



Petersburg Medical Center

Joy Janssen Clinic Report October 2025

Workforce Wellness

Clinic staffing updates: Dr. Morgan will conclude his time at PMC in mid-November. To ensure continuity of care, we plan to engage locum physicians for call coverage and onboard an independent contractor APRN to support clinic operations until a full-time physician is hired. Three new clinic team members have recently joined the department.

Staff Highlights:

- Melinda Cook and Elizabeth Thomas successfully passed their exams to become Certified Clinical Medical Assistants—Congratulations!
- Two additional team members have entered their second year in the University of Alaska Anchorage (UAA) Nursing Program.
- New hires include Avery Skeek, Certified Nursing Assistant (CNA), and Rachelle Larson and Toni Norwich in Clinic Registration.

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

Community Engagement

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

- **Flu Shot Clinics:** The first free flu shot clinic was held on September 17, 2025, at the WERC building, led by Public Health Nursing in collaboration with PMC. Additional clinics are planned. Flu shots are also available by appointment at the clinic.
- **Sports Physicals:** In partnership with the school district and Community Wellness, the clinic promoted and offered designated times for student sports physicals. Families could choose \$20 sports physical or schedule a comprehensive Well-Child exam, which includes the sports physical and is typically covered by insurance at no cost.

Patient Centered Care

We have successfully completed the first full year of the new physician call schedule, which has brought significant positive changes to clinic operations. The new structure allows providers to stay fully focused on their patients without competing demands.

Providers now take call in 3 to 4-day blocks, concentrating on the emergency room and acute care during those periods. On non-call days, they are dedicated exclusively to clinic responsibilities. This approach has improved clinic scheduling and patient access while enhancing provider balance and overall job satisfaction.



Petersburg Medical Center

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 1,734 referrals.
 - Internal Referrals:** For audiology, nutrition, rehab/therapies, home health, wound care, and behavioral health.
 - External Referrals:** For specialists outside Petersburg.

| Referrals: | | 1/1/25-10/13/25 | |
|-----------------|-----------------------|-----------------------------|-------------|
| Resource | Location: from Clinic | Location: from Hospital/LTC | Total Both: |
| Provider 1 | 252 | 37 | 289 |
| Provider 2 | 250 | 19 | 269 |
| Provider 3 | 275 | 53 | 328 |
| Provider 4 | 330 | 1 | 331 |
| Provider 5 | 312 | 1 | 313 |
| Provider 6 | 164 | 10 | 174 |
| Locums & Other: | 30 | 0 | 30 |
| Total: | 1613 | 121 | 1734 |

Total Clinic Visits:

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

| Month | Total Clinic Visits | Hospital Rounds | Home Visits | No Shows | Same Day Appt. |
|--------|---------------------|-----------------|-------------|----------|----------------|
| Jan-25 | 690 | 17 | 11 | 46 | 210 |
| Feb-25 | 731 | 13 | 14 | 40 | 264 |
| Mar-25 | 662 | 31 | 6 | 33 | 217 |
| Apr-25 | 692 | 25 | 17 | 40 | 250 |
| May-25 | 753 | 31 | 13 | 45 | 248 |



Petersburg Medical Center

| | | | | | |
|--------|------|-----|-----|-----|------|
| Jun-25 | 622 | 15 | 9 | 38 | 220 |
| Jul-25 | 644 | 21 | 10 | 39 | 237 |
| Aug-25 | 743 | 17 | 13 | 41 | 247 |
| Sep-25 | 807 | 17 | 7 | 60 | 232 |
| Total | 6344 | 187 | 100 | 382 | 2125 |

