

2020 Annual Report





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About Dardanelle Regional

In June of 2019, Dardanelle Regional Medical Center joined Conway Regional Health System. 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 cardio/pulmonary rehab, emergency services, family practice, gastroenterology, 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

It is my sincere pleasure to serve as president of Dardanelle Regional Medical Center. This report is designed to showcase our contributions to the community in 2020. Conway Regional Health System began management of River Valley Medical Center in 2019 and teamed with the Yell County Hospital Board of Directors to change the hospital's identity to Dardanelle Regional Medical Center to better reflect our regional focus. It is our honor to provide high-quality, compassionate care to Yell and Pope counties as well as other communities in the River Valley.

During its early history, the Dardanelle Regional and Conway Regional staff helped the community respond to the 2019 flooding of the Arkansas River and in 2020 began caring for patients during an unprecedented global pandemic.

Through innovation, collaboration, and resilience, our 35-bed, critical access hospital ran into the new challenges presented by COVID-19. From drive-thru testing to monoclonal antibody infusions and inpatient care, our team expanded and adapted operations to meet our community's needs every step of the way.

In 2020, Dardanelle Regional continued to expand services provided to the community by introducing onsite pain management and acquiring the funding for a ground-breaking rural residency program.

We also received considerable support from the community in 2020, including a \$126,700 Tyson grant to help fund the infrastructure needed to care for COVID-19 patients.

At the heart of all we do is partnership, and this sentiment extends to the exceptional team we have here at Dardanelle Regional. We place a high degree of importance upon our values of integrity, compassion, accountability, respect, and excellence, and this is exemplified by each member of our staff.



Alan Finley
President



Our People

Board of Directors

Matt Troup, Chief Executive Officer
Alan Finley, President
Troy Brooks, Chief Financial Officer
Angie Longing, RN, Chief Nursing Officer
Rebekah Fincher, Chief Administrative Officer
Jerry Dawson, Board Member
Mark Thone, Yell County Judge

Executive Leadership

Alan Finley, President

Department Leadership

Crystal Adams, Health Information Management Manager
Chris Butler, Maintenance Manager
David Brooks, Respiratory Manager
Stephanie Chesser, Dardenelle Regional Medical Clinic Manager
Drew Chronister, IOP Manager
Amanda Davis, Case Management/Infection Prevention Manager
Jan Dove, RN, 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
Angela Price, Dietary Manager
Matthew Pruitt, Laboratory Manager
Sharon Rogers, Environmental Services Manager
Chrissy Stutzman, Purchasing Manager
Brandy Talley, Accounting Controller and Business Office Director
Jamie Terrell, Patient Access Manager

Yell County Board of Directors

Jerry Dawson, Chairman
Regina Tucker, Secretary
Ron Merritt
Danny Bunting
David Merritt
Avis Cotton
Mark Thone, Yell County Judge

Medical Staff Leadership

Hailey Farris, MD, Chief of Staff




2020 Statistics

ADMISSIONS



494

PRIMARY CARE



8,245

ER VISITS



3,950

EMPLOYEES

ETHNICITY

White: 89.5%
African American: 2.2%
Hispanic or Latino: 6%
Asian: 1.5%
Puerto Rican: 0.8%

AGE

18-25: 12%
26-35: 23.1%
36-45: 22.3%
46-55: 23.3%
56-64: 11.1%
65+: 8.2%

GENDER

Female: 83.5%
Male: 16.5%



Our COVID-19 Response

As a part of Conway Regional Health System, Dardanelle Regional Medical Center remained mission-focused to provide high-quality, compassionate care to the community. From COVID-19 testing, to telemedicine appointments, to caring for patients with COVID-19, our team expanded and adapted operations to ensure the community's changing healthcare needs were met every step of the way. Here are some of the ways our team responded to COVID-19 in 2020:

- **Performed over 11,000 COVID tests in 2020**
- Opened a drive thru testing site on campus
- Purchased additional equipment, including seven negative pressure machines and four portable ventilators to ensure appropriate care for our COVID patients
- Offered monoclonal antibody infusions for COVID positive patients at risk for severe disease or hospitalization

- Offered COVID-19 vaccine to frontline healthcare workers following the Arkansas Department of Health's vaccine distribution plan

While we worked as a team to care for our community, we also identified ways we could care for one another. Maintaining morale and employee engagement was crucial as we responded to COVID-19.

- Our leadership team washed more than 30 employee vehicles to show appreciation for the hard work and dedication of our team members
- Our community members found many ways to encourage our staff, including donating meals and snacks, as well as supplies such as face shields and hand sanitizer

Our leadership team rounded on staff through the year, providing free meals, snacks, and encouragement during times of hardship

PRIMARY CARE CLINIC

Since joining Conway Regional Health System, the Dardanelle Regional Medical Clinic has continued to see growth as we provide high-quality, compassionate care to the community. In 2020, the clinic conducted 8,245 office visits - approximately 500 more patient visits than in 2019. Health care services are provided by Hailey Small, MD, and Katerina DeVore, APRN.



