



COMMUNITY

PULLMAN REGIONAL HOSPITAL | ANNUAL REPORT 2022



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our team is your team

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It's No Accident
Award-winning emergency
medicine doesn't happen
by accident

From the CEO Matt Forge

I officially joined the Pullman Regional Hospital family in November 2022; born and raised in Lewiston, ID, this region has always been home.

While my education and career path have taken me across the US, I truly believe this is where I'm supposed to be. Pullman has

Laboratories, our school districts, our city government and Washington State University amplify our ability to recruit exceptional people, grow our talent pool, and provide state-of-the-art medical technology, all while keeping a personal touch on providing care.

Regional Hospital in 2004; less than 20 years later, we're a hospital and network of clinics employing over 600 people. Celebrating the retirement of Scott Adams was a celebration of 30 years of cultivating an inclusive, collaborative and innovative culture.



**"THANK YOU
PULLMAN, FOR
BELIEVING IN US SO
WE CAN KEEP CARING
FOR YOU."
-Matt FORGE, CEO**

been highly-regarded as a healthcare destination, and it is an honor to join an organization with vision, support and a growth mindset.

Over the past several months in my new role as CEO and a Pullman resident, I've observed four things that stand out as remarkable – community, partnerships, generosity and innovation.

The community passed Proposition 1, our patient care expansion plan, by a whopping 76-percent! Expanding is absolutely necessary and this plan will allow us to provide better access, reduce wait times and limit traveling for specialized healthcare.

Partnerships and collaboration with physician practices, Schweitzer Engineering

The generosity of this community has really stood out to me. Pullman Regional has earned the trust of so many supporters and grantors. Philanthropy is crucial to our organization and I'm so grateful Linda Infranco has joined our team as the Executive Director of the Pullman Regional Hospital Foundation. Her twenty-plus year career at Washington State University enriched the university, and we welcomed her to the hospital in January 2023. Linda's work ethic and passion for philanthropy precede her; she will be a vital part of our ability to thrive as a community hospital.

Outgrowing our space didn't happen by accident. We are a premier healthcare destination because of our extraordinary culture. 200 people worked for Pullman

A history of innovation is helping us stay current with safe, secure and accessible electronic medical records. In January, the long-anticipated transition to Epic was implemented, and our patients are already discovering the benefits of fewer healthcare portals and faster, more reliable transfers of information and test results between their doctors.

It's an exciting time for Pullman Regional. We are poised for continued growth and innovation. We look forward to sharing our progress with you as we grow our hospital and our ability to do more right here at home.

Matt Forge

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Board of *Commissioners*

Jeff **ELBRACHT**, *President*

Patricia **GRANTHAM**, *Vice-President*

Sandra **O'KEEFE**, *Secretary*

Dr. Michael **MURPHY**, *Commissioner*

Joe **PITZER**, *Commissioner*

Karen **KARPMAN**, *Commissioner*

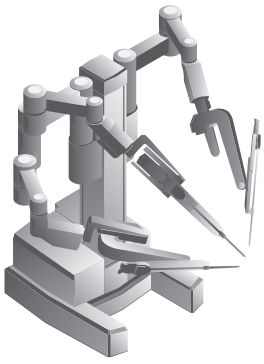
PJ **SANCHEZ**, *Commissioner*

Connect with your
commissioners at
pullmanregional.org/board



"I chose to become a hospital commissioner because I wanted to give back to my community after I retired. I knew that serving on the hospital Board would be the best way to help the most people since all of us need quality healthcare."

—Karen **KARPMAN**, Commissioner



Number of
Robotic Surgeries
performed:

458

Total Emergency
Department visits:

14,577

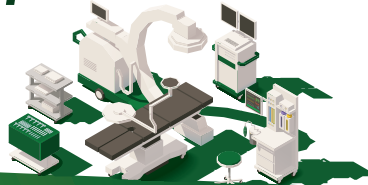


Total philanthropy raised

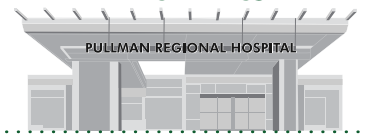
\$1,614,900



5,497 Surgical Cases
Up 19% from 2021



1 HOSPITAL
11 CLINICS



648
DONORS

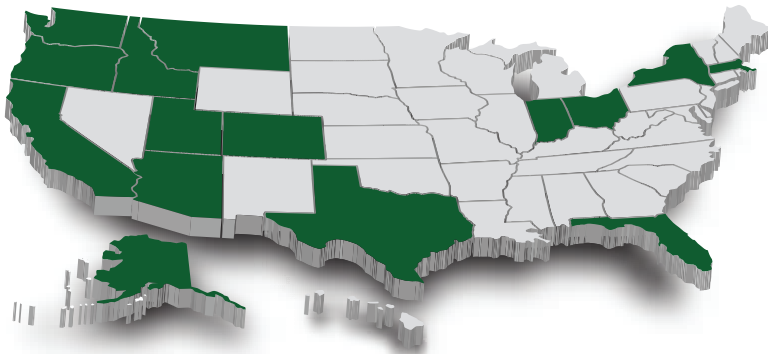


359 Babies Born



BY THE NUMBERS

IN 2022



Donors in 15 states and Canada

207
PHYSICIAN
PARTNERS



168
NEW
DONORS



585 EMPLOYEES

72%
of RNs
with a BSN



FINANCIAL HEALTH:
Total Margin



2018



2019



2020



2021



2022

Giving Tuesday

Growing up in tiny Eastern Washington towns gave Tom and Linda Nihoul a shared appreciation for what it takes to have a thriving community.

The Nihouls, wealth management professionals, healthcare advocates and WSU alums, who now live in Spokane, WA, will tell you it takes three things—excellence in education, medical care and housing.

Thanks to the Nihoul's generosity, more than \$128,000 was raised for Pullman Regional Hospital for Giving Tuesday, a global day of giving.

THANK YOU

Tom & Linda NIHOUL



“WE ARE GRATEFUL SUPPORTERS OF PULLMAN REGIONAL HOSPITAL. BETTER HEALTHCARE MEANS A BETTER PULLMAN COMMUNITY.”

-Tom NIHOUL

“Healthcare is a nationwide issue, and we need to contribute to this opportunity,” Linda Nihoul.

The Nihouls wanted to inspire others to give and set forth a \$50,000 matching gift challenge. They were joined by 87 donors, and the goal was surpassed.

Total Raised for Giving Tuesday
\$128,000



Mark your calendar for **Nov. 28-**
Giving Tuesday 2023!

Today & Tomorrow's Family Medicine

At the heart of healthcare is family medicine. These physicians and physician assistants provide comprehensive healthcare through all stages of life, developing lasting, caring relationships with patients and their families.

Where to get care:

- Family Medicine Residency Center (newly open!)
- Palouse Health Center (in Palouse, WA)
- Palouse Medical
- Pullman Family Medicine

Training your future *Physicians*

If you've waited weeks to see your doctor, you're not alone. "There is a nationwide shortage of family physicians," says Dr. Stephen Hall, local family medicine physician, program director and Pullman Regional Hospital Chief Medical Officer.

Washington State University's Elson S. Floyd College of Medicine and Pullman Regional Hospital are partnering to help solve this problem and have established a Family Medicine Residency graduate medical education program and clinic. The Family Medicine Residency Program has a home base at Pullman Regional, where



residents spend three years finishing their training and treating patients. The Family Medicine Residency Center, a 5,000-square-foot clinical and educational site, was completed in September 2022 and funded entirely through philanthropy.

"Our partnership with Pullman Regional Hospital is core to our mission of placing exceptional family medicine physicians in rural Eastern Washington to increase access to care," says Dr. James Record, WSU Interim Dean of Graduate Medical Education.

Family Medicine Residency Center Medical Team:

- Molly Thompson, MD
- Drue Webb, MD
- Tamara Manell, RN
- Cathy McKeirnan, MA
- Trisha Quiring, Practice Manager



SCAN TO LISTEN! 

What Dr. Stephen Hall wants you to know about the Residency Program.

“

DEVELOPING A RESIDENCY PROGRAM FOR PULLMAN IS OUR LOCAL SOLUTION TO A NATIONAL SHORTAGE OF FAMILY MEDICINE DOCTORS.

-Dr. Stephen HALL

”

Palouse Health Center – *We've Moved*

The Palouse Health Center is a hometown family medicine clinic in downtown Palouse, WA. In April 2023, the Center will open in its new location – about 50 feet away from its humble beginnings – in the brick building shared with State Bank.

At Your Service:

- Well-Child Exams and Immunizations
- Family Medicine Care for All Ages
- Urgent Same-day Appointments
- Preventative Care (annuals, family planning, sexual health)
- On-site Lab Services
- Sports Physicals
- Sports Medicine (sprains, strains, concussions)



Pullman Family Medicine – *Inclusive Care*

When you choose Pullman Family Medicine, you get a team who works together on case and care management. “We make every effort to care for each patient to the best of our abilities, no matter their age, race, sexual orientation, gender identity, political affiliation, et cetera,” says Dr. Laura Baker, a physician at Pullman Family Medicine.

