



Deep Roots. Healthy Future.

2015 Community Report

WH *Winona Health*

Since 1894, community members have been committed to ensuring local access to healthcare. Our 2015 Community Report honors and celebrates Winona Health's deep roots in our community. We've spoken with several of the people who have played important roles in advancing Community healthcare and helping Winona Health meet its mission of improving the health and wellbeing of the community.

Countless people have given of themselves through sharing their expertise at Winona Health and supporting local care with time, talent or treasure.

Our Mission

We are devoted to improving the health and wellbeing of our family, friends and neighbors.

- An environment where people can realize their full potential
- Excellence and leadership in clinical care and service
- Customer focus
- Stewardship of resources

Our Vision

To be a recognized leader in the revolutionary transformation of community healthcare.

Our Strategic Focus (Triple Aim)

- Enhance the patient experience
- Improve health and health outcomes
- Reduce and/or control costs

1898



Community members raised \$35,000 to build and equip the new Winona General Hospital.

From the President/CEO: **Rachelle Schultz**

Learning from our past, living in the present, planning for the future; everything falls along a continuum. This continuum provides an important context for Winona Health as we reflect on the rich history of this organization in the community, the tumultuous times in healthcare today, and our vision for the future. That does not mean change is easy or fluid. Certainly we have had our share of disruptions.



We have congratulated many of our long-term physicians and colleagues as they have retired after decades of service to Winona Health and the community. We have welcomed many new providers and colleagues to the organization with an eye to our future.

As these transitions are occurring we are also in the midst of working with the state of Minnesota and the Centers for Medicare and Medicaid on demonstration projects for new models of care. These models are early in development but provide exciting opportunities to meet patient needs with more flexibility. These models reflect the direction the healthcare industry is headed.

Our pursuit of health and wellbeing across the community also continues as a major Winona Health initiative, and we count ourselves fortunate to have so many strong community partners in this quest. While the efforts of these collaborating organizations may not all be visible yet, I can assure you there is great effort, energy and commitment geared toward community priorities of health and wellbeing. One does not have to travel far to realize how truly fortunate we are in Winona.

Regardless of the changes that are already underway or the unknowns yet to come, everyone at Winona Health is focused on ensuring our patients and residents receive excellent care and service. Our commitment to improvement has its challenges as we deconstruct and reengineer the complexities that are healthcare. We do attempt to minimize disruptions for patients, but our efforts are imperfect. Thank you for bearing with us as this work unfolds.

Every one of us at Winona Health is grateful for the opportunity to care for members of our community. We are fortunate to have incredibly talented medical staff, clinicians and support staff committed to their professions, which are focused on caring for people. Thank you for your continued support of this community treasure.

Warm regards,

Rachelle H. Schultz

Winona Health **Administrative Leaders**



Rachelle Schultz
President/CEO



Marti Bollman
Vice President of
Primary Care &
Wellness



Jan Brosnahan
Chief Financial
Officer



Sara Gabrick
Vice President of
Surgical & Specialty
Care Services/CNO



Robin Hoeg
Vice President of
Inpatient &
Senior Services



Rebecca Lamberty
Vice President of
Emergency &
Urgent Care Services



Kathleen Lanik
Vice President of
Quality & Safety



Betsy Midthun
Vice President
of Community
Engagement



Kathy J. Wade
Chief Human
Resources Officer

Winona Health 2015 Board of Directors

Front (l-r): Vicki Decker, community volunteer; Gary Evans, retired president/CEO, HBC; Toni Highum, senior system analyst, J.R. Watkins, Co.; row 2 (l-r): Kim Schwab, president, Winona Health Volunteers; Ken Mogren, chairman, retired president, Winona Agency, Inc.; Jim Killian, retired technology manager, Cytec Fiberite; row 3 (l-r): Rachelle Schultz, president/CEO, Winona Health; Matthew Broghammer, DO, Winona Health general surgeon; Hugh Miller, president/CEO, RTP Company; row 4 (l-r): Scott Biesanz, president, Goodson Manufacturing Company, Inc.; Scott Birdsall, MD, Winona Health Obstetrics & Gynecology; Mark Wagner, engineering team leader, Watlow Controls; row 5 (l-r): Dan Parker, MD, Winona Health Internal Medicine and chief of medical staff; Roderick S. Baker, production operations manager, RiverSide Electronics, Ltd.; Richard Ferris, MD, Winona Health Internal Medicine. Not pictured: Steve Blue, President & CEO, Miller Ingenuity



WINONA GENERAL HOSPITAL ASSOCIATION A Non-Profit Minnesota Corporation July 1, 1974

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H. F. Bunnell, M.D.
A. E. Edin, M.D.
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W. W. Haesly, M.D.
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H. J. Roemer, M.D.

Department of Surgery



Our history traces back to 1894. Winona's hospital has generated much community interest and support.

From the Board Chair: Ken Mogren



Ken Mogren
Chairman of the Board

In addition to serving on the Winona Health Board, I've had the privilege over the years of serving on the boards of four other organizations with deep roots in our community. Two are businesses and two are non-profits. Winona Health was founded in 1894. The others date back to 1858, 1875, 1886 and 1893. All are still here, so I have seen firsthand what staying power looks like and how it is achieved.

The reasons are remarkably similar from one organization to another. First, they all are driven by missions that really don't change much over time. All are service organizations, and whether they refer to the people they serve as students, members, clients, customers or patients, their focus is consistently on those people. All have strikingly similar core values. They are uncompromising when it comes to integrity and quality.

