

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

<b>Purpose:</b> Provide governance for Windom Area Health			
<b>Meeting Date/Time/Location:</b> Monday, December 19, 2022 / 5:30 pm / Large Conference Room			
<b>Members:</b> All Windom Area Health Governing Board Mbrs		Present:	
		Absent:	
		Others:	
<b>Recorder:</b>		Janel Eichstadt, Executive 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 Governing Board chairperson	Dr M Fisher	
Meeting Minutes	Approve Windom Area Health Governing Board minutes from the regular meeting of November 28, 2022 (Board motion)	Dr M Fisher	
<b>COMMITTEE REPORTS</b>			
Professional Practice / Quality & Planning Cmte	<ul style="list-style-type: none"> <li>Medical Staff Credentialing review and approval per recommendation from the WAH Medical Staff (Board motion)</li> <li>Medical Staff meeting review</li> <li>Review PP/Q &amp; P Committee meeting activities</li> </ul>	Dr Van Kley Dr Blue Kay Gross	
Finance / Personnel / Labor Relations & Bldg & Grounds Cmte	<ul style="list-style-type: none"> <li>Review F/P/LR &amp; B-G Committee meeting activities</li> <li>Review and recommend approval of WAH resignations and terminations (Board motion)</li> </ul>	Justin Schmit	
<b>OTHER REPORTS</b>			
Statistical & Financial Performance Reports	Review & recommend approval of statistical & financial reports (Board motion)	John Peyerl	
Capital Acquisition Activity	Review capital acquisition activity	John Peyerl	
Educational Assistance Applications	Review & recommend approval of application(s) for educational assistance (Board motion)	Emily Masters	
New / Department Transfer Employees	Report of recently hired / transferred employees	Emily Masters	
Patient Concern Reports	Review patient concern reports and patient survey comments	Shelby M Kelsey A	
Patient Safety Reports	Review patient safety activities	Kelsey Andrews	
WAH Policy Review	Review, discussion and approval of WAH policy(ies) (Board motion)	Dr M Fisher	
Medical Director	Organizational updates	Dr Dan Blue	
Administration	<ul style="list-style-type: none"> <li>Review/Update of Sr Management Team Executive Summaries</li> <li>Review and approve WAH committee meeting reports as presented (Board motion)</li> </ul>	Sr Mgmt Team	
City of Windom	Informational updates	Steve Nasby Lisa Farag	
Sanford Health Network	Informational updates	Dave Rogers, SHN Exec Dir	
WAH Foundation Board	Foundation Board not meeting in December. Next meeting scheduled for January 24, 2023	Dr M Fisher	

WAH Auxiliary	Auxiliary did not meet in December. No meeting minutes for November available until January meeting	Dr M Fisher
<b>OLD &amp; NEW BUSINESS</b>		
Old Business		Dr M Fisher
New Business		Dr M Fisher
<b>CONCLUSION</b>		
	Conclude WAH Governing Board meeting	Dr M Fisher
Board Education	No Board education this month	

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

**Purpose:** Provide governance for Windom Area Health

**Meeting Date/Time/Location:** **Monday, November 28, 2022 / 5:30 pm / Large Conference Room**

**Members:** All Windom Area Health Governing Board Mbrs  
 Present: Kay Gross, Justin Schmit, Dan Ortmann, Ann Bartelt, Terry Tegels, Dr. Michael Fisher, Dan Hormig, John Peyerl/CFO, Emily Masters/  
 CHRO, Kelsey Andrews/DON, Dr. Dan Blue/Medical Director, Shelby Medina/CEO, Dave Rogers/SHN Exec Dir  
 Others: Steve Nasby/City Administrator  
 Absent: Julie Brugman/Mt Lake Advisory Mbr, Dr. B Van Kley/Chief of Staff, Lisa Farag/Windom City Council Liaison

**Recorder:** Janel Eichstadt, Executive Asst

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

**STANDING ITEMS**

Call to Order      Windom Area Health Governing Board meeting was called to order at 5:30 pm by Governing Board Chair, Dr. Michael Fisher.      Dr M Fisher

Meeting Minutes      M/S/C UNANIMOUSLY TO APPROVE WINDOM AREA HEALTH GOVERNING BOARD MINUTES FROM THE REGULAR MEETING OF OCTOBER 24, 2022 (ORTMANN/GROSS).      Dr M Fisher

**COMMITTEE REPORTS**

November’s Medical Staff Credentialing list was presented for review and approval.  
 M/S/C UNANIMOUSLY, UPON RECOMMENDATION FROM THE WAH MEDICAL STAFF, TO APPROVE MEDICAL STAFF CREDENTIALING AS PRESENTED (GROSS/TEGELS).

**APPOINTMENTS:**

Miriam Ragab, D.O.	Emergency Medicine	Emergency Services
<b>REAPPOINTMENTS:</b>		
Elena Canfield, M.D.	Emergency Medicine	Emergency Services
Paul Carpenter, M.D.	Cardiology	Consulting
Michael Hibbard, M.D.	Cardiology	Consulting
George Hirschboeck, CRNA	Anesthesia	Allied Health Professionals
Beth Lentz, RN	Cardiology—Dr. Pham	Allied Health Professionals
Kayla Pineda, CNP	Family Practice	Allied Health Professionals
Jenna Roth, RN	Cardiology—Dr. Jonsson	Allied Health Professionals

Professional Practice / Quality & Planning Cmte

**SANFORD TELEMEDICINE APPOINTMENT:**  
 Alexander Rovner, M.D.      Neurology      Telemedicine

**VRAD REAPPOINTMENTS:**  
 Joshua Morais, M.D.      Teleradiology      Telemedicine  
 Steven Davis, M.D.      Teleradiology      Telemedicine  
 Rodney Dynes, M.D.      Family Practice      Active/Emergency Services

**WAH MEDICAL STAFF MEETING UPDATE**  
 Dr. Blue reported on agenda items addressed at the Medical Staff meeting held earlier in the day. He clarified processes with providers relating to reading of patient Xray images in the physician’s clinic. Dr. Blue reinforced with WAH Medical Staff providers that only professional radiologists would be performing Xray readings going forward and Xray readings performed in their clinics would no longer be an acceptable practice. Discussion was held regarding the current Covid testing procedure for those patients scheduled for outpatient procedures. Dr. Blue noted those outpatients not experiencing Covid symptoms will no longer be tested prior to their scheduled procedure. Those patients with questionable Covid symptoms will be tested prior to their procedure to determine their health status. This protocol will be followed for those patients scheduled for procedures only. Dr. Blue led discussion regarding possibly having a full-time hospitalist as part of Windom Area Health’s staff to perform

