



What does quality mean?



2019 Report to the Community





**“Quality means:
I was able to make a
successful transition
from student to nurse.”**

Read my story on page 28

**“Quality means:
My life’s soundtrack
doesn’t have to stop.”**

Read my story on page 12



Here’s what quality means to **us.**

At Washington Regional, our commitment to quality is reflected in the advanced level of care we provide to our patients and in the meaningful outreach programs we offer to the families of Northwest Arkansas. Last year our commitment to quality was recognized with awards at local, state and national levels, including Arkansas’ highest recognition of quality. We want you to know what’s behind those awards. In this report, we share what quality means to us.



**“Quality means:
I get to have
fun adventures
with my
grandchildren.”**

Read my story on page 16

“Quality means: We are all working together, every day, to improve the health of our community.”



Washington Regional pursued an opportunity last year to examine how our day-to-day work supports our commitment to quality. As many departments and nursing units participated in the year-long application process for the Governor’s Quality Award, a few key points came up again and again:

Safety: It is not enough to look at near-misses and wonder what could have been done differently; we choose to be proactive, to identify potential problems and prevent them. So, last year Washington Regional introduced “Shine the Light on Safety,” an initiative that encourages employees to report any situation they feel could impact patient, employee or environmental health and safety. The program rewards employees who point out safety concerns and provides ongoing safety education.

Mission: Members of our medical staff often tell me the spirit at Washington Regional is special. Here they truly feel support for our mission to improve the health of the communities we serve. Our physicians who volunteer at clinics that provide care for the underserved know Washington Regional will contribute supplies or diagnostic tests when possible for patients who cannot afford them. And, when physicians suggest adding new technology that promises advanced care for our community, they know we will explore ways to budget for such an investment.

Preparedness: At the hospital, nursing units practice emergency scenario drills with medical mannequins so they can be ready for even the most complex patient issues. Our materials management team works to ensure emergency supplies – such as airway boxes used by respiratory therapists – have been pre-packed and are always on hand. Washington Regional primary care clinics implemented Patient and Family Advisory Councils that invite community members to discuss the types of healthcare they need, now and in the future.

Collaboration: Our nursing leaders recently commented about the enthusiastic support they receive throughout the hospital. Any time they have identified a need or shared an idea for improvement, every department and nursing unit has jumped in to do what is needed. There is well-coordinated collaboration to meet quality goals and maintain safety for our patients, their families and for fellow Washington Regional team members.

When I look at these points – safety, mission, preparedness and collaboration – I realize that is what quality means at Washington Regional: all of us, working together, every day, to serve our community. It is an honor to work with a team so committed to quality.

