Petersburg Medical Center

Information Technology Report August 2023

Workforce Wellness

The IT department staff share many common interests which make planning team events enjoyable. Our small team works hard to support the various technology needs throughout all PMC departments. I am proud of the dedication from the IT team to provide excellent service while also maintaining a supportive and enjoyable work environment.

One of the ways in which PMC can give back to our staff is by providing flexible scheduling within the IT department. Staff members opt for a split shift schedule to accommodate their interest outside of work. The split shift allows for staff to work half of a shift in the morning and the other later in the day/evening. This opens up part of the workday for them to pursue interests such as teaching classes at the library, coaching student sports and other volunteer work within the community. Creative scheduling is needed to accommodate these shifts, however, we are able to fully support the facility while also allowing for a positive work-life balance.

Our department would like to congratulate Don Bieber on his retirement in July. Don was a dedicated employee at PMC for over 16 years. He will be missed, and we wish him well in his retirement endeavors!

Community Engagement

The IT department is collaborating with several community organizations to increase access to care. PMC is working closely with the Mountain View Manor director to optimize the technical structure utilized throughout the MVM facility. Support will be given to increase internet capabilities for better communication as well as software-based programs to assist with operations.

Within PMC departments, our team has the opportunity daily to collaborate with and support many initiatives and projects. Recently, we have been working with our clinic-based case management team to support chronic care management. To date, our reporting team has built efficiency reports to assist with the identification and support for patients with diabetes and hypertension. We expect that this support will be ongoing as we develop community-based services through case management.

Patient Centered Care

The IT department is working toward the continued optimization of the Cerner electronic health record. As with any new technology, there is fine tuning that is needed to assist with adapting the new electronic environment with the PMC workflows. Our EHR team meets weekly with the Cerner system support manager to relay any unresolved software issues that need quick response. Our department continues to meet with each PMC department utilizing the EHR to work towards optimization of the software. One area for improvement our team is working with Cerner to resolve is the average length of time needed to complete a support ticket. We are closely monitoring all PMC service requests issued to Cerner and will work to reduce the ticket turnaround time.

As the PMC Dietary department continues to grow and maximize services, the IT department is given the opportunity to assist them with tools to support their operations. Recently, PMC engaged with RD Dining, a food service software designed to reduce administrative labor in the dietary department. The software will be used to customize menus and tailor them to the specific nutritional needs of our patients and residents.

Facility

Telemedicine/Telehealth enables video or phone appointments between a patient and their healthcare practitioner. The IT department is excited to support this growing service line. PMC received grant funding which allowed for the development of three telehealth rooms. The installation of two rooms has been completed and are in use for services. Initial feedback from both patients and staff has been positive. Recently, PMC was awarded a new phase of telehealth grant funding that will assist with infrastructure build for telepsychiatry.

PMC recently engaged Maxwell IT to provide managed services. Maxwell IT will function as an extension of our information technology department to provide network security. PMC will complete the initial phase of onboarding with Maxwell IT throughout the month of August. Services provided will include proactive management of network and servers as well as cybersecurity infrastructure.

Financial Wellness

Healthcare accounts receivable refers to the outstanding reimbursement owed to healthcare providers for issued treatments and services, whether the financial responsibility falls to the patient or their insurance company. The information technology team and finance staff are collaborating to optimize integration and workflows in the Cerner electronic health record, Multiview accounting software and electronic payroll system to maximize the financial health of our facility.

Submitted by: Jill Dormer, CIO