

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

Purpose: Provide governance for Windom Area Health

Meeting Date/Time/Location: Monday, November 27, 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:
------------------	--------------------------	---------

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 style="list-style-type: none"> Approve Windom Area Health Governing Board minutes from the regular meeting of October 23, 2023 (<i>Board Motion</i>) Approve Windom Area Health Governing Board minutes from the special meeting of November 13, 2023 (<i>Board Motion</i>) 	Dr. Michael Fisher
Board Education	Terri Elder, Rehabilitation Director	
Masonic Lodge	Ceremony for Medical Building Summer 2024	Members of Masonic Lodge

COMMITTEE REPORTS

Professional Practice / Quality & Planning Cmte	<ul style="list-style-type: none"> Medical Staff Credentialing review and approval per recommendation from the WAH Medical Staff (<i>Board Motion</i>) Medical Staff meeting review Review PP/Q & P Committee meeting activities 	Dr. Taber Dr. Blue Kay Gross
Finance / Personnel / Labor Relations & Bldg & Grounds Cmte	<ul style="list-style-type: none"> Review F/P/LR & B-G Committee meeting activities Review and recommend approval of WAH resignations and terminations (<i>Board Motion</i>) 	Justin Schmit John Peyerl Emily M

OTHER REPORTS

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	Monica Huber
Patient Safety Reports	Review patient safety activities	Monica Huber
WAH Policy Review	Review and approve the following policies: (<i>Board Motion</i>)	Shelby M
Medical Director	Organizational updates	Dr. Blue

Administration	<ul style="list-style-type: none"> Review/Update of Senior Management Team Executive Summaries Review and approve WAH committee meeting reports as presented (<i>Board Motion</i>) 	Sr Mgmt Team
City of Windom	Informational updates	Steve Nasby Mary Grunig
Sanford Health Network	Informational updates	Dave Rogers, SHN Exec Dir
WAH Foundation Board	The next Foundation Board meeting will be held on November 28, 2023 at 5:00 pm in the LCR. The October 24, 2023 Foundation Board meeting minutes are included in Board book.	Dr. Michael Fisher
WAH Auxiliary	Auxiliary met November 13, 2023. Minutes from the October 9, 2023 Auxiliary Meeting are included in Board book.	Dr. Michael Fisher
OLD & NEW BUSINESS		
Old Business	December Windom Area Health Governing Board meeting to be held Monday, December 18, 2023. All meetings will begin at regularly scheduled times.	
New Business		
CONCLUSION		
	Conclude WAH Governing Board meeting	Dr. Michael Fisher

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

Purpose: Provide governance for Windom Area Health

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

Present: Dr. Michael Fisher, Dan Ortmann, Ann Bartelt, Justin Schmit, Terry Tegels, Rick Frederickson, Shelby Medina/CEO, John Peyerl/CFO, Monica Huber/CNO, Emily Masters/CHRO, Dave Rogers/SHN Executive Director

Absent: Kay Gross, Julie Brugman/Mt Lake Advisory Member, Dr. Blue/Medical Director, Steve Nasby/City Administrator, Marv Grunig/City Council Liaison

Others: Dr. Taber/Chief of Staff, Jessica Schmit/Community Health Program Manager, Brianna Jonason/Mental Health Therapist, Heather Hummel/Executive Assistant
Heather Hummel, Executive Asst

Recorder:

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

STANDING ITEMS

Call to Order

The Windom Area Health Governing Board meeting was called to order at 5:30 pm by Governing Board Chairperson Dr. Michael Fisher. Dr. Fisher had an additional item to add to the Governing Board agenda, which includes a Resolution for Medical Building Financing.
M/S/C UNANIMOUSLY TO APPROVE WINDOM AREA HEALTH GOVERNING BOARD AGENDA WITH THE ADDITION OF THE RESOLUTION FOR MEDICAL BUILDING FINANCING (FISHER/SCHMIT).

Dr. Michael Fisher

Meeting Minutes

M/S/C UNANIMOUSLY TO APPROVE WINDOM AREA HEALTH GOVERNING BOARD MINUTES FROM THE REGULAR MEETING OF SEPTEMBER 25, 2023 (TEGELS/FREDERICKSON).

Dr. Michael Fisher

Board Education

Jessica Schmit, Community Health Program Manager, and Brianna Jonason, Mental Health Therapist, gave a presentation on the Mental Health Program at Windom Area Health.

KA Medical Building Budget

Pat Weerts, Project Manager from Kraus-Anderson, updated the Governing Board with the budget for the Medical Building Project. Currently, the project is \$1,700,000.00 under budget. Pat reported that there have been no delays with supply chain issues at this time. The main transformer is estimated to arrive December 2024. There will be temporary power from a transformer that was used at the Pork Plant to be utilized until our transformer arrives. The building is estimated to be fully enclosed by April 2024 with a projected completion date of the end of January 2025.

Pat Weerts

Resolution for Medical Building Financing

Chris Virta presented a resolution authorizing the City of Windom to move forward with financing. The loan will be with United Prairie Bank in Windom, MN. It was noted that if interest rates go down, we have the ability to refinance and there is no penalty for early pre-payment. If approved, signatures will be obtained once the signature packet is prepared.

Chris Virta

CLA Audit

M/S/C UNANIMOUSLY TO APPROVE THE RESOLUTION AUTHORIZATION TO PROCEED WITH THE FINANCING WITH UNITED PRAIRIE BANK IN WINDOM, MN (ORTMANN/SCHMIT).
Ryan Strusz from CliftonLarsonAllen reviewed the audit draft report, which is in its final stages. Ryan relayed the setback in getting the audit completed was due to the need to provide information for the upcoming Medical Building projects. Financial ratios, comparative data used, graphs, and debt to capitalization were reviewed with the Governing Board. The final audit will be provided to the Governing Board when available.

John Peyerl
Ryan Strusz

COMMITTEE REPORTS

Professional Practice / Quality & Planning Cmte

Terry Tegels reported that there was no quorum for the Professional Practice Committee meeting.
M/S/C UNANIMOUSLY TO APPROVE COMMITTEE MINUTES FROM THE REGULAR MEETING OF SEPTEMBER 25, 2023, AS PRESENTED (TEGELS/FISHER).
The October Medical Staff Credentialing list was presented for review to the Governing Board which were approved for active Medical Staff with the following motion made:
M/S/C UNANIMOUSLY, UPON RECOMMENDATION FROM THE WAH MEDICAL STAFF, TO APPROVE MEDICAL STAFF CREDENTIALING AS PRESENTED (TEGELS/ORTMANN).

