



## Quality Report May 2026

### Workforce Wellness

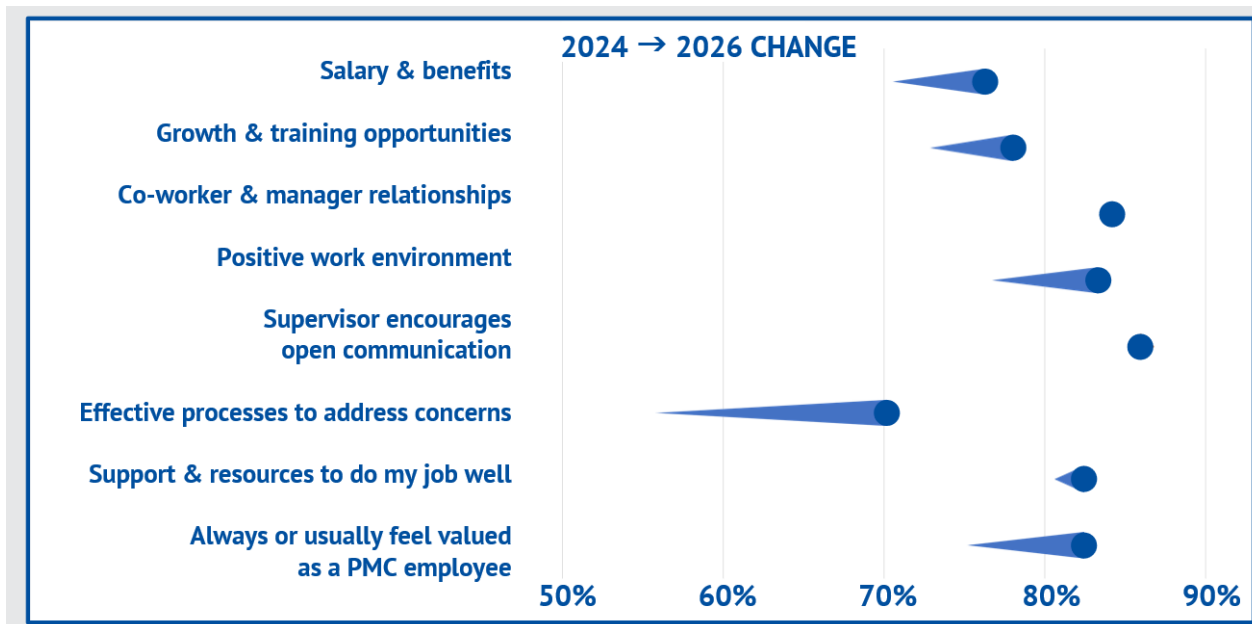
2026 PMC Workplace Satisfaction Survey- (Visuals/graphs credited to Katie Bryson)

#### Who did we hear from?

- 66% (114) of staff provided their input (full-time, part-time, PRN, and seasonal status)
- 88% of those that participated offered specific comments or feedback.
- Staff members employed less than one year with PMC represent 21% of total staff, however only 14% of total survey responses, therefore were slightly under represented.
- Staff members employed more than five years with PMC represent 39% of total staff, however were 49% of total survey responses, therefore were slightly overrepresented.

