Crawford County Memorial Hospital
Board of Trustees
August 25, 2025
A meeting of the Board of Trustees of Crawford County Memorial Hospital was held on Monday, August 25, 2025, in Hospital Board Room D at Crawford County Memorial Hospital, Denison, Iowa.

Present on site during the meeting were Jay Mendlik, Jon Schuttinga, Vernon Sid Leise, David Reisz, Theresa Sheer (CNO left at 6:22), Heather Rasmussen (Chief Quality Officer left at 6:22), Rachel Melby (CFO left at 6:22), Erin Muck (CEO), Dr. David Wright (Chief of Staff left at 6:21), and Heather Wight (Recorder). Also in attendance were Sara Gaul (Diabetes Care Coordinator left at 6:03), TJ Hodne (Director of Laboratory left at 5:50) and Katie Tremel (Director of Radiology left at 5:50). Not in attendance was Dr. Michael Luft (Chief Medical Officer).

Present via Webex was Amy Schultz.

CALL TO ORDER: The Board of Trustees meeting was called to order at 5:33 p.m. by Mendlik.

APPROVAL OF MINUTES
A motion was made by Reisz, second by Schuttinga, to approve July 28, 2025, minutes as presented. Motion carried unanimously.

QUALITY CARE AND SERVICES
Quality Committee Report
- Rasmussen gave a brief update of the Quality Committee activities including the June 2025 HCAHPS scores and Neemann shared that Press Ganey no longer uses the Overall category and has replaced it with Willingness to Recommend. We also had our year 3 visit from DNV and have submitted our corrective action plan.
- Recommend Board action regarding Medical Staff Accountable Care Committee recommendations for approval of Medical Staff privileges and appointment/re-appointment applications.

Medical Staff Report
Wright shared that the lab and radiology departments reported to the medical staff along with Senior Life Solutions and Angie Andersen shared IT updates.

PATIENT EXPERIENCE
5-Star Journey Update
This year’s customer training takes place in 2 parts. We just completed the first session, AIDET and Empathy, and the second session on Excellence in Service, will be held during the last 2 weeks of October. These sessions will be for one hour each and are mandatory for all staff. A group of the 5 Star trainers will record a video that will be uploaded to Relias, our all-staff education platform, for weekend/PRN staff and a provider specific workshop will be held on September 30 during the provider’s monthly meeting.

PEOPLE
Credentialing
A motion was made by Leise, second by Schuttinga, to approve the Medical Staff new appointments of Davie, Ellestad, Novinski, Rinek and Sharma and the reappointments of Berens-Brownmiller, Brown,

Dekarske, Johannsen, Markus, Ramos, Rupiper, Steidler, Bowen, Baum, Cox, and Menolascino and the distant site credentialing by proxy of Shariati. Motion carried unanimously.

Mission Committee Report
HCHAPS survey returns were down, and the Patient Experience Committee will review department drivers tomorrow. Recruitment efforts are progressing, with new providers starting in September and October, along with launches for Senior Life Solutions, behavioral health telemedicine, and a new Community Liaison. A compensation policy and committee are in development to ensure fairness and compliance. Upcoming community events include the wellness event on September 16–17 and the Tri City BBQ Fest on September 19–20.

GROWTH
Department Reports
Radiology
The department recently experienced staffing changes, with a shift in overnight personnel and the addition of a new team member who has been a positive presence. A new CT scanner installed last December is now being used for CT Calcium Scoring, enhancing the services offered. The team has begun planning the replacement of an aging MRI machine, a significant project that may expand testing capabilities, including MRI for patients with MRI-safe pacemakers. Efforts are ongoing to improve patient experience scores, particularly in how staff explain procedures and treatments. The department continues to host students from multiple colleges, providing valuable learning opportunities and benefiting from their support.

Lab
Hodne shared that in November 2024 two full-time Medical Technologists joined the team and have been strong additions. A weekend lab position was created, with one tech in place and another in training. The lab continues to support students in healthcare fields, including lab tech, phlebotomy, and nursing. Clinic lab draws began on July 1, 2025, with the lab handling most draws and coordination underway to ensure clinic coverage when lab staff are unavailable. The lab is also working on improving patient experience scores, focusing on registration wait times and CareSay reviews, with ongoing collaboration with the patient experience team.

CEO Report
Sara Gaul (Diabetes Care Coordinator) shared that last summer, the decision was made to expand and formalize our diabetes services, beginning with earning a Certified Diabetes Care and Education Specialist credential and securing accreditation through ADCES, which we achieved in June 2025 for a four-year term. We also gained state certification in July, allowing us to begin billing Medicaid in August. Along the way, we secured over $16,000 in grants to offset certification and program costs. Our quality goals focus on timely referrals—aiming for at least 50% of patients with an A1C over 9% to be referred within 30 days—and measurable improvement in A1C levels for patients receiving services. We also track patient satisfaction, with a target of 75%, giving top-rated feedback on increased diabetes knowledge. To expand education beyond the clinic, we host community events such as veteran lunch-and-learns and health talks. With strong provider support and community need, this program has grown into a vital service for our high-risk county.

FINANCIAL STABILITY

Finance Committee Report

1. Total Payroll & Accounts Payable of $3,660,045.33 for payment.

A motion was made by Reisz, second by Schultz, to approve the financial report, total payroll, and accounts payables in the amount of $3,660,045.33. Motion carried unanimously.

Capital Purchase – Senior Life Solutions

The Senior Life Solutions therapy program for traditional Medicare patients is scheduled to begin in October with only some minor renovations and start-up purchases needed for the Outpatient Services building in the amount of $17,822.84.

A motion was made by Leise, second by Reisz, to approve the start-up costs related to the Senior Life Solutions program in the amount of $17,822.84. Motion carried unanimously.

EXECUTIVE SESSION PURSUANT TO IOWA CODE

Section 21.5 (1)(i) To evaluate the professional competency of an individual whose appointment, hiring, performance, or discharge is being considered when necessary to prevent needless and irreparable injury to that individual's reputation and that individual requests a closed session.

The Board went into Closed Session at 6:22 p.m. with a motion made by Schuttinga, second by Reisz. Motion carried unanimously. Members present during the closed session were Jay Mendlik, Jon Schuttinga, Amy Schultz (via Webex), David Reisz, Vernon Sid Leise, Erin Muck (CEO left at 7:30 and returned at 8:07) and Heather Wight (recorder left at 6:22 and returned at 8:07).

A motion was made at 8:08 p.m. by Schuttinga, second by Leise, to return the Board to Open Session. Motion carried unanimously.

A motion was made by Schuttinga, second by Leise, to approve CEO salary for FY2026, bonus of up to 10% of base salary from FY2025 based on approved goals and a market increase of 3.3%. Motion carried unanimously.

COMMUNITY

Board Chair Comments

No comments.

ADJOURNMENT

A motion was made by Leise, second by Schuttinga, that the meeting be adjourned at 8:16 p.m. Motion carried unanimously.