

APPROVED

as of 07/25/2024

**City of Ketchikan &
PeaceHealth Ketchikan Medical Center**

Healthcare Advisory Committee Meeting

April 25, 2024

1. Call to Order:

The Healthcare Advisory Committee Meeting was called to order by Chair Dori Stevens at 9:02 a.m. This meeting took place in the Council Chambers at City Hall, 334 Front Street, Ketchikan, Alaska. A WebEx option was available at this location and included four participants.

2. Roll Call:

Committee Members Present:

City of Ketchikan

Lacey Simpson - Vice-Chair
Amanda Robinson - City Member
Kim Stanker - City Clerk

PeaceHealth Ketchikan Medical Center

Dori Stevens - Chair
Scott Smith - PeaceHealth Member
Clay Keene - PeaceHealth Board Member
Lori Medvid - Executive Assistant

Committee Members Absent:

Judy Zenge – City Member

Call in:

Kate Govaars – PeaceHealth
Delilah Walsh – City Manager

3. Communications:

No communications were noted.

4. Persons to be Heard:

Delilah Walsh wanted to take a moment to thank the staff at the Same Day Clinic. She shared her experience during a recent visit to the same day clinic and wanted to personally acknowledge her thanks to KMC and the staff for this service.

5. Approval of Minutes:

Following a review and brief discussion of a proposed amendment to the draft minutes from the January 25, 2024, Healthcare Advisory Committee meeting, and there being no further discussion, nor objections, the committee unanimously approved the minutes with the following change:

- Update on Emergency Department Remodel:
 - (Phase I is NOT complete) The architectural design has been completed and the design for Phase I has been approved. Tentative completion date for Phase I is the end of 2024.

6. Old Business:

A. Same Day Clinic (Standing)

Most patients have come in during normal business hours, the weekend and evening slots haven't had the volume expected. PHKMC will continue to monitor volumes and utilization times.

The clinic was closed for a one-week period when the provider was on vacation, there were no issues caused by the closure.

PHKMC Marketing and Communications Director, Kate Govaars, has provided Same Day Clinic hours to the cruise lines, in what is known as 'The Captains Book'. Stats from last year showed an average of 5 extra patients per day, during the summer months, were seen in the Emergency Department at PHKMC.

B. Emergency Department Update (Standing)

Phase I – Moving the CT scan to the new location.

Phase II – Lab Design is in process.

Phase III – Emergency Department.

Ms. Simpson asked for a timeline on conceptual design for the Emergency Department going public. Ms. Stevens replied that conceptual designed won't happen until after completion of the Lab design. Mrs. Stevens noted the Lab designed should be completed toward the end of the year.

Mrs. Stevens informed the Committee that PHKMC just remodeled and moved the behavioral health room away from the emergency room entrance and into the interior of the emergence department.

C. Nursing Mothers/Caregivers (Follow Up)

Dori Stevens provided follow up to a question asked during Persons to Be Heard at the January 25th meeting regarding nursing mothers/caregivers. Mrs. Stevens informed the committee that Ketchikan Medical Center has dedicated private space for all caregivers in the Labor and Delivery department, available 24/7 and each caregiver can work with their leader if they would like another location other than Labor and Delivery. Mrs. Stevens also noted that Ketchikan Medical Center has a system-wide policy regarding paid and unpaid time to breastfeed and/or pump that follows the federal law regarding this topic.

D. PeaceHealth Website for Concerns/Compliments (Follow Up)

Mrs. Stevens provided the committee with the PeaceHealth website for comments. Lacey Simpson stated the city would update its website to include this link for public comments. On the PeaceHealth website, that link is in numerous places: www.peacehealth.org/comment

- i. Contact Us
- ii. For Patients and Visitors
- iii. PeaceHealth Ketchikan Medical Center

E. Emergency Department vs Same Day Clinic Appointments (Follow Up)

Mrs. Stevens addressed a question from the January 25th meeting, during Persons to Be Heard, regarding advertising for Same Day Clinic in the Emergency Department in hopes of getting more people to utilize the Same Day Clinic services. Mrs. Stevens did some research and the EMTALA (Emergency Medical Treatment and Labor Act) prevents hospitals from encouraging patients to leave the emergency department before a mental status examination can be conducted. This means we cannot post flyers anywhere near the Emergency Department. Kate Govaars, PeaceHealth Marketing and Communications Manager has done a good job of advertising the Same Day Clinic around the community.