While all are proud of past accomplishments, their focus is on the future. Like the others, Winona Health has had to reinvent itself many times to carry out our mission. Each organization would say they face current challenges but would add there's never been a time when there haven't been obstacles to overcome. All can envision a future brighter than the present and are at work creating it.

At Winona Health, we envision a healthier community. This will come partially from our efforts to make people better informed and our encouragement to put greater effort into managing their own health and wellbeing. We all stand to benefit from new technologies and scientific breakthroughs that will improve our ability to diagnose, treat and monitor medical conditions. We even envision this better care coming at lower cost because of greater efficiency in delivering care.

Much has changed since 1894, but our mission of improving the health and wellbeing of people in our community has been a constant and will be what drives us in the future.

1938 Annual Report Summary

Annual Hospital Report Summary	
Analysis of Hospital Service furnished by the Winona General Hospital association for year May 1, 1938 to April 30, 1939, inclusive:	
Patients in hospital the first day of May 1938	52
Patients admitted (not including new born)	2,437
New born	373
Out-patients (diagnosis and treatments)	1,804
Patients (including new born) furnished treatment during the year	3,263
Male patients admitted during the year	1,329
Female patients admitted during the year	1,934
Surgical patients admitted during the year	706
Medical patients admitted during the year	496
Accident patients admitted during the year	172
Obstetrical patients admitted during the year	369
New born	373
City patients admitted during the year	91
County patients admitted during the year	34
W. G. H. Woman's Auxiliary patients admitted during the year ..	34
Margaret Simpson Home patients admitted during the year ..	31
Patients discharged well	1,888
Patients discharged improved	169
Patients discharged not improved	22
Patients discharged not treated	1
Out-patients discharged	1,004
Deaths during the year, medical, 83; surgical, 22; accident, 14; obstetrical, 1; still born, 5; new born, 8; premature, 9	122
Days care given room patients during year	10,889
Days care given ward patients during year	9,143
Days care given city patients during year	917
Days care given county patients during year	271
Days care given W. G. H. Woman's Auxiliary patients during year	187
Days care given Margaret Simpson Home patients during year	175
Discharges	2,206
Daily average (not including new born)	57
Daily average (including new born)	63
Total days treatment furnished (including new born)	20,632
Average number of days under treatment	8
Patients in hospital May 1, 1939	57
Days care given new born	2,909



A Legacy of Care

There is value in our connections. “The connections I see as most positive are those that give our staff and patients a sense of belonging,” says Daniel Parker, MD, chief of the Medical Staff at Winona Health and an Internal Medicine physician in Winona since 1978.

“As we design the way we deliver care, our challenge is to expand connections into the community. In some ways that’s how care used to be but, today, those connections involve teams that provide a wider scope of services,” says Dr. Parker. “For example, social workers, nurses and pharmacists help people better understand their health-related issues.

“In addition to those personal connections, we’re increasing the number of services provided through sophisticated technology, such as telemedicine, to address health issues that are becoming more prevalent.”

Connecting generations

Dr. Parker is part of a legacy of care. His father was a physician, beginning practice during the dustbowl in Oklahoma in 1936 before serving in World War II and finally to caring for a rural community in north central Minnesota. “He was the best physician I have ever known,” says Dr. Parker.

And that legacy of care continues. Of Dr. Parker’s four children, two are physicians, one is in medical school – his other child is a physicist.

What does it feel like to have connections from caring for three generations of some families? “It adds a richness to life that is sort of beyond description,” he says. “There are connections everywhere. My son, a physician in St. Cloud learned that one of his patients was delivered by my father.”

What makes Dr. Parker most proud of being the medical staff chief? “It’s the people who work here—my colleagues—and the ever-increasing focus on quality improvement. It’s the expectation that all of us have that focus as part of our daily work.”

Dr. Parker points out that, “The only reason an independent healthcare organization like Winona Health exists is to serve the needs of the community with an increasing focus on population health. It’s not the same kind of healthcare organization as those in big cities.”

When asked about the next generation of community care, Dr. Parker says, “I think Winona Health’s leadership team has the vision to strategically meet challenges and continue to be of service to our community.”

Winona Health Physician Leaders:



Daniel Parker, MD
Chief of Medical Staff



Richard Ferris, MD
Vice-Chief of
Medical Staff



Brett Whyte, MD
Chief of Emergency &
Urgent Care Services



E. Allen Beguin, MD
Chief of Primary
Care Services



Matthew Broghammer, DO
Chief of Surgical &
Specialty Care Services



Katrina Hammel, MD
Chief of Inpatient
& Senior Services

▲ Daniel Parker, MD, graduating from the University of Minnesota Medical School, pictured with his father, W. E. Parker, MD.

We welcomed these new providers.
They chose Winona Health and our community.



Nicole Beatty, MD
 Anesthesiologist
 October 2014



Ian Young, MD
 Urgent Care
 October 2014



Joseph Kaiya, MD
 Hospitalist
 November 2014



Autumn Cole, CNP
 Hospitalist Nurse
 Practitioner
 November 2014



Hans Serleth, MD
 Plastic, Reconstructive
 & Hand Surgeon
 December 2014



Mark Midthun, MD
 Psychiatrist
 June 2015



Jennifer Forsyth, DO
 Family Medicine
 July 2015



Chris Watras, DO
 Emergency Medicine
 July 2015



Laura Chesher, CNP
 Urgent Care
 August 2015



Der-Chen "Timothy" Huang, MD
 Orthopedic Surgeon
 August 2015



Stephanie Frisch, PA-C
 Urgent Care
 August 2015



Rebecca Wolf, CNP
 Occupational Health
 August 2015



Wen-Yu Vicky Haines, MD
 General Surgeon
 September 2015



Kelli Ostermann, MD
 Pediatrician
 December 2015



Karla Reller, PA-C
 Urgent Care
 December 2015



Denver Brown, PA-C
 Family Medicine
 January 2016

Thank you for your commitment
to our community.

