

# League of Women Voters of Pullman Observer Report

Name of Agency: \_\_Pullman Regional Hospital\_\_\_\_\_

Date: 2/4/2026

Observer Reporting: \_Lennis Boyer Watts\_\_\_\_\_

Length of Meeting: \_2 hours

**Board Members Present:** \_Cheryl Oliver, President; PJ Sanchez, VP; Anna Nofsinger, Secretary; Michael Cady, Shane McFarland, Tricia Grantham, Joe Pitzer (Zoom).

**Board Members Absent:** Rob Rembert (James Onstad in place of)

**Others Present (e.g., staff, other agency representatives, media, public) :** Matt Forge, CEO; Tammy Needham, CNO; Bernadette Berney, CHRO; Carrie Coen, CRO; Ben Rhoades, DO, Medical Staff President; Karly Port, CPSO; Peter Mikkelsen, MD, CMO; Carly Scholz, Medical Staff Manager; Linda Infranco, Foundation Director; James Onstad, Attorney; Katie Wyngarden, PRH Auxiliary; Deedra Zabokrtsky, Quality Director; Alison Weigley, Strategic Planning & Business Development Director; Jim Smith, Interim CFO; Craig Carstens, CFO

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## Action/Discussion

- Discussion about AI and implications for the hospital. All agreed we need to be very careful. The next 5 years are likely to be transformational. We should not be trailblazers! Let the big systems develop the safeguards.
- Legislative report - Matt will be attending meetings with our local senator/representatives. Looking to see how the state budget will affect us.
- Finance - Audit to start in March. Planning to bring the coding for billing in house. Currently using 4 different companies. Charity care - currently at about 1%. Considering whether to buy or lease new equipment. Will discuss monthly finances next month.
- Strategic planning committee report. Discussed the 2025 Strategic Dashboard which is a measure of how engaged and comfortable staff feel using their voice. This quarter the score was the highest it has been all year. Score of 62%. Aiming for 75% next year. We want everyone to want to work at PRH. Culture - Our staff feels safe bringing unexpected events to light. Efficiency is improving. Growth - we saw more patients than ever before.

## Annual Nursing Report

- PRH is recognized as one of the 6 top hospitals in WA as determined by patient experience surveys.
- There has been a professional restructuring, expanding three nursing director positions. 37 % of nurses have national certifications. 78% have a BSN which is a really high percentage.
- Created a Manager in Training position.
- 99% of nurses completed patient safety training.
- Total RNs - 120. Turnover only 4.5%. Nationwide 16.7

## Expansion Update

- Halfway finished with phase 1. Hoping to be done on time -end of 2027.
- Registration area by imaging will be moved to front desk in March.
- Matt shared a video tour he just took upstairs. Very impressed by the lack of noise transmitted to the rest of the hospital.

Misc.

- Matt recognized Brad Cook's contribution to the hospital over the last 32 years.
- Gala this weekend is sold out!

**Public Meetings of interest to League:** *Were there any public meetings announced that you think League members may be interested in attending and/or becoming involved with?*

**Process & Protocol:** Observations about participants and procedures during the meeting. e.g., Did the members appear to have done their "homework"? Were members courteous to each other and the public? Was access to materials for agenda items available to you?

**Reminders** 😊 A LWV Observer is impartial, silent, and respectful. It is, however, acceptable to ask questions for clarification following the meeting.

**Remember to wear your awesome ID Badge!**

**Please attach any materials, or links to such, received at the meeting that you feel are important to your report.**

**New>>>> \*\*Please submit your report to the LWVP email: [lwpull@yahoo.com](mailto:lwpull@yahoo.com) within one week of the meeting.**

*(04/04/2023)*