Purpose: Provide governar	ice for Windom Area Health					
Meeting Date/Time/Location: Monday, August 28, 2023 / 5:30 pm / Large Conference Room						
Members: All Windom Are Health Governing Board M	Absent					
Recorder:	Heather Hummel, Executive Asst					
Category / Topic	Action step(s) / Updates	Leader:				
STANDING ITEMS						
Call to Order	Call Windom Area Health Governing Board meeting to order at 5:30 pm by Governing Board Chairperson	Dr. Michael Fisher				
Meeting Minutes	<ul> <li>Approve Windom Area Health Governing Board minutes from the regular meeting of July 24, 2023 (Board Motion)</li> <li>Approve Windom Area Health Governing Board minutes from the special meeting of August 3, 2023 (Board Motion)</li> </ul>	Dr. Michael Fisher				
Board Education	Travis Eichstadt, IT Manager					
COMMITTEE REPORTS						
Professional Practice / Quality & Planning Cmte	<ul> <li>Medical Staff Credentialing review and approval per recommendation from the WAH Medical Staff (<i>Board Motion</i>)</li> <li>Medical Staff meeting review</li> <li>Review PP/Q &amp; P Committee meeting activities</li> </ul>	Dr. Taber Dr. Blue Kay Gross				
Finance / Personnel / Labor Relations & Bldg & Grounds Cmte	<ul> <li>Review F/P/LR &amp; B-G Committee meeting activities</li> <li>Review and recommend approval of WAH resignations and terminations (<i>Board Motion</i>)</li> </ul>	Justin Schmit John Peyerl Emily M				
OTHER REPORTS						
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	Monica Huber				
Patient Safety Reports	Review patient safety activities	Monica Huber				
WAH Policy Review And approve the following policies: (Board Motion) <ul> <li>All Hazards Plan</li> <li>Utilization Management Plan</li> </ul>						
Medical Director	Organizational updates	Dr. Blue				

Administration	<ul> <li>Review/Update of Senior Management Team Executive Summaries</li> <li>Review and approve WAH committee meeting reports as presented (<i>Board Motion</i>)</li> </ul>	Sr Mgmt Team	
City of Windom	Informational updates	Steve Nasby Marv Grunig	
Sanford Health Network	Informational updates	Dave Rogers, SHN Exec Dir	
WAH Foundation Board	The next Foundation Board meeting will be held on August 29, 2023 at 5:00 pm in the LCR. The May 30, 2023 Foundation Board meeting minutes are included in Board book.	Dr. Michael Fisher	
WAH Auxiliary	Auxiliary met August 14, 2023. Minutes from the July 10, 2023 Auxiliary Meeting are included in Board book.	Dr. Michael Fisher	
OLD & NEW BUSINESS			
Old Business		Dr. Michael Fisher	
New Business			
CONCLUSION			
	Conclude WAH Governing Board meeting	Dr. Michael Fisher	

	for Aller dama Anon II III-			
Purpose: Provide governat Meeting Date/Time/Locat	nce for Windom Area Health	30 pm / Large Conference Room		
Meeting Date/Time/Location:       Montal, State 20, 2020 / 0000 pm/ Large contention of the file o				
Recorder:	Heather Hummel, Executive A			
Category / Topic	Action step(s) / Updates			Leader:
STANDING ITEMS				
Call to Order			Governing Board Chairperson Dr. Michael Fisher.	Dr. Michael Fisher
Meeting Minutes			NUTES FROM THE REGULAR MEETING OF JUNE 26, 2023 FERNING BOARD MINUTES FROM THE SPECIAL MEETING OF	Dr. Michael Fisher
Board Education	Angie Erickson, Pharmacy Manager,	gave a presentation on her department		
COMMITTEE REPORTS				
Professional Practice / Quality & Planning Cmte	following motion made:		re approved for active Medical Staff with the TO APPROVE MEDICAL STAFF CREDENTIALING AS Telemedicine Allied Health Professionals Emergency Services Allied Health Professionals Allied Health Professionals Emergency Services Allied Health Professionals Consulting Staff Consulting Staff Allied Health Professionals Consulting Staff Consulting Staff Consulting Staff Consulting Staff Consulting Staff Consulting Staff Consulting Staff Consulting Staff Consulting Staff Consulting Staff	Dr. Taber Dr. Blue Kay Gross

	ADDITIONAL PRIVILEGE REQUEST:	ad Surgen univilages	Active	
	James Hinshaw, M.D Robotic Assiste	ed Surgery privileges	Active	
	SANFORD TELEMEDICINE APPOINTME	INTC.		
÷	Omar Hussein, M.D.	Neurology	Telemedicine	
	Omar Husselli, M.D.	Neurology	relefficulture	
	VRAD APPOINTMENTS:			
	VRAD APPOINTMENTS.			
	VRAD REAPPOINTMENTS:			
	VIAD REALT ON THE TO.			
	RESIGNATIONS:			
	Logan Korthour, RN	Cardiology (Pham)	Allied Health Professionals	
	David Nagelhout, M.D.	Cardiology	Consulting Staff	
	Scott Pham, M.D.	Cardiology	Consulting Staff	
		0010101087	0	
	WAH MEDICAL STAFF MEETING UPDATE-			
	Dr. Blue reported on the Medical Staff me	eting held earlier in the day. Discu	ussion included Dr. Hinshaw's robotic assisted	
	surgery privileges being recommended for	approval at the Medical Staff me	eting. Dr. Blue noted that discussion was held	
	regarding Dr. Fernandez who will be contr	acted with WAH for General Surge	ery. Medical Staff asked if they can be included in	
	the recruiting process in the future.			
Finance / Personnel /	There was no report available for July 202	3 financial assistance accounts.		Justin
Labor Relations & Bldg &	M/S/C UNANIMOUSLY TO RECOMMEND APPRO	VAL OF THE FOLLOWING RESIGNATIONS	TERMINATIONS – RESIGNATIONS OF PATIENT ACEESS	Schmit
Grounds Cmte	REPRESENTATIVE EFFECTIVE 4/29/2023, RADI	OLOGY TECH PRN EFFECTIVE 5/29/20	23, PATIENT ACCESS REPRESENTATIVE EFFECTIVE	John Peyerl
Grounus enne	7/21/2023. THERE WAS ONE TERMINATION O	F A HEALTH UNIT COORDINATOR EFFEC	CTIVE 6/29/2023 (SCHMIT/ORTMANN).	Emily M
OTHER REPORTS				
	June 2023 statistical and utilization graphs	s were reviewed for the month. Jo	hn indicated the volume of inpatient activity in	
	June exceeded budget expectations. The	acute admissions were one less th	an May and one less than budgeted volume.	
	Activity on the outpatient side produced v	volumes and revenues at our mont	hly averages and slightly below budget	
Statistical & Financial	expectation. Acute admissions totaled tw	enty-five. Those twenty-five adm	issions produced fifty-one inpatient days for an	John Peyerl
Performance Reports	average daily census of 1.7. Rehab Thera	by performed 2,075 modalities in J	une, which was 497 more than last June. That is	
	375 more modalities than the budgeted n	umber of 1,700. FY2024 year-to-d	late net income totals \$2,266,799 on a projected	
	budget of \$2,177,500. Days in A/R were r	POLEG AL 51.25 AND ENANCIAL PERCON	MANCE REPORT AS PRESENTED (BARTELT/SCHMIT)	
o 11 1 1 1 1 1 1	W/S/C UNANIMOUSLY TO APPROVE JUNE 202	S STATISTICAL AND FINANCIAL PERFOR	which included replacing the brick on the existing	
Capital Acquisition	signage on Highway 60 and Highway 71 w	bich started in May and ended in		John Peyerl
Activity	Todd Hagon with Eblers Public Einance Ad	visors gave a presentation on fina	ncing options for the Medical Office Building.	John Peyerl
MOR Financing Undato	Discussion was held regarding different of	ntion for the project financing. To	dd indicated that he would put together some	Todd
MOB Financing Update	more specific options to present to the G	overning Board at a Special Meetir	ig to be held the beginning of August.	Hagen
Educational Assistance				Emily
Applications	There were no Educational Assistant appl	ications submitted for Board actio	n.	Masters
	The following new hires / department tra	nsfers and updates were reported	- New hires included (2) Patient Access	Emily
New / Department	Representatives and a Patient Account Bi	ller effective July 11, a PRN Registe	ered Nurse effective July 18, and Executive Director	Masters
Transfer Employees	of Business and Marketing effective July 3	31.		
Patient Concern Reports			ewed and found to be appropriately addressed.	Landon
Patient Concern Reports				Johnson
	Landon noted 1 reportable patient falls of	ccurred resulting in no injury; 0 do	cumented skin integrity issues to patients; 0 use of	Landon
Patient Safety Reports		eaths. Landon stated there were n	o reportable adverse event reported for the	Johnson
	month.			

