



Petersburg
MEDICAL CENTER

Home Health Report April 2025

Workforce Wellness

The Home Team is now fully staffed with permanent staff. Ruby Shumway RN started 2/4/25 and is now off orientation and thriving in her role. Veronica Carter passed her CNA test and skills check and is now certified. Laura Holder, RN, remains the permanent manager of the department. Bex Keys has settled into a permanent role in the billing administrative team. She has chosen to remain in office instead of moving out of the community and working remotely. She reports that she enjoys the camaraderie and energy of the team and prefers a role in the office. We are glad she is staying! The team participated in a wellness challenge in the last quarter. Huddles remain on the schedule three mornings a week to review caseloads and collaborate. This also helps to improve patient care and creates cohesiveness among staff. Twice a month the therapy department joins us for case review and coordination (IDT meetings). These are documented in the patient electronic medical record and have improved continuity of care. We celebrate monthly birthdays as a team. We are committed to supporting staff with ongoing training that benefits our department and community. 2024 permanent hires: Bex Keys (billing assistant), JP Droska (RN), Ruby Shumway (RN), Angel Lewis (CNA/clerical assistant), Kelsey Leak (PTA/activities coordinator), Veronica Carter (activities assistant) all remain stable in the department. We have no travel staff in the department, which was a primary goal for 2025.

Community Engagement

The priority of this department is to reach as many community members as possible. Whether through traditional home health services, program extensions or working directly with other community agencies. Ongoing projects include partnering with Mountain View Manor, waiver and care coordinating services, and assistance with the quality programs throughout the hospital. We have several pending referrals to adult day and are looking forward to focusing on expansion as our billing options have grown. I met with a care coordinator from out of town to start the process of adding services to waivers locally. We are excited about this next quarter utilizing our grant funds for several new participants. Brandy Boggs continues to be an asset to the team, and she works with patients and family members across the community.

Patient Centered Care

We have received valuable and very positive feedback from patients and family members in the last quarter. A quality project we are initiating in the coming months is to focus on getting as much feedback from our patients as possible by removing roadblocks to communication. We are stamping and filling out the envelopes we will provide at discharge along with surveys to encourage our patients to communicate with us. We are also expanding our service area to more remote/out the road patients and always put creativity and out of the box thinking at the forefront of providing care in this unique environment.

Facility

PIA continues to be our home base of operations, though our clinical nurses are working from home offices as we expand adult day. Our goal is to create space for the department on campus to align with our broader goals

of cooperation and excellent patient care. Staff remain cohesive and we intentionally communicate frequently throughout the day. We continue to value and appreciate our collaboration with PIA.

Financial Wellness

Currently our finances benefit from the removal of the travel staffing which was a large portion of our staffing budget. Our census fluctuates and we are currently working with providers on increasing referrals as we are fully staffed and prepared to help meet community needs! We are also offering to assist in acute care as their census has been high in the last quarter. Our staff remains flexible and ready to step in where and when needed.

Submitted by: Laura Holder, RN Home Health Manager
