

PeaceHealth Ketchikan Medical Center

Report Card - FY 2023 (October)

Core Services

Service	Availability	FY 2023 (July 1, 2022 – June 30, 2023)
ED 24 - hour service	YES	8,869
Labor and Delivery	YES	125
Obstetrics	YES	3,794
General Inpatient Services	YES	Acute ACD 8.5 // Acute Admits 759
In-Patient & Out- Patient services	YES	OP visits: 36,437 // IP Days: 3,707
Diagnostic Imaging	YES	20,661
Pathology	YES	1,326
Behavioral Health Services	YES	2,858
Home Health and Hospice Services	YES	5,084
Primary Care Services	YES	13,815
Pediatrics	YES	4,593
Orthopedic Surgery Services	YES	4,626
General Surgery Services	YES	2,205
Physical and Occupational Therapy	YES	PT/OT: 27,047
Laboratory Services	YES	121,437
Food and Inpatient Nutritional Needs	Yes	37,393
Long Term Care	YES	20.0

Visiting Physician Services

Service	Availability	FY 2023 (July 1, 2022 – June 30, 2023)
Cardiology	YES	494
Gastroenterology	YES	322
Oncology	YES	513
Otolaryngology	YES	264
Pediatric Neurology	YES	0
Pulmonology	YES	216
Urology	YES	562

Provider Recruitment and Retention*

Open Position: Title and FTE	Length of Time Open	National Average Time to Fill
Pediatrician (0.8-1.0 FTE)	1207 days	185 days
Pediatrician (per diem)	214	185 days
OB/GYN (per diem)	154	N/A
Urologist (per diem)	576	N/A
CRNA (2.0 FTE)	186	N/A
Anesthesiologist	184	N/A
Hospitalist (0.5 FTE)	190	N/A
Hospitalist (per diem)	185	N/A
Primary Care (1.0 FTE)	493	N/A
Primary Care (per diem)	119	N/A

Updated September 19, 2023

Billing and Collections

	2023 January through August
Financial Assistance Plan (FAP) Applications Meeting Eligibility	675
Total Dollars Adjusted	\$3,156,590
Total Number Sent to Collections (new)	738
Percentage of Bills Sent to Collections	2.7%
Number of Billing Concerns not Resolved After First Phone Call/Point of Contact	5

*Updated annually in January.

Community Benefit and Charity Care

Activity	FY23	FYTD24*
PATH Shelter	\$15,000	
Prime for Life (Ketchikan Youth Court)	\$3,000	
Therapeutic Foster Care Program Community Connections	\$100,000	
First City Homeless Shelter	\$15,000	
Ketchikan 123 Program	\$13,000	
SAIL Youth Employment Services and Transitions	\$6,000	
Love in Action	\$20,000	\$17,000
Totals	\$172,000	\$72,000
Charity Care:	\$4,117,766	\$3,156,590

Patient Experience

Measure	Target	FY2023									FY2024		
		Q2			Q3			Q4			Q1		
		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Likelihood to Recommend Hospital	69.60%	72.39%			56.60%			70.27%			71.43%		
N Size		26			30			24			14		
Rate Hospital	65.7%	72.39%			56.70%			68.30%			64.29		
N Size		26			30			24			14		
Nurse Communication	81.90%	84.14%			87.0%			80.89%			95.05%		
N Size		27			30			24			13		
Physician Communication	81.20%	88.59%			87.28%			87.96%			90.48%		
N Size		27			30			24			14		

Clinical Quality

Measure	Target	Nat'l Benchmark	FY2023			FY2024
			Q2	Q3	Q4	July
Falls with Serious Harm	0	N/A	0	0	0	0
Early Elective Deliveries (Prior to 39 weeks gestation)	0	0.00	0.00%	0.00%	0.00%	0.00%
CLABSI- Central Line Associated Blood Stream Infection	0	0.28	0	0	0	0
HAPI- Hospital Acquired Pressure Injury	0	N/A	0	0	0	0
CAUTI- Catheter Associated Urinary Tract Infection	0	0.33	0	0	0	0

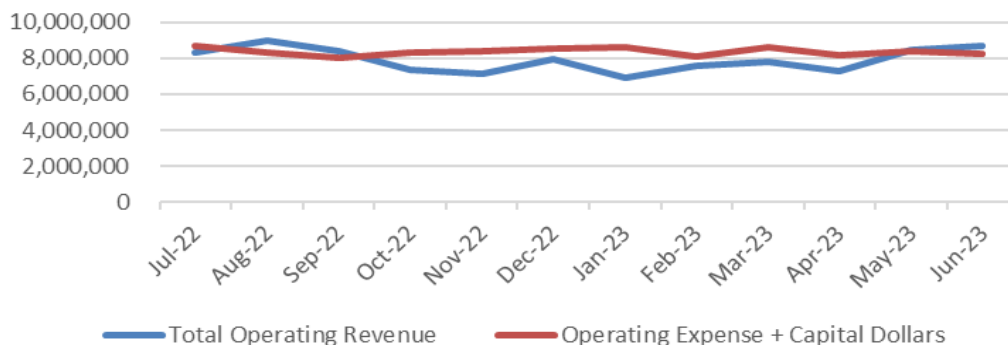
Definitions

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

FY23 Operating Results

Total Operating Revenue	94,740.317
Operating Expense & Capital	<u>100,431,658</u>
Total Loss	(5,691,341)

Ketchikan Medical Center
Capital Investments, Operating Revenue, Net
Operating Loss
FY 2023



Updated 10.2.23