



Petersburg Medical Center

Human Resources – January 3, 2024

Workforce Wellness - Staffing Overview

The Human Resources (HR) Department consists of Cynthia Newman, full time, Human Resources Director and Scott Zweifel, full time, Human Resources Technician. The past year has been a very busy time for the HR department with new and terminating employees, travel staff (locums), students and handling everything for an average of 150 paid employees at PMC. The HR department is doing well.

Annual Update / Recap -- From January – December 2023

New Employees – 32

- 2 Dietary Assistant
- 6 Cook
- 5 Certified Nurse Assistant or OJT CNAs
- 2 Licensed Practical Nurse
- 2 Medical Assistant (MAs)
- 2 Clinic Reception / Office
- 1 Tai Ji Quan Facilitator
- 5 Kinder Skog Mentors
- 1 Facility Engineer
- 1 EVS / Housekeeper
- 1 Patient Financial Accounts Representative
- 1 Human Resources Tech
- 2 Lab Assistants / Phlebotomists
- 1 Physical Therapist

**** This number (32) includes 11 rehires**

Terminations – 21

- 1 Plant Operations Manager
- 1 Infection Preventionist
- 1 Physical Therapist
- 1 Activities Assistant
- 2 CNA
- 1 Physician
- 1 Clinic Reception
- 1 Home Health CNA
- 1 Coder
- 1 Human Resources Tech
- 3 Cook
- 2 Dietary Assistant
- 2 Lab Assistant
- 1 Medical Assistant
- 2 Information Tech

Turnover Rate ⓘ

21.9%

Annualized Rate ⓘ

20.2%

Private Contract – 8

- 2 Radiologic Tech (1 - Working)
- 1 Registered Nurse
- 1 LPN
- 1 CNA
- 1 Medical Technologist
- 2 Cook

Travelers -- Thru a Company – 23

- 12 CNA (2 - Working)
- 1 LPN
- 6 RN (3 - Working)
- 1 Medical Assistant
- 1 Physical Therapist
- 2 Occupational Therapist (1 - Working)

Students – 6

- University of Washington Med Students (K Vanent, M Chun, J Landefeld, D Head, A Howell) / 2 cancellations
- University of Washington / MEDEX NW, Physician Assistant (D Bartell)

Retirements / Farewells – 2

- Don Bieber, Information Technology, 16 years
- Mike Boggs, Plant Operations Manager, 23 years

Emergency Hires (Screeners, High Touch Areas, Lab) – None (Pandemic ended)

- 2 Screeners termed / 1 re-hired as a Cook
- 3 Screeners transitioned to PRN Reception
- 1 Screener became the Clinic Coder

Positions Open (15 Positions) (As of 01/04/2024)

- Family Physician
- Adult Day Program Aide (PT)
- Activities Assistant
- RN / LPN Nursing
- CNA / CNA On the Job Training Course
- Clinic Reception
- Tai Ji Quan Facilitator (PT)
- Cook (FT & PT)
- Materials Assistant
- Medical Technologist
- Occupational Therapist
- Physical Therapist
- Speech & Language Pathologist
- Ward Clerk
- Registration Coordinator
- Radiologic Technologist

Looking Forward

- Completion of year end reports. Preparing for the HR budget.

Challenges

- Paylocity Position Codes. The HR department has been able to extend the use of Paylocity for more of what it was intended with the addition of “Positions” within the system to coincide with the SOC (Standard Occupation Classification) codes, Workers Comp codes, position families & openings. We were very excited to get the Positions added to aid in analyzing data, budgeting and vacancies.
- Paylocity On Boarding.
 - o On Boarding. We were delayed in initiating the On Boarding through Paylocity. Part of the delay was updating the On Boarding (taking out / adding material) and utilizing Paylocity for training and forms. There are six (6) On Boarding categories for personnel:

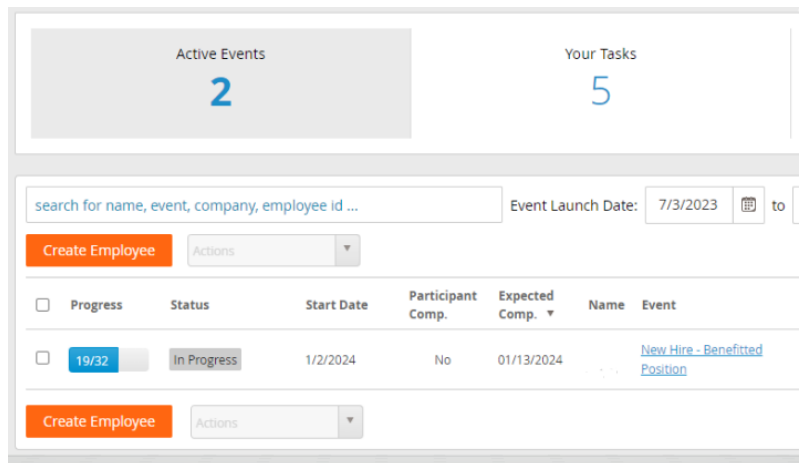
Paylocity Position Codes

| | | |
|----------------|--|---|
| BINGO8641 | Bingocize Facilitator | 0 |
| BOM 8130 | Business Office Manager | 1 |
| C9MWELMGR 7910 | Community Wellness Manager | 1 |

