



Quality Report April 2026

Workforce Wellness

The Alaska Hospital & Healthcare Association (AHHA) Lean Master Cohort sessions continue through April 29th and provide quality improvement tools for implementation in PMC projects. The sessions have provided opportunity to exercise these new tools in cooperation with other quality staff throughout the state.

Helen Boggs and Jennifer Bryner attended the AHHA Quality Summit event in Anchorage on April 15th. The agenda included speakers on Artificial Intelligence, the Rural Health Transformation Program, and Falls Risk Management to name a few.

On April 10th, the 2026 PMC Workplace Satisfaction Survey was closed with 114 employee responses. These responses are in review at this time and findings will be presented at the upcoming PMC Employee Forum on May 5th & 8th. In the 2024 survey, responses were put to work by implementing several suggestions received and working to find solutions for issues voiced. Eliciting and listening to feedback from the employee perspective is extremely valuable in supporting PMC's workforce, increasing retention, and supports all of the pillars of the strategic plan. The 2026 survey has the same content as the survey that was completed and reported in the spring of 2024, so comparisons will be possible and we hope to see improvements. An exciting stat for you...Employee turnover rate has decreased from 20.8% in 2023 to 13.7% in 2025 (Paylocity turnover report.)

Community Engagement

A new public/patient feedback mechanism will be available with the new PMC website launch. This enables the public to provide staff recognition, relay stories of patient experience, and/or information that can be used for guiding improvement efforts. The new website is anticipated to be completed by the end of May.

Patient Centered Care

A Quality Improvement specialist from Midwest QIN-QIO (Quality Innovation Network-Quality Improvement Organization) will be visiting PMC in May to support PMCs quality program. This organization offers support in planning and implementation of quality related activities and foundational and clinical priorities. We are looking forward to partnering with them to gain resources and further initiatives.

The LTC Quality Committee meeting was cancelled this month as some key staff members were traveling. An Infection Prevention & Control Committee meeting occurred on April 15th with a review of current action items and departmental reports. The new action item tracking mechanism remains in progress. I will be in Petersburg for next month's LTC and CAH Quality Committee meetings on May 20th. This week will be spent collaborating and supporting staff on current and upcoming projects.

Facility

AHHA is facilitating a CAH Quality Inventory & Assessment Workgroup on May 18th. This session provides a look at recent CAH performance data and a review of the eight core elements of quality infrastructure. It is designed to help facilities identify gaps and strengthen their internal quality framework and will offer local insights and real-world examples of successful strategies from Alaska CAHs. In 2025 PMC met six of the eight core elements.

Table 4: CAH Quality Infrastructure Performance at Petersburg Medical Center

| CAH Infrastructure | Your Hospital's Performance by Survey Year | | | State Performance for Current Survey Year | | National Percentage for Current Survey Year | |
|-------------------------------|--|------------------|------------------|---|---------------------------|---|---------------------------|
| | Survey Year 2023 | Survey Year 2024 | Survey Year 2025 | # CAHs Reporting | % of CAHs Meeting Element | # CAHs Reporting | % of CAHs Meeting Element |
| Number of Elements Met | 5 | 5 | 6 | 10 | 20% | 1,260 | 33% |
| Element 1: Leadership | Y | Y | Y | 10 | 100% | 1,260 | 98% |
| Element 2: Strategic Plan | N | N | N | 10 | 50% | 1,260 | 66% |
| Element 3: Workforce | Y | N | N | 10 | 50% | 1,260 | 77% |
| Element 4: CQI System | Y | Y | Y | 10 | 90% | 1,260 | 94% |
| Element 5: CQI Behavior | Y | Y | Y | 10 | 80% | 1,260 | 91% |
| Element 6: Patient Engagement | N | Y | Y | 10 | 40% | 1,260 | 61% |
| Element 7: Collecting Data | N | N | Y | 10 | 80% | 1,260 | 81% |
| Element 8: Using Data | Y | Y | Y | 10 | 80% | 1,260 | 75% |

Financial Wellness

No new updates in this area.

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