

- 4 Introduction
- 6 Services
- 10 Community Benefit
- 12 Community Partner
- 14 Community Outreach
- 18 Care Team
- 22 Recognition



Community-owned.

Locally governed.

Uniquely qualified.

Washington Regional is **your** hospital.

This is our hospital, and these are our stories.

A hospital serves many purposes, but most of all, it should serve the people in its community. On the following pages, area residents tell us why Washington Regional is their hospital – it is where babies are born, lifesaving education is offered, outreach services are provided, continuum of care is ensured and growth is supported. We do all these things for the community because of the people who live here. People like you. We are *your* hospital.



At Washington Regional, 2017 was abundant with new beginnings. It marked the first full year of service for our Women and Infants Center, the grand opening of the William L. Bradley Medical Plaza, and my first few months as Washington Regional president and CEO. It was impressive to see how the entire Washington Regional team worked together to support our extraordinary growth.

Anchoring all our new beginnings was Washington Regional's continued dedication to the residents of Northwest Arkansas. Since 1950 Washington Regional has been committed to improving the health of people in the communities we serve through compassionate, high-quality care, prevention and wellness education.

We are proud to offer the largest, most comprehensive healthcare network in Northwest Arkansas. But there is another unique distinction that we highlight in this Report to the Community: Washington Regional remains the area's only not-for-profit, community-owned and locally governed medical center.

For residents of Northwest Arkansas, that means Washington Regional is your hospital.

As a not-for-profit hospital, Washington Regional reinvests our earnings in advanced technology, skilled providers and updated facilities so we can continue to offer the best care for our patients. Earnings also go toward providing care for those in our community who need it but cannot pay for it, as well as toward funding specialty services that can be lifesaving yet are not fully reimbursed to cover our cost of providing them.

Being community-owned means the assets of the hospital belong to the residents of Northwest Arkansas, not to private shareholders or a health system headquartered in another state. Plus, each year Washington Regional demonstrates that we are committed to providing a complete continuum of care for all members of our community.

Because we are locally governed, Washington Regional responds to area healthcare needs in the most immediate and meaningful way. The Washington Regional Board of Directors is comprised of local leaders who are invested in the future of Northwest Arkansas. And, because these board members are local, they can make timely decisions that sustain the best interests of the community – your community.

Maintaining this unique distinction is a privilege for the Washington Regional team. It challenges us to live up to the highest expectations of our community. We will never stop working to support the kind of care, prevention and wellness education that leads you to say, "Washington Regional is my hospital."

J. Larry Shackelford
President and CEO
Washington Regional



“We will never stop working to support the kind of care, prevention and wellness education that leads you to say, ‘Washington Regional is **my** hospital.’”

Improving Access to Healthcare

Quality healthcare became more convenient for area residents last year with the opening of the William L. Bradley Medical Plaza. Named in honor of Washington Regional's longest-serving CEO, the plaza is located next to the medical center and offers many healthcare services and clinics:

- + Urgent Care
- + Plaza Imaging Center
- + Endocrinology
- + Ozark Urology
- + Renal Specialists of NWA
- + Cardiac Rehabilitation
- + Fayetteville Family Clinic
- + Gynecologic Oncology
- + Plaza Internal Medicine

The building is designed to allow Urgent Care and Plaza Imaging Center to be served by the backup generator at the hospital, ensuring vital medical services are available if needed during a community emergency response. Soon after moving in, Plaza Imaging Center earned accreditation in computed tomography and magnetic resonance imaging from the American College of Radiology.



Primary Care with a Women's Care Mindset

For area women who want a primary care physician as well as an OB/GYN specialist – along with convenience – there was good news in 2017. Dr. Stephanie Lowry, a board-certified family medicine physician, joined Washington Regional's HerHealth Clinic, where she provides primary care services for women age 18 and older. She joined HerHealth's OB/GYN specialists Dr. Britte Smith, Dr. Candy Birch, Dr. Laura Collins, Dr. Mary Pat Hardman, Dr. Kristin Markell, Dr. Julie Wilkie, Dr. Amy Scott and Dr. Erin Large, who continue to offer prenatal care and deliveries, infertility treatments, gynecological exams and treatment for abnormal pap smears. Adding primary care to OB/GYN services is another way Washington Regional works to ensure continuum of care for patients.

