

## **White River Medical Center Received Achievement Award from Governor's Quality Award Program**

October, 2007 - Little Rock, Ark – White River Medical Center (WRMC) in Batesville was one of eleven organizations and one individual recognized by the Governor's Quality Award Program for performance excellence during the 13th annual awards celebration on Monday evening, October 22 at the Statehouse Convention Center in Little Rock. More than 250 business and civic leaders from throughout Arkansas attended the celebration.

The awards ceremony included four award levels of Performance Excellence (in descending order of qualifications): the "Governor's Quality Award," the "Achievement Award," the "Commitment Award," and the "Challenge Award." The Challenge award recipients attended a seminar in the spring educating top leaders about the criteria and improvement process. This year, the "Governor's Quality Award for Leadership" was also presented.

White River Medical Center of Batesville received the Achievement Award.

Organizations applying for the Achievement Award, through their commitment and practice of quality principles, have demonstrated systematic processes. Application in this level requires a three-page overview of the organization's operation, a self-assessment of how the organization is applying the seven and the 19 items of the Award Criteria and commitment of the executive leader or the organization. Evaluation may include a site visit by the examination team. A written feedback report outlining strengths and areas for improvement toward the next level of achievement is provided. Achievement Award applicants strengthen the overall Governor's Quality Award program by providing an examiner trainee and through voluntary assistance to other organizations.

Recognition is provided to organizations that have demonstrated significant progress in building sound and notable processes through their commitment and practice of quality principles to attain performance excellence.

White River Medical Center, a 199-bed regional referral center in Batesville provides healthcare services to the residents of North Central Arkansas. With more than 1,100 employees, WRMC is one of the area's largest employers. White River Medical Center is the flagship facility of White River Health System, a multi-facility, not-for-profit organization providing acute inpatient services, outpatient services, home health and long term care to patients and residents throughout our service area. Tammy Gavin, FACHE, COO and Janet Gerner, Director of Performance Improvement created and led the team that engaged every employee in every department in the process. By focusing on improving patient satisfaction, quality outcomes, employee satisfaction, financial results and volume growth, WRHS is working to become an organization where patients choose to receive care, employees want to work, physicians want to practice, and families and visitors feel welcome.

Ash Flat Healthcare and Rehabilitation Center received the Commitment Award.

Ash Flat Healthcare and Rehabilitation Center is a skilled nursing facility that provides skilled therapy, including physical therapy, occupational therapy and speech therapy. It also provides skilled nursing care, wound care and surgical recovery care. Ash Flat Healthcare, a part of the Diversicare Corporation, provides healthcare for the elderly in its community.

Organizations receiving the Challenge Award were: Arbor Oaks Healthcare and Rehabilitation Center, Ashland Inc., Conway Healthcare and Rehabilitation Center, First National Banking Company (FNBC), Newport Healthcare and Rehabilitation Center, Saline Memorial Hospital, Sheridan Healthcare and Rehabilitation Center, The Pines Nursing and Rehabilitation Center, and Walnut Ridge

## Nursing and Rehabilitation Center.

Arbor Oaks Healthcare and Rehabilitation Center at Malvern is a 104-bed skilled facility with a recent renovation to include a state-of-the-art therapy gym and equipment. It's team approach to rehabilitation means the staff works together to enhance the quality of life by reshaping abilities and reaching new skills. Arbor Oaks offers complex medical care, short-term rehabilitation, respite care and long-term care, and provides a wide range of services to its patients. Realizing that each customer is unique, Arbor Oaks' goal is to meet the needs of each individual, treating each person with dignity, respect and compassion while providing the best care possible.

Ashland Inc. is a diversified chemical company that provides innovative products, services and solutions. Its facility at Jacksonville has 50 employees. Ashland's vision is to be a leading, global chemical company whose inspired and engaged employees add value to all they touch. Ashland satisfies its customers by delivering results through quality chemical products and services.