Dr. Taber
Monica Huber
Terry Tegels

	<p>APPOINTMENTS: Akash Attreya, D.O.</p> <p>REAPPOINTMENTS: Kimberly Haycraft-Williams Adam Nichols, D.P.M Dennis Silver, M.D. Chelsey Twamley, CNP</p> <p>SANFORD TELEMEDICINE APPOINTMENTS: Ahmed Elazim, M.D.</p> <p>VRAD APPOINTMENTS:</p> <p>VRAD REAPPOINTMENTS: Charles Henry, M.D. Jonathon Lee, M.D.</p> <p>RESIGNATIONS: Jinha Park, M.D.</p> <p>M/S/C UNANIMOUSLY TO APPROVE SENDING 57 ACCOUNTS TOTALING \$48,060.18 TO AAA COLLECTIONS AND APPROVE 4 FINANCIAL ASSISTANCE ACCOUNTS SUBMITTED FOR WRITE-OFF TOTALING \$7,140.53 (SCHMIT/ORTMANN). M/S/C UNANIMOUSLY TO APPROVE THE FOLLOWING RESIGNATIONS/TERMINATIONS – WELLNESS CENTER ATTENDANT RETIREMENT EFFECTIVE 8/10/2023, PRN NURSE PRACTITIONER FOR WOUND CENTER EFFECTIVE 5/13/2023, PRN LPN FOR WOUND CENTER EFFECTIVE 8/4/2023, NUTRITIONAL SERVICES COOK EFFECTIVE 10/2/2023, REGISTERED NURSE EFFECTIVE 11/12/2023 AND EXECUTIVE DIRECTOR OF FOUNDATION/AUXILIARY EFFECTIVE 10/27/2023. THERE WERE NO TERMINATIONS (SCHMIT/TEGELS).</p>	<p>Telehospitalist</p> <p>Emergency Medicine Podiatry Emergency Medicine Vascular (Santos)</p> <p>Neurology</p> <p>Teleradiology Teleradiology</p> <p>Teleradiology</p> <p>Telemedicine Telemedicine</p> <p>Telemedicine</p> <p>Justin Schmit John Peyerl Emily M</p>
	OTHER REPORTS	
<p>Statistical & Financial Performance Reports</p>	<p>September 2023 statistical and utilization graphs were reviewed for the month. John indicated inpatient activity in September exceeded budget expectations. Imaging procedures were 32 procedures above budget. Laboratory volumes also exceeded budget expectations with 10,639 performed in the month of September. 71 surgical procedures were performed in September with a budgeted amount of 70. FY2024 year-to-date net income totals \$11,425,966 on a projected budget of \$11,028,750. Days in A/R were reported at 57.03 and Days Cash on Hand totaled 338. M/S/C UNANIMOUSLY TO APPROVE SEPTEMBER 2023 STATISTICAL AND FINANCIAL PERFORMANCE REPORT AS PRESENTED (SCHMIT/FREDERICKSON).</p> <p>There was no Capital Acquisition activity for the month of September.</p> <p>There were no Educational Assistance applications submitted for board action.</p> <p>The following new hires/department transfers and updates were reported – New hires include Patient Access Representative effective September 27, 2023, Environmental Services Technician effective October 3, 2023, Nutritional Services Aide effective October 4, 2023, Nutritional Services Cook effective October 10, 2023, Patient Access Representative effective October 10, 2023, Registered Nurse effective October 10, 2023, Registered Nurse for Wound Center effective October 17, 2023, and General Surgeon effective November 1, 2023.</p> <p>September 2023 Patient Concern Reports and patient survey comments were reviewed and appropriately addressed.</p> <p>Monica noted 1 reportable patient falls occurred; 0 documented skin integrity issues to patients; 0 use of patient restraints; and 0 opioid-related deaths. Monica stated there were no reportable adverse event reported for the month.</p>	
<p>Capital Acquisition Activity</p>	<p>John Peyerl</p>	
<p>Educational Assistance Applications</p>	<p>John Peyerl Emily Masters</p>	
<p>New / Department Transfer Employees</p>	<p>Emily Masters</p>	
<p>Patient Concern Reports</p>	<p>Monica Huber</p>	
<p>Patient Safety Reports</p>	<p>Monica Huber</p>	

WAH Policy Review	Shelby indicated no changes were made to the EMTALA Policy or Resolution for Trauma Program. Windom Area Health continues to be a Level 4 Trauma Program. M/S/C UNANIMOUSLY TO APPROVE THE EMTALA POLICY AS PRESENTED (FREDERICKSON/ORTMANN). M/S/C UNANIMOUSLY TO APPROVE THE RESOLUTION FOR TRAUMA PROGRAM AS PRESENTED (ORTMANN/SCHMIT).	Shelby M Monica H
Medical Director	Shelby communicated that Dr. Blue is continuing conversations with Urology and Anesthesiology. Dr. Blue will be on-site to assist with the onboarding of Dr. Arrazola next month.	Shelby Medina
Administration	Monica Huber, CNO, reported that WAH has six Chemo certified RN's. Working to get more chemo patients here to help them with not having to travel for their chemo treatments. Windom Area Health has had good outcomes from coming to seek their chemo treatment here in our facility. Shelby followed up with the Wound Center Patient Satisfaction. They had very few patient surveys come back in the month of September. Shelby looked back at the Press Ganey Scores and they were at 94%. M/S/C UNANIMOUSLY TO APPROVE WAH COMMITTEE MEETING REPORTS AS PRESENTED (BARTELT/TEGELS).	Sr Mgmt Team
City of Windom	There were no information updates available.	Steve Nasby Marv Grunig
Sanford Health Network	Dave Rogers reported on a new digital registration system that will allow patients to complete some registration before coming in for an appointment. Going this route will alleviate the need for some Patient Access Representatives, as they are hard to find. The second annual Rural Health Summit was recently held. Discussion about having to do more with less as 20% of the United States is considered rural. Solutions around retaining workforce, growing your own, recruiting international Nurses, Lab Techs, etc. are all different options that are being looked at and implemented.	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 were included in Board book.	Dr. Michael Fisher
WAH Auxiliary	Auxiliary met October 9, 2023. Minutes from the September 11, 2023 Auxiliary Meeting were included in Board book.	Dr. Michael Fisher
OLD & NEW BUSINESS		
Old Business	There was no old business to report.	
New Business	There was no new business to report.	
CONCLUSION		
	Chairperson, Dr. Michael Fisher, concluded the WAH Governing Board meeting.	Dr. Michael Fisher

Signature _____, Dan Ortman, Governing Board Secretary

Meeting Name: Windom Area Health SPECIAL Governing Board Meeting

GOVERNING BOARD MINUTES

Purpose: WAH Governing Board Special Meeting		
Date/Time/Location:	Monday, November 13, 2023 / 12:30 pm / Large Conference Room	
Facilitator:	Dr. Michael Fisher	
Attending Members: All WAH Governing Board members	Present: Dr. Michael Fisher, Dan Ortman, Terry Tegels, Justin Schmit, Rick Frederickson, Julie Brugman/ Mt Lk Advisory Mbr, Shelby Medina/CEO, Dr. Blue/WAH Medical Director Absent: Kay Gross, Ann Bartelt Others: Heather Hummel/Executive Assistant Heather Hummel, Executive Assistant	
Recorder:	Heather Hummel, Executive Assistant	
TOPIC	ACTION STEP(S)	LEADER
AGENDA ITEMS		
Call to Order	Windom Area Health Governing Board meeting was called to order at 12:00 pm by WAH Board Chairperson, Dr. Michael Fisher.	Dr. M Fisher
Meeting Status	Dr. Fisher announced this special meeting of the WAH Governing Board was closed to the public per Minn. Statute 144.581, Subd. 5(a).	Dr. M Fisher
Provider Contracts	Discussion was held regarding provider contracts related to the Hospitalist Program. At the conclusion of this discussion, Board members agreed to proceed within the alignment of our strategic plan.	Shelby Medina
Conclude Meeting	Chairperson, Dr. Michael Fisher, concluded the WAH Special Governing Board meeting. M/S/C UNANIMOUSLY TO ADJOURN THE SPECIAL GOVERNING BOARD MEETING (TEGELS/SCHMIT).	Dr. M Fisher

Signature _____, Dan Ortman, Governing Board Secretary

WINDOM AREA HEALTH
GOVERNING BOARD EXECUTIVE SUMMARY
as of November 21, 2023
WAH MISSION: “Dedicated to Health”

CHIEF EXECUTIVE OFFICER REPORT

• **Organizational Updates**

- Construction update: Dimensional design issues affected start dates for footings/foundations and have now been resolved. We should see movement on this next week. Delays in delivery of retention wall blocks also affected start dates and should be delivered next week. Pope is working with the State Plan review to resolve questions with the administration area remodel. Items in question are additional steel needs for snow load and proposed two-hour firewall separating the MOB to the I – occupancy.
- Provider updates:
 - Dr. Arrazola is currently being on boarded and is in the credentialing process. He has been extremely supportive and engaged with how we can grow our surgical services. Welcome Dr. Arrazola!
 - Dr. Hinshaw achieved a milestone by completing his 300 career robotic assisted surgery. Congratulations!
 - We are currently in negotiations on an employment contract with Dr. Yusuf. We anticipate a January 1, 2024 start date. Dr. Yusuf will cover emergency department shifts, direct and cover our hospitalist program, and serve as director of trauma, stroke, and emergency department. We are excited for his arrival!

• **MHA/Federal Updates**

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

• **Committee Meeting Updates**

- Infection Prevention: Met October 24, 2023
 - Sepsis dx = 5 inpatients with no related deaths
 - HAI's = 0 / Total Joint SSI = 0
 - Hand Hygiene observations = 99.2%
 - Reportable diseases = 9 COVID / 1 Group B Strep / 1 Cryptosporidium
- Pharmacy and Therapeutics: Met October 31, 2023
 - ADE: INR >5 = 1 / BS <50 = 1 / Delirium review = 0 inappropriate
 - Med. Variance = review 4 with no harm to patient
 - Med. Shortages = local anesthetics
 - ASP: no issues or provider concerns
 - Policy review = 20 with no changes
- Utilization Review: Met November 6, 2023
 - Readmission within 30 days: Q3= 0.92% with goal of <5%
 - Admission level of care present in 148/148 charts reviewed
 - Transitional Care – 3 admissions for a total of 6 days
 - A total of 126hrs and 12mins. Deemed not billable
 - 1 denial during Q3 related to diagnosis not meeting admission criteria (Medicare A w/supplemental)
 - Previous Q2 appeal has been approved
 - YTD transfer rate 12.2% / YTD admission rate 6.6%
- Emergency Preparedness: Nothing to Report until December

WINDOM AREA HEALTH

GOVERNING BOARD EXECUTIVE SUMMARY

As of November 22, 2023

WAH MISSION: *"Dedicated to Health"*

CHIEF FINANCIAL OFFICER REPORT

Overview:

- Net income from operations was negative \$168,203 compared to a budget of \$8,750. Our net patient revenue was \$39,711 less than last October. October operating income is negative 7.43% compared to a budget percentage of 0.38%.

