



*Deep Roots.*  
Enduring Values.



*We are committed to our mission of improving the health and wellbeing of our community.*

Our 123-year history gives us deep roots, and we continuously build on the lessons and experiences of our past. We live and serve in the present, and we're shaping our future guided by our values. Like our mission, which has remained constant for more than a century, we remain true to our values in caring for our community. In this look back at 2016, we share stories about how we're furthering our mission and meeting our community's needs in ways both traditional and revolutionary.



# Winona Health

*We are rooted in our mission, vision and values.*

**Mission:** 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

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

## Values:

***Humble Integrity***  
We are honest, sincere and accountable for every interaction.



***Service with Heart***  
We respect people and encourage health and healing so that everyone can achieve their full potential.

***Enduring Loyalty***  
We are deeply committed to our legacy of caring for each other and our community.

***Passion for Excellence***  
We intentionally pursue continuous improvement in ourselves and across the organization.

From the President/CEO: **Rachelle Schultz, Ed.D.**



**Rachelle Schultz, Ed.D.**  
President/CEO

## *Deep Roots.* **Enduring Values.**

These four words express profound meaning for everyone at Winona Health. This is true even for those who are newer to our organization and our community. These words reflect our unshakeable commitment to caring for community members during the full experience of life through *Humble Integrity, Enduring Loyalty, Service with Heart, and Passion for Excellence.*

Winona Health physicians, associate providers, staff and volunteers honor this commitment in the face of extraordinary change, regulatory pressures, competing demands, technological opportunities and challenges, increasingly complex health conditions, and so much more.

Times are changing and we see the effects of these changes on every front. Health and wellbeing have become a priority for many organizations and communities as the impact of declining health status has hit the mainstream of society. We are no exception. This is a sign of our times. We are guided, however, by our deep roots and the enduring values articulated through our mission, vision and values. We believe these transcend the factors of change that are simply part of the life cycle of an organization.

As we move into 2017, we fully expect more change given the national landscape. What will those changes entail? Any answer to that question is only speculation. A more important

consideration is our ability to be flexible and agile to meet whatever may transpire.

The challenge of change is now part of our social fabric, just as it has become a part of our daily work at Winona Health. We do not address these challenges on a whim. Our focus is on intentional change grounded by our roots and guided by our values to serve our community's needs.

Thank you for choosing Winona Health as we continue to build on our strong foundation toward a healthier future.

Warm Regards,

A handwritten signature in dark ink, reading "Rachelle Schultz".

## **Winona Health Administrative Leaders**

Front (l-r): Rebecca Lamberty, Vice President of Emergency & Urgent Care Services; Jan Brosnahan, Chief Financial Officer; Rachelle Schultz, President/CEO; Betsy Midthun, Vice President of Community Engagement; row 2 (l-r): Sara Gabrick, Vice President of Surgical & Specialty Care Services/CNO; Marti Bollman, Vice President of Primary Care & Wellness; Robin Hoeg, Vice President of Inpatient & Senior Services; Kathleen Lanik, Vice President of Quality & Safety; Kathy J. Wade, Chief Human Resources Officer.





## From the Board Chair: *Ken Mogren*



**Ken Mogren**  
Chairman of the Board

Whether we think about it or not, we all have values. The decisions we make and the actions we take are generally linked to these values. Most people probably don't write down their values or ever consciously define or review them. Still they exist, and they play a big part in making us who we are and influencing what we do.

Organizations have values, too, and at Winona Health, we think it's important that we put them in writing and that we take the time to consciously review and reflect on them from time to time. After all, Winona Health is made up of many individuals and, while we each have individual values, we want to ensure that our core organizational values are clearly communicated and remain forefront in our minds. This assures consistency in how our organization as a whole interacts with the people it serves.

With that in mind, the Winona Health staff recently reviewed our organizational core values. Many employees and volunteers took part in the process to reflect on what each of our core values means to the people we serve and whether these values still accurately reflect who we are. The fact that not much has changed doesn't make for exciting news. But it's reassuring that the values that have been guiding us for generations: *Humble Integrity*, *Enduring Loyalty*, *Service with Heart*, and *Passion for Excellence*, still describe who we strive to be today.

