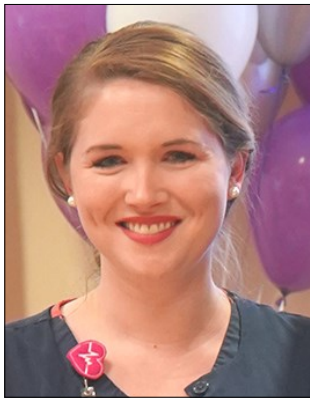


The Insider

News from
Washington
Regional
Medical System

January 2020

Walker Heart Nurse Voted Employee of the Year



Tawny Vanhook, a Registered Nurse at Walker Heart Institute Cardiovascular Clinic, recently was named the 2019 Washington Regional Employee of the Year.

Tawny, who joined Washington Regional in 2018, was recognized for her commitment to Washington Regional's mission, vision and values.

According to the peer-submitted

nomination, Tawny goes above and beyond for her patients, their family members and her co-workers. Her patients often describe how compassionate and attentive she is, and how she always takes time to address any concerns they may have.

Selected from 12 employee of the month candidates in a systemwide vote of Washington Regional employees, Tawny will be featured on the Leadership Wall in the medical center lobby and will receive a monetary award, additional vacation days and other gifts.

Please see page 3 for information about Washington Regional's new, expanded Employee Recognition Program.

WRMC Names Chief Operating Officer



Following an announcement last year from Mark Bever, Executive Vice President and Administrator of Washington Regional Medical Center, that he would be stepping away from his operations responsibilities and would be retiring following completion of the Core Renewal Project this spring, Washington Regional Medical Center began a thorough search for a Chief Operating Officer to fill that role.

Birch G. Wright, MPA, has been selected as Chief Operating Officer (COO) and Hospital Administrator and will assume duties on March 1. He will report to Larry Shackelford, President and Chief Executive Officer of Washington Regional Medical System, and will be responsible for hospital operations and strategic business development.

Birch has served as Associate Medical Director and COO of the Veterans Healthcare System of the Ozarks and previously held various leadership roles within the VA Healthcare System. He earned a Bachelor of Arts with a minor in social work from the University of Arkansas in 1998 and a Master of Public Administration with an emphasis in Healthcare Administration from the U of A in 2001.

Longest-Serving Employee Retires *Started career in 1968*

The year's number one song was "Hey Jude" by the Beatles when Mike O'Connell applied for a part-time job as a hospital orderly at Washington Regional. He saw it as a good way to earn money during his high school and college years. Mike — appreciated by his co-workers for his sense of teamwork — recently retired from Washington Regional after more than 51 years, setting a record for the longest-serving employee. For the past 20 years, Mike worked as a Network Coordinator in the Clinic Billing Department.



Mike with Director of Revenue Integrity Ashley Moser and Chief Information Officer Becky Magee.

Center for Wellbeing



Kristin Markell, M.D., formerly of Washington Regional's HerHealth Clinic, recently established the Washington Regional Center

for Wellbeing. Dr. Markell specializes in care for women using integrative, functional and conventional medicine techniques to evaluate overall health and provide a personalized care plan to help restore optimal health.

The Center for Wellbeing currently is located at Washington Regional Internal Medicine Associates, 688 Millsap Road, Suite 100, in Fayetteville. For more information, visit wregional.com/wellbeing.

Idea Team

Café Express Line Saves Time

K. D. Wheeler of the Surgical Services Department suggested a way for Washington Regional employees to get through the café line a little faster. After the Idea Team gave her suggestion the green light, Director of Nutrition Services Keith DeMars and his team worked to implement the Employee Express Line.

During peak times, the sign pictured at right will be placed in front of one of the café's cash registers. Employees who plan to charge their purchases using their employee ID badges can use this line to help improve flow during especially busy times in the café.



Not only will the Employee Express Line allow Washington Regional staffers to have more time for their meals, but it will also improve café service times for hospital visitors.