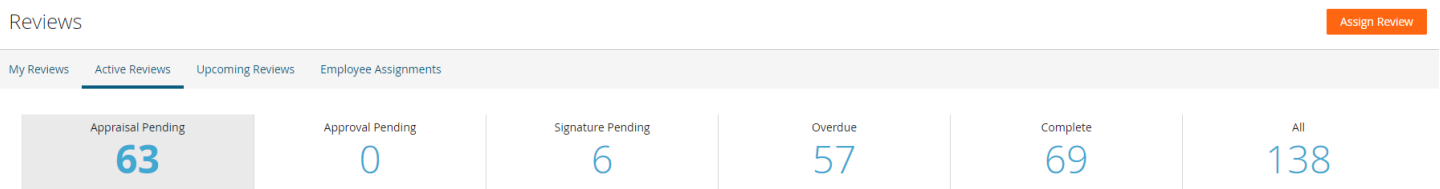
- (1) Agency Hires. This category is used for employees that are employed by travel companies (i.e. travelers or locums) that need to be monitored through our timeclock system. PMC does not handle any of their pay (W2s or 1099s). The On Boarding consists of the basic requirements for healthcare (PMC) workers and includes documents all employees must complete (Code of Conduct, HIPAA statement, Post Hire Questionnaire, etc.).
- (2) Contract Employees. These employees are paid through PMC payroll and Paylocity (and receive a W2). They are contracted for specific dates of time in shortage areas. These employee are not benefitted employees and are considered “Temporary” but still must in-process.
- (3) New Hire – Benefitted Positions. These employees are full time (60+ hours biweekly) or part time (30 – 59 hours biweekly). They’re benefitted employees that work at PMC, receive pay and benefits (PTO, sick leave, PERS, etc.).
- (4) Seasonal Employees – Non-Benefitted Positions. These employees work on a seasonal or “as needed” (PRN) basis. They work less than less than 15 hours per week (-30 biweekly), sporadically and at their convenience.
- (5) Rehire – Prior Employees of PMC. Used when re-hiring former employees, we can add the needed task (benefitted or seasonal) to keep the information in the Paylocity system.
- (6) Rehire – Agency. Used when re-hiring former Agency travel staff through the Paylocity system.

Since May 2023 (when the On Boarding started), 36 employees have successfully completed it. The breakdown by category is: 16 - Agency New Hires, 3 - Benefitted Employee, 3 - Seasonal / As Needed (PRN); 1 - Rehire Agency; 13 - Rehire Employees (Includes 2 private contract) of PMC.

On Boarding Screen in Paylocity



- Paylocity Performance Evaluations. We started in January of 2023 utilizing Paylocity for our Performance Evaluation Reviews. PMC has a 6-month (after hire) evaluation and then annually on the employee’s hire date. For the year, 138 evaluations have been assigned with 69 completed, 63 pending, 57 overdue and 6 pending signatures. There’s been a learning curve on utilizing the system. With January - a new year begins and so do reviews. We’re working with employees and managers to complete their evaluations.



Performance Reviews

- Submission of the PB&J (Payroll Based Journal) for reporting on long term care staffing is a monthly requirement. Matt Pawuk (IT) has taken over that quarterly task for CMS.
- Applicants / Turnover. PMC is akin to most employers locally & nationally seeking qualified applicants, personnel & employees for positions. With a smaller applicant pool in our community, supervisors have had to “think outside the box.” Departments are often short staffed & we are watching for employee burnout and fatigue. We encourage supervisors to be cognizant of employee health.
- Minors (employees under 18 years of age). PMC hired minors -- in Kinder Skog and Nursing (CNAs through the PHS / PMC program). This past summer, PMC had 5 minors working for us (a record). With parental permission, PMC minors complete the same On Boarding and training as our adult employees along with the lab work (drug screen / health screening labs) and AK background check. PMC is excited about adding 15 year old minors to our workforce (16-17 year olds had worked for PMC previously) at Kinder Skog and Nursing.
- Maintenance of the quality measures / reporting -- evaluations (annual & 6-month), general orientation, job specific orientation & annual training completion and are checked and surveyed.

