

2022
Annual Report
to the Community



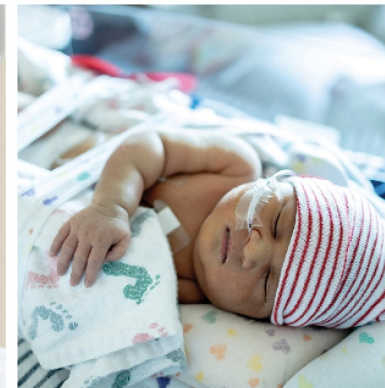
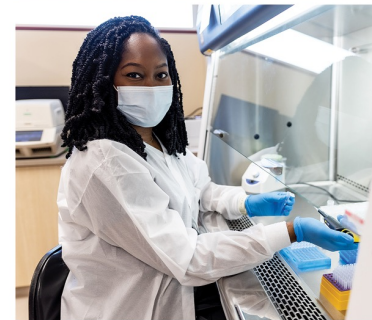
**above &
beyond**
2022



care & community

2022 Report to the Community

At Washington Regional, commitment to care and community runs deep. As Arkansas' top hospital in 2022-23 (*U.S. News & World Report*), we remain committed to going above and beyond to deliver nationally recognized, comprehensive care while serving our neighbors across Northwest Arkansas. In this report, we are excited to share how we've been here for you in 2022.





In 2022, Washington Regional welcomed a return to normalcy for the first time since the onset of the global COVID-19 pandemic. As a locally owned and governed, non-profit health care system, Washington Regional continued to honor its mission of improving the health of people in the communities it serves and saw a significant increase in the number of patients seeking care both in the hospital and clinic settings.

The renewed emphasis on Washington Regional's core services and mission allowed the system to focus on the future of health care in our region. Washington Regional announced its intent to form a partnership with the Alice L. Walton Foundation to transform health care in Northwest Arkansas. We also received accreditation for a new internal medicine residency program, the first residency program to be accredited as part of the UAMS/Washington Regional Graduate Medical Education Program that will create approximately 92 residency slots in Northwest Arkansas by 2030.

Washington Regional team members continued to provide the high-quality, compassionate care for which our system is known. For the second consecutive year, Washington Regional was recognized as the #1 hospital in Arkansas by U.S. News & World Report in its 2022-23 Best Hospitals list. We also became the only hospital in Arkansas to be recognized by U.S. News & World Report

for maternity care. As the area's only hospital to be certified as a Comprehensive Stroke Center, Washington Regional provided award-winning stroke care. Additionally, we became the first hospital in the state to offer new smart knee implant technology for patients undergoing knee replacement surgery.

I am grateful for the more than 3,400 Washington Regional team members who in 2022 once again demonstrated their dedication to our mission. We know that the upcoming year will bring a new set of challenges. The post-pandemic economic environment for our nation's health care systems is alarming as we face increased operating costs coupled with stagnant reimbursements. However, I am confident that the proactive steps our leadership team has and will continue to take will position Washington Regional to come out of this crisis well positioned for growth in the not-too-distant future.

If there is one lesson we have learned over the past few years, it is that none of us knows for certain what lies ahead. But there is one thing I am sure of, and that is that Washington Regional team members will always be a bright light and a beacon in stormy times and that we are united in purpose, committed to our mission and each other.

J. Larry Shackelford
President and CEO
Washington Regional

In 2022, Washington Regional:

Recorded **62,861** urgent care visits

Recorded **54,191** emergency room visits

Performed **26,778** surgeries

Completed **12,939** telehealth visits

Delivered **2,512** babies

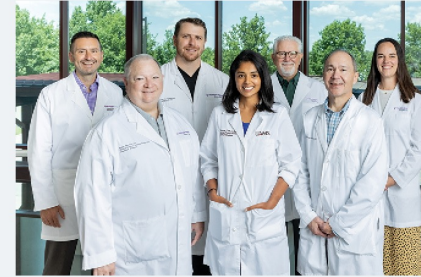
Treated **1,275** trauma patients

Treated **897** stroke patients

Welcomed **33** new providers

Opened **1** new clinic

growth & transformation



Graduate Medical Education

Washington Regional and the University of Arkansas for Medical Sciences (UAMS) received accreditation from the Accreditation Council for Graduate Medical Education (ACGME) for a new internal medicine residency program. The program will bring eight new internal medicine residents to Northwest Arkansas each year, with the first residency class beginning in July 2023.

This is the first residency program to be accredited as part of a joint Graduate Medical Education (GME) program that UAMS and Washington Regional announced in June 2021. The program will create approximately 92 residency slots in Northwest Arkansas by 2030.

In preparation for the new residents, Washington Regional has built a brand new 6,000-square-foot GME Suite and is building a 3,000-square-foot continuity clinic on the Washington Regional campus.

Transformative Health Care

In April 2022, the Alice L. Walton Foundation and Washington Regional announced their intention to work together to transform health care in Northwest Arkansas. Washington Regional will collaborate with the new Alice L. Walton School of Medicine to help train the next generation of clinicians with an emphasis on whole person care.

This partnership will advance Washington Regional's mission of improving the health of area residents through compassionate, high-quality care and wellness education while also positioning the health system as the central hub for academic and research activities in Northwest Arkansas.



quality & dedication

Washington Regional achieved recognition for quality by several national and regional organizations in 2022. This level of recognition demonstrates team members' commitment to improving the health of people in the communities they serve and highlights the outstanding dedication of medical, nursing and support staff team members.