D. HAC Report Card:

Mrs. Stevens addressed a lingering question regarding the HAC Partnership Report Card distribution frequency. Following group discussion, and per the Lease Agreement, the committee moved to have the report card presented annually each October from here on out.

7. New Business:

A. Request Care Estimate

Mrs. Stevens presented the committee with information on how to request a Cost of Care Estimate through the PeaceHealth Website. Lacey Simpson asked about the Charge Master and whether there is access to that information. Kate Govaars identified the location of where that could be found on the website. (Located under Patient Financial Services)

B. Providers

Mrs. Stevens presented a brief highlight of our visiting specialty providers. She also informed the committee that a new primary care physician will be starting in fall of this year. Lacey Simpson asked to be put on Kate Govaars' email list for sending out provider updates.

C. Behavioral Health Holds / Title 47 Patients

Dori Stevens complied a presentation, per a request at the January 25th meeting, to break down and explain the step-by-step process for when a patient comes through the hospital and is placed on a Title 47 hold.

Points of Discussion:

How long does it take to complete the MC105?

- 10 minutes.
- This is done by law enforcement, family, or a doctor.

What happens to the patient while waiting?

- The patient is in the Emergency Department. If the patient is violent KPD will stay until the patient has calmed down either on his/her own or by medication.
- Akeela has 2 hours to arrive once notified of an inpatient hold.

What happens during an assessment?

- The assessment depends on the patient's state of mind or level of intoxication.
- The patient remains in the Emergency department until cleared by the doctor.

What if the hold is insufficient?

- A 72-hour hold can only be issued through a court order, requested by Akeela or the hospital.

What happens if they want to leave?

- Patient can have an in-person sitter or a camera sitter.
- If patient is a flight risk, the door to the psych room will be locked.
- This is a last resort step only.

See attached presentation for step-by-step breakdown of process.

D. Akeela

Dori Stevens addressed the news about Akeela ceasing behavioral Health services. Specifically, Title 47 Holds. Mrs. Stevens has been in contact with folks at the State of Alaska Department of Behavioral Health as well as Akeela to come up with a plan to continue services.

Lacey Simpson informed the committee, that the city spoke with Akeela last Monday, and were told the State would not allow Akeela to continue services.

Clay Keene asked why PeaceHealth can't perform this service, Mrs. Stevens informed Mr. Keene, to keep a patient on a 72-hour hold, they would need a daily and initial assessment. PeaceHealth does not have the experts to provide this service currently.

Lacey Simpson informed the committee that the exit date for Akeela is June 30, 2024, which is the end of the State of Alaska's fiscal year. The grants for services will also end at this time. There was group discussion regarding telehealth's ability to provide services, and the consensus believes it works. Mrs. Stevens asked that the names of the folks the city has been speaking with at the State, be provided to her as well.

Mr. Keene asked Mrs. Simpson how long it would take for the city to find a replacement for behavioral health services. Mrs. Simpson replied that this is solely the states responsibility. The only thing the city has to offer is the facilities Akeela has been operating out of. The city council is working with the staff of Akeela to reclaim the facilities. The city will not know what they want to do with those building for several months. Mrs. Simpson reiterated, its up to the state to provide those services and to provide that facilities they will operate out of.

Mrs. Simpson stated, ultimately, it's the City Councils call on how they want to utilize the cities buildings. The buildings in question are the Washington Street property, previously the KAR House. The Washington Street property is being deeded back to PeaceHealth.

Mr. Keene reiterated the need for the city to minimize the absence or delay in getting these services back into the community. Mrs. Simpson suggested to the committee that the issue regarding Behavioral Health Services here in Ketchikan is a highly revolving issue and the conversation should remain open.

Mr. Keene asked who has been dealing with the behavioral health patients? Mrs. Stevens informed the committee that Akeela's involvement with behavioral health has been declining over time and there are many independent community providers who have been picking up their patients. Mrs. Simpson believes the bigger need is for a substance abuse inpatient treatment facility here in town. Mr. Keene and Mrs. Simpson both reiterated the need for an inpatient substance abuse facility locally.

Mrs. Simpson & Mrs. Stevens will continue conversations and will both bring updates to the July 25th meeting.

E. Future Agenda Items:

1. Behavioral Health (standing)
 - i. Ambulatory / Inpatient behavioral health
 - ii. Title 47 behavioral health
2. Same Day Clinic (standing)
3. Emergency Department Remodel (standing)

Adjournment:

There being no further business before the Healthcare Advisory Committee, Vice-Chair Simpson adjourned the meeting at 10:10 a.m. The next meeting of the Healthcare Advisory Committee will take place on Thursday, July 25, 2024, at 9:00 a.m. in the City Council Chambers, and available via WebEx invitation.

