



Petersburg Medical Center

Human Resources Report June 10, 2024

Workforce Wellness - Staffing Overview

The Human Resources (HR) Department consists of Cynthia Newman, full time, Human Resources Director and Scott Zweifel, full time, Human Resources Technician. The past 6 months have been a very busy time for the HR department with new and terminating employees, additional travel staff (locums), students and handling everything for an average of 155+ paid employees at PMC. The days are busy and productive.

Annual Update / Recap – From January – June 2024

New Employees – 16

- 1 Ward Clerk
- 1 Grants Director
- 2 Cook
- 2 Materials Assistant
- 1 Health IT Support Specialist
- 1 Certified Nurse Assistant
- 1 Lab Assistant / CNA
- 2 Youth Mentors (seasonal)
- 5 Kinder Skog Mentors (seasonal)

Terminations – 11

- 1 Home Health Manager
- 2 Home Health / Eldercare Services RNs
- 1 Home Health Activities Assistant
- 1 Licensed Practical Nurse (Clinic)
- 1 Registered Nurse
- 1 Certified Nurse Assistant
- 1 Cook
- 1 Medical Technician
- 1 Speech-Language Pathologist (SLP)
- 1 Materials Assistant
- 1 Chiropractor

Private Contract – 2

- 1 Medical Technologist
- 1 Radiologic Tech

Travelers – Thru a Company – 20

- 3 Physical Therapist (PT) (1 Termed)
- 5 Certified Nurse Assistant (CNA) (3 Termed)
- 6 Registered Nurse (RN) (3 Termed)
- 3 RNs Home Health Nurses (1 Termed)
- 1 Home Health Aide / Adult Day Aide
- 1 Speech-Language Pathologist
- 2 Occupational Therapist (1 Termed)

Students – 3

- UW Med Students (Z Virta, A Gutierrez)
- UAA / Phlebotomy Student (C Workman)

Positions Open (17 Positions) (As of 06/18/2024)

- Activities Assistant LTC
- Activities Coordinator Adult Day Program
- Bingocize Facilitator (PT)
- CNA / CNA on-the-job Training Course
- Chiropractor
- Clinic Reception / Medicaid Travel
- Healthcare Biller
- Medical Assistant

- Medical Technologist
- Occupational Therapist
- Patient Account Liaison
- Physical Therapist
- Radiologic Technologist
- Registration Coordinator
- Speech Language Pathologist
- Staff Nurse – Home Health / Eldercare Services
- Tai Ji Quan Facilitator (PT)

Looking Forward

- Recruitment of staff – employees & travelers.
- Completing Open Enroll for Medical insurance.
- Completing Open Enrollment for Optional insurance (life, accident, critical illness) coverages.
- Audits – payroll, workers’ compensation.
- The new fiscal year.

Challenges

- Paylocity On Boarding. I am happy to report that the On Boarding module in Paylocity has worked out really well. All employees On Board utilizing this program (Agency, Benefitted, Seasonal). We’ve utilized all categories and 86 employees have gone through On Boarding since May 2023.
 - (1) Agency Hires – 33 uses of On Boarding. This category is used for employees that are employed by travel companies (i.e. travelers or locums) that need to be monitored through our timeclock system. PMC does not handle any of their pay (W2s or 1099s). The On Boarding consists of the basic requirements for healthcare (PMC) workers and includes documents all employees must complete (Code of Conduct, HIPAA statement, Post Hire Questionnaire, etc.).
 - (2) Contract Employees – 4 uses of On Boarding. These employees are paid through PMC payroll and Paylocity (and receive a W2). They are contracted for specific dates of time in shortage areas. These employee are not benefitted employees and are considered “Temporary” but still must in-process.
 - (3) New Hire – Benefitted Positions – 19 uses of On Boarding. These employees are full time (60+ hours biweekly) or part time (30 – 59 hours biweekly). They’re benefitted employees that work at PMC, receive pay and benefits (PTO, sick leave, PERS, etc.).
 - (4) Seasonal Employees – Non-Benefitted Positions – 16 uses of On Boarding. These employees work on a seasonal or “as needed” (PRN) basis. They work less than less than 15 hours per week (-30 biweekly), sporadically and at their convenience.
 - (5) Rehire – Prior Employees of PMC – 11 uses of On Boarding. Used when re-hiring former employees, we can add the needed task (benefitted or seasonal) to keep the information in the Paylocity system.
 - (6) Rehire – Agency – 3 uses of On Boarding. Used when re-hiring former Agency travel staff through the Paylocity system.

