

# SimplyHealth

Spring 2021



**2020**

Annual  
Report to the  
Community

**Here for you,  
beyond the pandemic**

**A look at where we've been and  
where we're headed. page 8**



**PULLMAN  
REGIONAL  
HOSPITAL**

# Facing the challenges of 2020 and looking forward



Scott Adams, CEO

2020 was an unprecedented year for Pullman Regional Hospital, our country, and the world. The COVID-19 pandemic reinforced our purpose as a critical access hospital—to serve our community's healthcare needs. Throughout 2020 we persevered, driven by that purpose and by our commitment to provide care safely. As a team of healthcare professionals, we persisted.

The COVID-19 timeline on page 8 highlights the key milestones in our 2020 journey, beginning with the governor's shutdown of Washington state in March. We responded quickly and thoughtfully, meeting twice daily to coordinate COVID-19 response activities. Our staff and Palouse Medical staff rallied and formed a community testing center, seemingly overnight. Community members sewed hundreds of masks to protect our staff and neighbors. Where we could, we changed our delivery model to telemedicine to ensure continued access to medical care.

In line with the governor's proclamation, we suspended non-urgent surgeries in March and April. This event has had a devastating impact on our financial stability, as it did for many hospitals. We took internal cost-cutting measures, including a 60-day pay reduction for everyone, but kept our commitment to zero layoffs.

Our own sacrifices and the community's generous donations to the Pullman Regional Hospital COVID-19 Emergency Fund helped us find solid financial ground.

As caring for COVID-19 positive patients ebbed and flowed, we sought ways to help patients stay safely connected to their loved ones.

In the new year, more COVID-19 vaccines arrived on the Palouse, bringing hope. We immediately joined Whitman County Public Health and others in a collaborative effort to vaccinate all eligible people.

Amidst the uncertainty in 2020, we remained certain of our priority to pursue a Family Medicine Residency Program in partnership with the Washington State University Elson S. Floyd College of Medicine. The program made progress toward accreditation, and we anticipate more news in May 2021.

If 2020 taught us one thing, it's that a vision for the future can continue to thrive when we work together and keep hope in sight.

Thank you for your continuing support.

A handwritten signature in black ink that reads "Scott Adams". The signature is fluid and cursive, with the first name "Scott" and last name "Adams" clearly visible.

## PRH Board of Commissioners

Jeff Elbracht, President

Patricia Grantham, Vice President

Sandra O'Keefe, Secretary

Karen Karpman, Commissioner

Michael Murphy, MD, Commissioner

Joe Pitzer, Commissioner

Margaret Werre, Commissioner

The PRH Board of Commissioners meets the first Wednesday of each month. Meetings are open to the public.

Contact Pullman Regional Hospital Administration for more information: **509-336-7514**.



At Pullman Regional Hospital, we are committed to transparency. That includes providing information on cost of care, patient safety, and patient satisfaction.



### Price Estimation Tool

Our online tool gives you an idea of your out-of-pocket costs for many of our services



### Safety & Infection Prevention

We are committed to providing the highest levels of safety in our patient care processes



### Patient Satisfaction

We are a 5-star hospital, as ranked by Centers for Medicare & Medicaid Services and receive ongoing high rankings from our patients

### For more information

on cost of care, patient safety, and patient satisfaction, please visit [pullmanregional.org/transparency](http://pullmanregional.org/transparency)

# 2020 hospital activity

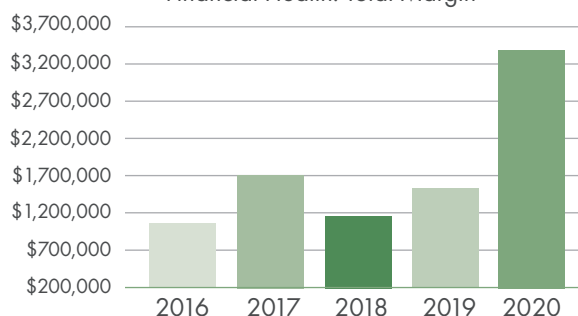


## We are on solid financial ground



Total margin for 2020: \$3.3 million

Financial Health: Total Margin



## Pullman Regional Hospital's Emergency Department



Saw **11,111 patients in 2020**. This is **12% less than in 2019**, and it mirrors a nationwide trend of a 26% decline in emergency visits. This can be attributed to the pandemic and less travel; more people staying home; and, unfortunately, people delaying their care.



## Outpatient visits in 2020

Saw a slight dip with **75,913 visits** to the hospital, compared to 82,142 visits in 2019.



## Visits to Pullman Regional Hospital Clinic Network

Visits were down with **39,715 visits** in 2020, compared to 43,039 visits in 2019. The Clinic Network comprises Pullman Family Medicine, Palouse Pediatrics, Palouse Health Center, Palouse Pulmonology & Sleep Medicine, Palouse Heart Center, and Palouse Psychiatry & Behavioral Health.



