

League of Women Voters of Pullman Observer Report  
March 4, 2026

Name of Agency: Pullman Regional Hospital Board of Commissioners

Observer Reporting: Lennis Boyer Watts

Members Present: Commissioners: Cheryl Oliver, President; PJ Sanchez, VP; Anna Nofsinger, Secretary; Tricia Grantham, Joe Pitzer, Michael Cady, Shane McFarland, Anna Helman, Executive Assistant, Deedra Zabokrtsky, Quality Director, Bouten representative

Members Absent: none.

Hospital: Matt Forge, CEO; Craig Carstens, CFO; Tammy Dahl, CNO; Bernadette Berney, HRO; Carrie Coen, CRO; Dr. Peter Mikkelsen, CMO; Karly Port, CPSO; Dr. Ben Rhoades, Medical Staff President; Rob Rembert, Attorney. Linda Infranco, Executive Director of the Foundation. Wayne Druffel, Foundation.

Public comment: Tawny Szumlas advocated for continuation of allergy immunotherapy services at PRH. Her son has significant potentially life threatening allergies and receives weekly allergy injections. If he is unable to access immunotherapy services locally they would have to travel to Spokane which would be a hardship due to school absences/travel in inclement weather. She is hoping that the hospital does not have to eliminate the center.

Action/Discussion Items.

I. Strategic Planning.

Expansion - going very smoothly. 15% completed. Bouten has proved to be a great partner. Currently working on 3 sections of the hospital. Lab equipment is scheduled to move to the new space upstairs in July. Completion date is on track for 12/23/2027.

Marketing update - Bryce Hewitt highlighted the 2025 Digital Metrics report. Showed examples of social media on a variety of platforms about ongoing services provided by PRH. The strategy is to have a cohesive unifying message that reinforces reliability and trust in order to enable sustainable growth.

County nutrition program - Elizabeth Lerandeau, Director of Care Coordination, presented the issue of the Council on Aging giving up the contract for the nutrition program. There is a conglomeration of programs working together to provide home delivered and congregate meals. Thanks to Lewis Reed for managing the food and Shauna Patrick for her financial management. Pullman currently providing 60 meals twice a week at the Senior Center. PRH will be signing a contract with Aging & Long Term Care of Eastern WA (ALTCEW) to provide nutrition services to Whitman Co. clients. Whitman Hospital has been delivering meals to homebound Colfax residents. There will be research into a source for volunteers to assist with the deliveries. There is a congregate meal being offered in Colfax on a private basis.

Finance Committee report- recent phishing attack. Lost \$2200. Good learning experience and didn't lose too much. The audit is complete and has been posted.

Foundation - 2025 fundraising. \$1,335,827. \$180,000 raised at the Gala.

Financial Report - Craig

Snapshot - Outpatient services account for 92% of revenue.

- AR 47-42 days. Goal is 45. \$34.2 million total outstanding
- 2026 - negative cash flow currently
- avg daily census is 8
- Research will be done on increasing the utilization of swing beds, a designation minimally used currently. They are an option for the post acute care pt. to receive therapy services while remaining in the hospital. Will be looking into this.

Submitted by Lennis Boyer Watts

Time of meeting - 2 ½ hours.