



TRANSMITTAL MEMORANDUM

TO: The Honorable Mayor and City Council

FROM: Lacey G. Simpson, Acting City Manager

DATE: December 7, 2021

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 Administrative 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.

At the November 22, 2021 City Council meeting, I submitted PeaceHealth Ketchikan Medical Center's suggested topics for the next quarterly update at the December 16, 2021 City Council meeting. The City Council accepted the proposed topics and requested further information on the following:

- COVID update, including information on capacities (beds, staffing, supplies, etc.) in light of the recent surge
- Detox center update, including an approximate date it will be open/operating
- Information on nurse and other staff recruitment in response to a perceived shortage of nursing staff

PeaceHealth Ketchikan Medical Center Chief Administrative Officer Dori Stevens will attend the City Council meeting of December 16, 2021, in order to provide the quarterly update presentation. A copy of Ms. Steven's PowerPoint presentation is attached for City Council review.



City Council Update

PeaceHealth Ketchikan Medical Center

December 16, 2021



PeaceHealth

Agenda

- Patient Experience
- Quality Metrics
- Long Term Care Update
- Growth
- Physician & Caregiver Recruitment Update
- Survey Updates
- COVID-19 Update
- Medical Detoxification

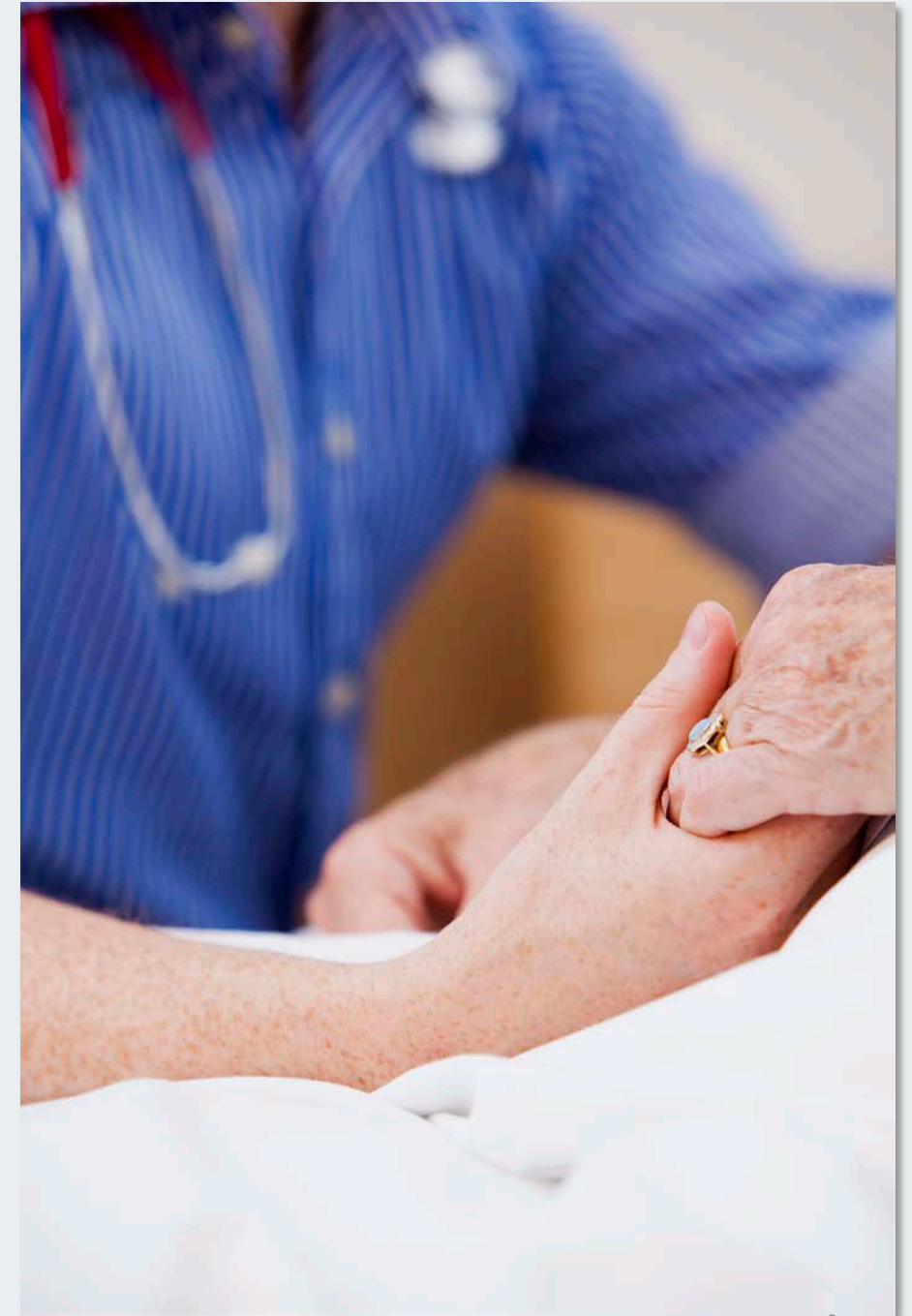


Patient Experience: Emergency Department

Items	Total # of Responses	Percentile Rank	Current Period (2022)	Previous Period (2021)	Change	
Rate ER Care 0-10	96	83	73.96%	74.59%	-0.63%	↓
Recommend the ER	95	89	75.79%	75.31%	0.48%	↑
Care within 30 min of getting to ER	96	88	91.67%	95.49%	-3.83%	↓