The team at Pullman Family listens to patients and supports their health goals. “It’s easy as a doctor to get into the mindset of telling a patient what you think is best for them,” Dr. Baker elaborates. “With gender-affirming care, listening to and prioritizing a patient’s goals is especially important.”

Pullman Family Medicine offers healthcare services, resources, and support for members and families of the LGBTQ+ community. “We’re here for you and you’re not alone. It is possible to get good medical care. If you don’t have support from friends or family, you can find your chosen family here on the Palouse,” she assures.

At Your Service:

- Pregnancy Care and Deliveries
- Primary Care for All Ages
- Urgent Same-day Appointments
- Preventative Care (annuals, family planning, sexual health)
- LGBTQ+ Healthcare
- Sports Medicine



Pullman Family Medicine Medical Team

- Teresa Cargill, PA-C
- Jennifer Davis, PA-C
- Kimberley Guida, MD, FAAFP
- Laura Baker, MD
- Ben Adkins, MD, FAAFP
- Sharlee Terhaar, Practice Manager



The Doctor will See You Now

Let's be real. Fevers never spike at 2 p.m. on a Tuesday. Kids get sick at the most inconvenient times, and the anxieties of being a parent aren't limited to standard business hours. Patients at Palouse Pediatrics of Moscow and Pullman can count on the 24/7 pediatrician hotline for around-the-clock peace of mind.

Why Annual Well-Child Visits?

It's more than just seeking pediatric assistance when your child is sick or injured. It's important to routinely have them evaluated, so pediatricians can help anticipate needs and make sure there aren't any unexpected issues with their growth or development.

Pediatricians know what's typical and challenging for children at each age and stage of development- physically, mentally, and emotionally and can provide guidance, support, and suggestions along the way.

Two Locations To Serve You

Palouse Pediatrics - Moscow

1420 S. Blaine St. Suite 5,
Moscow, ID 83843
Phone: (208) 882-2247

Palouse Pediatrics - Pullman

1205 SE Professional Mall Blvd.
Suite 104 Pullman, WA 99163
Phone: (509) 332-2605



“The best way to take care of yourself and your family is to have a yearly checkup. During this visit we check on growth, development, and get to talk about all of the little things now so they don't become big things later.”

-Dr. Maricarmen **SHIELDS**

Get to Know Your *Pediatricians*

Palouse Pediatrics patient, Nolan, interviewed several doctors at Palouse Pediatrics to help you get to know them.

Scan the QR codes to the right to watch the videos.



-Dr. Methuel GORDON

"Every family who comes to our office is important. Using my experience and medical expertise to provide the best care for your child is very important to me, and this is most effective when I provide a nurturing and caring environment where families feel like they are being heard."



-Dr. "Mike" Michael FROSTAD

"Every child is different, and every family is different. I get to help parents gain the confidence to be the parent they want to be and encourage children to develop into their own personhood while keeping general wellness as a primary goal."



-Dr. Jonathan LEE

"Through my training at Seattle Children's Hospital, I cared for the sickest children in the region from Alaska to Washington and all the way through Montana. I was a software engineer before that, and now, I am the father of 4 children at home. These experiences taught me how valuable a trustworthy relationship with your doctor is."



-Dr. Katie HRYNIEWICZ

"Pediatrics is one of the most amazing fields, and I couldn't see myself doing anything else. Being a parent is one of the most rewarding jobs on the face of the earth – but man, is it HARD! My philosophy of care revolves around wellness and empowerment, ensuring that you get to be the parent you desire to be while keeping your child safe and healthy."



-Dr. Maricarmen SHIELDS

"I love working with families and seeing kids grow! I love taking care of all types of kids, but I have a special place in my heart for children with complex medical needs and infants born with a clubfoot."



SCAN TO
WATCH!



SCAN TO
WATCH!



SCAN TO
WATCH!





SCAN THE CODE TO WATCH
A "BEHIND THE SCENES"
OF A REAL SURGERY!

Hi-Tech

Philanthropy Helps Fund Medical Technology

Last year, the hospital implemented new medical technology for robotic-assisted surgery, bladder cancer surgery, imaging, the detection of silent seizures and a new medical record system. In 2021 and 2022, \$1 million in philanthropy—through donations and grant awards—helped fund surgical robotics like the da Vinci Xi, CORI and VELYS so the hospital could invest in additional medical technology.