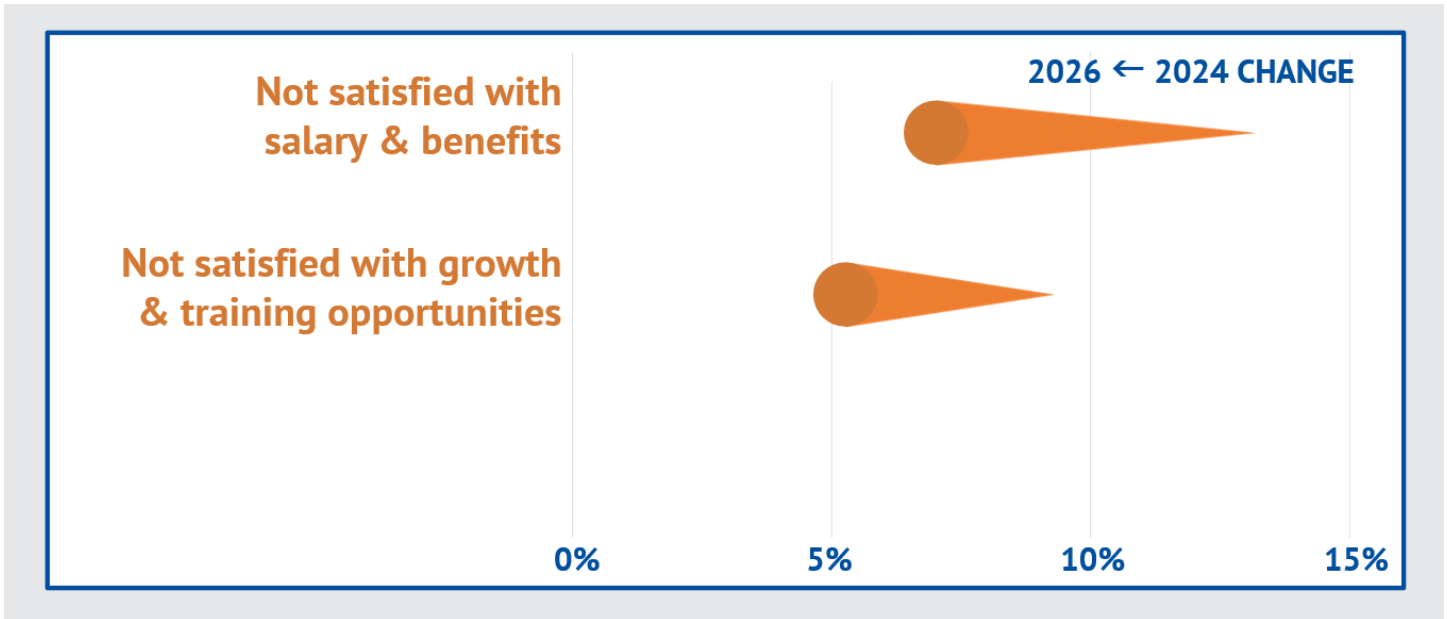
#### Highlights

- Overall job satisfaction numbers are up nationally to 68% (The Conference Board.)
- Overall job satisfaction among PMC employees is also up and currently at 91% (84% in 2024)
- In 2024, we saw consistently less satisfaction in many areas for those employees that had been with PMC between one and five years.
- In 2026, this gap was reduced, with improved satisfaction across all areas.
- Since the 2024 survey, satisfaction has increased or stayed the same in all categories.