WAH Policy Review	There were no policies presented for Governing Board approval.	Shelby M					
Medical Director	Dr. Blue expressed gratitude for all that participated at the various DaVinci events held earlier this month. Windom Area Health received a positive response from the community. The DaVinci Surgical Robot is here and has been installed in our Surgical Department.						
Administration	Emily Masters, CHRS, reported that Marijuana will become legal in Minnesota effective August 1. WAH will be removing THC in the pre-employment drug screen. There is a job posting for a Certified Nurse Practitioner for Mental Health to assist in supporting our Walk-In Clinic. Dr. Pipitone is no longer with us and Darla Miles continues to see patients for Mental Health. Landon Johnson, Nurse Manager, shared that Nursing staff have added sympathy gifts for loved ones that have had someone pass away at WAH. Landon stated that there are two positions open in the Nursing Department. M/S/C UNANIMOUSLY TO APPROVE WAH COMMITTEE MEETING REPORTS AS PRESENTED (ORTMANN/TEGELS).	Sr Mgmt Team					
City of Windom	Windom's Nite to Unite will be held on Tuesday, August 1. Cottonwood County and the City of Windom are working on an ordinance for Legal Marijuana. Dispensary Permits won't be in effect until January 1, 2025. Budgets will begin in August.						
Sanford Health Network	Dave shared that Sanford announced that their employees will not be required to have COVID vaccines. Dave noted that a decision should be made within the next 30 days on if the Sanford/Fairview merger will continue to move forward. Sanford will be opening a virtual clinic in North Dakota.						
WAH Foundation Board	The next Foundation Board meeting will be held on August 29, 2023.						
WAH Auxiliary	Auxiliary met July 10, 2023. Minutes from the June 12, 2023 Auxiliary Meeting were included in the Board book.	Dr. Michael Fisher					
OLD & NEW BUSINESS		Sector States					
Old Business	There was no old business to report.	Dr. Michael Fisher					
New Business	There was no new business to report.	Dr. Michael Fisher					
CONCLUSION							
	Chairperson, Dr. Michael Fisher, concluded the WAH Governing Board meeting.	Dr. Michael Fisher					

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

_		N SPECIAL Governing Board Meeting GOVERNING BOARD MINUTES	
Purpose: WAH Gove	rning Board Special Meet	ing	
Date/Time/Location	:	Thursday, August 3, 2023 / 12:00 pm / Large Conference Room	
Facilitator:		Dr. Michael Fisher	
Attending Members All WAH Governing E		Present: Dr. Michael Fisher, Dan Ortmann, Terry Tegels, Kay Gross, Justin Schmit, Julie Brugman/ Mt Ann Bartelt (via WebEx), Shelby Medina/CEO, Dr. Blue/WAH Medical Director, John Peyerl/CFO, Emil Absent: Others: Todd Hagen/Ehlers (via WebEx), Steve Nasby/City Administrator, Marv Grunig/Windom City Newspaper Editor, Heather Hummel/Executive Assistant	ly Masters, CHRO
Recorder:		Heather Hummel, Executive Assistant	and strates of a states a reference of them apply by the states and the states of the
Торіс	ACTION STEP(S)		LEADER
TOPIC Agenda Items	ACTION STEP(S)		LEADER
		Governing Board meeting was called to order at 12:00 pm by WAH Board Chairperson, Dr. Michael Fisher.	LEADER Dr. M Fisher
Agenda Items	Windom Area Health Todd Hagen from Ehle bonds. The City Admi M/S/C UNANIMOUSLY T COUNCIL AT THEIR AUGU	ers gave a presentation to the Governing Board. Discussion was held regarding the difference in types of nistrator has given authority to Ehlers to talk to banks prior to the next City Council Meeting on August 15. TO RECOMMEND PRESENTING THE 20 YEAR, TAX-EXEMPT, NOT BANK QUALIFIED FINANCE OPTION TO THE WINDOM CITY JST 15 MEETING AS PRESENTED (SCHMIT/GROSS). TO RECOMMEND DEMOLITION OF THE CURRENT CLINIC BUILDING TO THE WINDOM CITY COUNCIL FOR DEMOLITION IN	

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

#### WINDOM AREA HEALTH GOVERNING BOARD EXECUTIVE SUMMARY as of August 24, 2023 WAH MISSION: "Dedicated to Health"

#### **CHIEF EXECUTIVE OFFICER REPORT**

#### • Organizational Updates

- Dr. Mark Fernandez started August 21<sup>st</sup> and has already started to see patients in clinic his first week. Dr. Fernandez is a highly skilled general surgeon who is trained on daVinci robotic assisted surgery and will cover clinic, hospital and surgery.
- Dr. Hinshaw has scheduled his first robot assisted surgical cases for August 31<sup>st</sup>. He continues to see increased growth with clinic visits.
- o Dr. Arrazola, General Surgeon, will start on November 1<sup>st</sup>.
- We interviewed an Anesthesiologist and are preparing to make an offer. She has ties to the surrounding area and has extensive experience in pain management.
- We continue to work with WFMC on transitioning to the temporary clinic space located within the hospital. Sanford clinic has already vacated the clinic area.

#### • MHA/Federal Updates:

- State Bills: N/A
- Federal: N/A

#### Committee Meeting Updates

- o Work Place Violence: Nothing to Report until September
  - Committee Chair is changing from Heath Quiring to Jen Zajic
- o Infection Prevention: Met July 26, 2023
  - 3 inpts. diagnosed with sepsis no deaths due to sepsis
  - HAI = 0 (CAUTI, CLABSI, HAI, Total Joints)
  - Hand Hygiene total score = 99.36%
  - Health Alert MDH potential risk for new monkeypox cases
  - Reportable diseases = COVID 2; Strep Blood 1; Salmonella 1
- Pharmacy and Therapeutics: Met July 25, 2023
  - ADE: INR >5 = 1(ER); BS < 50 = 2 (ED/MS); Delirium review none inappropriate</li>
  - Medication Variance = 1 no patient harm / remote pharmacy = no concerns
  - PI medication bar code scan = 95% and Narc wasting = 98%
  - Medication shortages expected due to tornado leveling Pfizer plant in NC
- PI/ Risk: Nothing to report until September
- o Utilization Review: Nothing to Report until September
- Emergency Preparedness: Nothing to Report until November

#### **CHIEF FINANCIAL OFFICER REPORT**

#### **Overview:**

Net income from operations was negative \$183,511 compared to a budget of negative \$17,500.
 Our net patient revenue was \$94,417 more than last July. July operating income is -9.28% compared to a budget percentage of -0.81%.

The volume of inpatient activity in July exceeded budget expectations. The acute admissions were one more than June and equaled the budgeted volume. Activity on the outpatient side produced volumes and revenues below our monthly averages and budget expectation. Eighty-three percent of our gross revenues came from outpatient activity, which is consistent with expectations. Acute admissions totaled twenty-six. Those twenty-six admissions produced sixty-two inpatient days for an average daily census of 2.1. Outpatient gross revenue was \$400,179 less than budget and \$82,089 more than last July.

- Imaging procedure counts were 30 procedures below budget. Imaging performed 715 procedures compared to a budget of 745. Last July, 679 procedures were performed.
- Laboratory volumes exceeded budget expectations. Last fiscal year laboratory tests averaged about 10,140 in a given month. There were 9,986 in the month of July, which is 553 more than last July and 136 more than budget.
- Fifty-nine surgical procedures were performed in July, which is eleven less than our budgeted number of seventy and six more than last July. Five of those surgeries were joint replacements.
- Rehab Therapy performed 1,901 modalities in July, which was 453 more than last July. That is 201 more modalities than the budgeted number of 1,700.

Contractual adjustments came in at 49.71% for the month. Contractual adjustments were budgeted at 50.35%.

Overall, expenses were \$16,718 less than budget. Pharmaceuticals (\$27,977) was the only category that exceeded budget.

#### Looking Forward:

• FY2023 Annual Audit Presentation in September and Cost Report Preparation

#### WINDOM AREA HEATH GOVERNING BOARD EXECUTIVE SUMMARY as of August 23, 2023 WAH MISSION: "Dedicated to Health"

#### **CHIEF NURSING OFFICER REPORT**

- Charge nurses and other leaders will be participating in the Effective Communication for Leaders series offered by Med-Sota.
- Nursing staff will be receiving some Mental Health First Aid training in the next few months. This will provide additional knowledge on managing the increased number of mental health patients presenting to the Emergency Department.
- MBQIP: WAH MBQIP score for quarter 2 was 100%. Previously it was about 40%. This is the measure of the thoroughness of the information we send to the facility that accepts our transfers. It's an important quality measure being tracked by the MNDOH.
- The number of observation hours written off due to delay in order placement or patients not qualifying for observation status was only 10.51 for 2<sup>nd</sup> quarter 2023. In the past this number has been significantly higher. This is the result of education and training of the nursing staff.
- WAH hosted a CALS (Comprehensive Advanced Life Support) class. CALS is a MN based 501(c)(3) non-profit organization. It is a 2.5 day course addressing the broad educational needs of doctors, advanced practitioners, nurses and paramedics working in rural, remote and global emergency departments. There were 26 participants from 16 different agencies and communities.