Nurses treat with courtesy/respect	96	94	92.71%	90.20%	2.50%	↑
Nurses listen carefully to you	95	88	85.26%	86.53%	-1.27%	↓
Nurses explain in a way you understand	96	87	83.33%	84.84%	-1.50%	↓
Doctors treat with courtesy/respect	96	86	88.54%	86.48%	2.07%	↑
Doctors listen carefully to you	95	98	89.47%	81.56%	7.92%	↑
Doctors explain in way you understand	95	88	83.16%	82.38%	0.78%	↑

Quality

- Catheter Associated UTI
 - 0 in 1,309 days
- Central Line Associated Blood Infection
 - 0 in 2,740 days
- Pressure Ulcer
 - 0 in 153 days
- Falls
 - 0 in 108 days





Long Term Care Update

- New flooring completed
- Windows: March 2022
- Roofing: March 2022
- RN received certification in wound care.
- October 2, 2021 - All new residents required to be vaccinated.
- One COVID+ resident placed in quarantine in November.
- Contract with Veterans Affairs for LTC and respite care.



Growth

- Orthopedics
 - Accepted in the BCBS Blue Distinction of Excellence
 - Increase in Ortho volume: 3%
 - Increase in joint replacements: 48%
- Swing beds
- Diagnostic Imaging growth
 - New hours for CT and X-ray: available on weekends for urgent care needs.
 - Referrals from community providers
- New community-based oral surgeon
- Telehealth to support critical care medicine



Provider Recruitment

- John Huffer, MD – Urologist
 - Juneau-based
 - Here 2x per month
 - First 2-day visit, November 2021



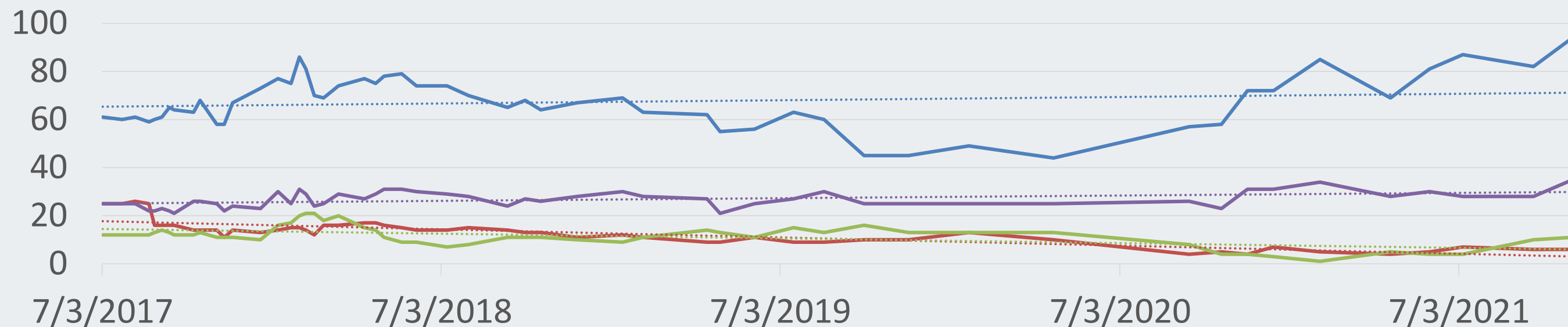


Caregiver Recruitment

- Total turnover rate 15.9%
 - Nursing turnover rate 17.1%
- 70 caregivers hired between Nov. 2020 and Oct. 2021
 - 16 of the 70 are RNs
- New grad (local) RNs hired in 2021:
 - LTC – 4
 - Med/Surg – 2
- New grad residency program beginning in 2022



