

**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, April 24, 2023 / 5:30 pm / Large Conference Room	
<b>Members:</b> All Windom Area Health Governing Board Mbrs Present: Absent: Others: Heather Hummel, Executive Asst	
<b>Recorder:</b> Heather Hummel, Executive Asst	
<b>Category / Topic</b>	<b>Action step(s) / Updates</b>
<b>STANDING ITEMS</b>	
Call to Order	Call Windom Area Health Governing Board meeting to order at 5:30 pm by Governing Board Vice-chairperson Dr. Michael Fisher
Meeting Minutes	Approve Windom Area Health Governing Board minutes from the regular meeting of March 27, 2023 (Board Motion) Dr. Michael Fisher
Board Education	Brittney Schichtl, Surgery Supervisor
<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>
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>
<b>OTHER REPORTS</b>	
Medical Office Building	Present/discuss/approve MOB project (Board Motion) Shelby M / Pat Weerts
Statistical & Financial Performance Reports	Review & recommend approval of statistical & financial reports (Board Motion) John Peyerl
WAH FY2023-24 Budget	Present/discuss/approve FY2023-24 Operating & Capital Budget (Board Motion) Shelby M / John P
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 Monica H
Patient Safety Reports	Review patient safety activities Monica Huber
WAH Policy Review	No policies to review this month Dr. Michael Fisher
Medical Director	Organizational updates Dr Dan Blue
Administration	<ul style="list-style-type: none"> <li>Review/Update of Senior Management Team Executive Summaries</li> <li>Review and approve WAH committee meeting reports as presented (Board Motion)</li> </ul>

City of Windom	Informational updates	Steve Nasby Marv Grunig
Sanford Health Network	Informational updates	Dave Rogers, SHN Exec Dir
WAH Foundation Board	<ul style="list-style-type: none"> <li>Foundation Board meeting, April 25, 2023, 5:00 pm in LCR. March 28, 2023 meeting minutes included in Board book.</li> <li>Review and approve FY2023-24 WAH Foundation Slate of Officers <i>(Board Motion)</i></li> </ul>	Dr. Michael Fisher
WAH Auxiliary	Auxiliary met March 13, 2023. Auxiliary Spring Banquet held Monday, April 10, 2023. FY2022-23 Spring Banquet information included in Board book.	Dr. Michael Fisher
<b>OLD &amp; NEW BUSINESS</b>		
Old Business		Dr. Michael Fisher
New Business	Review FY2024 WAH Committee Assignments, Committee Chair Assignments, and Board Officers with formal approval May 22	Dr. Michael Fisher
New Business	<ul style="list-style-type: none"> <li>Motion to adjourn WAH Governing Board meeting into Executive Session to review annual CEO evaluation and compensation adjustment. [Minn. Statute 13D.05., Subd.3] <i>(Board Motion)</i></li> <li>Motion to reopen Governing Board meeting. <i>(Board Motion)</i></li> </ul>	Dr. Michael Fisher
<b>CONCLUSION</b>		
	Conclude WAH Governing Board meeting	Dr. Michael Fisher

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

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

**Meeting Date/Time/Location:** Monday, March 27, 2023 / 5:30 pm / Large Conference Room

**Members:** All Windom Area Health Governing Board Mbrs  
 Present: Kay Gross, Justin Schmit, Ann Bartelt, Terry Tegels, Julie Brugman/Mt. Lake Advisory Mbr, Shelby Medina/CEO, Dr. Dan Blue/Medical Director, John Peyerl/CFO, Emily Masters/CHRO, Monica Huber/CNO, Dave Rogers/SHN Exec Director via WebEx  
 Others: Dr. B Van Kley/Chief of Staff, Steve Nasby/Windom City Admin, Marv Gruning/Windom City Council Liaison, Heather Hummel, Executive Asst

**Recorder:** Dr. Michael Fisher, Dan Ortmann, Dan Hormig  
 Heather Hummel, 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 Vice-Chair, Kay Gross.	Kay Gross
Meeting Minutes	M/S/C UNANIMOUSLY TO APPROVE WINDOM AREA HEALTH GOVERNING BOARD MINUTES FROM THE REGULAR MEETING OF FEBRUARY 27, 2023 (SCHMIT/TEGELS).	Kay Gross
Board Education	Jeanna LaCanne, Materials Management Manager, gave a presentation on the Materials Department.	

**COMMITTEE REPORTS**

Professional Practice / Quality & Planning Cmte	<p>March's Medical Staff Credentialing list was presented for review with the following motion made:          M/S/C UNANIMOUSLY, UPON RECOMMENDATION FROM THE WAH MEDICAL STAFF, TO APPROVE MEDICAL STAFF CREDENTIALING AS PRESENTED (GROSS/TEGELS).</p> <p><b>APPOINTMENTS:</b>          Ellena Boddie, M.D.      Telemedicine          Monica Martin, M.D.      Telemedicine          Ali Shehata, M.D.      Emergency Services</p> <p><b>REAPPOINTMENTS:</b>          Scott Hoffman, DPM      Associate Professional          Ramon Issa, M.D.      Emergency Services          Timothy Klassen, CRNA      Allied Health Professionals</p> <p><b>VRAD REAPPOINTMENT:</b>          Donald Nicell, M.D.      Telemedicine          David Spier, M.D.      Telemedicine</p> <p><b>RESIGNATIONS:</b>          Emilee Gruse, PA-C      Allied Health Professionals          Alison Robinette, M.D.      Telemedicine          Chinemerem Ugorji, M.D.      Telemedicine</p> <p><b>WAH MEDICAL STAFF MEETING UPDATE-</b>          Dr. Blue reported on agenda items addressed at the Medical Staff meeting held earlier in the day. He shared that the OB Committee met on March 20. One of the concerns from the committee meeting is fetal monitoring. Moving forward with OBICS, which is a maternal fetal monitoring system with AI that intersects with the Epic System. Dr. Van Kley indicated that the Medical Staff will be looking at the by-laws in the near future as it has been at least 15+ years since they have been</p>	<p>Dr Van Kley          Dr Blue          Kay Gross</p>
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	<p>reviewed. There was discussion about Dr. Hinshaw joining WAH as an OBGYN starting May 1.</p>	
Finance / Personnel / Labor Relations & Bldg & Grounds Cmte	<p>M/S/C UNANIMOUSLY TO APPROVE SENDING 106 PATIENT ACCOUNTS TO AAA COLLECTIONS TOTALING \$91,589.84; APPROVAL OF 5 FINANCIAL ASSISTANCE PATIENT ACCOUNTS WERE SUBMITTED AND APPROVED FOR WRITE-OFF TOTALING \$6,744.56 (SCHMIT/BARTELT). John noted Accounts Receivable days decreased from 50.13 in January to 48.32 in February. In month 11 of FY2023, financial assistance accounts approved for write-off at \$77,786.13 on a budget of \$125,000.</p> <p>M/S/C UNANIMOUSLY TO APPROVE THE FOLLOWING RESIGNATIONS: PRN PHYSICAL THERAPY EFFECTIVE LAST SHIFT WORKED NOVEMBER 21, 2022, REGISTERED NURSE EFFECTIVE JANUARY 21, 2023, AND REGISTERED NURSE EFFECTIVE APRIL 15, 2023. THERE WERE NO TERMINATIONS OF EMPLOYMENT TO REPORT (SCHMIT/TEGELS).</p> <p>Dr. Hinshaw will be joining Windom Area Health as an OBGYN starting May 1, 2023. Still exploring options for a general surgeon.</p>	Justin Schmit John Peyerl
<b>OTHER REPORTS</b>		
Statistical & Financial Performance Reports	<p>February 2023 statistical and utilization graphs were reviewed for the month. John reported that Lab and Imaging exceeded budget for the month. There were 20 admissions for February, which is the lowest since May 2022. Net income from operations was negative \$113,435 compared to a budget of \$21,700. Our net patient revenue was \$77,670 less than last February. February operating income is negative 6.10% compared to a budget percentage of 1.07%. FY2023 year-to-date net income totals \$1,119,912 on a projected budget of \$1,444,100. Days in A/R were reported at 48.32 and Days Cash on Hand totaled 337.</p> <p>M/S/C UNANIMOUSLY TO APPROVE FEBRUARY 2023 STATISTICAL AND FINANCIAL PERFORMANCE REPORT AS PRESENTED (SCHMIT/TEGELS).</p>	John Peyerl
Capital Acquisition Activity	<p>There was no Capital Acquisition activity during February requiring Governing Board action.</p>	John Peyerl
Educational Assistance Applications	<p>There were no Educational Assistance applications submitted for Board action.</p>	Emily Masters
New / Department Transfer Employees	<p>The following new hires / department transfers and updates were reported – New hired included a FT Environmental Services effective March 28, 2023, FT HIM Coder effective March 28, 2023, FT Front Desk Specialist for the Wound Center effective March 28, 2023, FT Patient Accounts Representative effective March 28, 2023, FT Outpatient Registered Nurse effective April 4, 2023, and OBGYN Provider effective May 1, 2023.</p>	Emily Masters
Patient Concern Reports	<p>February 2023 Patient Concern Reports and patient survey comments were reviewed and found to be appropriately addressed.</p>	Shelby M Monica H
Patient Safety Reports	<p>Monica reported there were 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 March 20, 2023, there were no reportable adverse events to report.</p>	Monica Huber
WAH Policy Review	<p>There were no policies presented for Governing Board approval.</p>	Kay Gross
Medical Director	<p>Dr. Blue discussed Dr. Jim Hinshaw joining the Windom Area Health team.</p>	Dr Dan Blue
Administration	<p>CHRO, Emily Masters, noted that the WAH Mental Health Walk-In Clinic will open Monday, May 1 with an Open House to be held on Tuesday, April 25 from 3:30p-5:30p. CNO, Monica Huber, shared that WAH is working with the Cottonwood County Jail on the process of releasing medical records for patients/inmates and the correct process for handling those situations. CEO, Shelby Medina, recognized Danielle Bunting, Revenue Cycle Director/HIM Manager, for achieving her Masters in Business Administration while working full-time. Shelby mentioned that there are still some bills on the table with the State Legislature that will directly affect our healthcare facility if passed.</p> <p>M/S/C UNANIMOUSLY TO APPROVE WAH COMMITTEE MEETING REPORTS AS PRESENTED (TEGELS/BARTELT).</p>	Sr Mgmt Team
City of Windom	<p>Marv Grunig reported that Windom is getting a Scooter's Coffee that will be built by Duffy's. Steve Nasby shared that the new ambulance is being built as it has a 90-day turnaround. Tiffany Lamb is the new Windom EDA Director. There are multiple electric projects starting and the liquor store is looking at expanding their storage area.</p>	Steve Nasby Marv Grunig
Sanford Health Network	<p>Dave lifted up the WAH Senior Team for recruiting Dr. Hinshaw. The Sanford Windom Clinic has recruited Family Medicine Provider Dr. Kristina Tester-Klashnya Chien who is currently completing her family residency and will begin September 2025. Dave mentioned Shelby's annual CEO evaluation was emailed to the Governing Board. Please thoughtfully review, complete, and submit to Tracy Altman by April 14.</p>	Dave Rogers, SHN Exec Dir

