



TRANSMITTAL MEMORANDUM

TO: The Honorable Mayor and City Council

FROM: Karl R. Amylon, City Manager

DATE: June 19, 2020

RE: **PeaceHealth Ketchikan Medical Center Quarterly Presentation to the City Council**

At its meeting of January 23, 2020, the City Council and PeaceHealth Ketchikan Medical Center interim Chief Administrator Officer Joe Mark discussed different options for providing periodic updates to the City. At the suggestion of Councilmember Flora, it was agreed that PeaceHealth representatives would provide quarterly updates while submitting suggested topics at least two weeks in advance of the meeting, which Councilmembers could review and in turn suggest modifications and/or submit requests for additional information.

By report dated May 28, 2020, I submitted PeaceHealth Ketchikan Medical Center's suggested topics for the quarterly update at the July 2, 2020 City Council meeting. The City Council accepted the topics with no modification.

PeaceHealth Ketchikan Medical Center Chief Administrative Officer Dori Stevens will attend the City Council meeting of July 2, 2020, in order to provide the quarterly update. A copy of Ms. Steven's power point presentation is attached for City Council review.



Update to City Council

July 2, 2020



PeaceHealth
Ketchikan Medical Center

Grateful for the heroic efforts of our community

The KMC Foundation reached out to the community and the response was amazing including:

- Creation of 2,000 cloth masks and reusable Tyvek gowns
- Donations of N95 masks and hand sanitizer
- Innovators from Microsoft, School District, and other companies donated expertise to meet specialty PPE needs
- Many donations of food and snacks for caregivers

Ketchikan's COVID-19 Response

- Ketchikan was one of the first Alaskan communities with COVID-19 cluster infections:
 - 12 cases originated from patient zero
 - By mid-April there was 15 positive cases, 1 hospitalized, no deaths, and 14 recovered
 - At that time Public Health had limited testing capacity for people identified as medium-to high-risk through the state



PeaceHealth's COVID-19 Response

Patient zero arrived March 13th

March 16 — KMC set-up COVID-19 testing site

- Location: lower parking garage at the Wilson Building.
- ED trained in disaster medicine, PPE, bio disasters, setting up field hospital

March 19 — KMC established an isolation unit dedicated for COVID-19 and other patients needing airborne precautions.

- Location: PACU/Surgery Unit
- 9 beds, 3 negative pressure rooms



PeaceHealth's COVID-19 Response

COVID-19 Testing Procedure

1. Advance telephone registration.
 - All patients are referred to us
2. Advance telephone nurse triage.
 - Full assessment, vitals, pulse oximeter
 - Physician perform History and MSE
3. Patients swabbed in their car.
 - Specimen sent to Fairbanks for PCR testing
4. Discharged or sent for further treatment.
 - Patients given pre-printed discharge instructions, COVID handouts
 - Nurse calls w/results
 - Patient screened in as appearing ill sent to the ER/COVID unit.