# DAISY Award 2020 recipients

The DAISY Award is an international program in which nurses across the globe are recognized for going above and beyond to care for their patients. At Pullman Regional Hospital, three nurses were presented with the DAISY Award in 2020.



**Sarah Reagan, RN**, Same Day Surgery, was nominated for the extra time and attention she gave to a patient with severe anxiety about going into surgery.



**Stephanie MacCulloch, RN**, Same Day Services, was nominated by liver cancer survivor and patient Evelyn Harper from Kendrick, Idaho, for her support and care.



**Rebekah Herndon, RN**, Intensive Care Unit, was nominated by a grateful patient, Joseph Astorino, who described her as one of the most thorough, knowledgeable, and compassionate medical professionals he'd met.

## Staff Recognition Awards



2020 Employee of the Year  
Anna Engle, RN



2020 Nurse Excellence Award  
Caitlin Carl, RN

## Pullman Regional Hospital Physician Excellence Award



James Clark, DO, Pullman Regional Hospital Emergency Department Physician, is the recipient of the 2020 Physician Excellence

Award for his outstanding work for Pullman Regional Hospital and our community.

An excerpt from his nomination states: "Dr. Jim Clark has given 19 years of his professional career to the care of patients in the community. He has a high moral compass centered around his patients' best interests and outcomes."





## Five stars for patient experience

In 2020, Pullman Regional Hospital received a five-star rating from the Centers for Medicare & Medicaid Services (CMS) for Overall Patient Experience. CMS uses a five-star quality rating system to measure the experiences Medicare beneficiaries have with their health plan and healthcare system.

Out of more than 3,400 hospitals nationwide to receive star ratings in July 2020, only 266 hospitals (less than eight percent) received five stars. Pullman Regional Hospital was one of only two hospitals in Washington state to receive this recognition.

CMS's overall patient experience summary ratings are distinct from overall quality ratings and use criteria from 10 different Hospital Consumer Assessment of Healthcare Providers and Systems survey topics.

Pullman Regional Hospital also received five-star ratings in patient experience from CMS in 2017, 2018, and 2019.



## BirthPlace wins again!



In 2020, Pullman Regional Hospital's BirthPlace received a Women's Choice Award for overall satisfaction in obstetrics. This is the seventh time BirthPlace has earned this prestigious award. BirthPlace also rolled out a new virtual tour on our website, and webpages have been redesigned for easier navigation—so every expectant mom can find the information she needs. Take a look at BirthPlace online at [pullmanregional.org/birthplace](https://pullmanregional.org/birthplace) and don't forget to check out our podcasts—they're also online. Check out our new-mom podcasts: Basics of Breastfeeding and Postpartum Depression.



# A cut above the rest

## New robotic technology for total knee replacements

Pullman Regional Hospital's Orthopedic Center of Excellence is investing in state-of-the-art medical technology to make total knee replacement at Pullman Regional Hospital an even better fit.

The CORI Surgical System is the newest robotic system from Smith & Nephew. And at Pullman Regional Hospital, it can help expert surgeon Kyle Hazelwood, MD, perform total knee replacements as precisely as possible.

"I believe that robotic-assisted total knee replacement is the future of knee arthroplasty," says Dr. Hazelwood, orthopedic surgeon and sports medicine physician with Inland Orthopaedic Surgery & Sports Medicine Clinic.

"This will allow me to offer my patients the latest and greatest technology in total knee replacement, and I really hope to see improved satisfaction in my total knee patients."

The robotic system gives the surgeon real-time feedback in the operating room, which means more information to help the surgeon guide the procedure. The robotic system is one more tool the surgeon can use to perform the procedure as accurately as possible.

### Did you know?

At Pullman Regional Hospital, surgical technology like the CORI Surgical System is supported by generous donations made through the Foundation.



"This new technology is a great example of why I enjoy being an orthopedic surgeon," Dr. Hazelwood says. "Our field is always changing, and new technology is constantly being developed that allows us to help our patients, leading to improved function and a better quality of life."

**Find your best fit.** To learn more about robotic-assisted orthopedic surgery with Dr. Hazelwood, visit [discovermorefearless.com/Pullman](https://discovermorefearless.com/Pullman).

## With you every step of the way



Maile Keller

### With care coordination, you don't have to navigate through surgery alone

One of the benefits of choosing Pullman Regional Hospital for your total joint replacement is that we are an Orthopedic Center of Excellence. Another benefit is access to Orthopedic Care Coordinator Maile Keller. Maile has spent more than 25 years navigating patients and their families through joint replacement surgery.

