



Annual Report

FISCAL YEAR 2023
(July 2022–June 2023)

Partnering within our
communities to provide
solutions for better health





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Overview



Partnering within health care communities

Opening our doors 50 years ago, Mountain Pacific is a well established, nonprofit organization that connects specialized services, education, training and support to health care systems and communities that seek innovative solutions for optimized health care outcomes. We work alongside our many partners to lend expertise, evidence-based best practices, data analysis and more to build collaborative relationships and networks to achieve common health care goals. We support and empower patients and their families to be informed health care consumers and active members of their health care team, so they understand how to manage their own health and get the right care at the right time.

Mission

Partnering within our communities to provide solutions to better health

Vision

Mountain Pacific – a recognized leader for driving innovation in health care

Values

Each of us is responsible and accountable to:

- Strive for excellence
- Embrace diversity, collaboration and teamwork
- Keep our word
- Value others and treat them with respect
- Act with integrity



Letter from Mountain Pacific's CEO

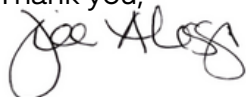
Mountain Pacific Quality Health celebrates our 50th anniversary this year, beginning our journey from Helena, Montana, in 1973. Over the years we have expanded those we impact to include Wyoming, Alaska, Hawaii, North Dakota and the U.S. Pacific Territories of Guam, American Samoa and the Commonwealth of the Northern Mariana Islands.

I am fortunate to have the opportunity to lead this organization into its next 50 years of innovation and providing solutions for better health. Our values to strive for excellence, embrace diversity, act with integrity and collaborate with partners across our region continue to be our guiding light.

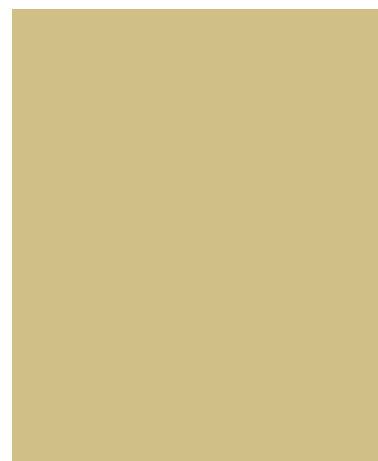
In the last fiscal year we have successfully designed and implemented new and innovative ways to provide infection prevention education and training, connected with tribal communities about vital health issues through sharing in long-standing traditions and much, much more.

This annual report celebrates the dedication of our expansive teams and the support and collaboration we realize alongside patients, providers and community partners to improve health and health care.

Thank you,



Jill Alessi, RN, BSN, MHA



Serving Medicaid Members

Mountain Pacific supports the Montana and Wyoming departments of health to make sure thousands of Medicaid-eligible members have access to the health care services they need. These services may include coverage for doctor's visits, medications and preventive care (immunizations, cancer screenings, etc.) and authorizations for at-home or nursing home support, medical equipment and supplies and care management. We also provide transportation reimbursement for travel related expenses.

We conduct reviews and other clinical assessments to help Medicaid members get the health care support they need in the most appropriate and cost effective way.

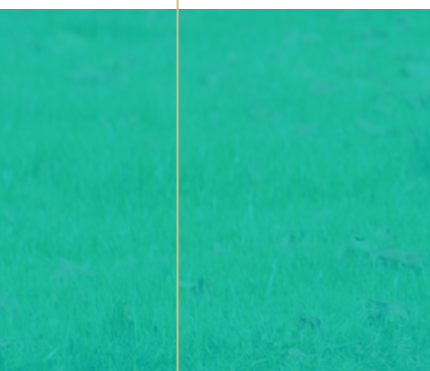
During fiscal year 2023, we provided outreach or services to 63,767 Medicaid members in Montana and more than 6,300 Medicaid members in Wyoming.



Transportation to
medical appointments



Home and
community
services



Medication
safety



Psychotropic Medications in Foster Care

In November 2011, the U.S. Department of Health and Human Services (HHS) issued a letter about the safe, appropriate and effective use of psychotropic medications among children in foster care. A 16-state study revealed foster care children were prescribed antipsychotics at nine times the rate of other Medicaid recipients.