Respectfully Submitted by: Lori Medvid, Executive Assistant
PeaceHealth Ketchikan Medical Center

Behavioral Health Holds / Title 47

What someone experiencing a mental health crisis can expect:

- ▶ The patient can be placed on a hold by law enforcement in the field or in the Emergency Department.
- ▶ If the patient is brought in by law enforcement, LEO (Law Enforcement Officer) will complete the emergency detention application (MC105).
- ▶ MC105 allows for emergency detention (hold) for 24 hours until the physician and mental health provider (Akeela) completes an evaluation.
- ▶ Patient is informed of the 24-hour legal hold status.
- ▶ The patient can be placed on a hold by Akeela and/or by an emergency physician.

Behavioral Health Holds / Title 47, continued

Upon admission to the Emergency Department:

- ▶ Clothes are removed and the patient is placed in a special-colored gown that is free of ties to prevent self harm.
- ▶ Belongings are scanned for anything that could cause harm to self or others, bagged and secured.
- ▶ Patient is placed in a “ligature free” room.
- ▶ Nurse examines, vital signs taken and triage questions are asked.
- ▶ Elopement risk assessed. A security guard or other assistive personnel may be placed at the door to ensure the patient does not harm themselves or attempt to leave if elopement risk is high. The patient may also be placed in a locked room to prevent elopement.
- ▶ ER MD evaluates the patient and orders may vary dependent on need. Both medical and behavioral health needs assessed.
- ▶ Assessment for mind altering substances on board. Mental Health Assessment can not be performed if mind altering substances are on board.
- ▶ Once medically cleared by the ED MD and patient is of sound mind, Akeela mental health professional (via telehealth) evaluates the patient.

Behavioral Health Holds / Title 47, continued

If patient cannot be safely discharged or transferred:

- ▶ Akeela will file paperwork and contact a judge for a 72-hour hold.
- ▶ The patient is informed by the MD that they are admitted and that we have a judge's order to hold them for 72 hours.
- ▶ Patient is given their rights and a copy of the judge's order. This is completed by the supervisor.
- ▶ Hospitalist evaluates and writes orders for admission.
- ▶ Placed in one of our behavioral health rooms on the Med/Surg unit (2).
- ▶ Med/Surg nurses assesses the patient, and the admission process to the unit begins.

Behavioral Health Holds / Title 47, continued

Once on the Med/Surg Unit:

- ▶ The patient's room is monitored 24/7 via camera.
- ▶ If the patient is designated as high risk, escalates or attempts to elope, seclusion orders are obtained, and the door is locked.
- ▶ Daily evaluations by the hospitalist and mental health professional from Akeela.
- ▶ If the patient does not improve and we cannot safely discharge, the patient is referred for transfer to an inpatient facility for treatment.

April 2024

PeaceHealth HAC Report



Old business Follow up

Lactating availability and space

- ▶ KMC has a dedicated private space for all in the Labor and Delivery department 24/7.
- ▶ Caregivers work with their leaders if they would like another location other than L&D.
- ▶ KMC has a system-wide policy regarding paid and unpaid time to breastfeed and or pump that follows the federal law regarding this topic.

PeaceHealth Website for Comments

- ▶ www.peacehealth.org/comment
- ▶ Located on numerous places on our website
 - ▶ Contact Us
 - ▶ For Patients and Visitors
 - ▶ PeaceHealth Ketchikan Medical Center

Request a Care Estimate

https://www.peacehealth.org/patient-financial-services/hospital-pricing/request-an-estimate

For Patients and Visitors For Providers Careers Donate About Us **My PeaceHealth**

PeaceHealth Find a Doctor Find a Location Care & Services Pay a Bill

Home / Patient Financial Services / Hospital Pricing / Request a Care Estimate

Request a Care Estimate

You are provided with three easy ways to obtain an estimate

1. You can now request an estimate online via [MyPeaceHealth -Login Page](#).
2. No login? Click on [Request Estimate as Guest](#) to create an estimate.
3. To receive an estimate, please call us at 844-212-1049 and select option 2. We are available to help you Monday through Friday from 8:00 am to 5:00 pm.

