

# PeaceHealth Ketchikan Southeast Alaska Community Profile

PeaceHealth Ketchikan Medical Center is a critical access hospital servicing rural, remote and predominantly native south-Southeast Alaska patient populations. PeaceHealth Medical Group: Prince of Wales, in partnership with the City of Craig, provides primary care services, opportunities for telemedicine, and space for visiting specialists to meet with patients.



## Overview

**Service Area:** Ketchikan Gateway Borough (KG) and Prince of Wales-Hyder (PoW) Census Area in Southeastern Alaska.

### Facts & Figures (July 2016 to June 2017)

Total licensed hospital beds . . . . .	25
Total long-term care beds . . . . .	29
Average daily hospital census . . . . .	10
Average length of stay . . . . .	3.65 days
Employees . . . . .	450
Active medical staff . . . . .	180
Volunteers . . . . .	35
Inpatient admissions . . . . .	1,032
Births . . . . .	177
Surgeries . . . . .	1,432
Outpatient clinic visits . . . . .	41,074
ED visits . . . . .	9,253

### Major Medical Services

- Behavioral Health Clinic
- Diagnostic Imaging
- Emergency Medicine
- General Surgery
- Gastroenterologist (GI) Services
- New Beginnings Birthing Center
- New Horizons Long Term Care Unit
- Orthopedic Surgery
- Outreach Clinics
- Pathology Services
- Laboratories
- Sleep Center
- Rehabilitation (PT/OT/ST)
- Respiratory Therapy
- Telehealth & Visiting Clinics
- Home Health Care Services
- Urology Services



## Accreditations & Accommodations

- ★ **Quality & Safety** - 2017, Medicare 5-Star rating (out of 5) for staff response to patient inquiries
- ★ **Elderly Care** - 2016, 2017, Nursing Home Quality Award recipient from Mountain-Pacific Quality Health for achieving quality goals in New Horizons Long-term Care Unit
- ★ **Laboratory Expertise** - 2017, Ketchikan Medical Center laboratory recognized by Alaska State Public Health Laboratory as a Sentinel Clinical Laboratory
- ★ **Healthcare Innovation** - 2012, 2016, Recipient of Centers for Medicare and Medicaid Services Healthcare Innovation Award
- ★ **Quality & Safety** - 2016, Chasing Zero Award for outstanding infection prevention and control
- ★ **Quality & Safety** 2016, 5-Star CMS rating for ensuring patients understand the care needed after leaving the hospital



## Community Benefit

July 1, 2016 – June 30, 2017

\$1,061,000 Charity Care	\$1,689,000 Unpaid Cost of State Programs	\$2,758,000 Total Community Benefit
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## PeaceHealth History



In 1923, the Sisters of St. Joseph of Peace first opened the Little Flower Hospital in Ketchikan. The Sisters of St. Joseph of Peace, through their hospital services now known as PeaceHealth continue to operate the hospital with the same lease agreement approved by the city council in 1960. In 2010, PeaceHealth Medical Group: Prince of Wales was opened in partnership with the City of Craig.

## Geography & Economy



Set at the southern entrance to Alaska's famed Inside Passage— Ketchikan is located in the midst of the Tongass National Forest, a 17M-acre rainforest. Composed of a network of waterways and remote island communities, Ketchikan and the surrounding area are known for their salmon runs, stunning scenery, and rich Alaska Native culture.



# Ketchikan Community Health Overview

## Service Area Demographics >

Approx. 20,000 residents. More than 65% of residents in the service area live in Ketchikan, which has an approx. population of 13,746.

- 48.4% ..... adult females
- 51.6% ..... adult males
- 6.0% ..... under age 5
- 22.3% ..... under age 18
- 11.4% ..... adults 18-24
- 16.5% ..... adults 25-34
- 15.0% ..... adults 35-44
- 18.9% ..... adults 45-54
- 21.1% ..... adults 55-64
- 17.2% ..... adults 65+
  
- 10.53% ..... Veterans (approx. 1,305)

## Race/Ethnicity +

- 50% ..... Native Alaskan/PoW-Hyder
- 22% ..... Native Alaskan/Ketchikan Gateway

