

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

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

**Meeting Date/Time/Location:** Monday, October 23, 2023 / 5:30 pm / Large Conference Room

**Members:** All Windom Area Health Governing Board Mbrs

Present:  
Absent:  
Others:

**Recorder:** Heather Hummel, Executive Asst

Category / Topic	Action step(s) / Updates	Leader:
<b>STANDING ITEMS</b>		
Call to Order	Call Windom Area Health Governing Board meeting to order at 5:30 pm by Governing Board Chairperson	Dr. Michael Fisher
Meeting Minutes	Approve Windom Area Health Governing Board minutes from the regular meeting of September 25, 2023 ( <i>Board Motion</i> )	Dr. Michael Fisher
Board Education	Jessica Schmit & Brianna Jonason, Mental Health	
KA Medical Building Budget	Update on Medical Building budget	Pat Weerts
CLA Audit	Presentation of FYE 2023 WAH final audit by CliftonLarsonAllen ( <i>Board motion to approve FYE 2023 audit</i> )	John Peyerl Ryan Strusz
<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 (<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 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 (<i>Board Motion</i>)</li> </ul>	Justin Schmit John Peyerl Emily M
<b>OTHER REPORTS</b>		
Statistical & Financial Performance Reports	Review & recommend approval of statistical & financial reports ( <i>Board Motion</i> )	John Peyerl
Capital Acquisition Activity	Review capital acquisition activity	John Peyerl
Educational Assistance Applications	Review & recommend approval of application(s) for educational assistance ( <i>Board Motion</i> )	Emily Masters
New / Department Transfer Employees	Report of recently hired / transferred employees	Emily Masters
Patient Concern Reports	Review patient concern reports and patient survey comments	Landon Johnson
Patient Safety Reports	Review patient safety activities	Landon Johnson
WAH Policy Review	Review and approve the following policies: ( <i>Board Motion</i> ) <ul style="list-style-type: none"> <li>EMTALA Policy</li> </ul>	Shelby M Monica H

	<ul style="list-style-type: none"> <li>Resolution for Trauma Program</li> </ul>		
Medical Director	Organizational updates		Dr. 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 (<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 October 24, 2023 at 5:00 pm in the LCR. The September 26, 2023 Foundation Board meeting minutes are included in Board book.		Dr. Michael Fisher
WAH Auxiliary	Auxiliary met October 9, 2023. Minutes from the September 11, 2023 Auxiliary Meeting are included in Board book.		Dr. Michael Fisher
<b>OLD &amp; NEW BUSINESS</b>			
Old Business			
New Business			
<b>CONCLUSION</b>			
	Conclude WAH Governing Board meeting		Dr. Michael Fisher



	<p><u>WAH MEDICAL STAFF MEETING UPDATE-</u>  Dr. Blue reported on the Medical Staff meeting held earlier in the day with no major action items addressed in the meeting. Dr. Blue stated that he updated the Medical Staff on several topics including the Medical Building project. The WFMC move to their temporary location is complete. Dr. Blue noted that staff have been cognizant of their space. A thank you was extended to all departments and staff who assisted with moving the clinic.</p>	
Finance / Personnel / Labor Relations & Bldg & Grounds Cmte	<p>M/S/C UNANIMOUSLY TO APPROVE SENDING 67 ACCOUNTS TOTALING \$43,344.21 TO AAA COLLECTIONS AND APPROVE 2 FINANCIAL ASSISTANCE ACCOUNTS SUBMITTED FOR WRITE-OFF TOTALING \$4,252.25 (SCHMIT/ORTMANN).  M/S/C UNANIMOUSLY TO RECOMMEND APPROVAL OF THE FOLLOWING RESIGNATIONS/TERMINATIONS – RESIGNATION OF A PATIENT ACCESS REPRESENTATIVE EFFECTIVE 9/5/2023. THERE WERE NO TERMINATIONS TO REPORT (SCHMIT/ORTMANN).</p>	Justin Schmit John Peyerl Emily M
<b>OTHER REPORTS</b>		
Statistical & Financial Performance Reports	<p>September 2023 statistical and utilization graphs were reviewed for the month. John indicated inpatient activity met budget expectations. 83 surgical procedures were performed in August, which is 13 more than our budgeted number of 70. Imaging procedures, laboratory volumes, and rehab therapy all exceeded budget expectations. John commented that we are where we expected to be for the year. FY2024 year-to-date net income totals \$9,010,305 on a projected budget of \$8,710,000. Days in A/R were reported at 50.73 and Days Cash on hand totaled 359.  M/S/C UNANIMOUSLY TO APPROVE AUGUST 2023 STATISTICAL AND FINANCIAL PERFORMANCE REPORT AS PRESENTED (FISHER/SCHMIT).</p>	John Peyerl
Capital Acquisition Activity	There was no Capital Acquisition activity for the month of August.	John Peyerl
Educational Assistance Applications	M/S/C UNANIMOUSLY TO APPROVE AN EDUCATIONAL ASSISTANCE REQUEST TOTALING \$2500.00 FOR A HEALTH UNIT COORDINATOR EMPLOYEE WHO IS ATTENDING RASMUSSEN COLLEGE TO OBTAIN HER RN DEGREE (TEGELS/FREDERICKSON).	Emily Masters
New / Department Transfer Employees	The following new hires/department transfers and updates were reported – new hires include Patient Account Manager effective September 19, 2023, contracted Radiology Technician effective September 22, 2023, Medical Assistant effective September 26, 2023, Nutritional Services Lead effective September 26, 2023 and Patient Account Representative effective September 26, 2023.	Emily Masters
Patient Concern Reports	August 2023 Patient Concern Reports and patient survey comments were reviewed and appropriately addressed.	Landon Johnson
Patient Safety Reports	Landon noted 0 reportable patient falls occurred; 0 documented skin integrity issues to patients; 0 use of patient restraints; and 0 opioid-related deaths. Landon stated there were no reportable adverse events reported for the month.	Landon Johnson
WAH Policy Review	There were no policies presented for Governing Board approval.	Shelby M
Medical Director	Dr. Blue shared that progress continues on the strategic plan with increased interest expressed with our growing departments. Our staff have embraced the changes with growth very well. Dr. Blue communicated that securing a hospitalist will allow us to decrease our need for telehealth services. Our patient transfer rate has decreased from 18% to 8%.	Dr. Blue
Administration	<p>Emily Masters, CHRO, reported that our Spooky Path Event will be held on Saturday, October 28 instead of on Halloween due to limited parking availability. RSVP's are due September 28 for the WAH Recognition Event which will be held on October 5 at Round Lake Vineyards. Landon Johnson, Director of Nursing, communicated that international RN interviews were recently held with three offers being extended. If accepted, it will take approximately 18 months for them to apply for a Visa and get here. Shelby shared that our Therapy Department was selected as the winner of MHA's Innovation of the Year in Patient Care Award for WAH's Sensory Integration Program. Shelby indicated that our pilot program between Windom PD is complete. WAH is currently working on providing Windom PD with an updated contract consisting of terms and conditions similar to the pilot program since both parties found the relationship to be very beneficial and wish to continue partnership. Shelby discussed the parking situation at Windom Area Health with part of the parking on the west side of the hospital being unavailable due to construction.  M/S/C UNANIMOUSLY TO APPROVE WAH COMMITTEE MEETING REPORTS AS PRESENTED (ORTMANN/GROSS).</p>	Sr Mgmt Team
City of Windom	Marv Grunig expressed gratitude to all Windom Area Health staff that were present for the City Council's Public Hearing regarding the financing of the Medical Building.	Steve Nasby Marv Grunig
Sanford Health Network	There was no update to report.	Dave Rogers, SHN Exec Dir

WAH Foundation Board	The next Foundation Board meeting will be held on September 26, 2023 at 5:00 pm in the LCR. The August 29, 2023 Foundation Board meeting minutes were included in Board book.	Dr. Michael Fisher
WAH Auxiliary	The Auxiliary met September 11, 2023. Minutes from the August 14, 2023 Auxiliary Meeting were included in Board book.	Dr. Michael Fisher
<b>OLD &amp; NEW BUSINESS</b>		
Old Business	There was no old business to report.	Dr. Michael Fisher
New Business	John reported that the audit is in the final stages. Presentation of the FY2023 audit will be held at the October Governing Board meeting.	Dr. Michael Fisher / John Peyerl
<b>CONCLUSION</b>		
	Chairperson, Dr. Michael Fisher, concluded the WAH Governing Board meeting.	Dr. Michael Fisher

