



# Petersburg Medical Center

Quality Report September 2023

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## **Workforce Wellness**

The interim Quality Director oversees shared initiatives led by department heads and Home Health Quality.

## **Community Engagement**

The PMC Wellness department was awarded the Administration for Community Living's (ACL) 2023 Empowering Communities to Deliver and Sustain Evidence-Based Falls Prevention Programs Grant. These evidence-based programs will be starting in September and are free of charge for all community members.

Updates:

- Tai Ji Quan: Moving for Better Balance: The first class started on 9/12 with 21 participants. A remote class is expected to begin soon. Technical assistance is provided for participants to take advantage of this free program from the comfort of their home.
- Bingo-cize: First class starts on 9/25 at Parks and Rec.

School is back in session and PMC employee Laura Holder, RN is providing nursing services to PCSD 20 hours per week. This is an important community role and one that bridges healthcare and education. The presence of a school nurse is associated with better student attendance through health promotion. School attendance is linked to academic success by providing more time for learning.

## **Patient Centered Care**

The August Quality Committee meeting focused on LTC. New action items were identified related to the facility and resident quality of life enhancement. These meetings continue to provide a stage for discovering areas to improve and document the great work PMC is doing.

The approved PMC strategic plan for 2024-2028 provides a unified direction for all departments. Identifying departmental goals aligned with the plan's objectives and strategies will allow for the appointment of key performance indicators. Monitoring key performance indicators (KPIs) provides several benefits to the organization. They can help to identify problems and areas to improve, track progress, and maintain accountability. KPIs assist in decision making and can increase engagement, communication, and collaboration. Quality staff and managers will be working towards the identification and use of KPIs aligned with the strategic plan under the direction of the Quality Committee. This important process will help to further define the PMC quality program.

A quality template tool is under review to facilitate this process. Home health is utilizing this tool to complete their departmental strategic plan with identified performance indicators. Reporting on these indicators will allow for evaluation of the department's approach, further planning, and tracking of progress towards fulfilling the PMC strategic plan objectives.

## **Facility**

Progress has been made in the adult day program development to further define and provide for identified participant needs, space requirements, and supplies. A program participant handbook has been developed that further defines the policies and procedures guiding this program to ensure compliance with the state conditions of participation. Staff are working to get grant support for program furnishings and equipment. Grant award notification should occur in October.

## **Financial Wellness**

Policies and procedures have been developed for the Senior In-Home services program and for utilization of the recently awarded grant of \$50K. They aim to define the scope of services and provide a framework for administering and monitoring these services. The goal of these programs is to enhance the quality of life for seniors while promoting their independence and well-being. This grant will be used to support seniors in Petersburg and possibly the surrounding areas in case management, chore service, respite and extended respite care, personal care services, service coordination, and supplemental services.

**Submitted by:** Stephanie Romine, RN

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