J. Larry Shackelford
President and CEO
Washington Regional

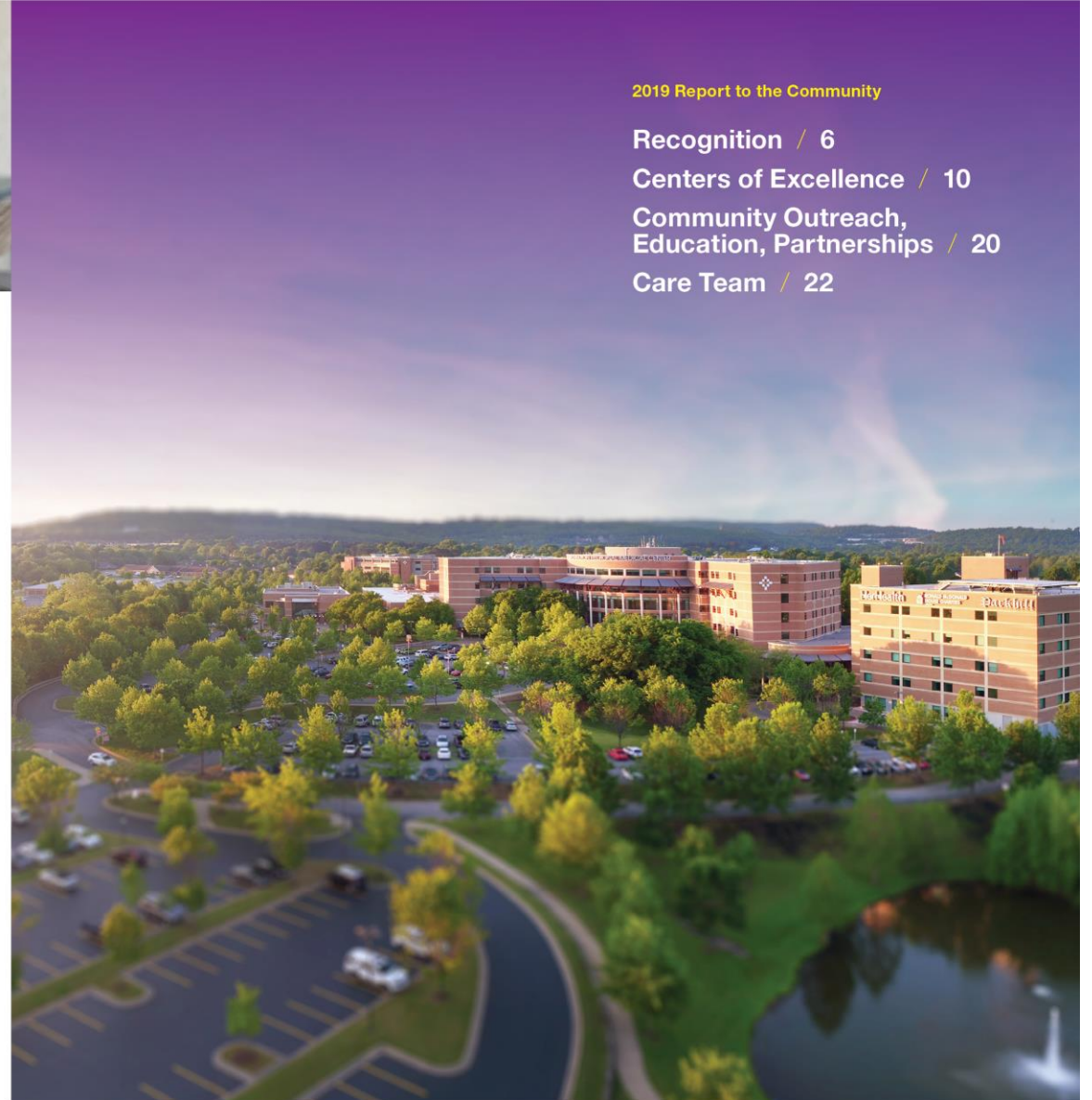
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Quality means: Making continuous improvement to ensure optimal patient outcomes.



Governor's Quality Award

Washington Regional Medical Center earned the 2018 Governor's Award for Performance Excellence, with Arkansas Governor Asa Hutchinson presenting the honor during the 24th Annual Awards Celebration for the Governor's Quality Award Program.

The goal of the Governor's Quality Award Program is to encourage Arkansas organizations to engage in continuous quality improvement, which leads to performance excellence, and to provide significant recognition to those organizations. The Performance Excellence Award, the program's highest level of recognition, is not presented annually. Before last year, only 21 other organizations had won at this level since the program's inception in 1995, including just four other hospital systems in the history of the award.

Recognition at this level demonstrates the commitment of Washington Regional's team members, many of whom participated in the year-long application process for the Governor's Quality Award Program. The process proved to be valuable in examining all the ways the Washington Regional team works every day to express Washington Regional's mission, vision and values.

Get With the Guidelines - Stroke Gold Plus Quality Achievement Award with Target: Stroke Honor Roll Elite Plus

Washington Regional continued strengthening its Stroke Care program by once again achieving the American Heart Association/American Stroke Association's Get With the Guidelines®-Stroke Gold Plus Quality Achievement Award, which recognized the hospital's commitment to ensuring stroke patients receive the most appropriate treatment according to nationally recognized, research-based guidelines based on scientific evidence.

Washington Regional additionally received the association's Target: StrokeSM Elite Plus award, reflecting the hospital's success in reducing the time between a patient's arrival at the hospital and treatment with clot-busting medication to treat ischemic stroke. Research shows that hospitals adhering to clinical measures through the Get With the Guidelines quality improvement initiative see fewer readmissions and lower mortality rates.