PeaceHealth's COVID-19 Response



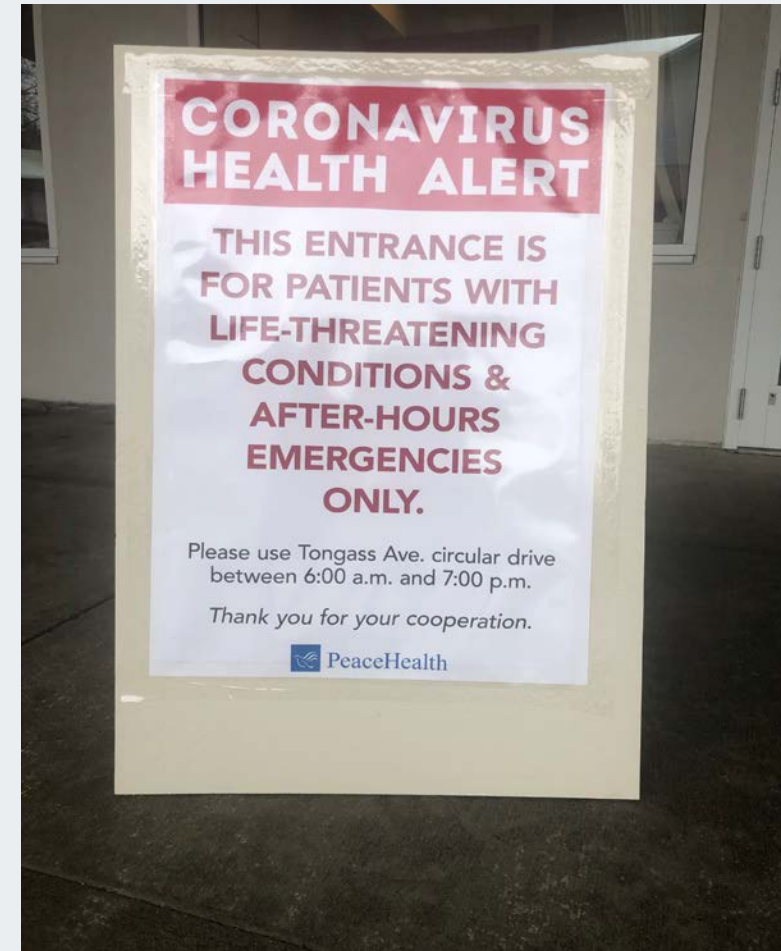
COVID Unit

- The COVID Unit segregates COVID and other patients requiring airborne precautions.
- Unit serves both respiratory ER and ICU
 - Met with 100% endorsement from the MEC, nursing, respiratory, pharmacy, radiology, surgery, ER
- Design minimizes risk to caregivers, staff, and patients
- 9 beds with negative airflow and 3 dedicated negative pressure rooms.
- Staff wears full PPE — masks, hoods, gowns, shoe covers

PeaceHealth's COVID-19 Response

COVID Unit Access

- Access to COVID Unit limited to reduce exposure.
 - Security greet and screen patients for respiratory symptoms and fever. Outdoor triage by RN
 - SPLIT entrance ER vs COVID Unit
- Direct communication between the ED and COVID Unit via radios and dedicated cellular phones.
- Strict protocols.
- Patients rapidly seen to minimize staff exposure.
- IV poles and pumps outside rooms; gown and PAPRs outside room.
- Rapid test helps direct patient placement.



Keeping You Safe in our Facilities

COVID Unit

- Isolation unit remains available with 3 dedicated negative pressure rooms.
- Plans in place allow for rapid expansion of available beds should a surge occur.
- No shortages of PPE.

Keeping You Safe in our Facilities

- Screening at hospital and clinic entry points
 - Temperature checks
 - Face coverings
 - Screening questions occur
 - Limited number entry points
- Ongoing visitor restrictions
 - 1 support person for patients with cognitive impairment; minor patients; end of life patients; or labor and delivery patients.
 - No more than 1 essential individual permitted to visit a patient each day.
 - Exceptions on a case-by-case basis

Keeping You Safe in our Facilities

- Enhanced Cleaning
 - Protexus device regular cleaning of high-touch public areas
 - Bioquell Vaporized h202 UV sterilizer device
 - Surgery terminal cleans
 - Hand sanitizer readily available
- Safe Physical Distancing
 - Redesigned workflows to decrease people in waiting areas
 - Furniture spacing and alerts encourage 6 feet distancing
 - Expanded hours of outpatient services

Keeping You Safe in our Facilities

- Personal Protective Equipment (PPE)
 - No current shortages
 - Employees wear surgical masks
 - Visitors wear surgical or cloth masks
 - Advanced PPE worn when caring for possible COVID patients
- Patient Testing
 - COVID testing required within 48 hours pre-procedure, elective procedures postponed if positive results
 - Rapid testing available using state supplied equipment
 - In-house PCR testing for certain symptomatic patients

PHMG Physician Appointments



IN-CLINIC VISIT

if necessary



VIDEO

via My PeaceHealth

Strategies to reduce crowding in waiting rooms:

- All patients roomed into exam rooms ASAP
- Respiratory patients roomed directly through separate hallway.
- Ill-child and well-child waiting rooms established



Local healthcare impact of COVID-19 through April

- ED Visits decreased by 45%
- Surgeries decreased by 79%
- Surgery: avg.128 per month; 27 in April