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

0

- 1.7 RN FTEs open
- There is a much larger # of deliveries expected in September than usual.

#### MHA Safety Data as of August 23:

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

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

#### Human Resources/Employee Health

- Posted positions:
  - o RN & Nursing Intern
  - o RN/LPN/MA Wound Center
  - Surgery Tech
  - o Community Health & Wellness Manager
  - o Radiology Tech
  - o Radiology Intern
  - Patient Access Rep Front Desk

- o Patient Account Manager
- o Paramedic
- Patient Account Rep
- o Behavioral Health Nurse Practitioner
- Nutritional Services Lead
- o Environmental Services Tech
- o Dietary Aide/Cook
- Leaders attended a training session on July 18<sup>th</sup>, featuring John Graci, on various management topics.
- We continue to build on our student program connections; Metro State will be visiting to arrange for WAH to be a
  part of their CRNA clinical sites. Darla Miles, CNP, will be a preceptor for a psych CNP student from SDSU.
- We will be conducting our first international RN virtual recruitment event on September 19<sup>th</sup>.

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

- WAH's Kid's Choice program was featured in MHA's Community Benefit annual report (included in board book).
- We added another Alive and Active class starting in September due to demand and class size limits. Another Walk with Ease session will also start this fall.
- Since it's onset in March 2021, Bridge the Gap has had 38 patients referred and 71% have completed the program.
- A lunch and learn will be held 9/21 called, "Building Connections", given by our Social Worker, Brianna Jonason (see flier). It will focus on the importance of social connections (versus isolation) for mental health.
- We will be presenting to 50-60 managers at Toro on Sept 11<sup>th</sup>, on recognizing mental health crisis and how to help.

#### Marketing/PR/Foundation

- Front page Shopper ads, provider letters and sponsored social media ads featuring our new general surgeon, Dr.
   Fernandez, were launched in the last week. Dr. Fernandez started August 21<sup>st</sup>.
- We are working with the WAH operations team to create new signage for Dr. Taber's relocated clinic to help patients and staff navigate.
- Marketing staff and other employees/children represented WAH at the recent Jackson parade.
- We had about 100 attendees at the Summer Path Event.
- We had staff present at the Mt. Lake Kids Fair/Backpack event.

#### Sponsorships/Donations

Donated prizes for the Jamie Torkelson Fallen Biker Ride, benefiting Windom Hockey Association.

#### **Committee Meetings**

- Employee Focus/Finance: Rehabilitation put on a Rootbeer Float event in August for all employees. We also hosted the Scrub Truck in August.
- Patient & Family Advisory Committee: No report.
- Safety: Discussion was held on employees and precautions for patients taking cytotoxic medications/chemo, recalls on food/equipment were noted, SDS access knowledge is a Performance Improvement goal and various methods are being utilized to increase staff awareness, rounding was completed on various department with findings being shared with leaders with corrective actions noted. There were 2 OSHA recordable illnesses in Q2 (elbow injury, BBP, and back strain). We had 549.34 hours of time off attributed to illness/injury, down from 684 hours in the same quarter last year. 27 employees were tested for COVID in Q2, with an 11% positivity rate.
- Safe Patient Handling: 1 safe patient handling event was noted in Q2 with no injury, the SPH inventory list was updated, along with the checklist. It was noted that there is a wheelchair that needs replacing by PT.



# Community Benefit Report Aug. 2023

# at a glance

#### COMMUNITY CONTRIBUTIONS \$3.4 billion

Minnesota's hospitals and health systems contributed \$3.4 billion to their communities in 2021.

#### UNCOMPENSATED CARE \$655 million

Minnesota's hospitals and health systems contributed almost \$655 million in uncompensated care in 2021.\*

#### MEDICAID UNDERFUNDING **\$837 million**

Medicaid reimburses hospitals 27% below the actual cost of providing care. Hospitals subsidize this care.

#### MEDICARE UNDERFUNDING **\$1 Billion**

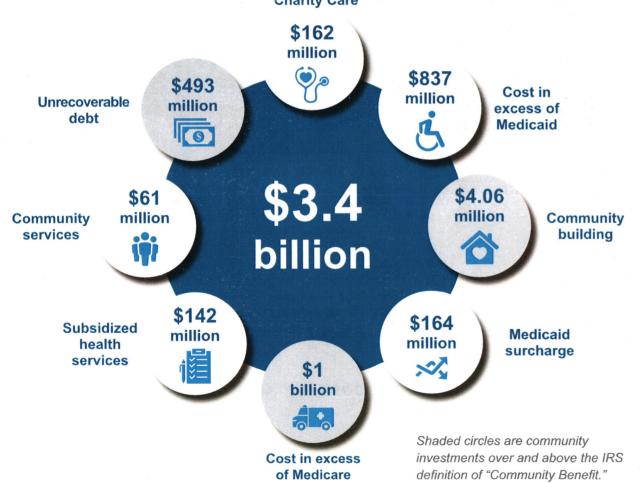
Medicare reimburses hospitals 20% below the actual cost of providing care. Hospitals subsidize this care.

\*Uncompensated care is the combination of charity care and bad debt.

# **PROVIDING CARE TO ALL**

## **Minnesota's hospitals and health systems** are committed to providing high-quality care to all Minnesotans regardless of the patients' ability to pay.

Across Minnesota, hospitals and health systems provide a full spectrum of services to support patients and offer a variety of payment options and services including financial counselors. Financial assistance is provided for patients from whom there is no expectation of payment.



#### **Charity Care**



#### M Health Fairview's Partnership with Our Saviour's Community Services

M Health Fairview is piloting a unique respite care program with the non-profit organization, Our Saviour's Community Services, in Minneapolis. Our Saviour's Community Services specializes in providing shelter, onsite health care staff, and other supportive services to unhoused adults who are being released from the hospital with a medical need that makes them too vulnerable to recover on the street or in a traditional shelter.

During the initial pilot, which ran from February to June 2022, 20 people were accepted to the respite care program. Of those who received care and services at Our Saviour's Community Services, 11 have remained out of the hospital and emergency department, and four accessed stable housing. The program has been extended through June 2023 with a possibility of extending further.

# BUILDING THE STATE'S ECONOMY

**Health care** continues to be one of the state's largest private-sector sources of jobs, with hospitals often serving as one of the largest employers in their communities:

- 122,758 people are employed in Minnesota hospitals and health systems \*\*
- \$10.2 billion paid in employee compensation\*
- \$39 billion contributed to the state's economy\*

\*Study conducted by the Bureau of Business and Economic Research, an entity of the University of Minnesota Duluth \*\* University of Minnesota

In addition to collectively being one of the state's largest employers, Minnesota's hospitals and health systems also contributed almost \$197 million in 2021 to building the state's future economy through a variety of education, workforce, and pipeline development programs. These programs are intended to train and develop the next generation of health care workers to ensure Minnesota is prepared to meet its future health care needs with a diverse and highly skilled group of health care workers.

#### Hennepin Healthcare's Health Equity Programs

Hennepin Healthcare's health equity department partners with the community, its patients, and families to ensure access to outstanding care for everyone while improving health and wellness through patient and community education and research. This includes programming to increase representation of health care professionals in underrepresented populations. This is accomplished through the work of its Talent Garden Youth Summits and Internships, where youth ages 12-18 years old are introduced to hands-on learning opportunities in health care careers.

In 2022, four youth summits were completed: Black Men with Stethoscopes, Black Women with Stethoscopes, Latino Youth with Stethoscopes, and the Summer Talent Garden Youth Internship Program. More than 296 youth have participated in these events, with inspiring, far-reaching outcomes in their communities and with their peers.



# BUILDING HEALTHY COMMUNITIES

#### Minnesota hospitals and health systems offer a wide

range of services and resources that extend access to care beyond the traditional hospital setting like health screenings, health education, health fairs, immunization clinics, subsidized health services, and other community outreach programs. This long-standing effort promotes the health and wellness of individuals and communities throughout the state. Specific areas of community investments:

- Research: \$16 million
- Community benefit activity/care total: \$62 million
- Community building: \$4 million



#### Windom Area Health's Kid's Choice Education Program

Windom Area Health' Kid's Choice program provides interactive educational presentations on wellness topics every month, all year long, at four elementary schools in the region.

Each session offers a brief presentation along with an activity and covers topics like regular exercise, healthy nutrition, and the importance of a good night's sleep. At the end of the school year, program staff administer a test that covers topics from each presentation.

With 141 kids currently registered, Windom Area Health plans to continue growing this program by partnering with local teachers and staff at Windom Area Health to offer these educational sessions.



