



# 2017 *Community Report*

**WH** *Winona Health*







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

*Mission:*

Devoted to improving the health and well-being 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.

*We are committed to our mission:*  
***Improving the health and well-being of our community.***

Our 125-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 2017, we share stories about how we're furthering our mission and meeting our community's needs in ways both traditional and revolutionary.





## From the President/CEO: Rachelle Schultz, EdD



Rachelle Schultz, EdD  
President/CEO

### I chose Winona Health.

In 2002 I had the privilege of joining Winona Health and the great physicians and staff who continue to serve the needs of our community today. Lots of things were different then, which was not all that long ago. Healthcare was nearly entirely about hospitals and clinics; physicians and other clinicians moved to communities to put down roots and establish lifelong practices; computers in healthcare were found primarily on the business side of the organization and were non-existent in the clinical areas; and the idea of wellness was in the domain of the patient. What a difference a decade (and healthcare reform) makes.

Every day I still choose Winona Health.

The advent of healthcare reform began the disruptive advancement of healthcare systems across the country, and we continue to experience this right here at Winona Health. Organizations are not impervious to life cycles. Winona Health has pursued continuous systems improvement intentionally for nearly ten years. Our goal is to ensure that both internal and external changes can be successfully weathered. Certainly in today's environment this involves changes in so many areas. We continue to build our capacity for change—always keeping our mission and vision at the forefront.

Medicine has come a very long way the past 125 years and Winona Health with it. Focusing

on evidence-based practices, state-of-the-art technology, and highly skilled physicians and clinicians continue to position us for a successful future. To be clear, there are plenty of healthcare organizations that are attempting to hold on to old models. Winona Health is not one of them.

Living systems exist in an interesting paradox of growth and change. We all know change is hard. It takes time to design, implement, learn and improve upon new ways of doing things. Change challenges our deeply held values and beliefs. This is why our mission, vision and values are so critical and why they are front and center to our change processes.

We are all aware that change is equally challenging for patients, and we continue to work to keep some of that effect to a minimum, but that is not always possible.

On behalf of the hard-working physicians, clinicians, staff and volunteers, I want to thank each and every one of you who has chosen Winona Health. We are blessed to have a local healthcare organization deeply committed to its community. We take our covenant relationship very seriously and extend our gratitude for all you do to support Winona Health so healthcare is here for you long into the future.

In gratitude,

Rachelle H. Schultz, EdD



### Winona Health *Administrative Leaders*

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



## From the Board Chair: Ken Mogren



**Ken Mogren**  
Chairman of the Board

The list of people who have chosen Winona Health is long and growing. It includes those who have chosen us to provide their healthcare, as well as people who have chosen Winona Health as the place they want to work or volunteer.

In our annual report, we hope you will enjoy stories about people who have chosen Winona Health and are grateful that Winona Health was here when they needed care. The reasons people have chosen—or who are beginning to choose—Winona Health are varied. But I suspect the values of this organization are at the root of every strong patient, employee and volunteer relationship.

People who share our long-standing values of humble integrity, service with heart, enduring loyalty and passion for excellence can't help but be attracted to Winona Health. It's easy enough to make a list of lofty-sounding values, but not at all easy for every

person in the organization to live those values day in and day out. These values shape a culture where employees and volunteers genuinely care about patients and where patients know their needs come first.

Our board and leadership team know that people who choose Winona Health have other choices. The surest way to remain the organization of choice is to stay focused on living our values and committed to fulfilling our mission: To improve the health and well-being of our family, friends and neighbors throughout the communities we serve.

## Winona Health 2017 Board of Directors

Front (l-r): Vicki Decker, Community Volunteer; Ken Mogren, Chairman, Retired President, Winona Agency, Inc.; Matthew Broghammer, DO, Winona Health General Surgeon; row 2 (l-r): Dorothy Duran, President Minnesota State College Southeast; Brian Semling, Founder/CEO, Brian's Toys; Greg Evans, President/Chief Banking Officer Merchants Bank; row 3 (l-r): Toni Highum, Senior System Analyst, J.R. Watkins, Co.; Bob Williams, Retired Owner, Robert J. Williams Associates, LLC; Nicole Varela, MD, Winona Health Vice-Chief of Medical Staff; row 4 (l-r): Nicholas Modjeski, MD, Winona Health Family Medicine Physician; Rachelle Schultz, EdD, Winona Health President/CEO; Brett Whyte, MD, Winona Health Chief of Medical Staff; Sandra Burke, Executive Director, Winona Volunteer Services; row 5 (l-r): Hugh Miller, President/CEO, RTP Company; Mark Wagner, Engineering Team Leader, Watlow Controls. Not pictured: Steve Blue, President/CEO, Miller Ingenuity.