Home Health: Superior Performer

Washington Regional Home Health received a Superior Performer award from Strategic Healthcare Programs, an independent agency that delivers performance measurement data to healthcare providers nationwide. Washington Regional Home Health scored in the top 20% in the SHP national patient-satisfaction benchmark and scored above the SHP national average for each quality measure.



Antimicrobial Stewardship Center of Excellence

Washington Regional became the first hospital in Arkansas to be designated as an Antimicrobial Stewardship Center of Excellence by the Infectious Diseases Society of America. Only 38 hospitals in the U.S. have achieved this designation. The objective of an antimicrobial stewardship program, which Washington Regional established in 2012, is to improve patient outcomes while reducing antibiotic resistance, healthcare-associated infections and overall healthcare costs. Washington Regional's stewardship program ensures that our patients receive the right antibiotic, at the right dosage, at the right time and for the right duration.



IQI Quality Award from Arkansas Hospital Association

Washington Regional earned an award last year from Arkansas Medicaid and Arkansas Foundation for Medical Care as part of the annual Inpatient Quality Incentive program. Washington Regional was recognized for its ongoing commitment to quality through participation in the IQI program's patient quality initiatives.

Washington Regional is proud to have been voted the community's hospital of choice.

Arkansas Democrat-Gazette

The newspaper's annual readers poll put Washington Regional at the top:

- + Washington Regional Medical Center – Best Hospital
- + Women and Infants Center – Best Place to Have a Baby
- + Walker Heart Institute – Best Cardiology

Arkansas Money & Politics

This statewide magazine recognized Washington Regional as the Best Large Hospital in Arkansas.

AY Magazine

This statewide publication recognized Washington Regional as:

- + Washington Regional Medical Center – Best Hospital
- + HerHealth Clinic – Best Obstetrics and Gynecology Clinic
- + Walker Heart Institute – Best Cardiology

Celebrate

Results of this regional magazine's annual readers poll:

- + Washington Regional Medical Center – Very Best Hospital/Medical Center
- + Dr. Boris Bogomilov of Walker Heart Institute – Very Best Cardiologist

CitiScapes

Results of this regional magazine's annual readers poll:

- + Washington Regional Medical Center – Best Regional Hospital
- + Walker Heart Institute – Best Cardiology



Centers of Excellence /

Quality means: Offering Centers of Excellence so patients can receive world-class care without leaving their community.



Northwest Arkansas Neuroscience Institute



Dr. Brent Peterson



Dr. Daniel Shepherd



Dr. Mehmet Akdol



Dr. Mark Moss

Washington Regional – the area’s only Certified Primary Stroke Center – continued to invest in specialized providers and advanced technology at its Northwest Arkansas Neuroscience Institute, adding two more highly skilled neurosurgeons and being the first to bring interventional neuroradiologists to Northwest Arkansas.

Adding to Our Neurosurgical Team

Joining neurosurgeons Dr. Larry Armstrong and Dr. Brandon Evans at Washington Regional were Dr. Brent Peterson and Dr. Daniel Shepherd. Dr. Peterson, with 20 years of neurosurgery experience, offers both complex and minimally invasive surgical treatment of spine and brain disorders, including degenerative disease of the lumbar and cervical spine, brain tumors, spine tumors and trauma. Dr. Shepherd, who completed a neurological surgery residency and an enfolded complex spine fellowship at Mayo Clinic School of Medicine, specializes in cranial neurosurgery and complex spine surgery, including minimally invasive microneurosurgery.

First to Offer Interventional Neuroradiology

As the region’s only interventional neuroradiology specialists, Dr. Mehmet Akdol and Dr. Mark Moss offer minimally invasive options for diagnosing and treating conditions of the brain, neck and spine, including stroke, brain aneurysm, and arteriovenous malformation. Using specialized imaging guidance and a small incision, the interventional neuroradiologists can perform complex procedures without open surgery – allowing patients to recover more quickly. Dr. Akdol, with more than 20 years of experience, came to Washington Regional in 2018 and soon was joined by Dr. Moss, who had been a Washington Regional neuroradiologist from 2006 to 2016, before completing advanced training in interventional neuroradiology.

Drs. Akdol and Moss are the newest members of Washington Regional’s award-winning stroke team that also includes vascular neurologists Dr. Margaret Tremwel and Dr. Jay Hinkle.

