



Petersburg Medical Center

Human Resources

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, additional travel staff (locums), students and handling everything for an average of 165+ paid employees at PMC which increases approximately 10 employees during the summer. The days are busy and productive.

Annual Update / Recap -- From January – December 2024

New Employees – 35

- 1 Healthcare Biller
- 1 Healthcare IT Support Specialist
- 1 Grants Director
- 1 Physician
- 1 Clinic Pharmacist
- 1 Clinic Reception / Admissions
- 1 Clinic CNA
- 1 Tobacco Prevention Coordinator
- 2 Cook
- 2 Diet Aide
- 1 RN - Nursing
- 1 RN – Home Health
- 1 Home Health CNA
- 1 Home Health Assistant Biller
- 1 Physical Therapy Assistant
- 3 Certified Nurse Assistant / OJT CNA
- 1 Ward Clerk
- 1 Facility Engineer
- 3 Materials Assistant
- 1 Lab Assistant / CNA
- 1 Infection Preventionist
- 6 Kinder Skog Mentor
- 2 Youth Intern

Terminations – 30

- 1 Home Health Manager
- 2 Home Health / Eldercare Services RNs
- 1 Home Health Assistant Biller
- 1 Home Health Activities Assistant
- 1 Speech Language Pathologist (SLP)
- 3 Registered Nurses
- 4 Certified Nurse Assistant
- 1 Ward Clerk / Clerical Assistant
- 1 Medical Lab Technician (MLT)
- 1 Chiropractor
- 2 Licensed Practical Nurse (Clinic)
- 1 Referrals Assistant Coordinator
- 2 Kinder Skog Mentor
- 2 Cooks
- 1 Admin Diet Aide
- 2 Youth Intern
- 3 Materials Assistant
- 1 CEO Admin Assistant

Private Contract -- 7

- 1 Medical Technologist (Termed)
- 1 Radiologic Tech
- 1 Cook
- 1 Infection Preventionist (Termed)
- 1 Physical Therapist (PT)
- 1 Licensed Practical Nurse (LPN) (Termed)
- 1 Certified Nurse Assistant (Termed)

Travelers -- Thru a Company -- 30

- 10 Registered Nurse (RNs) (6 Termed)
- 7 CNAs (5 Termed)
- 3 RNs Home Health Nurses (2 Termed)
- 2 Home Health Aide (1 Termed / 1 Hired)
- 4 Physical Therapist (3 Termed)
- 1 Speech-Language Pathologist (Termed)
- 3 Occupational Therapist (2 Termed)

Students -- 6

- UW Med Students (Z Virta, A Gutierrez, V Lawrence, M Verber, C Pavelnco)
- UAA / Phlebotomy Student (C Workman)

Positions Open (13 Positions) (As of 01/08/2025)

- Activities Assistant LTC
- CNA / CNA on-the-job Training Course
- Chiropractor
- Kinder Skog Mentor (PRN)
- Medical Assistant
- Medical Technologist
- Occupational Therapist
- Patient Account Liaison
- Patient Financial Representative
- Physical Therapist
- Radiologic Technologist
- Registration Coordinator
- Speech Language Pathologist

Looking Forward

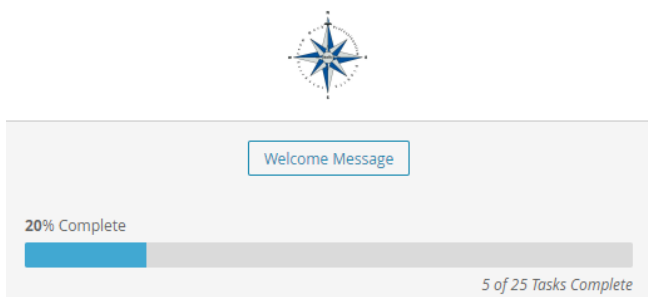
- Recruitment of staff -- employees & travelers. Working with Julie Walker to enhance our engagement with recruitment

Challenges

- Paylocity On Boarding. I am happy to report that the On Boarding module in Paylocity has worked out really well. All employees On Board utilizing this program (Agency, Benefitted, Seasonal). The breakdown below is for the calendar year of 2024 for all On Boarding launches.
 - (1) Agency Hires – 30 uses of On Boarding. 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 Thru Payroll – 5 uses of On Boarding. 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 employees are not benefitted employees and are considered “Temporary” but still must in-process.
 - (3) New Hire -- Benefitted Positions – 25 uses of On Boarding. 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 – 11 uses of On Boarding. 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 / Activate PRN or Seasonal Employees -- Prior Employees of PMC – 3 uses of On Boarding. Used when re-hiring former employees, to a Seasonal or Temporary position.