[Request an estimate](#)

For the most accurate estimate, have the following information:

- Name of procedure
- CPT Code (your doctor's office can give this to you)
- Whether the procedure is planned as inpatient or outpatient
- The PeaceHealth location where you will receive services

Important information about estimates

Please understand that it is not always possible to predict the exact amount you will be charged. Our estimates are based on an average of similar services performed, final charges are based on actual services received.

Request a care estimate
[844-212-1049](#) (Option 2)
Monday - Friday
8:00 am - 5:00 pm

Request a Care Estimate

Continued.



https://www.peacehealth.org/patient-financial-services

For Patients and Visitors For Providers Careers Donate About Us **My PeaceHealth**

PeaceHealth Find a Doctor Find a Location Care & Services Pay a Bill

Home / Patient Financial Services

Patient Financial Services

- [Pay a Bill](#) [877-202-3597](tel:877-202-3597)
- [Frequently Asked Questions](#)
- [Get Health Insurance](#)
- [Financial Assistance](#)
 - [Participating Providers](#)
- [Hospital Pricing](#)
 - [Balance Billing Protection](#)
 - [Request a Care Estimate](#)
 - [Good Faith Estimates Rights](#)
- [Contact Us](#)

Direct Contracting

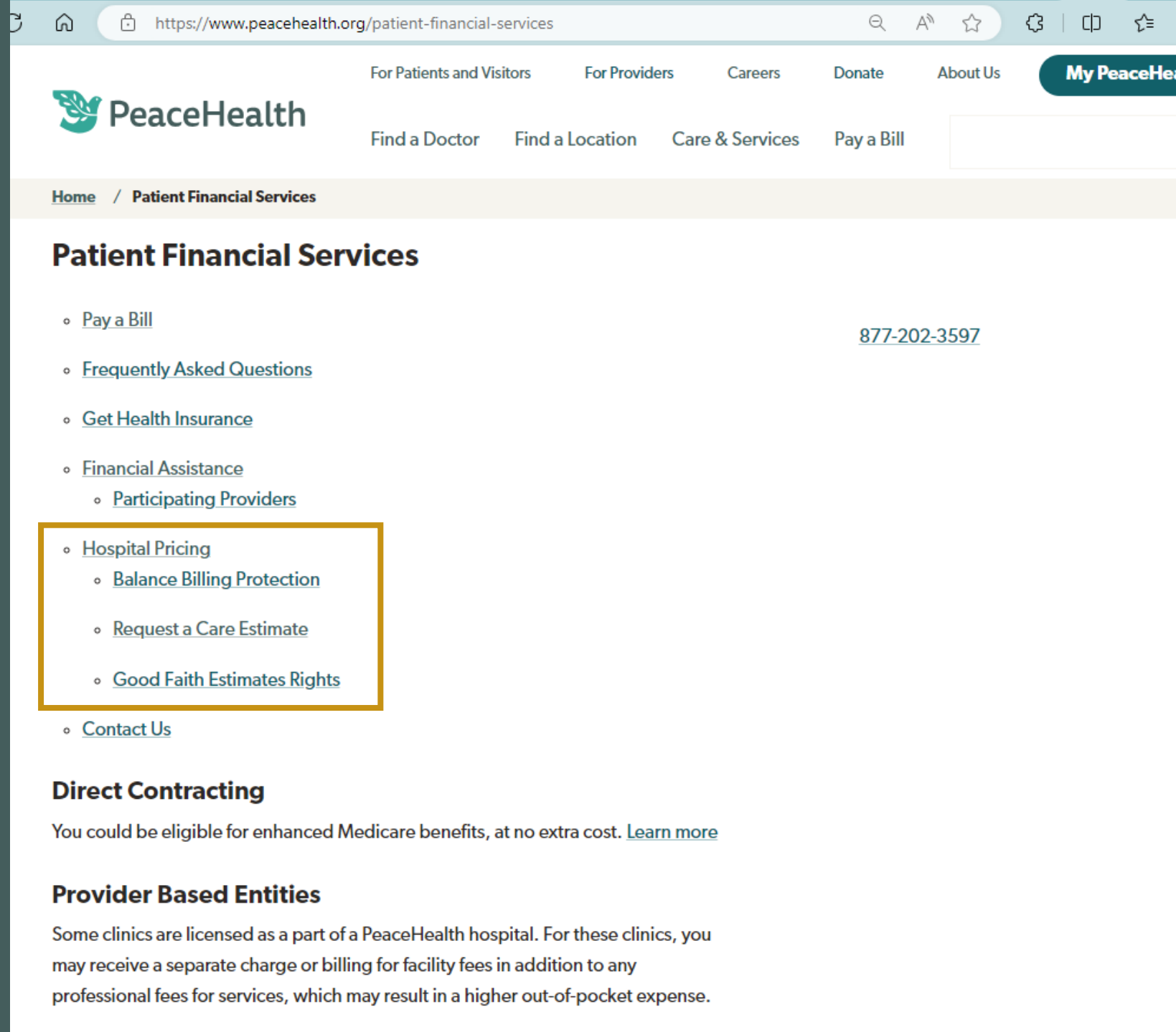
You could be eligible for enhanced Medicare benefits, at no extra cost. [Learn more](#)

