



Human Resources Board Report June 2025

Workforce Wellness - Staffing Overview

The Human Resources (HR) Department is comprised of Cynthia Newman, full time Human Resources Director, and Scott Zweifel, full time Human Resources Technician. Over the past six months, the department has experienced a high volume of activity due to new hires, employee terminations, the addition of travel staff (locums), and student placements. The team is responsible for supporting an average of over 175 paid employees at PMC. Each day is consistently busy and productive.

Employee Recap: January – June 2025

New Employees - 18

- 3 – Healthcare Biller
- 2 – Patient Financial Accounts Representatives
- 1 – Cook
- 1 – Registered Nurse
- 1 – Activities Assistant
- 1 – Speech-Language Pathologist (SLP)
- 5 – Kinder Skog Mentors
- 4 – Youth Interns

Terminations – 6

- 1 – Physical Therapist
- 2 – Kinder Skog Mentors
- 1 – Ward Clerk
- 1 – Certified Nurse Assistant
- 1 – Home Health CNA

Private Contract – 5

- 2 – Cook (1 contract completed)
- 1 – Dietitian
- 1 – Physical Therapist
- 1 – Radiologic Technologist



Traveler Staff – Through a Staffing Agency – 14

- 8 – Registered Nurse (2 contract completed)
- 1 – Licensed Practical Nurse
- 8 – Certified Nurse Assistant (4 contract completed)
- 3 – Physical Therapist (1 contract completed)
- 2 – Occupational Therapist (1 contract completed)

Positions Open

- | | |
|---|-----------------------------|
| ○ Assistant Billing Coordinator – Home Health | ○ Medical Assistant |
| ○ Certified Nurse Assistant | ○ Medical Technologist |
| ○ Clinic Reception / Admissions | ○ Occupational Therapist |
| ○ Cook | ○ Phlebotomist |
| ○ Healthcare Data Analyst (PT) | ○ Physical Therapist |
| ○ Housekeeper | ○ Radiological Technologist |
| ○ Laboratory Assistant | ○ Registered Nurse |
| | ○ Ward Clerk |

Employee Retention. As part of employee retention efforts, we reinstated the employee newsletter, *Chart Notes*, which has been in production every month for one year and resumed the distribution of longevity gifts to staff reaching service milestones.

Chart Notes highlights special recognition weeks – such as National Nurses Week in May and National Nurse Assistant Week & Community Health Improvement Week in June – while also a welcome to new / farewell to departing employees. The newsletter is an engaging way to keep all staff informed about what's happening across the facility.

To celebrate staff longevity, PMC honored 14 employees on February 14th with a special luncheon and commemorative gifts in recognition of their 10th, 15th, 20th, 25th, and 30th service anniversaries.

Looking Forward.

The HR Department is currently preparing for several key activities related to the upcoming Open Enrollment period in June with an effective date of July 1st.

- Health Insurance: We are pleased to offer our employees a choice of health plans. This year's options include a plan with a \$3,000 deductible and another with \$1,000 deductible.
 - Dental Coverage: Dental insurance will be included as part of the health insurance options. Employees may choose an enhanced dental plan that
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includes orthodontic coverage or opt for no dental coverage.

- Additional Coverages: PMC will continue to offer employees the opportunity to purchase optional benefits, including Optional Life Insurance, Accident Insurance, Critical Illness Coverage and Short Term Disability through a new company called Lincoln.

Challenges.

Paylocity. The HR Department has been using Paylocity since July 1st, 2022. Over this time, we have continued to expand our understanding of the platform and its capabilities. We are still discovering new functions across various modules, including HR and Payroll, Time and Attendance, Performance, and Onboarding. These tools have significantly enhanced the efficiency and effectiveness of our work.

