

# SimplyHealth

Spring 2020



BirthPlace  
named one of  
America's Best  
Hospitals for  
Obstetrics 2020



**PULLMAN  
REGIONAL  
HOSPITAL**

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## The Next Era of Excellence in healthcare requires partnerships

In 2020, eight years after announcing Pullman Regional Hospital's vision to be self-sustaining and self-determining, we remain committed to this significant endeavor. We were disappointed to just miss passage of our bond proposal to the community in November 2019 but also saw the nearly 60% positive vote as strong support.

The challenges of providing access to the same level of medical services and primary and specialty care remain. Other rural hospitals in the state of Washington and throughout the nation are closing or being bought out by larger hospital systems. As a nonprofit, public district hospital, we will continue to look to the community as a partner. We're asking you to step up and become engaged in the healthcare dynamics affecting local care. Become a partner! Visit [pullmanregional.org/how-to-help](http://pullmanregional.org/how-to-help) to learn how.

### Continuing access to care

Our newest partnership is in the Palouse community. When faced with a possible closure of Palouse Health Center, we were fortunate to receive grant money from the Greater Columbia Accountable Communities of Health to purchase the primary care clinic in Palouse, Washington. This \$70,000 in funding allowed us to purchase

equipment and the building in order to keep access to care available to patients.

On page 4 you can read about Palouse Neurology, a practice made possible through our partnership with Gritman Medical Center and Palouse Specialty Physicians. Specialty medicine is an expensive proposition and requires area hospitals to work together.

### Orthopedic Center of Excellence

Demand for orthopedic care is increasing, so we expanded the physical space of the Orthopedic Center of Excellence at Pullman Regional Hospital. Donors to the Foundation and this project made it possible. We expect to complete construction this spring. See more on page 8.

### Stay in touch

Please sign up for our **Next Era of Excellence** e-newsletter at [pullmanregional.org](http://pullmanregional.org) to keep up-to-date, and give us your thoughts on the growing challenges in healthcare that we face at the local level.

Sincerely,

Scott K. Adams, Chief Executive Officer



At Pullman Regional Hospital, we strive to be different than other hospitals, through deliberate decisions to staff at higher levels. We think it makes a difference in the care and experience our patients receive.

**99<sup>th</sup>** percentile in Washington state in overall inpatient satisfaction

**99<sup>th</sup>** percentile in Washington state for quality of food and cleanliness of room

**96<sup>th</sup>** percentile in Washington state in rehabilitation satisfaction (Summit Therapy)

### For more information

on awards and transparency, please visit [pullmanregional.org/transparency](http://pullmanregional.org/transparency).

Based on HCAHPS and Press Ganey Satisfaction data. HCAHPS stands for Hospital Consumer Assessment of Healthcare Providers and Systems, a national standardized survey.



SIMPLY HEALTH is published as a community service for the friends and patrons of Pullman Regional Hospital, 835 SE Bishop Blvd., Pullman, WA 99163, 509-332-2541, [pullmanregional.org](http://pullmanregional.org).

# 2019 year in review

**12,662** Emergency Department visits | **24,380** Observation hours of care | **82,142** Outpatient visits

**1,660** Inpatient admits\* (Men, women, children, and newborns admitted) | **4,343** Inpatient total days (including newborns) | **4,145** Total surgical and nonsurgical procedures