- (6) Rehire – Benefitted Employees -- Prior Employees of PMC – 1. Re-hiring previous employees who have worked for PMC in a benefitted position.
- (7) Rehire – Agency – 3 uses of On Boarding. Used when re-hiring former Agency travel staff through the Paylocity system.

On Boarding Welcome in Paylocity



The screenshot shows a 'Welcome Message' section with a progress bar. The progress bar is partially filled and labeled '20% Complete'. Below the bar, it says '5 of 25 Tasks Complete'. There is a compass icon at the top left of the section.

A Message from the CEO - Philip Hofstetter

Welcome to Petersburg Medical Center. Your position at PMC, whether in direct or indirect patient/resident care, is an important part of the care provided to our patients and residents. We recognize you have many options as to your choice of an employer. We feel privileged that you have selected us. We wish you a happy and successful working relationship with Petersburg Medical Center.

- Paylocity Performance Evaluations. In January of 2023, PMC started utilizing Paylocity for our Performance Evaluation Reviews. All staff receive a performance evaluation at 6 months and then annually within their hire date (month). Travel staff may also receive a performance evaluation if they extend beyond the 6 month period.

Performance Reviews

Reviews

My Reviews	Active Reviews	Upcoming Reviews	Employee Assignments			
Appraisal Pending	Approval Pending	Signature Pending	Overdue	Complete	All	
72	0	6	58	163	241	

- Applicants / Recruitment of Personnel / Use of Travel Staff. This has been an on-going challenge for Scott and me to keep up with the On Boarding of our employees. All employees complete a basic On Boarding which encompasses training through Relias (the company PMC uses for much of our online training), reading policies, viewing DVDs, meeting with Employee Health (Jennifer Bryner, CNO), touring the facility and meeting staff. PMC employment requirements can 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.
- Minors (employees under 18 years of age). PMC hired minors -- in Kinder Skog, Nursing (when PMC has a CNA course through the high school) and Finance / IT / Maintenance (Youth Intern). The Youth Intern was a new opportunity to let minors see the PMC operation, equipment and facility. PMC had eight (8) minors working for us with six (6) in Kinder Skog and two (2) Youth Interns. PMC did maintain 4 Kinder Skog minors to work as needed through the school year. All minors are hired with the same testing, training & On Boarding requirements as adults (with parental / guardian permission) and PMC obtains a Work Permit as required by the State of Alaska.
- Background Check Unit – State of Alaska background check for all employees. The processing time has increased from the BCU receipt of application to approval. For new hires and travel staff, we caution department supervisors and travel companies that PMC must have Provisional Clearance or approved Clearance before an employee can start. This has delayed employees & travel staff from their starting date.

- Maintenance of the quality measures / reporting:
 - o Renewal of State of Alaska Background Checks. Renewals occur every five (5) years. The BCU site specifically states the background check could take 3 – 7 business days to complete once they (BCU) receive the fingerprint card. HR keeps a current list of all employees and monitors the expiration dates so we can start the background check 60 days in advance. We did have a minor issue with recognizing previous names on the BCU Clearance expiration (the BCU issues background checks based on the employee’s name at the time of the first background check). Consequently, maiden or previous names are not always known. I have taken steps to change the name listed (on our Excel report) to whatever current name is being utilized by employees.
 - o Employee Terminations. HR monitors the terminations over the years and watches for trends. PMC had an unexpected loss in the Rehab department with a Physical Therapist leaving PMC after almost 5 years. The department staff is the Rehab manager, PTA (Physical Therapy Assistant) and Admissions/Reception along with travel staff (PTs, OT, SLP). Therapies are increasingly difficult to recruit for.
 - o Employee Feedback. The Paylocity program has started surveys for newly hired and terminating employees to receive feedback. The surveys are for 7, 30 and 90 days and terminating employees. These go out automatically by Paylocity and do offer insight.
- PMC “Chart Notes”. Back by popular demand, the PMC “Chart Notes” was developed back in the early 2000s as an internal newsletter for PMC employees. It was discontinued in January 2018 due to the PMC community newsletter. The Chart Notes are published monthly (on/about the 1st) and distributed in-house (paper copies) and online through email.

Community Engagement

- Enhancing PMC presence. PMC Facebook Ad and Pilot Ad

Petersburg Medical Center
January 9 at 6:00 PM · 🌐

PMC's Long Term Care Activities Department is hiring for a full time Activities Assistant. Have fun doing a variety of individual and group activities to engage, connect, and provide quality care for our residents.