On Boarding Welcome in Paylocity

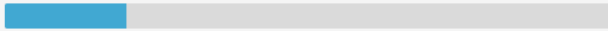


A Message from the CEO - Philip Hofstetter

Welcome to Petersburg Medical Center. Your position at PMC, whether in direct or indirect patient/resident care, is an important part of the care provided to our patients and residents. We recognize you have many options as to your choice of an employer. We feel privileged that you have selected us. We wish you a happy and successful working relationship with Petersburg Medical Center.

Welcome Message

20% Complete



5 of 25 Tasks Complete

- Paylocity Payroll Codes. The HR department has been updating the payroll deduction codes to show employees what their deductions are instead of lumping the deductions into one code. The updates added are for optional coverages (Accident, Short Term Disability, Critical Illness, Hospital Insurance). We're utilizing more of the codes in Paylocity for a more accurate representation of deductions on employee pay stubs.
- Paylocity Performance Evaluations. In January of 2023, PMC started utilizing Paylocity for our Performance Evaluation Reviews. PMC has a 6-month (after hire) evaluation and then annually on the employee's hire date. For PMC, the total number of evaluations in the system are 173. Of those, 42 are overdue, 56 are pending, 3 need signatures and 42 are complete. There's been a learning curve on utilizing the system. In January of 2024, it had been a full year of these new evaluations. We're working with employees and managers to complete their evaluations.

Performance Reviews

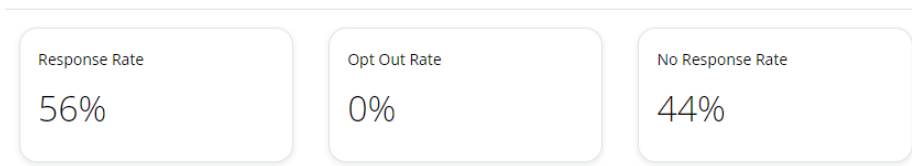
Active Reviews	Upcoming Reviews	Employee Assignments				
Appraisal Pending	Approval Pending	Signature Pending	Overdue	Complete	All	
56	0	3	42	114	173	

- Applicants / Recruitment of Personnel / Use of Travel Staff. This has been an on-going challenge. This hit particularly hard with the changes in staffing in Rehab, Home Health and Nursing – when travel staff increased to cover maternity leaves, terminations and status changes. PMC employment requirements can add to this difficulty:
 - o State of Alaska Background Check / Clearance (approval to work at PMC without a barring crime)
 - o Drug Screening for illegal drugs (including marijuana which is an illegal Federal substance) and/or medications not prescribed by a provider.
 - o Vaccinations. With the Covid vaccine no longer mandatory, it has assisted PMC with hiring travel staff and personnel.
- Minors (employees under 18 years of age). PMC hired minors – in Kinder Skog, Nursing (when PMC has a CNA course through the high school) and Finance / IT / Maintenance (Youth Intern). The Youth Intern is a new opportunity to let minors see the PMC operation, equipment and facility. PMC has eight (8) minors working for us with six (6) in Kinder Skog and two (2) Youth Interns. All minors are hired with the same testing, training & On Boarding requirements as adults (with parental / guardian permission) and PMC obtains a Work Permit as required by the State of Alaska.
- PERS – Public Employees' Retirement System. I will provide an update on the PMC participation agreement with PERS for part-time employees.
- Background Check Unit – State of Alaska background check for all employees. The processing time has increased from the BCU receipt of application to approval. For new hires and travel staff, we caution

department supervisors and travel companies that PMC must have a Provisional Clearance or approved Clearance before an employee can start. This has delayed employees & travel staff from their starting date.

- Maintenance of the quality measures / reporting:
 - o Renewal of State of Alaska Background Checks. Renewals occur every five (5) years. The BCU site specifically states the background check could take 3 – 7 business days to complete once they (BCU) receive the fingerprint card. HR keeps a current list of all employees and monitors the expiration dates so we can start the background check 60 days in advance.
 - o Employee Terminations. HR monitors the terminations over the years and watches for trends.
 - o Employee Feedback. PMC just conducted a survey of all employees. HR has initiated surveys for newly hired and terminating employees to receive feedback. The surveys are for 7, 30 and 90 days and terminating employees. These go out automatically by Paylocity and do offer insight.

< New Hire - 7 Day



- PMC “Chart Notes”. Back by popular demand, the PMC “Chart Notes” was developed back in the early 2000s as an internal newsletter for PMC employees. It was discontinued in January 2018 due to the PMC community newsletter. Staff requested HR bring it back. It was re-established beginning in May 2024. “Chart Notes” is published at the first of the month, welcoming employees, highlighting anniversaries, congratulatory news, etc.