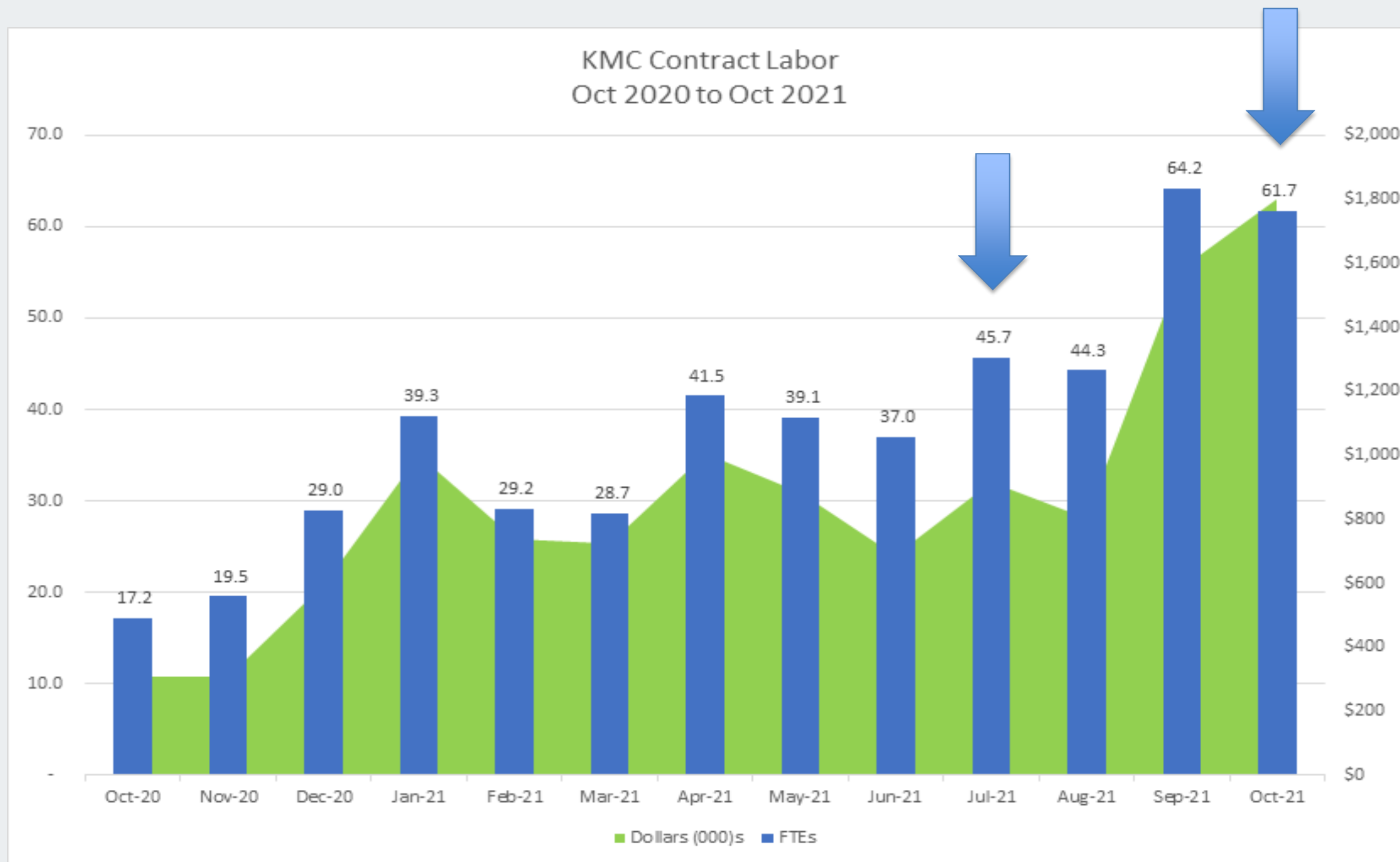
Open Positions



- Total Non-Provider
- Temporary
- Linear (Total Non-Provider)
- Linear (Temporary)
- Providers
- RN
- Linear (Providers)
- Linear (RN)



Contract Labor



Surveys

- DNV: 2 areas of opportunity for improvement
- Trauma Designation: Level 4 (state) approved
- Child Development Center (state) approved
- CMS Long Term Care
- Swing bed certification



COVID-19 Update

- Nov. 7 – Nov. 18: 11 patients
 - 8 in an @ 36-hour period
- Nov. 18: 6 plus one in LTC
- Sept. 18 – Nov. 18: 17



Data as of 11/24



COVID-19

- Supplies
 - PPE: Over 30-day supply on hand.
 - Movable walls: Additional walls purchased and received
- Medication
 - Monoclonal antibodies: Supply > usage administered in the ED
 - Not available for children under 18
- Capacity (as of 12/6)
 - Available rooms: 4 in ICU, 8 in Med Surg, 1 in Labor and Delivery
- Vaccines
 - Available for children five and up at PHMG and public health
 - Boosters available in PHMG (can mix and match)
- Visitors
 - Remains restricted



Surge Plan

- Completed
- Reviewed by team at least monthly
 - Every two-week review over last few months.
- Review of elective procedures daily once our COVID+ census reaches 8 or more.
- We have not had to cancel elective procedures since the onset of the pandemic.

Staffing

- Respiratory therapist: Doubled staffing over a year ago. Remains in place.
- Initiated use of crisis staffing agency for contingency prior to vaccine requirement.
- Vaccine requirement resulted in 1.1% (5) total caregivers placed on unpaid leave



Medical Detoxification

- 2 patients in November
- MOU development in progress





PeaceHealth

