

Voters of Pullman Observer Report

Name of Agency: Pullman Regional Hospital Board of Commissioners

Date: 10/1/25

Observer Reporting: Lennis Boyer Watts

Length of Meeting: 2 hours

Board Members Present: Tricia Grantham, President; PJ Sanchez, Vice President; Cheryl Oliver, Secretary; Joe Pitzer, Michael Cady, Anna Nofsinger, Shane McFarland

Board Members Absent: none
excused

Others Present (e.g., staff, other agency representatives, media, public) : Matt Forge, CEO; Steve Febus, CFO; Tammy Needham, CNO; Bernadette Berney, CHRO; Carrie Coen, CRO; Peter Mikkelsen, MD, CMO; Rob Rembert, Attorney; Dr. Ben Rhodes, Medical Staff President; Alison Weigley, Directory of External Relations; Karly Port, CPSO; Erin Sedam, EA.

Business pertaining to League Positions or topics of interest:

Routine business discussed. Other issues:

- 1) **Public comment:** Tawny Szumlas, candidate for Pullman City council in attendance.
- 2) **Finance Report - Cheryl/Steve.** Interim CFO, Jim Smith introduced. Steve Febus thanked for his many years of service. Continues to be a much better year. Last year at this point - down 1 million dollars. Currently up 5 million. 2 million in charity care. Accounts receivable is at 51-54 days which is down from 78 days. Hoping to eventually be in the 40's. PRH is doing well - most WA rural hospitals are barely breaking even. 43% are at risk of closing. 6% face immediate closure.
- 3) **Strategic planning committee - Matt.** Reviewed history of the bond and planning for the expansion project.
- 4) **Guaranteed Maximum price to be paid to the contractor - \$24,826,132.00.** The entire project including the building, equipment, and taxes - >\$41,000,000.

- 5) **AIDET training explained - this is a research based communication framework for healthcare professionals to communicate with patients, the public and each other. Goal is to review the framework with staff yearly.**
- 6) **Population Health Project Update presented by Kevin Kwaitkowski.**
Current status - 2 RN care managers and a health navigator to make up the team initially. Have identified criteria for patient panels. 320 patients have been identified - for instance: 5+ ED visits in last 60 days, Systolic BP>170, A1C>9. The team will do appt tracking, and messaging to clinical staff.
New software - Compass Rose, will make it easy to track all visits and plans. Next steps - Behavioral Health Clinician in every clinic, provider for Palliative Care, utilize WSU Student volunteers to expand resources for care gap closures.
- 7) **Recruitment update: Internal Medicine. Benno Mohr, MD will start 10/13. A site visit scheduled for this month. Potential 2026 start. Site visit last week - offer extended. FP. Residents. General Surgery - two started in Sept. Endocrine-signed. Starts 8/26.**
- 8) **Code gray project discussed. Drills, de-escalation training for all staff. Restraint training.**

Announcements

Steve Febus Retirement - Oct. 17

Anniversary Party - December 12 WSU Cub Ballroom