Internal Medicine physician Dennis Nolan, MD, retired December 31, 2014,
 after 37 years of practicing medicine in Winona.

Family Medicine physician, William Davis, MD, retired August 1, 2015,
 after a medical career spanning more than three decades.



Dennis Nolan, MD



William Davis, MD



Determination of generations past and present keeps your care local



Gary Evans

Winona Health Board
Community Engagement
Committee Chair

"Every time I talked with Ben, he'd tell me that a strong community needs two things. One: a good healthcare system, and two: a good education system," says Gary Evans, remembering the late businessman and philanthropist, Ben Miller.

The value of a strong, independent, local healthcare system was instilled in Gary long before he joined Winona Health's board of directors in 1989, later serving as board chair.

Ben Miller's generosity is evident throughout Winona Health, from plaques in the lobby acknowledging

his gifts, to the auditorium on the hospital's third floor named in his honor, and the Ben and Adith Miller Patient Care Fund, which, since 1986, has helped thousands of families.

Gary's father-in-law, Reuben Suhr, also influenced his appreciation of local healthcare, "He was a township officer in the town of Buffalo heading up Buffalo's fund drive to help build the new hospital in Winona," explains Gary. "He told me every farmer on Buffalo ridge had contributed to the hospital. An army of people were involved in the fundraising—that's how important it was."

Their determination paid off. The new hospital opened in 1962. Gary smiles, "My daughter was born here the following year."

Today, Gary passes on the lessons handed down by Ben and Reuben about the value of a strong healthcare organization.

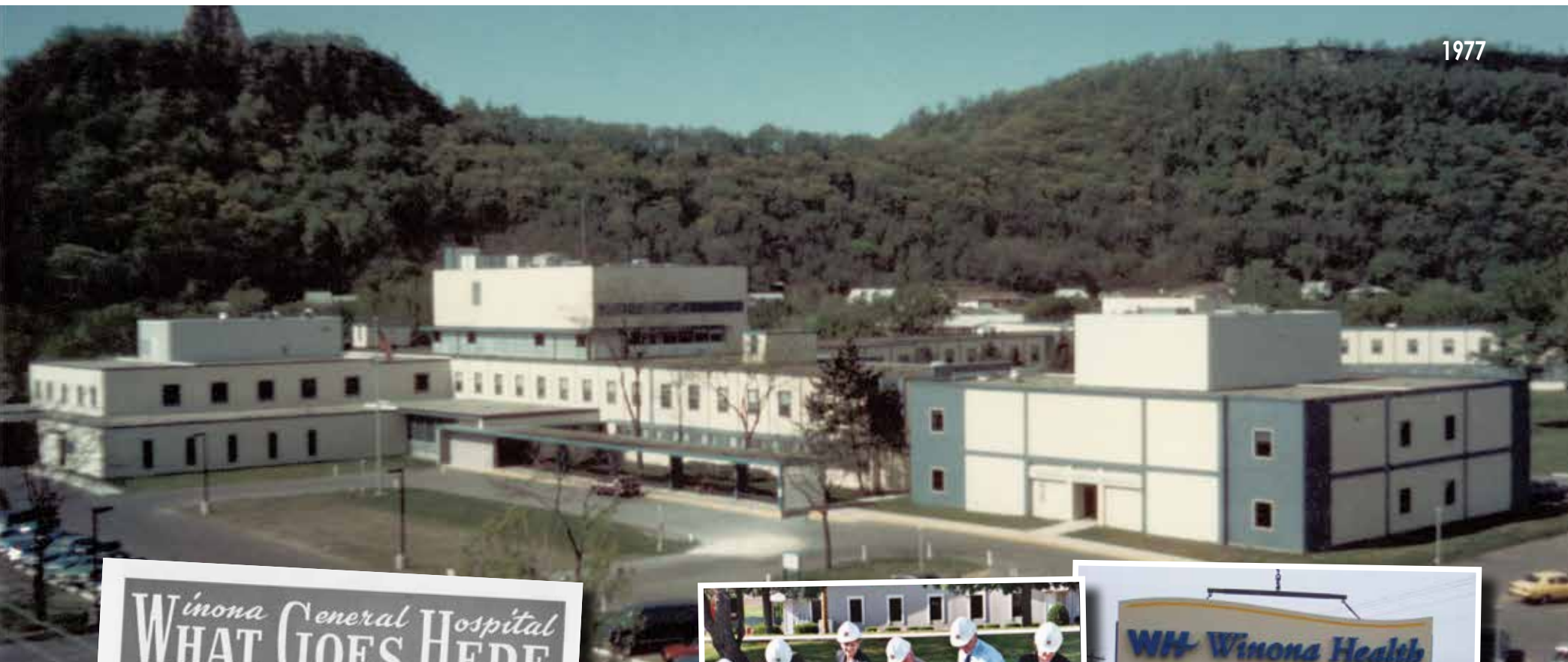
"Thanks to the determination and generosity of generations past and present," says Gary, "Winona Health remains steadfast in its mission: to improve the health and wellbeing of family, friends and neighbors."

