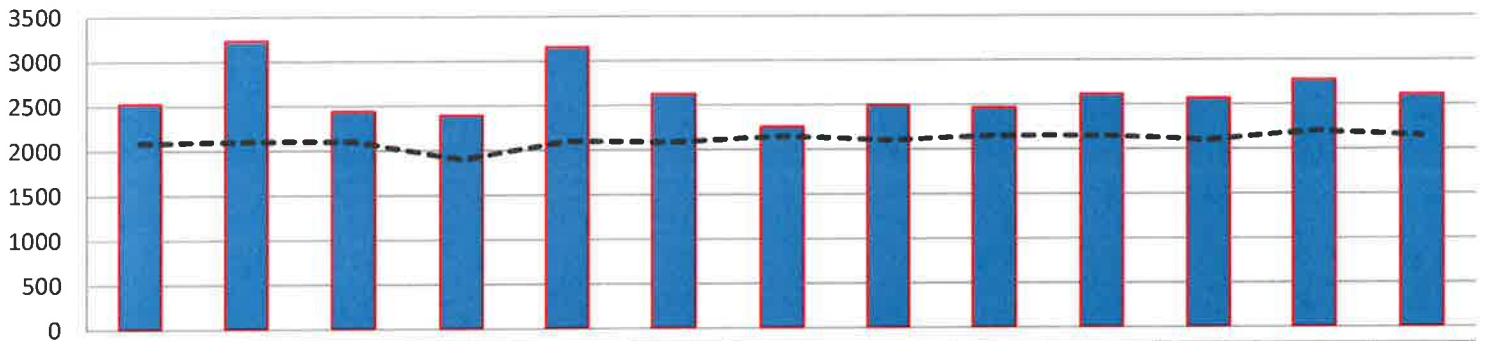
Surgery Budget



	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sep 21	Oct 21	Nov 21
Surgery	60	92	44	66	92	72	66	86	70	62	66	81	74
Budget	71	80	80	72	80	71	72	70	72	72	70	74	72

### OUTPATIENT OCCASIONS OF SERVICE

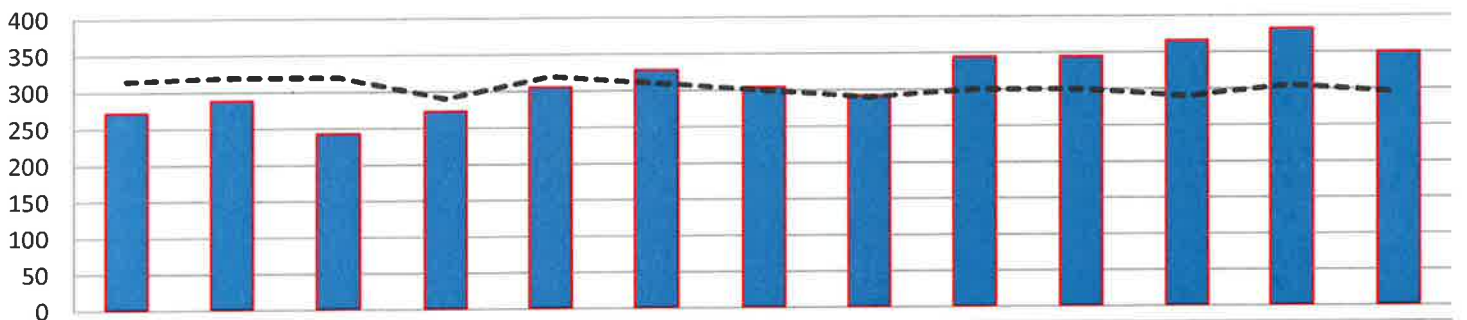
OP Visits Budget



	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sep 21	Oct 21	Nov 21
OP Visits	2524	3227	2438	2390	3151	2622	2255	2490	2461	2610	2561	2770	2608
Budget	2083	2100	2100	1897	2100	2083	2150	2100	2150	2150	2100	2200	2150

