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18

Annual Report

WEST JUNCTION
CONWAY REGIONAL HEALTH SYSTEM



CONWAY REGIONAL
HEALTH SYSTEM





“One of the best parts about being a community hospital is the opportunity to serve in capacities beyond health care.”

*–Matt Troup, President & CEO,
Conway Regional Health System*



Matt Troup

MESSAGE FROM THE PRESIDENT AND CEO

I'm Matt Troup and it is my sincere pleasure to serve as **president and CEO of Conway Regional Health System.**

This report is designed to showcase our contributions to the community in 2018.

As a health care system with nearly 100 years of service to the community, it is our honor to be there for you at the very beginning, to provide comfort in your hardest times, and to offer care for every moment in between.

In 2018, we continued to expand our services in order to provide the highest-quality care. We launched new service lines in Vascular Surgery and Infectious Disease, created the Conway Regional Gastroenterology Center, and enhanced our Neuroscience Center. We acquired eight clinics into our Primary Care Network and increased healthcare access across our community. These investments and many others were made possible by Board of Directors, who support our Health System in meeting the needs of our community.

While it is exciting to reflect on our advancements in services and technology, it is our people who make it all possible.

The Medical Staff at Conway Regional are engaged citizens who not only work in our community, but they live here, send their children to school in our community, and partner with us to ensure the highest quality of care to meet your needs. Our partnership with our physicians is what differentiates Conway Regional from other hospitals in the region, state, and nation. Physician engagement, as measured by Press Ganey, has consistently ranked among the top 10% of hospitals in the country for the 2nd consecutive year.

At the heart of all we do is the exceptional staff of Conway Regional. Each day, the employees of our Health System promise to be **Bold, Exceptional, and Called.** They provide support in instances of uncertainty, comfort in times of grief, and celebration in moments of joy. As an organization, we take pride in the level of excellence and education of the staff who provide care for our patients. 58.6% of Conway Regional nurses have a BSN or higher degree, compared to 42% in the state of Arkansas. Additionally, the organization paid \$124,000

to 34 clinical professionals through our Clinical Advancement Program. 19.3% of Conway Regional RNs are nationally certified.

We were honored to be the only hospital in Arkansas named to Modern Healthcare's National Best Places to Work in 2018, and we celebrated being named an Arkansas Business Best Place to Work for the second consecutive year.

We received prestigious awards from CareChex for being #1 in Central Arkansas for cardiac care, coronary bypass surgery, gastrointestinal care, and neurological care. In addition, we were named #1 in Central Arkansas for Overall Hospital Care. I am incredibly proud of our team for this recognition. They go above and beyond to serve our patients with the very best in hospital care.

As we look back on a year of growth and achievement, I am filled with excitement for where we are heading, and I am grateful that we are on this journey together.

If one were to survey Americans on what they think of when they hear the word "community hospital" I suspect many would use words or phrases such as "band-aid station," "the place you go to die," or "ordinary, average." However, Conway is no ordinary community and Conway Regional measurably and quantitatively is far beyond your average hospital. But a story from late 2018 I think best sums up what we are: A patient in our Critical Care Unit had a dying wish — to see her son get married. The patient's condition did not allow her to leave the hospital for the ceremony, so her family and our team worked together to bring the ceremony to her. The patient's room was decorated with tape, gauze, and supplies from the unit. While the state of community hospitals across the United States may elicit a broad range of descriptors, few would describe their community hospital as a wedding chapel. With creativity and teamwork, our patient room transformed into the most Holy and dignified Chapel man could ever conceive. Accolades make you feel good, growth shows you're doing the right thing and that staff are supportive, but it takes a special calling to see your workplace as a wedding chapel, sanctuary, a place of ministry to serve others. We are blessed to be a place of blessing to others.

At Conway Regional, we are one team with one promise to our community. We will be bold, we will be exceptional, and we will answer the call.



Our People

A HEALTH SYSTEM IS ONLY AS STRONG AS ITS PEOPLE

At Conway Regional, the best thing about our organization is the people who choose to be a part of our team.

Conway Regional Health System employs more than **1,400** physicians, nurses, technologists, pharmacists, therapists, technicians and support staff from a variety of professions, and is one of the largest employers in Conway.

Because we recognize the importance of employee satisfaction and engagement for quality patient care, we're proud to offer benefits that have not only increased engagement but contributed to a shift in the culture of the organization as a whole.

- **34** employees participated in our "Clinical Advancement Program" (CAP).
- Voluntary turnover declined to **12%** in 2018, down from 15% in 2017.
- **94.3%** of employees participating in the 401k program
- Annual Physician Engagement Survey resulted in the **95th percentile** for physician engagement and **96th percentile** for physician alignment.
- Annual Employee Engagement Survey in 2018 was at the **80th percentile**.
- Reduced first year turnover to **22%** in 2017 from 40.4% in 2016.
- Continued the Employee Assistance Program (**EAP**) to enhance services for employees needing assistance.
- Conway Regional Medical Center named a **Best Place to Work** by *Arkansas Business* in 2018.
- Conway Regional Medical Center named a **Best Place to Work in Healthcare nationally** by *Modern Healthcare* in 2018.

NATIONAL HOSPITAL WEEK: MAY 6-12

National Hospital Week celebrates hospitals, health systems, and the men and women who support the community through dedication to health care. The members of our team are called to be bold and to serve the community like family — with passion and compassion. Because for us, health care is so much more than a job.

Conway Regional celebrated 2018 Hospital Week with cookouts, taco bars, free massages, and a gift for all employees and volunteers.





BEST PLACE TO WORK CELEBRATION

Conway Regional was named a Best Place to Work by both Arkansas Business and Modern Healthcare in 2018, and we decided to celebrate with a Fall Festival that included carnival games, a pumpkin decorating contest, candy, music, and free T-shirts for all employees. The event was organized by the Recruitment and Retention Committee, a group of employees that volunteer their time throughout the year to ensure engagement and satisfaction throughout the health system.