The volume of inpatient activity in October was lower than budget expectations. The acute admissions were ten less more than last month and fell short of the budgeted volume. Activity on the outpatient side produced volumes and revenues below our monthly averages and budget expectation. Eighty-two percent of our gross revenues came from outpatient activity, which is consistent with expectations. Acute admissions totaled twenty-one. Those twenty-one admissions produced forty-four inpatient days for an average daily census of 1.4. Outpatient gross revenue was \$278,307 less than budget and \$17,265 less than last October.

- Imaging procedure counts were 119 procedures below budget. Imaging performed 626 procedures compared to a budget of 745. Last October, 827 procedures were performed.
- Laboratory volumes fell short of budget expectations. Last fiscal year laboratory tests averaged about 10,140 in a given month. There were 9,252 in the month of October, which is 105 more than last October and 598 less than budget.
- Sixty-nine surgical procedures were performed in October, which is one less than our budgeted number of seventy and six more than last October. Seven of those surgeries were joint replacements and one was robotic assisted.
- Rehab Therapy performed 1,967 modalities in October, which was 164 more than last October. That is 267 more modalities than the budgeted number of 1,700.

Contractual adjustments came in at 48.53% for the month. Contractual adjustments were budgeted at 50.00%.

Overall, expenses were \$114,473 more than budget. Salaries & Wages and Employee Benefits are the categories that exceeded budget.

WINDOM AREA HEATH

GOVERNING BOARD EXECUTIVE SUMMARY

November 21, 2023

WAH MISSION: "Dedicated to Health"

CHIEF NURSING OFFICER REPORT

- **PI/Risk:**

- Quarterly meeting occurred on November 20.
- Most departments are meeting or exceeding goals.
- Departments not meeting goals have appropriate corrective action plans. There are no significant concerns.
- All departments are evaluating current goals and developing new PI goals for 2024. The goals must focus on improving safety (patients and staff), quality and compliance with standards. Goals proposed by departments will be approved by CEO, CNO and PI/Risk Coordinator.
- WAH is anticipating a routine, unannounced MN DOH facility-wide survey any day. This is part of the normal process for assessment of compliance with the Conditions of Participation for Critical Access Hospitals. Due to the pandemic, there has been a delay in the surveys being completed. However, there is significant effort on the part of MN DOH to get caught up.

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

- Applications for reverification of WAH Level 4 Trauma Center and Stroke Program have been submitted to MN Department of Health. Our site surveys will occur on separate dates in the spring. This is to fulfill the requirement for every 3 year surveys.
- Shout out to the great work of Trauma/Stroke Coordinator, nursing staff and ED providers:
 - All Trauma PI goals were met for 2nd and 3rd quarter 2023!
- Another shout out to ED staff and providers: see ED Net Promoter Score summary attached to this report (next page). Improvement in all items from Patient Satisfaction survey that contributes to this score.
- 1.7 RN FTEs open

- **Work Place Violence:**

- Facility-wide WPV Committee has been put back in place.
- Instituting the requirements associated with the new MN state legislation regarding this topic.
- Re-educated staff on importance of entering a safety portal for all incidents to allow for tracking and process changes to keep everyone safe.
- Re-educated on activation of crisis response team when issues occur.
- Assessing locations and utilization of panic buttons.

MHA Safety Data for October 2023:

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

NET PROMOTER SCORE

64.6 n-size: 82



ALERT PERFORMANCE

OPEN ALERTS

CLOSED ALERTS

0

0

QUESTION SUMMARY

Question	YTD	Last 3 Months	Last Month	n-size	Score	Bench mark	Gap	
Nurses courtesy/respect	78.4	80.8	76.0	78	85.9	71.2	14.7	<div style="width: 100%; height: 10px; background-color: #28a745;"></div>
Nurses listened carefully	76.4	78.2	76.0	78	80.8	67.8	13.0	<div style="width: 100%; height: 10px; background-color: #28a745;"></div>
Confidence and trust in nurses	72.0	75.6	84.0	78	75.6	68.0	7.6	<div style="width: 100%; height: 10px; background-color: #28a745;"></div>
Nurses explained things	70.6	70.5	68.0	78	74.4	68.1	6.3	<div style="width: 100%; height: 10px; background-color: #28a745;"></div>
Good communication b/w staff	65.1	70.5	72.0	78	69.2	59.1	10.1	<div style="width: 100%; height: 10px; background-color: #28a745;"></div>
Had enough input/say in care	65.6	71.8	84.0	78	67.9	62.2	5.7	<div style="width: 100%; height: 10px; background-color: #28a745;"></div>
Safe and at ease w/care team	69.0	67.9	76.0	78	67.9	65.2	2.7	<div style="width: 100%; height: 10px; background-color: #28a745;"></div>
NPS: Facility would recommend	51.3	53.0	37.0	82	64.6	46.7	17.9	<div style="width: 100%; height: 10px; background-color: #28a745;"></div>
Provider listened	60.3	63.3	65.4	78	64.1	62.3	1.8	<div style="width: 100%; height: 10px; background-color: #28a745;"></div>
Provider explain things	56.3	60.5	70.4	79	60.8	59.2	1.6	<div style="width: 100%; height: 10px; background-color: #28a745;"></div>

QUALITATIVE SUMMARY

Promoter

- Courtesy/Respect ●
- Doctor-Courtesy/Respect ●
- Nurse/Nurse Aide ●
- Nurse/Nurse Aide-Courtesy/Respect ●
- Doctor ●

Passive

- Doctor ●

Detractor

- Doctor-Courtesy/Respect ●
- Death ●
- Doctor-Communication ●
- Doctor-Knowledge of History ●
- Living Conditions ●

Report Built On 11/09/2023

View By

Sort By Score descending

Comparisons

Target	Benchmark
Benchmark	NRC Average
Service Line	Emergency
Bed Size or ED Volume	All
Benchmark Age Group	All
Location Filter	All
Metro Areas	All
Region or State	All
Rural or Urban	All
Trauma Level	All

Filters

Organization Names	All
Providers	All
Question	All
Question Pods	Emergency Department
Specialties	All
Time Period	Last Quarter (Q3 2023)

WINDOM AREA HEALTH

GOVERNING BOARD EXECUTIVE SUMMARY

as of November 21, 2023

WAH MISSION: "Dedicated to Health"

CHIEF HUMAN RELATIONS OFFICER REPORT

Human Resources/Employee Health

- Posted positions:
 - RN
 - LPN/Medical Assistant – Specialty Clinics
 - Diabetes Care & Education Specialist
 - Paramedic
 - Radiologic Technologist
 - Surgery Tech
 - Community Health & Wellness Manager
 - Sterilization Technician
 - Business Intelligence Analyst
 - Director, Foundation & Auxiliary
 - Behavioral Health Nurse Practitioner
- We recently did a Workforce Road Map through MHA, and scored higher than peers in the following categories: Pipelines & Partnerships, Hiring & Recruiting, Retention and Resiliency. We have room for improvement in the Organizational Commitment & Infrastructure. We plan on repeating the benchmarking annually.
- We are planning for an Employee Engagement survey after the first of the year.
- We are working with Windom Schools and SW MN Private Industry Council on either getting grants or supporting grants that are aimed to improve our workforce pipeline.

Community Health/Mental Health/Wellness Center

- Spooky path had over 200 participants drive through, hoping to have a traditional event next year.
- The Wellness Center held the annual spooky coloring contest.
- Registration is underway for the Grinch virtual 5K, see flier.
- We are also prepping for the annual employee and community weight loss challenges, see flier.
- We recently conducted employee health screenings for Windom Schools and 78 of their employees participated.

Marketing/PR/Foundation

- Marketing is working with Specialty Clinics to hold a Skin Care Clinic with Dr. Fernandez on December 11th. Dermatology is a special interest/passion for Dr. Fernandez.
- WAH is meeting with Sanford Westbrook on November 22nd to discuss possible outreach opportunities in their area.
- The first Bras for a Cause contest went great with 29 total entries.
- The mini Cricket is scheduled to arrive on December 25th.

