



BOARD OF TRUSTEES MEETING AGENDA

4:30 p.m., Monday, March 25, 2024
Hospital Meeting Rooms C-D
100 Medical Parkway, Denison, IA

- I. CALL TO ORDER**
- II. APPROVAL OF MINUTES**
 - A. Previous Month's Minutes
- III. COMMUNITY**
 - A. Board Chair Comments
 - B. Public Comments
- IV. QUALITY CARE AND SERVICES**
 - A. Quality Committee Report
 - B. Medical Staff Report
- V. PATIENT EXPERIENCE**
 - A. 5 Star Journey Update
- VI. PEOPLE**
 - A. Credentialing
 - i. Appointments & Reappointments – Discussion / Action
 - B. Mission Committee Report
- VII. GROWTH**
 - A. Department Reports
 - i. Cardiopulmonary
 - B. Building Project
 - C. CEO Report
- VIII. FINANCIAL STABILITY**
 - A. Finance Committee Report
 - i. Approval of Payroll & AP
 - ii. Capital Purchase Ice Machine – Discussion / Action
 - B. EMR Project Update
- IX. EXECUTIVE SESSION PURSUANT TO IOWA CODE**

Section 21.5 (1)(I) To discuss marketing and pricing strategies and proprietary information where public disclosure of such information would harm the hospital's competitive position. Open Session – Possible Action
- X. ADJOURNMENT**

Crawford County Memorial Hospital

Board of Trustees

February 26, 2024

A meeting of the Board of Trustees of Crawford County Memorial Hospital was held on Monday, February 26, 2024, in Hospital Board Room D at Crawford County Memorial Hospital, Denison, Iowa, and via WebEx.

Present on site during the meeting were David Reisz, Vernon Sid Leise, Jay Mendlik, Amy Schultz, Jon Schuttinga, Heather Rasmussen (Chief Quality & Ancillary Services Officer), Theresa Sheer (CNO), Rachel Melby (CFO), Erin Muck (CEO), Dr. Michael Luft (Chief Medical Officer arrived at 5:56 and left at 6:15), and Heather Wight (Recorder). In addition, Tahlia Nelson (Revenue Cycle Director), Bob Fink (Director of Plant Operations), and Kelby Eck (Director of Emergency Services). Not present was Dr. David Wright (Chief of Staff).

Present via WebEx were Mark Hasik (Graham Construction left at 7:08), Brandon Griffin (Graham Construction left at 7:08), Heidi Willis (INVISION joined at 5:37 and left at 7:11), Matt Cramer (INVISION joined at 5:40 and left at 7:08), Angie Nees (INVISION joined at 5:49 and left at 7:08), and Becky Hansel (INVISION joined at 6:10 and left at 7:08).

CALL TO ORDER: The Board of Trustees meeting was called to order at 5:32 p.m. by Mendlik.

APPROVAL OF MINUTES

A motion was made by Reisz, second by Schuttinga, to approve the January 29, 2024, minutes as presented. Motion carried unanimously.

A motion was made by Schultz, second by Leise, to approve the February 20, 2024, minutes as presented. Motion carried unanimously.

BUDGET HEARING FY2025

Fiscal Year Ending 2025 County Property Tax Budget

The floor was open for public input. Objections were heard via email from Rich Knowles.

A motion was made by Schuttinga, second by Reisz, to approve the tax asking rate of \$1.56739 per \$1,000 of assessed value. Motion carried unanimously.

COMMUNITY

Board Chair Comments

Mendlik shared that it is getting closer to final decision whether to move forward or not with the expansion project. INVISION and Graham will be sharing important details regarding timelines and we want to make sure that everyone is as educated as possible for when the decision is made.

LUCAS Device

Eck gave a demonstration to the board of the mechanical chest compression device known as the LUCAS device. The Hospital Foundation of Crawford County donated \$15,000, raised from the annual golf outing, toward the purchase of two devices. One LUCAS device is in the first out ambulance that is used for emergency calls and the other is in the emergency department. These machines are an incredible asset as they give consistent chest compressions and take the physical strain of CPR from the first responders, allowing them to perform other potentially life-saving tasks such as administering medicine.

Eck also shared the recent celebration for Samantha Pauley, RN, Emergency Department, as she was nominated and selected as one of Iowa's Top 100 Nurses.

Board of Trustees

February 26, 2024

QUALITY CARE AND SERVICES

Quality Committee Report

- Rasmussen gave a brief update of the Quality Committee activities including December 23 HCHAPS scores, communication with doctors is trending up from quarter 1 to quarter 2. Rehab Services patient satisfaction scores have been trending up over the last few months and are currently at 98% and a celebration is being planned for them. PFAC was unable to meet in February but their next meeting is March 6th @ 6:30. CCMH receives an annual letter from Iowa Lions Eye Bank saying how many patients have been helped in that time frame. Four people donated last year and those donations helped 8 others with their eyesight.
- Recommend Board action regarding Medical Staff Accountable Care Committee recommendations for approval of Medical Staff privileges and appointment/re-appointment applications.

Medical Staff Report

Rasmussen gave a summary of the recent Medical Staff meeting which included updates from the swing bed process and the progress of Cerner training.

PATIENT EXPERIENCE

5-Star Journey Update

Sheer shared the recent Service Excellence Council Refocus and Review and Executive Leadership meeting with our Custom Learning Systems Implementation Specialist Andrew and Train the Trainer meeting.

PEOPLE

Credentialing

A motion was made by Leise, second by Reisz, to approve Medical Staff appointment of Spencer and reappointments of Graeve, Blackwill, Brownmiller, Eckert, Eicher, Elson, Gupta, Kilnoski, List, and Liu as presented. Motion carried unanimously.

Mission Committee Report

Muck shared recent union negotiations were held and agreed to one year contract. As part of recruiting efforts, an 8-week summer intern program is being created to help with the hard to recruit positions. A grant has been applied for to help with funding for this program. Recruitment efforts for orthopedics and a general surgeon are ongoing, with biweekly meetings with the recruiter. An orthopedist will be onsite to interview on March 6th.

GROWTH

Department Reports

Environmental Services

Fink shared that EVS became fully staffed this month and that each staff member has been trained and certified as a Certified Healthcare Environmental Services Technician through AHE/AHA, with the exception of the new hires who will begin the certification process after orientation. Currently the department is working with Dana Neemann on consistent daily rounding on the med unit, scripting, and key words and phrases at key times to improve patient satisfaction scores. The most significant improvement and goal accomplishment for FY24 has been the creation and implementation of a cleaning/disinfection verification program that is used throughout the hospital to test for infection and cleanliness.

Maintenance

Fink shared that maintenance is also fully staffed with 5 staff including himself. They are responsible for the routine maintenance and inspection of the physical plant, including mechanical, electrical, and plumbing, as well as groundskeeping. We also assist Bio-Med with equipment and help maintain the Good Samaritan Thrift Store. One of the largest current projects is replacing all the lighting in the facility with LED lighting, which is about 2/3 through

Board of Trustees

February 26, 2024

phase 2. They are also continuing prep work in the previous Luft building for future needs. A recently completed project was adding Glycol to the HVAC system to improve function during cold weather. The next capital project is replacing the flooring in the hallways and several department work areas and is anticipated to be completed in April.

Revenue Cycle & Registration

Nelson shared highlights from the six departments that report to her which are the billing office, coders, prior authorization, financial counselors, patient access and greeters. These departments are instrumental behind the scenes and often don't get the recognition they deserve. The billing department sends out an average of 9,112 claims per month and are constantly adapting to the ever-changing insurance companies' rules. The coding department has met their major goal of being at 7 coding days or less for the last year. The newly created Prior Authorization team handles all the prior authorization requests for all the outpatient departments and services and since their creation in August, have seen a large decrease in denial of claims. All three financial counselors are certified by the State of Iowa as Medicaid application counselors which allows them to process presumptive Medicaid coverage for eligible applicants in addition to regular Medicaid applications and two of the three are Certified Application Counselors for the Healthcare Marketplace. The patient access staff are responsible for registering every patient that comes into the building for their service along with insurance verification and time of service collections. Patient Access Representatives are also responsible for scheduling, document prep and answering all inbound calls. Recent success' include having AR days remaining in the low 50s for over 18 months and have been at or below goal of 50 days for 3 of the last 6 months, meeting the upfront collection's goal of 1.3% of net patient revenue in January by collecting \$45,294.86 and ending the month at 1.52%, and implementing an upfront copay process for self-pay patients with scheduled clinic appointments which has led to an average of \$7,500 more collected each month. Current goals include successful Cerner/Oracle implementation, meeting or exceeding all financial goals and implementing an upfront collections process for surgeries.

Melby shared an update about the recent nationwide cyberattack involving Change Healthcare clearing house and how it will and could affect CCMH. Currently, we are unable to send out claims but since this is a nationwide situation, many other hospitals and pharmacies are also affected. It is still early in the response so not a lot of information is available but the board will be updated as the situation evolves.

Building Project

Review Prequalified Bidders

INVISION and Graham Construction shared an updated timeline for the proposed renovation project, a virtual walkthrough of the completed space and reviewed the list of prequalified bidders for the different aspects of the project.

CEO Report

Muck shared that she will be attending the Iowa Hospital Association Governance Forum on Tuesday, March 5th in Des Moines and encourages members of the board to attend if they are able. She would also like to recognize the employees and their families that are part of the Cerner implementation. These employees are putting in an incredible amount of additional work during this process and we would like to send a card to each of their families to thank them for their continued patience and support during this transition.

FINANCIAL STABILITY

Finance Committee Report

1. Total Payroll & Accounts Payable of \$3,083,322.41 for payment.

A motion was made by Schultz, second by Schuttinga, to approve the financial report, total payroll, and accounts payables in the amount of \$3,083,322.41. Motion carried unanimously.