Dr Blue  
 Kay Gross

	<p>patient cares, allowing local providers to remain in their clinics, except for OB patients admitted to the hospital for labor and deliveries. Dr. Blue discussed with providers the on-call physician back up arrangement that has been followed for several years at Windom Area Health. He noted with Tele Health Solutions and Acute Care available to provide patient cares during daytime and evening/night hours, the monetary compensation providers received from Windom Area Health for on-call services will be discontinued as of January 1, 2023. Effective January 1, 2023, certified WAH Rehabilitation staff trained in sports medicine treatments will be providing Windom Area School District with sports medicine coverage at all home athletic events for the remainder of Windom's school year. The Sports Medicine agreement will be re-evaluated prior to the beginning of Windom Area School's 2023-24 school year for the purpose of recommending changes if necessary to accommodate sports medicine needs. Information from the WAH Governing Board Planning Session was reviewed by Dr. Blue.</p> <p>M/S/C UNANIMOUSLY TO APPROVE SENDING 84 PATIENT ACCOUNTS TO AAA COLLECTIONS TOTALING \$95,509.67; APPROVAL OF 4 FINANCIAL ASSISTANCE PATIENT ACCOUNTS WERE SUBMITTED AND APPROVED FOR WRITE-OFF TOTALING \$5228.48 (SCHMIT/GROSS). In month 7 of FY2023, accounts totaling \$45,657.37 have been approved for Financial Assistance on a budget of \$125,000. M/S/C UNANIMOUSLY TO RECOMMEND APPROVAL OF THE FOLLOWING RESIGNATION – PRN HIM CODER EFFECTIVE FEBRUARY 16, 2022, LAST WORKED SHIFT. THERE WERE NO TERMINATIONS OF EMPLOYMENT TO REPORT (SCHMIT/TEGELS).</p> <p>Emily Masters, CHRO, reviewed upcoming wage changes for non-union non-exempt WAH employees effective January 1, 2023, who are transitioning to a Pay for Performance wage system and ending the annual step increases currently given.</p>	Justin Schmit
<b>OTHER REPORTS</b>		
Statistical & Financial Performance Reports	<p>October 2022 statistical and utilization graphs were reviewed for the month. Total patient revenue for the month was above budget projections; as a percentage of revenue, contractual adjustments were below budget projections; total operating expenses were above budget expectations; net operating revenue and total operating expenses factored together left an increase in net assets totaling \$143,009. FY2023 year-to-date net income totals \$1,369,880 on a projected budget of \$1,067,400. Days in A/R were reported at 52.62 and Days Cash on Hand totaled 336.</p> <p>M/S/C UNANIMOUSLY TO APPROVE OCTOBER 2022 STATISTICAL AND FINANCIAL PERFORMANCE REPORT AS PRESENTED (TEGELS/SCHMIT).</p>	John Peyerl
Capital Acquisition Activity	<p>There was no Capital Acquisition activity during October requiring Governing Board action.</p>	John Peyerl
Educational Assistance Applications	<p>There were no Educational Assistance applications submitted for Governing Board action this month.</p>	Emily Masters
New / Department Transfer Employees	<p>The following new hires / department transfers and updates were reported – New hires included FT Mental Health therapist effective November 28, 2022, FT Executive Assistant, FT Scheduler, HUC, RN, all effective December 6, 2022, 2 nursing interns effective December 20, 2022, Wound Center PRN RN as a Healogics employee. Internal transfers and changes included Naomi Bach as Wound Center Clinical Program Director, PRN OT to .8 in Rehabilitation Dept, PRN RN to .5 effective January 15, 2023, and Nutritional Services employee transferred to Wellness Center effective December 1, 2022.</p>	Emily Masters
Patient Concern Reports	<p>October 2022 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 reported there was 0 reportable patient falls; 0 documented patient skin integrity issues; 0 use of patient restraints; and 0 opioid-related deaths. She also noted as of November 22, 2022, there were no reportable adverse events to report.</p>	Kelsey Andrews
WAH Policy Review	<p>There were no WAH policies submitted for Governing Board review this month.</p>	Dr M Fisher
Medical Director	<p>Dr. Blue noted he secured OB coverage for a short-term basis to assist our local physicians that provide OB services to their patients. He noted he has a potential OB/GYN physician interested in possibly providing long-term OB coverage. Additional discussions are being held between this physician and Dr. Blue.</p>	Dr Dan Blue
Administration	<p>DON, Kelsey Andrews, shared she has several new nursing staff starting in the near future with two nursing openings remaining. The Nursing Dept still has one traveling nurse on staff that will be completing her contract duties by year's end. Pyxis training was recently completed with nursing staff and installation of this new pharmacy system taking place soon. A job description for a new paramedic position is taking place with plans for hiring a qualified person to assist with ER duties and be available to accompany patients on ambulance transfers.</p> <p>Emily noted she is working with a company from Mankato to developing an advertising package on WAH services. Shelby shared she has recently received several compliments from patients over the past couple weeks who received medical services at WAH. She shared her gratitude to staff for their attentiveness to the patients trusting in Windom Area Health for their medical care.</p>	Sr Mgmt Team

	<p>M/S/C UNANIMOUSLY TO APPROVE WAH COMMITTEE MEETING REPORTS AS PRESENTED (ORTMANN/SCHMITT).</p> <ul style="list-style-type: none"> <li>• OB COMMITTEE</li> <li>• EMPLOYEE FOCUS/FINANCE</li> <li>• PFAC</li> <li>• SAFETY</li> <li>• SAFE PATIENT HANDLING</li> </ul>	
City of Windom	<p>Election results from the November 8<sup>th</sup> were reviewed with Steve noting newly elected city council members, Dennis Esplan and Steve Benson, will be joining the Windom City Council January 1, 2023. Finalization of the 2023 budget for the city of Windom will be completed at the December 6<sup>th</sup> council meeting.</p>	Steve Nasby
Sanford Health Network	<p>Dave reported a tour of Windom Area Health was recently given to an upcoming physician candidate who is currently in her residency program. She shared she was “very impressed” with Windom Area Health. Blue Earth hospital recently contacted Sanford Health requesting their new staff nurses come to Sanford Health to receive hands-on training in OB care for mothers and their infant. Discussions are currently taking place regarding a possible merger between Sanford Health and Fairview Hospital in the Twin Cities. Dave noted if this merger is met with success, the health system’s headquarters would remain in Sioux Falls.</p>	Dave Rogers, SHN Exec Dir
WAH Foundation Board	<p>WAH Foundation Planning Session will be held Tuesday, November 29, 2022 at the Cottonwood County Historical Society.</p>	Dr M Fisher
WAH Auxiliary	<p>Auxiliary met November 14, 2022. Meeting minutes from October 10, 2022, were included in the Governing Board book</p>	Dr M Fisher
<b>OLD &amp; NEW BUSINESS</b>		
Old Business	<p>The next Windom Area Health Governing Board meeting will be held Monday, December 19, 2022 with all meetings being held at their regular times. This change is due to the upcoming holidays taking place during our regular meeting schedule.</p>	Shelby Medina
New Business	<p>There was no new business to report.</p>	Dr M Fisher
<b>CONCLUSION</b>		
	<p>The meeting was concluded by WAH Governing Board Chairperson, Dr. Michael Fisher.</p>	Dr M Fisher
Board Education	<p>There was no Governing Board education this month.</p>	Shelby Medina

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

**WINDOM AREA HEALTH**  
**GOVERNING BOARD EXECUTIVE SUMMARY**  
*as of December 12, 2022*  
**WAH MISSION: "Dedicated to Health"**

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**CHIEF EXECUTIVE OFFICER REPORT**

● **Organizational Updates**

- On December 5, 2022, WAH's radiology department had its annual MQSA Facility Inspection (inspection for mammography) by the U.S. Food and Drug Administration and I am pleased to announce that WAH did not have any requests for corrective action. Congratulations to WAH's radiology department!
- The presentation to the Sanford Network Board that was previously scheduled for Thursday, December 1<sup>st</sup> has been rescheduled.
- Windom Area School Board approved a contract between the school and WAH where WAH will be its exclusive provider for sports medicine services. We are excited for this partnership and WAH will start providing coverage to sporting events beginning January 1, 2023.

● **MHA/Federal Updates:**

- No new updates for this month.

● **Committee Meeting Updates**

- Work Place Violence:
  - No meeting or incidents reported
- Infection Prevention: Met October 26, 2022
  - 5 inpt admits diagnosed with Sepsis with 0 related deaths
  - COVID 19 – no new disease trends noted – low community transmission level in April
  - HAI = 0 / HAI CAUTI = 0 / HAI CLABSI = 0 / Total Joint SSU = 0
  - Q3 HH score = 99.6%
  - Reportable diseases for Q3 (COVID = 38 / Non-variola orthopoxvirus = 1 / Salmonelle = 1 / E Coli = 1)
- Pharmacy and Therapeutics: Met October 25, 2022
  - ADE – INR >5 = 0 / BS<50 = 3 in ED / Narcan = 0 / Delirium review = none inappropriate
  - Med. Variance = 3 with no harm resulting
  - Medication shortages = local anesthetics, Amoxicillin, Tamiflu
- PI/ Risk: Met November 18, 2022
  - All departments continue to work on final trending for annual PI goals.
  - Not all departments have met goal, however, are trending towards goal and will continue with goal CY 2023. PI goals are calendar year goals.
  - New goals being reviewed and approved for CY 23
- Utilization Review: Met November 14, 2022
  - Readmission rate for Q3 4.42% (PI goal = <5%)
  - Admission level of care orders present on 141/141 charts reviewed
  - Documentation related to 96+ hour stays noted in 6/6 charts reviewed
  - Inpatient certification orders present on 89/89 acute charts reviewed
  - A total of 125 hours and 28 minutes deemed not billable
    - obtaining admit orders = 34 hours and 31 minutes
  - Three denials one in appeal
    - Patient's dx and status did not meet acute criteria
  - Transfers: 123 transfers (11.9%) for Q3 and 91 admissions (8.8%) for Q3
    - YTD transfer rate = 10.8% and admission rate = 5.8%

**WINDOM AREA HEALTH**  
**GOVERNING BOARD EXECUTIVE SUMMARY**  
*As of December 15, 2022*  
**WAH MISSION: "Dedicated to Health"**

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**CHIEF FINANCIAL OFFICER REPORT**

**Overview:**

- Net income from operations was \$35,966 compared to a budget of \$154,150. Our net patient revenue was \$15,754 less than last November. November operating income is 1.66% compared to a budget percentage of 6.94%.

