

# Pathways

to a  
**Healthy Future**



**Endowment for  
Quality and Access**



**Innovation**



**Leadership**



**Patient  
Experience**



**Technology**



**Community  
Engagement**

## Community Health 2020



# Pathways to a Healthy Future

## Community Health 2020



**Scott Adams,**  
CEO,  
Pullman  
Regional  
Hospital

### *Dear community:*

In 2013 we organized our Pathways to a Healthy Future efforts to ensure a strong, robust healthcare system for the region. We have made progress in our ongoing goal to be a self-sustaining, self-directed, inclusive model of healthcare for the region. Our continuing success will be realized through ongoing partnerships with the community, as we know it is not an easy path to take.

### *Changes ahead*

In late 2013, the Affordable Care Act was implemented on a national level. We will continue to see the impact of this law on hospital operations, patient volumes and reimbursement. On an inpatient level in 2013, we saw a decline in total number of admissions to the hospital and a decrease in average length of stay. We do not know if this will be an ongoing trend, but it did affect our overall financial performance, as the information in the following pages indicates.

This result, combined with an expected decrease in reimbursements by the government and insurance companies for hospital care and our ongoing financial support of necessary services provided through the Palouse Clinic Network, illustrates the need for increased community support.

### *Pathways to success*

Thus, two of our pathways were put into place in 2013. In December, the board

of commissioners approved one pathway by placing on the February 2014 ballot a proposed maintenance and operations levy that the community passed. A second pathway has focused on our Community Health 2020 fundraising efforts and the Endowment for Quality and Access, with the return on this investment able to help fund ongoing needs of the hospital.

### *Good news too*

At the same time, we saw growth in some areas of service—for example, a 10 percent increase in the number of surgical robotics cases performed since 2012. At the end of 2013, we had seven da Vinci-trained surgeons on the Palouse. We are pleased to provide to our patients this innovation that has proven to provide minimally invasive surgical care with less pain, shorter hospital stays, a quicker recovery and a faster return to normal activities.

Throughout 2013, a key pathway, hospital patient satisfaction, remained one of the highest in the state. The dedication of our staff and physicians ensures that we will maintain this commitment to provide this high level of care and service every day.

### *Shaping our path*

We embarked upon a new Pathways to a Healthy Future as part of our Community Health 2020 vision. In August 2013, Pullman Regional Hospital established the first Center for Learning and Innovation on the Palouse, which is focused on creating high-impact, cost-reducing solutions to improve the quality of healthcare

and the healthcare experience for people throughout the region. Along with this, we established the National Board of Advisers, a brain trust of healthcare and business experts, as a resource for our efforts.

Our three strategies for delivering seamless and personalized life care experiences throughout each person's continuum of care are:

1. Supplying every community member with access to health coaching.
2. Providing access to life care services regardless of distance through telemedicine and other technologies.
3. Furnishing every community member with a personal, electronic health record.

These are ambitious goals, but Pullman Regional has always been a leader in the delivery of healthcare for our region, and we are excited to set out on this path by working collaboratively with others. Our next step is conducting a national search for a director of the Center for Learning and Innovation.

### *Working together with you*

This year and in years to come, we will continue our focus on delivering quality medical care to the region and ensuring a strong future for Pullman Regional by partnering with the community. We are confident that together, through innovative thinking, generosity and exceptional leadership, we will continue to create more Pathways to a Healthy Future for everyone.

A handwritten signature in black ink that reads "Scott K. Adams". The signature is written in a cursive, flowing style.

# Meet two of our leaders

## The Pullman Regional

Hospital Board of Commissioners, an elected body, is legally responsible for overseeing hospital district policies and organization with respect to the district's operation, including the delivery of quality patient care and meeting community healthcare needs.

The board's role is to adopt the necessary general policies to achieve these ends and to delegate day-to-day operational responsibility to the

district administrator with respect to these policies.

Commissioners meet monthly at the hospital. All board meetings are open to the public. Current members are Jennifer Blaylock, Jeff Elbracht, Tricia Grantham, Jeanne Holstad, Michael Murphy, Sandra O'Keefe and Joe Pitzer.

Featured in this issue are Tricia Grantham, president, and Joe Pitzer, vice president. Watch for other commissioner bios in future issues.

## Pullman Regional Hospital Board of Commissioners

**Tricia Grantham, president**  
**Joe Pitzer, vice president**  
**Jennifer Blaylock, secretary**  
**Jeff Elbracht, commissioner**  
**Jeanne Holstad, commissioner**  
**Michael Murphy, commissioner**  
**Sandra O'Keefe, commissioner**

### Tricia Grantham

Grantham is serving her ninth year as a commissioner and has held the position of board president for four years.

A graduate of San Diego State University with a degree in social work and a minor in aging, Grantham was introduced to the hospital environment immediately after graduating. She was also employed by a home health and hospice organization, a role that taught her about disease processes; patient, family and physician dynamics; and the hospital's role as a leader in healthcare.