Provider Based Entities

Some clinics are licensed as a part of a PeaceHealth hospital. For these clinics, you may receive a separate charge or billing for facility fees in addition to any professional fees for services, which may result in a higher out-of-pocket expense.

Request a Care Estimate

Continued.



https://www.peacehealth.org/patient-financial-services

For Patients and Visitors For Providers Careers Donate About Us **My PeaceHea**

Find a Doctor Find a Location Care & Services Pay a Bill

[Home](#) / **Patient Financial Services**

Patient Financial Services

- [Pay a Bill](#) [877-202-3597](tel:877-202-3597)
- [Frequently Asked Questions](#)
- [Get Health Insurance](#)
- [Financial Assistance](#)
 - [Participating Providers](#)
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Request a Care Estimate

Continued.

My PeaceHealth

Scheduling through the My PeaceHealth online portal

We're working on making some exciting changes that will help save you time when you arrive and check-in for your PeaceHealth primary care appointment.

Now through May 2024, scheduling through the My PeaceHealth online portal may not be available as we make improvements. If you don't see any appointments for your provider, please [call your local clinic](#) to schedule your appointment. Thank you for your patience and understanding.

Our goal is to ensure you have the time you need with your provider to talk about what's important to you and your health.

Communicate with your doctor
Get answers to your medical questions from the comfort of your own home

Access your test results
No more waiting for a phone call or letter – view your results and your doctor's comments within days

Request prescription refills
Send a refill request for any of your refillable medications

Manage your appointments
Schedule your next appointment, or view details of your past and upcoming appointments

Download on the **App Store** | GET IT ON **Google Play**

[Interoperability Guide](#) | [FAQs](#) | [Privacy Policy](#) | [Terms and Conditions](#) | [High Contrast Theme](#)

MyChart by Epic
MyChart® licensed from Epic Systems Corporation® 1999 - 2024

Providers

Did you know about our visiting specialties?



Spotlight on Urology

Alan Kowitz, MD, is our newest visiting urologist joining us monthly in Ketchikan. In addition to standard urology treatments, Dr. Kowitz offers specialized procedures including:

- **Rezum**® treating benign prostatic hyperplasia (BPH), a condition that causes the prostate to grow.
- **Botox**® bladder injections for overactive bladder.

In addition to urology, PeaceHealth Ketchikan routinely welcomes the following visiting specialties to our site:

- Cardiology
- Oncology

Ready to refer?

PeaceHealth has built standard order sets for providers to be able to more seamlessly refer patients to specialty services.

In-house specialties caring for the community.

To get connected or make a referral to any of the in-house specialties listed, call the hospital's main line to be routed appropriately: **907-225-5171**

Infusion Therapy --

Offers numerous treatments for anything from cancer to Crohn's disease.

Orthopedics --

PeaceHealth maintains 3 surgeons & 1 PA.

Behavioral Health/Psychiatry --

2 fulltime psychiatrists on staff.

OB/GYN --

3 fulltime providers living in Ketchikan.

Diagnostic Imaging --

Tools include CT, MRI, ultrasound, x-ray, 3D mammo, bone density, among others.

Laboratory --

Full-service lab open extended hours.



Sports Medicine at KMC

[Joshua Schkrohowsky, MD](#), joined PeaceHealth in 2021 as an expert in sports medicine. He strives toward minimally invasive care with a conservative approach to surgery.

Supporting your patients.



Same Day Care

Same Day Care does not replace primary care, but it does bridge the gap between primary care and the Emergency Department with access to imaging and lab services.

Same Day Care is open to all in the community ages 3 months and older.

Hours:

Tues - Fri: 11am - 7pm

Sat: 8am - 5pm

Call day-of for an appointment:

907-228-8520

[Click here for symptoms we treat.](#)

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