Dr. Stephanie Lowry
HerHealth Clinic



With the Core Renewal Project, Washington Regional continues to add space and services to serve the community.

Expansion to Add Leading-Edge Services

Construction began last year on the Core Renewal Project, designed to accommodate Washington Regional's current needs and to facilitate growth.

As part of the Core Renewal Project, the Stroke Care Program will add a 20-bed Neurosurgical Intensive Care Unit, the first in Northwest Arkansas, as well as interventional radiology rooms for interventional neuroradiology and thrombectomy procedures.

The project will expand several programs at Walker Heart Institute as well, adding more heart catheterization lab space, an extra electrophysiology procedure room, additional echocardiogram and cardiology diagnostics, plus another cardiology nursing unit with 18 patient beds. The expansion will also provide space for structural heart services such as transcatheter aortic valve replacement, or TAVR. This less invasive procedure can offer an alternative to open heart surgery for some patients with symptomatic severe aortic stenosis.

A significant lab expansion is also included in the project.



“**Our** hospital not only provided lifesaving care for Ezra, but they also took care of us as a family.”



As NICU medical director, Dr. Marla Lightburn leads a team of skilled neonatologists.

Women and Infants: Year One

Washington Regional’s Women and Infants Center completed a full year of serving area families with Northwest Arkansas’ first:

- + 34-bed Neonatal Intensive Care Unit, which is the largest in Northwest Arkansas and provides the highest level of care available in the region for fragile newborns
- + Angel Eye camera system that allows families to easily view their baby when they are away from the bedside
- + Infant Nutrition 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
- + Ronald McDonald House, offering a home away from home for families with hospitalized children



Andrea and Jon Tomandao’s son Ezra was born in June 2017, 12 weeks premature and weighing just over 2 pounds. After spending many nights at the Ronald McDonald House to be near their baby while he received 79 days of care at Washington Regional’s Neonatal Intensive Care Unit, today the Tomandao family can look forward to a bright future together.

A Year, in Numbers

Number of babies born:

2,691

Number of sets of twins born:

41

Number of visits to Labor & Delivery Triage Station:

4,568

Number receiving care in the unit for pediatric patients and gynecology patients:

2,277

Number of families using the Angel Eye Camera System to view their baby:

165

Number of attendees at a reunion of NICU families:

150

Number of feedings prepared by Infant Nutrition Lab:

14,157

Number of ounces prepared by Infant Nutrition Lab:

487,884

Number of overnight stays for families at Ronald McDonald House:

1,961

Investing in Community Health

As a not-for-profit hospital, Washington Regional's mission is measured by the benefit we provide to the community. Last year Washington Regional allocated more than \$21 million to charity care, uncompensated care and community health services such as:

- + Welcome Health, a 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 healthcare professionals

Washington Regional provided financial support to:

- + University of Arkansas Eleanor Mann School of Nursing
- + John Brown University Nursing Program
- + NorthWest Arkansas Community College Nursing Program
- + Northwest Technical Institute Nursing Program

“I took a class offered by **my** hospital so I could perhaps save a person's life someday. The person I saved was my own little girl.”

Callie Gardner completed a CPR class in April 2017 at Washington Regional, which offers more than 200 lifesaver training courses each year through the Education Department. The next day, Callie used one of the techniques she learned in the class to save her daughter Linley, then just 9 months old, from choking. →



“Through its Cancer Support Home, Washington Regional ensures that area residents have access to comprehensive and innovative breast health services. That’s why Washington Regional was **our** Grantee of the Year.”



Lauren Marquette is executive director of Susan G. Komen – Ozark Affiliate.

Washington Regional and Komen Ozark have partnered since 1999 to serve uninsured or underinsured area residents with breast health education, screening, diagnosis, treatment and support programs. In 2017 Komen Ozark named Washington Regional Cancer Support Home its Grantee of the Year in recognition of the program’s successful implementation of innovative outreach services and excellent stewardship of Komen grant funds.