When Grantham joined the board, many of the leaders had been her colleagues for years, so she was aware of their skills and commitment to serving the community.

"As elected officials, I believe we have a duty to Pullman citizens to be available to listen to their ideas and concerns, channeling them to appropriate members of the administrative team," Grantham says.

Among the board's goals is creating a strategic plan that will enable Pullman Regional to be self-sustaining and self-determining. "Leadership in general is committed to developing innovations that will place the hospital in a position of strength," Grantham says. "The board is committed to supporting leadership in initiating the necessary steps to overcome barriers that may stand in the way of creating a bright, sustainable future for Pullman Regional Hospital."

Despite challenges, Pullman Regional continues to receive very high patient satisfaction ratings. It has been recognized nationally as one of the best 100 places to work in healthcare (No. 17) and as a Most Wired Small and Rural Area Hospital for seven consecutive years. The hospital also offers a wide variety of services and specialty practices.

These achievements show the employees' commitment, says Grantham. "The dedication of the staff and physicians to being the best we can be is apparent at all levels of the organization."



### Joe Pitzer

A longtime realtor and partner with RE/MAX Home and Land, Pitzer has been on the Pullman Regional Board of Commissioners since 1996. He has served as board president and vice president.

A graduate of Washington State University (WSU) with a business administration degree, Pitzer says he was asked to join the board by a neighbor who was a commissioner at the time.

"His question was, 'What do you think about healthcare in Pullman, and how would you feel if we didn't have a hospital anymore?'" Pitzer recalls.

In 1996, the hospital faced a different challenge than today: the need to expand geographically to include physician space, Pitzer says. After considering a merger with Gritman Medical Center in Moscow and Whitman Hospital and Medical Center in Colfax, administrators chose a more collaborative solution: forming a general surgery practice that employs surgeons for all three hospitals. Today, Palouse Surgeons serves around 80,000 people, 30,000 of whom are students at WSU and the University of Idaho.

"The beauty is that we've found a way to work with Gritman and Whitman hospitals," Pitzer says. "Our hospital is not just the building. We are actually a district that is involved in physician practices and joint ventures to keep high-quality healthcare on the Palouse."

The partnership allows the hospitals to guarantee that the region's healthcare needs are met, Pitzer says.

Part of the credit for this success goes to the leadership team at Pullman Regional—people who have guided the hospital's direction for 20 years.

"They can work together at a higher level and trust each other," Pitzer says. "They are not out to win; they try to see things from many angles and figure out how it might be best to move forward."







A  
year in  
review

2013

Numbers and financials

## Our medical family



Public Hospital District (PHD)

No. 1-A is a community consisting of:

■ Pullman Regional Hospital (wholly owned by PHD 1-A).

■ Pullman Regional Hospital Clinic Network, LLC (wholly owned by PHD 1-A).

■ Palouse Surgeons, LLC (jointly owned; PHD 1-A has 40 percent ownership).



## Financial summary:

Jan. 1 through Dec. 31, 2013 (PHD 1-A)

<b>TOTAL HOSPITAL OPERATING REVENUE</b>	<b>\$83,829,449</b>
Contractual write-offs	32,077,720
Charity care	1,390,333
Bad debt/nonpayment	1,514,472
<b>TOTAL NOT REIMBURSED</b>	<b>34,982,525</b>
<b>NET RECEIVED FROM PATIENT SERVICES</b>	<b>48,846,924</b>
Salaries, benefits and professional fees	31,459,241
Supplies and drugs	9,265,464
Interest and depreciation	3,398,189
Other operating expenses	5,617,104
<b>TOTAL EXPENSES</b>	<b>49,739,998</b>
Contribution from hospital operations	(893,074)
Nonoperating income and expenses	1,289,462
Net excess revenue over expense prior to LLC's activities	396,388
LLC network/joint venture activities	(1,786,573)
Retained for plant, property and equipment; debt repayment; and service enhancements during fiscal year 2013	(1,390,185)

## Pullman Regional Hospital vital signs

	2007	2008	2009	2010	2011	2012	2013
Patient days	4,248	4,276	4,049	4,299	3,874	3,902	3,544
Patient admissions	1,461	1,601	1,545	1,443	1,290	1,312	1,256
Surgical cases	3,708	3,511	3,486	3,929	3,782	3,785	3,909
Births	376	361	432	394	392	453	420
Emergency visits	8,680	9,633	10,145	9,275	9,706	10,322	9,624
Full-time employees	272	286	294	291	312	317	323

## By the numbers

We are a community of:



422

full-time and part-time employees

310

volunteers and auxilians



150

medical staff (59 in active membership)

## As a team we served:

1,676



men, women, children and newborns as inpatients

66,709

individual outpatient visits

## That totals:



3,544 patient days

710

equivalent observation patient days

17,034

observation hours of care



420

babies delivered



26,548

diagnostic imaging studies completed



9,637

patients who entered our Emergency Department



86,492

laboratory tests performed

3,909

surgical cases

89

percent of which were outpatient



# Highlights of 2013

## Innovation

■ Pullman Regional Hospital was awarded a grant for \$10,000 **to incorporate antimicrobial copper into high-touch surfaces** to further prevent and control infections. The grant, awarded by the Copper Development Association Inc., funds the installation of copper components into door plates and handles, IV poles, chair arms, cabinet handles,

and other frequently touched surfaces. Pullman Regional is one of just a dozen hospitals in the nation to implement copper in infection control.

