



Petersburg Medical Center

CEO Board Report August 2024

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

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

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

- Rep. Mary Peltola arrived in Petersburg for a scheduled tour of PMC- old facility and new site on Aug.10th and we had a very positive response.
- Met with Petersburg Borough federal lobbyist for tour of facility
- July 27: PMC Foundation's annual fundraiser Pedal/Paddle Battle. At this annual event, participants bike or paddle from Scow Bay to Sandy Beach to raise funds to support staff education and HS scholarships. We raised over \$17,000 and had over 53 people participate in the event.
- The New Facility site for the WERC building continues to make significant progress.
- Community can sign up online for site tours every Friday afternoon at 5:30pm at www.pmcak.org
- Aug 5th: PMC reported at the Borough Assembly meeting and the Borough Assembly.
- Aug 22: KFSK Radio PMC Live.
- PMC LTC residents host Radio Show at KFSK Aug 7th and Aug 21st.



KFSK High Country
Listen to Your Elders

August 7th & August 21st
 at 2:30pm

KFSK 100.9 FM
 Hosted by LTC Residents

2024 PEDAL / PADDLE BATTLE!

Thank you to all that participated, donated, and /or supported the 2024 Pedal/Paddle Battle! The Pedal / Paddle Battle raised nearly \$17,000! Congratulations to the Winners:

- o Alaska Airlines Tickets (2): Rick Braun
- o Trek Mountain Bike: Libby Thain
- o Rump Blanket: Erica O'Neil



Rick, Phil



Libby, Phil - new bike!



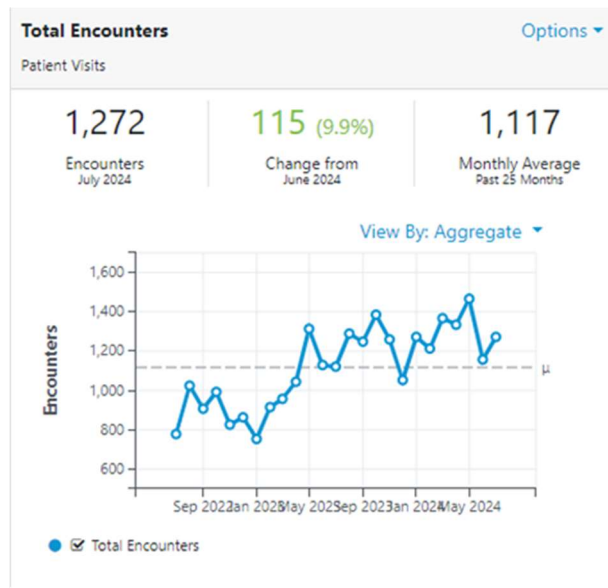
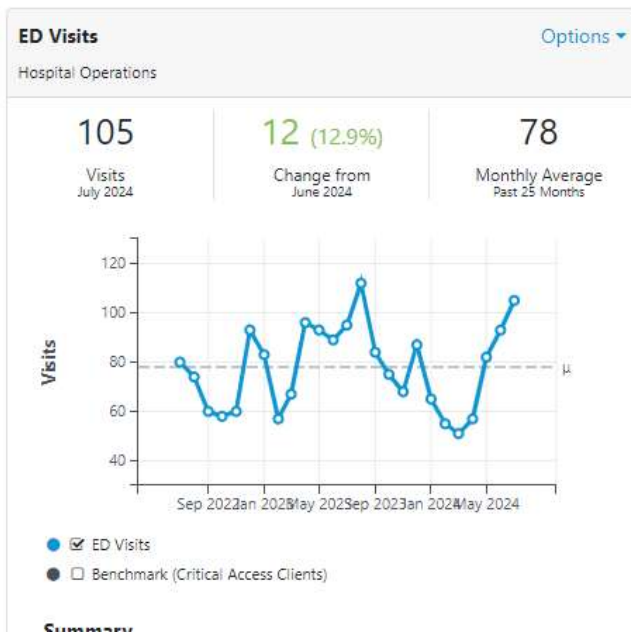
Shirley, Jalyn in the Paddle Battle

