REGULAR MEETING
BOARD OF COMMISSIONERS
Public Hospital District No. 1-A of Whitman County, Washington
d/b/a Pullman Regional Hospital
Wednesday, July 1, 2026, at 6:00 PM In-Person or Virtually by Zoom

Board of Commissioners
P-Cheryl Oliver, President
P-PJ Sanchez, Vice President
P-Anna Nofsinger, Secretary
P-Joe Pitzer, Commissioner
P-Tricia Grantham, Commissioner
P-Michael Cady, Commissioner
P-Shane McFarland, Commissioner (virtual)
Guests:
Jarmyn Kramlich
Jon Stob
Katie Van Wyngarden (virtual)

Hospital Personnel
P-Matt Forge, CEO
P-Craig Carstens, CFO
P-Tammy Dahl, CNO
P-Bernadette Berney, CHRO
O-Carrie Coen, CRO
P-Rob Rembert, Legal Counsel
O-Benjamin Rhoades, DO, Medical Staff President
P-Karly Port, CPSO
P-Peter Mikkelsen, MD, CMO
P-Alison Weigley, Strat Planning & Business Dev Director
P-Deedra Zabokrtsky, Quality Resources Director
O-Paulette House, Executive Assistant

I. CALL TO ORDER

President Oliver called the meeting to order at 6:00p with the following commissioners in attendance: Oliver, Sanchez, Nofsinger, Pitzer, Grantham, Cady, and McFarland.

II. APPROVAL OF MINUTES

A. Commissioner Sanchez moved to approve the minutes for the regular board meeting of June 3, 2026. Commissioner Pitzer seconded the motion. *The motion passed unanimously.*

III. MODIFICATION TO AGENDA

- Replace Cheryl Oliver's name with PJ Sanchez's name under Finance Committee/Consent Agenda
- Remove the resolution to add Craig Carstens as an authorized user (will occur in a future month)
- Add Jon Stob to present on expansion project

IV. CONSENT AGENDA

Commissioner Sanchez moved to approve the consent agenda. Commissioner Grantham seconded the motion. *The following committee reports were approved unanimously.*

- Medical Executive Committee
- Finance Committee
- Quality Management System
- Governance Committee
- Strategic Planning Committee
- Approval of Warrants

V. PUBLIC COMMENT

President Oliver opened the floor for public comment. Tawny Szumlas, a Pullman resident thanked the hospital staff for the wonderful job hospital staff did in taking care of her dad over Father's Day weekend. Jarmyn Kramlich communicated his concerns involving mental health in Whitman County, noting that mental health related calls made up 13% of overall calls for the Pullman Police Department. He asked four questions involving Pullman Regional Hospital's procedures and metrics, which were emailed to the Board of Commissioners to review and respond to. President Oliver closed the floor for public comment.

VI. ACTION/DISCUSSION ITEMS

A. **Governance Committee Report** – Shane McFarland

a. Education-Chelan Update

Commissioners McFarland and Oliver, as well as Matt and Craig shared takeaways from attending the WSHA Leadership Conference in Chelan. The distinction between governance and management, legal and ethical board obligations, healthy board-management relationships, and the importance of ongoing board education and onboarding for new board members was emphasized.

b. Bylaws Update

Commissioner McFarland said the Governance Committee received a briefing on the medical staff bylaws, including the role of the board and a plan to review with guidance from Rob.

c. Allergy Privilege Form

Commissioner McFarland recommended to approval of the Allergy Privilege form. Commissioner Cady moved to approve and Commissioner Pitzer seconded the motion. *The motion passed unanimously.*

d. Endocrinology Privilege Form

Commissioner McFarland recommended to approve the Endocrinology Privilege form. Commissioner Grantham moved to approve and Commissioner Cady seconded the motion. *The motion passed unanimously.*

B. **Finance Committee Report** – PJ Sanchez

Commissioner Sanchez provided an overview from the most recent Finance Committee meeting, which covered multiple topics: an audit presentation, WSU marketing/Cougar Sports Properties presentation, RFP policy, Strategic real estate discussion, capital activity and spending, monthly financial report, and WSU residency program renewal.

a. Financial Update – Craig Carstens

May financial results were reviewed, including financial performance, accounts receivable report, income statement, balance sheet, and statement of cash flows.

b. Audit Report – Craig Carstens

The hospital received an unmodified (clean) audit opinion, with only four journal entries required, two of which were timing-related. The audit highlighted strong financial performance, with a positive operating income and a significant swing from the previous year's loss, largely due to the ERC credit. Revenue Cycle and System Conversion: The finance team discussed ongoing challenges with claim denials, particularly from Medicare Advantage and commercial payers using AI and noted high turnover in the revenue cycle team. The recent system conversion to Epic was managed with minimal disruption compared to industry norms.