■ **New CT scanner** installed that produces more accurate images in less time with less radiation.

■ Hospital received **Excellence Through Innovation Award** for Resuscitation Curriculum Development

using online education and simulation to build a Mock Code Competency Program. The program enhances competency so hospital staff can effectively respond to a hospital code situation.

■ **Center for Learning and Innovation** and a **National Board of Advisers** for the center were established. The center will serve as a catalyst for exploring alternative

models of care delivery and prevention of illness.

■ **First Health Innovation Summit** held.

■ Pullman Regional partnered with Providence Telestroke Network to provide **24-hour access to Telestroke technology** and acute stroke experts via a secure Internet connection and two-way live video-audio conferencing.

## Awards and honors

■ Pullman Regional Hospital received **Women's Choice Award** ranking among America's Best Hospitals for Patient Experience in Obstetrics. The distinction is the only award that identifies the country's best healthcare institutions based on robust criteria that consider female patient satisfaction; clinical excellence; and what women say they

want from a hospital, including quality physician communications, responsiveness of nurses and support staff, cleanliness, and trusted referrals from other women.

■ Nurse leaders Jeannie Eylar, RN, MSN, and Stacey Aggabao, RN, BSN, CEN, received **honors from Northwest Organization for Nurse Executives**. Eylar, who is chief clinical officer, received the Authentic Leadership award,

and Aggabao, director of the Emergency Department, received Emerging Nurse Leader.

■ Pullman Regional received **"Most Wired" designation** for the seventh consecutive year, recognizing Pullman Regional as one of the leading hospitals in the nation in technological advancement and its commitment to updating IT systems to improve communication and patient safety.

■ Hospital earned the 2013

**Washington State Hospital Association Safe Care in Action award** for efforts to decrease patient harm in 10 key areas through its participation in the Partnership for Patients initiative—a nationwide collaborative effort to reduce the number of hospital-acquired conditions by 40 percent and hospital readmissions by 20 percent by the end of 2013.

## Patient care excellence

■ 158 robotic surgery cases were performed and seven surgeons were trained in da Vinci robot-assisted surgery.

■ Stephanie Fosback, MD, with Palouse Medical of Pullman, a member of the Pullman Regional Hospital medical staff, was selected as the 2013 Washington, Wyoming, Alaska, Montana and Idaho (WWAMI) Distinguished Teacher.

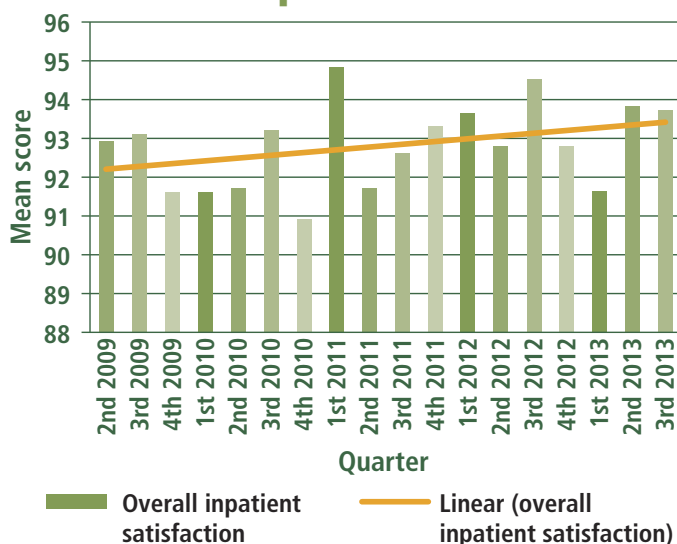
■ Shaleah Jones, MD, family medicine, and Keith Gautreaux, MD, family

medicine, joined the PRH medical staff and Pullman Family Medicine.

■ Pullman Regional ranked among the top two hospitals in Washington state in overall patient satisfaction.

■ Prescription Pet program is established. Seven trainers and their dogs, certified through Pet Partners, provide animal visits to approved patients at PRH. Research shows positive health implications from the human-animal bond.

## Overall inpatient satisfaction



# Chelsea's story

*For local hair stylist Chelsea Whitney, Pullman Regional Hospital is a cut above the rest*

BY DAVID JOHNSON

As a hair stylist and owner of a salon in downtown Pullman, Chelsea Whitney knows how important staying up and on her feet is to turning a profit and making a living.