U.S. News & World Report

Washington Regional Medical Center was recognized as the #1 hospital in Arkansas for the second consecutive year in the *U.S. News & World Report* 2022-23 Best Hospitals list. Washington Regional Medical Center was also ranked the Best Hospital in the Ozarks Region for a fourth consecutive year.

Washington Regional earned a high performing designation in nine procedures and conditions evaluated by the publication — more than any other hospital in the state. A designation of high performing indicates a hospital performed better than the national average in a given procedure or condition. The publication recognized Washington Regional as a high performing hospital for:

- + Chronic Obstructive Pulmonary Disease (COPD)
- + Heart Attack
- + Heart Failure
- + Hip Replacement
- + Kidney Failure
- + Knee Replacement
- + Lung Cancer Surgery
- + Stroke
- + Uterine Cancer Surgery



Additionally, in a separate ranking, *U.S. News & World Report* named Washington Regional a High Performing Hospital for Maternity Care (Uncomplicated Pregnancy). This is the highest award a hospital can earn for U.S. News' Best Hospitals for Maternity Care. Washington Regional was the only hospital in the state to achieve this designation.



Leapfrog Group

Washington Regional Medical Center was proud to receive two consecutive A grades from the Leapfrog Group's Hospital Safety Grade. This national distinction recognizes Washington Regional's achievements in protecting patients from preventable harm and error while in the hospital. The Leapfrog Group, an independent national watchdog organization, assigns an A, B, C, D or F grade to general hospitals across the country based on over 30 national performance measures and systems to prevent errors, injuries, accidents and infections. Grades are updated twice annually, in the fall and spring.

American Heart Association/American Stroke Association

In recognition of Washington Regional's commitment to providing the most appropriate stroke treatment, Washington Regional earned four American Heart Association/American Stroke Association Get With The Guidelines® Achievement Awards:



- + Get With The Guidelines® Stroke Gold Plus
- + Target: Stroke Elite Plus Honor Roll award
- + Target: Stroke Honor Roll Advanced Therapy award
- + Target: Type 2 Diabetes Honor Roll

Accreditations

Multiple Washington Regional departments in 2022 demonstrated their commitment to maintaining the highest standards of compliance and quality by achieving accreditation or reaccreditation from the following organizations:

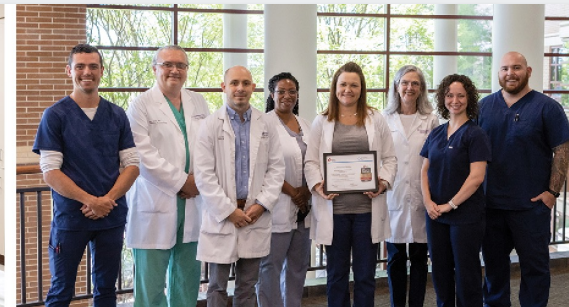
- + Association for the Advancement of Blood & Biotherapies
- + College of American Pathologists
- + Arkansas Department of Health for Level II Trauma Center
- + Urgent Care Association



comprehensive & nationally recognized

Centers of Excellence

Washington Regional has long been committed to providing residents of Northwest Arkansas with world class care here at home. We've developed Centers of Excellence to achieve that goal.



J.B. Hunt Transport Services Neuroscience Institute

In 2022, the J.B. Hunt Transport Services Neuroscience Institute provided the region's most comprehensive care for disorders and injuries of the brain, spine and nervous system with a multi-disciplinary team of experts in stroke, neurology, neurosurgery, interventional neuroradiology, conservative spine care and therapy, and interventional pain management. The institute welcomed neurologist Sen Sheng, MD, PhD, along with three advanced practice providers.



Dr. Sen Sheng

Stroke Program

As the only hospital in Northwest Arkansas to be certified as a Comprehensive Stroke Center by The Joint Commission, Washington Regional is equipped to treat the most complex stroke cases and provides a comprehensive system for rapid diagnosis and treatment of stroke patients that includes 24/7 in-person care with stroke experts, a dedicated neurosurgical intensive care unit, neuro progressive unit, and specialty clinics that provide follow up care and education.

In 2022, Washington Regional treated 897 stroke patients, a third of whom were transferred from other facilities. Interventional neuroradiologists performed 131 thrombectomies. A thrombectomy is a minimally invasive procedure to remove stroke-causing blood clots in the brain. Washington Regional is one of only three facilities in the state capable of performing this procedure.

Washington Regional's commitment to providing the most appropriate stroke treatment was recognized with four American Heart Association/American Stroke Association Get With The Guidelines® Achievement Awards:



✦ Get With The Guidelines® Stroke Gold Plus

In 2022, Washington Regional achieved this designation for the sixth consecutive year. The award recognizes patient treatment in accordance to core standard levels of care as outlined by the American Heart Association/ American Stroke Association for two consecutive calendar years or more.

✦ Target: Stroke Elite Plus Honor Roll

Washington Regional met quality measures to reduce the time between a patient's arrival to the hospital and treatment with intravenous clot-busting medication to reduce the effects of stroke and lower the chance of permanent disability.