Aquablation Therapy



Aquablation Therapy is an advanced, minimally invasive Benign Prostatic Hyperplasia (BPH) treatment that uses the power of water delivered with robotic precision. "This is a great option for my patients with very enlarged prostates. It uses a heat-free waterjet controlled by robotic technology to remove prostate tissue." – John Keizur, MD, Urologist with Palouse Urology Center

Blue Light Cystoscopy



Blue Light Cystoscopy with Cysview is used by urologists to "see" more potential cancers while performing bladder cancer removal surgeries. "In surgery, the Cysview solution will illuminate potential cancers bright pink under a blue light, which can ensure I remove more tumors than are detected through magnification and typical light." – John Keizur, MD, Urologist with Palouse Urology Center

Ceribell



Ceribell is a portable, wearable EEG technology to help detect silent seizures in critically ill patients. "A timely seizure diagnosis is crucial; the longer a seizure remains untreated, the more brain damage can occur. This tool helps us better detect the silent brain killer." – Pete Mikkelsen, MD, Medical Director of Emergency Services & Chief Medical Officer for Pullman Regional Hospital

da Vinci Xi



The da Vinci is used in general surgery, gynecology and urology procedures. "The very fine movements of the robot in small spaces—like the upper and lower abdomen—is critical for a successful surgery. I appreciate how much it improves the experience for the patient." – Nancy Panko, MD, Medical Director & General Surgeon with Pullman Surgical Associates

GI Genius



The Medtronic GI Genius helps improve the accuracy of colon cancer screenings using high-definition monitors and computer-aided detection with AI for pattern recognition. "My experience in using the system has been that it is a useful tool that adds a second pair of eyes to screen for colon cancer during a colonoscopy." –Ben Adkins, MD, Family Medicine Physician with Pullman Family Medicine

EPIC



Philanthropy supported the implementation of Epic, an electronic medical record system which is used by the hospital and its network of clinics. Epic is the most utilized electronic medical record in the nation and the state of Washington; 59% of hospitals nationwide and 77% of Washington hospitals use Epic. Epic replaced Meditech on January 28, 2023.

TIMS System



The TIMS System is a portable recording and observation swallow study unit used by radiologists and speech therapists to diagnose and monitor both chronic and acute swallowing disorders. "Fluoroscopy, or an x-ray 'movie' with the TIMS system allows me to watch and record my patient's swallowing function; this is absolutely the gold standard for swallow studies." –Kelly Steele, Speech Language Pathologist at Pullman Regional Hospital

MyChart



MyChart offers the ability to message with your doctor or provider, check test results for labs and imaging, view medication lists and post-visit summaries and hospital discharge instructions. Patients will even be able to schedule appointments for some healthcare services through the MyChart app or by logging in online to their Pullman Regional MyChart account.

UroLift



UroLift is a non-surgical urology procedure to relieve urination complications due to an enlarged prostate. "It's a simple procedure that doesn't require surgery and can replace some medications. Small implants are placed to hold prostate tissue from compressing on the urethra. Most patients experience instant relief and increased urine flow with minimal recovery and no catheter." –John Keizur, MD, Urologist with Palouse Urology Center

VELYS



VELYS by DePuy Synthes is a robotic-assisted surgical system that attaches to the side of the operating table and provides continuous real-time feedback to the surgeon throughout a total knee-replacement surgery. Using AI technology, VELYS guides and maps where a surgeon should remove bone, resulting in an efficient surgical experience and a long-lasting implant.

Tech-Savvy Urologist

Dr. John KEIZUR



Since establishing Palouse Urology in Pullman in 1996, Urologist Dr. Keizur has been dubbed the "techno doc" for his interest and research in state-of-the-art medical technology to help his patients:

- UroLift
- Aquablation Therapy
- Blue Light Cystoscopy with Cysview
- da Vinci Xi robotic-assisted surgical system



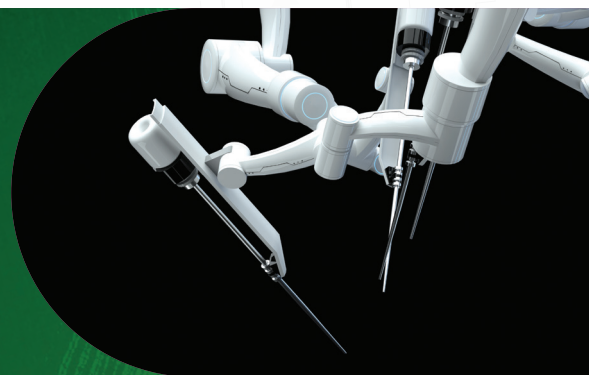
Surgical Excellence. Simplified.