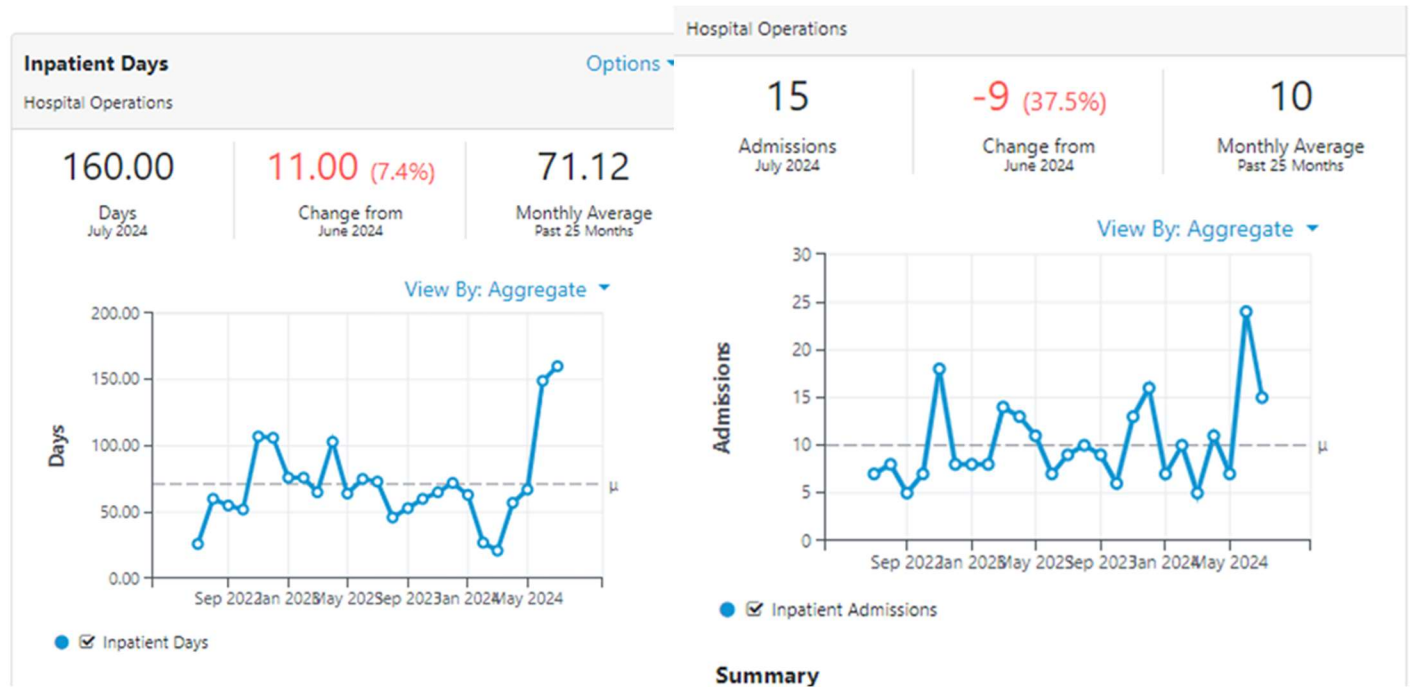


Financial Wellness: Goal: To achieve financial stability and sustainability for the hospital.

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

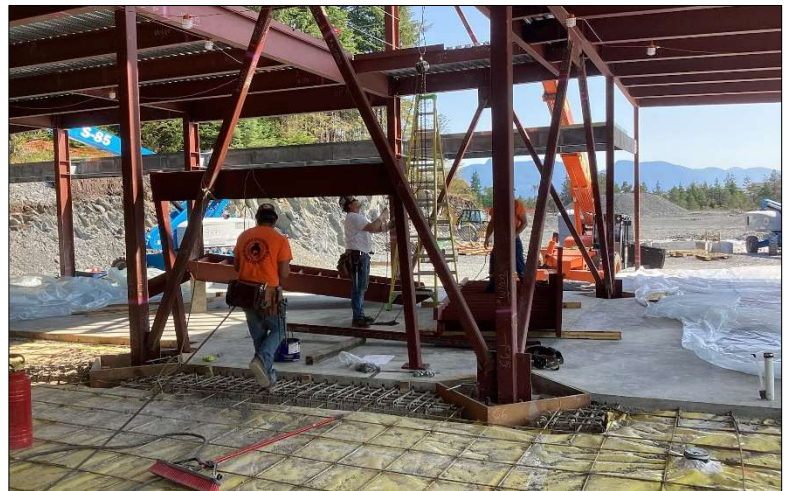
- **Accounts Receivables (AR) Update:** Meetings with the HRG/ Trubridge executive leadership reoccurred Aug 9th to discuss the ongoing increasing Accounts Receivables (AR) which still hovering around 80 days. The revenue cycle team continues to work on improving this metric with a target of 55 days. A detailed list of issues and expectations provided by the finance team. These meetings will continue until we receive an acceptable performance improvement plan. In the meantime, this part of the revenue cycle will be brought inhouse under billing department to provide the proper internal financial controls.
- The finance packet includes the first month of FY25. The finance team is in the midst of the process to prepare for the FY24 full audit.
- The status of the grants for FY25 is similar to last month with both new and continuation (program grants only excluding capital) exceed \$700k for FY25. There are still 6 pending requests for capital and programs totaling over \$9.7M. Full details at the bottom of this report.
- Community hospitals often report “write-offs” or uncompensated care as a metric of benefit for the local community. PMC reported in FY23/24 2 years) writing off an estimated \$928,000 in charity care (2 years FY23/24) and \$507,000 in bad debt for the same years. There were \$29,000 in early pay discounts and \$27,000 in late fee write offs.