### At your service

Our care coordinator is:

- ✓ Your personal guide for the entire total joint replacement experience
- ✓ Available for personalized appointments in person or through Zoom
- ✓ Available along the way to answer your questions whenever they arise
- ✓ Coordinating a customized care plan specific to your needs
- ✓ Planning for what to expect and how to prepare
- ✓ A part of a personalized plan for rehabilitation and getting back to your life
- ✓ Available for appointments scheduled through Inland Orthopaedic Surgery & Sports Medicine Clinic, for your convenience

# Keeping kids healthy and safe

While some sports are sidelined, our commitment to care isn't benched

With a hopeful return to Washington high school sports in the near future, Pullman Regional Hospital's certified athletic trainers are ready to get back in the game.

Now in its fourth year, the Pullman Regional Hospital Orthopedic Center of Excellence's Athletic Training Program embeds certified athletic trainers in four local high schools and serves more than 750 high school athletes. These kids are fast-tracked for orthopedic care, and orthopedic surgeons Ed Tingstad, MD; Kyle Hazelwood, MD; and Steven Pennington, MD, are just a phone call away for an immediate consult.

While sports have continued in Potlatch, Idaho, our athletic trainers have been supporting COVID-19 testing efforts and caring for patients.

In 2020, more than 14,000 treatments were provided to students at Colton, Garfield-Palouse, Potlatch, and Pullman high schools—all at no charge to parents. That's equivalent to \$500,000 in care.

**Thanks to you!** Donations make this program possible. Make a gift today and support the future of our youth: [pullmanregional.org/athletic-training](https://pullmanregional.org/athletic-training).

## Meet Erin Rose, MS, LAT, ATC



### Certified Athletic Trainer serving Pullman High School

I was born and raised in California and moved to the Palouse in 2019. I completed my undergraduate degree in kinesiology at California State University, Stanislaus, and attended Azusa Pacific University for my Master of Science in athletic training. In my free time, I love going camping and hiking with my husband and two dogs. As a healthcare professional, I enjoy serving student athletes in their time of need and also being a mentor. Go Greyhounds!

## It's official! Pullman Regional Hospital is the official hospital for WSU Athletics

We're the official and primary source of hospital services for Washington State University (WSU) student athletes!

**Meet the orthopedic surgeons who care for Cougs:**



### Ed Tingstad, MD Orthopedic Surgeon

Dr. Tingstad has been practicing at Inland Orthopaedic Surgery & Sports Medicine Clinic since 2000 as an orthopedic surgeon and sports medicine physician. He serves as the team physician and orthopedic surgeon for WSU.



### Kyle Hazelwood, MD Orthopedic Surgeon

Dr. Hazelwood joined Inland Orthopaedic Surgery & Sports Medicine Clinic in 2017 as an orthopedic surgeon and sports medicine physician. He spent time treating the San Diego Chargers before moving to Pullman.



### Steven Pennington, MD Orthopedic Surgeon

Dr. Pennington has been practicing at Inland Orthopaedic Surgery & Sports Medicine Clinic since 1997. He has served as the team physician and orthopedic surgeon for the University of Idaho since 2000.