"I do remember once being really sick on a Sunday and feeling like I'd like to have the Monday off," says the 28-year-old mother of two. "But I didn't take it off."

Then she developed some chronic symptoms.

"I woke up in the middle of the night with the worst back pain I'd ever experienced," she recalls. "It started to radiate around until I felt like I couldn't breathe."

So Whitney drove herself to Pullman

Regional Hospital's Emergency Department, where an ultrasound led to a preliminary diagnosis of gallbladder problems and a suggestion to follow up

immediately with her primary physician.

"By the time I left," Whitney says, "I felt fine."

## 'Do the robot'

The follow-up with Jaime Bowman, MD, family physician with Palouse Medical of Pullman, proved to be good advice. Dr. Bowman referred Whitney to Derrick Walker, MD, with Palouse Surgeons, and now Whitney has a bit of advice for other people who need surgery for gallbladder problems and other ailments.

"Do the robot," she says.

Not the mechanical dance of the late 1960s but, rather, robot-assisted surgery known as the da Vinci System—offered regionally only by Pullman Regional.

"It was faster and better," says Whitney, comparing her experience to earlier, more traditional surgeries she's had. "With the robot, I had the surgery on a Friday, and I was back to work by the following Thursday. I probably could have been back earlier." She says her surgery involved four small incisions. "Three were like pinpricks and one, a little bigger, was in my belly button."

As of March 2014, eight area surgeons are trained in the da Vinci system. Although Whitney's surgery involved four incisions, Dr. Walker has recently completed training in single-site (single-incision) robotic-assisted surgery as well.

With this type of surgery, the only incision is through the belly button.

Dr. Walker and John Visger, MD, are the only area surgeons offering this new option to patients.

## High-tech advantages

Surgeons and patients alike say using the robot-assisted surgical option is less painful for the patient, results in less blood loss, causes less scarring, and leads to quicker recovery and return to normal activities. The da Vinci uses

computer-operated arms, one with small scissors attached at the end and another with the camera. The surgeon at the console performs surgery with a 3-D view of the human anatomy magnified 10 times—resulting in superhuman vision.

## Trusted caregivers

Whitney endorses both the technology and how it's used at Pullman Regional.

"They gave my kids a coloring book that had a picture of the robot, and the kids thought I was so cool because they thought a robot took my organ out," she says.

"Everybody should go have their gallbladder out," she quips. "And do the robot."

Such enthusiasm, of course, was virtually nonexistent when Whitney had to deal with the ebb and flow of pain as gallstones continued to build.

"It was mostly just annoying," she says. "But I think it was three times worse when I became violently ill."

Dr. Bowman's confirmation of the initial gallbladder diagnosis set Whitney at ease because it came from someone she trusted as more than a professional. "She's one of my best friends," Whitney says. "I do her hair, and our little boys are buddies."

Likewise, Whitney says she felt at ease with Dr. Walker. Although she doesn't do his hair—"I'll have to work on that," she adds—she found his approach and expertise comforting. "He was clear that he would be the one doing the actual operation, using the da Vinci as a tool," Whitney says.

In addition to Whitney's gallbladder, several gallstones, including one about an inch in diameter, were removed.

## A satisfying success

Now Whitney is back on her feet working. Born in neighboring Colton, Whitney has been a hair stylist for about eight years and currently owns Poppy Salon. It's the kind of business, she says, where word-of-mouth leads to success. Knowing that, she's more than happy to offer a testimonial to not just the da Vinci System but Pullman Regional in general.

"I love the hospital," she says. "I couldn't have imagined having a baby anywhere else. They have the best baby care ever."

Speaking of word-of-mouth, Whitney jokingly offers one more observation. "All of the nurses at the hospital have great hair," she says, "because most of them come here."







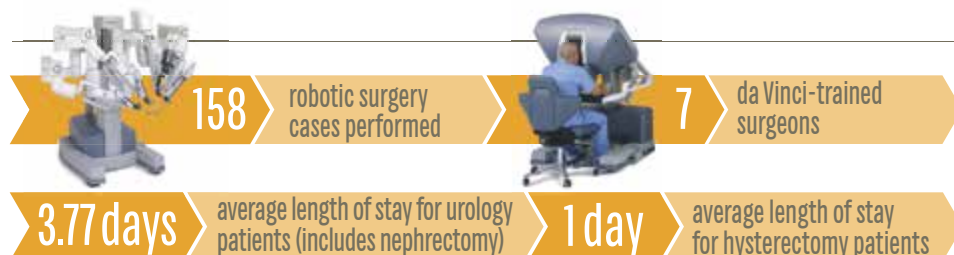
©2014 Intuitive Surgical, Inc.

The da Vinci robot-assisted surgical system gives the surgeon enhanced precision and control through wristed instrumentation. The surgeon is able to see a three-dimensional view of the operative field at 10 times magnification while sitting at a console just a few feet away from the patient.