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

**WINDOM AREA HEALTH**  
**GOVERNING BOARD EXECUTIVE SUMMARY**  
*as of October 18, 2023*  
**WAH MISSION: "Dedicated to Health"**

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**CHIEF EXECUTIVE OFFICER REPORT**

• **Organizational Updates**

- Construction update: the clinic and file room have been demolished and the retaining wall preparation is almost complete. Administration, Health Information Management, and Finance are in the process of relocating to our temporary location off campus.
  - With the relocation of the above mentioned departments and some additional assigned parking opening up in the back of the hospital we will plan to eliminate parking down by the retention pond.
- Surgical Services updates:
  - Dr. Arrazola's arrival is expected Monday, November 6<sup>th</sup>. We will plan to provide marketing and meet and greets throughout the month of November.
  - Dr. Fernandez had another successful schedule this month and was able to provide call coverage for our emergency department. Dr. Fernandez will return in December and the expectation moving forward is for Drs. Fernandez and Arrazola to develop a consistent schedule starting in January.
- Effective Monday, September 25<sup>th</sup>, the parking lot for entrance B will be closed to staff and patients. This will be the staging area for KA and contractors to start working on the retention wall for additional parking. All staff, patients, and wellness members will enter through the main entrance. We will be re-routing staff parking and adjusting as needed.
- Pilot Windom PD and WAH shared FTE (update): the updated contract will be presented to City Council for approval on Tuesday, October 17<sup>th</sup>. WAH and Windom PD found the relationship to be very beneficial and wish to continue the partnership. We value our relationship with the Windom PD and will continue to sponsor a ½ FTE to serve WAH.

• **MHA/Federal Updates:**

- State Bills:
  - MN Statute 144.1222: New fees will be implemented for trauma hospital designation fees and additional fees per licensed bed or bassinet fee.
  - Effective Feb. 1, 2024, MDH regulated providers will be charged for background studies initiated for current or prospective employees.
- Federal: N/A

• **Committee Meeting Updates**

- Work Place Violence: Nothing to Report until November
  - Committee Chair, Jen Zajic will now report to Monica Huber, CNO.
- Infection Prevention: Nothing to Report until November/December
- Pharmacy and Therapeutics: Nothing to report until October/November
- PI/ Risk: Nothing to report until November/December
  - Committee Chair, Jen Zajic will now report to Monica Huber, CNO.
- Utilization Review: Met Aug. 2023
  - Readmission within 30 days: Q2 = 1.04% with goal of <5%
  - Admission level of care present in 117/117 charts reviewed
  - A total of 37hrs and 57mins. Deemed not billable
  - 2 denials during quarter 2 related to diagnosis not meeting admission criteria (BCBC MC replacement)
  - YTD transfer rate 10.7% / YTD admission rate 4.9%
- Emergency Preparedness: Nothing to Report until November

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

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**CHIEF FINANCIAL OFFICER REPORT**

**Overview:**

- Net income from operations was negative \$38,761 compared to a budget of negative \$8,750. Our net patient revenue was \$47,162 more than last September. September operating income is 1.58% compared to a budget percentage of 0.38%.

The volume of inpatient activity in September exceeded budget expectations. The acute admissions were five more than last month and exceeded the budgeted volume. Activity on the outpatient side produced volumes and revenues at our monthly averages and budget expectation. Eighty-one percent of our gross revenues came from outpatient activity, which is consistent with expectations. Acute admissions totaled thirty-one. Those thirty-one admissions produced seventy-six inpatient days for an average daily census of 2.5. Outpatient gross revenue was \$67,094 less than budget and \$64,050 less than last September.

- Imaging procedure counts were 32 procedures above budget. Imaging performed 777 procedures compared to a budget of 745. Last September, 908 procedures were performed.
- Laboratory volumes exceeded budget expectations. Last fiscal year laboratory tests averaged about 10,140 in a given month. There were 10,639 in the month of September, which is 722 less than last September and 789 more than budget.
- Seventy-one surgical procedures were performed in September, which is eleven more than our budgeted number of seventy and seven more than last September. Four of those surgeries were joint replacements.
- Rehab Therapy performed 1,941 modalities in September, which was 162 more than last September. That is 241 more modalities than the budgeted number of 1,700.

Contractual adjustments came in at 47.68% for the month. Contractual adjustments were budgeted at 50.00%.

Overall, expenses were \$96,912 more than budget. Salaries and Wages, Employee Benefits and Purchased Services were the categories that exceeded budget.

**Looking Forward:**

- FY2023 Annual Audit Presentation and FY2024 Budget Preparation

**WINDOM AREA HEATH**  
**GOVERNING BOARD EXECUTIVE SUMMARY**  
*as of October 18, 2023*  
**WAH MISSION: "Dedicated to Health"**

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**CHIEF NURSING OFFICER REPORT**

- So far two international RN's have accepted employment at WAH. They are from Nepal and Kenya.
- We recently converted our DME closet (crutches, braces, c-collars, etc.) from Peterson Drug to Sanford Equip. The transition has been smooth.
- We are working with Marketing to increase the Outpatient Nursing volumes. WAH has six chemotherapy certified RN's. This allows local and regional cancer patients the opportunity to receive their chemotherapy treatments here and avoid long and frequent trips to other locations.

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

- 1.7 RN FTEs open in a recent resignation

**MHA Safety Data for September 2023:**

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





# Donation Report for Windom Area Hospital

Calendar Year 2023

<b>Referred Deaths</b>	Jan	Feb	Mar	<b>Q1</b>	Apr	May	Jun	<b>Q2</b>	Jul	Aug	Sep	<b>Q3</b>	Oct	Nov	Dec	<b>Q4</b>	<b>YTD</b>
Total Deaths	2	3	2	<b>7</b>	1	0	3	<b>4</b>	5	0	4	<b>9</b>	-	-	-	-	<b>20</b>

<b>Eye Donation</b>	Jan	Feb	Mar	<b>Q1</b>	Apr	May	Jun	<b>Q2</b>	Jul	Aug	Sep	<b>Q3</b>	Oct	Nov	Dec	<b>Q4</b>	<b>YTD</b>
Potential Donors	1	1	0	<b>2</b>	1	0	1	<b>2</b>	1	0	3	<b>4</b>	-	-	-	-	<b>8</b>
Authorized Donors	0	0	0	<b>0</b>	1	0	1	<b>2</b>	1	0	1	<b>2</b>	-	-	-	-	<b>4</b>
Authorization Rate	0%	0%	0%	<b>0%</b>	100%	0%	100%	<b>100%</b>	100%	0%	33%	<b>50%</b>	-	-	-	-	<b>50%</b>
Total Eye Donors	0	0	0	<b>0</b>	1	0	1	<b>2</b>	1	0	1	<b>2</b>	-	-	-	-	<b>4</b>

<b>Ocular Distribution</b>	Jan	Feb	Mar	<b>Q1</b>	Apr	May	Jun	<b>Q2</b>	Jul	Aug	Sep	<b>Q3</b>	Oct	Nov	Dec	<b>Q4</b>	<b>YTD</b>
Regionally*	0	0	0	<b>0</b>	2	0	0	<b>2</b>	0	0	2	<b>2</b>	-	-	-	-	<b>4</b>
Nationally	0	0	0	<b>0</b>	0	0	2	<b>2</b>	0	0	0	<b>0</b>	-	-	-	-	<b>2</b>
Internationally	0	0	0	<b>0</b>	0	0	0	<b>0</b>	2	0	0	<b>2</b>	-	-	-	-	<b>2</b>
Research	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>	-	-	-	-	<b>0</b>

\* Regionally = Transplants in SD, ND, MN, and NE

<b>Tissue Donation</b>	Jan	Feb	Mar	<b>Q1</b>	Apr	May	Jun	<b>Q2</b>	Jul	Aug	Sep	<b>Q3</b>	Oct	Nov	Dec	<b>Q4</b>	<b>YTD</b>
Potential Donors	1	0	0	<b>1</b>	1	0	1	<b>2</b>	0	0	2	<b>2</b>	-	-	-	-	<b>5</b>
Authorized Donors	0	0	0	<b>0</b>	1	0	1	<b>2</b>	0	0	1	<b>1</b>	-	-	-	-	<b>3</b>
Authorization Rate	0%	0%	0%	<b>0%</b>	100%	0%	100%	<b>100%</b>	0%	0%	50%	<b>50%</b>	-	-	-	-	<b>60%</b>
Total Tissue Donors	0	0	0	<b>0</b>	1	0	1	<b>2</b>	0	0	1	<b>1</b>	-	-	-	-	<b>3</b>

<b>Research</b>	Jan	Feb	Mar	<b>Q1</b>	Apr	May	Jun	<b>Q2</b>	Jul	Aug	Sep	<b>Q3</b>	Oct	Nov	Dec	<b>Q4</b>	<b>YTD</b>
Total Research Donors	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>	-	-	-	-	<b>0</b>

**Notes**

Please Note: This report reflects the initial referral data provided by the referring agency. While this data is current and as accurate at the time of report generation, errors and omissions may be identified and corrected after the report is distributed.