WAH Foundation Board	The next WAH Foundation Board meeting is planned for March 28, 2023 at 5:00 pm in LCR. Minutes from the meeting held February 28, 2023, were included in the Board book.	Kay Gross
WAH Auxiliary	The Auxiliary met March 13, 2023. February minutes were included in Governing Board book. The Auxiliary Spring Banquet is Monday, April 10, 2023 at the Cottonwood County Historical Society. Social time begins at 5pm and cost of meal is \$15.00.	Kay Gross
<b>OLD &amp; NEW BUSINESS</b>		
Old Business	There was no old business to report.	Kay Gross
New Business: Closed Executive Session	M/S/C UNANIMOUSLY TO ADJOURN FROM REGULAR BUSINESS OF THE WAH GOVERNING BOARD MEETING AND ENTER INTO A CLOSED EXECUTIVE SESSION FOR THE PURPOSE OF DISCUSSING PROVIDER CONTRACTS AND LABOR NEGOTIATIONS STRATEGY UNDER MINNESOTA STATUTE 144.581 HOSPITAL AUTHORITIES: SUBD. 5(A), CLOSED MEETINGS AND MINNESOTA STATUTE 13D.03 CLOSED MEETINGS FOR LABOR NEGOTIATIONS STRATEGY: SUBD. 1(B) (SCHMIT/TEGELS). M/S/C UNANIMOUSLY TO ACQUIRE A DA VINCI SURGICAL ROBOT. (BARTELT/GROSS) M/S/C UNANIMOUSLY TO RE-OPEN THE WAH GOVERNING BOARD MEETING TO THE PUBLIC AT THE CONCLUSION OF THE EXECUTIVE SESSION (SCHMIT/BARTELT).	Kay Gross
<b>CONCLUSION</b>		
	The meeting was concluded by WAH Governing Board Vice-Chairperson, Kay Gross.	Kay Gross

Signature \_\_\_\_\_ Kay Gross, WAH Governing Board Vice-Chairperson

**WINDOM AREA HEALTH**  
**GOVERNING BOARD EXECUTIVE SUMMARY**  
*as of April 19, 2023*  
**WAH MISSION: "Dedicated to Health"**

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**CHIEF EXECUTIVE OFFICER REPORT**

- **Organizational Updates**
  - WAH Executive Team is working on an onboarding / marketing strategy for Dr. Hinshaw who is expected to be onsite May 1, 2023.
  - The DaVinci surgical robot is tentatively scheduled to be onsite in June or July. Additional information and marketing will be forthcoming.
- **MHA/Federal Updates:**
  - WAH continues to monitor progress for the below bills and are actively participating in lobby efforts.
  - State Bills:
    - SF 1561/HF 1700 Nurse staffing ration (Please see attached informational flyers for additional information)
    - SF 1681/HF 402 Regulation of health care transactions
    - SF 2/HF2 Paid family and medical leave
  - Federal:
    - Nothing to report this month.
- **Committee Meeting Updates**
  - Work Place Violence:
    - Active Shooter tabletop exercise will be scheduled in April.
  - Infection Prevention: Nothing to Report until May
  - Pharmacy and Therapeutics: Nothing to Report until May
  - PI/ Risk: Nothing to Report until June
  - Utilization Review: Nothing to Report until May
  - Emergency Preparedness: Met March 29, 2023
    - Reviewed and discussed ARMER Radio (Allied, Radio, Matrix, for Emergency) and need to replace
    - Contacted and obtained updated MOU regarding evacuation location with Community Center Manager, Tim Snyder.
    - Statewide hospital training sessions have discontinued
    - Paul Johnson, Cottonwood County Emergency Manager discussed desire to move forward with an emergency exercise that would include the hospital's participation
    - WAH will participate in the Medical Response and Surge Exercise sponsored by the Coalition. This is scheduled for April 27, 2023 from 9am to noon and the "incident site" is Murray County Medical Center. The scenario is a roof/seating collapse during a sporting event. Surge event number expected to be 103 and WAH will be the site to accept "walking wounded" which will present in person to our ED.



## KEY MESSAGES (Please add your local organizational stats and stories)

1.

### **This bill will have a drastic, negative impact on patient care and access.**

- The unnecessary mandates in this bill on hospital operations will inevitably lead to unit closures, rising costs, longer wait times for patients, and the loss of vital services that communities rely on.
- Thousands of patients would be denied care if hospitals could not admit them as forced by the mandated staffing plan. Patients with heart attacks, strokes, surgical needs, and trauma would be denied care. **This could be you or your family member!**

2.

### **This bill will worsen the financial crisis hospitals and health systems are experiencing.**

- Rising labor and supply costs and flat payments from government and commercial payers resulted in a -1.5% median operating margin across hospitals and health systems in Minnesota for the first six months of 2022.
- The two new committees will add costs, animosity, and delays to care decisions by requiring arbitration to resolve staffing disputes.
- The bill adds numerous postings and filings, adding administrative work and costs to hospitals while doing nothing to address the patient needs in our hospitals.
- The hospital would have to pay nurses attending committee meetings, which would require finding replacements for those shifts.

3.

### **The bill's mandates do nothing for the health care workforce crisis.**

- Like the rest of the U.S., Minnesota is facing a health care workforce and nursing shortage crisis with over 5,000 open nursing positions across the state. In addition, 57% of hospital RNs opt to work part-time, and we support this and provide benefits. We are working continuously to hire nurses to fill the open positions across our care teams.
- Many hospitals just settled a generous contract with the nurses' union, and these labor negotiations should stay at the bargaining table.
- Chief nursing officers make staffing decisions based on patient acuity needs and the skill set of care teams. Committees should not replace this role.
- Patient care is delivered by a team. RNs are a crucial component of care delivery, but so are licensed practical nurses, nursing assistants, physicians, respiratory therapists, laboratory professionals, and pharmacists.

**Summary of the MNA Bill SF 1561/HF 1700:** This bill would transfer the decision-making authority of chief nursing officers to two new committees responsible for establishing the hospital's core staffing plan and nurse staffing ratio on every hospital unit. The "Hospital Nurse Staffing Committee" must include at least 35% registered nurses (RNs) and 15% other direct care workers. The "Hospital Nurse Workload Committee" would review anonymous unsafe staffing complaint forms and implement dispute resolution procedures, and deviations from staffing plans will require approval from 50% of direct care RNs. The commissioner of health would create a public grading system for hospitals based on unsafe staffing reports. The bill also includes several requirements for posting staffing plans and ratios in hospital units and patient rooms and impacts on elective surgery scheduling.



# Minnesota's Hospitals and Health Systems are Committed to Retaining Nursing Professionals



Minnesota's hospitals and health systems deeply value and respect the critical role that nursing professionals play in delivering high-quality care to patients. We recognize that nursing professionals are integral members of our care teams, and we are committed to providing them with the support and resources they need to thrive in their careers. Below are just some of the ways our hospitals and health systems work to retain our nursing professionals and create a culture of excellence across Minnesota.

1.

## **Nation-leading compensation**

Minnesota's hospitals and health systems recognize the value of their nursing professionals and offer competitive compensation packages. According to a recent study, Minnesota ranks second in the nation for compensation among nurses, adjusted for cost of living, which speaks to the priority hospitals and health systems place on ensuring nursing professionals are well compensated for their expertise and commitment to patient care.

2.

## **A historic new contract for nurses**

Minnesota's hospitals and health systems, with Minnesota Nurses Association (MNA) collective bargaining, recently settled a historic agreement which includes "unprecedented new language to address chronic understaffing," and "an 18 percent pay increase over three years in the Twin Cities and 17 percent in the Twin Ports." The MNA called it a "historic win for nurses and patients at the bedside," demonstrating hospitals' commitment to addressing the staffing concerns of their nursing professionals.



3.

### **Flexible scheduling to support balanced lives**

Minnesota's hospitals and health systems recognize the importance of work-life balance and understand the unique needs of their nursing professionals. To support their well-being, they offer flexible scheduling options. Over 57 percent of nursing professionals are working schedules that are less than full-time, allowing them to balance their work and personal lives more effectively. Hospitals and health systems also offer robust benefits packages, even to nurses who work on only a fraction of full time.

4.

### **Cash bonuses and retention programs**

Minnesota's hospitals and health systems offer a variety of retention programs to incentivize nursing professionals to stay. These programs include cash bonuses, tuition reimbursement, or other valuable perks. These initiatives demonstrate hospitals' commitment to supporting and investing in their nursing professionals' careers.

