



Petersburg Medical Center

Joy Janssen Clinic Report October 2023

Workforce Wellness

The Joy Janssen Clinic has effectively maintained staffing stability over the past six months, resulting in the achievement of a one-to-one ratio of medical assistants to medical staff providers. This accomplishment addresses the shortfall identified in our prior report. Several of our clinic staff members are either currently or previously enrolled in the Clinical Medical Assistance Apprenticeship program with the Alaska Primary Care Association, enabling them to progress towards becoming Certified Medical Assistants. Furthermore, we have undertaken cross-training for certain medical assistants, allowing them to acquire additional skills in managing the clinic reception area. This is particularly beneficial when we face staffing shortages in that area.

Community Engagement

The clinic has engaged with the community through outreach events and has also joined hands with others to contribute to collective initiatives, the details of which are outlined below:

1. On June 1, 2023, the Clinic Manager engaged in a live radio session on KFSK, where updates were provided regarding the upcoming Specialties including Dermatology with Cameron French, PA-C scheduled for Oct 23-25, 2023, Optometry with Dr. Kapp in July and Sep 2023, and ENT with Dr. Raster in Sep 2023.
2. The clinic continues to work with a variety of departments for collaboration. Clinic Case Management and Home Health are working together on implementation of a Patient Home Monitoring program called HealthSnap for patients with chronic diseases like diabetes, heart disease, and COPD.
3. The clinic and PMC have initiated a Hypertension Quality Project with the aim of enhancing blood pressure readings for our patients. This endeavor involves a collaborative effort across various departments and actively involves community members.

Through these community outreach efforts, the clinic demonstrates its commitment to engaging with the community, promoting health education, and exploring collaborative initiatives with other departments.

Patient Centered Care

The clinic's primary commitment revolves around the consistent delivery of patient-centered care. We actively engage in collaborative efforts with various departments to ensure that patients enjoy a positive experience throughout their medical treatment at our facility. Several examples of initiatives that embody this patient-centered approach include:

1. **Meeting Patients Where They Are:** At the heart of our primary care philosophy is the concept of meeting patients at their specific needs. We provide services that are tailored to individual patient requirements, offering them comprehensive support and guidance throughout their healthcare journey.
2. **Chronic Care Management:** To assist patients in navigating the healthcare system and establishing strong connections with their healthcare team, we have a dedicated case manager. They provide invaluable support in complex medical situations and conduct monthly follow-ups, ensuring that patients receive continuous care and attention.
3. **Transitional Care Management:** We have established a coordinated effort between our acute care and primary care teams to ensure that patients receive necessary follow-up care following their hospital discharge. This continuous transition is aimed at enhancing the overall patient experience/

4. **Remote Home Monitoring:** Health Snap is now available to patients, allowing them to enroll in home monitoring programs that include devices such as blood pressure machines, scales, blood glucose monitors, and pulse oximeters. Patients using these monitoring devices can conveniently log their health information into a portal, which our healthcare providers at PMC can access and monitor.
5. **Referrals:** In the past year (from September 2022 to 2023), PMC processed a total of 2,834 referrals, encompassing both internal and external referrals. Internal referrals cover a range of specialties, including audiology, nutrition, rehabilitation and therapies, home health, wound care, and behavioral health. External referrals extend to specialists located outside of Petersburg, ensuring that our patients have access to a comprehensive network of healthcare expertise.

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.

Financial Wellness

The clinic is actively pursuing strategies to boost patient volume and optimize provider schedules in order to enhance the clinic's revenue from the services provided. These strategies include the implementation of innovative scheduling techniques, proactive patient bookings on on-call days, and outreach efforts to ensure the timely delivery of overdue preventive care. Additionally, the clinic's management and registration staff are diligently addressing work queues, which involve reviewing accounts to identify and rectify any issues or errors in the registration process that could potentially result in delayed reimbursements or claim denials.

Furthermore, the clinic is making concerted efforts to secure increased reimbursements for care management services, specifically Chronic Care Management and Transitional Care Management. These programs were initiated in September and October.

In addition to these initiatives, the clinic has also collaborated with the Wellness department to seek State and Federal grants to fund various services and projects. Notably, PMC was awarded the State of Alaska Tobacco Prevention & Control Grant, which offers the potential for an annual sum of \$140,000 for three years. The primary goal of this grant is to improve tobacco-related patient health outcomes by enhancing healthcare services and increasing access to evidence-based cessation support.

Submitted by: Kelly K. Zweifel, Clinic Director