## From the Medical Staff Chief: Brett Whyte, MD



**Brett Whyte, MD**  
Chief of Medical Staff

As an emergency physician I have the privilege of caring for a wide range of patients who also see other providers at Winona Health or elsewhere. In my interactions with patients, I have heard the frustration patients experience when their doctor or associate provider has retired or left our organization. I could focus on explaining that the market for healthcare professionals is extremely competitive and changing jobs is now common, but I won't dwell on that. Winona is a wonderful town and Winona Health is a fantastic place to work. I would like to focus on the future and what we are thinking about and doing to recruit and retain the best providers to care for you.

The recruitment and retention of quality physicians and advanced practice providers is the cornerstone of any healthcare system, and it is increasingly challenging across the country in all sizes of healthcare organizations. So, the medical staff at Winona Health dedicates a lot of time to this effort.

We have had great success in recruiting excellent physicians and associate providers over the past few years. We have recruited providers in areas of need such as OB/GYN, orthopedics, sports medicine, family medicine, radiology and anesthesia. These physicians chose Winona Health in a competitive market because we have a lot to offer.

Of the candidates we interviewed in 2017, 16 chose Winona Health (10 physicians and 6 associate providers). You may have seen some of their

reasons in the "I chose Winona Health" ads. Their reasons are varied; however, there are common themes that include our community-owned, independent status and our appetite for rapid change as the healthcare landscape evolves.

We are moving to a brand-new environment where payment is based on quality and value. Our nimble organization is well positioned to make the transition successfully. To support our new physicians and associate providers in this evolving environment, a new mentoring program at Winona Health connects new providers with seasoned providers during their first year of employment to smooth the transition from moving to a new community and being a new provider to developing a practice. The mentoring relationship provides an opportunity to share information about the history, mission, vision and values of the organization as well as to encourage a long and mutually beneficial relationship. It is also a chance to help newcomers learn more about our great community and all it has to offer.

Relationship building takes time, and that includes the relationship between our new physicians, associate providers and patients. I would like to encourage you to get to know our new medical staff members; they have a lot to offer you, Winona Health, and our community.

I look forward to hearing more stories of wonderful healing partnerships between patients and healthcare providers through relationships that develop over time.

## Winona Health 2017 Physician Leaders

(l-r): Matthew Broghammer, DO, Chief of Surgical & Specialty Care Services; Nicole Varela, MD, Vice-Chief of Medical Staff; Christopher Watras, DO, Chief of Emergency & Urgent Care Services; Sarah Lallaman, DO, Chief of Primary Care & Wellness Services; Brett Whyte, MD, Chief of Medical Staff. Not Pictured: Katrina Hammel, MD, Chief of Inpatient & Senior Services.





## Randy's story

### On the road again

Hip pain was preventing me from doing so many things. Hiking and biking, and even everyday things like getting into and out of the car, were painful. I used to enjoy long road trips, but just pressing the gas pedal was uncomfortable. I had to do something.

I chose Winona Health for hip surgery because a friend told me what a good experience he'd had.

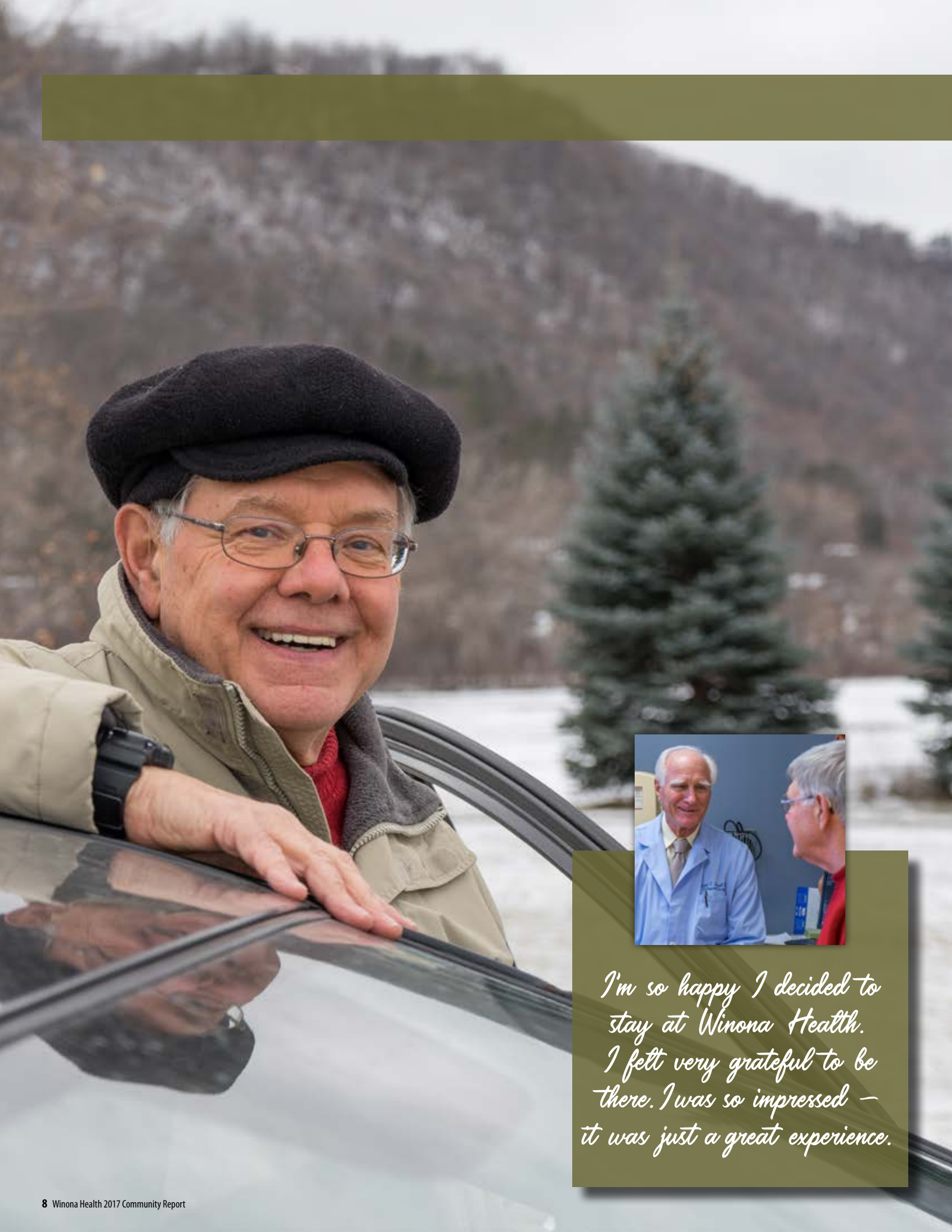
Everyone at Winona Health was so friendly and good at explaining everything so I knew what to expect. And everything was so well coordinated. From hip replacement to rehabilitation, everything went so well.

