

Challenge Award Presented to White River Medical Center

White River Medical Center (WRMC) recently received the Challenge Award at the 12th annual awards celebration for the Arkansas Institute for Performance Excellence in Hot Springs. More than 250 business and civic leaders from throughout the State attended the celebration.

The Challenge Award recognizes organizational Performance Improvement. This level examines the processes for leadership, strategic planning, customer and market focus, measurement and analysis, human resources, process management and results. The Arkansas Institute for Performance Excellence presents awards in four categories at its annual conference each year. This year 16 sixteen companies from all areas of the state were recognized for their performance improvement efforts.

The WRMC Quality Management Department, led by Director Janet Gerner develops and monitors hospital wide quality initiatives. Gerner and staff are experts who champion quality initiatives through sharing of knowledge and daily monitoring of patient records for real time education of patients, staff and physicians. They develop reward systems for nursing staff that excel in the project objectives and engage physicians by reporting progress at monthly meetings.

White River Medical Center is the White River Health System (WRHS) flagship facility. WRHS is a not-for-profit, multi-facility healthcare organization serving residents of North Central Arkansas. WRMC is a regional referral center and Stone County Medical Center (SCMC), a critical access hospital. Healthcare facilities are located throughout a six county area. WRHS is a major employer in the area with more than 1,400 employees.

The Arkansas Institute for Performance Excellence (AIPE), created in 1995 by the private business community, is a not-for-profit organization dedicated to creating learning opportunities that foster the application of continuous quality improvement. The program's goals are to provide a framework for achieving quality excellence and encourage Arkansas organizations to engage in continuous quality improvement, and to provide education and recognition to these organizations. Based on the broad representation attending the September 25th celebration, the program has met with statewide acceptance by organizations that understand the value of quality in today's workplace.