

Home Health Report July 2026

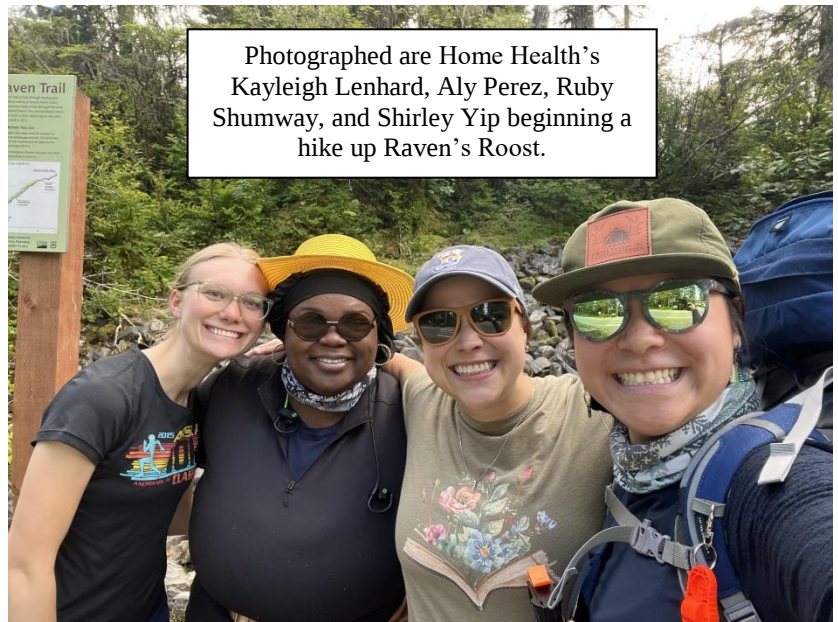
Workforce Wellness

Home Health continues to navigate staffing changes while maintaining a strong, collaborative, and positive work environment. This month, we will be saying goodbye to our remote Billing Coordinator, Janine Iknokinok. We are grateful for her contributions and appreciate her willingness to assist with the transition of her responsibilities to Aly Perez in Home Health, as well as billing support staff Carrie and Rae in the Business Office. We are pleased to announce that Aly Perez has accepted a well-deserved promotion from Receptionist to Home Health Office Lead! Aly is eager to expand her knowledge and take on additional responsibilities, including billing support, and we are fortunate to have her as part of our team.

Several staff members have planned summer vacations, and we continue to prioritize work-life balance while ensuring uninterrupted patient care. During recent staff absences, Nichole Mattingly RN cross-trained in Home Health and provided coverage for patient visits. We anticipate utilizing her support for future vacation coverage and periods of increased census. Being able to fill this need from within the organization benefits both our patients and organization by providing high-quality care from a nurse who knows our community while reducing the need for temporary travel nurse contracts. As Community Based Services continue to grow, additional staffing needs may arise in the future. At this time, the availability of an as-needed RN provides an effective solution to meet current operational demands.

We are also pleased to support staff engagement outside of the workplace. Kayleigh RN has accepted a position as coach of the Petersburg High School cross country team! She will continue to work full-time with scheduling flexibility to accommodate team travel and practices. Petersburg is lucky to have a granddaughter of the locally famous running coach Jack Eddy to lead their team. Supporting employees in pursuing personal interests and community involvement contribute positively to staff satisfaction and retention.

For team building, four members from our office completed a hike up Raven's Roost together and camped overnight in the beautiful Forest Service cabin. Opportunities like these help strengthen relationships, improve morale, and support employee wellness.



Community Engagement

Home Health, the Cedar Social Club, and PMC's Community Wellness department collaborated on a community event with Kinder Skog participants centered around the theme of kindness. The event fostered social engagement, community involvement, and intergenerational connections for our adult day services participants – aligning closely with our mission and values.

Ryan Nelson, the new Cedar Social Club Activities Coordinator, is developing relationships with Petersburg Parks and Recreation to expand programming opportunities for seniors. Planned initiatives include monthly open houses to increase participation and additional outside and nature-based activities. Transportation remains a significant challenge, as participation is currently dependent on personal transportation or PIA services. Obtaining access to a dedicated van remains a priority and would greatly enhance program accessibility and functionality.

Patient Centered Care

Our team continues to develop role-specific orientation and training channels within Microsoft Teams. These resources support both new and existing employees, improve cross-training efforts, and help ensure continuity of care when staff members provide coverage across roles.

Brandy Boggs will be expanding the availability of remote educational sessions focused on asset planning and long-term care planning. After identifying common questions and concerns among community members, she plans to offer these sessions more frequently to improve access to information and support. In addition, Brandy's service area will expand in the coming months through implementation of the Senior In-Home Grant. This initiative will allow case management services to be extended to residents of Wrangell while continuing support for Petersburg residents.

Facility

Home Health continues to benefit from its relocation to the Fram campus. The move has improved collaboration with other departments and supports the interdisciplinary teamwork that is essential to patient care, particularly with the Rehab department.

One ongoing challenge involves communication between Matrixcare and PMC's Cerner electronic health record systems. We continue to experience intermittent issues with referral information transferring from Cerner to MatrixCare. These disruptions can delay care initiation and increase the risk of data-entry errors when demographic information must be entered manually. IT and Home Health are actively working with both vendors to resolve the issue. Because the problem occurs intermittently, determining the root cause has been challenging.

Financial Wellness

As noted above, Home Health was awarded the Senior In-Home Services grant, which will support Brandy Boggs' travel and lodging expenses as case management services expand into Wrangell. We also received approval for our third year of our Adult Day Services grant. This funding will continue to support personnel expenses, program supplies, facility rental costs at the PIA building, and participant scholarships, helping ensure the sustainability and accessibility of these valuable community services.

Submitted by: Ruby Shumway, RN Home Health and Community Based Services Manager