✦ Target: Stroke Honor Roll Advanced Therapy

This award acknowledges treatment times of 90 minutes or less in 50% of applicable stroke patients arriving directly to our facility and within 60 minutes for patients transported from another facility.

✦ Target: Type 2 Diabetes Honor Roll

This award, which was introduced in 2020, recognizes hospitals that provide the most up-to-date, evidence-based care for patients with Type 2 diabetes who are hospitalized with heart failure, heart attack or stroke. Washington Regional achieved this designation for the third consecutive year in 2022.

Centers Of Excellence



Spine Program providers

J.B. Hunt Transport Services
Neuroscience Institute, continued

Spine Program

As one of only two hospitals in Arkansas to receive The Joint Commission's Gold Seal of Approval for Spine Surgery, Washington Regional has demonstrated a commitment to providing safe and effective treatment for disorders and injuries of the spine. Washington Regional performed 958 elective spine surgeries in 2022.

Because studies have shown that well prepared spine patients have more successful recoveries, Washington Regional introduced Virtual Spine Camp in 2022. This educational component helps patients learn more about their upcoming procedure and what to expect during their hospitalization and recovery.



Therapy Gym

Made possible by a gift from J.B. Hunt Transport Services, Inc. in support of neurosciences, a new therapy gym opened on the fifth floor of the medical center in April 2022. Physical, occupational and speech therapists use the gym to help patients recovering from a variety of conditions including stroke, traumatic brain injury, spinal cord injury, elective spine surgery and other conditions.

The open concept gym is equipped with therapy stairs, parallel bars, mat platform tables, a NuStep occupational therapy hand table, a Nintendo Wii for balance and coordination training, therapy balls and resistance training equipment. The gym also houses a therapy bathroom and kitchenette to simulate a home environment where patients can safely practice activities of daily living.



TAVR providers

Walker Heart Institute

Walker Heart Institute remained Northwest Arkansas' largest group of board-certified cardiovascular experts and provided the area's most comprehensive care for the heart and vascular system. The institute includes specialists in non-invasive cardiology, interventional cardiology, electrophysiology and cardiovascular and thoracic surgery, as well as a 76-bed cardiology unit, a dedicated cardiopulmonary rehabilitation program and approximately 360 other cardiovascular health professionals.

In 2022, Walker Heart Institute providers continued to utilize the latest in technology and procedures to deliver preventive care and treatment for acute and chronic conditions including heart failure, heart valve disorders, vein disorders, and cardiac rhythm disorders. Walker Heart Institute clinics welcomed four advanced practice providers.



TAVR

Walker Heart Institute continued to invest in new technology that offers patients the most advanced treatment options. In 2022, Washington Regional became the first hospital in Northwest Arkansas to treat patients with severe aortic stenosis using the next-generation, self-expanding Evolut FX TAVR system for transcatheter aortic valve replacement (TAVR), which is a minimally invasive alternative to open-heart valve replacement surgery. The Evolut system allows the physician greater precision and control throughout the valve replacement procedure, leading to improved valve function and better patient outcomes.

Washington Regional performed 92 TAVR procedures in 2022 – more than any other hospital in Northwest Arkansas – and has completed a total of 450 procedures since first offering TAVR in 2018.

Evolut device deployment

Women and Infants Center

U.S. News & World Report named Washington Regional Medical Center a High Performing Hospital for Maternity Care (Uncomplicated Pregnancy) for 2022-2023. This is the highest award a hospital can earn for U.S. News' Best Hospitals for Maternity Care. The publication's methodology is based entirely on objective measures of quality, such as C-section rates in lower-risk pregnancies, newborn complication rates, exclusive breast milk feeding rates, early elective delivery rates and vaginal birth after cesarean rates, among other measures. Washington Regional was the only hospital in Arkansas to achieve this designation.

The recognition served to highlight how Washington Regional's Women and Infants Center, which opened in 2016, continues to provide expectant parents and their babies with high-quality care from a skilled and compassionate team. The Women and Infants Center features a dedicated labor and delivery unit, a mother/baby unit, Northwest Arkansas' largest neonatal intensive care unit, the area's only Ronald McDonald House and two leading women's health clinics.

In 2022, the Women and Infants Center:

Labor & Delivery - Delivered 2,512 babies, including 21 sets of twins

NICU - Provided care for 488 fragile newborns & welcomed two advanced practice providers

Ronald McDonald House - Offered overnight lodging and respite for 384 families, with an average length of stay of eight days

Infant Nutrition Lab - Prepared 11,202 ounces of donor milk, providing approximately 816 feeds

Milk Depot - Processed 42 breast milk donations from 21 donors for Oklahoma Mothers Milk Bank, which serves our community

Maternal Fetal Medicine Clinic - Provided care for 268 patients with complicated or high-risk pregnancies, in partnership with UAMS board-certified maternal fetal medicine specialists



Total Joint Center

With specialized education and a team of dedicated surgeons and staff, Washington Regional's Total Joint Center helped 816 patients regain motion in 2022 with knee, hip and shoulder replacements.

Smart Knee Technology

In 2022, Washington Regional became the first hospital in the state to offer a smart knee replacement using the Persona IQ implant. The first of its kind, the implant is equipped with sensor-based technology to provide information that can be used to improve outcomes following joint replacement surgery. By capturing data such as the patient's range of motion, step count, walking speed and stride length, the implant allows both patient and physician to know that the new knee is working as it should. The smart knee replacement surgery was performed using the ROSA Knee System, which is a robotically assisted technology that offers surgeons greater precision in positioning each patient's implant, leading to better outcomes. In 2022, Washington Regional surgeons performed 88 knee replacement surgeries using the system, including 12 smart knee replacements.



