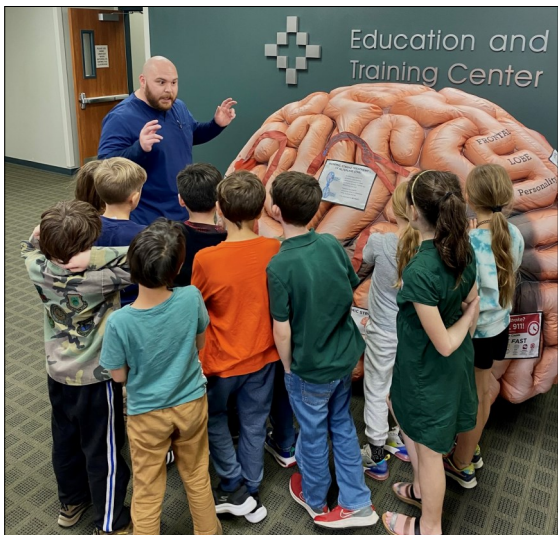




The Insider

News from
Washington
Regional
Medical System

October 2023



Students Visit Washington Regional

Third- and fourth-grade students from the Fayetteville Public Schools Gifted and Talented program visited Washington Regional recently. Our internal medicine residents, stroke team, nurses, education team and Dr. Mike Bolding helped the students have fun while learning about neurology, signs of stroke, hands-only CPR technique and how manikins help nurses learn to assess and treat patients.

Heart Walk Health Screening Volunteers



Washington Regional team members provided blood pressure checks and shared information about stroke awareness at the recent American Heart Association NWA Heart Walk.

Addressing Health Equity

Washington Regional leaders are working to evaluate the care provided to our patients with various health-related social needs. The goal is to improve the lives of the patients we serve while being intentional with inclusion and acceptance of all who receive care within our facility.

Karen McIntosh, MSN, RN, Vice President of Innovation and Care Transitions, is leading the group that will be responsible for reporting activities and actions to reduce health disparities to key stakeholders at least annually, including the Washington Regional Board of Directors, Medical Staff and licensed practitioners.

All team members can participate by referring concerns to the committee at kmcintosh@wregional.com.

The Very Best

Washington Regional is proud to have been named "Very Best" in several categories of *Celebrate* magazine's annual readers' poll. Thanks for all you do every day to make this recognition possible:

Washington Regional Medical Center
Very Best Hospital/Medical Center

HerHealth Clinic
Very Best OB/GYN Clinic

Kyle Reed, PT, DPT
Kathy Sprouse, PT, BSPT
Ashley Striegler, PT, DPT
Very Best Physical Therapist

Washington Regional
Center for Exercise
Very Best Health Club/Gym

You Are Amazing

Patient Experience would like to recognize the amazing work being done across our system, both in the hospital and throughout our clinic locations, by sharing some of the wonderful comments we've received recently about our care team:

"My husband has been in the hospital for over a week now. He was life-flighted in from Jonesboro. Since I have been here, I have gone downstairs to the cafeteria to get sandwiches and food. There is a gentleman down there, I think his name is Gus, who makes you almost forget you're in a hospital. He is a very nice man and very polite. He has asked me how my husband has been every day I see him. He even remembered his birthday was Sunday. You can tell he cares about the people there even though he's not a nurse or doctor. He understands that you are in a hospital so he tries to make your day a little better. His customer service and his sandwiches are amazing." **Nutrition Services**

"Dr. Montgomery exceeds my expectations. I feel listened to and cared for. I also really appreciate that she looked at my entire health history and was thoughtful about issues that weren't my main complaint for the visit. The staff was friendly, efficient and provided an excellent environment." **Plaza Internal Medicine**

"We brought my wife into your ER. She had fallen and injured her ankle. I am 83 and she is 82. Over the years we have been to several ERs in different states, both for us and friends/family. The Washington Regional ER is the most outstanding we have ever encountered. When we arrived, the lady at the desk told us they would be out to get her soon. Before we left the desk, they wheeled her in for temp and BP. My wife was then rolled to the room. Before she was on the bed, the nurse was in the room doing what she was to do. Just as she finished, the doctor was in the room. He was great. We were informed that X-rays were needed. In less than 10 minutes a fellow entered saying, "We will be doing X-rays, would you please step out?" I asked, "How long will she be gone?" He said, "I will do them right here." I had never seen a mobile X-ray; we had always been taken to an X-ray room and waited an hour or more for results. Here you had the needed information in less than 20 minutes. In about an hour total, we were treated, paper work was done and we were discharged. In the past, at other ERs, I have waited two hours just to get release paper work. This is an example of a well-run ER with a GREAT staff." **Emergency Department**

"Dr. Sonntag was amazing to me. He treated me with great respect, and he was the first doctor in a very long time who actually took the time to sit and listen to my story and listen to my concerns and truly engage with me. That was one of the first times in a very long time that I felt comfortable to share a moment of raw humanity with a health care provider." **Rheumatology**

"All of the staff were exceptional. They even tolerated my walking around the nurses station 5 to 6 times. They all had smiles on their faces, and I couldn't ask for a better surgeon or his assistant, or any of the nurses or techs who were in the hospital operating room. It was the most pleasant experience for a surgery that I've ever had, and I appreciate each and every one of them." **Surgical Services**

Remember, you can reach a patient advocate by paging the operator or calling the hotline at 479-463-2323.

