

PeaceHealth Ketchikan Medical Center

Report Cards – Fiscal & Calendar Year 2022

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

*Updated annually in January.

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

*Updated annually in January.

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

*Updated annually in January.

Billing and Collections*

2021 Calendar Year	
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

*Updated annually in January.

Community Benefit & Charity Care

Activity	FY21	FY22
Ketchikan Community Gardens	\$24,300	\$11,000
First City Homeless Shelter	\$13,000	\$12,000
Ketchikan Youth Fishing, Harvesting, & Life Skills Program	\$13,000	\$10,000
Prince of Wales HOPE Emergency Housing		\$15,000
Ketchikan 123 Program		\$3,000
SAIL Youth Employment Services and Transitions		\$9,000
Totals	\$50,300	\$60,000
Charity Care:	\$4,929,579	\$4,117,766

Patient Experience

Measure	KMC Target	FY2021 Final	FY2022*											
			Q1			Q2			Q3			Q4		
			Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Likelihood to Recommend Hospital	75.1%	78.1%	72.2%			72.5%			76.0%			77.1%		
N Size			25			22			34			31		
Rate Hospital	73.4%	79.8%	76.0%			65.0%			68.0%			76.5%		
N Size			25			22			35			31		
Nurse Communication	80.8%	82.5%	87.0%			85.0%			80.3%			89.6%		
N Size			25			22			35			30		
Physician/Provider Communication	81.7%	82.2%	87.0%			80.0%			76.8%			83.3%		
N Size			25			22			35			30		

*FY = July 1 through June 30

Clinical Quality

Measure	Target	Nat'l Benchmark	FY2021 Final	FY2022			
				Q1	Q2	Q3	Q4
Falls with Serious Harm	0	N/A	4.89	0	0	1	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	0.28	0.00	0	0	0	0
HAPI- Hospital Acquired Pressure Injury	0	N/A	1.63	0	0	0	0
CAUTI- Catheter Associated Urinary Tract Infection	0	0.33	0.00	0	0	0	0

Definitions

Falls	<p>Rate Numerator = Number of reported patient harm occurring from a fall Denominator = 1,000 patient days</p>
Early Elective Deliveries	<p>Percentage Numerator = Number of patients with elective deliveries < 39 weeks Denominator = Number of patients delivering newborns with >= 37 and < 39 weeks of gestation completed</p>
CLABSI	<p>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 time period</p>
HAPI	<p>Rate Numerator = Observed number of hospital-acquired pressure injuries stage III and greater Denominator = 1,000 patient days</p>
CAUTI	<p>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 time period</p>

FY2022 Operating Results

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