Northwest Arkansas Neuroscience Institute continued on page 14



**“Quality means:
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**BENJAMIN MEADE /
STROKE**

The performing arts are important to Benjamin Meade. The musician and filmmaker has been playing guitar, piano and woodwind instruments since he was a boy. He earned a Ph.D. in film and theatre from the University of Kansas and spent part of his career as a professor of film and digital media.

A stroke threatened to wipe out the skills he had honed from years of music study and the keen eye he had developed as a filmmaker whose works have been shown at Sundance Film Festival.

In fact, Benjamin was at work filming in Fayetteville one day last year when his entire left side suddenly became numb. “I knew immediately I was having a stroke,” he says. “I was scared, but also angry at the same time.”

When Benjamin arrived at the Washington Regional Emergency Department, a highly trained team of stroke intervention specialists was waiting. “They got me in there immediately,” he says. “They did some tests and then talked with me about my options. I made a decision about my treatment and they took care of it.”

He was soon recovering in Washington Regional’s Neurosurgical Intensive Care Unit. “The whole thing was miraculous – how quickly they got me in there, how quickly the treatment began to work,” he says. “Within 4 ½ hours, my symptoms had almost completely subsided.”

Today Benjamin is following the stroke care team’s recommendations for medication and diet. He’s back to making music and films, and he is optimistic about the future. “I feel really thankful for the staff at Washington Regional for the care I received there. They knew exactly what to do, had all the right tools, and they acted quickly. I don’t think it would have happened like that anywhere else.”

Centers of Excellence /

Northwest Arkansas
Neuroscience Institute, continued

Neurosurgical ICU

To best serve patients who are recovering from stroke, spinal cord injury, brain injury or neurological illness, last year Washington Regional opened the area's first Neurosurgical Intensive Care Unit. With Arkansas Children's Hospital expanding to Northwest Arkansas to provide pediatric care, Washington Regional's former in-patient pediatric unit was repurposed and outfitted as a 20-bed Neurosurgical ICU. In addition to a highly specialized nursing staff, everything in the unit is designed to accommodate the complex intensive care needs of neurological-neurosurgical patients. The Neurosurgical ICU features advanced neurological tools such as continuous electroencephalography as well as dimmable lights, specialized ceiling-mounted lifts for repositioning patients, bedside monitors and a nurse call system that helps to identify patients with certain risk factors.



Neurosurgical Intensive Care Unit



From left: Dr. Charles Cole, Dr. Russell Wood,
Dr. James Counce, Dr. Robert Jagers

Walker Heart Institute

New Cardiovascular and Thoracic Surgery Clinic

In 2018, Washington Regional's Walker Heart Institute welcomed the physicians and staff of Cardiovascular Surgical Clinic of Northwest Arkansas, creating a new clinic: Washington Regional Cardiovascular and Thoracic Surgery Clinic. With the addition of board-certified surgeons Dr. Charles Cole, Dr. James Counce, Dr. Robert Jagers and Dr. Russell Wood, Walker Heart Institute provides Northwest Arkansas' most comprehensive program for preventive, acute and chronic care of the cardiac and vascular systems. In addition to a full range of cardiovascular surgery options, the clinic's surgeons also perform thoracic procedures such as those for the lungs and esophagus. Last year the surgeons began offering robotic thoracic surgery procedures for some conditions. The minimally invasive robotic procedures offer patients a faster recovery and a shorter hospital stay.

Transcatheter Aortic Valve Replacement (TAVR)

Walker Heart Institute began providing TAVR, a minimally invasive surgical procedure in which a new heart valve replaces a diseased valve or failing surgical valve. Traditionally, valve replacement required an open heart procedure. TAVR, however, uses advanced imaging techniques and can be performed through very small openings. This allows the patient a faster recovery and shorter hospital stay. TAVR, which formerly was available only at large research centers, offers a chance for a longer life – and improved quality of life – for aortic stenosis patients who aren't candidates for open heart surgery. Cardiologist Dr. Zubair Ahmed and cardiovascular and thoracic surgeon Dr. Russell Wood lead the medical teams performing the TAVR procedure.



