

Pullman Regional Hospital

Chief Executive Officer Opportunity

The Chief Executive Officer is responsible for the activities of Pullman Regional Hospital, our network of nine clinics, our partnership with Palouse Specialty Physicians, and the Pullman Regional Hospital Foundation. The position provides strategic leadership to ensure the delivery of high-quality, cost-effective healthcare consistent with our Mission, Vision and Values. The CEO works collaboratively with the administrative team with input from physicians, clinical and support staff and community stakeholders and reports to the Pullman Regional Hospital Board of Commissioners.

Who We Are

Pullman Regional Hospital has been and will continue to be a self-sustaining, patient and employee-focused, award-winning hospital with a unique, open, collaborative and inclusive culture. We are independent, and choice remains a consistent theme in defining how we carry about our activities.



We believe Pullman Regional Hospital is extraordinary. Our uniqueness is not found in our physical building or the technology that is available. The special parts of Pullman Regional are not the programs we offer or the services we provide. As important as these things are, they are only the supporting cast for the truly distinguishing feature of Pullman Regional Hospital - people.

On a daily basis, more than 500 patient-focused employees serve patients and communities through Pullman Regional Hospital, Foundation, our network of clinics and our partnership in Palouse Specialty Physicians. We are one of the largest employers in Pullman and a community leader in healthcare activities.

Through our collective efforts we will continue to raise the bar of expectation for quality in healthcare. In this way, the extraordinary for all others becomes the expected at Pullman Regional Hospital.

We are a critical access, not-for-profit, public hospital district providing exceptional healthcare for everyone. Situated 8 miles from the Idaho border, our hospital serves WA and ID residents, students, faculty and game day fans of Washington State University (a PAC-12 University) and the University of Idaho (a Big Sky University).

Once a staple on the WSU campus as Pullman Memorial Hospital, we found a new home in 2005 on Bishop Blvd. with room to build a state-of-the-art 95,000 square foot facility. The building is home to our inpatient, outpatient, and emergency care services plus a variety of independent medical practices.

In addition to responding to the growing healthcare needs of our community, a growth mentality and community support have inspired numerous expansions and ancillary services continue to find alternative space to make room for direct patient care. Our shared vision is to continue expanding the scope of the hospital services to strengthen access to primary and specialty care services.

We recognize that the capacity to achieve our vision is dependent on each individual's ability to envision and create his/her personal future. This capacity expands with mutual benefit when individual values and goals are aligned with organizational values, vision, and mission.

Fundamental Commitments

Our Mission: Pullman Regional Hospital exists to nurture and facilitate a healthier quality of life for our community.

Our Vision: Pullman Regional Hospital is a community leader of integrated health and healing activities where our values guide and inspire, and science and technology quietly enable people to comfort, encourage, and heal.

Our Values: As we pursue our shared vision for the future, we value: personal integrity and commitment to provide compassionate, responsible, quality services to our community; an environment that allows individuality, teamwork, and communication to flourish; the enriching nature of diversity, creativity, and innovation; and honesty and leadership in an atmosphere of mutual respect and trust.

Our Culture: Our collective ability to achieve this vision is grounded in the culture of Pullman Regional Hospital. This culture is described by the following eleven attributes:

- Choice
- Consistency
- Flexibility
- Inclusive
- Personal Accountability
- Personal Growth
- Progressive
- Serving Others
- Tolerant
- Transparent
- Truth-seeking

Our Philosophy of Patient Care: It is our belief that all individuals are active partners in their own health and healing activities. We support this belief with flexible care environments where information is shared while participation and personal choice are encouraged.

Our Commitment to Patient Safety: We are committed to creating and sustaining a work environment where patient safety is consistently a top priority.

