

**City of Ketchikan
PeaceHealth Ketchikan Medical Center**

Healthcare Advisory Committee Meeting

May 26, 2022

Call to Order:

The Healthcare Advisory Committee Meeting was called to order by Chair Lacey Simpson at 9:05 a.m. This meeting was conducted virtually via WebEx Teleconference.

Roll Call:

Committee Members Present:

City of Ketchikan

Chair – Lacey Simpson

Council Member – Judy Zenge

PeaceHealth Ketchikan Medical Center

Vice-Chair – Dori Stevens

PeaceHealth Member – Scott Smith

PeaceHealth Board Member – Sherilynn Boehlert

Executive Assistant – Lisa Maddocks

Committee Members Absent:

Mark Hilson - Member

Kim Stanker – City Clerk

Communications:

No communications were noted.

Persons to be Heard:

Chair Simpson made a call for persons to be heard. None declared.

Approval of Minutes:

Following review of the DRAFT minutes from the April 28, 2022, Healthcare Advisory Committee meeting, and there being no further discussion, nor objections, the committee unanimously approved the minutes from April 28, 2022, as submitted.

Old Business:

No old business was identified.

New Business:

- A. Update on Receiving, Evaluating and Tracking Public Opinions and Complaints Received by the City and HAC.
 - 1. DRAFT Complaints and Grievances Report – Vice-Chair Stevens reviewed the Complaints and Grievances Report from May 2021 through April 2022. She identified the difference between a

complaint and a grievance and reviewed the total number of complaints and grievances compared to the total number of visits during the reporting period. Data was provided for the hospital and also the long-term care unit. A letter is sent to each patient after a grievance has been handled.

Following discussion, a motion was made, duly seconded, and resolved to approve the PeaceHealth Complaints and Grievances Report, as submitted. Going forward, the Report will be updated twice per year (November / May).

2. Updates to PeaceHealth Website – Vice-Chair Stevens advised that the PeaceHealth website was recently updated. She reviewed two paths to access the feedback portal (see below):

Path A: Top of screen → About Us → Contact us → Patient Compliments & Complaints
<https://www.peacehealth.org/contact>

Path B: Top of screen → For Patients → Contact Us → Share your patient experience
<https://www.peacehealth.org/pages/patients-and-visitors>

Following discussion, Chair Simpson requested that the pathways be made more visible on the Home page. **Vice-Chair Stevens will submit a request to make the change.** (At the time of drafting these minutes, this task has been completed.) **Chair Simpson will request an update to the City of Ketchikan website to contain the links to those pages.**

Future Agenda Items:

- Review the lease and set up a “reporting calendar”.
- Mark Hilson to provide an update on the window and roofing projects.
 - Schedule / Timeline
 - Budget

Adjournment:

Following discussion, due to a minimal agenda, the Committee agreed to change the June 23rd meeting to 30 minutes.

There being no further business before the Healthcare Advisory Committee, Chair Simpson adjourned the meeting at 9:3148 a.m. The next meeting of the Healthcare Advisory Committee will take place on Thursday, June 23, 2022 at 9:00 a.m. via WebEx Teleconference.

Respectfully Submitted by: Lisa Maddocks, Executive Assistant
PeaceHealth Ketchikan Medical Center