



# Petersburg Medical Center

Quality Report August 2023

---

## Workforce Wellness

The interim Quality Director oversees shared initiatives led by department heads and Home Health Quality.

## Community Engagement

PMC Wellness department was awarded the Administration for Community Living's (ACL) 2023 Empowering Communities to Deliver and Sustain Evidence-Based Falls Prevention Programs Grant. These evidence-based programs will be starting in September and are free of charge for all community members. Staff training has been completed and space preparations are being made.

- Tai Ji Quan: Moving for Better Balance is a 24-week program, one-hour sessions two times weekly. The target population for this program is the community-dwelling older adult and people with a history of falls, balance disorders, leg muscle weakness, abnormal gait or walking difficulty. Research evidence has shown it to be effective in improving lower limb muscular strength, sensory integration, limits of stability, and global cognitive function. It has shown to reduce the incidence of falls by 55-58% in community dwelling older adults and by 67% in people with Parkinson's disease. Participation in at least 75% of the sessions is encouraged in order to receive an adequate exercise dose and reap the benefits of this program.
- Bingo-cize is a 10-week program that combines the game of bingo, health education, and exercise. The target population for this program is the sedentary older adult at all physical ability levels in a variety of different settings including nursing facilities, assisted living, and community centers. Bingo-cize research has shown to improve upper and lower body strength, health knowledge on fall risk, and significantly improve gait performance.

Petersburg/PMC fall statistics from 7/1/22-6/30/23:

A fall was the reason for:

- at least 1.7% of all adult clinic visits
- at least 10.6% of all adult emergency room visits
- 19.5% of all EMS calls

The Adult Day program staff held community forums to collect input on the planning and implementation of this program.

The Home Health department is collaborating with PIA, who is working toward supporting a space for long-term home health program implementation. This relationship has potential to greatly benefit the home health and adult service programs by providing a stable base for operations.

## Patient Centered Care

The Remote Patient Monitoring program is underway, and a training session was held for clinic and home health staff to become familiar with the Healthsnap portal. This will be used to manage RPM data, document staff and patient interactions, and track appropriate billing codes and billable time. We continue to strategize on workflows and patient monitoring protocols.

The July Quality Committee meeting focused on LTC and CAH. New action items were identified and several resolved. These meetings continue to provide a stage for discovering areas to improve and document the great work PMC is doing.

The approved PMC strategic plan for 2024-2028 provides a unified direction for all departments. Identifying departmental goals aligned with the plan's objectives and strategies will allow for the appointment of key performance indicators. Monitoring key performance indicators (KPIs) provides several benefits to the organization. They can help to identify problems and areas to improve, track progress, and maintain accountability. KPIs assist in decision making and can increase engagement, communication, and collaboration. Quality staff and managers will be working towards the identification and use of KPIs aligned with the strategic plan under the direction of the Quality Committee. This important process will help to further define the PMC quality program.

### **Facility**

Planning for the Adult Day Program continues, and participant needs assessments have begun. Community members and caregivers are reaching out with interest and enthusiasm for this support. Program staff members continue to work closely with PIA on the creation of the long-term space. Juneau's Bridge Adult Day service has been helpful in building the new program by providing resources. Staff are working to get grant support for program furnishings and equipment. In the near future there will be a program naming contest. The program will start by offering half-day services on four days per week at the Mountain View Manor until the new space at PIA is completed.

### **Financial Wellness**

The Home Health department has been awarded a grant for Senior In-Home Services through the State of Alaska Division of Senior and Disabilities Services. Grant award is approximately \$50K and will be used to expand support to seniors in Petersburg and possibly surrounding areas. Program Services for this grant include case management, chore service, respite and extended respite care, personal care services, service coordination, and supplemental services.

**Submitted by:** Stephanie Romine, RN

---