ADVANCED PAIN MANAGEMENT

In 2020, we expanded access to specialty care services in Dardanelle. Chris Maranto, MD, pictured above, joined the health system in September and began providing advanced pain management services to patients suffering from acute, chronic, or severe pain. Dr. Maranto offers a variety of minimally invasive interventional pain procedures and opioid medication management. Treatment is designed to help patients manage and alleviate pain to raise their quality of life.

LAUNCHING A RESIDENCY PROGRAM

In November 2020, Dardanelle Regional received a \$750,000 grant from the Health Resources & Services Administration (HRSA) to fund the application process with the Accreditation Council for Graduate Medical Education (ACGME) for a Rural Family Medicine Residency Program. The program will compliment Conway Regional's existing family medicine and internal medicine residency programs. The residency programs are a cornerstone to the education and development of future primary care physicians and to ensure appropriate access to care for generations to come.

In 2023, Dardanelle Regional Medical Center will be the home of a Rural Family Medicine training track. Two residents will spend year one at Conway Regional Medical Center and years two and three at Dardanelle Regional Medical Center and other rural settings. This program will add two new residents starting each year.

SENIOR BEHAVIORAL HEALTH

Dardanelle Regional has offered senior behavioral health services to the community for many years. When COVID-19 began to impact Arkansas, Dardanelle Regional was able to combine services with Conway Regional, offering an expanded range of services to our patients. During this process, Dardanelle Regional was able to update and renovate the senior behavioral health unit, including new doors, showers, plumbing hardware, and a new nurse's station.

The consolidation of services provided Conway Regional with needed bed capacity, while simultaneously providing a consistent increase to the senior health census at Dardanelle Regional.

TYSON GRANT

In August 2020, we received a \$126,700 grant from Tyson Foods with the support of the local Tyson plant in Dardanelle and the corporate office. The grant funding focused on enhancing health care services in Dardanelle for Tyson employees, their dependents, and the community at large. This grant helped support the infrastructure needed to care for COVID-19 patients, expand clinical services, and provide for capital improvements to Dardanelle Regional Medical Center. With this grant, Dardanelle Regional was able to lay the groundwork for specialty care services to begin treating patients in Dardanelle, as well as making physical updates to the facility, including a new boiler system and replacing medical gas infrastructure in the operating room.



Local partnerships are foundational to Dardanelle Regional's success. Partnerships with the local business community are important as we continue to create an environment to provide high-quality care for the community. We are grateful to Tyson Foods for supporting the health and wellness of the Dardanelle community and we look forward to carrying out our part of this team effort to enhance the care provided at Dardanelle Regional.

MEDICAL CENTER ENHANCEMENTS

In addition to the facility improvements funded by the Tyson Grant, Dardanelle Regional was able to enhance other areas on the medical center campus. Some of the enhancements included:

- Repainting the interior of the facility
- Replacing cosmetic ceiling structure
- Replacing all ER and OR waiting room furniture
- Updating IT infrastructure to increase system security, expand the Wi-Fi system, and migrate to a new electronic medical records system
- Adding an exterior sidewalk to improve safe patient access to the building
- Reupholstering all exam tables in the hospital and the primary care clinic
- Increasing access to care through enhanced translation services
- Creating a trauma and triage room in the emergency department

ADDED BENEFITS

In 2020, Dardanelle Regional employees were added to ADP Workforce Now, added to EAP – the health system's employee assistance program, and are now eligible to participate in a 401K plan.

MT. NEBO CHICKEN FRY

In August 2020, Dardanelle Regional was proud to participate in the 73rd annual Mt. Nebo Chicken Fry. This event is brought to the community by the Dardanelle Area Chamber of Commerce and Tyson Foods. The annual chicken fry provided an opportunity for community members and business leaders to come together and raise money for the River Valley Community with food, games, and a 10K race. This year, the event was held as a drive-thru to ensure the health and safety of exhibitors and participants. Dardanelle Regional provided a shade tent for volunteers and giveaway items to the individuals in the drive-thru. We donated over 700 bottles of water to the individuals who purchased a meal.



FEED THE FUNNEL

On March 5, 2020, Dardanelle Regional partnered with Dardanelle High School for a Feed the Funnel event. This event brought volunteers from both organizations together to pack over 33,000 meals for those in need. We are proud to be a part of a community that gives back.



STROKE AWARENESS

World Stroke Day was October 30 and the staff at Dardanelle Regional raised awareness of stroke symptoms by visiting Dardanelle Intermediate School to provide education and information about World Stroke Day and give goodie bags with stress balls, activity books, school supplies, and more.