Crawford County Memorial Hospital

Board of Trustees

February 26, 2024

Anesthesia Vaporizers - Capital Purchase

Vaporizers for the anesthesia machines are no longer functioning and need to be replaced. To not delay patient care, 2 vaporizers have been ordered under the CEO's signing authority. As standard procedure, the board will also need to sign off on the capital purchase as the amount was just over the capital threshold of \$5,000.

A motion was made by Reisz, second by Leise, to approve the purchase of anesthesia vaporizers not to exceed the amount of \$5,680. Motion carried unanimously.

ADJOURNMENT

A motion was made by Reisz, second by Leise, that the meeting be adjourned at 7:31 p.m. Motion carried unanimously.

Crawford County Memorial Hospital
QUALITY COMMITTEE OF THE BOARD OF TRUSTEES
March 19, 2024 Meeting Minutes

A meeting of the Quality Committee of the Board of Trustees was held on Tuesday, March 19, 2024. Present: Sid Leise, Jay Mendlik, Theresa Sheer, CNO, Dana Neemann, Director of Education and Patient Experience (exit 4:43pm), Heather Rasmussen, Chief Quality & Ancillary Services Officer.

Absent: Michael Luft, DO, Erin Muck, CEO

Sid Leise called the meeting to order at 4:33pm

Committee Recommendations/Actions: Recommend Board action regarding Medical Staff Executive Committee recommendations for approval of Medical Staff privileges and appointment/re-appointment applications.

I. Patient Experience

Neemann reviewed the January 2024 updated scorecard for HCAHPS. She noted Discharge Information for this month ranked 99%. Patient resource binders were implemented on March 14th. Also of note, Rehab Services for this month is ranked 99%. They were ranked 98% in December 2023.

II. Statistics

Rasmussen reviewed the February 2024 statistics with the Committee. Total patient volumes in February were up almost 3%. Surgical procedures were down 34% for the month and down almost 11% FYTD. Medical clinic visits were up 1% for the month.

III. Medical Staff Credentialing

The Committee members reviewed the recommendation from the Medical Staff Executive Committee for clinical privilege approval of the submitted applications for appointments/re-appointments. The Committee recommends approval action for the Board of Trustees.

IV. Committee Reports/Minutes

- i. **Medical Staff Meeting:** The Committee reviewed the minutes from the Medical Staff meeting held on March 12, 2024.
- ii. **PFAC:** Neemann gave an update on the activities of the PFAC. There were 14 PFAC members at the meeting. The ISU Extension presented the LEAP Program. Next month the PFAC requested information from Revenue Cycle related to co-pays and good faith estimates.
- iii. **5 Star Journey:** Sheer shared that we had to move the SEA graduation due to a conflict with CLS. The graduation date will be confirmed and invites will be sent out. All staff trainings will be done in April with Cerner training to take place in May.

V. Peer Review

The Committee reviewed 3 external peer reviews.

VI. Other Business/Updates

- i. **Building Project:** Rasmussen and Sheer gave a brief update on the Building Project. The Fire Marshall is scheduled for an inspection of the previous Luft building on March 21st.
- ii. **Recruitment:** Rasmussen and Sheer gave an update on recruitment. The Orthopedic interview went well. A general surgeon candidate will be onsite on March 25th.
- iii. **Oracle Cerner Update:** Sheer shared that first round of integration testing for the clinical areas begins the week of March 25th. The first round of integration testing for the financial areas begins the week of April 1st.

VIII. Adjournment Heather Rasmussen, Recorder. 5:25pm

Medical Staff Meeting Minutes

March 12, 2024

A meeting of the Medical Staff of Crawford County Memorial Hospital was held on Tuesday, March 12, 2024 in the hospital's Meeting Rooms C-D.

Present were David Wright DO, Elizabeth Ranniger MD, Erin Schechinger DNP, Michael Luft DO, Sara Luft ARNP, Eric Simons MD, Julie Graeve ARNP, Jill Kierscht ARNP, Patrick Luft MD, Kylee LeFebvre ARNP, Randy Kilnoski CRNA, Wendell Spencer CRNA, Erin Muck CEO, Heather Rasmussen, Chief Quality & Ancillary Services Officer, Theresa Sheer CNO Recorder: Marcy Fink

Ad Hoc: Travis Mettenbrink, CCMH Clinic Director, Michelle Loew

Absent were John Ingram MD, Lori Johannsen, PA-C, Angie Andersen, IT Director

The meeting was called to order by David Wright DO at 8:05 a.m.

APPROVAL OF PREVIOUS MONTH'S MINUTES

The voting members of the medical staff approved the minutes of the February 13, 2024 meeting.

CNO UPDATE

Theresa Sheer

1. Insurance denials for patients on the Med Unit were discussed. Would like physicians to call the House Supervisor before admitting from ER to discuss Level of Care.
2. Two travelers will be joining the nursing staff.
3. New employees – Bobbie Weber, RN and Autumn Gallagher, LPN
4. June 24th is Go Live for Cerner. Cassidie Ahart and Dana Neemann are super users.

CLINICAL UPDATE

A. Topical Skin Adhesive

Erin Muck

1. Providers were asked if they wanted to go back to using DermaBond or continue with Exofin. They were indifferent and said they would defer to Chuck Tasler, Purchasing Director.

BUSINESS

A. Touching Lives

Michelle Loew

1. Michelle Loew, a licensed mental health therapist, gave a brief overview of the services she would like to offer in Denison. We are in the preliminary stages of determining how it would work to have them working out of the hospital and offering outpatient therapy services.

ADJOURNMENT The meeting was adjourned to the Executive Committee at 8:23.

David Wright, DO President, Medical Staff

MARCH 2024 CREDENTIALING

NEW APPOINTMENTS

Chase Brown, DO

Ahmed Saad, MD

REAPPOINTMENTS

Gregory McCarthy, DPM

Crawford County Memorial Hospital
Mission Committee
March 14, 2024, 4:30 PM

A meeting of the Mission Committee of the Board of Trustees was held on Thursday, February 15, 2024. Present on site were Erin Muck (CEO), Heather Rasmussen (Chief Quality & Ancillary Services Officer), Jay Mendlik, David Reisz and Heather Wight (recorder).

The meeting was called to order at 4:33 p.m.

QUALITY

Internal Quality Committee Report

- The Committee reviewed the minutes from the last meeting. Rasmussen gave a brief update on the committee structure.

PATIENT EXPERIENCE

5-Star Journey Update

- We will officially kick off Year V with SEA two-day training next week and celebrate on Friday with their graduation. All staff trainings will be done in April due to Cerner training in May. Five Star Physician training was done this month at Medical Staff and individual meetings with providers to go over their Press Ganey scores will resume soon. The SEC met today and discussed current projects including creating a nurse survey to rate the providers, update the senior rounding questions and tracking follow up of those roundings. Leadership empowerment survey will be sent out Friday and we will have the results for the April committee meeting.

PEOPLE

Recruitment

- Ortho interview last week went well and we are in contact. A general surgeon candidate will be onsite Monday, and we have a call with an orthopedist candidate next week.

Governance Forum Recap

- Sid, David, and Erin attended the 2024 Governance Forum last week where board relationships and AI in healthcare were of focus.

GROWTH

February Statistics

- Muck shared February statistics with the committee that included surgical procedures were down 10% YTD and medical clinic visits were up 1% from last year.

Building Project Update

- Muck reviewed the current work being done for the proposed building project. INVISION and Graham will be onsite for the board meeting. The next step will be approval of the construction documents at the April board meeting. The fire marshal will do the inspection of the previous Luft building on the 21st.

Strategic Planning

- The hospital Foundation committee participated in CCMH's strategic planning yesterday during their quarterly meeting. Their input along with the compiled data from the board and provider's data, will be presented during the closed session at the board meeting.

FINANCE

EMR Update

- There is a lot going on and everyone is working hard and getting it done. Everyone does have training modules to work on between Cerner visits. Clinical testing starts in two weeks and testing the financials is the week following.

Change Healthcare

- Revenue cycle has been able to find some short-term remedies but still uncertain how long this will continue.

Directed Payment Program

- The Directed Payment Program is up and running and we have received our first quarter notice of assessment.

COMMUNITY

Community Wellness Center Update

- Meeting was this week and is going well. The committee is still looking at grant opportunities and fundraising opportunities including pancake breakfast this coming Saturday.

The meeting adjourned at 5:47 p.m. Heather Wight, Recorder



BOARD SUMMARY:

CEO Summary

By: Erin Muck, CEO

Date: March 2024

SUMMARY:

Quality

On March 14, we celebrated the Emergency Department for their new record in maintaining six months of great than 90% accuracy on EKG data entry. Patrick Stevens, BS RRT RCP, gave a brief presentation, and being Pi Day, several different types of pie were served. This record shows the dedication of our ED staff to quality patient care.

The Medical Unit has purchased 15 new Posey Sitter On Cue chair/bed alarm systems that were installed last week. The alarms are affixed to the wall in rooms 101-109, 111-114, 116 and 119. The alarm system is a restraint-free solution engineered to alert caregivers of potential fall risk, giving them more time to react and intervene when every second counts. The alarm is affixed to the wall whereas our older ones hung from the back of the patient's recliner, and at times were not manually activated. The new alarms do not have to be turned on manually. They are in READY mode and activated when pressure is applied. The alarm has a highly visible status light, dual ports for both the bed and chair, seven alert tones, along with voice recorded messages that can be recorded by family members of the patient. The system is compatible with all Posey Sensors and can connect to our nurse call system and the nurse Spectra link phones.

Patient Experience

The week of March 25 is our Service Excellence Advisor training. Their graduation, where they will give us a sneak peek at this year's customer service education, will be March 29. A meeting invite has been sent out. Our customer service training for all staff will be held in April to accommodate the EMR training schedule.