RECOVERY: Local healthcare impact of COVID-19 in May & June

- ED Visits 35-45% reduction
- Inpatient volumes 50% lower than expected
- Surgeries back to 90% of anticipated
- Rehab volumes at 90% of normal, with extended hours 7am to 7pm
- Average Daily Census 27% below expectations
- Outpatient services are rebounding strongly

KMC caregiver impact of Covid-19

- Across the country, healthcare workers have been impacted as volumes have gone down, an estimated 1.5M jobs lost from February to April.
- PeaceHealth preserved jobs through May, and at this time no local jobs have been lost.
- All PeaceHealth caregivers were given 80 hrs of PTO in a Covid sick bank (though end of year)
- Senior PeaceHealth leaders are temporarily taking pay cuts; caregivers were offered voluntary furloughs, early retirement, and/or taking extra PTO days through August.



KCM Caregiver Heroes' Emergency Fund

- Provides financial assistance to caregivers experiencing shortfalls as family due to COVID-19.
- Helps caregivers to continue focusing on providing care to their patients should their household income drop due to unexpected job loss.
- Donations to fund are matched 100% by PeaceHealth.

Community Health Partnerships

PeaceHealth working to support and improve community health in the midst of COVID-19

- Relationship developed with local fish processor and ferry workers to assist with worker screening.
- Caregivers assisted City with curbside testing on docks.
- Helping support added Ketchikan Wellness Coalition personnel and support the Ketchikan123 resource tool.
- Key sponsor for Ketchikan Cares Crisis Hotline.
- Support given to assist with Temporary Homeless Shelter.

New Provider / Recruiting Update

- Fulltime primary care provider, Dr. Josh Brinkerhoff, starts July 27.
- Full-time hospitalist Dr. Mitchell Marzo starts Sept. 1.
- Brian Miller, CRNA, begins providing anesthesiology coverage in August
- Positions open: Nurse practitioner and a physician on Prince of Wales; interviews are set with key candidates.

Change Order No. 1 (Final) to Contract No. 20-05, Creek Street Viewing Platform – BAM, LLC

Moved by Coose, seconded by Kiffer the City Council approve Change Order No. 1 (Final) in the amount of \$19,390 to Contract No. 20-05, Creek Street Viewing Platform, between the City and BAM, LLC, bringing the total contract amount to \$213,500; authorize funding from the Department of Tourism and Economic Development's 2020 Creek Street Viewing Platform Capital Account; and direct the city manager to execute the change order on behalf of the City Council.

Motion passed with Zenge, Flora, Chapel, Bergeron, Coose, Kiffer and Gage voting yea.

Draft Letter in Response to the University of Alaska Proposed Elimination and Merger of the University of Alaska Southeast

Moved by Coose, seconded by Kiffer the City Council direct the city manager to finalize and transmit comments as determined appropriate by the City Council under the signature of the Mayor on behalf of the Ketchikan City Council to the University of Alaska Board of Regents in response to the proposed merger of the University of Alaska Southeast.

Motion passed with Zenge, Flora, Chapel, Bergeron, Coose, Kiffer and Gage voting yea.

Ordinance No. 20-1912 – Repealing Ketchikan Municipal Code Sections 9.60.020 Through 9.60.050 Regarding the Impoundment of Abandoned Property; Adding a New Section 9.60.020 to be Entitled, "Abandoned Personal Property"; Renumbering the Remaining Sections of the Ketchikan Municipal Code Chapter 9.60 – First Reading

Copies of Ordinance No. 20-1912 were available for all present.

Moved by Coose, seconded by Kiffer the City Council approve in first reading Ordinance No. 20-1912 repealing Ketchikan Municipal Code Sections 9.60.020 through 9.60.050 regarding the impoundment of abandoned property; adding a new Section 9.60.020 to be entitled, "Abandoned Personal Property"; renumbering the remaining sections of the Ketchikan Municipal Code Chapter 9.60; and establishing an effective date.

Motion passed with Zenge, Flora, Chapel, Bergeron, Coose, Kiffer and Gage voting yea.

Proposed Topics for PeaceHealth Ketchikan Medical Center Quarterly Presentation to the City Council at its Meeting of July 2, 2020

Moved by Coose, seconded by Kiffer to accept the proposed topics for PeaceHealth Ketchikan Medical Center quarterly presentation for the meeting of July 2, 2020.

