



Quality Report September 2025

Workforce Wellness

I had the opportunity to attend NAHQ Next, a virtual conference put on by the National Association of Healthcare Quality. This educational opportunity provided excellent live and on-demand sessions related to leadership, healthcare quality, and safety from industry and agency leaders. <https://nahq.org/next/>

Community Engagement

Remote/Zoom 'Tai Ji Quan: Moving for Better Balance' will be offered starting October 13th. This will run twice weekly for 24 weeks over the winter and is offered to all community members as an evidence-based fall prevention program. Technical assistance and equipment are available to decrease barriers to attendance.

A second community member has been recruited to take part in the CAH Quality Committee Meetings and review process. Community involvement adds a valuable perspective to quality improvement efforts.

Patient Centered Care

The Home Health team met to discuss quality improvement priorities for the next quarter. Current focuses include increasing collection of patient feedback, improving clinical documentation, and continuing to improve interdepartmental communication for care transitions. Home health staff continue to work on documenting processes and cross training to increase departmental resilience and enhance workforce wellness.

We have implemented a team approach Root Cause Analysis (RCA) process to analyze high priority facility events at a system level. The interdisciplinary approach is recommended to increase identification of areas for learning and improvement within the organization. The primary goal of conducting an RCA is to improve systems, processes, and communication to increase patient safety, positive outcomes, and satisfaction. The piloted approach includes action planning, implementation, and monitoring for effectiveness and lasting positive change.

Facility

Most departments within PMC will be reporting to the Quality Committees this month. On the 17th the LTC & CAH Quality Committee and the Infection Prevention & Control Committee will meet to review facility measures, action items, and ongoing initiatives and projects.

A Life Safety Code survey including Emergency Preparedness was conducted by the State the week of August 25th.

Financial Wellness

No new updates in this area.

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