



WINDOM AREA HEALTH

Mission Statement:

DEDICATED TO HEALTH

**GOVERNING BOARD OF DIRECTORS
MEETING BOOKLET**

Monday, November 25, 2024

Windom Area Health Governing Board of Directors Meeting AGENDA

Purpose: Provide governance for Windom Area Health

Meeting Date | Time | Location: Monday, November 25, 2024 | 5:30 pm | Large Conference Room

Members:
All Windom Area Health Governing Board Members

Present:
Absent:
Others:

Recorder: Mindy Carter, Executive Assistant

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 28, 2024 	Dr. Michael Fisher
Board Education	<ul style="list-style-type: none"> No Education 	
WAH Policy Review	Review & approve the following policy(ies): <i>(Board Motion)</i> <ul style="list-style-type: none"> No policies to review this month 	Shelby Medina
COMMITTEE REPORTS		
Professional Practice Quality & Planning Committee	<ul style="list-style-type: none"> WAH Medical Staff credentialing review and approval per recommendation from the WAH Medical Staff <i>(Board Motion)</i> WAH Medical Staff meeting review Review Professional Practice Quality & Planning Committee meeting activities 	Dr. Buhler Dr. Blue Terry Tegels
Finance Personnel Labor Relations Building & Grounds Committee	<ul style="list-style-type: none"> Review Finance Personnel Labor Relations Building & Grounds Committee meeting activities Review and recommend approval of WAH resignations and terminations <i>(Board Motion)</i> 	Justin Schmit Emily Masters John Peyerl
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 Hires Departmental Transfers	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
Chief Medical Officer	Organizational updates	Dr. Blue

Administration	<ul style="list-style-type: none"> Review Senior Management Team Executive Summaries Review/Approve WAH committee meeting reports as presented (<i>Board Motion</i>) 	Senior Management Team
City of Windom	Informational updates	Steve Nasby Marv Grunig
Sanford Health Network	Informational updates	Dave Rogers, VP Sanford Health Network
WAH Foundation Board	<ul style="list-style-type: none"> WAH Foundation meeting minutes from October 22, 2024 are included in the Board book. WAH Foundation Board met on November 19, 2024 WAH Foundation update on happenings 	Dr. Michael Fisher Terry Tegels
WAH Auxiliary	<ul style="list-style-type: none"> WAH Auxiliary meeting minutes from October 14, 2024 are included in the Board book. WAH Auxiliary met on November 11, 2024 	Dr. Michael Fisher
OLD & NEW BUSINESS		
Old Business		Dr. Michael Fisher
New Business		Dr. Michael Fisher
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 28, 2024 | 5:30 pm | Large Conference Room

Members: All Windom Area Health Governing Board Members
Present: Dr. Michael Fisher, Justin Schmit, Dan Ortmann, Terry Tegels, Rick Frederickson, Dr. Blue, Monica Huber, Shelby Medina, John Peyerl, Emily Masters,
Absent: Kay Gross, Julie Brugman
Others: Dr. Buhler/Medical Staff President, Jennifer Zajic, Dave Rogers

Recorder: Mindy Carter, Executive Assistant

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

STANDING ITEMS

Call to Order	Windom Area Health Governing Board meeting was called to order at 5:30 pm by Governing Board Chairperson, Dr. Michael Fisher.	Dr. Michael Fisher
Meeting Minutes	M/S/C Unanimously to approve Windom Area Health Governing Board minutes from the regular meeting of September 23, 2024 (Fisher/Tegels)	Dr. Michael Fisher
Board Education	Jennifer Zajic, Performance Improvement and Risk Management Coordinator, outlined her role and responsibilities to the board and presented on Performance Improvement Plan.	Jennifer Zajic
WAH Policy Review	M/S/C Unanimously, upon recommendation for the WAH Governing Board to approve the following policy: <ul style="list-style-type: none"> No policies to review 	

COMMITTEE REPORTS

Professional Practice Quality Planning Committee	<p>The WAH Medical Staff reviewed and approved the Medical Staff Credentialing list, along with the revised Rules & Regulations and Bylaws at their previous meeting and presented to the WAH Governing Board for their review and approval, resulting in the following motions: M/S/C unanimously approved the Medical Staff Rules & Regulations and Bylaws as presented: (Tegels/Fisher) M/S/C unanimously approved the October Medical Staff credentialing list as presented: (Tegels/Fisher)</p> <p>APPOINTMENTS: Stephanie Preister, CNP Cardiology (Jonsson) Allied Health Professionals</p> <p>REAPPOINTMENTS: Jesse Botker, M.D. Orthopedic Courtesy Thomas Bruns, CRNA Anesthesia Allied Health Professionals Elena Canfield, M.D. Emergency Medicine Emergency Services Gary Famestad, M.D. Radiology Consulting Anthony Nwakama, M.D. Orthopedic Consulting Kayla Pineda, CNP Family Medicine Allied Health Professionals</p> <p>ADDITIONAL PRIVILEGE REQUESTS: Ahmed Yusuf, M.D. Telemedicine Active Staff</p> <p>AVEL ECARE APPOINTMENTS: VRAD APPOINTMENTS: VRAD REAPPOINTMENTS: Taro Aikawa, M.D. Teleradiology Telemedicine</p>	Dr. Blue Dr. Buhler
--	--	------------------------

	<p>Sara Banerjee, M.D. Teleradiology Telemedicine John Mulloy, M.D. Teleradiology Telemedicine Kurtis Tedesco, M.D. Teleradiology Telemedicine</p> <p><u>SANFORD TELEMEDICINE APPOINTMENTS (Informational Only):</u> Joseph Alex, M.D. Trauma Telemedicine</p> <p><u>RESIGNATIONS:</u> Tonia Carpenter, RN Cardiology (Pham) Allied Health Professional Eastlyn Enderle, RN Cardiology (Jonsson) Allied Health Professional Benjamin Jorgensen, M.D. Vascular Consulting Jennifer Pipitone, DNP Behavioral Health Allied Health Professional Connie Morrison, M.D. General Surgery Consulting</p> <ul style="list-style-type: none"> • Received good reports from Dr. Lynch on transfusion and mortality rates • Dr. Kamlitz will start on 12/2 and will complete the credentialing process in November. She comes with a solid reputation in the Fairmont area and will be a valuable asset. • Dr. Stormont has given a verbal confirmation. We are currently working on a contract to bring him in two days a week until he becomes familiar with our operations with hopes he will increase his time. • The Medical Staff bylaws and rules and regulations have been approved. • There is a national IV shortage but our supplier has not been impacted, but we remain mindful of our usage. • Lori Fett is performing well in urology – Stormont will be a valuable addition to urology. • First Total shoulder replacement procedure scheduled for tomorrow, 10/29. • The pain clinic is looking to add an additional day. Currently seeing 5-7 clinical consultations and performing 6-9 procedures. • We interview a contracted CRNA with no plans to replace our current CRNA group. We are working closely with them as recruitment has been challenging. We scheduled an interview with a PA - Orthopedics, who would work with Dr. Botker. • Lakefield Clinic soft opening is planned for November 2 with actual opening set for November 6 followed by an open house in December. • Chad Gerhard, Business Data Analyst, is watching market trends and collecting data. He has been invited to the Senior Team meetings to discuss statistics, departmental performance, and related expenses that would be valuable for the board. He will be invited to the board meeting to give a brief presentation of this data. 	
<p>Finance – Personnel – Labor Relations – Building/Grounds Committee</p>	<p>M/S/C unanimously to recommend approval to send 94 patient accounts totaling \$83,609.79 to AAA Collections, recommend approval for following Financial Assistance patient accounts: (Fisher/Schmit)</p> <ul style="list-style-type: none"> • Financial Assistance accounts approved for write-off amount to \$10,471.58 • FY2025 Year-to-Date, Financial Assistance approvals amount to \$89,695.51 on a budget of \$125,000. <p>M/S/C Unanimously to approve the following resignation/terminations: (Schmit/Fisher) Resignations: 1 HUC</p>	<p>John Peyerl Emily Masters</p>
OTHER REPORTS		
<p>Statistical & Financial Performance Reports</p>	<p>M/S/C unanimously to approve the Statistical and Financial Performance Report as presented: (Fisher/Tegels) Net income from operations reached \$60,114, significantly exceeding the budget of -\$6,000, with a 2.30%</p>	<p>John Peyerl</p>

