



## Quality Report February 2026

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### **Workforce Wellness**

The Alaska Hospital & Healthcare Association Lean Master class kicked off on February 11<sup>th</sup>. This five-part educational series is offered to provide tools and support to PMC managers. Lean is a continuous quality improvement methodology that focuses on optimizing processes, eliminating waste and ensuring customer value. Two interdepartmental projects have been identified to move forward using these new tools over the spring.

### **Community Engagement**

We are in the planning stage for implementing a public/patient feedback mechanism through the PMC website for providing staff recognition and for use in guiding improvement efforts. Collecting patient/caregiver feedback provides important insights to evaluate and improve the quality of patient care and enhance the overall patient experience.

### **Patient Centered Care**

Currently working with Home Health staff to evaluate additional services provided by the EMR Matrixcare that can help to streamline and support nursing workflows, allowing for more time with patients. We continue to develop staff resources by defining processes, cross training, and utilizing the shared MS Team space to collaborate.

### **Facility**

An Infection Control Assessment & Response (ICAR) is scheduled for February 24-25 with the State of Alaska. The purpose of this assessment is to evaluate infection control policies and practices within PMC and will provide insight into any areas of needed improvement.

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### **Financial Wellness**

No new updates in this area.