Although clinically effective, psychotropic medications are highly potent agents with the potential for significant adverse effects, including metabolic syndrome, which can increase a child's risk for developing cardiovascular disease and diabetes. The foster care review and psychotropic drug oversight program stemmed from the need to evaluate the use of psychotropic medications for foster care children enrolled in the Montana Health Care Program. Through this program, Mountain Pacific evaluates and improves the prescribing and monitoring of psychotropic medications, which leads to educational and clinical interventions that can decrease long-term risks, reduce harm associated with these medications and achieve better outcomes. Our case management pharmacists use monthly claims to ensure these children receive psychotherapy and attend well-child visits with their primary care providers. We also identify the number and type of psychotropic medications being prescribed to foster care children. We analyze their psychotropic medication to review for:

- Diagnosis and indication
- U.S. Food and Drug Administration (FDA)-approved dosing
- Medication compliance
- Lowest effective dose
- Appropriate lab monitoring
- Drug-drug interactions
- Medication misuse or abuse
- Polypharmacy
- Use of multiple pharmacies or physicians

In fiscal year 2023, our case management pharmacists conducted 592 reviews for 341 children. Of those 592, 48% (282) triggered an intervention, impacting hundreds of children.

48%

of reviews triggered interventions,
impacting hundreds of foster care children.



Drug Utilization Review Program

Mountain Pacific collects, analyzes and interprets drug use patterns among Medicaid members in Montana to improve the quality, safety and affordability of medications in inpatient care. We review and study what medications are being prescribed, how members use those prescriptions and the cost-effectiveness of these drug therapies.

Under our drug utilization review program, we run reports and use risk stratification to identify those members who are a high risk for potential medication-related issues. Providers are then alerted about these potential risks. Examples include:

- Possible adverse drug events (ADEs)
- Medication potentially interferes with patient's disease
- Drug-drug interactions
- Multiple medications for same diagnosis (duplicate therapy)
- Member is a candidate for naloxone prescription and training due to opioid prescription or use or history of overdose or use of illegal drugs
- Member overusing prescribed drug
- Member underusing prescribed drug

Certain alerts can lead to provider education about specific medications. For example, due to the Substance Use Disorder Prevention that Promotes Opioid Recovery and Treatment (SUPPORT) Act, a provider receives education about the use of an atypical antipsychotic prescribed with an opioid to a pediatric Medicaid member or about co-prescribing an opioid with a benzodiazepine, which can lead to respiratory complications, unresponsiveness or even death.



Total reviewed cases
439

Drug Utilization Review Program

MOUD Interventions

The majority of overdose deaths involve opioids, a class of drugs that include illegal drugs like heroin, synthetic drugs like fentanyl and prescription pain relievers like oxycodone. Opioid use disorder is the compulsive use of opioids that negatively affects a person's day-to-day life, health and overall well-being. While tens of thousands of people die from opioid use disorder, millions are in recovery from opioid use and other addictions.

In combination with counseling and behavioral therapies, medications for opioid use disorder (MOUD) is an effective treatment for opioid use disorder that promotes recovery and helps save lives. Mountain Pacific's pharmacist team supports recovery from opioid use disorder by helping providers understand the use of certain medications to treat opioid use disorder. We provide consults with a variety of health care professionals, including nurses, doctors, physician assistants, nurse practitioners and pharmacies.

Total MOUD interventions **129**

We completed 129 MOUD interventions, including clinical consultations related to medications requested for treating opioid use disorder.

COPD Academic Detailing

Chronic obstructive pulmonary disease (COPD) is a group of diseases that causes inflammation in a person's lungs, blocking the person's airflow and making it difficult to breathe. The primary cause of the millions of Americans who have COPD is smoking. While COPD cannot be cured, treatment options can alleviate symptoms and keep it from getting worse.

A new project launched in 2022, Mountain Pacific pharmacists review cases of Montana Medicaid members with COPD. If we discover the member has not been prescribed an inhaler, we conduct provider outreach. We check for possible drug-drug interactions, whether the member needs help quitting smoking and whether the member is following their COPD care plan and adhering to their prescribed medication regimen. Of the cases reviewed, 87.7% of them resulted in provider outreach, with 47.5% realizing positive change. This means the member decreased emergency department utilization, received compliance education, received a maintenance inhaler, decreased the use of prednisone or the use of a "rescue," short-acting inhaler and/or improved the state of their disease.

87.67%
of COPD case reviews resulted in provider outreach

Community First Choice

The Medicaid Community First Choice (CFC) and Personal Assistance Services (PAS) programs provide long-term personal care in a home setting to eligible Montanans. These programs help thousands of elderly and individuals living with a disability to stay in their homes. Authorized services are tailored to each person, dependent upon the individual's medical condition, personal care needs and living situation. Available services include help with personal care needs such as bathing, dressing, grooming, toileting, eating, meal preparation, medication assistance, getting around and exercise.