	<p>operating income for September compared to a -0.24% budget. Year-to-date, operating income stands at 3.51%, above the budgeted -0.73%.</p> <p>Highlights:</p> <ul style="list-style-type: none"> • Inpatient activity met budget expectations, with acute admissions up by ten from last month. • Outpatient revenue was slightly below budget but consistent with expectations, accounting for 85% of gross revenues. • Imaging procedures exceeded budget by 49, totaling 799. • Laboratory tests exceeded budget with 10,535 tests, though slightly down from last September. • Surgical procedures totaled 71, just below the budget of 72. • Rehab Therapy modalities were 1,797, falling short of both last September and the budget. • Contractual adjustments were at 47.68%, better than the budgeted 48.73%. • Overall expenses remained on budget, with Purchased Services as the only category over budget. 	
Capital Acquisition Activity	John reported there were no capital asset acquisitions in September.	John Peyerl
Educational Assistance Applications	M/S/C unanimously to approve the Educational Assistance Application as presented: There were no EA applications in September.	Emily Masters
New / Department Transfer Employees	<p>4 New hires</p> <ul style="list-style-type: none"> • 2 – RN • Patient Access Representative • HR Generalist <p>There were no departmental transfers to report.</p>	Emily Masters
Patient Concern Reports	Patient Concern Reports were reviewed and addressed.	Dr. Buhler
Patient Safety Reports	No incidents to report.	Dr. Buhler
Chief Medical Officer	Soft opening for Lakefield Clinic scheduled 11/2 and actual opening on 11/6 with open house to follow in December.	Dr. Dan Blue
Administration	<p>M/S/C unanimously to approve committee meeting reports as presented (Fredrickson/Ortmann)</p> <p>Emily reported there are 9 open positions posted.</p> <p>Flu Shots & Employee Training</p> <ul style="list-style-type: none"> • 30% of employees received flu shots. • Clinical staff are undergoing training for safe patient handling with support from employee health and physical therapy. <p>Open Enrollment</p> <ul style="list-style-type: none"> • Scheduled for November with several vendor changes in life insurance and supplemental plans, plus long-term disability. • Transitioning from a traditional health plan to an ICHRA model, allowing employees to choose coverage from a marketplace. <p>Community Health Initiatives</p> <ul style="list-style-type: none"> • Health insurance discounts will be revised as incentives for 2025. • Weekly "Testing Tuesdays" for blood sugar testing led by dietician Abby Kipfer and Jenna Kuehl at local businesses. <p>Marketing & Business Development</p> <ul style="list-style-type: none"> • Dr. Goldberg's patients were notified about Lori Fett's clinic. • Support for the Lakefield Clinic's launch, with a grand opening on December 4th. <p>Foundation & Auxiliary Events</p>	Senior Management Team

	<ul style="list-style-type: none"> • Hosting "Bras for a Cause" for Breast Cancer Awareness Month. • Brady Kerkman is working for Building Sponsorships/Naming Rights. • Auxiliary's Halloween Bake Sale on October 31st, along with pecan sales. • Sponsorships for local events, totaling \$880 for 4 events. <p>Committee Meetings</p> <ul style="list-style-type: none"> • Employee Focus: Planned fall events and holiday party ideas. • Patient & Family Advisory: Selected Daisy winner and made entry recommendations. • Safety Committee: Discussed smoke evacuation policies, security changes, and ergonomic plans. 	
City of Windom	No report available.	Steve Nasby Marv Grunig
Sanford Health Network	<ul style="list-style-type: none"> • Marshfield approved the merger on January 1, but it holds little significance for SF due to maturity and distance. • The Rural Health Summit is happening tomorrow. Minnesota is monitoring long-term care wages by setting a minimum wage • Mayo Fairmont is hosting a public hearing organized by MDH since they are discontinuing OB and Surgical services. • Sanford has selected five clinics for refurbishment, with Mt. Lake receiving \$100,000 for upgrades, including renovations and new furniture. 	Dave Rogers, VP Sanford Health Network
WAH Foundation Board	<ul style="list-style-type: none"> • Foundation gave \$50,000 grant to the mental health fund. • Vote for "Bras for a Cause" in the lobby. • Will have a table at the Veterans Day program at WAHS. • Continue the "First Baby of the Year" program; consider expanding it to include more than just the first baby if there is a lot of funding. 	Terry Tegels
WAH Auxiliary	<ul style="list-style-type: none"> • Pecan Sale • Halloween Bake Sale • Pumpkin Decorating Contest 	Terry Tegels
OLD & NEW BUSINESS		
Old Business	There was no old business to address.	Dr. Michael Fisher
New Business	Correction on previous month agenda: Minn. Statute 13D.05, Subd. 3(b): Meetings may be closed if the closure is expressly authorized by or permitted by attorney-client privilege.	Dr. Michael Fisher
CONCLUSION		
	The WAH Governing Board meeting was concluded by Governing Board Chairperson, Dr. Michael Fisher	Dr. Michael Fisher

Signature _____, Dan Ortmann, WAH Governing Board Secretary

WINDOM AREA HEALTH
GOVERNING BOARD EXECUTIVE SUMMARY
as of November, 2024
WAH MISSION: *“Dedicated to Health”*

CHIEF EXECUTIVE OFFICER REPORT

• **Organizational Updates**

- Construction update: Exterior framing for Wound Care was completed along with continuing interior framing on first floor. Drywall continues to be hung on second floor and painting has begun on the fourth floor. Clips continue to be hung for exterior building panels and grading and paving continued at the west lot. Entrance to the Emergency Department is now back at its original location.
- With the announcement of Dr. Taber joining Sanford Health in December, we are in the process of assessing timelines to convert this space back to hospital space for patient care.
- General WAH Updates:
 - Dr. Stormont, Urologist, will start his onboarding process on December 9th. He will hold clinic and surgery every Monday and Tuesday of the week and will start out as a 0.4 FTE.
 - Dr. Kamlitz, General Surgeon, will start her onboarding December 2nd.
 - Ashley Hanson, CRNA, will start her onboarding January 1, 2025. She will work for WAH as a contracted employee.
 - Jennifer Kreig, Orthopedic PA, has accepted an employment opportunity with WAH and her anticipated start date is February 3, 2025.
- WAH Senior Leadership has introduced to department leaders and staff the concept of moving WAH from Good to Great. LDI trainings have begun for departmental leaders and initial concepts are starting to roll out to front line staff. Moving the organization from Good to Great places an emphasis on focusing strategies and processes that are ‘lean’ methodology; emphasizes expectations of demonstrating behaviors consistent with WAH’s Values; emphasis on accountability to perform; and emphasizing unity in achieving WAH’s Vision. More updates to come as we progress through this culture re-alignment.

• **MHA/Federal Updates:**

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

• **Committee Meeting Updates**

- Infection Prevention: No Update Until Jan/Feb 2025
- Pharmacy and Therapeutics: No Updates Until Nov/Dec 2024
- Emergency Preparedness: No Update Until Jan/Feb 2025

WINDOM AREA HEALTH
GOVERNING BOARD EXECUTIVE SUMMARY
As of November 21, 2024
WAH MISSION: "Dedicated to Health"

CHIEF FINANCIAL OFFICER REPORT

Overview:

- Net income from operations was negative \$26,056 compared to a budget of breakeven 0.0%. Our net operating revenue was \$311,677 more than last October. October operating income is negative 1.01% compared to a budget percentage of negative breakeven 0.0%. For the year, operating income is 2.77% compared to a budget of negative 0.60%.

The volume of inpatient activity in October was lower than budget expectations. The acute admissions were six less than last month and below the budgeted volume. Activity on the outpatient side produced volumes and revenues slightly above budget expectations. Eighty-four percent of our gross revenues came from outpatient activity, which is consistent with expectations. Acute admissions totaled twenty-six. Those twenty-six admissions produced fifty-nine inpatient days for an average daily census of 1.9. Outpatient gross revenue was \$399,398 more than budget and \$713,835 more than last October.

- Imaging procedure counts were 156 procedures above budget. Imaging performed 906 procedures compared to a budget of 750. Last October, 626 procedures were performed.
- Laboratory volumes exceeded budget expectations. Last fiscal year laboratory tests averaged about 10,370 in a given month. There were 10,407 in the month of October, which is 1,155 more than last October and seven more than budget.
- Eighty-five surgical procedures were performed in October, which is thirteen more than our budgeted number of sixteen more than last October. Five of those surgeries were joint replacements including our first complete shoulder. There were two robotic cases in October.
- Rehab Therapy performed 1,835 modalities in October, which was 132 less than last October. That is 90 less modalities than the budgeted number of 1,925.

Contractual adjustments came in at 54.08% for the month. Contractual adjustments were budgeted at 48.51%.

Overall, expenses were on budget. Pharmaceuticals, Supplies and Other Direct Expenses were slightly more than budget.