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: 9/15/25 | # days till next appt. | | | |
|-------------------------|---------------------------|------------------------|--------------------------|----------------------------|
| Resource | Next acute with PCP | Next available open | Next third avail open | NOTE |
| Provider 1 | 9/16/25: 1 day | 10/1/25: 14 days | 10/6/25: 18 days | |
| Provider 2 | 9/22/25: 6 days | 9/25/25: 9 days | 9/25/25: 9 days | |
| Provider 3 | 9/19/25: 4 days | 10/3/25: 16 days | 10/3/25: 16 days | PTO 9/15-9/18 |
| Provider 4 | 9/16/25: 1 day | 9/23/25: 7 days | 9/23/25: 7 days | |
| Provider 5 | 9/16/25: 1 day | 9/29/25: 12 days | 9/30/25: 13 days | PTO 9/5-9/15, 9/22-9/26 |
| Provider 6 | 9/17/25: 2 days | 9/19/25: 4 days | 9/19/25: 4 days | |
| Average | 2.5 days | 10 days | 11 days | |

| Report Date: 09/06/2024 | # days till 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 | 9/11/24: 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 day | 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 | |



Petersburg Medical Center

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: 10/11/25 | | Week Ending: 9/27/2025 | |
|--------------------------|---------------------------------|------------------------|---------------------------------|
| Date | # Of Same Day Appt Scheduled | Date | # Of Same Day Appt Scheduled |
| Monday 10/6/25 | 15 | Monday 9/22/25 | 15 |
| Tuesday 10/7/25 | 7 | Tuesday 9/23/25 | 7 |
| Wednesday 10/8/25 | 7 | Wednesday 9/24/25 | 8 |
| Thursday 10/09/25 | 11 | Thursday 9/25/25 | 9 |
| Friday 10/10/25 | 11 | Friday 9/26/25 | 7 |
| Saturday 10/11/25 | 7 | Saturday 9/27/25 | 9 |
| AVERAGE: | 9.6 | AVERAGE: | 9.2 |

| Week Ending: 8/23/25 | | Week Ending: 7/26/2025 | |
|-------------------------|---------------------------------|------------------------|---------------------------------|
| Date | # Of Same Day Appt Scheduled | Date | # Of Same Day Appt Scheduled |
| Monday 8/18/25 | 13 | Monday 7/21/25 | 17 |
| Tuesday 8/19/25 | 12 | Tuesday 7/22/25 | 7 |
| Wednesday 8/20/25 | 7 | Wednesday 7/23/25 | 6 |
| Thursday 8/21/25 | 10 | Thursday 7/24/25 | 8 |
| Friday 8/22/25 | 9 | Friday 7/25/25 | 12 |
| Saturday 8/23/25 | 4 | Saturday 7/26/25 | 5 |
| AVERAGE: | 9.2 | AVERAGE: | 9.2 |

| Week Ending: 5/24/25 | | Week Ending: 04/26/25 | |
|-------------------------|--|-----------------------|--|
|-------------------------|--|-----------------------|--|



Petersburg Medical Center

| Date | # Of Same Day Appt Scheduled | Date | # Of Same Day Appt Scheduled |
|-------------------|------------------------------|------------------|------------------------------|
| Monday 5/19/25 | 20 | Monday 4/21/25 | 16 |
| Tuesday 5/20/25 | 10 | Tuesday 4/22/25 | 11 |
| Wednesday 5/21/25 | 10 | Wed 4/23/25 | 5 |
| Thursday 5/22/25 | 7 | Thursday 4/24/25 | 9 |
| Friday 5/23/25 | 12 | Friday 4/25/25 | 6 |
| Saturday 5/24/25 | 4 | Saturday 4/26/25 | 6 |
| AVERAGE: | 10.5 | AVERAGE: | 8.8 |

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 clinic.
2. Planning is in progress to enclose the front desk area to enhance security and ensure controlled access to the clinic.

Financial Wellness

Clinic Operations and Revenue Optimization: The clinic is implementing several strategies to increase patient volume and optimize provider schedules, with the goal of enhancing both access and revenue.

1. Revised Call Schedule:

The new call schedule aligns with the cost report reimbursement model and strengthens continuity of care for patients and providers.

2. Proactive Work Queue Management:

Management and registration teams are addressing work queue issues by:

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



Petersburg Medical Center

3. Enhanced Reimbursement for Care Management Services:

Efforts are underway to increase reimbursements through:

- 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
