

**REGULAR MEETING
BOARD OF COMMISSIONERS
Public Hospital District No. 1-A of Whitman County, Washington
d/b/a Pullman Regional Hospital
Wednesday, April 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

Guests:

Lennis Boyer (teams)
Katie Van Wyngarden (teams)
Ann Leung (teams)
Wayne Druffel
Greg Farquhar

Hospital Personnel

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

I. CALL TO ORDER

President Oliver called the meeting to order at 6:01pm Roll call was taken with the following Commissioners answering present: Oliver, Sanchez, Nofsinger, Pitzer, Grantham, Cady, and McFarland.

II. APPROVAL OF MINUTES

- A. Commissioner Sanchez moved to approve the minutes for the regular meeting of March 4, 2026. Commissioner Nofsinger seconded the motion, and the motion passed unanimously with the below point noted.
- Deedra Zabokrtsky is to be adjusted on the minutes from 'Guest' to 'Hospital Employee'

III. MODIFICATION TO AGENDA

- VII. C. Finance Committee Report – Adding on HealthStream contract and Resolution 627 as action items.
- Adjustment of numerals on agenda (Numerals were out of order in a previously sent version of the agenda, the most current agenda has this format issue corrected).

Commissioner Grantham motioned to approve these modifications; Commissioner Pitzer seconded. The motion passed unanimously.

IV. CONSENT AGENDA

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

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

V. PUBLIC COMMENT

President Oliver opened the floor for public comment. No public comment was made. President Oliver closed the floor for public comment.

VI. ACTION/DISCUSSION ITEMS

A. Strategic Planning Committee Report (Matt Forge)

Matt Forge reported that downtime procedures were completed successfully and went smoothly, with coordination support from Bouten. Recognition was given to Carrie Coen, IT, and Facilities staff (Chris Jensen, Pat Wuesteny, and Alison Weigley) for their contributions. A project is underway to further strengthen downtime processes, led by Tammy Dahl.

a. CME Policy (Karly Port)

Karly Port presented the updated CME policy, aligning with Accreditation Council standards and expanding coverage for conference travel, meals, memberships, coaching, online courses, textbooks, and related expenses. The policy also addresses travel flexibility and reimbursement timing, requiring submission through Workday within 30 days of the event and reimbursement within 30 days of approval.

The policy was developed with input from 8-10 physician leaders and reviewed by both Physician Leadership and Primary Care Physician Leadership groups, who approved it. It was noted that this is an organizational policy and does not require MEC review.

The intent of the update is to provide a more flexible and supportive framework to encourage CME participation. Related initiatives include improved access to technology and ongoing work with IT and the Value Analysis Committee regarding equipment planning. Leadership-level approval is authorized for expenses under \$5,000.

Tricia motioned to approve the CME policy; Michael seconded. The motion passed unanimously.

b. Recruitment Update (Karly Port)

Significant progress has been made in recruitment efforts, with multiple offers extended and a strong acceptance rate. Appreciation was noted for Carly Scholz and several providers, including Dr. Kassie Tricola, Dr. Tingstad, and Dr. Mohr, for their support.

Several new providers have signed or are in the onboarding process across primary care, internal medicine, and specialty areas, with continued growth expected (particularly in internal medicine). Recruitment efforts in sports medicine are ongoing, with at least one acceptance to date.

c. CareAlert – Grievance Process (Deedra Zabokrtsky)

Deedra Zabokrtsky presented on the grievance process and CMS requirements. It was clarified that board member complaints and grievances should be directed to Deedra.

A distinction was made between complaints and grievances. Complaints are resolved in real time, while grievances require further investigation or coordination and must meet CMS guidelines, including timely resolution, defined procedures, and written patient communication.

Q1 data on complaints, grievances, and compliance was reviewed, with no concerns identified. Compliance with CMS requirements remains at 100%, including use of interim communication when investigations exceed 30 days.

