



What difference can **one year** make in the health of a community?

2017
Report to the
Community

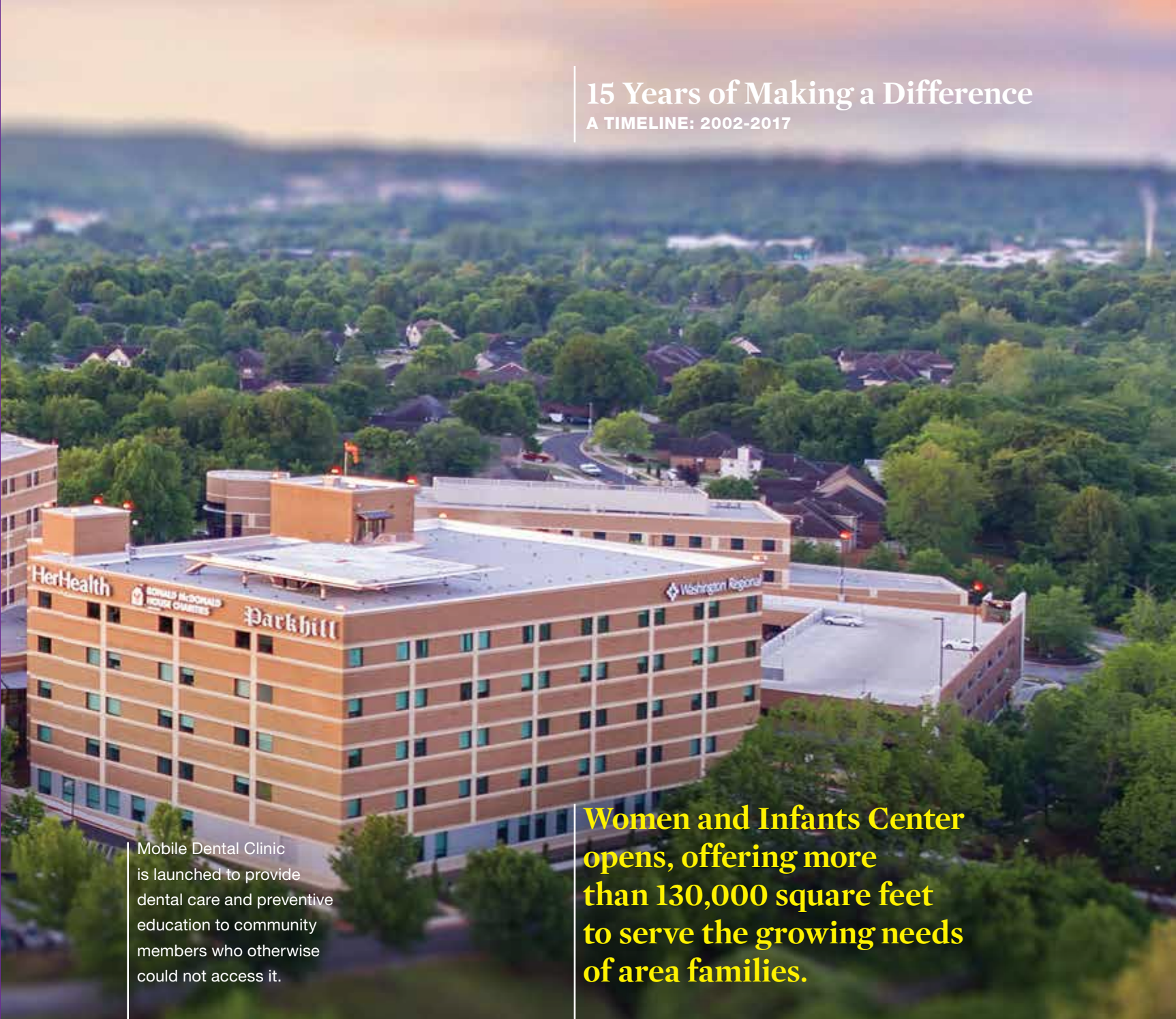
How about fifteen years?

15

This year Washington Regional Medical Center marks the 15th anniversary of its move to North Hills Boulevard, continuing a tradition of quality, compassionate care that began in 1950 on N. College Avenue.

The new hospital building officially opened on Tuesday, Aug. 27, 2002, at 7 a.m., with patient transport beginning at 8 a.m. When the move was safely completed a few hours later, without complications, it reflected many months of meticulous planning and attention to detail by Washington Regional team members, who were enthusiastic about the future at North Hills.

