City of Ketchikan &
PeaceHealth Ketchikan Medical Center

Healthcare Advisory Committee Meeting

April 23, 2026

1. Call to Order:
The Healthcare Advisory Committee Meeting was called to order by Chair Scott Smith at 9:00 a.m. This meeting took place in Council Chambers at City Hall, 334 Front Street, Ketchikan, Alaska.

2. Roll Call:
Committee Members' Present:

City of Ketchikan	PeaceHealth Ketchikan Medical Center
Amanda Robinson – Vice-Chair	Scott Smith – Chair, Director of Support Services
Member - Jai Mahtani	Sarah Cook – Chief Administrative Officer
Member - Matt McLaren – Temporary Manager	Newly appointed member Jamie Park – Chief Medical Officer & Primary Care Physician
Kim Stanker - City Clerk	

Committee Members Absent - None

3. Persons to be Heard: None

4. Approval of Minutes:

Following a review of the draft minutes from the January 22, 2026, Healthcare Advisory Committee meeting it was moved by Smith, seconded by Robinson to approve the draft minutes. The committee unanimously approved the minutes as presented.

5. Communications: None

6. New HAC Member Appointments and Terms

Chair Smith asked that the HAC Committee Member Contact list be updated to reflect the newly appointed members. He went on to say he would like to update the committee member appointment terms to all expire in January at the end of their appropriate term, but remain staggered, except for the city council appointed member whose term aligns with the October election cycle.

Moved by McLaren, seconded by Park to approve proposed member appointments and terms. The motion was approved by unanimous consent.

7. HAC Duties and Meeting Cadence

Chair Smith presented a proposed schedule to ensure all duties described in the Lease and the HAC Charter were addressed annually, with some topics covered at every meeting and others seasonally, based on relevance, such as budgeting. The committee agreed to move capital improvement priorities to the April meetings and to discuss changes to the financial assistance policy at every meeting to address community concerns.

- Chair Smith provided a spreadsheet outlining committee duties and proposed meeting schedule for each topic.
- Member Robinson suggested the capital improvement priorities be moved from annually at the July to annually in April to better align with budgeting timelines.
- Member Mahtani said he would like to see the financial assistance policy be included as a standing business item at every meeting due to frequent community feedback.

Moved by Smith, seconded by Robinson to approve the schedule as amended. The motion was approved by unanimous consent.

8. Standing Business

a) **Update on Same Day clinic – PeaceHealth – Member Cook**
   - Priority care clinic saw 870 patients in quarter three.
   - Clinic hours are Tuesday to Friday 11 a.m. to 7 p.m. and Saturday 8 a.m. to 5 p.m.
   - Patients can call or walk in, but walk-ins may not be seen immediately

b) **Update on Emergency Department Renovation – Member Smith**
   - Phase one CT scanner relocation completed and operational since last summer.
   - Phase two involves lab relocation and upgrade to create space for ED expansion.
   - Phase three ED expansion requires state certificate of need approval.
   - Conceptual designs shared with public works for feedback.
   - Committee discussed coordination with City planning and public works departments.

c) **Core Services Monitoring – Member Park**
   - Permanent staff recruitment has reduced travel staff reliance and prevented unit closures.
   - New family physician and nurse practitioner hired to expand primary care services.
   - Cardiology services impacted by resignations, but ongoing recruitment and telehealth continue.
   - ENT coverage reduced due to retirements, affecting pediatric tonsillectomy availability.
   - Emergency cases requiring unavailable services are referred out of town.

Member Park answered questions from Member Mahtani regarding Coast Guard families experiencing delays in primary care access, veterans lacking awareness of hospital liaison services and unexpected bills after Medicare payments.

Chair Smith asked if Member Mahtani could provide a contact at the Coast Guard so he could connect with someone at the Coast Guard Clinic and veteran communities to address those concerns. Member Mahtani said he would have to get that information for him.

Member Cook suggested that if any of the members have questions for the committee, reach out to them before the meeting so they can have answers for them.

d) Charity Care – Member Cook

- Provided the fiscal year 2026 KMC community benefit funding awards - $97,000.
- Informed FYTED uncompensated charity care - $6,398,000.