5.

### **Enhancing workforce safety**

Minnesota's hospitals and health systems are committed to preventing and addressing workplace violence incidents. 100% of MHA hospitals have completed the Workplace Violence Prevention Roadmap, which includes guidance on workplace violence prevention programs, policies, and training. Hospitals and health systems have also established reporting mechanisms and incident response protocols to ensure that workplace violence incidents are quickly identified and addressed.

In 2016, MHA, MDH, and the Minnesota Sheriffs' Association formed a health care and law enforcement compact to improve collaboration when patients are involved with law enforcement. By completing the Workplace Violence Prevention Roadmap and prioritizing collaboration between health care and law enforcement, hospitals and health systems are living their commitment to protecting the safety and well-being of their employees. Hospitals recognize that more needs to be done, and are committed to working together to prevent workplace violence.



**WINDOM AREA HEALTH**  
**GOVERNING BOARD EXECUTIVE SUMMARY**  
**As of April 20, 2023**  
**WAH MISSION: "Dedicated to Health"**

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**CHIEF FINANCIAL OFFICER REPORT**

**Overview:**

- Net income from operations was \$158,992 compared to a budget of \$121,700. Our net patient revenue was \$225,137 less than last March. March operating income is negative 7.23% compared to a budget percentage of 5.66%.

The volume of inpatient activity in March met budget expectations. The acute admissions were four more than February and two less than the budgeted volume. Activity on the outpatient side produced volumes and revenues above our monthly averages and significantly above budget expectation. Eighty-four percent of our gross revenues came from outpatient activity, which is consistent with expectations. Acute admissions totaled twenty-four. Those twenty-four admissions produced seventy-four inpatient days for an average daily census of 2.4. Outpatient gross revenue was \$821,515 more than budget and \$563,196 more than last March.

- Imaging procedure counts were 119 procedures above budget. Imaging performed 801 procedures compared to a budget of 680. Last March, 728 procedures were performed.
- Laboratory volumes exceeded budget expectations. Last fiscal year laboratory tests averaged about 10,068 in a given month. There were 12,234 in the month of March, which is 2,665 more than last March and 2,659 more than budget.
- Seventy-two surgical procedures were performed in March, which is four less than our budgeted number of seventy-six and two less than last March. Three of those surgeries were joint replacements.
- Rehab Therapy performed 1,807 modalities in March, which was six more than last March. That is 157 more modalities than the budgeted number of 1,650.

Contractual adjustments came in at 53.11% for the month. Contractual adjustments were budgeted at 44.44%.

Overall, expenses were \$10,877 more than budget. Employee Salaries (\$32,458), Purchased Services (\$75,617) were the notable categories that exceeded budget.

# WINDOM AREA HEALTH

## GOVERNING BOARD EXECUTIVE SUMMARY

as of April 19, 2023

WAH MISSION: "Dedicated to Health"

### CHIEF NURSING OFFICER REPORT

Congratulations to the WAH Inpatient/ED Nursing Service Morale Committee. They received the **MHA 2023 Workforce Innovation Awards: Retention and Resiliency Team Award**. Committee members include: Katie Pauling, RN, Jeni Beckel, RN, and Blake Westman, RN. (Thanks to Emily Masters for the nomination.)



#### **Medical/Surgical/OB/Emergency Room:**

- 4 RN openings
- Outpatient nurse started and is doing a great job.
- Seeking Nursing Student paid interns as a pipeline to future RN positions.
- Working with nursing staff to evaluate nursing models of care to optimize the quality of patient care both in the ED and inpatient.
- Working to hire a hospital based Paramedic. This role will work mostly in the ED and will accompany many of the patients that are transferred by ambulance rather than needing to send an RN.

#### **Diabetes Management/Oncology:**

- No report

#### **Surgery**

- Preparing for the arrival of Dr. Hinshaw by reviewing his equipment/supply requests and preference cards.
- Awaiting the arrival of the Davinci robot and planning staff training.
- Working with Dr. Botker to increase OR time availability and increase number of cases.

#### **Committee Meetings**

- Nothing to report

#### **MHA Safety Data as of April 19:**

- Falls: 0
- Skin Integrity 0
- Restraints 1
- Opioid Deaths 0
- Reportable Events: 1

# WINDOM AREA HEALTH

## GOVERNING BOARD EXECUTIVE SUMMARY

*as of April 19, 2023*

WAH MISSION: "Dedicated to Health"

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### CHIEF HUMAN RELATIONS OFFICER REPORT

#### Human Resources/Employee Health

- Posted positions:
  - RN
  - Nursing Intern
  - Radiology Tech
  - Senior Billing Specialist
  - Nutritional Services Intern
  - Paramedic
  - Surgical Tech
- A 'New Leader Checklist' was developed for individuals transitioning from staff to leader roles internally. Thanks to Naomi Bach for working with HR to make this happen!
- April is Volunteer Appreciation month! Thank you to all our volunteers. WAH is planning a new recognition/appreciation event in the late Fall to recognize various groups, employees, and volunteers. Stay tuned for more information.

#### Community Health/Mental Health/Wellness Center

- We are in the final stretch, one week before the Mental Health Walk-In Clinic opens on May 1. The board is invited to the Open House (flier attached in the board book).
- We received an \$8,000 grant from MDH for developing sustainable exercise referral pathways. This is a short-term grant that must be used by 6/30/23. Materials have been developed for distribution to various providers for two already established exercise programs; SAIL and Walk with Ease. Staff will be going out and meeting with providers/healthcare professionals and tracking referrals.

#### Marketing/PR/Foundation

- We attended the Women's Expo in Worthington for the first time. Wound and the new Mental Health Walk-In Clinic were both represented and attendance at the booth was estimated at 300.
- Hospital week planning is well underway for May 8-12. Activities include a new Sweepstakes Video Contest, Department 'Yearbook' Awards, Food Truck Friday, Breakfast Pizza served by managers, Staff Cookout, staff gifts and drawings, 2<sup>nd</sup> grade tours, free theater night for employees & families, free heal scans, and patient appreciation gifts. This City will also be recognizing hospital week via a proclamation at the May 2<sup>nd</sup> meeting.
- Marketing is heavily focused on the onboarding and marketing plan for Dr. Hinshaw. A press release was sent out last week, and plans are being developed for his introduction to the medical and general community.

#### Committee Meetings

- **Employee Focus/Finance:** \$177 was raised and donated to the Cottonwood County Animal Rescue from the Employee Jeans Fund in Q1. Voting is underway for Q2.
- **Patient & Family Advisory Committee:** Met 4/18/23, volunteer gifts were provided, an overview of strategic plans was provided, including Dr. Hinshaw, the DiVinci robot, rebrand of Outreach, and tentative plans for the MOB. A member inquired about the possibility of cash based services after completion of rehab. A member also alerted staff to signage needs for the rehab entry, notifying people of the hours of entry. Katie Bennett led a conversation about how to appropriately communicate triage in the ED to the community and patients.
- **Safety:** Next meeting 4/26/23.
- **Safe Patient Handling:** Next meeting 4/26/23.





# MENTAL HEALTH WALK-IN CLINIC OPEN HOUSE

**TUESDAY, APRIL 25TH | 3:30-5:30PM**  
**REHABILITATION LOBBY**

The Mental Health Walk-In Clinic at Windom Area Health is opening May 1st, 2023, and we are inviting the public to an open house to view the space, speak with our provider, and learn more about the Walk-In Clinic and how it will help serve our community members.

**Light snacks and refreshments will be provided.**



**BRIANNA JONASON, LGSW**  
Mental Health Therapist

## WHAT IS THE WALK-IN CLINIC?

Our Walk-In Clinic will be for those that need help with an urgent mental health need or require support between sessions with their outpatient mental health provider.

**We understand not all hurt is visible.**  
**We are here for you.**

**Opens May 1st, 2023!**



# WINDOM AREA HEALTH FOUNDATION

TO: WAH Governing Board Members  
FROM: Kim Armstrong, Foundation Director  
DATE: April 24, 2023  
RE: Approval of FY2023-24 WAH Foundation Slate of Directors

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In accordance with WAH Foundation Bylaws, Section 3.6, Presentation and Approval of Directors by Windom Area Health Governing Board, the following FY2023-24 Slate of Directors for WAH Foundation is submitted to WAH Governing Board for approval at its regular meeting of April 24, 2023.

### FY2023-24 WAH FOUNDATION SLATE OF DIRECTORS:

- Foundation Chair – Steve Johnson
- Foundation Vice-chair – Greg Scheitel
- Foundation Secretary – Kay Gross

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### **(Section 3.6 - Presentation and Approval of Directors by Hospital Board)**

*Each year, prior to its annual meeting, the Board of Directors of the Windom Area Health Foundation ("Foundation Board") shall present a proposed slate of directors for the upcoming year to the Board of Directors of Windom Area Health ("Hospital Board"). The Hospital Board shall then vote to approve or deny the proposed slate of directors. If denied, the Hospital Board shall provide immediate feedback to the Foundation Board regarding what changes need to be made in order for the slate of directors to be approved by the Hospital Board. After receipt of the Hospital Board's proposed changes, the Foundation Board shall assemble and submit a revised slate of directors to the Hospital Board for approval. Upon approval by the Hospital Board, the Foundation Board shall take action to accept the approved slate of directors for the upcoming year.*

*The power vested in the Hospital Board by this provision is intended to cause Windom Area Health to possess the control required for the Windom Area Health Foundation to qualify as a Type 1 Supporting Organization under Section 509(a)(3) of the Internal Revenue Code.)*





# WINDOM AREA HEALTH

**DRAFT**

**TO:** Windom Area Health Governing Board Members  
**FROM:** Shelby Medina, CEO  
**DATE:** May 22, 2023  
**RE:** FY2023-24 WAH Governing Board Slate of Officers

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A nominating committee comprised of Finance / Personnel and Building & Grounds Committee Chair, Justin Schmit, Professional Practice / Quality & Planning Committee Chair, Kay Gross, and Governing Board Chair, Dr. Michael Fisher, present this proposed FY2023-24 Slate of Officers to the Windom Area Health Governing Board at this annual meeting of May 22, 2023, as defined in Section 2.8-1 of the Windom Area Health Governing Board Bylaws.