Connecting and Collaborating

Washington Regional is proud to partner with these organizations, which share our commitment to improving community health:

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



Tips for Happy, Healthy, Active Lives

As part of our mission to improve the health of the communities we serve, Washington Regional provides comprehensive outreach services and education events throughout Northwest Arkansas. In addition to providing wellness information at numerous health fairs last year, Washington Regional also presented:

- + **Heart Awareness Month** – February was packed with heart-healthy events for all ages, including:
 - Yoga demonstrations
 - Hands-only CPR instruction
 - Grocery store tour and nutrition tips for children
 - Valentine’s Day gifts and health education delivered to homebound older adults
- + **Stroke Survivors Celebration** – Tips for healthy living and recovery after a stroke were presented last year at Botanical Garden of the Ozarks.
- + **Girls’ Night Out** – Fairlane Station in downtown Springdale was the setting last October for a lively women’s health event that featured two Q&A sessions with Washington Regional healthcare providers.

- + **YourHealth Today** – This regular segment on KNWA-TV spotlights Washington Regional physicians and skilled healthcare professionals.
- + **YourHealth Monthly** – This e-newsletter features wellness updates and information about health-related special events.
- + **Health for Life** – With a focus on healthy aging, this free newsletter is mailed quarterly to more than 15,000 local older adults.
- + **Health tips and news** are shared via Washington Regional website and social media sites.

In addition, Washington Regional also sponsored:

- + **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.
- + **American Heart Association** – Members of Washington Regional’s Stroke Care Program took this education sponsorship to heart by reading to children about fitness and healthful food choices at libraries and schools throughout Northwest Arkansas.

“There are so many ways **my** hospital has taken **good** care of me. I don’t know where I’d be without Washington Regional.”



A Foundation for the Future

Since 1988, Washington Regional Medical Foundation has supported Washington Regional’s mission by promoting healthcare improvement through philanthropy and outreach services. At its Gala in July, the Foundation raised nearly \$125,000 for the Patient Benevolence Fund, which assists patients who are experiencing financial difficulty. The Foundation also launched a Grateful Patient program last year, offering former patients an opportunity to recognize and thank outstanding care team members.

Other programs of the Foundation include:

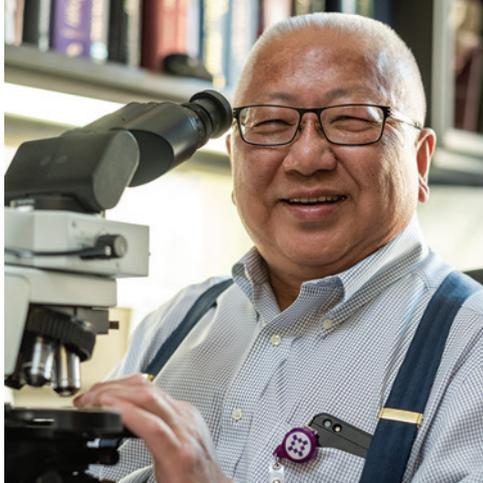
+ **Cancer Support Home** – More than 1,000 area residents benefited last year from this program’s free cancer screening and diagnostic services, and nearly 200 received personal support and guidance from its breast health navigators – one of whom is bilingual.

+ **Faith in Action** – Through its 80 volunteers, Faith in Action regularly provided free non-medical services – transportation, household chores, friendly visits – last year to 103 homebound older adults in our community.

+ **Mobile Dental Clinic** – With support from Walmart Foundation and Delta Dental of Arkansas Foundation, this “dentist office on wheels” provided free dental care and preventive education last year to 1,558 individuals at five partner sites throughout Northwest Arkansas.

←

Geneva Hicks, who has received both inpatient and outpatient services at Washington Regional, enjoys friendly visits from her regular Faith in Action volunteer. Geneva credits the outreach program with keeping her as healthy as possible after numerous medical conditions limited her mobility.