The volume of inpatient activity in November picked up from the low volumes of October. Inpatient admissions were two more than budget for the month. The acute admissions were six more than October. Activity on the outpatient side produced volumes and revenues at rates similar to the fiscal year monthly average and little more than budget. Other than surgical procedures, our outpatient metrics exceeded budget expectations. Eighty-three percent of our gross revenues came from outpatient activity, which is 2% higher than expectations. Acute admissions totaled twenty-nine. Those twenty-nine admissions produced seventy-three inpatient days for an average daily census of 2.4, up 1.0 from October. Outpatient gross revenue was \$153,359 more than budget and \$181,220 more than last November.

- Imaging procedure counts were 44 procedures above budget. Imaging performed 719 procedures compared to a budget of 675. Last November, 658 procedures were performed.
- Laboratory volumes exceeded budget expectations. Last fiscal year laboratory tests averaged about 10,068 in a given month. There were 10,484 in the month of November, which is 165 more than last November and 934 more than budget.
- Fifty-eight surgical procedures were performed in November, which is sixteen less than our budgeted number and sixteen less than last November. Seven of those surgeries were joint replacements.
- Rehab Therapy performed 1,794 modalities in November, which was 209 more than last November. That is 169 more modalities than the budgeted number of 1,625.

Contractual adjustments came in at 47.06% for the month. Contractual adjustments were budgeted at 44.08%.

Overall, expenses were \$60,119 more than budget. Purchased Services (\$110,906), supplies (\$18,740) and Provision for Bad Debts (\$27,398) were the notable categories that exceeded budget.

**WINDOM AREA HEALTH**  
**GOVERNING BOARD EXECUTIVE SUMMARY**  
*as of December 13th, 2022*  
**WAH MISSION: "Dedicated to Health"**

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**DIRECTOR OF NURSING REPORT**

- **Medical/Surgical/OB/Emergency Room:**
  - Our current nurse intern anticipates graduating from nursing school in December. When she passes her RN boards, she will transition into an RN role and we will continue advancing her orientation. We have hired an additional nurse intern who starts nursing school in December. She will follow the same orientation and advancement process. We currently have 2 nurse openings that we are advertising for, and our Outpatient Nurse position.
  - We are no longer supplementing staffing with nurse travelers.
  - Dr. Blue has been attending the nurse's meetings. Nurses have been very welcoming and open to having him involved, and seem to be very excited to see where we can move the nursing department.
  
- **Diabetes Management/Oncology:**
  - We continue to work on growing our chemotherapy program and are offering nursing the opportunity to become trained in chemotherapy.
  
- **Surgery:**
  - Nothing to report.
  
- **Committee Meeting:**
  - **ED committee met November 30th**
    - Trauma patients that cannot be transferred may be admitted after consultation with an emergency room physician or a trauma-trained general surgery.
    - Auto launch has been installed at law enforcement (5/19) and on our ED computers, North Memorial also supplied us with an iPad for the ED to auto launch and be able to communicate and see where flight is at.
    - Nurse ED committee will also be adding a member from Lab and Radiology.
    - From 5:30pm-7am on weekdays and all weekend, all x-rays will be automatically sent to VRAD to be read.
    - Katie, Rachael, and Lori will be doing Stop the Bleed and community CPR/first aid with school on January 16.
  
  - **MHA Safety Data as of December 13th:**
    - Falls – 1
    - Skin Integrity - 0
    - Restraints – 0
    - Opioid Deaths – 0
    - Reportable Events – 0



## WINDOM AREA HEALTH

### GOVERNING BOARD EXECUTIVE SUMMARY

*as of December 14, 2022*

WAH MISSION: "Dedicated to Health"

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## CHIEF HUMAN RELATIONS OFFICER REPORT

### Human Resources/Employee Health

- Posted positions:
  - RN & RN Outpatient Nurse
  - Radiology Tech
  - Environmental Services Tech
  - Health Unit Coordinator
  - Dietary Aide/Cook
  - Senior Billing Specialist
  - Medical Records Coder
  - Patient Access Rep – Scheduling
  - Patient Access Rep – Front/registration
  - Compliance & Credentialing Specialist
- Workers Compensation coverage has been provided by Coverys for many years, but as of 12/31/2022 they will no longer be providing this service. We are working through a benefit broker to arrange for a new carrier.

### Community Health/Mental Health/Wellness Center

- Wellness is hosting a holiday coloring contest.
- We are launching a new class called SAIL (Stay Active & Independent for Life), which will be taught by Mara Smith on Tuesdays and Thursdays from 2:30 – 3:30 starting after the first of the year.
- Great progress is being made with our Mental Health service line. Our therapist is getting close to seeing a limited amount of outpatient referrals, getting set up to help in the ED doing assessments, and visiting two centers that can provide help and expertise on creating the walk-in clinic service.
- WAH has agreed to be a Stigma Free Zone, and is working with public health on creating events and buzz around this new designation.

### Marketing/PR

- Marketing coordinated gifts for all employees celebrating anniversary milestones, holiday gifts for providers, and holiday cards for outreach and wound.
- WAH will now have an apparel store that is going to be open for employees on an ongoing basis, which will be launched after the holidays.
- We are working with City/Arena staff and the Hockey Association to plan for the Rock the Rink Pink event on January 19<sup>th</sup>. You are all encouraged to come to this double header and support this fundraiser for our Women's Health Fund.
- WAH is taking the lead on the New Year's Baby program, gathering gifts from local businesses that will be provided to the first baby's family of 2023.

### Donations/Sponsorships

- Sponsor for 5<sup>th</sup> Grade Holiday Drawings (5 employee's children)
- BARC Membership - \$125
- Mt. Lake Chamber Dues

### Committee Meetings

- **Employee Focus/Finance:**
- **Patient & Family Advisory Committee:** December meeting was cancelled due to low member attendance.
- **Safety:** No report.
- **Safe Patient Handling:** No report.

**Fiscal Year 2022-2023**

WAH Operational & Strategic Goals	Target	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23
<b>SERVICE</b>													
Complete Master Plan to Accommodate New Patient Rooms for Outpatient Mental Health Services	4/30/2023												
Optimize Usage of Technology to Provide Optimal Healthcare to Community	4/30/2023												
Ambulatory Net Promoter Score	83.3%	87.5%	n/a	88.6%	100.0%	78.6%	92.3%	n/a					
OP Net Promoter Score	80.6%	66.7%	n/a	95.9%	100.0%	94.7%	97.9%	n/a					
Emergency Dept Net Promoter Score	49.1%	46.4%	n/a	45.3%	40.0%	43.5%	45.8%	n/a					
Wound Center Overall Pt. Satisfaction	>92%	100.0%	98.0%	100.0%	100.0%	100.0%	98.8%	98.0%					

**QUALITY**

Falls per 1000 Patient Days	0.0	n/a	n/a	13.3	n/a	n/a	8.8	n/a					
Patient Falls with Injuries	0.0	n/a	n/a	16.4	n/a	n/a	0.0	n/a					
Hand Hygiene	100%	n/a	n/a	100.0%	n/a	n/a	99.0%	n/a					
Patient Experience/HCAHPS Recommend	81%	n/a	n/a	77.3%	n/a	n/a	82.6%	n/a					
How would you rate/HCAHPS	83%	n/a	n/a	77.3%	n/a	n/a	73.9%	n/a					
Communication with Nurses	89%	n/a	n/a	90.8%	n/a	n/a	84.1%	n/a					
Communication with Doctors	85%	n/a	n/a	86.4%	n/a	n/a	83.3%	n/a					
Readmission within 30 days	<5%	n/a	n/a	2.8%	n/a	n/a	4.4%	n/a					
Wound Center Patient Healing Rate	>92%	100.0%	100.0%	94.0%	94.0%	96.7%	100.0%	80.0%					

**FINANCIAL**

Income(Loss) YTD Operations Budget '23	5.96%	5.24%	8.43%	7.40%	9.50%	10.28%	8.14%	6.94%					
Days in Accts Receivable	<53	47.60	49.25	53.98	52.37	59.10	52.62	45.60					
Days Cash on Hand	>150	364	354	374	367	343	336	359					

