



Petersburg Medical Center

Borough Assembly Report – May 2024 – Phil Hofstetter, CEO

FY24-28 Strategic Plan Goals, Priorities, and Benchmarks

Community Engagement:

- [PMC First Quarter 2024 Newsletter](#).
- I was in Washington, DC, with the Alaska Hospital and Healthcare Association executive team for the annual American Hospital Association (AHA) meeting April 14-16. This conference is a forum that provides the opportunities to learn from top thought leaders in Washington; connect with colleagues from across the country who are leading efforts to transform the way care is delivered; and influence the political landscape as we advocate for policies to support patients, caregivers and communities. Our team was able to meet with the legislative delegation to discuss healthcare advocacy and I was able to advocate for capital funding. In addition I met with Minnesota Senator Smith's Health Policy staff on telehealth and the National Rural Health Executive team on rural health issues, priorities and supported legislation nationally. These nationwide issues are areas of concern at PMC and across the country:

- Insurance Companies creating barriers to receiving care and paying for services through the following processes, including prior authorization process, delays and denials. We had a presentation from Dr. Shikha Jain featured in this [New York Times video](#) regarding how this is affecting patients and the health system. In the past 2 years, denials from payors increased 41% nationally. PMC also has been reported this as an issue that affects our AR.
- Cybersecurity and cyber attacks: We heard from the FBI and the NSA that there are increased attacks in healthcare on the third-party vendors that are used. Healthcare is expecting increased regulations in this area and PMC will also be doing a thorough review to make sure all third-party vendors have their systems up to the same protection we are required to have.
- Workforce: Workforce burnout continues to remain a pressing issue in healthcare, emphasizing the critical need for sustainable strategies to address this ongoing challenge and ensure the well-being of dedicated staff members.



Pictured: Phil Hofstetter, PMC CEO; Jared Kosin, AHHA CEO; Jan Mylet, AHHA Communications Director; Jennifer Opsut, Alaska Regional CEO; and Dori Stevens, PeaceHealth CEO.



Pictured front: Phil Hofstetter, PMC CEO; Jennifer Opsut Alaska Regional CEO; Representative Mary Peltola; Dori Stevens, PeaceHealth CEO, Jan Mylet, AHHA Communications Director. Back: Shaun Keef, Central Peninsula CEO; Jared Kosin, AHHA CEO; and Bruce Richards, Central Peninsula, Director of Public Relations.

- April 1: PMC reported out at the Borough Assembly meeting.
- April 6: PMC participates in DOT emergency preparedness drill.
- April 13: Youth mental health first aid course. This engaging and impactful training teaches adults how to recognize and respond to a mental health crisis in young people.
- April 14-16: AHA Annual meeting in Washington, DC.
- April 25: KFSK Radio PMC Live.

Financial Wellness:

- Accounts Receivables (AR) is still hovering about 70 days and the revenue cycle team continues to work on improving this to get to target of 55 days.
- PMC received a large Medicare cost report settlement of ~ \$1M. This injection of funds is crucial for replenishing our short-term reserves, which were depleted by post-pandemic financial strains.
- PMC Grant teams have been working diligently on evaluating and submitting grants to State of Alaska from Adult Day Program, Denali Commission \$2M for new facility development, Senator Murkowski and Rep Peltola CDS appropriations applications for new facility, HRSA grant Colorectal Cancer, Behavioral Health Opioid settlement grant through state of Alaska and collaborative grant with the school on nursing and healthcare services.

Workforce Wellness:

- The PMC family mourns the loss of Rodney Anderson, a valued team member since 2018. Rodney's contributions to our community through alternative healing chiropractic treatment were profound, and he will be deeply missed.
- PMC fosters opportunities for employee engagement. Currently underway is a comprehensive facility-wide employee survey aimed at gauging workplace satisfaction, with the annual employee forum scheduled for May 9. Monthly CEO Office Hours serve as a vital platform for staff interaction and feedback.

Facility:

- A blasting plan was submitted to the Borough for the removal of the bedrock. Notifications will be sent out to the community that this will be occurring within the next week or two.
- The PMC selection committee selected firms related to the new facility project: Project Management Services and Special Inspection and Testing Services.
- PMC staff had one final opportunity to comment on the 65% design documents for the WERC building. This part of the process involved reviewing the contents of each room, such as outlet placements, and the finishes, like flooring selections. Next will be 100% full design documents.



- Updates: Project updates are available on the PMC website under the “New Facility & Planning” tab: <https://www.pmcak.org/new-building.html>.

Patient-Centered Care:

- We met with the CEO and an orthopedic surgeon from PeaceHealth Ketchikan to assess and discuss options for providing specialty clinics in Petersburg.
- The March 23 health and safety fair's success is a crucial factor in impacting our community's well-being initiatives. Our commitment to fostering a culture of health extends beyond the event, as we continually seek avenues for community engagement and collaboration across all programs. This year's event saw a strong turnout, with over 200 community members attending, and more than 400 individuals obtaining their lab results leading up to the event, demonstrating a proactive approach to health within our community.
- Dermatology clinic and ENT specialties will be coming up in May.
- Kinder Skog received a \$20k grant to provide an outdoor kayak program this summer through the Alaska Community Foundation. This will focus on wellness and health through outdoor activities.



Pictured: Dr. Cortney Hess, PMC Medical Director; Jennifer Bryner, PMC CNO; Dr. Joshua Schkrohowsky, PeaceHealth; Phil Hofstetter, PMC CEO; Dori Stevens, PeaceHealth CEO.