After surgery, I spent three days in the hospital, and I was surprised at how quiet and restful it was. I enjoyed getting to know the staff and seeing how they interacted with each other. They really worked as a team, and I felt so comfortable and well cared for. I've been at other hospitals, and I've never seen such quick response to call buttons. It seemed like someone was there instantaneously. Even the food was great—I actually looked forward to it.

My biggest fear was being laid up after surgery, but the Physical Therapy and Occupational Therapy teams were so helpful in getting me up and walking and giving me tips for getting dressed. They were very reassuring and encouraged me to challenge myself. Whenever I wanted to get up and walk, someone was there to help.

The staff had such a good attitude. The lady I met from housekeeping went above and beyond by offering to get my sister a cup of coffee and asking if there was anything else she could do. Now, I'm back to hiking and biking, and driving is a piece of cake—I'm enjoying long road trips again.

I'm so happy I decided to stay at Winona Health. I felt very grateful to be there. I was so impressed—it was just a great experience.



*I'm so happy I decided to stay at Winona Health. I felt very grateful to be there. I was so impressed — it was just a great experience.*



## Jean's story

# It's nice to know that people care about you

It was a difficult adjustment. I was already struggling with some of my health issues, but after moving from my home of 50 years—I was really having a hard time. Even though my apartment is nice, and it has everything I need, that first year was really a struggle.

During one of my appointments at Winona Health, Anne Marie [Anne Marie Olsen-Wagner, CNP], who knew I was having a hard time managing my health issues and dealing with my move, asked me if I would be interested in something called Care Coordination. She told me that it included meeting with other staff to help with some of my questions and concerns. I said yes.

Paula [Paula Philipps, RN] came to my apartment to talk with me to get a better idea of what I might need, and then Heidi [registered dietitian, Heidi Ferris] came a few times. We talked a lot about nutrition, and she taught me some simple ways to eat a little healthier—small, helpful things—like now I always rinse my canned vegetables, and even canned chicken, to get rid of some of the sodium. Heidi's always so kind, thoughtful and helpful.

When I went in for my yearly checkup, Heidi came with me to help me express what I wanted to express—she understands what my concerns are. When you go in by yourself, sometimes it's hard to remember what your doctor says, so she helped me focus on what I wanted to ask, and what I needed to remember.

For me, another part of Care Coordination is meeting with a Winona Health Volunteer health coach—a student from Winona State University. She visits regularly and we just talk and maybe do activities together. We've gotten to know each other, and I look forward to our visits.

I feel like more people are available to help now that I have Care Coordination. If I want to talk to Anne Marie and she's not available, I can call and talk to Paula or someone else. They listen and give suggestions or ideas based on what I want to do. I guess what I like about it is that I know there is someone there who is just interested in me and how I feel.

Care Coordination has been very helpful. It's nice to know that people care about you, wonder how you're doing, and are there for you. It's nice to have that contact. I know I can call—even if it's after hours there is a number to call. You know that if you get to a certain point and you have health questions or you're just really struggling, someone will be there for you. It's given me peace of mind.

We're so fortunate to have Winona Health.