Shine the Light: Safety is a Team Effort



In the Healthcare SafetyZone Portal (Clarity), a form titled *Shine the Light on Safety* allows employees to communicate any situation they think is a safety concern. Washington Regional's safety initiative also offers a safety focus each month, such as this information from the Agency for Healthcare Research and Quality:

Teamwork has been found to be one of the key initiatives within patient safety that can transform the culture within health care. Patient safety experts agree that communication and other teamwork skills are essential to the delivery of quality health care and to preventing and mitigating medical errors and patient injury and harm.

Hospital-acquired conditions are conditions that a patient develops while in the hospital being treated for something else. These conditions cause harm to patients. Hospitals and others working with the Partnership for Patients are focused on reducing specific hospital-acquired conditions that occur frequently, can cause significant harm, and are often preventable based on existing evidence. These are the top hospital-acquired conditions as identified by AHRQ:

- Adverse Drug Events
- Catheter Associated Urinary Tract Infections
- Central Line Associated Blood Stream Infections
- Injuries and falls from immobility
- Obstetrical adverse events
- Pressure Ulcers
- Surgical Site Infections
- Venous Thromboembolism (VTE)
- Ventilator-Associated Pneumonia (VAP)

Your participation in this team effort is paramount to our success! Help Washington Regional identify issues that may contribute to hospital-acquired conditions and the result is "Shining the Light on Safety."

Service Anniversaries

Congratulations to these Washington Regional team members who are marking milestone service anniversaries:

25 Years

Genia Baumgardner - W. Washington County Clinic

20 Years

Frances Ellis - Nursing Support Services

15 Years

Susan Saunders - Cardiovascular Clinic

10 Years

Tracee Bohannon - Respiratory Therapy

Karen Bradley - Admitting

Bianca Johns - Nursing Admin

Rocio Laguna - Central Monitoring

Erika Saboe - Purchasing

Kyle Stinson - Patient Food Service

5 Years

Michael Barkley - Sterile Processing

Grace Coffed - Critical Care

Brenda Flowers - Housekeeping

Cauleen Johnson - Security

Dixielee Mea - LDRP Unit

Samantha Morales - HerHealth Clinic

Hannah Mosman - Critical Care

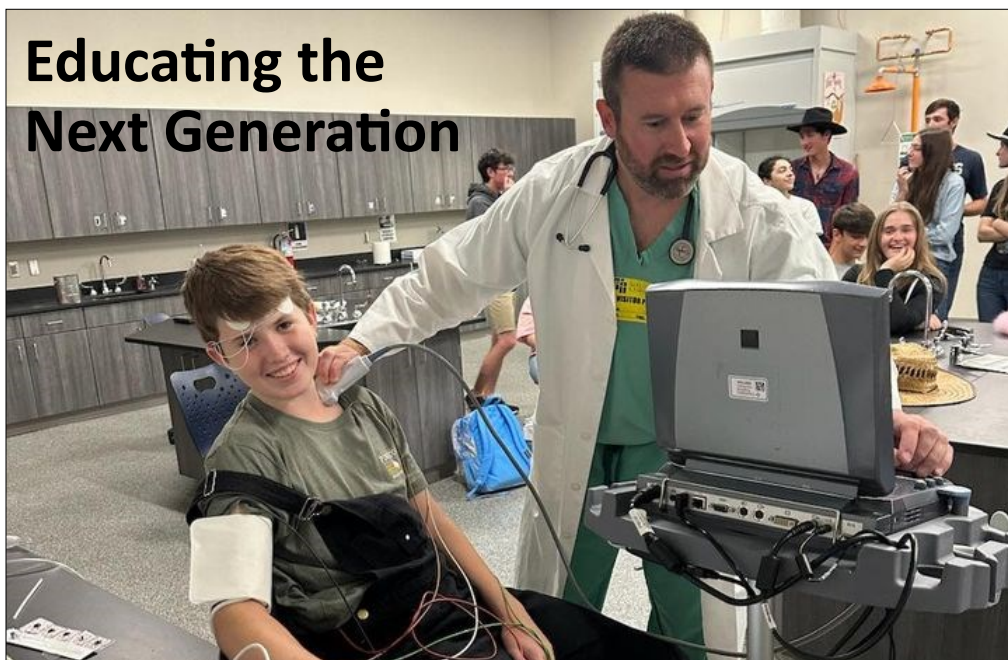
Brandy Reed - HerHealth Clinic

Kurt Stripling - Info Svs-Technology

Mendy West - Surgery

David J. Williams - Physical Therapy

Educating the Next Generation



Drew Rodgers, MD, Washington Regional cardiothoracic anesthesiologist, recently talked with students at Shiloh Christian School in Springdale. He described the care anesthesiologists provide and demonstrated some of the equipment they use.

Gone In 60 Days

The objective of the "Gone in 60 Days" initiative, which the Clinical Outcomes team began in late 2021, is to decrease the incidence of patient CAUTI (catheter-associated urinary tract infection) and CLABSI (central line-associated bloodstream infection). As of Oct. 26, it has been 139 days since the last CAUTI and 136 days since the last CLABSI. This major milestone could not have been achieved without the vigilance of our nursing staff, physicians and teams from infection control, quality and leadership.

Joins Hospitalist Group



Vivek Malhotra, MD, recently joined Washington Regional's hospital medicine group, where he provides evaluation and treatment of hospitalized patients in the medical center. Malhotra earned his medical degree from the University of South Carolina School of Medicine and completed a residency in internal medicine at the University of Arkansas for Medical Sciences Northwest Campus.

Executive Director

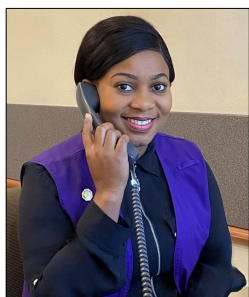
Applications and IT Portfolio Management



Ashleigh Kathiresan recently joined Washington Regional Medical System as executive director of applications and IT portfolio management. She is responsible for maximizing the capabilities of Washington Regional's applications and for leading strategic programs and tactical projects implemented by the IT Department. Kathiresan spent 10 years at the University of Arkansas for Medical Sciences in Little Rock, most recently as director of clinical informatics. Prior to that, she spent eight years in educator roles, including as an instructional technology specialist and adjunct professor. She holds a Master of Science from Arkansas State University and a Bachelor of Science from Hendrix University.

Volunteer Spotlight

Highlighting the volunteers who help Washington Regional fulfill its mission



Martlin Emeasoba is one of the helpful volunteers who greet and provide information to visitors and patients at Washington Regional Medical Center. She is new to the area and says she enjoys being able to connect with members of the community through volunteering.

Get Your Flu Vaccine by Dec. 1

Washington Regional employees, providers and volunteers must receive the flu vaccine by Friday, Dec. 1. Stop by Employee Health, located in the CSS building, anytime Monday through Friday, 6:30 a.m. - 3:30 p.m., to receive your vaccine.

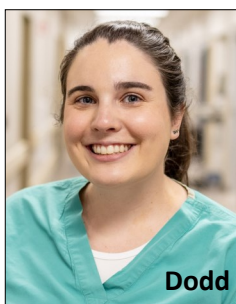
Six Achieve Certifications in Specialized Stroke Care



Bohannon



Bundt



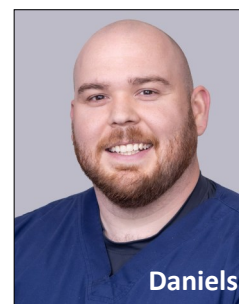
Dodd



Easom



Oelke



Daniels

Five Washington Regional registered nurses recently achieved the Stroke Certified Registered Nurse designation:

- Ashley Bohannon graduated from Arkansas State University and joined Washington Regional's Neuro ICU in 2021.
- Tyler Bundt, who graduated from Southwest Baptist University in Springfield, Missouri, joined the Neuro ICU in February.
- Kelsey Dodd has been a registered nurse in the Neuro ICU since 2020. She graduated from the University of Arkansas-Fort Smith with a Bachelor of Science in nursing.
- Shyanna Easom is a graduate of Arkansas Tech University. She has worked in the Washington Regional Neuro Progressive Unit and Neuro ICU for a total of five years.
- Marjorie Oelke earned a Bachelor of Science in nursing from the University of Arkansas. She has worked in the Washington Regional Neuro Progressive Unit and Neuro ICU for a total of four years.

Matt Daniels, RN, stroke coordinator, earned Advanced Stroke Coordinator certification. Daniels holds a Bachelor of Science in nursing from Arkansas State University. He had five years of emergency nursing experience when he joined Washington Regional in 2022.