Washington Regional Earns Best in Region from U.S. News & World Report

Washington Regional Medical Center has been recognized as one of the best hospitals in the state, ahead of all other hospitals in the Ozarks region, in the *U.S. News & World Report* annual “Best Hospitals” list.

For its 2019-20 ratings, *U.S. News & World Report* evaluated more than 4,500 medical centers nationwide in 25 adult specialties, procedures and conditions. Scores were based largely on objective measures such as risk-adjusted survival, readmission rates, volume, patient safety and quality of nursing. Only about 13% of the nation’s hospitals made the list.

Washington Regional earned the highest score among hospitals in the publication’s “Ozarks” region and ranked highest in the state among hospitals outside Little Rock.

The list also recognized Washington Regional as a “High Performing” hospital for:
- Chronic obstructive pulmonary disease (COPD)
- Heart failure
- Hip replacement
- Knee replacement

This award recognizes the diligent efforts of Washington Regional’s medical, nursing and support teams, who are committed to making continuous quality improvement so all members of our community can receive exceptional health care services.


Faith in Action’s annual Savor the Flavor fundraising events are just around the corner! Fayetteville’s event is Tuesday, Sept. 3; Bentonville’s event will be Thursday, Sept. 19. Both events are from 5:30 till 8:30 p.m. Proceeds will go toward providing homebound seniors with free non-medical services to help promote their independence, dignity and quality of life.

General admission tickets are available at the Washington Regional website; discounted employee tickets are available by calling Washington Regional Medical Foundation at 463-GIVE(4483) or visiting the employee ticket page on the Washington Regional intranet: [intranet.wregional.com/savortickets](http://intranet.wregional.com/savortickets).

Volunteers are needed for both of these fun events. To learn about and sign up for volunteer opportunities, which count as a Wellness Program activity for employees on the Washington Regional health plan, please click the ticket link in the paragraph above.

If you have questions about volunteering, please call Linda at Faith in Action, 479-463-7862.
Partnering in Primary Care Program

Washington Regional is a partner with a University of Arkansas Eleanor Mann School of Nursing program that places students in immersive clinical experiences in rural or underserved primary care settings.

The nursing school recently received a 4-year, $2.8 million Health Resources and Services Administration grant for the program, called Advanced Nursing Education Workforce, or ANEW. The grant focuses on family nurse practitioner students who are working toward a Doctor of Nursing Practice degree.

The program’s goal is to improve the health of the community by developing skilled family nurse practitioners to provide primary care in underserved areas.

Not only does the grant money help students, but the overall project goal is to improve the health of veterans and other Arkansans who don't have easy access to primary care services. This grant helps ensure that a sufficient number of highly educated, clinically skilled family nurse practitioners are available in these areas. One specific focus is on developing strategies to combat the opioid crisis.

Along with Washington Regional, the program also includes the Veterans Administration of Central Arkansas, which serves veterans statewide.

Best Place to Work

Washington Regional is proud to have been named “Best Place to Work” by the readers of La Prensa Libre, a publication that serves Spanish-speaking members of our Northwest Arkansas community.

Prudence in Pastoral Care Services, 5W Neuro-Progressive

Washington Regional Quality Council recently recognized Pastoral Care Services and sent Prudence the Quality Cow to honor that team.

A patient’s friend recently wrote: My dad was at Washington Regional with a friend who was having surgery. One of the chaplains would come out and keep Dad informed of the progress of the surgery and also just visited with him and other patient families in the surgery waiting room. My dad stated that the chaplain was never overbearing, but simply just there to answer questions and provide support. My dad was impressed at how comforting the chaplain seemed to be to his friend who had some anxiety before his surgery. The comforting and supportive service this department provides seems to be very much appreciated by patients and their families.

Quality Council also recently recognized the staff and doctors on 5W, Neuro-Progressive, and sent Prudence to honor them.

A patient’s family member recently wrote: We would like to say thank you to Doug and Taylor and all the other outstanding staff on the 5th Floor, Beth, our case worker, and all the wonderful doctors who tried to help, including Drs. Tremwel, Peterson, Barnes, Eckles, Rekus and Green. And, the Palliative Care staff was awesome! We can’t name all the people we met in the five weeks we spent with you guys while our father fought brain cancer. We don’t want to leave anyone out, but frankly our journey took us to a place we were not prepared for and we stopped taking notes for the outcome. Our family would like to thank each and every one of you for making our dad’s last days on this Earth great.
Employee of the Month
August
Crystal Boix
OR Attendant
Women & Infants Surgery

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 Health Care SafetyZone Portal (Clarity) for a form titled Shine the Light on Safety. The initiative also offers a monthly safety tip or focus. Throughout 2019 the focus will be on hand hygiene each quarter, including this month.