*Jean mentioned that years ago when she was working at the Winona Daily News, she had funds withdrawn from her paycheck to go toward building the hospital. She was also a long-time Winona Health Volunteer. Jean is a part of a legacy of generosity that has supported high-quality community healthcare.*

*It's nice to know that people care about you, wonder how you're doing, and are there for you.*



## Mike's story

# Grateful for talented people right here when I needed them

It was something I'd never experience before. I was at church on a Saturday afternoon. I remember thinking I'd run through my music one more time before playing the organ Sunday morning, when I started noticing that my left eye was giving me trouble. My left eye is my *good* eye because I've had issues with my right eye since childhood. It was getting worse, so I thought maybe I should just get home. I had a little trouble driving—it was the first time in my life I really had to rely on my right eye.

By the time I got home I was feeling even worse. When I started vomiting, I knew something was really wrong. I told my wife, Gwen, that I thought I should go to Urgent Care—which was very unlike me. She got me there quickly.


The team at Urgent Care knew right away that I should be in the Emergency department. They wanted to get an ambulance, but Gwen and I decided she'd take me. When we arrived at the Emergency department, the team was ready for us and immediately began hooking me up to monitor my heart. Dr. Koo was asking us questions and assessing me and he quickly determined that he needed to call in their ophthalmologist, Dr. Quinn. We found out later that Dr. Quinn was at home having dinner and celebrating her son's third birthday.

I vaguely remember being rushed up to the Eye Care Center. Gwen remembers practically having to jog to keep up with the staff—everyone was so focused. When we got up to the Eye Care Center, Dr. Quinn was already there preparing for me! I can't imagine how she got there so fast. She quickly examined me and got me into the procedure room for laser surgery. This all happened on a Saturday night, and by Sunday afternoon, I felt almost back to normal.

It just amazes me how quickly Dr. Koo determined what was wrong (I was experiencing an acute attack of angle closure glaucoma, something I hadn't ever even heard of) and called in Dr. Quinn – and how quickly Dr. Quinn arrived. She is such an angel—she sure seemed like one to us that day. If not for them, I may not be able to see as well as I do today.

It was so gratifying to have this expertise right here in Winona. I spent my life teaching in parochial schools—schools where religion was involved. I consider this experience as another situation where the good Lord knew what he was doing, but it took human beings to pull this off in such a positive way. Those talented people were all at the right place, right here at Winona Health, just when I needed them.

*Mike and Gwen have been married for 61 years. They fell in love with the Mississippi River valley during a teaching assignment in Prairie du Chien, Wisconsin. They moved several times for his teaching position, but they knew they'd want to come back to this area. So when Mike retired about 20 years ago, they found a place in Winona area and are happy to call this home.*



*It was so gratifying to have this expertise right here in Winona.*



## Allison's story

# I couldn't have asked for better... my experience was a 10

When I was experiencing terrible stomach pains, I decided to get to the Winona Health ER. After assessing my symptoms and running tests, they recommended I have my gallbladder removed, and I was scheduled for surgery with Dr. Haines [General Surgeon Wen-Yu Vicky Haines, MD, FACS] the next day.

Dr. Haines was caring, kind, considerate and intelligent. She prepared me for what was going to happen and made me feel comfortable. She didn't shame me or make me feel like my problem was my fault. I was so happy to have her to take care of me.

I was kept overnight for pain management, and my nurse Victoria was phenomenal! She attended to my needs right away, made me feel at ease and comfortable and didn't once make me feel bad for calling—although I hated to bother her because I know how busy nurses are. She was kind and funny, and I absolutely loved having her as my nurse.

My nursing assistants were also attentive and were there to assist me when I needed them. Overall, my experience was a 10. I couldn't have asked for better staff, nurses, doctor and nursing assistants. Everyone did their part to ensure my safety and comfort.

Thank you for taking care of me. I am thankful to be a part of the Winona Health system.

*Allison, her husband and children chose Katie Halder, CNP, at Winona Health's Rushford Clinic as their primary care provider. "She's someone my whole family can see," says Allison. For eye care, she and her children go to Stephanie LaLiberte, OD, in the Winona Health Eye Care Center.*

*Thank you for  
taking care of me.  
I am thankful to  
be a part of the  
Winona Health system.*



# Summary Financial Information

## Balance Sheet

As of September 30, 2017

### Assets

Cash and Investments	\$82,739,000
Amounts Due from Gov't Programs, Insurance Companies and Patients	16,300,000
Property and Equipment	39,783,000
Other Assets	17,341,000
	<u>156,163,000</u>

### Long-Term Debt and Other Liabilities

46,230,000

### Net Assets

\$109,933,000

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 23%, which is better than median levels for similar organizations. Net Assets of more than \$109,000,000 give the organization stability to weather uncertain times.