Sponsorships/Donations

- Light up Island Park - \$150
- Chamber Bronze Level Member

Committee Meetings

- **Employee Focus/Finance:** No report.
- **Patient & Family Advisory Committee:** No report, next meeting is Dec 5th.
- **Safety:** Meeting held on October 24th. Recalls were reviewed, maintenance reported a few leaks were being repaired. The Soft Tissue Program and COVID-19 Employee Screening policies were approved. Specialty Clinics, Surgery, Med/Surg, OB, Maintenance, Grounds, Rehab, and Wound Center were all rounded on in Q3. There were 2 OSHA recordable injuries in Q3, 1 chemical splash to the eye, and one BBPE splash to the eye. Employee sick time hours equated to 440.59 in Q3, compared to 636.15 in Q3 last year.
- **Safe Patient Handling:** Included in the Safety Meeting on October 24th, no patient handling events occurred in Q3. A grab bar for the toilet is being installed in a patient bathroom as a trial.



Virtual Walk/Run **Grinch 5K**

W WELLNESS CENTER

Windom Area Health



**REGISTRATION OPEN
NOV. 20-DEC. 17!**

Cost: \$20 + processing fees
(Includes prizes!)

Register online and enter your
results by December 17th at
www.runsignup.com/2023Grinch5k
or by scanning the QR code.



2023 Prizes!



**Wooden Grinch
Ornament
15 oz Ceramic Mug***

*Mugs will be given to the first 40 participants who submit their race times.
For all participants after that, prizes of comparable value will be awarded!

WEIGHT LOSS CHALLENGE

January 2-March 29



SIGN UP: DECEMBER 1-29* (*Must register by noon on 12/29)

**COST: \$60/PERSON (PLUS TAX) + \$10 FOB ACTIVATION FEE
CALL 507-831-0672 OR STOP IN TO SIGN UP!**

✓ **Must complete 75% of weigh-ins to be eligible for the Grand Prize***
**Weigh-ins must be done by Wellness Center Staff*
First and last weigh-ins are required

✓ **Full access to the Wellness Center
and tips throughout the challenge**

**Winner with the highest
percentage weight loss
announced April 1st!**



W WELLNESS CENTER
Windom Area Health

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
SERVICE													
Expand Surgical Services by increasing vol of current procedures & addition of new procedures (IE: Ortho, GYN, Gen, Urology)	4/30/2024												
	4/30/2024												
	4/30/2024												
	83.3%	77.8%	50.0%	n/a	90.9%	86.7%	84.6%						
	80.6%	82.1%	100.0%	90.0%	76.9%	100.0%	37.0%						
Emergency Dept Net Promoter Score	49.1%	43.8%	50.0%	73.1%	63.3%	57.7%	87.0%						
Wound Center Overall Pt. Satisfaction	>92%	98.0%	100.0%	100.0%	78.0%	100.0%	99.0%						

QUALITY													
Falls per 1000 Patient Days	0.0	n/a	6.1	n/a	n/a	n/a	n/a	5.3					
Patient Falls with Injuries	0.0	n/a	0.0	n/a	n/a	n/a	0.0						
Hand Hygiene	100%	n/a	n/a	99.3%	n/a	n/a	99.0%						
Patient Experience/HCAHPS Recommend	81%	n/a	94.4%	n/a	n/a	n/a	85.7%						
How would you rate/HCAHPS	83%	n/a	90.0%	n/a	n/a	n/a	71.4%						
Communication with Nurses	89%	n/a	91.7%	n/a	n/a	n/a	65.7%						
Communication with Doctors	85%	n/a	91.7%	n/a	n/a	n/a	78.6%						
Readmission within 30 days	<5%	n/a	1.0%	n/a	n/a	n/a	1.0%						
Wound Center Patient Healing Rate	>92%	100.0%	98.1%	100.0%	97.0%	96.3%	97.0%						

FINANCIAL													
Income (Loss) from Operations to Budget	3.87%	-2.09%	0.83%	-2.26%	-2.11%	-1.31%	-2.33%						
Days in Accts Receivable	<53	44.18	51.23	50.47	50.73	57.03	47.89						
Days Cash on Hand	>150	368	376	375	359	338	345						

GROWTH													
Surgeries to Budget	71	72	65	59	83	71	69						
Wound Center New Patients	23	28	36	28	32	20	39						
Wound Center Encounters	135	260	287	286	327	260	289						
SNF/ALF Wound Ctr Encounters/Telehealth	no target# established	28	30	19	10	13	16						
Wound Ctr New Patients for HBO Treatmts	10/calendr yr	0	0	0	0	0	1						

COMMUNITY													
WAH Hosted Events w/ Commun Participntn	2/fiscal yr												

Indiv&Learn Golf Tour	Da Vinci Demo	Summer Path Event	Mental Health Lunch&Learn	Spooky Path Event

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, November 27, 2023 / 4:30-5:15 pm / Large Conference Room

Members: Justin Schmit, Ann Bartelt, Dan Ortmann, Dr. Michael Fisher-ex officio, Julie Brugman/Mt Lake Advisory Mbr, John Peyerl/CFO, Emily Masters/CHRO, 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:
------------------	--------------------------	---------

STANDING ITEMS

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 October 23, 2023 (Cmte Motion)	Justin Schmit
Collections & Financial Assistance	Review & recommend approval of patient financial accounts (Cmte Motion / Bd Motion)	John Peyerl
Employee Resignations & Terminations	Review & recommend acceptance of WAH employee resignations / terminations (Cmte Motion / Bd Motion)	Emily Masters

FOLLOW-UP ITEMS

Medical Building	Continue to discuss next steps	Shelby Medina
------------------	--------------------------------	---------------

NEW/CURRENT ITEMS

Other		

CONCLUSION

	Conclude Finance/Personnel/Labor Relations & Building & Grounds Committee meeting	Justin Schmit
--	---	---------------

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

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

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

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

Chairperson (or Acting Chairperson): Justin Schmit, Chairperson
Recorder: Heather Hummel, Executive Asst

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

STANDING ITEMS

Call to Order	The Finance/Personnel/Labor Relations & Building & Grounds Committee meeting was called to order Chairperson, Justin Schmit.	Justin Schmit
Minutes	M/S/C UNANIMOUSLY TO APPROVE COMMITTEE MINUTES FROM THE REGULAR MEETING OF SEPTEMBER 25, 2023, AS PRESENTED (SCHMIT/ORTMANN).	Justin Schmit
Collections & Financial Assistance	M/S/C UNANIMOUSLY TO RECOMMEND APPROVAL TO SEND 57 PATIENT ACCOUNTS TOTALING \$48,060.18 TO AAA COLLECTIONS; RECOMMEND APPROVAL OF THE FOLLOWING FINANCIAL ASSISTANCE PATIENT ACCOUNTS: 2 NEW ACCOUNTS SUBMITTED FOR WRITE-OFF TOTALING \$6,990.81; AND 2 ACCOUNTS FOR WRITE-OFF WITH A BALANCE BELOW \$1500 TOTALING \$149.72; IN TOTAL, 4 FINANCIAL ASSISTANCE ACCOUNTS WERE SUBMITTED AND APPROVED FOR WRITE-OFF TOTALING \$7,140.53 (FISHER/SCHMIT). In month 5 of FY2024, accounts totaling \$28,532.20 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: WELLNESS CENTER ATTENDANT RETIREMENT EFFECTIVE 8/10/2023, PRN NURSE PRACTITIONER FOR WOUND CENTER EFFECTIVE 5/13/2023, PRN LPN FOR WOUND CENTER EFFECTIVE 8/4/2023, NUTRITIONAL SERVICES COOK EFFECTIVE 10/2/2023, REGISTERED NURSE EFFECTIVE 11/12/2023 AND EXECUTIVE DIRECTOR OF FOUNDATION/AUXILIARY EFFECTIVE 10/27/2023. THERE WERE NO TERMINATIONS (ORTMANN/FISHER).	Emily Masters

FOLLOW-UP ITEMS

Medical Building	Shelby reported to the committee on the progress of the Medical Building. Pat Weerts, Project Manager from Kraus-Anderson, will present at the Governing Board meeting with updates to bids and financing. In regards to construction, Shelby noted that the Clinic and file room have been demolished. Soil and foundation came back favorable in regards to being able to support the building. Soil levels have also been signed off on for the retention wall. The Administrative and Business Office will be vacant by Tuesday to allow for demolition of the middle space for remodeling. The Administrative and Business Office will be temporarily relocating to the County Building on N71. Cardiac Rehab will be temporarily relocated to the Nursing Conference Room during the Administrative remodel. Parking has been modified due to construction for WAH employees. There are currently no concerns on being short on supplies for the Medical Building project.	Shelby Medina
CliftonLarsonAllen Audit	John noted that Ryan Strusz from CliftonLarsonAllen will present the draft audit for FYE2023 to the Governing Board this evening.	John Peyerl

