

League of Women Voters of Pullman Observer Report

Name of Agency: Pullman Regional Hospital Date: 2/12/2020
Observer Reporting: Judy Stone Length of Meeting: 2 hours
Members Present: Elbracht, Grantham, Murphy, Pitzer, Werre, Karpman
Members Absent: Excused: O'Keefe
Others Present (e.g., media, public) _____

Business pertaining to League Positions or topics of interest:

Highlights from the American Hospital Assoc. Conference in Phoenix, AZ

Care Coordination has again become an interest in healthcare.

Physician burnout issues

Legalities of Hospital **Commissioners' balloting** in meetings

Administrative Update Report

Hospital reviewing procedures to **contain Coronavirus**.

Pullman Family Medicine's Patient Centered Medical Home model of care delivery will have onsite nutrition and behavioral health services.

Digital marketing is growing: Inside Excellence emails, Next Era of Excellence and Orthopedic Center of Excellence e-newsletter, 30 Health Podcasts, blogs, video catalog on YouTube.

Projects completed in 2019 (\$3,891,782 in capital spending): opening of Pulmonology & Sleep Medicine, Oncology, and Neurology Clinics; purchase of Palouse Health Center; completion of Same Day Services expansion unit, new phone system, nurse call system, central sterilizing unit, new patient bed program, expand/purchase Inland Orthopedic space.

Clinic Network provider recruitment at Pullman Family Medicine and Palouse Pediatrics.

All Network provider contracts now have a production component tied to the compensation.

The Foundation's top priority in 2020 will be helping to fund the Next Era of Excellence.

Financial Update – 2019 Executive Summary

Overall, the hospital core excess of revenue over expenses improved over 2018 by \$968,452. One reason for this was a decrease in the amount of support needed by the Clinic Network last year.

2019 Year in Review Numbers- a few highlights

Public Hospital District No. 1-A is a community consisting of:

Pullman Region Hospital (PRH) - wholly owned by PHD 1-A

PRH **Clinic Services/network** – wholly owned by PHD 1-A

(Palouse Pediatrics, Pullman Family Medicine, Behavioral Health, Palouse Medical Center (in Palouse), Palouse Heart Center, Palouse Pulmonology and Sleep Center

Palouse **Surgeons** – jointly owned by three hospitals

Palouse **Specialty Physicians** – jointly owned by three hospitals

ENT and Audiology, Urology, Neurology, Oncology

12,662 patients entered Emergency Department

4,145 Surgical Patients (12% endoscopic)

371 Births

357 full-time and 201 part-time employees

Revised Plan for Family Residency Space inside building that houses Palouse Medical.

Next Era of Excellence Plan – A report will be prepared for the June Board meeting, considering all the components discussed at the January Retreat. Plan to file a Bond request in August for the November ballot.

Process & Protocol: This Board and the Hospital Chiefs are always welcoming. They all participate actively and with respect for each other.