## Revenue and Costs

12 Months Ended September 30, 2017

	Government Programs	Insurance, Self-Pay and Others	Long-Term Care	Total
<b>Operating Revenue</b>				
Net Patient Revenue	\$ 40,105,000	\$ 64,989,000	\$ 16,207,000	\$ 121,301,000
Other Revenue	<u>0</u>	<u>2,766,000</u>	<u>81,000</u>	<u>2,847,000</u>
	40,105,000	67,755,000	16,288,000	124,148,000
<b>Operating Costs</b>				
Operating Costs	<u>66,404,000</u>	<u>46,642,000</u>	<u>15,644,000</u>	<u>128,690,000</u>
<b>Gain (Loss) From Operations</b>	\$ (26,299,000)	\$ 21,113,000	\$ 644,000	\$ (4,542,000)
<b>Other Changes in Net Assets</b>				<u>6,329,000</u>
<b>Increase in Net Assets</b>				<u><u>\$ 1,787,000</u></u>

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 2017.

# 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 2017.

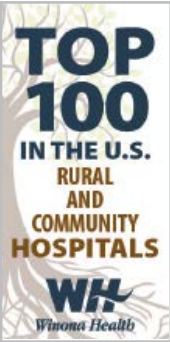
CATEGORY	DESCRIPTION	PEOPLE SERVED	VALUE OF BENEFIT
<b>COMMUNITY BENEFIT</b>			
<b>Community Health Improvement</b>	Educational classes, support groups, community health talks and health screenings	11,730	\$142,572
<b>Community Care Network</b>	Clinical outreach to provide resources and education for people managing chronic illnesses	3,335	\$184,927
<b>Health Professional Education</b>	Clinical training site for nursing and other students	513	\$536,675
<b>Financial Donations</b>	Contributions to local nonprofit organizations for healthcare, youth and other community needs	33,000	\$34,141
<b>In-Kind Donations &amp; Support for Nonprofit Organizations</b>	Staff expertise, meeting rooms, donated items and time spent assisting local nonprofit organizations to further their mission	1,966	\$162,482
<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	16,443	\$30,955
<b>Charity Care</b>	Cost of free or discounted services provided to individuals who qualify	857	\$674,735
<b>Minnesota Care Tax</b>	Tax paid by Winona Health to fund the MinnesotaCare health insurance program		\$1,417,560
<b>Medicaid Surcharge</b>	Assessment paid by Winona Health to help fund the State of Minnesota's Medical Assistance/Medicaid program		\$1,093,748
<b>Medicaid Under-Funding</b>	The difference (shortfall) between the cost of providing care and the payments received for providing care to Medical Assistance/Medicaid patients		\$8,206,399
<b>Community Benefit Operations</b>	Cost of management and recordkeeping for community benefit		\$11,419
<b>TOTAL COMMUNITY BENEFIT</b>		<b>67,844</b>	<b>\$12,495,613</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		\$18,092,491
<b>Taxes and Fees (Real estate Tax)</b>	Tax assessed on property		\$388,271
<b>Bad Debt</b>	Amount for services provided, in which payment is expected but not received		\$4,022,412
<b>Discounts Offered to Uninsured</b>			\$282,750
<b>TOTAL OTHER COMMUNITY CONTRIBUTIONS</b>			<b>\$22,785,924</b>
<b>TOTAL COMMUNITY BENEFIT AND OTHER COMMUNITY CONTRIBUTIONS</b>		<b>67,844</b>	<b>\$35,281,537</b>



# We chose...Just a few of our 2017 *highlights* to share with you.

It's increasingly rare for a rural community to have an independent, not-for-profit, community healthcare system—especially one that provides the broad scope of services available at Winona Health. More than 1,100 of your fellow community members provide care or perform important behind-the-scenes work to help Winona Health meet its mission of improving your health and well-being and the health and well-being of your family, friends and neighbors.

## Winona Health: One of the nation's top 100 rural and community hospitals!



The Top 100 list is based on analysis of objective national data evaluating hospitals on: managing risk, achieving higher quality, securing better outcomes, increasing patient satisfaction and operating at a lower cost than their peers. According to the American Hospital Association, there are 5,564 registered hospitals in the U.S., and 2,200 are included in the rural and community hospital category. Winona Health's score was 94.2, putting it in the top 6 percent!

The report, published by Becker's Hospital Review, is based on the evaluation of performance across a number of metrics collected on all hospitals by the National Rural Health Association's Rural Health Policy Institute, iVantage Health Analytics and the Chartis Center for Rural Health.



## Winona Health earns designation as a Breast Imaging Center of Excellence

Winona Health has been designated a Breast Imaging Center of Excellence by the American College of Radiology. Being awarded the status of a Breast Imaging Center of Excellence signifies that Winona Health has earned accreditation in mammography, stereotactic breast biopsy, breast MRI, breast ultrasound and ultrasound-guided breast biopsy.

According to Claudine Van Meeteren, director of Imaging Services at Winona Health, "The criteria is extensive. Our staff and technology are the best of the best, and we have an outstanding team devoted to providing the highest standard of care."