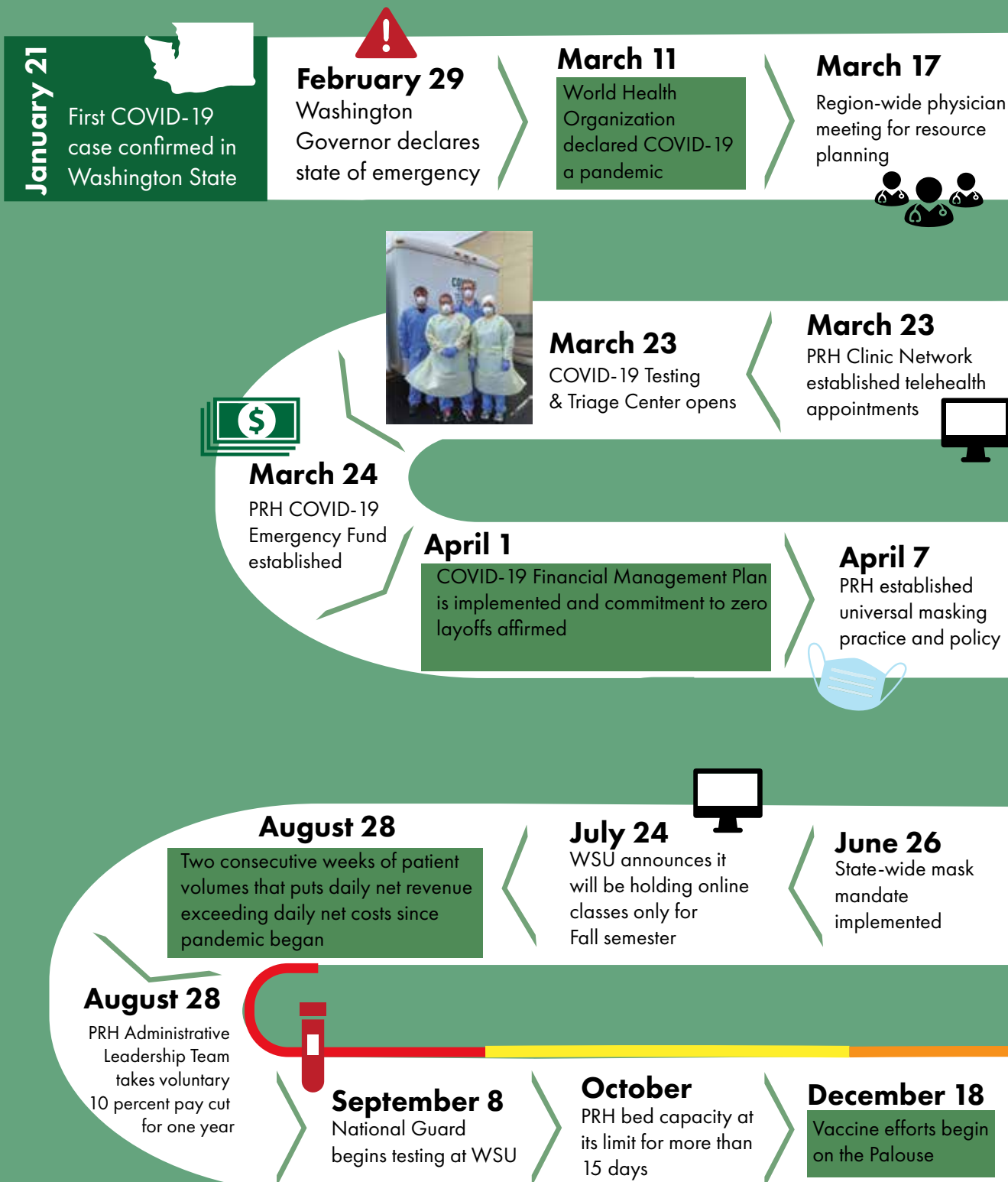


### Charles Jacobson, MD Orthopedic Surgeon

Dr. Jacobson has been practicing at Inland Orthopaedic Surgery & Sports Medicine Clinic since 1994 as the senior partner. When not treating patients, you can find him hiking in the mountains, clearing the trails for those who follow.

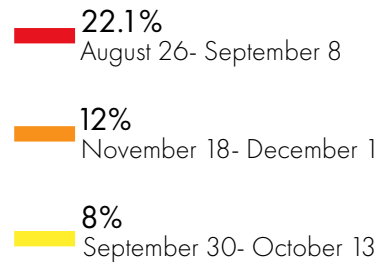
# 2020 COVID-19 TIMELINE

Alongside the daily fluctuations to our internal net revenue, net costs, patient volumes and bed capacities, illness rates and regional ICU bed capacity, this timeline of COVID-19 activities highlights key milestones in the hospital's and community's journey in 2020.





## COVID-19 Test Positivity Rates



### March 17

Pandemic Management Coordinating Center formed at PRH

### March 18

Non-urgent surgery only allowed on a case-by-case basis

### March 19

PRH COVID-19 Resource Team created



### March 22

First case of COVID-19 in Whitman County reported



### March 20

PRH freezes all hiring

### April 8

Surge Plan System put in to place for COVID-19 patient

### April 14

PPE use and conservation plans established



### April 16

PRH offers community made masks to the public

### April 20

First phase of pandemic recovery efforts

### April 29

Governor addresses restrictions for non-urgent Medical Procedures

### May 22

All services, including non-urgent surgeries, are available to the public

### May 15

Whitman County receives approval for early recovery



### December 29

PRH provides COVID-19 testing to Pullman School District employees

### December 31

PRH COVID-19 Emergency Fund raises more than \$950,000



For more information on vaccine updates, please visit [pullmanregional.org/covid-vaccine](https://pullmanregional.org/covid-vaccine).



## Auxiliary Board

**Sharon Hall** President  
**Lynda Carey** Treasurer  
**Paula Schwartz** Secretary  
**Wesley Ann Schulhauser** Past President  
**Sue Hinz** Newsletter Chair  
**Janet Reid** Activities Chair  
**Sharon Adams** Diane's Gift Garden Actuary  
**Malinda Jenkins**  
 Diane's Gift Garden Manager

## Memorials

**We will greatly miss our volunteers who passed away in 2020:**

Joan Frakes      Carole Johnson  
 Sara Moore      Ole Olsen (Pet Partner)  
 Ann Williams

Did you know you can make a gift to Pullman Regional Hospital in memory of someone you loved and lost? Learn more at [pullmanregional.org/foundation](http://pullmanregional.org/foundation) and click on "Donate Today."

