

Petersburg Medical Center Employee Forum

MAY 9, 2024

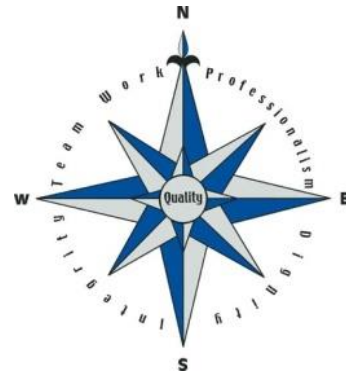


Petersburg Medical Center

Our mission: *Excellence in healthcare services and the promotion of wellness in our community.*

Our vision: *Petersburg Medical Center will remain committed to excellence in healthcare and responsive to community needs by being the best place for patients to receive care, employees to work, and physicians to practice medicine.*

Our values: *Professionalism-Dignity-Integrity-Teamwork-Quality*



PARKING LOT

Loneliness + Isolation
- Create a safe space to communicate with peers
- Empowerment -> things that don't use computers / read out loud things
- Cultivate
- Maintain positive relationships
- Take the time to understand your employees and how they may relate
- Active listening
- Open communication/positive responses
- Active correction plans
- Schedule 1 on 1 time with employees to develop strong, trusting work/mentor relationships

Accomplished
- 28 million dollars
- Recovery
- OTC Quality award
- Passed all inspections
- Maint. State (Finance)
- Resume open services
- Refining/improving processes
- Improve food quality
- Building design
- Patient support for medication
- Maintain independence
- Increased staff education
- Decreased waste/supplies
- Improved communication
- More workforce interest
- Stable care leader

Next Years Progress
- Address funding
- Start on building (HERE)
- Continue excellent care
- Continue showing metrics of care
- Improve patient care
- Improve staff morale
- Improve communication
- Improve medication management
- Stable staff/empower staff to perform
- Cross team departments
- Collaborating with other facilities (sharing)
- Improved collaboration between departments / understanding how other departments impact financial stability
- Improve staff training
- EMR optimization/improve usage





STRATEGIC PLAN

Patient Centered Care

Workforce Wellness

Community Engagement

Financial Wellness

Facility

STRATEGIC PLAN

Patient Centered Care

QUALITY

Wellness

Community Engagement

Financial Wellness

Facility

Petersburg Medical Center

NEW FACILITY



January 2024

PETERSBURG MEDICAL CENTER's current building is outdated, inefficient, and past its useful life. We need a **modern, efficient health care facility that will enhance patient privacy, provide greater accessibility, and ensure the availability of critical services that support our residents here at home.**

According to the Alaska Hospital & Healthcare Association 2022 Workforce Analysis, health care has become the most important economic sector in the state, driving growth in other industries. 97% of employees and 100% of medical staff live in Petersburg, injecting \$11-\$12M per year in salaries into the local economy. It's time to invest in health care here in Petersburg and we need state and federal support to make that happen.

Petersburg Medical Center has secured funding from federal grants to get the project shovel-ready and complete the Wellness, Education & Resource Center (WERC) building. We are requesting \$37M in next year's State Capital Budget to complete design and construction of the main hospital shell & core.

This is a critical stage for construction projects in Southeast Alaska and

Improving Patient Outcomes Through Partnership



Endoscopy Clinics: Colonoscopies and Endoscopies

New Screening Guidelines

- Begin at age 45 if low risk, age 40 for Alaska Native population (2x risk)



Transitional Care Management

Transitioning from Inpatient
Hospitalization to the
Outpatient Clinic

- Hospital
- Clinic



Hypertension Quality Program

Community Awareness,
Education, Diagnosis,
and Treatment

Health Fair, Community
Clinics and Home Monitoring

HYPERTENSION: Why Is It Important?