Just two years later, Washington Regional welcomed William L. Bradley as its new chief executive officer and ushered in an era of extraordinary expansion of programs and resources to serve the community.



15 Years of Making a Difference
A TIMELINE: 2002-2017

Mobile Dental Clinic is launched to provide dental care and preventive education to community members who otherwise could not access it.

Women and Infants Center opens, offering more than 130,000 square feet to serve the growing needs of area families.

2014	2015	2016	2017
<p>Stroke Care Program is established at Washington Regional; the next year it provides care for more than 725 patients and becomes first in the area to earn advanced certification as a Primary Stroke Center.</p>		<p>Ronald McDonald House — the region's first — opens on top floor of the Women and Infants Center.</p> <p>New clinic space built in Johnson for Urgent Care, Northwest Arkansas Neurosurgery Clinic and Total Spine physical therapy and rehabilitation.</p>	<p>A medical office complex consisting of a four-story building and separate one-story building opens at North Hills. The Washington Regional Board of Directors votes to name it the William L. Bradley Medical Plaza.</p>

Center for Health Services opens next to the new hospital, providing space for Walker Heart Institute Cardiovascular Clinic, Ozark Urology and outpatient diagnostic services.

Willard Walker Hospice Home, Fayetteville's first inpatient hospice facility, is built near the medical center to serve patients of Washington Regional Hospice.

Emergency Department earns Level 2 Trauma Center designation from Arkansas Department of Health, demonstrating that it offers the region's highest level of emergency care.

Mobile Dental Clinic is launched to provide dental care and preventive education to community members who otherwise could not access it.

Women and Infants Center opens, offering more than 130,000 square feet to serve the growing needs of area families.

2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	
Washington Regional Medical Center opens at North Hills.					Pat Walker Center for Seniors is built on the hospital campus, offering specialized care and unique services for community residents age 65 and over.	Expansion project adds a fifth floor to the medical center and doubles the size of the Emergency Department.				Total Joint Center is established at Washington Regional, the first in the area to provide comprehensive joint replacement.			Stroke Care Program is established at Washington Regional; the next year it provides care for more than 725 patients and becomes first in the area to earn advanced certification as a Primary Stroke Center.		Ronald McDonald House — the region's first — opens on top floor of the Women and Infants Center. New clinic space built in Johnson for Urgent Care, Northwest Arkansas Neurosurgery Clinic and Total Spine physical therapy and rehabilitation.	A medical office complex consisting of a four-story building and separate one-story building opens at North Hills. The Washington Regional Board of Directors votes to name it the William L. Bradley Medical Plaza.

A closer look at the past year



2017 Report to the Community

- 3 Walker Heart Institute
- 4 Hospice
- 4 Stroke Care Program
- 6 Women and Infants
- 8 Pat Walker Center for Seniors
- 9 Emergency/Trauma
- 10 Total Joint Center
- 11 Care Team
- 16 Community Outreach
- 18 Partnerships
- 19 Financial Stewardship
- 20 Recognition

Quality Care

Our Centers of Excellence

Walker Heart Institute

A commitment to providing patients the latest innovations in cardiovascular care continued last year at Walker Heart Institute. A team led by Joel Carver, MD, became the first in Northwest Arkansas to implant the BAROSTIM NEO® device in a patient with heart failure. This new investigational device is available only by order of a doctor who is participating in the BeAT-HF clinical trial. Dr. Carver is leading the BeAT-HF™ clinical study site at Washington Regional to study the safety and effectiveness of the device for the treatment of heart failure. The BAROSTIM NEO resembles a pacemaker, consisting of a lead and a pulse generator that is implanted under the skin below the patient's collarbone. The BeAT-HF study will determine whether the device can help patients live longer, reduce the number of hospital stays due to heart failure, reduce heart failure symptoms and improve quality of life.



Dr. Joel Carver (front) with heart failure nurse practitioner Nicole Comstock, MNSc, APRN, ACNP-BC, and Research Department team members Callie McQueen, RN, CRC, and Mary Craff, RN, CCRC.



Roger Montgomery, MD
Hospice

Hospice

Longtime area physician Roger Montgomery, MD, joined Washington Regional Hospice last year, rounding out a skilled and compassionate team dedicated to providing a special kind of healthcare that is focused on relieving pain, addressing physical symptoms and supporting emotional and spiritual needs. Washington Regional Hospice provides care in patients' homes, nursing homes and assisted living facilities, and also provides inpatient care at Willard Walker Hospice Home in Fayetteville. Washington Regional Hospice's long tradition of helping patients and families was recognized last year when it was named a 2016 Hospice Honors recipient by Deyta Analytics, a data-gathering company that partners with thousands of hospice, home health, human services and healthcare organizations. The award honors hospice agencies that continuously provide the highest level of satisfaction through their care, as measured from the point of view of the patient's caregiver, who is often a family member.