# No-Cost Child Advocacy Services with the Help of CentraCare

The Central Minnesota Child Advocacy Center (CAC) provides critically important services to victims of child abuse and neglect, enabling them to tell their story the least number of times possible – in a safe, expanded, comfortable space. Starting in 2016, the CAC has collaborated with law enforcement, child protection, county attorneys, advocates, mental health, and medical professionals in one location to provide children the care and advocacy they need.

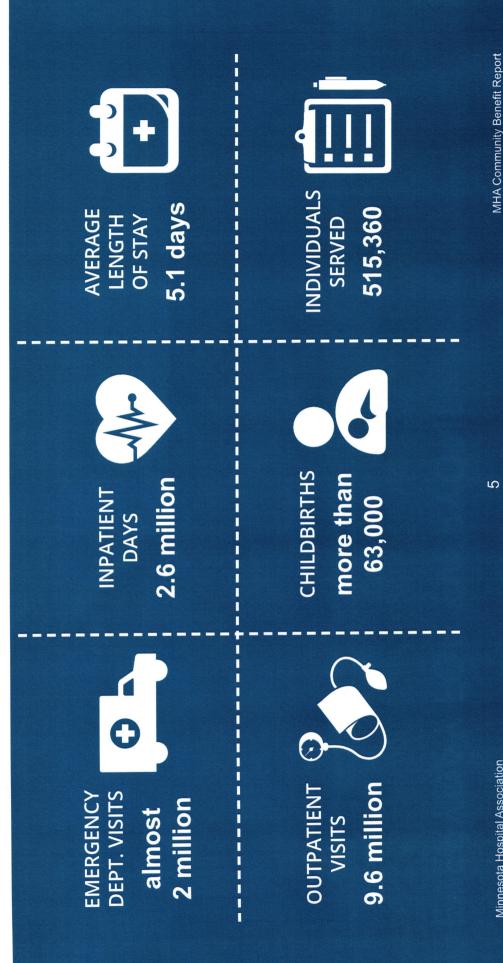
"A child can come here and meet with an interviewer and share their story. They can then meet with a therapist afterwards and have someone who can help them with those immediate needs to provide some coping skills, some strategies," said Liza Fetterley, CAC child and family advocate.

CAC services are provided to families at no cost. As the organization's main sponsor, CentraCare supports the CAC through financial contributions received from the community.

Since opening in September 2016, the CAC has served more than 1,800 kids and vulnerable adults and that number increases each year.

# **MINNESOTA HOSPITALS AND HEALTH SYSTEMS**

# by the numbers



Minnesota Hospital Association

## **EVERYDAY FOR EVERYONE**

**Minnesota hospitals and health systems** have been and will always be proud to serve all Minnesotans. Minnesota hospitals and health systems are dedicated to delivering high-quality care, building healthy communities throughout the state, and driving the state's economy despite their own economic challenges.

MHA would like to thank all the health care team members throughout the state for delivering these critical services 24 hours a day, seven days a week, 365 days a year.

For a full list of 2021 community contributions, click here.

For a list of community benefit data by region, click here.



MHA Community Benefit Report

Minnesota Hospital Association 161 Saint Anthony Ave., Ste. 915

Saint Paul, MN 55103

mnhospitals.org (651) 641-1121

6

# BUILDING WINDOM CONNECTIONS

A Lunch & Learn on Increasing Relationships, Support, and Sense of Belonging

## THURS., SEPT. 21ST | 12:00PM-1:00PM WAH LARGE CONFERENCE ROOM

Join Brianna Jonason, Mental Health Therapist, for a FREE one-hour presentation where she will discuss the importance of connection and ways to fight social loneliness and isolation.



BRIANNA JONASON, LGSW Mental Health Therapist

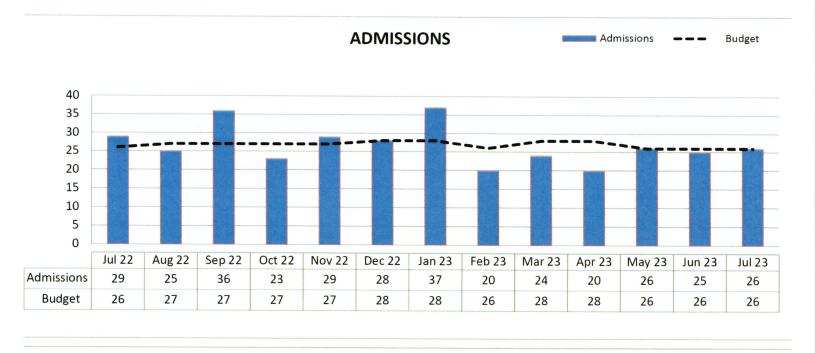


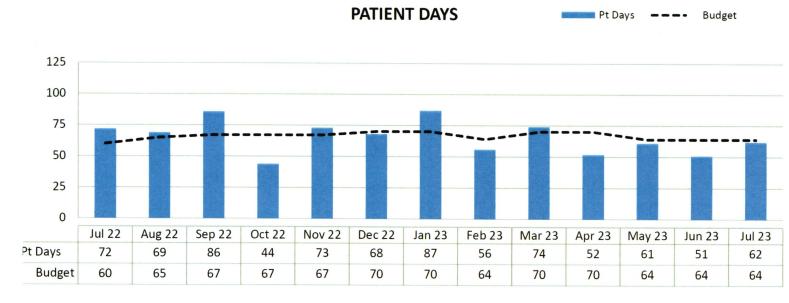
### Call 507-831-0620 to get registered for this FREE event! (Note: To guarantee a meal, please register by Thursday, September 14th.)

Fiscal Year 2023-2024					V	/INDOM		IEALTH					
WAH Operational & Strategic Goals	Target	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24
SERVICE								r				1	
Expand Surgical Services by increasing vol													
of current procedures & addition of new													
procedures (IE: Ortho, GYN, Gen, Urology)	4/30/2024												
Increase optimization of DaVinci Robot (GYN & General)	4/30/2024												
& General)													
Expand Physician Recruitment	4/30/2024												
Ambulatory Net Promoter Score	83.3%	77.8%	50.0%	n/a									
OP Net Promoter Score	80.6%	82.1%	100.0%	90.0%									
Emergency Dept Net Promoter Score	49.1%	43.8%	50.0%	73.1%									
Wound Center Overall Pt. Satisfaction	>92%	98.0%	100.0%	100.0%									
QUALITY	1												
Falls per 1000 Patient Days	0.0	n/a	6.1	n/a									
Patient Falls with Injuries	0.0	n/a	0.0	n/a									
Hand Hygiene	100%	n/a	n/a	99.3%									
Patient Experience/HCAHPS Recommend	81%	n/a	94.4%	n/a									
How would you rate/HCAHPS	83%	n/a	90.0%	n/a									
Communication with Nurses	89%	n/a	91.7%	n/a									
Communication with Doctors	85%	n/a	91.7%	n/a									
Readmission within 30 days	<5%	n/a	1.0%	n/a									
Wound Center Patient Healing Rate	<b>&gt;92%</b>	100.0%	98.1%	100.0%									
FINANCIAL													
Income (Loss) from Operations to Budget	3.87%	-2.09%	0.83%	-2.26%									
Days in Accts Receivable	<53	44.18	51.23	50.47									
Days Cash on Hand	>150	368	376	375									
GROWTH													
Surgeries to Budget	71	72	65	59			Ι						
Wound Center New Patients	23	28	36	28		1							
Wound Center Encounters	135	260	287	286									
SNF/ALF Wound Ctr Encountrs/Telehealth	no target # established	28	30	19									
Wound Ctr New Patients for HBO Treatmts	10/calendr y	THE PRODUCTION OF A DAY AND	0	0									
would ou new ratents for fibo freatilits							1						
COMMUNITY				7									
WAH Hosted Events w/ Commun Participtn	2/fiscal y	r	Lnch&Learn Gol Tourn	f Da Vinci Demo									