TOWN HALLS

As Conway Regional has continued to evolve, employee engagement and culture has been an area of focus and growth for the organization. Through Quarterly Town Halls, employees and volunteers receive information about upcoming plans and policy changes directly from leadership. Employees are given the opportunity to ask questions and give feedback in an open forum format, directly to leadership.

The Town Hall meetings are well-attended, with an average of over 1000 people each quarter.

BOARD OF DIRECTORS



Andrea Woods, JD
Chair



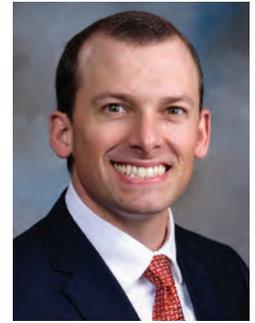
Jim Rankin, Jr., JD
Vice-Chair



Andrew Cole, MD



Wayne Cox



Thad Hardin, MD



Rev. Cornell Maltbia
Immediate Past Chair



Tom Poe



Jeff Standridge



Barbara Williams, PhD, RN

EXECUTIVE LEADERSHIP TEAM



Matt Troup
President & Chief
Executive Officer



Alan Finley
Chief Operating Officer



Angie Longing
Chief Nursing Officer



Troy Brooks
Chief Financial Officer



Rebekah Fincher
Chief Administrative Officer
for Growth and Business
Development



Bryan Gibbs
Chief Support Officer



James Reed
Chief Information Officer



Lori Ross
Chief Development Officer
for Conway Regional
Health Foundation



Richard Tyler
Chief Human Resources Officer

DIRECTORS OF DEPARTMENTS



Marianne Black
Director, Laboratory Services



Lori Dather
Director, Nutritional Services



Chelsey Davidson
ACM Program Officer



James Davidson
Director, Materials Management



Karen Dayer
Controller, Accounting



Jessica Dewberry
Director, Therapy Services



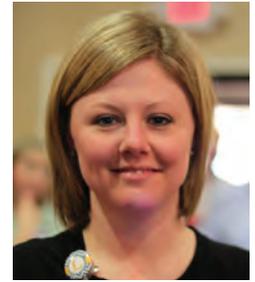
Marcus Elliott
Director, Corporate Health Svcs



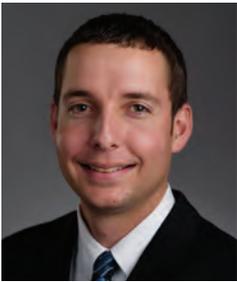
Alice Ford
Director, Patient Accounting
and Admissions



Andrea Harrison
Quality and Regulatory Officer



Laken Hartness
Director, Wound Clinic



Billy Henry
Director, Primary & Specialty
Care Networks



Jeramie Hinojosa
Director, Conway Regional
Health & Fitness Center



Kevin Jordan
Director, Information Systems



Eric Kindsfater
Director, Safety, Security &
Communications



Jason Larmore
Director, Respiratory Therapy



Roger Lawrence
Director, Imaging Services



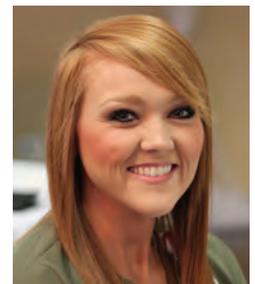
Kyle Marks
Director, Clinical Engineering



Neal Mauldin
Director, Maintenance



Roynetta Mitchell
Director, Environmental Services



Paula Weatherly
Director, Cardiovascular
Services



Jessica Whitten
Director, Medical Information



Chris Huselton
Director of Therapy, Conway
Regional Rehabilitation Hospital



Alicia Kunert
Executive Director, Conway
Regional Rehabilitation Hospital



Darralyn Webb
Director of Nursing, Conway
Regional Rehabilitation Hospital

NURSING LEADERSHIP TEAM



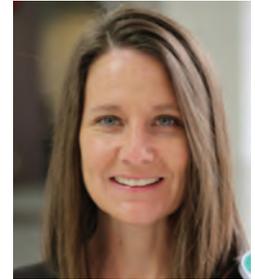
CJ Newton, MSN, RN, NE-BC
Director of Education & Magnet Program Director



Andrea Moore
Nursing Operations Coordinator



Ruth Ann Fisher, BSN, RN
Director of HomeCare Services



Suzanne Harris, MS, BA, BSN, RN, NE-BC
Director of Medical/Surgical and Specialty Services



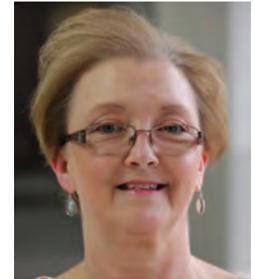
Amanda Irby, BSN, RN, NE-BC, CEN
Director of Critical Care and Emergency Services



Tyler McDonald, MHA, BSN, RN
Director of Surgical Services



Mary Salazar, MNSc, APRN, NEA-BC, RNC-MNN, WHNP-BC
Director of Womens' and Infants Services



Debbie Turner-Stout, BA, LSW
Director of Senior Behavioral Health

MISSION | VISION | VALUES

Mission

Conway Regional Health System is accountable to the community to provide high quality, compassionate health care services.

Vision

The vision of Conway Regional Health System is to be recognized as the regional leader in health care excellence.

iCare Values

- I Integrity:** We say what we mean and we mean what we say.
- C Compassion:** We show concern and compassion for others.
- A Accountability:** We are answerable for our actions and decisions.
- R Respect:** We care about the well-being, dignity, and uniqueness of everyone.
- E Excellence:** We deliver our best every day and encourage innovation to continuously improve.



Growth & Development

From preventive to recovery and everything in between, **Conway Regional offers you more choices** than anyone else in Faulkner County.