### EMERGENCY VISITS

ER Visits Budget

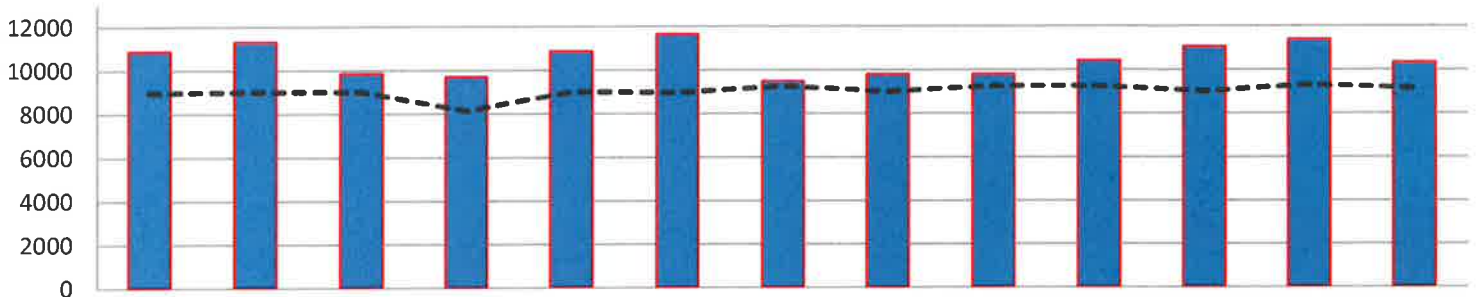


	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sep 21	Oct 21	Nov 21
ER Visits	272	288	243	273	305	328	304	292	344	344	366	382	350
Budget	315	320	320	290	320	310	300	290	300	300	290	305	295



### LAB PROCEDURES

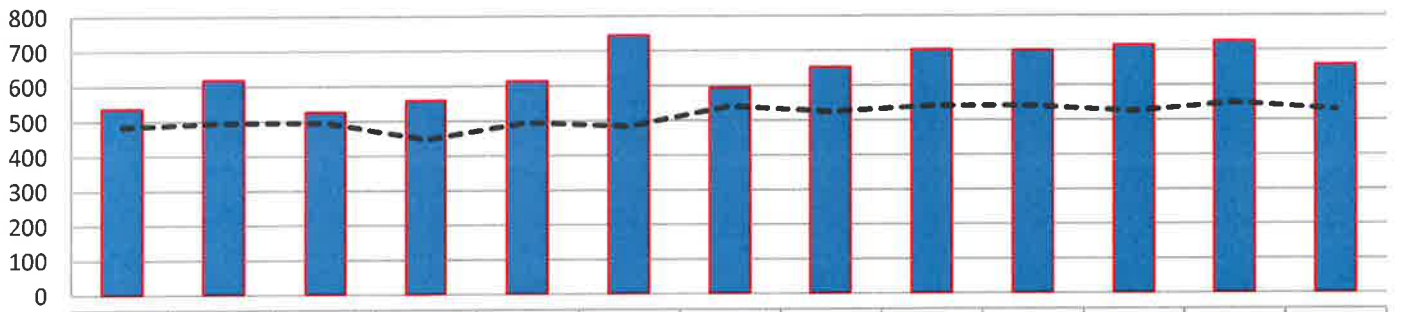
Lab Proc Budget



	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sep 21	Oct 21	Nov 21
Lab Proc	10858	11292	9836	9692	10858	11620	9473	9781	9785	10410	11049	11379	10329
Budget	8958	9000	9000	8129	9000	8958	9250	9000	9250	9250	9000	9300	9150