WATCHMAN Offered For Atrial Fibrillation

Last year Walker Heart Institute began offering the WATCHMAN device, an FDA-approved option for reducing stroke risk in patients who have atrial fibrillation, or AFib, not caused by a heart valve problem. AFib increases stroke risk and, while blood thinners can help, not every patient can take these medications long term. Dr. Shaun Senter and Dr. Soliman Soliman lead the medical teams that implant the device, which reduces stroke risk by closing off the heart's left atrial appendage, where more than 90% of stroke-causing clots that come from the heart are formed.

Minimally Invasive, Non-Surgical Treatment Options For Vein Disorders

Walker Heart Institute also introduced a vein clinic offering minimally invasive, non-surgical treatment options for vein disorders such as varicose veins, spider veins and venous reflux. Dr. Zubair Ahmed and Dr. Shaun Senter lead the vein clinic, providing minimally invasive treatment with little to no down time for the patient.



Dr. Zubair Ahmed



Dr. Shaun Senter

Core Renewal Project

Ongoing construction in 2018 of Washington Regional's Core Renewal Project provided Walker Heart Institute with additional cardiac catheterization lab space and another electrophysiology lab. A dedicated structural heart room for procedures such as transcatheter aortic valve replacement, or TAVR, will open in 2019.

**“Quality means:
I get to have fun
adventures with
my grandchildren.”**

**STEVE WILLIAMS /
HEART DISEASE**

At age 5 months, Henley Kate doesn't know about the adventures her grandfather, Steve Williams, has planned for their time together. "If she wants to hunt, I can teach her," says Steve, who helps organize youth events that promote hunter education and safety. "If she wants to fish or golf, I can give her those lessons, too. I want to be an active grandfather." Thanks to the fast and thorough response by the Emergency Team at Washington Regional, Steve will get to be that kind of grandfather.

When a recent case of flu became severe, Steve's primary care physician sent him to the Washington Regional Emergency Department. "I knew the ER staff would treat my flu symptoms," he says, "but I had no idea just how thorough my treatment there would be." What Steve did not know, but the ER staff discovered during his exam, is that in addition to flu he had some potentially fatal heart conditions.

"Within a day, I had a pacemaker implanted," Steve says. "Then the cardiology team found there was a hole in one of my heart valves, so the next week I had surgery to replace the diseased valve."

Steve, who likes to be "on the go," soon learned his way around the cardiology nursing unit. "They told me if I could get up and walk, I would go home sooner. So, as soon as I was able, I walked about eight miles a day on the third floor of the hospital. I got to know the staff up there pretty well. They answered every question I had."

Although the heart diagnoses were a shock to Steve, he is grateful to have made a full recovery. "In addition to the ER staff, I credit Dr. Joel Carver and Dr. Russell Wood and all the cardiology nurses for getting me back home, back to work, and in better shape than I've ever been. My motivation was simple. I wanted to live to see my grandchildren and to have adventures with them."





NICU nurses Abby Hopper, RN and Elizabeth Reynebeau, RN

Women and Infants Center

The Women and Infants Center played a very special part in the lives of Northwest Arkansas families in 2018, being the birthplace of 2,500 babies. Those newborns included 40 sets of twins and – in a first for the center – two sets of triplets.

The Infant Nutrition Lab, which can store and fortify moms' expressed breast milk, prepared more than 1.5 million ounces for babies' feedings. Nearly 200 families with infants in the Neonatal Intensive Care Unit used the Angel Eye Camera System to stay in touch, with a total of 15,325 secured-view logins. The Ronald McDonald House was busy as well, providing 2,002 nights of lodging for families who had a hospitalized newborn or child. The annual NICU reunion in September offered a fun-filled gathering for 150 babies, family members and NICU care team members.

In 2018, the Women and Infants Center also transitioned the in-patient pediatric unit to Arkansas Children's Northwest and partnered with the new hospital to provide care for:

- + Newborns who need services of the Washington Regional NICU
- + Pregnant patients who present to Arkansas Children's Northwest for care
- + Children under 4 months of age who have specific diagnoses

Pat Walker Center for Seniors

With the 2007 opening of the Pat Walker Center for Seniors, Washington Regional became one of the first healthcare providers in the nation to devote an entire facility to senior care. Last year Washington Regional continued its commitment to older adults by partnering with the University of Arkansas for Medical Sciences to expand senior healthcare services in Northwest Arkansas. Washington Regional Senior Health Clinic at the UAMS Schmieding Center for Senior Health and Education opened in October 2018 in Springdale. Clinic services include geriatric primary care and consultations, as well as evaluations and care for memory disorders. Washington Regional Senior Health Clinic continues to provide care at its original location at the Pat Walker Center for Seniors in Fayetteville.