# WINDOM AREA HEALTH

## GOVERNING BOARD EXECUTIVE SUMMARY

as of October 18, 2023

WAH MISSION: "Dedicated to Health"

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### CHIEF HUMAN RELATIONS OFFICER REPORT

#### Human Resources/Employee Health

- Posted positions:
  - RN
  - Surgery Tech
  - Community Health & Wellness Manager
  - Radiology Tech
  - Paramedic
  - Business Intelligence Analyst
  - Athletic Trainer - PRN
  - Behavioral Health Nurse Practitioner
  - Environmental Services Tech
- Benefit open enrollment will run from November 1 – 15<sup>th</sup>. Onsite/online meetings will be offered. We saw a very modest increase in health insurance, no increase in dental, vision or life.
- We are actively hiring for a Business Intelligence Analyst to meet the organization's data needs, with pulling reports to help identify potential service/volume needs, and various financial/operational dashboards and analysis.
- WAH has rented a 2-bedroom apartment in the Guardian Inn building, to help with housing needs for on-call providers and other employees that are here periodically. The lease starts November 1<sup>st</sup>.

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

- Spooky path will be held on Saturday, October 26<sup>th</sup> from 12-2pm to avoid any traffic/parking issues. See flier.
- We held CPR for teens on October 14<sup>th</sup> and had 4 individuals attend.

#### Marketing/PR/Foundation

- Kim Armstrong has give her notice of resignation; her last day will be October 27<sup>th</sup>. We thank Kim for her many years of service with WAH in various capacities. A search for a new Director of Foundation and Auxiliary is underway.
- The Giving Tree is underway, with Kim's departure; Travis Eichstadt will take the lead this year. Watch Facebook for more information. Each year we have grown this event to serve more kids in need. See figure to the right.
- Bras for a Cause is underway! We have 12 bras to date and are looking to add to those numbers. See flier, all employees, department, and public individuals/groups are encouraged to enter.

Year	# of Kids
2018	59
2019	71
2020	126
2021	143
2022	169

#### Committee Meetings

- **Employee Focus/Finance:** No report.
- **Patient & Family Advisory Committee:** Met on 10/3, discussed happenings with the construction and additional signage needs. The group loved the idea of the Cricket golf cart to help with patient transportation. We looked over the ED entrance, which the group provided very valuable feedback on to cleanup and streamline the space.
- **Safety:** No report, scheduled for 10/25
- **Safe Patient Handling:** No report, scheduled for 10/25

**WATCH FOR THE  
PINK RIBBONS  
AROUND TOWN!**



**WINDOM  
AREA HEALTH  
FOUNDATION**



# Bras for a Cause!

**Decorate a bra in October to help  
increase breast cancer awareness!**

## **Let's get crafty!**

Decorated bras must be turned into the main entrance reception desk to register and receive a voting number.

## **Cast your vote**

Voting held on Windom Area Women's Health Fund Events Facebook page.

## **Deadline to submit bras**

October 25, 2023

## **Prizes: Local business gift certificates**

1st place - \$500    2nd place - \$300    3rd place - \$100

## **Questions?**

Contact Kim Armstrong at 507-831-0615  
[kim.armstrong@windomareahealth.org](mailto:kim.armstrong@windomareahealth.org)

### **SPONSORS:**

Wolf Massage Therapy,  
Tanning & Gift Center, Crystal  
Clean Car Wash, First Floral  
Hallmark & Shannon Lynn's  
Boutique, Hy-Vee, Duffy's Bar  
& Grill, ACE Schwalbach  
Hardware, Revitalize Massage  
Therapy, McDonald's,  
Hardee's, Subway, Runnings,  
Godfather's Pizza, Dollar  
General and Family Dollar.



**WINDOM  
AREA HEALTH  
FOUNDATION**

**REMINDER**

**SCHEDULE YOUR MAMMOGRAM!**



WELLNESS  
CENTER

Windom Area Health

# SPOOKY PATH!

**Saturday, Oct. 28, 2023**

**12:00pm-2:00pm**

**Join us for fangtastic  
activities and fun!**

Get lunch with La Tejanita Tex-Mex Food Truck, join in games and activities, and get your fill of candy and goodies! Afterwards, make sure to head over to Bingham Lake for Trunk or Treat at The Gathering from 2:00pm-4:00pm.

In case of inclement weather, families are welcome to drive through under the Main Entrance Canopy to pick up candy from 12-2pm. Food trucks dependent on weather.

All are welcome to come and enjoy the Be Well Path from sunrise to sunset, 7 days a week.

**Fiscal Year 2023-2024**

**WINDOM AREA HEALTH**

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
<b>SERVICE</b>													
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												
Expand Physician Recruitment	4/30/2024												
Ambulatory Net Promoter Score	83.3%	77.8%	50.0%	n/a	90.9%	86.7%							
OP Net Promoter Score	80.6%	82.1%	100.0%	90.0%	76.9%	100.0%							
Emergency Dept Net Promoter Score	49.1%	43.8%	50.0%	73.1%	63.3%	57.7%							
Wound Center Overall Pt. Satisfaction	>92%	98.0%	100.0%	100.0%	78.0%	100.0%							

<b>QUALITY</b>													
Falls per 1000 Patient Days	0.0	n/a	6.1	n/a	n/a	n/a							
Patient Falls with Injuries	0.0	n/a	0.0	n/a	n/a	n/a							
Hand Hygiene	100%	n/a	n/a	99.3%	n/a	n/a							
Patient Experience/HCAHPS Recommend	81%	n/a	94.4%	n/a	n/a	n/a							
How would you rate/HCAHPS	83%	n/a	90.0%	n/a	n/a	n/a							
Communication with Nurses	89%	n/a	91.7%	n/a	n/a	n/a							
Communication with Doctors	85%	n/a	91.7%	n/a	n/a	n/a							
Readmission within 30 days	<5%	n/a	1.0%	n/a	n/a	n/a							
Wound Center Patient Healing Rate	>92%	100.0%	98.1%	100.0%	97.0%	96.3%							

<b>FINANCIAL</b>													
Income (Loss) from Operations to Budget	3.87%	-2.09%	0.83%	-2.26%	-2.11%	-1.31%							
Days in Accts Receivable	<53	44.18	51.23	50.47	50.73	57.03							
Days Cash on Hand	>150	368	376	375	359	338							

<b>GROWTH</b>													
Surgeries to Budget	71	72	65	59	83	71							
Wound Center New Patients	23	28	36	28	32	20							
Wound Center Encounters	135	260	287	286	327	260							
SNF/ALF Wound Ctr Encountrs/Telehealth	no target # established	28	30	19	10	13							
Wound Ctr New Patients for HBO Treatmts	10/calendr yr	0	0	0	0	0							

<b>COMMUNITY</b>													
WAH Hosted Events w/ Commun Participtn	2/fiscal yr		Lnch&Learn Golf Tourn	Da Vinci Demo	Summer Path Event	Mental Health Lnch&Learn							

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

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

**Meeting Date/Time/Location:** Monday, October 23, 2023 / 4:30-5:15 pm / Large Conference Room

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

Present:  
Absent:  
Others:

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

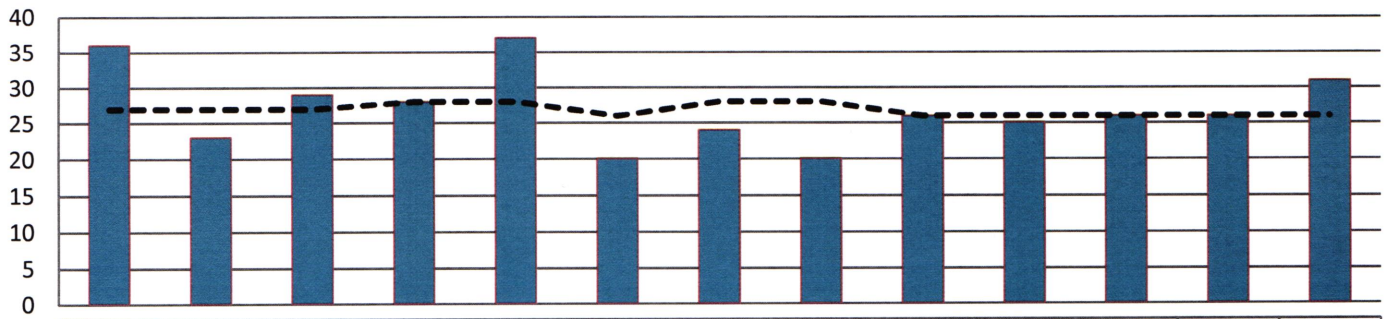
**Recorder:** Heather Hummel, Executive Asst

Category / Topic	Action step(s) / Updates	Leader:	
<b>STANDING ITEMS</b>			
Call to Order	Call Finance/Personnel/Labor Relations & Building & Grounds Committee meeting to order at 4:30 pm by chairperson	Justin Schmit	
Minutes	Approve minutes from regular Committee meeting of September 25, 2023 ( <i>Cmte Motion</i> )	Justin Schmit	
Collections & Financial Assistance	Review & recommend approval of patient financial accounts ( <i>Cmte Motion / Bd Motion</i> )	John Peyerl	
Employee Resignations & Terminations	Review & recommend acceptance of WAH employee resignations / terminations ( <i>Cmte Motion / Bd Motion</i> )	Emily Masters	
<b>FOLLOW-UP ITEMS</b>			
Medical Building	Continue to discuss next steps	Shelby Medina	
CliftonLarsonAllen Audit	FYE2023 WAH audit presentation preview	John Peyerl	
<b>NEW/CURRENT ITEMS</b>			
<i>Other</i>			
<b>CONCLUSION</b>			
	Conclude Finance/Personnel/Labor Relations & Building & Grounds Committee meeting	Justin Schmit	

<b>Meeting Name: Windom Area Health Finance / Personnel / Labor Relations &amp; Building &amp; Grounds Committee</b>			
<b>MINUTES</b>			
<b>Purpose:</b> 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.			
<b>Meeting Date/Time/Location:</b>		<b>Monday, September 25, 2023 / 4:30-5:15 pm / Large Conference Room</b>	
<b>Members:</b> Justin Schmit, Ann Bartelt, Dan Ortmann, 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, Dan Ortmann, Dr. Michael Fisher, Shelby Medina/CEO, Dr. Blue/Medical Director, John Peyerl/CFO, Emily Masters/CHRO Absent: Julie Brugman/Mt Lake Advisory Member, Monica Huber/CNO Others: Landon Johnson/DON, Heather Hummel/Executive Assistant	
<b>Chairperson (or Acting Chairperson)</b>		Justin Schmit, Chairperson	
<b>Recorder:</b>		Heather Hummel, Executive Asst	
<b>Category / Topic</b>	<b>Action step(s) / Updates</b>	<b>Leader:</b>	
<b>STANDING ITEMS</b>			
Call to Order	The Finance/Personnel/Labor Relations & Building & Grounds Committee meeting was called to order Chairperson, Justin Schmit.	Justin Schmit	
Minutes	M/S/C UNANIMOUSLY TO APPROVE COMMITTEE MINUTES FROM THE REGULAR MEETING OF AUGUST 28, 2023, AS PRESENTED (ORTMANN/FISHER).	Justin Schmit	
Collections & Financial Assistance	M/S/C UNANIMOUSLY TO RECOMMEND APPROVAL TO SEND 67 PATIENT ACCOUNTS TOTALING \$43,344.21 TO AAA COLLECTIONS; RECOMMEND APPROVAL OF THE FOLLOWING FINANCIAL ASSISTANCE PATIENT ACCOUNTS: 1 NEW ACCOUNTS SUBMITTED FOR WRITE-OFF TOTALING \$3,782.25; AND 1 ACCOUNTS FOR WRITE-OFF WITH A BALANCE BELOW \$1500 TOTALING \$470.00; IN TOTAL, 2 FINANCIAL ASSISTANCE ACCOUNTS WERE SUBMITTED AND APPROVED FOR WRITE-OFF TOTALING \$4,252.25 (SCHMIT/ORTMANN). In month 4 of FY2024, accounts totaling \$24,273.45 have been approved for Financial Assistance on a budget of \$125,000.	John Peyerl	
Employee Resignations & Terminations	M/S/C UNANIMOUSLY TO RECOMMEND APPROVAL OF THE FOLLOWING RESIGNATIONS: PATIENT ACCESS REPRESENTATIVE EFFECTIVE 9/5/2023. THERE WERE NO TERMINATIONS (SCHMIT/FISHER).	Emily Masters	
<b>FOLLOW-UP ITEMS</b>			
Medical Building	Shelby updated the committee on our adjustments with parking at WAH with the northwest parking lot by the Rehabilitation Entrance being closed to the public and staff effective September 25. Patients will need to enter through the main entrance unless they are going to the Emergency Department. Parking will continue to be monitored and adjustments will be made as needed. Shelby noted that excavation on the retention wall is anticipated to begin the week of September 25. Three banks have submitted bids for the Medical Building project. A committee consisting of the Mayor of the City of Windom, Windom City Administrator, and John Peyerl/CFO will meet with Todd Hagen from Ehlers to review the bids and recommend the best option at the city council meeting on October 3.	Shelby Medina	
CliftonLarsonAllen Audit	John reported that the final audit will be presented at the October Governing Board meeting. The audit has been delayed this year due to the Medical Building reporting and financing taking precedence. Justin stated that he received a call from CLA and they expressed no concerns in regards to the audit.	John Peyerl	
<b>NEW/CURRENT ITEMS</b>			
	There were no new/current items for committee discussion.		
<b>CONCLUSION</b>			
	Chairperson, Just Schmit, concluded the Finance/Personnel/Labor Relations & Building & Grounds Committee meeting.	Justin Schmit	

