Clarinda Regional Health Center, Board of Trustees Monthly Meeting - May

Call to Order

The Board Chair called the meeting to order at 5:00 PM

Action: None required; agenda accepted as presented.

Request for Forum (Public Comment)

The Board Chair opened the Request for Forum. No community members requested to speak.

Action: None required.

Changes to Agenda

There were no formal changes to the agenda.

Action: None required.

Consent Agenda

Trustees have reviewed and discussed the items of the consent agenda and no questions were brought forward.

Regular Board of Trustees – 4/28/2026
Quality Council Report – No May Meeting
Quality Reporting – 5/8/2026
Organizational Scorecard
  Grievance and Service Recovery Report
  HQIC
  Safety Scorecard
  Compliance Scorecard
  Chart Review Findings
Infection Prevention – 5/12/2026
Partners in Exceptional Care (PEC) Board Meeting – 4/9/2026

Action: Motion made by **Bryan Whipp** and seconded by **Dale Fulk** to approve the consent agenda; motion passed unanimously.

Education – Hometown Health Conference Takeaways

Chrisana Ervin, Business Office Lead, Leah Coston, Manager HIM, and Jackie Sederburg, Lead Customer Service Representative presented key takeaways from the Hometown Health Rural Healthcare Conference, highlighting the critical role of rural hospitals in supporting community health, economic stability, and access to care. Discussion emphasized the importance of accurate documentation, coding, and billing processes as foundational to financial sustainability. Ongoing industry challenges were noted, including increasing payer complexity, use of AI in claims review, workforce shortages, and regulatory changes requiring continuous education and process improvement. The value of collaboration and networking with peer organizations to identify best practices and operational improvements was also discussed.

Action: The Board received education and acknowledged the information presented; no action required.

Medical Staff Executive Committee Report (Chief of Med Staff)

Dr. Mahoney reported that the Medical Staff Executive Committee reviewed and approved provider privileges, appointments, reappointments, and the month's policy crosswalk. These items were presented for Board approval as part of required credentialing and privileging oversight, and trustees were provided the attached policy crosswalk and credentialing recommendations for review.

Action: Motion made by **Kathy Boysen** and seconded by **Dale Fulk** to approve all Medical Staff recommendations; motion passed unanimously.

Financial Report (CFO & CAO)

The Chief Financial Officer, Emilee Haffner, reported that April revenue performance exceeded budget expectations, supported by strong overall service volumes. Gross patient service revenue remained strong despite lower inpatient and swing bed volumes. Variances were impacted by one-time expenses, including DPP-related assessment fees and bad debt adjustments associated with year-end preparation. Accounts receivable remained stable, and cash flow is expected to improve with upcoming DPP funding.

Action: Motion made by **Bryan Whipp** and seconded by **Dale Fulk** to approve the monthly financial report and check register as presented; motion passed unanimously.

Quality, Patient Safety & Regulatory (VP QACM)

Quality updates were provided in the packet that was sent out prior to the meeting.

Action: Quality will continue progress on current initiatives and provide updates to the Board as appropriate; Discussion Only; no action needed

Clinic Updates (CCO)

CCO, Amy Roop, reported continued growth in specialty services, including the addition of a pulmonology provider and onboarding of a new physician. Updates were also provided on grant opportunities to support oncology services. Patient communication improvements are in progress through implementation of automated appointment reminders, with continued refinement to ensure accuracy and patient satisfaction.

Action: Discussion only; no action needed.

Clinical Report (CNO)

A formal clinical report was not presented during this meeting.

Action: Discussion Only; No action needed

Operational Report (COO)

COO, Tyler Hill, reported on the progress on key facility and service initiatives. The community pharmacy project remains in progress with delays related to Medicaid enrollment processes. The cafeteria renovation is scheduled to begin, with temporary service adjustments in place during construction. Accreditation activities were successfully completed for sleep services, with minor opportunities for improvement identified in price transparency and staff emergency preparedness training. Additional facility improvements and safety initiatives remain ongoing.

Action: Discussion Only; No action needed

CEO Report

CEO, Chuck Nordyke, provided updates on strategic and operational priorities, including continued advancement of the organizational strategic plan and evaluation of electronic medical record options. Recruitment efforts remain active, with strong interest in specialty providers, including oncology and primary care. Facility investments, including housing for providers and repurposing of community assets such as the Goldenrod facility, continue to support long-term growth and service expansion. Leadership also emphasized the importance of community awareness regarding organizational initiatives and contributions.

Action: Discussion Only; no action needed.

New/Old Business

There was no new or old business to discuss.

Action: Discussion Only; no action needed.

Announcements

The next Board of Trustees meeting is scheduled for May 26, 2026, with the Finance Committee meeting on May 19, 2026.

Action: Discussion Only; No action needed.

Closed Session

A roll call vote was conducted, and the motion to enter closed session passed unanimously to enter closed session pursuant to Iowa Code Section 21.5(1)(i) to evaluate the professional competency of an identifiable individual to prevent needless and irreparable injury to that individual's reputation.

The Board entered closed session at 6:02 PM.

Action: A motion was made to conclude the closed session and return to open session. A roll call vote was conducted, and the motion carried. The Board returned to open session at 6:43 PM. No action was taken during the closed session.

Adjournment

A motion was made by **Bryan Whipp** and seconded by **Dale Fulk** to adjourn the meeting at 6:44 PM. With no further business, the meeting concluded.

Action: Meeting adjourned.

Attendees

Dale Fulk, Trustee	Rob Marsh, Trustee	Chuck Nordyke, CEO
Bryan Whipp, Trustee	Lisa Haffner, VP QACM	Emilee Haffner, CFO
Tyler Hill, COO	Maggie Brown, CIO	Mike Butt, VP MADS
Dr. Mahoney, Chief of Staff	Jennifer McCall, VP CEG	Amy Roop, CCO
Leah Coston, Mgr HIM	Bri McCuen, Mgr Exec Srvs	Chrisana Ervin, Lead Bus. Office
Jackie Sederburg, Lead CSRII		

Jeff Clark
Signature
Jeff Clark, President

Dale Fulk
Signature
Dale Fulk, Secretary Treasurer