Joint Camp

In 2022, the Total Joint Center resumed in-person Joint Camp classes, which are designed to educate joint replacement patients about their upcoming surgery and recovery. The Total Joint Center also continued to offer an online educational option for Joint Camp.





Pat Walker Center for Seniors

The Pat Walker Center for Seniors provided primary care for older adults, as well as specialty care for those with memory and movement disorders. Care was delivered by a multi-disciplinary team of board-certified physicians, neuropsychologists, social workers and advanced practice providers.

In 2022, the Senior Health Clinic received a \$10,000 grant from the Parkinson's Foundation to fund monthly classes for patients newly diagnosed with Parkinson's disease and their caregivers. The classes served approximately 60 individuals.

The clinic also began offering monthly education and support workshops for those recently diagnosed with dementia and their family members. The workshops educate families about the resources available and help them design a successful plan of care.

The Pat Walker Center for Seniors also collaborated with Hobbs State Park and the UAMS Schmieding Center to offer a monthly "Living Healthy in Nature" program, which promotes a healthy lifestyle by combining education about senior health topics with an activity, such as a guided nature walk, birdwatching or meditation.

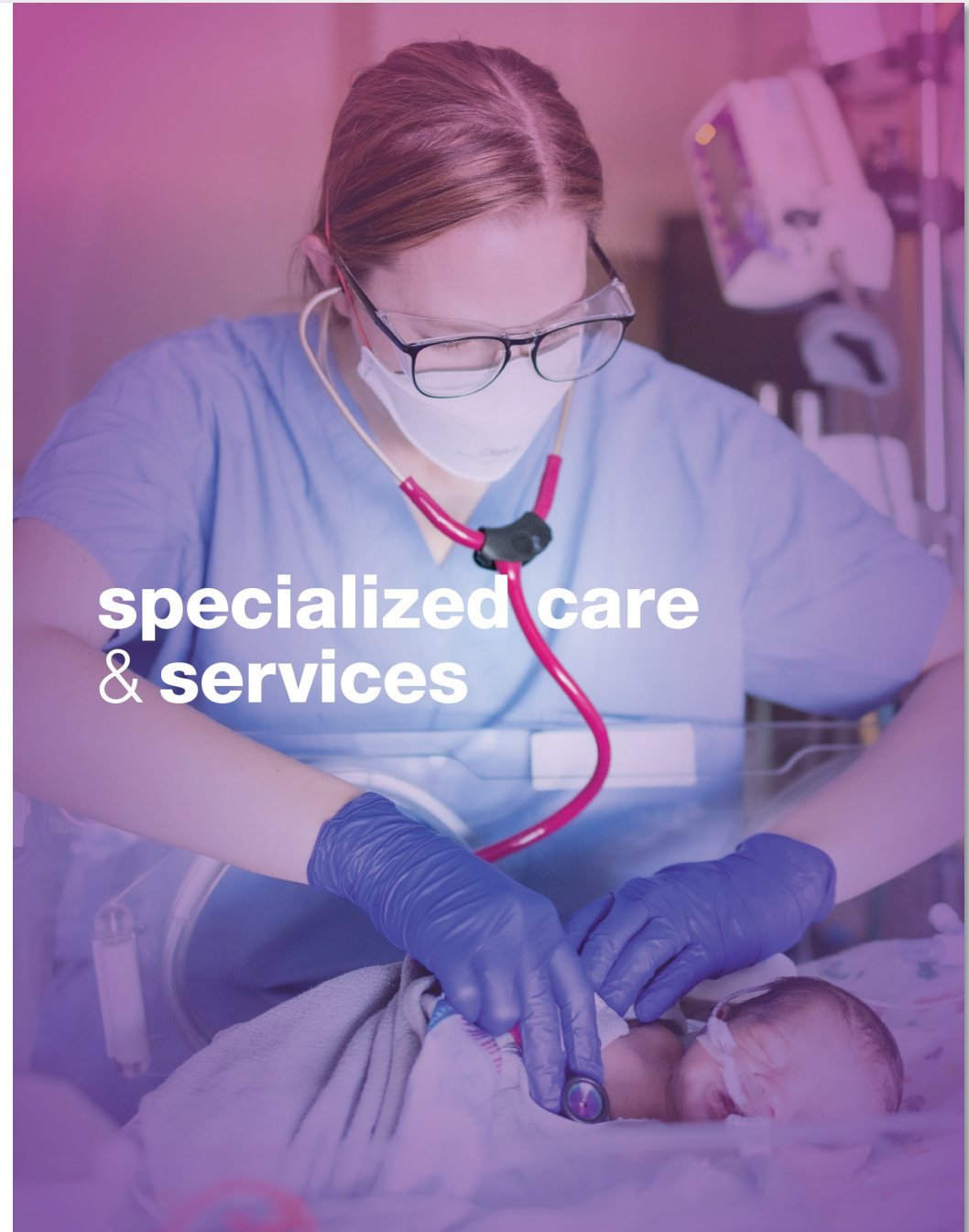
Level II Trauma Center

First designated as a Level II Trauma Center in 2012, last year Washington Regional reaffirmed its commitment to providing the region's highest level of emergency care by achieving reaccreditation from the Arkansas Department of Health. During a rigorous two-day review, the Washington Regional trauma team demonstrated its readiness to provide 24/7 immediate coverage by specialists in general surgery, orthopedic surgery, neurosurgery, anesthesiology, emergency medicine, radiology and critical care.