Stroke Care Program

Having elevated stroke education, diagnosis, treatment and rehabilitation to a new level for Northwest Arkansas, last year Washington Regional was recognized by the Arkansas Department of Health for excellence in stroke care, receiving an award based on the seven American Heart Association/American Stroke Association achievement measures of the Get With The Guidelines®-Stroke Patient Management Tool. These measures are benchmarked according to the standards of evidence-based stroke care guidelines to ensure stroke patients receive appropriate and timely care. Plus, Washington Regional also received a Get With The Guidelines®-Stroke Silver Plus Quality Achievement Award with Target: StrokeSM Honor Roll Elite, making it the only hospital in Northwest Arkansas to be recognized at that level. The award represents the hospital's commitment and success in ensuring that stroke patients receive the most appropriate treatment according to nationally recognized, research-based guidelines based on the latest scientific evidence.



In good hands: A stroke recovery story /

The day of Bill Underwood's stroke started out like any other. In fact, that clear Sunday in January 2016 was picture-perfect for flying, so Bill, who first earned his pilot's license 50 years ago, took both of his airplanes for their regular twice-a-month outing.

The picture changed several hours later as he joined his wife, LeAnn, to watch evening television. "I began to sit down, and suddenly it felt as if my left arm had fallen off," Bill recalls. He reached over to touch his left arm and found it was completely numb. "I didn't know what was happening, but I knew something was wrong. When I tried to tell LeAnn, my words came out as gobbledygook."

Although Bill didn't know what was happening, LeAnn fortunately recognized the signs of stroke and called 911. At the Washington Regional Emergency Department, the ambulance was met by Margaret Tremwel, MD-PhD, medical director of the hospital's Stroke Care Program, which is certified as a Primary Stroke Center. Dr. Tremwel immediately assessed Bill's symptoms and administered the clot-busting drug alteplase, which stopped the ischemic stroke from causing further damage. "Thank heavens for Dr. Tremwel," Bill says.



"I am thankful for the excellence of the program at Washington Regional and that we have a program of that caliber here."

— BILL UNDERWOOD

Although he has given up piloting since his stroke, Bill is back to doing all the other things he loves. Most days you will find him at the landmark Fayetteville jewelry store he established in 1957, putting his talent and hard-earned skills to work. "My early training was as a watchmaker and bench jeweler, and some of those skills take a long time to learn," says Bill, who has earned his industry's most advanced title, Certified Gemologist Appraiser, and has been inducted into the National Jeweler Hall of Fame. "I've always used my hands, and that's important to me. I am so grateful that my manual dexterity was not affected by the stroke."

Bill is certain that receiving treatment at a Primary Stroke Center, which the American Stroke Association says improves the quality of stroke care, made a difference in his recovery. "I am thankful for the excellence of the program at Washington Regional and that we have a program of that caliber here," he said. "Dr. Tremwel and the entire staff – everyone was exceptional, first-class."



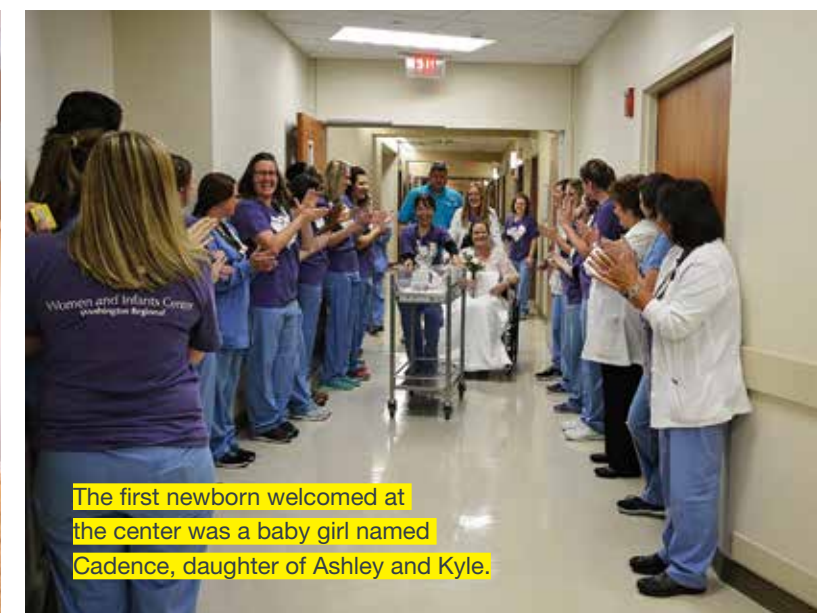
A \$500,000 gift
from Walmart Foundation
 went to help support the
 mother-baby area and the
 Neonatal Intensive Care Unit.
 →



