

# FIGHTING COVID-19 TOGETHER



2020 ANNUAL REPORT



# A MESSAGE

## TO THE COMMUNITY

To say the least, 2020 was a historic year. Across Arkansas and our nation, people were blindsided by the pandemic that invaded our world. Every individual experienced disappointment and heartache as a result of COVID-19, whether it be from canceled plans, changed goals, lost jobs or, the worst of all, lost loved ones. We will be forever scarred from the marks left by the past year.

White River Health System (WRHS) employees were not exempt from this pain. We felt the pain of the situation through the circumstances in our own lives, and through the circumstances we lived through the lives of our patients and their families. We grieved daily for our communities and the healthcare community as a whole. Due to COVID-19 restrictions, many members of our communities had a family member, friend or loved one who had to have medical care without a support person. While we know this was difficult, our staff stepped in to offer extra support. We understand that it could never match the comfort that a family member would give; however, we are proud of our employees for providing a level of care well beyond what was required in order to support patients physically, mentally, and emotionally. They truly are Healthcare Heroes.

Along with the additional restrictions and guidelines, we were saddened to have to make the decision to cancel many of our annual screenings and events. These are important to us. They serve as an opportunity for us to connect with our community in a way that's different from our everyday operations. Our decision to cancel these events was not made lightly; however, as an organization that focuses on wellness and health, it was important to us to protect our staff and community members as much as possible. We look forward to the days when we can offer these events again.

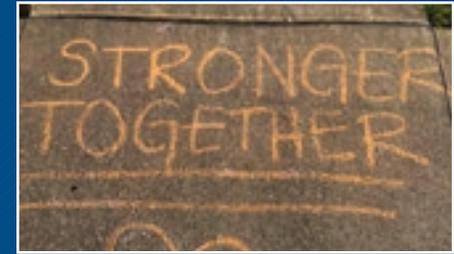
Despite all shortcomings, our communities proved that we are stronger together. WRHS is in awe of the overwhelming support and patience that was provided to us as we faced the challenges of providing care to our residents through the pandemic. Our staff members were encouraged by the acts of kindness sent our way: inspirational notes left on cars, posters created by local students, uplifting words painted on our sidewalks with chalk, and donations of food and supplies. Many community members joined our health system during Light Up the Night, a parking lot prayer event. There was a sense of peace and reassurance as our employees looked over our parking lot filled with flashing headlights. Moments like these gave us just what we needed in the dark times we were facing: hope. They also reminded us that we live in, and serve, a number of wonderful, caring, giving communities.

We are eager to, one day, welcome visitors through our doors again, to walk the halls of our hospital and see the smiling faces around us and to have our volunteers return and bring a smile to patients and visitors with their friendly greetings or treat deliveries. While we hope these things return in some form, we also understand the reality that things may never be exactly the same as they were before the pandemic. The pain and marks of this past year will live with us as we decide how to move forward. That being said, this experience has strengthened us and taught us. We won't use this newfound strength and wisdom to simply rebuild what we had yesterday - we will use what we have learned to help build a better tomorrow.



*Gary Paxson*

Gary Paxson | WRHS President & CEO



# PEOPLE

The heart of White River Health System (WRHS) is the people we serve: patients, visitors, providers, employees, and volunteers. This past year caused stress, isolation, and fear for all. Our hospital doors closed to visitors, and our volunteers were asked to stay home for their safety. When our community hurt, WRHS hurt as well. We are grateful to our employees for their dedication to ensuring our patients continued to receive quality care during these times of need. And we thank our communities for the support they provided to our healthcare workers. The patience, understanding, and support of local residents and businesses gave us the strength to continue fighting during this time.

## AWARDS

### WRHS NURSES SELECTED AS TOP 40 NURSE LEADERS

Angela Chapman, MSN, RN, WRHS Education Department Manager, and Stephanie Welch, MSN, BAP, RN, CMSRN, WRHS Director of Quality, were selected as Arkansas Center for Nursing's Top 40 Nurse Leaders Under 40. This recognition celebrates and encourages exemplary dedication and leadership in the nursing profession. Nominees are selected through a competitive process that evaluates nursing leaders' commitment to excellence, service, outreach within their community, leadership skills, and involvement in advancing the nursing profession.