## Many ways to serve

**While the work may look different during the pandemic, our volunteers are still making a difference**

Volunteers are a cornerstone of Pullman Regional Hospital. We have approximately 100 community volunteers and 100 student volunteers—students working toward various pre-health degrees.

The COVID-19 pandemic placed a temporary halt on volunteer services.

Realizing many volunteers were craving interaction with their hospital family, Volunteer Coordinator Nikki Nolt created two ways to keep volunteers engaged: a pen pal program and a virtual Story Time where volunteers record themselves reading stories from books supplied by the hospital Auxiliary. Both programs are available to the children of hospital staff.

When it is safe to do so, Pullman Regional Hospital will welcome back our volunteers with open arms and grateful hearts.



Nikki Nolt,  
Volunteer Coordinator

## Our faithful volunteers

*Thank you to our volunteers who give so much to our hospital. We missed working with you in 2020. Hope to see you soon!*

Carolyn Adam	Lynda Carey	Susan Hardy Gormsen	Peggy McDonnell	Vicki Ruddick
Sharon Adams	Carolyn Cress	Ginny Hauser	Shelley McGregor	Wesley Schulhauser
JoAnn Ailor	Mary Druffel	Kathleen Hawbaker	Rekha Mehta	Paula Schwartz
Saumya Amarasiri	John Elwood	Sara Hawrelia	France Menard	Sue Sheppard
Jean Anderson	Joan Emerson	Su Su Hlaing	Janet Meserve	Jane Sielken
Lois Bakken	Kathy Emtman	Cheryl Holman	Cornelius Murphy	Barbara Simpson
Paula Baldree	Jim Evermann	Jim Hudak	Amy Newsome	Zuma Staba
Randy Baldree	Jim Fielder	Pat Hudak	Nancy Nydegger	Jeré Strang
Molly Benscoter	Jerry Finch	Juanita Huffaker	Marsha Olsen	Annabelle Syms
Mary Berthiaume	Mildred Flood	Katherine Hulbert	Cheryl Parduhn	Julie Tarlyn
Debbie Bikfasy	Albert Frakes	Lianne Inaba	Jean Pederson	Richard Wayenberg
Karen Bloomfield	Jan Gaskins	Elaine James	Dretha Phillips	Ernest Weiss
Laurie Caraher	Caroline Germain	Malinda Jenkins	Penne Pierson	Marie Weiss
Pat Caraher	Lucky Gnoulelen	Janet Jewett	Renee Piper	Betsy Wheeler
	Tricia Grantham	Linda Johnson	Beverly Poole	Cynthia Whittlesey
	Orbie Gray	Matt Kylo	Gavin Potgieter	Dave Williams
	Walt Gray	Frances Law	Annalynn Randall	Sandra Woodrow
	Nancy Grunewald	Matt Littleton	Natasha Randall	Joanne Worthy
	Lucille Guettinger	Dianne Lowe	Faye Rasponse	Ginger Zaske
	Frances Gustafson	Edie Mader	Janet Reid	
	Sharon Hall	Patricia Magaret	Sarah Rial	

# Planning for the future family medicine residency program

In his more than 30 years of practicing family medicine, Stephen Hall, MD, has taught hundreds of future physicians. One might say the next step, teaching physician residents, wasn't a question of if—but when. "It's been a vision of mine for more than 10 years to bring a residency program to Pullman. And now, we're planning for that reality," says Dr. Hall.

Dr. Hall is a physician with Palouse Medical in Pullman, and in 2020, he became the developing program director for Washington State University's (WSU) Elson S. Floyd College of Medicine & Pullman Regional Hospital Family Medicine Residency Program. Not long after, Jade Stellmon joined the team as the program administrator.

"We're in the very first stages of pursuing an accredited program through a partnership with WSU and Pullman Regional Hospital. It takes a lot of people to make this happen, but Pullman is special, and there's no better place to train future physicians," Dr. Hall says.

Fundraising has played a key role in securing the physical space for the Family Medicine Residency Clinic, where physician residents will treat patients, consult with other specialists in the area, and



continue to refine their skills.

In 2020, 5,700 square feet within the hospital were set aside for the new clinic, with renovations planned for fall 2021. A volunteer committee, **The Next Era of Excellence** campaign cabinet, led by Pullman Mayor Glenn Johnson and fourth-generation farmer Wayne Druffel, has been working to educate prospective donors and secure funding for the space.

## The Next Era of Excellence Campaign Committee

- Wayne Druffel, Co-Chair
- Glenn Johnson, Co-Chair
- Ken Casavant
- Carol Chipman
- Michael Connell
- Dr. Kyle Hazelwood
- Jean Logan
- Garth Mader
- Steve Mader
- Tony Poston
- Pat Wright

## Continued access to care

In 2020, Pullman Regional Hospital continued to provide access to primary care and mental health, along with opening Palouse Health Center for the convenience of residents living in rural towns on the Palouse. New providers are now available at Pullman Family Medicine, Palouse Psychiatry & Behavioral Health, and Palouse Medical (not part of PRH Clinic Network).

