



# Petersburg Medical Center

CEO Board Report September 2024

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

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

**Summary:** Over the past four weeks, we've experienced a consistently higher-than-average census in inpatient, swingbed, and LTC units. Primary care access remained stable, along with home health services. PMC is now fully staffed with medical professionals. In our specialties, Dermatology PA French held a high-volume clinic, Psychiatry telehealth services resumed, and Dr. Raster successfully conducted ENT clinics. Behavioral Health Services will offer several training sessions in September, led by Keith Reilley, ANP, as part of the BHS grant. These sessions, aimed at medical staff and nurses, will focus on the opioid epidemic and the latest treatment protocols. Keith Reilley, who currently works at an outpatient treatment clinic in Baltimore and is formerly associated with Johns Hopkins, will be leading the training. The Wellness Department had great participation in the Rainforest Run, with several employees joining in. Julie Walker is leading the initiative to refresh the PMC brand. Additionally, the annual manager retreat is scheduled for October 23rd and will be held at the Lutheran Church.

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

- 8/21- Attended and reported out to the PIA Tribal Council Meeting
- 9/2-Rainforest Run had 31 participants.
- Community can sign up online for site tours every Friday afternoon at 5:30pm at [www.pmcak.org](http://www.pmcak.org).
- Sept 3rd PMC submitted monthly report to the Borough Assembly.
- Sept 9th-Met with Assembly Member Bob Lynn
- Sept 12- Meeting with Representative Himschoot.
- Sept 17<sup>th</sup> and Sept 25<sup>th</sup>-Upcoming community classes Bingocize and Tai Ji Quan.
- Sept 23- AHHA board meeting and annual conference.



**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:** Accounts Receivables (AR) hovering around 80 days. The revenue cycle team continues to work on improving this metric with a target of 55 days. We met again with HRG/Trubridge executive leadership with hard date deliverables and they switched out teams in an effort to improve the collections. However, we will continue to advance by bringing this aspect of revenue cycle in-house.

- The finance packet includes the first month of FY25. The finance team continues the process of preparing for the FY24 full audit.
- August month close showed a significant receivable due to the high volumes this summer in inpatient, swingbed and LTC.
- The status of the grants for FY25 is attached. We did not receive two grants that were pending: the Denali Commission and the SAMHSA Strategic Prevention Framework grant. That leaves four grants that are pending.

**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. The steering committee met to discuss and approve the color schematics provided by the designated committee. This combination is indicated below. PMC will need to name the building for the WERC that meets the treasury grant requirements and is also in need of naming the road leading to the lot.



- Site Preparation: Site preparation is complete for the full 4.9 acres of wetlands permitting. Permitting for the additional area by the northeast corner will be in process.
- Progress on WERC Building: Progress continues on the WERC building. Concrete flooring, stairs, pan decking and roof are almost complete with the walls going up. The shell in process is on track.
- 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: Guided tours of the site for community are scheduled every Friday at 5:30pm, sign up available on PMC website. There were 13 community members that signed up on Aug 30<sup>th</sup>. 0 on September 6<sup>th</sup>.



- Senator Murkowski Appropriations: PMC is on the list for \$3M, which needs to make it through congressional approval still, 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.

- Holli Davis and Bessie Johnson started UAA nursing program this month.
- PR is working with HR and has increased our visibility for jobs in Southeast as well as in Anchorage and Fairbanks. Our goal is to reduce the turnover rate for PMC in FY 24 and our vacancy rates. PR is also collaborating with the Anchorage-based firm Element and local artist Grace Wolf to refresh and improve the PMC logo and brand.
- Employee engagement efforts this month included the new internal newsletter Cyndi Newman in HR creates. This month highlights environmental services and housekeeping (Sept 8<sup>th</sup>-14<sup>th</sup>) and National Finance and Accounting appreciation week (Sept 23<sup>rd</sup>-27<sup>th</sup>).
- Monthly CEO office hours.



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

- Overall, August continued to see high volumes in our ER with 95 patients while the inpatient unit saw much higher than normal volumes with over 166 inpatient days with highest swingbed volumes in many years. LTC is almost full as well and our primary care clinic is also seeing high volumes.
- Home Health has experienced a high acuity level, that has been particularly difficult with staffing ratio.
- The Home Health Department is now approved for Medicaid waiver program of adult day services.
- Access to care:
  - Specialty clinic for scopes continues to be a challenge to schedule with SEARHC's next visit to PMC. We are working on finding the next date to coordinate.
  - Dermatology was at PMC during the week of August 26th, with Cameron French, PA-C, seeing a total of 105 patients at the Joy Janssen Clinic.
  - Psychiatrist Joshua Sonkiss has his first telehealth clinic and saw patients in clinic early this month. He will continue to take referrals and consultations from the providers.

- Psychiatric nurse practitioner Keith Reilley, MSN, PMHNP-BC will be coming to PMC the week of September 16<sup>th</sup> to do trainings/presentations for the nursing staff and one day for the doctors.
- Optometrist Dr. Kamey Kapp is scheduled to see patients in Specialty Clinic 9/30-10/4.
- Primary care continues to offer well child exams with sport physicals.
- **Clinic availability:** In summary, the clinic is now fully staffed with 4 physicians and 2 mid-level practitioners. The wait time for regular appointments are working to improve with high demand providers. Same-day acute care appointments typically range between 9 to 20 per day. Referrals to specialty internal and external since January 1<sup>st</sup> are 1,551. **Next Available Appointments:** The most current report for first and third next available for the following. The appointments vary among providers, but the averages are:

**April:**

*1st Available Appointment: 8.6 days*

*3rd next Available Appointment: 9.6 days*

**July:**

*1st Available Appointment: 17.8 days*

*3rd next Available Appointment: 21.2 days*

**August:**

*1st Available Appointment: 10.2 days*

*3rd next Available Appointment: 17.7 days*

**Sept:**

*1st Available Appointment: 10.1 days*

*3rd next Available Appointment: 14.1 days*



**Metric Details**