"We are proud to have leaders in our organization who are passionate about improving quality of care and helping our staff provide the best care possible to our patients," said Gary Paxson, WRHS President and CEO.



### CAMPBELL RECOGNIZED AS HEALTHCARE HERO

Jennifer Campbell, a registered nurse at White River Medical Center (WRMC), was recognized as a healthcare hero by U.S. Senator John Boozman

for her work on the frontlines during the COVID-19 crisis. While she wears many hats for WRMC (serving as the Trauma Program Manager, AR Saves Facilitator, and Emergency

Room Clinical Educator), she added another by leading the charge for community drive-up testing at WRMC during the COVID outbreak in WRHS's eight-county service area. She has graciously served the community, patients, and staff of WRMC by taking ownership of the community drive-up COVID testing, as well as employee testing when needed. Thank you, Jennifer, for your tireless efforts to keep the community healthy and well.



### DICK BERNARD AWARDED FOR 20 YEARS OF SERVICE

Gary Paxson, President and CEO of WRHS, and members of the WRHS Foundation Board of Trustees honored Dick Bernard, President of

the WRHS Foundation Board of Trustees, with a plaque for his 20 years of service. During Dick's time on the Board, the WRHS Foundation raised approximately \$20 million to benefit services, scholarships, and new technology.

"I am proud that I was able to serve our local healthcare facility through the WRHS Foundation," said Dick. "The WRHS Foundation's impact could not be what it is without the WRHS Board of Trustees, employee giving, the Auxiliary, our local business contributions, and many individuals in our communities."

We are so grateful to Dick for his service and dedication to our organization and community.

## INTERNAL MEDICINE RESIDENCY

Congratulations to the first class of the Internal Medicine (IM) Residency program at WRMC, which graduated in July! This was an exceptional achievement not only for the residents themselves, but also for our healthcare organization as a whole - helping to ensure continuation of the program into the future.

As the class of 2020 transitioned out of the program, Dr. Gilbert-Roy Kamoga transitioned into a new role as the new IM Residency Program Director. As director, Dr. Kamoga will be responsible for ensuring the quality and effectiveness of instructions and scholarly activity conducted within the program - overseeing recruitment, evaluation, promotion, and supervision of the residents.

The Graduate Medical Education program is responsible for the IM Residency program at WRMC, and we offer our highest accolades to all involved for these exciting accomplishments.

## EMPLOYEE OF THE YEAR

WRMC employees chose an Employee of the Year from a group of 12 employees previously recognized as Employees of the Month in 2020. Karen Taylor, Dietary Aide, was chosen by her peers as WRMC's Employee of the Year. The WRMC Employees of the Month are nominated by their peers for best demonstrating a PRIDE standard. The PRIDE standards are Prompt Service, Respect, Involved, Demeanor, and Environmental Focus.



When presenting Karen with her award, Gary Paxson, President and CEO of WRHS, described her as attentive, thoughtful, and instrumental. Karen began working at WRMC's coffee shop in June of 2019 as a barista. Six months later, she became a leader for the food line in Cafe V. Throughout her time at WRMC, she has been a patient and colleague favorite due to her outstanding demeanor and ability to get to know her customers. When COVID began, Karen happily provided assistance anywhere she could, including moving to a position as a hostess. She provided extraordinary work ethic that helped the department function during unprecedented times. Karen exceeded the needs of customers and was even selected for a Helping Hand Award earlier this year. She can make friends with anyone she comes in contact with, and others find joy in her presence.

## MEET OUR NEW PROVIDERS



Cristie Allen, APRN,  
WRMC Cardiology



Blake Dixon, MD,  
Midway Medical Clinic



Doreen Kamoga, MD,  
WRMC Internal Medicine Clinic



Luke Edgecombe, MD,  
WRMC Surgery Clinic

# SERVICE

Our service to our communities goes beyond medical care within our facilities. WRHS is focused on events, partnerships, and resources that will provide additional support and preventive care to our area residents. While the pandemic made outreach challenging, WRHS was determined to continue this service. Although many of our events and screenings were canceled, we discovered creative ways to engage with our communities.