Providers received their 5-Star Physician training at Medical Staff this month. Work continues in all nursing departments on the 5-Star Nurse program.

The Service Excellence Committee is helping to create a nurse survey to rate the providers, similar to our Leadership Empowerment Survey. We plan to do these annually. This committee is also revamping the senior leader rounding questions.

The Leadership Empowerment Survey has been sent out. We should have results for the April meeting.

People

Thank you for attending our orthopedic recruitment dinner. The candidate was very impressed with our board, providers, facility and community. They felt very welcome. I hope to have some news to share soon.

We have a general surgery site visit on March 25. That is the night of our board meeting, so we will be working on some outside of the box ideas for their recruitment day. A meeting invite has been sent out for a lunch for the Board and Administration, since we cannot attend the dinner. Please do your best to make an appearance. Dr. Luft has been working hard on another possible general surgeon candidate and we hope to have another onsite visit scheduled soon.

Sid and Dave attended the IHA Governance Forum with me on March 5. They covered the topics of artificial intelligence, board relationships, and your role in finance and quality. We will share with you some of what we learned at the board meeting.

Growth

INVISION and Graham met with the steering committee and some work groups to iron out final details. We are waiting on a fire code inspection of our building to the east of the main campus. We are hopeful to have the certificate of occupancy in April. This will allow time to work with Eide Bailly to get CMS approval for outpatient hospital use. We anticipate our updated forecast by the end of the month for the bridge loan process. INVISION and Graham will give updates at the board meeting.

We are working on some options to enhance access for behavioral health services for our patients. We know there is a significant need. We hope to report some movement over the next few months.

Don has been meeting with community groups to get more information for our strategic planning session at the board meeting. The goal will be to prioritize the strategies for the next 1 to 5 years. Do not forget that the board meeting starts at 4:30 PM. Dinner will be served.

Finance

We continue to navigate the situation with Change Healthcare. They will begin testing to start running again on March 15. They have not given a definite "go live" date. In the meantime, the revenue cycle team have worked on some workarounds and have started to submit claims.

We received our notice of assessment for the first quarter (July, August, September) payments of the Medicaid Directed Payment program. The amount is larger than we were anticipating. We should receive this payment by March 28. Rachel will share more details.

You will note on the board agenda that there is a capital purchase request for an ice machine. Our current ice machine in the cafeteria gets used all day, every day. I am told we go through at least 50 pounds of ice at lunch time alone. It has been repaired several times and now cannot be fixed. One has been ordered, but unfortunately, we will not receive it until May. There will be another one on next year's capital list for our Medical Unit, as that one is also broke and they no longer make parts for it.

The EMR project continues to progress. Train the trainer activities went well and now each user group has weekly calls. This is a pretty intense time for our IT and steering committee as they attend multiple calls during the week. The first round of testing starts soon.

Community

The Community Wellness Center project continues. The project is coming in slightly under budget. Discussion continues regarding naming rights. They are still awaiting word on the New Market Tax Credits that will be needed to further close the funding gap. They continue to look at more grant opportunities and have some upcoming fundraisers scheduled.

Respectfully,

Erin

**CRAWFORD COUNTY MEMORIAL HOSPITAL
FINANCE COMMITTEE MEETING
March 21, 2024 12:00 P.M.**

A meeting of the Finance Committee of the Board of Trustees was held on Thursday, March 21, 2024, in the Administrative Conference Room. Present on site were Rachel Melby (CFO), Amy Schultz, Jon Schuttinga and Heather Wight (recorder). Not present was Erin Muck (CEO).

The meeting was called to order at 12:12 pm.

Committee Recommendations:

1. Total Payroll & Accounts Payable of \$2,802,627.75 for approval of payment.
2. Approve capital purchase of an ice machine in the amount of \$5,259.77.

Approval of Minutes

The February 2024 minutes were reviewed and approved.

CFO Report

The CFO Report was reviewed.

Financial Reports

Statistical, Income and Cash Flow Report

Overall, patient volumes were up almost 3% this February compared to last February. However, the 34% decrease in surgical procedures for the month caused a sizable decrease in revenue. Fortunately, we received the remainder of our FEMA grant, which produced a net profit of \$783,168 for the month and brought year-to-date net profit to \$11,566. As we evaluate operations through the rest of the fiscal year and as part of strategic planning for next year, service line analysis will be key to mitigating losses.

Additionally, cash flow was positive, with an increase of \$847,488 for the month. Total days cash on hand increased to 191 days and total cash balances ended at \$20,260,449. Of note are the capital purchases in February, which were just over \$400,000. This mainly comprised of payments to Cerner for \$283,023.36 and an additional \$117,267.09 related to the wireless upgrade project for the new EMR. The debt service coverage ratio increased to 1.86 days and Days in A/R remained the same at 52 days.

Balance Sheet

The Balance Sheet as of 02/29/24 reflects Total Assets of \$48,734,766

Payroll & Accounts Payable

The committee reviewed and recommends total Payroll & Accounts Payable of \$2,802,627.75 to the Board for approval. This amount includes \$1,530,274.74 in salaries.

Accounts Receivable

Patient Accounts Receivable as of 02/29/2024 totaled \$9,053,212 which is an increase of \$40,141 from last month.

**CRAWFORD COUNTY MEMORIAL HOSPITAL
FINANCE COMMITTEE MEETING
March 21, 2024 12:00 P.M.**

Capital Purchases

Ice Machine

The ice machine in the cafeteria has stopped working and is unable to be repaired. The purchase was authorized under the CEO's signing authority. The total purchase price was slightly over the capital threshold at \$5,259.77. As standard procedure and the last step in the approval process, the finance committee recommends board approval of the purchase.

Other Business

Change Healthcare Cyberattack Update

Change Healthcare, a subsidiary of UnitedHealth, is the largest clearinghouse for insurance billing and payments in the U.S. On February 21st, they experienced a cyber security issue which required them to sever connectivity to their systems in order to isolate the impact. This ransomware attack has had an unprecedented impact to healthcare nationwide and our ability to submit claims to third-party payors.

The cyber event had minimal impact to February's financials. However, the impact to operations over the next 30-60 days will be substantial. The impact to cash flow is estimated to be a decrease/delay of \$3,000,000 and the increase to accounts receivable could be up to \$5,000,000. Melby reported that on March 18th server access had been reconnected, as well as partial functionality. More than 6,000 claims and \$5,618,837.24 have been submitted through an alternative solution, but the claims will likely not be released to the payers until later this week or early next week, when full functionality is estimated to be restored.

Worker's Compensation Renewal

Melby reported on the success of our work comp renewal. In 2016 our annual premium was \$346,861 and our upcoming renewal premium will be \$73,566. By focusing on risk management, we have been able to reduce our work comp insurance premiums by more than \$250,000 annually.

Medicaid Directed Payment

On March 5th we received our first notice of assessment with the Medicaid Directed Payment Program. For the quarter beginning July 1, 2023 and ending September 30, 2023 our payment amount will be approximately \$1.6 million. These funds are estimated to be received by March 29th and will be recorded as a reduction to our Medicaid contractual adjustments.

Adjourn - The meeting was adjourned at 12:59 pm.

Crawford County Memorial Hospital

Comparative Statistical Report

February 2024

	Month to Date			Fiscal Year to Date		
	FY 2024	FY 2023	Variance	FY 2024	FY 2023	Variance
Total Admissions	30	52	-42.31%	290	415	-30.12%
Acute/OB	25	38	-34.21%	225	317	-29.02%
Skilled	4	3	33.33%	30	19	57.89%
ICF	0	1	-100.00%	3	8	-62.50%
Respite	0	0	0.00%	0	1	-100.00%
Newborns	1	10	-90.00%	32	70	-54.29%
Observation Admissions	18	26	-30.77%	139	162	-14.20%
Total Adjusted Admits	48	78	-38.46%	429	577	-25.65%
Total Patient Days*	160	203	-21.18%	1,477	1,653	-10.65%
Acute/OB	84	105	-20.00%	719	902	-20.29%
Nursery	2	13	-84.62%	55	115	-52.17%
Skilled	14	12	16.67%	257	127	102.36%
ICF	1	0	100.00%	6	24	-75.00%
Respite	0	0	0.00%	0	2	-100.00%
Observation	59	73	-19.18%	440	483	-8.90%
*Includes Observation						
Average LOS (Acute/OB)	3.34	2.83	18.36%	3.16	2.97	6.16%
Hospital Procedures						
Inpatient	660	648	1.85%	5,754	6,626	-13.16%
Outpatient	14,481	14,057	3.02%	109,680	114,438	-4.16%
Total	15,141	14,705	2.96%	115,434	121,064	-4.65%
Surgical Procedures	80	122	-34.43%	758	850	-10.82%
Anesthesia Procedures	60	97	-38.14%	597	750	-20.40%
ER Visits	403	380	6.05%	3,389	3,502	-3.23%
Admits from ER	28	39	-28.21%	199	275	-27.64%
Scheduled Outpatient Visits	86	130	-33.85%	743	703	5.69%
Ambulance Trips	92	88	4.55%	920	931	-1.18%
Xray Procedures	541	652	-17.02%	4,705	5,257	-10.50%
Mammography Procedures	100	94	6.38%	1032	1046	-1.34%
Flouro Procedures	3	4	-25.00%	14	22	-36.36%
Ultrasound Dept Procedures	166	146	13.70%	1385	1513	-8.46%
Echo Procedures	36	54	-33.33%	317	343	-7.58%
CT Dept Procedures	206	207	-0.48%	1630	1621	0.56%
MRI Dept Procedures	84	51	64.71%	632	508	24.41%
Nuc Med Procedures	1	6	-83.33%	52	46	13.04%
Total Radiology Procedures	1,137	1,214	-6.34%	9,767	10,356	-5.69%
Respiratory Tx Procedures	164	196	-16.33%	973	1,120	-13.13%
EKG Procedures	196	169	15.98%	1263	1235	2.27%
Sleep Studies	14	10	40.00%	71	107	-33.64%
Lab Procedures	6,788	6,377	6.45%	50,915	54,620	-6.78%
Physical Tx Procedures	2,054	1,976	3.95%	14,495	13,828	4.82%
Speech Procedures	26	16	62.50%	246	203	21.18%
OT Procedures	161	116	38.79%	1346	1284	4.83%
Cardiac Rehab Procedures	134	100	34.00%	1010	851	18.68%
Pulmonary Rehab Procedures	13	9	44.44%	77	131	-41.22%
Specialty Clinic Visits	597	598	-0.17%	4,116	4,614	-10.79%
Total Medical Clinic Visits	3,228	3,195	1.03%	25,668	26,910	-4.62%

**CRAWFORD COUNTY MEMORIAL HOSPITAL
OPERATING/INCOME STATEMENT
FOR THE MONTH ENDING FEBRUARY 29, 2024**

Gray lines are YTD. All %'s are based on net revenue except for the variance column and gross revenue.