Women and Infants

The five-story Women and Infants Center opened in November 2016, bringing an enhanced level of healthcare services for area families by adding:

- + 13 triage stations
- + 28 private mother-baby rooms, including 6 antepartum rooms with fetal monitoring capability for extended-stay obstetric patients, with fetal monitors and infant warmers
- + 17 Labor and Delivery rooms
- + 34-bed Neonatal Intensive Care Unit – the largest in Northwest Arkansas – providing the highest level of care available in the region for fragile newborns
- + Private patient rooms that allow parents to stay with their newborn while in the NICU
- + Rooms specially equipped for twins and multiples
- + 2 open-bay NICU areas with viewing window
- + NICU parent lounge providing lockers, showers and sleep chairs
- + Angel Eye cameras that allow NICU families to easily view their baby via secure password when they have to be away from the bedside
- + Milk Lab, staffed by specially trained technologists, that provides a centralized location for storing moms' expressed breast milk, as well as a sterile preparation space for adding any extra nutrients an infant might need
- + Private rooms for Gynecology patients and Pediatrics patients
- + Dedicated pharmacy for patients of the Women and Infants Center
- + Family waiting areas conveniently located at each nursing unit
- + Education rooms for community classes such as breastfeeding support, daddy boot camp, sibling class and infant CPR, as well as staff specialty training
- + Ronald McDonald House for families of hospitalized children
- + Washington Regional's second helipad, on the building's roof
- + Four-level parking garage
- + HerHealth Women's Clinic
- + Parkhill Clinic for Women





Pat Walker Center for Seniors

When Washington Regional opened the Pat Walker Center for Seniors in 2007, it marked one of the first times in the nation that a hospital system dedicated an entire facility to elder care. Last year the center continued to offer innovative programs to help older adults improve their wellness and overall function, including:

- + Clinic for Senior Health
- + Comprehensive Primary Care
- + Memory Clinic
- + Movement Disorders Clinic
- + Cognitive Training Center
- + Support Groups, including groups for Dementia Caregivers and Parkinson’s Disease
- + Senior Health Education Center offering regular seminars and activities
- + Group medical visits for self-management of chronic diseases
- + Center for Exercise



A unique program at the Center for Exercise provides an opportunity for individuals with permanent physical disabilities to aim for better health. The Mobility Program focuses on improving the overall physical health and functional ability of the individual by increasing range of motion, strength, cardiovascular function, balance and stability. Robert Rose, creator and coordinator of the Mobility Program, was recognized by Life Styles, Inc., for his dedication to helping individuals with disabilities develop independence and confidence through physical activity and exercise. Robert received the Carol Hart Visionary Award, named for the nonprofit organization’s founder.



Emergency/Trauma

As the area’s only Level 2 Trauma Center, the Washington Regional Emergency Department continues to meet rigorous requirements from the Arkansas Department of Health and is prepared with the staff and equipment needed to evaluate, stabilize and provide advanced care to patients with limb- and life-threatening conditions. And, as an accredited Chest Pain Center, the Emergency Department also has achieved a higher level of expertise in dealing with patients who arrive with symptoms of a heart attack. Chest Pain Centers are better equipped to monitor patients when it is not clear whether a patient is having a coronary event. **Washington Regional has been an accredited Chest Pain Center with Primary PCI** – percutaneous coronary intervention, also known as angioplasty – since 2010, but last year Washington Regional became the first hospital in Arkansas to receive full accreditation from the Society of Cardiovascular Patient Care as a Chest Pain Center with Primary PCI and Resuscitation. Achieving the Resuscitation designation places the hospital among a select group of only 30 hospitals nationwide.



The Washington Regional ER team is trained to provide the most complex emergency medical care. New to the team in 2016 are (from left) Alexa Estes, APRN; Hunter Henry, MD; Robby Guinn, DO; and Lauren McCaslin, MD.





“Being able to have my surgery at a top-rated hospital for joint replacement definitely made a difference in my life. I don’t have to slow down now.”