9. Unfinished Business:

a) Business Cards for contacting PeaceHealth with feedback for complaints, compliments & suggestions. Member Cooks stated they are collected and they follow the CMS guidelines. She said once they are reviewed, they will either receive a phone call or a letter depending on the issue.

10. New Business:

a) PeaceHealth Updates:

i. CNO
   - Their regional CNO is currently filling in at PeaceHealth; moving forward, they will reevaluate the position.

ii. Patient Satisfaction and Clinical Quality Metrics – Member Park
   - The hospital presented patient experience survey results highlighting the likelihood to recommend scores for hospital admissions and clinics. He said the efforts to improve caring culture and safety culture are underway.
   - New emergency department staffing group contributed to improved patient experience.
   - Employee Surveys monitor safety culture and staff willingness to speak up.
   - Oncology services have greatly expanded, with increased infusion center capacity and plans to extend oncology coverage from one to two weeks per month.

iii. Provider Recruitment
   - Contract labor remains low.
   - Most travel positions converted to FTE.
   - Preparing for our summer staffing for cruise season

iv. Shared Capital Projects – Member Robinson
   - Stairwell repair project plans are 95% complete and within budget.
   - Quotes are being solicited from selected contractors for the repair work.
   - The stairwell closure was due to safety hazards from rock wall deterioration.
   - Project aims to restore safe access from the property entrance to Fifth Avenue.

v. <u>Long Term Care Survey – Member Cook</u>

- Survey praised quality care and staff teamwork in long-term care.
- Three minor tags issued for labeling regarding medication and food to align with policy, and a furniture issue.
- Hospital has ten days to submit a corrective action plan to CMS, which has been done to send their process improvement plan and for CMS to accept it.

b) Process for PeaceHealth receiving feedback from City Council

Chair Smith said this was added to the agenda to establish a more formal process for receiving timely feedback and public comments and concerns from City Councilmembers to enable proactive responses to recognize challenges with last-minute inquiries. The members agreed that clear communication channels and reminders to Councilmembers could improve information flow. Member Robinson was identified as a key contact to coordinate and relay Council questions to PeaceHealth efficiently.

c) HAC meeting time and location for October 2026

The committee debated whether to hold the October meeting at the usual City Hall location or at the Ted Ferry Civic Center to coincide with the Community Health Board meeting. There were concerns raised about space limitations, meeting format, and public participation. There were suggestions to hold the meeting in a larger room two hours prior to the Community Health Board meeting with strict time limits to accommodate public comments and maintain meeting efficiency.

- Ted Ferry Civic Center location [previously used but found unsuitable due to small space and lack of video recording].
- Some members prefer holding the meeting at City Hall for consistency and better facilities.
- Proposal to hold the meeting two hours before the Community Health Board meeting in a larger room to accommodate public input.
- Emphasis on enforcing time limits for public comments to ensure meeting functionality.
- Decision deferred to the July meeting for final determination.

11. Future Agenda Items

Member Robinson felt the committee should address neighborhood complaints about the parking on First Street and the ramp near the hospital. She said while no ordinances restrict parking in this area, efforts to be good neighbors include discouraging street parking and encouraging use of hospital property for parking.

12. Comments from Healthcare Advisory Committee

Member Mahtani emphasized the importance of teamwork among the hospital board, Healthcare Advisory Committee, and the city to provide excellent healthcare to our citizens. He stated his concerns regarding our aging population and maintaining transparency in communication.

Member Robinson said she appreciates that staff for PeaceHealth is being hired from the community, and that additional staff is being added to primary care.

Chair Smith echoed comments made on the importance of teamwork, transparency, and ongoing efforts to meet the healthcare needs of an aging population. He felt this meeting demonstrated active collaboration among city officials, hospital leadership, and community representatives to advance healthcare services and address community concerns.

13. Adjournment

There being no further business before the Healthcare Advisory Committee, Chair Smith adjourned the meeting at 10:11 a.m. The next meeting of the Healthcare Advisory Committee will take place on Thursday, July 23, 2026, at 9:00 a.m. in Council Chambers at City Hall.

Respectfully Submitted by:

Kim Stanker, City Clerk
City of Ketchikan