NEW SERVICE LINES AND PRIMARY & SPECIALTY CARE GROWTH

As the area we serve continues to grow, we see it as our responsibility to the people of our community to continue to expand the services that we offer. In 2018, we launched two new services lines, **Vascular Surgery** and **Infectious Disease Care**.

In April, we acquired **Dr. Martin Moix's** practice and created the **Conway Regional Gastroenterology Center**. In the fall, we expanded access for patients to the Gastroenterology Center by adding **Dr. Otis Gordon, Sr.** as a part-time Physician.

We continued to focus on enhancing the **Conway Regional Neuroscience Center** with the addition of a 3rd full time Neurologist, **Dr. Bhavana Sharma**, and added a Physician Assistant, **Savannah Bradbury**, to Dr. Regan Gallaher's (Neurosurgery Spine) practice.

In primary care, **Drs. Turner** and **Kriesel** in Russellville joined the Conway Regional Primary Care Network, practicing at **Conway Regional Medical Clinic - Russellville**. We recruited **Jessica McNeese, APRN**, to join the practice as well. We expanded clinic space and added a provider, **Dr. Brian Bowlin**, to **Conway Regional Medical Clinic - Vilonia**. **Dr. Billy McBay** joined **Conway Medical Group** as well. These additions and the maturation of new service lines and physicians added in 2018 definitely helped to make the year successful.

2018 NEW STAFF MEMBERS

Anthony Manning, MD -General Surgery
Aravind Rao, MD -Interventional Cardiology
Yalcin Hacioglu, MD -Interventional Cardiology
Katy Cox, MD -Obstetrics & Gynecology
Morris Kelley, MD -Interventional Cardiology
Landon Humphrey, MD -Vascular Surgery
Mallory Smith, MD -Infectious Disease
Whitney Philamlee, MD -Internal Medicine & Pediatrics
Ben Burkett, MD -Internal Medicine & Pediatrics
Sarah Robertson, MD -Family Practice
Kristy King, MD -Internal Medicine
Megan Russell, MD -Emergency Medicine
Hassan Alakshar, MD -Emergency Medicine
Terry Peery, MD -Emergency Medicine
Richard Young, MD -Emergency Medicine
Travis Hess, MD -Emergency Medicine
Ion Chuang, MD -Emergency Medicine
Patrick Kennedy, MD -Emergency Medicine
Muhammad Yusuf, MD -Emergency Medicine
LaTrisha Hall, DO -Family Practice
Ben Kriesel, MD -Family Practice
Ken Turner, MD -Family Practice
Bhavana Sharma, MD -Neurology
Michael Allen, MD -Pathology
Paolo Lim, MD -Radiology
Bradley Pontani, MD -Family Practice
Adam Sipe, MD -Radiology
Laxmi Thummalakunta, MD -Radiology
Tamara Bradford, MD -Pediatric Cardiology
Marie Moss, MD -Pediatric Cardiology



Conway Regional Health System is on the journey to Magnet Excellence!

This means that the organization is committed to creating and sustaining a culture of excellence, characterized by Transformational Leadership, Structural Empowerment, Exemplary Professional Practice, and New Knowledge, Innovations and Improvements.



Magnet Recognition from the American Nurses Credentialing Center is the highest and most prestigious distinction a healthcare organization can receive for nursing excellence and high-quality patient care.

Magnet Champions from every clinical area meet during lunch at the Patient Care Governing Congress monthly meeting to learn about the journey and how they can inspire others in their areas to participate in the process. Learn more about it at the ANCC Journey to Magnet Excellence webpage at www.nursingworld.org/organizational-programs/magnet/pre-application/journey-to-magnet-excellence

CORPORATE WELLNESS

There are a lot of hard-working people in our community, and in 2018 **we focused on bringing health care services to several workplaces** in Conway to improve access to care:

- We hosted **onsite flu shot clinics** for **Acxiom** and **three locations for Southwestern Energy**. This resulted in over **1,048 flu shots**.
- We implemented **Heart and Health Screenings** with the **Conway Police Department**, which can be expanded to other employers. Our teams conducted over **40 Heart and Health Screenings** to members of the police force.
- The health system also **partnered with Conway Public Schools to provide employee wellness services** in an initiative called Wampus Cat Wellness. Employees of Conway Public Schools have the opportunity to participate in health activities throughout the year, and everyone that completes the program is entered to win prizes. Some of the activities include monthly speaking engagements, participation in walks or runs in the community, and attending community wellness events.

ACCOUNTABLE CLINICAL MANAGEMENT (ACM)

In 2018, Conway Regional ranked in the **95th percentile nationally for Physician Engagement among hospitals** according to a survey conducted by Press Ganey. These results are attributed in part to the continuation of the ACM program.

The Accountable Clinical Management (ACM) is a model of shared governance to promote meaningful engagement of physician leaders in partnership with hospital administrative leadership. The ACM creates an environment for community physicians to come together and make decisions and provide input in the areas of clinical care, operations, finance, new program development, and strategy—all in an effort to improve patient service and quality. Ultimately, the program is based upon certain quality and efficiency goals and the physicians are financially aligned to achieve these goals.

This new type of partnership brings hospital management and member physicians together in a new way to improve quality of care for our patients. The ACM Model empowers physicians to make decisions and impact the delivery of care in a positive way. Over time through the implementation of this model, Conway Regional and its physician partners will be primed to be successful in a changing healthcare environment.