Less wait, less worry, more living

Since 2004, when Pullman Regional Hospital opened its doors to the new location on Bishop Blvd, surgeries have increased by 35%. “There was a time we only operated a few days a week,” recalls Ed Harrich, Director of Pullman Regional Hospital Surgical Services (pictured above). “Now, it’s five days a week, with extended hours. We’ve invested in the talent and the technology and we’re the premier destination in the region for surgery.”

Pullman Regional Hospital plans to add a fifth operating room as part of the Patient Care Expansion Plan. Funds raised in 2023 will support the addition of a fifth OR and the redesign and expansion of the post-surgery recovery room.

Learn more: pullmanregional.org/how-to-help/foundation



The Impact of Your Donations

Donations in 2019 helped the hospital build a fourth operating room and purchase an upgraded da Vinci robotic-assisted surgical system in 2022. The original da Vinci Si model was purchased in 2012 (also funded through philanthropy) and since then, the hospital OR crew has gained ten years of experience in surgical robotics, which provides a safe and efficient experience for patients and surgeons.

pullmanregional.org/donate



DR. NANCY PANKO
General Surgeon
& Medical Director



DR. JOHN VISGER
General Surgeon



DR. ROBERT CONROY
Emergency
General Surgeon



DR. RON MARTIN
Emergency
General Surgeon



JO TANIGUCHI, ARNP
Gastroenterology

Keeping Surgery Simple:

Complex Doesn't Have to Mean a Complicated Patient Experience

Ask any surgeon at Pullman Surgical Associates what makes a surgery complex and their response will be more questions - what is the patient's anatomy, what is the expected recovery trajectory, what is known about the stage of disease, and on and on. What they can all affirm is the goal to help patients and their families feel empowered by knowledge and choices and the power of healing close to home.

The team at Pullman Surgical Associates includes general surgeons who see patients for scheduled surgeries, emergency

surgeons and gastrointestinal specialists.

The practice's Medical Director and General Surgeon, Dr. Nancy Panko encourages patients and their doctors to start with a conversation with her and her team. "We all want our patients to get back to enjoying life as quickly as possible, limit travel for pre-operative and post-operative appointments and have a good experience if they need to stay overnight at the hospital."

Learn more: pullmansurgery.org

Common General Surgery Procedures:

- Appendectomy
- Colectomy/bowel resection
- Breast biopsy, lumpectomy or mastectomy
- Cholecystectomy (removal of the gallbladder)
- Hemorrhoidectomy
- da Vinci Robotic-assisted surgery
- Endoscopy
- Excision of skin cancers, cysts and tumors
- Gastrointestinal (GI) treatment for Crohn's disease, GERD, hepatitis, IBS, and ulcerative colitis
- Hernia
- Lymph node biopsy
- Port-a-Cath insertion
- Splenectomy
- Thyroidectomy
- Vasectomy

45 is the New 50 Screening Colonoscopies Save Lives

In May 2021, the U.S. Preventive Services Task Force issued new recommendations for colorectal cancer stating that people at average risk should start screening at age 45.

"By doing colonoscopies, we can prevent really devastating health issues down the road. I express to all my patients, and my own family, that this is a vital part of taking care of yourself as we get older," says Dr. Nancy Panko.

During the colonoscopy procedure, a specialized camera views the entire lining of the large intestine (colon). Patients are under anesthesia and the procedure typically takes about an hour.

Dr. Panko is specifically looking for abnormalities, such as pre-cancerous growths known as polyps. These growths can turn into cancer over time, so it's crucial to identify them and remove them in their early stages. Should polyps be detected, they can be removed right then and there and sent off to pathology for examination.

If you're 45 or older, talk with your primary care provider to determine your colonoscopy screening plan.

A Team Approach

Excellence in orthopedics; our team is your team

If you've ever been to a Washington State University or a University of Idaho athletic event, you might have seen Dr. Ed Tingstad (right) or Dr. Kyle Hazelwood (left) on the sidelines. That's because these orthopedic surgeons and sports medicine physicians help elite student-athletes perform at the top of their game as team

physicians for our local universities.

As physicians of Inland Orthopaedic Surgery & Sports Medicine Clinic - with offices in both Moscow, ID and Pullman, WA, these doctors also tend to high school student-athletes, coaches, parents, fans and, well... everyone!