Total Joint Center

Washington Regional's Total Joint Center continued its patient-centered approach last year by introducing pre-surgical non-narcotic pain intervention. Some knee replacement patients received a cold-therapy treatment as part of the preparatory Joint Camp sessions about two weeks before surgery. In clinical studies, patients who received the pre-surgical cold-therapy treatment reported less stiffness at six and 12 weeks after surgery. Patients also requested fewer narcotics and reported better function and pain scores.

Hospice & Palliative Care

Washington Regional Hospice provided compassionate end-of-life care for 731 patients last year in patients' homes, nursing homes and assisted living facilities. Inpatient care was provided for 641 patients at the Willard Walker Hospice Home. In 2018, Washington Regional Hospice also launched Northwest Arkansas' first community-based palliative care program and, through a partnership with the Schmieding Center, developed an anticipatory grief support group.



2,500
babies born



42
sets of
multiples born



441
babies
in NICU



2,002
overnight stays
at Ronald
McDonald House



1,500,000+
ounces prepared
by the Infant
Nutrition Lab

Community Outreach, Education, Partnerships /

Quality means: **Caring for our community** even outside our hospital and clinics.



Ensuring quality healthcare for our community extends beyond Washington Regional's own facilities. We are proud to offer community education and outreach services throughout Northwest Arkansas and to partner with other organizations that share our commitment to community health.



\$21 Million in Charity Care

In 2018, Washington Regional allocated more than \$21 million to charity care, uncompensated care and community health services such as:

- + Welcome Health Free Clinic
- + Arkansas Department of Health for Prenatal Services
- + HIV Clinic at Washington County Department of Health
- + Tuition assistance for healthcare professionals
- + Research
- + On-site community health education
- + United Way
- + Arkansas Hospital Education and Research Trust
- + Scholarships for students at University of Arkansas Eleanor Mann School of Nursing and John Brown University Nursing Program

Last year Washington Regional presented health education through events and outlets such as:

- + Stroke Education Event
- + Girls' Night Out
- + Heart Month Activities
- + Chamber of Commerce Leadership Fayetteville Healthcare Day
- + YourHealth Today (KNWA)
- + Health for Life Newsletter
- + World's Largest Baby Shower
- + Vascular Health and Tobacco Cessation Education
- + Tips and updates shared through social media and website



YourHealth Today on KNWA

We value the passion and work of our partners, including:

- + Alzheimer's Association
- + American Heart Association/American Stroke Association
- + The Cancer Challenge
- + Fayetteville Public Schools
- + Hogeeye Marathon
- + LifeStyles, Inc.
- + Lincoln Public Schools
- + March of Dimes
- + MS Foundation
- + Northwest Arkansas Naturals
- + Parkinson's Foundation
- + Partnership for a Healthy Arkansas
- + Ronald McDonald House Charities of Arkoma
- + Susan G. Komen - Ozark Affiliate

Washington Regional Medical Foundation

Washington Regional Medical Foundation continued its community outreach programs, Washington Regional Cancer Support Home and Faith in Action. The foundation launched a capital campaign to raise \$4 million to build a new, handicap-accessible Cancer Support Home featuring 10 overnight guest rooms with private baths, expanded boutique with private dressing rooms and multi-purpose space for education activities and support groups.

With a mission to provide hope and comfort to those learning to live with cancer, particularly uninsured, underinsured and minority populations, Cancer Support Home received significant funding last year from Susan G. Komen - Ozark Affiliate, The Cancer Challenge and the Walmart Foundation to provide:

- + Navigation services to 217 clients
- + 575 nights of overnight lodging for clients traveling to Northwest Arkansas for treatment
- + Over 150 hours of counseling services
- + Education, information and referrals for 2,020 community members
- + More than 800 boutique items (wigs, scarves, post-mastectomy bras and prostheses)

Faith in Action received funding from individuals and organizations to provide nearly 4,000 free non-medical services to 100 homebound older adults who lack a local support system. Last year Faith in Action volunteers spent 3,580 hours with their clients and drove 28,700 miles to provide them with a service or friendly companionship.

