



## Joy Janssen Clinic Report May 2026

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### Workforce Wellness

We continue working to fill our fourth provider position following Dr. Morgan's departure in November 2025. ER call coverage has been supported through locum physicians, including Dr. Tuccillo, Dr. Lewis, and Dr. Ord. Seth Winn, APRN continues providing same-day and acute care coverage in the clinic. We also welcomed Kellii Wood part-time as Clinic RN and OB/Pediatric Case Manager, where she supports lactation services and additional clinic nursing needs.

### **Staff Highlights**

- Welcomed Kellii Wood as Clinic RN and Case Manager
- Holli & Bessie completed the University of Alaska Anchorage nursing program and will transition to the nursing team within the next two months
- Farewell to Rachelle Larson from clinic reception.

Many clinic team members continue to actively participate in the PMC Employee Wellness Program through wellness challenges and activities.

### Community Engagement

The clinic continues to strengthen community connections through outreach and partnerships.

- **PMC Health Fair (Feb–Mar 2026):** Clinic staff supported the health fair by assisting with blood draws, registration, and providing an educational booth. Education and resources were provided across the lifespan in the following areas:
  - Direct Primary Care
  - Lactation support
  - Well-child and vaccine information
  - Chronic disease management
  - Tobacco cessation resources

### Patient Centered Care

#### **Measures for Hypertension Management:**

1. **Hypertension Control:**
  - Percentage of patients aged 18–80 at Petersburg Medical Center with a hypertension diagnosis whose average blood pressure is < **140/90**.
2. **Undiagnosed Hypertension:**
  - Percentage of patients without a hypertension diagnosis but whose average
  - blood pressure readings are > **140/90**.

#### **Hypertension Quality Report:**

05/13/26	Patient Count	Well-Managed	Rate
Overall	702	418	59.54%
PCP	Patient Count	Well-Managed	Rate
Provider 1	137	80	58.39%
Provider 2	143	90	62.94%
Provider 3	140	94	67.14%
Provider 4	128	79	61.72%
Provider 5	101	57	56.44%
Traveling, Patient	12	6	50.0%
Unassigned	37	11	29.73%
Sex	Patient Count	Well-Managed	Rate
F	296	183	61.82%
M	405	234	57.78%

Hypertension Quality Summary Past Dates			
	Patient Count	Well-Managed	Rate
May 13, 2026	702	418	59.54%
March 11, 2026	662	394	59.52%
January 16, 2026	652	389	59.66%
September 11, 2025	639	385	60.25%
July 10, 2025	621	373	60.06%
May 21, 2025	612	365	59.64%
March 13, 2025	583	336	57.63%

**Diabetes: Monitoring Diabetes Control:**

**Measure:** Percentage of PMC patients aged 18-80 with their most recent A1c < 7.5%, as reviewed with the medical staff during a meeting.

**May 2026 Data:**

A1c Value:	# Patients:	Percentage:	Notes:
Date: 5/13/26	221		Total Patients
A1c < 7.5	154	70%	Well Managed
A1c 7.5-8.9	47	21%	At Risk
A1c > 9.0	20	9%	High Risk

**\*\*28 unknown- no recent A1c**

**Clinic Appointment Data:**

Month	Total Clinic Visits	Hospital Rounds	Home Visits	No Shows
26- Apr	731	25	12	29
26-Feb	623	30	14	30

26-Jan	655	25	14	36
25-Jan	690	17	11	46
25-Feb	731	13	14	40
25-Mar	662	31	6	33
25-Apr	692	25	17	40
25-May	753	31	13	45
25-Jun	622	15	9	38
25-Jul	644	21	10	39
25-Aug	743	17	13	41
25-Sep	807	17	7	60
25-Oct	782	30	5	51
25-Nov	609	25	8	32
25-Dec	646	28	10	44
Total	9659	325	151	575

**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: 5/13/26*				
Resource	Next acute with PCP	Next available open	Next third avail open	NOTE
Provider 1	5/19/26: 5 days	7/7/26: 46 days	7/7/26: 46 days	PTO: May/June
Provider 2	5/13/26: 0 days	5/22/26: 8 days	5/29/26: 14 days	
Provider 3	5/14/26: 1 day	5/14/26: 1 day	6/8/26: 22 days	
Provider 4	5/14/26: 1 days	5/14/26: 1 day	5/27/26: 12 days	
Provider 5	5/14/26: 1 day	5/15/26: 2 days	5/18/26: 4 days	
Provider 6	5/13/26: 0 days	5/13/26: 0 days	5/18/26: 4 days	
Average	1 day	9.5 days	17 days	

