

Crawford County Memorial Hospital

Board of Trustees

November 24, 2025

A meeting of the Board of Trustees of Crawford County Memorial Hospital was held on Monday, November 24, 2025, in Hospital Board Room D at Crawford County Memorial Hospital, Denison, Iowa.

Present on site during the meeting were Jay Mendlik, Jon Schuttinga, Amy Schultz, Vernon Sid Leise, Theresa Sheer, Erin Muck (CEO), Heather Rasmussen (Chief Quality Officer), Rachel Melby (CFO), Dr. David Wright (Chief of Staff left at 5:37) and Heather Wight (Recorder). Also in attendance were Macy Waldemar Webb (Director of Human Resources left at 6:17) and Kim Petersen (Med Surg Director left at 6:17). Not in attendance was Dr. Michael Luft (Chief Medical Officer).

Present via Webex was David Reisz.

CALL TO ORDER: The Board of Trustees meeting was called to order at 5:31 p.m. by Mendlik.

APPROVAL OF MINUTES

A motion was made by Schuttinga, second by Schultz, to approve October 27, 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 September 2025 HCAHPS scores and noted that the med unit scores have decreased. Kim Petersen and Dana Neemann have created an action plan to address the dip in scores. Erin has been rounding with patients in the morning and it is going well.
- 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 there has been an offer extended to an EMS Director candidate. Theresa shared the Patient Experience Recognition Dinner date and location have been set with more information to come and the FORVIS consultants conducted their onsite visit.

PATIENT EXPERIENCE

5-Star Journey Update

Sheer reported that staff have completed the second round of workshops, including a second provider-specific session. The Patient Experience Committee met and reviewed more than 100 nominations submitted by staff. These nominations have undergone two levels of review, with the final selections to be made by Board volunteers.

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Department Improvement Projects Reports

Huddle Boards

Sheer shared the completion of the Huddle Board Organizational Improvement Project. Huddle boards provide a clear, visual summary of important updates, operational priorities, and clinical actions discussed during huddles. They promote focused communication, reduce omissions, and make it easier to document key decisions, responsibilities, and follow-up actions, supporting continuity of care, regulatory compliance, and team accountability.

Accountability Scorecards

Muck gave a summary of the department accountability scorecards. Implementation of this process helps our focus on quality matrices and to realign with our goals both interdepartmentally and facility wide.

Employee Safety

Waldemar Webb shared the completion of the Employee Safety Organizational Improvement Project. The immediate action items identified by the group include de-escalation training, increased drills for both man made and natural disasters, implement after-action reporting and conflict resolution training for all managers. Administration is aware of the items and have already started addressing them.

Onboarding & Retention

Waldemar Webb shared the current progress of the Onboarding and Retention Organizational Improvement Project including the implementation of 2 days of orientation for clinical staff. During the first day of orientation, all the new hires are together learning the basics while clinical staff will return for a second day of orientation to focus on the clinical specifics.

PEOPLE

Credentialing

A motion was made by Schultz, second by Reisz, to approve the Medical Staff new appointments of Petros and the distant site appointment of Boudreaux and the reappointments of McCormack, Quraishi, Rowe, Kani and Greenberg. Motion carried unanimously.

Mission Committee Report

Muck shared the CEO workplan and an onsite visit with a family medicine provider candidate is scheduled for Wednesday. An anticipated increase in insurance renewal costs will not be passed on to staff.

GROWTH

Department Reports

Interpreters / Human Resources

Waldemar Webb shared that starting on December 1st, interpreters will no longer be on call. CCMH utilizes 2 virtual interpretation services, Propio which is virtual and uses an iPad, and Language Line, which is via telephone.

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Medical Unit

Petersen outlined her department's current priorities, including Project Precept and ongoing discussions regarding the next Organizational Improvement Project. Additional areas of focus include audits of pain medication administration and documentation, as well as hand hygiene compliance and education utilizing the Patient Binder.

CEO Report

Muck shared the Sleep Study accreditation was successfully renewed following a highly positive survey. Progress continues toward opening the new clinic space for patient use by the end of February, and we appreciate the participation of multiple local businesses in World Diabetes Day through their support and submission of photos while wearing blue.

FINANCIAL STABILITY

Finance Committee Report

1. Total Payroll & Accounts Payable of \$4,515,787.54 for payment.

A motion was made by Leise, second by Schuttinga, to approve the financial report, total payroll, and accounts payables in the amount of \$4,515,787.54. Motion carried unanimously.

COMMUNITY

December Board Meeting – Discussion / Action

A recommendation was made to cancel the December board meeting, as there are traditionally no committee meetings in December and no items that need board approval.

A motion was made by Leise, second by Schultz, to not have a December Board of Trustees

Board Chair Comments

Mendlik would like to thank the CCMH employees and Board for their continued hard work. Travel safe over the holidays and enjoy your time with family. Happy Thanksgiving.

ADJOURNMENT

A motion was made by Reisz, second by Schuttinga, that the meeting be adjourned at 6:39 p.m. Motion carried unanimously.