- ▶ Nearly half of Americans have hypertension, many undiagnosed
- ▶ No symptoms until damage is done – heart attack, stroke, aneurysm, kidney failure, loss of vision
- ▶ Prevention and treatment is key
- ▶ Check your blood pressure regularly

Blood Pressure Category	Systolic mm Hg (upper number)		Diastolic mm Hg (lower number)
Normal	Less than 120	and	Less than 80
Elevated	120-129	and	Less than 80
High Blood Pressure	130 or higher	or	80 or higher

Growing Our Own



Benefits

Employee Benefits:

Increased knowledge and skills,
income, and responsibility

Facility Benefits:

Reduced turnover, increased retention,
building of organizational culture,
patient satisfaction



Opportunities

Certified Medical Assistant:

Alaska Primary Care Association

Certified Nursing Assistant:

State approved facility-based program

Registered Nurse:

Associate of Applied Science in Nursing,
University of Alaska Anchorage

Growing Our Own: Lab



Programs

University of Alaska Anchorage
Online Phlebotomy Certificate

Weber University
Online 2-year MLT program

University of Cincinnati
Online MLT-to-MLS program



Timeline

Years 0-2: Work as Lab Assistant.
Concurrent online Phlebotomy
Certification.

Years 2-4: Enroll in Weber University
Online. Graduate, sit for national
certification. Work as MLT.

Years 4-6: Enroll in University of Cincinnati
Online. Graduate, sit for national
certification. Work as MLS.

Adult Day at PIA Cedar Social Club

MON, TUES, THURS, FRI

- ▶ 12:30 – 4:30
- ▶ LUNCH AND SNACK PROVIDED
- ▶ STAFF: CNA + ACTIVITIES ASSISTANT WITH RN OVERSIGHT
- ▶ GOALS: CAREGIVER RESPITE, SOCIAL TIME, ENGAGEMENT

UPDATES:

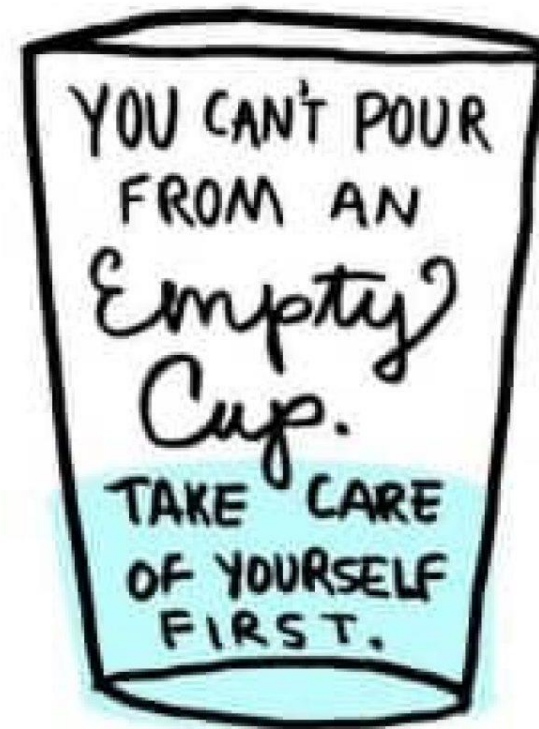
- ▶ GRANT PROCESS ONGOING
- ▶ LARGER SPACE AT PIA END OF 2024
- ▶ CURRENT SCHOLARSHIPS \$600/MONTH



PMC WELLNESS PROGRAM

AIM:

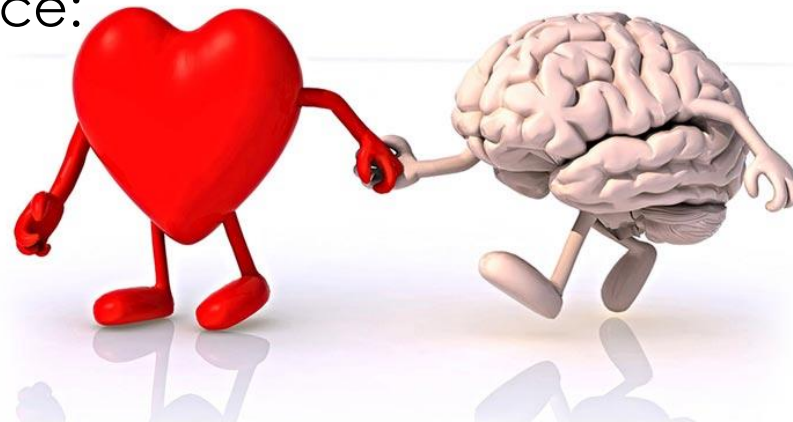
Promote a healthy, productive workforce and contribute to making PMC a great place to work