Washington Regional's Emergency Department saw a total of 54,191 patients in 2022, with 1,275 of those patients receiving care for a traumatic injury. Of those, 248 were brought to Washington Regional from other facilities throughout Arkansas and parts of Missouri and Oklahoma.



specialized care
& services





COVID-19

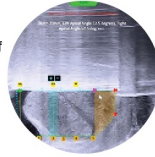
Washington Regional began to see the return of normalcy in 2022 for the first time since the onset of the COVID-19 pandemic. While the year started with a surge in the number of COVID cases and hospitalizations, cases quickly declined. By March, Washington Regional was able to pivot from COVID efforts and refocus on its core services, ending both its drive-thru COVID testing and hotline operations. At the end of July 2022, Washington Regional was also able to close its drive-thru COVID vaccination clinic.

Washington Regional provided care for 1,049 COVID-positive inpatients in 2022, treating 2,726 COVID-positive inpatients since the pandemic began in early 2020. The health system administered 3,117 doses of COVID vaccine in 2022, for a total of 44,495 doses administered since the vaccine became available in December 2020.

Men's Health Innovation

Aquablation Therapy

Washington Regional supported the health of men in Northwest Arkansas with advanced technology to better diagnose and treat enlarged prostate and prostate cancer. In 2022, Washington Regional performed 27 Aquablation therapy procedures, which use a stream of water to remove prostate tissue while allowing the urologist to visualize the prostate using both a camera and real-time ultrasound mapping. This results in a minimal amount of prostate tissue being removed, which leads to better outcomes for patients.



Artemis MRI/Ultrasound Fusion

Washington Regional urologists performed 141 Artemis MRI/ultrasound fusion guided prostate biopsies in 2022. The biopsy system combines MRI images with real-time ultrasound images to create a detailed 3D map of the prostate, allowing doctors to better identify and more accurately biopsy suspicious tissue.

Dr. Mark Jackson/Artemis fusion guided biopsy system

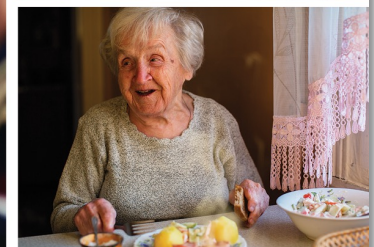


PACE of the Ozarks

PACE of the Ozarks, which opened in 2019, provided health care and social services to 106 older adults in Northwest Arkansas in 2022. PACE, or Program of All-inclusive Care for the Elderly, is a Medicare benefit designed to support seniors who meet Arkansas Medicaid criteria for needing nursing-home-level care, but who wish to continue living in their own homes. PACE helps seniors remain independent by providing items and services covered by Medicare and Medicaid along with other services, including:

- + Pharmacy services
- + Food security
- + Basic dental services
- + Registered dietitian services
- + On-site physical therapy, occupational therapy and speech therapy
- + Social work services including counseling as indicated
- + Recreational therapy
- + Medical management and oversight including wound care management
- + Nursing coordination

- + Home care coordination
- + Day center
- + Certified nursing assistants for personal care in the day center
- + Durable medical equipment needs
- + Transportation needs for medically indicated purposes
- + Home-based services
- + Respite care services as medically indicated
- + Skilled nursing facility management when indicated
- + Hearing aids if indicated
- + Subspecialty care consultation and coordination



care team & support



Health Care Providers

Washington Regional continually recruits health care providers with the training and expertise needed to serve the community. In 2022, Washington Regional welcomed 16 physicians and 17 advanced practice providers specializing in:

- + Cardiology
- + Cardiovascular and Thoracic Surgery
- + Emergency Medicine
- + Gastroenterology
- + General Surgery
- + Hospital Medicine
- + Neonatology
- + Nephrology
- + Neurology
- + Neurosurgery
- + Palliative Care
- + Primary Care
- + Radiology

Clinics

Washington Regional clinics experienced a significant increase in the number of patients seeking primary care, specialty care and urgent care services in 2022, representing the largest volume of patients seen since the onset of the pandemic.

Ozark Surgical Clinic joined Washington Regional in May 2022. Wayne Hudec, MD (not pictured), Jeffery Keller, MD, and Jay Mullis, MD, provide surgical treatment for patients of all ages and offer minimally invasive surgical options.



Dr. Jeffery Keller

Dr. Jay Mullis

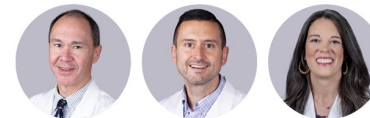
Washington Regional Gastroenterology Clinic opened in September 2022 with Bradley Hicks, MD, providing evaluation and treatment of disorders and diseases of the digestive system as well as preventive wellness and diagnostic endoscopy procedures.