Enterprise One Includes New Billing System in February

To form one seamless experience for our patients, Washington Regional Medical System will go live on Feb. 1 with Enterprise One. This launch will include a new billing system. Here's what you need to know:

The new billing system will **consolidate** most Washington Regional hospital, clinic and department bills on a single statement; however, patients will still receive **separate statements** for:

- Anesthesia services
- Some laboratory services
- Care from non-Washington Regional providers (Example: MANA physicians)
- Care from providers at: Walker Heart Institute Cardiovascular Clinic, Washington Regional General Surgery Clinic, Washington Regional Primary Care - Main Street (in Harrison), Washington Regional Hospice, Washington Regional Home Health, Washington Regional Urgent Care locations in Bentonville, Harrison, Rogers and Springdale

Patients may receive **multiple statements** for a period of time – service dates through Jan. 31, 2020, will be billed from the current system, while statements for services dates that occur on or after Feb. 1, 2020, will be billed from the new system.

The new system will provide patients with statements that reflect all accounts for which they are the **guarantor**, or financially responsible. (Example: If both a parent and a child have services on or after Feb. 1, 2020, charges for all services will be on one statement.)

The new billing system also includes a **new registration system**. Patients should be prepared to show insurance cards on their next visit.

Patients who have an upcoming appointment may receive a phone call regarding the new pre-registration process.

Patients can still **make payments online** at <https://wrmc.accelpayonline.com> and may call 479-463-6000 with any questions.

Shine the Light: 2020 Safety Goals

Through Washington Regional's *Shine the Light on Safety* initiative, employees can go to the Healthcare SafetyZone Portal (Clarity), find the form titled *Shine the Light on Safety*, and report any situation they feel could impact patient, employee or environmental health and safety. The initiative also offers a safety focus each month, such as these 2020 Joint Commission National Patient Safety Goals that focus on problems in health care safety and how to solve them. Consider how you can have an impact and "*Shine the Light*" by reporting related safety concerns.



Identify patients correctly

NPSG 01.01.01 Use at least 2 ways to identify patients. For example, use the patient's name and DOB. This is done to make sure the patient gets the correct medicine or treatment.

NPSG 01.03.01 Make sure the correct patient gets the correct blood when they get a blood transfusion.

Improve staff communication

NPSG 02.03.01 Get important test results to the right staff person on time.

Use medicines safely

NPSG 03.04.01 Before a procedure, label medications that are not labeled (for example, medicines in a syringe, cup or basin). Do this in the area where medicines and supplies are set up.

NPSG 03.05.01 Take extra care with patients who take medications to thin their blood.

NPSG 03.06.01 Record and pass along correct information about patients' medications. Find out what medicines the patient is taking. Compare those medicines to the new medicines given to the patient. Make sure the patient knows which medicines to take when they are home. Tell the patient it is important to bring their up to date list of medicines every time they visit the doctor.

Use alarms safely

NPSG 06.01.01 Make improvements to ensure alarms are heard and responded to in a timely manner.

Prevent infection

NPSG 07.01.01 Use hand cleaning guidelines from the CDC or the World Health Organization. Set goals for improving hand cleaning. Use the goals to improve hand cleaning.

NPSG 07.03.01 Use proven guidelines to prevent difficult-to-treat infections.

NPSG 07.04.01 Use proven guidelines to prevent infection of the blood from central lines.

NPSG 07.05.01 Use proven guidelines to prevent infection after surgery.

NPSG 07.06.01 Use proven guidelines to prevent infections of the urinary tract that are caused by catheters.

Identify patient safety risks

NPSG 15.01.01 Reduce the risk for suicide.

Prevent mistakes in surgery

UP 01.01.01 Make sure the correct surgery is done on the correct patient and at the correct place on the patient's body.

UP 01.02.01 Mark the correct place on the patient's body where the surgery is to be done.

UP 01.03.01 Pause before surgery to make sure that a mistake is not being made.

Your participation in this team effort is paramount to our success. Help us to *Shine the Light on Safety!*

Employee Recognition

recognition@wregional.com

Looking in this space for the Employee of the Month? Well, now there's a new way to highlight the hard work, dedication and mission-focused spirit of Washington Regional team members!

Thanks to your suggestions and responses to the Speak Up Survey, Washington Regional has launched a new Employee Recognition Program that will replace Employee of the Month and Employee of the Year. The new program allows employees to give kudos to each other and also allows for more employees across Washington Regional to be recognized with one of three new awards:

Here for You Award recognizes someone who goes out of their way to provide exceptional customer service or amazing teamwork.

Bright Idea Award honors an employee who has proactively developed a creative solution to a problem or issue. This may include a process change or cost-saving idea, or a new or expanded service to our patients or their families.