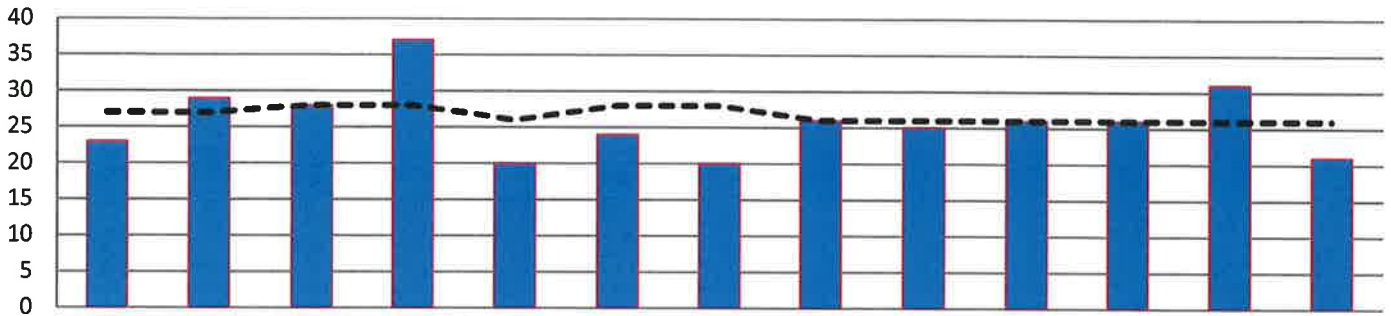
NEW/CURRENT ITEMS

Recruitment Update	Shelby indicated that Dr. Yusuf is interested in coming to Windom Area Health to lead our Hospitalist Program. This could be effective as soon as January 1, 2024. Decisions regarding TeleHealth and Emergency Department providers will need to be made once Dr. Yusuf is on board to adjust what our needs are for the hospital since we will have an on-site hospitalist. Recruitment for a Nurse Practitioner in coordination with Dr. Botker's Office was discussed in an effort to help patients who are	Shelby Medina
--------------------	---	---------------

	<p>having to wait to get in to Dr. Botker. This provider could also assist with seeing Sports Medicine patients. Continuing recruitment efforts for a Nurse Practitioner to assist with Mental Health is underway. Shelby noted that discussion with an Anesthesiologist is currently on going in an effort to get our Pain Management Program operational again.</p>	
CONCLUSION		
	<p>Chairperson, Just Schmit, concluded the Finance/Personnel/Labor Relations & Building & Grounds Committee meeting.</p>	<p>Justin Schmit</p>

ADMISSIONS

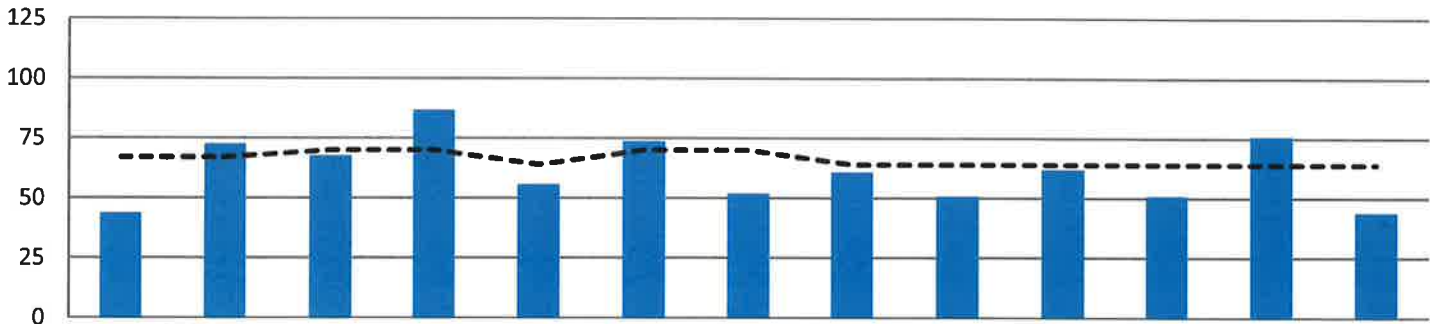
Admissions Budget



	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sep 23	Oct 23
Admissions	23	29	28	37	20	24	20	26	25	26	26	31	21
Budget	27	27	28	28	26	28	28	26	26	26	26	26	26