Dr. Bradley Hicks

Care Team Achievements

Three physicians at Washington Regional were appointed to new roles in the hospital in 2022. Anthony Williams, MD, was named vice president and chief quality officer. Michael Bolding, DO, succeeded Williams as director of hospital medicine, and Jonna Dyer, MD, was named assistant medical director for hospital medicine.



Dr. Anthony Williams

Dr. Michael Bolding

Dr. Jonna Dyer

Washington Regional care team members expanded their knowledge and skills in 2022, with team members achieving designations that included:

- + Advanced Neurovascular Practitioner
- + Board-Certified Sterile Compounding Pharmacist
- + Certificate of Added Qualifications in Cardiovascular and Thoracic Surgery
- + Certified Case Manager
- + Certified Nutrition Support Clinician
- + Certified Registered Nurse
- + Critical Care Registered Nurse
- + Extremely Low Birth Weight Neonate Certification
- + Inpatient Obstetric Nursing Certification
- + Progressive Care Certified Nurse
- + Stroke Certified Registered Nurse
- + Trauma Certified Registered Nurse
- + Walton College of Business Leadership Circle Program Graduate

Team Member Care Initiative

Washington Regional believes caring for team members is just as important as caring for patients. In 2022, the health system supported the mental and emotional well-being of staff by providing healthy ways to manage stress through the Team Member Care Initiative.

Washington Regional opened a dedicated relaxation room for staff on the hospital campus in May 2022. The relaxation room provides a soothing, quiet space where team members can decompress and recharge, complete with massage chairs, a white noise machine and aromatherapy. Team members accessed the room nearly 17,000 times in 2022. The initiative also provided pet therapy and massage therapy sessions for team members at various Washington Regional locations and offered sound therapy and virtual guided meditation sessions on a regular basis. Research has shown these therapies can help ease anxiety while improving energy and alertness.

The Team Member Care Initiative, which first launched in 2021, was made possible by a grant from the Alice L. Walton Foundation and gifts from community members to the Washington Regional Medical Foundation.





• RN Residency Graduates – Fall 2022



• Patient Experience Team

RN Residency

Washington Regional's RN Residency Program is a year-long professional development program that supports newly licensed nurses as they transition from advanced beginners toward nursing leaders through learning activities and experiences. In 2022, the program graduated 111 new nurses who work in cardiology, emergency medicine, intensive care and critical care, labor and delivery, medical-surgical, neuro intensive care, neuro progressive, and neonatal intensive care units.

Student Nurses

In 2022, Washington Regional and NorthWest Arkansas Community College (NWACC) partnered to offer a new nursing program for nursing students at NWACC's Washington County location. Students in the program receive training from Washington Regional clinical instructors in Washington Regional facilities on nights and weekends. The program better serves non-traditional students who are pursuing a career in nursing and will help Washington Regional meet the needs of the community by increasing the number of nurses in Northwest Arkansas.

Practice Transformation

In early 2022, the Practice Transformation Team supported Washington Regional's COVID-19 efforts by providing the community with education about COVID-19, the COVID-19 vaccine and by offering telephone support for those who tested positive for the virus. The team also maintained all regulatory reporting for these efforts, which was used by multiple agencies to track virus spread and resource allocations.

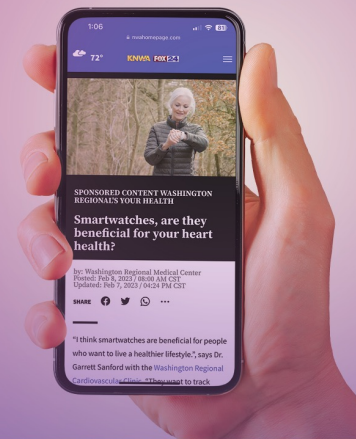
Additionally, the Practice Transformation Team worked with Washington Regional primary and specialty care clinics to promote annual wellness visits through a new program called Primary Care First (PCF). The goal of PCF is to advance the patient experience, improve quality and reduce cost.

Patient Experience

Patient experience is defined as the sum of all interactions, shaped by an organization's culture, that influence patient perceptions across the continuum of care. In 2022, Washington Regional formed a dedicated Patient Experience Team to provide focus on the patient and family experience, as well as patient advocacy.

Throughout 2022, team members received education on the role of customer service in health care, the importance of empathy, and Washington Regional's commitment to treat others – patients and their families, visitors, physicians, and each other – as we would want to be treated. The Patient Experience Team also visited regularly with hospital patients and their families to gather feedback and utilized patient surveys to identify opportunities for improvement.

community outreach & education



Ask an
EXPERT



Prevention and Wellness Education

As part of Washington Regional's mission to improve the health of people in the communities it serves, the health system offered community education through various methods, including:

- ✦ "Ask an Expert" features in the Northwest Arkansas Democrat-Gazette
- ✦ "You at Your Best" features in the Northwest Arkansas Democrat-Gazette
- ✦ "Your Health Today" segments on KNWA-TV
- ✦ Interviews featuring medical experts with local print and broadcast outlets
- ✦ Public service announcements shared on social media and local broadcast stations
- ✦ Virtual World Stroke Day teaching the signs and symptoms of stroke