No Matter Who You're Rooting For, *We're on your Team*

- **Dr. Kyle Hazelwood**, Orthopedic Surgeon; UI Team Physician
- **Dr. Mathew Taylor**, Orthopedic Surgeon
- **Dr. Ed Tingstad**, Orthopedic Surgeon; WSU Team Physician
- **Dr. Aaron Vandenbos**, Orthopedic Surgeon
- **Maile Keller**, Orthopedic Care Coordinator
- **Kai Seshiki**, Athletic Trainer (Colton)
- **Amy Vu**, Athletic Trainer (Garfield Palouse)
- **Nicole Clements**, Athletic Trainer (Potlatch)
- **Jaimie Haramoto**, Athletic Trainer (Pullman)



Dr. Mat Taylor

Wants You to Say Goodbye to Joint Pain

Joint replacement can be a life-changing procedure. “I love seeing patients get back to their life,” says Dr. Taylor, a board-certified orthopedic surgeon at Inland Orthopaedic Surgery and Sports Medicine Clinic, part of the Pullman Regional Hospital Orthopedic Center of Excellence. “Joint pain can be so debilitating. It can really prevent people from doing the things they want to do, especially in these golden years where they’ve worked their entire life to save up to do the things they want to do and see. I love when they’re able to get back to their life and do those things they had planned on.”

Recovery is unique for each joint (shoulders, hips, knees), but Dr. Taylor says that most patients recover about 75% in two months time and 90% in three months. Physical therapy is a key part of the recovery process. Patients will also continue to improve for up to a year post-surgery.



“This is an amazing team, let us help you live your life.”

–Dr. Mat **TAYLOR**,
Orthopedic Surgeon



.....
**SCAN TO FIND
FREE CLASSES
TO HELP YOU
PREPARE!**

Keeping Kids Healthy, Safe and Active In Sports

In 2018, the hospital’s Orthopedic Center of Excellence officially kicked off the Regional High School Athletic Training Program, embedding a hospital-employed certified athletic trainer in four local schools – Colton, WA; Garfield-Palouse, WA; Potlatch, ID; and Pullman, WA.

Athletic Trainer, Kai Seshiki, had worked in Colton for years, building crucial bonds with parents, kids, and medical professionals in a part-time role at Colton High School when he wasn’t seeing physical therapy patients at Pullman Regional Hospital’s Summit Therapy practice.

“The good Kai has done for the kids in Colton didn’t go unnoticed; we knew this was immensely important in diagnosing inju-

ries quickly and preventing our kids from going without important medical care,” says Dr. Ed Tingstad, Orthopedic Surgeon and Chief Medical Officer for Pullman Regional Hospital. “Having athletic trainers at practices, games and tournaments means peace of mind for parents, coaches and giving these kids their own advocate.”

.....
2022’s annual Athletic Training Program fundraiser, 5th Quarter Rally, raised more than \$110,000. Thank you, Wayne Druffel, for chairing the event and Ty and Kay Meyer, for donating the use of Red Barn Farms!

Learn more: pullmanregional.org/athletic-training

Dr. Aaron Vandebos,

Educator, Veteran, and Orthopedic Surgeon

The human body isn't made of steel. From time to time, it requires "fixing." Orthopedic surgeons can help relieve issues related to bones, joints, muscles, tendons, and ligaments.

Dr. Aaron Vandebos, board-certified orthopedic surgeon at Inland Orthopaedic Surgery and Sports Medicine Clinic, part of the Pullman Regional Hospital Orthopedic Center of Excellence, has a special interest in sports medicine, arthroscopic procedures—particularly of the knee and shoulder—as well as disorders of the hand and wrist.

"I like to think that I'm kind of an 'everyman' of orthopedic surgery. I try to be relatable. I know that the age-old adage is as true in medicine as it is in other parts of our life, where people don't care what you know until they know you care," he states. "I first and foremost prefer my patients see me as somebody they can trust rather than somebody who just knows the right answers."

Dr. Vandebos relays to his patients that his primary job is to be an educator. Whether or not the ultimate decision is to perform surgery, he wants all his patients to leave the office with a full understanding of their different treatment options.

"During my time in the Army, my role as an orthopedic surgeon in a forward surgical team was to be prepared to deploy on a moment's notice to anywhere that might require damage control

surgery and orthopedic aid," he notes. "On a more personal level, I learned to fit in with different cultures and appreciate people different from myself."

Dr. Vandebos maintains that attitude in his role at Inland Orthopaedics; he joined the practice in 2021. "I think the culture and the community is probably the number-one strength of being here at Inland Orthopaedics."

**-Dr. Aaron
VANDEBOS,
ORTHOPEDIC
SURGEON**
*Inland Orthopaedic
Surgery & Sports
Medicine Clinic*



Second Physical *Therapy Location!*

In 2022, the hospital's therapy practice, Summit Therapy, opened a second location on 405 Stadium Way. Physical Therapists Ed Robertson and Holli Parrish, along with Physical Therapy Assistant Kyle Hopwood, are the primary providers at this satellite location and specialize in treating running and sports injuries, orthopedic rehabilitation, work-related injuries, motor vehicle injuries, foot pain and orthotics, arthritis, and burn and wound care.