CHIEF NURSING OFFICER REPORT

- **Medical/Surgical/OB/Emergency Room/:**
 - The temporary ED entrance is no longer in use as the paving of the parking lot is complete. A huge thank you to the many staff – including many managers – who stepped up to equip and staff the temporary entrance 24/7 during those several weeks. The teamwork and commitment was outstanding!
 - WAH hospitalist program is adding 4 prn APP's to allow for hospitalist services on the day shift 7 days/week.
 - HUC's have been trained to perform ECG's. This frees up the RN's to rapidly start IV's, administer medications and other activities for chest pain and other time sensitive patients in the ED and on the inpatient unit
 - Dr. Yusuf is training the HUC's to assist with suturing, splinting and casting in the ED.
 - We anticipate a much higher than usual volume of total joint cases by Dr. Botker between now and the end of the year.
 - Planning has been done to return the area currently occupied by Dr. Taber to once again function as inpatient rooms. The additional space is in great demand.
 - WAH is submitting a grant proposal to Sanford Health. The funds would put towards the much needed L&D and PP tub remodel.
- **Outpatient Nursing and Diabetic Education:**
 - Great feedback was received from the community regarding Testing Tuesdays. Free blood sugar screening testing was provided at varying local businesses. The final Testing Tuesday will be Nov. 26 from 8:00-10:00 a.m. at HyVee.
 - Jenna Kuehl, Diabetic Educator is implementing a process to reach out to diabetic patients with elevated A1C's. She will offer education, classes and assessment of the benefit of a CGM (continuous glucose monitor). The goal is to improve A1C results and reduce the complications of uncontrolled diabetes. These services are covered by Medicare and most health plans.
- **Utilization Review/Social Work:**
 - **Qtr 3 '24:**
 - The readmission rate = 1.6%, which remains below the 2024 PI goal of < 5% set by Sanford Health.
 - The YTD WAH readmission rate for 2024 = 1.2%
 - Admissions by provider
 - Telehealth – 51
 - Hospitalist – 77
 - Primary care provider – 52
 - 31/52 OB
- **Daisy Award Update:**
 - The first Daisy award will be presented to the recipient on Dec. 2. Please watch for the announcement!

MHA Safety Data for Oct, 2024:

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

WINDOM AREA HEALTH

GOVERNING BOARD EXECUTIVE SUMMARY

as of November 19, 2024

WAH MISSION: "Dedicated to Health"

CHIEF HUMAN RELATIONS OFFICER REPORT

Human Resources/Employee Health

- Posted positions:
 - RN
 - Wellness Intern
 - Surgical Tech
 - NP/PA –Hospitalist PRN
 - Accounting Manager/Controller
 - CNRA (employed or contract)
 - Mental Health Therapist
 - Environmental Services Tech
 - Speech Therapist – Full Time & PRN
 - LPN/MA – Specialty Clinics
 - Clinical Nurse Coordinator
 - Health Unit Coordinator
- Open enrollment just concluded, with significant changes to our benefit plan we provided many education sessions, ongoing communication and 1 on 1 meetings.
- Leaders recently were invited to a private tour of Premium Iowa Pork and we will continue to cultivate relationships with organization leaders.
- 'The WAH Way' training, outlining new customer/patient experience standards, was rolled out on Nov. 13 & 14.

Community Health/Mental Health/Wellness Center

- We recently concluded our Healthy Together class series at Remick Ridge.
- Abby Kipfer, Registered Dietician, recently spoke two nights at ECFE, educating parents on toddler nutrition. She also partnered with Hadley Sammons on her Eagle Achievement project, educating ELC students on nutrition and provided a healthy snack.
- Annual open house is scheduled for December 16-20 with discounts and weight loss challenge sign ups.

Marketing/PR/Business Development

- Marketing is gearing up for the Lakefield Clinic ribbon cutting on December 4th, coordinated with Lakefield Business Association (LBA)
- The Pulse recently launched on 11/12 and will air on Facebook every Tuesday at noon, featuring various providers and service lines.
- Marketing led a new event at the Veterans Day program, offering a health fair and professional photos for veterans in our community.
- Marketing supported another series of free Skin Cancer screenings on November 8th and 9th, provided by Dr. Fernandez. Many follow-up biopsies/procedures were scheduled after the appointments.
- 88 letters were sent to area providers introducing Dr. Kamnitz. Various radio and print campaigns are underway.
- We will be rolling out a new Employee ID Badge design over the next few months.
- Marketing supported a lunch & learn in Lakefield for Dr. Hinshaw in which 22 community members attended.

Foundation/Auxiliary

- Bras for a cause was successful with 27 entries.

Sponsorships/Donations

- \$105 to the Fire Department for fire safety education
- Chamber Gala Silent Auction, \$50 value

Committee Meetings

- **Employee Focus:** Committee met 11/7. Planning for holiday events continues.
- **Patient & Family Advisory Committee:** No report. Onboarding 2 new members in December, Laura Fresk and Cathy Holthe.
- **Safety:** No report.
- **Safe Patient Handling:** No report.

Fiscal Year 2024-2025	WINDOM AREA HEALTH												
WAH Operational & Strategic Goals	Target	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25
SERVICE													
Increase optimization of DaVinci Robot (GYN & General)	4/30/2025	3 Gyn	3 Gyn	0 Gyn	2 Gyn	2 Gyn	2 Gyn						
Ambulatory Net Promoter Score	83.3%	81.3% 16	80% 10	68.8% 16	100% 20	100% 17	94.1% 17						
OP Net Promoter Score	80.6%	80% 15	88.9% 18	100% 23	75% 20	94.4% 18	88.9% 18						
Emergency Dept Net Promoter Score	49.1%	41.9% 31	n/a	50% 34	23.1% 26	30.4% 23	58.1% 31						
Wound Center Overall Patient Satisfaction	>92%	97.59%	98.61%	89.64%	97.17%	94.52%	93.49%						
QUALITY													
Falls per 1000 Patient Days	0	n/a	0	n/a	n/a	n/a	6						
Patient Falls with Injuries	0	n/a	0	n/a	n/a	n/a	0						
Hand Hygiene	100%	n/a	100%	n/a	n/a	n/a	99.4%						
Patient Experience/HCAHPS Recommend	81%	n/a	80% 20	n/a	n/a	n/a	77.3% 22						
How would you rate/HCAHPS	83%	n/a	75% 20	n/a	n/a	n/a	81.8% 22						
Communication with Nurses	89%	n/a	86.7% 20	n/a	n/a	n/a	89.4% 22						
Communication with Doctors	85%	n/a	91.1% 20	n/a	n/a	n/a	85.7% 21						
Readmission within 30 days	<5%	n/a	2%	n/a	n/a	n/a	2%						
Wound Center Patient Healing Rate	>92%	97.96%	89.47%	81.67%	92.98%	76.79%	100%						
FINANCIAL													
YTD Income (Loss) Operations to Budget	0.00%	-3.05%	1.89%	2.35%	3.81%	3.51%	2.77%						
Days in Accts Receivable	<53	63.08	56.37	58.08	53.97	56.37	48.82						
Days Cash on Hand	>150	247	228	221	218	192	179						
GROWTH													
Surgeries to Budget	71	65	58	56	89	71	77						
Wound Center New Patients	23	30	27	39	26	25	33						
Wound Center Encounters	135	266	238	326	296	228	253						
Wound Center New Patients for HBO Treatments	10 Calendar Year	HBO n/a	HBO n/a	HBO n/a	HBO n/a	HBO n/a	HBO n/a						
COMMUNITY													
WAH Hosts Events w/ Community Participation	2 Fiscal Year		Wound Center Pie/Ice Cream Celebration		Golf Tournament	Mental Health Fund Roundtable	Halloween Drive Through						

Windom Area Health Finance | Personnel | Labor Relations | Building & Grounds Committee Meeting 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: November 25, 2024 | 4:30-5:15 pm | Large Conference Room

MEMBERS	
JUSTIN SCHMIT, CHAIRPERSON	SHELBY MEDINA, CEO
KAY GROSS, TRUSTEE	DR. DAN BLUE, CMO
DAN ORTMANN, TRUSTEE	MONICA HUBER, CNO
DR. MICHAEL FISHER, EX-OFFICIO	JOHN PEYERL, CFO
JULIE BRUGMAN, MT. LAKE ADVISORY MEMBER	EMILY MASTERS, CHRO

Present:
Absent:
Others:

Chairperson (or Acting Chairperson) Justin Schmit, Chairperson

Recorder: Mindy Carter, Executive Assistant

Category / Topic	Action step(s) / Updates	Leader:
STANDING ITEMS		
Call to Order	Call Finance Personnel Labor Relations Building & Grounds Committee meeting to order by Chairperson	Justin Schmit
Minutes	Approve minutes from regular Committee meeting of October 28, 2024 (<i>Committee Motion</i>)	Justin Schmit
Collections & Financial Assistance	Review & recommend approval of patient financial accounts (<i>Committee Motion / Board Motion</i>)	John Peyerl
Employee Resignations & Terminations	Review & recommend acceptance of WAH employee resignations / terminations (<i>Committee Motion / Board Motion</i>)	Emily Masters
FOLLOW-UP ITEMS		
NEW/CURRENT ITEMS		
WAH Future Initiatives	Update on current plans and future considerations	Shelby Medina
<i>Other</i>		
CONCLUSION		
	Conclude Finance Personnel Labor Relations Building & Grounds Committee meeting	Justin Schmit

**Windom Area Health Finance | Personnel | Labor Relations | Building & Grounds Committee Meeting
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 28, 2024 | 4:30-5:15 pm | Large Conference Room