**GROWTH**

Surgeries to Budget	71	69	70	53	81	64	63	58					
Wound Center New Patients	23	24	18	20	23	27	17	24					
Wound Center Encounters	135	180	199	185	243	214	229	222					
SNF/ALF Wound Center-New Patients	22	0	18	19	22								
SNF/ALF Wound Ctr-Encounters/Telehealth	no target # established	54	46	62	65	41	56	46					
Wound Ctr New Patients for HBO Treatments	10/calendr-yr	0	1	0	0	0	1	1					

\* This information no longer available to report \*

**COMMUNITY**

WAH Hosted Events w/ Communit Participant	2/fiscal yr	0	0	0	0	0	0	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 19, 2022 / 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, Dr Dan Blue/Medical Dir, Shelby Medina/CEO

Present:  
Absent:  
Others:

**Chairperson (or Acting Chairperson)**

Justin Schmit, Chairperson

**Recorder:**

Janel Eichstadt, Executive 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 28, 2022 ( <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
<b>FOLLOW-UP ITEMS</b>		
<b>NEW/CURRENT ITEMS</b>		
<i>Other</i>		
<b>CONCLUSION</b>		
	Conclude Finance/Personnel/Labor Relations & Building & Grounds Committee meeting	Justin S

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

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

**Meeting Date/Time/Location:** Monday, November 28, 2022 / 4:30 pm / Large Conference Room

**Members:** Justin Schmit, Ann Bartelt, Dan Ortmann, Dr. Michael Fisher-ex officio, Julie Brugman/Mt Lake Advisory Mbr, Emily Ortmann, Dr. Michael Fisher-ex officio, Julie Brugman/Mt Lake Advisory Mbr, John Peyerl/CFO, Kelsey Andrews/DON, Dr. Dan Blue/Medical Director, Shelby Medina/CEO, Dave Rogers/SHN  
**Exec Director**  
**Absent:**  
**Others:**

**Chairperson (or Acting Chairperson)** Justin Schmit, Chairperson

**Recorder:** Janel Eichstadt, Executive 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 24, 2022, AS PRESENTED (BARTELT/FISHER).	Justin S
Collections & Financial Assistance	M/S/C UNANIMOUSLY TO RECOMMEND APPROVAL OF SENDING 84 PATIENT ACCOUNTS TOTALING \$95,509.67 TO AAA COLLECTIONS; RECOMMEND APPROVAL OF THE FOLLOWING FINANCIAL ASSISTANCE PATIENT ACCOUNTS: 1 NEW ACCOUNT SUBMITTED FOR WRITE-OFF TOTALING \$2806.78; 2 ACCOUNTS FOR WRITE-OFF WITH A BALANCE BELOW \$1500 TOTALING \$771.45; AND 1 PREVIOUSLY APPROVED ACCOUNTS FOR WRITE-OFF TOTALING \$1650.25; IN TOTAL, 4 FINANCIAL ASSISTANCE ACCOUNTS WERE SUBMITTED AND APPROVED FOR WRITE-OFF TOTALING \$5228.48 (ORTMANN/BARTELT) In month 7 of FY2023, accounts totaling \$45,657.37 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: PRN HIM CODER EFFECTIVE FEBRUARY 16, 2022, THE LAST SHIFT WORKED. THERE WERE NO TERMINATIONS OF EMPLOYMENT TO REPORT (BRUGMAN/ORTMANN)	Emily M

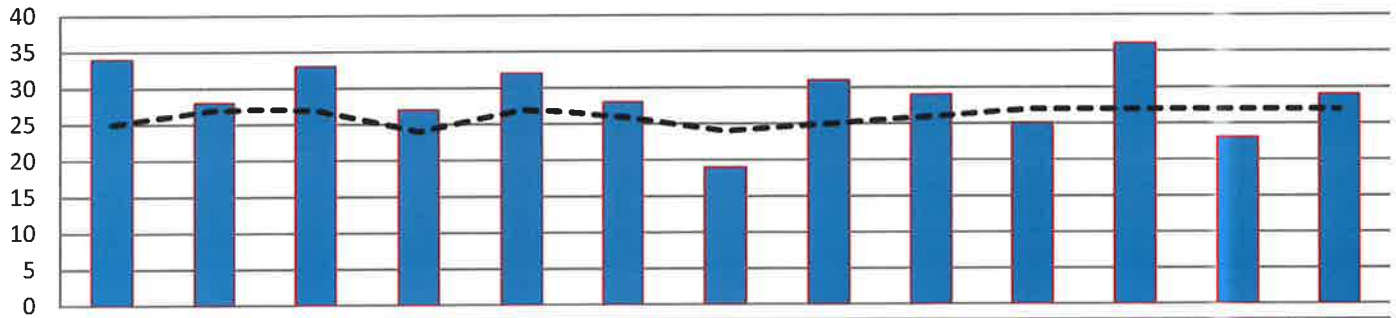
<b>FOLLOW-UP ITEMS</b>		
Final Review of Compensation System Changes	Emily stated January 1, 2023, is the cutover date when WAH non-union hourly wage employees will transition to the Pay for Performance wage program and move away from the current wage step program utilized for many years. She noted that the non-union hourly wage employees would be receiving their next annual increase in September 2023 using the Pay for Performance system and will no longer be receiving a wage adjustment increase at the first of the year as has been done in the past.	Emily M
Strategic planning update	Shelby gave a brief review of the focus points determined at the Strategic Planning Session held October 27 <sup>th</sup> . She noted the initiatives identified from that evening's discussions will have strategies positioned with each initiative. She stated those strategies will be first introduced to WAH managers at the February management meeting. Shelby noted she would be sharing updates with Board members on the development of the strategic initiatives as progress is identified.	Shelby M

<b>NEW/CURRENT ITEMS</b>		
Sports Medicine Agreement	Dr. Blue reported the WAH Rehabilitation Dept is in the final stages of securing an agreement with the Windom Area School Board to provide sports medicine services to athletes at home games for B-squad, junior varsity and varsity games. He stated the agreement would include WAH's sports medicine trainers to provide first aid and emergency care to athletes, taping, injury evaluation and follow-up care coordination when requested and Windom Area Schools would agree to providing supplies,	Dr Blue

	<p>training room space. Marketing benefits would include WAH being the exclusive health care partner for sports medicine services. A review of the Sports Medicine Agreement prior to its second year will be made to determine if changes need to be addressed.</p>	
<b>CONCLUSION</b>		
	<p>Finance/Personnel/Labor Relations &amp; Building &amp; Grounds Committee meeting was concluded by Chairperson, Justin Schmit.</p>	<p>Justin S</p>

### ADMISSIONS

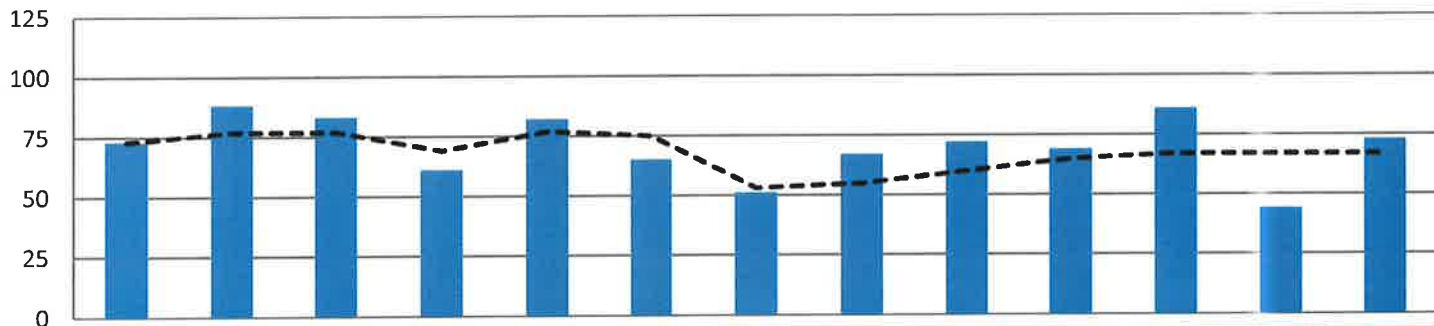
Admissions Budget



	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22
Admissions	34	28	33	27	32	28	19	31	29	25	36	23	29
Budget	25	27	27	24	27	26	24	25	26	27	27	27	27