Mountain Pacific's nurse reviewers initially assess members' functional needs in-person in a member's home and then in-person or by phone annually. We also provide education about disease processes and prescribed medications, how to understand and navigate the Medicaid program and other services for which the member may qualify, based on their specific situation. Mountain Pacific works closely with our partner agencies across the state to offer the member choices about how their care is provided, support in the community and the ability to stay safely in their homes.

Story from the Community

Last week a member I reviewed in August contacted me. She was recently released from the hospital with instructions to limit fluids but did not know by how much, so had not consumed fluids in more than 24 hours. She called me, because she had questions about her condition, and she was not feeling well. I asked what her blood pressure was, and she said it was not measuring on her blood pressure cuff. I told her to drink some water slowly and recheck her blood pressure in about an hour.

She called me back an hour later to tell me it was still very low, but was at least measuring on her cuff. I told her to keep sipping water and to recheck it in another hour. I also told her to go to the emergency department if she felt dizzy and unwell and to call her primary care provider the next day. She called later in the evening to report her blood pressure was back to normal.

She thanked me, saying, "You saved my life tonight."

Members receiving
at-home care and
support services

3,110



Completed
reviews

4,000+

Transportation

Mountain Pacific reviews and authorizes travel payments for Montana Medicaid members to help them offset the cost of getting to and from their needed medical appointments.

Stories from the Community

A pediatric Medicaid member with cancer has complex medical issues that required long-term care for treatment. The facility where the child received treatment is more than 200 miles away from where the family lives. The child's mother has been effusive in her praise of the program, which has provided gas reimbursement and per diem.

One Medicaid member thanks us every time she calls, telling us how grateful she is for the transportation program. She also says she prays for all of us and loves us--even when leaving a voicemail message.



Member transportation
requests processed

60,734

Care Management

The health management program in Wyoming helps Medicaid members receive quality, timely and effective health care services. Working with the Wyoming Department of Health, Mountain Pacific staff evaluate Medicaid members and then coordinate services and implement care plans to promote the prevention, screening and management of acute and chronic diseases. The program emphasizes prevention while providing targeted education and support, so members can take responsibility for improving and managing their own health. Once participating members achieve their plan of care goals, they "graduate" from the care management program.

Story from the Community

I was working with a Medicaid member who was not doing well and was acting closed off and was difficult to talk to. She made some borderline, passive suicidal comments, and the following day, I had trouble contacting her. After consulting with my supervisor, we decided to call and request a welfare check for her. The sheriff went to her home and talked with her. Meanwhile, I was worried I had made a mistake by having law enforcement go to her house and that the Medicaid member would be angry with me. But that is not what happened. The member thanked me for being concerned, and her participation in the program is great now. She has gotten set up with a counselor and is following up with all her doctors like she should. This just goes to show that sometimes helping someone doesn't take medication or a medical intervention. Sometimes people need someone to be patient, persistent and show they truly care.

Outreach provided
to Wyoming members

6,397



Program
graduates

536

Infection Prevention and Control

Preventing or controlling the spread of viruses, bacteria and other agents that cause infection or disease is a vital part of providing safe and quality services in any health care setting. Staff must understand how these germs are spread, risk factors that increase a person's susceptibility to infection and the necessary practices, policies and procedures to tackle infection prevention and control (IPC) at the systemic level. Effective IPC activities protect patients, health care professionals and others.

Mountain Pacific partners with providers in a variety of settings to provide training and education around risk assessment and standard precautions to improve patient safety. Via federal contract funding and a variety of training, we have supported thousands of health care professionals with hundreds of outreach activities.