– CHARLIE BROOKS

On the road again, with the help of the Total Joint Center /

Charlie Brooks doesn’t let much slow him down. After retiring in 2001 with 37 years as a state trooper, he built a successful small business as a heavy equipment operator. A list of his favorite pastimes through the years demonstrates his passion for momentum: karate, target shooting, stock car racing, marathon running and motorcycle riding. “Staying active keeps me young,” he says.

A lifetime of physical activity, however, has been tough on his joints. He had shoulder replacement surgery in 2005 and then, several years later, began having trouble with his right hip. “I’ve had osteoarthritis for years, and that has taken its toll on my joints. Between that and the daily wear and tear, my hip had just had enough.”

With hip pain and stiffness threatening to slow him down, Charlie discussed his options with Kris Hanby, MD, Medical Director of Washington Regional’s Total Joint Center and the area’s only orthopedic surgeon who is fellowship trained in hip and knee replacement. Together, they decided total hip replacement was right for Charlie.

Before his surgery in June 2016, Charlie and his wife, Carolyn, attended Washington Regional’s Joint Camp, a class where they learned about each step of the pre-surgery, post-surgery and recovery-at-home process. “I wasn’t looking forward to being down after my surgery, but learning what to expect and how to prepare for my recovery helped me feel more comfortable about it,” he says.

Charlie attended physical therapy sessions while in the hospital and received additional physical therapy from Washington Regional Home Health once he returned to his West Fork home. “I was back on my feet more quickly than I expected, and that’s because I had great support and attention from the staff, both in the hospital and once I got home,” he says. That kind of thorough care is one of the reasons Washington Regional is consistently named a top U.S. hospital for joint replacement.

Today Charlie is making plans for a nine-state sightseeing motorcycle trip with his son, Tracy. “I can’t imagine having to give up all the things I like to do,” Charlie says. “Being able to have my surgery at a top-rated hospital for joint replacement definitely made a difference in my life. I don’t have to slow down now.”

Care Team

In addition to expanding services at the medical center, Washington Regional also is committed to improving access to services by offering care at locations throughout Northwest Arkansas that are convenient for patients.





New medical building in Johnson



Luke Knox, MD
Northwest Arkansas
Neurosurgery Clinic



William L. Bradley Medical Plaza

A convenient location in Johnson

A new medical building in Johnson, near Interstate 49, is one recent example of offering care at convenient locations. The building includes:

- + **Washington Regional Urgent Care**, which provides walk-in non-emergency medical services for all ages
- + **Northwest Arkansas Neurosurgery Clinic**, with Luke Knox, MD, providing conservative, non-surgical spine care
- + **Total Spine** physical therapy and rehabilitation, with specialized equipment from David Health Solutions. Northwest Arkansas Neurosurgery Clinic and Total Spine are the exclusive area providers of David concepts, which are used in more than 30 countries.

Colon and Rectal Clinic

Washington Regional also expanded its services in Lowell last year, adding the Colon and Rectal Clinic, with David K.A. Magee, MD, and his staff.



David K.A. Magee, MD
Colon and Rectal Clinic

Comprehensive Primary Care Plus Participation

Nine of Washington Regional's primary care clinics applied and were accepted last year to be among 2,900 primary care practices nationwide to participate in Comprehensive Primary Care Plus, a program designed to provide patients with improved access to quality healthcare at lower costs. Washington Regional's participating clinics are:

- + Crossroads Medical Clinic
- + East Springdale Family Clinic
- + Eureka Springs Family Clinic
- + Farmington Family Clinic
- + Fayetteville Family Clinic
- + Harrison Family Practice Clinic
- + Internal Medicine Associates
- + Senior Health Clinic
- + Shiloh Clinic

New Physicians

To ensure that the community's varied healthcare needs are being met, Washington Regional strategically recruited new physicians in key medical specialties. Last year Washington Regional welcomed 21 new physicians, representing a wide range of specialties:

- + Cardiology
- + Colon and Rectal Surgery
- + Emergency Medicine
- + Endocrinology
- + Family Medicine
- + Geriatrics
- + Hospice
- + Hospitalist
- + Internal Medicine
- + Neonatology
- + Neurosurgery
- + Obstetrics/Gynecology
- + Pediatrics
- + Radiology
- + Urgent Care

Access to Care

In response to area residents' requests for improved access to primary care, Washington Regional also added 15 advanced practice providers – registered nurses with graduate-level education and additional training. With credentials such as Doctor of Nursing Practice, Advanced Practice Registered Nurse or Physician Assistant, these medical professionals are qualified to provide preventive services, diagnose and treat illnesses, prescribe medication and refer patients to specialists.