MEMBERS:	SHELBY MEDINA, CEO	Present: Justin Schmit, Dan Ortmann, Dr. Michael Fisher, Shelby Medina, Dr. Blue, Monica Huber, John Peyerl, Emily Masters, Terry Tegels Absent: Kay Gross, Julie Brugman Others: Dave Rogers
JUSTIN SCHMIT, CHAIRPERSON	DR. DAN BLUE, CMO	
KAY GROSS, TRUSTEE	MONICA HUBER, CNO	
DAN ORTMANN, TRUSTEE	JOHN PEYERL, CFO	
DR. MICHAEL FISHER, EX-OFFICIO	EMILY MASTERS, CHRO	
JULIE BRUGMAN, MT. LAKE ADVISORY MEMBER		

Chairperson (or Acting Chairperson): Justin Schmit, Chairperson

Recorder: Mindy Carter, Executive Assistant

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 by Chairperson, Justin Schmit.	Justin Schmit
Minutes	M/S/C unanimously to approve Committee minutes from the regular meeting of September 23, 2024, as presented (Ortmann/Fisher).	Justin Schmit
Collections & Financial Assistance	M/S/C unanimously to recommend approval to send 94 patient accounts totaling \$83,609.79 to AAA Collections, recommend approval for following Financial Assistance patient accounts: (Schmit/Tegels) <ul style="list-style-type: none"> Financial Assistance write-off amount to \$10,471.58 FY2025 Year-to-Date, Financial Assistance approvals amount to \$89,695.51 on a budget of \$125,000. 	John Peyerl
Employee Resignations & Terminations	M/S/C Unanimously to approve the following resignation/terminations: (Schmit/Fisher) Resignations: 1 Health Unit Coordinator	Emily Masters

FOLLOW-UP ITEMS

--	--	--

NEW | CURRENT ITEMS

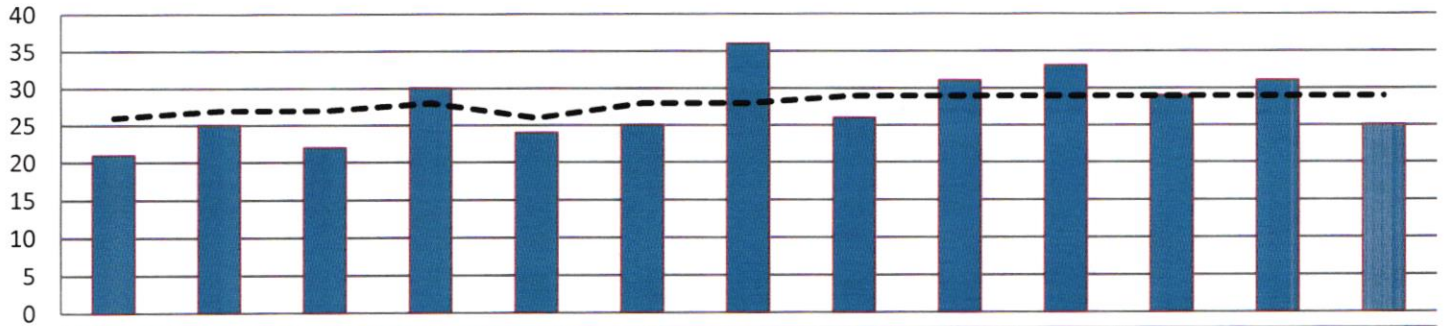
Windom City Council Request	The City Mayor has requested that Shelby & John attend the upcoming budget meeting. They are seeking discussion on a consistent annual contribution in lieu of taxes. Shelby asked the committee chairs to attend as well. Discussion from the meeting will be reported back to the board, and any decisions will require board approval.	Shelby Medina
Other		

CONCLUSION

	Chairperson, Justin Schmit, concluded the Finance Personnel Labor Relations Building & Grounds Committee meeting.	Justin Schmit
--	---	---------------

ADMISSIONS

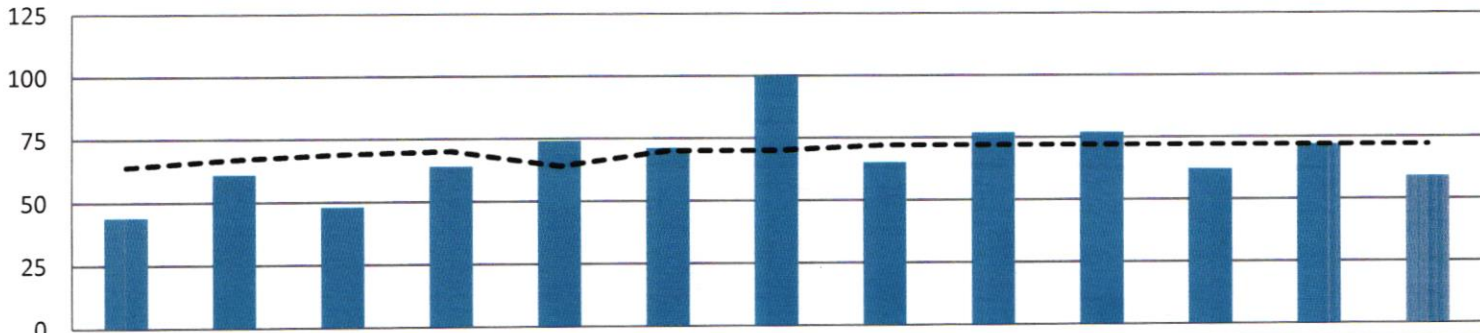
Admissions Budget



	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24
Admissions	21	25	22	30	24	25	36	26	31	33	29	31	25
Budget	26	27	27	28	26	28	28	29	29	29	29	29	29

PATIENT DAYS

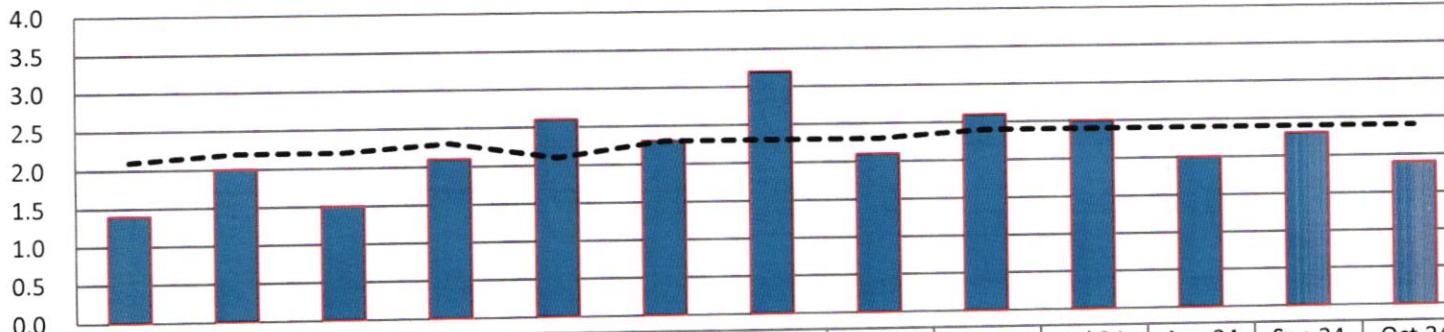
Pt Days Budget



	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24
Pt Days	44	61	48	64	74	71	100	65	77	77	62	72	59
Budget	64	67	69	70	64	70	70	72	72	72	72	72	72

AVERAGE PATIENTS PER DAY

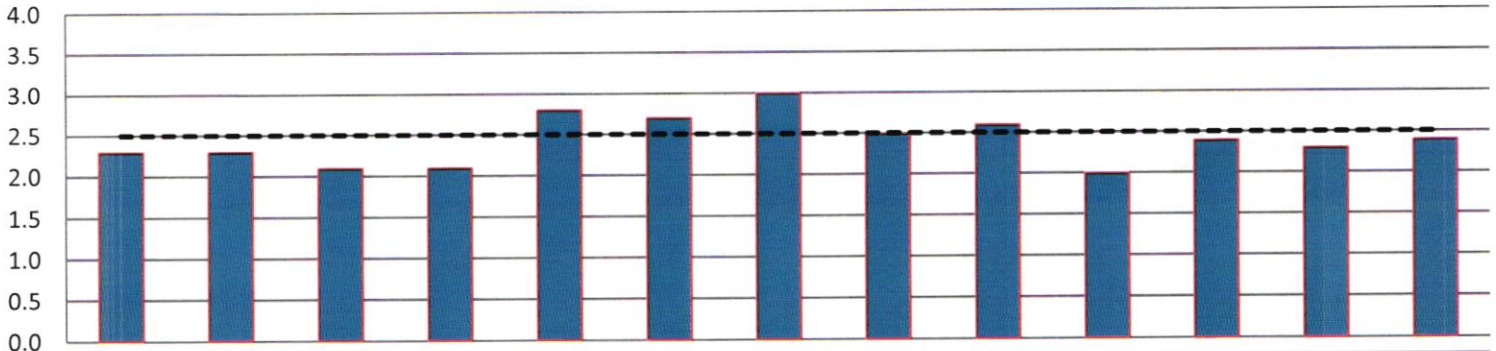
Avg Pt/Day Budget



	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24
Avg Pt/Day	1.4	2.0	1.5	2.1	2.6	2.3	3.2	2.1	2.6	2.5	2.0	2.3	1.9
Budget	2.1	2.2	2.2	2.3	2.1	2.3	2.3	2.3	2.4	2.4	2.4	2.4	2.4