**43,039** Clinic visits | **33,935** Diagnostic imaging studies completed | **110,516** Laboratory tests performed

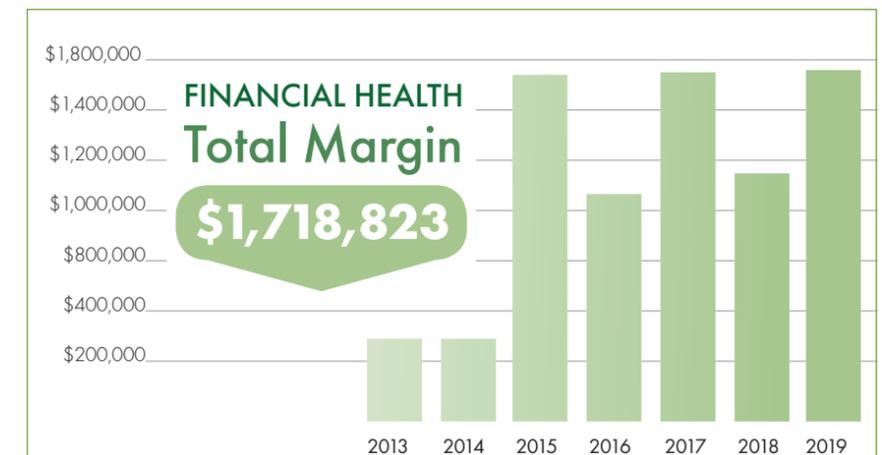


**Pullman Regional Hospital continues to grow with our community.**



In 2019, **78% of all revenue generated came from outpatient services.** In 2010, outpatient services represented 65% of revenue. As a nonprofit, community hospital, revenues are invested back into operating the hospital.

The Pullman Regional Hospital Clinic Network is also growing to keep up with demand for services. In 2017, Pullman Family Medicine and Palouse Heart Center came on board. **Overall volumes under the Clinic Network increased two and a half times with the addition of these two clinics.**





# Headaches & migraines

## What you should know

### Palouse Neurology

Full-time neurology services are now available on the Palouse at the new Palouse Neurology clinic, thanks to a regional partnership between Pullman Regional Hospital and Gritman Medical Center.

Sarita Said-Said, MD, is a physician who specializes in the diagnosis, management and treatment of neuromuscular diseases, including:

- Epilepsy
- Parkinson’s disease and tremor
- Multiple sclerosis
- Stroke
- Dementia and Alzheimer’s disease
- Headaches and migraines
- Gait and balance disorders
- Vertigo and dizziness

More

For a complete list of Dr. Said-Said’s services and the tests that can be performed, please visit [palousespecialty.com/neurology](http://palousespecialty.com/neurology). Please call 888-4-PALOUSE (888-472-5687) for an appointment.

According to the World Health Organization (WHO), almost half of the adult population has experienced a headache at least once in the last year. The 2013 Global Burden of Disease Study reported that migraines are the sixth highest cause of years lost to disability, while headache disorders in general are third.

“Headaches and pain anywhere in the head are among the most common neurological symptoms and reasons for consultation in neurology practice,” says Sarita Said-Said, MD, neurologist and neuromuscular medicine specialist with Palouse Neurology.

### How to classify headaches

Although medical science hasn’t fully explored what causes most headaches, it is well-known that structures exist in the head that can signal pain, such as blood vessels in the head and neck, tissues surrounding the brain, and nerves originating from it. But the brain itself and the skull are not responsible for the pain.

“There are over 300 types of headaches,” Dr. Said-Said says.

“We classify them in mainly two groups, primary and secondary types of headaches.”

Primary headaches are benign, not caused by any underlying disease or structural abnormality. These include migraines.

Secondary headaches are new headaches that occur along with a disorder or disease. This can include underlying causes like an infection, head injuries, bleeds, or tumors.

While migraines are very severe, not all severe headaches are migraines,



Listen to local providers

As your source for excellence in healthcare, we invite you to listen to our Health Podcast and hear information directly from your local physicians.

[pullmanregional.org/podcast](http://pullmanregional.org/podcast)

### When to see a doctor for headaches

- ✓ A new headache that develops after the age of 50
- ✓ A major pattern change in a pre-existing headache
- ✓ An unusually severe headache or the “worst headache in your life”
- ✓ A headache that gets steadily worse
- ✓ A headache accompanied by systemic symptoms like fever or a stiff neck
- ✓ A headache that comes on abruptly or wakes you up while you’re sleeping
- ✓ A headache that worsens when you’re lying flat
- ✓ A headache that increases with coughing or movement
- ✓ A headache that occurs with a very painful red eye or tenderness near the temples
- ✓ A headache that occurs after trauma
- ✓ A headache that occurs in cancer patients or people with a compromised immune system
- ✓ A headache that causes confusion, memory problems, or other symptoms similar to a stroke

**Do you suffer from headaches?** Talk to your primary care provider for a referral to Palouse Neurology.

and they disproportionately affect women. Migraines are two to three times more common in women than in men.

