A Message from the President/CEO

As many of you know, Washington Regional enjoys a long-term and mutually beneficial partnership with NorthWest Arkansas Community College. Washington Regional’s recent $1 million gift to the college’s health professions and nurse training programs will help ensure that Northwest Arkansas has a steady supply of well-trained healthcare workers.

Our Board and leadership team realize this is a large investment and, of course, responsible financial stewardship is our priority as a not-for-profit medical system. I appreciate how hard the Washington Regional team works to make the most efficient use of time and available resources. That’s one of the reasons we implemented the Idea Team – to recognize team members’ successful ideas for cost savings.

Likewise, I believe it is essential for our team’s success to support Northwest Arkansas’ outstanding health training programs, which we have consistently done, including previous investments at the University of Arkansas, John Brown University and NWACC in Benton County. An additional program in Washington County that focuses on health professions including Medical Informatics, Physical Therapy Assistant, CNA, Respiratory Therapy and Nursing will not only attract students in our community, but following graduation, many NWACC students come to work at Washington Regional. We want our fellow team members to have received the best training possible.

The gift, which will be paid at a rate of $200,000 annually over five years, will be designated approximately 2/3 for construction and equipping the Washington Regional Nursing Simulation Lab at NWACC’s new Washington County location and approximately 1/3 directly to students seeking education. With a projected opening in January 2020, the nursing simulation lab will offer hands-on learning opportunities to prepare students for the fast-paced acute care environment.

Support for the expansion of NWACC nursing programs is especially important due to the shortage of nurses in Arkansas – a shortage that requires many Washington Regional resources to be devoted to out-of-area nurse recruiting. According to the Arkansas Center for Nursing, one-third of qualified nursing school applicants were turned away from Arkansas nursing schools in the fall of 2017 due to lack of clinical space and faculty.

So, I hope you will join me in taking pride in this support of NWACC. Ensuring a future of well-trained healthcare providers is one more way Washington Regional meets our mission of improving the health of the communities we serve.

J. Larry Shackelford
Washington Regional President/CEO
Prudence in the ER

Washington Regional Quality Council recently recognized the Emergency Department and sent Prudence the Quality Cow to honor that team. A patient recently wrote: My compliments to the Washington Regional ER Staff; please tell them they are terrific! My daughter and husband said many staff members, including the ER doctor dealing with my head injury, were great. I’m sorry I don’t remember him or other members of the staff, but I DO appreciate all of them! They are the Angels-on-Earth we aren’t fully aware of when we are helpless and hurt. My hat is off to them.

Expansion at Center for Sleep Disorders

Washington Regional Center for Sleep Disorders recently expanded its sleep lab from six to 10 beds. The expansion includes a control room and four new sleep rooms with private bathrooms, allowing for nearly 28 more patient studies per week. Services include sleep studies and treatment for sleep-related problems including sleep apnea, narcolepsy and insomnia.

The center’s providers are Dr. Michael Eckles and Dr. Sandeep Gopiani. The Center for Sleep Disorders is located at 3017 N. Bob Younkin Dr. in Fayetteville and can be contacted by calling 479-463-2777.

Wellness Window

This is the latest in a recurring series of articles about how to achieve and maintain good health. Take a look at how Washington Regional’s Diabetes Education program helps patients.

Research shows that diabetes patients who participate in a specialized education program enjoy improved health. Washington Regional provides an Outpatient Diabetes self-management education program for people of all ages with Type 1, Type 2 or Gestational Diabetes. Most insurances are accepted, including Medicare. The program offers:

- Assessment by certified diabetes educator
- Individualized learning objectives and behavior goals for each patient
- Initial 10-hour program for newly diagnosed patients or those who have not received self-management education
- Annual 2-hour education update class for patients who meet Medicare criteria
- Follow-up services including a 1-month appointment with diabetes educator
- Diabetes support group that meets the first Thursday of every other month, April –October, from noon to 1 p.m. Call 479-404-1140 or visit www.wregional.com/diabeteseducation.

Home Health Recognized as Superior Performer

For the second consecutive year, Washington Regional Home Health has been recognized by Strategic Healthcare Programs as a “Superior Performer” for achieving an overall patient satisfaction score that ranked in the top 20% of all eligible Strategic Healthcare Programs’ clients for the 2018 calendar year.

The annual SHPBest™ award program was created to acknowledge home health agencies that consistently provide high quality service to their patients. The award recipients were determined by reviewing and ranking the overall satisfaction score for more than 2,500 home health providers.

Washington Regional Home Health is proud to be recognized as one of Strategic Healthcare Programs’ top-performing customers, which reflects on the team’s continuous focus on delivering the highest quality of care to their patients.

Wound Care Awareness

Tabby Holmes, at left, of Washington Regional’s Wound Care Clinic visits with Kim Pollard and Dr. Michael Rogers of Shiloh Clinic to discuss the benefits of early intervention and specialized care for patients who have chronic wounds. The Wound Care Clinic serves thousands of patients throughout Northwest Arkansas, including many with diabetes. Arkansas Governor Asa Hutchinson proclaimed June 3 to be the start of Wound Care Awareness Week in the state.
Employee of the Month
June
Adrianna “Anna” Gutierrez
Coordinator
Nursery/NICU

Anna with NICU Manager Becky McCann and NICU RN Amanda Bondurant.