► The cabinet in charge of solicitation to businesses and organizations for the new hospital campaign. Seated (l-r): Roy Backus, chairman; Mrs. A. M. Bonow, E. J. Sievers, hospital board president. Standing (l-r): Robert S. Leicht, Kenneth McCready, Hollis W. Larson, B. A. Miller and Russell Bundy.

Ben Miller (left) presents the 1990 Adith Miller Community Service Tribute plaque to Gary Evans. The tribute recognizes those who have made a significant contribution to the Winona area.



1977



Winona Health traces its history to 1894, when local citizens and physicians raised \$4,500 to remodel the former Langley Home into the 18-bed Winona General Hospital. Local citizenry continued to support the expansion of the community's healthcare services over the years, including larger hospital facilities and a training school for nurses. In 1962, Winona General Hospital patients were moved into the new Community Memorial Hospital, at its present location on 855 Mankato Avenue, Winona. Several additions have been added over the years, including a new Emergency Department and Intensive Care Unit.

The evolution of local care



Arnold Fenske, MD
Retired Internal
Medicine Physician

"I was pretty much on call around the clock," recalls Arnold Fenske, MD, about his early days as a physician in Winona. In addition to seeing patients in the clinic and doing rounds in the hospital, he, and most other physicians, also made house calls.

Dr. Fenske cared for multiple generations over the course of his career. He retired in 2015 after a 60-year medical career, 54 of those years in Winona.

When he began practicing medicine, there were no MRI machines or electronic medical records. And he remembers the Emergency Department was just a small room on the first floor of the hospital with no fulltime physicians — a physician was called in as needed, for example when there was an ambulance call.

Today, the Emergency Department is staffed around the clock with Emergency Medicine providers and equipped with the most advanced diagnostic technology.

Collaboration with regional trauma centers ensures life-saving treatment beginning in Winona is continued with medical transport to a tertiary care center within the crucial hour if necessary.

Dr. Fenske has played a part in Winona's evolution of care and has seen first-hand how Winona Health stays true to its mission of local care. "I want to see this organization continue long into the future," he says. "Winona Health is one of the reasons I stay here."

► Contributed photo of Dr. Fenske and nurses.

Executive Committee of Staff, (l-r): Doctors Paul vR Heise, James V. Testor, Curtis M. Johnson, Herbert Heise and Arnold W. Fenske. Members not pictured are Doctors Daniel Degallier, George L. Garber, Henry J. Roemer and Lawrence L. Korda.





Modern-day house calls Award-winning care

Winona Health's award-winning Community Care Network can be equated to a modern-day house call.

The Community Care Network was developed to improve individual health and quality of life, prevent rehospitalization and emergency department visits and avoid unnecessary healthcare costs.

In partnership with Winona State University, the Community Care Network trains students to become health coaches to help people who are struggling with chronic health conditions that may have a negative impact on all areas of their lives.

Health coaches meet regularly with individuals in their homes and become nonclinical members of the care team. They become the

familiar faces who help clients grasp the big picture of their overall health and make positive changes based on their own personal goals. This may involve listening, providing encouragement and support or connecting clients with other local resources depending on their needs.

The program has been a huge success, reducing rehospitalization and emergency department visits among its clients by 85 percent.

The Community Care Network received the Minnesota Hospital Association's Community Benefit award and is just one of the ways Winona Health is fulfilling its vision: to be a recognized leader in the revolutionary transformation of community healthcare.



- ▲ Health coach Klersten Kemp visits with Tom, a Community Care Network client.
- ◀ Winona Health's Community Care Network received the Minnesota Hospital Association 2015 Community Benefit Award. Pictured (l-r) are Community Care Network coordinators Cassie Boddy, MSW, LGSW, and Paula Philipps, RN.

A Winona First

The staff and the community were very welcoming,” recalls Sue Jelense, MD, a general surgeon who, 40 years ago, became the first female on Winona Health’s medical staff.

Dr. Jelense says she chose Winona Health because colleagues she met during residency at Ramsey Medical Center in Minneapolis actively recruited her. “Chuck Shepard, Dan Parker and Dave Christenson [Winona physicians] rotated through Ramsey. When I completed my residency, they extended an offer to join their practice.

That was in 1976. Dr. Jelense retired from Winona Health in 2008, after 32 years caring for the community and making Winona her home.

Was it challenging to be the first female physician on the medical staff? Dr. Jelense says, “I felt very accepted by colleagues, and community members were very welcoming.

It may have been totally different somewhere else.”

“Having care available right here has always been a big benefit to the community, and it’s been amazing to see the number and caliber of people Winona Health is recruiting. It says a lot about the quality of the organization and about our quality of life here.”

Over the years, Dr. Jelense has seen Winona Health expand and collaborate with community organizations. “It’s exciting,” she says. “When the community works together, it makes things better for everyone.”

Reflecting on her deep connection with the community through Winona Health, Dr. Jelense says, “It was a pleasure and a privilege to be a surgeon here. I think Winona is a reciprocal community. That kind of atmosphere helps us provide the best care. No one is just out for themselves. We take care of each other.”




Sue Jelense, MD
Retired General Surgeon



1970s

▲ In the early days of her medical career, retired Winona Health General Surgeon, Sue Jelense sometimes made her rounds with one of her daughters along for the ride. Seeing this extra little visitor generated many smiles.