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. Arcadis submitted the update on the new facility and we are on track and on budget for the WERC building.

- Site Preparation: Site preparation is complete for the full 4.9 acres of wetlands permitting.
- Progress on WERC Building: Progress continues on the WERC building. Concrete flooring, stairs, pan decking and roof are almost complete.
- Updates: Project updates are available on the PMC website under the “New Facility & Planning” tab. Photos are updated on social media every Friday afternoon.
- Tour of the Sites: Tours of the site for community will begin Friday Aug 23rd at 5:30pm.
- Senator Murkowski Appropriations: PMC made the list for \$3M, which needs approval but is an important nod to the continued support of the project.



- Lead-Up to State Capital Budget, Governor’s Budget, and State Bond: PMC will need to continue advocating as the #1 federal and state priority for next FY. This advocacy is vital to assist PMC to secure grants and funding.

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.

- Sheena Canton accepted role as the executive assistant to CEO. Justin Morgan, MD started as the new physician in the clinic and medical staff is now fully staffed again. Julie Walker expanded her Wellness manager position to include the role of Public Relations (PR). Kellii Wood and Jordan Stafford passed the nursing exam and are now fully employed as RNs at PMC. Holli Davis and Bessie Johnson will be starting the UAA nursing program this fall.
- PR is work with HR and has increased our visibility for jobs in Southeast as well as in Anchorage and Fairbanks. Our goal is to reduce Turnover rate for PMC in FY 24 and our vacancy rates.
- Employee engagement efforts this month included the new internal newsletter Cyndi Newman in HR creates (excerpt image above) and monthly CEO office hours.

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

- The July 22nd – July 26th Orca Camp kayaking expedition took place with 12 Petersburg youth ages 12 – 16 that was extremely successful. This was part of a community foundation grant that brought in Onward and Upward group to provide this experience. It was an amazing success and we hope to offer this next summer as well. This was featured in the Petersburg Pilot.
- The Orca Camp also was highlighted in KFSK for the theater camp Alice in Wonderland.
- Overall, July saw higher than normal volumes in our ER with 105 patients and 160 inpatient days with 15 admissions. Summer is typically busy, but this is considerably higher comparatively than the previous 4 years. LTC is almost full as well and our primary care clinic is also seeing high volumes.
- Home Health has had a high acuity that has been particularly difficult with staffing ratio.
- Access to care:
 - Specialty clinic for scopes has been a challenge to schedule with SEARHC’s next visit to PMC. We are working on finding the next date to coordinate.
 - Dermatology will be at PMC the week of Aug 26

ORCA camp leads 12 Petersburg youth on four-day kayak expedition

Lizzie Thompson, Pilot writer | Aug 01, 2024



Photo courtesy of Katie Holmlund
In preparation for the adventure, Onward and Upward instructors Amanda Mantouani and Jeff Caroni demonstrate to the youth participants of the Kayaking Expedition ORCA Camp how to help rescue a buddy after they have made a wet exit from their kayak.

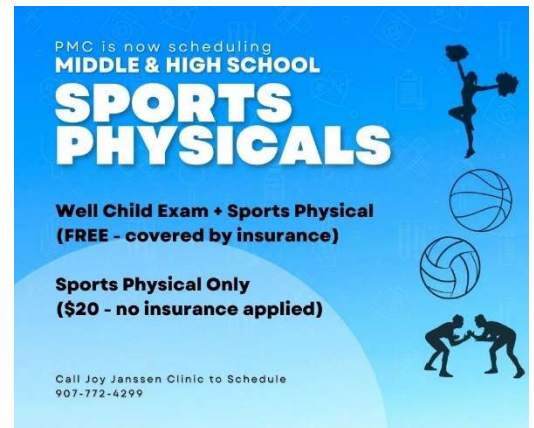
Petersburg Kids Dive Down the Rabbit Hole in Local Theater Production

Posted by Olivia Schmidt | Aug 1, 2024



The cast of both versions of "Alice and Wonderland" will perform on August 1 at 5:00 pm. (Photo by Olivia Schmidt/KFSK)

- Optometry was at PMC July 22 – 26
- Primary care is offering well child exams with sport physicals.
- Clinic availability June/July: In summary, the clinic is experiencing delays in appointment availability due to seasonal factors, they still prioritize urgent care by offering same-day appointments. The wait time for regular appointments can be significant, especially with high demand providers. Same-day acute care appointments typically range between 9 to 20 per day, with higher volumes more recently. This reflects increased demand for urgent care services during this period. Next Available Appointments: For July, the first and third next available appointments vary among providers, but the averages are:
First Available Appointment: 10.2 days (range 6-42 days)
Third next Available Appointment: 17.7 days (range 8 – 46 days).



Submitted by: Phil Hofstetter, CEO