Motion passed with Zenge, Flora, Chapel, Bergeron, Coose, Kiffer and Gage voting yea.

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Motion passed with Coose, Kiffer, Gage, Bergeron, Flora, Zenge and Chapel voting yea.

Exempting the Procurement of Video Transport Services for the Telecommunications Division from the Competitive Bidding/Written Quotation Requirements of the Ketchikan Municipal Code – GCI

Moved by Flora, seconded by Kiffer pursuant to subparagraph 6 of Section 3.12.050(a) of the Ketchikan Municipal Code, the City Council exempt the procurement of video transport services from the Telecommunications Division from the competitive bidding and written quotation requirements of the Ketchikan Municipal Code; authorize the general manager to enter into agreement for such transport services with GCI in an amount not to exceed \$35,040; and approve funding from the Telecommunications Division's 2020 Rents and Leases-Infrastructure Account No. 645.04.

Motion passed with Coose, Kiffer, Gage, Bergeron, Flora, Zenge and Chapel voting yea.

Exempting the Procurement of Veramatrix Encryption Annual Maintenance and Support Services for the Telecommunications Division from the Competitive Bidding/Written Quotation Requirements of the Ketchikan Municipal Code – Dascom Systems Group

Moved by Flora, seconded by Kiffer pursuant to subparagraph 6 of Section 3.12.050(a) of the Ketchikan Municipal Code, the City Council exempt the procurement of Veramatrix encryption annual maintenance and support services for the Telecommunications Division from the competitive bidding and written quotation requirements of the Ketchikan Municipal Code; authorize the general manager to enter into an agreement for the procurement of such encryption annual maintenance and support services with Dascom Systems Group of Woodbury, Minnesota in an amount not to exceed \$16,200; and approve funding in the amount of \$16,200 from the Telecommunications Division's 2020 Software & Equipment Maintenance Services Account No. 635.04.

Motion passed with Coose, Kiffer, Gage, Bergeron, Flora, Zenge and Chapel voting yea.

UNFINISHED BUSINESS - None

NEW BUSINESS

Discussion of Periodic Public Updates from the PeaceHealth Ketchikan Medical Center Community Health Board – Councilmember Flora

Mr. Joe Mark, the interim Chief Administrative Officer for PeaceHealth Ketchikan stated he would be working here until there is a permanent individual hired. He explained his approach is to come in with a commitment to leave the situation better than the way he found it. He said he wanted to continue the communication process that was started by his predecessors, and see the Council's needs are being met so you can be responsive to your constituents. He informed that diagnostic procedure scheduling will be coming back to Ketchikan. He explained what had happened trying to make it work out of a centralized location outside of Ketchikan, noting it should have never left the community. He said he has commissioned a full audit on their pricing

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to look at major inpatient by diagnostic related categories, and outpatient and emergency department procedures to see where we are competitively. He informed every individual that leaves here for health care hurts the overall community, and ultimately it makes it difficult to maintain a competitive price structure with the services we do have. He stated Ketchikan is extraordinary with the mix of specialists that Ketchikan is blessed with here in regards to orthopedics, pediatrics and family medicine, noting it is a very unique situation. He said he wants to work and partner with the Council to see what forums need to be convened, and what information you would like to see. He indicated they will do everything they can to give Ketchikan the greatest value possible, and as PeaceHealth gets more information they can relay it back to the Council. He stated it has been a long time since PeaceHealth did a full charge master review. He indicated over the course of the next month a complete analysis will be done, and brought back to the Council for review.

Mr. Mark asked the Council what they would like to see in terms of a regular presentation in terms of frequency, and what level of detail. He stated he was happy to pull a truck out front with as much information as the Council would like to see. He informed 98% of PeaceHealth records are available to the Council

Councilmember Flora thanked Mr. Mark for coming tonight. He said a year ago a meeting was held with the hospital board, and it was agreed there needs to be some sort of periodic regular updates to the Council. He explained several months back this body was informed that the framework is in place with no discussion from the Council on what should be included. He agreed with Mr. Mark that this is the community's hospital, and he was not comfortable with the terms of the updates being dictated to the community. He stated the reason this was requested as an agenda item is because he is not sure what the other Councilmembers and members of the community want to see from PeaceHealth. He said he wanted a mechanism put in place where this body had an opportunity to be contributors to what the framework of those updates would be, and use that mechanism to keep this information concise and efficient. He said you mentioned the diagnostic procedure scheduling coming back to Ketchikan, and questioned if Mr. Mark had any idea on how many jobs that would entail and would they be filled by local residents.

