

# PeaceHealth Ketchikan Medical Center

Report Card - FY 2024 (October)

## Core Services

Service	Availability	FY 2024 (July 1, 2023 – June 30, 2024)
ED 24 - hour service	YES	8,160
Labor and Delivery	YES	144 Deliveries
Obstetrics	YES	3,209
General Inpatient Services	YES	Acute ADC: 7.5 // Acute Admits: 722
In-Patient & Out- Patient services	YES	OP visits: 36,274 // IP Days: 3,451
Diagnostic Imaging	YES	20,672 procedures
Pathology	YES	2,347 tests
Behavioral Health Services	YES	2,913
Home Health and Hospice Services	YES	
Primary Care Services	YES	14,715
Pediatrics	YES	4,132
Orthopedic Surgery Services	YES	4,349
General Surgery Services	YES	1,454 cases
Physical and Occupational Therapy	YES	26,702 procedures
Laboratory Services	YES	120,983 tests
Food and Inpatient Nutritional Needs	Yes	177,884.43 meal equivalents
Long Term Care	YES	ADC: 19.7

## Visiting Physician Services

Service	Availability	FY 2024 (July 1, 2023 – June 30, 2024)
Cardiology	YES	549
Gastroenterology	YES	318
Oncology	YES	641
Otolaryngology	YES	510
Pediatric Neurology	YES	573
Pulmonology	YES	151
Urology	YES	898

Updated 9/9/2024.

## Provider Recruitment and Retention\*

Open Position: Title and FTE	Length of Time Open	National Average Time to Fill
Nurse Practitioner – Family Practice	231	Information not available
Primary Care Physician	129	153 Days
Nurse Practitioner – Oncology/Primary Care	158	Information not available
Physician – Oncology/Hematology – Relief	76	Information not available
CRNA (1.0 FTE)	546 *	Information not available
CRNA 2 x Relief	104	Information not available
Anesthesiologist - Relief	538	Information not available
General Surgeon	251	125 Days
Orthopedic Surgeon	160	231 Days

Updated 9/9/2024.

\*Please note that we have a signed Letter of Intent with a contract in process for this position.

## Billing and Collections

	2024 January through August
Financial Assistance Plan (FAP) Applications Meeting Eligibility	644
Total Dollars Adjusted	3,065,212
Total Number Sent to Collections (new)	315
Percentage of Bills Sent to Collections	2%
Number of Billing Concerns not Resolved After First Phone Call/Point of Contact	1

\*Updated annually in January.

## Community Benefit and Charity Care

Activity	FY24	FYTD25*
Ketchikan Community Gardens	11,000	10,000
Love in Action – Emergency Rental Assistance	17,000	
Public Health – Rapid STI Testing Access	10,000	
Sama Sama Tayo sa Kalusugan – Healthier Together	10,000	
UAA/WWAMI Della Keats Health Science Summer Program	10,000	
Ketchikan Youth Fishing, Harvesting, and Life Skills Program	15,000	
SAIL Youth Employment Services & Transition Skills	15,000	
Prime for Life (Ketchikan Youth Court)		3,000
Total	88,000	13,000
Community Health Impact Awarded to: Mobile Integrated Health	100,000	
Grand Total	188,000	13,000
Charity Care (includes PHMG)	7,048,676	

Updated 9/30/2024.

## Patient Experience

Measure	Target (FY25)	FY2024												FY2025 TD		
		Q1			Q2			Q3			Q4			Q1		
		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Likelihood to Recommend Hospital	70.81%	64.71%			58.62%			60.00%			72.22%			74.36%		
N Size		51			29			25			36			35		
Rate Hospital	65.7%	66.0%			64.29%			60.00%			69.44%			77.14%		
N Size		50			28			25			36			35		
Nurse Communication	80.17%	85.96%			66.67%			75.56%			86.11%			89.52%		
N Size		51			29			25			36			35		
Physician Communication	81.20%	87.46%			79.31%			77.33%			82.01%			85.71%		
N Size		51			29			25			36			35		

