

**City of Ketchikan  
PeaceHealth Ketchikan Medical Center**

***Healthcare Advisory Committee Meeting***

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April 28, 2022

**Call to Order:**

The Healthcare Advisory Committee Meeting was called to order by Chair Lacey Simpson at 9:00 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

PeaceHealth Ketchikan Medical Center

Vice-Chair – Dori Stevens

PeaceHealth Member – Scott Smith

PeaceHealth Board Member – Sherilynn Boehlert

Executive Assistant – Lisa Maddocks

Committee Members Absent:

Kim Stanker – City Clerk

Community Members Present:

Robert Sivertsen

**Communications:**

No communications were noted.

**Persons to be Heard:**

Chair Simpson made a call for persons to be heard. One community member provided comments.

**Approval of Minutes:**

Following review of the DRAFT minutes from the March 24, 2022, Healthcare Advisory Committee meeting, and there being no further discussion, nor objections, the committee unanimously approved the minutes from March 24, 2022, as submitted.

**Old Business:**

No old business was identified.

## **New Business:**

### A. Update / Presentation on Emergency Department Renovation and Expansion

Vice-Chair Stevens advised that PeaceHealth has met with the architectural firm from Anchorage, supplemented by local Ketchikan architects. The group is currently addressing the best location to expand, pertaining to space, support walls and duct work, as well as square footage needs. One option would be to utilize the space from the old OR.

Chair Simpson inquired as to when it would be advantageous for Member Hilson to be involved. Vice-Chair Stevens advised that she should receive a business plan template in the near future. Once the plan template can be reviewed, she will have a better idea on timeline to involve the city.

### B. Update on Local Purchasing per Lease Section 7(k)

Member Scott Smith provided an update on PeaceHealth's utilization of local business. He cited the following examples:

- Alaskan & Proud – food service needs
- Wolf Point Produce – a recent agreement which will amount to approximately \$1,200-\$1,500 per month
- Marble Construction
- First City Electric
- Schmolck Mechanical
- Ketchikan Mechanical
- Tyler Rental
- Madison True Value
- Aero Services
- Island Air

Vice-Chair Stevens added that we are utilizing local businesses for many of our caregiver appreciation events, such as food vendors and local candy companies.

### C. Discussion of Receiving , Evaluating and Tracking Public Opinions and Complaints Received by the City and HAC per HAC Charter

Chair Simpson advised that she met with Member Hilson and Member Zenge to strategize on ways to best monitor and track complaints. One suggestion is to have an electronic format. Vice-Chair Stevens explained our current grievance process through PeaceHealth, which is outlined and regulated by CMS. Complaints which are unable to be resolved at the time of contact will be noted as a grievance. A grievance report is produced on a cyclical basis. **Ms. Stevens will work with the PeaceHealth risk manager and privacy team to determine how and what we are able to report out.**

Member Zenge noted that it is difficult to find a phone number or method of filing a complaint on the PeaceHealth website. Vice-Chair Stevens advised that the PeaceHealth website is currently undergoing an update. **Ms. Stevens will work with our Marketing Department to address this issue.**

The Committee agreed that complaints raised during the HAC meetings would be addressed and the committee would be advised (to the extent allowable) of a resolution. **Chair Simpson and Vice-Chair Stevens will discuss now best to post contact information on the PeaceHealth and City websites.**

**Future Agenda Items:**

- Update / Presentation on Emergency Department Renovation and Expansion – This item shall remain as a standing agenda item and be reported on as updates are available.
- Follow-up on Receiving, Evaluating and Tracking Public Opinions and Complaints

**Adjournment:**

Chair Simpson commented on the *Healthcare Advisory Committee (HAC) Duties* sheet included with the meeting packet. The Committee agreed it was a good reference to keep the group on track.

Member Hilson commented on his communications with Rachel Lucy, Director of Community Health, regarding Community Benefit funds for First City Homeless Shelter. **Chair Simpson suggested that the First City Homeless Shelter should report to the City Council on funds received and how they are being utilized.**

There being no further business before the Healthcare Advisory Committee, Chair Simpson adjourned the meeting at 9:48 a.m. The next meeting of the Healthcare Advisory Committee will take place on Thursday, May 26, 2022 at 9:00 a.m. via WebEx Teleconference.

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

***Approved: May 26, 2022***