Hand hygiene is described by many health care workers as the single most important tool in preventing the spread of health care-associated infections between patients. Washing hands before and after patient contact seems like a simple solution to prevent the spread of bacteria between patients. However, per new Centers for Disease Control data, approximately one in 25 patients acquires a health care-associated infection during their hospital care, adding up to about 722,000 infections a year. Of these, 75,000 patients die of their infections. CDC Director Thomas Frieden, MD, MPH, said even the most advanced health care will not work if clinicians neglect basic practices such as hand hygiene.

The five moments of hand hygiene outlined by World Health Organization are: Before patient contact; before aseptic task; after bodily fluid exposure; after patient contact; and after contact with patient surroundings.

Help us help our patients, employees, families and community by washing your hands well and often!

Idea Team Suggestion = Improved Care

Scarlett Abbott, a Physical Therapy Assistant in the Physical Medicine Department, submitted a suggestion to the Idea Team that led to Washington Regional’s being able to provide education and emotional support for amputees before they leave the hospital.

Working with Scarlett’s idea, Physical Therapist Kyle Reed of the Physical Medicine Department helped coordinate an educational in-service with the company Washington Regional physicians use for pre-planning amputee devices.

Thanks to Kyle and Scarlett, the Washington Regional team learned more about prosthetic devices and about the services of a local amputee support group. Now, amputees receive helpful education before they leave the hospital. They also get information about organizations that can offer resources for patients with financial difficulties so they can get the equipment they need to regain independence and function.

If you have a suggestion for ways Washington Regional can improve services or save money, go to the Idea Team section of the intranet at http://intranet.wregional.com/body.cfm?id=1091.

Expressive Arts Workshops

If you or someone you know has suffered a personal or professional loss, comfort may be found at one of two Expressive Arts Workshops sponsored by Washington Regional Hospice. The first is Aug. 23, 3-6 p.m.; the second is Aug. 24, 9 a.m.-noon at Willard Walker Hospice Home, 325 E. Longview St. in Fayetteville. Participants will create an expressive image; all forms of loss and adjustment are recognized. The workshop is free, and no art experience is required. CEUs available. Please register at hospice@wregional.com or 479-463-7385.
Physicians Join Washington Regional

Senushi O’Sullivan, M.D., recently joined Washington Regional as a hospitalist, where she evaluates and treats hospitalized patients.

Dr. O’Sullivan earned her medical degree at the University of Kansas School of Medicine and completed the Great Plains Family Medicine Residency program in Oklahoma City, Oklahoma. She is board certified by the American Board of Family Medicine and is a member of the American Academy of Family Physicians.

John Brizzolara, M.D., recently joined Washington Regional’s Ozark Urology Clinic, where he works alongside Mark Jackson, M.D., Lindsay Horton, APRN and Tasha Kerr, APRN.

Dr. Brizzolara received his medical degree and completed a urology residency at the University of Arkansas for Medical Sciences. He served as staff urologist in the military at Irwin Army Hospital in Ft. Riley, Kansas, and Brooke Army Medical Center in Fort Sam Houston, Texas.

Dr. Brizzolara has practiced at Arkansas Urology Associates, Little Rock Veterans Administration Hospital Department of Surgery, and most recently in private practice. He is board certified by the American Board of Urology and a member of the American Urologic Association and American College of Surgeons.

Team Member Achievements

Jo Beth Saulsbury, a physical therapist in the Neonatal Intensive Care Unit, recently earned designation as a Certified Neonatal Therapist by the Neonatal Therapy National Certification Board. Jo Beth is the first physical therapist in Arkansas to earn this designation, which requires therapists to meet certain eligibility requirements and pass a nationally administered exam.

A native of Springdale, Jo Beth earned a Bachelor of Science in Health Sciences and a Doctorate of Physical Therapy from the University of Central Arkansas. She is also certificated in neonatal touch and massage therapy.

Terry Lawson, Safety and Emergency Manager, has been elected to the Arkansas Department of Health’s Hospital Preparedness Program (HPP). He will serve as co-leader of the HPP’s Northwest Region and help coordinate the region’s health care disaster responses by assisting health care organizations prepare for emergencies.

Terry earned an Applied Science degree in Fire Protection from Garland County Community College and is a Certified Healthcare Safety Professional by the International Board for Certification of Safety Managers. He served 28 years with the Fayetteville Fire Department, where he was a Battalion Chief. He was also a certified instructor by Arkansas Fire Training Academy, Emergency Medical Technician, Fire Marshal, graduate of Washington County Sheriff’s Law Enforcement certification and a member of Washington County Local Emergency Planning Committee.

New Care Options Throughout Northwest Arkansas

Be watching for new urgent care clinics in Bentonville, Harrison, Rogers, Springdale and Fayetteville as Washington Regional partners with Urgent Team Family of Urgent Care & Walk-In Centers to offer more care options throughout the area. Most of these Washington Regional Urgent Care centers will be open seven days a week, providing treatment for injuries, illnesses and conditions that are urgent, but non-life threatening. Most insurance plans, including Tricare, Medicare and Medicaid, as well as cash and credit cards, will be accepted.