### IMAGING PROCEDURES

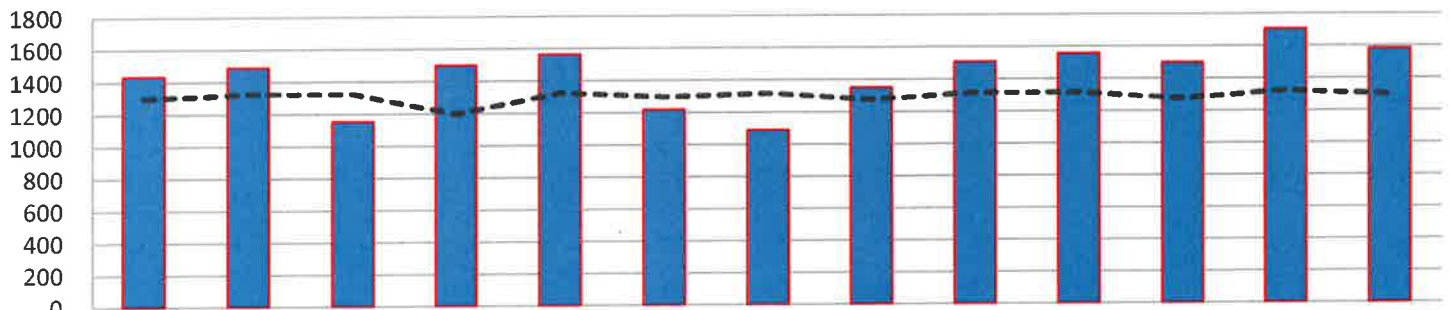
Imaging Proc Budget



	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sep 21	Oct 21	Nov 21
Imaging Proc	536	618	526	558	613	744	594	652	702	699	714	725	658
Budget	483	495	495	447	495	483	541	525	541	541	525	550	530

### REHAB MODALITIES

Rehab Modalities Budget



	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sep 21	Oct 21	Nov 21
Rehab Modalities	1435	1489	1154	1500	1565	1221	1091	1352	1508	1559	1501	1707	1585
Budget	1298	1325	1325	1197	1325	1298	1316	1275	1316	1316	1275	1325	1300

WINDOM AREA HEALTH  
INCOME STATEMENT

	11/30/2021		Revenue		Revenue		Revenue		Revenue		November		\$ Change		% Change	
	11/30/2021	Comparison	Budget 2022	Comparison	Y-T-D 2022	Comparison	Budget 2022	Comparison	Y-T-D 2021	Comparison	Y-T-D 2021	From Last Year	From Last Year	From Last Year	From Last Year	From Last Year
<b>PATIENT REVENUE</b>																
Inpatient Revenue	\$673,276	17.51%	\$769,758	23.07%	\$4,653,043	17.70%	\$5,490,942	23.03%	\$5,122,142	23.03%	\$5,122,142	(\$469,099)	-9.2%			
Outpatient Revenue	\$3,172,139	82.49%	\$2,567,339	76.93%	\$21,629,974	82.30%	\$18,347,573	76.97%	\$17,413,722	76.97%	\$17,413,722	\$4,216,252	24.2%			
Total Patient Revenue	\$3,845,415	100.00%	\$3,337,097	100.00%	\$26,283,017	100.00%	\$23,838,515	100.00%	\$22,535,864	100.00%	\$22,535,864	\$3,747,153	16.6%			
Contractual Adjustments	\$1,698,934	44.18%	\$1,467,742	43.98%	\$11,300,385	43.00%	\$10,481,894	43.97%	\$10,328,752	43.97%	\$10,328,752	\$971,633	9.4%			
Other Income	\$29,726	0.77%	\$18,494	0.55%	\$168,553	0.64%	\$131,797	0.55%	\$956,815	0.55%	\$956,815	(\$788,262)				
<b>NET OPERATING REVENUE</b>	<b>\$2,176,207</b>	<b>100.00%</b>	<b>\$1,887,849</b>	<b>100.00%</b>	<b>\$15,151,185</b>	<b>100.00%</b>	<b>\$13,488,418</b>	<b>100.00%</b>	<b>\$13,163,927</b>	<b>100.00%</b>	<b>\$13,163,927</b>	<b>\$1,987,258</b>	<b>15.1%</b>			
<b>EXPENSE</b>																
Employee Salaries	\$703,461	32.33%	\$672,872	35.64%	\$4,929,909	32.54%	\$4,799,820	35.58%	\$4,418,217	35.58%	\$4,418,217	\$511,692	11.6%			
Employee Benefits	\$211,519	9.72%	\$223,125	11.82%	\$1,502,752	9.92%	\$1,591,623	11.80%	\$1,387,084	11.80%	\$1,387,084	\$115,668	8.3%			
Pharmaceuticals	\$69,760	3.21%	\$69,863	3.70%	\$565,650	3.73%	\$498,357	3.69%	\$453,909	3.69%	\$453,909	\$111,741	24.6%			
Supplies	\$172,897	7.94%	\$147,945	7.84%	\$928,711	6.13%	\$1,055,343	7.82%	\$974,559	7.82%	\$974,559	(\$45,848)	-4.7%			
Rents & Utilities	\$26,086	1.20%	\$26,301	1.39%	\$191,012	1.26%	\$187,615	1.39%	\$177,359	1.39%	\$177,359	\$13,653	7.7%			
Purchased Services	\$386,172	17.75%	\$394,520	20.90%	\$2,735,353	18.05%	\$2,814,244	20.86%	\$2,536,640	20.86%	\$2,536,640	\$198,713	7.8%			
Other Direct Expenses	\$148,492	6.82%	\$119,907	6.35%	\$894,806	5.91%	\$855,337	6.34%	\$737,663	6.34%	\$737,663	\$157,143	21.3%			
Provision for Bad Debts	\$66,350	3.05%	\$43,952	2.33%	\$410,929	2.71%	\$313,524	2.32%	\$390,730	2.32%	\$390,730	\$20,199	5.2%			
Depreciation	\$120,442	5.53%	\$120,150	6.36%	\$828,118	5.47%	\$851,050	6.31%	\$844,891	6.31%	\$844,891	(\$16,773)	-2.0%			
Interest Expense	\$13,028	0.60%	\$13,750	0.73%	\$93,596	0.62%	\$96,250	0.71%	\$100,085	0.71%	\$100,085	(\$6,489)	-6.5%			
Total Operating Expense	\$1,918,207	88.14%	\$1,832,385	97.06%	\$13,080,836	86.34%	\$13,063,163	96.85%	\$12,021,137	96.85%	\$12,021,137	\$1,059,699	8.8%			
Income (loss) From Operations	\$258,000	11.86%	\$55,464	2.94%	\$2,070,349	13.66%	\$425,255	3.15%	\$1,142,790	3.15%	\$1,142,790	\$927,559				
Investment Income	\$5,014	0.23%	\$7,459	0.40%	\$50,903	0.34%	\$53,209	0.39%	\$80,471	0.39%	\$80,471	(\$29,568)				
Other Revenue/(Expenses)	\$3,927	0.18%	\$10,081	0.53%	\$43,037	0.28%	\$71,911	0.53%	\$89,676	0.53%	\$89,676	(\$46,639)				
Non Operating Rev/Exp	\$8,941	0.41%	\$17,540	0.93%	\$93,940	0.62%	\$125,120	0.93%	\$170,147	0.93%	\$170,147	(\$76,207)				
Increase in Net Assets	\$266,941	12.27%	\$73,004	3.87%	\$2,164,289	14.28%	\$550,375	4.08%	\$1,312,937	4.08%	\$1,312,937	\$851,352				