Care Team /

Quality means: Providing the community with a range of medical specialties, conveniently located clinics, and a highly skilled care team.



Medical Specialty Providers

Washington Regional actively recruits medical providers who have the skills and expertise to provide services needed by our community. As a result, we welcomed 45 new providers in the past year with specialties including:

- + **Cardiovascular and Thoracic Surgery**
- + **Diagnostic Radiology**
- + **Emergency Medicine**
- + **Family Medicine**
- + **Geriatric Primary Care**
- + **Hospital Medicine**
- + **Interventional Neuroradiology**
- + **Movement Disorders**
- + **Neurosurgery**
- + **Physical Medicine**
- + **Stroke Care**

Physician Honors

For their commitment to community health, two Washington Regional physicians earned the highest recognition in their specialties last year.



Dr. C. Rachel Kilpatrick was named a fellow of the American College of Endocrinology, a designation through the American Association of Clinical Endocrinologists that indicates a physician has achieved a level of training and experience consistent with the high standards adopted by the clinical endocrinology specialty. Dr. Kilpatrick, a native of Fayetteville, in 2014 established the county's first endocrinology clinic, Washington Regional Endocrinology.



Dr. Matthew Totten of Washington Regional East Springdale Family Clinic earned the Degree of Fellow from the American Academy of Family Physicians. The Degree of Fellow recognizes AAFP members who have achieved excellence in service to family medicine, professional development and advancement in healthcare.



Eliisa Berry, Au.D. examines a patient at the new Balance Disorders Clinic

Clinics

To provide area families with quality healthcare at locations that are convenient for them, Washington Regional expanded its number of clinics last year. Ozark Family Practice in Harrison and West Washington County Clinic in Lincoln both offer primary care services for adults and children. Washington Regional and the Lincoln School District partnered to implement a school-based health center on the Lincoln Middle School campus. The clinic operates as a satellite location of West Washington County Clinic and offers healthcare services to both staff and students of the Lincoln School District, as well as the public. The school-based clinic accepts most health insurance; however, school children receive care regardless of ability to pay.

Washington Regional also opened the Balance Disorders Clinic in Fayetteville to provide diagnosis and treatment of disorders related to balance or dizziness. The specialty clinic offers advanced testing such as videonystagmography, Gans sensory organization performance, rotational chair, vestibular evoked myogenic potentials and auditory brainstem response. Treatment options include canalith repositioning maneuvers for positional vertigo and vestibular rehabilitation therapy exercises.

Practice Transformation

Throughout 2018, Washington Regional continued to transform the way care is delivered at our primary care practices. Our teams provided individualized care management to high-risk patients, supplied in-depth education about patients' disease processes and offered additional support to help patients manage their complex care. We offered group education classes for disease-specific conditions and worked with other specialties in the region to improve patients' transition of care. Additionally, we reached out to patients after an emergency room visit or hospital admission to ensure continuity of care after discharge.

Primary care locations implemented Patient and Family Advisory Councils, inviting community members to offer input and recommendations for improvements. In addition, behavioral health services were provided at many of our locations. A behavioral health specialist provided brief interventions to assist our community with everyday stress, depression, anxiety and grief.



Care Team Achievements

Our care team members continually strive to advance their skills. Last year Washington Regional staff members earned certifications in:

- + Advanced Neurovascular Practice
- + Critical-Care Nursing
- + Nutrition Support
- + Stroke Care Nursing
- + Hospice and Palliative Care Nursing
- + Infection Prevention and Control
- + Peri-Anesthesia Nursing
- + Eating Disorder Dietetics
- + Clinical Research
- + Ambulatory Infection Prevention
- + Emergency Nursing



MEREDITH GREEN, MSN, APRN ADMINISTRATOR OF THE YEAR

Meredith Green, Senior Vice President and Chief Nursing Officer, was named the 2018 C.E. Melville Young Administrator of the Year by the Arkansas Hospital Association. Named for a longtime Arkansas hospital administrator, the award is presented each year by the Arkansas Health Executives Forum to recognize significant contributions and accomplishments by a hospital executive age 40 or younger. Green, who assumed her executive role in 2017, has been with Washington Regional for more than 12 years and served in various leadership roles, including Administrative Director in Women and Infants Services, where she played an integral role in the planning, design and staffing of the Women and Infants Center.