Back (l-r): Julie Pizarro, RT (R)(M); Kris Barry, RT (R)(M); Kara Nelsestuen, RT (R)(M)(BD); front: Brenda Markegard, RT (R)(M)



Winona Health's Medical Staff Services team (l-r): Cathy Fangman, Stacy Schultz and Joy Boldt with Vice President of Quality & Safety Kathleen Lanik.

## Thorough. Efficient. Winona Health Medical Staff Services team earns NCQA Accreditation

Winona Health's Medical Staff Services team has earned the National Committee for Quality Assurance (NCQA) Accreditation in Credentialing and Recredentialing. Credentialing is the process of evaluating the qualifications and practice history of a medical professional. NCQA requirements include using primary source verification to check board certification, education and training and other factors that may have an impact on patient care. NCQA is a private, nonprofit organization dedicated to improving healthcare quality. Earning NCQA Accreditation involves a rigorous evaluation and review of an organization's credentialing and recredentialing processes for medical staff, including an on-site review of detailed records.



Pictured (l-r): Jan Brosnahan, Chief Financial Officer; Robin Hoeg, Vice President of Inpatient & Senior Services; Rachelle Schultz, President/CEO; Sara Gabrick, Vice President of Surgical & Specialty Care Services; Kathleen Lanik, Vice President of Quality & Safety; and Rebecca Lamberty, Vice President of Emergency & Urgent Care Services.

## Minnesota Hospital Association Distinguished Service Award goes to...Winona Health CEO

Winona Health President and CEO, Rachelle H. Schultz, EdD, earned the Minnesota Hospital Association (MHA) Stephen Rogness Distinguished Service Award. MHA's highest honor is presented to an executive at one of MHA's 142 member hospitals and health systems who has demonstrated significant leadership beyond his/her healthcare system and whose activity has led to the improvement of healthcare delivery at the state and/or national level. Rachelle believes that service excellence, continuous improvement, and leadership development are key components of an organization's success.

## Winona Health Environmental Services team scores 100 percent on safety

Winona Health's Environmental Services staff received a 100-percent score on their Sodexo/EcoSure Third Party Safety Audit. The rigorous audit reviews safety management programs, ensures Safety Data Sheets match every product used and includes an inspection of various rooms and spaces throughout Winona Health. "We are fortunate to have a dedicated staff who understand the value of the work they do to ensure a safe and sanitary environment in an organization that runs 24/7/365," said Greg Towner, facilities director at Winona Health. The Environmental Services team includes housekeepers, floor technicians, and laundry professionals.



## Winona Health earns A in patient safety

Winona Health was awarded an A grade by the Leapfrog organization. Leapfrog Hospital Safety Grades are assigned to more than 2,600 general acute-care hospitals across the nation. The Safety Grade is becoming the gold standard measure of patient safety. The Leapfrog Hospital Safety Grade uses national performance measures from the Centers for Medicare & Medicaid Services (CMS), the Leapfrog Hospital Survey, the Agency for Healthcare Research and Quality (AHRQ), the Centers for Disease Control and Prevention (CDC), and the American Hospital Association's Annual Survey and Health Information Technology Supplement. The Leapfrog Hospital Safety Grade methodology has been peer reviewed and published in the Journal of Patient Safety.

## Winona Area Ambulance Service adds new life-saving device

Winona Area Ambulance Service, serving communities on both sides of the Mississippi, received a mechanical CPR device, called a LUCAS device, through a grant from the Minnesota Department of Health/Rural Health and the Leona M. & Harry B. Helmsley Charitable Trust. The LUCAS Device is an automated chest compression device that allows medical personnel to perform hands-free, consistent and uninterrupted CPR while attending to their patient's other needs. It's almost like having an extra rescuer on the scene. "Our region already has significantly better outcomes than the national average when it comes to helping people survive sudden cardiac arrest," notes Andrew Teska, NRP, CCEMT-P, operations supervisor, Winona Area Ambulance Service, Inc. "Our staff is excited and thankful to have this equipment to support us as we respond to the worst and provide the best."





Winona Health develops new wellness programs

To further help people meet their health goals, Winona Health's Wellness department developed new programs for community members. HealthyFit Weight Management is a 12-week program for those who want to lose a little or a lot—or just want to develop a healthier lifestyle. The program is led by a Winona Health dietitian and features information from exercise specialists and behavioral health coaches to help people with all aspects of weight management. HealthyFit for Life is a six-week program to help people who already know “what to do” to lose weight, but have a hard time “doing it.” It’s about ultimately changing how you think about living a healthier life. For more information visit [winonahealth.org/wellness](http://winonahealth.org/wellness). To register, call 507.457.4329.

New Lake Winona Manor initiative increases comfort for residents

Lake Winona Manor implemented a new program designed to bring comfort to memory care residents and the staff who care for them. The Namaste program provides residents an opportunity to spend time in a spa-like environment, called the Namaste room, where soft music plays and residents receive special care such as hand, foot or head massages or participate in quiet activities that are soothing to them based on their past experiences.