Nursing home resident
and staff vaccinations



Innovative
training



Hepatitis
treatment and
vaccination

Nursing Home Support

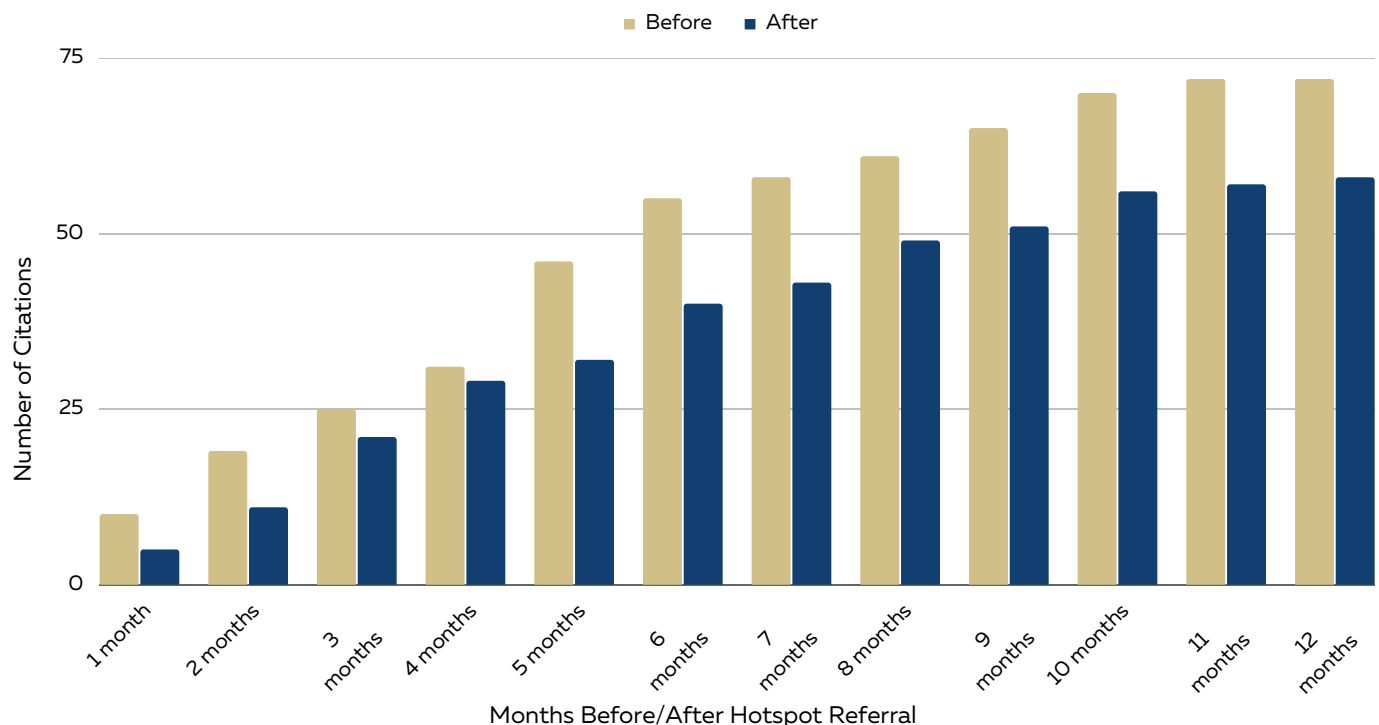
174Nursing home
partnerships

Under contract with the Centers for Medicare & Medicaid Services, Mountain Pacific works with nursing homes in Montana, Wyoming, Alaska, Hawaii and the U.S. Pacific Territories of Guam, American Samoa and Saipan. Our goal is to help nursing homes across our region provide safe, person-centered care for their residents.

Along with other quality improvement initiatives, we support nursing homes in preventing infections and related complications, especially COVID-19, which has had a devastating impact on the nursing home population and its staff. Through education, training and the development of interventions, tools and resources, nursing homes have realized an increase in resident and staff vaccination rates.

- Mountain Pacific's weekly series, entitled "It's Worth a Shot!", provides presentations from various subject matter experts on infection prevention best practices and allows for peer-to-peer sharing among facilities across our region.
- We have supported 174 nursing homes, ensuring they have an emergency plan, safe visitor policy and a cohorting policy in place. We have also provided resources and encouraged nursing homes to enroll employees in infection prevention training.
- The "hotspot" referral program, which identifies nursing homes managing an active outbreak, has helped significantly reduce nursing homes' infection citations from state surveyors over the course of 12 months.

Infection Control Citations Before and After Hotspot Referral



Project Firstline

Under contract with the Centers for Disease Control and Prevention (CDC), we partner with various health care settings in Hawaii and Wyoming to empower frontline health care workers to learn and apply daily infection prevention protocols. The national collaborative, called Project Firstline, aims to provide innovative, effective infection control training to millions of frontline health care workers across the U.S.

Last year, Mountain Pacific helped develop innovative training with an infection prevention “escape room,” which provided hands-on training to providers in Wyoming. The escape room launched in Hawaii in May. Frontline staff are also getting infection training videos delivered right to their smartphones through an opt-in texting campaign.