This environment demonstrates a commitment to designing policies and processes to prevent errors, provide appropriate numbers of qualified staff, encourage event reporting, learning from errors, and commitment to continuous improvement. We also embrace the overarching aims of the Institute of Medicine in leading our community to develop healthcare services that are effective, safe, patient-centered, provided in a timely manner, efficient, and equitable. Accomplishing these aims will require that we base the design of our healthcare services on the following guidelines:

- Care based on continuous healing relationships
- Customization based on patient needs and values
- The patient as the source of control
- Shared knowledge and the free flow of information
- Evidence-based decision-making
- Develop systems that provide safe patient care
- The need for transparency of information
- Anticipating patient needs
- Continuous decrease in waste
- Cooperation amongst clinicians

To provide consistency with our vision of providing healthcare services and to be responsive to the growing research connecting patient outcomes with facility design, we have adopted and incorporated the following patient care principles:

- Patient privacy
- Healing environment
- Public spaces separate from patient care & other work
- Wellness activities separate from acutely ill
- Staff efficiency
- Staff collaboration
- Customer service
- Patients have "one-stop shopping" as much as possible
- Science and technology behind the scenes

Our Philosophy Behind Engaged Employees: We dedicate our pursuits to recruit and retain people who find a compelling purpose and meaning in their work and a passion in contributing to the vision we have fashioned for the future. We aspire to create an atmosphere in which individuals choose to give of their discretionary energy and effort to advance the purposes of our hospital. We support each individual in their willingness to apply their own learning and ingenuity as they seek to utilize their full talent potential. Through these efforts we will grow in our personal sense of fulfillment, pride, and excitement as we collectively continue to raise the bar of expectation for quality in healthcare. In this way, the extraordinary for all others becomes the expected at Pullman Regional Hospital.

Our Commitment to Our Employees: The employment security of the staff at Pullman Regional Hospital is an essential part in the ultimate care and wellbeing of the patients we serve. In light of this, we establish an expectation that each of us commit to plan, lead, and manage the affairs of Pullman Regional Hospital to assure that no employee loses employment due to layoffs.

Our Approach To Accountability: Accountability is a personal choice to demonstrate the ownership and commitment necessary to achieve organizational goals. At Pullman Regional Hospital, the spirit of ownership includes making, keeping, and answering to personal commitments while paying attention to what matters to the entire organization. To choose accountability makes you an owner and a partner in pursuing the vision and expectations of your role and the organization as a whole.

Leading our continuing priorities is the **Next Era of Excellence**, which is critical to the ongoing delivery of healthcare. This includes the establishment of a Family Medicine Residency program, that will ensure a pipeline of primary care physicians, an enhanced practice environment for specialty physicians, and improvement in overall quality of care. Also, a community-wide, single electronic health record to simplify access to health information, as well as ongoing investments in technology and space to meet the growing and changing demands for medical services in the region. The recruitment and retention of quality physicians and the addition of specialty healthcare services will also continue to be a priority.

Award-Winning Hospital

- Accredited by DNV
- 5-Star Rating, Centers for Medicare & Medicaid Services
- ACR Facility in All Modalities, American College of Radiology
- America's Best Hospitals – Obstetrics (Women's Choice Award)
- Breast Imaging Center of Excellence, American College of Radiology
- Gold Certified Safe Sleep Champion, National Safe Sleep Hospital Certification Program
- HealthCare's Most Wired, Hospitals & Health Networks
- Healthcare Excellence in Aquatics Award, HydroWorx

Financial Health

Gross revenues exceeded 142 million in 2019 and 139 million in 2020. Operating expenses were 76 million in 2019 and 74 in 2020. 2019 operating margin was \$1.7 million and 2020 operating margin was \$9.1 million. Philanthropic funds raised in 2019 were \$3.8 million; in 2020, \$2.3 million was raised.

Philanthropy & Volunteers

For over 75 years, Pullman Regional Hospital has relied and called upon its community members and regional partners to provide the margin of excellence for our medical community. The Pullman Regional Hospital Foundation is the key component of this part of the hospital mission, vision, and strategic plan.

