

Bartlett Regional Hospital

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December 22, 2015

Ms. Kim Kiefer
City Manager
155 South Seward Street
Juneau, AK 99801
Fax: 907 586-5385

DEC 22 2015

CBJ Manager's Office

Re: FY 17 Marine Passenger Fee Proceeds Fund Proposal

Dear Ms. Kiefer:

Bartlett Regional Hospital appreciates the opportunity to request funds from the Marine Passenger Fee Fund to off-set its incremental costs related to cruise ship patients who seek care at the hospital. This letter provides documentation of the \$131,660 requested.

The hospital submits claims to the self-pay patients and travel insurance carriers – over \$1.8 million in 2015. Our most recent financial reports reveal that Bartlett still has \$721,717 receivable from 2015 patients originating from outside Alaska.

Your funding will enable us to continue to maintain excellent care of our summer visitors in 2016.

If you have any questions about the request or supporting documentation, please contact Ms. Darcy Lockhart, Mr. Alan Ulrich, Chief Financial Officer, or me.

Happy Holidays!

Sincerely,


Charles "Chuck" Bill
Chief Executive Officer

Enclosure

Cc: Darcy Lockhart, Grants Coordinator
Alan C. Ulrich, Chief Financial Officer

**Bartlett Regional Hospital
FY 17 Marine Passenger Fee Proceeds Fund**

Grant Request:

To reimburse Bartlett Regional Hospital (“BRH”) \$131,660 from the Marine Passenger Fee Proceeds Fund for costs associated with providing medical care to un-insured and insured cruise ship passengers.

In the 2015 cruise ship season, Bartlett provided care to 874 patients who were visitors to Juneau, an 855 person increase over the previous winter. In order to provide care to these “visitors”, BRH incurs incremental expenses May through September:

Description of Incremental Expenses	\$’s
Emergency Department Incremental Physician Coverage	\$30, 840
Payment for local physicians to manage inpatients care for non-AK visitors without a doctor a/k/a “No Doc” Coverage	\$53,856
Emergency Department incremental expenses	\$38,982
Casual Case Manager	\$33,982
Cruise Ship Liaison	<u>\$ 5,000</u>
Clinical Departments	\$ 7,982
Contract Nursing Staff	\$ 7,982
Total Request	\$131,660

During the 2015 cruise ship season, Bartlett submitted claims totaling \$1.8 million to travel insurance companies and self-paying patients who do not have Alaskan zip codes. It is important to note that Bartlett had not received reimbursement from self-payer and travel insurance companies totaling \$721,717 for clinical and emergency services provided to cruise ship passengers and other non-Alaskan patients for the period May September 30, 2015.

Bartlett is solely requesting reimbursement for incremental expenses related to cruise ship passengers who use the hospital’s services.

Description of Need:

As the sole hospital and Emergency Department in Juneau, Bartlett Regional Hospital provides timely physician and clinical care to cruise ship passengers having medical emergencies, serious illnesses, injuries and those who need medical diagnosis or hospitalization.

“No Doc” Coverage: Due to the increase of non-local patients in the summer, Bartlett contracts with local physician to provide clinical services (the “hospitalist”) for patients

admitted to the hospital that do not have a local physician. This “No Doc” coverage is only for May through September. No such contract is needed in the winter months as physician coverage is adequate for Bartlett’s patients.

Emergency department (ED): The ED is the initial point of entry to the hospital for injured or ill cruise ship passengers. Some are treated and released. Others are admitted as inpatients or, when necessary, are evacuated to other facilities. Each summer our emergency department experiences a significant increase in patient load due to cruise passenger visits. While every hospital department is affected, the greatest impact is experienced by our clinical departments including the Emergency Department, Ancillary Services, in-patient departments (Medical-Surgery and Critical Care).

Case Management: Cruise ship passengers admitted to the hospital have more complicated logistics being from out of state or foreign countries and are thus more time consuming for case management to handle than local patients. Often, arrangements are also made for accompanying family members, some of whom have additional logistical and medical needs. During the 2015 tourist season there were unexpected staffing shortages in the case management department which resulted in the case management staff utilizing casual staff and sharing the tourist associated tasks previously handled by the part-time case manager.

Contracted Employees: To maintain staffing levels, Bartlett hires contract nurses (travelers) to supplement the staffing pool to provide readily available, qualified staff to supplement regular employees at time of unpredictable absences, high census/acuity, family and medical leave and vacancies. During May – September, travelers were used on the medical surgical unit and for case management.

Incremental Expenses for Emergency Department Physicians

Bartlett’s contracts with emergency department physicians define a \$51,428 increase in remuneration per month from May – September to accommodate the increased patient load. The total cost of this increase is \$257,000. 12% of that is attributed to visitors is **\$ 30,840.**

Incremental Expenses “No Doc” coverage – Clinical Units

Only during cruise ship season, the hospital contracts with local medical clinics to supply physicians to cover patients who are admitted and who do not have a local physician. The cruise passengers/patients are assigned a physician for their hospital stay. The total cost of the contracts is \$122,400 for May – September 2015. This is a 29.5% increase above the previous year. The Critical Care Unit increase in number of patients from winter to summer was 27% and in Medical Surgical Unit 17%. = 44%. Cost of 44% of “No Doc” Coverage is **\$53,856.**

Personnel Impacts – Emergency Department (ED)

The ED experiences a 15% increase in average monthly patient load in Summer (May – September) when compared to non-Summer months (October – April). This increase is primarily due to cruise ship passengers which make up 12% of the summer patient load. To address this increase in patient load the hospital increases its physician and support staff coverage in the ED:

1. Case Manager ED Liaison

The increased patient volume from cruise ship passengers requires BRH to expand its case management personnel. The case manager:

- Handles medical and travel insurance and financial issues for passenger/patients
- Makes transportation arrangements for passenger/patients within the U.S. and foreign countries, and
- Obtains patient-specific durable medical equipment as needed.

The cost of the two casual case managers was \$33,982 including incremental benefits but no health insurance for casual employees.

The cost for May – September is **\$33,982**.

2. Cruise Ship Passenger Liaison

To meet the needs of cruise ship passengers, Bartlett contracts with Juneau Emergency Medical Associates to provide an emergency department liaison. The liaison conducts an education meeting at the beginning of the cruise ship season to describe Bartlett's services and protocols. The liaison also reviews patient clinical findings and communicates results to the patient's cruise ship medical personnel. The liaison also counsels patients and cruise ship medical personnel for any follow up care at another port. Cost of the contract is **\$5,000**.

Personnel Impacts – Medical-surgical Unit

The medical surgical unit averaged 111 patients a month in the winter and 129 in the summer of 2015 – a 16% increase. A full time contract registered nurse was hired to maintain staffing levels for the summer. 17% of the medical surgical unit patients were non-Alaskans. The cost of the contract RN was \$46,950. 17% of \$46,950 is **\$ 7,982**.

Bartlett Regional Hospital Funding Request Summary

To ensure cruise ship passengers receive the quality clinical care from Bartlett's physicians and clinical staff, Bartlett is requesting **\$131,660** from the Marine Passenger Fee Fund.

This funding will offset the direct impact of the increase in patient load caused by the cruise ship industry to ED/ inpatient case management, inpatient clinical staff and ED physician and staff requirements and "No Doc" call coverage.