Purpose: Review and reco	ommend annual ope	AGENDA rating budget and capital expenditure plan, review and recommend capital expenditures, review and evalu	ate monthly financial	
eports, review and recon	nmend approval of a	annual audit report, and recommend board approval to agenda items as requested.		
Meeting Date/Time/Location: Monday, August 28, 2023 / 4:30-5:15 pm / Large Conference Room				
Iembers:Justin Schmit, Ann Bartelt, Danrtmann, Dr. Michael Fisher-ex officio, JuliePresent:rugman/Mt Lake Advisory Mbr, JohnAbsent:eyerl/CFO, Emily Masters/CHRO, MonicaOthers:uber/CNO, Dr. Dan Blue/Medical Dir,Others:				
Chairperson (or Acting Cha	airperson)	Justin Schmit, Chairperson		
Recorder:		Heather Hummel, Executive Asst		
Category / Topic	Action step(s) / L	Jpdates	Leader:	
STANDING ITEMS				
Call to Order	Call Finance/Pers	onnel/Labor Relations & Building & Grounds Committee meeting to order at 4:30 pm by chairperson	Justin Schmit	
Minutes	Approve minutes	from regular Committee meeting of July 24, 2023 (Cmte Motion)	Justin Schmit	
Collections & Financial Assistance	Review & recom	mend approval of patient financial accounts (Cmte Motion / Bd Motion)	John Peyerl	
Employee Resignations & Terminations	Review & recom	mend acceptance of WAH employee resignations / terminations ( <i>Cmte Motion / Bd Motion</i> )	Emily Masters	
FOLLOW-UP ITEMS				
МОВ	Continue to discu	uss next steps	Shelby Medina	
NEW/CURRENT ITEMS				
Other				
CONCLUSION				
	Conclude Financ	e/Personnel/Labor Relations & Building & Grounds Committee meeting	Justin Schmit	
			Schillt	

			a anthly financial					
Purpose: Review and reco	mmend annual ope	rating budget and capital expenditure plan, review and recommend capital expenditures, review and evaluate n Innual audit report, and recommend board approval to agenda items as requested.	nonthly financial					
Meeting Date/Time/Loca		Monday, July 24, 2023 / 4:30-5:15 pm / Large Conference Room						
Members: Justin Schmit,								
Ortmann, Dr. Michael Fish		Present: Justin Schmit, Dan Ortmann, Ann Bartelt, Julie Brugman/Mt Lake Advisory Member, Dr. Michael Fisher/ex-officio, Shelby						
Brugman/Mt Lake Advisor		Medina/CEO, Dr. Blue/Medical Director, John Peyerl/CFO, Emily Masters/CHRO						
Peyerl/CFO, Emily Master		Absent: Monica Huber/CNO						
Huber/CNO, Dr. Dan Blue, Shelby Medina/CEO	/Medical Dir,	Others: Todd Hagen/Ehlers (via WebEx), Heather Hummel/Executive Assistant						
Chairperson (or Acting Cha	irperson)	Justin Schmit, Chairperson						
Recorder:		Heather Hummel, Executive Asst						
Category / Topic	Action step(s) / L	Ipdates	Leader:					
STANDING ITEMS	A STATE OF THE OWNER		Carl Processing					
Call to Order	The Finance/Personnel/Labor Relations & Building & Grounds Committee meeting was called to order Chairperson, Justin Schmit.							
Minutes	M/S/C UNANIMOL (SCHMIT/BRUGMA	ISLY TO APPROVE COMMITTEE MINUTES FROM THE REGULAR MEETING OF JUNE <b>26, 2023,</b> AS PRESENTED N).	Justin Schmit					
Collections & Financial Assistance		ort available for May 2023 Collections and Financial Assistance.	John Peyerl					
Employee Resignations & Terminations		ISLY TO RECOMMEND APPROVAL OF THE FOLLOWING RESIGNATIONS: PRN RADIOLOGY TECH EFFECTIVE 5/29/2023; PATIENT ATIVE EFFECTIVE 7/21/2023. THERE WAS ONE TERMINATION OF A HEALTH UNIT COORDINATOR EFFECTIVE 6/29/2023 LT).	Emily Masters					
FOLLOW-UP ITEMS								
	There were no fo	llow-up items to address.						
NEW/CURRENT ITEMS								
	John introduced	Todd Hagen from Ehlers Public Finance Advisors which is the City of Windom's Financial Consultant who assists	John P					
MOB Financing Update		d gave a presentation on financing options for the Medical Office Building. Discussion was held regarding for the project financing.	Todd Hagen					
CONCLUSION								
	Chairperson, Just	Schmit, concluded the Finance/Personnel/Labor Relations & Building & Grounds Committee meeting.	Justin Schmit					





**AVERAGE PATIENTS PER DAY** 

Avg Pt/Day ---- Budget



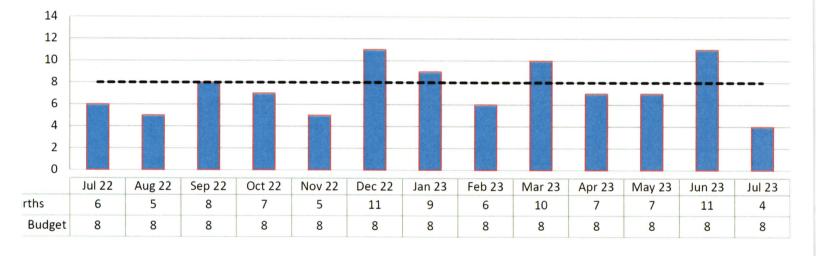
Avg Stay Budget **AVERAGE LENGTH OF STAY** 4.0 3.5 3.0 2.5 2.0 1.5 1.0 0.5 0.0 Jul 22 Aug 22 Sep 22 Oct 22 Nov 22 Dec 22 Jan 23 Feb 23 Mar 23 Apr 23 May 23 Jun 23 Jul 23 Avg Stay 2.5 2.8 2.3 2.0 2.5 2.4 2.4 2.8 3.0 2.6 2.4 2.0 2.4 Budget 2.3 2.5 2.5 2.5 2.5 2.5 2.5 2.5 2.5 2.5 2.5 2.5 2.5

**BIRTHS** 

Births Budget ----

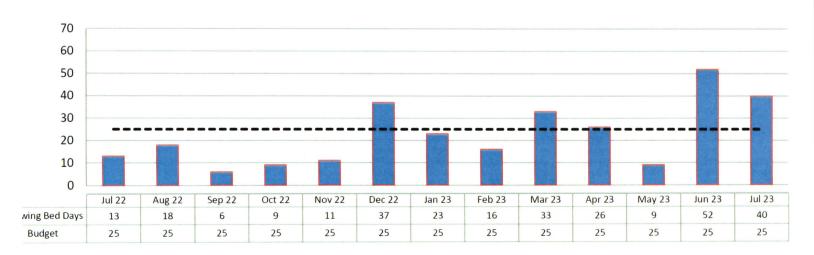
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**SWING BED DAYS** 

Swing Bed Days Budget ----

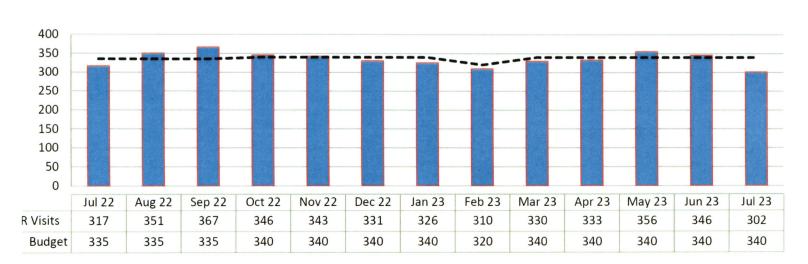


**SURGERY** Surgery Budget \_\_\_. Jul 22 Aug 22 Sep 22 Oct 22 Nov 22 Dec 22 Jan 23 Feb 23 Mar 23 Apr 23 May 23 Jun 23 Jul 23 irgery Budget 

OP Visits **OUTPATIENT OCCASIONS OF SERVICE** Budget Jul 22 Aug 22 Sep 22 Oct 22 Nov 22 Dec 22 May 23 Jan 23 Feb 23 Mar 23 Apr 23 Jun 23 Jul 23 )P Visits Budget 

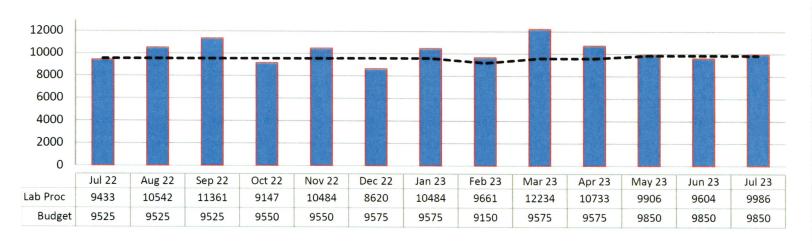
**EMERGENCY VISITS** 

ER Visits Budget





LAB PROCEDURES



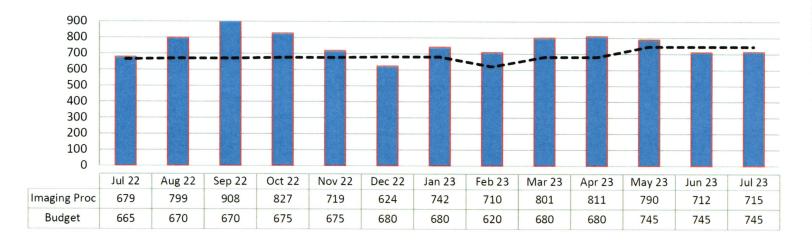
**IMAGING PROCEDURES** 

🔜 Imaging Proc 🛛 🗕 🗕 🗕 Budget

Lab Proc

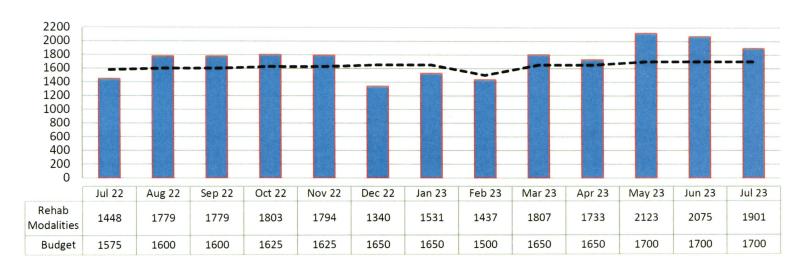
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Budget



