



Information Technology Report August 2025

Workforce Wellness

PMC recognizes the crucial role that the well-being of our IT staff plays in maintaining a healthy, productive, and innovative workplace. The workforce wellness plan is designed to address the unique challenges faced by our IT professionals and promote a supportive and balanced work environment.

The objectives of our workforce wellness plan are:

1. Reduce stress and burnout among IT staff.
2. Improve physical health and fitness.
3. Foster a culture of work-life balance.
4. Increase job satisfaction and engagement.

This includes maintaining secure and user-friendly access to digital wellness platforms, optimizing the employee intranet for better visibility of wellness resources, and supporting telehealth options for staff mental health services.

Additionally, we recently implemented an upgraded, centralized IT Help Desk and are getting ready to launch a Facilities Maintenance ticketing system, streamlining the way staff report and resolve technical or environmental issues that impact their workday. The goal is for the system not only to improve response times and transparency but also reduce staff frustration by ensuring consistent follow-up and accountability. These efforts should help create a smoother, more supportive work environment.

Community Engagement

Summer IT Internship Program

This summer, the IT department launched a successful internship program for five local high school students, providing them with a hands-on introduction to healthcare technology.

Program Highlights:

Interns engaged in core IT functions, including Help Desk support, cybersecurity fundamentals, and electronic medical record shadowing. They assisted with scanning paper records to support digital documentation efforts and helped with the installation of new equipment in the WERC building.

Patient Centered Care

TeleStroke Project – Partnership with University of Washington Medical Center.

We are pleased to report steady progress on the Telestroke project in collaboration with the University of Washington Medical Center. This partnership is designed to enhance our stroke care capabilities through real-time, remote access to UW's neurology specialists.

- Implementation Phase: The necessary hardware has been purchased for the Emergency Department. Secure video consultation technology has been successfully tested and meets HIPAA compliance standards.
- Training: Clinical staff will complete workflow and technical training as well as hold a mock patient walk through the week of August 25th.
- Go-Live Timeline: Targeted go-live date remains August 27, 2025.

Facility

In alignment with our strategic facilities plan and long-term vision for centralized services, several departments are in the process of transitioning to the WERC (Wellness, Education, and Resource Center) building.

The IT team played a key role in preparing the WERC building for occupancy by designing and implementing the necessary technology infrastructure to support day-to-day operations. This included installing high-speed network connectivity, secure Wi-Fi access throughout the facility, and fully equipped conference rooms with video conferencing capabilities to support hybrid meetings and community events. IT also coordinated closely with each department to ensure a smooth move-in process by setting up workstations, phones, and printers, and addressing individual staff technology needs to minimize downtime.

Departments relocating to the WERC Building:

Administration

Human Resources

Finance

Health Information Management

Information Technology

Health Education & Community Wellness

Materials Management

Environmental Services

Plant Operations

MRI

In addition, IT supported the Public Health Nurse and staff with their setup and move-in to the WERC building.

Financial Wellness

As part of our broader commitment to the financial wellness initiative, our department initiated the rollout of Office 365 Premium to enhance collaboration and streamline communication across departments. To date, roughly 50% of PMC staff have been successfully migrated to the new platform, with the project progressing smoothly and on track for completion by October 1st. This upgrade provides staff with improved tools for document sharing, real-time co-authoring, and secure messaging, supporting more efficient workflows and timely financial decision-making. By enabling better connectivity and resource access, this effort contributes to reducing workplace stress and promoting a more financially informed workforce.