AVERAGE LENGTH OF STAY

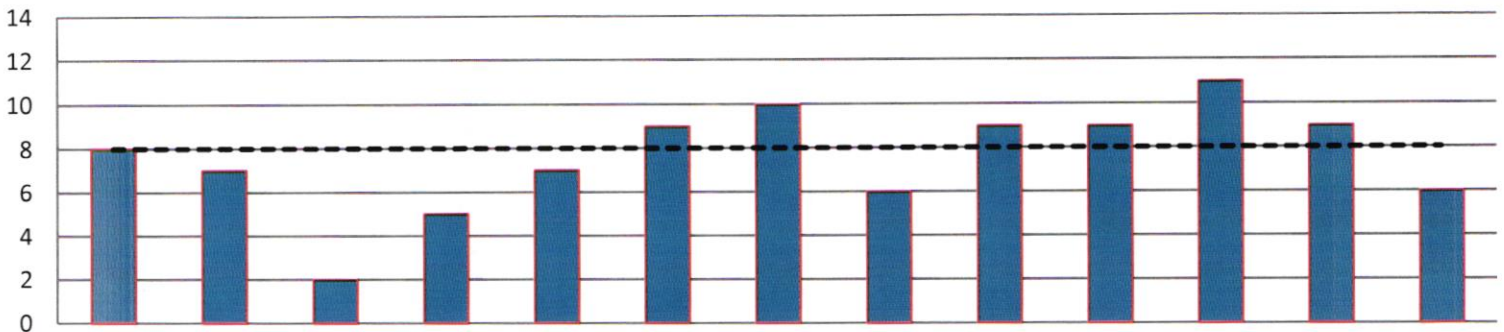
Avg Stay Budget



	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24
Avg Stay	2.3	2.3	2.1	2.1	2.8	2.7	3.0	2.5	2.6	2.0	2.4	2.3	2.4
Budget	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5

BIRTHS

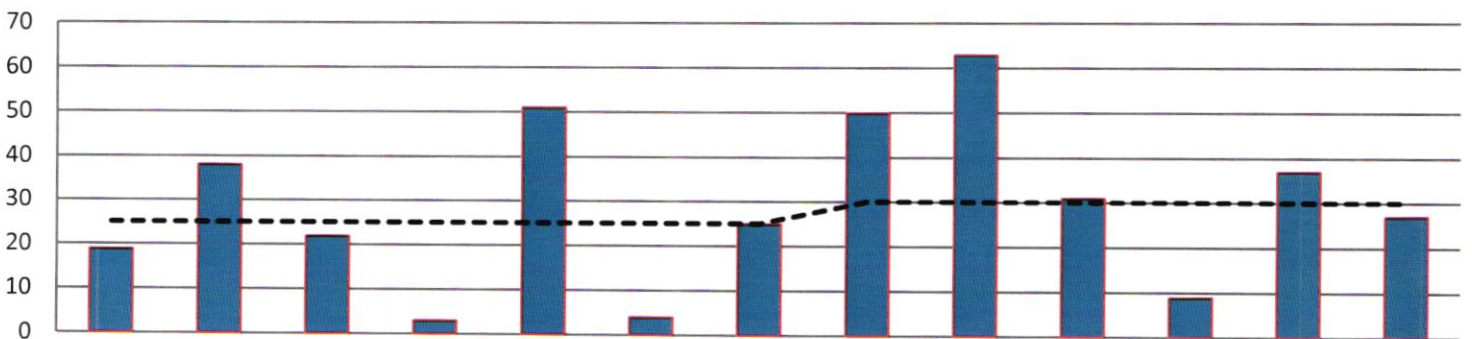
Births Budget



	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24
Births	8	7	2	5	7	9	10	6	9	9	11	9	6
Budget	8	8	8	8	8	8	8	8	8	8	8	8	8

SWING BED DAYS

Swing Bed Days Budget



	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24
Swing Bed Days	19	38	22	3	51	4	25	50	63	31	9	37	27
Budget	25	25	25	25	25	25	25	30	30	30	30	30	30

WINDOM AREA HEALTH
INCOME STATEMENT

	10/31/2024		Revenue			Revenue			Revenue		October	\$ Change	% Change
	10/31/2024	Comparison	Budget 2025	Comparison	Y-T-D FY2025	Comparison	Budget 2025	Comparison	Y-T-D FY2024	From Last Year	From Last Year		
PATIENT REVENUE													
Inpatient Revenue	\$915,510	16.45%	\$800,000	15.84%	\$5,092,186	16.62%	\$4,650,000	16.19%	\$5,037,465	\$54,721	1.1%		
Outpatient Revenue	\$4,649,398	83.55%	\$4,250,000	84.16%	\$25,555,131	83.38%	\$24,075,000	83.81%	\$21,619,568	\$3,935,563	18.2%		
Total Patient Revenue	\$5,564,908	100.00%	\$5,050,000	100.00%	\$30,647,317	100.00%	\$28,725,000	100.00%	\$26,657,033	\$3,990,284	15.0%		
Contractual Adjustments	\$3,009,509	54.08%	\$2,450,000	48.51%	\$15,106,575	49.29%	\$14,150,000	49.26%	\$13,258,323	\$1,848,252	13.9%		
Other Income	\$21,299	0.38%	\$25,000	0.50%	\$139,768	0.46%	\$150,000	0.52%	\$145,009	(\$5,241)	-3.6%		
NET OPERATING REVENUE	\$2,576,698	100.00%	\$2,625,000	100.00%	\$15,680,510	100.00%	\$14,725,000	100.00%	\$13,543,719	\$2,136,791	15.8%		
EXPENSE													
Employee Salaries	\$1,080,348	41.93%	\$1,100,000	41.90%	\$5,983,437	38.16%	\$6,090,000	41.36%	\$4,953,116	\$1,030,321	20.8%		
Employee Benefits	\$315,360	12.24%	\$310,000	11.81%	\$1,821,296	11.62%	\$1,797,000	12.20%	\$1,546,133	\$275,163	17.8%		
Pharmaceuticals	\$145,506	5.65%	\$120,000	4.57%	\$880,730	5.62%	\$635,000	4.31%	\$682,211	\$198,519	29.1%		
Supplies	\$207,520	8.05%	\$195,000	7.43%	\$1,074,498	6.85%	\$1,125,000	7.64%	\$1,043,420	\$31,078	3.0%		
Rents & Utilities	\$26,764	1.04%	\$35,000	1.33%	\$186,999	1.19%	\$198,500	1.35%	\$194,129	(\$7,130)	-3.7%		
Purchased Services	\$502,406	19.50%	\$520,000	19.81%	\$3,179,911	20.28%	\$2,940,000	19.97%	\$3,430,613	(\$250,702)	-7.3%		
Other Direct Expenses	\$148,468	5.76%	\$140,000	5.33%	\$803,994	5.13%	\$817,500	5.55%	\$790,746	\$13,248	1.7%		
Provision for Bad Debts	\$41,569	1.61%	\$55,000	2.10%	\$482,300	3.08%	\$330,000	2.24%	\$357,816	\$124,484	34.8%		
Depreciation	\$123,924	4.81%	\$135,000	5.14%	\$765,075	4.88%	\$790,000	5.37%	\$788,143	(\$23,068)	-2.9%		
Interest Expense	\$10,889	0.42%	\$15,000	0.57%	\$68,427	0.44%	\$90,000	0.61%	\$72,862	(\$4,435)	-6.1%		
Total Operating Expense	\$2,602,754	101.01%	\$2,625,000	100.00%	\$15,246,667	97.23%	\$14,813,000	100.60%	\$13,859,189	\$1,387,478	10.0%		
Income (loss) From Operations	(\$26,056)	-1.01%	\$0	0.00%	\$433,843	2.77%	(\$88,000)	-0.60%	(\$315,470)	\$749,313			
Investment Income	\$56,020	2.17%	\$30,000	1.14%	\$346,735	2.21%	\$230,000	1.56%	\$320,691	\$26,044			
Other Revenue/(Expenses)	(\$9,774)	-0.38%	\$5,000	0.19%	\$115,776	0.74%	\$30,000	0.20%	\$35,105	\$80,671			
Non Operating Rev/Exp	\$46,246	1.79%	\$35,000	1.33%	\$462,511	2.95%	\$260,000	1.77%	\$355,796	\$106,715			
Increase in Net Assets	\$20,190	0.78%	\$35,000	1.33%	\$896,354	5.72%	\$172,000	1.17%	\$40,326	\$856,028			