Mountain Pacific held its first ever Project Firstline Infection Prevention Summit in Wyoming. According to those attendees who completed the summit evaluation, session trainings yielded a 77.8% knowledge improvement in infection prevention and control.

Infection Prevention Knowledge Before and After Training

(on a scale of 1-5, 1 being low and 5 being high)

| Question | Mean |
|---------------------------------------------------------|---------------|
| Your knowledge of this topic before the session? | 2.94 |
| Your knowledge of this topic after the session? | 4.20 |
| Percent improved on knowledge change | 77.78% |

3,110

infection prevention
trainings conducted via text



In-person and virtual
infection prevention
training participants

782



Managing Hepatitis C in Montana Prisons

Mountain Pacific supports the Montana Department of Corrections (DOC) by providing assessments and clinical guidance for incarcerated individuals who test positive for the Hepatitis C virus (HCV). While about 2% of people across the U.S. have HCV, the percentage in of those in prison with HCV may be as high as 40%.

The DOC offers the opportunity to educate and treat HCV patients who may have limited access to health care services outside prison. Treating HCV in prisoners reduces hefty health care costs associated with untreated HCV, decreases the risk of transmission to the general population when a prisoner is released and helps stop the spread of the virus.

The Montana DOC referred 133 HCV positive cases to Mountain Pacific. One of our pharmacists reviews the inmate's health records and medication list and provides recommendations for the most effective treatment. During this process, we identify:

- **Moderate to severe drug-drug interactions** from the HCV treatment and other medications – All were identified by our pharmacist and resolved via collaboration between our pharmacist and the DOC provider, avoiding decreased efficacy of the HCV treatment and potential patient harm.
- **Need for Hepatitis A and/or B vaccinations** – HCV guidelines recommend all patients treated for HCV also be vaccinated against Hepatitis A and/or B if they do not already have immunity.
- **Potential risks for Hepatitis B reactivation** – Those with a history of Hepatitis B infection could see a reactivation while undergoing treatment for HCV. Reactivation can lead to liver failure and even death. Our case management pharmacist notified the DOC provider and provided recommendations around appropriate liver enzyme monitoring during HCV treatment and follow-up.
- **High alpha-fetoprotein (AFP) tumor marker levels** – Our pharmacist recommended the patients be evaluated by a specialist for signs of liver cancer.
- **Referrals to a gastroenterologist** for cirrhosis monitoring, which includes routine liver ultrasounds and screening – Cirrhosis is a condition in which a person's liver is permanently damaged or scarred, which can lead to liver failure.

Community Health and Well-being

Promoting community well-being and improved population health goes beyond the four walls of any health care facility. Mountain Pacific offers a variety of support and expertise to help health care communities address social, cultural, economic and environmental conditions or issues that impact an individual's overall health.

Under our federal contract with the Centers for Medicare & Medicaid Services, we have helped facilitate 24 health care coalitions across our region with high-level goals of improving access to health services, improving care transitions, implementing pain management and opioid use best practices, reducing adverse drug events and improving patient safety and engaging patients and families to effectively manage their health conditions. We also partner at the state and community level to support public health services and access to those services for both physical and behavioral health.



Improved
transitions of care



Behavioral
health



Crisis counseling
and support

Reducing Hospital Readmissions

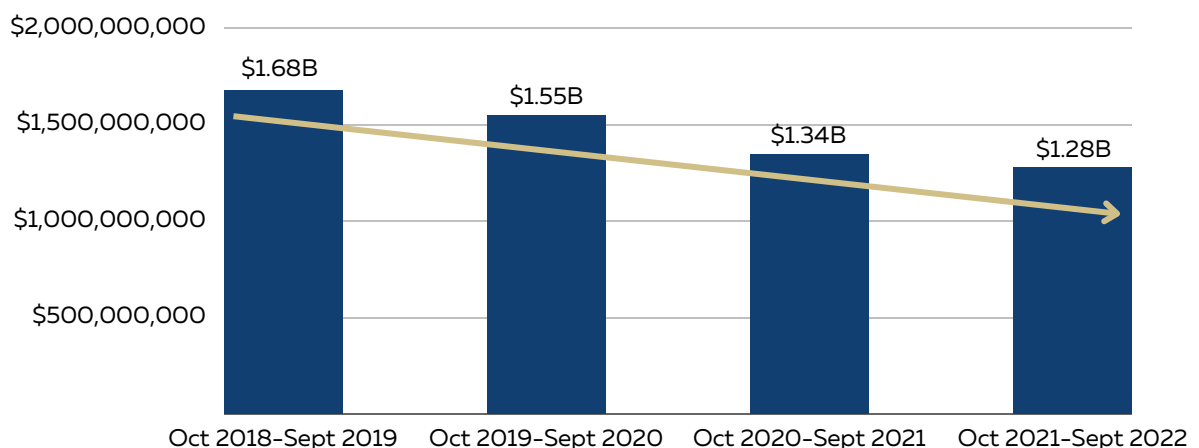
When a patient is discharged from a hospital, whether to another health care facility or to their home, effective communication and coordination among the involved providers and with the patient are key to successful health outcomes and decrease the risk the patient will return to the hospital due to ongoing or unresolved issues.

