



Information Technology Report March 2026

Workforce Wellness

PMC recognizes the crucial role that the well-being of our IT staff plays in maintaining a healthy, productive, and innovative workplace. The workforce wellness plan is designed to address the unique challenges faced by our IT professionals and promote a supportive and balanced work environment.

The objectives of our workforce wellness plan are:

1. Reduce stress and burnout among IT staff.
2. Improve physical health and fitness.
3. Foster a culture of work-life balance.
4. Increase job satisfaction and engagement.

This includes maintaining secure and user-friendly access to digital wellness platforms, optimizing the employee intranet for better visibility of wellness resources, and supporting telehealth options for staff mental health services.

Additionally, the organization successfully completed the rollout of Microsoft 365 licenses to all staff, ensuring each employee has access to a consistent set of tools including email, calendaring, document creation, secure file storage, and collaboration platforms. The rollout included account provisioning, device configuration, and the implementation of appropriate security controls such as multi-factor authentication and access management. This work has established a reliable and standardized digital environment, supporting day-to-day operations, improving document accessibility, and enabling staff to work more efficiently across locations and departments.

A key focus of the rollout has been targeted training for departments on Microsoft Teams, with an emphasis on strengthening collaboration and reducing reliance on multiple communication methods. Training sessions have been tailored to departmental workflows, demonstrating how Teams can be used for meetings, file sharing, real-time collaboration, and project coordination. Early feedback indicates improved team connectivity, more streamlined communication, and increased adoption of collaborative digital tools across the organization. IT staff will continue to offer training sessions to PMC staff to assist with continued TEAMS training onboarding and advanced training.

PMC staff attending Microsoft Training



Community Engagement

2026 Community Health Fair

IT played an active role in supporting the Blood Draws during the Community Health Fair by enhancing access to digital services and improving the participant experience. A new payment kiosk was introduced onsite to assist with program enrollment, allowing attendees to select and complete payments quickly. In addition, IT staff were present to provide technical support and guidance, helping ensure smooth operation of systems.

Patient Centered Care

Cerner EHR Recommendations Module

The Recommendations module in Cerner is a tool within the electronic health record that helps clinicians and staff identify care actions that are due or overdue for a patient.

It brings together information such as preventive care needs, follow-up appointments, and outstanding orders (like labs, imaging, or referrals) and presents them in a clear, actionable list.

In practice, the module supports:

- Scheduling future orders with follow up reminders
- Preventive care tracking (e.g., screenings, vaccinations)
- Improved patient outcomes by reducing missed or delayed services

Overall, the Recommendations module acts as a centralized prompt system to help ensure patients receive timely and appropriate care, while also supporting staff in managing follow-ups and scheduling more efficiently. This project is set to be fully implemented by May 13th.

Facility

In alignment with our strategic facilities plan and long-term vision for centralized services, the IT department has assisted with specific staff transitioning to the WERC (Wellness, Education, and Resource Center) building.

In 2025, IT team played a key role in preparing the WERC building for occupancy by designing and implementing the necessary technology infrastructure to support day-to-day operations. This included installing high-speed network connectivity, secure Wi-Fi access throughout the facility, and fully equipped conference rooms with video conferencing capabilities to support hybrid meetings and community events. IT also coordinated closely with each department to ensure a smooth move-in process. Setting up workstations, phones, and printers, and addressing individual staff technology needs to minimize downtime. The IT department continues to assist with the development of new technical workflows for the departments occupying the WERC building.

Financial Wellness

The Universal Service Administrative Company is a nonprofit organization that administers the federal Universal Service Fund (USF) programs in the United States. Its role is to help ensure that schools, libraries, healthcare providers, and other eligible organizations have access to affordable telecommunications and internet services by managing funding programs, reviewing applications, and distributing subsidies to support connectivity and technology infrastructure.

PMC successfully prepared and submitted applications under the Universal Service Administrative Company program to support eligible telecommunications and network initiatives. This process included developing detailed bid specifications, ensuring compliance with program requirements, and coordinating across departments to accurately reflect organizational needs. Following the formal bidding period, proposals were carefully evaluated based on cost effectiveness, service quality, and vendor qualifications. As a result, PMC selected a vendor and will complete the finalized reporting to USAC by the April 1st deadline.

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