



Quality Report January 2026

Workforce Wellness

Six PMC managers attended a Lean Master class in January offered by Alaska Hospital & Healthcare Association with the opportunity to join a cohort in exercising Lean principles this spring. Lean is a continuous quality improvement methodology that focuses on optimizing processes, eliminating waste and ensuring customer value.

Recently assisted in developing role specific staff orientation resources within the home health department to help ensure exposure to needed elements and streamline the process. MS Teams platform was utilized as a shared space and resource repository.

Community Engagement

Cedar Social Club quarterly satisfaction surveys were distributed to gain insight into the experiences of participants and their families with the goal of ensuring quality and implementing feedback to improve services.

Patient Centered Care

We continue to work to implement and monitor system changes that were identified to improve communication pathways and processes for care transitions. This project has included development of new policy, staff quality assurance tools, system processes and training. Feedback collection and ongoing monitoring informs plan adjustments and helps to ensure lasting improvements. Throughout the healthcare industry, care transitions are notorious for creating opportunities for communication and service gaps to occur, therefore continuously improving these processes is a priority to ensure patient safety and optimal care.

Facility

The National Critical Access Hospital Quality Inventory and Assessment was submitted in November as part of the Medicare Beneficiary Quality Improvement Project. This assessment provides PMC information on quality improvement infrastructure and activities, service lines offered, and related quality measures. In 2023 and 2024, unmet elements included strategic planning and collecting data. Results from the 2025 submission should be available at the end of February to inform planning on targeted improvements in the coming year. It is supported by the Alaska State Office of Rural Health Flex Program.

Financial Wellness

No new updates in this area.

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