PMC Wellness Program

BETTERHELP BEHAVIORAL HEALTH RESOURCE

- ▶ World's largest provider of online therapy
- ▶ Live video, audio, or messaging, or asynchronous texting
- ▶ To access this free resource: betterhelp.com/PMC



OTHER ACTIVITIES & OPPORTUNITIES

- ▶ Parks and Recreation Discount
- ▶ Healthy Snack Carts
- ▶ Lifestyle Balance Program
- ▶ Challenges
- ▶ Winter safety gear
- ▶ Fat tire bike
- ▶ Other one-time events

PMC Wellness Incentive Program



BRAVO WELLNESS INCENTIVE PROGRAM

Earn money for participating in wellness activities like screenings, coaching, and more!

Program dates: Jan 2 –April 30, 2024 (will open again Jan. 2025)

Incentive: Level 1 \$200 or Level 2 \$300

Premium Discount/Bonus: Applied to paychecks in June and December

PMC PARTICIPATION

Percent of eligible staff and spouses who completed wellness incentive program:

- 2022 – 41%
- 2023 – 45%
- 2024 – 44%

OUTCOMES

44% of participants decreased at least one health risk from the previous year

(blood pressure, BMI, glucose, or cholesterol). (2022-2023)



PMC YOUTH PROGRAMS
KINDER SKOG - ORCA CAMPS

**COMMUNITY WELLNESS PROGRAMS OF
PETERSBURG MEDICAL CENTER**

PMC Youth Programs Focus

Implement Patient-Centered Care Practices

- ▶ Physical skill development
- ▶ Supports the development of positive character attributes and recognition of them.
- ▶ Youth voice matters and is considered during program development

Promote Preventive Care and Wellness

- ▶ Focus on health and wellness
- ▶ Provides opportunities for recreation and arts expression
- ▶ Promotes healthy behaviors

Utilize Technology & Data Analytics to Improve Patient Care & Outcomes

- ▶ Assessing staff needs for childcare
- ▶ Gather feedback from enrolled families about programs
- ▶ Developed the Forest Kindy program

PMC YOUTH PROGRAMS SUMMER 2024

more to explore in 2024

PETERSBURG MEDICAL CENTER

KINDER SKOG

MORNING SESSION

GROUP A
GROUP B
FOREST KINDY

M-F
8:00AM - 1:00PM

AFTERNOON SESSION

GROUP C

M-F
1:00PM - 5:15PM

ORCA CAMPS

PODS

RUN POD
TUE/THU
3:00PM-5:00PM
JUNE 11 - JULY 3

BASKETBALL
POD
TUE/THU
3:00PM-5:00PM
AUG 6 - AUG 22

THEATER
JULY 8TH -
AUG 1ST
AFTERNOONS

KAYAKING
EXPEDITION
JULY 22-26

FLY-FISHING
AUGUST

May 2024 ~ Petersburg Medical Center

CHART NOTES

WARM WELCOME TO:

- o Stewart Ness, Ward Clerk, January 23rd
- o Katie Bryson, Grants Director, February 9th
- o Hanna Casey, Cook, February 12th
- o Rebecca Lee, Materials Assistant, March 4th

FOND FAREWELL TO:

- * Sarah Gundy, SLP, April 26th
- * Nicole Peterson, Materials Assistant, May 3rd
- * Kirsten Testoni, Home Health Manager, May 3rd

HAPPY BIRTHDAY TO:

EMPLOYMENT ANNIVERSARIES:

CONGRATULATIONS TO:

- o Ruby and Tim Shumway on the birth of their daughter Emerson born on April 6th
- o Lauren and Tyler Thain on the birth of their son Robert born on April 25th
- o Anya Pawuk, PMC CNA (father Matt (EHR & System Tech Lead) & mom Stephanie) on Anya graduating from Petersburg High School on Tuesday May 28th

WORKPLACE SATISFACTION SURVEY

PMC invites you to participate in the Employee Workplace Satisfaction Survey. This provides an opportunity for all employees to provide advice to the organization on areas that have shown to contribute most to workplace satisfaction. As a confidential survey, Paylocity will not link you with your responses. Results from this survey will be used to inform PMC in future planning.