### Treatment options for headaches

The first step is to try to isolate a cause, and if there is one, treat it.

For instance, in the case of migraines, certain things such as bright lights, smells, sounds, and certain foods are known triggers. Avoiding these things can minimize the occurrence or intensity of the migraines.

“Stress is a very well-known trigger for all types of headaches, including migraines. Meditation and relaxation techniques are very useful,” says Dr. Said-Said.

Other treatments and preventive measures include regular physical activity, adequate hydration, good posture, and avoiding fasting. Some supplements—such as magnesium citrate, vitamin B<sub>2</sub> (also known as riboflavin), and coenzyme Q10—have been found to be very helpful in preventing migraine attacks.

**Listen to a podcast by Dr. Said-Said about headaches that covers treatment options in greater detail. Visit [pullmanregional.org/podcast](http://pullmanregional.org/podcast).**



## A regional healthcare partnership

Gritman Medical Center, Pullman Regional Hospital, and Whitman Hospital & Medical Center are partnering to make it easier and more affordable to keep your health a top priority, making you and your community stronger.

- Rutendo Chikuku, AuD, CCC-A Audiology
- Susan Keeling, AuD, CCC-A Audiology
- Timothy Goodrich, DO ENT
- Heather Morrow, ARNP ENT
- Sarita Said-Said, MD Neurology
- Srijana Rai, MD Oncology
- John J. Keizur, MD Urology
- Bryan D. Smith, MD Urology

888-4-PALOUSE • [PalouseSpecialty.com](http://PalouseSpecialty.com)



## BirthPlace offers a variety of classes

**Childbirth 101** is a six-week course designed to prepare you and your partner for the physical and emotional aspects of labor and birth. Classes are from 6 to 8 p.m. on weekdays. The **Weekend Childbirth Workshop** is a condensed version of the Childbirth 101 class. Either class has a fee of \$75 per couple.

**Prenatal Breastfeeding** helps expectant moms learn about breastfeeding and gain confidence. The two-hour class has a \$15 fee.



For a complete list of classes and to register online, visit [pullmanregional.org/birthplace](https://pullmanregional.org/birthplace).

BirthPlace at Pullman Regional Hospital has once again earned the Women's Choice Award for Obstetrics Care in 2020, making this the seventh time we've received the recognition.

The Women's Choice Award designation identifies the country's best health-care institutions based on robust criteria that consider patient satisfaction, patient recommendation ratings, and what women say they want from a hospital.

Now a Babino

# family tradition

To say that Matt and Brittany Babino, of Lewiston, have ties to Pullman Regional Hospital is an understatement. With a cousin who is a nurse at Pullman Regional Hospital, a grandfather who used to work at the hospital when it was on the Washington State University campus, and another cousin who had the first baby of the year 2020 at BirthPlace, the Babino family chooses Pullman Regional Hospital for work and to receive care.

Brittany continued that tradition as she delivered her baby daughter, Andie, at BirthPlace on Dec. 22, 2019. This is the second baby she's had at Pullman Regional Hospital. Son Ashton was welcomed to the world at the hospital three years ago.

"It's worth the drive for us," says Brittany, who, along with her husband, attended BirthPlace classes at Pullman Regional Hospital and was fortunate to have the same nurse, Kelsi Ausman, RN, help in the delivery of both her children. (See related story on this page.)

A patient of Moscow-Pullman OB-GYN, Brittany says: "We just really prefer Pullman Regional Hospital. The facility is so nice, and we like that labor, delivery, and recovery all happen in one room."

Brittany says she and her husband are not sure about having a third child, but she says, "If we do, we'll definitely deliver at Pullman again."

To learn more about BirthPlace, visit [pullmanregional.org](https://pullmanregional.org).



"It's worth the drive for us."  
—Brittany Babino, Lewiston

## Meet your instructor, Kelsi Ausman, RN, labor and delivery nurse at BirthPlace



I teach a six-week childbirth education class designed to prepare mothers and their partners for the birth and labor experience as well as newborn and postpartum care. I have taught the class for almost five years and have been a labor and delivery nurse at BirthPlace for more than 11 years.