- HR & Payroll: This module is used to manage payroll for all employees paid through our system.
- Time & Attendance: An effective tool for tracking employee time and attendance. The system allows employees to clock in via badges, online, or through the mobile app in accordance with the permissions granted.
- Performance: All performance reviews are conducted through Paylocity. Both 6-month and annual reviews include a “Self-Review” option and/or an Evaluation by the reviewer for the Review / Supervisor to choose. Feedback forms can be created using system templates or custom-built by reviewers. To date, over 270 reviews have been completed.
- Onboarding: Since December 1st, 2023, the following onboarding categories have been processed:
 - Contract Staff (travel companies): 44
 - Contract Staff (on payroll): 6
 - Benefitted Employees (Full-Time, Part-Time): 34
 - Seasonal Employees: 21
 - Re-hire via Agency (travel company): 7
 - Re-hire (on payroll): 5

State of Alaska - Background Checks. In alignment with Petersburg Medical Center’s Hiring and Recruitment policy and the State of Alaska Background Check regulations all individuals employed by PMC -- whether directly or as travel staff -- must receive either a Provisional Background Clearance or a completed Background Clearance from the State of Alaska Background Check Program prior to starting work. For current employees, a valid Clearance (or Provisional) must remain in place for continued employment.



These Clearances are required for individuals aged 16 and older and are valid for five (5) years. HR maintains an Excel spreadsheet to monitor expiration dates. On the 1st of each month, either Scott Zweifel or I review the list for upcoming expirations. New background checks are initiated up to 60 days in advance to allow sufficient time for processing and mailing. As an added measure, BCU Clearance dates are now recorded in each employee's Paylocity profile, providing another safeguard to prevent lapses.

Cars. PMC owns and maintains a fleet of vehicles to support staff and medical student transportation needs. Several of these vehicles are designated for use by staff in the performance of their duties, including:

- LTC New Van – Long Term Care
- Old Van – Home Health
- Silverado Pickup – Plant Operations
- Honda Odyssey – Materials (used for mail run)

In addition to these, 13 vehicles are available for use by travel staff and students. The fleet includes:

- Hyundai: Tucson
- Ford: Taurus
- Toyota Models: 2 Corollas, Highlander, Scion
- Subaru Models: 2 Foresters, Impreza, Legacy
- Honda Models: 3 CR-Vs

All vehicle registrations and insurance policies are current. The HR Department is responsible for managing the check-out and return of vehicles. Maintaining vehicles can be particularly challenging due to their age and wear. HR, in coordination with Plant Operations, works to ensure the vehicles' readiness.

Rentals. PMC currently rents 18 apartments for travel or new (relocating) staff, as well as 2 office spaces. The HR Department maintains a detailed record of all rental units, including arrival and departure dates for each occupant, and a corresponding cleaning schedule. In many cases, HR staff greet the arriving individual, provide a brief tour of Petersburg, and accompany them to their assigned apartment. Managing the rental schedule requires significant planning, coordination, and logistical effort to ensure a smooth transition for incoming and outgoing staff.

Community Engagement.



Hiring of Minors (15 – 17 years old). PMC has enhanced its workforce by employing minors in various departments, including Nursing, Youth Programs, Maintenance and Information Technology. Minors are held to the same employment standards as their adult counterparts. This includes:

- Completion of all pre-employment requirements
- Approved background clearance (required for those 16 and older)
- Passing a drug screening, which includes testing for marijuana
- Completion of all onboarding and training required by PMC

Parental or guardian permission is obtained for all minors, in compliance with applicable regulations. When required by the State of Alaska, an approved work permit is also secured prior to employment. PMC is committed to encouraging youth engagement by promoting healthcare and other career opportunities within our organization, with the goal of fostering interest in future employment at our facility. Currently, PMC employs three 15 year-olds, three 16 year-olds, and four 17 year-olds in seasonal positions -- each gaining valuable experience and insight into potential career paths.

Patient Centered Care. N/A

Facility.

The HR Department is actively preparing for the upcoming move into the new building. As part of the organization wide “Clear the Clutter” initiative, we are sorting through the warehouse, shredding documents, and discarding materials that are no longer needed. In the new building, Scott and I will be located on the second floor in the Administration wing. We also anticipate maintaining a workstation in the old building to meet with employees as needed. This space will allow us to dock our computers and work there when necessary.

Financial Wellness.