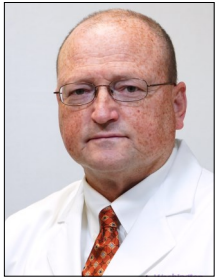
WR Spirit Award spotlights someone who is motivated and enthusiastic about the Washington Regional mission and the impact of their role in our health system. They take pride in their job, and their positivity is contagious.

Multiple awards and award levels will be recognized monthly. So, let's get started! Choose one of these three ways to submit a nomination:

1. Fill out the online form on the intranet (*HR Toolkit -> Recognize an Employee*).
2. Download the intranet form and email it to recognition@wregional.com.
3. Stop by the Human Resources Department to fill out a paper form.

The Employee Recognition committee will review each nomination. Kudos will be formatted and sent to the employee and the employee's manager.

Surgeons Join Washington Regional



Dr. Jon Berry



Dr. Gareth Eck



Dr. Stephen Wood

Fayetteville Surgical Associates, located at 3264 N. North Hills Blvd. in Fayetteville, recently joined Washington Regional Medical System. General surgeons Jon Berry, M.D., Gareth Eck, M.D., Stephen Wood, M.D., and their staff will continue to provide high-quality, compassionate surgical care at the clinic, now called Washington Regional General Surgery Clinic.

Dr. Jon Berry earned his medical degree from the University of Oklahoma Health Science Center and completed a surgical residency at the Naval Medical Center in San Diego. Dr. Berry is a Fellow of the American College of Surgeons and is certified by the American Board of Surgery.

Dr. Gareth Eck earned his medical degree at University of Arkansas for Medical Sciences and completed a general surgery internship and surgical residency at Baylor University Medical Center in Dallas. He is a Fellow of the American College of Surgeons and is certified by the American Board of Surgery. He is a Clinical Professor of Surgery at University of Arkansas Area Health Education Center and Surgical Site Director at UAMS Northwest College of Medicine.

Dr. Stephen Wood earned his medical degree from the University of Arkansas for Medical Sciences and completed his internship and surgical residency at the University of Oklahoma Health Sciences Center in Tulsa. He is a Fellow of the American College of Surgeons and is certified by the American Board of Surgery.

Visit wregional.com/generalsurgery to learn more.

HealthStream Module Due March 31

Employees hired before 2020 must complete the EEO – Equal Employment Opportunity training module by March 31. Contact treed@wregional.com or 463-1587 with any questions. HealthStream training is available via a desktop icon on all Washington Regional computers and at healthstream.com/hlc/wregional.

Achievements



emergency nurse.

Heather Beauford, MSN, RN, CEN, Emergency Department Operations Manager and Trauma Program Manager, recently completed a Master of Science in Nursing from Grand Canyon University. Heather graduated from Arkansas Tech University with a Bachelor of Science in Nursing and achieved designation as a certified

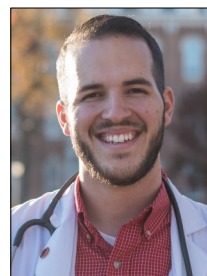


achieved several life support certifications.

Heather Thompson RRT-ACCS, Registered Pulmonary Care Specialist in the Respiratory Therapy Department, recently achieved certification in Advanced Critical Care Specialty. Heather, who has been at Washington Regional 11 years, earned an Associates degree from NorthWest Arkansas Community College and has



Tina McIntire, RRT-ACCS, Registered Pulmonary Care Specialist in the Respiratory Therapy Department, recently achieved certification in Advanced Critical Care Specialty. Tina, who has been at Washington Regional 14 years, earned an Associates degree and has achieved several life support certifications.



Critical-Care Registered Nurse.

Landon Trulove, BSN, RN, CCRN-CSC, a Registered Nurse in Critical Care, recently earned Cardiac Surgical Certification. Landon, who joined Washington Regional five years ago, graduated from the University of Arkansas with a Bachelor of Science in Nursing and achieved certification in Trauma Nursing Core Course and as a

Three members of the Practice Transformation Department completed degree programs in December 2019, which is a remarkable number for a small department. Pictured, L-R:

Becky Tegethoff completed an LPN-to-RN program, earning an Associates

Degree in Nursing; Brooke Billingsley graduated with a Bachelor of Science in Nursing, and Jennifer Strawbridge completed an Associates in Finance.