There is no requirement that a physician practicing at Conway Regional Health System participate in the ACM. Physicians who participate in the ACM are compensated to embrace the model and **work collaboratively to achieve the “triple aim” of true healthcare reform—better experience of care for patients, better health for populations, and lower cost of care.**

PARTNERSHIP FOR CLINICAL EXCELLENCE

This program is **mutually beneficial to Conway Regional and the BSN nursing students** at the University of Central Arkansas. Conway Regional Health System (CRHS) and Conway Regional Health Foundation agree to provide financial support to certain students who enroll in and graduate from the UCA BSN program with the outcome of hiring such graduates at CRHS. **Nine UCA Nursing students were selected in 2018, three of whom will begin nursing employment with CRHS in the fall of 2019.**

ACM MEMBERS

Ladly Abraham, MD	Tyrone Lee, MD
Carol Angel, MD	Alan Lucas, MD
Grant Bennett, MD	Jeff Marotte, MD
Jennifer Bishop, MD	Rafael Marrero, MD
Justin Charton, MD	Brandie Martin, MD
Hongjiang Chen, MD	William McColgan, MD
Andrew Cole, MD	Steve McNabb, MD
Jeff Craig, MD	Martin Moix, MD
Ben Dodge, MD	Lauren Nolen, MD
Michael Fahr, MD	David Pope, MD
Patrick Fraley, MD	Bill Roberts, MD
James France, MD	Tom Roberts, MD
Alex Freeman, MD	Keith Schluterman, MD
Darren Freeman, MD	Lensey Scott, MD
Tim Freyaldenhoven, MD	Brent Scroggins, MD
Tod Ghormley, MD	Collie Shaw, MD
Evan Gregory, MD	Courtney Sick, MD
Phillip Gullic, MD	Jason Skinner, MD
Jeffrey Hall, MD	Jevin Smith, MD
Thad Hardin, MD	Melanie Smith, MD
James Head, MD	Scott Smith, MD
Keitha Holland, MD	Michael Stanton, MD
Jay Howell, MD	Don Steely, MD
Robbie Hurtt, MD	Doug Stroud, MD
Carole Jackson, MD	Brad Tilley, MD
Amy Johnson, MD	Deepali Tukaye, MD
Greg Kendrick, MD	Brandy Utter, MD
Brock King, MD	Josh Ward, MD
Jeffrey Kirsch, MD	Michael Wood, MD
Debra Lawrence, MD	Dennis Woodhall, MD
Jonathan Lee, MD	

RESIDENCY PROGRAM

As the community grows, our organization is accountable to the community to address growing healthcare needs. To address the increase in population, Conway Regional began to explore the idea of becoming a teaching hospital with the intention of recruiting new physicians to the area.

In 2018, the Graduate Medical Education Committee (GMEC) was formed to begin discussing creating a residency program. Graduating medical students currently face limited opportunities for residency programs, and this shortage effects not only Arkansas, but the country as a whole. The decision was made that it is in the best interest of the hospital and community to educate and train physicians on our campus. By applying for Institutional Sponsorship through the Accreditation Council for Graduate Medical Education (ACGME), Conway Regional Health System was recognized as a capable organization to provide necessary, educational experience for new physicians.

Nursing

SHARED GOVERNANCE EMPOWERS CLINICAL STAFF TO MAKE DECISIONS AT THE BEDSIDE



Nurses are an essential part of any health care system, and the nurses that choose to work at Conway Regional provide exceptional patient care and are a guiding force for the growth and development of the system overall. The team

works closely together to create a culture of inclusion where nurses not only work together but take care of one another.

Through several initiatives, nurses at Conway Regional are empowered to provide their opinions and feedback about their practice and patient care at the health system. Shared Governance is an opportunity for all clinical disciplines to come together to promote excellence in clinical practice and promote ongoing development of members.

The Accountable Clinical Management partnership between physicians and the health system creates collaboration between the nursing staff and physicians.

PROFESSIONAL PRACTICE MODEL

The Professional Practice Model drew inspiration from roundabouts and our CRHS logo; both serve as reflections of our community. Patients and families live at the center of our practice, and the hands in the center represent our nurses and clinicians supporting our patients and families. Our values and care philosophies represent our clinical practice and our iCARE values. These encircle and reinforce our overall practice.



CARE DELIVERY SYSTEM

In 2018, nursing departments customized their care delivery system to define what guides nursing practice specific to each area. The hands represent the nurses supporting patients and families as they deliver nursing care.



Giving Back to Our Community

CONWAY REGIONAL HEALTH SYSTEM: OUR TEAM, OUR PROMISE

OUR
team
OUR
promise
GIVING CAMPAIGN



Thank you

to our

810

Employees, Staff,
Volunteers and Physicians
who pledged over

\$72,640

to support
Conway Regional's
programs and services
benefiting our patients,
co-workers and community.



Increased the number of employees and volunteers participating in the Employee Giving Campaign from 710 in 2017 to 820 with total funds raised surpassing **\$72,000**.



Hosted the 17th Annual Dazzle Daze, a 3-day Holiday Shopping Extravaganza that raised over **\$60,000** for the Conway Regional Health Foundation.

Hosted the 22nd Annual Conway Regional Golf Classic, which raised over **\$62,000**. All proceeds support a local solution to the national nursing shortage by providing nursing student scholarships and supporting UCA School of Nursing Initiatives.

Partnered with the Kitchen Store & More to host a Holiday Preview event which raised over **\$20,000** for the Perinatal Bereavement Program at Conway Regional Health System.

Orchestrated the Conway Regional Tribute Tree campaign that raised over **\$7,500**. The proceeds from the campaign fund scholarships for students in health-related fields.

Partnered with women throughout the community to further the efforts of the Conway Regional Women's Council. This group is involved in many of the Foundation's fundraising and community impact efforts, including:

- Dazzle Daze
- Teacher's Grants
- Women's Health Fair
- Community health education initiatives

64 men were **screened for prostate cancer**, many of them representing high risk groups such as African American or Hispanic men. Under the leadership of oncology outreach nurse Lori Reynolds, the screening was made possible by physicians with Arkansas Urology who donated their time, as well as volunteers from within Conway Regional and the community.

Our volunteers contributed \$25,325 to patient care projects. The majority of those funds were raised through revenue from the Conway Regional Gift Shop.