Month

6

**WINDOM AREA HEALTH
 FY 2025
 CAPITAL ASSET ACQUISITIONS**

<u>Yrs Dep</u>	<u>Capital Asset</u>	<u>Vendor</u>	<u>Asset class</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>August</u>	<u>September</u>	<u>October</u>
	Door Access Control (8 Doors)	Midwest Alarm/Lucan Comm TV	Maj Mov			31,669.46			
	IV Pumps	Carefusion/BD	Maj Mov			150,169.90			
	PageWriter TC70 Cardiograph	Philips	Maj Mov			11,323.97			
	IBF 105-GX Freezer Blood/Plasma	Helmer Inc	Maj Mov			6,904.29			
	PhysioMax Total Body Exerciser	Push Pedal Pull	Maj Mov			5,503.88			
	Ascend BodyScript Body Comp Analyzer	Johnson Fitness & Wellness	Maj Mov			7,966.00			
	Total			-	-	213,538	-	-	-
		Total YTD Capital Acquisitions				213,538			

Windom Area Health Professional Practice | Quality & Planning Committee Meeting 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 25, 2024 | 4:00-4:30 pm | Large Conference Room

MEMBERS:	SHELBY MEDINA, CEO	Present: Absent: Others:
TERRY TEGELS, CHAIRPERSON	DR. DAN BLUE, CMO	
RICK FREDERICKSON, TRUSTEE	MONICA HUBER, CNO	
OPEN, TRUSTEE	JOHN PEYERL, CFO	
DR. MICHAEL FISHER, EX-OFFICIO	EMILY MASTERS, CHRO	
JULIE BRUGMAN, MT. LAKE ADVISORY MEMBER		

Chairperson (or Acting Chairperson) Terry Tegels, Chairperson

Recorder: Mindy Carter, Executive Assistant

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	Terry Tegels	
Minutes	Approve minutes from the regular Committee meeting of October 28, 2024 <i>(Committee Motion)</i>	Terry Tegels	
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>(Committee / Board Motion)</i> Report on business addressed at WAH Medical Staff meeting 	Dr. Buhler Dr. Blue	
NEW/CURRENT ITEMS			
WAH Strategic Plan	Update on progress	Shelby Medina	
<i>Other</i>			
CONCLUSION			
	Conclude Professional Practice Quality & Planning Committee meeting	Terry Tegels	

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 28, 2024 | 4:00-4:30 pm | Large Conference Room

MEMBERS:	SHELBY MEDINA, CEO
TERRY TEGELS, CHAIRPERSON	DR. DAN BLUE, CMO
RICK FREDERICKSON, TRUSTEE	MONICA HUBER, CNO
OPEN TRUSTEE	JOHN PEYERL, CFO
DR. MICHAEL FISHER, EX-OFFICIO	EMILY MASTERS, CHRO
JULIE BRUGMAN, MT. LAKE ADVISORY MEMBER	

Present: Terry Tegels, Rick Frederickson, Dr. Michael Fisher, Justin Schmit, Shelby Medina, Dr. Dan Blue, Dr. Buhler, John Peyerl, Emily Masters, Monica Huber

Absent: Julie Brugman

Others: Dave Rogers, VP Sanford Health Network

Chairperson (or Acting Chairperson): Terry Tegels, Acting Chairperson

Recorder: Mindy Carter, Executive Assistant

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

STANDING ITEMS

Call to Order	Acting Chairperson Terry Tegels called the Professional Practice/Quality & Planning Committee meeting to order at 4:00 pm.	Terry Tegels
Minutes	M/S/C Unanimously to approve committee minutes from the regular meeting of September 23, 2024, as presented (Frederickson/Schmit).	Terry Tegels

FOLLOW-UP ITEMS

	M/S/C unanimously to approve the October Medical Staff credentialing list as presented: (Frederickson/Schmit)	
Medical Staff Credentialing	<p>APPOINTMENTS: Stephanie Preister, CNP Cardiology (Jonsson) Allied Health Professionals</p> <p>REAPPOINTMENTS: Jesse Botker, M.D. Orthopedic Courtesy Thomas Bruns, CRNA Anesthesia Allied Health Professionals Elena Canfield, M.D. Emergency Medicine Emergency Services Gary Famestad, M.D. Radiology Consulting Anthony Nwakama, M.D. Orthopedic Consulting Kayla Pineda, CNP Family Medicine Allied Health Professionals</p> <p>ADDITIONAL PRIVILEGE REQUESTS: Ahmed Yusuf, M.D. Telemedicine Active Staff</p> <p>AVEL ECARE APPOINTMENTS: VRAD APPOINTMENTS: VRAD REAPPOINTMENTS: Taro Aikawa, M.D. Teleradiology Telemedicine Sara Banerjee, M.D. Teleradiology Telemedicine John Mulloy, M.D. Teleradiology Telemedicine Kurtis Tedesco, M.D. Teleradiology Telemedicine</p>	Dr. Blue Dr. Buhler

	<p>SANFORD TELEMEDICINE APPOINTMENTS (Informational Only):</p> <table border="0"> <tr> <td>Joseph Alex, M.D.</td> <td>Trauma</td> <td>Telemedicine</td> </tr> </table> <p>RESIGNATIONS:</p> <table border="0"> <tr> <td>Tonia Carpenter, RN</td> <td>Cardiology (Pham)</td> <td>Allied Health Professional</td> </tr> <tr> <td>Eastlyn Enderle, RN</td> <td>Cardiology (Jonsson)</td> <td>Allied Health Professional</td> </tr> <tr> <td>Benjamin Jorgensen, M.D.</td> <td>Vascular</td> <td>Consulting</td> </tr> <tr> <td>Jennifer Pipitone, DNP</td> <td>Behavioral Health</td> <td>Allied Health Professional</td> </tr> <tr> <td>Connie Morrison, M.D.</td> <td>General Surgery</td> <td>Consulting</td> </tr> </table> <p>Medical Staff Meeting Update: The rules & regulations and bylaws have been approved. Dr. Yusuf provided clarification on perspective for requesting privileges for telehealth hospitalist. The medical staff was informed that Dr. Kamlitz will start on December 2nd. Dr. Buhler stated that Dr. Kamlitz's local presence and understanding of our culture will be beneficial. We have received verbal confirmation from urologist Dr. Stormont, who will begin urology services at two days a week until he becomes familiar with our operations. Dr. Kamlitz and Dr. Stormont have both trained on robot but will require a refresher. Dr. Stormont indicated his preference to work with a doctor with more volume experience on the robot, but he could handle pre-op and post-op care, that would present more opportunities. Discussed the national IV shortage. Our suppliers are not impacted, but we need to be mindful of our usage.</p>	Joseph Alex, M.D.	Trauma	Telemedicine	Tonia Carpenter, RN	Cardiology (Pham)	Allied Health Professional	Eastlyn Enderle, RN	Cardiology (Jonsson)	Allied Health Professional	Benjamin Jorgensen, M.D.	Vascular	Consulting	Jennifer Pipitone, DNP	Behavioral Health	Allied Health Professional	Connie Morrison, M.D.	General Surgery	Consulting	
Joseph Alex, M.D.	Trauma	Telemedicine																		
Tonia Carpenter, RN	Cardiology (Pham)	Allied Health Professional																		
Eastlyn Enderle, RN	Cardiology (Jonsson)	Allied Health Professional																		
Benjamin Jorgensen, M.D.	Vascular	Consulting																		
Jennifer Pipitone, DNP	Behavioral Health	Allied Health Professional																		
Connie Morrison, M.D.	General Surgery	Consulting																		
WAH Strategic Plan	<p>Update on progress and future initiatives:</p> <p>Service Line Growth: We will welcome Dr. Kamlitz, general surgeon on December 2. Dr. Stormont provided verbal confirmation. Lori Fett saw six patients during the first urology clinic.</p> <p>Pain Clinic: We are considering adding an additional day. Currently, we are seeing 5-7 clinical consultations and performing 6-9 procedures.</p> <p>First Total Shoulder Surgery scheduled for October 29.</p> <p>Interviews: We interviewed a contracted CRNA and are working closely with our current CRNA group, as hiring has been a challenge. Scheduled an interview with a PA-Orthopedics, who will work with Dr. Botker.</p> <p>Lakefield Clinic: The soft opening is planned for November 2 and actual opening November 6, followed by an open house in December.</p> <p>Business Data Analyst: Chad Gerhard is watching market trends. Requesting board approval to invite him to the committee meeting for a brief presentation. The Senior Team has included him in meetings to review statistics, departmental performance, and associated expenses. We ask the board to consider what information they would like from him so he can gather it for the next meeting.</p>	Shelby Medina																		
NEW/CURRENT ITEMS																				
Other	Windom City Mayor asked Shelby and John to attend the capital budget planning meeting on 10/28/24. Shelby requested the committee chairs attend. The city is seeking a commitment from WAH for a consistent annual contribution in lieu of taxes. Shelby wanted to inform the committee about the request, more information to come.	Shelby Medina																		
CONCLUSION																				
	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 LIST**

November 25, 2024

APPOINTMENTS:

Kendra Kamlitz, M.D.	General Surgery	Active Staff
----------------------	-----------------	--------------