Shine the Light: Hospital Worker Safety

Washington Regional’s Shine the Light on Safety initiative provides a way for employees to report any situation they feel could impact patient, employee or environmental health and safety. Look in the Healthcare SafetyZone Portal (Clarity) for a form titled Shine the Light on Safety. The initiative also offers a monthly safety tip or focus as in this tip for June:

Look around your work area – have you identified anything that would contribute to an unsafe situation? Is there something that you think could be improved? Shine the Light on Safety and report your concerns! Here are five tips for hospital worker safety:

- Take precautions to prevent exposure to blood borne pathogens
- Take precautions to avoid sharps injuries
- Use proper devices to reduce the risk of musculoskeletal injuries
- Use proper precautions with chemicals
- Review and renew your knowledge of fire safety practices

Remember, your participation is paramount to team success!

Respiratory Therapy Scores with Idea Team

Respiratory Therapist Mike Marino presented a suggestion to the Idea Team and, working with Dr. Allen Moseley and the Respiratory Therapy Department, made it happen. The result was an equipment change that improves patient care and also saves Washington Regional more than $13,000 a year. Dr. Moseley, Medical Director for Respiratory Therapy, and the RT team studied and tested several products until they found one that best met patient care needs.

Dr. Moseley celebrates positive change.

Stroke and STEMI Teams Win Honors

Washington Regional is proud to have received top awards recently from the American Heart Association and Arkansas Department of Health:

- **Arkansas Department of Health “Level 1 Award” for Stroke Care Performance** - Washington Regional was the only hospital in the state to receive the highest honor, the Level I Award, which recognizes defect-free stroke care per the Arkansas Stroke Registry.

- **American Heart Association “Get with the Guidelines Target: Stroke Honor Roll Elite Plus Gold Plus Quality Achievement Award”** - Washington Regional was awarded the highest honor in stroke care for the second year in a row. This award recognizes a hospital’s ability to ensure stroke patients receive the most appropriate treatment according to nationally recognized, research based guidelines on the latest scientific evidence.

- **American Heart Association “Mission: Lifeline STEMI Receiving Center BRONZE Quality Achievement Award”** - Washington Regional was recognized for its continued success in using the Mission Lifeline program, which uses the most up-to-date evidence-based treatment guidelines to improve patient care and outcomes in the community we serve.

Washington Regional Stroke Care team members, L-R, Jennifer Bonner, Kasha Pinkerton and Susan McCartt, along with Paula Smith of the Emergency Department, with the awards.
Provider Joins Renal Specialists

Candra Ray, APRN, recently joined Washington Regional and Renal Specialists of Northwest Arkansas, where she is part of the physician team. Her primary responsibility is caring for dialysis patients. Candra earned both a Master of Science and Bachelor of Science in Nursing from the University of Arkansas for Medical Sciences and an Associate of Applied Science in Nursing from NorthWest Arkansas Community College. She is a certified Family Nurse Practitioner.

Achievements and Recognition

Lesly Brown, RN, Washington Regional House Supervisor, recently received the Golden Tusk Award presented by the University of Arkansas Dean of Students. Lesly was recognized for providing exceptional support of the university family during a difficult time.

Coming Soon! New Registration and Billing System

The Enterprise ONE implementation project has been underway for about a year now and, on Nov. 1, Washington Regional will transition to a new registration and billing system. Haven’t heard about Enterprise ONE or the new system? No worries, here are answers to some FAQs:

- **What is “Enterprise ONE”?** Enterprise ONE is a large, multi-faceted project that entails converting our current registration and billing systems to a new system called Centricity Business.
- **Why do we need a new system?** To increase efficiency and improve the patient experience. See benefits below.
- **What are the benefits of the new system?** The hospital and clinics currently use different registration and billing systems. Patients receive separate bills from clinics, the hospital and hospital providers. This creates confusion for our patients. The move to Centricity Business will allow us to combine all patient billing to one invoice, which will improve efficiency and the patient experience. Centricity Business will also allow patient appointments and demographic information to be seen throughout all Washington Regional clinics and hospital departments. This will create efficiency and improve accuracy.
- **Will all clinics and hospital departments move to Centricity?** On Nov. 1, all hospital departments and clinics will transition to Centricity Business for scheduling and billing except for Walker Heart Institute Cardiovascular Clinic. Walker Heart will transition at a later date.
- **Will there be training?** Each department and clinic should have at least one “Super User.” This person will be the first line to assist end users at their location, triage issues, and then serve as liaison to the command center when the new system goes live. Super Users will be trained July 15-19 and Aug. 12-16. End user training will begin Sept. 23.
- **Who is working on the conversion?** The Enterprise ONE project team consists of 12+ individuals with different backgrounds, including IT, Administration, Accounting, Admissions, Business Office, Clinic Leadership, Revenue Cycle and Scheduling.
- **How can I learn more about this project and how it impacts me?** Watch for the monthly Enterprise ONE newsletters highlighting various processes that are key to the system.

Samantha Bowman, Program Development Specialist in the Employee Education Department, recently earned a Doctorate of Philosophy (Ph.D.) degree in Health Education from A.T. Still University. Samantha, who has been with Washington Regional for over six years, earned a master’s degree in health science from the University of Central Arkansas and a bachelor’s degree in health science from the University of Arkansas. She is also a Certified Health Education Specialist.

Mary Frances Kretschmar, a hospital volunteer through the Washington Regional Medical Center Auxiliary, recently was inducted into the Hall of Greats for Fayetteville High School athletics. A graduate of the University of Arkansas, she coached junior and senior high girls basketball for more than 20 years, leading the Fayetteville High School team to back-to-back state championships in 1993 and 1994.

Washington Regional Gala - Saturday, July 13
$75 employee tickets at foundation@wregional.com or call 479-463-4483