Dr. Anthony Hui, medical director emeritus

Continuum of Care

With Washington Regional bringing world-class care to Northwest Arkansas, today area families can benefit from receiving care close to home rather than having to travel long distances. To continue providing the community with these medical services and specialties, in the past year Washington Regional actively recruited and added dozens of new healthcare providers with expertise in:

- + Cardiology
- + Dentistry
- + Emergency medicine
- + Family medicine
- + Hospitalist
- + Internal medicine
- + Interventional radiology
- + Neonatology
- + Nephrology
- + Neurology
- + Neurosurgery
- + Pediatric hospitalist
- + Vascular neurology

Achievements

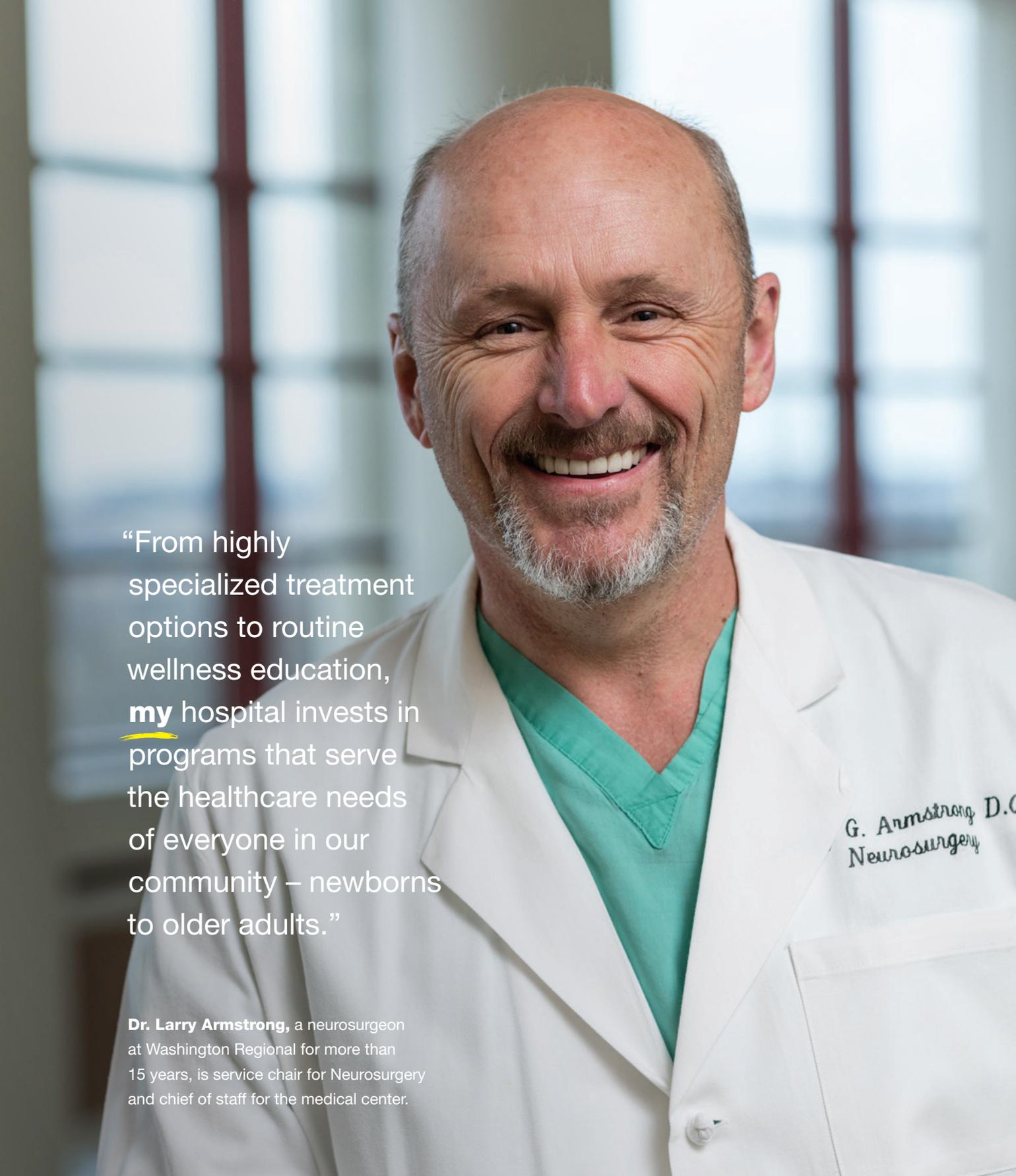
Anthony N. Hui, MD, FCAP, medical director emeritus of the laboratory at Washington Regional Medical Center and founder of Northwest Arkansas Pathology Associates, received the College of American Pathologists Lifetime Achievement Award in October. Dr. Hui serves on the Washington Regional Board of Directors and is also a member of the Arkansas Board of Health.

