

# 2022 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, 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

I am pleased to serve as president of Dardanelle Regional Medical Center. This report showcases our staff's contributions to the community in 2022. Conway Regional Health System began management of River Valley Medical Center in 2019 and partnered 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 and other River Valley communities.

Dardanelle Regional staff helped the community thrive through COVID-19 and continues to add essential services to meet the community's needs for critical access to health care. Our 35-bed, critical-access hospital provides care for acute and non-acute patients.

In 2022, Dardanelle Regional continued to expand its services to our community. This year, Dardanelle Regional became one of the first hospitals in Arkansas to participate in the NaloxHome project, providing free inhalable Narcan® to narcotic overdose at-risk patients and their families. One of our emergency services providers, Kristen Martin, MD, is the leading advocate for the program, which works to slow the number of deaths in Arkansas due to narcotic overdoses. Dardanelle Regional also collaborated with the Tyson production facility in Dardanelle to provide post-injury workers' compensation services for the facility. Other improvements that benefit our patients include remodeling the laboratory and adding a new chemistry analyzer.

Partnerships, such as the one with the Tyson facility, are at the heart of what we do as a community facility 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 exemplified by each staff member.

We're not just growing; we're growing together.



A handwritten signature in black ink that reads "Alan Finley". The signature is fluid and cursive.

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
- Sharon Dudley**, Interim 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
- Drew Chronister**, IOP Manager
- Amanda Davis, RN**, 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
- Adriane Travis**, Imaging Manager

## 2022 Statistics

### ADMISSIONS



529

### PRIMARY CARE



7,624

### ER VISITS



6,189

## EMPLOYEES

### ETHNICITY

White: 87%  
African American: 2%  
Hispanic or Latino: 9%  
Asian: 1%  
Two or more races: 1%

### AGE

18-25: 7%  
26-35: 26%  
36-45: 19%  
46-55: 27%  
56-64: 15%  
65+ 6%

### GENDER

Female: 88%  
Male: 12%

- Swing bed patient days increased from 1,148 in 2021 to 1,334 in 2022
- Senior Behavioral Health saw 2,146 inpatient stays.
- Emergency Department visits grew from 5,074 in 2021 to 6,189 in 2022.
- Intensive Outpatient Program sessions grew from 5,991 individuals in 2021 to 9,348 individuals in 2022
- Sleep studies grew from 344 in 2021 to 665 in 2022.
- Pain procedures grew from 194 to 629 in 2022.
- GI procedures were introduced in 2022, serving 266 patients.

## PRIMARY CARE CLINIC

Dardanelle Regional Medical Clinic recorded 7,624 primary care visits, showcasing the exceptional care delivered by Hailey Farris, MD, Katerina DeVore, APRN, and Maranda Moore, APRN. Their dedication has significantly contributed to meeting the community's primary care needs.

In our mission to provide high-quality, compassionate healthcare, Dardanelle Regional hosts providers from Conway Regional for specialty satellite clinics. These specialty providers visit the Dardanelle Regional Medical Clinic frequently for easier access to care. Specialists who visit include cardiology, general surgery, orthopedics, and pain management.

## RESIDENCY PROGRAM

In 2022, Dardanelle Regional Medical Center and Conway Regional Health System leaders began interviewing prospective residents for the newly approved Rural Family Medicine Residency Program. Hailey Farris, MD, will serve as the associate program director for the rural training track. The first class of residents will arrive on the Dardanelle Regional campus in July of 2024. The program was approved by ACGME in 2021.

## LUNCH & LEARN SESSIONS

In 2022, Dardanelle Regional began shifting from virtual to in-person lunch and learn sessions. Led by the Dardanelle Regional Senior Behavioral Health Department, these sessions were offered quarterly to physician clinics and long-term care facilities to educate these critical stakeholders about services provided by Dardanelle Regional Medical Center.



## QUALITY

Dardanelle Regional's successful Level IV Trauma survey in April led to re-accreditation.

Dardanelle Regional increased Report of Events (ROEs) from 100 in 2021 to 231 in 2022. This increase in documenting events has contributed to Dardanelle Regional implementing the new Hendrich Fall Scale in conjunction with Conway Regional for 2023 and other quality improvements.

SAFE Training (patient de-escalation) was provided to 40 Dardanelle Regional personnel through our relationship with Signet, a national healthcare company that empowers providers through in-depth research, industry best practices, and operational audits.

## MARKETING

This year, Dardanelle Regional Medical Center enhanced its visibility within the community through strategic exterior signage installations. Prominent new signs were placed along Union Street and throughout the hospital campus, significantly boosting the center's public presence and accessibility.

Further extending our community outreach, Dardanelle Regional proudly updated and sponsored the signage on the scoreboards at the Dardanelle Football Stadium and Gymnasium.

## FACILITY IMPROVEMENTS

The Dardanelle Regional Medical Center Laboratory underwent a significant remodel. State-of-the-art equipment, including the Roche Cobas 6000 Chemistry Analyzer, Sysmex XN-430 Hematology Analyzer, Ca-620 Coag system, Millipore water purification system, and Clinitek Urine Analyzer, were installed to enhance our diagnostic capabilities.

Our campus saw a refreshing enhancement with the addition of trees on the south side, enriching the environment and creating a serene landscape.

To improve the accessibility of our services, we expanded our transportation for the Intensive Outpatient Program by acquiring two vans. Demonstrating community support, one van was generously donated by Signet, while the other was economically leased from the Arkansas Department of Transportation.



## COMMUNITY EVENTS

### MT. NEBO CHICKEN FRY

Dardanelle Regional provided 1,000 bottles of water to the community as part of the annual Mount Nebo Chicken Fry. This event, held at Mt. Nebo State Park, features "chicken, pickin', and politickin'."

### ANNUAL CHOCOLATE FESTIVAL

In July, Dardanelle Regional sponsored a booth at the eighth annual Chocolate Festival, a fundraiser for cancer patients hosted by the Dardanelle Chamber of Commerce.



### SAND LIZARD FOOTBALL TAILGATE

Our staff coordinated a tailgate for a Dardanelle Sand Lizard football game, cooking burgers for parents and fans in attendance.

### DARDANELLE'S CHRISTMAS PARADE

Our staff finished third in the Dardanelle Christmas parade float contest.

# HUMAN RESOURCES

Through the partnership with Conway Regional Health System, Dardanelle Regional's leadership continued to enhance morale and services offered to staff in 2022.

- In October, employees completed the Press Ganey Employee Engagement survey. The percentile ranking for the hospital increased from 51% in 2021 to 93% in 2022.
- Alan Finley presented quarterly Employee Town Hall sessions. Meetings were held via Teams and in the clinic waiting room during lunch and after clinic hours. Town Hall sessions are a time for all employees to receive an operational and growth update from executive leadership.
- The Sharon Rogers Memorial Benevolence Fund Drive took place in October and November. This drive raised \$12,970 in contributions from 98 staff and providers for a 69% participation rate. The fund has provided over \$6,000 in benefits to employees in need over the past 18 months.
- As part of our "We Can't Mask Our Gratitude" initiative, which began in February, reward points were deposited into employees' One Team Rewards accounts to recognize their outstanding work during the COVID-19 pandemic.
- Additional Benefit Time Off (BTO) for eligible employees was available in March. Full-time employees received an extra eight hours, and part-time employees received an additional four hours.
- 315 STAR cards were awarded in 2022 as part of the STAR Card Employee Recognition Program implemented in 2021. Patients, visitors, and co-workers give STAR cards for outstanding employee service.