LORI GUFFEY, MS, CC-SLP EMPLOYEE OF THE YEAR

Lori Guffey, a Speech Pathologist in the Physical Medicine Department, was named the 2018 Washington Regional Employee of the Year, selected in a systemwide vote of Washington Regional employees. Guffey, who joined Washington Regional in 2015, was recognized for her dedication to assisting nurses at the Women and Infants Center and helping new moms with proper feeding techniques for their babies. According to the peer-submitted nomination, Guffey strives for the best outcome for all of her patients and has been known to spend her own money to purchase special bottles, cups or clothing if her patients cannot afford them.



DANNA BELL, RN, CEN LIFETIME ACHIEVEMENT AWARD

Danna Bell, a Registered Nurse and Nurse Educator in the Washington Regional Education Department, was honored with a Lifetime Achievement Award by the Arkansas Emergency Nurses Association. Bell, who has been with Washington Regional for more than eight years and formerly was Education Specialist and Assistant Director of the Emergency Department, has been a Certified Emergency Nurse in Northwest Arkansas for more than 40 years. She served the Emergency Nurses Association as president and as Injury Prevention Chairwoman at the state level and on several committees at the national level.

Care Team continued on page 30



**“Quality means:
I was able to
make a successful
transition from
student to nurse.”**

**KIRANDEEP SAINI, RN /
WASHINGTON REGIONAL NURSE**

Ever since Kirandeep Saini joined Washington Regional as a registered nurse in 2017, patients have been so impressed by the level of compassionate, skilled care she provides that they have nominated her for awards. In less than two years, Kirandeep has twice received the DAISY Award for Extraordinary Nurses, an international honor that recognizes the clinical skill and compassion of registered nurses.

How did Kirandeep – who earned a Bachelor of Science in nursing in 2017 – develop such outstanding nursing skills in such a short time? She believes Washington Regional's RN Residency Program provided the guidance she needed to become a nursing leader. Kirandeep graduated from the one-year program in September 2018.

“The RN Residency Program gave me confidence and let me know that I was not alone as a new nursing school graduate – there were others in the program just like me,” Kirandeep says. “The program gave us a place to learn job-related skills as well as get comfortable with our new roles as nurses.”

Through the program, new nursing school graduates are assigned a mentor – an experienced nurse leader – and a series of learning and work experiences designed to help them make the transition from nursing student to skilled nurse. Transition experiences emphasize the development of the clinical and leadership skills necessary for the advanced beginner nurse to be successful as a full partner on the Washington Regional healthcare team.

“I enjoyed listening to experiences of other new-graduate nurses from different departments and learning from them. My favorite part of the program, though, was the group discussions we had at the end of each class with our own department peers and our mentor,” Kirandeep says.

“The RN Residency Program definitely helped me learn what is expected of me as a member of the team and helped me make a successful transition from student to nurse.”

RN Residency Program

Washington Regional's Nurse Residency Program, the first in Northwest Arkansas, continued to help new nursing school graduates make a successful transition from student to skilled RN. Washington Regional welcomed 121 nursing residents in 2018 from more than 35 nursing school programs nationwide. Since the program's 2016 inception, the retention rate for new graduate nurses has increased to 94%.

As part of the program, Washington Regional nursing residents researched, presented and implemented evidence-based practices that improved patient safety, financial stewardship and quality outcomes. The residents' projects included patient falls prevention, wound prevention, care team communication, clinical protocols, patient education and employee engagement. One of the residents' projects was selected — from hundreds of submissions — to be presented at the Vizient Nurse Residency Program national conference earlier this year in Orlando, Florida.

Volunteers

Members of the Washington Regional Medical Center Auxiliary serve patients, guests and staff members as volunteers throughout the hospital and as fundraisers throughout the community. Last year they volunteered more than 16,500 hours of service, contributed \$131,400 for hospital programs and partnered with United Way of Northwest Arkansas for the organization's "Fill the Bus" school-supply drive.



Washington Regional volunteers

Quality care, here for you.





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