REAPPOINTMENTS:

Paul Carpenter, M.D.	Cardiology	Consulting
Beth Contreras, RN	Cardiovascular (Pham)	Allied Health Professionals
Jennifer Cousins, PA-C	Orthopedic (Botker)	Allied Health Professionals
Michael Hibbard, M.D.	Cardiology	Consulting
George Hirschboeck, CRNA	Anesthesia	Allied Health Professionals
Katie Houser, CST	Surgical Tech (Sightpath)	Allied Health Professionals
Richard Lowry, OPA-C	Orthopedic (Botker)	Allied Health Professionals
Jeremy Scott, M.D.	Cardiology	Consulting
Kari Wetenkirchner, CNP	Cardiovascular (Petrasko)	Allied Health Professionals

ADDITIONAL PRIVILEGE REQUESTS:

Tabitha Bosire, FNP	Family Medicine	Allied Health Professional
---------------------	-----------------	----------------------------

AVEL ECARE APPOINTMENTS:

VRAD APPOINTMENTS:

VRAD REAPPOINTMENTS:

Karen Caldemeyer, M.D.	Teleradiology	Telemedicine
Joshua Morais, M.D.	Teleradiology	Telemedicine

SANFORD TELEMEDICINE APPOINTMENTS (Informational Only):

Charlotte Rogers, M.D.	Burn Care	Telemedicine
------------------------	-----------	--------------

RESIGNATIONS:

Lacee Feltman, PMHNP	Behavioral Health (Pavlis)	Allied Health Professional
Pauravi Rana, M.D.	Telemedicine (Amwell)	Telemedicine

OCTOBER COMMENTS

Ambulatory Surgery	The nurses were awesome! I can't say enough good things about them. My procedure went great and I was on my way.
Ambulatory Surgery	They all were informative, kind and very caring
Ambulatory Surgery	Everything went very well throughout the whole surgical procedure. I am totally satisfied.
Ambulatory Surgery	these people really listened to me and did what I asked. the single most important thing to me is that my wishes are respected.
Ambulatory Surgery	Everyone was very nice and professional
Ambulatory Surgery	It was a very good experience. Nurses were very good.
Clinic	Tabitha has such a kind heart and she truly made me feel better and I feel that she listened to me. I am looking forward to seeing her again and would highly recommend!
Clinic	I would appreciate being taken off this survey list. I am over it. I get them way too many times email, text message, now you're calling me on evenings. I would like to be done with this. I've answered them plenty. The care is great. If I have a problem I know where to reach out to to improve it. So thanks.
Clinic	Excellent!!!
Clinic	So very blessed to have such such great medical providers at WAH! Thank you!
Clinic	Everything was Great. I always feel welcome at your facility in Windom Minnesota. I wish that more Sanford facilities would treat their patients with compassion and respect like your facility . I would highly recommend this Sanford location to anyone.
Clinic	I have been to the Outreach Clinic several times and really appreciate the care I receive so close to home. Thank you Jan and April!
ED	I really appreciated the attention in treating my atrial fib and change in medication dosage based on my heart rate. My cardiology provider was contacted by the ER Doc and the issue was addressed/resolved in less time than expected.
ED	Overall my experience was a good one considering having to go to ER for first time ever.
ED	Liked Dr Issa. Very caring and knowledgeable.

OCTOBER COMMENTS

- ED Whoever drew my blood was amazing! She helped distract me so I didn't pass out. She also continued to get me warm blankets when the IV fluids kept making me feel cold.
- ED Went in with kidney stones with a pain level of 10. They were able to get my pain level to a 2 and sent me home prepared with pain meds until the stone passed.
- ED Very upset about this visit. The doctor did nothing. Looked at my child for 30 seconds. Didn't exam or do anything.
- ED No one wants to go to an emergency ward, but if you have to, this is the place to be. The staff was professional, caring and considerate. I was treated with complete respect. Keep up the good work
- Imaging I was impressed that it took nearly two hours, very thorough, very thorough the gal was with that scanning. And I hope we have some really good results and answers. Thank you.
- Imaging "The mobile MRI tech and driver were very professional and put me at ease for my study. Jackie did my registration and was professional as well. Very great staff. "
- Imaging Great people, great experience
- Imaging There was a lull where I had to wait for coordination of Access (avera) records to be reviewed by the person from Sanford in Sioux Falls for a diagnostic mammogram. I have not heard back from my Access-Avera doctor yet for the biopsy that needs scheduling and it has been 2 full days since.
- Imaging it was a good experience and they explained things so you I understood it and made sure the nursing home knew how to do the dressings
- Imaging I didn't wait - She was fast and efficient.
- Imaging It went quite well and I was satisfied with the experience.
- Imaging Technician was Great
- Imaging Everyone I dealt with was very kind and knowledgeable. It went very quickly with no waiting. Everyone was very efficient.
- Imaging everything went good
- Imaging Christie was GREAT! An added bonus that my MD could be right there to see what was happening as well.

OCTOBER COMMENTS

Lab	Thanks for using sharp needles
Lab	I was very satisfied with my visit. The place is very clean, very friendly staff. I was in and out with my visit within a matter of 20 minutes. I was extremely impressed. Probably one of the best healthcare facilities I've yet been at. Thank you.
Lab	Very helpful staff. Good instructions..
Nursing--Inpatient	Mel, Bridget were fantastic!!!
Nursing--Inpatient	my ER experience was better than expected and I had access to various staff. They kept me informed of what would happen including hospital admission. The nurses were great and very attentive to my needs and questions. The discharge day was left to me and I had my questions answered. Two days after discharge, I called back to discuss my BP and pulse numbers and the nurse reassured me that they were within the acceptable range. I am thankful to have great care close to home and referral to providers that can help direct me to the care I need to improve my health problem
Nursing--Inpatient	The care I received was excellent. The nurses that tended to me, were like angels. Sweet + understanding. Patient and polite.
Nursing--Inpatient	The nurses were friendly, helpful at all times.
Nursing--Inpatient	Ashley and the other nurses in the birth area were very helpful + kind. 10 out of 10 service.
Nursing--Inpatient	I couldn't have hoped for better care and after care. Very impressed with all the hospital employees that I had contact with. Thank you for making a difficult time very doable
Nursing--Inpatient	Excellent care!
Outpatient	Nurse Jared is WONDERFUL! He made sure I was as comfortable as possible, helped distract me while putting my IV in, and was great at explaining everything he was doing.
Outpatient	Lacy was very professional, friendly, and knowledgeable. Top recommendation.
Outpatient	Thank you!
Outpatient	She was a fill in from my regular nurse. Seemed very quick and nervous. Missed Jarred.

OCTOBER COMMENTS

Outpatient	Very friendly explained procedure and was happy with my toenail cut!
Outpatient	Rhonda was very helpful and should be valued as an employee.
Outpatient	Nurse was friendly, kind, had a little trouble getting IV in but thats not unusual. Made me very comfortable, warm blanket, comfortable reclining chair, offered me Breakfast and various liquids.
Outpatient	it was good
Outpatient	Always great care
Outpatient	I am assuming that the person who monitored my Sleep Study was a nurse. I did not see a doctor, but doctor set guidelines for Sleep Study.
PT, OT, ST	The Rehab Dept. is wonderful. Staff does well from scheduling to treatment and helping with understanding the therapy.
PT, OT, ST	I'll be back
PT, OT, ST	Excellent experience
PT, OT, ST	"My therapist, Ike Pohlman , is a Very knowledgeable therapist, who is very gentle and moves slowly with my rotator cuff exercises. It helps to take my fear of pain away, but. Allows me to relax my muscles for a wider range of motion. I give Ike Pohlman an A++ rating."

Windom Area Health Auxiliary Minutes October 14, 2024

The Windom Area Hospital Auxiliary held their monthly meeting Monday, October 14, 2024, at 6:00 p.m.

President Mary Klosterbuer welcomed everyone to the meeting with 25 in attendance. The Auxiliary Prayer and the Pledge of Allegiance were recited by all.

Speaker: Brittany Schichtl, Surgery Supervisor, was our guest speaker. The Auxiliary's fundraising project this year is to purchase equipment to do shoulder replacement surgery in Windom. The first shoulder surgery is scheduled for October 29.

Agenda: M/S Jean Johnson/Diane Vellema to approve the agenda as presented. Motion carried.

Recording Secretary's Report: Marlene Smith, Recording Secretary

- M/S Karen Skarphol/Betty Olson to approve the minutes as presented. Motion carried.

Treasurer's Report: Gerri Burmeister, Treasurer

- Balance on hand September 30, 2004, was \$4,632.13 along with a CD of \$15,367.69. M/S Connie McCarthy/Dona Olson to approve the Treasurer's report as presented. Motion carried

Corresponding Secretary: Betty Olson

- A thank you was sent to Jessica Schmidt and Tabitha Bosire, our September speakers; a sympathy card to the family of Wanda Turner; a thinking of you card to Karla Taber; and a birthday card to Rose Schwalbach.

