



Petersburg Medical Center

Quality Report December 2023

Workforce Wellness

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

Initial planning for a workplace wellness survey is underway. Survey results can provide information on how PMC departments are doing in their efforts to 'Foster a positive & supportive work environment.' This PMC board objective is important for employee retention, job satisfaction, staff communication and ultimately patient outcomes.

Community Engagement

Evidence-Based Fall Prevention Programs:

- The first round of workshops of Bingo-cize and Tai Ji Quan have reached 45 total participants so far.
- There is a successful partnership with Parks & Recreation in implementing Bingo-cize.
- Moving forward, we would like to work with the staff of the Mountain View Manor to support development of programs they may be interested in offering to their residents.

Patient Centered Care

The October Quality Committee meeting focused on LTC and the November meeting included both LTC and CAH. Several 'action items' have been completed over the last couple of months and the committee continues to work toward identifying opportunities to improve service, processes, and patient outcomes. The agenda for these meetings has been altered to prioritize updates and discussion on current 'action items.' It is wonderful to have representation from the PMC board and community at the Quality Committee meetings.

The approved PMC strategic plan for 2024-2028 provides a unified direction for all departments. Quality staff and managers will be working towards the identification and use of KPIs aligned with the strategic plan under the direction of the interim Quality Director and the Quality Committee. This project is moving forward and in progress. A home health department strategic plan is nearing completion and will be shared at the upcoming Home Health Advisory meeting in December.

The Adult Day Program will begin on December 11th with ½ day services at the PIA location. The goal is to provide person-centered care that contributes to participant's well-being and meets their physical, social, and nutritional needs. Services may include but are not limited to:

- Direct care, supervision, and safety monitoring
- Supervised physical activity & range of motion exercises
- Individualized health education & monitoring
- Socialization
- Medication administration & assistance
- Activities Coordination-recreation and leisure activities
- Nutritious meals and snacks
- Personal care assistance, such as toileting, bathing, skin care, hair care
- Accessing and using community resources
- Use of adaptive aids/assistive devices

Facility

PMC Long-Term Care was awarded the Excellence in Quality Award from Mountain Pacific. This achievement clearly demonstrates the high standards in which LTC leadership and staff hold themselves to. Their dedication and diligence in improving the lives of long-term care residents is remarkable.

The 'Intent To Apply' for the Bronze National Quality Award has been submitted to the American Healthcare Association. The Bronze award level provides applicants with tools and resources for continuous improvement in quality care and is based on the Baldrige Excellence Framework. There is a very short time to accomplish the application which requires the development and implementation of a performance improvement project in LTC. Further evaluation and planning are underway. The final application is due on January 25, 2024.

Safety Culture (formerly iAuditor) has been accessed to utilize for facility inspections and audits. Within this program, templates prompt the inspection and documentation of important facility compliance items and safety details. The program allows a user to identify and track action items and a mechanism to document remedies. The program incorporates media such as video and pictures into the reports. The templates were customized and created by a former employee of PMC and will be a great way to communicate and track needs within the facility. These audits and inspections will likely be utilized by Maintenance, EVS, infection control, and administration and are currently used by the dietary manager. At this point, managers are evaluating and further customizing the templates available to them.

Financial Wellness

Adult Day Program and Senior In-Home services program staff have been working with PMC billing and financial staff to ensure the infrastructure and processes are identified for appropriate reimbursement of these newly offered services.

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