WINDOM AREA HEALTH  
 FY 2022  
 CAPITAL ASSET ACQUISITIONS

Yrs Dep	Capital Asset	Vendor	Asset class	May	June	July	August	September	October	November
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					
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		
3	MX450 Patient Monitors	Agiliti (Philips)	Maj Mov						15,876.45	
5	Chemistry Analyzer	Siemens	Maj Mov						83,000.00	
	<b>Total</b>			<b>41,160.01</b>	<b>60,567.87</b>	-	-	<b>96,901.89</b>	<b>98,876.45</b>	-

**Total YTD Capital Acquisitions 297,506**

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

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

**Meeting Date/Time/Location:** **Monday, December 20, 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

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

Call to Order	Call Professional Practice/Quality & Planning Committee meeting to order at 4:00 pm by chairperson	Kay Gross
Minutes	Approve minutes from the regular Committee meeting of November 22, 2021 ( <i>Crnte Motion</i> )	Kay Gross

**FOLLOW-UP ITEMS**

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

**NEW/CURRENT ITEMS**

Hospital Services	Partnership update	Kay Gross
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**

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

**Meeting Date/Time/Location:** Monday, November 22, 2021 / 4:00pm / 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: Kay Gross, Terry Tegels, Justin Schmit, Julie Brugman/Mt Lake Advisory Mbr, Emily Masters/CHRO, John Peyerl/CFO, Kelsey Andrews/DON, Shelby Medina/CEO,

Others: Dr. Mary Olson, Chief of Staff

Absent: Dr. Michael Fisher/ex-officio, Terry Mahar/Sanford Health Network VP

**Chairperson (or Acting Chairperson)**

Kay Gross, Chairperson

**Recorder:**

Janel Eichstadt, Admin Asst

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

**STANDING ITEMS**

Call to Order

The Professional Practice/Quality & Planning Committee meeting was called to order at 4:00 pm by Chairperson, Kay Gross.