## **FY2023-24 WAH GOVERNING BOARD SLATE OF OFFICERS:**

- Governing Board Chair – Dr. Michael B. Fisher
- Governing Board Vice-chair – Kay Gross
- Governing Board Secretary – Dan Ortman
- Governing Board Treasurer – Terry Tegels

WAH Governing Board members may open nominations from the floor to appoint a Governing Board member to a designated office above, if desired.

If there are no nominations made from the floor to an officer position noted above, the before mentioned Slate of Officers is to receive a formal motion of approval by a WAH board member, followed by a second motion of approval, with a final board vote accepting the FY2023-24 WAH Governing Board Slate of Officers as presented.

The WAH Governing Board Chair will preside over the remainder of the meeting.

WAH Governing Board Chair may announce FY2023-24 Committee Chairpersons.

## **FY2023-24 WAH GOVERNING BOARD COMMITTEE CHAIRPERSONS:**

- Finance/Personnel, Labor Relations, & Building/Grounds – Justin Schmit
- Professional Practice/Quality & Planning – Kay Gross



**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, April 24, 2023 / 4:00-5:15 pm / Large Conference Room

**Members:** Justin Schmit, Ann Bartelt, Dan Ortman, Dr. Michael Fisher-ex officio, Julie Brugman/Mt Lake Advisory Mbr, John Peyer/CFO, Emily Masters/CHRO, Monica Huber/CNO, Dr. Dan Blue/Medical Dir, Shelby Medina/CEO

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

Justin Schmit, Chairperson  
 Heather Hummel, Executive Asst

**Chairperson (or Acting Chairperson)**

**Recorder:**

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

**STANDING ITEMS**

Call to Order	Call Finance/Personnel/Labor Relations & Building & Grounds Committee meeting to order at 4:30 pm by chairperson	Justin S
Minutes	Approve minutes from regular Committee meeting of March 27, 2023 (Cmte Motion)	Justin S
Collections & Financial Assistance	Review & recommend approval of patient financial accounts (Cmte Motion / Bd Motion)	John P
Employee Resignations & Terminations	Review & recommend acceptance of WAH employee resignations / terminations (Cmte Motion / Bd Motion)	Emily M

**FOLLOW-UP ITEMS**


**NEW/CURRENT ITEMS**

Fiscal Year 2024 Budget	Review FY24 Budget. Formulate recommendation to Board. (Cmte Motion, Bd Motion)	John P
Medical Office Building	Review for recommendation to move forward (Cmte Motion / Bd Motion)	Shelby M
Other		

**CONCLUSION**

	Conclude Finance/Personnel/Labor Relations & Building & Grounds Committee meeting	Justin S
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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, March 27, 2023 / 4:30 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, Monica Huber/CNO, Dr. Dan Blue/Medical Dir, Shelby Medina/CEO

**Present:** Justin Schmit, Ann Bartelt, Julie Brugman/Mt. Lake Advisory Mbr, Shelby Medina/CEO, John Peyerl/CFO, Monica Huber/CNO, Emily Masters/CHRO, Dr. Dan Blue/Medical Director  
**Absent:** Dan Ortman, Dr. Michael Fisher-ex officio  
**Others:** Heather Hummel/Executive Asst

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

**Recorder:** Heather Hummel, Executive Asst

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

**STANDING ITEMS**

Call to Order	The 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 FEBRUARY 27, 2023, AS PRESENTED (BRUGMAN/BARTELT).	Justin S

Collections & Financial Assistance	M/S/C UNANIMOUSLY TO RECOMMEND APPROVAL OF SENDING 106 PATIENT ACCOUNTS TOTALING \$91,589.84 TO AAA COLLECTIONS; RECOMMEND APPROVAL OF THE FOLLOWING FINANCIAL ASSISTANCE PATIENT ACCOUNTS: 2 NEW ACCOUNTS SUBMITTED FOR WRITE-OFF TOTALING \$6,060.75; NO ACCOUNTS FOR WRITE-OFF WITH A BALANCE BELOW \$1500 TOTALING; AND THERE WERE 3 PREVIOUSLY APPROVED ACCOUNTS FOR WRITE-OFF TOTALING \$683.31; IN TOTAL, 5 FINANCIAL ASSISTANCE ACCOUNTS WERE SUBMITTED AND APPROVED FOR WRITE-OFF TOTALING \$6,744.56 (SCHMIT/BARTELT) In month 11 of FY2023, financial assistance accounts approved for write off remained at \$77,786.13 on a budget of \$125,000.	John P
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Employee Resignations & Terminations	M/S/C UNANIMOUSLY TO RECOMMEND APPROVAL OF THE FOLLOWING RESIGNATIONS: PRN PHYSICAL THERAPY EFFECTIVE LAST SHIFT WORKED 11/21/22, REGISTERED NURSE EFFECTIVE 1/21/23, AND REGISTERED NURSE EFFECTIVE 4/15/23. THERE WERE NO TERMINATIONS OF EMPLOYMENT TO REPORT (SCHMIT/BRUGMAN).	Emily M
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**FOLLOW-UP ITEMS**

	There were no follow-up items to address.	
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**NEW/CURRENT ITEMS**

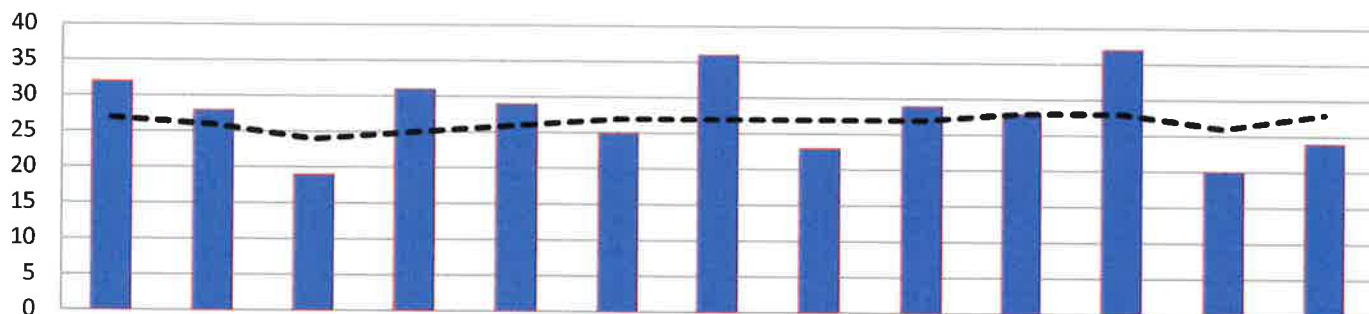
Fiscal Year 2024 Budget	The fiscal year 2024 budget was discussed.	John P
Other	Shelby shared that the Wound Center is starting to explore cash basis Hyperbaric Treatments.	Shelby M

**CONCLUSION**

	The Finance/Personnel/Labor Relations & Building & Grounds Committee meeting was concluded by Chairperson, Justin Schmit.	Justin S
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### ADMISSIONS

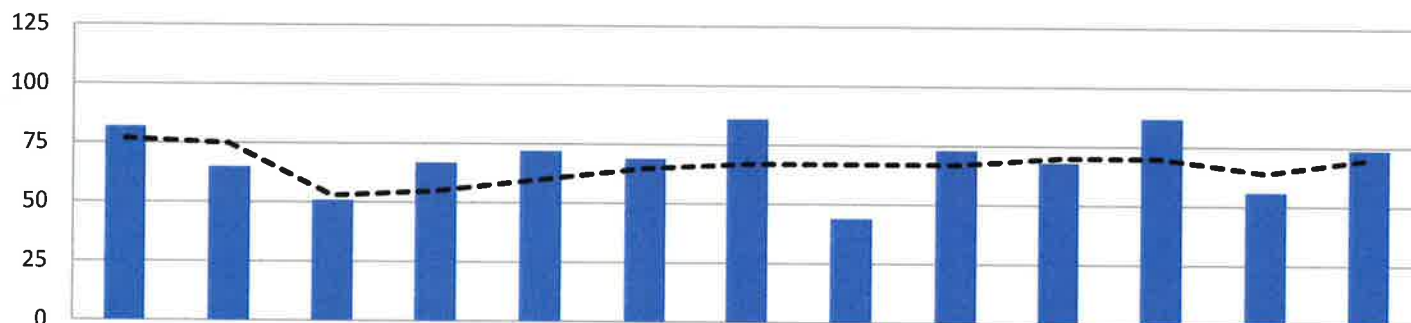
Admissions Budget



	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23
Admissions	32	28	19	31	29	25	36	23	29	28	37	20	24
Budget	27	26	24	25	26	27	27	27	27	28	28	26	28