### ADMISSIONS

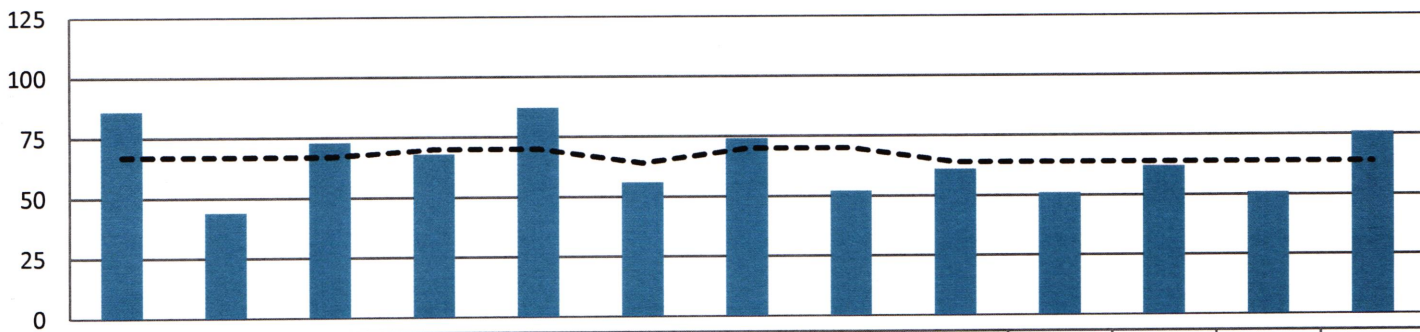
Admissions Budget



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

### PATIENT DAYS

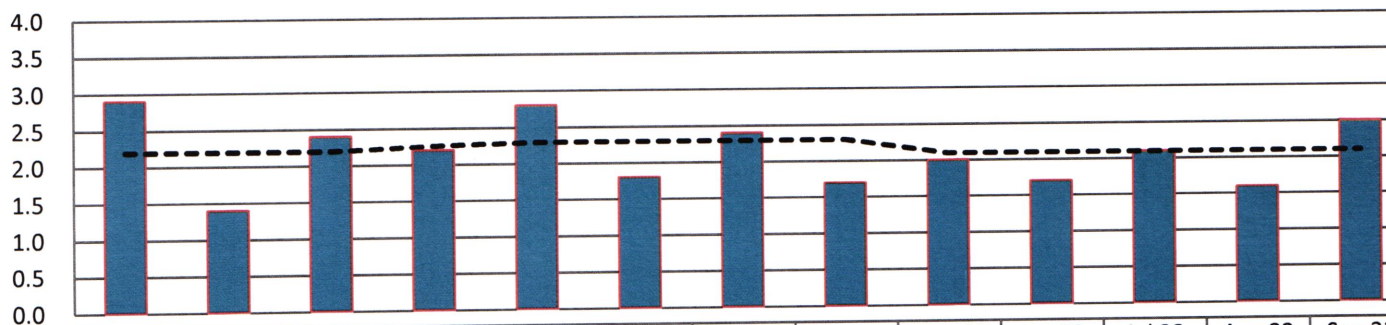
Pt Days Budget



	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sep 23
Pt Days	86	44	73	68	87	56	74	52	61	51	62	51	76
Budget	67	67	67	70	70	64	70	70	64	64	64	64	64

### AVERAGE PATIENTS PER DAY

Avg Pt/Day Budget



	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sep 23
Avg Pt/Day	2.9	1.4	2.4	2.2	2.8	1.8	2.4	1.7	2.0	1.7	2.1	1.6	2.5
Budget	2.2	2.2	2.2	2.3	2.3	2.3	2.3	2.3	2.1	2.1	2.1	2.1	2.1

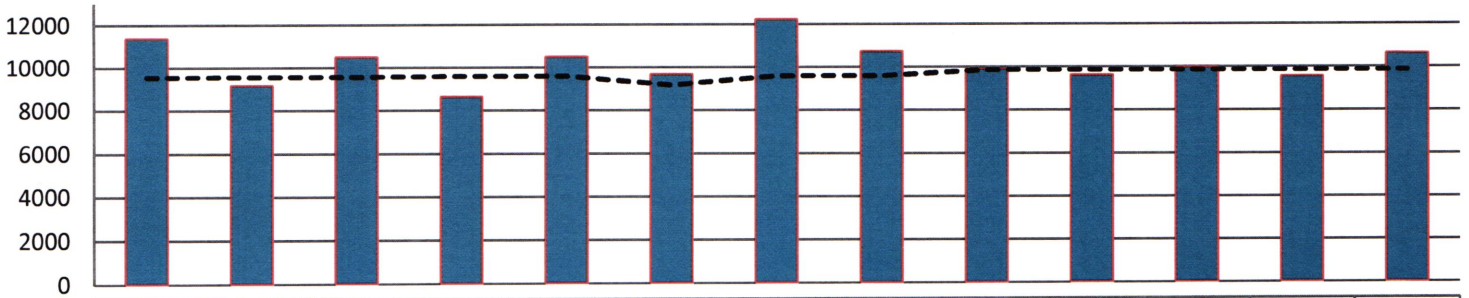






### LAB PROCEDURES

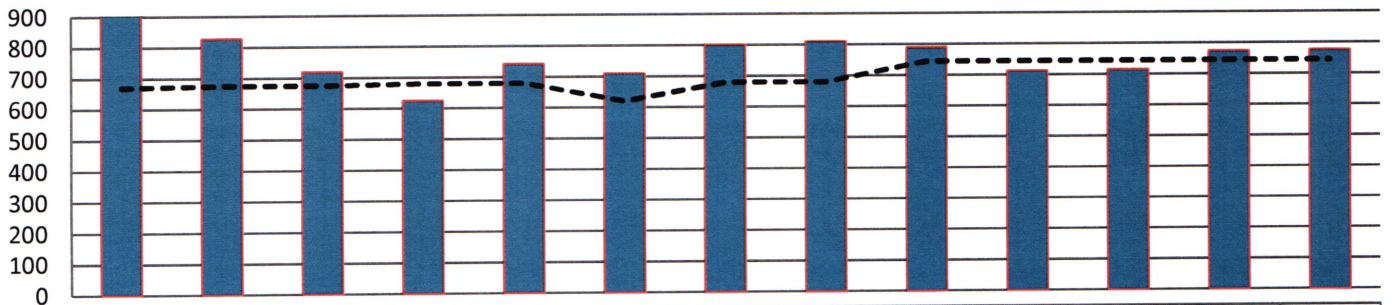
Lab Proc Budget



	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sep 23
Lab Proc	11361	9147	10484	8620	10484	9661	12234	10733	9906	9604	9986	9550	10639
Budget	9525	9550	9550	9575	9575	9150	9575	9575	9850	9850	9850	9850	9850

### IMAGING PROCEDURES

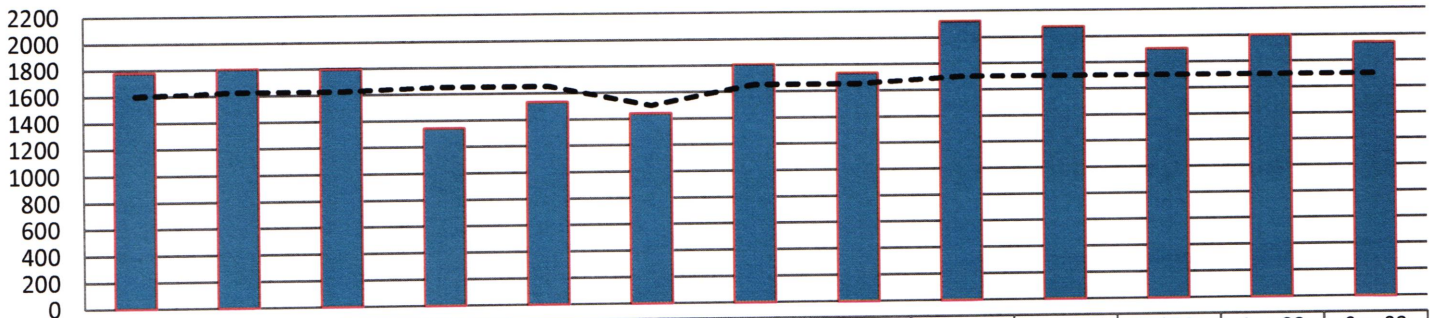
Imaging Proc Budget



	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sep 23
Imaging Proc	908	827	719	624	742	710	801	811	790	712	715	774	777
Budget	670	675	675	680	680	620	680	680	745	745	745	745	745

### REHAB MODALITIES

Rehab Modalities Budget



	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sep 23
Rehab Modalities	1779	1803	1794	1340	1531	1437	1807	1733	2123	2075	1901	2000	1941
Budget	1600	1625	1625	1650	1650	1500	1650	1650	1700	1700	1700	1700	1700