◀ The Medical Staff’s First Lady



Vicky Haines, MD
General Surgeon



◀ General surgeon Wen-Yu Vicky Haines, MD, joined the Winona Health General Surgery Department in September 2015. “I was impressed with the leadership team and their vision for the future.”

Winona Health’s General Surgery team includes (l-r): physician assistant, Karen Perkins, PA-C, and general surgeons Matthew Broghammer, DO; Wen-Yu Vicky Haines, MD; and Lee Trombetta, MD, FACS.

I chose Winona Health.

Winona’s newest general surgeon, Wen Yu Vicky Haines, MD, interviewed with four rural healthcare organizations and received offers from all of them. She chose Winona Health.

“I’ve always wanted to work in a rural community. There is a shortage of general surgeons in rural areas nationwide, and I wanted to help fill that need,” says Dr. Haines.

“When I interviewed here, I was impressed with the leadership team and their vision for the future. I was also excited to be joining a strong surgical team with outstanding patient satisfaction scores.

Dr. Haines says, “The teamwork of the hospital and clinic helps streamline communication,

and the shared electronic medical record makes things better and more efficient for patients and staff.

“We don’t have a big bureaucracy. We are small enough that things can be taken care of right away and big enough that we can provide a wide range of services.”

To Dr. Haines, taking care of the community means, “getting to know the people you’re caring for and keeping as much care local as possible.”

If there is one thing Dr. Haines hopes people know, it’s that “we strive to do the best thing for each patient. We are a community and we *take care of each other.*”

Generation to Generation: Professional care. Personal connections.

“Would this be good enough for mom?”

That's a question Marti Bollman, vice president of Primary Care Clinics & Wellness at Winona Health, asks herself and her team every day as they evaluate and improve processes to ensure they are patient centered.

Marti's deep roots in the community and through Winona Health strengthen her commitment to high quality care.

Her family has always received care here. She was born at Winona General Hospital, when it was on Wabasha Street between Lincoln and Ewing, before the current



Marti Bollman

Vice President of Primary
Care Clinics & Wellness

hospital opened on Mankato Avenue in 1962. Years later, three of her four children were born at Winona Health.

Marti began her career as a nurse in the hospital's Medical/Surgical/Pediatric Unit in 1971. She left the area in 1992 then returned in 2007 as nurse director just as Winona Health and Winona Clinic were merging.

“Many of the people I worked with when I began my career are the same people I work with now,” says Marti. “They are part of the ‘roots’ of this organization—people whose talent and compassion have strengthened our healthcare system through the years.”

As Marti's roots have grown deeper, new ones have begun. Her daughter, Amanda Vinton, began her career as a certified nursing assistant in Lake Winona Manor and is now a registered nurse in the hospital.



Amanda Vinton, RN, who began her healthcare career as a certified nursing assistant in Lake Winona Manor now cares for patients on Winona Health's Medical/Surgical/Pediatric unit, pictured with her mom, **Marti Bollman, vice president of Primary Care Clinics & Wellness**, who began her Winona Health career as a nurse in the Medical/Surgical/Pediatrics unit.



Shannon Bell, RN, Intensive Care Unit, with her mother **Shelly (Fabian) Berhow**, radiology assistant, Radiology/Imaging Services



Robin Hoeg, vice president of Inpatient and Senior Services, with niece **Amy Frauenkron, RN**, Family Birth Center; sister and Amy's mom, **Joy Boldt**, credentialing specialist, Medical Staff Services; and sister **Kris Walters**, volunteer manager, Community Engagement



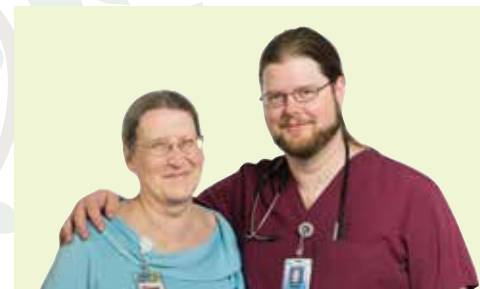
Cory Jamieson, CPC, certified coder, Health Information Management, with mother **Julie Werner**, retired housekeeping aide, EVS; Back L-R: Cory's sons **Eric Schiltz**, housekeeping aide, EVS; and **Lance Schiltz**, CSI facilitator



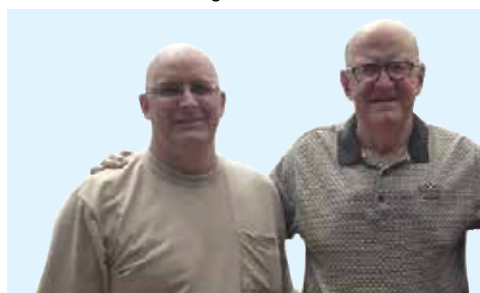
Angela Johannes, RN, BSN, director of Surgical Services, with mom **Amparo "Tweety" Oevering, RN, BSN**, Urgent Care

Connecting Generations:

Winona Health employs approximately 1,100 community members. Generations of families have devoted themselves to caring for their family, friends and neighbors at Winona Health. Here is just a sampling of the current families that span generations.