### Need a provider?

Find Dr. Right at  
[pullmanregional.org/  
find-a-provider](https://pullmanregional.org/find-a-provider).



## Residency program fast facts

- There is a 70% likelihood a physician will establish a medical practice in Washington if they complete their undergraduate and graduate medical education in-state.
- Some studies have shown that more than half (56%) of family medicine residents stay within 100 miles of where they graduate from residency.
- To date, there are 175 statewide residency and fellowship programs, yet only 13 are located in eastern Washington.
- Our program is currently 1 of 3 in the nation working to establish a full residency program within a critical access hospital.



## Why travel for care?

With telecardiology and more coming to your town, there's no need for the road trip

Pullman Regional Hospital is partnering with the Northwest Rural Health Network (NWRHN), a multi-county network of healthcare systems in eastern Washington, to help rural healthcare clinics provide more local services to their patients.

Rural communities face a number of challenges, such as populations that are generally older and sicker than more urban settings and health systems that struggle to develop and maintain sufficient capacity to meet residents' needs. Telehealth brings expertise to rural health systems and access to care for patients who otherwise might be required to drive long distances.

Pullman Regional Hospital is leading the NWRHN Telehealth Collaborative Project and is establishing the initial program for Telecardiology through the Palouse Heart Center. Dr. Jones will be the first specialist in the collaborative, providing cardiology services to two patient site locations, Pomeroy (Pomeroy Medical Clinic) and Dayton (Columbia Family Clinic).



# Innovation steps up in 2020

True to its name, Pullman Regional Hospital's Center for Learning & Innovation found ways to deliver education and outreach in a pandemic.



## 2020 Health Innovation Summit

Like many other events in 2020, the Health Innovation Summit went virtual—through a game of “Jeopardy.” Try it for yourself: [pullmanregional.org/jeopardy](https://pullmanregional.org/jeopardy). Save the date! The 2021 Virtual Health Innovation Summit is set for May.



## Speech Sounds Visualized

Speech Sounds Visualized, an app created by Pullman Regional Hospital Speech Therapist Keri Jones, continues to gain a following. The interactive teaching tool increases engagement and learning in speech therapy and education through unique x-ray videos and newly added animation. The app is now available in both the Apple App Store and the Google Play Store. To learn more, visit [speechsoundsvisualized.org](https://speechsoundsvisualized.org).



## Online community education and outreach

Check out online support groups, classes, and community education offered by Pullman Regional Hospital at [pullmanregional.org/cli](https://pullmanregional.org/cli).

## » Pandemic innovations: The Legendary Lyle Mask



COVID-19 was an opportunity for creativity and innovation. One of those innovations came from our own staff. When the need for protective masks was identified early in the pandemic, John O'Bryan, director of Materials Management, approached Lyle Lowder, who is a certified nuclear medicine technologist.

“It was a wonderful opportunity for me to serve my community and the hospital,” says Lyle. “I am grateful to the many individuals who helped construct these masks to protect healthcare workers and members of our community.”



# Don't delay your care

## 24-hour award-winning emergency medicine is here for you

Pullman Regional Hospital's Emergency Department saw 11,111 patients in 2020. "That's actually 12% less than 2019, and mirrors a nationwide trend of 26% decline in emergency visits," says Pete Mikkelsen, MD, Medical Director of Emergency Services.

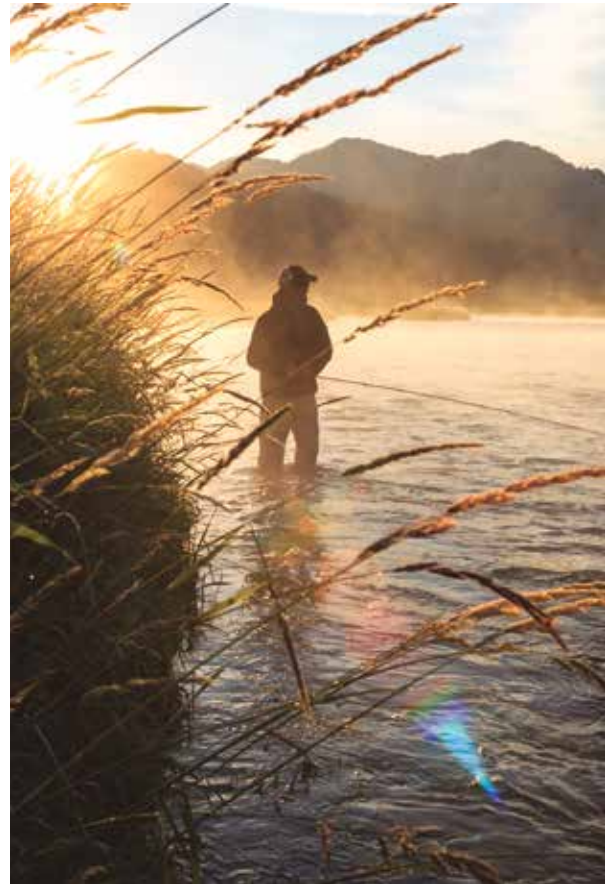
Typically, you'd think this was good—fewer emergencies—but 2020 was anything but typical.

