



Petersburg Medical Center

Quality Report January 2024

Workforce Wellness

The interim Quality Director oversees shared initiatives led by department heads and Home Health Quality.

Last week quality staff met with human resources staff to make plans for creating and implementing a workplace satisfaction survey utilizing Paylocity. The survey is intended to gather valuable employee perspectives on their work environment and provides information to address several board objectives. Information can be utilized to improve employee retention and to increase the positivity and supportiveness of the work environment leading to decreased costs and better patient care.

Community Engagement

Evidence-Based Fall Prevention Programs:

- The first round of workshops of Bingo-cize and Tai Ji Quan reached 45 participants.
- Bingo-cize post session surveys are being collected to meet grant reporting requirements and to inform future initiatives both locally and nationally. Of the Bingo-cize participants surveyed thus far, 100% would recommend the program to a friend or a relative. 100% of those surveyed also agree that they feel more satisfied with their lives. More stats to come.
- The second Bingo-cize class continues to run twice weekly at Parks & Rec and both initial Tai Ji Quan classes continue.
- Moving forward, we would like to work with the staff of the Mountain View Manor to support development of programs they may be interested in offering to their residents. Contact was made this week to begin initial evaluation by their staff and participation by their residents.

Patient Centered Care

The December Quality Committee meeting focused on LTC and was combined with the biannual Home Health Advisory Committee meeting. Moving into 2024 the infection control meetings are being rolled into the Quality Committee schedule and will occur every other month starting in February. The reporting schedule for the committees has been updated to reflect recommendations received, staffing changes, and lessons learned from 2023. We continue to refine the program to improve efficiency and effectiveness.

A new community consumer representative has been recruited to participate in the Home Health Advisory Committee. We are delighted that Sharon Hunter has agreed to share her insights and time. Last month's meeting was a successful sharing of accomplishments and challenges. A departmental strategic plan was provided to the committee to align departmental efforts with the PMC strategic plan and identify key performance indicators and goals. Home Health Quality meetings will commence in February occurring every other month to focus efforts on improvement of national quality measures.

The approved PMC strategic plan for 2024-2028 provides a unified direction for all departments. Quality staff and managers will be working towards the identification and use of KPIs aligned with the strategic plan under the direction of the interim Quality Director and the Quality Committee. Quality staff has started to meet with managers to collect their key performance indicators for integration into a cohesive document that reflects the efforts currently occurring within the organization that are tied to the published objectives. This process will illuminate any objectives that require more data analysis or definition with metrics.

The Adult Day Program-Cedar Social Club began on December 11 with ½ day services at the PIA location on Monday, Wednesday, and Friday afternoons. Enrollment has been increasing and is currently at 4 participants, with several others expressing interest.

The Home Health department began their annual performance improvement project this month. The goal of the project is to improve the efficiency and timeliness of end-of-life care coordination by standardizing orders, communications, and processes. This project will include interdepartmental and outside entity collaboration. Resources provided by other organizations as well as industry and evidence-based standards are being evaluated at this time by nursing and quality staff.

Facility

The application process for the Bronze National Quality award through the American Healthcare Association provides organizations with tools and resources for continuous improvement in quality care. After careful review of the application requirements, it was determined that the tools and resources obtained will be used to carry out an LTC performance improvement project in the coming year with intent to apply for the Bronze Award next year. The Baldrige Excellence Framework will be utilized to provide guidance in the process. A separate performance improvement project (PIP) committee is being formed for this project with tentative plans to meet this month to review priority topics.

Financial Wellness

Adult Day Program and Senior In-Home services program staff have been working with PMC billing and financial staff to ensure the infrastructure and processes are identified for appropriate reimbursement of these newly offered services. This collaboration continues but is not yet complete.

Submitted by: Stephanie Romine, RN