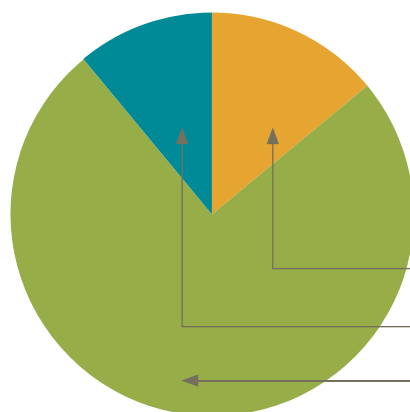
# Surgical robotics two-year review

December 2013 marked the two-year anniversary of Pullman Regional Hospital's providing minimally invasive da Vinci robot-assisted surgery to our patients. What started as a bold vision for a small hospital has grown into a successful program, offering patients a safe, state-of-the-art surgical option in the comfort of their trusted community hospital.

After two years, we are proud to report the following statistics for 2013:



*"It was faster and better. With the robot, I had the surgery on a Friday, and I was back to work by the following Thursday. I probably could have been back earlier."*  
—Chelsea Whitney



## BREAKDOWN OF DA VINCI SURGICAL PROCEDURES AT PULLMAN REGIONAL HOSPITAL IN 2013

Of the **158** robotic surgery cases performed:

- 13% were urology
- 12% were general surgery
- 75% were gynecological surgery

## Annual Giving for Excellence Fund Drive a success—\$420,823 raised!



# Our vision for your care

Pullman Regional Hospital has a bold vision that starts with a commitment to provide the best care in the region today and in the future. I am humbled and filled with gratitude at how our community has partnered with the foundation to sustain a quality of care we have come to expect.

Pullman Regional Hospital Foundation celebrates 2013 results and accomplishments by remembering all the successes that led to new levels of giving, volunteer leadership and collaboration. The foundation board took extraordinary steps to engage donors in the region, and the community demonstrated its generosity of giving.

### *Thanks to you!*

In 2013, donors responded by giving \$805,518 in total gifts, of which \$420,823 was raised for the Annual Giving for Excellence Fund Drive. Because

of our annual giving success, Pullman Regional is able to secure vital equipment, like the new HydroWorx Therapy Pool at Summit Therapy, a state-of-the-art Endoscopy Tower and a Stryker Critical Care Bed.

### *Kudos to our volunteers*

We had many firsts in 2013 led by volunteer leadership. Every member of the foundation board made gifts in 2013, and as a group, they personally solicited \$104,000 in community donations. Inspired by board member Michael Wysup, four area auto dealers (Chipman & Taylor Chevrolet, Jess Ford, Toyota of Pullman, and Wysup Chrysler Jeep Dodge of Pullman) started a program called Auto Dealers for Health and raised \$26,400 for our highest needs. The Bill Gaskins Pharmacy Scholarship program was established. Our gala committee was instrumental in raising \$82,000, and our golf tournament has

earned the title of the best golf tournament in the region.

### *Ready to meet your needs*

Thank you for making this year like no other in the history of the Pullman Regional Hospital Foundation. Your philanthropy and generosity has laid the groundwork for success and ensuring that Pullman Regional can meet the health and healthcare needs of our community. Celebrate with us on our Pathway to a Healthy Future!

Best regards,

**Rueben Mayes, MBA, CFRE,**  
chief development officer  
Pullman Regional  
Hospital Foundation



# Meet the board

Pullman Regional Hospital Foundation will feature profiles of members serving on its Board of Directors in each issue of this newsletter.

## Kendra Moos

Kendra Moos graduated from nursing school in the early 1980s and pursued a nursing career in both Seattle and Tacoma, Wash., before moving to Pullman in 1986. Once here, she continued nursing at Pullman Regional and at Home Health and Hospice of the Palouse as well as working part-time for Stacey Dean, MD; Dennis Simpson, MD; and Lloyd Perino, MD.

Kendra and her husband, Bill, athletics director for Washington State University, have five children—Christa, Brittany, Bo, Kaitlin and Ben—and six grandchildren. Actively involved in community and university commitments, Kendra, Bill and Brittany also run a Black Angus cattle ranch in Valleyford, Wash., where they raise certified grass-fed, hormone-free beef.

Kendra doesn't practice nursing today but says she serves on the hospital foundation board as an important connection to her time working at the hospital and her own personal knowledge of the healthcare provided by its dedicated staff.

"As a mother of a young son who had surgery as an inpatient at PRH and having been a past employee of the old hospital, I was very impressed by not only the new facility but also the outstanding care my son received," she says. "[CEO] Scott Adams has done an amazing job."

As a board member, Kendra says it's exciting to help Adams and his staff facilitate the hospital's highest-priority needs.