What is exciting news is that we've taken our values review process a step beyond our normal review. Our staff and volunteers put a great deal of thought into articulating what it feels like and the difference it makes to the people we serve when we all live by our values. The people of Winona Health truly want to do an exceptional job serving you and our community. Reflecting on and staying committed to our values will continue to guide us in that endeavor.



## **Winona Health 2016 Board of Directors**

Front (l-r): Kim Schwab, President, Winona Health Volunteers; Vicki Decker, Community Volunteer; Matthew Broghammer, DO, Winona Health General Surgeon; row 2 (l-r): Sandra Burke, Executive Director of Winona Volunteer Services; Rachelle Schultz, Ed.D, President/CEO, Winona Health; Ken Mogren, Chairman, Retired President, Winona Agency, Inc.; row 3 (l-r): Scott Biesanz, President, Goodson Manufacturing Company, Inc.; Toni Highum, Senior System Analyst, J.R. Watkins, Co.; Mark Wagner, Engineering Team Leader, Watlow Controls; row 5 (l-r): Dan Parker, MD, Winona Health Internal Medicine and Chief of Medical Staff; Greg Evans, President/Chief Banking Officer Merchant's Bank. Not pictured: Steve Blue, President & CEO, Miller Ingenuity; Richard Ferris, MD, Winona Health Internal Medicine; and Hugh Miller, President & CEO, RTP Company.

## From the Chief of Medical Staff: *Daniel Parker, MD*



**Daniel Parker, MD**  
Chief of Medical Staff

It has been my privilege to be part of the medical leadership at Winona Health for eight years. This past October I stepped down from that position and Dr. Brett Whyte was selected as the new chief of our medical staff. Dr. Whyte is an Emergency Medicine physician with great clinical skills, and he embodies our organization's core values. Assisting him as vice chief of staff is Dr. Nicole Varela who heads our Anesthesia department. Dr. Varela replaces Dr. Richard Ferris as vice chief. I thank Dr. Ferris for his long service on the board.

Our core values are *Humble Integrity, Enduring Loyalty, Service with Heart, and Passion for Excellence*. These physicians are not new to leadership roles, and I have seen them exemplify those values as both clinicians and as leaders.

The rate of change in healthcare remains rapid. New mandated programs are routinely rolled out. New medical knowledge is discovered at a pace that seems breathtaking. Healthcare delivery systems change regularly to adapt to increasing patient needs in an environment that is becoming, appropriately, more cost conscious.

I am thankful to have been part of the medical leadership and even more thankful to be part of the medical staff. The core values above really reflect that our role is to serve our community. Drs. Whyte and Varela have demonstrated their commitment to that service. In their new roles, they will strive to lead the medical staff through the ever-present changes while embracing the values that define Winona Health.



### Winona Health 2017 Physician Leaders

Front (l-r): Brett Whyte, MD, Chief of Medical Staff; Sarah Lallaman, DO, Chief of Primary Care and Wellness Services; Nicole Varela, MD, Vice-Chief of Medical Staff; Row 2 (l-r): Katrina Hammel, MD, Chief of Inpatient and Senior Services; Christopher Watras, DO, Chief of Emergency & Urgent Care Services; and Matthew Broghammer, DO, Chief of Surgical and Specialty Care Services.

## Winona Health 2016 Physician Leaders



**Daniel Parker, MD**  
Chief of Medical Staff



**Matthew Broghammer, DO**  
Chief of Surgical &  
Specialty Care Services



**Richard Ferris, MD**  
Vice-Chief of  
Medical Staff



**Katrina Hammel, MD**  
Chief of Inpatient  
& Senior Services



**Sarah Lallaman, DO**  
Chief of  
Primary Care &  
Wellness Services



**Brett Whyte, MD**  
Chief of Emergency &  
Urgent Care Services

*Inspired by our mission and vision...*



**WH** *Winona Health*









Service with Heart. In our Cardiac Rehabilitation department, it's also service FOR hearts.

## Building relationships, strengthening hearts, improving health.

"I feel much better, but it's more than just how I feel," says Orlin Brommer of Cochrane, who was referred to Winona Health's Cardiac Rehabilitation program after a heart attack. "My cardiologist likes the results I'm getting here, and my wife does too. In fact, she now comes and exercises with me."