I've always enjoyed meeting parents early in their pregnancy and getting to know them throughout our six weeks together. I love getting to take care of them while they are patients at Pullman

Regional Hospital. Seeing them hold their new baby is the perfect ending to our time together.

Taking care of patients with subsequent births is a very rewarding part of my job. Brittany Babino and her family were so sweet and a pleasure to get to know and take care of.

I enjoy being a part of someone's special day. I know it is a privilege to care for women and their families while they are welcoming a new life. Seeing siblings meet their new brother or sister is also my favorite!

# No longer living with pain

“Pullman Regional Hospital has brought physicians in and has built an outstanding program in a small town. That’s really a blessing to all of us, and it has really been fun to watch it grow.”  
—Ed Tingstad, MD

Holly Allen has been in a lot of hospitals as a patient and has had good care. But one hospital stands out.

“I’ve been in 10 different hospitals, and Pullman Regional Hospital is at the top of the list,” says Holly, 60, who lives in Dayton, Washington.

She’s seen her share of doctors too. Her most recent journey with healthcare started in 2015, when she broke both of her shoulders in an accident in which she fell 28 feet down a hill.

## Pain right and left

She had surgery in Spokane, but continued to live with pain and had two more surgeries on her right shoulder in 2018. The first one was to remove the hardware that had been placed, because the screws were uncomfortable and it hurt to raise her right arm. After this surgery, she had another one to fix any damage the hardware had done and clean up her right shoulder. A couple of weeks after that surgery, Holly tore her right rotator cuff when she slipped getting out of the

tub. She underwent another surgery to repair that injury.

Although her right shoulder was finally repaired, Holly continued to feel pain in her left shoulder, which was aggravated by an accident. The impact from the shoulder strap caused increased pain.

## New trouble looms

By then, Holly had undergone four surgeries on the right shoulder and none on the left shoulder. It was discovered at that time, in May 2019, that she had necrosis in her left shoulder. Necrosis is a condition in which the bone tissue dies due to a lack of blood supply.

“A surgeon recommended a shoulder replacement reversal (to address the necrosis), but I wanted a second opinion,” Holly says.

Her insurance company referred her to Ed Tingstad, MD, with the Orthopedic Center of Excellence at Pullman Regional Hospital, for a second opinion. Her primary care doctor and the surgeon who had removed the hardware from her right

shoulder also highly recommended Dr. Tingstad. When Holly went to bingo and several women there also recommended Dr. Tingstad, she made an appointment.

## Finally—relief

Dr. Tingstad ultimately operated on Holly, performing an anatomic shoulder replacement on the left shoulder.

“Now it doesn’t hurt,” she says. “I’ve been doing exercises, and it’s such a relief after living with pain for so many years.”

Pullman Regional Hospital worked with Holly to help coordinate follow-up swing-bed care, which she had in Dayton.

“Everyone was so polite and kind,” she says. “Dr. Tingstad called me from the Apple Cup (in Seattle, Washington) to check on me, and he came in to check on me in the hospital when he returned to Pullman before he went home. He’s amazing.”

“Pullman Regional Hospital is a real team, and everyone works together for the benefit of the patient,” Holly says. “I’m so glad I went there—and that’s where I’d go again.”

## Here for you!

For a complete list of our services, visit [pullmanregional.org/orthopedics](http://pullmanregional.org/orthopedics).



## Thank you for funding better access to the best orthopedic care!

After a successful year of fundraising, the hospital’s Orthopedic Center of Excellence is excited to announce the expansion of the Inland Orthopaedic Surgery & Sports Medicine clinic space, located on the first floor of Pullman Regional Hospital.

Philanthropy helped fund this expansion, which doubled the square footage and funded a new x-ray machine at the clinic. This additional space provides more patient exam rooms and will allow Drs. Hazelwood, Pennington, and Tingstad to see more patients and reduce the three- to six-week wait time for an appointment.

With your help we raised over \$1 million to provide the ideal environment for both our patients and recruiting orthopedic surgeons seeking to join this exceptional team.



Learn more about the impact of your donations at [pullmanregional.org/foundation](http://pullmanregional.org/foundation).

