



Petersburg Medical Center

Information Technology Report March 2024

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.

In the last quarter, PMC has provided the resources outlined below to assist with our staff wellness goals:

1. Reduce stress and burnout among IT staff.
 - Free counseling services are available through Betterhelp, an online therapy resource.
 - Mental health awareness and stress management techniques.
2. Improve physical health and fitness.
 - Availability of ergonomic workstations.
 - Fitness programs, such as the employee-led exercise challenges and the lifestyle balance program.
 - Annual health screenings offered at no cost to staff.
3. Foster a culture of work-life balance.
 - Flexible work hours, when possible, to accommodate volunteer work within the community.
4. Increase job satisfaction and engagement.
 - Foster a respectful and open culture within our department.
 - Support additional job-specific trainings for professional development.

Community Engagement

The IT department is collaborating with several community organizations to increase access to care. Over the past year, we have worked closely with the Mountain View Manor director to optimize the technical structure utilized throughout the MVM facility. Support will be given to increase internet capabilities for better communication as well as software-based programs to assist with operations.

Within PMC departments, our team has the opportunity daily to collaborate with and support many initiatives and projects. Recently, we have been working with our clinic-based case management team to support chronic care management, by providing efficiency reports to assist with the identification and support for patients with diabetes and hypertension. Our department has supported several PMC project teams to support community outreach for wellness activities, health fair and waiver-based programs. We expect that this support will be ongoing as we develop community-based services.

Patient Centered Care

PMC engaged with Nuance and Cerner to implement DAX, an ambient physician documentation software. Ambient physician documentation is a cutting-edge technology that aims to streamline the documentation process for healthcare providers by using natural language processing and voice recognition. The anticipated benefits of this software implementation are time efficiency, accuracy, reduction in provider burnout, improved compliance and positive patient experience.

The implementation of the DAX system began in August 2023 and was rolled out to all 5 primary care providers in November 2023. To ensure successful adoption, physicians underwent comprehensive training sessions on utilizing ambient intelligence for documentation purposes. The training emphasized the integration of ambient solutions into existing clinical workflows. To date, provider feedback has been generally positive. We successfully achieved our objective of aiding providers in maintaining timely documentation within the initial three weeks following the go-live, and each provider has sustained documentation turnaround times in accordance with PMC policies. Upon examination, the measured metrics indicated a reduction in Health Information Management (HIM) queries. Our department will persist in overseeing utilization and revenue cycle metrics and adjusting processes as necessary for ongoing optimization.

The IT department is actively pursuing the ongoing optimization of the Cerner electronic health record. Like any new technology, fine-tuning is necessary to align the new electronic environment with PMC workflows. Our EHR team conducts weekly meetings with the Cerner system support manager to promptly address any unresolved software issues. Additionally, our department maintains regular meetings with each PMC department utilizing the EHR to collaboratively work towards the optimization of the software.

Our team is working with Cerner to resolve shortening the average length of time needed to complete a support ticket. We are closely monitoring all PMC service requests to provide an overview of the performance and effectiveness of both our internal JIRA and Cerner AMS ticketing systems. The IT ticketing system plays a crucial role in managing and resolving IT-related issues and requests within our organization. This quality project will cover key metrics, improvements made, challenges faced, and recommendations for further enhancements.

Below is a representation of the JIRA support tickets monitored between Q4 2023 and Q1 2024 (to date).



In the upcoming months, our department will collaborate with managers to enhance the efficiency of the internal JIRA ticket process further.

Facility

The administration of the Universal Service Fund is carried out by the Universal Service Administrative Company under the guidance of the Federal Communications Commission (FCC). Petersburg Medical Center has reaped the advantages of subsidized rates for dedicated fiber and internet services through the rural health care telecommunications program. In February 2024, the PMC IT department initiated a Request for Proposal (RFP) process for telecommunication and broadband services. Following the receipt and evaluation of proposals, PMC will enter into a communications services agreement for the 2023FY with the most suitable

vendor, leveraging the USAC subsidized program. The program reporting deadline for FY23 closed in. Our department is preparing for the upcoming FY24 RFP process.

Financial Wellness

The hospital revenue cycle refers to the series of administrative and clinical processes involved in managing the financial aspects of patient care services within a healthcare facility. It encompasses all the steps from the initial patient encounter to the final payment received for services rendered. The primary goal of the hospital revenue cycle is to effectively and efficiently capture, manage, and optimize revenue throughout the entire healthcare service delivery process. Two key areas of the revenue cycle process are patient pre-registration and patient registration. PMC recently negotiated with Cerner to provide Hospital and Clinic registration staff retraining. Our goal is to enhance the skills and knowledge of registration/scheduling staff, ensuring efficient and accurate patient registration processes. Prior to the registration training event, our department will review current registration processes, identify gaps in knowledge and skills and survey registration staff for feedback.

Submitted by: Jill Dormer, CIO