WINDOM AREA HEALTH  
INCOME STATEMENT

	9/30/2023		Revenue		Revenue		Revenue		Revenue		September	\$ Change	% Change
	9/30/2023	Comparison	Budget 2024	Comparison	Y-T-D FY2024	Comparison	Budget 2024	Comparison	Y-T-D FY2023	From Last Year	From Last Year		
<b>PATIENT REVENUE</b>													
Inpatient Revenue	\$866,702	18.64%	\$750,000	16.30%	\$4,251,732	19.07%	\$3,450,000	15.83%	\$3,304,138	\$947,594	28.7%		
Outpatient Revenue	\$3,782,906	81.36%	\$3,850,000	83.70%	\$18,047,875	80.93%	\$18,350,000	84.17%	\$17,705,283	\$342,592	1.9%		
Total Patient Revenue	\$4,649,608	100.00%	\$4,600,000	100.00%	\$22,299,607	100.00%	\$21,800,000	100.00%	\$21,009,421	\$1,290,186	6.1%		
Contractual Adjustments	\$2,216,989	47.68%	\$2,300,000	50.00%	\$11,143,611	49.97%	\$10,960,000	50.28%	\$9,757,543	\$1,386,068	14.2%		
Other Income	\$21,804	0.47%	\$27,500	0.60%	\$122,704	0.55%	\$127,500	0.58%	\$91,903	\$30,801			
<b>NET OPERATING REVENUE</b>	<b>\$2,454,423</b>	<b>100.00%</b>	<b>\$2,327,500</b>	<b>100.00%</b>	<b>\$11,278,700</b>	<b>100.00%</b>	<b>\$10,967,500</b>	<b>100.00%</b>	<b>\$11,343,781</b>	<b>(\$65,081)</b>	<b>-0.6%</b>		
<b>EXPENSE</b>													
Employee Salaries	\$862,317	35.13%	825,000	35.45%	\$4,060,435	36.00%	4,065,000	37.06%	\$3,478,158	\$582,277	16.7%		
Employee Benefits	\$267,018	10.88%	246,250	10.58%	\$1,272,224	11.28%	1,226,250	11.18%	\$1,102,411	\$169,813	15.4%		
Pharmaceuticals	\$109,655	4.47%	100,000	4.30%	\$578,929	5.13%	500,000	4.56%	\$467,848	\$111,081	23.7%		
Supplies	\$180,413	7.35%	185,000	7.95%	\$858,639	7.61%	825,000	7.52%	\$651,648	\$206,991	31.8%		
Rents & Utilities	\$30,905	1.26%	32,500	1.40%	\$163,832	1.45%	152,500	1.39%	\$150,673	\$13,159	8.7%		
Purchased Services	\$660,776	26.92%	612,500	26.32%	\$2,881,328	25.55%	2,712,500	24.73%	\$2,698,874	\$182,454	6.8%		
Other Direct Expenses	\$111,076	4.53%	120,000	5.16%	\$598,408	5.31%	560,000	5.11%	\$594,609	\$3,799	0.6%		
Provision for Bad Debts	\$50,656	2.06%	50,000	2.15%	\$292,231	2.59%	250,000	2.28%	\$308,092	(\$15,861)	-5.1%		
Depreciation	\$131,184	5.34%	135,000	5.80%	\$658,740	5.84%	675,000	6.15%	\$661,362	(\$2,622)	-0.4%		
Interest Expense	\$11,662	0.48%	12,500	0.54%	\$61,200	0.54%	62,500	0.57%	\$64,495	(\$3,295)	-5.1%		
Total Operating Expense	\$2,415,662	98.42%	\$2,318,750	99.62%	\$11,425,966	101.31%	\$11,028,750	100.56%	\$10,178,170	\$1,247,796	12.3%		
Income (loss) From Operations	\$38,761	1.58%	\$8,750	0.38%	(\$147,266)	-1.31%	(\$61,250)	-0.56%	\$1,165,611	(\$1,312,877)			
Investment Income	\$69,107	2.82%	\$55,000	2.36%	\$259,909	2.30%	\$195,000	1.78%	\$35,466	\$224,443			
Other Revenue/(Expenses)	(\$343)	-0.01%	\$10,000	0.43%	\$18,133	0.16%	\$30,000	0.27%	\$25,796	(\$7,663)			
Non Operating Rev/Exp	\$68,764	2.80%	\$65,000	2.79%	\$278,042	2.47%	\$225,000	2.05%	\$61,262	\$216,780			
Increase in Net Assets	\$107,525	4.38%	\$73,750	3.17%	\$130,776	1.16%	\$163,750	1.49%	\$1,226,873	(\$1,096,097)			

Month

5

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

<b>Yrs Dep</b>	<b>Capital Asset</b>	<b>Vendor</b>	<b>Asset class</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>August</b>	<b>September</b>
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		
<b>Total</b>				-	<b>12,100</b>	<b>19,777</b>	-	-

**Total YTD Capital Acquisitions      31,877**

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

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

**Meeting Date/Time/Location:** Monday, October 23, 2023 / 4:00-4:30 pm / Large Conference Room

**Members:** Kay Gross, Terry Tegels, Rick Frederickson, 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

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 September 25, 2023 ( <i>Cmte Motion</i> )	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 (<i>Cmte / Bd Motion</i>)</li> <li>Report on business addressed at WAH Medical Staff meeting</li> </ul>	Dr. Taber/ Dr. Blue	

**NEW/CURRENT ITEMS**

WFMC Temporary Clinic Space	Review and update	Shelby Medina / Dr. Taber	
Recruitment Updates	Review recruitment and on boarding	Shelby Medina	
<i>Other</i>			

**CONCLUSION**

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

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

**Meeting Date/Time/Location:** **Monday, September 25, 2023 / 4:00-4:30 pm / Large Conference Room**

**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  
 Present: Kay Gross, Terry Tegels, Dr. Michael Fisher, Shelby Medina/CEO, Dr. Blue/Medical Director, John Peyerl/CFO, Emily Masters/CHRO, Dr. Taber/Chief of Staff  
 Absent: Julie Brugman/Mt Lake Advisory Member, Monica Huber/CNO  
 Others: Landon Johnson/DON, Heather Hummel/Executive Assistant

**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	The Professional Practice/Quality & Planning Committee meeting was called to order at 4:00 pm by Chairperson Kay Gross.	Kay Gross
Minutes	M/S/C UNANIMOUSLY TO APPROVE COMMITTEE MINUTES FROM THE REGULAR MEETING OF AUGUST 28, 2023, AS PRESENTED (TEGELS/FISHER).	Kay Gross

**FOLLOW-UP ITEMS**

Medical Staff Credentialing & Medical Staff Meeting Update	Dr. Blue, WAH Medical Director, reported on agenda items addressed at the Medical Staff meeting held earlier in the day. He stated that the WAH Medical Staff reviewed the September 2023 Credentialing list which was recommended for approval to the Governing Board. Dr. Blue gave an update on the changes in parking and commended the WAH Therapy Department for being selected as the winner of the MHA's Innovation of the Year in Patient Care Award for WAH's Sensory Integration Program.	Dr. Taber/ Dr. Blue
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**NEW/CURRENT ITEMS**

WFMC Temporary Clinic Space	Shelby reported that The Windom Family Medical Clinic has moved to their new location within the hospital. The last weekly touch-base meeting with Dr. Taber and WAH staff will be held on Tuesday, September 26 with additional meetings being scheduled as needed. Dr. Taber noted that he is looking into options for dampening the sound in rooms due to the high ceilings and drywall.	Shelby Medina / Dr. Taber
Other	Shelby gave an update to the committee regarding The Heritage Company. The Heritage Company provides families who have suffered the loss of a loved one a hardbound book called "Come Unto Me" which is then sent on our behalf. Effective June 2024, LaCanne Funeral Home is not going to continue to send the required information to The Heritage Company so we will no longer be offering this service to families that utilize LaCanne Funeral Home. Shelby informed the committee that Telehealth Solutions has been bought by the former Avera E-Care known as Avel eCare. Avel eCare stated there will be no process changes from what we had with TeleHealth Solutions. Shelby stated that our ultimate goal is to have an on-site hospitalist which will decrease the amount of services needed for our telehealth providers. More information will be provided as needed to the committee.	

**CONCLUSION**

	Chairperson, Kay Gross, concluded the Professional Practice/Quality & Planning Committee meeting.	Kay Gross
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*Statement of Confidentiality: Records, data, and knowledge, including minutes collected for and by individuals or committees, or committees assigned peer review functions, are confidential, not public records and are not available for court subpoena in accordance with Minnesota MSA 145.61-145.67.*

**WINDOM AREA HEALTH  
CREDENTIALING**

**October 23, 2023**

**APPOINTMENTS:**

Akash Attreya, D.O.	Telehospitalist	Telemedicine
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**REAPPOINTMENTS:**

Kimberly Haycraft-Williams	Emergency Medicine	Emergency Services
Adam Nichols, D.P.M	Podiatry	Associate Professionals
Dennis Silver, M.D.	Emergency Medicine	Emergency Services
Chelsey Twamley, CNP	Vascular (Santos)	Allied Health Professionals

**SANFORD TELEMEDICINE APPOINTMENTS:**

Ahmed Elazim, M.D.	Neurology	Telemedicine
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**VRAD APPOINTMENTS:**

**VRAD REAPPOINTMENTS:**

Charles Henry, M.D.	Teleradiology	Telemedicine
Jonathon Lee, M.D.	Teleradiology	Telemedicine

**RESIGNATIONS:**

Jinha Park, M.D.	Teleradiology	Telemedicine
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## SEPTEMBER COMMENTS

### Ambulatory Surgery

It was wonderful, very quick and everybody was so polite and you, I want to go back and I will for my my other eye but I really liked it there.