2760 cases (66,240 bottles) of water were donated by Conway Regional **for use during the 2018-2019 school year to Conway, Greenbrier, Vilonia, Mayflower, Mount Vernon-Enola, Guy-Perkins, St. Joseph and Conway Christian high schools.**

More than 90 preschool children were taught valuable safety lessons prior to entering **kindergarten** thanks to Conway Regional's partnership with the Junior Auxiliary of Conway through the **22nd Annual Safety Town.**



WALK TO REMEMBER

Each year, Conway Regional hosts a walk to remember honor families that have lost children through pregnancy loss, still birth, neonatal death or in the first few months of life. The event is held at Conway High School, and members of the community that have been affected by this type of loss are invited to attend and release a balloon in honor and memory of the children. In 2018, more than 50 families attended the event which included special music, a guest speaker, and the releasing of butterflies by supporters of the Perinatal Bereavement Program.

The event is hosted by Conway Regional's Perinatal Bereavement program, which is dedicated to supporting families through the tragedy of perinatal loss.



The Conway Regional Health Foundation awarded **scholarships to area students, totaling \$24,000**

Free **Women's Health Fair** provided by the Conway Regional Women's Council benefited **250 women and family members** in April.



We hosted **36 high school students on campus for MASH**, a week long health care experience including in-depth tours of the facility, medical training across a multitude of service lines, and presentations from experienced health care providers.



The organization donated **288 cases (6,912 bottles)** of water to local public safety officials including MEMS, Faulkner County Sheriff's Office, the Conway Fire Department, and Conway Police Department.



The CCU as a Wedding Chapel

Health care is a tough industry, but what keeps us coming back every day is the fact that we can make a true impact on the patients and families that trust us to take care of them.

In November of 2018, Kenny and his fiancé Marie arrived in Conway only to realize that Kenny's mother was in the Critical Care Unit at Conway Regional. His mother had been so determined to keep the attention on their wedding that she had hidden her illness and subsequent hospitalization from them.

Upon realizing that his mother was in critical condition, Kenny and Marie immediately began to pull together a wedding ceremony that she could experience. They arranged an officiant, a dress, and a photographer for an impromptu wedding to take place inside of Conway Regional Medical Center.

Our staff was honored to turn the CCU into a wedding chapel to make sure that Kenny's mother could see him marry his sweetheart, Marie. Decorations were hung in her room as she was not able to be moved to the chapel due to her condition. In the presence of Kenny's mother, the couple tied the knot and began their life together.

As a health system, weddings are not something that we get to be a part of every day. But it is our honor to meet our patients and their families where they are and ensure that their time at Conway Regional includes not only high-quality health care but a human experience.



Quality of Care

CONWAY REGIONAL HEALTH SYSTEM: 2018 BY THE NUMBERS



Best Place To Work

ARKANSAS BUSINESS & MODERN HEALTHCARE



52

CARECHEX AWARDS



20% growth

ADMISSIONS FROM OUTSIDE
FAULKNER COUNTY



28 new

PHYSICIANS



96th Percentile

PHYSICIAN ENGAGEMENT



\$45M

INVESTED IN LAST 4 YEARS



80th Percentile

EMPLOYEE ENGAGEMENT

\$50M

PLANNED OVER 3 YEARS



Cardiology

US NEWS & WORLD REPORT

CARECHEX AWARDS

Through continued expansion of services, innovation and an acute focus on patient care, Conway Regional has positioned itself as a leader in health care in central Arkansas, as recently noted after a national assessment of health care services.

Conway Regional recently received a 2018 Quality Award from CareChex® “for medical excellence in overall hospital care” among hospitals located across central Arkansas.

CareChex®, an information service of Quantros, Inc., scores, rates, ranks and compares inpatient quality performance across general, acute, non-federal U.S. hospitals in 38 clinical categories using publicly available data from the most recent and consecutive 10 quarters.

The central Arkansas market, as defined by CareChex®, includes Benton, Conway, Jacksonville, Little Rock, North Little Rock, Pine Bluff, Searcy and Sherwood.

In addition to recognition as the market leader for medical excellence in overall hospital care, Conway Regional also received national recognition in nine services lines for medical excellence or patient safety. Those services include cancer care, cardiac care, gastrointestinal care, heart attack treatment, neurological care, orthopedic care, stroke care, vascular surgery and women’s health.

Professional Clinical Shared Governance



CONWAY REGIONAL'S PROFESSIONAL CLINICAL SHARED GOVERNANCE

- Provides the structure for establishing standards of clinical practice and professional advancement throughout CRMC
- Promotes excellence in clinical practice by establishing, upholding, and advancing evidence-based practice in all clinical settings
- Promotes the ongoing development of members through education, mentorship, peer review, and recognition opportunities
- Promotes knowledge acquisition through the evaluation, application and dissemination of clinical research

PATIENT CARE GOVERNING CONGRESS

Co-Chairs: Derek Carter, BSN, RN, and Courtney Lloyd, BSRT(R)

All clinical professionals are represented by a department council, whose chair attends **Patient Care Governing Congress** monthly meetings. Clinical practice decisions are recommended by Functional Councils for approval by PCGC.

Highlights of accomplishments for 2018 include:

- Selected DAISY and BEE award winners each quarter
- Sponsored the CHAMPS program for high school students
- Collected school supplies for the United Way Stuff the Bus Program
- Approved a restructure that reduces 10 Functional Councils to six, and will allow more front line staff to participate
- Thank The Donor Program was approved
- Hydration Stations were approved
- Christmas gifts for Haven House and CHDC were collected and presented
- Reviewed, revised and developed nursing policies
- Reviewed and revised patient education materials
- Adopted the Johns Hopkins Evidence-Based Practice Model
- Reviewed and revised clinical documentation processes

PATIENT CARE LEADERSHIP COUNCIL

Co-Chairs: Sinee Morse, MSN, RN, and Paula Weatherley, BSRT(R)

The Patient Care Leadership Council serves as **a forum for communication and operational accountability of matters pertinent to patient care delivery** within the Health Care System.