Our care team members' commitment to quality is evident by their achievements of the past year, in which many earned national certification in their specialty areas, including:

- + Advanced neurovascular practice
- + Emergency nursing
- + Health information and management systems
- + Healthcare quality
- + Lactation consulting
- + Pediatric nutrition
- + Clinical research

RN Residency Program Thrives

Since implementing Northwest Arkansas' first nurse residency program in 2016, Washington Regional has helped more than 180 new nursing school graduates make a successful transition from student to skilled RN. The program has expanded to offer five cohorts throughout the year, each training dozens of new nurses.



“From highly specialized treatment options to routine wellness education, my hospital invests in programs that serve the healthcare needs of everyone in our community – newborns to older adults.”

Dr. Larry Armstrong, a neurosurgeon at Washington Regional for more than 15 years, is service chair for Neurosurgery and chief of staff for the medical center.



“At my hospital, the people I work with care – they really care. Because Washington Regional is a not-for-profit hospital, the focus is on doing what is best for our patients.”

←

Kathryn Sprouse, a physical therapist, was named Employee of the Year 2017 in a systemwide vote. At Washington Regional since 1999, Kathryn is described by her co-workers as kind, respectful, thoughtful and personable. Plus, she has a wonderful way of seeing the potential in her patients, no matter how sick or injured they may be.

Volunteers

With a heart for the community, Washington Regional Medical Center Auxiliary members assist our patients, guests and staff members. Last year they volunteered more than 17,000 hours of service, contributed \$91,000 for hospital programs, and organized a food drive for homebound older adults and a supplies drive for the Fayetteville Animal Shelter.

Quality/Safety

The Washington Regional care team works every day to provide the highest quality and safest environment for our patients. Last year, with ongoing focus on reducing hospital-acquired infections, the team was successful in limiting surgical infections as well as infections related to medical devices and overuse of antibiotics. Our antibiotic stewardship team successfully lowered the incidence of gastrointestinal infections caused by antibiotic use and incorporated a portable disinfection system featuring robots that use pulsed xenon ultraviolet light to kill germs associated with this type of infection.



Washington Regional is the first non-government hospital in Northwest Arkansas to enhance patient safety by implementing disinfecting robots to quickly destroy bacteria, viruses, mold and other pathogens in surgery and patient rooms.

Leadership

To support the continued growth of quality healthcare services and comprehensive outreach programs, last year Washington Regional promoted four team members to newly created vice president positions:

- + **Vice President, Ancillary Services:**
Amy LeSieur
- + **Vice President, Care Transition:**
Karen McIntosh
- + **Vice President, Facilities:**
Jeff Barker
- + **Vice President, Managed Care:**
Lenny Whiteman



Best Hospital

Readers of these regional publications voted Washington Regional the Best Hospital in Northwest Arkansas:

- + CitiScapes
- + Celebrate
- + AY

Gold Plus Care

Washington Regional received the American Heart Association/American Stroke Association's Get With The Guidelines® Stroke Gold Plus Achievement Award with Target: StrokeSM Honor Roll Elite Plus, recognizing the hospital's commitment to providing the most appropriate stroke treatment according to nationally recognized, research-based guidelines.

Patient Quality

Arkansas Medicaid and Arkansas Foundation for Medical Care recognized Washington Regional with its Inpatient Quality Award for outstanding performance in the IQI program's patient quality initiatives.

Award-Winning Impact

The Fayetteville Chamber of Commerce presented its Regional Health Award to Washington Regional's William L. Bradley Medical Plaza and the Women and Infants Center, citing the positive impact to the region of the buildings' designs, special features and services.



“My family and I receive care here – Washington Regional is **my** hospital.”

Greg Lee served as president of the Washington Regional Board of Directors in 2016-2017 and remains active on the board. He and all other members of the Washington Regional board live in Northwest Arkansas and are guided by a single, compassionate vision: that area residents have access to the same kind of quality healthcare they want for their own families.