Report Date: 2/18/26*				
Resource	Next acute with PCP	Next available open	Next third avail open	NOTE
Provider 1	2/23/26: 4 days	3/18/26: 24 days	3/18/26: 24 days	

Provider 2	2/18/26: 0 days	2/25/26: 6 days	2/25/26: 6 days	PTO: 2/28-3/8
Provider 3	3/2/26: 11 days	April 26: 29 days	April 26: 29 days	PTO:2/18-2/21
Provider 4	2/18/26: 0 days	2/25/26: 6 days	2/26/26: 7 days	
Provider 5	2/18/26: 0 days	2/19/26: 1 day	2/19/26: 1 day	PTO: 2/11-2/16
Provider 6	2/18/26: 0 days	2/20/26: 2 days	2/20/26: 2 days	
Average	2.5 days	11 days	11.5 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: 04/25/2626		Week Ending: 05/09/26	
Date	# Of Same Day	Date	# Of Same Day
Monday 4/20/26	6	Monday 5/4/26	8
Tuesday 4/21/26	7	Tuesday 5/5/26	9
Wednesday 4/22/26	8	Wednesday 5/6/26	7
Thursday 4/23/26	10	Thursday 5/7/26	6
Friday 4/24/26	5	Friday 5/8/26	3
Saturday 4/25/26	6	Saturday 5/9/26	5
<b>AVERAGE:</b>	<b>7</b>	<b>AVERAGE:</b>	<b>6.3</b>

Week Ending: 02/28/2626		Week Ending: 01/31/26	
Date	# Of Same Day	Date	# Of Same Day
Monday 2/23/26	17	Monday 1/26/26	14
Tuesday 1/8/26	10	Tuesday 1/27/26	7
Wednesday 1/7/26	14	Wednesday 1/28/26	7
Thursday 1/8/26	9	Thursday 1/29/26	8
Friday 1/9/26	8	Friday 1/30/26	6
Saturday 1/10/26	1	Saturday 1/31/26	6
<b>AVERAGE:</b>	<b>9.8</b>	<b>AVERAGE:</b>	<b>8</b>

### **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.

#### **Current Clinic Projects:**

1. Installation of a new vaccine refrigerator in the clinic — target completion: August 2026
2. Ongoing IT initiatives:
  - o Optimizing Cerner through implementation of the “Recommendations” tab to improve tracking of preventive care measures and clinical follow-up needs for providers — target completion: June 2026

- Transitioning to secure, compliant online faxing — target completion: July 2026

## **Financial Wellness**

### **Clinic Operations and Revenue Optimization**

The clinic is implementing several strategies to increase patient volume, optimize provider schedules, and improve both patient access and revenue.

#### **1. Revised Call Schedule**

The updated call schedule better aligns with cost report reimbursement models while supporting continuity of care for patients and providers.

#### **2. Proactive Work Queue Management**

Management and registration teams continue addressing work queue issues by:

- Correcting registration errors to support accurate billing
- Reducing reimbursement delays and minimizing claim denials

#### **3. Direct Primary Care (DPC)**



The graphic features a scenic background of a rocky coastline with a boat in the water under a blue sky. On the left is a white compass rose logo with a mountain and water inside. The text 'Care You Can Count On. Access You Can Afford.' is written across the top. Below the image, the text 'Introducing DIRECT PRIMARY CARE' is displayed in white on a dark blue background. To the right, an orange box contains the text 'For more information 907-772-4291'. Below this, the text 'Direct Primary Care is healthcare made simple:' is followed by a bulleted list of benefits: 'Flat monthly fee', 'No insurance billing', 'No co-pays or per-visit charges', and 'Access to most clinic services'. To the right of the list are two rounded rectangular boxes: one for 'Adult Monthly \$125 (\$1,500 annually)' and one for 'Child Monthly \$80 (\$960 annually)'.

The clinic is collaborating with a multidisciplinary team, including the Business Office, IT, Finance, Lab, HIM, Administration, and Medical Staff, to implement a Direct Primary Care (DPC) program. DPC is a membership-based model in which patients pay a flat monthly fee for primary care services through Petersburg Medical Center.

#### **Included services:**

- Wellness and preventive care
- Sick visits
- Chronic care management
- Basic labs
- Some in-office procedures

#### **Not included:**

- ER visits
- Hospital stays
- Specialist care
- Imaging
- Medications
- Specialty labs

**Submitted by:** Kelly K. Zwiefel, Clinic Manager

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