

Total Patients Per Day

2017	2020	2022
284	277	359


Acute Inpatients Per Day

2017	2020	2022
12.2	8.5	8.8

Services Offered

Behavioral Health	✓
Inpatient	✓
Obstetrics	✓
Palliative Care	✓
Primary Care	✓
Rehabilitation	✓

Service Volume

Primary & Telehealth Visits	2017	41,555
	2020	34,461
	2022	43,183
Outpatient Visits	2017	18,050
	2020	14,621
	2022	15,962
ED Visits	2017	12,188
	2020	11,108
	2022	14,577
Specialty Visits	2017	278
	2020	10,564
	2022	18,803
LTC/Swing Days	2017	58
	2020	200
	2022	17

History

In 1946, the Pullman community approached the local college about forming an alliance to expand the health care facility on campus to better serve students and the general public. After legislation was approved in 1951 to allow the lease of the college infirmary to the community, a community organization took over operation of the hospital. The District was formed in 1978 and Pullman became a critical access hospital (CAH) in June 2004 after meeting the federal and state designation requirements in the Washington State Rural Health Plan and the Medicare Conditions of Participation. In December 2004, funded by a construction bond and the hospital's foundation, a new, state-of-the-art 25-bed hospital was opened. Pullman Regional Hospital's (Pullman) mission is "nurturing and facilitating a healthier quality of life for our community". Pullman is a member of the Washington Rural Health Collaborative (TRC). TRC exists to support member hospitals to achieve service excellence through collaboration and innovation.

Today

Today Pullman provides a wide range of services, "touching" nearly 360 total patients per day (an increase of over 25% since 2018). These services include primary and urgent care, rehabilitation, specialty, behavioral health, and other outpatient services. Pullman also provides advanced imaging, same-day surgery, and a full-service OB program.

While not yet participating in value-based payments, Pullman employs behavioral health providers and is currently integrating behavioral health into its primary care settings.

Throughout its organization, Pullman is creating a culture of excellence. It is committed to delivering care in a better way: a coordinated, efficient, and convenient manner for the patient, thereby improving the patient experience and outcomes.

Workforce

5% of Total Budgeted FTEs are unfilled (25.0 FTE). The most pressing unfilled positions today are CMAs, Revenue Cycle positions, and LPN/RNs.

Top issues in recruiting include a lack of qualified candidates (e.g. CMA requirements are harder in WA than across the border in ID), inability to meet salary requirements (market driving up entry level positions), and a lack of budget for needed positions.

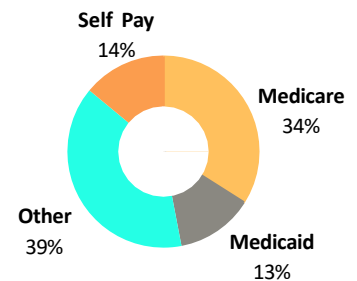
To support recruitment, Pullman offers an in-house training program for CNAs and MAs and clinical rotations for nursing students.

Maternal Health

In 2022, 244 Pullman Service Area babies were born in a hospital. 212 babies (87%) were born at Pullman, which provides pre/post natal care to Medicaid patients.

Financial Indicators & Market Share

	2017	2020	2022
Charity Care	491,803	422,393	631,548
Cost of Bad Debt	\$640,082	\$1,114,178	\$585,207
Net Patient Revenue	68,470,980	74,833,456	93,453,499
Operating Margin	0.6%	4.6%	0.8%
Total Margin (Operations & Taxes)	2.3%	12.8%	9.5%
Service Area Inpatient Market Share	75.0%	67.9%	66.4%
Inpt Mkt Share Medicare/caid	66.8%	57.5%	60.9%
Inpt Mkt Share HMO/Commercial	85.2%	82.5%	73.4%

2022 Payer Mix


Unless indicated, all data is from CHARS or internal sources.

This publication was made possible by Grant Number U2WRH33326 from the Health Resources and Services Administration (HRSA), an operating division of the U.S. Department of Health and Human Services. Its contents are solely the responsibility of the authors and do not necessarily represent the official views of the HRSA or the U.S. Department of Health and Human Services.

Our Community

The Pullman service area (SA) grew almost 10% between 2010 and 2020, with an additional 3.8% growth projected by 2029. Due to the location of the Washington State University campus in the SA, under 65 residents make up 91% of the total population, compared to 85% statewide.

While socioeconomic data shows nearly half of all households in the SA have income less than 200% of FPL and nearly 60% spend more than 30% of their income on rent, it is important to note that the data is likely distorted due to the high number of post-secondary students living in the SA. The census treats students living apart from their families in off-campus housing the same as other households, even though the majority of students do not have a full-time job.