"PRH is a great hospital with outstanding employees situated in an area of need that is fully capable of continuing to provide high-quality, critical-access care," she says. "Having a facility that serves this growing community well is paramount, and as healthcare needs continue to change and funding is affected, it's important to be an advocate for any and all who walk through the doors and receive care."



## Marie Weiss

Marie Weiss has lived in Pullman since 1983, when her husband, Ernie, began work at Washington State University (WSU) as a senior architect. Marie graduated from Western Washington University with a bachelor's degree in education in 1962. She then taught in junior and elementary schools in Tacoma, Pasco, Puyallup and Seattle for about 15 years and at a cooperative preschool in Seattle for four years.

Switching careers, Marie worked as a benefits counselor at WSU, retiring in June 2007. She volunteered as a teacher's aide at Moscow Charter School for four years. In Pullman, Marie volunteers at Sacred Heart Church and at the Pullman Regional Hospital front desk. She is also treasurer for the WSU Retiree Association.

The Weisses have two daughters, Nicole Weiss and Renaye O'Mahony, and four grandchildren. Nicole received a horticulture degree from WSU and a nursing degree from Walla Walla Community College in Clarkston. She works at PRH as a nurse at BirthPlace. Renaye graduated with degrees in English and religious studies from City University of New York and lives in Oklahoma City.

Marie says she decided to serve as a director on the PRH Foundation board because she saw an opportunity to do more for the community in a more active role.

"Pullman Regional Hospital is a vital element to Pullman and surrounding areas," she says. "The staff and doctors are very dedicated to providing excellent care to patients. I can attest to that from when I had knee replacement surgery last December and was a patient for four days."

"All the members of the foundation Board of Directors are dedicated to keeping our hospital an excellent and friendly place," Marie adds. "Being part of this team gives me the courage to do my absolute best in helping reach the goals of the foundation."



## PULLMAN REGIONAL HOSPITAL FOUNDATION

### Board of Directors and staff

Fritz Hughes, president  
Josh Smart, vice president  
Donna Paul, treasurer  
Mike Connell, past president  
Lynda Carey  
Dave Christy  
Sam Dial  
Karyn Hardy  
Marilyn Klug  
Judy Kolde  
Kendra Moos  
Julia Reynolds  
Marcia Saneholtz  
Kay Ward  
Marie Weiss  
Cindy Wendle  
Pat Wright  
Michael Wysup  
Rueben Mayes, chief development officer  
Laura Child, assistant director of development  
Kim Cook, executive administrative assistant and director of operations  
Becky Highfill, grants manager  
Tina Amend, administrative assistant

