



Petersburg Medical Center

Joy Janssen Clinic Report Oct 4, 2024

Workforce Wellness

Over the past year the Joy Janssen Clinic has experienced stable staffing with minimal turnover. We recently interviewed candidates for our remaining open positions and are optimistic about being fully staffed by November. To address staffing shortages, we've begun cross-training medical assistants in the reception area, which has been particularly helpful. Currently, two of our team members are nearing completion of the Alaska Primary Care Association's Clinic Medical Assistant Apprenticeship program, and two others have enrolled in UAA's Nursing program. We are also recruiting an additional medical assistant and onboarding a new staff member for reception, including Medicaid Travel duties.

Community Engagement

The clinic continues to engage with the community through outreach and partnerships, including the following initiatives:

Community Initiatives:

1. Free Flu Shot Clinics (Upcoming)
 - October 10th & October 22nd: Partnering with Public Health to offer community flu clinics.
 - Flu shots are also available by appointment at the clinic.
2. Hypertension Quality Project 2023-2024
 - Health Fair (March 23, 2024): Provided free blood pressure screenings, education, and prevention resources to the community during blood draws and the Health Fair event. Approximately 85 people were screened.
 - Community Blood Pressure Clinics:
 - Held free blood pressure screenings at the local grocery store and coffee shop during Heart Health Month (February 2024) and referred patients as needed for follow-up care.
 - Remote home monitoring of blood pressure for selected patients.

Patient Centered Care

The clinic is dedicated to providing personalized care that meets each patient's unique healthcare needs. We are launching a patient satisfaction survey to gather feedback on their experience. Additionally, we continue to offer same-day appointments for patients who need to be seen urgently.

Access to Care Reports:

1. We are tracking the following measures for access to care.
 - i. Clinic Volumes
 - ii. Referrals
 - iii. First next available acute care appointment with PCP and third next available
 - iv. Same-day acute care visits scheduled daily.

2. **Clinic Volumes:** Clinic operations are largely driven by patient needs. The summer months tend to be busier due to the influx of tourism and summer workers.

Month	Total Clinic Visits	Total Encounters
January 2024	775	807
February 2024	683	710
April 2024	750	800
August 2024	619	690

APRIL 2024 Data	Numbers
Total Appt booked in Clinic	782
Total Clinic Appt Seen	750
Total Encounters	
Total Days Doctors in Clinic	48
Total Days all Providers in Clinic	79
Total Hospital Visits:	18
Total No-show Clinic	32

AUGUST 2024 Data	Numbers
Total Appt booked in Clinic	655
Total Clinic Appt Seen	619
Total Encounters	
Total Days Doctors in Clinic	53
Total Days all Providers in Clinic	74
Total Hospital Visits:	35
Total No-show Clinic	36

3. **Referrals:** These outbound referrals include internal and external referrals. Internal referrals are for: audiology, nutrition, rehab/therapies, home health, wound care, and behavior health. External Referrals are to any other specialist outside of Petersburg.
- i. **2023 Quarter 1 Data:** 1/1/23 thru 4/30/23
 1. 857 referrals
 - ii. **2024 Quarter 1 Data:** 1/1/24 thru 4/30/24
 1. 781 referrals
 - iii. **Total Referrals from 01/01/24-09/09/24:**
 1. 1,454 referrals from clinic
 2. 97 referrals from Hospital & LTC
 3. Total Referrals = 1,551

4. Next Available Reports:

Next Available & Third Next Available:

Summary: In July, our availability is reduced due to staff PTO and increased demand during the busy tourist and fishing season. This is typical for this time of year. However, we still offer availability for same-day appointments for patients with urgent needs. In September access to care improved in most areas.

Sept 2024 Data:

Report Date:	09/06/2024		
Resource	Next acute with PCP	Next available open	Next third avail open
Provider #1	9/10/24: 4 days	9/20/24: 14 days	9/25/24: 19 days
Provider #2	9/11/2024: 5 days	9/23/24: 17 days	9/30/24: 24 days
Provider #3	9/12/24: 6 days	9/25/24: 19 days	9/30/24: 24 days
Provider #4	9/06/24: 0 days	9/10/24: 4 days	9/12/24: 6 days
Provider #5	9/6/24: 0 days	9/9/24: 3 days	9/11/24: 5 days
Provider #6	9/9/24: 3 days	9/10/24: 4 days	9/13/24: 7 days
Avg days to wait	3	10	14

July 2024 Data:

Report Date:	07/5/2024		
Resource	Next acute with PCP	1st Next available open	3rd Next avail open
Provider #1	7/5/24: 0 days	7/22/24: 18 days	7/24/24: 20 days
Provider #2	7/8/2024: 4 days	7/16/4: 12 days	7/24/24: 20 days
Provider #3	7/8/24: 4 days	8/15/24: 42 days	8/19/24: 46 days
Provider #4	7/5/24: 0 days	7/10/24: 6 days	7/12/24: 8 days
Provider #5	7/5/24: 0 days	7/15/24: 11 days	7/16/24: 12 days
Avg days to wait	1.6 days	17.8 days	21 days

April 2024 Data:

Report Date:	04/10/2024		
Resource	Next acute with PCP	Next available open	Next third avail open

#1 Provider	4/15/24: 5 days	5/1/24: 21 days	5/2/24: 22 days
#2 Provider	4/10/24: 0 days	4/16/24: 6 days	4/18/24: 8 days
#3 Provider	4/16/24: 6 days	4/23/24: 13 days	4/23/24: 13 days
#4 Provider	4/11/24: 1 day	4/11/24: 1 day	4/11/24: 1 day
#5 Provider	4/12/24: 2 days	4/12/24: 2 days	4/15/24: 4 days
Avg days to wait:	2.8	8.6	9.6

October 2023 Data:

Report Date: 10/24/2023			
Resource	Next acute with PCP	Next available open	Next third avail open
#1 Provider	10/26/23= 2 days	11/14/23= 21 days	11/15/23= 22 days
#2 Provider	10/26/23 = 2 days	11/3/23 = 10 days	11/15/23 = 22 days
#3 Provider	10/28/23 = 4 days	11/17/23 = 24 days	11/22/23 = 29 days
#4 Provider	10/24/23 = 0 days	10/26/23 = 2 days	10/26/23 = 2 days
#5 Provider	10/24/23 = 0 days	10/24/23 = 0 days	10/30/23 = 6 days
Avg. days to wait	1.5	11	16

Number of Same Day Acute Care Appointments Scheduled:

Summary: The average number of same-day acute care (urgent care) visits scheduled per day significantly increases during the summer months. This trend began in May. In the winter, we typically see 8-12 visits per day, but this rises to 10-16 visits per day in the summer. (Some days even higher getting closer to 20 per day). Additionally, our provider or on-call doctors also have had an increase in ER visits per day during this timeframe.

Week Ending: 8/10/2024	
Date	# Of Same Day Acute Care Appts
Monday 8/5/2024	6
Tuesday 8/6/2024	2
Wednesday 8/7/2024	7
Thursday 8/8/2024	4
Friday 8/9/2024	8
Saturday 8/10/2024	12
AVERAGE:	6.5

Week Ending: 7/20/2024	
Date	# Of Same Day Acute Care Appts
Monday 7/15/2024	15
Tuesday 7/16/2024	14
Wednesday 7/17/2024	12
Thursday 7/18/2024	10
Friday 7/19/2024	10
Saturday 7/20/2024	6
AVERAGE:	11

Week Ending: 6/29/2024	
Date	# Of Same Day Acute Care Appts
Monday 6/24/24	14
Tuesday 6/25/24	11
Wednesday 6/26/24	8
Thursday 6/27/24	9
Friday 6/28/24	14
Saturday 6/29/24	9
AVERAGE:	10.8

Week Ending: 5/4/2024	
Date	# Of Same Day Acute Care Appts
Monday 4/29/24	19
Tuesday 4/30/24	10
Wednesday 5/1/24	11
Thursday 5/2/24	6
Friday 5/3/24	7
Saturday 5/4/24	6
AVERAGE:	13

Facility

The Joy Janssen Clinic team, comprising of the Clinic Manager, Assistant Manager, Medical Director, Medical Assistants, and Reception Supervisor, are actively participating in the planning of our new facility. We regularly attend meetings to offer input regarding the design and operational flow of the clinic. In recent months, we have not had regular meetings related to the new facility.

Financial Wellness

The clinic is pursuing strategies to boost patient volume and optimize provider schedules to enhance revenue by the following techniques:

1. Implementing new call schedule that is beneficial to the cost report reimbursement model and provides continuity of care for patients and provider.
2. Management and registration staff diligently addressing work queues.
 - Reviewing accounts to identify and rectify issues or errors in the registration process.
 - Preventing delayed reimbursements or claim denials.
3. The clinic has made a concerted efforts to secure increased reimbursements for care management services by:
 - Focusing on Chronic Care Management and Transitional Care Management programs
 - Encouraging wellness visits including well child, well-women, physicals, and Medicare wellness visits.
 - Implementing remote home monitoring through the HealthSnap program.

Submitted by: Kelly K. Zweifel, Clinic Director