	CURRENT MONTH ACTUAL		CURRENT MONTH BUDGET		CURRENT MONTH VARIANCE		PRIOR YEAR ACTUAL	
PATIENT SERVICE REVENUES								
INPATIENT SERVICES	384,183	7.5%	578,655	9.9%	(194,472)	-33.6%	503,544	9.8%
	3,365,043	7.9%	4,787,844	9.9%	(1,422,801)	-29.7%	4,511,388	10.3%
OUTPATIENT SERVICES	4,661,898	91.4%	5,211,131	89.5%	(549,233)	-10.5%	4,634,668	89.9%
	38,543,474	91.0%	43,117,380	89.5%	(4,573,906)	-10.6%	39,236,777	89.2%
SWING BED SERVICES	52,084	1.0%	33,468	0.6%	18,616	55.6%	14,499	0.3%
	444,163	1.0%	276,918	0.6%	167,244	60.4%	226,939	0.5%
TOTAL GROSS PATIENT REVENUE	5,098,165	100.0%	5,823,254	100.0%	(725,089)	-12.5%	5,152,710	100.0%
	42,352,680	100.0%	48,182,143	100.0%	(5,829,463)	-12.1%	43,975,104	100.0%
DEDUCTIONS FROM REVENUE								
MEDICARE ADJUSTMENTS	(1,031,554)	-20.2%	(1,177,314)	-20.2%	145,760	-12.4%	(1,087,281)	-21.1%
	(9,567,811)	-22.6%	(9,741,203)	-20.2%	173,392	-1.8%	(8,199,939)	-18.6%
TITLE XIX ADJUSTMENTS	(285,652)	-5.6%	(360,312)	-6.2%	74,661	-20.7%	(302,652)	-5.9%
	(1,780,891)	-4.2%	(2,981,259)	-6.2%	1,200,368	-40.3%	(2,620,410)	-6.0%
BLUE CROSS ADJUSTMENTS	(467,051)	-9.2%	(590,855)	-10.1%	123,805	-21.0%	(411,730)	-8.0%
	(4,138,757)	-9.8%	(4,888,793)	-10.1%	750,036	-15.3%	(4,384,531)	-10.0%
OTHER ADJUSTMENTS	(344,507)	-6.8%	(332,746)	-5.7%	(11,761)	3.5%	(293,459)	-5.7%
	(2,145,538)	-5.1%	(2,753,169)	-5.7%	607,630	-22.1%	(2,608,956)	-5.9%
PROVISION FOR UNCOLLECTIBLE	(123,913)	-2.4%	(162,935)	-2.8%	39,022	-23.9%	(39,455)	-0.8%
	(1,111,161)	-2.6%	(1,348,138)	-2.8%	236,977	-17.6%	(1,023,614)	-2.3%
CHARITY CARE	(13,213)	-0.3%	(25,418)	-0.4%	12,205	-48.0%	(41,688)	-0.8%
	(145,447)	-0.3%	(210,314)	-0.4%	64,867	-30.8%	(177,270)	-0.4%
TOTAL DEDUCTIONS FROM REVENUE	(2,265,889)	-44.4%	(2,649,581)	-45.5%	383,691	-14.5%	(2,176,266)	-42.2%
	(18,889,605)	-44.6%	(21,922,875)	-45.5%	3,033,269	-13.8%	(19,014,720)	-43.2%
NET PATIENT REVENUE	2,832,276	55.6%	3,173,673	54.5%	(341,398)	-10.8%	2,976,444	57.8%
<i>(as % of Gross Patient Revenue)</i>	23,463,074	55.4%	26,259,268	54.5%	(2,796,193)	-10.6%	24,960,384	56.8%
NET PATIENT REVENUE	2,832,276	97.7%	3,173,673	93.9%	(341,398)	-10.8%	2,976,444	94.5%
<i>(as % of Total Operating Revenue)</i>	23,463,074	95.0%	26,259,268	94.1%	(2,796,193)	-10.6%	24,960,384	93.9%
OTHER REVENUE								
DIETARY/MEALS INCOME	5,268	0.2%	7,300	0.2%	(2,032)	-27.8%	5,117	0.2%
	48,646	0.2%	58,400	0.2%	(9,754)	-16.7%	52,051	0.2%
OTHER INCOME	61,359	2.1%	198,167	5.9%	(136,807)	-69.0%	169,425	5.4%
	1,180,428	4.8%	1,585,333	5.7%	(404,905)	-25.5%	1,571,963	5.9%
TOTAL OTHER REVENUE	66,628	2.3%	205,467	6.1%	(138,839)	-67.6%	174,542	5.5%
	1,229,074	5.0%	1,643,733	5.9%	(414,659)	-25.2%	1,624,014	6.1%
TOTAL OPERATING REVENUE	2,898,903	100.0%	3,379,140	100.0%	(480,237)	-14.2%	3,150,986	100.0%
	24,692,149	100.0%	27,903,001	100.0%	(3,210,852)	-11.5%	26,584,398	100.0%
OPERATING EXPENSES								
SALARIES	1,427,165	49.2%	1,808,455	53.5%	(381,290)	-21.1%	1,522,708	48.3%
	13,339,781	54.0%	14,933,188	53.5%	(1,593,407)	-10.7%	13,118,740	49.3%
BENEFITS	538,757	18.6%	592,751	17.5%	(53,994)	-9.1%	565,903	18.0%
	4,177,116	16.9%	4,757,626	17.1%	(580,509)	-12.2%	4,434,293	16.7%
PROFESSIONAL FEES	301,683	10.4%	101,466	3.0%	200,218	197.3%	223,743	7.1%
	2,061,383	8.3%	836,130	3.0%	1,225,253	146.5%	2,050,401	7.7%
SUPPLIES & EXPENSES	656,103	22.6%	702,714	20.8%	(46,611)	-6.6%	619,705	19.7%
	5,250,874	21.3%	5,744,269	20.6%	(493,395)	-8.6%	5,439,155	20.5%
OCCUPANCY	122,025	4.2%	135,905	4.0%	(13,879)	-10.2%	176,859	5.6%
	1,019,327	4.1%	1,087,237	3.9%	(67,910)	-6.2%	1,050,750	4.0%
DEPRECIATION	183,150	6.3%	224,700	6.6%	(41,550)	-18.5%	210,000	6.7%
	1,388,900	5.6%	1,797,600	6.4%	(408,700)	-22.7%	1,680,000	6.3%
TOTAL OPERATING EXPENSE	3,228,884	111.4%	3,565,991	105.5%	(337,107)	-9.5%	3,318,918	105.3%
	27,237,382	110.3%	29,156,049	104.5%	(1,918,668)	-6.6%	27,773,339	104.5%
NET OPERATING INCOME (LOSS)	(329,981)	-11.4%	(186,851)	-5.5%	(143,130)	76.6%	(167,931)	-5.3%
	(2,545,233)	-10.3%	(1,253,048)	-4.5%	(1,292,185)	103.1%	(1,188,940)	-4.5%
NONOPERATING REV/EXP								
TAXES	166,359	5.7%	167,865	5.0%	(1,506)	-0.9%	165,896	5.3%
	1,330,868	5.4%	1,342,918	4.8%	(12,050)	-0.9%	1,327,171	5.0%
GENERAL CONTRIBUTIONS	-	0.0%	-	0.0%	-	0.0%	-	0.0%
	17,640	0.1%	500	0.0%	17,140	0.0%	2,504	0.0%
COVID/PRF/FEMA FUNDING	944,130	1417.0%	-	0.0%	944,130	#DIV/0!	-	0.0%
	1,180,110	96.0%	-	0.0%	1,180,110	#DIV/0!	192,799	11.9%
INTEREST INCOME	50,418	1.7%	10,833	0.3%	39,585	365.4%	15,385	0.5%
	420,463	1.7%	86,667	0.3%	333,796	385.1%	74,707	0.3%
INTEREST EXPENSE	(47,759)	-1.6%	(62,900)	-14.9%	15,142	-24.1%	(51,582)	-1.6%
	(392,282)	-1.6%	(503,201)	-1.8%	110,919	-22.0%	(418,289)	0.5%
TOTAL NONOPERATING INCOME (LOSS)	1,113,148	38.4%	115,798	3.4%	997,350	861.3%	129,700	4.1%
	2,556,799	10.4%	926,883	3.3%	1,629,916	175.8%	1,178,892	4.4%
NET INCOME (LOSS)	783,168	27.0%	(71,053)	-2.1%	854,220	-1202.2%	(38,232)	-1.2%
<i>Year to Date</i>	11,566	0.0%	(326,165)	-1.2%	337,731	-103.5%	(10,048)	0.0%