Community Engagement

- Recruitment. Working on recruiting for all positions open and finding the right fit. It is challenging and difficult. We have a lot of positions open. Julie Walker, Community Wellness, is assisting HR in highlighting our positions on social media. We updated our presence on the Petersburg Chamber website to enhance our “findability.” PMC has gone to one large ad in the Pilot versus a lot of smaller ones (see below – appeared in Pilot). We continue to have difficulty recruiting personnel at all levels and areas within the facility. Travel staff can be difficult to find as well. PMC employment requirements add to this difficulty:
 - o State of Alaska Background Check / Clearance (approval to work at PMC without a barring crime)
 - o Drug Screening for illegal drugs (including Marijuana which is an illegal Federal substance) and/or medications not prescribed by a provider.
 - o Vaccination for Covid. With the change in the requirement for the Covid vaccine, PMC is able to hire unvaccinated employees. This has broadened our ability to find employees and travel staff.

Petersburg Pilot advertisement (from 12/28/2023)



There are exciting career opportunities available at
PETERSBURG MEDICAL CENTER
 Choose from many **FULL-TIME & PART-TIME, benefited positions**

JOIN OUR TEAM!

Current Openings:

- On-the-Job Training CNA Class
- Cook (PT & FT) • Tai Ji Quan Facilitator (PT as Needed)
 - Adult Day Care Program Aide (PT)
- Physical Therapist • Activities Assistant
- Medical Assistant • Materials Assistant (PT)
 - Bingocize Facilitator (PT as Needed)
 - Clinic Reception/Admissions (FT)
- Medical Technologist • Registration Coordinator
- Occupational Therapist • Ward Clerk
 - Radiologic Technologist
- Nurse (LPN or RN) - Primarily Night Shift



SCAN CODE
 to view position descriptions
 & to apply online
 or look for your new career
 at pmcak.org

For complete job descriptions or any questions, contact Human Resources Director
 Cindy Newman at cnewman@pmc-health.org or call 907-772-5719

Facility

- PMC currently has 13 apartments. The upkeep, cleaning & scheduling of the apartments for travel staff, students & interim housing for new personnel is handled by the HR department. In 2023, PMC started with 15 apartments.
- PMC has eight (8) cars (1999 Honda CRV, 2002 Honda CRV, 2003 Honda CRV, 2006 Honda Odessey, 1998 Toyota Corolla, 2007 Toyota Highlander, 2006 Subaru Forester, 2009 Subaru Impreza) that we've had to keep running for travelers, students & PMC staff use. The 2002 Honda CRV (driven by visitor) hit a deer and limited our vehicles. Scott is working on keeping the cars up and running. Along with the usage, HR is also keeping the registrations up to date on PMC vehicles. This includes the LTC (2019) van, the Home Health (2002) old LTC van and Maintenance Chevrolet pickup (2011). All the vehicles' registrations are current.
- Lack of space. The in-processing and On Boarding area(s) have become shared spaces in Finance, the Business Office and Scott's office. If more than one person is hired, finding computers / space can be a challenge.

