

January 27, 2022

WebEx - Teleconferencing

Call to Order

The meeting was called to order by Chair Lacey Simpson at 9:00 a.m.

Roll Call

Present at the meeting were:

City of Ketchikan

Chair – Lacey Simpson

Member – Mark Hilson

Councilmember – Judy Zenge

City Clerk – Kim Stanker

PeaceHealth Medical Center

Vice-Chair – Dori Stevens

Member – Sherilynn Boehlert - Joined at 9:02 a.m.

Member – Scott Smith

Lisa Maddocks

Also in attendance was Eric Stone, News Director of KRBD Radio.

Communications

A draft Charity Care & Community Benefit Report Card was provided by Vice-Chair Stevens, and will be added to the agenda under Old Business. No objections were heard.

Person to be Heard - None

Approval of the Minutes

Vice-Chair Stevens said she would like to see co-chair changed to vice-chair to be consistent with the Lease Document language. She stated she would like page 2 paragraph 5 amended to include “that the committee will focus on the elements that are important to the community within the Lease Document Charter”. No objections were heard and Chair Simpson stated with those changes the committee will consider them approved.

Old Business

Vice-Chair Stevens said she started with page 46 of the Lease Document that defines and highlights the various elements to be included in the report cards, and one of those is “Core Services”. She informed on the left side of her report she listed all their core services that were agreed upon in the original lease. She indicated PeaceHealth is still offering those elements. She said she is trying to keep her reports in a calendar year format for 2021, but some of their statistics will be fiscal year, and the last column will include the number of visits for 2021. She felt this information is to keep the committee on track in order to adhere to the described core services that they are obligated to in the lease.

a. Continued discussion of annual Report Card Elements:

Chair Simpson indicated during their initial discussion the committee could drill down the number of providers that are adequate for the community need, try to track that metrics and if there was anything PeaceHealth would like to add to that component.

Vice-Chair Stevens said this was a bit more complex, but she would work with the clinics to see what we can get for access to all of these services. She informed appointments are available and their panels are not full. She said she would work on this as her next step in getting access numbers from the clinics.

1. Core Services as Presented – Unanimously approved by the Committee and PeaceHealth will work on the access actions.

Chair Simpson reminded the deadline for getting a report card in place is April 1, 2022. She indicated it is six month from when the lease went into effect. She said this is a living breathing document, and it is important to do what we can here to see what works.

2. Charity Care

3. Community Benefit

Vice-Chair Stevens explained the report card regarding charity care and community benefit. She informed there is a community benefit group that meets regularly to approve dollars to be spent on non-profits. She highlighted subsequent pages that reflected their community benefit activities. She said they wanted to give folks ideas of other things that PeaceHealth provides. She informed the definition of charity care is the amount of dollars provided for the underinsured and the uninsured folks, noting this year it was over \$2.5 million.

Member Boehlert suggested the definition regarding charity care be spelled out more in the report, so people understand what that number actually represents.

Vice-Chair Stevens thought that was an excellent idea, noting she could amend the same document with an asterisk at the bottom, and work on the definition for the next meeting.

Chair Simpson suggest including in the report card how many applications received and include the total funding requested to what was actually distributed.

The Charity Care and Community Benefit was unanimously approved by the Committee as presented.

Note: Charity Care and Community Benefit were discussed together.

4. Patient Satisfaction and Clinical Quality

Vice-Chair Stevens said she was still working on this report card. She indicated she should have something for the next meeting. She said the patient satisfaction would be a very similar report to what she has previously presented. She said in regards to clinical quality it relates to industry standards which will be your standard quality metrics.

5. Billing and Collections Performance

Vice-Chair Stevens said she has met with the billing department and started a metrics that would fall under billing and collection performances. She felt the number of financial aid applications that were approved, and the rate of which they were approved would be good to include in this report along with the number of cases that have been sent to collections. She said they are working on installing a program that can better track billing complaints, and this may take several months before they will be able to get a billing report published.

