

League of Women Voters of Pullman Observer Report

Name of Agency: Pullman Regional Hospital Board of Commissioners Date: 8/7/2024

Observer Reporting: Lennis Boyer Watts Length of Meeting: 2 hours

Board Members Present: Jeff Elbracht, President; Tricia Grantham, Vice-President; Sandra O’Keefe, Secretary; Joe Pitzer, Karen Karpman, Cheryl Oliver, PJ Sanchez

Board Members Absent: none

Others Present (e.g., staff, other agency representatives, media): Matt Forge, CEO; Steve Febus, CFO; Jeannie Eylar, CCO; Bernadette Berney, CHRO; Carrie Coen, CRO; Karly Port, CPSO; Peter Mikkelsen, MD, CMO; Rob Rembert, Attorney; Linda Infranco, Foundation Executive Director; Ned Warnock, Design West; Alison Weigley, Director of External Relations; Dave Gibney

-Public comment: Dave Gibney reported on his recent experience at PRH. He was scheduled for a procedure and had arranged for a taxi to take him home once discharged. He was unable to have the procedure as a taxi is not an acceptable method according to PRH guidelines. He was thanked for his comments and his concerns were taken under advisement.

-Board Education/conference recaps:

Association of Washington Public Hospitals / Washington State Hospital Association. Thoughts from the Board members attending: we need to market ourselves as a public hospital meaning credibility, trust, reliability – all in the community’s best interests. We need to use social media to provide truthful information. Discussed the strengths of individual members. Concerns by the state about foundations and use of and correct management of funds. The board’s role in safety and quality issues – currently feeling that we are doing the recommended things. Reproductive health care – suggested “scripting” so everyone has the same response to questions.

Administrative Update: Matt discussed arranging for cardiology backup, progress with EPIC, recruiting, improving relationship with WSU, and the new community student volunteer program – working on making sure they are having an enriching experience. Will have a major rollout of the program in the next few months.

-Action /Discussion: 1) Ned Warnock from Design West discussed the expansion update. Recent financials revealed that the job was 30% over budget. Have been working hard to rectify this through “scope realignment”. At this point the changes are still accomplishing the patient care goals and are near to making budget. The size of the remodeled hospital has been reduced from 50,000 sq ft to 41,000 sq ft. 2) Financial update given by Steve Febus. Currently experiencing a \$101,000 negative balance to date (-0.1%). Currently experiencing lower inpatient volume and higher outpatient volume. Unexpectedly acquired a new clinic and just lost an orthopedic surgeon (altho will soon have Dr. Pennington back). Noted the retirement of Jeannie Eylar (CCO) and the search for her replacement. In the process of integrating EPIC into Palouse Medical. WSU Sports medicine has started at WSU – have 2 sports medicine providers. 3) Foundation Update given by Linda Infranco. A planned giving event was held last night at the Pitzer’s house. Starting a Grateful Patient Program. Postcards will be sent quarterly to patients to see if they would like to make a donation in honor of a caregiver. 4) Matt discussed the WSU Sports Medicine Partnership and thanked Karly Port, CPSO, for all her hard work getting this going.

-Announcements- Pullman Regional Hospital and WSU football game on Sept 7th.