## 5 things you may not know about

### Dr. Hazelwood

1. I love bacon.
2. I love coffee.
3. My first job was working in a corn field in Ellensburg, Washington.
4. I have a fake front tooth.
5. I got my first hole-in-one on the golf course this past summer.



## 5 things you may not know about

### Dr. Tingstad

1. I met my wife, Laura, in anatomy class at WSU.
2. I like strawberry milkshakes.
3. My dogs love me.
4. I am a terrible cook.
5. I like to travel and climb mountains, like Kilimanjaro.

## Orthopedic Center of Excellence: What we offer

Kyle Hazelwood, MD; Steven Pennington, MD; and Ed Tingstad, MD, are part of the Orthopedic Center of Excellence at Pullman Regional Hospital. The Center focuses on orthopedic inpatient surgeries and outpatient procedures with the combined expertise of these surgeons and the Pullman Regional Hospital Orthopedic Care Team.

### Your Orthopedic Care Team

- Nursing
- Physical therapists
- Surgical and anesthesia staff
- Orthopedic care coordinator
- Social services and discharge planning

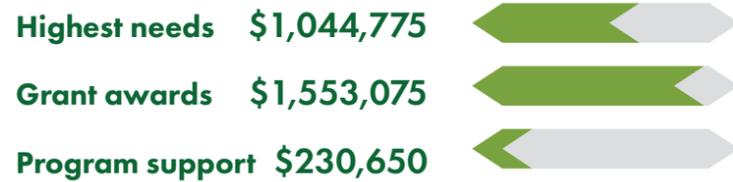


### Orthopedic services available

- Joint replacement
- Fracture care
- Sports medicine
- Upper and lower extremities
- General orthopedics

2019 total fundraising **\$3,828,500**   
(all sources)

### Areas of support



### Highlights

More than **\$112,000** raised in memorial gifts | **\$154,000** in employee giving | **178** new donors to the Foundation

  
**668**  
2019 donors

  
**\$0.22**  
to raise a dollar in 2019

FROM THE CHIEF DEVELOPMENT OFFICER

## A banner year, thanks to you

This has been a year unlike any other, due to the total amount of philanthropy in support of Pullman Regional Hospital. Yet behind these results are many dedicated Foundation board members and volunteers who invested significant time to achieve the new standard of excellence.

With a commitment to secure philanthropic funding for the **Next Era of Excellence**, donors responded to the call to action. Pullman Regional Hospital Foundation saw 178 new donors in 2019—the most in recent memory! At the same time, the cost to raise \$1 was 22 cents, which is far below industry standard. This is significant because every dollar invested in the Foundation needs to leverage all philanthropy to expand space, buy equipment, and grow programs.

Because our community saw the need, we helped the hospital expand orthopedic services space to meet rising demand. Support in this area also helped meet the funding goal for the Pullman Regional Hospital Regional High School Athletic Training Program.

As an organization imbedded in the strategic plan, it is vital we focus on advancing priorities that provide a better quality of life for our region. It is with gratitude that we thank our donors for their trust and investment to make our region a great place to live.



Rueben Mayes, MBA, CFRE, Chief Development Officer  
Pullman Regional Hospital Foundation



Rueben Mayes, MBA, CFRE, and Ed Tingstad, MD

# An eventful year

Our community's generous support



### 13th Annual Gala

Nearly 300 hospital supporters attended the 13th Annual Pullman Regional Hospital Foundation Gala—presented by Avista—and raised more than **\$400,000** to support the expansion of the Orthopedic Center of Excellence.



### Golf Classic

Golfers played around at the “most fun tournament” on the Palouse, sponsored by Columbia Bank. The 14th Annual Golf Classic raised **\$57,000** for the Orthopedic Center of Excellence.



### Women's Leadership Guild

The Women's Leadership Guild held its inaugural 100 Girlfriends Gather event in May 2019 to introduce community members to collective giving. The event brought in **\$7,800** for Families Together for People with Disabilities to fully fund a summer program for children with various developmental disabilities.