Kay Gross

Minutes

M/S/C UNANIMOUSLY TO APPROVE COMMITTEE MINUTES FROM THE REGULAR MEETING OF OCTOBER 25, 2021, AS PRESENTED (BRUGMAN/TEGELS).

Kay Gross

**FOLLOW-UP ITEMS**

Medical Staff mtg / CMO Review

WAH Medical Staff reviewed the November credentialing list and recommended its approval to the Governing Board. The additional information requested of a physician to complete his rec credentialing application was presented and approved for completion of his application requirements. Medical Staff members developed a telemed credentialing list of requirements for members of the new telehospitalist group, TeleSolutions, who will begin providing medical services at Windom Area Health in January 2022. The Medical Staff has proposed a revision to the WAH Medical Staff Bylaws pertaining to telehospitalist groups as these physicians will become a part of the WAH medical staff when they begin their services. Angie Erickson, WAH Pharmacist, shared information with Medical Staff members regarding the use of monoclonal antibodies for Covid patients.

Dr Mary Olson

Medical Director Position

Shelby noted to date, she has not received any applications for the newly approved medical director position.

Shelby M

Covid Vaccination Update

Shelby shared information relating to Covid vaccinations for WAH employees. She stated Dr. S Buhler will present a “Town Hall” meeting to WAH employees November 24<sup>th</sup> regarding information and answer questions relating to the Covid vaccine. Shelby also shared information regarding WAH offering medical and religious exemption forms to employees who decline receiving the Covid vaccinations. Shelby noted a revised WAH vaccination policy was addressed by the HR Dept and then vetted by WAH’s legal attorney prior to sending it to staff. She noted the revised policy includes a statement stating all newly hired employees beginning January 1, 2022, and going forward, will be required to receive a Covid vaccination or complete a medical or religious exemption form prior to beginning employment. Shelby shared the latest information regarding mandates, which have been set by Centers for Medicare and Medicaid (CMS), and noted that as their action plans change, Windom Area Health will accommodate those changes with employees as well.

Shelby M

**NEW/CURRENT ITEMS**

Other

There were no new items to present for committee discussion and/or action.

**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**

**DECEMBER 20, 2021**

**APPOINTMENTS:**

Abigail Moeller, PA-C	Orthopedics (Botker)	Allied Health Professionals
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**REAPPOINTMENTS:**

Adam Nichols, DPM	Podiatry	Associate Professionals
Dennis Silver, M.D.	Emergency Medicine	Emergency Services
Brett Van Kley, M.D.	Family Practice	Active
John Yu, M.D.	Pulmonology	Consulting

**SANFORD TELEMEDICINE APPOINTMENTS:**

None

**vRAD REAPPOINTMENTS:**

Nausheen Naveed, M.D.	Teleradiology	Telemedicine
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**RESIGNATIONS: *(informational purposes only)***

Nazita Adili-Khams, M.D.	Emergency Medicine	Emergency Services
Amber Hogan, PA-C	Orthopedics (Botker)	Allied Health Professionals
Thomas Vreeland, M.D.	Teleradiology	Telemedicine