**CRAWFORD COUNTY MEMORIAL HOSPITAL
STATEMENT OF CASH FLOWS
FOR THE MONTH ENDING FEBRUARY 29, 2024**

	<u>THIS MONTH</u>	<u>YTD</u>
CASH FLOWS FROM OPERATING ACTIVITIES		
CASH RECEIVED FROM PATIENTS AND THIRD -PARTY PAYORS	3,079,369	24,530,384
CASH PAID TO SUPPLIERS FOR GOODS AND SERVICES	(1,316,519)	(12,737,577)
CASH PAID TO EMPLOYEES FOR SERVICES	(1,498,304)	(14,638,244)
OTHER OPERATING REVENUE RECEIVED	1,010,758	2,447,311
NET CASH PROVIDED BY OPERATING ACTIVITIES	1,275,304	(398,126)
CASH FLOWS FROM NONCAPITAL FINANCING ACTIVITIES		
COUNTY TAXES	13,796	1,223,894
CASH FLOW FROM CAPITAL AND RELATED FINANCING ACTIVITIES		
PROCEEDS FROM ISSUANCE OF LONG-TERM DEBT	-	-
PRINCIPAL PAYMENTS ON LONG-TERM DEBT	(57,181)	(453,992)
INTEREST PAID ON LONG-TERM DEBT	(30,239)	(358,003)
ACQUISITION OF PROPERTY AND EQUIPMENT	(408,583)	(1,438,387)
NET CASH FROM (USED IN) CAPITAL AND RELATED FINANCING ACTIVITIES	(496,002)	(2,250,382)
CASH FLOW FROM INVESTING ACTIVITIES		
INTEREST RECEIVED	54,391	388,575
PROCEEDS FROM MATURITIES OF CERTIFICATES OF DEPOSIT	-	-
PURCHASE OF CERTIFICATE OF DEPOSIT	-	-
PROCEEDS OF MATURITIES OF U.S. GOVERNMENT AGENCY SECURITIES	-	-
PURCHASE OF GOVERNMENT AGENCY SECURITIES	-	-
NET CASH PROVIDED BY INVESTING ACTIVITIES	54,391	388,575
NET INCREASE (DECREASE) IN CASH	847,488	(1,036,039)
CASH		
BEGINNING	19,412,961	21,296,488
ENDING	20,260,449	20,260,449

<u>OPERATING INDICATORS:</u>	<u>SEP</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>	<u>JAN</u>	<u>FEB</u>	<u>Target</u>	<u>Desirable Trend</u>
Total Margin:	-3.88%	-3.66%	-2.37%	0.13%	-7.24%	19.29%	2.00%	Increasing
Debt Service Coverage Ratio:	1.51	1.31	1.52	1.53	1.39	1.86	1.60	Increasing
Days Revenue in Patient A/R:	53	51	49	54	52	52	50	Decreasing
Days Cash on Hand:	184	194	193	186	183	191	180	Decreasing

**CRAWFORD COUNTY MEMORIAL HOSPITAL
BALANCE SHEET
AS OF: 2/29/24**

ASSETS	Current Month		Prior Month		1-Month Net Change		1 Year Ago Month	
CURRENT ASSETS								
Total Cash	6,778,348	13.91%	6,034,079	12.68%	744,269	12.33%	13,875,020	28.53%
Patient Receivables	9,053,212	18.58%	9,013,071	18.93%	40,141	0.45%	9,688,766	19.92%
Allowance for Uncollectibles	(777,000)	-1.59%	(847,000)	-1.78%	70,000	-8.26%	(697,000)	-1.43%
Allowance for Contractuals	(2,560,000)	-5.25%	(2,540,000)	-5.34%	(20,000)	0.79%	(2,930,000)	-6.03%
Net Accounts Receivable	5,716,212	11.73%	5,626,071	11.82%	90,141	1.60%	6,061,766	12.47%
Other Receivables								
Est. Third Party Settlement	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Taxes Receivable	787,805	1.62%	801,601	1.68%	(13,796)	-1.7%	806,589	1.66%
Other	605,831	1.24%	489,583	1.03%	116,248	23.74%	560,413	1.15%
Inventory	1,445,058	2.97%	1,441,393	3.03%	3,664	0.25%	1,168,780	2.40%
Prepaid Expenses & Other	1,621,377	3.33%	1,704,852	3.58%	(83,475)	-4.90%	852,633	1.75%
TOTAL CURRENT ASSETS	16,954,630	34.79%	16,097,578	33.82%	857,051	5.32%	23,325,202	47.97%
ASSETS LIMITED AS TO USE								
Investments								
Cash & CD's	13,031,462	26.74%	12,978,870	27.26%	52,592	0.41%	6,561,654	13.49%
Bond/Project Funds	450,639	0.92%	400,012	0.84%	50,627	12.66%	459,856	0.95%
Interest Receivable	101,382	0.21%	105,354	0.22%	(3,972)	-3.77%	46,575	0.10%
TOTAL ASSETS LIMITED AS TO USE	13,583,483	27.87%	13,484,236	28.33%	99,247	0.74%	7,068,085	14.54%
OTHER ASSETS								
Physician Practice Intangibles	815,000	1.67%	815,000	1.71%	-	100.00%	815,000	1.68%
TOTAL OTHER ASSETS	815,000	1.67%	815,000	1.71%	-	0.00%	815,000	1.68%
PROPERTY & EQUIPMENT, NET								
Land	314,500	0.65%	314,500	0.66%	-	0.00%	314,500	0.65%
Land held for Future Dev	120,400	0.25%	120,400	0.25%	-	0.00%	120,400	0.25%
Land Improvements	2,511,827	5.15%	2,511,827	5.28%	-	0.00%	2,511,827	5.17%
Building	8,670,091	17.79%	8,670,091	18.21%	-	0.00%	8,670,091	17.83%
Fixed Equipment	18,079,267	37.10%	18,079,267	37.98%	-	0.00%	17,827,254	36.66%
Major Moveable Equipment	19,042,792	39.07%	18,891,697	39.68%	151,096	0.80%	18,899,504	38.87%
Leased Equipment	1,439,076	2.95%	1,439,076	3.02%	-	0.00%	1,491,468	3.07%
Deferred Costs	1,051,834	2.16%	845,584	1.78%	206,250	0.00%	132,112	0.27%
Allowance for Depreciation	(37,446,254)	-76.84%	(37,263,104)	-78.28%	(183,150)	0.49%	(35,834,027)	-73.69%
TOTAL PROPERTY & EQUIP, NET	13,783,533	28.28%	13,609,338	28.59%	174,195	1.28%	14,133,128	29.06%
DEFERRED OUTFLOWS OF RESOURCES								
Pension Related Deferred Outflows	2,767,672	5.68%	2,767,672	5.81%	-	0.00%	2,385,266	4.91%
Deferred Loss on Refunding	830,448	1.70%	830,448	1.74%	-	0.00%	899,653	1.85%
TOTAL DEFERRED OUTFLOWS	3,598,120	7.38%	3,598,120	7.56%	-	0.00%	3,284,919	6.76%
TOTAL ASSETS	48,734,766	98.33%	47,604,272	98.29%	1,130,493	2.37%	48,626,334	96.47%
LIABILITIES & NET ASSETS								
CURRENT LIABILITIES								
Accounts Payable	592,258	1.22%	515,276	1.08%	76,981	14.94%	594,531	1.22%
Accrued Payroll & Payroll Taxes	1,993,265	4.09%	1,918,891	4.03%	74,374	3.88%	1,851,012	3.81%
Accrued Health Ins & Flex	1,735,365	3.56%	1,682,480	3.53%	52,885	3.14%	1,812,145	3.73%
Deferred Pro Tax Receivable	665,434	1.37%	831,793	1.75%	(166,359)	-20.00%	663,579	1.36%
Due to Third Parties - Other	3,088	0.01%	3,982	0.01%	(895)	-22.47%	33,550	0.07%
Lease Payable - Short Term	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Est. Third Party Settlements	1,526,500	3.13%	1,226,500	2.58%	300,000	24.46%	566,500	1.17%
TOTAL CURRENT LIABILITIES	6,515,908	13.37%	6,178,922	12.98%	336,986	5.45%	5,521,317	11.35%
OTHER LIABILITIES								
Lease Payable - Long Term	72,305	0.15%	76,407	0.16%	(4,102)	-5.37%	188,601	0.39%
Bonds Payable - Long Term	18,874,863	38.73%	18,927,941	39.76%	(53,078)	-0.28%	19,893,422	40.91%
Interest Payable	82,694	0.17%	65,174	0.14%	17,520	26.88%	89,642	0.18%
Net Pension Liability	7,935,095	16.28%	7,885,095	16.56%	50,000	0.63%	852,586	1.75%
TOTAL LONG-TERM LIABILITIES	26,964,956	55.33%	26,954,617	56.62%	10,339	0.04%	21,024,250	43.24%
TOTAL LIABILITIES	33,480,865	68.70%	33,133,539	69.60%	347,326	1.05%	26,545,567	54.59%
DEFERRED INFLOWS OF RESOURCES								
Pension Related Deferred Inflows	2,013,105	4.13%	2,013,105	4.23%	-	0.00%	10,629,374	21.86%
OPEB Related Deferred Inflows	175,696	0.36%	175,696	0.37%	-	0.00%	205,039	0.42%
TOTAL DEFERRED INFLOWS	2,188,801	4.49%	2,188,801	4.60%	-	0.00%	10,834,413	22.28%
NET ASSETS								
General Fund	13,053,534	26.78%	13,053,534	27.42%	-	0.00%	11,256,402	23.15%
Net Revenue (Loss)	11,566	0.02%	(771,601)	-1.62%	783,168	-101.50%	(10,048)	-0.02%
TOTAL NET ASSETS	13,065,100	26.81%	12,281,933	25.80%	783,168	6.38%	11,246,354	23.13%
TOTAL LIABILITIES & NET ASSETS	48,734,766	100.00%	47,604,272	100.00%	1,130,493	2.37%	48,626,334	100.00%