Candy Liesch, Business Office, with son-in-law **Wade Lawson, RN**, Medical/Surgical/Pediatrics



Tim Metz, lead CT technologist, Radiology/Imaging Services with dad **Roger Metz**, retired Winona Health CEO



Janel Miller, manager of Occupational Health, with mom **Sue Ellinghuysen, RN**, Department of Behavioral Medicine



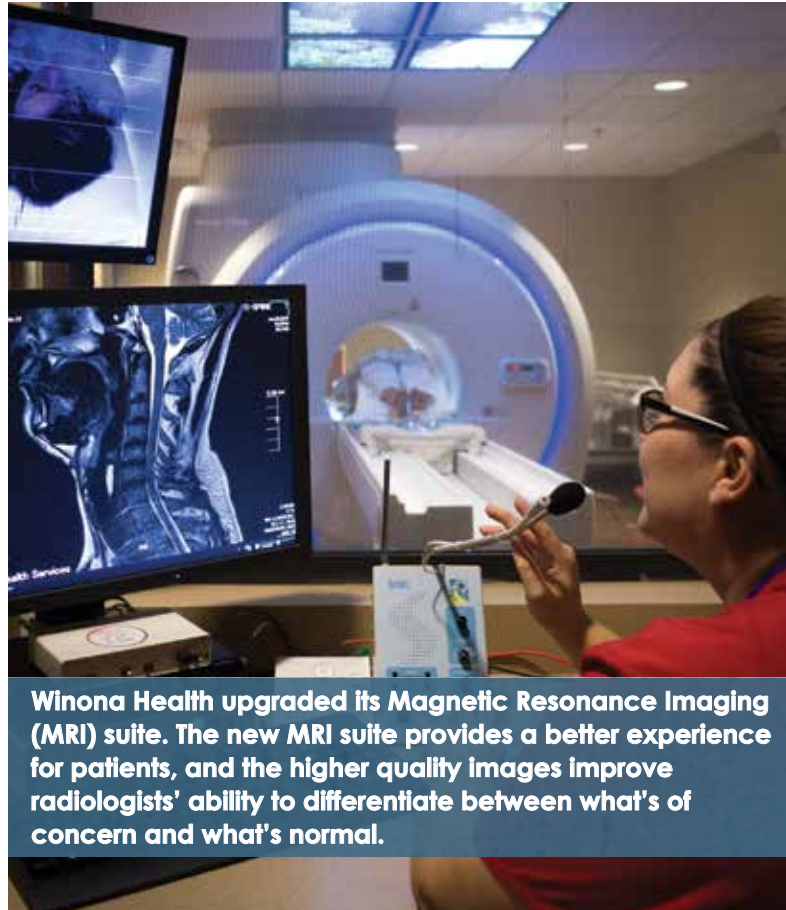
Pam Pelowski, LPN, General Surgery, with daughter **Lauren Flanagan, LPN**, Lake Winona Manor

A glimpse back at 2015...



Sports & Orthopedic Services increased capabilities for highly specialized hip surgery options with orthopedic surgeon Timothy Huang, MD.

The Conservative Management Clinic was developed to further personalize care and to improve safety. The new service helps people who are on prescription pain medication better manage their pain and their medication needs.



Winona Health upgraded its Magnetic Resonance Imaging (MRI) suite. The new MRI suite provides a better experience for patients, and the higher quality images improve radiologists' ability to differentiate between what's of concern and what's normal.

Winona Health's clinics were recognized by Health Information Management Systems Society (HIMSS) for achieving Stage 7, the most advanced level for implementing information technology to improve patient care. Winona Health was among only 7 percent in the nation to achieve this award (as of Jan 27, 2015)

Spirit of **Winona Health Women**

Winona Health launched Spirit of Women to improve the health and wellbeing of women and their families.



Plastic, Cosmetic and Reconstructive Surgery added more specialized services with Hans Serleth, MD, (left) and Steven Evelhoch, MD, DDS, FACS.



The Spa at Winona Health opened in the Parkview Office Building, offering new services and complementing our dermatology, plastic and cosmetic services.

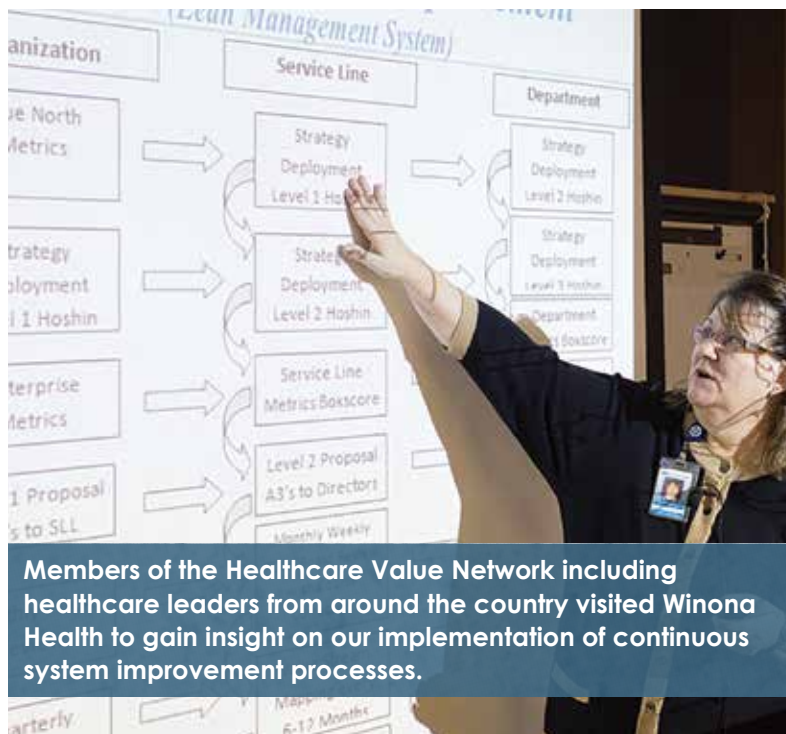


Winona Health was designated as a Stroke-Ready Hospital by the Minnesota Department of Health due to the expertise of the Emergency Department staff.

