



Petersburg
MEDICAL CENTER

Joy Janssen Clinic Report May 2025

Workforce Wellness

Clinic staffing has remained relatively stable over the past six months. We are currently seeking to fill a front desk position, and we have hired a new medical assistant. We are pleased to welcome Caity Pearson, CNA, to our team.

Staff Highlights:

- Two staff members have successfully completed the Clinical Medical Assistant Apprenticeship through Alaska Primary Care Associates.
- Two additional staff members have enrolled in the University of Alaska Anchorage (UAA) Nursing program.

Many of our clinic team members are actively participating in the PMC Employee Wellness Program and are enthusiastically engaging in the wellness challenges and activities.

Community Engagement

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

1. Free Flu Shot Clinics
 - October 10th & October 22nd: Partnering with Public Health to offer community flu clinics.
 - Flu shots were also available by appointment at the clinic.
2. Hypertension Quality Project
 - Community Blood Pressure Clinics:
 - Held free blood pressure screenings at the local grocery store and coffee shop during Heart Health Month (February 2025) and referred patients as needed for follow-up care.
 - Remote home monitoring of blood pressure for selected patients.

Patient Centered Care

In November 2024, the clinic implemented changes to the physician call schedule to enhance patient access to care. Providers are now scheduled for call shifts in blocks of 3 to 4 consecutive days, during which they focus primarily on emergency and acute care. On non-call days, providers are dedicated solely to clinic responsibilities. This revised approach has led to improved clinic scheduling and availability, while also contributing to increased provider job satisfaction.

Metrics:

- Monitor: Total Clinic visits, encounters and next available acute appointment with PCP and first and third next available appointments (refer to charts below).

Outbound Referrals:

- We are measuring referrals for internal and external referrals processed.
- The total number of referrals processed 2,276 for the 2024 calendar year. From January 1, 2025 to current we processed 841 referrals.
 - **Internal Referrals:** For audiology, nutrition, rehab/therapies, home health, wound care, and behavioral health.
 - **External Referrals:** For specialists outside Petersburg.

Referrals: 1/1/25-5/19/25			
Resource	Location: from Clinic	Location: from Hospital/LTC	Total Both:
Provider 1	131	13	144
Provider 2	119	3	122
Provider 3	152	27	179
Provider 4	144	0	144
Provider 5	165	0	165
Provider 6	69	2	71
Locums & Other:	16	0	16
Total:	796	45	841

Total Clinic Visits & Encounters:

Encounter totals reflect all scheduled appointment types for providers, including clinic visits, hospital rounds, home visits, and no-shows.

Month	Total Clinic Visits	Total Encounters
January 2025	690	746
February 2025	731	798
March 2025	662	732
April 2025	692	744
Total	2775	3020

Month	Total Clinic Visits	Total Encounters
January 2024	775	807
February 2024	683	710
April 2024	750	800
August 2024	619	690
Total	2827	3007

Next Available & Third Next Available:

Summary:

We are tracking national standards for access to care, including:

1. First available acute care – Same Day appointment with a PCP.
2. First available open appointment.

3. Third, next available appointment.
4. *Number of days include working days which include Saturdays but not Sundays.

Report Date: 4/14/25*				
Resource	Next acute with PCP	1 st Next available open	3 rd Next avail open	NOTE
Provider 1	4/14/25: 0 days	4/23/25: 8 days	5/13/25: 25 days	CME 4/1-4/9
Provider 2	4/21/25: 6 days	5/1/25: 15 days	5/1/25: 15 days	PTO 4/11-4/18
Provider 3	4/23/25: 8 days	4/30/25: 14 days	4/30/25: 14 days	
Provider 4	4/15/25: 1 day	4/15/25: 1 day	4/15/25: 1 day	
Provider 5	4/14/25: 0 days	4/15/25: 1 days	4/15/25: 1 days	
Provider 6	4/14/25: 0 days	4/16/25: 2 days	4/16/25: 2 days	
Average:	2.5 days	6.6 days	9.6 days	

Report Date: 09/06/2024	# days to wait for next appt.			
Resource	Next acute with PCP	1 st Next available open	3 rd Next avail open	NOTE
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	PTO 9/5-9/9 & 9/18-9/22
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	
Average:	3 days	10.1 days	14 days	

Number of Same-Day Acute Care Appointments Scheduled:

Summary:

The average number of same-day acute care (urgent care) visits vary from day to day but typically tend to be the busiest on Mondays and Tuesdays followed by Fridays next. Wednesdays and Thursdays are usually more consistent, and Saturdays can vary significantly from week to week.

Week Ending: 05/03/25		Week Ending: 04/05/25	
Date	# Of Same Day Appt Scheduled	Date	# Of Same Day Appt Scheduled
Monday 4/28/25	21	Monday 3/31/25	11
Tuesday 4/29/25	10	Tuesday 4/1/25	8
Wed 4/30/25	12	Wednesday 4/2/25	6
Thursday 5/1/25	9	Thursday 4/3/25	4
Friday 5/2/25	9	Friday 4/4/6	11

Saturday 5/3/25	5	Saturday 4/5/25	5
AVERAGE:	11	AVERAGE:	7.5

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 actively pursuing strategies to increase patient volume and optimize provider schedules with the goal of enhancing revenue. Key initiatives include:

1. **Revised Call Schedule:**

A newly implemented call schedule aligns with the cost report reimbursement model and improves continuity of care for both patients and providers.

2. **Proactive Work Queue Management:**

Management and registration teams are working diligently to resolve issues in work queues by:

- Reviewing accounts to identify and correct registration errors.
- Reducing delays in reimbursement and minimizing claim denials.

3. **Enhanced Reimbursement for Care Management Services:**

The clinic is making target efforts to increase reimbursements by:

- Expanding participation in Chronic Care Management (CCM) and Transitional Care Management (TCM) programs.
- Promoting wellness visits, including well-child checks, women's health exams, physicals, and Medicare wellness visits.

Submitted by: Kelly K. Zweifel, Clinic Manager