MAHV Report:

- The MAHV website address is <https://mahv.org> (Member code is mahv2024).

WAH Update: Katie Greener

- October is Breast Health Month. The hospital is sponsoring a Bras for the Cause decorating contest again this year.
- WAH Wellness will host the Halloween Spooky Path on October 31st.
- Construction Update: Dry wall is being installed on the 4th floor. The concrete slab has been poured for the Wound Center.
- The ER is rerouted temporarily.
- ACE has a new director, Emily Benson.
- A request has been made to change shift hours for Volunteer Guides to 8:00 a.m. to 12:30 p.m. and 12:30 p.m. to 4:00 p.m.
- Volunteer Guides need to submit flu shot documentation to Katie Greener by November 1.

Unfinished Business

- Members voted to have our new 2.5' X 6' banner use the Secondary Stacked Logo design. It will be purchased from Windom Quick Print. The cost will be \$104.34.
- Several active members and guests attended the Recognition Night at Round Lake Winery on October 3, 2024.

New Business

- The Auxiliary's Gift Center was invited to participate in Runnings Ladies Night, but they decided not to participate.
- Auxiliary's Halloween Bake Sale:
 - Will be held Thursday, October 31, from 7:30 a.m. to 1:00 p.m.
 - Donations can be brought on Wednesday from 4:00-5:00 p.m.
 - Co-chairs are Connie McCarthy and Marge Paschke.

- Workers
 1. 7:00 – 9:00 Marlene Smith, Connie Mc Carthy, and Marge Paschke
 2. 9:00 – 11:00 Brenda Renczykowski, Rozanne Gronseth, and Andrea Nerhus
 3. 11:00 – 1:00 Diane Vellema, Gerri Burmeister, and Pat Lenz
- Pecans: M/S Connie McCarthy/Gerri Burmeister to keep prices same as 2023. Motion carried.
 1. Pecans: 1 lb package at \$15.00.
 2. Clusters: 8 oz package at \$8.00.
- Giving Tree: Members voted to NOT participate as the Auxiliary, but on an individual basis.
- December Meeting: M/S Betty Olson/Rozanne Gronseth to NOT have a December meeting.

Meeting adjourned at 6:58 p.m.

Hostesses

- October – Pat Lenz
- November - Char Satter and Rozanne Gronseth
- December – No Auxiliary meeting

Next Meeting – January 13, 2025

Marlene Smith,
Recording Secretary



Foundation

FOUNDATION BOARD OF DIRECTORS MEETING

TUESDAY, NOVEMBER 19 | 5:00 PM | NURSE'S CONF. ROOM

**** Indicates items needing a motion**

MISSION STATEMENT

Together with Windom Area Health, our mission is to promote exceptional quality care and wellbeing for rural communities in southwest Minnesota.

AGENDA

- I. CALL WAH FOUNDATION MEETING TO ORDER *Greg Scheitel*

- II. ****APPROVAL OF AGENDA** *Greg Scheitel*

- III. ****FOUNDATION MEETING MINUTES** *Kay Gross*
 - Approve minutes from regular meeting on October 2024

- IV. GUEST PRESENTATION
 - Penny Echternach from Hillary Lyons Consulting, 30 minutes

- V. BUSINESS ITEMS
 - Mission Moment *Katie Greener*
 - ****Approve Financial Statement** *Katie Greener*
 - ****Mental Health Fund Applicant** *Katie Greener*
 - ****Fundraising event progress** *Brady Kerkman*
 - Director's Updates *Katie Greener*
 - Volunteer Hours *Katie Greener*

- VI. NEW ITEMS
 - Penny E. Consulting Discussion *Katie Greener*
 - Year-end Giving *Katie Greener*
 - ****Board Roles & Committees Discussion** *Brady Kerkman*
 - Board Annual Timeline draft *Katie Greener*

- VII. NEXT MEETING DATE/TIME – December 17, 2024

- VIII. ****MEETING ADJOURNED** *Greg Scheitel*

**WINDOM AREA HEALTH FOUNDATION
FOUNDATION BOARD MEETING MINUTES
OCTOBER 22, 2024, AT 5:00 P.M. IN NURSES CONF ROOM**

Attending: Greg Scheitel, Jay Grandprey, Dan Ortmann, Kay Gross, Terry Tegels, Robin Rahn, Claudia Lopez, Katie Greener/Director of Foundation & Auxiliary

Others:

Absent: Brady Kerkman/Executive Director of Business Development & Marketing

Recorder: Katie Greener/Director of Foundation & Auxiliary

MISSION STATEMENT

Together with Windom Area Health, our mission is to promote exceptional quality care and wellbeing for rural communities in southwest Minnesota.

CALL TO ORDER

WAH Foundation Chair, Greg Scheitel, called the meeting to order at 5:00 p.m.

FOUNDATION AGENDA

M/S/C UNANIMOUSLY TO APPROVE THE OCTOBER 22, 2024 FOUNDATION AGENDA AS PRESENTED, WITH A MINOR CHANGE OF REMOVING BRADY FROM PRESENTERS.

FOUNDATION MINUTES

M/S/C UNANIMOUSLY TO APPROVE MINUTES FROM THE SEPTEMBER 24, 2024 REGULAR MEETING AS PRESENTED (DO/RR).

FINANCIAL STATEMENT

The Sept 2024 Windom Area Health Foundation financial statements were reviewed and approved as presented. M/S/C UNANIMOUSLY TO APPROVE THE FINANCIAL STATEMENT AS PRESENTED, WITH AN UPDATE TO THE CRISIS FUND CHANGED TO "EMPLOYEE FOCUS FUND" (TT/KG).

OLD BUSINESS

Mental Health Fund Fundraising

\$7,320 has been raised from the community, \$2,500 is pledged from Pope Design Group, and \$50,000 is pending through a Remick Foundation grant. The goal is \$20,000 this fall. Katie is following up with some donors. Brady is in touch with contracted services for potential commitments.

****Mental Health Fund Policy Review**

The group discussed reviewed the Mental Health Fund policy as presented. The group agreed to move forward with this version of the policy, knowing that in the first year, there may be tweaks.

M/S/C UNANIMOUSLY TO APPROVE THE MENTAL HEALTH FUND POLICY & APPLICATION AS PRESENTED, WITH A GO-LIVE DATE OF NOVEMBER 1ST (KG/JG).

Bras for a Cause

The Breast Health Awareness Month contest "Bras for a Cause" is live, deadline to turn-in decorated bras is October 23rd. Katie has solicited gift cards from local businesses for the top three prizes.

Fundraising event progress

Katie shared that Brady has been in conversation with Maria Schneider about what it would look like for her to come with her band for a large event. The cost of bringing in a niche group like hers would be very expensive,

and the culture of Windom may not want to pay a ticket value for what she is worth. The group discussed ideas, such as having a VIP experience, having a concert in the fall, auctioning off private lessons, and Maria doing songs with high school jazz band students. The group thought that it would still be worthwhile to pursue bringing in Maria and perhaps half her band.

Miscellaneous updates

Katie shared a few other updates. Jess Pankratz from Wound Center finished her hyperbaric training and submitted evidence of completion and a thank-you note to the Foundation. Ladies Night Out was successful at Runnings two weeks ago, proceeds from the event will go toward the Women's Health Fund. The Giving Tree project is live, there are 195 children who will be sponsored. Katie and Brady will be presenting at a Medical Careers high school class on 10/31. Penny from Hillary Lyons Consulting will be presenting to the Board at the November meeting to share about what she provides with fundraising consulting. The Recognition Night on October 3rd was successful. The group shared a suggestion of having the event locally in future years.

NEW BUSINESS

Veterans Day Event

Marketing/Foundation is partnering with the school and American Legion to host a mini health fair at the Veterans Day Program on November 11th. The Foundation will have a table and share about the new Mental Health Fund. Health fair vendors will include WAH service lines and external vendors related to VA services and health-adjacent resources.

First Baby of the New Year

The group discussed whether to proceed with sponsoring and coordinating the First Baby of the New Year again. In 2023/24, we raised \$3,400 in gifts, of which there was mixed feedback about the amount of gifts and the work of transporting them to the patient's house. The group proposed putting a \$\$ cap on the amount raised, and overflow funds could go toward a Foundation-funded special gift fund for first-time families who deliver at WAH any time of the year, such as a gift or gift card.

Rock the Rink Pink

The group discussed the effectiveness of this event and decided to move forward with participating again in the winter. Katie is in discussion with the City and Hockey Association on hosting this event. Katie would take point on coordinating ice rink painting sponsorships if we move forward.

Volunteer Hours

Board members added their hours to the spreadsheet, including time from the Recognition Night.

The next Foundation Board Meeting will be held on November 19, 2024 in the Windom Area Health LCR. The Windom Area Health Foundation meeting was concluded by Chairperson, Greg Scheitel at 5:51 pm.

M/S/C UNANIMOUSLY TO ADJOURN THE FOUNDATION MEETING (DO/TT).

KAY GROSS, WAH Foundation Secretary