Thank you to the 53% that have completed the survey! If you haven't, please take the time (it only takes a few minutes) and let your voice be heard to provide PMC with your valuable feedback for the organization!

To Access the Survey:

- o Click the "view survey" link in the Paylocity generated email sent to your address (Company ID: 145936)
- o Use the Paylocity app or web-based portal – Go to Menu / Employee Voice

NATIONAL NURSES WEEK ~ MAY 6TH – 12TH

Nurses Make the Difference! This year's theme "honors the incredible nurses who embody the spirit of compassion and care in every health care setting." May 6th – 12th is National Nurses Week, which occurs every year on the celebration of Florence Nightingale's Birthday. We celebrate the nurses who work at PMC and thank them for the care they provide in our community. The profession of nursing intersects and shapes many different stages of life. Nurses see us at some of life's most joyful and painful moments.

PMC employs 21 nurses – they are... RNs: Helen Boggs, Jennifer Bryner, Jolyn Duddles, Emma Gates, Elizabeth Hart, Laura Holder, Amy Hollis, Carolyn Kvernvik, Mary Kravitz, Elise Kubo, Nichole Mattingly, Mamie Nilsen, Valaree Nilsen, Rozanne Plew, Kirsten Rioux-Testoni, Kim Robson, Steph Romine, Ruby Shumway, Lauren Thain, Traci Vinson; LPNs: Rose Mommsen, Tony Vinson. Our sincere thanks!

thank you
nurses!
National Nurses Week



EMPLOYEE FORUM ~ MAY 9TH

PMC will conduct an Employee Forum on Thursday, May 9th at 10 am and 2 pm in the Conference Room.

Workforce Updates

Here is the requested list of open positions:

- o Activities Assistant LTC
- o Activities Coordinator Adult Day Program
- o Bingocize Facilitator
- o Certified Nurse Assistant / OJT
- o Chiropractor
- o Clinic Reception Admissions / Medicaid Travel
- o Health IT Support Specialist
- o Lead Youth Program Mentor (Kinder Skog)
- o Materials Assistant
- o Medical Assistant
- o Medical Technologist
- o Occupational Therapist
- o Physical Therapist
- o Radiologic Technologist
- o Registration Coordinator
- o Speech-Language Pathologist
- o Staff Nurse - Home Health / Eldercare Services
- o Tobacco Prevention Project Coordinator
- o Tai Ji Quan Facilitator
- o Youth Intern

Overall, I feel my position and employment at PMC is:



● Satisfying: 57 (48%)

● Very satisfying: 43 (36%)

● Neither satisfying nor dissatisfying: 18 (15%)

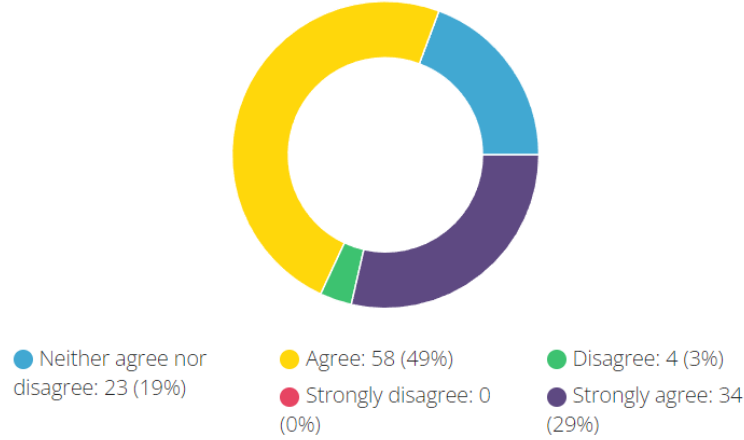
● Very dissatisfying: 0 (0%)

● Dissatisfying: 1 (1%)