Highlights of PCLC work include:

- Monitoring of outcomes such as turnover, hand hygiene, falls, resuscitation and rapid response, as well as trends noted from reports of events, and reporting of near misses/good catches
- Supporting PCGC efforts

EXECUTIVE COUNCILS

Led by Angie Longing, MHSM, BSN, RN, NE-BC, CNO, and Alan Finley, FACHE, COO

The CRMC Executive Councils support the **development and implementation of strategic and operational direction to promote the highest quality, compassionate patient care** within CRMC.

Highlights of the Nursing Executive Operations Council (NEOC) include

- Improving consistency in administration of personnel policies and practices
- Ensuring coordination between PCGC, ACM, NEOC, Quality Resources, Education and the nursing leadership team
- Supporting and encouraging staff engagement in efforts such as improvements in Central Venous Line management

AWARDS & RECOGNITION

Modern Healthcare

BEST PLACES TO WORK™

2018

ARKANSAS BUSINESS

BEST PLACES TO WORK
2017

ARKANSAS BUSINESS

BEST PLACES TO WORK
2018

“This honor speaks volumes for our future and is a validation of our culture at Conway Regional. For two consecutive years now, an independent survey process has confirmed the high quality of our team and the exceptional work that they do every day.”

—Matt Troup, President & CEO of Conway Regional, regarding the second year in a row being selected among one of the Best Places to Work in Arkansas

Awards & Recognition

CONWAY REGIONAL HEALTH SYSTEM NAMED AMONG BEST PLACES TO WORK

Conway Regional Health System was **named among 39 companies as one of the Best Places to Work in Arkansas.**

The sixth annual recognition program was created by *Arkansas Business* and Best Companies Group as a way of identifying, recognizing and honoring the best employers in Arkansas as well as how they benefit the state's economy, workforce and businesses.

This is the second year that we've has been selected for the honor and one of only two health care systems to be selected for 2018. The other was St. Bernard's Health System in Jonesboro. This is the second Best Places to Work award that the health system won in 2018. Acxiom Corporation and Edafio Technology Partners, two other Conway companies, joined Conway Regional in the state-wide awards circle this year.

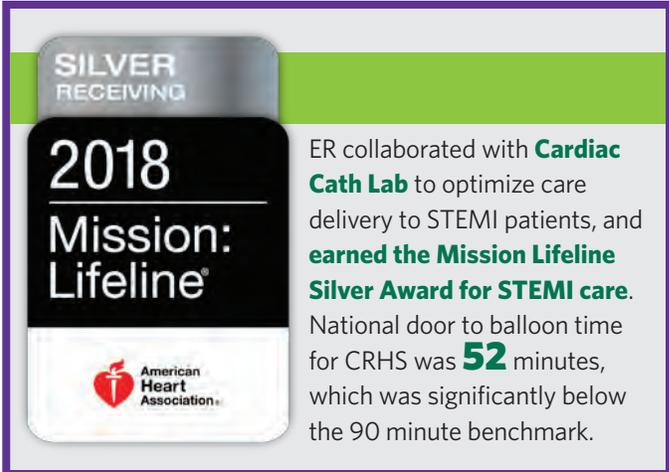
"This honor speaks volumes for our future and is a validation of our culture at Conway Regional," said Matt Troup, President and CEO of Conway Regional Health System. "For two consecutive years now, an independent survey process has confirmed the high quality of our team and the exceptional work that they do every day. I am so proud of the passion and commitment shown by our staff. Healthcare is a calling and our staff reflects that boldly in their commitment to our patients and the community."

Companies from across the state entered the two-part survey process to determine the Best Places to Work in Arkansas. The first part consisted of evaluating each nominated company's workplace policies, practices, philosophy, systems and demographics, while the second consisted of an employee survey to measure the employee experience.

In addition, Conway Regional was the only Arkansas organization named to the **national *Modern Healthcare's Best Places to Work in Healthcare.***

Each year, *Modern Healthcare's Best Places to Work in Healthcare* program identifies and recognizes outstanding employers in the healthcare industry on a national level. **Organizations making the list are honored because they stand out in their efforts to create an empowered and satisfied workforce. They do so by nurturing a sense of loyalty and building engagement with employees.**

Modern Healthcare collects information from each organization's leadership team about company policies, practices, demographics and benefits. The publication then surveys the company's staff about eight core areas: leadership and planning; corporate culture and communications; role satisfaction; work environment; relationship with supervisor; training and development; pay and benefits; and overall engagement.



ER collaborated with **Cardiac Cath Lab** to optimize care delivery to STEMI patients, and **earned the Mission Lifeline Silver Award for STEMI care.** National door to balloon time for CRHS was **52** minutes, which was significantly below the 90 minute benchmark.

Daisy Awards



FOR EXTRAORDINARY NURSES

IN MEMORY OF J. PATRICK BARNES

Conway Regional Medical Center is honored to participate in the DAISY Award to honor nurses who impact patient care.

The DAISY (Diseases Attacking the Immune System) Award is an international recognition program that honors and celebrates the skillful, compassionate care nurses provide every day. The DAISY Foundation was established by the family of J. Patrick Barnes after he died from complications of the auto-immune disease ITP in 1999.

During his hospitalization, they deeply appreciated the care and compassion shown to Patrick and his entire family.

When he died, they felt compelled to say “thank you” to nurses in a very public way.



The Healer's Touch award statue symbolizes the relationship between nurses, patients and families.