Community Engagement

- Enhancing PMC presence.
 - o Julie Walker, Community Wellness, assists us in highlighting our positions on social media and in the newspaper for advertisements. PMC has gone to one large “want” ad in the Pilot versus a lot of smaller ones.
 - o PMC Employment of the Youth. Through Kinder Skog with the “Kinder Skog Mentors,” CNAs and the Finance / IT / Maintenance “Youth Interns,” we are hoping to give young people the opportunity to see the Medical Center as a possible future employer in our community. As stated above on the employment of minors, we follow the guidelines on minors in the workforce provided by the State and Federal government to keep our young employees safe.

Patient Centered Care – N / A

Facility.

- PMC currently has 18 apartments. The upkeep, cleaning & scheduling of the apartments for travel staff, students & interim housing for personnel is handled by the HR department. HR had to add these additional apartments (five [5] in total) to assist with the needed staff.
- PMC has eleven (11) cars (2009 Ford Taurus, 1999 Honda CRV, 2002 Honda CRV, 2003 Honda CRV, 2006 Honda Odessey, 2005 Hyundai Tucson, 1998 Toyota Corolla, 2000 Toyota Corolla, 2007 Toyota Highlander, 2006 Subaru Forester, 2009 Subaru Impreza) that we’ve had to keep running for travelers, students & PMC staff use. The 2002 Honda CRV (driven by a visitor) that hit a deer was repaired and is in use. HR and Maintenance are working on keeping the cars up and running. Along with the usage, HR is

also keeping the registrations up to date on PMC vehicles. This includes the LTC (2019) van, the Home Health (2002) old LTC van and Maintenance Chevrolet pickup (2011). All the vehicles' registrations are current.

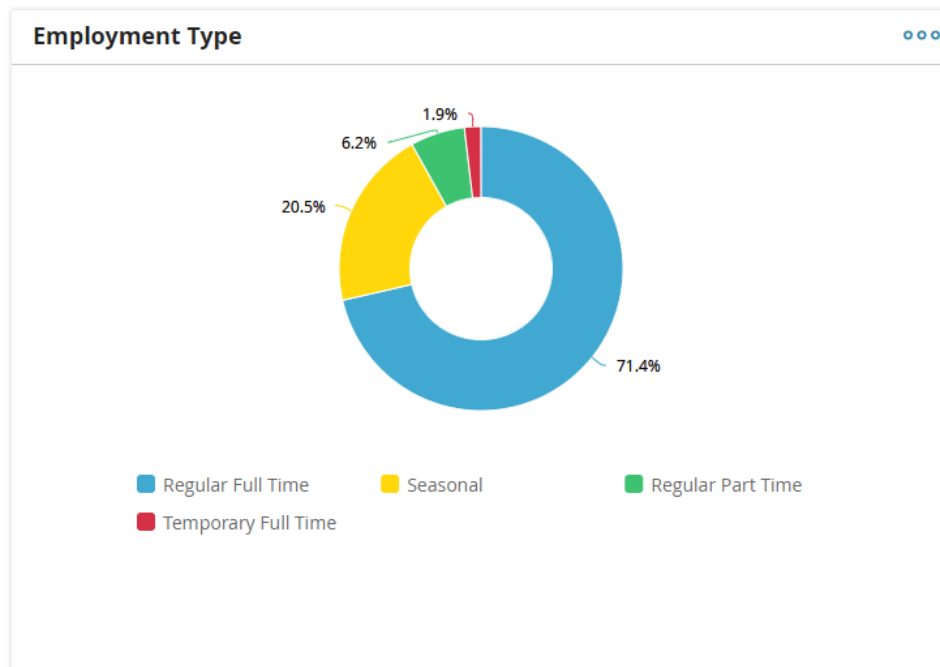
- Lack of space. The in-processing and On Boarding area(s) have become shared spaces in Finance, the Business Office, Specialty Clinic, Conference room and Scott's office. This month, we had five (5) employees / travel staff On Boarding at once. Space can be a challenge.

Financial Wellness.

- Scott's 1 year Anniversary. HR is very fortunate to have Scott Zweifel working full time. He is doing very well and is learning about HR. Scott is trusted by employees and is taking on more and more. The move to have the position full time has been very much appreciated.
- Longevity gifts. We were given the okay to re-instate our longevity gifts for employees. We are celebrating employees reaching their 10, 15-, 20-, 25- and 30-year anniversaries in 2022, 2023 and 2024 for our personnel and will have a luncheon to thank them in January or February of 2025.
 - o **10 years:** Jill Dormer, Nancy Higgins, Kaitlin DuRoss, Grazel Edfelt, Bessie Johnson, Lidia Wickersham, Cortney Hess, Jennifer Ray, Margaret Agner
 - o **15 years:** Nichole Mattingly, Erica O'Neil
 - o **20 years:** Valaree Nilsen
 - o **25 years:** Angela Menish
 - o **30 years:** Cindy Newman
- Building the Human Resources department for the future & preparing for my eventual retirement.