Summit Therapy

405 Stadium Way,
Pullman, WA 99163

Phone: (509) 338-0650



Award-Winning Emergency Medicine

Doesn't Happen By Accident

When the “new” Emergency Department on Bishop Blvd opened in 2004, nurses and physicians provided around 6,500 treatments. In 2022, that number more than doubled to 14,000.

“Despite a larger patient volume, we’ve actually reduced the average time it takes from when a patient presents in the Emergency Department to when a physician looks at their chart,” said Dr. Pete Mikkelsen, Medical Director of Emergency Services and Pullman Regional Hospital Chief Medical Officer. “In 2021, the average wait time was seven minutes, and now we’re proud to say it’s only five minutes.”

In 2022, Pullman Regional Hospital earned an Acute Stroke Ready Certification from DNV—an international accrediting body for healthcare organizations. To earn certification, a hospital must meet or exceed evidence-based standards set forth by the American Heart Association/American Stroke Association and Brain Attack Coalition.



Emergency Medicine Award-winning attributes:

- Team of emergency registered nurses
- Team of board-certified Emergency Medicine physicians
- Average 5-minute Door-to-Doc wait time
- SANE (sexual assault nurse examiner) trained team for adult and pediatric patients
- Acute Stroke Ready certification
- Patient Choice award winner (2020–22)

Excellence in Inpatient Care

“



“Inpatient care requires plenty of coordination, and a hospitalist is a valuable asset for meeting that need. A huge part of our role as hospitalists is to communicate with patients and their families. I lead a team of physicians who provide care to patients in the hospital, and transition patients back to their homes or other care facilities. I enjoy creating those meaningful relationships, establishing trust, and taking a patient-centered approach to making care decisions.”

–Dr. Guillermo **MODAD**, Director of Hospitalist Services

”

Foundation Board of Directors

The Pullman Regional Hospital Foundation Board of Directors is governed by volunteers committed to continuing the hospital's excellence in care and service. In 2022, the Foundation raised more than \$1,614,900. For a list of 2022 supporters, visit: pullmanregional.org/supporters

Volunteer Board Members:

- Karlene Beaumont, President
- Ray Wallace, Vice President
- Adrian Green, Treasurer
- Graham Adderson (joined in 2022)
- Ken Casavant (joined in 2022)
- Richard Emtman, M.D.
- Kirstin Gehring
- Jean Logan
- Steve Mader
- Virginia Martinson
- Ty Meyer (joined in 2022)
- Karin Neuenschwander
- Connie Newman
- Erik Newman
- Tony Poston
- Amy Rogers
- Jerman Rose
- Kerry Swanson

Generosity

Makes All the Difference

At Pullman Regional Hospital, philanthropy means the difference between the maintenance of a great hospital and the evolution of an extraordinary one.

Auto Dealers for Health



The Auto Dealers for Health program has enriched the hospital for 10 years through more than \$250,000 in donations! Every year Chipman & Taylor Chevrolet and Wysup, Chrysler, Jeep, Dodge Ram team up to donate \$100 per new and used car sold during the August. **Thank you Fran Amend and the Wysup Family!**

Merry Matchmas



Pullman-based Values & Vision owners and longtime community members, Jeff and Angie Feuerstein, generously matched giving during the 2022 holiday season – and helped raise more than \$45,000 for the hospital. **Thank you Jeff and Angie!**

Auxiliary

This year, six grants were awarded totaling nearly \$15,000! The auxiliary has generously funded requests since 1968, bringing their total funding to more than \$714,000! Congratulations to this year's grant recipients:

- **Summit Therapy & Health Services- iPads**
- **Same Day Services waiting area- Massage chair**
- **Birthplace- Eight glider rockers, one for each patient room**
- **Birthplace- 50 new gowns for patients**
- **MSU & ICU- updated communication boards**
- **Grief education books for patients and families**

Support of Diane's Gift Garden, memberships, and annual fundraisers like Have-a-Heart and the Christmas Tree Raffle make these grants possible. Learn more about membership: pullmanregional.org/auxiliary



Sue HINZ
Auxiliary Member of the Year

Sue's been a member of the Auxiliary since 1973 and has served on the Auxiliary board as the Newsletter Editor and Event Photographer since 2014. Sue is active in Auxiliary events like the annual Holiday Tea, Christmas Tree Raffle, and Fall Luncheon, as well as with recruitment and membership. Her enthusiasm and love for Pullman Regional Hospital, and the Pullman community, make her a valued member of the Auxiliary and more than deserving of this award!

