

PeaceHealth Ketchikan Medical Center

Report Card - FY 2023

Core Services*

Service	Availability	Visits in 2022
ED 24 - hour service	YES	8,725 Visits
Labor and Delivery	YES	137 Deliveries
Obstetrics	YES	3,859 Visits
General Inpatient Services	YES	Acute ADC 9.6 907 Acute Admits
In-Patient & Out- Patient services	YES	OP Visits: 36,804 IP Days: 3,494
Diagnostic Imaging	YES	20,955 Procedures
Pathology	YES	1,474 Tests
Behavioral Health Services	YES	2,873 Visits
Home Health and Hospice Services	YES	4,928 Visits
Primary Care Services	YES	14,561 Visits
Pediatrics	YES	4,884 Visits
Orthopedic Surgery Services	YES	5,113 Visits
General Surgery Services	YES	2,756 Visits
Physical and Occupational Therapy	YES	PT/OT: 26,583 with Speech: 27,372
Laboratory Services	YES	126,796 Tests
Food and Inpatient Nutritional Needs	Yes	37,206 IP Meals
Long Term Care	YES	ADC: 19.1

*Updated annually in January.

Visiting Physician Services*

Service	Availability	Visits in 2022
Cardiology	YES	475 Visits
Gastroenterology	YES	295 Visits
Oncology	YES	512 Visits
Otolaryngology	YES	292 Visits
Pediatric Neurology	YES	Included with Pediatric Visits
Pulmonology	YES	181 Visits
Urology	YES	456 Visits

*Updated annually in January.

Provider Recruitment and Retention*

Open Position: Title and FTE	Length of Time Open	National Average Time to Fill
Pediatrician (0.8-1.0 FTE)	977 days	185 days
CRNA	30 days	N/A
Primary Care (2.0 FTE)	*Offer out to 1 FNP / Interview scheduled for 1 physician (April 2023)	

*Updated annually in January.

PeaceHealth Ketchikan Medical Center

3100 Tongass Avenue, Ketchikan, AK 99901
907-225-5171 | peacehealth.org



Billing and Collections*

	2022 Calendar Year
Financial Assistance Plan (FAP) Applications Meeting Eligibility	554
Total Dollars Adjusted	\$3,725,999.17
Total Number Sent to Collections (new)	380
Percentage of Bills Sent to Collections	5.6%
Number of Billing Concerns not Resolved After First Phone Call/Point of Contact	6

*Updated annually in January.

Community Benefit and Charity Care

Activity	FY22	FY23*
PATH Shelter		\$15,000
Prime for Life (Ketchikan Youth Court)		\$3,000
Ketchikan Community Gardens	\$11,000	
First City Homeless Shelter	\$12,000	\$15,000
Ketchikan Youth Fishing, Harvesting, & Life Skills Program	\$10,000	
Prince of Wales HOPE Emergency Housing	\$15,000	
Ketchikan 123 Program	\$3,000	\$13,000
SAIL Youth Employment Services and Transitions	\$9,000	\$6,000
Love in Action		\$20,000
Totals	\$60,000	\$72,000
Charity Care:	\$4,117,766	\$3,100,275

*FYTD March 2023

Patient Experience

Measure	FY22 Final	KMC Target FY23	FY2023											
			Q1			Q2			Q3			Q4		
			Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Likelihood to Recommend Hospital	73.68%	68.65%	67.94%			69.49%			67.03%*					
N Size			38			19			11					
Rate Hospital	71.3%	65.81%	67.46%			71.24%			68.92%*					
N Size			40			19			11					
Nurse Communication	83.87%	76.3%	82.12%			79.70%			80.05%*					
N Size			58			27			19					
Physician/ Provider Communication	79.06%	77.14%	75.53%			80.20%			81.55%					
N Size			60			39			12					

*Data through February 2023 / Q3 not finalized.