Join us: www.pmcak.org/careers

**PETERSBURG MEDICAL CENTER
LONG TERM CARE ACTIVITIES
NOW HIRING**

Activities Assistant - Full time

- ✔ Competitive Pay & Benefits package
- ✔ Meaningful work with positive impact
- ✔ Great work/life balance
- ✔ Strong and supportive team

APPLY TODAY! ●●●

Scan QR code for more info and application or email to learn more!
 cnewman@pmc-health.org

There are exciting career opportunities available at
PETERSBURG MEDICAL CENTER

COME JOIN OUR TEAM!

Petersburg Medical Center is accepting applications for:

- **ON THE JOB TRAINING FOR CERTIFIED NURSE ASSISTANT:**
 - Training wage \$20.25, Certified CNA starting at \$22.50
 - Weekend Differential \$2.50 per hour / Nights \$3 per hour
- **LAB & IMAGING RECEPTION/ REGISTRATION:**
 - Starting at \$21 per hour dependent upon experience
- **COOK**
 - Starting at \$21.00 per hour dependent upon experience
 - Weekend shift differential \$2.50 per hour / Evening shift differential \$1.25 per hour
- **DIET AIDE**
 - Starting at \$19 per hour dependent upon experience
 - Weekend Differential \$2.50 per hour / Evening shift \$1.25 per hour

Benefits:

- Health Insurance
- Enrollment in State of AK PERS
- PTO (Vacation & Holidays) + Sick Leave
- Wellness Program, Community Gym Discount

SCAN CODE
to view position descriptions & to apply online

Additional career opportunities are listed at pmcak.org

Choose from many FULL-TIME & PART-TIME, benefited positions

Additional information on PMC, our mission / values and job opportunities is available at www.pmcak.org. Questions contact Cindy at (907) 772-5719 or cnewman@pmc-health.org.

- o Julie Walker, Community Wellness, assists us in highlighting our positions on social media, online and in various newspapers.

- HR has wanted to change our PMC advertisement in the paper for positions. Instead of listing all the positions open, we've gone to highlighting 3-4 open ones.

Patient Centered Care – N / A

Facility.

- PMC currently has 20 apartments. The upkeep, cleaning & scheduling of the apartments for travel staff, students & interim housing for personnel is handled by the HR department. HR had to add 2 additional apartments (to be able to house our travel staff) to assist with the staff needed. We are discontinuing 1 apartment as of January 31st and will also discontinue 1 on April 30th. We have been short of living space and have had to have staff share an apartment (common areas not bedroom) or had them stay a few days at an Air B&B, Scandia or Tides Inn. HR does endeavor not to have travel staff living together as after spending the whole day working together, it is difficult to live with an unknown person. Every so often, it is unavoidable.
- PMC has eleven (11) cars (2009 Ford Taurus, 1999 Honda CRV, 2002 Honda CRV, 2003 Honda CRV, 2006 Honda Odessey, 2005 Hyundai Tucson, 1998 Toyota Corolla, 2000 Toyota Corolla, 2007 Toyota Highlander, 2006 Subaru Forester, 2009 Subaru Impreza) that we've had to keep running for travelers, students & PMC staff use. Scott and Wolf are working on keeping the cars up and running which can be difficult due to the age of the vehicles. PMC does need 2-3 additional vehicles for our travel staff and are looking for affordable, working cars. 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. For HR and On Boarding especially if HR has more than 1 employee.
- HR Office. For years, the HR Office I've used has been exceedingly cold especially when it is freezing outside. Wolf Brooks and Michael File fixed the heater but unfortunately there was a leak and my office became very wet. The bright side is – the rug was cleaned & a heater was allowed to dry out the needed areas. Wolf is waiting on parts for the heater for repair.