According to Lynn Sprain, MS, RCEP, RT, the Winona Health Cardiac Rehab team works with increasingly high-risk patients. "It's rewarding to help them achieve their maximum capability and have patients, like Orlin, who have completed their official rehabilitation program, continue to exercise here."

Lynn, now with Winona Health for 32 years, has been instrumental in building a highly respected cardiac rehabilitation program supported by a strong clinical team. "Patients often tell us that their cardiologist is impressed with their progress. We get many referrals from regional specialists on both sides of the river."

Winona Health makes it easy for people to continue enjoying the benefits of exercise. "After completing their rehabilitation program, they're comfortable using the equipment, parking is easy and convenient, and they enjoy coming back to see the staff."

Cardiac rehabilitation specialist Kindra Huggenvik, who works closely with Orlin, says, "Orlin shares short stories he writes – memoirs about growing up in this area. I really enjoy how our Cardiac Rehab clients soon begin to feel like part of the family."

Orlin's wife, Kathy, now also comes to exercise, "I was jealous of all the fun he was having here! I noticed that he just seemed happier and more upbeat. I also wanted to do something to prevent having health issues. The staff is the best—always eager to answer questions."

**Celebrating 25 years...** For 25 years, Lynn Sprain and our Cardiac Rehabilitation team have been inspiring people to improve their health and wellbeing by strengthening their hearts.

Left: Lynn Sprain checks in with Orlin Brommer during a workout. Above: Kathy Brommer liked the results her husband, Orlin, was getting and decided to start exercising with him in the Cardiac Rehabilitation department.



***Enduring Loyalty:*** We are honest, sincere and accountable for every interaction.



Photo courtesy of the Winona Post

Winona State University business student Chris Schroeder gave Jefferson fourth grader Davien Potter a piggyback ride during the final day of the GR8 Kids program.

Through hands-on activities, the kids learned how their plate should look using My Plate.



## Winona Health takes wellness to school with GR8 Kids.

“We try our best to live a healthy and active lifestyle and having that reinforced through an exciting program at school was a fun learning experience for our son,” says Laura Fitzgerald, whose son Elliot was a fourth grader St. Stanislaus Elementary School last year.

Laura is talking about Winona Health’s GR8 Kids program, an eight-week classroom program for fourth graders covering nutrition, active living and even some aspects of emotional health. Last spring, Winona Health piloted the GR8 Kids program at St. Stanislaus Elementary School and last fall the program expanded to include fourth graders at Jefferson Elementary School.

“Studies show that around age 10, kids start making more of their own choices about what they eat and what they do. If we want to have a positive influence on those choices, we need to reach kids before then,” says Nicole Schossow, Winona Health community relations coordinator.

Laura notes that the GR8 Kids program has had a positive affect not only on her son, but on the whole family. “We have found that Elliot has gained a better understanding of what foods are healthier than others. We don’t steer completely away from treats and sugars; however, I believe that this program has allowed us to cut back without as many questions from our children as to why.”

The GR8 Kids program continues to expand. In addition to St. Stanislaus Elementary, the program is now presented at Bluffview Montessori, Jefferson Elementary School and Ridgeway Community School. Our goal is to offer GR8 Kids in all area school districts. Once GR8 Kids is introduced at a school, it will become part of the curriculum for each fourth grade class in following years. We are proud of this collaboration with our local schools to improve the health and wellbeing of children.

GR8 Kids is part of Winona Health’s Healthy Kids program, which launched in 2007.



The Moonlighters, a group of Lake Winona Manor residents, get together after hours to socialize. "It's about socializing, sharing our stories and enjoying life."

## Lake Winona Manor residents starting new traditions and making new friends.

When she found out that a handful of residents wished they could stay up to watch the ball drop in New York on New Year's Eve, Jessica Croox, a trained medication assistant at Lake Winona Manor, made some magic happen.

Jessica brought snacks, sparkling cider, champagne glasses, root beer floats, hats, beads, and non-noise makers and created a party for those who wanted to welcome in the New Year.

After the ball dropped, the group stayed up reminiscing about past New Year's Eves. Weeks later, they were still talking about the special night. They enjoyed it so much they decided they'd have more social gatherings.