Robert S. Bomstad
Vice President – Physician Enterprise

William L. Bradley Medical Plaza

Construction continued throughout 2016 on a medical office complex across from the Washington Regional Emergency Department. The Washington Regional Board of Directors unanimously voted to name it the William L. Bradley Medical Plaza in honor of Washington Regional's longest-serving CEO, whose leadership has had a positive, lasting impact on the health of Northwest Arkansas. The first services to open in the plaza were Urgent Care and Plaza Imaging Center, with more set to open throughout 2017.

Physician Enterprise

Creating an executive-level position to coordinate closely with clinic physicians and provide ongoing support, Washington Regional named Robert S. Bomstad as Vice President – Physician Enterprise.



Jessica Schnur,
PharmD, BCPS
Pharmacist

RN Residency

The inaugural class of registered nurses completed Washington Regional's RN Residency Program. During their first year of employment, newly graduated nurses participated in seminars and mentorship designed to help them make a successful transition from nursing school to real-life nursing.

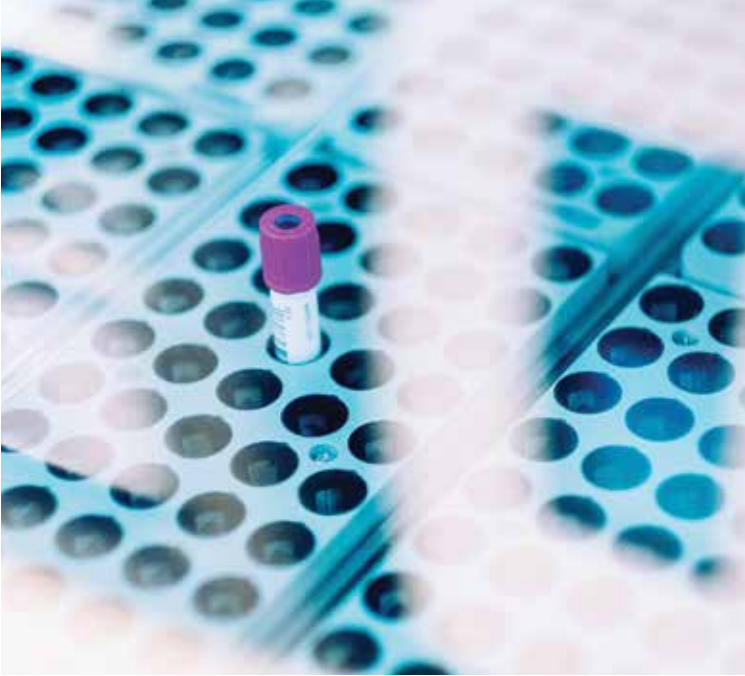
Staff Certifications

As Washington Regional expands services and programs, care team members also expand their knowledge and proficiencies through national certification tests. Staff member achievements of the past year include certifications in:

- + Antimicrobial stewardship
- + Emergency nursing
- + Operating room nursing
- + Pediatric nutrition
- + Pharmacotherapy
- + Stroke care
- + Trauma nursing
- + Wellness coaching

Clinician of the Year

Clinical pharmacist Jessica Schnur was named Clinician of the Year by the Arkansas Association of Health-System Pharmacists. This award recognizes the accomplishments of a pharmacist in a clinical pharmacy position who provides an innovative approach to pharmaceutical care, has made outstanding contributions to clinical pharmacy and serves as a role model for fellow clinicians.



Roche Cobas 8100 automation line

Volunteers

Whether volunteering at the hospital information desk, a waiting room or the gift shop, members of the Washington Regional Medical Center Auxiliary make a difference every day for patients, guests and staff members. Last year they volunteered more than 17,000 hours of service, contributed \$130,000 for hospital programs and organized a healthy-food drive for homebound older adults.

Population Health Management

The science of population health aims to improve well-being by examining how outcomes vary between different patient groups and then finding ways to eliminate disparities. Mark S. Thomas, MD, was named Vice President - Population Management at Washington Regional last year. In this newly created role, Dr. Thomas oversees population health initiatives across the spectrum of care for patients in the Washington Regional Medical System.



Mark S. Thomas, MD
*Vice President -
Population Management*

NextHealth

Dr. Thomas also was instrumental in developing NextHealth, a clinically integrated network comprised of healthcare providers from Washington Regional and Medical Associates of Northwest Arkansas that focuses on improved coordination of care for patients.