Member Zenge said working in the mall, she used to receive a lot of complaints about the hospital in years past, but recently she has not received one negative comment. She said that was pretty impressive. She questioned the number of the surveys the hospital receives back.

Vice-Chair Stevens indicated those surveys are not handled by the hospital, stating they do not send them, they don't get them back as they all go back to a 3rd party vendor for processing.

Member Hilson shared a screen regarding the hospital percentile rating.

Member Smith felt what was important to him is to figure out get what is most important to the community. He said patient satisfaction scores is one of those areas that will continue to be tough to nail down. He said this is one of those areas that over time may vary more than others.

Member Boehlert felt we start with one and if we receive complaints, dialog or comments that require more detail that we could add it into the metrics otherwise there is a pretty heavy burden on the hospital side of things. She said we could let the feedback drive where the Committee would like additional detail provided.

6. Provider Recruitment and Retention

Vice-Chair Stevens said this is vague and questioned the Committee on what they would like to see in this report. She said she could provide a list and include the number of new physician recruits. She said she was confused on how to solidify those numbers and suggested a year by year comparison of new providers and include an annual retention rate.

Member Hilson said he has some slides that were provided from a PeaceHealth presentation back in December 2021, and shared with the Committee.

Vice-Chair Stevens indicated she could do something very similar for positions.

Member Boehlert felt on the Community side we need to define the definition of caregiver versus provider. She pointed out including information on the statistics of filling positions on a national level.

Vice-Chair Stevens said what is in the lease is provider recruitment and retention, and that would be focused on physicians. She said there are also three positions included in the provider definition, and they are M.D.'s, P.A.'s and nurse practitioners.

Vice-Chair Stevens said based on the information provided she should have the remaining three out of the six cards for the Committee to review and comment on for the next meeting. She suggested these items be placed under new business. No objections were heard.

Member Boehlert questioned if the City was required to provide any reports on the building side or is the burden mostly on the hospital side of things.

Chair Simpson stated in terms of the report card it is the one we have been discussing. She said the lease does spell out the capital and maintenance obligations that the City and PeaceHealth have. She informed we did a facility assessment as part of the lease negotiation process that identified different capital projects, but the majority of those are joint items.

Member Boehlert said if it was feasible to have this ongoing transparent list of general projects, it would show the community a good faith effort to be collaborative, and that both parties are working together on building related issues.

Chair Simpson said it is feasible, but it is at the discretion of the Committee if we want to add that as a regular report element. She said between her and Member Hilson they could put together a summary of those projects, and who is responsible for what within a calendar year.

Member Zenge felt this Committee was formed for a specific purpose, and do we want to change that by adding another level of reporting on the City side.

Chair Simpson said there is nothing in the lease that states the City is responsible for a report, but if that is something this Committee wants to incorporate in the partnership report card, we can do that.

Member Zenge stated she didn't want this to grow into something more than what was in the lease document, as all these reports take a lot of staff time.

Member Smith said that it is loosely defined in the lease, and we may want to let feedback drive an issue or concern that comes up in the community, then put a one-time report together. He said history will show trends based on what this Committee has established.

Chair Simpson stated to be clear it would be a combined report because both the City and PeaceHealth have financial or other obligations with the building.

Member Hilson said the City as a public entity do public disclosure about these projects and give updates through our public works director reports, contract award process and through our budget process so there is a lot of public engagement from that perspective. He felt this may be the reason why there wasn't a specific capital improvement projects report card element included in the lease.

It was the consensus of the Committee to keep the six report card items for now, work on refining those items and getting them fully dialed in, and as we hear of other concerns or needs the Committee will discuss how to incorporate them into the report card.

New Business - None

Future Agenda Items - None

Next Regular Meeting

Chair Simpson said the next regular meeting of the HAC is Thursday, February 24, 2022, virtually at 9:00 a.m.

Adjourn

The meeting adjourned at 10:00 a.m.

Submitted by:

Kim Stanker, City Clerk

City of Ketchikan