2022 *DAISY* Award Winners



Carol **DRISKELL, RN, Same Day Surgery**

Carol was nominated by a grateful patient who described her as comforting, kind, and proactive. "I recall her holding my hand and letting me know she was there if I needed anything. It was kind, and I felt very safe," wrote the patient in a nomination letter.



Acacia **PRATHER, RN, BirthPlace**

Acacia was nominated by a grateful patient who described her as extremely competent, very knowledgeable and compassionate. "She made our stay seem easy, although we were confronted with a difficult birth. Her confidence and experience throughout assured us of the positive outcome," wrote her patient in the nomination letter.



Paul **PRATHER, RN, Emergency**

Paul was nominated by a grateful patient who described him as compassionate, confident, and exceptional. "Paul stood by my side and offered his compassion, heart, and mind. Paul's care gave me a sense of peace and safety in a moment when I was weak, vulnerable and unsure of what lay ahead," wrote the patient in a nomination letter.

Nominate your nurse: pullmanregional.org/daisy

2022 *Hospital Award* Winners



Debbie **ALLEN**
Employee of the Year

Debbie Allen from Summit Therapy & Health Services is the 2022 Employee of the Year! 12 nominations and comments were submitted about Debbie; her colleagues feel she is the glue to the department and is always willing to put in extra hours to make sure the job gets done. Debbie was also described by her colleagues as genuine and truly means it when she asks how you are doing.



Kim **JOHNSON, RN, CEN**
Nurse Excellence

Kim Johnson is the 2022 Nurse Excellence award winner! Kim, a registered nurse in the Emergency Department, received 4 nominations. Her colleagues describe her as easy going but also able to make difficult decisions in an effective and compassionate way. Kim was instrumental in earning the Stroke Ready certification from DNV, she strives to improve patient outcomes, and is a respected and admired member of the Emergency Department team.



Tim **GOODRICH**
Physician Excellence

Dr. Tim Goodrich, was awarded the 2022 Pullman Regional Hospital Physician Excellence Award! His nomination letters said he "always puts patients first," "takes a collaborative approach," and is "eager to help."

Dr. Goodrich treats patients at Palouse ENT & Audiology for a range of concerns, including sinus and nasal disorders, ear infections, sinusitis, tonsils and adenoids, hearing loss and thyroid disorders.

Need a Primary Care Provider?

Family Medicine Residency Center

A full-service primary care clinic located at Pullman Regional Hospital (509) 336-7720

pullmanregional.org/residency-center

Palouse Health Center

Located in Palouse, WA (509) 878-1890

pullmanregional.org/palouse-health-center

Palouse Medical

A primary care clinic located in Pullman Regional Hospital (509) 332-2517

palousemedical.com

Palouse Pediatrics

The region's only pediatric practice, serving infants-age 18. Locations in Moscow (208) 882-2247 and Pullman (509) 332-2605

pullmanregional.org/palouse-pediatrics

Pullman Family Medicine

A full-service primary care clinic in North Pullman (509) 332-3548

pullmanregional.org/pullman-family-medicine

Pullman Regional Hospital
835 SE Bishop Blvd.
Pullman, WA 99163

Primary Care Road Map

Schedule a Wellness Visit

ANNUAL WELLNESS SCREENING

Schedule one of these visits every year with your Primary Care Provider. Your Annual Wellness Visit is a great time to talk with your doctor about:

- Your prescriptions
- Staying up-to-date on your vaccinations
- Your mental health
- Any changes in your health

To Do

☐

Date Completed



Good health begins with *Good Sleep*

Dr. Usha Nandhini, Sleep Medicine Physician at Palouse Sleep Medicine, is passionate about helping patients who struggle with sleep disorders like sleep apnea, restless leg syndrome and insomnia. Learn more at pullmanregional.org/sleep

Keep up-to-date with vaccinations



FLU SHOT (Annually)

To Do

☐

Date Completed

TETANUS (Every 10 Years)

To Do

☐

Date Completed

COVID-19 VACCINE & BOOSTERS (See CDC recommendations)

To Do

☐

Date Completed

Preventative Screenings



Screenings help you know your risk and lead to earlier detection and treatment.

Colorectal Cancer Screening Colonoscopy (Every 10 Years)

Over 45

☐

Date Completed

Screening Mammogram (Annually)

Over 40

☐

Date Completed

Prostate Exam (Every 3 Years)

Over 50

☐

Date Completed

Cervical Cancer Screening (Every 3 years (21-29), every 5 years (30+))

Over 21

☐

Date Completed