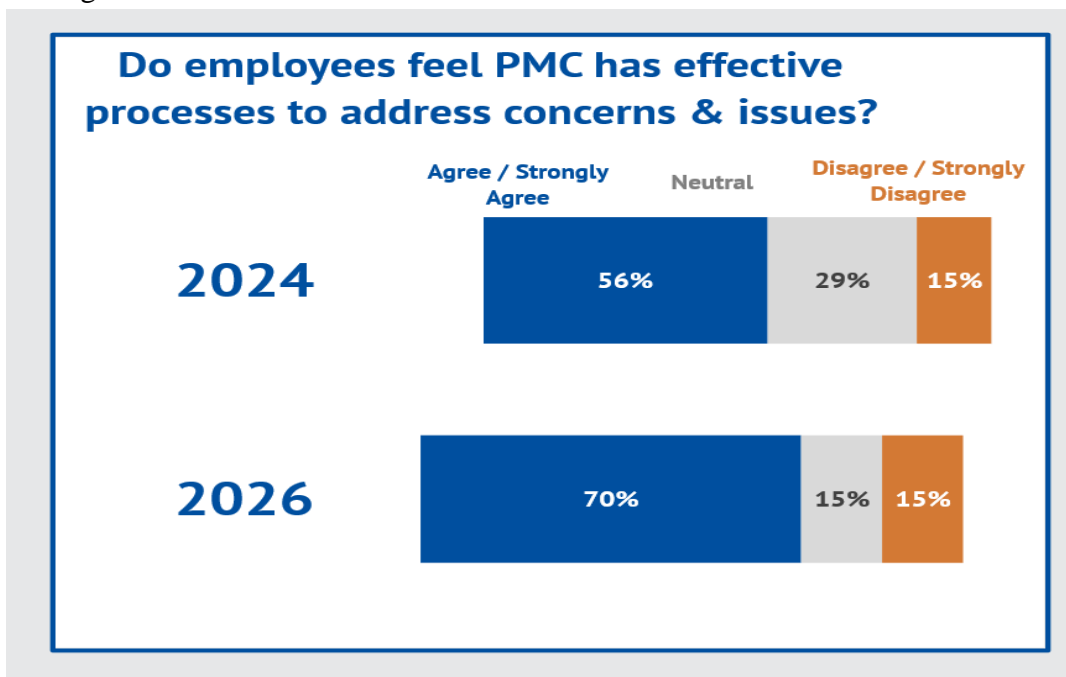


- The highest area of agreement and satisfaction in both 2024 and 2026 was in supervisor encourages open communication. (87% in 2024, 86% in 2026.)
- The highest area of disagreement and dissatisfaction in both 2024 and 2026 was effective processes to address concerns (15% in both years.)

- Since 2024, significant progress has been made in two areas of dissatisfaction that were targeted for improvement. Dissatisfaction numbers in the areas below were cut in half.



- While 15% of employees still disagree that PMC has effective processes to address concerns, this area has also had significant gains with those that believe PMC has these in place. Agreement in 2024 was 56% and in 2026 has risen to 70%. This is an area of continued efforts and focus throughout the organization.



### Interesting Insights

- We found that lack of feeling valued by the workplace had significant links to other specific areas of dissatisfaction and disagreement. This is a relatively small number of employees, but can be impactful.
  - For staff that do feel valued at PMC:
    - 81% agree that PMC has effective processes to address concerns

- 93% agree that PMC provides a positive work environment
- 94% feel satisfied with co-worker and manager relationships
- For staff that 'rarely' or 'never' feel valued at PMC:
  - 0% agree that PMC has effective processes to address concerns
  - 0% agree that PMC provides a positive work environment
  - 11% feel satisfied with co-worker and manager relationships

Overall, responses were extremely positive, and the PMC community has reason to be very proud of the environment and support it is providing to its workforce. Thank you to all employees that took the time to respond and offer their experience, thoughts, and expertise. Your feedback will continue to drive meaningful improvements while reinforcing the value of the work and systems already in place at PMC.

### **Community Engagement**

No new developments to report in this area.

### **Patient Centered Care**

A Quality Improvement Advisor from Mountain Pacific visited PMC on May 19th and 20th in association with Midwest QIN-QIO (Quality Innovation Network-Quality Improvement Organization) This organization offers support for planning and implementation of quality improvement related activities and foundational and clinical priorities. PMC aims to partner with them to reach shared goals and gain resources for departmental priorities and initiatives. Their support is available for focus areas in LTC, Critical Access Hospital, and outpatient services to include the Joy Janssen Clinic and Home Health and Community Services.

Both CAH and LTC Quality Committees met on May 20th to review current action items, plan next steps and review departmental metrics. There are numerous projects aimed at patient centered care that continue to progress. Some current projects include LTC polypharmacy reduction, LTC fall prevention system, and the Cerner EHR Recommendations Module for preventative care tracking and providing timely reminders for screening.

### **Facility**

AHHA facilitated a CAH Quality Inventory & Assessment Workgroup on May 18th. Matt Pawuk attended for PMC to share information on PMC's success on elements met. Strengthening quality infrastructure continues to be a priority and efforts this year will focus in on quality systems, processes, and workforce to ensure best practices that fit and adapt to the uniqueness of PMC.

### **Financial Wellness**

No new developments to report in this area. Awaiting Rural Health Transformation Program news.

**Submitted by:** Stephanie Romine, RN

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