



## Information Technology Report March 2025

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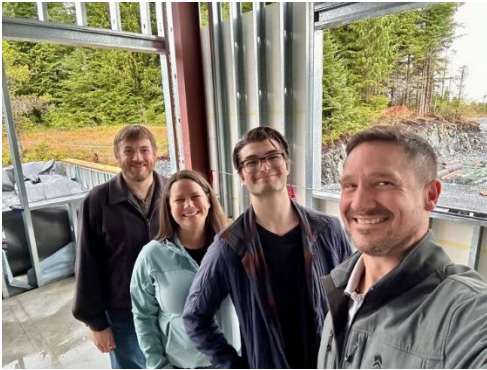
### **Workforce Wellness**

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.

We are happy to share that Jesse Birchell joined our IT team as a Help Desk Specialist in June. With his experience in technology support and a dedication to providing friendly, effective assistance, Jesse has been a great resource for our staff. His support helps ease technical challenges, allowing our teams to stay focused on patient care and fostering a smoother, less stressful work environment.



**IT Team touring our new office space in the WERC Building**

The IT department is collaborating with the dietary manager to implement a self-serve point-of-sale system for employee meal purchases. This initiative will provide a convenient and efficient way for staff to access meals, featuring quick, cashless transactions through secure payment technology. The system will be integrated with our existing infrastructure to ensure ease of use and reliability. In addition to improving accessibility, this project will support the availability of healthy meal options, making it easier for employees to choose nutritious foods that promote overall well-being.

### **Community Engagement**

Over the past year, we have partnered with the director of Mountain View Manor to provide ongoing support to enhance the facility's technical infrastructure. Our support has focused on improving internet capabilities for better communication and implementing software solutions to streamline time and attendance operations.

The IT department is developing a community educational resource room in the new Workforce Education and Resource Center (WERC), set to open on July 1st. This space will feature technology to support digital learning, workforce training, and community education. Our team is focused on creating a welcoming and accessible environment with computers and secure internet access to enhance learning and communication. By incorporating technology, this resource room will offer helpful tools for professional development and education, supporting our ongoing commitment to the community.

### **Patient Centered Care**

We are pleased to report the successful submission of Promoting Interoperability quality metrics to the Centers for Medicare & Medicaid Services (CMS). This achievement reflects our ongoing commitment to meeting federal requirements for electronic health record (EHR) utilization and data sharing. The submission process involved collaboration with clinical, quality, and compliance teams to ensure accurate reporting and alignment with regulatory standards. By meeting these requirements, we continue to enhance interoperability, improve patient care coordination, and support the hospital's eligibility for incentive programs.

### **Facility**

The IT department is in the process of updating the hospital's Wi-Fi infrastructure to enhance connectivity, reliability, and security across all areas of the facility. This upgrade will improve network performance, ensuring faster and more stable connections for staff, patients, and visitors. Enhanced coverage will support critical hospital systems, mobile workstations, and telehealth services while reducing connectivity disruptions. Our team is working to implement these improvements with minimal impact on daily operations, reinforcing our commitment to a seamless and efficient technology experience for all users.

### **Financial Wellness**

We are pleased to report the successful submission of the Small Hospital Improvement Program (SHIP) grant for Petersburg Medical Center. This funding opportunity, tailored to support small rural hospitals, assists in our efforts to upgrade technology infrastructure, and improve patient care delivery. The SHIP grant application was completed in alignment with the program's focus areas, including quality improvement initiatives, value-based purchasing support, and investments in cybersecurity.

**Submitted by:** Jill Dormer, CIO

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