### PATIENT DAYS

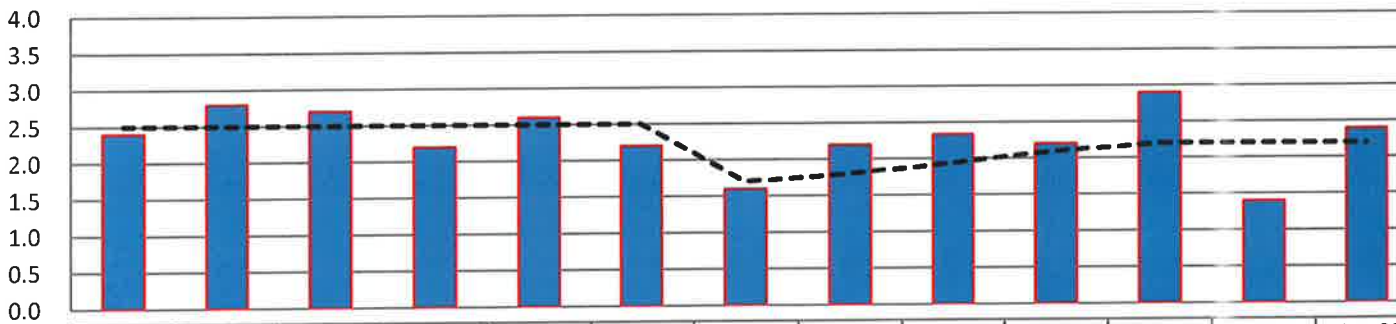
Pt Days Budget



	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22
Pt Days	73	88	83	61	82	65	51	67	72	69	86	44	73
Budget	73	77	77	69	77	75	53	55	60	65	67	67	67

### AVERAGE PATIENTS PER DAY

Avg Pt/Day Budget



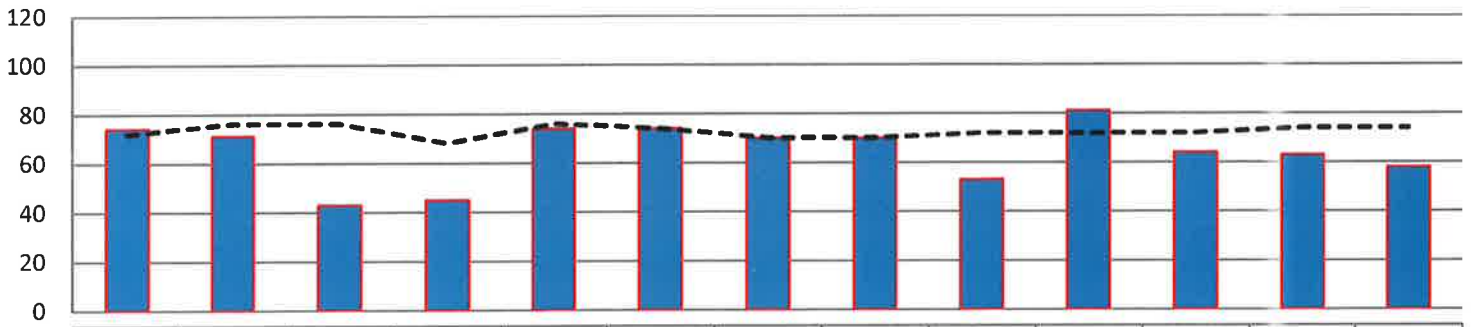
	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22
Avg Pt/Day	2.4	2.8	2.7	2.2	2.6	2.2	1.6	2.2	2.3	2.2	2.9	1.4	2.4
Budget	2.5	2.5	2.5	2.5	2.5	2.5	1.7	1.8	1.9	2.1	2.2	2.2	2.2





### SURGERY

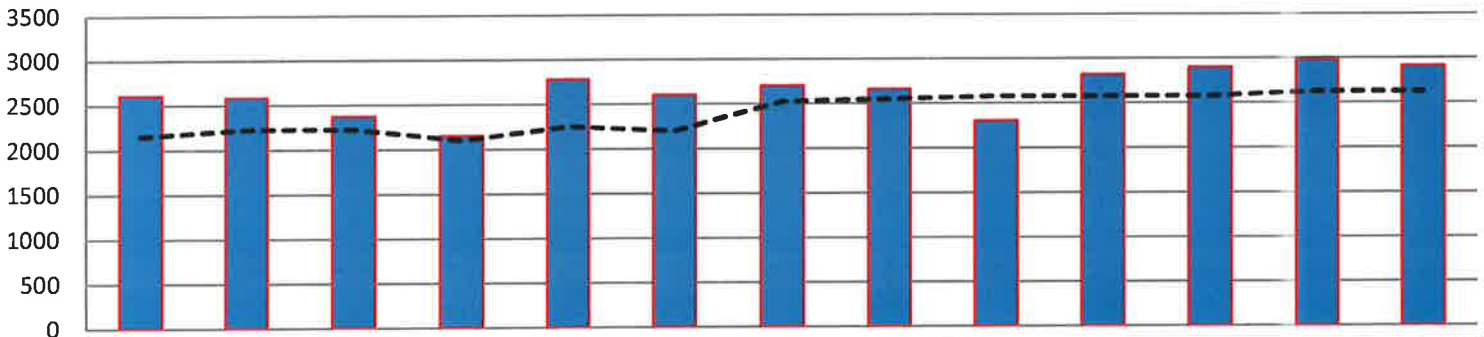
■ Surgery    - - - Budget



	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22
Surgery	74	71	43	45	74	74	70	70	53	81	64	63	58
Budget	72	76	76	68	76	74	70	70	72	72	72	74	74

### OUTPATIENT OCCASIONS OF SERVICE

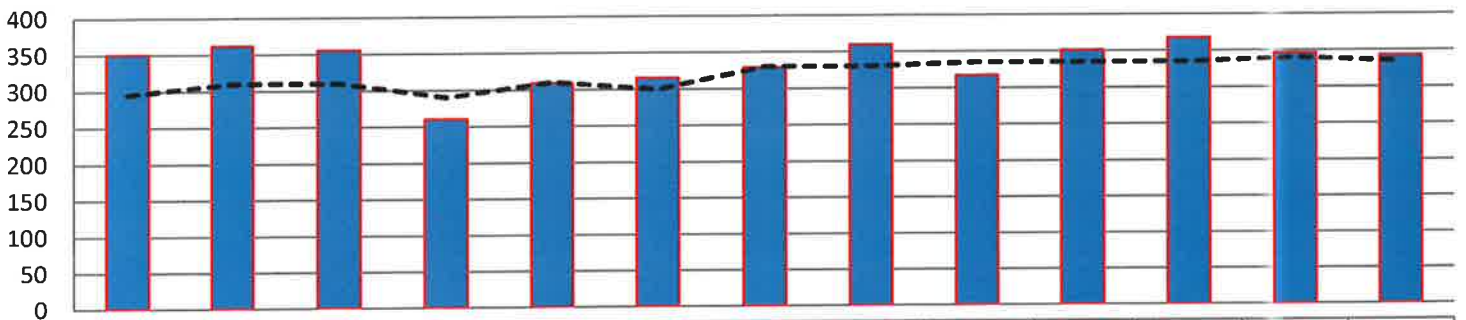
■ OP Visits    - - - Budget



	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22
OP Visits	2608	2583	2372	2155	2781	2605	2704	2661	2303	2818	2899	2984	2912
Budget	2150	2225	2225	2100	2250	2200	2525	2550	2575	2575	2575	2625	2625

### EMERGENCY VISITS

■ ER Visits    - - - Budget

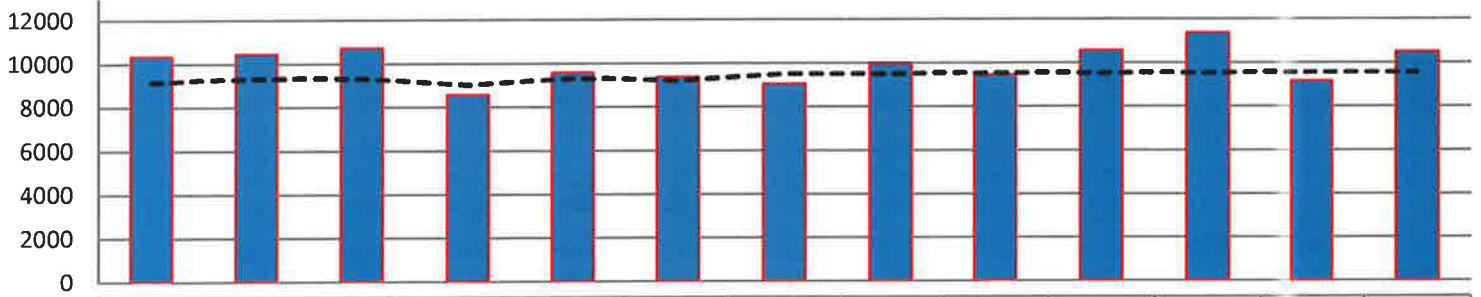


	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22
ER Visits	350	362	355	260	309	315	329	360	317	351	367	346	343
Budget	295	310	310	290	310	300	330	330	335	335	335	340	335



