



# Petersburg Medical Center

Quality Report July 2024

## Workforce Wellness

Here are just a few of the action items already in play resulting from feedback provided by employees in the workplace satisfaction survey.

- Development and execution of additional pay rate steps for long-time employees.
- Training funding request added to a departmental budget.
- Review of current Incident Tracker Platform to optimize functionality for improved communication regarding the resolution of incidences.
- Additional recommendations to address employee feedback in the areas of compensation, growth and training, and processes for addressing concerns and issues will be completed this month.

Specific survey questions were designed to provide data to inform on PMC workforce wellness strategic plan objectives.

	Objectives	Strategies	Goal/Description	Approach/Action Plan	Current Status	Qualitative Key Performance Indicator
Workforce Wellness	Foster a positive & supportive work environment	Open communication	Institute a workplace satisfaction survey and maintain several routes of communication for staff	Develop survey to collect job satisfaction metrics and actionable ways to improve staff satisfaction and retention	<b>87%</b> of participating employees 'Agree' or 'Strongly Agree' that their supervisor/manager encourages open communication.	Survey Question: "My supervisor/manager encourages open communication." Agree/Disagree
	_____	_____	Foster a positive & supportive work environment	Maintain professionalism and goal focused, offer resources and support.	<b>77%</b> of participating employees agree' or 'strongly agree' that PMC provides a positive, supportive and collaborative work environment.	Survey Question: "PMC provides and encourages a positive, supportive and collaborative work environment." Agree/Disagree
	_____	Recognition & Awards	Goal: All Employees at PMC feel valued	Elicit and listen to employee feedback	<b>75%</b> of participating employees 'always' or 'usually' feel valued.	Survey Question: "I feel valued as an employee of PMC." Always/Usually/Sometimes/Never
	_____	Concerns & Issues	Provide multiple avenues and settings for staff to raise concerns and issues	Maintain/improve effective processes to address concerns and issues, measure staff satisfaction in this area	<b>56%</b> of participating Employees 'Agree' or 'Strongly Agree' that PMC has effective processes to address concerns or issues.	Survey Question: "PMC has effective processes to address concerns or issues." Agree/Disagree
	Develop & Implement Retention Strategies	Competitive benefits	Maintain competitive benefits and salaries for all positions	Regular review of AHHA salary survey and industry benefits and salaries to ensure PMC remains competitive	<b>71%</b> of participating employees are 'satisfied' or 'very satisfied' with their salary and benefits.	Survey Question: "Overall, I feel my salary and benefit package (PTO, health insurance, etc) at PMC is: Satisfying/Dissatisfying
	_____	Professional development	Provide all employees with professional development	Increase the availability and opportunity for professional development as able	<b>73%</b> of participating employees are 'satisfied' or 'very satisfied' with opportunities for growth and training.	Survey Question: "Overall, I feel my opportunities for growth, training, and the development of new skills at PMC are: Satisfying/Dissatisfying

## Community Engagement

Two community members were invited to participate in the Home Health Professional Advisory Committee meeting that occurred on July 17<sup>th</sup>. These meetings that occur every six months provide a setting for the review of programs, quality measure scores, discussions on challenges and accomplishments, and an opportunity to provide feedback, suggestions, and ask questions.

The Mountain View Manor has signed an MOU to start providing the fall prevention program Bingocize at their assisted living facility. This will also be funded through the ACL Fall Prevention grant. We wish them luck in their implementation and offer our support.

Community Health Needs Assessment-planning phase underway with the identification of key informants for targeted interviews, data sources, survey questions and interview guide development. Timeline for this publication is April 2025.

### **Patient Centered Care**

Home Health-End of Life Order Set Project Objectives:

- To implement a patient-centered approach to symptom assessment & management of the patient at the end-of-life.
- To provide timely and effective symptom-based care.
- To eliminate errors and delays in dosing, ordering and administration of medications and treatments.
- To reduce variability in the provision of end-of-life care between care settings.
- To define monitoring parameters and documentation standards

Physician feedback was received this week on the draft of the new order set. With a couple of small edits, this order set will move to August's Medical Staff meeting for approval of implementation. Once approved, we will begin EMR integration and pharmacy collaboration.

### **Facility**

The Quality Committee met for both CAH and LTC this week. Meetings continue to focus on updates and discussion on previously identified action items and review of new data for areas needing attention. There were a couple of LTC action items that moved to completion this month.

We have initiated the development of a PMC facility wide safety plan. At this time current policies, resources, and tools are being compiled in the following areas: governance & leadership, risk assessment, patient safety, employee safety, facility safety, incident reporting & analysis, performance improvement, communication, and documentation & record keeping. This plan will be a collaborative effort between many departments to act as a resource and guide to maintaining safety in the facility.

### **Financial Wellness**

The Home Health department has been awarded a grant from Alaska SDS to support the Cedar Social Club. It will fund a total of one FTE across 4 positions, participant scholarships, and equipment up to \$149,855 annually for three years. This financial support will really go along way is firmly establishing this well received program and increasing its sustainability.

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**Submitted by: Stephanie Romine, RN**