### Ambulatory Surgery

Your surgical staff of nurses were excellent and personable. They were very nice to me. Patty was my admitting nurse and she was great!

### Ambulatory Surgery

My first hernia surgery unexpected pain but thank God for Dr reddy who listened and took immediate action

### Ambulatory Surgery

I have been very pleased with Sanford. Windom and mt lake. The experience was professional and compassionate. My nurse (I think her name was Anita?) was very helpful and supportive. As we left after surgery she stated multiple times that there would be a follow up call on Wednesday to see how I was doing and that I should call with any questions or concerns . Sadly I did not get any calls and when I called twice on Thursday to ask about changing my dressing I was directed to the surgical nurse phone. I tried twice but it went back to receptionist. She said she could not leave a message with my concern and there was no voicemail mail. It left me a bit confused and disappointed. I felt genuine concern from everyone but found it very difficult to re engage for my needs. Perhaps it was a fluke event. But I just wanted to be upfront Thank you.

### Clinic - Windom

IT WAS SO COMFORTABLE AND AT EASE THE HOLE TIME

### Clinic – Windom

All care was professional and timely. Thank you

### Clinic – Windom

I had excellent care, excellent treatment and I'm back to almost 100%. So, thank you very much.

### Clinic – Windom

It was a good experience

### Clinic - Windom

I was pleasantly surprised at how quickly I was in and out of the hospital. I was expecting to be waiting after I arrived for my appointment.

### ED

So thankful to have this high quality ER there when I needed it!

### ED

I had 2 nurses during my visit. I was not happy with the first nurse. The second nurse who worked with me was excellent.

### ED

Both the nurse and the doctor were very kind, patient and respectful to us. They were definitely some of the best ER staff I've had.

### ED

I believe the services there were great. I was offered a blanket. I was treated kindly and I felt like I was understood. Now, if there's any lower number that I did, it's because of my own mental health issues, nothing to do with staff in general. It's just, my perspective is a little misconstrued these days because of my recent sobriety and we have a, my mental illness. So, I see things a little bit differently and I know that things weren't intentional. So I would say that this great service and they did a great job and thank you.

## SEPTEMBER COMMENTS

- ED** I was at your emergency room, last Friday, nobody offered for an x ray or MRI to be done. So I had to do it on my own when I seen my own medical doctor on Monday.
- ED** The doctor was absolutely terrible. I had to repeat myself multiple times on symptoms. He proceeded to ask questions on things I had just told him. Bed side manner was awful. Couldn't explain things to us on what he was thinking. Just kept saying ah and there was more I was going to add. I felt as though if it was life or death he would not have been able to save me.
- ED** "I would have appreciated a more detailed description of what the ortho docs said about the X-rays. Or that the X-rays be available for me to see as a reference."
- ED** I don't know any of the others who worked on me but I do know Jason Ella and I have nothing but great things to say about him.
- Imaging** The two techs were both very professional and very considerate. Julie was the one in mammography. I don't recall the ultrasound techs name. I was there for over two hours due to the radiologist requesting multiple different takes. They did their best to minimize the effects of the lengthy time and to reassure me. I hope you are able to continue to employ them.
- Imaging** The 2 staff I had when I had my MRI were awesome!! They were friendly, told me about the procedure & what to expect. The female nurse that gave me the injection was great! Didn't feel the needle poke, she explained what she was doing. The male nurse was great as well. He explained what he was doing with getting me ready for the MRI. What an asset they both are! Thank you!
- Imaging** "My experience with the ultrasound procedure was done with professional care and everything was explained to me about the procedure. Very satisfying experience. "
- Imaging** I guess I didn't realize for the MRI I needed to go in the trailer, I thought they had an MRI machine inside the building so, that's one thing I did not like. Just ... it was raining so you had to walk out in the rain, did not like the mobile, and I won't do a mobile again.
- Imaging** Staff was very friendly and helpful and just, very pleasant to...to be there. Thank you.
- Imaging** Staff was wonderful, however, due in good part to bad design planning, I was stranded in a waiting room for about a half an hour. An email has been sent regarding this matter.
- Imaging** Liked Owen. Karen S. was very nice directing me to exray.
- Imaging** It's nice to be able to do this here in home town & not have to go to Sioux Falls.
- Imaging** Quick and easy
- Imaging** No concerns what so ever! Everyone was very nice and professional!
- Imaging** Prompt, excellent service
- IP** Staff was great. Room was comfortable.

## SEPTEMBER COMMENTS

IP I would like to report the nurse that worked the graveyard shift on September 4th when I was admitted. She needs to be fired. She would not listen to me. I had had eye surgery, has nothing to do with the medical team. I needed my eye drops. She would not give them to me. She locked them up in a drawer. I ended up coming home with high pressure and a ... and a blood pressure of 170. So I would not recommend being out there with that particular nurse. Fire her.

IP When you are to get pain meds at 4hrs don't skip

IP-OB We had an amazing experience. The doctors, nurses and all other staff were so caring and made our birthing experience a "relaxing" one. Our nurses went above and beyond. They made us feel like family. I can't thank them enough!

IP-OB Excellent care. I had a wonderful labor experience and was able to achieve an unmedicated birth!

Lab Very good nurse (very sharp needle)

Lab The tech was very thorough explaining everything.

Lab Dan was awesome at drawing my blood.

OP "Nurses were wonderful"

OP Your staff is very accomplished, very aware of what they're doing, and the receptionist is very good also. Thank you.

OP Terrific wound clinic. Deserves accolades.

PT, OT, ST "Everything was explained thoroughly and my team was honest about their assessment of my condition. They made me feel at ease and were easy to talk to."

PT, OT, ST The therapist was an excellent provider. I would highly recommend her. You can tell she cares about her patients.

PT, OT, ST Mitch is wonderful and very polite

PT, OT, ST The staff are very caring and also have a sense of humor so we can kid back and forth and it helps to make the therapy go by fast. They tell you what each thing you do helps which area of the body. I enjoy them feel like they have become friends as well as therapists. I also appreciate Sanford as a whole as I rarely have to wait a long time for appts. in general.

PT, OT, ST Nicole has been my therapist for several hand/arm issues I have dealt with over the years. She is excellent, extremely knowledgeable and so kind and helpful. I highly recommend her, thank you!

**Windom Area Hospital Auxiliary Meeting  
September 11, 2023**

The Windom Area Hospital Auxiliary held their monthly meeting Monday, September 11, 2023 at 6:00 p.m. in the Large Conference Room. A group picture was taken at 5:45 pm.

President Mary Klosterbuer welcomed everyone to the meeting with 18 members in attendance. The Auxiliary Prayer was read in unison, and the Pledge of Allegiance was recited.

Landon Johnson, Director of Nursing at WAH, was our speaker. He told us a little about himself and his previous experience and what his job responsibilities are at WAH. He also told about what is available for patients at Windom Area Health.

M/S Karen Skarphol/Pat Lenz to approve the agenda as presented. Motion carried.

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

- M/S Betty Olsen/Jackie Turner to approve the minutes of the August 14, 2023 meeting. Motion carried.

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

- Balance on hand August 31, 2023 was \$5,331.06.
- M/S Connie McCarthy/Kay Evers to approve the report as presented. Motion carried.
- M/S Jean Johnson/Karla Taber to give the funds from the Chamber Bucks raffle sales of \$1,105.05 to WAH towards the Vital Signs Monitor.
- Total donated to date for the Vital Signs Monitor is \$3,038.97.

**Corresponding Secretary** – Betty Olson

- A thank you card was sent to the Cotton Quilters for the beautiful quilt they donated to us.

**MAHV Report** –

- The MAHV website address is <https://mahv.org> (Member code is mahv2018)
- Marlene Smith will attend the September 12 MAHV webinar.

**WAH Update** – Kim Armstrong (Emily Saffert in absence of Kim)

- Please record your volunteer hours.
- Brady Kerkman joined us electronically. He talked about the “Bras for a Cause” to be held in October. He thanked the Auxiliary for the support we give WAH.
- Eight nurses are now qualified for Robotic Surgery.