Mountain Pacific works within health care communities across our region to improve care transitions and reduce unnecessary hospital admissions and readmissions. Patients often return to the hospital within 30 days of discharge for multiple reasons, including

- they did not receive or understand instructions about their role in their care plan;
- there was an issue with their medications;
- they did not receive follow-up care;
- they did not use or could not access available community resources.

We bring together health care professionals, community-based organizations, other partners and stakeholders, patients and their families to participate in community-wide collaboration to improve care coordination and transitions and save health care dollars. As illustrated below, research has shown that **hospital readmission-associated costs have been steadily decreasing across the communities working with Mountain Pacific's teams of experts.**

Annual Estimated Cost Reductions in Hospital Readmissions



Montana Strong

In June of 2022, Montana residents experienced heavy rain and melting snow that triggered damaging floods, especially in the south-central part of the state where the Yellowstone River and other major waterways overran their banks. The governor completed a formal declaration of disaster to get support into communities that lost homes, businesses, roads, bridges and millions of dollars.

On the anniversary of the floods, funding brought together the Montana Department of Public Health and Human Services Behavioral Health and Developmental Disabilities (BHDD) Division, the Mental Health Center Crisis Counseling Program, Park County Health Department, counselors from Carbon, Park, Stillwater and Yellowstone Counties and Mountain Pacific to implement the Federal Emergency Management Agency (FEMA) Crisis Counseling Program (CCP). The partnership developed "Montana Strong," an overarching brand to connect crisis counselors with people affected by the flooding. The program focused on improving the social and mental well-being of those still feeling depression, anxiety, loneliness and fear in the continued aftermath of the floods.

Mountain Pacific coordinated and developed various outreach and educational materials with tips for coping with stress and mental health concerns and to promote self care. As part of a comprehensive, multimedia campaign, we co-branded resources with our partners to support brand recognition and credibility within this close-knit communities. Counselors went door-to-door, extending support and encouraging people to share their stories. Community members received in-person, individual or group counseling, attended community networking events and were provided health and community service referrals, if needed. Digital and print media emphasized the availability of readily available and easily accessible crisis hotlines, 211 and 988.

Counseling and
networking services
provided to communities

2,585



Miles logged for
door-to-door
outreach

3,866+

Supporting Public Health

Mental Health Services

The Montana State Hospital in western Montana is the only public psychiatric hospital in the state. The facility treats adults with serious mental illness, providing inpatient services such as individual and group therapy, rehabilitation, medication management, educational programs and peer support.

Mountain Pacific is partnering with the Montana Department of Health and Human Services to guide the Montana State Hospital through quality improvement activities across departments, with the goal to gain certification for the hospital through the Centers for Medicare & Medicaid Services (CMS).

This partnership has engaged specialists across the state to provide assistance that helps make sure hospital residents and patients receive comprehensive and whole-person care.

Smoking Cessation

Mountain Pacific has federal, state and commercial contracts that support improvement and better management of chronic conditions. Smoking and tobacco use is a factor impacting optimal patient outcomes for those with heart disease, diabetes, chronic obstructive pulmonary disease (COPD) and other chronic illnesses.

Using predictive modeling, our Mountain Pacific data analytics team assessed and analyzed population success for smoking cessation programs. Among 7,650 beneficiaries accessing smoking cessation treatments, our quality improvement study indicates American Indian/Alaskan Native (AI/AN) Medicare beneficiaries are roughly 10% less likely to pursue smoking cessation compared to other groups, while recipients living in Hawaii are 20% more likely to pursue smoking cessation than beneficiaries living elsewhere. This data can be used to quantify progress in successful populations, enact data-driven interventions targeted toward unsuccessful populations and to assess the impact of interventions over time.