I've submitted a couple graphs for the board on our employment type & generational breakdown.

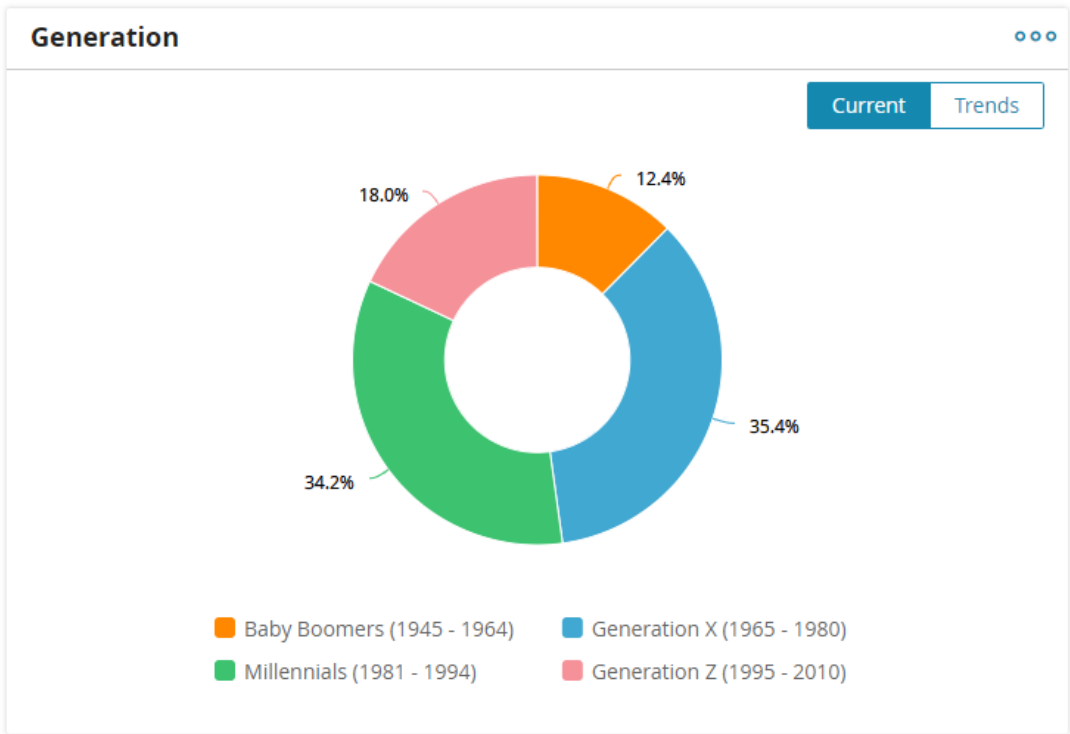
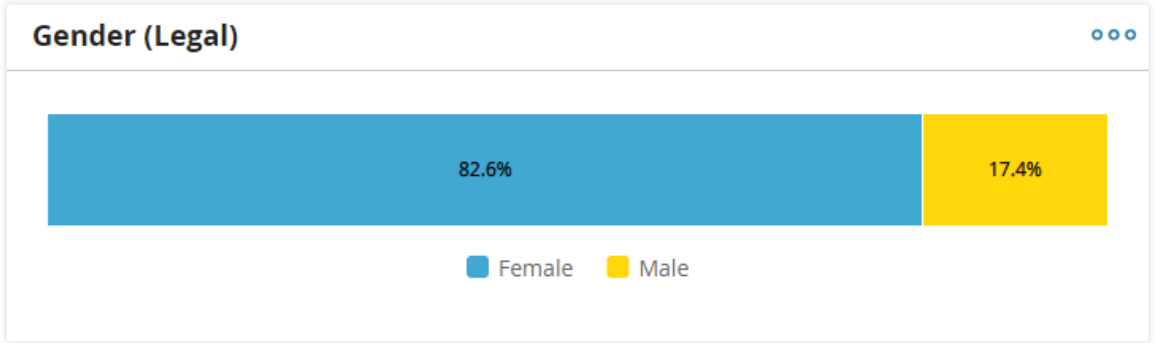
January 2024 – June 2024



** Company Travel Staff not Included

Snapshot of PMC
January 2024 – June 2024

Headcount ⓘ 161 As of June 2024	Hired ⓘ 15	Termed ⓘ 11	Growth Rate ⓘ 2.5%	Turnover Rate ⓘ 7%	Average Tenure ⓘ 5.3 (Years)
---------------------------------------	---------------	----------------	-----------------------	-----------------------	------------------------------------



Generation Z – 29 employees
 Millennials – 55 employees
 Generation X – 57 employees
 Baby Boomers – 20 employees
 Youngest Employee – 15 years old
 Oldest Employee – 73 years old