PATIENT DAYS

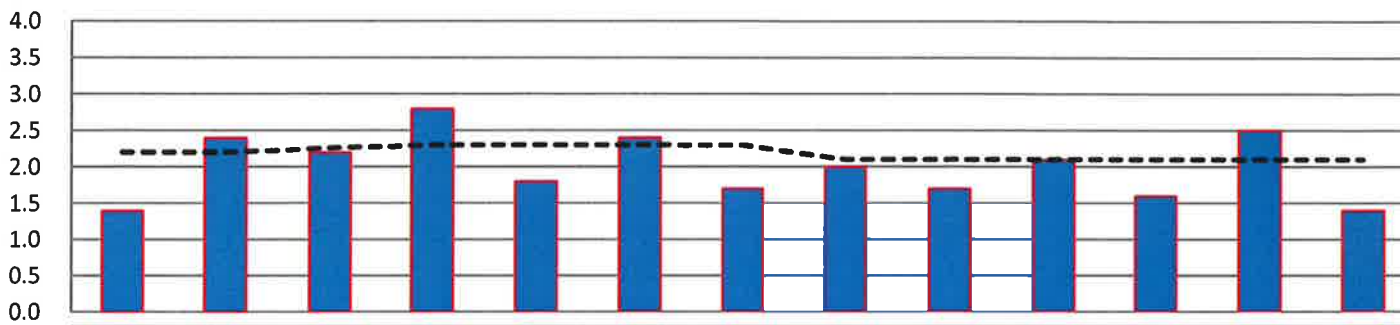
Pt Days Budget



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

AVERAGE PATIENTS PER DAY

Avg Pt/Day Budget



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

WINDOM AREA HEALTH
INCOME STATEMENT

	10/31/2023		Revenue		Budget 2024		Comparison		Y-T-D FY2024		Comparison		Budget 2024		Comparison		Y-T-D FY2023		Revenue		\$ Change		% Change	
	10/31/2023	Comparison	Budget 2024	Comparison	Y-T-D FY2024	Comparison	Budget 2024	Comparison	Y-T-D FY2024	Comparison	Budget 2024	Comparison	Y-T-D FY2023	Comparison	Budget 2024	Comparison	Y-T-D FY2023	Comparison	From Last Year	From Last Year	\$ Change	% Change		
PATIENT REVENUE																								
Inpatient Revenue	\$785,734	18.03%	\$750,000	16.30%	\$5,037,465	18.90%	\$4,200,000	15.91%	\$3,743,359	15.91%	\$4,200,000	15.91%	\$3,743,359	15.91%	\$4,200,000	15.91%	\$3,743,359	15.91%	\$1,294,106	34.6%	\$1,294,106	34.6%		
Outpatient Revenue	\$3,571,693	81.97%	\$3,850,000	83.70%	\$21,619,568	81.10%	\$22,200,000	84.09%	\$21,294,241	84.09%	\$22,200,000	84.09%	\$21,294,241	84.09%	\$22,200,000	84.09%	\$21,294,241	84.09%	\$325,327	1.5%	\$325,327	1.5%		
Total Patient Revenue	\$4,357,427	100.00%	\$4,600,000	100.00%	\$26,657,033	100.00%	\$26,400,000	100.00%	\$25,037,600	100.00%	\$26,400,000	100.00%	\$25,037,600	100.00%	\$26,400,000	100.00%	\$25,037,600	100.00%	\$1,619,433	6.5%	\$1,619,433	6.5%		
Contractual Adjustments	\$2,114,711	48.53%	\$2,300,000	50.00%	\$13,258,323	49.74%	\$13,260,000	50.23%	\$11,503,296	50.23%	\$13,260,000	50.23%	\$11,503,296	50.23%	\$13,260,000	50.23%	\$11,503,296	50.23%	\$1,755,027	15.3%	\$1,755,027	15.3%		
Other Income	\$22,304	0.51%	\$27,500	0.60%	\$145,009	0.54%	\$155,000	0.59%	\$110,270	0.59%	\$155,000	0.59%	\$110,270	0.59%	\$155,000	0.59%	\$110,270	0.59%	\$34,739		\$34,739			
NET OPERATING REVENUE	\$2,265,020	100.00%	\$2,327,500	100.00%	\$13,543,719	100.00%	\$13,295,000	100.00%	\$13,644,574	100.00%	\$13,295,000	100.00%	\$13,644,574	100.00%	\$13,295,000	100.00%	\$13,644,574	100.00%	(\$100,855)	-0.7%	(\$100,855)	-0.7%		
EXPENSE																								
Employee Salaries	\$892,681	39.41%	\$825,000	35.45%	\$4,953,116	36.57%	4,890,000	36.78%	\$4,251,221	36.78%	4,890,000	36.78%	\$4,251,221	36.78%	4,890,000	36.78%	\$4,251,221	36.78%	\$701,895	16.5%	\$701,895	16.5%		
Employee Benefits	\$273,909	12.09%	\$246,250	10.58%	\$1,546,133	11.42%	1,472,500	11.08%	\$1,322,933	11.08%	1,472,500	11.08%	\$1,322,933	11.08%	1,472,500	11.08%	\$1,322,933	11.08%	\$223,200	16.9%	\$223,200	16.9%		
Pharmaceuticals	\$103,282	4.56%	\$100,000	4.30%	\$682,211	5.04%	600,000	4.51%	\$543,686	4.51%	600,000	4.51%	\$543,686	4.51%	600,000	4.51%	\$543,686	4.51%	\$138,525	25.5%	\$138,525	25.5%		
Supplies	\$184,780	8.16%	\$185,000	7.95%	\$1,043,420	7.70%	1,010,000	7.60%	\$774,974	7.60%	1,010,000	7.60%	\$774,974	7.60%	1,010,000	7.60%	\$774,974	7.60%	\$268,446	34.6%	\$268,446	34.6%		
Rents & Utilities	\$30,297	1.34%	\$32,500	1.40%	\$194,129	1.43%	187,500	1.41%	\$178,096	1.41%	187,500	1.41%	\$178,096	1.41%	187,500	1.41%	\$178,096	1.41%	\$16,033	9.0%	\$16,033	9.0%		
Purchased Services	\$549,285	24.25%	\$612,500	26.32%	\$3,430,613	25.33%	3,330,000	25.05%	\$3,290,821	25.05%	3,330,000	25.05%	\$3,290,821	25.05%	3,330,000	25.05%	\$3,290,821	25.05%	\$139,792	4.2%	\$139,792	4.2%		
Other Direct Expenses	\$192,339	8.49%	\$120,000	5.16%	\$790,746	5.84%	680,000	5.11%	\$698,771	5.11%	680,000	5.11%	\$698,771	5.11%	680,000	5.11%	\$698,771	5.11%	\$91,975	13.2%	\$91,975	13.2%		
Provision for Bad Debts	\$65,585	2.90%	\$50,000	2.15%	\$357,816	2.64%	300,000	2.26%	\$410,271	2.26%	300,000	2.26%	\$410,271	2.26%	300,000	2.26%	\$410,271	2.26%	(\$52,455)	-12.8%	(\$52,455)	-12.8%		
Depreciation	\$129,403	5.71%	\$135,000	5.80%	\$788,143	5.82%	812,500	6.11%	\$775,186	6.11%	812,500	6.11%	\$775,186	6.11%	812,500	6.11%	\$775,186	6.11%	\$12,957	1.7%	\$12,957	1.7%		
Interest Expense	\$11,662	0.51%	\$12,500	0.54%	\$72,862	0.54%	75,000	0.56%	\$76,880	0.56%	75,000	0.56%	\$76,880	0.56%	75,000	0.56%	\$76,880	0.56%	(\$4,018)	-5.2%	(\$4,018)	-5.2%		
Total Operating Expense	\$2,433,223	107.43%	\$2,318,750	99.62%	\$13,859,189	102.33%	\$13,357,500	100.47%	\$12,322,839	100.47%	\$13,357,500	100.47%	\$12,322,839	100.47%	\$13,357,500	100.47%	\$12,322,839	100.47%	\$1,536,350	12.5%	\$1,536,350	12.5%		
Income (loss) From Operations	(\$168,203)	-7.43%	\$8,750	0.38%	(\$315,470)	-2.33%	(\$62,500)	-0.47%	\$1,321,735	-0.47%	(\$62,500)	-0.47%	\$1,321,735	-0.47%	(\$62,500)	-0.47%	\$1,321,735	-0.47%	(\$1,637,205)		(\$1,637,205)			
Investment Income	\$60,782	2.68%	\$55,000	2.36%	\$320,691	2.37%	\$255,000	1.92%	\$44,178	1.92%	\$255,000	1.92%	\$44,178	1.92%	\$255,000	1.92%	\$44,178	1.92%	\$276,513		\$276,513			
Other Revenue/(Expenses)	\$16,972	0.75%	\$10,000	0.43%	\$35,105	0.26%	\$40,000	0.30%	\$25,493	0.30%	\$40,000	0.30%	\$25,493	0.30%	\$40,000	0.30%	\$25,493	0.30%	\$9,612		\$9,612			
Non Operating Rev/Exp	\$77,754	3.43%	\$65,000	2.79%	\$355,796	2.63%	\$295,000	2.22%	\$69,671	2.22%	\$295,000	2.22%	\$69,671	2.22%	\$295,000	2.22%	\$69,671	2.22%	\$286,125		\$286,125			
Increase in Net Assets	(\$90,449)	-3.99%	\$73,750	3.17%	\$40,326	0.30%	\$232,500	1.75%	\$1,391,406	1.75%	\$232,500	1.75%	\$1,391,406	1.75%	\$232,500	1.75%	\$1,391,406	1.75%	(\$1,351,080)		(\$1,351,080)			
Month																								

WINDOM AREA HEALTH
 FY 2024
 CAPITAL ASSET ACQUISITIONS

Yrs Dep	Capital Asset	Vendor	Asset class	May	June	July	August	September	October
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			
	Total			-	12,100	19,777	-	-	-

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, November 27, 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:
------------------	--------------------------	---------

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 October 23, 2023 (<i>Cmte Motion</i>)	Kay Gross

FOLLOW-UP ITEMS

Medical Staff Credentialing & Medical Staff Meeting Update	<ul style="list-style-type: none"> Review & approve medical staff credentialing, upon recommendation from WAH Medical Staff (<i>Cmte / Bd Motion</i>) Report on business addressed at WAH Medical Staff meeting 	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
--	---	-----------

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, October 23, 2023 / 4:00 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: Terry Tegels, Dr. Michael Fisher, Shelby Medina/CEO, John Peyerl/CFO, Monica Huber/CNO, Emily Masters/CHRO, Dr. Taber/Chief of Staff

Absent: Rick Frederickson, Julie Brugmann/Mt Lake Advisory Member, Dr. Blue/Medical Director
Others: Heather Hummel/Executive Assistant

Chairperson (or Acting Chairperson): Terry Tegels, Acting Chairperson
Recorder: Heather Hummel, Executive Asst

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

STANDING ITEMS

Call to Order	The Professional Practice/Quality & Planning Committee meeting was called to order at 4:00 pm by acting Chairperson Terry Tegels. There was no quorum for the Professional Practice Committee Meeting.	Terry Tegels
---------------	--	--------------

CONCLUSION

	Acting Chairperson, Terry Tegels, concluded the Professional Practice/Quality & Planning Committee meeting.	Terry Tegels
--	---	--------------

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**

November 27, 2023

APPOINTMENTS:

Luis Arrazola, M.D.	General Surgery	Active Staff
Sarah Haberman, PAC	Cardiology (Jonsson)	Allied Health Professionals

REAPPOINTMENTS:

Abigail Bloch, PAC	Orthopedic (Botker)	Allied Health Professionals
Jennifer Block, M.D.	Emergency Medicine	Emergency Services
Angelo Santos, M.D.	Vascular	Consulting Staff
Brett Van Kley, M.D.	Family Medicine	Active Staff

SANFORD TELEMEDICINE APPOINTMENTS:

Karan Topiwala, M.D.	Neurology	Telemedicine
Michael Whisler, PAC	Infectious Disease	Telemedicine

VRAD APPOINTMENTS:

VRAD REAPPOINTMENTS:

Joan Sutcliffe, M.D.	Teleradiology	Telemedicine
----------------------	---------------	--------------

RESIGNATIONS:

OCTOBER COMMENTS

Ambulatory Surgery

Just wanted them to know how much I appreciated they took very good care of me. I recently lost my husband so he was not with me during this time so I felt lost not having him with me. But they made feel comfortable and safe. Help explained to my daughters what was needed to be done at home.

