

2024 ANNUAL REPORT





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About Dardanelle Regional

In June 2019, Conway Regional Health System began managing Dardanelle Regional Medical Center. The 35-bed critical access medical center employs a medical team and staff of more than 100 medical professionals.

Dardanelle Regional offers a variety of services, including inpatient medicine, heart care, emergency services, family practice, outpatient counseling, pain management, physical therapy, radiology, senior behavioral health, sleep studies, and swing bed services.

The Dardanelle Regional Medical Center team is dedicated to the “One Team. One Promise.” commitment shared with Conway Regional and works cohesively to provide high-quality, compassionate care to each patient who enters our doors.



MISSION

Dardanelle Regional Medical Center is accountable to the community to provide high-quality, compassionate health care services.



VISION

The vision of Dardanelle Regional Medical Center is to be recognized as the regional leader in health care excellence.



VALUES

Employees of Dardanelle Regional Medical Center are committed to the iCare values of integrity, compassion, accountability, respect, and excellence.



PROMISE

As a part of Conway Regional Health System, we are one team with one promise: to be bold, to be exceptional, and to answer the call.

Letter from Alan Finley, President

As President of Dardanelle Regional Medical Center, I am proud to share the highlights of 2024. This year brought continued growth, improved access to care, and meaningful progress in patient safety and employee engagement.

We expanded our medical clinic, adding exam rooms, provider offices, and dedicated space for resident education and training. Our team provided more than 13,000 primary care visits and welcomed new pediatric and internal medicine providers. Specialty care also expanded to include additional services in gastroenterology, surgery, orthopedics, pain management, and

cardiology. We reduced our inpatient fall rate by 25% and upgraded telemetry systems in the acute care and emergency department. A new van with a wheel chair lift increased accessibility for our intensive outpatient program patients, and murals in our senior behavioral health unit enhanced the care environment.

In 2024, Dardanelle Regional was named one of the Best Places to Work in the state by Arkansas Business. Our employee engagement score rose to the 97th percentile nationally. We also laid the groundwork for the launch of the DAISY and BEE Awards, which will recognize exceptional staff beginning in 2025.

Our core values of integrity, compassion, accountability, respect, and excellence continue to guide us, reflected in the dedication and commitment of every member of our team.



Alan Finley,
President, Dardanelle Regional Medical Center





Our People

Board of Directors

Matt Troup, Chief Executive Officer
Alan Finley, President
Bill Pack, Chief Financial Officer
Amanda Irby, Chief Nursing Officer
Rebekah Fincher, Chief Administrative Officer
Jerry Dawson, Board Member
Mark Thone, Yell County Judge

Executive Leadership

Alan Finley, President

Yell County Board of Directors

Jerry Dawson, Chairman
Regina Tucker, Secretary
Danny Bunting
David Merritt
Avis Cotton
Mark Thone

Medical Staff Leadership

Hailey Farris, MD, Chief of Staff

Department Leadership

Crystal Adams, Health Information Management Manager
Chris Butler, Maintenance Manager
David Brooks, Respiratory Manager
Stephanie Chesser, Dardanelle Regional Medical Clinic Manager
Hannah Hogue, IOP Manager
Kim Ketcherside, RN, Case Management/Infection Prevention Manager
Kaci Evans, Surgery Manager
Dusty Fronabarger, RN, Senior Behavioral Health Program Director
Briana Hankins, RN, Acute Care and ER Nurse Manager
Jackie Holt, RN, Nursing and Quality Director
Chris Key, Pharm-D, Pharmacy Manager
Kathy Huston-Halsey, Human Resources Coordinator
Dusty Wantland, Dietary Manager
Rachel Miller, Laboratory Manager
Dusty Wantland, EVS/Nutritional Services Manager
Chrissy Stutzman, Purchasing Manager
Brandy Talley, Accounting Controller and Business Office Director
Amanda Craig, Patient Access Manager
Adriane Travis, Imaging Manager

2024 Statistics

ADMISSIONS



679

PRIMARY CARE



13,169

ER VISITS



6,127

EMPLOYEES

ETHNICITY

White: 83%
African American: 5%
Hispanic or Latino: 9%
Asian: 2%
Two or more races: 1%

AGE

18-25: 10%
26-35: 20%
36-45: 21%
46-55: 28%
56-64: 17%
65+: 4%

GENDER

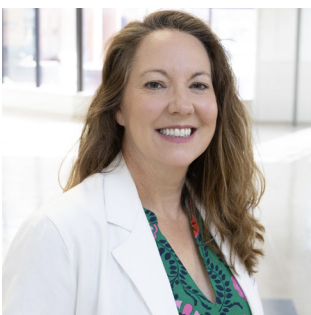
Female: 86%
Male: 14%

- Senior Behavioral Health discharged 217 patients
- Intensive Outpatient Program held 12,198 group and individual sessions
- Pain management providers performed 519 procedures

PRIMARY CARE CLINIC

In 2024, Dardanelle Regional Medical Clinic recorded 13,169 primary care visits, reflecting the exceptional care provided by Hailey Farris, MD, Ross Lenzen, DO, Kathy Parker, MD, Gus Ramey, MD, Katerina DeVore, APRN, and Stephannie Cawiezell, APRN. New to the team in 2024 were Gus Ramey, MD, a pediatrician, and Kathy Parker, MD, an internal medicine physician, both enhancing access to care for patients across all age groups.