TO BE PAID THIS MONTH -FEBRUARY 2024

Abbvie US, LLC - Supplies	\$3,537.00	Jodi Henderson - Expenses	\$36.38
Absolute Investment Group - Fees	\$287.40	Hologic, Inc. - Supplies	\$2,243.00
Access Technologies, Inc. - Fees	\$339.62	Home Depot Pro - Supplies	\$1,445.63
Acute Care, Inc. - Fees	\$55,825.87	Cheyenne Honeywell - Expenses	\$36.38
Advanced Sterilization Products - Supplies	\$2,074.64	ICAN, Inc. - Fees	\$350.00
Airgas USA, LLC - Supplies	\$1,463.06	ICCBBA - Fees	\$468.16
Alcon Vision, LLC - Supplies	\$12,172.08	ICP Medical, LLC - Supplies	\$972.28
Ambu, Inc. - Supplies	\$155.70	ICU Medical, Inc. - Supplies	\$4,474.15
American Heart Assoc., Inc. - Fees	\$1,282.00	ID Apparel, LLC - Supplies	\$585.00
American Messaging - Fees	\$35.85	IDEXX Distribution, Inc. - Supplies	\$1,368.28
Ameritex Services - Fees	\$5,092.83	Industrial Bearing Supply Inc. - Supplies	\$74.95
Ampride Tire & Auto Center - Fees	\$190.59	Insight Public Sector, Inc. - Fees	\$29,977.36
Anderson Erickson Dairy - Supplies	\$690.16	Integral RX - Fees	\$355.67
Applied Medical - Supplies	\$108.00	Internap Holding, LLC - Supplies	\$242.31
Armstrong Medical - Supplies	\$328.00	Iowa Hospital Association - Fees	\$50.00
Aspen Surgical Products, Inc. - Supplies	\$272.89	Iowa Legal - Fees	\$1,167.50
Avant - Fees	\$22,228.18	Iowa Small Engine - Supplies	\$169.22
Beckman Coulter, Inc. - Supplies	\$1,684.27	IRHTTP - Fees	\$1,090.00
Tracie Bergman -Expenses	\$64.85	Dixie Janssen - Expenses	\$210.00
Bio-Rad Laboratories - Supplies	\$3,045.95	Lori Johannsen - Expenses	\$153.01
Bluespace Creative - Fees	\$578.00	JP Gasway Co. - Supplies	\$1,580.00
Bomgaars - Supplies	\$142.48	Kelli's Gift Shop Supplier - Supplies	\$1,054.33
Bound Tree Medical - Supplies	\$379.40	Jill Kierscht - Expenses	\$77.72
Boxout, LLC - Supplies	\$2,034.36	Randy Kilnoski - Expenses	\$3,003.48
Bracco Diagnostics, Inc. - Supplies	\$1,017.00	Makayla Kintner - Expenses	\$56.95
Briggs Healthcare - Supplies	\$490.07	Knowles Publishing Corp - Advertising	\$2,258.00
Cable Channel 13 - Fees	\$300.00	Kriss Premium Products Inc. - Supplies	\$290.00
Cardinal Health - Supplies	\$34,329.91	Pam Kunze - Expenses	\$169.06
Cardinal Supplies and Fresheners - Supplies	\$52.80	La Prensa - Advertising	\$496.00
Carroll Broadcasting Co. - Advertising	\$666.25	Landauer, Inc. - Supplies	\$415.28
Tina Carter - Expenses	\$36.38	Language Lines Services - Fees	\$664.72
CDW Government - Supplies	\$1,788.71	Lifeserve Blood Center - Supplies	\$8,386.70
CenturyLink - Telephone	\$2,342.60	Patrick Luft - Expenses	\$888.00
Cepheid - Supplies	\$13,682.48	Macro Helix, LLC - Fees	\$12,376.39
Cerner Corporation - Fees	\$49,129.00	Craig Malone - Rent	\$650.00
CHI Health - Fees	\$3,676.66	Manilla Times - Advertising	\$511.28
Cobblestone Inn & Suites - Fees	\$3,675.96	Manning Hausbarn Heritage Park - Sponsorship	\$250.00
Colonial Life - Premiums	\$587.54	Mapleton Press - Advertising	\$145.00
CompHealth - Fees	\$23,185.80	Marco, Inc. - Fees	\$7,604.83
CPSI - Fees	\$17,325.00	Martin Bros Dist. Co., Inc - Supplies	\$4,203.47
Culligan of Ida Grove - Fees	\$143.74	Masimo Corporation - Supplies	\$2,203.04
Edward Cutler - Fees	\$44,220.00	McKesson Medical Surgical - Supplies	\$6,785.73
Database Solutions, Inc. - Fees	\$3,920.00	Medibadge, Inc. - Supplies	\$25.50
Datix (USA) Inc. - Supplies	\$11,541.52	Medical Solutions - Fees	\$35,915.00
Dearborn National - Premiums	\$40,356.05	Medline Industries, Inc. - Supplies	\$1,082.93
Dell Marketing LP - Supplies	\$2,457.12	Julie Meseck - Expenses	\$52.26
Patricia DeLong - Expenses	\$37.52	Michael & Sara Luft - Fees	\$300.00
Denison Bulletin & Review - Advertising	\$270.29	MidAmerican Energy - Utilities	\$102.47
Denison Community School - Fees	\$40.00	Monarch Booster Club - Sponsorship	\$250.00
Denison Free Press - Advertising	\$480.00	Dr. Stephen Morse - Fees	\$38,639.69
Denison Municipal Utilities - Utilities	\$15,072.99	Dana Neemann - Expenses	\$46.77
Denman & Company - Fees	\$1,280.00	Tahlia Nelson - Expenses	\$210.00
DFI - Solutions - Supplies	\$4,535.00	Network Services Company - Supplies	\$1,619.58
Ashley Dickerson - Expenses	\$36.38	Shelby Neubauer - Expenses	\$36.38
Dish - Fees	\$900.74	New York Life - Premium	\$3,021.60
DMS Health Technologies - Supplies	\$769.00	North Central Anesthesia Services - Fees	\$43,750.00
Do It Best Hardware - Supplies	\$93.89	Nuance Communications - Fees	\$1,391.89
Draeger, Inc. - Supplies	\$180.04	NW Iowa Yes Center - Fees	\$1,480.25
Drees Heating & Plumbing - Fees	\$51,992.26	Observer - Advertising	\$339.32
Echo Group, Inc. - Supplies	\$661.84	Omnicell, Inc. - Fees	\$80.00
Ecolab - Supplies	\$386.30	Onmedia - Advertising	\$491.00
Egold Fax - Fees	\$601.68	Overhead Door Company - Fees	\$241.18
Ellkay - Supplies	\$12,187.50	Owens & Minor - Supplies	\$12,593.57
Encision, Inc. - Supplies	\$3,818.86	Oxen Technology - Fees	\$10.00
Ace Ettleman - Rent	\$550.00	Performance Health - Fees	\$154.27
Fareway Stores - Supplies	\$854.79	Pfizer, Inc. - Supplies	\$611.47
Farmer Bros. Co. - Supplies	\$1,115.25	Pharmacy OneSource - Supplies	\$533.49
Federal Express - Fees	\$10.42	Physicians Lab Services - Fees	\$34,762.50
Feller's Furniture - Supplies	\$2,583.00	Pipeline Health Holding - Supplies	\$2,224.02
FFF Enterprises - Supplies	\$4,999.34	Pitney Bowes - Postage	\$2,223.93
First National Bank Omaha - Expenses	\$6,819.13	Plumbing & Heating Whsl - Supplies	\$1,928.07
Frontier Telephone Co. - Telephone	\$181.83	Plunkett's Pest Control - Fees	\$196.62
Genzyme Corporation - Supplies	\$871.70	PPP Web Design - Fees	\$190.00
Getinge USA - Supplies	\$3,923.89	Practical Sleep Services - Fees	\$2,190.00
GRP & Associates, Inc. - Fees	\$375.22	Press Ganey Association, Inc. - Fees	\$3,588.01
Health Partners of SW IA - Fees	\$2,619.00	Priority Healthcare Dist. - Supplies	\$7,918.12
Heartland Business Systems, LLC - Fees	\$7,533.90	Professional Computer Solutions - Fees	\$220.00