**REHAB MODALITIES** 

Rehab Modalities ---- Budget



#### WINDOM AREA HEALTH INCOME STATEMENT

7/31/2023		Revenue		Revenue		Revenue		Revenue	July	\$ Change	% Change
	7/31/2023	Comparison	Budget 2024	Comparison	Y-T-D FY2024	Comparison	Budget 2024	Comparison	Y-T-D FY2023	From Last	From Last
PATIENT REVENUE										Year	Year
Inpatient Revenue	\$664,243	17.08%	\$675,000	15.70%	\$2,631,333	20.16%	\$2,025,000	15.70%	\$1,722,941	\$908,392	52.7%
Outpatient Revenue	\$3,223,821	82.92%	. , ,	84.30%	\$10,421,606	79.84%	, , , , ,		\$9,934,011	\$487,595	4.9%
Total Patient Revenue	\$3,888,064	100.00%	\$4,300,000	100.00%	\$13,052,939	100.00%	\$12,900,000	100.00%	\$11,656,952	\$1,395,987	12.0%
Contractual Adjustments	\$1,932,818	49.71%	\$2,165,000	50.35%	\$6,649,400	50.94%	\$6,495,000	50.35%	\$5,233,110	\$1,416,290	27.1%
Other Income	\$22,025	0.57%	\$25,000	0.58%	\$72,356	0.55%	\$75,000	0.58%	\$57,803	\$14,553	
NET OPERATING REVENUE	\$1,977,271	100.00%	\$2,160,000	100.00%	\$6,475,895	100.00%	\$6,480,000	100.00%	\$6,481,645	(\$5,750)	-0.1%
EXPENSE											
Employee Salaries	\$794,279	40.17%	\$810,000	37.50%	\$2,346,688	36.24%	\$2,430,000	37.50%	\$2,042,550	\$304,138	14.9%
Employee Benefits	\$242,690	12.27%	\$245,000	11.34%	\$742,176	11.46%	\$735,000	11.34%	\$665,058	\$77,118	11.6%
Pharmaceuticals	\$127,977	6.47%	\$100,000	4.63%	\$341,729	5.28%	\$300,000	4.63%	\$297,676	\$44,053	14.8%
Supplies	\$121,836	6.16%	\$160,000	7.41%	\$491,685	7.59%	\$480,000	7.41%	\$352,124	\$139,561	39.6%
Rents & Utilities	\$36,937	1.87%	\$30,000	1.39%	\$97,992	1.51%	\$90,000	1.39%	\$84,432	\$13,560	16.1%
Purchased Services	\$511,498	25.87%	\$525,000	24.31%	\$1,624,234	25.08%	\$1,575,000	24.31%	\$1,520,758	\$103,476	6.8%
Other Direct Expenses	\$111,692	5.65%	\$110,000	5.09%	\$357,534	5.52%	\$330,000	5.09%	\$431,957	(\$74,423)	-17.2%
Provision for Bad Debts	\$69,683	3.52%	\$50,000	2.31%	\$186,476	2.88%	\$150,000	2.31%	\$175,644	\$10,832	6.2%
Depreciation	\$131,805	6.67%	\$135,000	6.25%	\$396,373	6.12%	\$405,000	6.25%	\$392,599	\$3,774	1.0%
Interest Expense	\$12,385	0.63%	\$12,500	0.58%	\$37,155	0.57%	\$37,500	0.58%	\$39,084	(\$1,929)	-4.9%
Total Operating Expense	\$2,160,782	109.28%	\$2,177,500	100.81%	\$6,622,042	102.26%	\$6,532,500	100.81%	\$6,001,882	\$620,160	10.3%
Income (loss) From Operations	(\$183,511)	-9.28%	(\$17,500)	-0.81%	(\$146,147)	-2.26%	(\$52,500)	-0.81%	\$479,763	(\$625,910)	
Investment Income	\$55,585	2.81%	\$35,000	1.62%	\$126,346	1.95%	\$105,000	1.62%	\$25,512	\$100,834	
Other Revenue/(Expenses)	\$5,778	0.29%	\$5,000	0.23%	\$17,438	0.27%	\$15,000	0.23%	\$17,723	(\$285)	
Non Operating Rev/Exp	\$61,363	3.10%	\$40,000	1.85%	\$143,784	2.22%	\$120,000	1.85%	\$43,235	\$100,549	
Increase in Net Assets	(\$122,148)	-6.18%	\$22,500	1.04%	(\$2,363)	-0.04%	\$67,500	1.04%	\$522,998	(\$525,361)	
Month 3											

Month

3

#### WINDOM AREA HEALTH FY 2024 CAPITAL ASSET ACQUISITIONS

Yrs Dep Capital Asset	Vendor	Asset class	May	June	July
10 Tuckpointing, Replace brick on existing signage (Hwy 60 & 71)	Doug Bergendahl	Land Improv		12,100	
15 Be Well Path Equipment	Outdoor Fitness/Flagship etc.	Land Improv			19,777
				12 100	40.777
Total			-	12,100	19,777

Total YTD Capital Acquisitions 31,877

Purpose: Oversee WAH co	mpliance with r	regulations and laws, receive recommendations from the Medical Staff, oversee preparation and implement nd recommend board approval to agenda items as requested.	ation of strategic pla			
Veeting Date/Time/Locat		Monday, August 28, 2023 / 4:00-4:30 pm / Large Conference Room				
Meeting Bate, finite, Least Members: Kay Gross, Terr Michael Fisher-ex officio, J Brugman/Mt Lake Advisor Masters/CHRO, John Peye Monica Huber/CNO, Dr. D Blue/Medical Dir, Shelby M Chairperson (or Acting Chai Recorder:	y Tegels, Dr. Iulie y Mbr, Emily rl/CFO, an Medina/CEO	Present: Absent: Others: Kay Gross, Chairperson Heather Hummel, Executive Asst				
	Action step(s)		Leader:			
Category / Topic	Action step(s)	/ Opdates				
STANDING ITEMS			Kay Gross			
Call to Order	Call Professional Practice/Quality & Planning Committee meeting to order at 4:00 pm by chairperson					
Minutes	Approve minu	tes from the regular Committee meeting of July 24, 2023 (Cmte Motion)	Kay Gross			
FOLLOW-UP ITEMS						
Medical Staff Credentialing & Medical Staff Meeting Update		pprove medical staff credentialing, upon recommendation from WAH Medical Staff ( <i>Cmte / Bd Motion</i> ) pusiness addressed at WAH Medical Staff meeting	Dr. Taber/ Dr. Blue			
NEW/CURRENT ITEMS						
Strategic Planning Action Items Follow up	Review and up	odate on progress	Dr. Blue			
WFMC Temporary Clinic Space	Review and up	odate on progress	Shelby Medina			
Other						
CONCLUSION						
	Concludo Prot	fessional Practice/Quality & Planning Committee meeting	Kay Gross			