The group, now known as the Moonlighters, decided to gather a little earlier in the evening so it's easier for more of their fellow residents to join them. They meet at least once a month to socialize and get to know each other better.

"If something is weighing on someone's mind, this is a good group to share it and get it off their chest," says Bernie Dahl, one of the Moonlighters' founders. "There is a lot of laughing—people always feel better after sharing good times with friends. We want everyone to feel welcome and included."

The Moonlighter's gatherings have fostered a sense of camaraderie that carries over into everyday life at Lake Winona Manor.

"The staff is here to help us do what we want to do, and we plan a lot fun things," says Bernie. "It's even more fun when we do things in a big, friendly group." Bonnie Dennis, also one of the original Moonlighters, agrees, "We started with a group of about seven and it grows every month. We consider ourselves one big family. I love each and every one of them. It's all about socializing, sharing our stories and enjoying life."



 ***Passion for Excellence:*** We intentionally pursue continuous improvement in our selves and across the organization.

**In 2016, we welcomed the following providers who chose Winona Health:**



**Denver Brown, PA-C**  
Family Medicine  
(January)



**Laura Stussy, CNP**  
Urgent Care  
(March)



**Joe Verzwylt, MD**  
Emergency Medicine  
(July)



**Kevin Christensen, MD**  
Dermatology  
(August)



**Loucresie Rupert, MD**  
Child and Adolescent  
Psychiatry (August)



**TinaMarie Strecker, CNM**  
Women's Health  
(August)



**Stephanie LaLiberte, OD**  
Optometry  
(August)



**Gretchen Winandy, PA-C**  
Urgent Care  
(August/September)



**Bonny Thul, CNP**  
Hospitalist team  
(August)



**Bobbi Jo Jensen, PA-C**  
Hospitalist team  
(September)



**Andrew Millis, MD**  
Orthopedic and Sports  
Medicine (August)



**Matthew Coy, PA-C**  
Urgent Care  
(September)



**Tanner VanLith, PA-C**  
Hospitalist team  
(October)



**Andrea Salzmann, LICSW**  
Behavioral Health  
(October)



**Laura Trautlein, PA-C**  
Internal Medicine  
(December)



**Meagan Scheuing, CNP**  
Internal Medicine  
(December)



**Katie Frie, CNP**  
Family Medicine/Adult Care  
(December)





**Thomas Retzinger, MD**  
Family Medicine



**Scott Birdsall, MD**  
Women's Health

## Long-time physicians – well-deserved retirements.

Thomas Retzinger, MD, a Family Medicine physician at Winona Health, retired September 2, 2016, after caring for the Winona community for 37 years. He had been part of the medical staff since 1979.

“Dr. Retzinger worked diligently to care for his patients,” said Rachelle Schultz, Ed.D., Winona Health president/CEO. “His presence on the medical staff and his membership on numerous

committees over the years demonstrated his deep commitment to this organization and to the community.

Scott Birdsall, MD, an Obstetrician/Gynecologist in the Women's Health Center at Winona Health, retired on December 31, 2016. Dr. Birdsall had been caring for women and welcoming babies into the world in the Winona area since August of 1986.

“The care and service Dr. Birdsall has generously given to women and babies in our area is unsurpassed,” said Rachelle Schultz, Ed.D. “During his 30 years in Winona, he delivered 85 percent of his patients' babies—an incredible statistic reflecting that he generously made himself available whenever possible, day or night, whether or not he was on call. That's an amazing gift.”

In an era where it is increasingly rare for healthcare providers to spend the majority of their careers in one community, we recognize Dr. Retzinger and Dr. Birdsall's retirements with a deep sense of gratitude and wishes for many happy, healthy retirement years.





***Humble Integrity:*** We are honest, sincere and accountable for every interaction.



Above: Glen Gibbons talks with E. Allen Beguin, MD. Gibbons says Winona Health's Conservative Management Clinic has changed his life and made him feel 20 years younger. Right: E. Allen Beguin, MD, and Heather Kauphusman, RN, are among the team in Winona Health's Conservative Management Clinic who work with people to help them safely and effectively manage pain.