The Pullman Regional Hospital Foundation relies on a small, efficient team, led by the Chief Development Officer, and a working board of volunteers for governance, fundraising and advocacy. The Foundation's Board of Directors is comprised of 23 regional leaders that represent many professions and job services in a rural university community. Each board member is asked to not only provide governance duties and financial oversight, but also be an active contributor and advocate for Pullman Regional Hospital and the Foundation. The Foundation uses its board members and staff to raise philanthropic funds through events as well as provide leadership with annual giving and capital campaigns.

Our Partnerships

Washington State University: Pullman Regional Hospital has had a strong relationship with WSU since 1947. We complement a world-class university with world-class healthcare. Meaningful collaborations exist through shared services with WSU Cougar Health Services, clinical rotation opportunities at our hospital and clinics, supporting WSU faculty in healthcare-related research, mutual support in meeting professional recruitment needs, on-demand access to student-athlete cardiology testing, and our recently accredited WSU Family Medicine Residency Program at Pullman Regional Hospital.

On November 8, 2018 we formalized our partnership by signing of a Memorandum of Understanding signifying a formal continuation of long-standing collaboration between the two public entities. At a ceremony held at the hospital, Pullman Regional Hospital, CEO Scott Adams and Washington State University President Kirk Schulz, signed a document which defines the collaborative effort, known as "Partners in Excellence." We each commit to increasing collaboration, cooperation and interaction in:

- Health and Wellness Support and Education
- Human Resources/Employee Recruitment and Retention
- Advancement through Community and Alumni Engagement
- Workforce Training/Clinical Affiliation Agreements
- Innovation and the Future of Healthcare

Palouse Specialty Physicians: Our partnership with area hospitals Gritman Medical Center and Whitman Hospital & Medical Center is a joint effort to provide specialized health care services and clinicians to our region. Together we support ENT, Audiology, Urology, Neurology and Oncology.

Whitman County Health Network: Created as part of a HRSA Network Development grant, the Whitman County Health Network (WCHN) represents the united voice of Whitman County constituencies in the development, coordination and delivery of health and human services.

Life in Pullman

Welcome to the heart of the Palouse, one of the most beautiful places in the Pacific Northwest. Home to 34,000 people, Pullman is known for low crime rates, the place to raise a family, and a continual source of innovation influenced by WSU's flagship campus. Hiking, fishing, biking, snowshoeing, golfing and fostering a love for the outdoors is a natural draw for many tourists and enjoyed all year long by locals.

Spokane, WA (population 447,00) is 75 miles North and Seattle, WA (population 724,000) is 280 miles West. A regional airport right here in Pullman makes distanced travel easy and efficient.

K-12 Education

School aged children in our community have two public school options: Pullman School District and Pullman Community Montessori, a public charter school which provides K-9th grade education. The Pullman School District averages 2,819 students and are served by 160 teachers with an average of over 12-years of experience with 70% of the teachers holding Master's degrees. The Pullman Community Montessori is a 'choice' public charter school that will serve 94 K-5th grade students in the 2021-2022 school year and grow each year by one class level until it reaches 300 students in K-9th grades.

Higher Education

Washington State University (WSU) is a land-grant university that was founded in 1890 in Pullman, WA. Since that time, WSU has reached across the State of WA and established campuses in Spokane, Tri-Cities, Vancouver, Everett, and a Global Campus (online). WSU provides students with 101 majors, 79 master's degree programs, 65 doctoral degree programs and 3 professional degree programs in medicine, pharmacy, and veterinary medicine. WSU is a member of the Pac-12 Conference and provides the opportunity for fans to enjoy their favorite sports from swimming, football, basketball, volleyball, baseball, track and field, soccer, golf, rowing, and tennis.

2019 Top 100 Best Places to Live

According to Livability, Pullman ranked 86th in the Top 100 Places to Live in 2019. "Life in Pullman is good for both the body and mind, and that's why it makes out list of Top 100 Best Places to Live. Scoring high in the areas of health, education, and infrastructure, locals can count on getting and staying fit while expanding their education. So, if being active in the outdoors and working in the health and education industries fits with your dream lifestyle, this small Washington city might be perfect for you."