- ✦ Videos, infographics and updates on a variety of health topics shared through Washington Regional social media platforms and website
- ✦ Presentation to Rotary Club members with education about Washington Regional Memory Disorders Clinic and brain health and wellness
- ✦ Hands-on presentation for Fayetteville High School's anatomy and physiology students
- ✦ Health care careers education event for area high school students that included phlebotomy, respiratory therapy and laboratory simulations
- ✦ Falls Prevention education offered to community members
- ✦ "Lunch and Learn" series at J.B. Hunt Transport Services, Inc., where Washington Regional health care providers presented education on stroke, cardiovascular disease and diabetes



Community Partnerships

In 2022, Washington Regional was proud to partner with these organizations to improve community health:

- + American Diabetes Association
- + American Heart Association
- + Arkansas Chamber of Commerce
- + Arkansas Children's Hospital
- + Arkansas Hospital Association
- + Audrey Harris Foundation
- + Bentonville Chamber of Commerce
- + City of Bentonville Parks & Recreation
- + City of Fayetteville Parks & Recreation
- + Down Syndrome Connection
- + Fayetteville Chamber of Commerce
- + Fayetteville Police Department
- + Fayetteville Public Schools
- + Harrison Chamber of Commerce
- + Hogeye Events, Inc.
- + National Multiple Sclerosis Society
- + New Beginnings
- + Northwest Arkansas Council
- + Northwest Arkansas Equality
- + NorthWest Arkansas Community College
- + Ronald McDonald House Charities
- + Springdale Chamber of Commerce
- + The Cancer Challenge
- + UAMS College of Medicine
- + University of Arkansas Eleanor Mann School of Nursing
- + WelcomeHealth

Washington Regional partnered with the American Heart Association to provide blood pressure cuffs to Harrison Family Practice, Eureka Springs Family Clinic and West Washington County Clinic. The clinics will distribute the cuffs to patients who need additional resources to learn about blood pressure control and the role that high blood pressure plays in the risk of stroke.

In 2022, Washington Regional partnered with Fayetteville Public Schools to offer a summer Certified Nursing Assistant class. Students aged 18 and older who completed the training were eligible to immediately begin working as a CNA.

Community Benefit

Committed to providing quality, compassionate care to all members of the community, Washington Regional allocated \$25,130,267 to charity care and uncompensated care in 2022. The health system also provided support for these community programs:

- + Arkansas Department of Health for Prenatal Services
- + Arkansas Hospital Education and Research Trust
- + HIV Clinic at Washington County Department of Health
- + NorthWest Arkansas Community College student scholarships
- + WelcomeHealth

Washington Regional Medical Foundation

Thanks to the generosity of the community, the Washington Regional Medical Foundation's outreach programs continued to help seniors remain independent in their homes and support patients and families on a cancer journey.

In 2022, the J.B. Hunt Transport Services Cancer Support Home provided health education, information and referrals for 1,550 clients and 1,322 nights of lodging for patients who traveled to Northwest Arkansas for cancer treatment. Cancer Support Home staff members and volunteers also helped cancer patients select 1,294 items such as wigs and mastectomy supplies from its boutique, provided patient navigation services to 319 clients, financial assistance to 169 clients and clinical breast exams for 18 clients. These services were all offered at no cost to Cancer Support Home clients.

Faith In Action's 60+ volunteers provided non-medical services to 109 older adults in 2022. Services included 228 in-person friendly visits, 344 check-in telephone calls, and 232 requests for transportation – all provided at no cost to clients. The Faith In Action pantry also distributed 714 food and paper items to clients.



J.B. Hunt Transport Services Cancer Support Home

Washington Regional Medical Center Auxiliary

For the first time since the pandemic began, auxiliary members were able to provide uninterrupted volunteer services for patients, visitors and staff. Auxiliary members donated \$100,000 to Washington Regional Medical Foundation in 2022 to be used where the need is greatest, as well as \$20,000 to the foundation in support of the Make a Difference Campaign and Mission Funders Campaign.

Auxiliary volunteer



Community Recognition

Readers' Poll Recognition

Several regional publications recognized Washington Regional services and providers in readers' polls last year:

Arkansas Money & Politics

- ✦ Washington Regional – Best Home Health Provider

AY Magazine

Best Women in Health Care

- ✦ Stacy Armstrong, DO – Washington Regional Harrison Family Practice
- ✦ Brittney Sharp, MS, RD, LD – Washington Regional Internal Medicine Associates
- ✦ Jessica Short, MD – Washington Regional Rheumatology Clinic

Best Health Care Professionals

- ✦ Jamal Abdin, MD – Washington Regional Farmington Family Clinic
- ✦ Larry Armstrong, DO – Washington Regional Brain and Spine Surgery Clinic, part of the Washington Regional J.B. Hunt Transport Services Neuroscience Institute
- ✦ John Brizzolara, MD – Washington Regional Ozark Urology
- ✦ Alan Diamond, DO – Washington Regional Senior Health Clinic
- ✦ C. Kris Hanby, MD – Washington Regional Total Joint Center
- ✦ Randall Hightower, MD, FACOG, SGO – Washington Regional Gynecologic Oncology
- ✦ Wayne Hudec, MD – Washington Regional Ozark Surgical Associates
- ✦ Robert Jagers, MD – Washington Regional Cardiovascular and Thoracic Surgery Clinic, part of the Washington Regional Walker Heart Institute
- ✦ Jeffrey Kellar, MD, FACS – Washington Regional Ozark Surgical Associates