DAISY AWARD WINNERS from top L to bottom R:

Q1 2018 DAISY - Nancy Embry, RN, IBCLC,
Womens' & Infants' Services

Q2 2018 DAISY - Mikka Fenley, RN, Oncology

Q3 2018 DAISY - Jessica Branham, BSN, RN,
Emergency Department

Q4 2018 DAISY - Lori Reynolds, BSN, RN, OCN, SSOU

**THE BEE (BEING EXCEPTIONAL EVERYDAY) AWARD
RECOGNIZES ALL NON-NURSING CAREGIVERS.**



BEE AWARD WINNERS from top L to bottom R:

Q1 2018 BEE - Vicki Copeland, 3 South

Q3 2018 BEE - Rhonda Tosh, MS, RDN, CDE, BC-ADM,
Diabetes and Wellness

Q2 2018 BEE - Samantha Passmore, Surgical Services

Q4 2018 BEE - Javier Ramirez, Rehab Hospital



AWARD-WINNING NURSING LEADERSHIP

The **Great 100 Nurses** organization accepts nominations each year, and **exemplary nurses are selected** based on their concern for humanity, their contributions to the profession of nursing, and their mentoring others.



The following nurses were nominated and selected as one of The Great Nurses of Arkansas for 2018:

Angie Longing, MHSM, BSN, RN, NE-BC,
Chief Nursing Officer

Suzanne Harris, MS, BA, BSN, RN, NE-BC,
Director of Medical Surgical,
Cardiac, & Specialty Services

Ruth Ann Fisher, BSN, RN,
Director of Home Health (retired)

Andrea Harrison, RN, Quality & Regulatory Officer

Sindee Morse, MSN, RN,
Information Systems Clinical Analyst

Sarah Duck, BSN, RN, CCE,
Labor & Delivery Clinical Nurse

Nancy Embry, RN, IBCLC, Women's & Infants
Lactation Coordinator

Marilyn Minor, RN, Oncology Clinical Nurse

Gloria Dickson, RN, Conway Regional
Rehabilitation Hospital Clinical Nurse

40 Nurse Leaders Under 40 honors emerging nurse leaders in the state who are under the age of 40. The 40 honorees were **selected using criteria on how each applicant stood out among their peers in four distinctive areas:** Commitment to Excellence, Service/Outreach, Leadership Qualities, and their Contributions to the Advancement of the Nursing Profession.



The following CRHS nurses were nominated and selected as one of Arkansas's 40 Nurse Leaders Under 40 in 2018:

Ashley Pierce, BSN, RN, CCRN, Critical Care

Brooke Richard, BSN, RN, Information Systems

Gabriel Gartman, RN, Critical Care

Brandi Alred, RN, Emergency

Katie Cox, BSN, RN, Emergency

Jena Reekie, BSN, RN, Surgical Services

AWARD-WINNING PHYSICIAN LEADERS



The Dr. Tom Ed Townsend award is awarded to an Arkansas community physician who has provided excellent healthcare and has been a consistent supporter of Arkansas Children's.

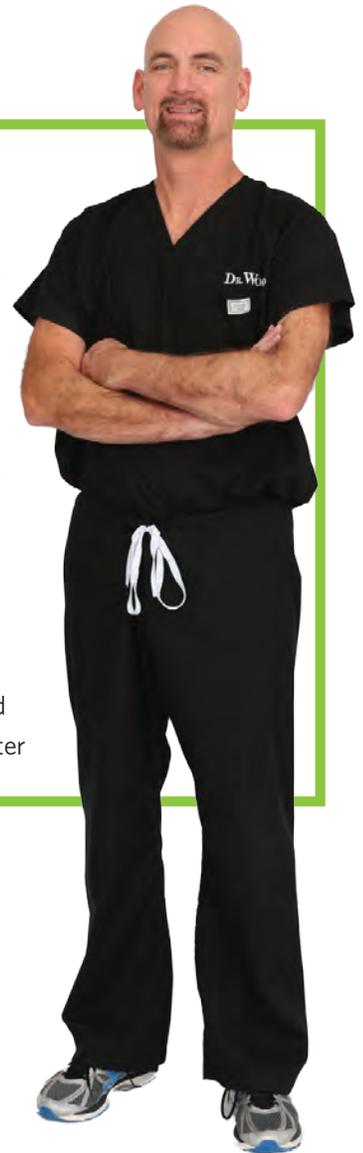
The nominee has made significant and continuous contributions in pediatric healthcare and to ACH over a period of years and/or career.

Honoree: Dr. Alan Lucas
Arkansas Pediatrics of Conway



The Physician of the Year award recognizes and honors a physician who has used their talents and skills to provide exceptional and compassionate care to the North Metro community.

Honoree: Dr. Michael Wood
Renaissance Women's Center



ER earned the **AR SAVES Site Excellence Award** for the third year in a row.

Site Excellence Award Winners



Each year awards for outstanding contributions to the care and treatment of stroke patients are given during the AR SAVES annual conference. This was a year of great accomplishments for our pre-hospital and hospital providers. Awards were given for Site Excellence, Honorable Mention for Site Excellence, Door to Needle

Best Time, Door to Call Center Best Time, Physician Champion, and EMS Champion.

This year's **Site Excellence Award winners went to Conway Regional Medical Center**, Great River Medical Center in Blytheville, and North Arkansas Regional Medical Center in Harrison. Nominated by AR SAVES staff, the winners exceeded expectations in regard to the following selection criteria:

- Contract deliverables
- Outreach and education activities
- Frequency and timeliness of mocks
- Accuracy and timeliness of data submission
- Meetings, conference and NF retreat attendance
- Internal process changes to improve care of stroke patients
- EMS involvement, education, and performance improvement
- Site Scorecard status
- Ongoing staff education

AWARDS & RECOGNITION



2018 EXCEPTIONAL PERFORMERS

In its ninth year, the Conway Regional Health System Exceptional Performer program recognized 203 employees, 20 percent of our eligible staff. This is the largest group to be recognized as exceptional performers.