Ambulatory Surgery

"The experience was great."

Ambulatory Surgery

God to bless the health care team ?

Ambulatory Surgery

It was very comforting. I felt very well cared for. It has been a very good outcome. Thank you

Clinic – Window

Well, I can't say that you have any improvement that you need to do. You guys made me feel more at ease. I was really scared and nervous when I came in. I'm still having some pain basically in my knee but you guys made me feel comfortable. I love your guys' personality. I love the doctor that I said treated me there is nothing negative but really say about you guys you guys did an awesome job. Keep up the hard work. I know it's kind of stressful sometimes but you guys rock, keep it up.

Clinic - Window

Dr. Botker is an amazing doctor. I have much confidence in him and would recommend him anytime.

Clinic - Window

Jenny was welcoming and supportive. Great care close to home. Thank you for providing specialty care close to home.

ED

Great experience overall and great facility!

ED

When I first enter the ER. I was treated with respect and courtesy. I would like to have been informed about what they were going to do. I was never informed about the i.v. saline or the magnesium. The injections of the insulin and the stuff to lower my heart rate, I was not told about. I can understand, if I was unconscious and the ER room should try to save a life. Just wish this team would inform their patient more of what they are going to do. The only question that I have is, why did the doctor order magnesium from the pharmacy, instead of me getting it off the shelf.

ED

The amount of lidocaine wasn't enough. Out of the 5 stitches, my son was able to feel 2 of them. Also, the lidocaine needle was inserted into the tip of the finger where it is the most sensitive; painful. Even I know that it should have been done on the backside of the finger.

ED

All staff involved in my care were great. Kind, thorough and caring. Special thanks to Rachael, Jenny, Tonya, and Amanda for their expertise. Dr. Hanstein as well. Thank you!

ED

I didn't have a problem with any of the nurses or ambulance squad as they were all great. My problem came when it took five hours for your virtual

OCTOBER COMMENTS

reading of my scan to come back. I arrived at your emergency room before 8:30 and didn't walk out til 1:15. Windom hospital has money to add on a huge addition, maybe you better come up with a better way for your so called virtual readings can get done in a timely manner. Hospital friendly that wasn't. Take that to your next BOARD MEETING.

ED

I could not have been treated with better care or kindness by the doctor and nurses. They were stellar.

ED

Both my nurse and doctor were very good.

ED

I am very impressed that we have this service in Windom Minnesota. They did a beautiful job and I felt confident and in, in control of everything all the time I was there. It was a wonderful situation, I was in a lot of pain at the time and they were very nice to me.

ED

Yeah, nursing and doctor took very good care of me, but the cost of medical help is through the roof. Even with insurance kicking in fully, I still have to pay, probably an arm and leg for this visit. I'm still paying off my... sleep study that was performed through a third party through Windom. That was outrageous, and still never received a full breakdown of cost. Why it was so expensive for a third party to come in, and perform a sleep study with equipment that was probably 10 plus years old.

ED

The nurses were good but they said that the CO monitor might not have been calibrated as they said it was supposed to have been done 5 months ago. Our levels were 0, but were they really zero? And when the Dr came in, he gave me the impression that he didn't believe it was real. When I started to tell him what happened, he said, "was it a battery operated CO detector" and then smiled. As I proceeded to tell him that the detector said "high levels were detected, get out of house and call 911" he just said "oh" and smiled again. I continued to tell him that the fire department checked the house and said that the levels were 55ppm in the kitchen and 90ppm (dangerously high) in the basement, it looked like he was actually believing me. I am an RN taking care of a little boy with physical and respiratory issues so my main concern was to have him checked out, but since I was technically on the clock with my client, I figured I should get checked out, for documentation purposes. I was not impressed with his bedside manner.

Imaging

The staff who worked with me for the breathing test she was wonderful. When I had my chest x-ray I was very uncomfortable the young guy told me to leave my shirt on but take off my bra and put my shirt back on. Very uncomfortable to be bra less in front of a male. After wards I thought I should have insisted on having a female present in the room or going somewhere else. Very unhappy with situation.

Imaging

I really like the clinic, great experience.

OCTOBER COMMENTS

Imaging

nice place and nice people.

Imaging

Wyndham, Wyndham hospital is definitely good place to go to. and it's has (INAUDIBLE) high rated outreach Services and definitely you get the proper care there. Thank you.

Imaging

I didn't have to wait very long to get in and they took care of me really, very good. Everything went very good. Thank you. Thank you. Bye.

Imaging

It was nice to receive the results by end of day!!

Imaging

Why does the staff wear protective gear but not the patient (on body parts that aren't involved in the procedure)? The staff was very professional.

Lab

Jenn, the Lab tech, made me feel so welcome. She made my appointment an enjoyable visit to the Lab and thoroughly enjoyed the kindness from other staff I talked with.

Lab

Very friendly and explain what I asked

Lab

It was really good

Lab

Staff was very nice. It went so fast and I was out in no time

Lab

As a veteran, I am pleased with windom area health.

Lab

Friendly, cheerful, welcoming attitude.

Lab

Told me what was going to happen and we got it done right away, first poke, yeah. Excellent care. Thanks. Bye.

Nursing-Inpatient

was in room 114 nurses perfect

Nursing-Inpatient

ExcellEnt care from everyone! We are so blessed to have this wonderful care facility in Windom! CANNOT WAIT TO SEE WHAT THE FUTURE HOLDS .

Nursing-OB

The OB nurses are absolutely amazing! So kind, helpful, and they really know their staff! The hospital food was also very good!

Outpatient

They should have respect and empathy for the patients. I felt that they did not give importance to my burn.

Outpatient

Excellent care, very good bed side manner, explained everything very well. Accidentally pushed the wrong button. Yes, it was explained so it should have been a 4.

Outpatient

This was my first experience at the Wound Center and I found everyone professional, efficient and caring. We are lucky to have a facility like this.

PT, OT, ST

I'm starting to feel stronger...know it's important to continue home exercises.

OCTOBER COMMENTS

PT, OT, ST

Very professional and polite. Made sure to listen to my concerns and clearly explained what the plan was. Best experience I have had yet when it comes to doctors.

PT, OT, ST

I really have nothing to compare it to because I've never gone through this before, but Ike was great to work with and I felt completely heard and listened to. And yeah, things seems to be.... things seem to be going well.

PT, OT, ST

Very concerned & caring about my situation & concerned about complete return to normal as possible.

PT, OT, ST

I appreciate the honesty of the speech therapist about her experience with toddlers, silent aspiration and feeding issues

PT, OT, ST

Job well done

PT, OT, ST

Hello. We're doing the best that we can til answers are resolved. Thank you.

PT, OT, ST

The OT and PT team at Windom is great! Warm, welcoming, encouraging, professional, observant, and well prepared !

Windom Area Hospital Auxiliary Meeting October 9, 2023

The Windom Area Hospital Auxiliary held their monthly meeting Monday, October 9, 2023 at 6:00 p.m. in the Large Conference Room.

President Mary Klosterbuer welcomed everyone to the meeting with 22 in attendance. The Auxiliary Prayer was read in unison, and the Pledge to the Flag was recited.

Brady Kerkman, Executive Director of Business Development & Marketing, was our speaker remotely. Foundation is looking into getting a Mini Cricket on which 4 people can ride. Marketing team consists of Kim Armstrong, Emily Saffert, and Katie Greener. The Auxiliary is greatly appreciated. Kim's job of Auxiliary liaison will be posted and filled.

M/S Jackie Turner/Kay Evers to approve the agenda as presented. Motion carried.

Recording Secretary's Report – Marlene Smith, Recording Secretary

- M/S Kay Evers/Betty Olsen to approve the minutes with the hostess change of the September 11, 2023 meeting. Motion carried.

Treasurer's Report – Gerri Burmeister, Treasurer

- Balance on hand September 30, 2023 was \$4,088.25.
- M/S Connie McCarthy/Karen Skarphol to approve the Treasurers Report as presented. Motion carried.

Corresponding Secretary – Betty Olson

- A thank you card was sent to the speaker in September, a card to Jim & Diane Vellema, and sympathy cards to Kitty Hansen and Marge Paschke.

MAHV Report –

- The MAHV website address is <https://mahv.org> (Member code is mahv2018)

WAH Update – Kim Armstrong

- Please record your volunteer hours.