## Conservative Management Clinic: Increasing safety and improving quality of life.

When Glen Gibbons was referred to Winona Health's Conservative Management Clinic, he remembers being apprehensive, "I was nervous about reducing the amount of pain medication I was taking; worried that I wouldn't be able to handle the pain."

Healthcare providers at Winona Health developed the Conservative Management Clinic to personalize care and improve safety for patients who rely on prescription pain medications. The new service helps people better manage their pain and their medication needs.

Before he started going to the Conservative Management Clinic, Glen shares that he didn't feel like he had much to live for except his daughter. "I had no energy or the will to do anything. If I could get out of bed by 10, I'd feel like going back to bed at noon. If my daughter hadn't been in my life, I'm not sure what I would have done."

After working with the staff at the Conservative Management Clinic and tapering back some of his medication, Glen says, "My attitude has entirely changed. I feel 20 years younger and like I can do things again."

"Pain medication management can be complicated. This new approach allows us to put more focus on each person's needs," said E. Allen Beguin, MD, Family Medicine. "In addition to improving safety, in some cases, we can help people improve their quality of life by helping them become less dependent on medications that may have negative side effects."

Dr. Beguin notes a nation-wide problem with prescription medications including accidental overdose or medications getting into the wrong hands. In 2010, more than 16,000 U.S. deaths were attributed to controlled substance overdoses.

"Many pain medications can be dangerous when taken for extended periods or in high doses," says Dr. Beguin. "And while they may control pain, some medications have a detrimental effect on other aspects of life—such as cognitive and physical functioning. We'll evaluate the source of their pain and then help people find the safest, most effective way to lessen the pain."

"The staff at the Conservative Management Clinic understood my condition and have helped me so much," says Glen. "They have changed my life immensely."

Those interested in a referral to the Conservative Management Clinic are asked to discuss it at their next appointment with their primary care provider. For more information, including a list of frequently asked questions, visit [www.winonahealth.org/cmc](http://www.winonahealth.org/cmc), or call 507.454.3680.



# A few more highlights from 2016

**More than 1,100 people are committed to our values and devoted to providing care and service to our family, friends and neighbors. This includes those working behind the scenes planning and developing new programs and processes to improve health and wellbeing.**

## **Pediatrics team sets new state benchmark for immunization rate**

A report from Minnesota Community Measurement recognized Winona Health's Pediatrics team for setting the state benchmark for pediatric immunizations. The Pediatrics team was the top performer with a 92 percent immunization rate. The state average is 77 percent. The team was also recognized for showing year-over-year improvement for three straight years.

## **Finding new ways to maximize resources to benefit the community**

Our Primary Care team was granted the rare opportunity to work with representatives from the Toyota Support Services Center affiliated with Toyota Motor Engineering & Manufacturing North America, Inc. The Toyota representatives are collaborating with Winona Health to maximize resources and improve quality and safety. Using the renowned Toyota continuous improvement process, Winona Health Primary Care Clinics are working to increase access to care. Same-day appointments for children who are ill are now available in the Pediatrics department.



Jenna Van Beek, Betty Crawford and Katie Semling are registered nurses providing Care Coordination at Winona Health.

## **New Care Coordination services**

A new service, Care Coordination, enhances patient care by providing additional education and individualized support. "Healthcare can be complicated," said Internal Medicine physician Daniel Parker, MD. "It is often difficult for individuals to manage a chronic condition during a normal clinic visit due to time restraints." Care Coordinators are registered nurses who work with healthcare providers to offer additional, personalized services to patients with chronic health conditions.

## **Increasing access to mental health services**

Winona Health began offering telepsychiatry services to expand access to mental health expertise. "Telepsychiatry is behavioral health care delivered through a video system in a secure, private place," explained John Rislove, director of Behavioral Health at Winona Health. "Our local office staff meets with patients in person at our location in the Parkview Office Building on the Winona Health campus, sets up the appointment and is available for help with any issues."

## *What patients are saying about Telepsychiatry*

*"I have to say that it worked much better than anticipated. I was very negative prior to my coming here, but the doctor was so caring and it worked great. I was very comfortable."*

- Winona Health Telepsychiatry patient

*"I felt very comfortable with the doctor and with how I was treated by the rest of the staff."*

- Winona Health Telepsychiatry patient

One hundred percent of the more than 40 patients who completed a survey said they would definitely use our Telepsychiatry service again. If you're interested in Telepsychiatry at Winona Health, call 507.454.2606.