Lab Automation System

Recognizing that lab automation through integrated robotics and IT solutions can improve efficiency and maximize patient safety, staff members at the Washington Regional Laboratory spent a year preparing for the 2016 installation of the Roche Cobas 8100 automation line. Becoming only the ninth healthcare provider in the U.S. to acquire the advanced equipment, the lab now benefits from an automated workflow specifically designed to process samples in the most efficient manner. The new system automates numerous routine diagnostic laboratory tasks, allowing the Washington Regional Laboratory to report results in less time, even at peak periods.

Community Outreach

In addition to providing wellness information at numerous health fairs last year, Washington Regional also presented:



Girls' Night Out

Botanical Garden of the Ozarks provided a lush setting for this October health event featuring presentations by Washington Regional physicians.



YourHealth Today

This regular segment on KNWA-TV spotlights Washington Regional physicians and skilled healthcare professionals.

Washington Regional also sponsored:



Cancer Support Home

This Washington Regional program offers free health education, cancer screening, diagnostic testing and other support services in Bentonville and Fayetteville.



Faith in Action

A Washington Regional program, this volunteer-based organization provides free non-medical services to homebound seniors in Benton and Washington counties.



Day of Dance

Area residents attended this February event at the Northwest Arkansas Mall and learned how physical activity can improve their health.



YourHealth

This award-winning magazine, distributed throughout the community and available online, offers news about advances in diagnosis and treatment options.

yourhealth
MONTHLY

YourHealth Monthly

This e-newsletter features wellness updates and information about health-related special events.



World's Largest Baby Shower

Families had an opportunity to learn about baby care and child safety last March at the Jones Center in Springdale.



Check.Change.Control.

This blood-pressure management program helps people take ownership of their cerebrovascular and cardiovascular health.

Partnerships

Any expansion of Washington Regional services or programs begins with approval by the Board of Directors. Our board members all live in, and are vested in, Northwest Arkansas. This distinction makes Washington Regional the area’s only not-for-profit, community-owned and locally governed healthcare system – uniquely able to respond to the community’s healthcare needs.

Washington Regional is proud to sponsor and partner with other organizations that work to identify and meet those needs:

- + Susan G. Komen for the Cure – Ozark Affiliate
- + The Cancer Challenge
- + Alzheimer’s Association
- + American Diabetes Association
- + American Heart Association
- + Arkansas Children’s Hospital
- + Care Partners (University of Arkansas College of Education and Health Professions, Eleanor Mann School of Nursing)
- + Life Styles, Inc.
- + March of Dimes
- + Partnership for a Healthy Arkansas
- + Ronald McDonald House Charities of Arkoma

Financial Stewardship

As a non-profit organization, Washington Regional’s mission is measured by the benefit we provide to the community.

Last year Washington Regional allocated more than \$14 million to charity care, uncompensated care and community health services such as:

- + WelcomeHealth free health center
- + Prenatal Clinic at Washington County Department of Health
- + HIV Clinic at Washington County Department of Health
- + On-site community health education
- + Research
- + Tuition assistance for area healthcare professionals
- + Washington Regional provided financial support to:
 - + John Brown University Nursing Program
 - + NorthWest Arkansas Community College Nursing Program
 - + Northwest Technical Institute Nursing Program
 - + University of Arkansas Eleanor Mann School of Nursing