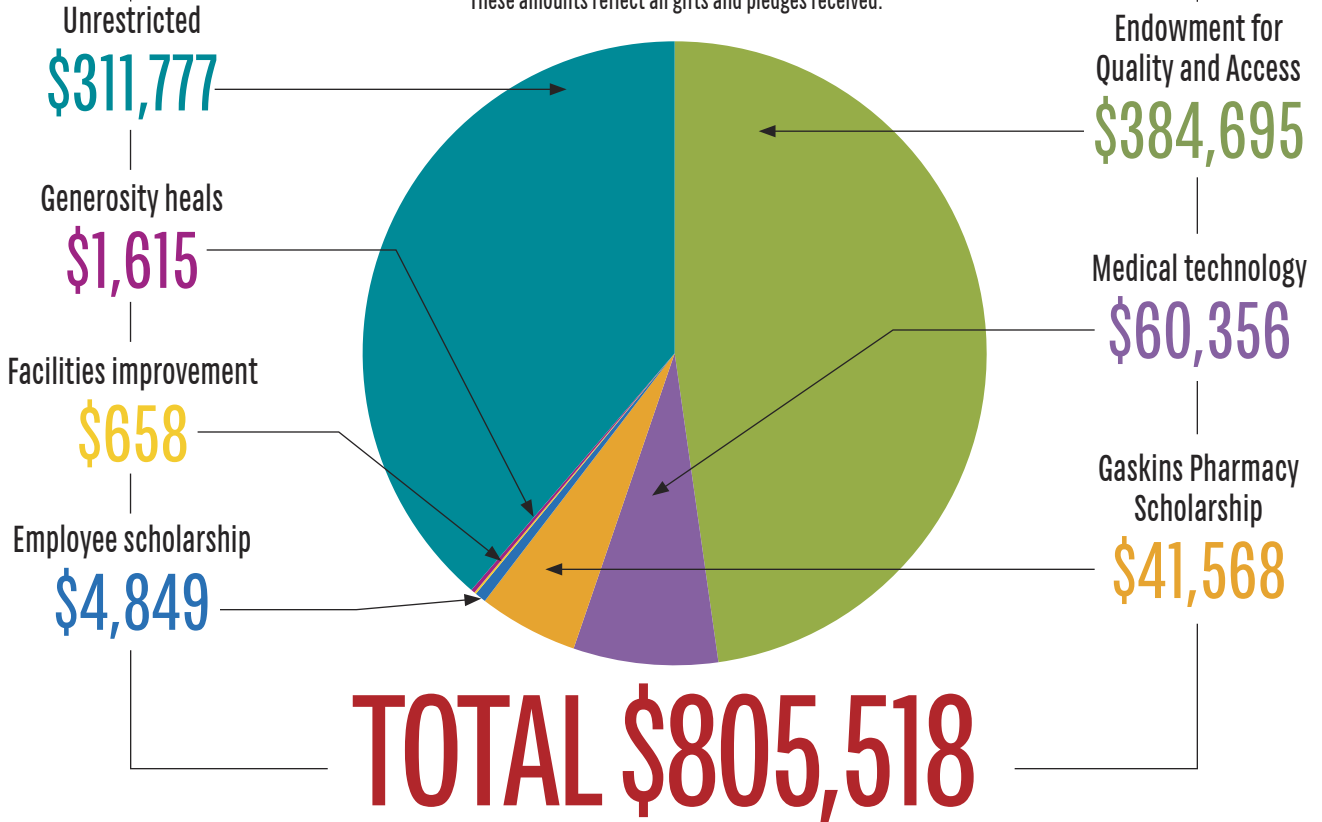
### Contact the board

840 SE Bishop Blvd.  
Suite 200  
Pullman, WA 99163  
509-332-2046

[www.pullmanregional.org/foundation](http://www.pullmanregional.org/foundation)

## 2013 TOTAL RAISED

These amounts reflect all gifts and pledges received.



## 2013 FUNDRAISING HIGHLIGHTS

\$\$\$

**SECURED FUNDING  
FOR HIGHEST NEEDS**

HydroWorx Therapy Pool,  
Stryker Critical Care Bed and  
Endoscopy System



Endowment  
for Quality  
and Access  
established

Foundation board giving:

**100%**  
participation



Employee giving:

**34%** **INCREASE**  
in participation from 2012

Golf tournament rated

**Most Fun  
Tournament**



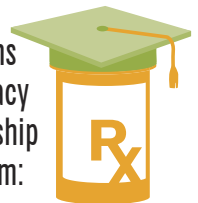
in the Palouse  
Region

Seventh annual  
gala raised

**\$82,000**

**NEW!**

Gaskins  
Pharmacy  
Scholarship  
program:



**\$41,568**

Auto Dealers  
for Health event:

**\$26,400**



# Great at what she does

## *Foundation scholarship allows hospital ED Director Stacey Aggabao, RN, to continue leadership work*

BY NELLA LETIZIA

Stacey Aggabao, RN, has a sign on her office wall that says, “Hearts and boo boos mended here.” In her six years as director of Pullman Regional Hospital’s Emergency Department, a place that sees its share of crisis care under stressful, acute conditions, Aggabao has mended plenty of both.

“I spend a lot of my time being the psychologist-mother here,” she says.

It’s no surprise, then, that Aggabao was awarded one of two Pullman Regional Hospital Foundation Staff Healthcare Education Scholarships in 2013. This is a \$2,500 scholarship given to employees to improve their skills, advance their healthcare education, and apply their advanced skills to benefit the hospital and its patients.

### *Developing her skills*

With her scholarship, Aggabao is pursuing a dual master’s degree in business administration and nursing with an emphasis in leadership in the healthcare system from Grand Canyon University in Phoenix.

“It’s a nice opportunity for the staff to have,” Aggabao says of her scholarship. “It sends a message that the foundation is focused on and has a vested interest in education for its employees for

personal and professional growth. I think it’s important that organizations are open to providing continuing education.

“It’s also nice to be recognized for my efforts, and it’s positive reinforcement to want to continue,” she adds.

“As a department leader, Stacey has focused a tremendous amount of energy to increase the level of teamwork within the department, and also she has expected accountability of individuals to behave in professional and respectful manners at all times at work,” wrote Jeannie Eylar, the hospital’s chief clinical officer, in her letter of recommendation for Aggabao. “She has spent a tremendous amount of time coaching, counseling and supporting the staff

to be successful and work through very difficult situations.”

### *Honored as leaders*

The scholarship is not the first honor Aggabao has received while at Pullman Regional. In July, she was recognized as an Emerging Nursing Leader by the Northwest Organization of Nursing Executives.

Aggabao and Eylar, who was named by the same organization as the 2013 Authentic Leadership Award recipient,

were nominated by their peers for “serving as meaningful and effective leaders as they navigate the challenging waters of a changing healthcare system.”

One peer recommendation that Aggabao holds especially dear came from Richard Caggiano, MD, Pullman Regional Hospital chief medical officer.

“Stacey is one of the best and most capable nursing directors of an emergency department that I have worked with in my 20 years as medical director of the Emergency Department,” Dr. Caggiano wrote. “She is smart, organized and very fair. She understands all facets of emergency medicine and has been active in the community with respect to alcohol and drug prevention.”