Lake Winona Manor received a Workforce grant from the LeadingAge Minnesota Foundation to help support this program, and additional funding is provided through the Winona Health Foundation. Staff caring for residents in the memory care area appreciate this approach to care because they see the difference it makes to the residents and because their work is more satisfying when they can focus on providing more meaningful care to residents.

The Namaste program was influenced by the work of internationally known geriatric consultant Joyce Simard, MSW, and her Namaste Care™ program. Namaste Care provides compassionate, holistic, resident-centered care to increase comfort and enrich the lives of people with Alzheimer’s disease and other forms of dementia.

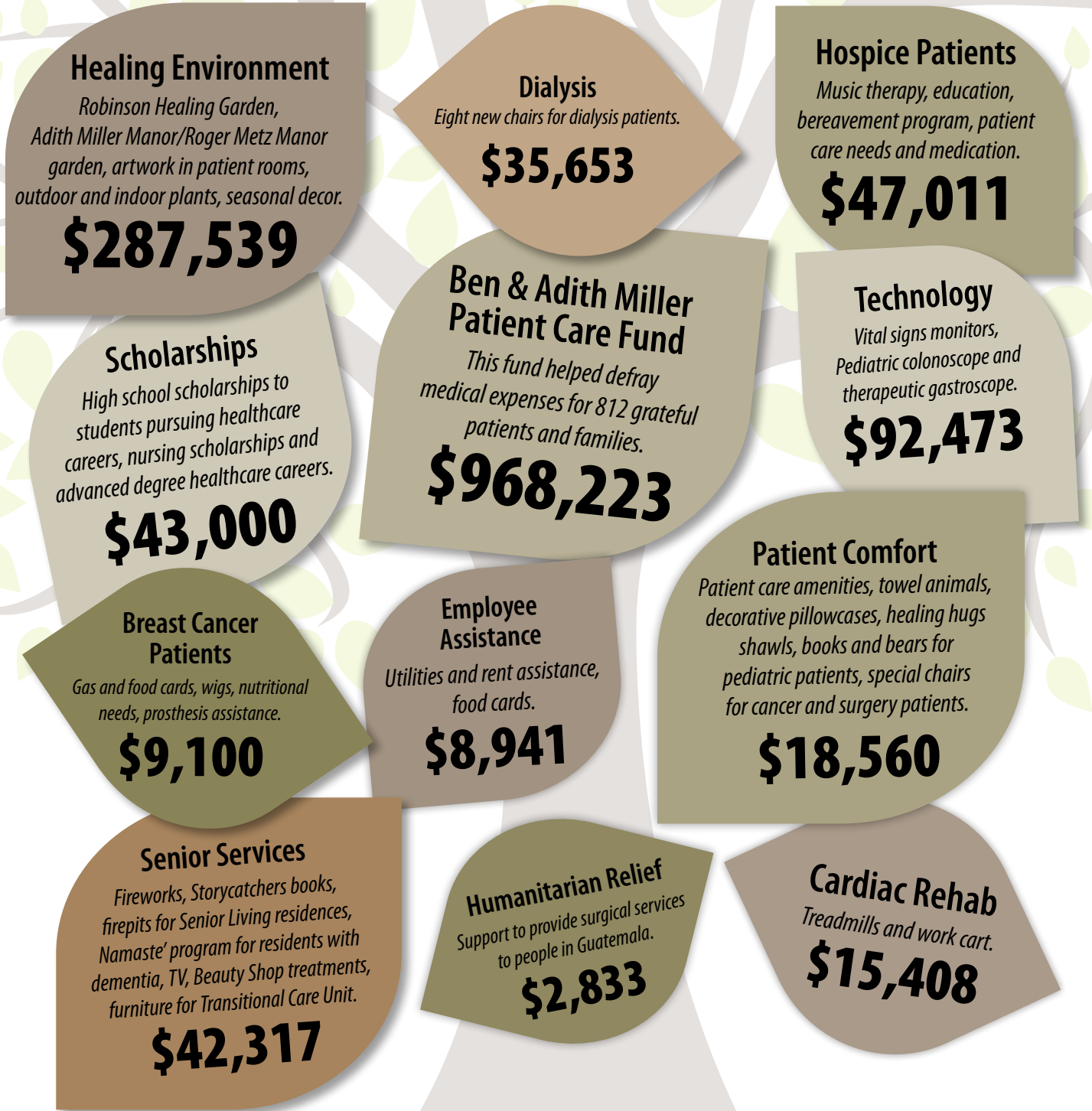


**"Mom seems so much less anxious. The compassionate care in this soothing environment has made a difference, and I think it is improving her quality of life."**  
- Debbie C., daughter of Lake Winona Manor resident

*They chose Winona Health!* The following physicians and healthcare providers joined Winona Health in 2017. They chose to join our team of healthcare professionals and staff dedicated to our mission: To improve the health and well-being of our community.