Professional Medical Management - Supplies	\$6,451.50	Theresa Thompson - Expenses	\$232.96
Propio Language Service - Fees	\$805.58	Thrifty White - Fees	\$11.64
QuVa Pharma, Inc. - Supplies	\$1,030.20	Tri-Anim Health Services - Fees	\$928.11
R&S Waste Disposal - Fees	\$944.34	Turnkey Pharmacy Solutions - Fees	\$3,211.20
Rasmussen Mechanical Services - Fees	\$348.30	UKG, Inc. - Fees	\$127.24
Rayner Surgical, Inc. - Supplies	\$2,700.00	Unitimed Recruiting Resources - Fees	\$12,258.08
Redsail Technologies - Supplies	\$1.20	UnityPoint Health - Fees	\$450.00
Royce Rolls Ringer Co. - Supplies	\$113.00	UnityPoint Heal - Occupational Medicine - Fees	\$695.00
Scribe EMR - Fees	\$25,460.00	UNMC Center for Continued Education - Fees	\$780.00
Secure Shred Solutions - Fees	\$341.85	US Foods - Supplies	\$6,797.10
Sherwin Williams - Supplies	\$453.29	V&H Tire Co, Inc. - Fees	\$793.00
Smith & Nephew, Inc. - Supplies	\$533.63	Van Meter, Inc. - Supplies	\$80.98
Wendell Spencer - Expenses	\$39.90	Vapotherm - Supplies	\$524.16
SpendMend, LLC - Fees	\$10,850.00	Verizon Wireless - Telephone	\$738.45
St. Anthony Regional Hospital - Fees	\$60.00	Vision Service Plan - Premiums	\$3,605.54
Standard Textile Co., Inc. - Supplies	\$625.44	Visual Edge IT, Inc. - Fees	\$2,915.26
Staples Advantage - Supplies	\$687.88	VVC Holding, LLC - Fees	\$4,250.04
Steris Corporation - Supplies	\$930.30	Walmart / Capital One - Supplies	\$226.28
Stone Printing - Supplies	\$489.09	Wells Fargo Financial Lease - Fees	\$935.18
Stryker Endoscopy - Supplies	\$2,389.34	Westside Sonography, Inc. - Fees	\$350.00
Stryker Medical - Supplies	\$3,600.00	WIN - Fees	\$1,500.00
Stryker Rental Services - Fees	\$1,121.15	WPS Government Health - Fees	\$11,544.00
Stryker Sales Corp. - Supplies	\$280.00	Fran Young - Advertising	\$109.50
T.A Penke & Associates - Fees	\$32.00	Z&Z Medical, Inc. - Supplies	\$1,646.40
Teleflex, LLC - Fees	\$1,477.50	Ziegler, Inc. - Supplies	\$394.54
The Rhino Group - Fees	\$150.00	Patient Account Refunds	\$5,308.74

February Check Run **\$915,007.57**

DEPRECIATION FUND:

Apple, Inc. - Mobile Phone Replacements	\$18,238.00
Computer Cable Connection, Inc. - Wi-Fi Upgrade	\$37,575.00
Denman & Company - Master Facility Planning	\$15,000.00
Draeger, Inc. - Vaporizers	\$5,680.00
Invision Architecture - Master Facility Planning	\$191,249.84
Marco, Inc. - Wi-Fi Upgrade	\$79,677.09
Performance Health - Cardiac Rehab Treadmill	\$9,925.51

Depreciation Total **\$357,345.44**

Salaries **\$1,530,274.74**

GRAND TOTAL **\$2,802,627.75**

**Crawford County Memorial Hospital
PURCHASING DEPARTMENT REQUEST
Capital & Minor Equipment**

Date: 2-27-24

Department: DIETARY

Capital Equipment Item (>\$5,000): Yes Minor Equipment (\$1,000-\$5,000): Yes

In Current Fiscal Year Budget: Yes No

Is this a trial? Yes No If Yes, length of trial _____

If replacement, what item does it replace? OLD ICE MACHINE

Item Requested: ICE/WATER MACHINE

Quantity: 1

Description: _____

Justification of purchase: OLD MACHINE IS BROKEN

Pricing reviewed by MM: _____ ASCEND contract _____ MD Buyline checked _____

Reviewed by IT: _____ Reviewed by Plant Operations: _____

Reviewed by Bio-Med: _____ Service Manual Ordered: _____

Company #1: FOLLETT ~~848750~~⁹¹ 5,259 m In Buying Group? Yes No

Company #2: _____ Yes No

Company #3: _____ Yes No

Recommendation: _____

Approved for purchase from _____ (Company)

Purchase Order #: 413 Date: 2/27/2024

Signature: Brook T... _____
Department Manager

Signature: [Signature] _____
CEO/CFO

PURCHASE ORDER #: 41391 PAGE 1

CRAWFORD COUNTY MEMORIAL HOSPI
100 MEDICAL PARKWAY
DENISON, IA 51442
HOSP PHONE: 712-265-2500
PUR PHONE.: 712-265-2648
FAX.....:

The order number must appear on all
invoices, packages, & correspondence.

MIN PO AMT...:
TAX EXEMPT #: 42-6037896
ACCOUNT #...: 012068

DATE VEND ----TERMS----
02/28/24 04386
----SHIP VIA--- -----FOB-----

TO: FOLLETT, LLC
801 CHURCH LANE
P.O. BOX D
EASTON, PA 18044
VEND PHONE: 800-523-9361
VEND FAX..:

SHIP: CRAWFORD COUNTY MEMORIAL HOSP
TO: 100 MEDICAL PARKWAY
DENISON, IA 51442

LINE#/DESCRIPTION	DEPARTMENT	HOSPITAL #	CATALOG # GL NUM.	UNIT	QTY	ORD	UNIT CST EXT CST
1	ICE/WATER DISPENSER MACHINE	999080	50CI425A-S 11570000	EA	1		5259.77 5259.77
*** TOTALS ***						1	5259.77

COMMENT: QUOTE#40290, DIETARY
NANCY KIRCHHOFF

AUTH. SIGNATURE: _____
ENTERED BY: CWT



Quote

02/28/2024

To:
Crawford County Memorial Hospital
100 Medical Pkwy
Denison, IA 51442
Customer ID #012068

Project:
Quote #40290
Chuck Tasler

From:
Follett Products, LLC
Larry Kirchhoff
Medtek Resources, Inc.
Saint Louis, MO 63122
(314) 966-0221 (Primary)
(610) 252-7301

Item	Qty	Description	Sell	Sell Total
1	1 ea	ICE MACHINE & DISPENSER, NUGGET STYLE Follett Products, LLC (Middleby) Model No. 50CI425A-S Symphony Plus™ Ice & Water Dispenser, countertop, SensorSAFE™ dispense, removable ice machine, automatic load, Chewblet® ice, air-cooled condenser, up to 425 lb. production in 24 hours, 50 lb. storage capacity, Agion® silver-based antimicrobial protection, stainless steel cabinet with accent trim, 115v/60/1-ph, NSF, cETLus	\$5,259.77	\$5,259.77
Total				\$5,259.77

Chuck Tasler / ctasler@ccmhia.com

Contract pricing expires 90 days after the date of quotation.
Non-contract pricing expires 60 days after the date of quotation.
After that date, please contact your sales representative.
Specifications subject to change without notice.

When submitting your purchase order, please include this quote and note the quotation number on your purchase order.

This quote contains confidential pricing information intended only for the use of the individual or entity named above and may be legally privileged. If you are not an employee or agent of the intended recipient, you are hereby notified that any disclosure, copying, or distribution, in part or in whole, to any party not associated with the acceptance of this specific quote, or the taking of any action based on the contents of this quote, is strictly prohibited.

Freight Terms

Freight is an additional charge. Standard delivery rates include dock-to-dock services. Special services such as lift gate or inside delivery are not included. Please advise Follett Products, LLC at time of order if special services are needed.

All freight is to be inspected upon delivery. When shipped with Follett’s carrier, any freight received damaged must be refused or signed for as damaged. Follett Customer Service must be notified of any damage within 48 hours of delivery. **If you choose to contract for the delivery of your equipment with your own third-party carrier, Follett is prohibited from submitting claims for freight damage on your behalf and cannot provide restitution for freight damage expenses.** Should you experience freight damage with your own third-party carrier, Follett will help you document the event so that you can file the claim with your carrier.

Return Policy

Follett equipment may be returned under the following conditions:

1. The equipment is new, unused, and not installed.
2. A return materials authorization (RMA) accompanies the returned equipment. Such RMA must be requested from Follett Customer Service within 45 days after shipment
3. Equipment must be received at the Follett factory in Easton, PA within 30 days of the issuance of the RMA by Follett
4. There is a 20% re-stocking fee for all returns after equipment is inspected at Follett. If the cost to return the equipment to stock exceeds 20%, the actual cost will be deducted
5. Return freight is the responsibility of the customer returning the equipment.
6. Units to be returned must be in brand new condition and in the original packaging. If you do not have the original packaging, please contact Follett Customer Service to order new packaging. If returned equipment is damaged because of improper packaging, Follett will not be held responsible.

Please Note: Special quote request (SQR) items are not returnable to Follett.

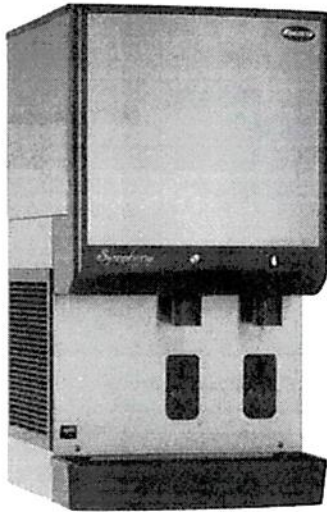
WARRANTY STATEMENT

Symphony Plus dispensers and Maestro Plus ice makers: 3 year parts and labor on entire machine, 5 year parts on compressor

Slope front bins: 3 year parts, 1 year labor

Medical-Grade Refrigerators and Freezers: 2 year parts and labor on entire machine, 5 year parts on compressor

Unless otherwise specified, all warranties cover repair or replacement of the product by an authorized service company. For full warranty terms, conditions, and exclusions please refer to the Warranty Statements available at <http://follettice.com/support/>.