## Socioeconomics

- PoW is overall a higher need area than Ketchikan Gateway
- 33% of all households are either in poverty or cannot afford basic household expenses (AK: 32%)
- 92.8% KG and 91.1% PoW adults have a high school diploma (AK: 92.3%)
- \$61,712 KG and \$46,387 PoW median household income (AK: \$74,444)
- 11.5% KG and 15.6% PoW live below the Federal Poverty Level (AK: 9.9%)

## Top Community Health Concerns

- ✓ **Adult obesity and physical inactivity**
- ✓ **Behavioral health** - Lack of behavioral health and substance abuse treatment options
- ✓ **Care coordination for complex patients** - High rate of uninsured people; under-utilization of ED, primary care and specialty services
- ✓ **Maternal child health and childhood development** - High rates of smoking and obesity in young adult populations

## Major Health Problems/Gaps, Key Health Indicators & Strategies

Pillar	Major Health Problems/Gaps*	Key Health Indicators^	Prioritized Evidence-Based Strategies
Healthy, Active Living	<ul style="list-style-type: none"> <li>• <b>Adult obesity and physical inactivity</b></li> <li>• <b>Alcohol, tobacco, and drug use prevention in adults/teens; smoking cessation services</b></li> <li>• <b>Behavioral health and substance abuse treatment</b></li> <li>• <b>Opioid epidemic/lack of treatment options</b></li> <li>• <b>Pain management</b></li> </ul>	Significant differences are found between KG residents in comparison to PoW residents. PoW residents have higher obesity rates and higher lifestyle disease rates.	<ul style="list-style-type: none"> <li>• Community Health Worker program</li> <li>• Competitive pricing for healthy food</li> </ul>
Child & Family Wellbeing	<ul style="list-style-type: none"> <li>• <b>Childhood food insecurity, especially in Prince of Wales/Outer Ketchikan</b></li> <li>• <b>Budget for PoW and KG Public Health has been reduced; particularly affects people aged 0-25 years</b></li> <li>• <b>Maternal smoking during pregnancy</b></li> </ul>	Service area has higher rates of maternal smoking which impacts the health of mother and baby (when compared to the state). The service area also has higher rates of prenatal care in the 1st trimester and low rates of low birth rate (compared to the state).	<ul style="list-style-type: none"> <li>• Prenatal and early childhood home visiting programs</li> <li>• Preschool programs with family support services</li> </ul>
Health Delivery Systems	<ul style="list-style-type: none"> <li>• <b>Chronic pain management</b></li> <li>• <b>Funds for travel to specialty care</b></li> <li>• <b>Access to primary care appointments</b></li> <li>• <b>Access to urgent care appointments</b></li> <li>• <b>Improved immunization rates</b></li> <li>• <b>Adult and teen behavioral health</b></li> <li>• <b>Substance abuse treatment</b></li> <li>• <b>Integration of behavioral health and primary care</b></li> <li>• <b>Psychiatry coverage</b></li> </ul>	Data show that there are significant differences in access to care for residents of the service area (KG vs. PoW). There are racial/ethnic disparities in KG despite the availability of providers. Addressing these inequities is vital to the health of the community.	<ul style="list-style-type: none"> <li>• Medicaid access/enrollment</li> <li>• Integration of behavioral health and primary care</li> </ul>
Equity	<ul style="list-style-type: none"> <li>• <b>High poverty in Ketchikan and in Prince of Wales/Outer Ketchikan</b></li> <li>• <b>High unemployment and income</b></li> <li>• <b>Care for older population</b></li> <li>• <b>Senior housing</b></li> <li>• <b>Care for migrant and homeless population</b></li> </ul>	There are vast differences in many measures of socioeconomic wellbeing between KG and PoW. KG has lower unemployment and lower income equality. The lower income inequality in KG is an important marker of community health resilience and should be maintained and strived for in PoW.	<ul style="list-style-type: none"> <li>• Health career recruitment for non-majority students</li> <li>• Patient financial incentives for preventative care</li> </ul>

> Sources: U.S. Census Bureau, Ketchikan Gateway 2016; PeaceHealth 2016 CHNA; CentraForce Health.  
 + Wash. State American Indian and Alaska Native population is approx. 15.2%. Source: U.S. Census Bureau, 2016.

\* Summarized from interviews with organizations throughout the county representing public health and minority health.  
 ^ Based on primary data from Robert Wood Johnson's 2016 County Health Rankings and other state sources.