### LAB PROCEDURES

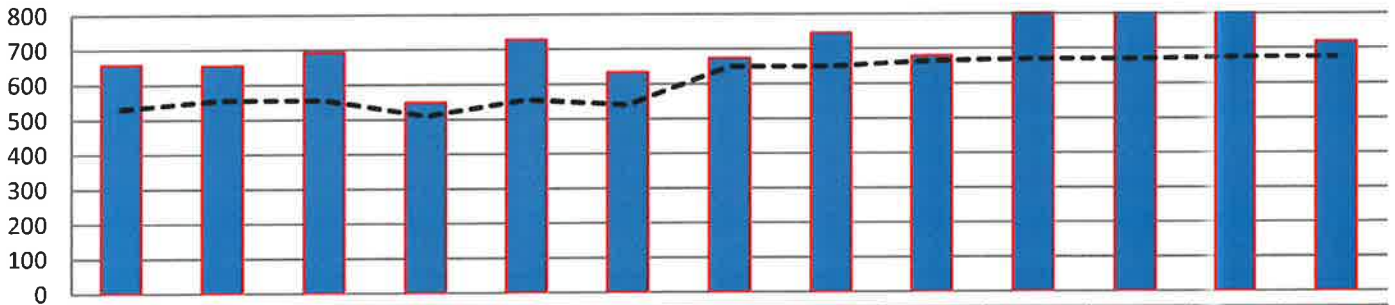
Lab Proc Budget



	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22
Lab Proc	10329	10440	10713	8564	9569	9357	9030	9951	9433	10542	11361	9147	10484
Budget	9150	9325	9325	9000	9325	9200	9500	9500	9525	9525	9525	9550	9550

### IMAGING PROCEDURES

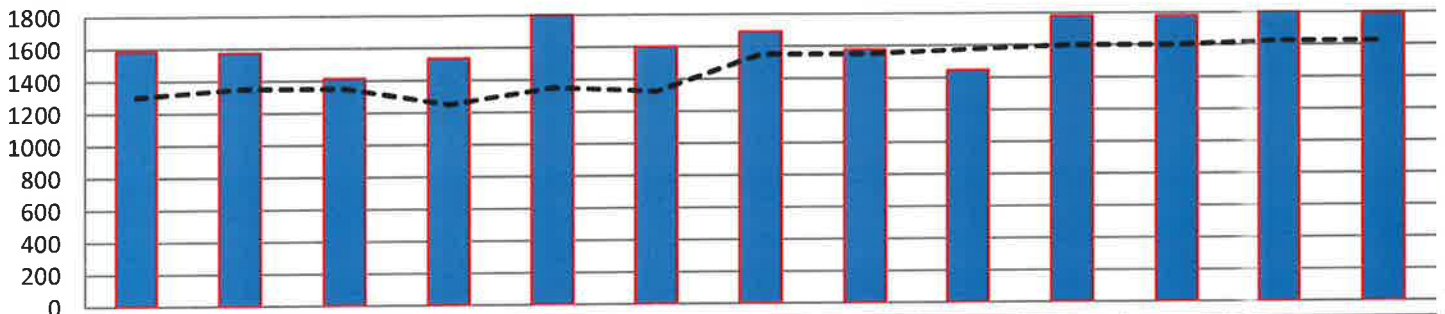
Imaging Proc Budget



	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22
Imaging Proc	658	655	692	549	728	634	674	746	679	799	908	827	719
Budget	530	555	555	510	555	540	650	650	665	670	670	675	675

### REHAB MODALITIES

Rehab Modalities Budget



	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22
Rehab Modalities	1585	1575	1414	1537	1801	1600	1692	1578	1448	1779	1779	1803	1794
Budget	1300	1350	1350	1250	1350	1325	1550	1550	1575	1600	1600	1625	1625

WINDOM AREA HEALTH  
INCOME STATEMENT

	11/30/2022		Revenue		Revenue		Revenue		Revenue		November		\$ Change		% Change		
	11/30/2022	Comparison	Budget 2023	Comparison	Y-T-D FY2023	Comparison	Budget 2023	Comparison	Y-T-D FY2022	From Last Year	From Last Year	Y-T-D FY2022	From Last Year	From Last Year	From Last Year	From Last Year	
<b>PATIENT REVENUE</b>																	
Inpatient Revenue	\$674,702	16.75%	\$725,000	18.47%	\$4,418,061	15.20%	\$4,475,000	16.93%	\$4,653,043	(\$234,982)	(\$234,982)	\$4,653,043	(\$234,982)	(\$234,982)	(\$234,982)	(\$234,982)	-5.1%
Outpatient Revenue	\$3,353,359	83.25%	\$3,200,000	81.53%	\$24,647,600	84.80%	\$21,950,000	83.07%	\$21,629,974	\$3,017,626	\$3,017,626	\$21,629,974	\$3,017,626	\$3,017,626	\$3,017,626	\$3,017,626	14.0%
Total Patient Revenue	\$4,028,061	100.00%	\$3,925,000	100.00%	\$29,065,661	100.00%	\$26,425,000	100.00%	\$26,283,017	\$2,782,644	\$2,782,644	\$26,283,017	\$2,782,644	\$2,782,644	\$2,782,644	\$2,782,644	10.6%
Contractual Adjustments	\$1,895,717	47.06%	\$1,730,000	44.08%	\$13,399,014	46.10%	\$11,675,000	44.18%	\$11,300,385	\$2,098,629	\$2,098,629	\$11,300,385	\$2,098,629	\$2,098,629	\$2,098,629	\$2,098,629	18.6%
Other Income	\$29,591	0.73%	\$25,000	0.64%	\$139,861	0.48%	\$175,000	0.66%	\$168,553	(\$28,692)	(\$28,692)	\$168,553	(\$28,692)	(\$28,692)	(\$28,692)	(\$28,692)	
<b>NET OPERATING REVENUE</b>	\$2,161,935	100.00%	\$2,220,000	100.00%	\$15,806,508	100.00%	\$14,925,000	100.00%	\$15,151,185	\$655,323	\$655,323	\$15,151,185	\$655,323	\$655,323	\$655,323	\$655,323	4.3%
<b>EXPENSE</b>																	
Employee Salaries	\$742,718	34.35%	\$790,000	35.59%	\$4,993,938	31.59%	\$5,210,000	34.91%	\$4,929,909	\$64,029	\$64,029	\$4,929,909	\$64,029	\$64,029	\$64,029	\$64,029	1.3%
Employee Benefits	\$220,742	10.21%	\$235,000	10.59%	\$1,543,675	9.77%	\$1,600,000	10.72%	\$1,502,752	\$40,923	\$40,923	\$1,502,752	\$40,923	\$40,923	\$40,923	\$40,923	2.7%
Pharmaceuticals	\$74,339	3.44%	\$100,000	4.50%	\$618,025	3.91%	\$635,000	4.25%	\$565,650	\$52,375	\$52,375	\$565,650	\$52,375	\$52,375	\$52,375	\$52,375	9.3%
Supplies	\$183,740	8.50%	\$165,000	7.43%	\$958,714	6.07%	\$1,015,000	6.80%	\$928,711	\$30,003	\$30,003	\$928,711	\$30,003	\$30,003	\$30,003	\$30,003	3.2%
Rents & Utilities	\$28,563	1.32%	\$30,000	1.35%	\$206,659	1.31%	\$200,000	1.34%	\$191,012	\$15,647	\$15,647	\$191,012	\$15,647	\$15,647	\$15,647	\$15,647	8.2%
Purchased Services	\$530,906	24.56%	\$420,000	18.92%	\$3,821,727	24.18%	\$2,900,000	19.43%	\$2,735,353	\$1,086,374	\$1,086,374	\$2,735,353	\$1,086,374	\$1,086,374	\$1,086,374	\$1,086,374	39.7%
Other Direct Expenses	\$112,252	5.19%	\$125,000	5.63%	\$811,024	5.13%	\$850,000	5.70%	\$894,806	(\$83,782)	(\$83,782)	\$894,806	(\$83,782)	(\$83,782)	(\$83,782)	(\$83,782)	-9.4%
Provision for Bad Debts	\$82,398	3.81%	\$55,000	2.48%	\$492,669	3.12%	\$370,000	2.48%	\$410,929	\$81,740	\$81,740	\$410,929	\$81,740	\$81,740	\$81,740	\$81,740	19.9%
Depreciation	\$137,926	6.38%	\$132,500	5.97%	\$937,045	5.93%	\$927,500	6.21%	\$828,118	\$108,927	\$108,927	\$828,118	\$108,927	\$108,927	\$108,927	\$108,927	13.2%
Interest Expense	\$12,385	0.57%	\$13,350	0.60%	\$89,265	0.56%	\$93,450	0.63%	\$93,596	(\$4,331)	(\$4,331)	\$93,596	(\$4,331)	(\$4,331)	(\$4,331)	(\$4,331)	-4.6%
Total Operating Expense	\$2,125,969	98.34%	\$2,065,850	93.06%	\$14,472,741	91.56%	\$13,800,950	92.47%	\$13,080,836	\$1,391,905	\$1,391,905	\$13,080,836	\$1,391,905	\$1,391,905	\$1,391,905	\$1,391,905	10.6%
Income (loss) From Operations	\$35,966	1.66%	\$154,150	6.94%	\$1,333,767	8.44%	\$1,124,050	7.53%	\$2,070,349	(\$736,582)	(\$736,582)	\$2,070,349	(\$736,582)	(\$736,582)	(\$736,582)	(\$736,582)	
Investment Income	\$11,091	0.51%	\$7,500	0.34%	\$55,269	0.35%	\$52,500	0.35%	\$50,903	\$4,366	\$4,366	\$50,903	\$4,366	\$4,366	\$4,366	\$4,366	
Other Revenue/(Expenses)	\$5,662	0.26%	\$8,750	0.39%	\$31,155	0.20%	\$61,250	0.41%	\$43,037	(\$11,882)	(\$11,882)	\$43,037	(\$11,882)	(\$11,882)	(\$11,882)	(\$11,882)	
Non Operating Rev/Exp	\$16,753	0.77%	\$16,250	0.73%	\$86,424	0.55%	\$113,750	0.76%	\$93,940	(\$7,516)	(\$7,516)	\$93,940	(\$7,516)	(\$7,516)	(\$7,516)	(\$7,516)	
Increase in Net Assets	\$52,719	2.44%	\$170,400	7.68%	\$1,420,191	8.98%	\$1,237,800	8.29%	\$2,164,289	(\$744,098)	(\$744,098)	\$2,164,289	(\$744,098)	(\$744,098)	(\$744,098)	(\$744,098)	