Financial Optimization Opportunities: Craig and Matt identified several levers to improve financial performance, including converting primary care clinics to rural health clinic (RHC) status, increasing swing bed utilization, and ensuring provider-based reimbursement. These changes could add approximately $3 million to the bottom line without increasing costs.

340B Program and Cash Metrics: The 340B program's revenue has increased significantly, with year-to-date figures on track to exceed $1 million. Days cash on hand and other key financial ratios were reviewed, showing strong liquidity and operational performance, though some metrics like debt service coverage were noted as areas for continued monitoring.

ERC Credit and Peer Comparisons: The team provided an update on the ERC credit, noting ongoing legal proceedings favorable to the hospital. Peer benchmarking showed Pullman Regional performing well in several areas, though operating margins and days cash on hand were slightly below peer averages.

c. Playfly Proposal – Craig Carstens

The board reviewed a new five-year marketing agreement with PlayFly (formerly Learfield) to serve as the official hospital for WSU Athletics, discussing contract terms, expected benefits, cost structure, and the strategic importance of maintaining regional exclusivity and visibility. The new agreement increases the annual cost from $237,000 to $250,000 with a 5% annual escalator over five years. The contract includes expanded digital, social media, and in-venue assets, with more specific KPIs and regular performance reviews compared to previous agreements. Commissioner Sanchez recommended to approve the Playfly proposal. Commissioner Pitzer moved to approve and Commissioner Cady seconded the motion. *The motion passed unanimously.*

d. Sid’s Pharmacy – Craig Carstens

The board discussed the interest of Sid’s Pharmacy to purchase Suite 301A from the hospital. Commissioner Oliver moved to discuss this topic further at the executive session with a decision under open session 9B. Commissioner Grantham moved to approve and Commissioner Pitzer seconded the motion. *The motion passed unanimously.*

C. **Strategic Planning Committee Report** – Matt Forge

a. Expansion Update – Jon Stob

Jon Stob provided an update on the ongoing PRH Expansion Project, reporting the achievement of temporary certificates of occupancy for major areas, ongoing staff moves, and upcoming construction milestones, including the new emergency department entrance. Collaborative culture and strong communication among staff and minimal patient complaints were highlighted. The project remains on schedule, with nine months completed and 26% of the work finished.

b. Q2 eNPS Pulse Survey Update – Bernadette Berney

Bernadette presenting the results of the second quarter ENPS survey, highlighting participation rates, overall score, positive feedback on departmental culture, and areas for improvement such as communication, staffing, and process consistency. The Q2 ENPS survey achieved a 63% participation rate and a score of 33, slightly lower than previous quarters but higher than Q3 2025. The survey measures employee likelihood to recommend the hospital as a workplace.

c. Specialty Update – Karly Port

Karly presented updates on new expanded service lines, including endocrinology, allergy/immunology, sleep medicine, general surgery, sports medicine, and interventional pain, as well as the introduction to a large cohort of new physicians and clinicians joining the hospital.

d. 2025 Contracts Annual Review – Matt Forge

The board acknowledged completion of the 2025 annual contract performance review, as required by DMV, confirming that all contract owners conducted evaluations and that the process was reported to the strategic planning committee.

VII. ANNOUNCEMENTS

VIII. EXECUTIVE SESSION

At 8:17p President Oliver announced that the meeting would go into Executive Session for 15 minutes to discuss whether to sell Suite 301A to Sid’s Pharmacy.

The meeting resumed Open Session at 8:32p.

IX. OPEN SESSION

A. **Credentials Report**

Commissioner Nofsinger moved to approve the credentials report. Commissioner Pitzer seconded the motion. *The motion passed unanimously.*

B. **Sid’s Pharmacy**

On behalf of the Finance Committee, Commissioner Sanchez recommended that the hospital not sell Suite 301A to Sid’s Pharmacy. Commissioner Grantham moved to approve and Commissioner Pitzer seconded the motion. *The motion passed unanimously.*

X. ADJOURNMENT

The meeting adjourned at 8:33p.

Respectfully submitted by:

Paulette House
Executive Assistant
Pullman Regional Hospital

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Anna Nofsinger
Secretary
Board of Commissioners, Pullman Regional Hospital