



Petersburg Medical Center

CEO Board Report April 2024

Mission Statement: Excellence in healthcare services and the promotion of wellness in our community.

Guiding Values: Dignity, Integrity, Professionalism, Teamwork, Quality

Highlights:

- 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. Below are photos from the experience:

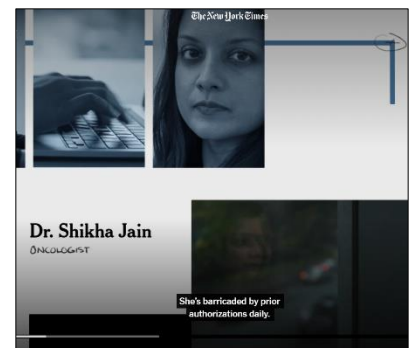


Pictured: Phil Hofstetter, PMC CEO; Jared Kosin, AHHA CEO; Jan Mylet, AHHA Communications Director; Jennifer Opsut, Alaska Regional CEO; and Dori Stevens, PeaceHealth CEO.



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.

- The focus of healthcare issues at the national level were presentations on Insurance Companies creating barriers to receiving care and paying for services through the following processes:
 - Prior Authorization process, delays and denials. We had a presentation from Dr. Shikha Jain featured in the below New York Times video regarding how this is affecting patients and the health system. I highly recommend [watching the video](#). It is shocking and also what PMC is seeing as we spend an inordinate amount of time with dedicated staff obtaining Prior Authorizations. We are also seeing an increase in denials at the national level. 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 were a large part of the agenda and 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.
- We met with the CEO and an orthopedic surgeon from PeaceHealth Ketchikan to assess and discuss options for providing specialty clinics in Petersburg.
- The biennial Health and Safety Fair had a great turnout and engaged participation from more than 200 community members. Thank you to everyone who helped make this year's event a resounding success.
- 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.



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

Financial Wellness: Goal: To achieve financial stability and sustainability for the hospital.

FY23 Benchmarks for Key Performance Indicators (KPIs): Gross A/R days to be less than 55, DNFB < then 5 days, and 90 Days Cash on Hand

- 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.
- Capital and Operational Budget for FY25 are being actively prepped and developed and finalized in the next month.
- PMC Grant teams through Katie Bryson 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.

New Facility: Goal: To expand the capacity and capabilities of the community borough-owned rural hospital through the construction of a new facility, while taking into account the needs and priorities of the local community.

- Progress on the new facility site is steady and going well. The new site is steadily being backfilled with rock from the city quarry with good progress.
- PMC is actively pursuing various funding avenues, including requests to the State delegation, Senator Stedman and Representative Himschoot, Governor’s capital request as well as the federal delegation of Senator Murkowski and Representative Mary Peltola.
- Request for Proposals: Project Management Services. PMC solicited proposals for professional Project Management services for the WERC and replacement of the main hospital building. PMC selected Arcadis to act as PMC’s representative, overseeing both the WERC and the Main Hospital and Long Term Care Building.
- Request for Proposals: Special Inspection and Testing Services. PMC solicited proposals for Special Inspection and Testing services for the new hospital project. PMC selected Alaska Testlab.
- Updates: Project updates are available on the PMC website under the “[New Facility & Planning](#)” tab.
- 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.



Workforce Wellness: Goal: To create a supportive work environment and promote the physical and mental well-being of hospital staff, in order to improve retention rates and overall productivity.

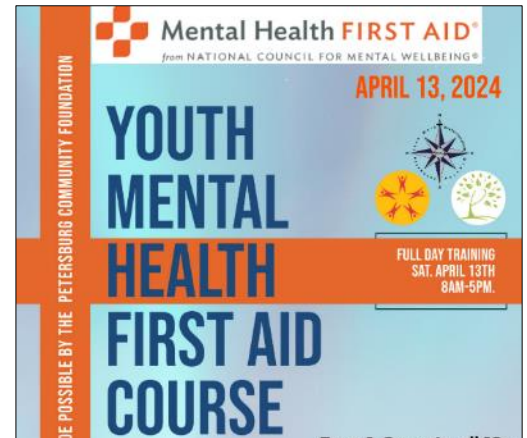
- The PMC family mourns the loss of Rodney Anderson, a valued team member since 2018. Rodney's contributions to our community through alternative healing chiropractic treatment were profound, and he will be deeply missed.
- The annual employee forum will be held on May 9, with sessions scheduled for 10:00 am and 2:00 pm.
- A facility-wide employee survey is being conducted to assess workplace satisfaction. This will be compiled and presented at the forum.
- Monthly CEO Office Hours continue and serve as a platform for staff engagement and feedback.

Community Engagement: Goal: To strengthen the hospital’s relationship with the local community and promote health and wellness within the community.