_		h Professional Practice / Quality & Planning Committee MINUTES			
Purpose: Oversee WAH co eceive and consider all qu	mpliance with r ality reports, ar	egulations and laws, receive recommendations from the Medical Staff, oversee preparation and implementation and recommend board approval to agenda items as requested.	of strategic plans,		
Veeting Date/Time/Locat		Monday, July 24, 2023 / 4:00-4:30 pm / Large Conference Room			
Meeting Date/ Hine/ Eccation Members: Kay Gross, Terry Tegels, Dr. Michael Fisher-ex officio, Julie Brugman/Mt Lake Advisory Mbr, Emily Masters/CHRO, John Peyerl/CFO, Monica Huber/CNO, Dr. Dan Blue/Medical Dir, Shelby Medina/CEO Chairperson (or Acting Chairperson)		Present: Kay Gross, Terry Tegels, Julie Brugman/Mt Lake Advisory Member, Dr. Michael Fisher/ex-officio, Shelby Medina/CEO, Dr. Blue/Medical Director, John Peyerl/CFO, Emily Masters/CHRO, Landon Johnson/Nurse Manager, Dave Rogers/SHN Executive Director Absent: Monica Huber/CNO Others: Dr. Taber/Chief of Staff, Heather Hummel/Executive Assistant			
		Kay Gross, Chairperson			
Recorder:		Heather Hummel, Executive Asst			
Category / Topic	Action step(s)	/ Updates	Leader:		
STANDING ITEMS					
Call to Order	The Profession	The Professional Practice/Quality & Planning Committee meeting was called to order at 4:00 pm by Chairperson Kay Gross.			
Minutes		M/S/C UNANIMOUSLY TO APPROVE COMMITTEE MINUTES FROM THE REGULAR MEETING OF JUNE 26, 2023, AS PRESENTED (TEGELS/BRUGMAN).			
FOLLOW-UP ITEMS					
Medical Staff Credentialing & Medical Staff Meeting Update	Dr. Blue, WAH Medical Director, reported on agenda items address at the Medical Staff meeting held earlier in the day. He noted that the WAH Medical Staff reviewed the July 2023 Credentialing list which included Dr. Hinshaw's request for robotic assisted credentials and recommended its approval to the Governing Board. Dr. Blue stated discussion was held regarding Dr. Fernandez who will be contracted with WAH for General Surgery. Medical Staff asked if they can be included in the recruiting process in the future. Shelby expressed that engagement from Medical Staff would be appreciated when bringing new physicians to Windom Area Health.				
NEW/CURRENT ITEMS					
Strategic Planning Action Items Follow up	Dr. Blue expressed that things continue to move along with the strategic plan. Work continues to be done with planning of the Medical Office Building. Dr. Blue stated that the DaVinci Robot has been installed and training is on-going with staff. There Dr. Blue are currently two patients waiting for surgery.				
MOU Review	Shelby reported concerns to Access Health in regards to the Memorandum of Understanding (MOU). All submitted modifications Shelby made to the MOU were accepted by Access Health and the MOU has been signed. Shelby requested that the Access Health leaders come speak to our Executive Team to see what the difference is between Access Health and Avera.				
CONCLUSION					
	Chairperson k	Kay Gross, concluded the Professional Practice/Quality & Planning Committee meeting.	Kay Gross		

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

#### WINDOM AREA HEALTH CREDENTIALING

#### August 28, 2023

#### **APPOINTMENTS:**

Lourdes Borges Ruiz, M.D. Eastlyn Enderle, RN Marc Fernandez, M.D. Benjamin Freasier, M.D. Alison Huber, PA-C Laurie Peniska, RN

**REAPPOINTMENTS:** 

Katherine Greenlee, FNP

Conrad Hanstein, M.D.

Megan Pohlman, PA-C

Ali D. Jassim, M.D.

Sarah Heckel, CNP

**Family Medicine** Cardiology (Jonsson) General Surgery Telehospitalist Orthopedics (Botker) Cardiology (Jonsson)

**Courtesy Staff Allied Health Professionals Courtesy Staff** Telemedicine **Allied Health Professionals** Allied Health Professionals

#### **Consulting Staff** Cardiology Mohammed Chowdhury, M.D. **Allied Health Professionals** Cardiovascular (Stys) **Emergency Services Emergency Medicine Consulting Staff** Pathology **Allied Health Professionals** Cardiology (Jonsson) Allied Health Professionals Family Medicine (Van Kley)

#### SANFORD TELEMEDICINE APPOINTMENTS:

Meggan Kowalski, CNP Jieqi Wang, M.D.

Family Medicine Radiology

Telemedicine Telemedicine

#### **VRAD APPOINTMENTS:**

#### **VRAD REAPPOINTMENTS:**

#### **RESIGNATIONS:**

#### JULY COMMENTS

Ambulatory Surgery	Dr. Reddy was wonderful! The nurses, Pattie, Anita, Jackie and Brooke were all wonderful and caring! I had some interaction with all 4 of these nurses and they were kind, considerate, courteous and very caring.
Clinic	The problem was with the scheduler at the doctor's end. She made me wait 2 weeks with a broken wrist to see the specialist.
ED	The ER Doctor took the time to call my OB office and explain the situation so the information could be shared with my OB as well. He listened well and I really appreciated his thoroughness.
ED	The total time spent in the ER with my child was 3 hours. We were both restless and waited patiently for updates. The time between "I'll be right back" was over 30 minutes at times. It was frustrating.
ED	Just want to say thank you to Dr. Silver today Dr. Issa on Friday. Ethan for today and Friday and all the nurses. Thank you so much Windom.
ED	Thank you guys for being so quick and efficient and getting me back to my bachlorette party :)
Imaging	The technician was very good. Excellent care. Happy with services. A+.
Imaging	Great job! Felt very comfortable with the staff, and was confident in their expertise.
Imaging	The technician was very good at his job , pleasant and professional
Imaging	Windom Health comes shining through in all their departments. It's a facility you can count on!
Imaging	"There was a sign posted in the waiting room that said to call if waiting over 15 minutes. I did have to call the number."
Imaging	It was nice to come in and feel comfortable and listened to. The staff were very friendly.
Imaging	They were very soft on my pain. Help me out the door. Thank you.
Imaging	I greatly appreciate the facility having the tools that they have and the patience, or the staff to honor the patients with what they have. If it's a blessing to see what Windham has evolved into, and I would like to keep it that way from here on out. It's been an eye opener for me. I didn't know what that the Windham still has experience Direct. Stepped up and got as much as the information or the equipment is. They do have, it's greatly appreciate it and I think it's very much have a good day. Bye. Bye for now.
Imaging	I felt the radiologist was not friendly and didn't even smile. She didn't even say Hi to me when she came into the waiting room. She did make some small talk with me.

	JULY COMMENTS
Imaging	"So thankful to be able to have Windom Hospital for these kinds of things. So nice not to have to travel "
Imaging	The tech did a great job explaining what she was doing and why y.
Imaging	It was fabulous!
Imaging	they were nice
Imaging	I have filled out more than a dozen of these surveys for Sanford and I have always given very high marks but not this time. It was a royal mess from beginning to end and there isn't enough space to write it all out. However, if you are ever really interested in hearing my story i am sure my phone # is splashed all over my chart so feel free to call me.
Lab	The employee that drew my blood was SO kind and helpful.
Lab	very good11 very friendly !!
Lab	"Very polite Talked with you and was not in a rush to get you out the door "
Lab	They could improve the facility there for taking blood. It seems a little bit inconvenient for the person, taking the blood. I know they have improved it's some but it still seems a little awkward to me is what I'm saying.
Lab	Jenn did a wonderful job. Didn't hardly feel anything.
Lab	Rachel Potter was a joy to have help me. Thank her, please.
Lab	Nothing more to say. Everyone was very friendly and professional and listened to MY directions for my health care. I may not be the doctorbut it is still MY health care and I have the right to decide what I will or will not be allowed to do.
Nursing IP	"The in-house doctors and nurses at WAH are amazing. We are lucky to have this facility in our community. The only frustration was with Telehealth getting mom released to a nursing home facility. But, the social worker Karen resolved the issue in a short time."
Nursing IP	From registration to admission to surgery team to nursing team all staff were engaged focused, attentive and caring. Excellent patient experience
Nursing IP	Painful back injury without much help for pain. I've never understand why
Nursing IP	The nurses were excellent -
Nursing IP	Was good Had knee surgery in overnight. Asked for shower but did not get as had to be in longer -
Nursing IP	Great care ? comforting. Received my pain meds promptly Very competent nursing staff

JULY	CON	10.4	ENITC
JULI	CON		EIN I S

Nursing IP	I received great care. However, when needing pain medication and the nurses knowing more then an hour before and then waiting an additional 45 plus mins, for the anesthesiologist to show up was unacceptable.
Outpatient	I am very, very pleased with the with the care I got from the hospital I would recommend them to anybody, they're courteous, they treated me with the upmost care and when I said something, they listened and that's what I like, thank you very much.
Outpatient	I had difficulty locating the correct place to park and the correct entrance. When I checked in the individual was not very welcoming. Granted it was 10 PM at night and I was not an emergency patient just there for a sleep study, but her demeanor was not particularly welcoming.
PT, OT, ST	Yes, Mitch is absolutely great. He's done a really good job. We couldn't ask for a better one.
PT, OT, ST	I appreciated that the staff took the time to answer my questions carefully and completely.
PT, OT, ST	Ike is a great therapist to work with. He not only is nice, he explains things in detail. He also listens to you. I feel very comfortable with him.
PT, OT, ST	Fun and nice and very personable!
PT, OT, ST	I feel my therapist truly cares and is helping me heal
РТ, ОТ, ST	Very satisfied staff very professional and kind and the food was great kitchen staff very friendly cleaning staff friendly I am so thankful to have this facility right here at home
РТ, ОТ, ST	This is a great team that demonstrates a lot of care, compassion and professionalism

#### Windom Area Hospital Auxiliary Meeting July 10, 2023

The Windom Area Hospital Auxiliary held their monthly meeting Monday, July 10, 2023 at 6:00 p.m. in the Large Conference Room.