Conway Healthcare and Rehabilitation Center is a 105-bed skilled nursing facility in Conway. It provides short-term rehabilitation, complex medical care and long-term care, with a focus on designing individual treatment plans that allow each patient to achieve his or her highest level of functional independence. Conway Healthcare and Rehab offers an orthopaedic rehab program, a neurological rehab program and a complex medical rehab program to address a wide scale of issues. It offers long-term care, including 24-hour skilled nursing; physical, occupational and speech therapy; social services, nutritional therapy; and respite care and activities.

First National Banking Company (FNBC) is headquartered in Ash Flat, which has a population of 977. With more than \$375 million in assets, First National is the only bank in the state of its size that is based in a town of less than 1,000 population. Founded in 1912, FNBC is celebrating 95 years this year of serving the people in its markets with the latest in banking services and products. The bank has a tradition and reputation of being a true community bank by supporting the many worthwhile causes in its communities. Currently, FNBC has 11 branches in Sharp, Izard, Fulton, Independence and Baxter counties. In 2003, it was named one of the Governor's Family Friendly Employer award winners.

Newport Healthcare and Rehabilitation Center is located in Newport, a rural community in Northeast Arkansas. Newport's population is just under 8,000 and the town sits on a major interstate, just 84 miles from Little Rock. Newport Healthcare and Rehabilitation Center is a skilled nursing facility licensed for 130 beds, all of which are dually certified to provide Medicare and Medicaid services to the elderly and / or disabled citizens of Jackson and other surrounding counties. The facility also offers a 29-bed, secured dementia unit to better serve those residents who are at risk for elopement and other behavioral problems. In addition to offering skilled nursing services, Newport Healthcare and Rehabilitation Center also offers respite services, short-term rehabilitation services and Hospice services.

Saline Memorial Hospital (SMH), located in Benton, is focused on providing quality, safe care to every patient. The hospital supports the 5 Million Lives Campaign to reduce patient harm along with many other safety and quality initiatives. SMH has grown with its community and continues to meet the needs of one of the fastest growing areas in the state.

Sheridan Healthcare and Rehabilitation Center is a 121-skilled bed facility in Sheridan. The facility recently underwent a complete renovation that has incorporated two specialty units: the Lighthouse Unit, which is a dementia unit, and the Lifesteps Unit, which is a short-term rehab unit. Sheridan Healthcare and Rehab Center is managed by Diversicare Management Services. The regional vice president for the state of Arkansas is David Barker.

The Pines Nursing and Rehabilitation Center is a 70-bed, long-term-care facility in Hot Springs. It offers an outstanding rehabilitation department that offers occupational, speech and physical therapy. It accepts Veterans Administration contracts, respite care, Medicare, Medicaid, private pay and private insurance.

Walnut Ridge Nursing and Rehabilitation Center is located in the rural northeast corner of Arkansas. It is a skilled nursing facility with 119 dually certified beds, including a 12-bed secured unit for residents at high risk for elopement and / or dementia-related behaviors.

Barbara Harvel, former executive director of the Governor's Quality Award program, received the Governor's Quality Award for Leadership.

Barbara Harvel led what is now the Governor's Quality Award program from its inception in 1995 until mid-2007. As Executive Director, she not only helped grow and develop the organization but worked tirelessly to lead a large and diverse number of businesses and organizations through the rigorous process of striving for performance excellence. Along the way, the organization changed its name from the Arkansas Quality Award and then the Arkansas Institute for Performance Excellence before becoming the Governor's Quality Award. She and the board of directors have guided an incredible group of volunteers that in 13 years has devoted more than 94,000 hours of their time and talent to providing expertise on quality initiatives to the program and the state. Earlier this year, she accepted the position of Director of Career and Corporate Development at Ouachita Baptist University in Arkadelphia.

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 Governor's Quality Award Program was created as a not-for-profit organization dedicated to creating learning opportunities that foster the application of continuous quality improvement principles.

The Chairman of the Board of Directors of the Governor's Quality Award program is W. Steven Carter, CEO of Elder Stay At Home, Inc., in Rogers. Organizations and companies interested in participating in the program should contact the Governor's Quality Award office by calling 501-373-1300 or accessing their web page at [www.arkansas-quality.org](http://www.arkansas-quality.org).