Advancing Tribal Health

Under state and federal contracts, Mountain Pacific partners with quality improvement peers, state and tribal agencies and advocates, health care professionals, community leaders and members and other stakeholders to support improved health and access to care services for indigenous populations.

We craft or share culturally responsive outreach, tools and resources to help address systemic barriers and challenges for health care providers, patients and their families in tribal communities. Respecting individuals' traditions, beliefs and culture, our goal is to overcome common determinants of health for indigenous peoples so they receive quality, whole-person care. Through federal and state funding, Mountain Pacific has directly or indirectly assisted all Indian Health Service-managed service units in Montana and Wyoming through support of the Billings Area Office. We also work with urban Indian centers across Montana.



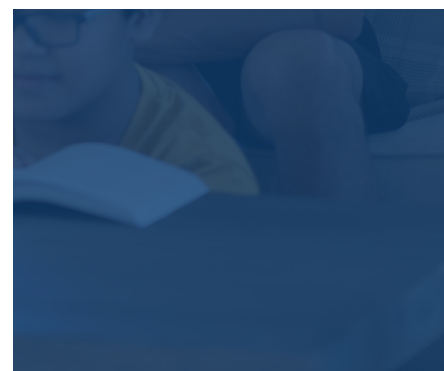
Addressing substance use disorders and stigma



Overcoming determinants of health



Peer-to-peer sharing



Culture Is Prevention

Working closely with the Centers for Medicare & Medicaid Services (CMS) and Indian Health Service (IHS), the Partnership to Advance Tribal Health (PATH) partners with CMS-certified, IHS-managed hospitals to improve health care quality for American Indian and Alaska Native (AI/AN) populations. Mountain Pacific is part of a multi-state collaborative of quality improvement organizations that work together to

- increase patient safety;
- improve behavioral health outcomes, especially around opioid adverse events;
- increase quality of care transitions;
- respond to public health emergencies as directed by CMS;
- sustain compliance, ensuring continuous accreditation, a comprehensive quality program and infection reporting.

Stories from the Community

Connecting with cultural traditions can help AI/AN youth engage in healthy behaviors and withstand social pressures around substance use. Mountain Pacific PATH team members worked with the Montana Department of Public Health and Human Services and indigenous artists to teach traditional skills such as beading to Indian youth. While the children and young adults crafted, they heard about the cultural strengths of the youth's tribe and discussed how to use other strengths and approaches to respond to or avoid situations involving alcohol and drugs. When asked how to turn down invitations for substance use, participants suggested responses such as "my family does drug testing," "I don't know how these will affect other medications" or simply ignoring the invitation by getting on their phone.

Naloxone is a life-saving medication that can safely reverse an overdose from all types of opioids when given in time. Using resources developed with the IHS National Committee on Heroin Opioids and Pain Efforts (HOPE Committee), a trained PATH team member delivered nasal naloxone administration training to health care professionals and community members. The Montana Department of Public Health and Human Services provided participants a stock of nasal naloxone, and each person took away a personal supply.



70,000

tribal members
in partnering
communities

Corporate Growth and Accomplishments

Building on 50 years of experience and a growing team of driven and passionate professionals, Mountain Pacific is well positioned to expand its support, services and expertise to a broader spectrum of health care communities.

We know to adapt to the ever-changing world of health care, we must support the professional growth of our staff, broaden our experiences and partnerships and leverage our creativity and ability to be innovative. While staying true to our mission and core values, our leadership and staff are actively pursuing opportunities to strengthen our capacity for providing solutions to better health.



Renewed focus on diversity,
inclusion and wellness



Updated
systems and
processes



Professional
growth and
advancement



Positioned for Prosperity

Finance Team Accomplishments

Often the unsung heroes of any organization, a quality finance team can make daily operations more organized and allow us to grow faster. Our growing finance team undertook a long list of impactful initiatives in fiscal year 2023, including:

- Migration to a new payroll platform to alleviate potential risks in reporting and regulatory compliance, reduce support costs and provide for future seamless scalability
- Transition of funders and vendors to electronic funds transfer to reduce administrative time, enhance cash flow management and allow for more efficient reporting

As our finance team continues to prepare for Mountain Pacific's future success, we are updating budget modeling, process and tools to enhance management insight and control. We also implemented and improved budget reconciliation and consolidated payroll reporting that reduces labor costs while increasing visibility in labor asset utilization and resource allocation.