- 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.

Patient-Centered Care and Wellness: Goal: To provide high-quality, patient-centered care and promote wellness for all patients.

- 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.
- Quality programs related to maternal child health, colorectal cancer and age friendly facility are being evaluated.
- Falls prevention, hypertension, school-based services, complex care coordination and smoking cessation are being completed.
- Kinderskog 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.
- ER, inpatient and swing bed have all seen a decrease in activity in the past month while primary care services increase substantially.

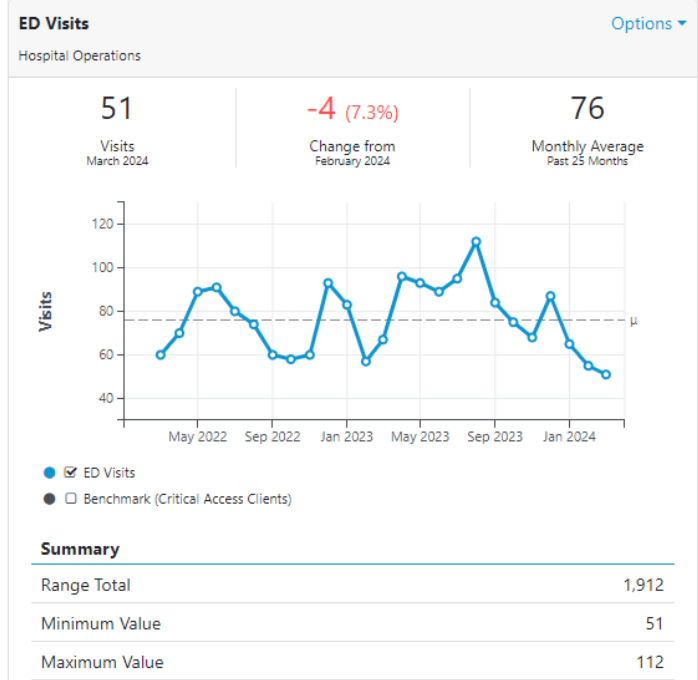
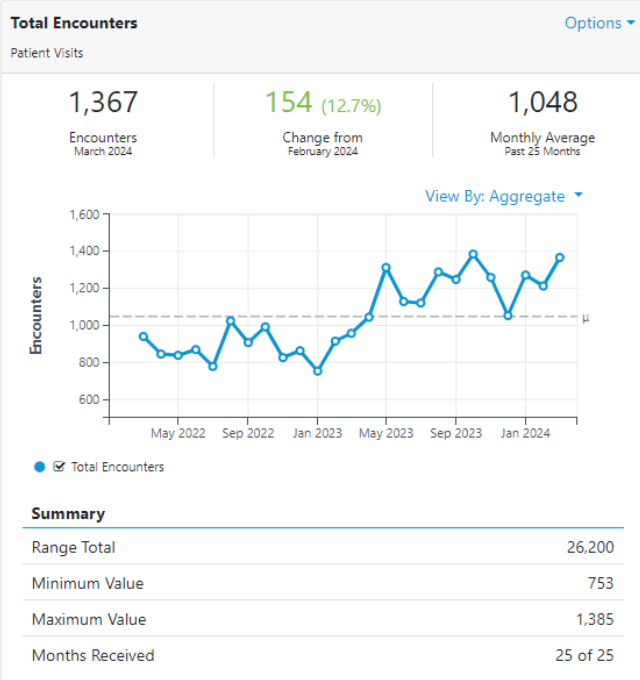


Open to all 18+ & refreshments provided by Petersburg Health Services

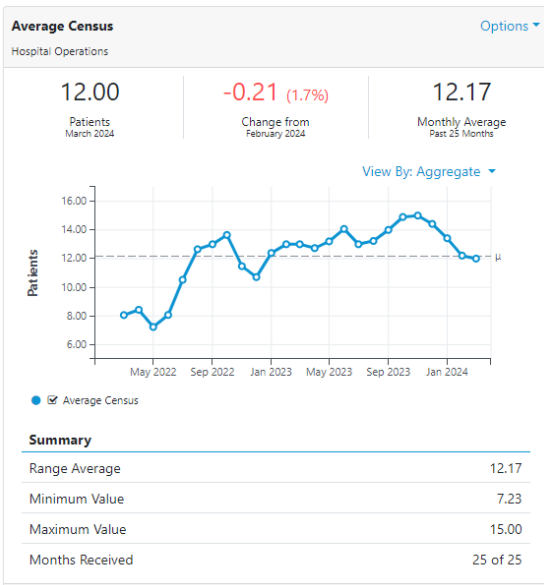


Primary Care

ER



LTC



Submitted by: Phil Hofstetter, CEO