### Way to Wellness Expo educates and inspires

The first Way to Wellness Expo, a fun event filled with information, education, inspiration and motivation to help people live healthier and happier lives, was held in February 2016. Attendees were invited to drop in for educational seminars and informational booths. Seminars covered nutrition, active living, mental health, general wellness, and cooking demonstrations. The Way to Wellness Expo is a collaboration between Winona Health and community partners including: Winona Noon Lions Club, Live Well Winona, Winona Area Public Schools, Winona Family YMCA, Winona County Public Health, Winona County SHIP (Statewide Health Improvement Program), and Winona State University.



### Winona Health honored for high-quality care

UCare, an independent, not-for-profit health plan providing health care and administrative services to members throughout Minnesota, recognized Winona Health for delivering outstanding, high-quality service to their UCare Medicare and Medicaid members. Family Medicine physician Nicholas Modjeski, MD was instrumental in implementing processes that led to this recognition. "We are all proud of this award," he said. "It shows that our hard work over several years in process improvement is paying off and improving care at Winona Health."

Dr. Modjeski (center) accepts the UCare award from Jim Eppel, UCare president and CEO (left) and Dr. Larry Lee, UCare senior vice president and chief medical officer (right).



### First Student Research Fair highlights local studies

Winona Health hosted its first Research Fair to give area college students and professionals the opportunity to share their work with the community. More than 24 research projects relating to a medical field were presented and exhibits were open to the community. Along with Winona State University professors, Winona Health Research Committee members included Lee Trombetta, MD, FACS, Nicole Beatty, MD, and Richard Ferris, MD. More information is available at [winonahealth.org/research](http://winonahealth.org/research).



### First Arnold Fenske Research Scholarship awarded

Spencer Treu, a cell and molecular biology major at Winona State University, was selected as the first Arnold W. Fenske summer intern by the Winona Health Research Committee. Spencer worked with the Cancer Committee and completed two research projects required for ACS Cancer Center certification. This was the inaugural year for the Fenske Internship, which is a paid position offered to an outstanding local college student with aspirations of attending medical school.

# Your generosity continued to inspire in 2016 —

Through the generosity of community members in 2016; 333 patients received \$750,813 in financial assistance from the Ben & Adith Miller Patient Care Fund. \$66,540 was donated to Winona Health by the Winona Health Volunteers and \$58,672 was given in scholarships for healthcare related fields.



## Pediatric patients have new play area

Children were excited to meet Pudge, Winona Health's new resident bear, in the pediatric waiting area. Merchants Bank's "Business Loans and Broken Bones" dancers raised \$13,000 at Dancing with the Winona Stars to upgrade the play area for Winona Health's youngest patients.



## Generosity leads to increased comfort for dialysis patients

When it comes to physical comfort during dialysis treatments, the most important part is probably the chair. Patients spend 15 hours or more in the chairs each week. Thanks to the work and generosity of the Winona Health Volunteers, dialysis patients are enjoying new treatment chairs. "After about 14 years of heavy use, our dialysis chairs were due for an upgrade," says Emilie Volkman, MSW, MA, LISW, CAPSW, LNHA, Dialysis supervisor, "We are so grateful to the Winona Health Volunteers."



## Jon Kohner receives Ben & Adith Miller Community Service Tribute

In March 2016, Hugh Miller presented Jon Kohner with the 2015 Ben & Adith Miller Community Service Tribute in recognition of his generous gifts of time and talent to countless Winona charities.



## Ben & Adith Miller Golf Classic

The annual Ben & Adith Miller Golf Classic raised \$210,000 for the Ben & Adith Miller Patient Care Fund, which helps patients who need healthcare but lack the resources to pay for it. During the past year, 333 people received \$750,813 in assistance from the fund.





### A leap forward

On Leap Day, February 29, 2016, the Winona Health Volunteers celebrated a leap into their future. Formerly the Winona Health Auxiliary, the Volunteers retired their iconic pink smocks, and introduced volunteer vests in Winona Health's signature blue. The look may be new, but the Volunteers' long history of caring, serving and giving are timeless.