The clinic also continued to host specialty satellite clinics with Conway Regional providers, offering services in cardiology, general surgery, orthopedics, and pain management. In the fall, George Nawar, MD, began performing outpatient gastroenterology procedures at the medical center, further expanding specialty care options for the community.



Kathy Parker, MD



Gus Ramey, MD



Ben Bower, MD



Adeola Taiwo, MD



Lana Lawrence, MD



Neeraj Dayama, MD

RESIDENCY PROGRAM

As part of Conway Regional Health System's Family Medicine Rural Training Track, four resident physicians trained at Dardanelle Regional Medical Center in 2024. Ben Bower, MD, and Adeola Taiwo, MD, began their third year of residency and second year of training in Dardanelle, while Lana Lawrence, MD, and Neeraj Dayama, MD, began their first year on-site and second year in residency. All four residents completed their first year of residency at Conway Regional Medical Center. On-site leadership and support are provided by Hailey Farris, MD, the Rural Medicine Associate Program Director.

QUALITY

Dardanelle Regional Medical Center continued its commitment to patient safety and quality improvement in 2024. The inpatient fall rate decreased from 0.66 to 0.49 per 100 inpatient days, reflecting ongoing efforts to enhance fall prevention strategies.

The facility also earned **Diamond Status for Stroke Band Documentation** from the Arkansas Department of Health, recognizing excellence in identifying and monitoring patients at risk for stroke.

Additionally, Dardanelle Regional was honored as one of only three hospitals in Arkansas to receive a site visit from John Blume, Chief Operating Officer of the Centers for Medicare and Medicaid Services, highlighting the center's dedication to delivering high-quality care.

FACILITY IMPROVEMENTS

In 2024, Dardanelle Regional Medical Center completed the expansion of the Dardanelle Regional Medical Clinic, adding 2,570 square feet of space. The project included six new exam rooms, two offices, and a dedicated resident lounge and education space to support clinical training and collaboration.

Additional improvements focused on enhancing patient care, safety, and the overall healing environment. The center received a wheelchair lift van for our intensive outpatient program through a grant from the Arkansas Department of Transportation, increasing access for patients with mobility needs. In Senior Behavioral Health, murals were added to create a more welcoming and therapeutic atmosphere for patients and staff.



COMMUNITY INVOLVEMENT

In 2024, the staff and leadership of Dardanelle Regional Medical Center actively engaged in community events across Yell County. The team earned first place in the Commercial Division Float category at the annual Dardanelle Christmas Parade, showcasing their creativity and community spirit.

Other events the staff participated in include:

- Dardanelle Chamber of Commerce Banquet – January 2024
- Yell Fest – April 2024
- Luncheon for Local Pastors – June 2024
- Chocolate Festival – July 2024
- Dardanelle Teacher's Breakfast – August 2024
- Mt. Nebo Chicken Fry – August 2024
- Hispanic Heritage Festival – September 2024
- Dardanelle High School Football Tailgate – October 2024
- Dardanelle Tree Lighting and Christmas Parade – December 2024



DONATIONS

The medical center also supported local initiatives by donating 144 cases of branded water to the Dardanelle Band Booster Club, helping them raise funds through concession sales at football and basketball games.

LUNCH & LEARN

Dardanelle Regional's Senior Behavioral Health program continued its commitment to outreach by hosting 22 in-person Lunch and Learn programs throughout the year, fostering education and connection in the community.

EMPLOYEES

At Dardanelle Regional Medical Center, staff are recognized and celebrated for their dedication to exceptional care and service. In 2024, the groundwork was laid for the launch of the DAISY and BEE Awards, which are scheduled to begin in January 2025. Coordinated by Kaci Evans, Surgery Manager, and Rachel Miller, Laboratory Manager, these awards will honor nursing and non-nursing staff through an anonymous nomination process.

To promote connection and well-being, Dardanelle Regional sponsored a variety of employee engagement activities throughout the year, including pickleball, cornhole, and bowling events. Quarterly Employee Town Halls were held in January, April, July, and October, providing important updates and fostering open communication between leadership and staff.



AWARDS

In 2024, Dardanelle Regional Medical Center was named one of the Best Places to Work in the state by Arkansas Business. This recognition is based on a review of workplace policies and direct feedback from employees. It was the center's first time receiving this honor, reflecting its strong commitment to a positive and supportive work environment.

HUMAN RESOURCES

Employee engagement at Dardanelle Regional Medical Center continued to trend upward in 2024. The Employee Engagement rating improved from 4.38 in 2023 to 4.47 in 2024, ranking the medical center at the 97th percentile in the Press Ganey database.