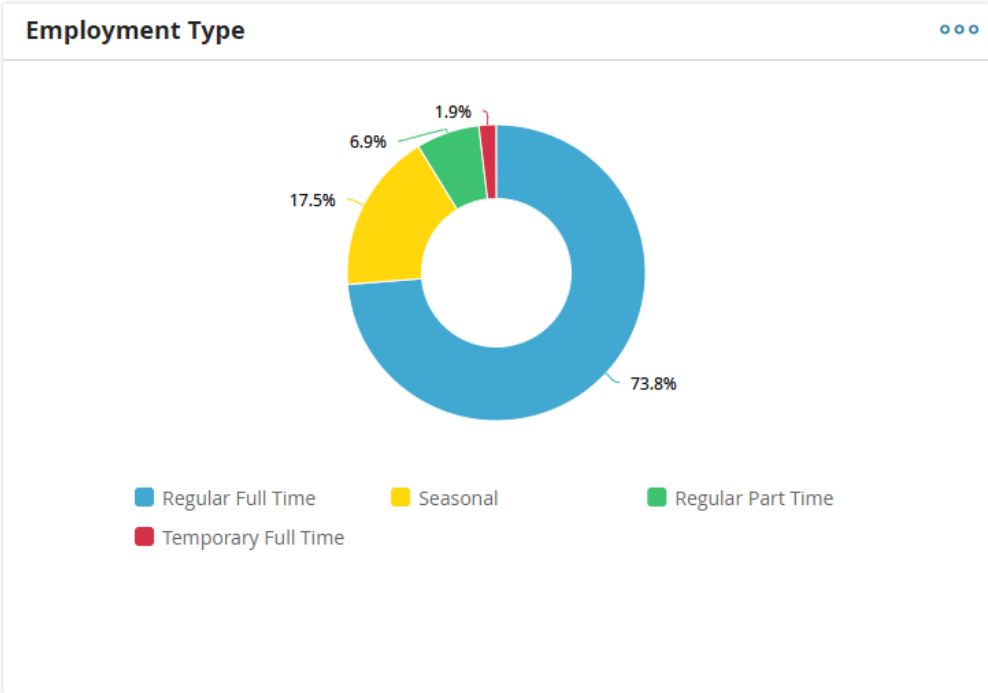
Financial Wellness

- I maintain two (2) certifications in HR: Society of Human Resource Management – Certified Professional (SHRM-HCP) and HR Certification Institute – Professional in Human Resources (PHR). The PHR certification was renewed on 12/01/2023. Both certifications each require 60 hours of continuing education every 3 years. All the continuing education has been done on-line.
- Scott's training. In the future, I'd like to look into Scott receiving formalized training in Human Resources. I've been doing HR for over 30 years at PMC and 4 years prior (as an AG officer in the US Army) but realize that education through SHRM or HRCI would be valuable. This could be a few years down the road.
- Longevity gifts. We have delayed purchasing longevity gifts (for 2022 and 2023) for our personnel. I've spoken to Jason McCormick about adding these gifts back into our budget. We (PMC) previously held a luncheon for employees reaching the milestones (that was put on hold due to Covid). Once the Pandemic ended we simply did not resume the practice. The gifts had been selected by employees (size, color, style if applicable):
 - o 5 years at PMC T shirt
 - o 10 years Sweatshirt or light coat
 - o 15 years Gift from Terryberry (selected by employee) & 15-year sapphire pin
 - o 20 years Coat
 - o 25, 30, 35 years Gift within Reason – from town if possibleI am hoping to add this back to the budget in the future and catch up with personnel who missed their gifts.
- Building the Human Resources department for the future & preparing for my eventual retirement.

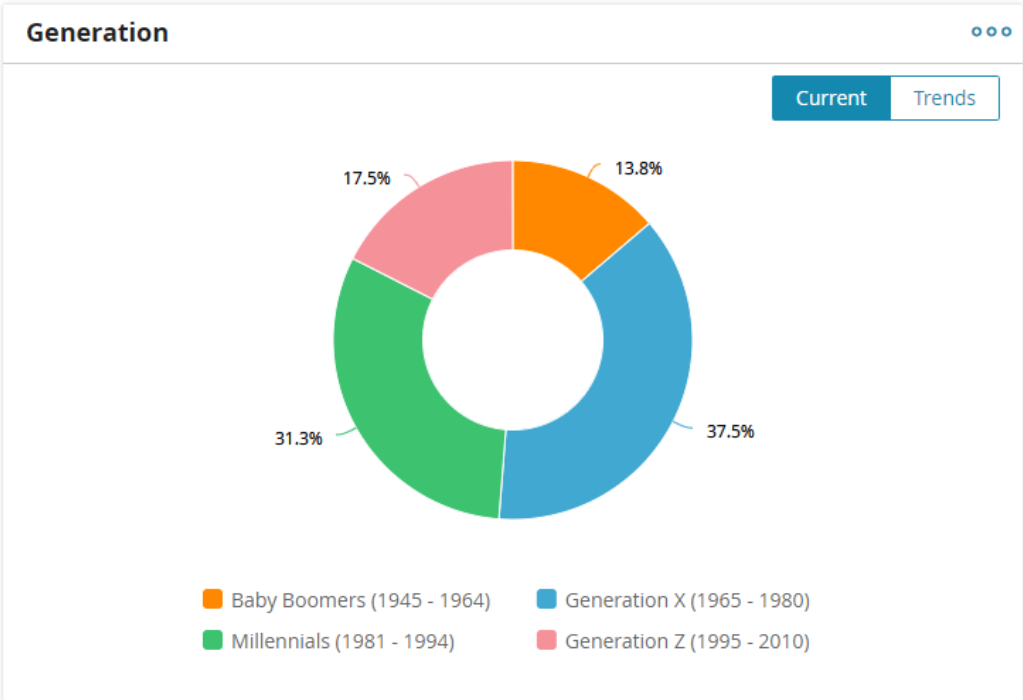
Snapshot of PMC

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|--|---------------|----------------|-----------------------|--------------------------|------------------------------------|
| Headcount ⓘ 160 As of January 2024 | Hired ⓘ 40 | Termed ⓘ 34 | Growth Rate ⓘ 4.6% | Turnover Rate ⓘ 21.9% | Average Tenure ⓘ 5.2 (Years) |
|--|---------------|----------------|-----------------------|--------------------------|------------------------------------|

January 2023 – January 2024



** Company Travel Staff not Included



Youngest Employee: 15 years old
Oldest Employee: 71 years old