Unfinished Business:

- Quilt Raffle: Volunteers to sell raffle tickets at the cafeteria from 11:30 to 1:00
 1. October 16 - Jackie Turner
 2. October 17 – Dona Olson
 3. October 18 – Karen Skarphol
 4. October 19 – Kay Evers

New Business

- **Halloween Bake Sale** will be held on October 31. Connie McCarthy and Marge Paschke are co-chairs. Please price items at even dollars. Bring items on Monday from 4:00-5:00 p.m.
 1. 7:00 - 9:00: Connie McCarthy & Marlene Smith
 2. 9:00 - 11:00: Karla Taber & Dona Olson
 3. 11:00 - 1:00: Gerri Burmeister & Mary Klosterbuer
 4. 11:00 Drawing for winner of the quilt.
- The **December Craft and Vendor Fair** will not be held this year due to the hospital's construction project. Some items can be sold on the wheelchair garage.
- Price was set at \$15 per bag for pecans and \$8 per bag for caramel pecan clusters.
- The **Auxiliary's 50 Year Anniversary** will be celebrated at the Annual Banquet in April.
- M/S Karen Skarphol/Karla Taber to have the Executive Board review and update the By-Laws because of the request to change our name to Windom Area Health Auxiliary. Motion carried. Our By-Laws were last updated in 2018. There are definite procedures that need to be followed to do this.
- M/S Betty Olson/Karla Taber that the Auxiliary remain a 501(c)4. Motion carried.
- Mary Klosterbuer will be the Auxiliary representative for interviews for new Auxiliary liaison.
- M/S Betty Olson/Nancy Meyer that we only have a speaker every other month. Motion carried.

Coming Events

- Tuesday, October 31, 2023 - Halloween Bake Sale
- Monday, November 13, 2023 - Auxiliary Meeting at 6:00 p.m.

Hostesses

- November: Jean Johnson & Brenda Renczykowski
- December: Everybody brings treats.

The meeting adjourned at 7:10 p.m.

Marlene Smith
Recording Secretary



BOARD OF DIRECTOR'S MEETING

TUESDAY, NOVEMBER 28TH, 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 October 24, 2023	Steve Johnson
5:15 PM:	** FINANCIAL STATEMENT - Review donations & assign thank-you's	Brady Kerkman
5:20 PM:	OLD BUSINESS - - Bras for a Cause - Meetings with Board members - Cricket Mini Cart - End-of-Year solicitation letter	Brady Kerkman Brady Kerkman Brady Kerkman Brady Kerkman
5:40 PM:	NEW BUSINESS - - Foundation Director update - Foundation account signers update - Volunteer hours	Brady Kerkman Brady Kerkman Brady Kerkman
6:10 PM:	NEXT MEETING DATE/TIME – December 19, 2023	Steve Johnson
6:15 PM:	** MEETING ADJOURNED	Steve Johnson

**WINDOM AREA HEALTH FOUNDATION
FOUNDATION BOARD MEETING MINUTES
OCTOBER 24, 2023, AT 5:00 P.M.**

Attending: Steve Johnson, Greg Scheitel, Chad Merrihew, Tom Christensen (via WebEx), Dan Ortmann, Terry Tegels, Kim Armstrong/Executive Director Foundation/Auxiliary, Brady Kerkman/Executive Director of Business Development & Marketing

Others: Heather Hummel/Executive Assistant

Absent: Kay Gross, Shelby Medina/CEO, Emily Masters/CHRO

Recorder: Heather Hummel, Executive Assistant

CALL TO ORDER

WAH Foundation Chairperson, Steve Johnson, called the meeting to order at 5:00 p.m.

FOUNDATION AGENDA

Brady noted a change to the agenda which included Terry Tegels being the presenter of the Fundraising Committee Report in Old Business.

M/S/C UNANIMOUSLY TO APPROVE THE OCTOBER 24, 2023 FOUNDATION AGENDA WITH THE CHANGE OF TERRY TEGELS AS THE PRESENTER OF THE FUNDRAISING COMMITTEE REPORT IN OLD BUSINESS (SCHEITEL/TEGELS).

FOUNDATION MINUTES

M/S/C UNANIMOUSLY TO APPROVE MINUTES FROM THE SEPTEMBER 25, 2023 REGULAR MEETING AS PRESENTED (TEGELS/MERRIHEW).

FINANCIAL STATEMENT

Kim reviewed the Foundation account balances and donations for the month of September 2023.

Discussion was held regarding transferring funds from the General Fund to the Women's Health Fund.

M/S/C UNANIMOUSLY TO TRANSFER \$7,000.00 FROM THE UNRESTRICTED/GENERAL FUND TO THE WOMEN'S HEALTH FUND (MERRIHEW/CHRISTENSEN).

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

Review Donations & Assign Gift Thank-you's

There were no donors over \$100 to receive a phone call or thank you card from a board member in the month of September. Questions regarding the quarterly incentive payment from American Express were communicated. Kim noted that the American Express card was previously used for making reoccurring payments but have not received any quarterly incentive payments in a while.

OLD BUSINESS

Bras for a Cause

The deadline for submitting a decorated bra is Wednesday, October 26 at noon. There will be prizes for the top three most "liked" pictures from Facebook. The goal of the Bras for a Cause event is to raise Breast Cancer Awareness.

Meetings with Board Members

Brady noted that he would like to set up meetings with Foundation Board Members to help get to know that board. Please email Brady your availability at your earliest convenience.

Fundraising Committee

Terry reported on the Fundraising Committee Meeting that was held earlier in October. She communicated that discussion was held on previous fundraising events that have been held in the past which include Dad's Belgian Waffle Feed and the Golf Tournament. A suggestion was made about having a major prize at the Golf Tournament, which is something to be considered. Terry noted funds for a major prize could be obtained by contacting donors in the area and seeing if they would be interested in increasing the amount that they donate for the event. Dan mentioned there was in-depth conversation on the Medical Building and opportunities to solicitate the naming of the building and each floor of the

Medical Building. Brady stated he is going to meet with John Peyerl, CFO, to discuss this further and has been in contact with the hospital's attorney regarding the Foundation by-laws. More discussion and follow-up to come. Any donations to the WAH Foundation are tax exempt.

Cricket Mini Cart

Brady informed the Foundation Board that the Cricket Mini Cart has been ordered and will take approximately 6-8 weeks to arrive. A policy will be created for volunteers to read and some minimal training to take place prior to being allowed to drive the Cricket Mini Cart.

End-of-Year Solicitation Letter

Kim communicated that our Director of Outpatient Operations and Specialty Clinics is putting together information regarding the stress testing equipment to include in our end-of-year solicitation letter. The letters will be sent out by mid-November. The goal is to raise \$30,000.

NEW BUSINESS

Women's Cancer Fund Application

Kim reviewed the Women's Health Fund application. M/S/C UNANIMOUSLY TO PAY \$3,950 TOWARDS BILLS INCLUDING THREE MORTGAGE PAYMENTS, THREE VEHICLE PAYMENTS, \$265 TOWARDS UTILITIES AND \$500 FOR HEAT AND \$1,050 IN GAS CARDS FOR A GRAND TOTAL OF \$5,000 (MERRIHEW/CHRISTENSEN).

Foundation Director

Brady communicated that the Director of Foundation position has been posted with having one application submitted to date. Brady will be handling the duties until the position has been filled. Steve and the Foundation Board Members thanked Kim for her compassion to the position and wished her luck with her future endeavors. Kim's last day with Windom Area Health will be Friday, October 27.

Foundation Account Signers

Kim stated that she will need to be taken off as an account signer at Bank Midwest and Leading Edge Credit Union and be replaced by someone else. M/S/C UNANIMOUSLY TO APPROVE REMOVING KIM ARMSTRONG AS AN ACCOUNT SIGNER AT BANK MIDWEST – WINDOM AND LEADING EDGE CREDIT UNION - WINDOM (SCHEITEL/TEGELS). M/S/C UNANIMOUSLY TO APPROVE ADDING BRADY KERKMAN AND SHELBY MEDINA AS ACCOUNT SIGNERS AT BANK MIDWEST – WINDOM AND LEADING EDGE CREDIT UNION - WINDOM (SCHEITEL/TEGELS).

Volunteer Hours

Kim passed around the volunteer hours sheet for the Foundation Board Members to complete.

The next Foundation Board Meeting will be held on November 28, 2023.

The Windom Area Health Foundation meeting was concluded by Chairperson, Steve Johnson. M/S/C UNANIMOUSLY TO ADJOURN THE FOUNDATION MEETING (MERRIHEW/TEGELS).

Steve Johnson
WAH Foundation President