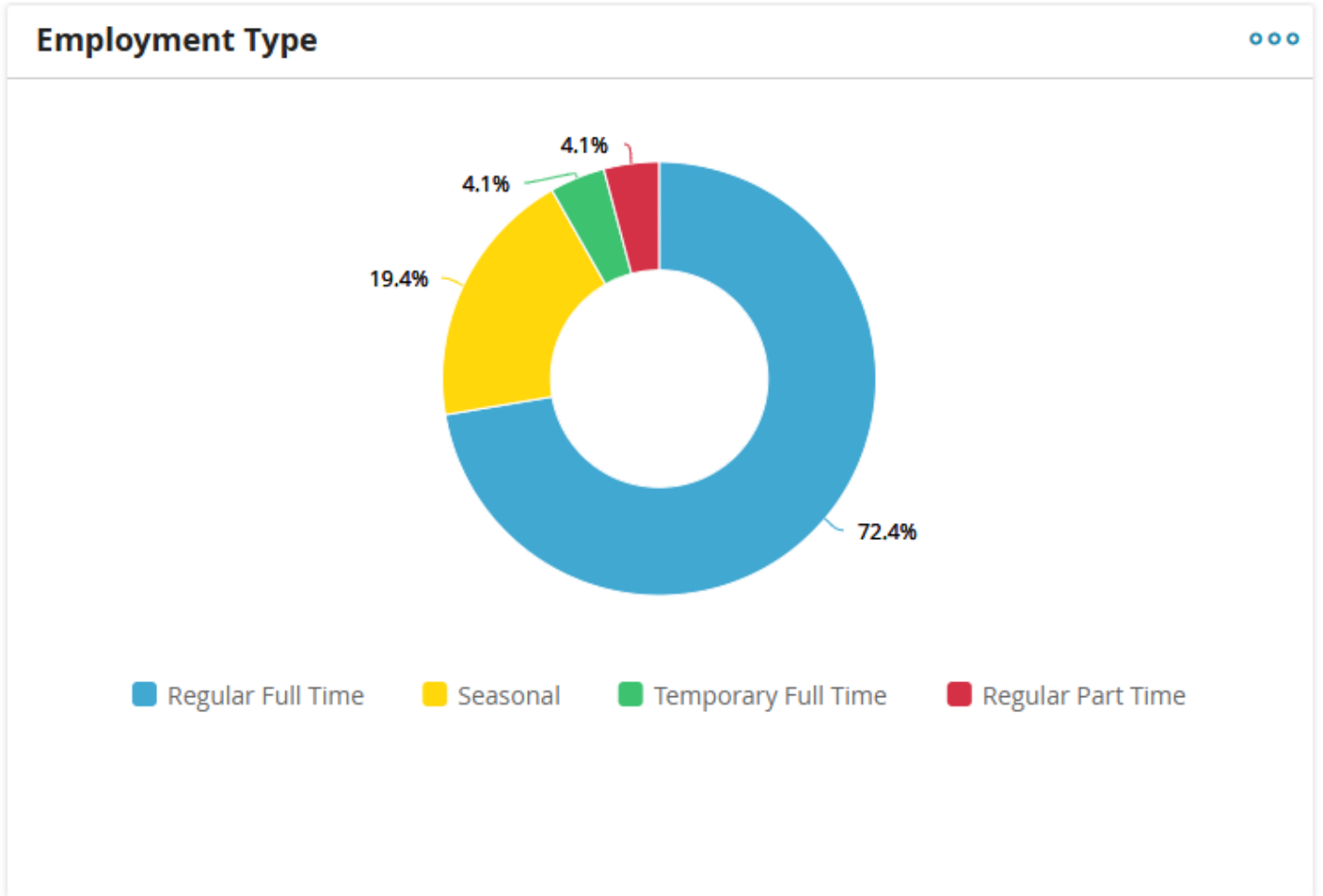
Financial Wellness.

- HR is fortunate to have Scott Zweifel as the HR Tech. This year, I was able to take time off (for vacation) and an unforeseen family emergency. Scott stepped up and did a great job. At times, I was totally unavailable (out of country and/or cellphone service) and though it was difficult, all went well. Scott is trusted by employees and is taking on more and more. The move to have the position full-time was needed and appreciated.
- Longevity gifts. We were given the okay to re-instate our longevity gifts for employees. We are celebrating employees reaching their 10, 15, 20, 25 and 30 year anniversaries in 2022, 2023 and 2024 for our personnel and will have a luncheon to in the Conference Room to thank them on Friday, February 14th, 2025.
 - **10 years:** Jill Dormer, Nancy Higgins, Kaitlin DuRoss, Grazel Edfelt, Bessie Johnson, Lidia Wickersham, Cortney Hess, Jennifer Ray, Margaret Agner
 - **15 years:** Nichole Mattingly, Erica O'Neil
 - **20 years:** Valaree Nilsen
 - **25 years:** Angela Menish
 - **30 years:** Cindy Newman
- Building the Human Resources department for the future, going through old files (for housekeeping) and preparing for my eventual retirement.