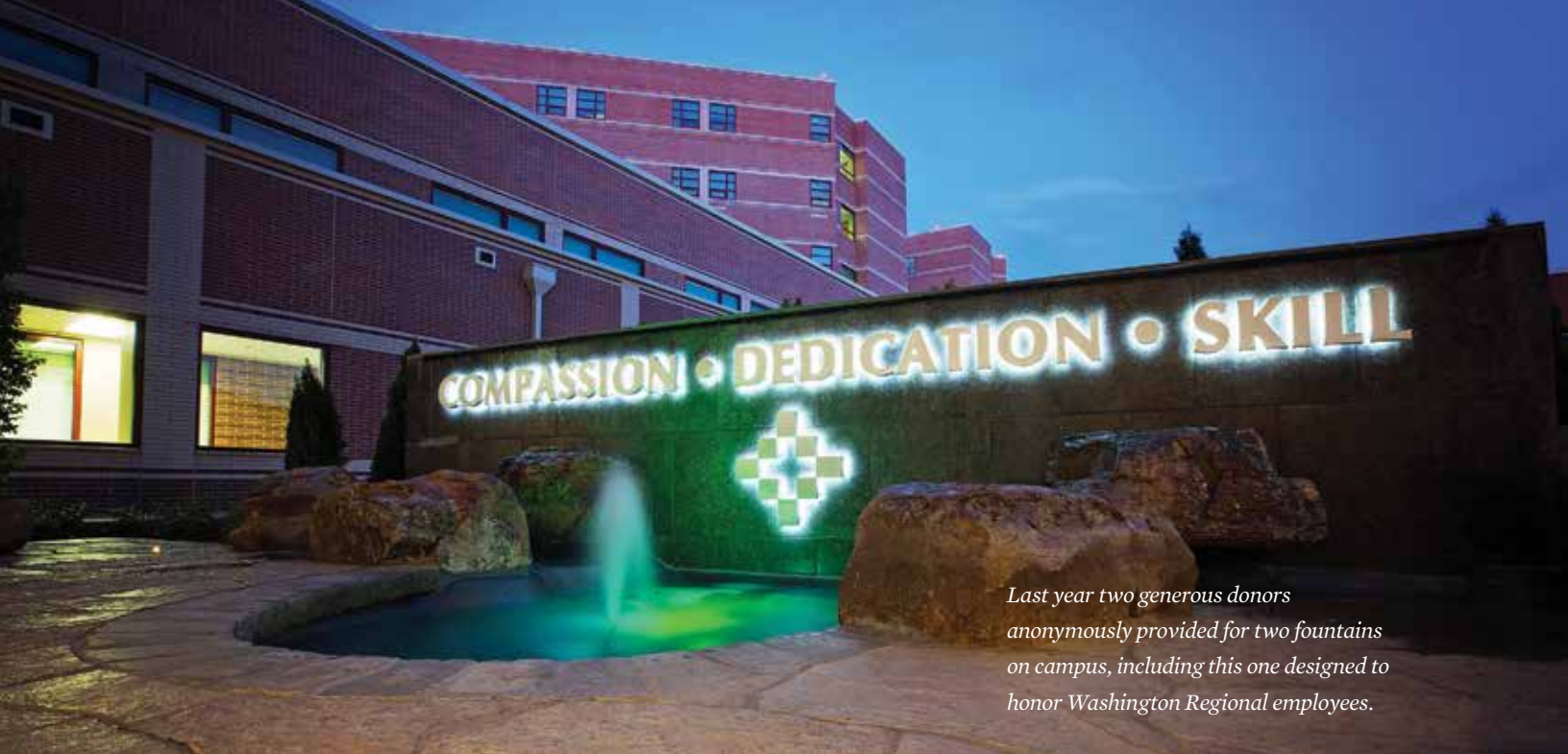
One of the area’s largest employers, Washington Regional expansions in the past 15 years have led to job growth for Northwest Arkansas. Since 2002 the number of Washington Regional employees has grown by more than 1,200 – and about half of those employees are working in newly created jobs.



18 Washington Regional



2017 Report to the Community 19



Last year two generous donors anonymously provided for two fountains on campus, including this one designed to honor Washington Regional employees.



Joe Buss
Employee of the Year

Recognition

CareChex

For the second year, the independent organization CareChex – an information service of Quantros, Inc., ranked Washington Regional in the top 10 percent of hospitals nationwide in its Medical Excellence and Patient Safety ratings. Washington Regional was recognized in 21 areas:

Medical Excellence

- + Overall Hospital Care
- + Cancer Care
- + Cardiac Care
- + Gastrointestinal Hemorrhage
- + Interventional Coronary Care
- + Joint Replacement
- + Major Orthopedic Surgery

Patient Safety

- + Overall Hospital Care
- + Overall Surgical Care
- + Cancer Care
- + Cardiac Care
- + General Surgery
- + Heart Failure Treatment
- + Interventional Coronary Care
- + Joint Replacement
- + Major Bowel Procedures
- + Neurological Care
- + Orthopedic Care
- + Major Orthopedic Surgery
- + Pulmonary Care
- + Stroke Care



IQI

Washington Regional earned an award last year from Arkansas Medicaid and Arkansas Foundation for Medical Care as part of the annual Inpatient Quality Incentive program. Washington Regional was recognized for its outstanding performance in the IQI program's patient quality initiatives.



CitiScapes

Washington Regional was voted the hospital of choice by the magazine's readers.



Celebrate

Washington Regional was voted the hospital of choice by the magazine's readers.



2016 Employee of the Year

Joseph Buss of the Materials Management Department was named Employee of the Year 2016 in a systemwide vote. A materials handling specialist, he has been with Washington Regional since 2010. Joe's co-workers appreciate how he handles all of his daily tasks with a friendly smile and cooperative attitude. He is always looking for ways to make a difference for others. With an eye for detail and a knack for efficiency, Joe carefully coordinates supply placement in a way that eases workflow for departments throughout the hospital.



 WashingtonRegional
wregional.com