Winona Health began hosting the Winona Farmers Market on Wednesday afternoons throughout the summer. Along with fresh produce and home-grown goods, Winona Health experts provided information and recipes to help customers get the most from their purchases.



Winona Health recognized 118 staff members celebrating service milestones. Four individuals at the event were celebrating 40 years of service (Sandy Herold, Diane Nelson, Caryl Riska, and Mary Schmoker) and four celebrated 45 years of service (Andrew Edin, MD; Nola Skappel; Nancy Scovil and Sherry Hill).



Members of the Healthcare Value Network including healthcare leaders from around the country visited Winona Health to gain insight on our implementation of continuous system improvement processes.

Winona Health welcomed students from Des Moines University Medical School. This is the first year we've had medical students from Des Moines University. This is in addition to first year medical students from the University of Minnesota-Duluth via their Rural Physician Associate Program. Over the years Winona Health has helped many medical students, residents, and interns complete their medical education.

High school students (right) participate in annual Scrubs Camp.

Winona Health again received a Most Wired Award from Hospitals & Health Networks, reflecting ongoing advancement in using health information technology to increase safety and efficiency. In addition, Winona Health earned an A in patient safety from The Leapfrog Group, a national nonprofit advocating for transparency in hospital quality and safety.



Your generosity continues to inspire in 2015—

In 2015, 5,749 gifts were given to the Winona Health Foundation including gifts from 390 generous new supporters.

Community members gave \$41,960 in honor or in memory of special people in their lives through the Winona Health Foundation Trees of Light campaign.



Donation to Pediatrics Department



The 2015 Ben & Adith Miller Golf Classic raised \$205,000 for the Ben & Adith Miller Patient Care Fund. In fiscal year 2015, 277 patients received \$830,341.21 in financial assistance through this fund.

One never hopes to be in this position, but I'll be forever grateful there was help available. This gives me the help and hope to move forward and to hopefully be a contributor to the fund in the future.

— A grateful recipient of the Ben & Adith Miller Patient Care Fund



Hugh Miller (right) presents the 2014 Ben & Adith Miller Community Service Tribute to Dr. Chuck and Judy Shepard.



The Winona Health Foundation awarded \$1,000 scholarships to 13 graduating high school students from four area schools who will be seeking health-related careers.



The 2015 Phyllis A. McClenathan Nursing Scholarship was awarded to Shawn Carlson. (Shawn pictured with Dean McClenathan.)



In 2015, 447 volunteers gave 22,675 hours of service to Winona Health amounting to a gift of service time worth \$523,113 based on the current U.S. average hour value of volunteer time.



Through the Gladys D. Miller Gift Shop and events including the Birthday Ball, Holiday Happiness, Fantasy of Trees and Jewelry Sales, the Winona Health Auxiliary raised \$65,467.05. Of that total, \$37,000 was given to help renovate transitional care rooms at Lake Winona Manor, \$20,000 was given through the Carol Hill Scholarship to 18 students pursuing healthcare careers, and \$3,000 was contributed to other programs or projects for residents of Lake Winona Manor. Auxiliary funds also support many projects and services that make a meaningful difference to patients and residents.



Dancing with Winona Stars

Steve Blue with dancing partner Marissa VanDanacker. Blue raised \$42,000 for the Lake Winona Manor Bus Fund.

Traci Morken, CNP, with dancing partner Winston Howard. Morken raised \$18,000 for Winona Health Hospice.

Merchants Bank dancers Tammy Johnson, Mollie Brink, Randy Domeyer, Chan Anderson, Jim Vrchota, and Kevin Finke raised \$13,000 for the Winona Health Pediatrics department.



The staff at Winona Health is extremely grateful for the many collaborative relationships we've developed with area organizations who share our mission of improving the health and wellbeing of our community in its broadest sense. These local connections strengthen our community and make the Winona area an ideal place to live, work and raise a family—and we all benefit as a result.

Community Benefit Report

We demonstrate our commitment to our community service through programs that benefit individuals and families throughout our region. This includes health screenings, educational classes, charity care, student internships and support of other area nonprofit organizations. Below is a list of our community benefit activities during fiscal year 2015.