President Mary Klosterbuer welcomed everyone to the meeting with 23 members in attendance. The Auxiliary Prayer was read in unison, and the Pledge to the Flag was recited.

Roxanne Gronseth introduced our speaker. Lindsey Englar. Lindsey is a Personal Trainer at WAH and she presented an informative PowerPoint of the importance of the proper exercise program for individuals.

M/S Pat Lenz/Kitty Hansen to approve the agenda as amended. Motion carried.

#### Recording Secretary's Report – Marlene Smith, Recording Secretary

• M/S Jackie Turner/Brenda Rencyzkowski to approve the minutes of the June 12, 2023 meeting. Motion carried.

#### Treasurer's Report – Gerri Burmeister, Treasurer

- Balance on hand June 30, 2023 was \$4,705.35.
- M/S Kay Evers/Karla Taber to approve the Treasurer's Report as presented. Motion carried.

#### **Corresponding Secretary** – Betty Olson

• No report

**Program:** Rozanne Gronseth

• It was decided to not have a speaker in August.

#### MAHV Report –

- The MAHV website address is <u>https://mahv.org</u> (Member code is mahv2018)
- September 12 A Virtual and Free Webinar will be held on the topic of Forging Partnerships between Volunteer services and hospital/facility departments. Details and registration at a later date.

#### WAH Update – Kim Armstrong

- Please record your volunteer hours.
- The "Holiday in July" Bake Sale will be July 11, 2023. The proceeds will be split between the Giving Tree and the Auxiliary.
- WAH is sponsoring a shoe collection and they will go to a church in Sioux Falls for distribution.
- Windom Area Health Foundation hosted a golf tournament and had 14 teams.
- Kim showed a sample of the "Buddy Bears" made by the Baptist Quilters which will be given to children treated in the ER.
- Kim showed the sympathy items:
  - o "Until We Meet Again" memorial stone donated by the Auxiliary and
  - "Heartbeat in a Bottle."

#### **Old Business:**

- The Christmas in July Bake Sale is July 11<sup>th</sup>. We received 22 donations of food or money tonight.
- Raffle Ticket Chair Jean Johnson handed out Chamber Raffle tickets to members
- Kitty Hansen reported that the quilt being donated is a queen size.

#### **New Business**

- M/S Karen Skarphol/Connie McCarthy to change the name of Lobby Hostess to Volunteer Guide.
- Chamber Bucks Raffle
  - 1. The County Fair is August 9<sup>th</sup> to the 12<sup>th</sup>. Sign up sheet for working a shift was passed around.
  - 2. Drawing on the 29<sup>th</sup> at KDOM.
  - 3. Ticket Committee: Jean Johnson, Connie McCarthy. Karla Taber, and Mary Klosterbuer.
- Quilt Raffle
  - 1. Sales of \$5.00 tickets will be from September 11, to October 31<sup>st</sup>.
  - 2. Ticket Committee: Jackie Turner, Chair, Brenda Renczkowski, Dona Olsen, Mary Klosterbuer, and Karen Skarphol.
- 2023 2024 Goals
  - 1. Complete a 50 Year History.
  - 2. Celebrate 50 years at 2024 Spring Banquet.
  - 3. Change name from Lobby Hostess to Volunteer Guide.
  - 4. Have 40 or more active members.
  - 5. Have 25 or more associate members.

M/S Karla Taber/Gerri Burmeister to accept all five as our Goals. Motion carried.

#### **Coming Events –**

- Monday August 14, 2023 at 6:00 Auxiliary Meeting
- Tuesday, August 29, drawing for Chamber Bucks Raffle on Kaleidoscope
- Monday September 11, 2023 at 6:00 Auxiliary Meeting
- Tuesday September 12, 2023 at 10:00 am MAHV Virtual Webinar

#### Hostesses

- July: Jackie Turner and Karen Skarphol
- August: ??

The meeting adjourned at 7:18 p.m.

Marlene Smith Recording Secretary



#### **BOARD OF DIRECTOR'S MEETING**

#### TUESDAY, AUGUST 29, 2023 5:00 pm – Large Conference Room Select meal from the Cafeteria before the meeting

#### **AGENDA**

I.	INTRODUCE BRADY KERKMAN, EXEC DIR OF BUS DEVELOPMENT & MARKETING	Emily Masters
н.	CALL WAH FOUNDATION MEETING TO ORDER	Steve Johnson
III.	<b>FOUNDATION MEETING MINUTES -</b> - Approve minutes from regular meeting on May 30, 2023	Steve Johnson
IV.	FINANCIAL STATEMENT - - Review donations & assign thank-you's	Kim Armstrong
V.	<ul> <li>OLD BUSINESS -</li> <li>Golf tournament report</li> <li>Scholarship update</li> <li>Pink patch project</li> <li>Articles of Incorporation &amp; By-Laws</li> </ul>	Kim Armstrong
VI.	<ul> <li>NEW BUSINESS -</li> <li>Women's health application</li> <li>Birthday phone calls</li> <li>Recognition event on October 5, 2023</li> <li>Bras for a Cause</li> <li>Discussion on continuing Dad's Belgian Waffle Brunch</li> </ul>	Kim Armstrong
VII.	NEXT MEETING DATE/TIME – September 26, 2023	Steve Johnson
VIII.	MEETING CONCLUSION	Steve Johnson

#### WINDOM AREA HEALTH FOUNDATION FOUNDATION BOARD MEETING MINUTES May 30, 2023, at 5:00 p.m.

Attending: Steve Johnson, Greg Scheitel, Chad Merrihew, Kay Gross, Emily Masters/CHRO, Kim Armstrong/Executive Director Foundation/Auxiliary

Others: Katie Greener/Marketing, Dr. Jim Hinshaw/OB/GYN, Heather Hummel/Executive Assistant

Absent: Shelby Medina/CEO, Tom Christensen, Dan Ortmann, Terry Tegels

Recorder: Heather Hummel, Executive Assistant

Dr. Jim Hinshaw introduced himself to the Foundation Board. The Foundation Board members introduced themselves to Dr. Hinshaw.

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

#### FOUNDATION MINUTES:

M/S/C UNANIMOUSLY TO APPROVE MINUTES FROM THE APRIL 25, 2023 REGULAR MEETING AS PRESENTED (GROSS/MERRIHEW). M/S/C UNANIMOUSLY TO APPROVE MINUTES FROM THE MAY 3, 2023 SPECIAL MEETING AS PRESENTED (GROSS/MERRIHEW).

#### FINANCIAL STATEMENT:

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

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

Donor gifts to the Foundation received during April 2023 and through May 30 were reviewed. Those gifts of \$100 or more were reviewed and a thank you phone call or notecard from a Board member will be made extending appreciation for their gift to the Foundation.

#### **OLD BUSINESS**

#### Spring Solicitation Letter Update

Kim noted that approximately 200 Spring Solicitation Letters were mailed out. 35 donors have given \$5,440 to date. The funds will go toward the OB monitoring software.

#### Golf Tournament

Kim indicated that 13 teams have signed up for the 2<sup>nd</sup> Annual Foundation Golf Tournament to date. Five out of six golf carts have been rented. There are currently seven holes sponsored with three of those being new sponsors. The Golf Committee will get together 1-2 weeks before the tournament to determine what is needed for the raffle. Volunteers are needed for the different hole games.

#### New Board Member

Dan Hormig is no longer on the Windom Area Health Governing Board due to moving out of state. Dan Ortmann will step in on the Foundation Board to replace Ann Bartelt until a new board member is found.

#### NEW BUSINESS

#### Foundation Growth Chart

Kim shared a handout showing growth by fiscal year for the Foundation, which started in April 2002. Discussion was held regarding the handout including the Women's Health Fund balance. M/S/C UNANIMOUSLY TO APPROVE TRANSFERRING \$10,077.63 FROM THE GENERAL FUND TO THE WOMEN'S HEALTH FUND TO GET THE BALANCE OF THE WOMEN'S HEALTH FUND TO \$55,000.00 (SCHEITEL/MERRIHEW).

#### Mountain Lake Police Department

Kim mentioned the Mountain Lake Police Department contacted her on May 30 to confirm that the profits from the Pink Patch Project will be donated to the Women's Health Fund. The pink patches will be sold at Pow Wow in Mountain Lake in June and then again in October for Breast Cancer Awareness. The police department is looking for people to work the booth on June 19-20 between 11a-9p. Please let Kim know if you are interested and she will forward the information to the Mountain Lake Police Department.

#### PROJECTS

<u>Golf Tournament</u> – The Foundation Golf Tournament will be held on Friday, June 16, 2023 at the Windom Country Club beginning at 3:00 pm.

Dad's Belgian Waffle Brunch – March 3, 2024 at the Windom Community Center.

The next Foundation Board Meeting will be held on July 25 or August 29, 2023.

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

Kay Gross WAH Foundation Secretary