

October 28, 2025

1. Call to Order:

The Healthcare Advisory Committee Meeting was called to order by Chair Lacey Simpson at 4:30 p.m. This meeting took place in the conference room at the Ted Ferry Civic Center, 888 Venetia Way, Ketchikan, Alaska.

Roll Call:

Committee Members Present:

Chair Simpson suggested the members of the committee introduce themselves and their roles on the committee.

City of Ketchikan

Lacey Simpson – Chair

Judy Zenge – City Council member

Amanda Robinson – City Asst. Public Works
Director

Kim Stanker – City Clerk

PeaceHealth Ketchikan Medical Center

Sarah Cook – Chief Administration Officer

Scott Smith – Vice Chair, Director of Support Services

Tim Horton, MD – Community Health Board Member

Kate Govaars w/ PeaceHealth

Committee Members Absent – None

2. Communications:

None

3. Persons to be Heard:

Due to the number of attendees wishing to speak, Chair Simpson asked if they could keep their comments brief.

- **Marc Weber** – Advocated for patient safety and transparency. Alleged a culture of retaliation.
- **Pamela Standley** – Raised concerns about abuse, neglect, and rights violations in long-term care. Requested a formal apology. Suggested exploring new management models.
- **Michael Fitzgerald** – Warned that the current leadership model is broken and cannot sustain compliance.
- **Janalee Gage via letter read by Lacey Simpson** – Expressed distrust in PeaceHealth leadership and the lease agreement and suggested exploring alternate management.
- **Beverly Crum** – Advocated for transparency and restoring community trust. Raised concerns about transfer policy changes and continuity of care.

- **Angela Blandov** – Spoke on mental health crisis and personal tragedy. Criticized the lack of psychiatric services, support groups, and crisis intervention.
- **Kathy Fitzgerald** – Raised concerns about communication breakdown among staff and physicians. Called for accountability and systemic changes to prevent harm.
- **Melissa Tellez** – Criticized the lack of advocacy and grievance response. Called for rebuilding trust, integrity, and culture of care.

Chair Simpson closed public comment, stating they could attend and address the Community Health Board that starts in thirty minutes with any further comments.

4. **Approval of Minutes:**

Following a review of the draft minutes from the July 31, 2025, Healthcare Advisory Committee meeting, and there being no objections, the committee unanimously approved the minutes as presented.

5. **Unfinished Business:**

Chair Simpson asked if there were any objections to postponing all unfinished business to the first meeting in January 2026 due to time constraints, and no objections were heard.

- A. Update on Same Day Clinic -PeaceHealth
- B. Emergency Department /Renovation Update
- C. Capital Projects: City and PeaceHealth

6. **New Business:**

A. 2025 Report Card - PeaceHealth:

Sarah Cook provided the following and answered questions from members.

- Core Services: Provides the number of each service provided to the community from July 1, 2024, through June 30, 2025
- Visiting Physician Services
- Provider Recruitment and Retention, including length of time open and the national average time to fill.
- Billing and Collections from January through August 2025
- Community Benefit and Charity Care, noting \$100,500 was given to various local entities, and \$7,333,995.37 was given for charity care, including PHMG in Alaska.
- Patient Experience broken down to the four quarters of 2025
- Clinical Quality
- FY25 Operation Results with a total loss of \$5,164,243

B. 5-Year Lease Review

- Chair Simpson stated this conversation will need to occur between PeaceHealth and the City Council in the next year as we approach the renewal date of October 2026. She thanked everyone who came tonight for their comments. She said this 5-year lease review process is a condition of the lease agreement and indicated this will be an ongoing dialogue between the two parties over the next year.

C. Emergency Department Patient Rooms (based on population) – PeaceHealth

- Scott Smith stated this is phase 3 of the remodel plan and the certificate of need formula. He said essentially the certificate of need formula specifies one exam room per 1500 annual visits. The committee addressed the appropriateness of the number of emergency department patient rooms based on population and ED visit volume.

D. Long Term Care Survey by Department of Health – PeaceHealth

- Sarah Cook stated that CMS and the Department of Health conducted a long-term survey following self-reported allegations of abuse and resident rights violations. She indicated that Citations were received, but several issues were addressed before the survey occurred. She said they provided a plan of correction to the CMS and to the State of Alaska and are currently waiting for approval from CMS. She said details will be shared at the next meeting once feedback is received. She indicated the corrective action deadline was October 24th, which the facility has met, and they are just waiting for CMS to approve.

E. Draft Brochure on HAC & Community Health Board – City – Provided on the table but not addressed; they will be provided at the January 2026 meeting.

Future Agenda Items:

- A. Appointment of Chair and Vice-Chair
 - I. Nomination for Chair - PeaceHealth
 - II. Nomination for Vice-Chair - City

Comments from Healthcare Advisory Committee:

Amanda Robinson thanked attendees for sharing their experiences and emphasized her commitment to ensuring a positive working environment for nurses and doctors. She expressed the importance of partnership and representation in the committee's work.

Judy Zenge thanked everyone for coming tonight. She said the recurring theme tonight has been the lack of communication and accountability, urging the committee to address these issues openly and seek solutions. She advocated for better transparency, timely sharing of reports, and improved relationships with staff and the community. She did not want to see PeaceHealth go away.

Dr. Horton echoed thanks to the speakers and acknowledged the difficulty of hearing critical feedback.

Scott Smith thanked attendees for sharing their stories and reaffirmed the committee's charge to hear and respond to community concerns. He said he was proud of what PeaceHealth does, as he has worked with them for thirty years, so it is not easy to hear some of the comments made tonight. He stated concerns as to what the ultimate goals are as a committee. He encouraged ongoing dialogue and participation in quarterly meetings and clarified the committee's limitations regarding patient care and personnel issues under the lease agreement. He said he looks forward to continued evaluation and collaboration with PeaceHealth and the City.

Sarah Cook thanked everyone for being here tonight and sharing their stories.

Lacey Simpson thanked everyone for coming and sharing some very personal stories, as it takes a lot of courage to share that type of information. She said that is one of the charges of this committee is to hear those types of comments. She reminded everyone that the HAC meets quarterly and encouraged the public to come on a regular basis. She said per the lease agreement, this committee does have limitations in terms of what it is responsible for monitoring and how the committee can respond to certain things. She said patient care and human resources issues fall outside of the lease agreement and what the HAC is responsible for, but stated, we are always happy to hear these comments and try to respond as appropriate. She said she is looking forward to the next year and how both City and PeaceHealth can continue to evaluate the lease agreement and how we partner and communicate as entities. She encouraged folks to continue dialogue with the Health Community Health Board.

Adjournment:

There being no further business before the Healthcare Advisory Committee, Chair Simpson adjourned the meeting at 5:55 P.M. The next meeting of the Healthcare Advisory Committee will take place on Thursday, January 22, 2026, at 9:00 a.m. in Council Chambers at City Hall.

Respectfully Submitted by: Kim Stanker, City Clerk
City of Ketchikan