### Winona Health Volunteers' generosity continues

Through the Gladys D. Miller Gift Shop and events including the Birthday Ball, Holiday Happiness, Fantasy of Trees, and jewelry sales, the Winona Health Volunteers raised \$66,540 over the last year. Of that total, \$37,000 was given to replace dialysis treatment chairs, \$20,000 was given as the Carol Hill Scholarship to nine students pursuing healthcare careers, and \$3,000 helped programming at Lake Winona Manor, Senior Living at Watkins, and the Adith Miller and Roger Metz manors. In addition, 425 volunteers gave 22,511 hours of their time, which is a gift of \$530,359, based on the current US average value of volunteer time.



### Ground broken for Robinson Healing Garden

The Robinson Healing Garden began to take shape this fall when ground was broken for irrigation and basic infrastructure for the project. Once spring arrives, the garden will move forward, with a dedication scheduled for July.



For more information about the Winona Health Foundation or Volunteer opportunities, visit [www.winonahealthfoundation.org](http://www.winonahealthfoundation.org), or call 507.474.3328.

# Generosity Inspires

## Community Impact Report

Dollars Distributed to Our Community

Winona Health Foundation  
Disbursements  
Oct. 1, 2015 - Sept. 30, 2016

Helping families in  
need of medical care



**333**  
families received

**\$750,813**

in financial assistance  
from the Ben & Adith Miller Patient Care Fund

Senior Services **\$7,149**

Hospice  
Patients  
and  
Families

**\$66,350**

Patient Care

- Diabetes
- Therapies
- Lab
- Urgent Care
- Behavioral Health



**\$22,080**

Breast cancer patients

**\$12,941**



Pediatric  
patients

**\$21,645**

Healing  
Environment

**\$2,180**

Scholarships for  
Healthcare Careers

**\$58,672**



Technology and  
equipment  
for patients

**\$51,726**



Employees  
in need

**\$11,606**



Total Impact  
on our community

from Winona Health employees,  
volunteers and supporters

**\$1,005,162**

Thank You  
for your generosity!

**WH** Winona Health  
FOUNDATION



# Summary Financial Information

## BALANCE SHEET

As of September 30, 2016

### ASSETS

Cash & Investments	\$81,340,000
Amounts Due from Government Programs, Insurance Companies and Patients	16,174,000
Property and Equipment	42,730,000
Other Assets	11,230,000
	<hr/>
	151,474,000

### LONG-TERM DEBT AND OTHER LIABILITIES

#### Net Assets

	43,328,000
	<hr/>
\$	<b>108,146,000</b>
	<hr/>

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 25%, which is better than median levels for similar organizations. Net Assets of more than \$108,000,000 give the organization stability to weather uncertain times.

## REVENUE AND COSTS

12 MONTHS ENDED SEPTEMBER 30, 2016

	GOVERNMENT PROGRAMS	INSURANCE & SELF-PAY	LONG-TERM CARE & OTHER	TOTAL
<b>OPERATING REVENUE</b>				
Net Patient Revenue	\$36,471,000	\$68,098,000	\$15,775,000	\$120,344,000
Other Revenue	-	3,029,000	79,000	3,108,000
	<hr/>	<hr/>	<hr/>	<hr/>
	36,471,000	71,127,000	15,854,000	123,452,000
<b>OPERATING COSTS</b>				
Operating Costs	<hr/>	<hr/>	<hr/>	<hr/>
	62,481,000	48,804,000	15,563,000	126,848,000
<b>GAIN (LOSS) FROM OPERATIONS</b>	\$ (26,010,000)	\$22,323,000	\$ (291,000)	\$ (3,396,000)
<b>OTHER CHANGES IN NET ASSETS</b>				<hr/>
				\$6,200,000
<b>INCREASE IN NET ASSETS</b>				<hr/>
				\$2,804,000

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. The Other Changes in Net Assets primarily reflect the increase in the value of investments during fiscal year 2016.