Positioned for Progress

Human Relations and Employee Wellness

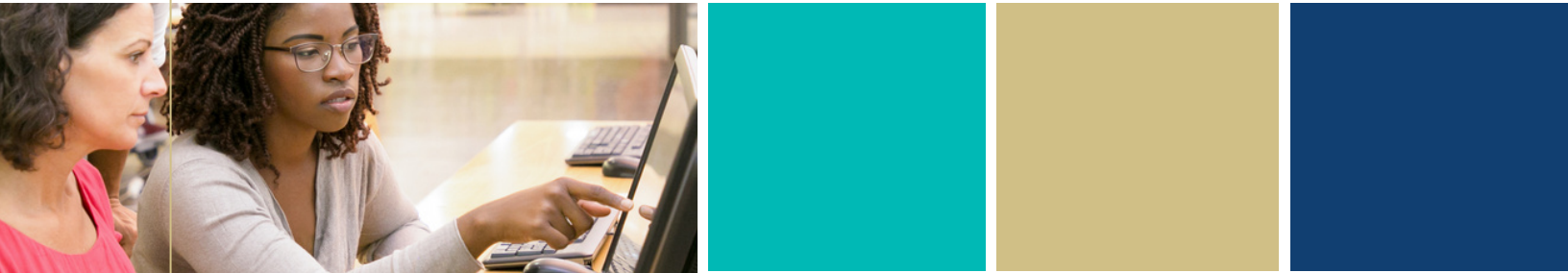
Mountain Pacific's human resources (HR) team plays a vital role in making sure our geographically diverse staff feel safe, valued and supported. Our HR professionals recruit and help retain employees, strengthen our positive workplace culture and manage employee wellness and benefits. During fiscal year 2023, HR bolstered our ability for corporate growth through multiple achievements, including:

- Transition of more than 4,200 paper files to electronic storage, updating systems and processes
- Implementation of electronic recruitment software to significantly improve our exposure to quality candidates for employment and increase the efficiency of the selection process
- Development of the Mountain Pacific Inclusion Alliance, a diversity, equity and inclusion committee of staff members assembled to lead our organization in this important area core to our corporate values
- New, innovative wellness activities and programs, including a company-wide exercise challenge with Shape Up Montana and 13 employee-led educational videos that highlight our staff's expertise and experiences to support physical and mental health and well-being

Over fiscal year 2023, Mountain Pacific had 31 new hires, growing overall by 15 new positions. Our team members represent 745 years of contribution to Mountain Pacific, and we expanded our employee footprint to include South Dakota, Vermont and Indiana. We now have staff in 11 states and Guam.



3,000+
reviews of
candidates for
employment



Positioned for Innovation

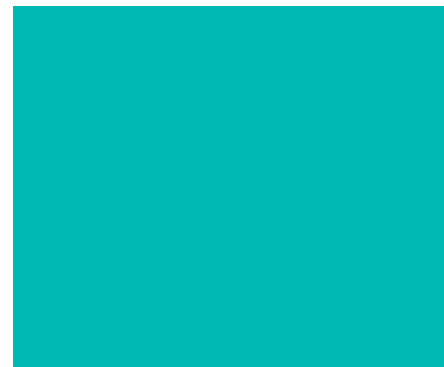
IT Advancements and Support

In an era where technology is at everyone's fingertips and foundational in day-to-day tasks, the IT department is at the heart of what keeps business functioning smoothly. Mountain Pacific's IT team has experienced a year of change in organization, staff composition, processes, platforms and environment.

We leveraged two consulting firms to provide a comprehensive environmental and organizational review. Based on their recommendations and observations, we reorganized our IT department and developed a new process for the management of helpdesk support and other IT work and projects. Two new hires will provide company-wide support to manage the systems that help ensure effective communication, outreach and review for our partners and clients. Additional contractors have helped augment our team's efforts to support workflow, maintain necessary network securities and develop applications and software to advance Mountain Pacific initiatives and support contract work.

The IT team's accomplishments this year include:

- Development of an online, universal ticketing system to track and manage employee requests of our support services teams, including IT, HR, finance, data analytics, communications and project management
- Simplified processes and platforms to enhance the efficacy and efficiency of our employees' efforts, including introductions to Microsoft OneDrive, a cloud-based file management and storage platform; DocuSign, technology that enables staff to share and electronically sign documents and agreements and Letsignit, an online tool for designing and standardizing employees' email signatures for brand consistency and targeted marketing and communications
- Increased network security and certifications and updated, user friendly staff training to ensure cyber and information protection and security



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