

Meeting Topic: Peace Health Community Healthcare Forum

Meeting Date and Time: Thursday, April 2, 2026; 5:00-6:00 p.m.

Meeting Location: St. Luke's Community Education Center
3333 Squalicum Parkway

Audience Questions:

Q: What is the targeted completion date of the Paulsen Pavilion and what services will be housed in the new building?

A: Summer 2028. The ground floor will house the emergency room. The Peter Paulsen Pavilion will include the ER Department, Critical Care, Medical Surge and Women and Children's Health Departments. There will be a helipad on the roof of the building.

Q: What are the plans for 800 Chestnut Street?

A: This building is part of the PeaceHealth St. Luke campus which is currently for sale. PeaceHealth has a transition plan for the tenants at 800 Chestnut Street and will continue communicating with tenants throughout the process.

Q: When PeaceHealth analyzed the flow of patients in the ER to decrease wait times, did they consider scenarios where there was an increased number of ER patients due to decreases in federal funding for insurance?

A: The plan for process improvement flow for the ER predated federal changes to funding Medicare and Medicaid. However, many challenges were considered and the process anticipated an increase in the number of patients going through the ER due to population growth in Whatcom County.

Q: Can PeaceHealth provide an explanation for changes made to Cardiac Rehabilitation Phase 3 and Palliative Care?

A: Cardiac rehabilitation has defined clinical phases. Phase 1 of cardiac rehabilitation is in the hospital and Phase 2 is outpatient care with medical supervision. In these phases patients are carefully monitored during increasing levels of physical activity as they recover from a cardiac event. Phase 3 is the graduation phase where patients exercise independently.

To ensure Phase 2 patients are able to receive care, Phase 3 participation is now limited to eight weeks. PeaceHealth has partnered with the YMCA to provide Phase 3 patients with continued support, should they choose. This has been communicated with Phase 3 participants, including during an in person meeting with them.

Q: There used to be support for the Patient Family Advisory Council (PFAC). Without PFAC, how does PeaceHealth understand patient needs?

A: PeaceHealth remains focused on understanding patient needs and PFAC was just one model for doing so. It is important that feedback is representative of all patients at all life stages. There is a robust patient survey through Press Ganey that provides caregivers with scientifically meaningful responses. Patient work groups prioritize the voice of patient groups. Interprofessional rounding, where a group of healthcare professionals from different disciplines connect directly with patients to receive feedback and have live conversations. PeaceHealth is focused on a number of channels to receive real-time patient feedback.

Q: Staffing shortages are not being addressed, in particular for respiratory therapists. How is PeaceHealth balancing its investments to make sure that patients and staff are prioritized?

A: Patient care is the highest priority and there is a constant focus on staffing. Respiratory therapy is a demanding job and it can be challenging to recruit staff. PeaceHealth is recruiting for respiratory therapists. Wage increases were given to respiratory staff to help PeaceHealth stay competitive. PeaceHealth recognizes that staff satisfaction is key to staff retention and encourages staff to talk to their department leader to explore solutions. PeaceHealth strives to provide training opportunities to staff to support professional development and is committed to following up on feedback and learnings from staff.

Q: Would PeaceHealth ever deliver care offsite in locations with community partners?

A: Partnering with trusted community organizations allows us to deliver care in the most efficient, accessible way while meeting people where they are. Community-based settings can complement services offered at PeaceHealth facilities and help ensure patients and families experience seamless, coordinated care close to home.