WINDOM AREA HEALTH

FY 2023

CAPITAL ASSET ACQUISITIONS

Yrs Dep	Capital Asset	Vendor	Asset class	May	June	July	August	September	October	November
7	Neptune 3 Rover	Stryker	Maj Mov	14,500						
7	Micromedical VisualEyes 505 Binocular	Midwest Special Instruments	Maj Mov	10,150						
5	Seal Coating of Driveway and East Parking Lot	Nielsen/Cottonwood/Window	Land Improv				27,356			
5	Telemetry System Upgrade	Philips Medical Systems	Maj Mov					360,550		
3	Meacon Medaes	Valve Replacement Med Gases	Fixed Equipment							10,779
7	Stretcher	Stryker	Maj Mov							7,597
<b>Total</b>				<b>24,650</b>			<b>27,356</b>	<b>360,550</b>		<b>18,377</b>
<b>Total YTD Capital Acquisitions</b>			<b>430,933</b>							

**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 19, 2022 / 4:00-4:30 pm / Large Conference Room

**Members:** Kay Gross, Terry Tegels, Dan Hormig, Dr. Michael Fisher-ex officio, Julie Brugman/Mt Lake Advisory Mbr, Emily Masters/CHRO, John Peyerl/CFO, Kelsey Andrews/DON, Dr Dan Blue/Medical Dir, Shelby Medina/CEO

Present:  
Absent:  
Others:

**Chairperson (or Acting Chairperson):** Kay Gross, Chairperson

**Recorder:** Janel Eichstadt, Executive 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
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Minutes	Approve minutes from the regular Committee meeting of November 28, 2022 ( <i>Cmte Motion</i> )	Kay Gross
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**FOLLOW-UP ITEMS**

Medical Staff Credentialing & Medical Staff Meeting Update	<ul style="list-style-type: none"> <li>Review &amp; approve medical staff credentialing, upon recommendation from WAH Medical Staff (<i>Cmte &amp; Board motion</i>)</li> <li>Report on business addressed at WAH Medical Staff meeting</li> </ul>	Dr Van Kley / Dr Blue
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**NEW/CURRENT ITEMS**

*Other*

**CONCLUSION**

Conclude Professional Practice/Quality & Planning Committee meeting

Kay Gross

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

<p><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.</p>		
<p><b>Meeting Date/Time/Location:</b> Monday, November 28, 2022 / 4:00 pm / Large Conference Room</p>		
<p><b>Members:</b> Kay Gross, Terry Tegels, Dan Hormig, Dr. Michael Fisher-ex officio, Julie Brugman/Mt Lake Advisory Mbr, Emily Masters/CHRO, John Peyerl/CFO, Kelsey Andrews/DON, Dr Dan Blue/Medical Director, Shelby Medina/CEO, Dave Rogers/SHN Exec Director                  Others:                  Absent: Dr. B Van Kley/Chief of Staff</p>		
<p><b>Chairperson (or Acting Chairperson)</b> Kay Gross, Chairperson</p>		
<p><b>Recorder:</b> Janel Eichstadt, Executive Asst</p>		
<p><b>Category / Topic</b>      <b>Action step(s) / Updates</b>      <b>Leader:</b></p>		
<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.	Kay Gross
Minutes	M/S/C UNANIMOUSLY TO APPROVE COMMITTEE MINUTES FROM THE REGULAR MEETING OF OCTOBER 24, 2022, AS PRESENTED (BRUGMAN/TEGELS).	Kay Gross
<b>FOLLOW-UP ITEMS</b>		
Medical Staff Credentialing & Medical Staff Meeting Update	<p>Dr. Blue, WAH Medical Director, reported on agenda items addressed at the Medical Staff meeting held earlier in the day. The WAH Medical Staff reviewed the November 2022 Credentialing list and recommended its approval to the Governing Board. Dr. Blue discussed with Medical Staff the ER standards of reading radiology films. He noted beginning immediately all readings of radiology films would be performed by a board certified radiologist. Radiology film readings would no longer be performed in the clinic by local providers.</p> <p>Dr. Blue reviewed Windom Area Health's current Covid plans relating to those patients scheduled for surgical/outpatient procedures. He noted those patients not experiencing Covid symptoms prior to their procedure; a Covid test will not be required. In addition, those patients experiencing possible Covid symptoms would be tested prior to their scheduled procedure.</p> <p>Dr. Blue shared information regarding Windom Area Health's intent to start a hospitalist program in the near future. He stated he is taking the lead on launching this hospitalist endeavor with more information to share as plans progress. Medical Staff members expressed their support of this program.</p> <p>Back up physician call to Windom Area Health was discussed. Dr. Blue shared with Tele Health Solutions now providing back up coverage for the Emergency Department and inpatient admissions, the monthly stipend paid to local physicians for back up coverage will be discontinued effective January 1, 2023.</p>	Dr Blue
Strategic Planning Review	Shelby gave a brief review of the focus points determined at the Strategic Planning Session held October 27 <sup>th</sup> . She noted the initiatives identified from that evening's discussions would have strategies positioned with each initiative. She stated those strategies will be introduced to WAH managers at their February management meeting. Shelby noted she would be sharing updates with Board members on the development of the identified initiatives.	Shelby M
<b>NEW/CURRENT ITEMS</b>		
Sports Medicine Agreement	Dr. Blue reported the WAH Rehabilitation Dept is in the final stages of securing an agreement with the Windom Area School Board to provide sports medicine services to athletes at home games for B-squad, junior varsity and varsity games. He stated the agreement would include WAH's sports medicine trainers to provide first aid and emergency care to athletes, taping, injury evaluation and follow-up care coordination when requested and Windom Area Schools would agree to providing supplies, training room space. Marketing benefits would include WAH being the exclusive health care partner for sports medicine	Dr Blue

	services. A review of the Sports Medicine Agreement prior to its second year will be made to determine if changes need to be addressed	
<b>CONCLUSION</b>		
	The Professional Practice/Quality & Planning Committee meeting was concluded by Chairperson, Kay Gross	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 19, 2022**

