Urgent Care Expands to Harrison

Washington Regional President/CEO Larry Shackelford led the ribbon-cutting activities at the new Washington Regional Urgent Care location in Harrison on Oct. 3.

The Very Best!
Readers of Celebrate Arkansas voted Washington Regional the “Very Best” in three categories:
- Hospital/Medical Center
- Gala or Charity Event (Washington Regional Gala)
- OB-GYN Clinic (HerHealth Clinic)

Dr. Randy Shinn Honored Distinguished Chair in Senior Health

Dr. Randy Shinn, Medical Director at Washington Regional Senior Health Clinic, has been named the Pat Walker Distinguished Chair in Senior Health by the University of Arkansas for Medical Sciences. An endowed chair is one of the highest academic honors a university can bestow on a faculty member.

Wonderful! With a theme of “What a Wonderful World,” the Neonatal Intensive Care Unit Reunion on Oct. 12 offered a fun way for NICU physicians, nurses and staff members to celebrate with former patients and their families.
Idea Team Updates

Clark Baldwin, RN, of critical care, submitted a suggestion to the Idea Team regarding Electronic Medical Record optimization. His suggestion, to move an infrequently used — and inconveniently located — link on the Menu Bar, is designed to improve efficiency and decrease frustration. The link relocation was approved and completed.

Test Your Knowledge!

With this issue of the Insider, we introduce Quiz Bowl, an Idea Team initiative to provide continuing education for everyone at Washington Regional. See if you can correctly answer this question. (Answer on page 4.)

Scenario: Medicare patient arrives at a Washington Regional clinic to receive a flu vaccination (Fluzone High-Dose) from the nurse. Which of the following charges/codes should be on the patient’s claim?
A. 99211 (nurse visit)
B. 90662 (Fluzone High-Dose vacc.)
C. G0008 (Flu vacc. Administration), 90662 (Fluzone High-Dose vaccine.)
D. All of the above

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Time to Visit Benefits Fair

Friday, Nov. 1, 7 a.m. - 8 p.m.
Saturday, Nov. 2, 7 - 11 a.m.
CSS Building Classrooms 1 - 4

Besides offering fun giveaways (and your annual flu shot!), the Benefits Fair is a great way to learn more about medical, dental and vision plan options, health savings and flexible savings accounts, identity guard protection, voluntary benefits, even pet insurance.

The open enrollment period to sign up for most benefits, including health plans, is Nov. 1-15. Learn more at www.mywrmcbenefits.com.

Wellness Window

Taking a Look at What Works

This is the latest in a recurring series of articles about how to achieve and maintain good health.

Always looking for ways to keep fitness fun, Washington Regional Wellness Champion and Center for Exercise Manager Mike Osborn coordinates regular challenges for employees. Most recently, three members of the Transport Team won the Wellness Challenge Push-Up Competition by doing the most pushups. Be watching for upcoming wellness challenge opportunities — one may be just right for you!

And, while you’re at the Benefits Fair, take a minute to meet Anna Allen, who recently joined Washington Regional as a Human Resources Generalist. She handles FMLA, PLOA and tuition reimbursement. Anna has a bachelor’s degree from Crown College and is pursuing a master’s degree from Liberty University.

Bethany Whitehead, RN, of the Medical-Surgical Unit is the latest recipient of the DAISY Award for extraordinary nurses. A patient’s family member nominated her by writing: Bethany did so much for my sister. She regulated her pain meds correctly and quickly. She called the doctor to increase one and reduce the other. She used heat packs on my sister’s back. She helped me and our friend write our questions and concerns on the board in preparation for doctors’ visits. She is very polite, kind and professional. We loved her demeanor. She works fast and efficiently, getting a lot done, but taking time with patients also.
Shine the Light: Teamwork Matters

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. In the Healthcare SafetyZone Portal (Clarity), there is a form titled *Shine the Light on Safety* that employees may use to communicate any situation they think is a safety concern. The initiative also offers a safety tip or a safety focus each month, as in this tip from the Agency for Healthcare Research and Quality:

Patient safety experts agree that communication and other teamwork skills are essential to the delivery of quality health care and to preventing and mitigating medical errors and patient injury and harm. Hospital-Acquired Conditions (HACs) are conditions that a patient develops while in the hospital being treated for something else. These conditions cause harm to patients. Hospitals and others working with the Partnership for Patients are focused on reducing specific HACs that occur frequently, can cause significant harm, and are often preventable based on existing evidence. These are the top HACs as identified by AHRQ:

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

*Help Washington Regional identify issues that may contribute to HACs and the result is “Shining the Light on Safety.”*

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**New Online Store Offers WRMC Items**

Now you can purchase Washington Regional logo shirts in a variety of styles and colors! Just go to the intranet quick links or [https://intranet.wregional.com/online-store](https://intranet.wregional.com/online-store). Sample shirts and sizes are available to view and try on in the Washington Regional Gift Shop. Payroll deduction is available, and you can pick up your order in the gift shop or have it delivered by interoffice mail. Please note that orders may take up to two weeks. If you have any questions, please send an email to marketing@wregional.com or jbeauchamp@wregional.com.

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**November is Hospice & Palliative Care Month**

**Schedule of Events**

- **Thursday, Nov. 7**, 8 a.m.- 4 p.m. Geriatric Conference, Mt. Sequoyah
- **Saturday, Nov. 9**, 9 a.m. - noon Art Workshop, Willard Walker Hospice Home
- **Thursday, Nov. 14**, 4 - 7 p.m. Hospice & Palliative Care Celebration, Grand Village Retirement Community
- **Wednesday, Nov. 20** Blessing of the Hands, Willard Walker Hospice Home chapel

Call 479-463-7385 for information.
Physician Joins Eureka Springs Clinic

Paul Daidone, M.D., recently joined Washington Regional Eureka Springs Family Clinic. Dr. Daidone joins Dr. Stacey Burnett, Dr. John House, Dr. Gregory Kresse, Dr. Jon Loudermilk, Shaela Collier, APRN, Jennifer Henderson, APRN, and Jennie Spears, APRN.

Dr. Daidone earned his medical degree at St. George’s University School of Medicine in St. George, Grenada. He completed a residency in internal medicine at the University of Medicine and Dentistry of New Jersey. He is board certified in internal medicine.

Pastoral Care Director

Claude John “CJ” Malone recently joined Washington Regional as Director of Pastoral Care.

CJ earned a master’s degree from Cornerstone University and Seminary in Grand Rapids, Michigan, and a doctorate from Louisiana Baptist University in Shreveport. He completed his pastoral residency at Hillcrest Healthcare Systems in Tulsa.

He comes to Washington Regional from Northwest Health System in Springdale, where he was Director of Pastoral Care for 19 years.

Named Unit Manager

Chelsea Mathews, MSN, BSN, RNC-OB, has been named Unit Manager of Labor & Delivery/Postpartum.

Chelsea, who has been with Washington Regional for almost seven years, earned a Master of Science in nursing administration from the University of Texas at Arlington and a Bachelor of Science in nursing from the University of Arkansas. She also achieved certification in inpatient obstetric nursing from National Certification Corporation.

Achievements

Hayley Wagner, a Registered Nurse in Critical Care, recently achieved certification from the American Association of Critical-Care Nurses as a Critical Care Registered Nurse.

Amanda Cheatham, a Registered Nurse in Critical Care, recently earned Cardiac Medicine Certification from the American Association of Critical-Care Nurses.

Macy Collins, a Registered Nurse in the Neurosurgical Intensive Care Unit, recently earned the Stroke Certified Registered Nurse credential.

More on Mini-Grant Projects

Here we continue to outline a few of the mini-grant projects made possible through your contributions:

- $690 for four home blood pressure monitoring kits for patients of Harrison Family Practice Clinic.
- $2,000 for durable medical equipment for Home Health patients to borrow.
- $2,400 for an AED at Willard Walker Hospice Home.

Quiz Bowl Correct Answer

C. Code and bill for the flu vaccine administration and the actual flu vaccine, since it came from the Washington Regional Clinic’s supply.