## VIRTUAL WRMC 5K A SUCCESS

Our Highway to Health 5K Run/Walk was held virtually this year due to COVID-19, and community support remained strong. With 133 virtual runners and 38 additional individuals making donations as spirit runners, the event raised more than \$11,000 to support local schools' food pantries. Thank you to all who helped make this year's Highway to Health 5K a success.

## DONATIONS

WRHS was honored to have the opportunity to partner with local schools and businesses to provide donations which included:

- Diaper donations to the Batesville School District.
- Donation of supplies needed to care for animals at the Humane Society of Independence County as they rescue stray and injured cats and dogs, provide temporary care of homeless animals, and facilitate adoption of homeless animals to permanent homes.
- Donations to our local schools' food banks.



## VIRTUAL VISITS AVAILABLE 24/7

WRHS is proud to have successfully launched WaveLink – an online platform that allows patients to connect with a healthcare provider through a smartphone, tablet, or computer with a camera. Through the online platform, patients can schedule immediate, real-time video/virtual visits 24 hours a day, seven days a week, from anywhere. A convenient option for evaluating minor conditions, WaveLink also allows providers to prescribe medications in certain situations.

## WRMC CANCER CARE CENTER OFFERS NEW TREATMENT

The WRMC Cancer Care Center, an affiliate of WRHS, received certification to provide new radiation treatments: Stereotactic Radiosurgery (SRS) and Stereotactic Body Radiation Therapy (SBRT). These treatments reduce the required visits for radiation therapy and can lead to better outcomes and fewer side effects. The new certification means patients of the area no longer have to travel to Jonesboro or Little Rock to receive SRS or SBRT – allowing them to stay closer to home for the care they need.

## COVID-19 RESPONSE

### • Free COVID-19 Assessments Through WaveLink

For residents experiencing COVID-19 symptoms (such as fever, cough, or shortness of breath), WRHS made online resources available and offered free, 24/7 COVID-19 assessment via the WRHS telehealth service.

### • Vaccines Introduced to Staff

Marking a significant milestone in the fight against COVID-19, pharmacists and nurses at WRMC began the process of vaccinating frontline healthcare workers with a successful controlled vaccination clinic. The initial vaccines were administered to employees providing direct patient care and at highest risk of contracting the virus – helping to ensure our team would remain healthy in order to continue caring for the community.

### • Community Drive-Thru Testing and Screening

In May, a Community Drive-Thru Screening event (a collaborative effort between the Independence County Health Department, UAMS Family Medical Center, and WRHS residents and staff) was held to assess and test participants for COVID-19. Medical professionals were available to evaluate individuals' symptoms and possible exposure, and tests were conducted if necessary. We were proud to help make this event possible.



# QUALITY

WRHS is always focused on providing quality care to our patients. We are here to ensure the care you need, where you need it. While family, friends, and loved ones were unable to enter the hospital due to COVID-19 restrictions, our employees tried to step in as an emotional support to patients. While we know it could never fulfill the love that a family member could provide, we hope it is a testament to our communities of the quality care we are always seeking to provide. WRHS was humbled to receive a number of awards in 2020 that validated the steps we are taking to achieve this mission.



## AWARDS

### • TOP 100 RURAL & COMMUNITY HOSPITAL

WRMC was named a 2020 Top 100 Rural & Community Hospital by The Chartis Center for Rural Health! This annual award honoring rural hospital performance is determined by the results of iVantage Health Analytics' Hospital Strength INDEX® – the industry's most comprehensive and objective assessment of rural hospital performance, which assesses market-based, value-based, and finance-based categories. Hospitals recognized as a Top 100 facility had one of the 100 highest overall scores among all rural and community hospitals nationally.

This is the third consecutive year for WRMC to be recognized. Thank you to everyone who is responsible for this achievement!

### • COMMUNITY COLLABORATION AWARD

During the Batesville Area Chamber of Commerce's Annual Meeting and Gala, WRHS's Community Engagement Division was presented with the Community Collaboration Award. WRHS was praised by Southside School District Superintendent Roger Rich, who said the WRHS team is always willing to partner on projects, provide speakers, and do so much more.