Emergency physicians like Dr. Mikkelsen say there are many potential factors to the decline in visits. Because of stay-at-home orders, people traveled less and were outdoors less, resulting in fewer injuries and less exposure to illnesses. The most disconcerting factor, however, may be increased fear of going to the hospital. "Unfortunately, we're seeing a lot of patients who waited too long to see a doctor," Dr. Mikkelsen says. "Sometimes because they're afraid to come in during the pandemic."

**It's important our community knows Pullman Regional Hospital's Emergency Department is open and a safe place for anyone needing emergency healthcare. Please don't neglect your health. Our team is here for you."**  
—Pete Mikkelsen, MD

### Emergency Services at Pullman Regional Hospital

- Board-certified physicians specializing in Emergency Medicine
- Nurses who specialize in Emergency Care
- Average seven-minute wait time
- Open 24/7
- 2020 patient experience award winner

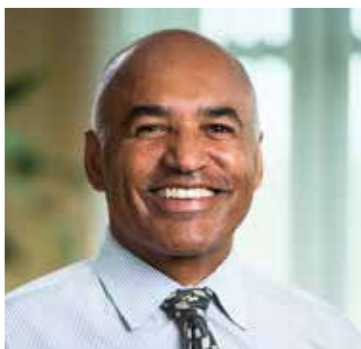


## Catch of the day

Known to folks in Moscow as L.W., L.W. Johnson, who now lives in Coeur d'Alene, Idaho, was recently fishing on the Snake River for steelhead salmon with his friend. During the day, he started feeling bad. L.W. has diabetes, and it had been hours since he had last eaten. He started to get very cold and shaky. His friend took him to Pullman Regional Hospital, which was the closest facility.

"We thought it was the smart thing to do," says L.W., a retired veterinary microbiologist who worked for the U.S. Department of Agriculture at the University of Idaho. "The Emergency folks took me right in and got me hooked up to fluids and gave me an EKG and got me stable again. I felt relieved because they really knew what they were doing."

L.W. jokes: "They told me I was going to last at least a little while longer. A feller gets a little unsettled, and I appreciated the good care and attention." L.W. thanks Pete Mikkelsen, MD, and Paul Prather, RN, who were on duty, as well as several other crew members he does not recall by name. "Good guys, all of them," L.W. says.



Rueben Mayes, MBA, CFRE  
Chief Development and  
External Relations Officer

## Pullman Regional Hospital Foundation Board

- Pat Wright, President
- Karlene Beaumont,  
Vice President
- Tim Gehring, Treasurer
- Graham Adderson
- Michele Beehler
- Rock Christeson
- Sam Dial
- Sarah Druffel
- Richard Emtman, MD
- Adrian Green
- Sharon Hall
- Steve Mader
- Virginia Martinson
- Shelley McGregor
- Connie Newman
- Erik Newman
- James Onstad
- Tony Poston
- Justin Rasmussen
- Amy Rogers
- Jerman Rose
- Kerry Swanson
- Ray Wallace

## In uncertain times, generosity is key

It was an extraordinary 2020, not only because we are living through a pandemic, but realizing the power of generosity. Our year began with a fundraising focus on the Elson S. Floyd College of Medicine & Pullman Regional Hospital Family Medicine Residency clinical space. In March, we pivoted to raising funds for the COVID-19 Emergency Fund in support of hospital staff, equipment, and supplies.

COVID-19 Emergency Fund lead gifts from Ed and Beatriz Schweitzer, Schweitzer Engineering Laboratories Inc., M.J. Murdock Charitable Trust, Mary Steffens Schweitzer, Steffens Foundation, Gene Apperson, and Pullman Regional Hospital Auxiliary helped secure \$955,000 for the hospital at a critical time.

Matching gift challenges were championed by many community leaders, like Jeff Feuerstein, Alex McGregor, WSU sorority women, the Women's Leadership Guild, our Foundation and Hospital boards, and Innovia Foundation. We also experienced an unprecedented increase

in first-time donations.

Our Foundation board and the Board of Commissioners were generous with their time as we used Zoom, digital technology, and phone calls to create mini-campaigns and educate donors. Our staff had to be flexible as we responded to hospital COVID-19 needs.

