



Quality Report March 2026

Workforce Wellness

The Alaska Hospital & Healthcare Association Lean Master Cohort sessions continue through April 29th and provide quality improvement tools for implementation in PMC projects.

On March 5th, the 2026 PMC Workplace Satisfaction Survey was launched. This confidential survey is intended to collect information on employee happiness, engagement, and opportunity as well as provide a ‘pulse check’ on workplace culture. It is an opportunity for employees to provide feedback on what PMC is doing well and/or what employees feel should be worked on. Employee development, satisfaction, and retention are a high priority and essential to providing the best healthcare we can offer to our community. As of today, 48% of employees have responded and the survey will remain open until the end of the month. The 2026 survey has the same content as the survey that was completed and reported in the spring of 2024, so comparisons will be possible.

In 2024, 85% of employees responded to provide a wealth of information to confirm positive attributes and also guide and inform improvement efforts. Here are just a few projects that were a direct result or influenced by this feedback:

- Implementation of an employee recognition program
- Expansion of the PMC Wellness Incentive Program
- Pay scale step expansion to award long time employees
- Comprehensive employee benefit review
- Review and update of the application and onboarding process
- New employee recruitment strategies
- Maintenance support ticketing system
- Increase in public feedback mechanisms
- Staff communication education and policy development
- Increase support for staff development and educational opportunities

In 2024, we found that job satisfaction amongst PMC employees was less in every category for those that had been employed between 1 and 5 years compared to their coworkers who had been employed, either less than one year or more than five years.

PMC employees overall satisfaction.



50%

75%

100%

(graph credit-Katie Bryson)

In the 2024 survey, 84% of employees that responded reported being ‘satisfied’ or ‘very satisfied’ in their position. This compares to the 2023 U.S. National average of just 62%. Results of the 2026 survey will be reported at the spring Employee Forum and will also be brought to the board.

Community Engagement

PMC patient navigator, Brandy Boggs has assisted over 100 (unduplicated) community members already this year with needs ranging from a wide variety of entitlement and benefit enrollments to planning for long term care needs. Last week she offered educational sessions open to the community for exploring Medicare basics and LTC asset protection planning. She hopes to offer more classes in mid-summer and again this fall. Brandy became a Certified Medicaid Planner last October and offers services to all Petersburg area residents.

Patient Centered Care

Home health will be adding ‘MC Voice’ (software feature) to its current electronic medical record system-Matrixcare. This improvement is aimed at increasing documentation quality and accuracy, providing clinician support for documentation requirements and decreasing clinician documentation time.

PMC has signed an agreement to collaborate with Midwest QIN-QIO. Quality Innovation Network-Quality Improvement Organization (QIN-QIO.) This organization offers support in planning and implementation of quality related activities to healthcare facilities. Focus areas identified by Midwest QIN-QIO align with several current PMC projects and initiatives and includes Prevention & Chronic Disease Management, Health IT, Patient Safety, Behavioral Health, Emergency Preparedness, and Care coordination.

Quality assurance metrics were developed by nursing leadership to monitor and guide important aspects of operations for the endoscopy clinics. These metrics include key infection control, patient care and documentation measures to ensure quality in this newly reestablished service line.

Facility

Initiated collaboration with PMC Infection Preventionist (IP) to develop a system for documenting and tracking action plans resulting from multiple IP activities. This would include action items for the Risk assessment plans, Environment of Care rounds, survey plan of corrections, Infection Prevention & Control Committee action items, and recommendations resulting from the recent Infection Control Assessment & Response (ICAR) with the State.

Annual LTC Facility Assessment updates are in progress. This is a regulatory commitment to evaluate resources needed to care for Long-term care residents. It covers everything from facility requirements to emergency staffing plans, staff training competencies and provides details on services needed to meet the needs of this population. This updated assessment is scheduled to move through the LTC Quality Committee next month for review and approval.

Financial Wellness

A part of the Home and Community Based Services Expansion Planning Project, which was included in the first round of Rural Health Transformation Program (RHTP) proposals, includes planning for expansion of patient navigator services and entitlement enrollment. This crucial community service connects residents with programs they are entitled to and/or eligible for. Enrollment in coverage programs such as Medicaid increases access to care by ensuring a payor source for services and decreases this burden on patients. The benefit to patients in receiving preventative and necessary medical care is apparent, but these connections also can reduce financial burden for PMC. This project is currently unfunded as we are waiting on a response for this planning proposal.

Another component to this proposed planning project includes a Petersburg Mobility assessment, which was a recommendation that came from the Community Health Needs Assessment. This project would evaluate disability access in and around Petersburg. The goal is to ensure equal opportunity, accessibility, and reasonable accommodation in places open to the public. This is increasingly more important as the population of Petersburg ages. DataUSA reports the 2024 median age in Petersburg at 46 years old. The median age in Alaska is 35, and nation-wide is 38 years old.

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