Councilmember Zenge questioned what timeframe we would be looking at, and once that is done, will that information be rolled out to the community.

Councilmember Gage said the billing system needs to be cleaned up and simplified to understand what the procedure is when you receive and review your bill. She stated she would like to see a receipt for payment or an update, and when you are requesting alternate payment arrangements there seems to be a push by PeaceHealth to pay an amount set by them, even if that person can't afford that amount. She said PeaceHealth asks for your previous year tax return as part of their bill forgiveness program, and felt this is misguided because that person could have lost their job or is now on disability.

Councilmember Zenge thanked Mr. Mark for coming and appreciates that the diagnostic scheduling is being returned to Ketchikan. She indicated one of the things she believed happened with our hospital is a breakdown in communication when jobs were filled out of state instead of locally. She said she had a conversation today with the person in charge of PeaceHealth's website because she has been working on that website trying to understand how it works, noting it is not user friendly. She appreciates being told these things are going to be fixed, but we have been told that from the last three representatives from PeaceHealth. She said what will work for her is a schedule, when your completion date might be and if there is a problem to immediately inform the Council. She said when it comes to transparency she just wants the truth.

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Councilmember Gage said she would like to see people who are just sick referred to a nurse practitioner instead of the emergency room when all the doctor offices are booked.

Mr. Mark answered questions from the Council.

Councilmember Flora said quarterly updates would be acceptable, and requested PeaceHealth forward to staff and Council information two weeks before the meeting date. He indicated if we had that in advance that would give Councilmembers an opportunity to ask questions on that material, comment on what they would like to see and then forwarded back to you so you can come prepared. Mr. Mark said that would work for him.

Councilmember Flora referenced during a previous update from Ms. Hodgekinson, where she said people will no longer be turned into collections, and asked for a current update on PeaceHealth's policy regarding collections.

Mr. Mark said he would have to look into the current policy and get back to the Council with that information. He continued that his experience with collections should be a soft approach to include sitting down with the patient and filling out a financial means test to determine what that family can afford. He said that typically the people who will get turned over to collections are the people who have the means and ability to pay but choose not to.

Councilmember Gage stated that the hospital lease contract is coming up and asked if Mr. Mark will be part of that team.

In response to Councilmember Gage, Mr. Mark said that he will be part of that team but Mr. Chuck Prosper will be in the lead. He said he will have a behind the scenes role, since he is the guy on the ground.

Mayor Sivertsen thanked Mr. Mark for coming and presenting tonight and said that hopefully PeaceHealth will move slowly so that he could stay here for a while.

Rescinding September 25, 2019 Designation of a Screening Committee to Evaluate the Request for Proposals (RFP) for the Reconfiguration of the Port of Ketchikan and Uplands Improvements and Designating the Mayor and City Council as the Reviewing Authority that will Make a Final Determination Regarding any Proposals that May be Received as a Result of the RFP Process

Moved by Coose, seconded by Flora the City Council rescind its September 25, 2019 designation of a screening committee to evaluate the responses to the Request for Proposals (RFP) for the Reconfiguration of the Port of Ketchikan and Uplands Improvements and designate the Mayor and City Council as the reviewing authority that will make a final determination regarding any proposals that may be received as a result of the RFP process.

Councilmember Coose said this is the way to go since they are the one's responsible for making the final decision. He said they will keep the public as informed as they can with the information they receive.

Councilmember Zenge stated she would like the Council to decide how they are going to let the public know when and how they plan to pass on this information.

Mayor Sivertsen explained the procedure of noticing the public about the meeting by submitting an ad to the newspaper at least three days before the meeting date. He stated they will have a Special Meeting on January 28th, noting none of the proposals have been opened at this point.