**Old Business:**

1. Chamber Bucks Raffle
  - All 1500 tickets sold. Net profit is \$1,115.05.
  - Winners: Joanne Kaiser, Nancy Sajban, and Char Carlson
2. Quilt Raffle:

- Quilt is on display in the Main Lobby.
- Tickets will be \$5.00 each.
- Tickets will be sold from September 11, 2023 thru October 30.
- Drawing on October 31 at 11:00 a.m.
- Committee: Jackie Turner, chair, Dona Olson, and Brenda Renzykowski
- Profit will go towards Vital Signs Monitor.
- Volunteers will sell Raffle Tickets at the cafeteria from 11:30 to 1:00.
- Reminder: Must be 18 years old to win.

### **New Business**

1. Windom Area Health Recognition Night
  - Thursday, October 5, at Round Lake Vineyards & Winery. This will replace the luncheon formerly held in the spring.
2. Wellness Center Spooky Path
  - Tuesday, October 31, 2023
  - M/S Jackie Turner/Connie McCarthy to donate \$50.00. Motion carried.
3. Pecan Sales will again be held this year. Emily will post this on the Chamber page.
4. December Craft and Vender Fair:
  - Due to pending construction, we need to wait and see if there is a spot for this.
5. Information was presented by President Mary Klosterbuer to possibly add a goal to change our name to align with hospital's name change in 2019.
  - Need to follow By-Laws to do this.
  - Vote at October meeting would be to appoint a committee to review/update By-Laws.
6. 50-Year History
  - Karla Taber asked for questions to ask longtime members.

### **Hostesses**

- September: Rozanne Gronseth & Marge Paschke
- October: Karla Taber and Pat Lenz
- November: Jean Johnson and Brenda Renczykowski
- December: Kay Evers and ????

### **Coming Events**

- Tuesday, September 12, 2023 at 10:00 am – MAHV Virtual Webinar
- Thursday, September 28 – RSVP deadline for WAH Recognition Night
- Thursday, October 5, at 5:30 pm – WAH Recognition Night
- Monday, October 9, at 6:00 pm – Next Auxiliary meeting

The meeting adjourned at 7:32 pm

Marlene Smith  
Recording Secretary



# WINDOM AREA HEALTH FOUNDATION

## BOARD OF DIRECTOR'S MEETING

TUESDAY, OCTOBER 24, 2023

5:00 pm – Large Conference Room

Select meal from the Cafeteria before the meeting

\*\* Indicates items needing a motion

### AGENDA

5:00 PM:	CALL WAH FOUNDATION MEETING TO ORDER	Steve Johnson
5:05 PM:	** APPROVAL OF AGENDA	Steve Johnson
5:10 PM:	** FOUNDATION MEETING MINUTES - Approve minutes from regular meeting on September 25, 2023	Steve Johnson
5:15 PM:	** FINANCIAL STATEMENT - Review donations & assign thank-you's	Kim Armstrong
5:20 PM:	OLD BUSINESS - - Bras for a Cause - Meetings with Board members - Fundraising committee - Cricket Mini Cart - End-of-Year solicitation letter	Kim Armstrong Brady Kerkman Brady Kerkman Brady Kerkman Kim Armstrong
5:40 PM:	NEW BUSINESS - - Women's cancer fund application - Foundation Director - Foundation account signers - Volunteer hours	Kim Armstrong Brady Kerkman Kim Armstrong Kim Armstrong
6:10 PM:	NEXT MEETING DATE/TIME – November 28, 2023	Steve Johnson
6:15 PM:	** MEETING ADJOURNED	Steve Johnson

**WINDOM AREA HEALTH FOUNDATION  
FOUNDATION BOARD MEETING MINUTES  
SEPTEMBER 26, 2023, AT 5:00 P.M.**

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**Attending:** Steve Johnson, Greg Scheitel, Chad Merrihew, Tom Christensen, Dan Ortmann, Kay Gross, Terry Tegels, Emily Masters/CHRO, Kim Armstrong/Executive Director Foundation/Auxiliary, Brady Kerkman/Executive Director of Business Development & Marketing

**Others:** Heather Hummel/Executive Assistant

**Absent:** Shelby Medina/CEO

**Recorder:** Heather Hummel, Executive Assistant

**CALL TO ORDER**

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

**FOUNDATION AGENDA**

Kim noted an addition to the agenda which includes End of Year Solicitation that she would like added to New Business.

M/S/C UNANIMOUSLY TO APPROVE THE SEPTEMBER 26, 2023 FOUNDATION AGENDA WITH THE ADDITION OF END OF YEAR SOLICITATION TO NEW BUSINESS (CHRISTENSEN/GROSS).

**FOUNDATION MINUTES**

M/S/C UNANIMOUSLY TO APPROVE MINUTES FROM THE AUGUST 29, 2023 REGULAR MEETING AS PRESENTED (GROSS/SCHEITEL).

**FINANCIAL STATEMENT**

A Donor Bill of Rights was disbursed to the Board of Directors to review and sign. The financial statement no longer includes the breakdown of names of donors and how much they donated. A question was asked regarding whether any Foundation money will be used to support the Medical Building. Kim confirmed that donations have to be used for the designated purpose.

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

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

Donor gifts to the Foundation received during 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. Discussion was held regarding increasing the amount for donors to receive a phone call, thank you, etc. The Board agreed that the Foundation should keep it at \$100 for this year but increase to \$250 or \$500 beginning January 1, 2024. It was also asked if tracking could be done for donors so that once they get to the accumulative amount that they receive a thank you.

**OLD BUSINESS**

**Changes to Financial Report**

Kim noted that the financial report will no longer include specifics on who donated how much as that is private information.

**Articles of Incorporation and By-Laws**

Kim reported that she and Brady are working with the WAH attorney, Heather Springer, on the Foundation's by-laws. Some potential revisions include shortening the required terms from three years down to two years. An additional suggestion was to have one board liaison sit on the Foundation Board. More information will be provided as it becomes available.

**Bras for a Cause**

The flyer for Bras for a Cause has been posted within the hospital and will be advertised in the Citizen and Shopper papers the last weekend in September. Kim mentioned she was able to obtain gift certificates from local businesses to be put towards the top three winners of the contest. Votes can be cast via Facebook likes on people's favorite picture. The deadline to submit a bra is October 25. The goal is to get 30 decorated bras.

### Meetings with Board Members

Kim will be coordinating meetings with the Foundation Board Members to meet with Brady and herself.

### Fundraising Committee

Brady communicated information regarding creating a fundraising committee with a recommended 3-4 Foundation Board members. The goal of the committee would be to meet monthly for a period before going to every other month. The goal is to raise \$250,000 next year and this committee would help brainstorm ideas on how to reach our goal. Kay Gross and Dan Ortmann volunteered to be on the committee.

## **NEW BUSINESS**

### Review Donor Tiers & Discussion of Donor Wall

This agenda item was tabled for the October meeting date.

### Local Donation Discussion

Brady challenged the Foundation Board Members to start thinking bigger. When community members contribute to the WAH Foundation, they are invested.

### Cricket Mini Cart

Brady discussed information regarding the Cricket Mini Cart which would be used to transport patients through the hospital. The cost of the cart is \$7,500 and would be used only indoors. Brady believes this would be beneficial for patients and would have a high reward for assisting those that might not utilize a wheelchair. M/S/C UNANIMOUSLY TO APPROVE THE PURCHASE OF A CRICKET MINI CART FOR \$7,500 TO BE TAKEN OUT OF THE GENERAL FUND FOR WINDOM AREA HEALTH (CHRISTENSEN/GROSS).

AN ELECTRONIC VOTE WAS MADE ON OCTOBER 8, 2023 TO UNANIMOUSLY APPROVE AN ADDITIONAL \$800 FOR THE SHIPPING COST OF THE MINI CRICKET GOLF CART TO COME FROM THE FOUNDATION GENERAL FUND. CONSENSUS OF THE BOARD WAS TO APPROVE AS STATED.

### Volunteer Hours

Kim asked Foundation Board Members to record any volunteer time including making calls or sending thank you cards as this information is used when applying for grants.

### End of Year Solicitation Letters

Kim noted that the End of Year Solicitation Letters are sent in November. Last year, our focus was on replacing a cataract surgical chair. The Foundation Board decided our goal would be to raise \$30,000.

M/S/C UNANIMOUSLY TO DEDICATE THE END OF YEAR SOLICITATION MONIES RAISED TO BE PUT TOWARDS STRESS TESTING EQUIPMENT (TEGELS/SCHTEL).

The next Foundation Board Meeting will be held on October 24, 2023.

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

Kay Gross  
WAH Foundation Secretary