### • GOVERNOR'S QUALITY AWARDS

On October 6, WRHS was one of 14 organizations from across the state to be recognized with an Arkansas Governor's Quality Award. We received the Challenge Award, which is the starting point for any organization on the Governor's Quality Award journey. Challenge Award recipients have completed the first of four award levels and are moving toward the fourth and highest level in the state – the Governor's Quality Award for Performance Excellence.

### • STROKE PROGRAM ALL STARS AWARD

Stone County Medical Center (SCMC) was presented the Stroke Program All Stars Award at the 2020 UAMS Institute for Digital Health & Innovation (IDHI) Stroke Program Conference – formerly known as the AR SAVES Conference. SCMC was only one of five hospitals in Arkansas to meet the criteria for this award.

"I am very proud of the staff at SCMC and the dedication they have to stroke care," said Gary Paxson, WRHS President and CEO. "We are honored to receive this award and are ready to serve any patient walking through our Emergency Department."

### • 4-STAR RATINGS

Both White River Medical Center and Stone County Medical Center received 4-star ratings from the Center for Medicare & Medicaid Services (CMS) in 2020. The star ratings are calculated based on a hospital's performance on certain measures found on the Hospital Compare website.

### NATIONAL "AGE-FRIENDLY HEALTH SYSTEMS" INITIATIVE

WRHS has joined the movement to become an Age-Friendly Health System – an initiative launched in 2017 by The John A. Hartford Foundation and Institute for Healthcare Improvement (IHI). As an Age-Friendly Health System, we are working to make care for older adults even more tailored to patients' goals and preferences and consistently of high quality.

### RECOGNIZED FOR STAYING WITHIN 2020 READMISSION STANDARDS

Kaiser Health News (KHN) recognized WRMC as one of only five hospitals in Arkansas to stay within the readmission standard for 2020. Hospitals that are unable to stay within the readmission range are penalized with reductions in government funding by as much as three percent for each patient. We are proud to have met the readmission standards and to provide premium care to our patients.

### RAPID-RESPONSE COVID-19 RELIEF GRANT

The Blue & You Foundation for a Healthier Arkansas awarded WRHS a grant in its Rapid-Response COVID-19 Relief program. The grant (totaling \$112,000) was used to expand telehealth services to COVID-19 patients and high-risk patients with chronic diseases by implementing remote patient monitoring in north central Arkansas.



# GROWTH

We are proud to serve the residents of eight counties across north central Arkansas. With two hospitals, 19 primary care clinics, and 19 specialty clinics, WRHS is a regional healthcare leader. It is our responsibility and focus to ensure we can provide the care our residents need, especially during the past year. WRHS invested in expansion of services and technology to enhance medical care.

## ROBOTIC-ARM-ASSISTED TOTAL KNEE REPLACEMENTS AVAILABLE AT SCMC

SCMC became the first hospital in Arkansas of its size to provide robotic-arm-assisted total knee replacements with Stryker's Mako System. The system changes the way joint replacement surgeries are performed – creating a more precise surgical experience and increased accuracy during every procedure, all of which lead to better recovery for patients.

Through CT-based 3D modeling of bone anatomy, surgeons can use the Mako System to create a personalized surgical plan and identify the implant size, orientation, and alignment based on each person's unique anatomy. The Mako System also enables surgeons to virtually modify the surgical plan intra-operatively and assists the surgeon in executing bone resections. We are happy to provide our patients with the benefits of this highly advanced technology.

Orthopaedic providers at WRMC began offering Mako in 2017, and they were the first hospital in north central Arkansas to offer this service.



# FINANCE

The White River Health System (WRHS) Foundation supports the healthcare mission of WRHS through charitable giving, grant writing, and fundraising events. In 2020, Foundation proceeds were used to benefit nursing scholarships, 3D mammography technology, as well as cancer awareness, detection, and prevention.

## COMMUNITY SUPPORT

During these trying times, we have been the recipient of numerous gifts from community organizations. We are very grateful for the generous donations of masks, food, funds, etc., and we offer our sincere thanks to the businesses and individuals who assisted during this time of need.

## PAINT THE TOWN PINK

The WRHS Foundation expresses their gratitude and appreciation to the multiple businesses that helped raise funds during Paint the Town Pink (PTTP). The community's support helps WRMC provide 3D mammography to the residents of our area. Throughout the month of October, community members and businesses were able to participate in PTTP in several ways, including purchase of a yard sign, T-shirt, window painting, participating in a Give Back Night, and miscellaneous donations. To all who took part, we thank you for your generosity!