Discussion included patient communication practices, including offering in-person meetings when appropriate and ensuring HIPAA compliance when working with patient representatives. Caution was noted when responding to complaints online.

B. Governance Committee Report (Shane McFarland)

Commissioner McFarland provided an update from the Governance Committee's March meeting.

a. PDC Filings (Matt Forge)

This agenda item was used as a quick reminder to board members that PDC filings will be due soon. Additionally, a reminder that the CEO eval went out yesterday to commissioners PRH inbox for them to complete.

C. Finance Committee Report (PJ Sanchez)

Commissioner Sanchez reported a challenging financial start to the year, with a current deficit driven in part by bad debt and underperforming departments. While performance is below expectations, there is opportunity for improvement.

The committee emphasized the importance of following proper approval processes for larger capital purchases. Additional concerns included system costs, Emergency Department diversions, and overall financial sustainability.

Current operating loss and cash flow metrics are below target, and leadership is focused on corrective actions to improve performance while maintaining community access.

a. Financial Update – February (Craig Carstens)

The organization reported a year-to-date loss, largely driven by bad debt write-offs related to the EPIC transition. This is considered a “cleanup issue” and is not expected to continue moving forward. Despite current losses, financial indicators such as cash on hand and accounts receivable remain stable. There is potential for partial recovery through anticipated receivables.

Leadership is focused on improving financial performance by monitoring revenue versus expenses, refining reporting accuracy, and identifying growth opportunities, including programs such as swing bed and optimization of 340B utilization.

b. Funding Update – HCA, WSHA, TRC (Craig Carstens & Matt Forge)

An update was provided on potential funding opportunities through HCA, with support from WSHA. The organization may be eligible for an estimated award of \$700,000–\$750,000, aimed at supporting rural healthcare through statewide collaboration.

c. Resolution 627 – Revision Item (Robert Rembert)

Resolution 627 authorizes the future surplus of a generator as part of the expansion project, contingent upon its replacement. The equipment is expected to be sold through a transparent process, with proceeds supporting the expansion. Leadership is overseeing planning, marketing, and compliance with applicable requirements.

Commissioner Nofsinger read out resolution line aloud to committee. Commissioner Grantham motioned to approve; Commissioner Sanchez seconded. All approved unanimously.

d. HealthStream contract – Revision Item (Matt Forge)

A contract revision was presented to transition from CareLearning to HealthStream, as recommended by the Education Department. The updated platform offers enhanced, evidence-based training, improved regulatory compliance, and a broader range of educational resources, while remaining cost-effective and more streamlined for staff use.

Commissioner Nofsinger motioned to approve, and commissioner Grantham seconded. All were in favor.

D. Board Member Phone Numbers (Matt Forge)

Board member phone numbers were requested for administrative purposes. Discussion also included a potential change in board meeting time to 4:00 p.m., with referral to Governance for further review. Public comment timing and community member availability were noted as considerations in evaluating scheduling adjustments.

VII. ANNOUNCEMENTS

It was announced that board training completion is nearly finalized.

VIII. EXECUTIVE SESSION

At 7:33p President Oliver announced that the meeting would go into Executive Session for 30 minutes to discuss the granting, denial, revocation, restrictions, or other considerations of the status of the clinical or staff privileges of a physician or other healthcare provider, consider personnel issues, and consult with legal counsel.

At 7:57p, President Oliver announced that executive session would continue for another 15 minutes.

The meeting resumed Open Session at 8:14p.

IX. OPEN SESSION

A. Credentials Report (Dr Rhoades)

Commissioner Pitzer moved to approve the credentials report. Commissioner Grantham second the motion. The motion passed unanimously.

X. ADJOURNMENT

The meeting adjourned at 8:15p.

Respectfully submitted by:



Anna Helman
Executive Assistant
Pullman Regional Hospital



Anna Nofsinger
Secretary
Board of Commissioners, Pullman Regional Hospital