### PATIENT DAYS

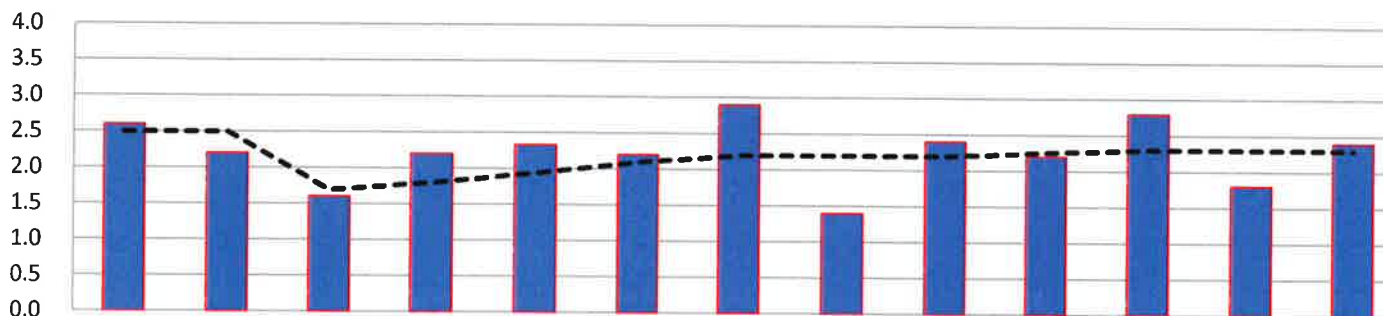
Pt Days Budget



	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23
Pt Days	82	65	51	67	72	69	86	44	73	68	87	56	74
Budget	77	75	53	55	60	65	67	67	67	70	70	64	70

### AVERAGE PATIENTS PER DAY

Avg Pt/Day Budget



	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23
Avg Pt/Day	2.6	2.2	1.6	2.2	2.3	2.2	2.9	1.4	2.4	2.2	2.8	1.8	2.4
Budget	2.5	2.5	1.7	1.8	1.9	2.1	2.2	2.2	2.2	2.3	2.3	2.3	2.3

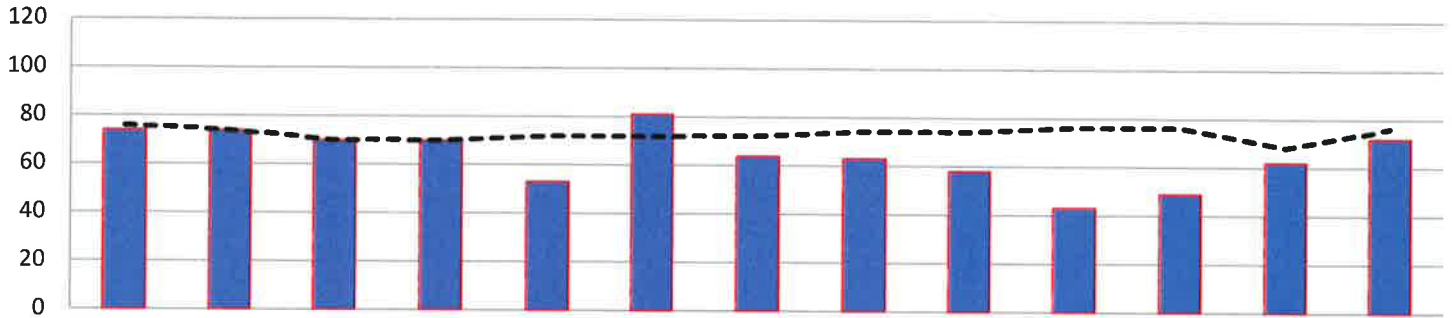






### SURGERY

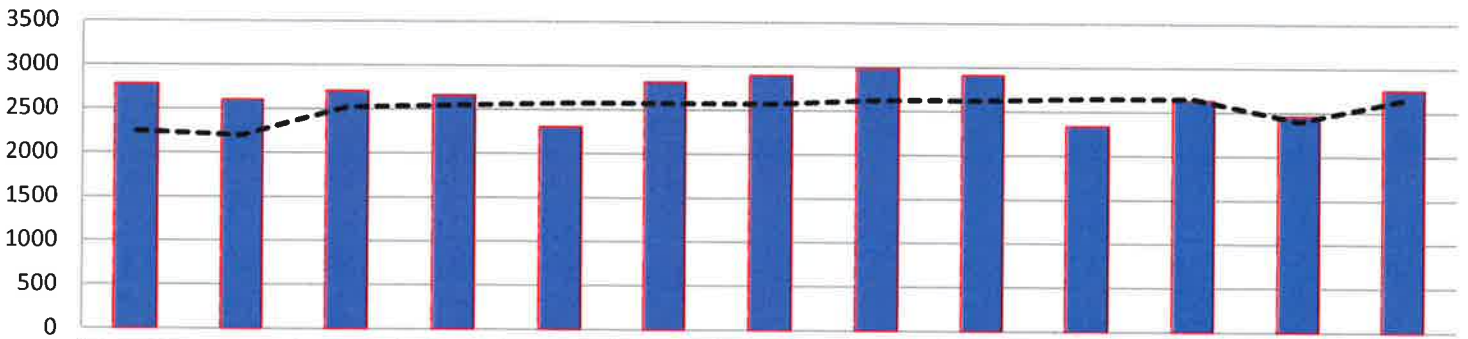
Surgery Budget



	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23
Surgery	74	74	70	70	53	81	64	63	58	43	49	62	72
Budget	76	74	70	70	72	72	72	74	74	76	76	68	76

### OUTPATIENT OCCASIONS OF SERVICE

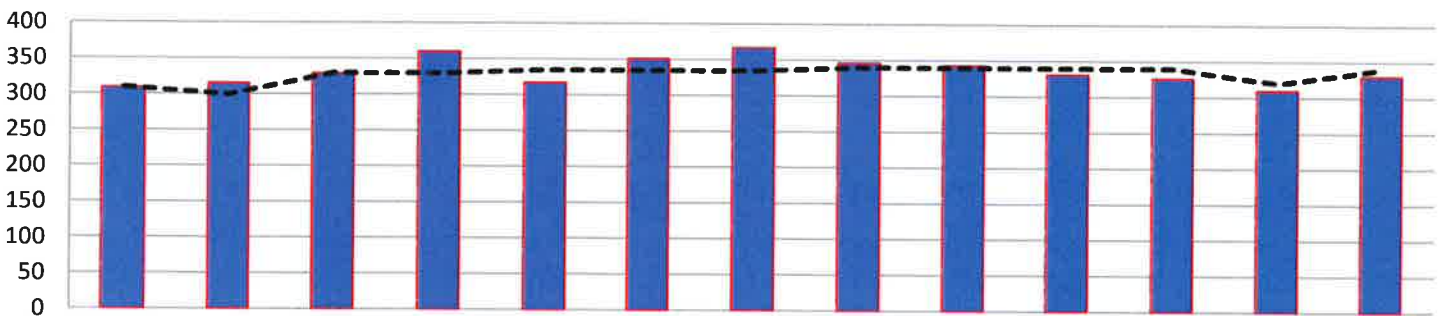
OP Visits Budget



	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23
OP Visits	2781	2605	2704	2661	2303	2818	2899	2984	2912	2336	2633	2458	2758
Budget	2250	2200	2525	2550	2575	2575	2575	2625	2625	2650	2650	2400	2650

### EMERGENCY VISITS

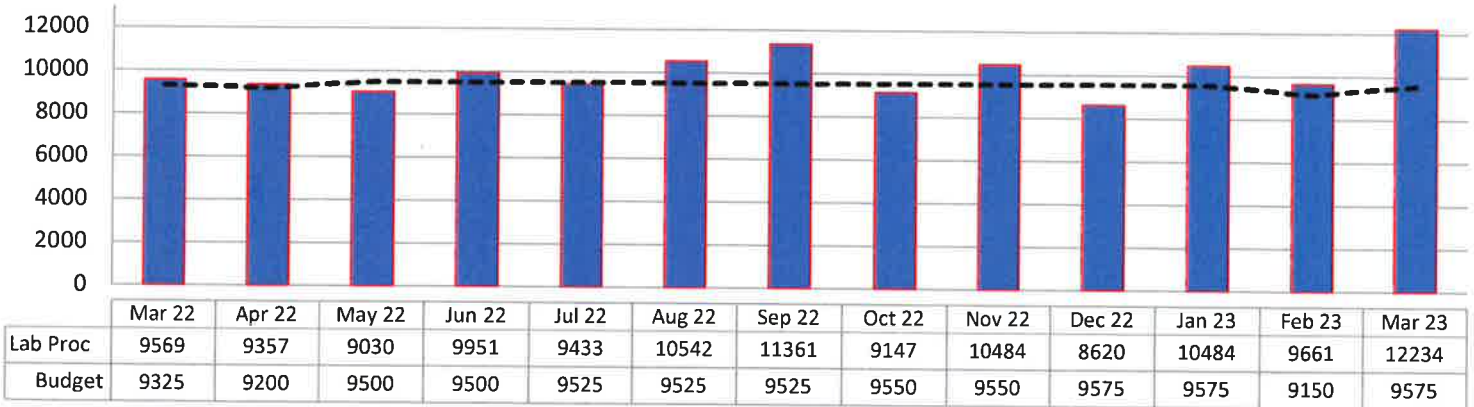
ER Visits Budget



	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23
ER Visits	309	315	329	360	317	351	367	346	343	331	326	310	330
Budget	310	300	330	330	335	335	335	340	340	340	340	320	340