**APPOINTMENTS:**

Elias Issa, M.D.	Telehospitalist	Telemedicine
Sridevi Manginani, M.D.	Telehospitalist	Telemedicine
Erin Meyer, D.O.	Telehospitalist	Telemedicine
Rachael Nambusi, M.D.	Telehospitalist	Telemedicine
Christina Richardson, CNP	Wound & HBO	Allied Health Professionals

**REAPPOINTMENTS:**

Jennifer Cousins, PA-C	Orthopedics (Dr. Botker)	Allied Health Professionals
Susan Goodemote, CNP	Family Medicine	Allied Health Professionals
Richard Lowry, OPAC	Orthopedics (Dr. Botker)	Allied Health Professionals
Anthony Nwakama, M.D.	Orthopedics	Consulting
Kari Westenkirchner, CNP	Cardiology – Dr. Jonsson	Allied Health Professionals

**SANFORD TELEMEDICINE APPOINTMENT:**

Bruce Bennett, M.D.	Burn Care	Telemedicine
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**VRAD REAPPOINTMENTS:**

Johnathan Bold, M.D.	Teleradiology	Telemedicine
Snehal More, M.D.	Teleradiology	Telemedicine
Michael Novick, M.D.	Teleradiology	Telemedicine

**RESIGNATIONS:**

## NOVEMBER COMMENTS

### Ambulatory Surgery

My nurse that I had was the best. Her name was Anita! She was kind and went over everything and had a sense of humor. She was awesome! Thank you Anita!

### Ambulatory Surgery

"I was treated very well from everyone who cared for me."

### Clinic - Windom

Was good

ED

Well satisfied

ED

The results are fast. Just overall fast and listened.

ED

Annie and Dan made me feel really relaxed. They kept things light which at the time I needed

ED

The medical staff was wonderful. They treated my son efficiently, effectively and with compassion. Great communication, thorough knowledge of my son and over and above treatment and care. Dr. Inkumsah was excellent as was nurses Deb and Lori

ED

The Dr we had explained things so well and I appreciated him so much!

ED

I was very impressed with the staff there, you did a wonderful job. I have some questions I'll be calling you about tomorrow early because of some severe side effects that I'd like to - I'm not worried about getting treated for them because I think I'm done with the medication doing it but I need to tell you so you can put it on my records, I'd appreciate that.

ED

I was beyond grateful for the team of nurses I had. Ashley, Katie and Katie were absolutely wonderful. They were reassuring, allowed me to ask questions, and took exceptional care of my baby.

ED

"I spent 24 hours in the emergency room as there was not a bed in Sioux Falls for me. Spent the entire time staring at the walls in ER. Would have been nice to have a TV or some music or something to help pass the time. As the medical world has changed and patients will be spending more time in ER I would suggest that you provide something to pass the time as it gets very boring therefore time passes very slowly. Watching TV or something just helps pass the time and helps think about something else than the medical issue that one is experiencing. Had very caring and compassionate nurses and the doctors were wonderful."

ED

I was treated excellently.

ED

had to laugh. I was diagnosed with a case of acute tonsillitis. I haven't had tonsillitis since I was in first grade. I'm 30 now. So had to laugh at that. Not sure if they were being serious or just funny. Or what. But they did the bare minimum and gave me an antibiotic.

ED

Wonderful night staff!!!

ED

"I found it interesting that the two female radiology techs who took me to the CT area walked well ahead of me without any concern for my safety. But after my CT the male radiology tech walked by me as he returned me to the ER room. "

ED

I have to say that long while I was there, the nurses were extremely nice today. They were awesome. I give them a, 1 to 10, I give him a 10. They were very caring and it is good. But the doctor had a little bit of an attitude after putting my stitches in. He was very rude, threw his gloves into the waste bin, pretty upset and agitated I guess, I'm not sure why. But I was also



needing to be seen again because I was in there 5 days ago and for a sinus infection and they gave me a Z-Pak and it did not work and I asked to get an antibiotic from my visit prior from 5, 5-6 days ago and they wouldn't give me that. And I have a serious infection. I had to go back to the, to the ER again. Thank you, but otherwise, I'm stitched up. I'm fine for today. Thank you.

ED

"Wonderful and very caring experience! Exam was so thorough and many tests were done to ease my mind. I would highly recommend the WAH to anyone needing care. Thanks for a great job. Everyone was so kind and concerned!"

ED

I am very grateful for the wonderful care I received from the entire ER staff. It's great to have a wonderful hospital with great care providers in time of need.

ED

"Waited quite a while for doctor to come in and for nurse to come back to say what was going on for sure."

ED

Well, I haven't been to an emergency room very often but I was really impressed at how efficient everything was didn't have to wait very long and they really did a lot of testing to find out what was going on. So I thought it was, you know, is good, his experience as could be when you have to go the emergency room. Thank you.

ED

The nurse was rude. The doctor didn't care. I'm getting worse and feel Windom ER is a joke no respect or care for patients only about money. Will never go back there again

Imaging

Happy to have local health care.

Imaging

Many thanks to all the staff for your service.

Imaging

My appt was right on time, which was much appreciated because of my job. It's so nice having the various types of tests done at WAH, close to home!

Imaging

Very comfortable, at ease

Imaging

and the procedure was good, but we have not heard any results and we would like to know what, what they found out.

Imaging

They listened to me and realized I needed to come back another time.

Imaging

they did a good job

Imaging

Excellent employee assisting me with my mammogram - very congenial and conscientious, and explained things in a way anyone would understand. She was very helpful with everything from beginning to end!

Imaging

I was treated very well.

Imaging

Staff were very friendly.

Imaging

Tech was very professional. She explained all the exams and kept me at ease.

Imaging

When they were pulling using the rubber gloves, it really hurt, I said something but they still did it. I would have rather did some things myself to help assist them.

Inpatient

Did not have nurse check-in once an hour during my stay. Shortage of help. One night I did not get medicine when needed because of staff shortage even though I asked. I was told to wait. I had to explain to nurses when Creon medicine was needed. Wonderful facility. Lack of staff.

Inpatient

On line doctor seriously recommended 2 blood thinner shots Am already on Plavix No way would I ever do this

- Inpatient** I had great doctors + nurses who provided great care. Ashley J, Katie P, Jacquelyn, Elizabeth, Annie S, Lori J. Blake, Christi + so many others did a great job caring for me. Oh, Dan, the lab tech, too! Anita E, Michelle P + Greg as well.
- Inpatient** Excellent
- Inpatient** The social worker was very helpful.
- Lab** It went quick and easy.
- Lab** Yes, ma'am. 10 should have been the answer to everything. They were wonderful to me, they explained everything in detail, and they told me what to expect and what not to expect and I really, really appreciated it. Thank you very much.
- Lab** Everything went very well, everything took care of me very well, the nurses, the doctor, I really loved everything and you can recover, very well, thanks for the attention.
- Lab** Everyone was so friendly and nice. Made everything go smooth from start to finish.
- Lab** It went quick and easy.
- Lab** Everyone from the check in desk to my blood draw was super kind and helpful. I'm very satisfied with my visit.
- Lab** Windom Area Health has excellent staff in their lab! Jen Mutz is awesome-great personality and explained the test works.
- Lab** Windom Area Health is always a great place to go. Very friendly, listen well, concerned, and happy.
- Outpatient** I was there for a sleep study and could not sleep so the study was incomplete. I can't sleep without my c-pap. Waiting to see what the next step is.
- Outpatient** The nursing staff had a couple of people call in sick so I waited in a patient room for a long time before they were able to take care of my iron infusion. Otherwise, the 3 nurses that I had interaction with that day were wonderful. Annie, Janelle and I think the 3rd nurse was Kristi.
- Outpatient** Very nice and considerate
- Outpatient** None at this time.
- Outpatient** Kris did a very good job. She clued me in on what was going on and do's and don'ts and things are looking okay. And I would say Chris. Is awesome. He should stay on. Okay, goodbye.
- Outpatient** The cardiac rehab staff was excellent
- PT, OT, ST** Good visit, I always feel comfortable with physical staff here.
- PT, OT, ST** Terry Elder has done a wonderful job explaining my treatment to me and getting me over this hurdle
- PT, OT, ST** Always good!
- PT, OT, ST** MY experience was excellent, with the therapist I had, and have had before! (unfortunately, because of my memory issues, I can't think of his name!?!) I have had very good therapists every time I have had therapy at WAH, Therapy Dept. They are all very exceptional, with being very professional and very kind and helpful!!