Jennifer Ahart	Tawnya Gibson	Kristy North
Marvin Alexander	Sheree Gladney	Lou Ann Oade
Bonnie Allen	Tyson Gooch	Virginia Parker
Tyisha Allen	Tara Goodrich	Zachary Parks
Brandi Alred	Lesia Green	Rachel Parsons
Crystal Baker	Authra Hardiman	Stacy Patterson
Heather Baker	Danny Harmon	Kristine Pemberton
Brent Balentine	Rebecca Harper	Kathryn Pennington
Amanda Barnes	Melanie Harrington	Johnnie Peters
Rainey Bart	Brandon Harris	Ashley Pierce
Lisa Bernardini	Summer Hartwick	Karen Pierce
Donna Beshears	Griffin Hawthorne	Kristian Poole
Janice Biggs	Carl Henderson	Jessica Porter
Rebecca Blansett	Michael Henry	Ruston Predmore
Kayla Bodirsky	Haley Hickey	Stormy Prewitt
Alex Bodnar	Cynthia Hiegel	Veronica Price
Pamela Boyd	Ivan Hollaway	Meg Prince
Lynn Braden	Dacia Holliman	Lauren Ramoly
Alisha Briggler	Sheila Holliman	Mary Rasmussen
Xy'lina Briggs	Kristen Howell	April Ray
Ryan Brown	Katie Hunt	Amelia Reed
Tammy Brown	Kayla Hunter	Malinda Reedy
Gwen Brunson	Brittany Jackson	Ragen Reeves
Lisa Buck	Lesly James	Lori Reynolds
Susan Burgess	Brandi Johnson	Rae Rhodes
Alan Caffrey	Brenda Johnson	Brooke Richard
Kayla Canard	Jordan Johnson	Dena Ridge
Andrea Carroll	Amanda Jones	Dolores Rigsby
Derek Carter	Matthew Kakilala	Stephanie Robbins
Amanda Castillo	Brandi Keith	Lanette Rogers
Tara Caudle	Paula Kennedy	Christina Ross
Amanda Chang	Shana Kersey	Karon Scroggin
Debbie Clute	Kelley King	Brittany Scroggins
Lucinda Cochran	Alicia Langston	Zachary Six
Jennifer Cooper	Kathy Lawson	Jessica Slayton
Victoria Copeland	Thaveep Leach	Nicole Smith
Stephanie Cothran	Amber Ledbetter	Erica Speer
Katie Cox	Mallory Lefler	Lisa Speer
Marlo Criswell	Ronda Lehman	Luann Stiefvater
Deborah Crow	Lindsay Liles	James Stobaugh
Marilyn Dail	Hannah Linz	Jodi Strasner
Abby Davis	Courtney Lloyd	Holly Sublett
Donna Davis	Faith Lyke	Heather Sutherland
Jenny Davis	Ian Lynch	Alicia Taylor
Sheree Davis	Leslie Mann	Marc Thompson
Kathy Carter	Suzette Marks	Kathryn Thrash
Sharon Dean	Carmen Marrall	Rhonda Tosh
Laura Donaldson	Bryan Martin	Jouquin Troncoso
Patricia Donar	Damion Martin	Edna Velte
Sarah Duck	Rae Mayden	Justin Waldron
Brandi Edmunds	Ashley Mayor	Dusty Wantland
Heather Elder	Kristi McCurley	Brett Watts
Nancy Embry	Ava McDaniel	Paula Weatherley
Kim Essary	Jennifer McGlawn	Jayme Weaver
Jowayna Farris	Mary McMullan	Sandra Weigt
Amy Fischer	Amber McNew	Melinda Weller
David Flowers	Kim McNew	Kathy Wesson
James Foster	Regina McNew	Sandra Westbrook
Melissa Fowler	Whitnee Mendenhall	Carrie Williams
Erica Freeman	Kenneth Miller	Karissa Williams
Sarah Freeman	Tina Miller	Kim Wilson
Rikki Fryar	Santana Mills	Takeisha Witherspoon
Deborah Fulton	Marilyn Minor	Shannon Woodhall
Brenda Garlington	Rebecca Molacek	Tiffany Yarbrough
Jenney Garrett	Bronson Montz	Letisha Young
Kayla Garrett	Kathryn Morris	Yanjun Zhao
Gabriel Gartman	Sindee Morse	
Jennifer George	Sarah Nixon	

2018 AWARDS & RECOGNITION

52 CareChex® Awards, including:

#1 Hospital in the Central Arkansas Market

for Medical Excellence in Overall Hospital Care (2018)

#1 Hospital in the State

for Patient Safety in Orthopedic Care (2018)

#1 Hospital in the State

for Medical Excellence in Women's Health (2018)

2018 Best Places to Work *Arkansas Business*

2018 Best Places to Work Nationally

Modern Healthcare

AR SAVES Site Excellence Award

Great 100 Nurses

Angie Longing, MHSM, BSN, RN, NE-BC, Chief Nursing Officer

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Marilyn Minor, RN, Oncology Clinical Nurse

Gloria Dickson, RN, Conway Regional Rehabilitation Hospital,
Clinical Nurse

Arkansas's 40 Nurse Leaders Under 40

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Brandi Alred, RN, Emergency

Katie Cox, BSN, RN, Emergency

Jena Reekie, BSN, RN, Surgical Services

Top 500 Home Health Elite Recognition



More Than 50 Reasons to Celebrate.

This year, CareChex® named Conway Regional:

#1 Hospital in the Central Arkansas Market for Medical Excellence in Overall Hospital Care (2018)*

#1 Hospital in the State for Patient Safety in Orthopedic Care (2018)*

#1 Hospital in the State for Medical Excellence in Women's Health (2018)*

Plus, 49 other prestigious awards*



One Team. One Promise.

In addition to our full and dedicated team, we would like to thank you, our patients, for continuing to trust Conway Regional for your health care needs.

*CareChex® — an information service of Quantros, Inc. 