CATEGORY	DESCRIPTION	PEOPLE SERVED	VALUE OF BENEFIT
COMMUNITY BENEFIT			
Community Health Improvement	Educational classes, support groups, community health talks and health screenings	9,368	\$181,275
Health Professional Education	Clinical training site for nursing and other students	1,935	\$409,263
Financial Donations	Contributions to local nonprofit organizations for healthcare, youth and other community needs	12,000	\$19,840
In-Kind Donations & Support for NonProfit Organizations	Staff expertise, meeting rooms, donated items and time spent assisting local nonprofit organizations to further their mission	678	\$120,639
Community-Building Activities	Partnering with local organizations on <i>Healthy Kids Club</i> and other projects to enhance the quality of life in the community	6,125	\$14,118
Charity Care	Cost of free or discounted services provided to individuals who qualify	392	\$607,684
Minnesota Care Tax	Tax paid by Winona Health to fund the Minnesota Care Health Insurance program		\$1,336,302
Medicaid Surcharge	Assessment paid by Winona Health to help fund the State of Minnesota's Medical Assistance/Medicaid program		\$1,050,068
Medicaid Under-Funding	The difference (shortfall) between the cost of providing care and payments received for providing care to Medical Assistance/Medicaid patients		\$7,734,322
Community Benefit Operations	Costs of management and recordkeeping for community benefit		\$13,615
TOTAL COMMUNITY BENEFIT		30,498	\$11,380,658
OTHER COMMUNITY CONTRIBUTIONS			
Medicare Under-Funding	The difference (shortfall) between the cost of providing care and payments received for providing care to Medicare patients		\$13,091,099
Taxes and Fees (Real Estate Tax)	Tax assessed on property		\$691,511
Bad Debt	Amounts for services provided, in which payment is expected but not received		\$3,240,313
Discounts Offered to Uninsured			\$312,456
TOTAL OTHER COMMUNITY CONTRIBUTIONS			\$17,335,379
TOTAL COMMUNITY BENEFIT AND OTHER COMMUNITY CONTRIBUTIONS		30,498	\$28,716,037

Summary Financial Information

BALANCE SHEET

As of September 30, 2015

ASSETS

Cash & Investments	\$81,169,000
Amounts Due from Government Programs, Insurance Companies and Patients	15,254,000
Property and Equipment	44,055,000
Other Assets	7,730,000
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	148,208,000

LONG-TERM DEBT AND OTHER LIABILITIES

42,866,000

Net Assets

\$ 105,342,000

The Balance Sheet gives the financial position of the organization for a specific point in time. The Assets of the organization are primarily cash/investments, amounts due from payers, and hard assets like buildings and equipment. The organization is appropriately leveraged with a long-term debt to equity ratio of 26%, which is better than median levels for similar organizations. Net Assets of more than \$105,000,000 gives the organization stability to weather uncertain times.

REVENUE AND COSTS

12 MONTHS ENDED SEPTEMBER 30, 2015

	<u>GOVERNMENT PROGRAMS</u>	<u>INSURANCE & SELF-PAY</u>	<u>LONG-TERM CARE & OTHER</u>	<u>TOTAL</u>
OPERATING REVENUE				
Net Patient Revenue	\$38,407,000	\$64,498,000	\$15,156,000	\$118,061,000
Other Revenue	-	2,488,000	86,000	2,574,000
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	38,407,000	66,986,000	15,242,000	120,635,000
OPERATING COSTS				
Operating Costs	58,235,000	43,122,000	16,231,000	118,585,000
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GAIN (LOSS) FROM OPERATIONS	\$(20,825,000)	\$23,864,000	\$(989,000)	\$2,050,000
OTHER CHANGES IN NET ASSETS				<hr/>
				\$(2,423,000)
DECREASE IN NET ASSETS				<hr/>
				\$(373,000)

The statement of revenue and costs shows the financial results during the past fiscal year. The organization is able to generate positive returns from services that are paid for through private sources, primarily insurance. The gains generated through private sources are largely erased by the underpayment of services by government programs such as Medicare and Medicaid, which generate severe losses. The key takeaway is that the government programs pay below the cost to provide the services, creating an irrational system for financing healthcare. The Other Changes in Net Assets primarily reflects the reduction in the value of investments related to the broad stock market correction that occurred in mid-August and September of 2015.

Healthy starts here — with local healthcare services.

Primary Care

- Anticoagulation/Coumadin Clinic
- Cardiopulmonary Rehabilitation
- Dialysis
- Conservative Management Clinic
- Family Medicine
- Internal Medicine
- Diabetes/Nutrition Education
- Occupational Health
- Outreach Clinic (specialty providers from neighboring healthcare organizations)
- Pediatrics/Adolescent Medicine
- Rushford Clinic
- Therapy Services: Physical & Sports, Occupational, Speech-Language Pathology, and Massage

Wellness Services

- Employer Services
 - Occupational Health
 - HealthyBalance
- Healthy Kids
- Spirit of Women

Emergency/Urgent Care Services

- Emergency Department
- Imaging Services
- Urgent Care Clinic
- Winona Area Ambulance Service

Surgical/Specialty Services

- Anesthesiology
- Cancer Care
- Chemotherapy/Infusion
- Cosmetic Surgery
- Dermatology
- Durable Medical Equipment (DME)
- Eye Care
- General Surgery
- Laboratory/Pathology
- Oral and Maxillofacial Surgery
- Ophthalmology
- Orthopedic & Sports Medicine
- Pain Management
- Plastic, Reconstructive and Hand Surgery
- Podiatry
- Sleep Advisor Service
- Spa Services
- Women's Health – OB/GYN
- Wound Care

Inpatient Services

- Intensive Care Unit
- Medical/Surgical/Pediatric Unit
- Family Birth Center
- Behavioral Health Unit
- Psychiatric and Counseling Services (Outpatient)
- Sleep Medicine
- Community Care Network (Outpatient)

Senior Services

- Skilled Nursing
 - Lake Winona Manor
 - Transitional Care Unit
- Assisted Living
 - Senior Living at Watkins, Adith Miller and Roger Metz Manors
- Home Care
- Hospice
- Palliative Care

Retail Pharmacy services:

- Parkview Office Building
- Winona Clinic

To share your comments or to learn more about services, healthcare providers, career opportunities and upcoming events, visit winonahealth.org or call us at 507.454.3650.

Find us online:
winonahealth.org





PO Box 5600 • 855 Mankato Avenue • Winona, MN 55987

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