# 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 2016.

CATEGORY	DESCRIPTION	PEOPLE SERVED	VALUE OF BENEFIT
<b>COMMUNITY BENEFIT</b>			
<b>Community Health Improvement</b>	Educational classes, support groups, community health talks and health screenings	12,312	\$130,311
<b>Community Care Network</b>	Clinical outreach to provide resources and education for people managing chronic illnesses	6,302	\$375,752
<b>Health Professional Education</b>	Clinical training site for nursing and other students	1,145	\$380,743
<b>Financial Donations</b>	Contributions to local nonprofit organizations for healthcare, youth and other community needs	12,000	\$55,771
<b>In-Kind Donations &amp; Support for Non Profit Organizations</b>	Staff expertise, meeting rooms, donated items and time spent assisting local nonprofit organizations to further their mission	1,601	\$49,677
<b>Community-Building Activities</b>	Partnering with local organizations on <i>Healthy Kids</i> and other projects to enhance the quality of life in the community	11,781	\$111,986
<b>Charity Care</b>	Cost of free or discounted services provided to individuals who qualify	399	\$546,892
<b>Minnesota Care Tax</b>	Tax paid by Winona Health to fund the MinnesotaCare health insurance program		\$1,460,511
<b>Medicaid Surcharge</b>	Assessment paid by Winona Health to help fund the State of Minnesota's Medical Assistance/Medicaid program		\$1,165,775
<b>Medicaid Under-Funding</b>	The difference (shortfall) between the cost of providing care and payments received for providing care to Medical Assistance/Medicaid patients		\$8,696,195
<b>Community Benefit Operations</b>	Cost of management and recordkeeping for community benefit	31	\$15,771
<b>TOTAL COMMUNITY BENEFIT</b>		<b>45,571</b>	<b>\$12,989,384</b>
<b>OTHER COMMUNITY CONTRIBUTIONS</b>			
<b>Medicare Under-Funding</b>	The difference (shortfall) between the cost of providing care and payments received for providing care to Medicare patients		\$17,314,232
<b>Taxes and Fees (Real Estate Tax)</b>	Tax assessed on property		\$355,877
<b>Bad Debt</b>	Amount for services provided, in which payment is expected but not received		\$3,393,401
<b>Discounts Offered to Uninsured</b>			\$274,378
<b>TOTAL OTHER COMMUNITY CONTRIBUTIONS</b>			<b>\$21,337,888</b>
<b>TOTAL COMMUNITY BENEFIT AND OTHER COMMUNITY CONTRIBUTIONS</b>			<b>\$34,327,272</b>

# Healthy starts here — with local healthcare services.

## Primary Care Services

- Community Care Network
- Conservative Management Clinic
- Diabetes/Nutrition Education
- Family Medicine
- Internal Medicine
- Pediatrics/Adolescent Medicine
- Rushford Clinic

## Wellness Services

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

## Emergency/Urgent Care Services

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

## Inpatient Services

- Behavioral Health Unit
- Family Birth Center
- Intensive Care Unit
- Medical/Surgical/Pediatric Unit

## Specialty Services

- Anesthesiology
- Anticoagulation/Coumadin Clinic
- Cancer Care
- Cardiopulmonary Rehabilitation
- Dermatology and Mohs Surgery
- Dialysis
- Durable Medical Equipment (DME)
- Eye Care
- General Surgery
- Hospice
- Imaging Services:
  - Mammography
  - DEXA
  - Ultrasound
  - Diagnostic Radiology (X-ray)
  - Fluoroscopy
  - MRI
  - CT
  - Echocardiogram
  - Nuclear Medicine
- Infusion Services
- Laboratory/Pathology
- Ophthalmology
- Orthopedics & Sports Medicine
- Pain Management
- Plastic, Cosmetic, Reconstructive and Hand Surgery
- Podiatry

## Specialty Services *continued*

- Psychiatric and Counseling Services (outpatient)
- Sleep Advisor Services
- Sleep Medicine
- Spa Services
- Therapy Services
  - Physical & Sports
  - Occupational
  - Speech-Language Pathology
  - Massage
- Women's Health – OB/GYN
- Wound Care

## Senior Services

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

## Retail Pharmacy Services:

- Parkview Pharmacy with drive-up window
- Winona Clinic

To share your comments or to learn more about services, healthcare providers, career opportunities and upcoming events, visit [winonahealth.org](http://winonahealth.org) or call us at 507.454.3650.





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*Healthy starts here.*