### Auto Dealers for Health

For seven years, local auto dealers have donated \$100 to Pullman Regional Hospital Foundation for every new and used car sold in the month of August. This year, with the generosity of Chipman & Taylor Chevrolet and Wysup Chrysler Jeep Dodge Ram & Imports, the program surpassed **\$200,000**.



### Homes for Health

Local real estate professionals at Coldwell Banker Tomlinson, RE/MAX Home and Land, Pioneer Title Company, and Washington Trust Bank supported Pullman Regional Hospital through Homes for Health.



### Employee giving

Pullman Regional Hospital employees gave back in support of their hospital and raised more than **\$154,000** in support of the hospital's highest needs in 2019.

# Keeping kids healthy and safe

Now in its third year, the Regional High School Athletic Training Program provides more than 14,000 treatments a year to student athletes at Colton, Garfield-Palouse, Potlatch, and Pullman high schools.

The inaugural fundraiser, 5th Quarter Rally—for Athletic Trainers in Our Schools, raised \$34,000. The October event was hosted by Ty and Kay Meyer, of Red Barn Farms, and organized by volunteers serving on the Regional High School Athletic Training Program Guild.



“The Regional High School Athletic Training Program has been a dream and top priority of our Orthopedic Center of Excellence. Seeing a full-time athletic trainer in every high school become a reality gives our kids an unsurpassed sports injury preventive and treatment experience that will set the standard for all communities.”  
—Steven Pennington, MD

## Thanks to you!

Donations make this program possible. Make a gift today, and support the future of our youth:  
[pullmanregional.org/athletic-training](http://pullmanregional.org/athletic-training).

# Thank you!

The Foundation Board and Pullman Regional Hospital thank everyone for gifts, grants, and pledge payments made in 2019.



SDS groundbreaking: In 2019 Pullman Regional Hospital broke ground on the new building expansion for Same-Day Services.



WSU mascot Butch T. Cougar visits patients at Pullman Regional Hospital.

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# GUARDIAN ANGEL PROGRAM

PULLMAN REGIONAL HOSPITAL

The Guardian Angel program gives grateful patients an opportunity to honor a physician, volunteer, or hospital staff member while supporting the hospital's highest needs.

**2019 Guardian Angel recipients**  
Rueben Mayes, MBA, CFRE, honored by Dr. William Maynard  
Pullman Regional Hospital Intensive Care Unit, honored by the Estate of Steve Dean Sitton  
Pullman Regional Hospital Patient Financial Services, honored by Sahrok Kim



Members of the Druffel family continue to support the Norm & Jessie Druffel Family Endowment, which helps fund the Orthopedic Center of Excellence and the athletic training program.

Pioneer Title Company joined Homes for Health to support Pullman Regional Hospital.

Visit [pullmanregional.org/foundation](http://pullmanregional.org/foundation) to find out how you can make a world of difference in our community.

# Baby on the way?

You'll want to know what to expect.

Sign up for one of our childbirth classes—see page 6.



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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.

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Stacey Aggabao  
Spencer and Rae Alisch  
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Laura L. Child  
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Dave and Denise Christy  
Charles and Carrie Coen  
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To learn more, call the Foundation at 509-332-2046 or go online: [pullmanregional.org/foundation](http://pullmanregional.org/foundation).



## The great transfer of wealth

While most of us aren't thinking 20 years out, those in financial planning most certainly are. Coined "The Great Transfer of Wealth," this trending topic refers to the time period when baby boomers will pass assets to their children.

It's a game changer for those set to inherit wealth, those who manage wealth, and charitable organizations that can benefit tremendously from this wealth.

\$42 billion is expected to transfer between generations over the next 10 years in Eastern Washington and Northern Idaho, according to a new study developed for Innovia Foundation.

There's an incredible opportunity to provide education around the impact of philanthropy and cultivate a culture of joyful giving as the next generation inherits a significant capacity to make a difference.

Pullman Regional Hospital Foundation is here to help. Our Planned Giving Advisory Council is a network of local experts in the financial planning, accounting, banking, and legal fields.

Learn more at [pullmanregional.org/planned-giving](http://pullmanregional.org/planned-giving).

**\$42 billion**

is expected to transfer between generations over the next 10 years in Eastern Washington and Northern Idaho.