Clinical Quality

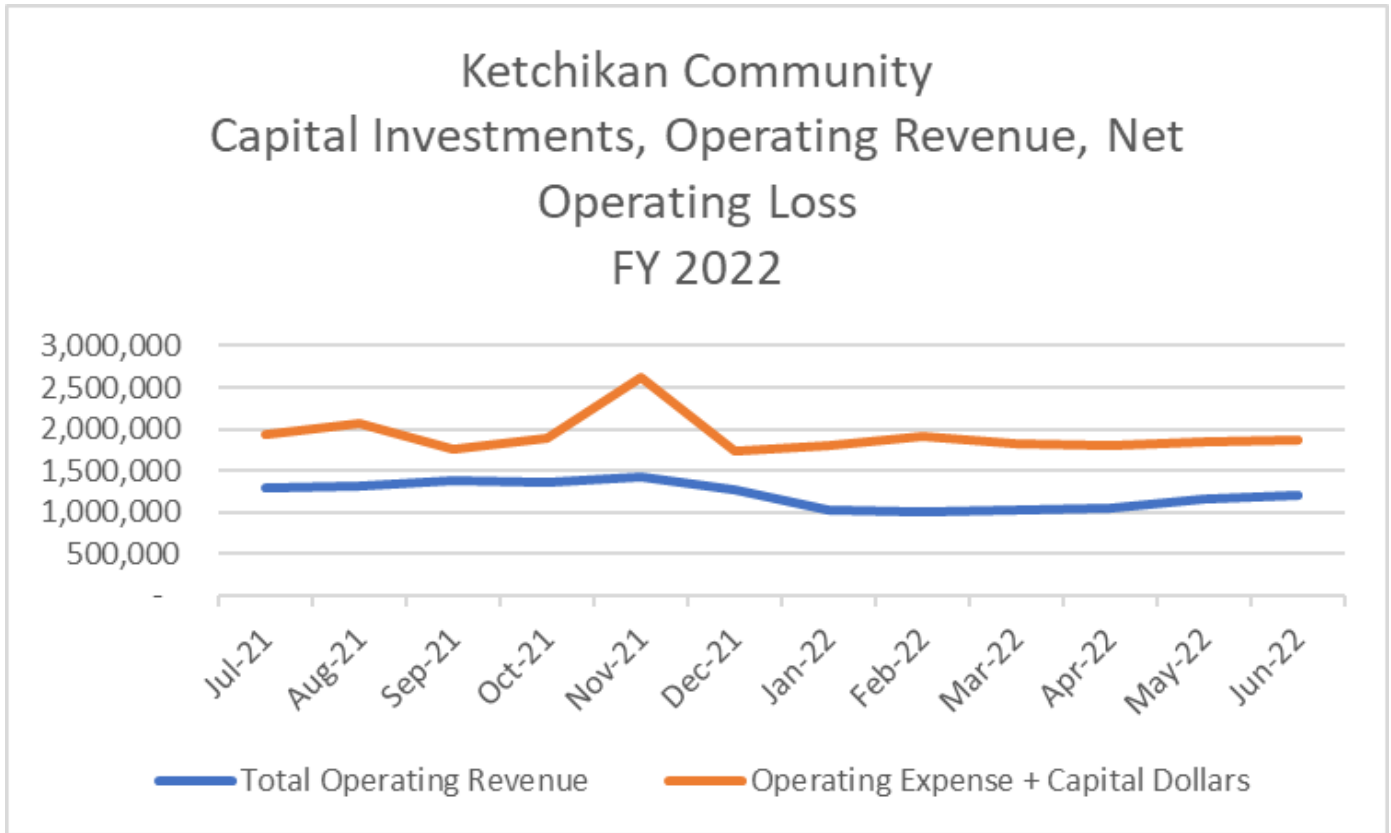
Measure	Target	Nat'l Benchmark	FY2022 Final	FY2023			
				Q1	Q2	Q3	Q4
Falls with Serious Harm	0	N/A	1.377	0	0	0	0
Early Elective Deliveries (Prior to 39 weeks gestation)	0	0.00	0.00%	0.00%	0.00%	0.00%	0.00%
CLABSI - Central Line Associated Blood Stream Infection	0	0.28	0.00	0	0	0	0
HAPI - Hospital Acquired Pressure Injury	0	N/A	0.00	0	0	0	0
CAUTI - Catheter Associated Urinary Tract Infection	0	0.33	0.00	0	0	0	0

Definitions

Falls	Rate Numerator = Number of reported patient harm occurring from a fall Denominator = 1,000 patient days
Early Elective Deliveries	Percentage Numerator = Number of patients with elective deliveries < 39 weeks Denominator = Number of patients delivering newborns with >= 37 and < 39 weeks of gestation completed
CLABSI	Standardized Infection Ratio (SIR) Numerator = Observed central line blood stream infections Denominator = Number of predicted central line blood stream associated infections calculated based on nationally aggregated data during a baseline period
HAPI	Rate Numerator = Observed number of hospital-acquired pressure injuries stage III and greater Denominator = 1,000 patient days
CAUTI	Standardize Infection Ratio (SIR) Numerator = Observed number of healthcare associated urinary catheter infections Denominator = Number of predicted urinary catheter associated infections calculated based on nationally aggregated data during a baseline period

FY22 Operating Results

Total Operating Revenue	14,517,834
Operating Expense & Capital	<u>23,100,897</u>
Total Loss	(8,583,063)



*FY23 to be updated October 2023.

April 2023 v.5