

City of Ketchikan
PeaceHealth Ketchikan Medical Center

Healthcare Advisory Committee Meeting

February 24, 2022

Call to Order:

The Healthcare Advisory Committee Meeting was called to order by Chairwoman Lacey Simpson at 9:02 a.m. This meeting was conducted virtually via WebEx Teleconference.

Roll Call:

Committee Members Present:

City of Ketchikan

Chair – Lacey Simpson

Member – Mark Hilson

Council Member – Judy Zenge

City Clerk – Kim Stanker

PeaceHealth Ketchikan Medical Center

Vice-Chair – Dori Stevens

Board Member – Sherilynn Boehlert

Executive Assistant – Lisa Maddocks

Committee Members Absent:

PeaceHealth Member – Scott Smith

Community Members Present:

Kate Govaars

Communications:

No communications were noted.

Persons to be Heard:

Chair Simpson made a call for persons to be heard. None declared.

Approval of Minutes:

Following review of the DRAFT minutes from the January 27, 2022 Healthcare Advisory Committee meeting, Vice-Chair Stevens requested for action items be noted in **BOLD**, going forward, for easy identification. There being no further discussion, nor objections, the committee unanimously approved the minutes from January 27, 2022, as submitted.

Old Business:

The committee reviewed the updated report card from PeaceHealth, which included all lease-required metrics. Vice-Chair Stevens guided the committee through the report card and elements.

- *Core Services and Visiting Physician Services* – This item was reviewed and approved at the meeting on January 27, 2022.
- *Provider Recruitment and Retention* – Vice-Chair Stevens reviewed the two current provider positions which are currently open. She advised the delay in recruiting the Pediatric position resulted from an initial posting of the position as .5 FTE. Following difficulty filling a part-time position, it was reposted as full-time. Interviews are underway.

Chair Simpson inquired about adding past positions and how long it took to fill those positions. Vice-Chair Stevens suggested that the current report card could be used as a template, then make changes in the future. **Vice-Chair Stevens will consider providing a bi-annual update on recruitment.**

- *Billing and Collections* – Vice-Chair Stevens provided an explanation of the metrics included in the Billing and Collections report. The number of Financial Assistance Plan (FAP) applications is 100% of requests for FAP. She advised when accounts are sent to collections, they do NOT go to credit agencies therefore, a patient's credit is not affected. Finally, the number of concerns which were not resolved after one call are very low: a total of 4 for the year. Data is currently being collected manually; however, software will be installed in late 2022 to provide more detail on these issues. The committee expressed interest in additional metrics once this software is available.

Member Zenge asked if the collection agency is an internal or outside entity. **Vice-Chair Stevens will confirm the collection agency is an outside third party.** *At the time of drafting these minutes, it was confirmed the collection agency is an outside third party.*

Chair Simpson inquired about national benchmarks to show how we compare to national averages. **Vice-Chair Stevens will research this data.**

Additional requests for this report are as follows:

- **Include the number of Financial Assistance applications submitted, versus, the number of applications which were deemed eligible.** *At the time of drafting these minutes, it was confirmed that 100% of the submitted FAPs were approved.*
- **Include the number of FTEs for those who work on billing issues.** Vice-Chair Stevens advised the committee that this number will reflect ALL of PeaceHealth, not specifically Ketchikan. *At the time of drafting these minutes, it was confirmed that PeaceHealth has 1 FTE in Ketchikan and a total of 30 FTEs in our System; however, Customer Service handles more than billing complaints.*
- *Community Benefit and Charity Care* - This item was reviewed and approved at the meeting on January 27, 2022. The committee requested additional information for the Community Benefit section of this report: **Include the number of requests received compared to the number of requests which were actually awarded.**

Additionally, Vice-Chair Stevens explained the process of granting Community Benefit Funds. PeaceHealth has a subcommittee of the Board, the Community Collaboration Committee, which receives requests for funds. The committee includes members from the hospital, as well as representatives from many of the community partners in Ketchikan. All requests are reviewed and voted on by the committee.

Member Hilson advised that the Alaska Mental Health Trust would be conducting interviews for their needs assessment and would likely be reaching out to the hospital.

- *Patient Experience and Clinical Quality* – Vice-Chair Stevens reviewed the Patient Experience report. She advised that this is similar to a report which has been presented to the City Council. Additionally, she explained the percentile ranking is a nationwide data point used for comparisons. The data is compiled by “received date” through a third-party vendor.

Chair Simpson inquired about the decreased rating in September and October 2021. Vice-Chair Stevens noted no specific reason for the drop; however, explained that the rates frequently fluctuate. She advised the drop came approximately the same time that we changed our Visitor’s Policy due to COVID, which may have had some influence.

Additional discussion took place on report format from quarter to quarter. Following each full quarter, the data will be reduced to one column; open quarters will continue to show “monthly” data.

Vice-Chair Stevens reviewed the Clinical Quality report, which are the measures required for quality of care. Chair Simpson inquired about how the rates in the Clinical Quality report are derived. **Vice-Chair Stevens to confirm per 1,000 patients.** *At the time of drafting these minutes, it was confirmed that rates are per 1,000 patients.*

Additionally, Chair Simpson requested a comparison to national averages. **Vice-Chair Stevens will research to ascertain if national averages are available.**

Following full discussion of the report card items, **PeaceHealth will update the report card with suggested changes** for the March 24th meeting.

New Business:

No new business.

Future Agenda Items:

- Committee to vote on final approval of the Healthcare Advisory Committee Partnership Report Card
- Funding Commitments Discussion (See Lease, page 8: Section 7, item d)

Chair Simpson requested a discussion on fiscal year-end funds available for reinvestment back into the hospital, including an estimate on how much may be available, and how and where it will be spent.

- **Vice-Chair Stevens will request an estimate for FY22, if available.**
- **Committee members to review the section of the lease (referenced above) prior to the meeting on March 24th.**

Adjournment:

There being no further business before the Healthcare Advisory Committee, Chair Simpson adjourned the meeting at 9:50 a.m. The next meeting of the Healthcare Advisory Committee will take place on Thursday, March 24, 2022 at 9:00 a.m. via WebEx Teleconference.

Respectfully Submitted by: Lisa Maddocks, Executive Assistant
PeaceHealth Ketchikan Medical Center

Approved: March 24, 2022