



Petersburg Medical Center

Information Technology Report August 2024

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.

In the last quarter, PMC has provided the resources outlined below to assist with our staff wellness goals:

1. Reduce stress and burnout among IT staff.
 - Free counseling services are available through Betterhelp, an online therapy resource.
2. Improve physical health and fitness.
 - Availability of ergonomic workstations.
 - Fitness programs, such as the employee-led exercise challenges and the lifestyle balance program.
 - Annual health screenings offered at no cost to staff.
3. Foster a culture of work-life balance.
 - Flexible work hours when possible, to accommodate home and community engagement.
4. Increase job satisfaction and engagement.
 - Foster a respectful and open culture within our department.
 - Support additional job specific trainings for professional development.

Community Engagement

The IT department is collaborating with several community organizations to increase access to care. Over the past year, we have worked closely with the Mountain View Manor director to optimize the technical structure utilized throughout the MVM facility. Support will be given to increase internet capabilities for better communication as well as software-based programs to assist with time and attendance operations.

Digital Signage: PMC recently secured grant funding to support a tobacco cessation initiative. To enhance patient engagement as part of this effort, the IT staff, in collaboration with the PMC Community Education department, has partnered with ScreenCloud, a digital signage software provider. This software will enable real-time updates, allowing for instant information changes so that patients and staff have access to the most current details. PMC staff will establish a process to regularly review and update content, ensuring it remains relevant and engaging.

Patient Centered Care

Clinic Based Medication Scanning: The recently completed clinic-based medication scanning project was designed to enhance patient safety and improve the accuracy of medication administration within the clinic. By implementing barcode scanning technology, the project aims to minimize the risk of administering the wrong medication or incorrect dosage to patients. Each medication in the clinic is assigned a unique barcode. These barcodes are printed on medication labels and integrated into the clinic's Cerner electronic health record (EHR) system. Before administering a medication, healthcare providers use a barcode scanner to scan both the patient's identification information and the medication. This process cross-references the medication with the patient's prescription in the EHR, ensuring that the right patient receives the right medication at the correct dosage. The scanning process automatically updates the patient's medical record, documenting the administration of the medication and providing data for compliance reporting and quality assurance. The primary benefit of the medication scanning project is the significant reduction in medication errors, which improves overall patient safety and outcomes.

Antimicrobial Use and Resistance Reporting (AUR): AUR reporting is a systematic process used by hospitals to track and report data on antimicrobial (antibiotic) use and the resistance patterns of various pathogens. The primary goals of AUR reporting are:

- **Monitor Antimicrobial Use:** To track the amount and types of antibiotics being used within the hospital. This helps in understanding prescribing patterns and identifying areas where antibiotic stewardship can be improved.
- **Detect and Respond to Resistance Trends:** To monitor the emergence and spread of antibiotic-resistant bacteria, enabling timely interventions to control infections and prevent outbreaks.
- **Support Public Health Initiatives:** By contributing data to national and regional surveillance programs, hospitals help public health agencies develop strategies to combat antimicrobial resistance (AMR) on a larger scale.

PMC's information technology reporting team has gathered data that will be used in standardized analyses to monitor resistance trends. This information will enable the hospital's clinical staff to better understand the spread of resistant pathogens and take proactive measures to prevent infections.

Facility

PMC's information technology staff are actively engaged with the facilities department to implement a maintenance ticketing system and asset tracking software. Brightly Asset Tracking is a digital solution that enables organizations to keep track of their physical assets, such as equipment, machinery, vehicles, and medical devices. The system provides a comprehensive view of where assets are located, their condition, usage history, and maintenance needs.

The maintenance ticketing system allows staff members to easily submit maintenance requests by creating digital tickets. These tickets can include details such as the issue description, location, priority level, and any relevant photograph attachments. The system facilitates communication between the person who submitted the ticket and the maintenance team. Updates can be provided through the system, keeping all parties informed about any changes or progress. Proper training for staff and maintenance teams will be implemented to ensure that everyone can effectively use the system to submit, manage, and resolve tickets.

Financial Wellness

The information technology team collaborates with all PMC departments to optimize the entire revenue cycle, from patient registration to final claim payment. This is accomplished by integrating billing systems, enhancing documentation efficiency, tracking supply chain inventory, managing labor, collecting financial and clinical data, and ensuring regulatory compliance and reporting. Our staff work diligently to achieve these goals and support seamless revenue cycle management.

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