- ✦ Luke Knox, MD, FACS – Washington Regional Conservative Spine Clinic, part of the Washington Regional J.B. Hunt Transport Services Neuroscience Institute
- ✦ Michael Moulton, MD – Renal Specialists of Northwest Arkansas
- ✦ Ronald Mullis, MD – Washington Regional Ozark Surgical Associates
- ✦ Jessica Short, MD – Washington Regional Rheumatology Clinic
- ✦ John H. Wu, MD – Renal Specialists of Northwest Arkansas

Celebrate

- ✦ Washington Regional Medical Center – Very Best Hospital/Medical Center
- ✦ HerHealth Clinic – Very Best OB/GYN Clinic

CitiScapes

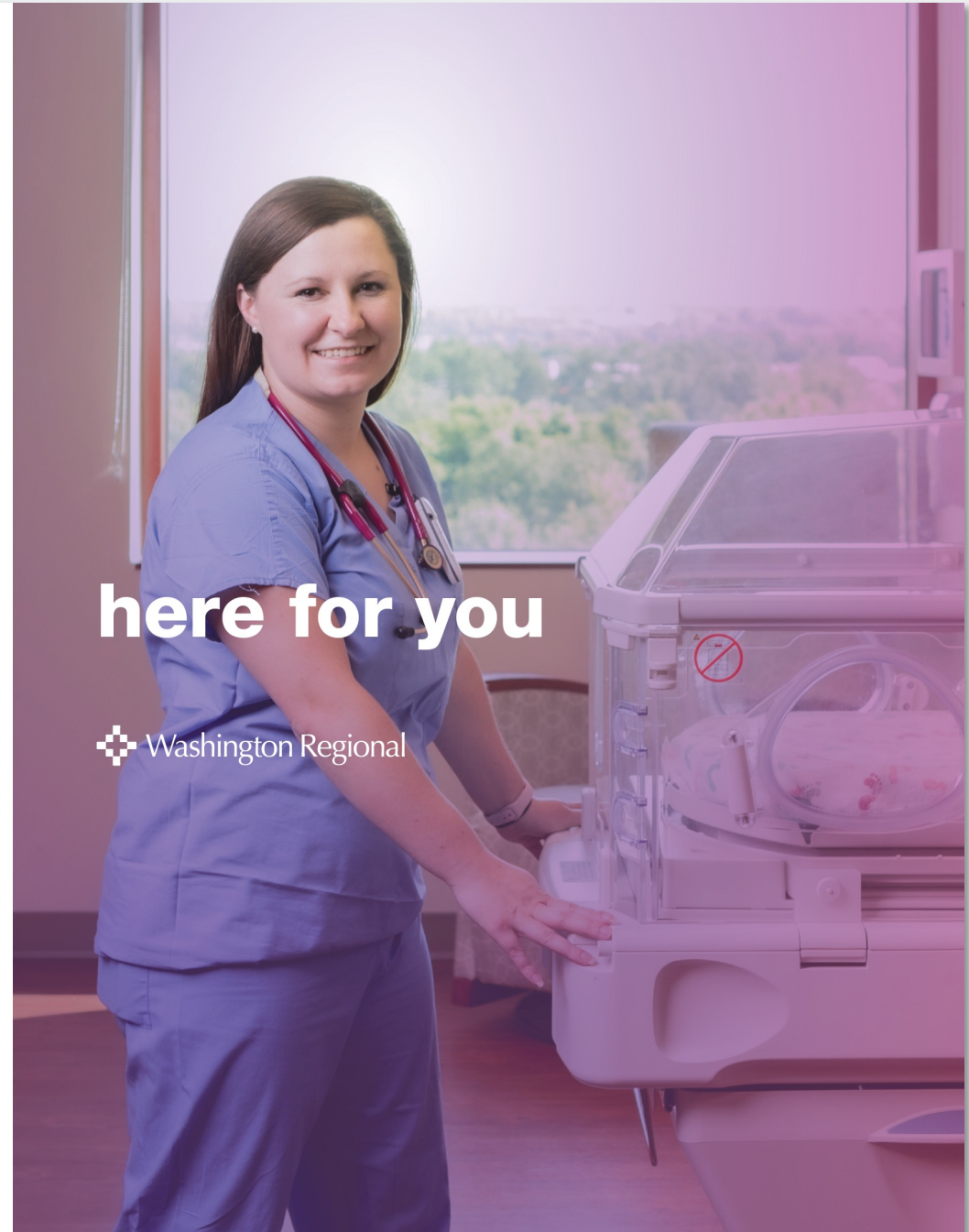
- ✦ Washington Regional Medical Center – Best Regional Hospital
- ✦ J.B. Hunt Transport Services Neuroscience Institute – Best Neurology Clinic
- ✦ Walker Heart Institute – Best Cardiology Clinic
- ✦ Washington Regional Imaging Clinic – Best Radiology
- ✦ Washington Regional Ozark Urology – Best Urology Clinic

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- ✦ Washington Regional Medical Center – Best Hospital
- ✦ Walker Heart Institute – Best Cardiology
- ✦ Washington Regional Women and Infants Center – Best Place to Have a Baby
- ✦ Washington Regional Urgent Care – Best Urgent Care/Walk-In Clinic
- ✦ Washington Regional Hospice – Best Hospice
- ✦ Washington Regional Home Health – Best Home Care
- ✦ Washington Regional Interventional Pain Management Clinic – Best Pain Management Clinic



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