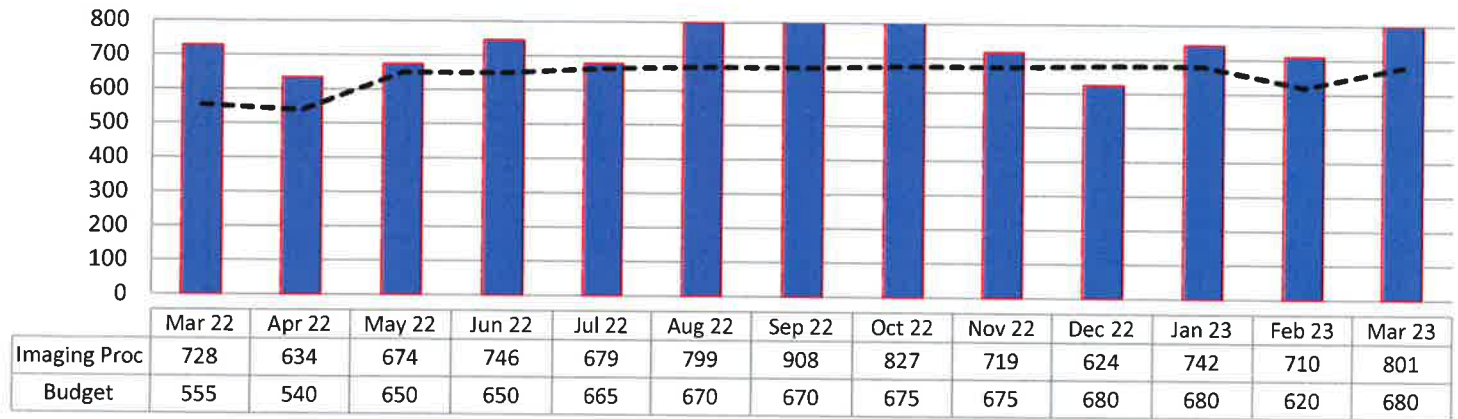
### LAB PROCEDURES

Lab Proc    Budget



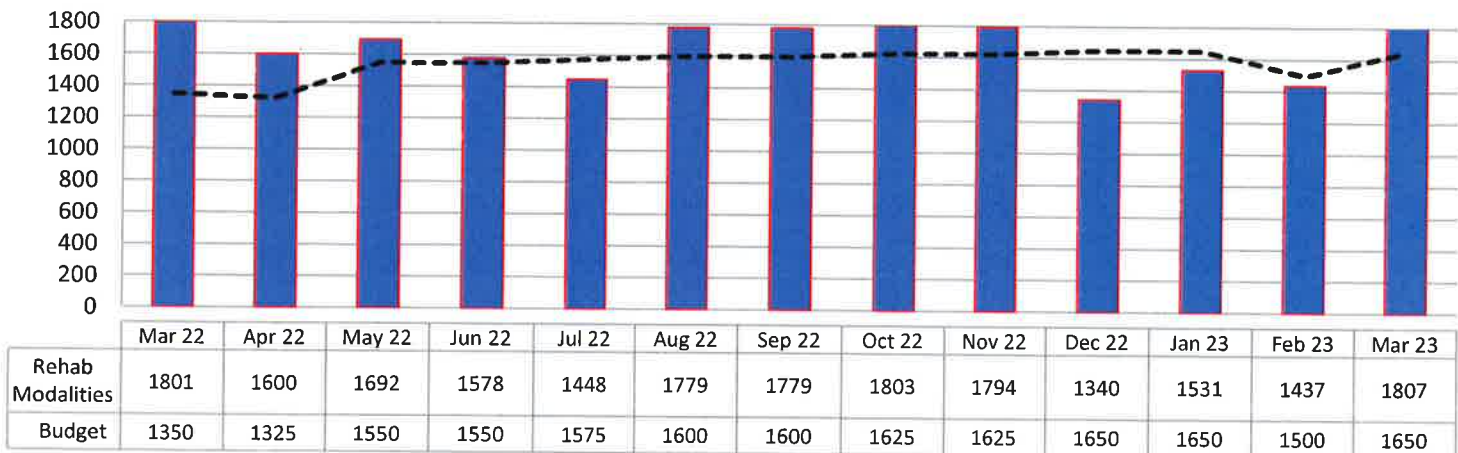
### IMAGING PROCEDURES

Imaging Proc    Budget



### REHAB MODALITIES

Rehab Modalities    Budget



WINDOM AREA HEALTH  
INCOME STATEMENT

3/31/2023

	3/31/2023		Revenue		Revenue		Revenue		Revenue		March	\$ Change		% Change
	3/31/2023	Comparison	Budget 2023	Comparison	Y-T-D FY2023	Comparison	Budget 2023	Comparison	Y-T-D FY2022	Comparison	Y-T-D FY2022	From Last Year	From Last Year	% Change
<b>PATIENT REVENUE</b>														
Inpatient Revenue	\$717,483	15.47%	\$725,000	18.95%	\$7,592,389	16.72%	\$7,525,000	18.06%	\$7,968,467	18.06%	\$7,968,467	(\$376,078)	-4.7%	
Outpatient Revenue	\$3,921,515	84.53%	\$3,100,000	81.05%	\$37,817,580	83.28%	\$34,150,000	81.94%	\$34,186,936	81.94%	\$34,186,936	\$3,630,644	10.6%	
Total Patient Revenue	\$4,638,998	100.00%	\$3,825,000	100.00%	\$45,409,969	100.00%	\$41,675,000	100.00%	\$42,155,403	100.00%	\$42,155,403	\$3,254,566	7.7%	
Contractual Adjustments	\$2,463,714	53.11%	\$1,700,000	44.44%	\$21,936,764	48.31%	\$18,425,000	44.21%	\$17,980,093	44.21%	\$17,980,093	\$3,956,671	22.0%	
Other Income	\$22,885	0.49%	\$25,000	0.65%	\$219,733	0.48%	\$275,000	0.66%	\$256,938	0.66%	\$256,938	(\$37,205)		
<b>NET OPERATING REVENUE</b>	\$2,198,169	100.00%	\$2,150,000	100.00%	\$23,692,938	100.00%	\$23,525,000	100.00%	\$24,432,248	100.00%	\$24,432,248	(\$739,310)	-3.0%	
<b>EXPENSE</b>														
Employee Salaries	\$807,458	36.73%	\$775,000	36.05%	\$8,065,104	34.04%	\$8,400,000	35.71%	\$7,849,716	35.71%	\$7,849,716	\$215,388	2.7%	
Employee Benefits	\$247,067	11.24%	\$245,000	11.40%	\$2,479,333	10.46%	\$2,580,000	10.97%	\$2,365,325	10.97%	\$2,365,325	\$114,008	4.8%	
Pharmaceuticals	\$99,806	4.54%	\$90,000	4.19%	\$931,494	3.93%	\$1,010,000	4.29%	\$999,529	4.29%	\$999,529	(\$68,035)	-6.8%	
Supplies	\$129,141	5.87%	\$165,000	7.67%	\$1,487,536	6.28%	\$1,660,000	7.06%	\$1,572,164	7.06%	\$1,572,164	(\$84,628)	-5.4%	
Rents & Utilities	\$26,658	1.21%	\$25,000	1.16%	\$336,971	1.42%	\$335,000	1.42%	\$313,968	1.42%	\$313,968	\$23,003	7.3%	
Purchased Services	\$505,617	23.00%	\$430,000	20.00%	\$5,874,425	24.79%	\$4,620,000	19.64%	\$4,320,861	19.64%	\$4,320,861	\$1,553,564	36.0%	
Other Direct Expenses	\$100,976	4.59%	\$130,000	6.05%	\$1,178,379	4.97%	\$1,370,000	5.82%	\$1,391,746	5.82%	\$1,391,746	(\$213,367)	-15.3%	
Provision for Bad Debts	(\$24,354)	-1.11%	\$20,000	0.93%	\$617,850	2.61%	\$540,000	2.30%	\$516,354	2.30%	\$516,354	\$101,496	19.7%	
Depreciation	\$134,423	6.12%	\$135,000	6.28%	\$1,472,109	6.21%	\$1,465,000	6.23%	\$1,315,001	6.23%	\$1,315,001	\$157,108	11.9%	
Interest Expense	\$12,385	0.56%	\$13,300	0.62%	\$138,803	0.59%	\$146,700	0.62%	\$145,707	0.62%	\$145,707	(\$6,904)	-4.7%	
Total Operating Expense	\$2,039,177	92.77%	\$2,028,300	94.34%	\$22,582,004	95.31%	\$22,126,700	94.06%	\$20,790,371	94.06%	\$20,790,371	\$1,791,633	8.6%	
Income (loss) From Operations	\$158,992	7.23%	\$121,700	5.66%	\$1,110,934	4.69%	\$1,398,300	5.94%	\$3,641,877	5.94%	\$3,641,877	(\$2,530,943)		
Investment Income	\$23,754	1.08%	\$10,000	0.47%	\$143,826	0.61%	\$90,000	0.38%	\$66,429	0.38%	\$66,429	\$77,397		
Other Revenue/(Expenses)	\$24,077	1.10%	\$6,250	0.29%	\$71,976	0.30%	\$93,750	0.40%	\$66,531	0.40%	\$66,531	\$5,445		
Non Operating Rev/Exp	\$47,831	2.18%	\$16,250	0.76%	\$215,802	0.91%	\$183,750	0.78%	\$132,960	0.78%	\$132,960	\$82,842		
Increase in Net Assets	\$206,823	9.41%	\$137,950	6.42%	\$1,326,736	5.60%	\$1,582,050	6.72%	\$3,774,837	6.72%	\$3,774,837	(\$2,448,101)		

**WINDOM AREA HEALTH  
FY 2023  
CAPITAL ASSET ACQUISITIONS**

Yrs Dep	Capital Asset	Vendor	Asset class	May	June	July	August	September	October
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/Windom	Land Improv				27,356		
5	Telemetry System Upgrade	Philips Medical Systems	Maj Mov					360,550	
	<b>Total</b>			<b>24,650</b>	<b>-</b>	<b>-</b>	<b>27,356</b>	<b>360,550</b>	<b>-</b>