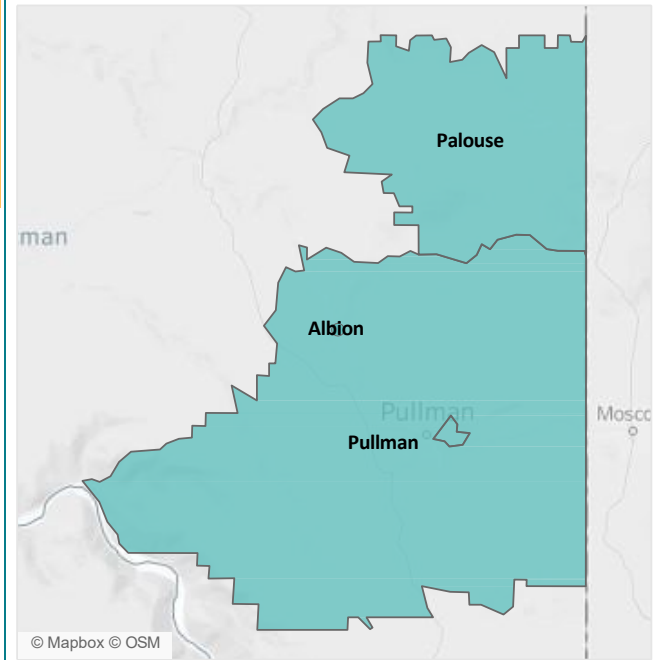
Top Employers

- Washington State University
- Schweitzer Engineering
- Pullman School District
- Pullman Regional Hospital

Community Benefit

- Care Coordination & Transitions
- Health Education & Screenings
- Healthy Starts for Babies & Moms
- Nutrition and Physical Activity
- Smoking Cessation

Service Area



Socioeconomic Characteristics



98% of those age 25 and Older are High School Graduates

6% Better than Washington



47% of Households with Income Less than 200% of the FPL

106% Worse than Washington



59% of residents who rent spend more than 30% of income on rent

28% Worse than Washington



5% are Uninsured
 28% Better than Washington

Source: American Community Survey

Health Factors

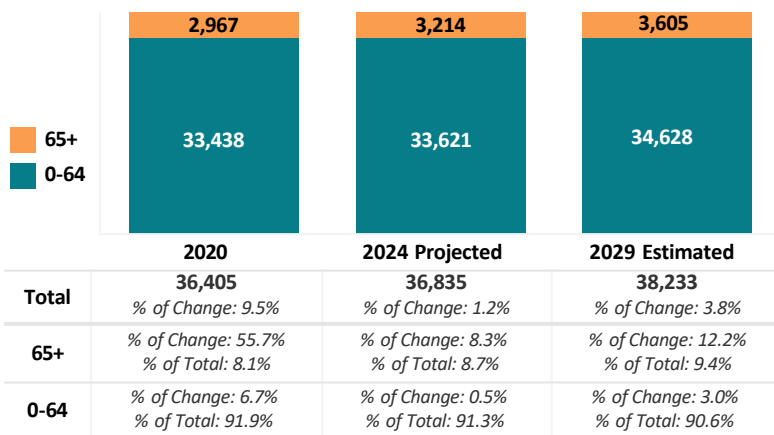


Adults Who Smoke: Adults who report having smoke 100 or more cigarettes in their lifetime and currently smoke every day or some days.
Binge Drinkers: Males having 5+ drinks on one occasion; females having 4+ or more drinks on one occasion.

Source: BRFSS

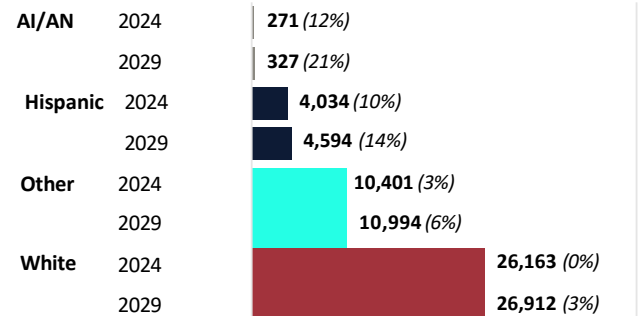
Population

(% Change from Prior Datapoint, 2020 Compared to 2010)



Race & Ethnicity

(% Change from Prior Datapoint, 2024 Compared to 2020)



Hispanic category includes entire Hispanic population regardless of race. Other includes Asian, Black, Native Hawaiian/Pacific Islander, 2+ Races, and Other.
 Source: Claritas