I've submitted a couple graphs for the board on our employment type & generational breakdown.
Respectfully Submitted,

Cynthia Newman - SHRM-CP, PHR
Human Resources Director

January – December 2024



Snapshot of PMC

View Insights from
January 2024 - December 2024

Select a Saved Filter [Filter Insights](#)

Active Filters: COMPANY CODE: 145936 | EMPLOYMENT TYPE: RFT - Regular Full Time | EMPLOYMENT TYPE: RPT - Regular Part Time | EMPLOYMENT TYPE: SNL - Seasonal

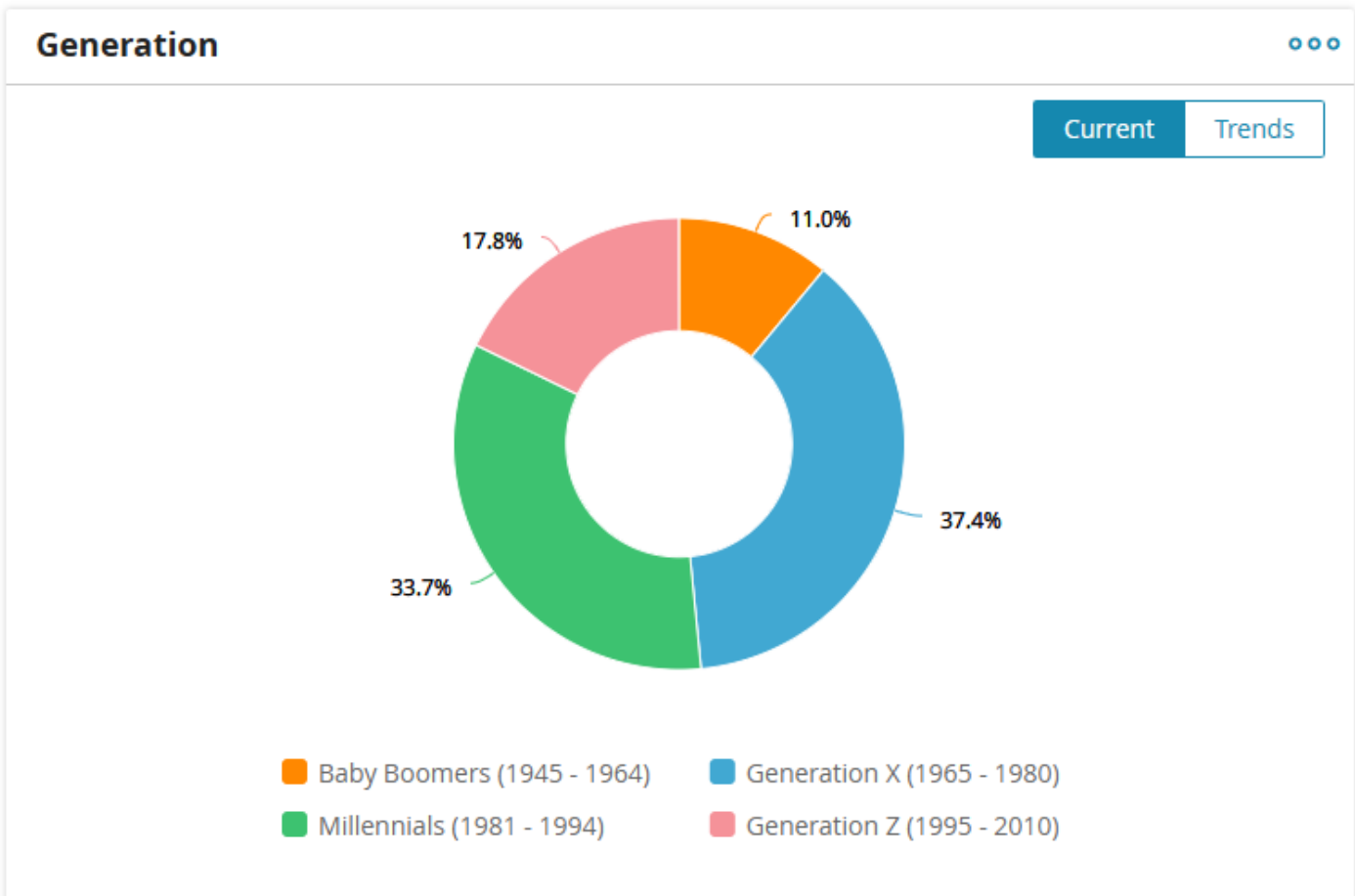
Metric	Value
Headcount	163
Hired	41
Termed	31
Growth Rate	6.5%
Turnover Rate	20.1%
Average Tenure	5.5 (Years)

As of December 2024



Female Male

133 Females / 30 Males



Generation Z – 29 employees

Millennials – 55 employees

Generation X – 61 employees

Baby Boomers – 18 employees

Youngest Employee – 15 years old

Oldest Employee – 73 years old