Yrs Dep	Capital Asset	Vendor	Asset class	November	December	January	February	March
3	Meacon Medaes	Valve Replacement Med Gases	Fixed Equipment	10,779				
7	Stretcher	Stryker	Maj Mov	7,597				
15	Affinity Birthing Bed	Hill-Rom Company Inc	Maj Mov		14,131			
10	Upgrade Pharmaceutical Dispensing System (Pyxis)	Carefusion	Maj Mov		181,353			
10	Upgrade Pharmaceutical Dispensing System (Pyxis) - Final	Carefusion	Maj Mov					43,584
	<b>Total</b>			<b>18,377</b>	<b>195,484</b>	<b>-</b>	<b>-</b>	<b>43,584</b>

**Total YTD Capital Acquisitions 670,000**

**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, April 24, 2023 / 3:30-4:00 pm / Large Conference Room

**Members:** Kay Gross, Terry Tegels, Dan Hornig, Dr. Michael Fisher-ex officio, Julie Brugman/Mt Lake Advisory Mbr, Emily Masters/CHRO, John Peyer/CFO, Monica Huber/CNO, Dr. Dan Blue/Medical Dir, Shelby Medina/CEO

Present:  
Absent:  
Others:

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

**Recorder:** Heather Hummel, 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
Minutes	Approve minutes from the regular Committee meeting of March 27, 2023 (Cmte Motion)	Kay Gross

**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 (Cmte / Bd Motion)</li> <li>Report on business addressed at WAH Medical Staff meeting</li> </ul>	Dr Van Kley / Dr Blue

**NEW/CURRENT ITEMS**

Strategic Planning Action Items Follow up	Review and update on progress	Dr. Blue
Foundation Officers	Formulate recommendation of WAH Foundation Slate of Directors for FY2024 (Cmte Motion / Bd Motion)	Shelby M
Annual Officer Election	Review proposed WAH Governing Board Slate of Officers for FY2023-24	Shelby M
Other		

**CONCLUSION**

	Conclude Professional Practice/Quality & Planning Committee meeting	Kay Gross
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**WINDOM AREA HEALTH  
CREDENTIALING**

**APRIL 24, 2023**

**APPOINTMENTS:**

Mihaela Suru, M.D.

Telehospitalist

Telemedicine

**REAPPOINTMENTS:**

Drew Messerschmidt, M.D.

Cardiology

Consulting

Clay Pavlis, M.D.

Psychiatry

Consulting

Michelle Vanhove, CNP

Cardiology

Allied Health Professionals

**RESIGNATIONS:**

Theresa Sheehan, M.D.

Telehospitalist

Telemedicine

## MARCH COMMENTS

- Ambulatory Surgery** Fabulous nurses!
- Ambulatory Surgery** The area is blessed to have such staff and doctors. They are very professional and personable.
- Ambulatory Surgery** Excellant care team, I never had any problems or concerns. Everything was explained and went just as planned.
- Ambulatory Surgery** All the staff are excellent in their care and giving information as to the procedure being done etc. We appreciate them sooo much .
- Ambulatory Surgery** Extremely POSITIVE!
- Ambulatory Surgery** " very professional , very friendly, I had extremely good experience.."
- Ambulatory Surgery** "The 2 nurses that took care of me were awesome. Didn't really see much of Dr. Reddy so hard to say much about him."
- Clinic - Window** Was there about upcoming surgery
- Clinic - Window** You can most improve my visits there to get injections by offering me topical ointments on my knees before the needles goes in them, its barbaric.
- Clinic - Window** Yeah, just wanted to let you know that Dr. Botker, is one super awesome awesome doctor as well as my friend and the nurses down there are absolute sweethearts. Thank you.
- Clinic - Window** Lovely to have such high quality care and services offered so close to home.
- ED** The ER Dr was great! He obviously had reviewed my health record and listened to me. We have the best nurses EVER!
- ED** I used the translator to be able to communicate. I went in with high blood pressure. I didn't feel safe with treatment they gave me. It didn't lower my blood pressure at all. I didn't find the imaging necessary, as my headache and breast ache were not very excessive. Even so, I left there with my pressure still not in a normal range. It was at 144/85. I think I should have stayed home. It's my first time I leave an emergency hospital with my pressure still high. Thank you.
- ED** Very professional and friendly, everything was excellent.
- ED** It seemed like it was short staffed and waiting time was longer than it should have been.
- ED** "I felt like I was not explained on what my diagnosis was exactly! I don't feel as if the doctor and nurses understood what happened to me exactly!"
- ED** I got treated with disregard just like when I got turned away when I had covid the nurses in Jackson said I was 24.00hr from kidney failure but you and the hospital will here about this

## MARCH COMMENTS

ED

"My experience was exceptionally good and found doctor and nurses were very pleasant."

ED

I'm very satisfied with the care that I got, the doctor answered everything I asked him, but he didn't explain so much to me, What my real problem was. Other than that, I would recommend you to anyone.

ED

Treated in ER after car accident and thankful to be ok.

ED

I stated when I rung the bell that I did not know what I had and it could be Covid. Neither nurse wore a mask while in the room with me. I did not feel that I was listened to by the doctor on call. I got worse each day and finally saw Dr. Buhler today. The emergency room doctor brushed me off and made me feel like it was nothing. I have been very sick. A trip to the ER for me is an infrequent thing.

ED

My doctor did a great job at contacting my other providers, my GI specialist, and a hepatology specialist to get the care that I needed, and I really appreciated it.

ED

Jason and Katie(I think) did a great job settling me down. They made me feel at ease. THANK YOU!!!!

Imaging

The technicians were very professional.

Imaging

"The staff person was very pleasant. He was very good at what he did. He explained everything and listened to what I said & answered my questions. It made my visit very comfortable. "

Imaging

It wasn't the local radiologists fault, but I was extremely put out, by the fact that the whole procedure took what 45 minutes to 50 minutes later than it should have been, because somebody, I, and I'm still confused about this, because it's a very important subject for me, obviously, as the patient. But they had a discrepancy as to what to do. It was a thoracic thing or a (INAUDIBLE) thing. And I had two different technicians come in and say that, that's exactly what they were trying to get a hold of. Yeah, I'd say the cardiologist in Sioux Falls for that. And eventually apparently they got the information but I,I,I just was really put out by the fact that, I think Sioux Falls messed up and I'm really, I'm frankly pissed off about that because were talking\*

Imaging

I felt very comfortable when I was having my issues in the hospital and they were very polite to me. They were interested in me, they helped me if I had a question, I felt very confident, and I have no reservations of going there again. I didn't enjoy it, but I was not feeling well and that helped a lot and I felt confident with them. So, I appreciate it. Thank you.

Imaging

Always a good experience with X-ray.

Inpatient

When my husband came to the hospital, to the emergency room, they automatically checked him for covid which they never did for me, which, from what I found he had covid and I must have had it too, but they never checked me. Thank you.

## MARCH COMMENTS

- Inpatient** Everything was very good - Except the lady dr on T.V. -
- Inpatient** No continuity of care ? 1 dr in ER, another ad-mitted and another the next days
- Inpatient** Just wish I could have had my Ace bandage redone It cut into my leg where turning it was very painful
- Inpatient** We received exceptional care during our stay. The staff was wonderful and took top notch care of us. We are very pleased with the overall experience and would choose this hospital for our second child too. Thank you!!
- Inpatient-OB** The nurses who cared for me during my visit were wonderful. They were personable, kind, patient, and loving. I hope the nurses at Windom Hospital are blessed with something special this year. A bonus? Pay raises??? Thank you!
- Lab** Yeah, I was very pleased. Obviously felt adamant that there be no doubt I'd give it a very high rating. Over everything, so no concerns. I hope you have a great day. Thanks a lot.
- Lab** Staff was very nice and easy to get along with. Made the experience very nice.
- Outpatient** Great professional care. Thank you for taking care of me.
- Outpatient** You couldn't tell me if insurance pays for procedures right away
- Outpatient** Good experience, although it has been 5 days and I have not seen any results yet.
- Outpatient** Make the terminals more accessible to communicate with the interpreters
- Outpatient** I will be back!
- (PT, OT, ST)** Terri was so supportive of my progress with therapy. It made me feel encouraged.
- (PT, OT, ST)** Thank you for helping me. I will return for additional services.
- (PT, OT, ST)** Terrific staff and beautiful facility!
- (PT, OT, ST)** Johanna, Nicole are really great with my son, Rolando and It's really one of the places. One and only places that I trust leaving him on his own and I'm very happy with the treatment and therapy that he receives here.
- (PT, OT, ST)** Hi, I have nothing but a good experience out there again today with Dr. Mike Coleman, he's doing physical therapy with me and stuff. And he is the nicest guy that you can ever meet, and he's very patience, and he's a nice guy just to sit and talk to, he's a nice guy, he does his job. Makes me feel comfortable and I don't even even mind going becuae, it hurts a little bit. But hey, no pain, no gain, right? Thanks.
- (PT, OT, ST)** I don't speak English and the attention was excellent, they made me feel confident
- (PT, OT, ST)** Joel helped me to recover from my hip replacement much faster than if I wouldn't of gotten help .
- (PT, OT, ST)** Joel from physical therapy was awesome!!!

## Windom Area Hospital Auxiliary Summary April 2022 – March 2023

The 2022 Spring Banquet was held on Monday, April 11, at the Cottonwood County Historical Society with 70 people attending. P&J's Catering of Heron Lake served a turkey and dressing meal. The theme for the banquet was "The High Maintenance Men of Windom Area Health." Maintenance was the featured department and Greg Holt, department chair, was the guest speaker.