Symphony Plus™ ice and water dispenser

25 and 50 CI series countertop with Chewblet® ice machine

Features

25 or 50 lb (11.4 or 22.7 kg) ice storage capacity

Counter-height removable air- or water-cooled ice machine with up to 425 lb (193.0 kg) daily production of Chewblet ice

- modular ice machine slides out from behind lower front panel
- soft, chewable, compressed nugget ice is preferred over cubes¹ and is ideal for patient care
- Quiet Night™ sleep mode turns off ice machine when idle

Designed with sanitation in mind

- automatic self-flushing of ice machine removes impurities
- drain cup provides internal air gap for added protection of food zone components from drain line contaminants
- Agion® silver-based antimicrobial provides protection of key ice and water contact components²
- one-hand lever or SensorSAFE infrared ice dispense

Dependable design, easy to service and clean

- cleaning and sanitizing of entire machine takes only 1 hour
- LED control board provides at-a-glance machine status
- panels are easily removed for accessibility to all components
- ice machine parts are common across all Symphony Plus dispensers
- stainless steel evaporator and auger deliver long life

Environmentally responsible

- meets Consortium for Energy Efficiency Tier 2 specifications
- R404a refrigerant has zero ozone depletion potential
- continuous ice making process uses less electricity and water

Durable, attractive dispenser

- stainless steel cabinet with accent trim
- poly drain pan, grille and dispenser lid are corrosion-resistant
- secured top lid

Easy installation

- comes fully assembled and installs with three easy connections – electric, water and drain

Warranty

- 3 years parts and labor, 5 years compressor parts

Accessories

Base stand with or without factory installed water filter (refer to form# 7010)

4.00" (10.16 cm) leg kit (item# 00188417)

Pressurized water sanitizing kits (refer to form# 6830)

SafeCLEAN Plus™ ice machine cleaner

1 x 8 oz (237 ml) bottle (item# 01147826)

6 x 8 oz (237 ml) bottles (item# 01149954)

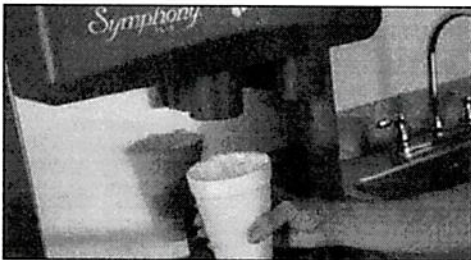
Carton of 24 x 8 oz (237 ml) bottles (item# 01149962)

Nu-Calgon® IMS-III sanitizer, 16 oz (0.5 L) bottle (item# 00979674)

Additional filters (refer to form# 9905 and 8320)

Additional Symphony Plus accessories (refer to price list)

SensorSAFE™ infrared dispense (optional)



SensorSAFE not recommended for use with clear containers or for applications in direct sunlight

Model configurations			
Ice storage capacity	Dispense	Ice machine cooling	Item number
25 lb (11.4 kg)	Lever	air	25CI425A-L
		water	25CI425W-L
	SensorSAFE	air	25CI425A-S
		water	25CI425W-S
50 lb (22.7 kg)	Lever	air	50CI425A-L
		water	50CI425W-L
	SensorSAFE	air	50CI425A-S
		water	50CI425W-S

Ice-only available, add -I
Example: 25CI425A-LI

Ice production		
Temperatures air/water	70/50 F (21/10 C)	90/70 F (32/21 C)
Air-cooled	425 lb (193.0 kg)	325 lb (147.6 kg)
Water-cooled	486 lb (220.6 kg)	408 lb (185.2 kg)
Energy consumption per 100 lb (45.4 kg) ice	N/A	6.0 kWh air-cooled 4.3 kWh water-cooled
Condenser water consumption	N/A	0.5 gpm (1.9 Lpm) at 70 F (21 C) water
Water consumption	12.0 gal (45.4 L) of potable water per 100 lb (45.4 kg) of ice	

Job

Item

801 Church Lane | Easton, PA 18040, USA
1.800.523.9361 | 1.610.252.7301 | follettice.com

FOLLETT®

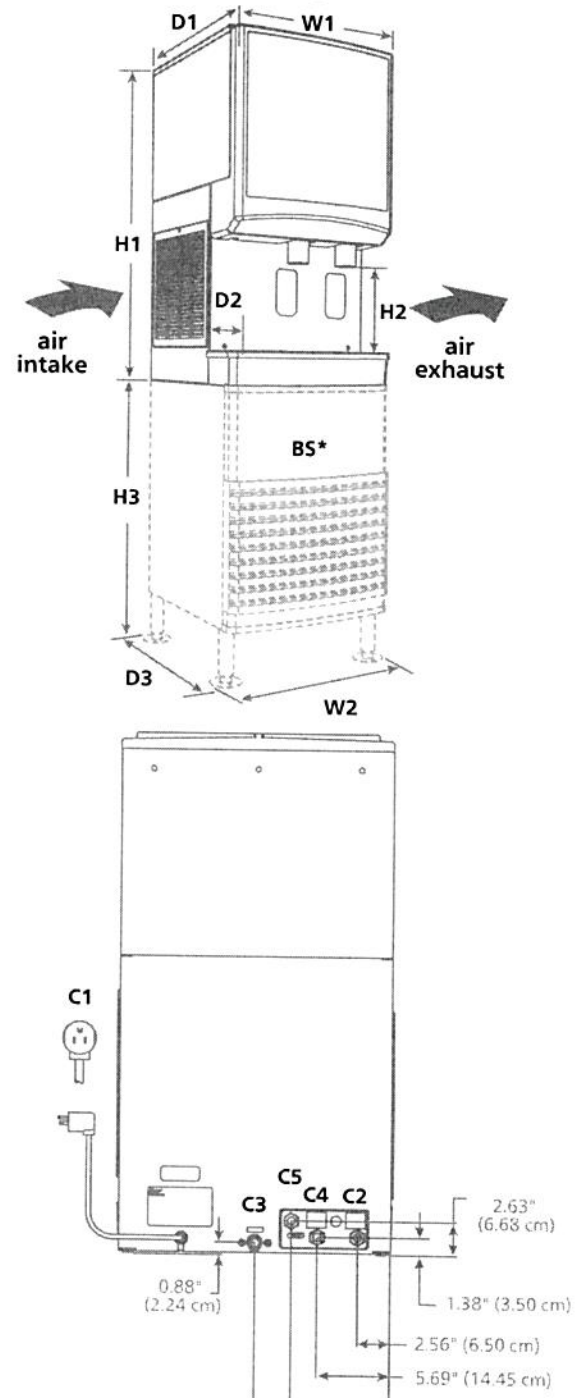
Specification

Ice storage capacity	25 Series – 25 lb (11.4 kg) 50 Series – 50 lb (22.7 kg)
W1 Width, dispenser	21.00" (53.3 cm)
W2 Width, base stand accessory	22.75" (57.8 cm)
D1 Depth, entire dispenser	24.00" (61.0 cm)
D2 Depth, drain pan	7.00" (17.78 cm)
D3 Depth, base stand accessory	24.38" (61.9 cm)
H1 Height	25 Series – 36.00" (91.4 cm) 50 Series – 40.00" (101.6 cm)
H2 Dispense height clearance	10.50" (26.7 cm)
H3 Height, base stand	33.00" (83.8 cm)
Ventilation clearance	air-cooled models only – 3.00" (7.62 cm) all sides
Service clearance	air-cooled models – 12.00" (30.5 cm) top, 6.00" (15.24 cm) left side water-cooled units – 12.00" (30.5 cm) top
Utility connection location	through back or bottom
C1 115 V/60/1 electrical	11 amps, 0.8 kW 7' (2.1 m) cord, NEMA 5-15 90° hospital-grade plug
C2 Potable water inlet	3/8" FPT
C3 Drain	3/4" MPT
Water-cooled model connections	
C4 condenser inlet	3/8" FPT
C5 condenser drain	3/8" FPT
Heat rejection	air-cooled models – 5000 BTU/hr water-cooled models – 1400 BTU/hr to air, 3600 BTU/hr to water
Water flow requirement for water-cooled models	0.25 gpm (0.95 lpm) at 50 F (10 C) 0.5 gpm (1.90 lpm) at 70 F (21 C) 1.25 gpm (4.73 lpm) at 90 F (32 C)
Air temperature	50 - 100 F (10 - 38 C)
Water temperature	45 - 90 F (7 - 32 C)
Potable water pressure	10 - 70 psi (69 - 483 kpa)
Condenser water pressure	10 - 125 psi (69 - 861 kpa)
Approximate net weight	188 lb (85 kg)
Approximate ship weight	226 lb (103 kg)
Approximate ship weight, base stand accessory	110 lb (50 kg)

NOTE: For indoor use only

SHORT FORM SPECIFICATION: (Choose one) ___ Ice and water or ___ ice-only dispenser to be Follett® automatic load in countertop configuration, with ___ 25 lb (11.4 kg) or ___ 50 lb (22.7 kg) of storage. Environmentally responsible R404a ice machine (choose one) ___ air- or ___ water-cooled and to be removable for cleaning and maintenance. Ice machine to produce approximately 425 lb (193.0 kg) of Chewblet compressed nugget ice at air temperature of 70 F (21 C), water temperature of 50 F (10 C). Ice machine equipped with automatic self-flushing and Quiet Night sleep mode. Dispenser to have automatic bin level control to start and stop ice machine. Storage area to be insulated with CARB compliant non-HFC foam. 7' (2.1 m) cord and NEMA 5-15 90° hospital-grade plug provided. NSF and ETL listed.

Dimensional drawing



BS* – Base stand sold separately; measurements shown are with base stand legs at lowest position.
See dispenser detail sheet, form # 6675, for counter cut outs.

¹ Independent third party studies. Contact Follett for details.

² Disclaimer: Antimicrobial protection is limited to the treated components and does not treat water or ice.

Agion is a registered trademark of Sciescent LLC.

SYMPHONY PLUS, SENSORSAFE, SAFECLEAN PLUS and QUIET NIGHT are trademarks of Follett LLC.

CHEWBLET and FOLLETT are registered trademarks of Follett LLC, registered in the US.

Follett reserves the right to change specifications at any time without obligation. Certifications may vary depending on country of origin.

25/50 CI series countertop