## November Patient Comments

Department	Comments
Ambulatory Surgery	Just that I'm happy that Windom had the facilities available to so many outreach clinics.
Ambulatory Surgery	Excellent
Ambulatory Surgery	My surgery was fabulous!
Ambulatory Surgery	Dr Tim Klassen is amazing!
Ambulatory Surgery	Everything everybody was just exceptional. This is a wonderful place I would give it to anybody and I would do it again. I think everybody was professional and very good. Thank you.
Ambulatory Surgery	The Attending nurse was excellent
Ambulatory Surgery	Jackie was my nurse and she was very knowledgeable and made me feel very comfortable and at ease.
Ambulatory Surgery	I was very with everything
Ambulatory Surgery	Being new to the area, everyone was very patient with me and my experience with a new network.
Ambulatory Surgery	I make it inside a hospital room about every 20 years so alot of stuff changes but being valued and treated like you are important never gets old and Windom Area Health treated me like a VIP.
Ambulatory Surgery	I had the best nurse EVER!! Brittany was so caring and attentive. I wish every nurse I've encountered during the past year of my breast cancer and reconstruction was as awesome. Dr. Taber was good too! ??
Clinic - Windom	The reason for the visit were completely examined and appropriate care by what I could tell were given.
Clinic - Windom	Awesome Outreach Doc and Team! I would not trust anyone else with the care of my shoulders! BRAVO!!!!
Emergency Department	The nurse was great, the lab or x-ray technician was great. That doctor (INAUDIBLE) seem to have an attitude that I did not (INAUDIBLE) and that's it.
Emergency Department	I just wanted to say I had wonderful care and I appreciate it everything. It was definitely a good experience.
Emergency Department	Small uncomfortable room.
Emergency Department	I have the Sanford chart and could see my test results on there. AN HOUR after receiving the test results the doctor has still not been in to see me. There was no one else there but me. Why did it take so long? When you don't feel good you shouldn't have to wait.
Emergency Department	Treated very well.
Emergency Department	The nurse had to tell the dr several times to come and see me.
Emergency Department	Could not have been a better place to go
Emergency Department	Every one was totally professional. I felt that every one did a good job.
Emergency Department	I very much appreciate the service and care I was given.
Emergency Department	Female nurse was rude.
Imaging - Non Magnet	I did not have to wait long at all.
Imaging - Non Magnet	The nurse in the truck was very good and told me a lot of things about what I should do and the gentleman that took me back and forth was excellent. I was very pleased with the x-ray and I'm very happy I did it, the 3D. Thank you.

### November Patient Comments

Imaging - Non Magnet	Very professional! Was in and out in a timely fashion!
Imaging - Non Magnet	The only issue were the stairs to get in and out of the Mammograph truck. I have bad knees and would have preferred it within the hospital, like it has been before.
Imaging - Non Magnet	my experience was great, the tech was very friendly and caring
Imaging - Non Magnet	It was a good experience. I left feeling positive with my care and the diagnosis.
Imaging - Non Magnet	Very polite and good at explaining what she was doing!!
Inpatient	Wonderful care A little noisy @ night My room was across the hall from a class room
Inpatient	Job well done
Inpatient	Very good.
Inpatient	Love our local, small-town hospital. Thankful it hasn't gone "woke"
Inpatient	Excellent nursing care from Tammy, Jenny, Tarynn, Anita + PT staff. Even with room door shut, voices in the hall are loud + disruptive to sleep + rest.
Lab	My nurse Jackie was outstanding. She was thorough, kind, and knowledgeable. Dr. Taber provides great care. He goes above and beyond to make sure I understood all aspects of the procedure and was thorough in checking out possible problems before they occur. He is kind, knowledgeable, and personable.
Lab	Everything done well
Lab	It was a great experience.
Lab	Liked the warm blanket provided prior to surgery. Everyone was supportive and answered my questions thoroughly. Continental breakfast was good also.
Lab	Great group of employees, they make you feel special from moment you walk in the door. Thank you!!
Lab	The issue was the timing between getting the results and getting the call back. And the results are not posted yet online after a week. Thank you.
Lab	Everyone is so kind & helpful and very pleasant
Outpatient	I appreciated such quick response to my positive Covid test (even though I was vaccinated & had the booster shot a few days earlier)I was advised to get the infusion and it was available so soon! Thank you! and I thank the Lord for kind people like you all!
Outpatient	No comment
Outpatient	Naomi and her team are excellent! Couldn't imagine how the wound care center could be any better!
Outpatient	Great staff. Keep up the good work.
Outpatient	was good
Outpatient	Is one of the best operating things at the Windham Hospital in the Windham have. I really feel very confident with them, and I think they should be rewarded. Thank you.
Outpatient	My husband and I saw Lisa Duroe for our feet . We had our nails trimmed and other things with our feet. Lisa did a great job and we are very pleased with all she did for us. We will definitely go back again for her help. Lisa is very pleasant and professional all at the same time. Enjoyed our experience!
Outpatient	Wonderful care and professional -Lori and Tasha are Great You feel like they really care and are great at what they do and work to make you feel like a friend.
Outpatient Therapy (PT, OT, ST)	Very helpful, friendly and knowledgeable
Outpatient Therapy (PT, OT, ST)	Always a pleasant experience
Outpatient Therapy (PT, OT, ST)	I was very pleased with the services provided by my physical therapist.