### Programs during the past year were:

September	Windom Area Health Medical Director	Dr. Dan Blue
October	Foot Care Clinic	Danyelle Masters
November	Nutrition	Abby Kipfer
January	Wound Center	Naomi Bach
February	WAH Strategic Planning Initiatives	Shelby Medina/Dr. Dan Blue
March	Cardiac Rehabilitation	Lacy Kruger

### Goals for this year:

1. Recruit new/more Lobby Hostesses (COMPLETED)
2. Resume speakers (COMPLETED)
3. Resume serving lunch (COMPLETED)
4. Volunteer for Riverfest again as a community service (IN JUNE)
5. Find person to research/write history of our 50 years for 2024 (NO PROGRESS)

### Highlights from the year:

- For Hospital Week in May, Auxiliary members gave every hospital employee a card with a coupon for a small Dairy Queen blizzard enclosed for a third consecutive year.
- For National EMS Week in May, we gave Dairy Queen blizzard coupons to the Windom Ambulance Squad.
- In July, the Auxiliary partnered with the hospital staff for a Holiday in July Bake Sale to raise funds for The Giving Tree project of giving gifts to local children in December.
- In August, we returned to the Cottonwood County Fair to sell Chamber Bucks raffle tickets..
- We sold quilt raffle tickets for a beautiful quilt that was donated to us by the Cotton Quilters Club to raise funds for the Foundation Women's Health Fund as part of the Women's Night Out at Round Lake Winery.
- In October, we held our traditional Halloween Bake Sale.
- In October and November, we again sold fresh pecans and caramel pecan clusters.
- In December, members decorated trees at the hospital and the Vendor Craft and Bake Sale returned.
- We also knitted stocking hats for all newborns and made big stockings for babies born in December.
- We held our Valentine's Balloon and Bake Sale in February.
- Members volunteered as Lobby Hostesses throughout the year.
- All fundraising profits continue to be donated to the hospital for equipment. In 2022 we donated \$5,000 towards a cataract chair, \$2,787 towards the patient transfer bed, and \$2,235 to the Foundation Women's Health Fund.
- Our 2022 membership numbers increased from 37 to 43 Active members and from 25 to 26 Associate members. We discontinued seeking patron memberships from local businesses.
- Dues remained at \$20 per year for both Active and Associate members.
- Average attendance at our monthly meetings in 2021 was 15.9, but our first 5 meetings were via Zoom. In 2022 our average attendance was back up to an average of 22.4 people at our monthly meetings.
- Members' volunteer hours increased to 1,794 in 2022 in comparison to 1,304 hours in 2021.
- We donated **\$12,317** to the hospital in the calendar year 2022! Our 5-year average donation is \$7,550 and our cumulative donations since 1974 now totals **\$295,388.20!**
- March 2023 election results: President – Mary Klosterbuer, Vice-President – Karen Skarphol, Treasurer- Gerri Burmeister, and Board Members – Phyllis Heinitz, Connie McCarthy, and Marge Paschke.

**Sincere thanks to ALL Auxiliary members for another successful year!**  
**Mary Klosterbuer, President**



# WINDOM AREA HEALTH FOUNDATION

## BOARD OF DIRECTOR'S MEETING

**TUESDAY, APRIL 25, 2023**

**5:00 pm – Large Conference Room**

**Select meal from the Cafeteria before the meeting**

### AGENDA

- |  |               |
|--|---------------|
| <b>I. CALL WAH FOUNDATION MEETING TO ORDER</b>   | Steve Johnson |
| <b>II. FOUNDATION MEETING MINUTES -</b><br>- Approve minutes from regular meeting on March 28, 2023  | Steve Johnson |
| <b>III. FINANCIAL STATEMENT -</b><br>- Review donations & assign thank-you's   | Kim Armstrong |
| <b>IV. OLD BUSINESS -</b><br>- Scholarships<br>- Spring Solicitation Letters<br>- Golf Tournament<br>- Strategic Planning  | Kim Armstrong |
| <b>V. NEW BUSINESS -</b><br>- Pink Badge Fundraiser<br>- Bloomerang Software<br>- Slate of Officers  | Kim Armstrong |
| <b>VII. PROJECTS -</b><br>- Golf Tournament<br>o June 16, 2023, 3 pm, Windom Country Club<br>- Dad's Belgian Waffle Brunch<br>o March 3, 2024, Windom Community Center | Kim Armstrong |
| <b>VIII. NEXT MEETING DATE/TIME – May 30, 2023</b>   | Steve Johnson |
| <b>IX. MEETING CONCLUSION</b>  | Steve Johnson |



# WINDOM AREA HEALTH FOUNDATION FOUNDATION BOARD MEETING MINUTES MARCH 28, 2023, AT 5:00 P.M.

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**Attending:** Steve Johnson, Greg Scheitel, Chad Merrihew, Tom Christensen, Emily Masters/CHRO, Kim Armstrong/Exec Dir. Compliance & Foundation/Auxiliary

**Others:** Katie Greener, Marketing

**Absent:** Shelby Medina/CEO, Ann Bartelt, Kay Gross, Terry Tegels

**Recorder:** Heather Hummel, Executive Assistant

## **CALL TO ORDER:**

WAH Foundation Chairperson, Steve Johnson, called the meeting to order.

## **FOUNDATION MINUTES:**

M/S/C UNANIMOUSLY TO APPROVE MINUTES FROM THE REGULAR MEETING ON FEBRUARY 28, 2023 AS PRESENTED (MERRIHEW/SCHEITEL).

## **FINANCIAL STATEMENT:**

The February 2023 Windom Area Health Foundation financial statement was reviewed and approved as presented. M/S/C UNANIMOUSLY TO APPROVE THE FINANCIAL STATEMENT AS PRESENTED (MERRIHEW/SCHEITEL)

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

Donor gifts to the Foundation received during February 2023 were reviewed. Kim noted the WAH Foundation check from Sanford has been deposited. Kim shared that during this period, a total of \$21,575.71 in monetary gifts were contributed. Kim stated the WAH Foundation received their quarterly incentive payment from American Express totaling \$4,184.79. An idea was presented to reach out to financial planners to thank them for their work in setting up and settling an estate gift to the Foundation. This is something the board will start implementing.

## **OLD BUSINESS**

### Dad's Belgian Waffles Financial Report

Kim presented the financial report from the Dad's Belgian Waffle Brunch. The Foundation served 312 people on March 12 and made a profit of \$1,646.20, which will go to the Education Fund. Kim will look at the calendar and will contact the Windom Community Center and Dad's Belgian Waffles to book next year's event.

### Scholarship Meeting Date

The scholarship applications are due by April 7, 2023. Kim will email dates for reviewing the applications to the scholarship committee, which will consist of Steve, Greg, Terry and Kay.

### Spring Solicitation Letters

Katie Greener from Marketing will be assisting Kim with the spring solicitation letters. Kim suggested the money raised from the spring solicitation letters and the golf tournament go toward the purchase of OB monitoring software. The Board recently approved purchasing OB monitoring software at the central station that will replace our outdated fetal monitoring system that is at its end of life. The OBIX Perinatal Data System has fetal monitoring with artificial intelligence (AI). Benefits include increased nursing confidence due to AI alerts for outlier readings and the ability for OB doctors to view fetal monitor information from their clinic and home. The cost of this system will be over \$45,000. M/S/C UNANIMOUSLY TO APPROVE THE MONEY RAISED FROM THE SPRING SOLICITATION LETTERS AND THE GOLF TOURNAMENT TO GO TOWARDS THE PURCHASE OF THE OBIX PERINATAL DATA SYSTEM. (CHRISTENSEN/MERRIHEW)

### Strategic Planning

Kim discussed the four strategic initiatives developed from the SWOT analysis done at the strategic planning session in November.

1. Review scope of By-laws
  - a. Review mission

- b. Develop fund parameters & guidelines
2. Expand relationships with financial advisors, major donors & other communities in our market to increase donations
  - a. Tom will visit financial advisors & lawyers this summer
  - b. Pilot Volunteer Times Review (VTR) with select donors to gauge interest
  - c. Work with Marketing on refreshing webpage, digital signage & include more Foundation information on social media
  - d. Brainstorm on how to engage doctors
  - e. Collect birthdays & call or mail cards
  - f. Encourage Auxiliary members to be Foundation donors
  - g. Provide education & promotion items to senior citizens at Remick Ridge, Mikkelsen Manor & Senior Dining
  - h. Get out to other communities in our market and hold events similar to what is done with senior citizens
3. Donor appreciation program:
  - a. Work with Senior Team & Marketing on event combining donor recognition, years of service recognition, awards & recognition, volunteer appreciation & Board dinners
4. Increase fund raising initiatives
  - a. Increase earnings
    - i. Think of a big & unique fundraiser WAH Foundation can be known for (niche event)
    - ii. Employee campaign & Senior Team
    - iii. Update our mailing list to include donors from other organizations
    - iv. Encourage memorial giving. Timeline
    - v. Set up online credit card donation option
  - b. Capital campaigns
    - i. Work with consultant for MOB
    - ii. DaVinci Robot

## **NEW BUSINESS**

### **Women's Cancer Application**

Foundation members reviewed an application request to receive funds from the Women's Health Fund to assist with medical and personal expenses due to cancer treatments.

M/S/C UNANIMOUSLY TO AWARD TO THE APPLICANT, \$500 IN GAS CARDS TO ASSIST WITH TRAVEL EXPENSES FOR OUT OF TOWN MEDICAL APPOINTMENTS, PAYMENT OF THEIR MORTGAGE FOR ONE MONTH, AND PAYMENT OF (TWO) SEPARATE LOAN PAYMENTS FOR ONE MONTH, WITH ALL FUNDS TOTALING \$3,965.00 FROM THE WOMEN'S HEALTH FUND.  
(MERRIHEW/SCHITEL)

### **Golf Tournament**

Tom and Chad met with Kim to discuss golf tournament details. It was noted to start the tournament one hour later than last year. Letters to sponsors will be sent out the beginning of May.

## **PROJECTS**

**Golf Tournament** – A Foundation fundraising golf tournament is planned for Friday, June 16, 2023 at the Windom Country Club. Chad, Terry, and Tom have volunteered to be on a subcommittee for this event.

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