Aggabao has worked in nursing for more than 15 years, serving first as a staff nurse at St. Francis Medical Center in Honolulu and as an emergency department charge nurse at Harrison Medical Center in Bremerton, Wash., before coming to PRH.

### *Melding a diverse staff*

As the Emergency Department nursing director, Aggabao oversees 25 staff members, managing scheduling, education, policy and procedure development, and performance evaluations. She is in charge of budgeting, supplies and equipment as well as data collection for the trauma program. She also participates on hospital committees and works with physicians to develop best practices and with the hospital’s leadership group.

The Emergency Department is home to a diverse group of employees, from nurses who’ve worked at the hospital for 40 years to those with fewer than 10 years on the job.

“I have a three-generational nursing staff,” Aggabao says. “So the challenge is melding those different attitudes, approaches and more. But with a department of this size, I have the time to engage with employees and to learn more about who they are and how they want to advance.

“I love my job,” she adds. “The community feeling in the hospital—from the people I work with and from those who come here—is the greatest reward.”





# The Endowment for Quality and Access

For more than 65 years, Pullman and the surrounding region have enjoyed access to high-quality primary and specialty care. Pullman Regional Hospital (PRH) is continually recognized as one of the top hospitals in the state of Washington in quality and patient satisfaction. Our commitment remains strong to maintain these high standards of care, but challenging factors in the evolution of healthcare pose significant obstacles to a future that is as robust as the past.

Ongoing threats to our current funding sources, along with the dynamics of healthcare reform, put our ability to support these services at risk and create an urgency to take proactive steps. Consistent with our history as an organization, we are choosing to partner with the region to provide



**Scott Adams, CEO,**  
Pullman Regional  
Hospital

new pathways for funding that are not dependent on government decisions, healthcare reform or megahospital healthcare systems.

After conducting a feasibility study with 103 men and women and employee roundtables, Henderson, Mallory and Partners has recommended embarking on a \$10 million Endowment for Quality and Access campaign. On Aug. 13, 2013, the foundation board unanimously approved the feasibility study and recommendations, and the PRH Board of Commissioners unanimously endorsed it—after which the foundation board established the Endowment for Quality and Access fund. Henderson, Mallory and Partners has been retained to facilitate the planning and early phases of a campaign. Carol Chipman and Mike Sodorff have agreed to co-chair the Endowment for Quality and Access campaign. Currently, a steering committee is being recruited, and a campaign plan has been completed. More to come in the next issue of *Simply Health*!

*“The Endowment for Quality and Access is the first initiative as part of Community Health 2020. This endowment is the key component of the campaign as it relates to sustaining the quality of services and ensuring access to needed care for the community.”*

—**Tricia Grantham**, Pullman Regional Hospital Board of Commissioners president



*“The establishment of an Endowment for Quality and Access gives us the opportunity to continue to provide the services that are important to the community and allows us not to have to make choices that leave a portion of the population lacking for care.”*

—**Fritz Hughes**, Pullman Regional Hospital Foundation Board president



## In Loving Tribute

In Loving Tribute gifts offer friends or family members the ability to honor loved ones who have died while being a part of ensuring excellence at Pullman Regional Hospital. In Loving Tribute memorials support the unrestricted fund, which supports the hospital's highest needs. These memorials of \$10,000 or more are recognized on a special display at the hospital.

### 2013 In Loving Tribute honoree

In 2013, **Carol Frost Smawley** was honored by her husband, **Bob**, and daughters **Debbie**, **Laurie** and **Susie** and their families.

## 2013 Guardian Angels

The Guardian Angel program gives grateful patients an opportunity to honor a physician or hospital staff member while supporting Pullman Regional Hospital Foundation. Guardian Angel gifts support the foundation's unrestricted fund, which supports the hospital's highest needs.

### 2013 Guardian Angel recipients

**Caitlin Gaffney**  
by **Damon A. Smith**

**Dr. Stephen Hall**  
by **Charles and Barbara Grutzmacher**

**Rob Mutisya**  
by **Donald and Barbie Barton**

**Pullman Regional Hospital Staff**  
by **Susan Markey**

**Dr. Juan Parra**  
by **Col. Robert and Miriam Rehwaldt**

**Dr. Vicki Short**  
by **Steve Simasko and Wanda Terry**



# Thank you

*The foundation board and staff thank all those who chose to financially support Pullman Regional Hospital through gifts, pledges and long-term commitments.*



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# Pathways to a Healthy Future

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## Leaving a legacy

### A gift from their hearts

Jack and BettyJo Hilliard are two of the first members of the Pullman Regional Hospital Foundation Legacy Society. Their planned gift was a way to strengthen their lifelong connections to their community and Pullman Regional Hospital. Both are longtime residents who established their careers and raised their children here. The gift represents all that they've achieved in their lives. It is their legacy of love.

For more information about the Pullman Regional Hospital Foundation Legacy Society, call **509-332-2046**.