FY25 Q1 Data is TD. Dates: 7/1/24-9/4/24

## Clinical Quality

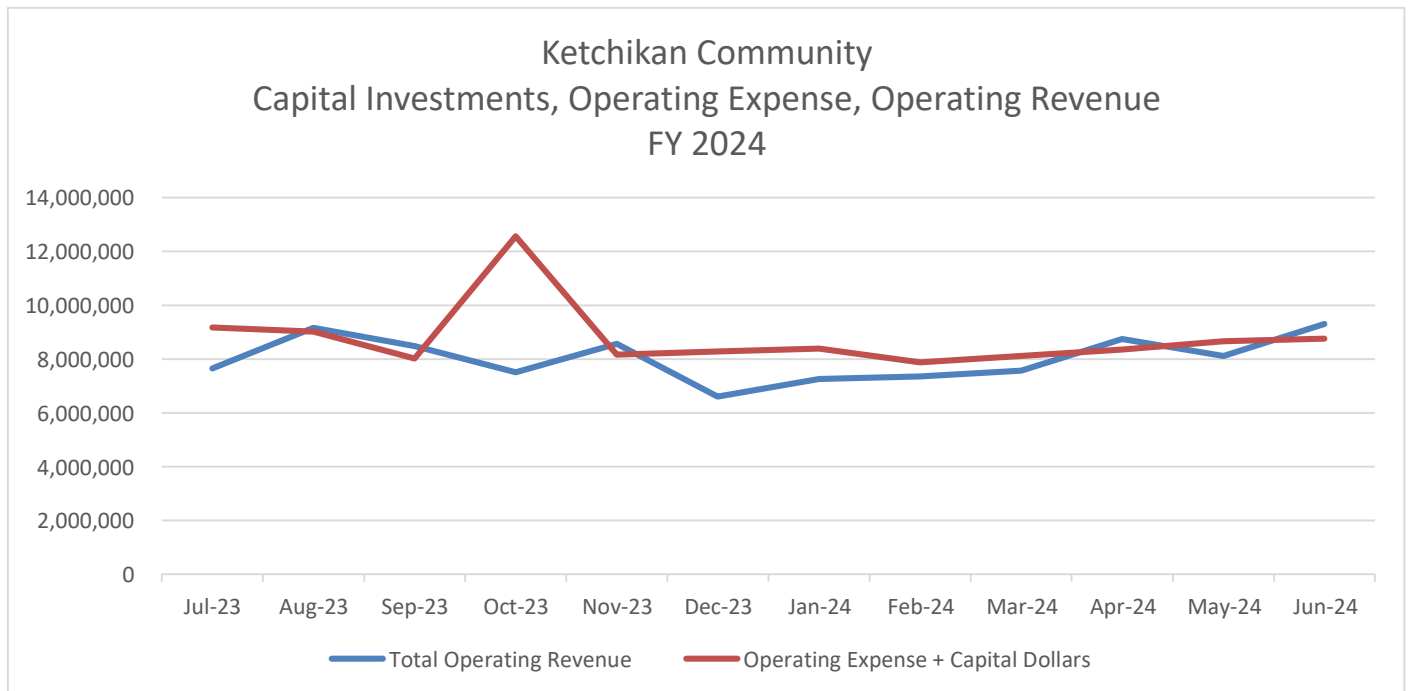
Measure	Target	FY2024				FY2025 TD
		Q1	Q2	Q3	Q4	July
Falls with Serious Harm	≤ 0.196	0.00	0.00	0.00	0.00	0.00
Early Elective Deliveries (Prior to 39 weeks gestation)	≤ 1.06	0.00%	0.00%	0.00%	0.00%	0.00%
CLABSI- Central Line Associated Blood Stream Infection	0	0	0	0	0	0
HAPI- Hospital Acquired Pressure Injury	≤ 0.334	0.00	0.00	0.00	0.00	0.00
CAUTI- Catheter Associated Urinary Tract Infection	0	0	0	0	0	1

## Definitions

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

## FY24 Operating Results

Total Operating Revenue	96,340,938
Operating Expense & Capital	105,396,767
<b>Total Loss</b>	<b>-2,705,243</b>



Updated 9/9/2024.