## PEP CLUB – NOW CAREGIVERS

The WRHS employee giving program, PEP (Positive Empowered People) Club, made the name change to CareGivers. Employees participating in the program

generously support our organization by donating a small percentage of their monthly earnings. In 2020, 373 employees helped raise over \$92,000 to support a variety of needs. CareGivers funds benefit the following Foundation priorities: Area of Greatest Need, Community Engagement, Mental Health, Nursing Scholarships, Patient Assistance, Ribbons of Hope, WRMC ER, and WRMC Residency Program.

## THE SCMC AND WRMC AUXILIARIES

The WRMC and SCMC Auxiliaries are composed of many volunteers who give their time and use their individual talents to serve patients and visitors. One of the many ways they serve is through the WRMC Cheering Section and the SCMC Birdcage gift shops at WRMC and SCMC. Every year, the auxiliaries donate a portion of the proceeds from the gift shops to provide funds for the greatest needs.

This year, the WRMC Auxiliary donated \$75,000 towards cancer prevention and treatment. The SCMC Auxiliary donated \$3,580 this year for chairs for the patients, rooms. Over the next six years, the WRMC Auxiliary has pledged to donate \$500,000, making a significant impact in our hospital and communities. The funds will be instrumental in providing great quality care to the patients fighting cancer.



## New Grants Awarded 10/1/2019 – 9/30/2020

Arkansas Department of Transportation	\$64,750
Blue & You Foundation	\$112,000
Arkansas Cancer Coalition Transportation Grant	\$3,500
Genentech Corporations	\$1,000
Arkansas Farmers' Market	\$300
AR Ready for Business Grant	\$16,000
AR Community Foundation	\$16,848
Entergy – COVID-19 PPE Assistance	\$1,000
Sharp County Community Foundation	\$1,140
Meals on Wheels	\$12,600
AR Economic Development Commission	\$200,000
<b>Grand Total</b>	<b>\$429,138</b>

## Total Amount Awarded

\$64,750
\$112,000
\$3,500
\$1,000
\$300
\$16,000
\$16,848
\$1,000
\$1,140
\$12,600
\$200,000
<b>\$429,138</b>

# WHITE RIVER MEDICAL CENTER

Salaries, Wages, and Benefits:  
**\$81,428,000**



Supplies:  
**\$28,580,587**

Purchased Services:  
**\$11,965,159**



Inpatient Admissions:  
**8,030**

Births:  
**687**

Surgeries:  
**6,001**



ER Visits:  
**27,335**



Charity Care:  
**\$3,501,564**



Number of Employees:  
**1,557**

# STONE COUNTY MEDICAL CENTER

Salaries, Wages, and Benefits:  
**\$7,895,028**



Supplies:  
**\$2,885,113**

Purchased Services:  
**\$92,051**



Inpatient Admissions:  
**484**

Surgeries:  
**1,170**



ER Visits:  
**5,738**



SCMC Charity Care:  
**\$324,004**



Number of Employees:  
**135**



 **WRMC Medical Complex**  
ER Visits: **6,380**

**WRHS Foundation**  
Funds Raised:  
**\$425,856.72**



**WRHS Clinics**  
Salaries, Wages, and Benefits:  
**\$42,366,893**  
Supplies:  
**\$14,680,838**  
Purchased Services:  
**\$2,178,953**

Total Charity Care:  
**\$3,825,568**  
CareGivers Members:  
**373**  
Funds Raised:  
**\$92,151**

WRMC Cheering Section Gift Shop in 2020  
**\$297,053.90**  
SCMC Bird Cage Sales in 2020  
**\$4,706.33**

# LEADERSHIP

## WHITE RIVER HEALTH SYSTEM

### EXECUTIVE LEADERS

Gary Paxson, President and CEO  
Doug Bernard, MD, VP and  
Chief Medical Officer

Terri Bunch, VP and Chief Nursing Officer  
Lindsey Castleberry, VP of Human  
Resources and General Counsel

Tammy Gavin, VP of Outreach Services  
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