The HR Department consistently strives to manage costs responsibly while supporting PMC’s strong reputation within the community and beyond. We also recognize the ongoing challenge of balancing fiscal responsibility with the need to recruit and retain qualified, high-caliber individuals who contribute to PMC’s mission, values and success. I’ve submitted a couple of graphs for the board and photos for your information.

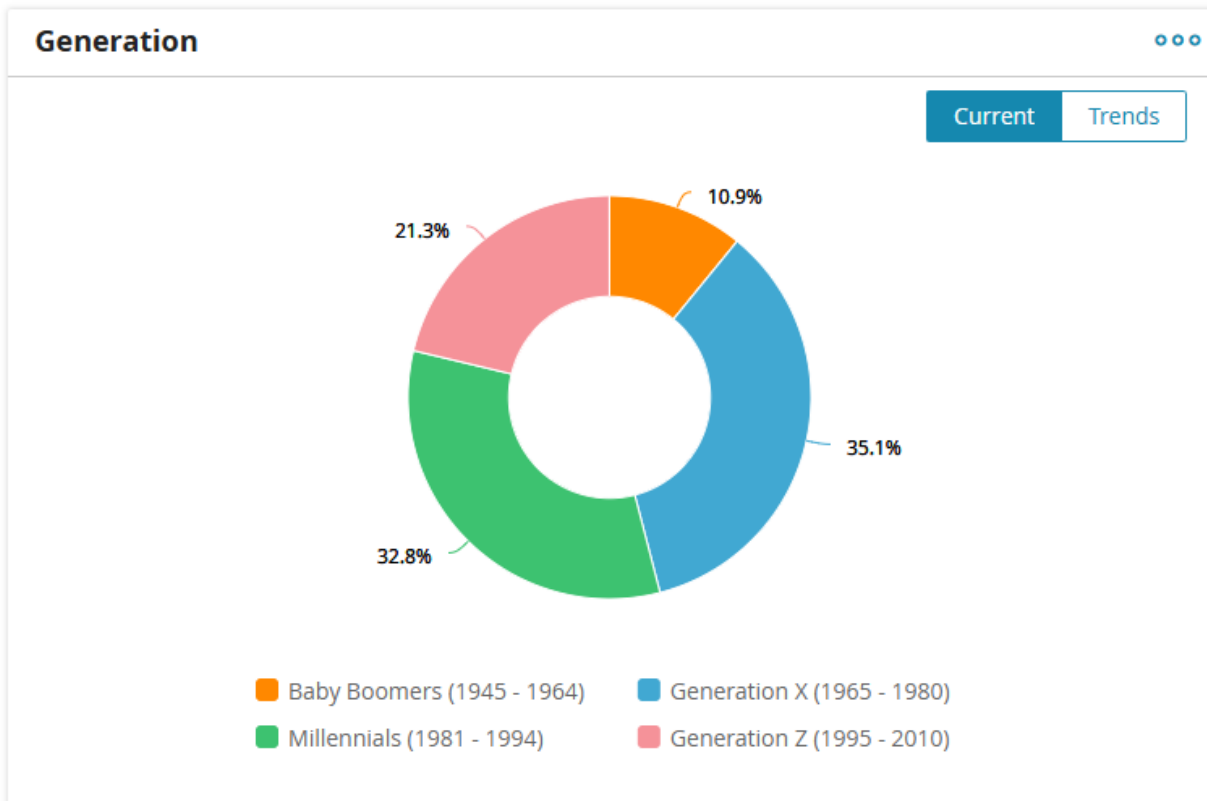
Respectfully Submitted,



Cynthia Newman, SHRM-CP, PHR
HR Director



Female Male



Employees

Baby Boomers – 19 / General X – 61

Millennials – 57 / Generation Z – 37

PMC Youth Programs
Kinder Skog

PMC Youth Interns
Information Technology & Plant



Maddy, Dakota, Amaya, Brad, Charlotte, Logan,
Katie, Gabi, Jake



Jill, Scotty, Alex, Noah, Arielle, Kristina, Phil