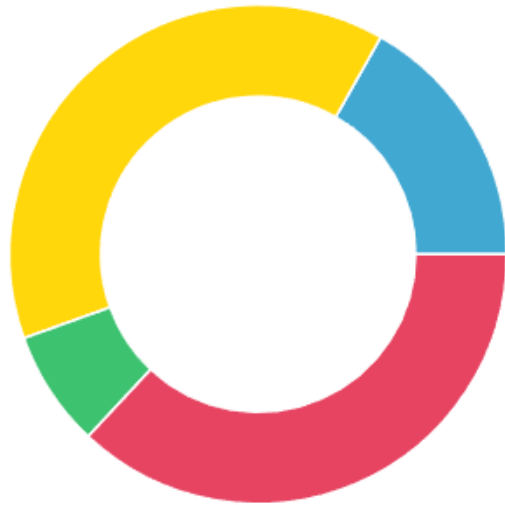
PMC Workplace Satisfaction Survey

PMC Workplace Satisfaction Survey

PMC provides and encourages a positive, supportive, and collaborative work environment.



11. I feel valued as an employee of PMC.



- Sometimes: 20 (17%)
- Usually: 46 (39%)
- Rarely: 9 (8%)
- Always: 44 (37%)
- Never: 0 (0%)

PMC Workplace Satisfaction Survey



A vibrant green aurora borealis (Northern Lights) dancing across a dark night sky over a dark landscape. The aurora consists of several bright, glowing bands of green light, some appearing as vertical curtains and others as horizontal ribbons. The background is a deep, dark green, speckled with numerous small, bright white stars. The overall scene is ethereal and serene.

Financial Wellness

Caring for Patients

Service area	YTD Mar	Prior Yr	Population	
Clinic Visits	7,155	6,554	7,650	94%
Lab Tests	17,512	16,805	17,799	98%
X-Rays	1,764	1,883	2,555	70% + mammo dexa
Emergency	648	574	1,275	50%
Acute	244	246	627	39%
Swing	291	375	449	65%



Revenues

Division	YTD Mar	PY	Budget
▪ Clinic	\$ 2,272,602	\$ 2,190,255	\$ 2,600,342
▪ Outpatient	\$ 9,762,434	\$10,197,475	\$12,106,780
▪ Inpatient	\$ 2,653,713	\$ 2,737,193	\$ 3,249,687
▪ Gross Rev	\$19,524,947	\$19,108,475	\$22,686,216
▪ <u>Net</u>	<u>\$16,841,121</u>	<u>\$14,538,337</u>	<u>\$17,360,397</u>
▪ Total	18,491,074	16,586,262	18,686,035



Expenses

• Expense	YTD Mar	PY	Budget
• Salaries & Wages	8,476,310	8,807,709	9,213,775
• Contract Labor	823,571	598,422	628,343
• Benefits	3,161,402	3,157,577	3,348,412
• Training & Travel	91,469	56,136	109,827
• Other	325,754	288,261	304,808
• Purchases Svcs	1,131,432	1,268,976	1,332,427
• Supplies	1,196,908	1,273,647	1,375,537
• Minor Equip	172,727	150,959	138,507
• Repairs & Main	411,908	413,042	433,695
• Utilities	800,548	831,968	836,129
• Insurance	144,370	134,132	147,545
• Rental & Lease	186,925	190,490	196,206
• <u>Depreciation</u>	852,208	853,409	800,786
• Total	17,775,531	18,024,728	18,865,997



Income

	• YTD Mar	PY	Budget
• Operating	715,544	(1,436,466)	(179,962)
• <u>Capital</u>	<u>4,153,918</u>	<u>(119,408)</u>	<u>45,173</u>
• Total Net income	4,869,462	(1,567,574)	(134,789)
• Cash	\$1,904,934		
• AR Net	3,540,174		
• AP	3,074,479		



PHASE 1: SITE PREPARATION



PHASE 2: WERC SITE & BUILDING CONSTRUCTION



PHASE 3: HOSPITAL & LONG TERM CARE BUILDING CONSTRUCTION





**WERC
First Floor**

**Hospital &
Long Term Care**

**WERC
Second Floor**

**Wellness, Education
& Resource Center
(WERC)**

CLOSE

AFTER-EVENT SURVEY