Jessica Nelson, CNP Pediatrics (March)	Eileen Reardon, MD Obstetrician/ Gynecologist (April)	George Ripeckyj, MD Diagnostic Radiologist (May)	Mary Rajala, MD Hospice (May)	Crystal Lumi, MD, FACS General Surgery (May)	Laura Schiltz, PA-C Pre-Anesthesia Medical Evaluation Clinic (August)	Laura Zeamer, PA-C Hospitalist team (August)
Alex Westenfield, MD Diagnostic Radiologist (August)	Deborah Hatanpa, MD Family Medicine (August)	Matthew Coy, PA-C Occupational Health (September)	Adam Fletcher, MD Family Medicine/Sports Medicine (September)	Kenneth Johnson, MD Orthopedic Surgeon (November)	Amy Tevis, CRNA Anesthesia (November)	

In 2017, your generous donations to the Winona Health Foundation supported the following:



Total = **\$1,571,058**

When you give to the Winona Health Foundation, 100% of your generous donation goes to work, helping our patients, residents and neighbors in need.



*Thank you for choosing* the Winona Health Foundation and Winona Health Volunteers for your generosity of time, talent and treasures in 2017. Here are just some of the ways your gifts are helping others.



## Robinson Healing Garden opens

July 28, 2017, marked the official opening of the Robinson Healing Garden on the Winona Health campus. More than 100 guests enjoyed music and food while touring the garden, which features a colorful variety of flowers and trees as well as a soothing fountain. Funded entirely by donations, the garden offers a peaceful place for patients, residents, families and staff to enjoy the sights, sounds and scents of nature.

If you are interested in having a paver inscribed and installed on a pathway through the garden, please contact the Winona Health Foundation at 507.474.3328 or go to [winonahealthfoundation.org/garden](http://winonahealthfoundation.org/garden) for more information.



**Robinson**  
Healing Garden



## Steve Groth receives the Community Service Tribute

The Ben & Adith Miller Community Service Tribute is awarded to a person or group whose generosity has led to the betterment of the Winona area. Steve Groth of Ridgeway, Minnesota, received this honor. Steve has contributed to organizations and events throughout the community, including the Ridgeway Volunteer Fire Department for 32 years and the First Responders for 15 years. He has been active in the Ridgeway Community School, the Community Association Board, the Ridgeway Athletic Committee, little league baseball and many fundraising and health and wellness events.

Hugh and Vera Miller and RTP Company gave \$25,000 to the Ben & Adith Miller Patient Care Fund in Steve's honor. This marked the 29th year that the Miller family has sponsored this tribute to benefit the Patient Care Fund.



## Knitted what?

Knitted Knockers are a soft, handmade alternative to a traditional breast prosthesis. Gloria Siewert, left, and a dedicated group of Winona Health Volunteers are providing this option for area women dealing with breast cancer. Gloria first heard about the international project from a friend, and contacted Sandy Gruszynski, Winona Health's Cancer Care Coordinator, to see if there would be interest in knitted knockers in the Winona area. Sandy gave her an enthusiastic

yes, and Gloria gathered a group of volunteers to start making them.

Breast cancer patients have been excited to get the Knitted Knockers. Carol, one of the recipients, says, "Instead of buying expensive, heavy prostheses, I can use these and have my clothes fit right and look good. It's my new normal."



Above (l-r): Pj Thompson, Rita Haugh and Dolly Watembach. Dolly passed away in August 2017 at the age of 96.

Left (l-r): Bonnie Dennis, another Storycatchers recipient, reviews her book with Susan Althoff and Pj Thompson.

## Storycatchers leave a lasting memory

Residents of Lake Winona Manor have a new way to tell their life stories, with the help of Winona Health Volunteers. Through the Storycatchers program, volunteers interview residents about their lives, their memories and their accomplishments. Volunteer Pj Thompson then takes the information, adds pictures, and develops a hardcover book for the resident. The books are meant to be shared—with families, with staff, and with other residents—and give all who view them a more vivid, personalized understanding of the residents and their life stories.

*You can make  
a difference!*

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

If you would like to make a gift, please direct it to the Winona Health Foundation  
PO Box 5600, 855 Mankato Ave.,  
Winona, MN 55987  
or online: [winonahealthfoundation.org](http://winonahealthfoundation.org)

## Scholarship programs benefit 35 students

Thirty-five area students received scholarships this year due to the generosity of the Winona Health Volunteers and private donors. The Carol Hill Scholarship was awarded to 20 area students pursuing careers in healthcare, while 13 area high school seniors each received \$1,000 toward their first year of school in a healthcare-related field. Jessica Pastick received the Phyllis McClenathan Scholarship, which is awarded to a student in his or her last year of nursing school. Sheila Mueller is the first recipient of the Winona Health Employee Advancement Scholarship, which is open to employees of Winona Health who are interested in obtaining an advanced healthcare degree.





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

Find us online:  
[winonahealth.org](http://winonahealth.org)