Wayne Druffel and Glenn Johnson, co-chairs of **The Next Era of Excellence** campaign cabinet, continued to direct a focus on securing funds for strategic projects. Campaign cabinet members have been working on the campaign since January 2018. I am eternally grateful for the 35 volunteer leaders (Foundation board, Board of Commissioners and campaign cabinet members) who helped support the hospital and ensure quality care in our community. They were bold and unwavering in their commitment.

Thank you for the gifts that sustained the hospital during a difficult time and helped to realize projects for the future. Thank you for affirming that high-quality healthcare is important in our region. And thank you for your generosity.

2020 total fundraising **\$2,357,905** 

(all sources)

## Areas of support

Highest needs \$942,375

COVID-19 fund \$955,000

Program support \$87,600



## Highlights



More than  
**\$191,000**  
raised online



**\$60,778**  
raised on Giving  
Tuesdays



**\$0.33**  
Cost to raise \$1.



**883**  
2020 donors



**281** new donors  
to the Foundation

# So much to be grateful for

The Foundation Board and Pullman Regional Hospital thank everyone for gifts, grants, and pledge payments made in 2020

**14th Annual Gala**, presented by Avista, raised \$117,180 for the hospital's highest needs.



**Gardner Minshew** helped raise awareness for the COVID-19 Emergency Fund. His video had more than 34,000 views!



## Guardian Angel Awards

- Pullman Regional Hospital BirthPlace staff, on behalf of Joanna and Omar Cornejo Kelley
- Pullman Regional Hospital Emergency Department staff on behalf of David and Nicole Whitehead
- Rory Fletcher, PT, DPT
- Stephen Hall, MD, on behalf of Charles and Barbara Grutzmacher
- Ed Tingstad, MD



**15th Annual Golf Classic**, presented by Columbia Bank, raised \$52,200 for the COVID-19 Emergency Fund.



**The Women's Leadership Guild**, at 41 members strong, funded \$20,000 in grant awards to local nonprofits serving women and children and raised \$25,550 for the COVID-19 Emergency Fund.



**Wysup Chrysler Jeep Dodge Ram & Imports and Chipman & Taylor Chevrolet** raised \$13,200 for the COVID-19 Emergency Fund through the Auto Dealers for Health program.



**Homes for Health**, a fundraiser with local realtors, brokerages, and title companies, raised \$30,333 for the COVID-19 Emergency Fund.

Visit [pullmanregional.org/foundation](https://pullmanregional.org/foundation) for a digital version of stories, highlights, and a complete list of our generous supporters.

# Legacy Society

*The Pullman Regional Hospital Legacy Society honors individuals who make long-term charitable commitments to Pullman Regional Hospital Foundation through planned giving. Your contribution creates a legacy that will enrich our community for years to come.*

Scott and Sharon Adams  
Stacey Aggabao  
Spencer and Rae Alisch  
Anonymous  
Drs. Richard Caggiano and Karen Karpman  
Suzan Carter  
Ken and Dorothy Casavant  
Carol Chipman  
Dave and Denise Christy  
Charles and Carrie Coen  
Kim S. Cook  
Dr. Gerald Early  
Jeff and Jill Elbracht  
Dr. Kenneth Gibson  
Carol Gordon  
Merle Harlow  
Ed and Toni Harrich  
CS "Jack" and BettyJo Hilliard  
Fred Lange  
Shawn and Lauré Larsen  
Dr. Peter Mikkelsen and Anna Lim  
James and Marji Neill  
Tom and Linda Nihoul  
Bruce and Barbara Palmer  
Sid and Penne Pierson  
Joe and Tami Pitzer  
Jan Pyle  
Michael and Carol Rydbom  
Barney and Marcia Saneholtz  
Josh and Jamie Smart  
John and Patricia Snyder  
Mike and Christine Sodorff  
Jesse and Alison Weigley  
Patrick and Karen Wuestney

## Leave your legacy:

To learn more about giving opportunities, contact the Pullman Regional Hospital Foundation at **509-332-2046** or online: **[pullmanregional.org/foundation](https://pullmanregional.org/foundation)**

PULLMAN REGIONAL HOSPITAL  
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# Matching makes cents

Under the extraordinary leadership of **Jeff Feuerstein**—chair of the Pullman Regional Hospital Planned Giving Advisory Council—and council members, more than \$70,000 was raised to support Pullman Regional Hospital's COVID-19 Emergency Fund with an August 2020 match month challenge.

Through this challenge match, every dollar—up to \$26,000—given to the Emergency Fund was effectively doubled through the generosity of council members.

In addition to a gift of treasure, council members continued to make themselves accessible for the community when questions about tax law changes, charitable giving changes, and market uncertainty were abundant.



**Learn more** about this group of community-minded financial investment, estate planning, and legal and tax planning experts at **[pullmanregional.org/planned-giving](https://pullmanregional.org/planned-giving)**.

