

PeaceHealth Ketchikan Medical Center

Report Cards - 2021

Core Services

Core Service	Availability	Visits in 2021
ED 24- hour service	YES	7,036 Visits
Labor and Delivery	YES	166 Deliveries
Obstetrics	YES	4,136 Visits
General Inpatient Service's	YES	Acute ADC 9.2; 855 Acute Admits
In-Patient & Out- Patient services	YES	OP Visits: 37,632; In-Pt Days: 3,358
Diagnostic Imaging	YES	19,482 Procedures
Pathology	YES	1,622 Tests
Behavioral Health Services	YES	2,522 Visits
Home Health and Hospice Service's	YES	5,202 Visits
Primary Care Service's	YES	19,888 Visits
Pediatrics	YES	3,769 Visits
Orthopedic Surgery Services	YES	3,678 Visits
General Surgery Services	YES	1,978 Visits
Physical and Occupational Therapy	YES	PT/OT: 27,917; with Speech: 28,929
Laboratory Services	YES	131,121 tests
Food and Inpatient Nutritional Needs	YES	35,975 IP Meal Equivalents
Long Term Care	YES	ADC: 20.2

Visiting Physician Services

Service	Availability	Visits in 2021
Cardiology	YES	528 Visits
Gastroenterology	YES	250 Visits
Oncology	YES	475 Visits
Otolaryngology	YES	423 Visits
Pediatric Neurology	YES	Included in Pediatric Visits
Pulmonology	YES	442 Visits
Urology	YES	525 Visits



Provider Recruitment and Retention

Open Position: Title and FTE	Length of time open	National average for time to fill
Pediatrician (0.8-1.0FTE)	617 days	185 days
Anesthesiologist (0.8-1.0FTE)	324 days	233 days

Billing and Collections

	Calendar Year 2021
Financial Assistance Plan applications meeting eligibility	796
Total dollars Adjusted	\$3,597,298.65
Total Number sent to collections (new)	467
Percentage of bills sent to collections	3.5%
Number of billing concerns not resolved after first phone call/point of contact.	4

Community Benefit & Charity Care

Activity	FY21	FY22 YTD
Ketchikan Community Gardens	\$24,300	\$6,000
First City Homeless Shelter	\$13,000	\$12,000
Ketchikan Youth Fishing, Harvesting, & Life Skills Program	\$13,000	TBD
Prince of Wales HOPE Emergency Housing		\$15,000
Totals	\$50,300	\$36,000
Charity Care:	\$2,647,000	\$1,774,000

Charity Care: Anyone who has established/approved financial need can be supported through financial assistance program (FAP).

Patient Experience

Measure	KMC Target	FY2021 Final	FY2022					
			Q1			Q2		
			Jul	Aug	Sep	Oct	Nov	Dec
Likelihood to Recommend Hospital	75.1%	78.1%	75.0%	75.0%	66.7%	37.5%	80.0%	100.0%
N Size			8	8	9	8	10	4
Percentile Rank			66%	67%	38%	1%	83%	99%
Rate Hospital	73.4%	79.8%	62.5%	87.5%	77.8%	50.0%	70.0%	75.0%
N Size			8	8	9	8	10	4
Percentile Rank			17%	96%	80%	3%	51%	72%
Nurse Communication	80.8%	82.5%	100.0%	75.0%	85.2%	75.0%	80.0%	100.0%
N Size			8	8	9	8	10	4
Percentile Rank			99%	21%	88%	25%	62%	99%
Physician/Provider Communication	81.7%	82.2%	100.0%	74.4%	85.2%	62.5%	76.7%	100.0%
N Size			8	8	9	8	10	4
Percentile Rank			99%	18%	84%	1%	34%	99%

Clinical Quality

Measure	Target	FY2021 Final	FY2022					
			Q1			Q2		
			Jul	Aug	Sep	Oct	Nov	Dec
Falls with Serious Harm	0	4.89	0	0	0	0	0	0
Early Elective Deliveries (Prior to 39 weeks gestation)	0	0.00	0	0	0	0	0	
CLABSI - Central Line Associated Blood Stream Infection	0	0.00	0	0	0	0	0	0
HAPI - Hospital Acquired Pressure Injury	0	1.63	0	0	0	0	0	0
CAUTI - Catheter Associated Urinary Tract Infection	0	0.00	0	0	0	0	0	0