

2021 Annual Report





Table of Contents

INTRODUCTION

About Dardanelle Regional.....	2
Letter from the President.....	3
Our People.....	4
Service Statistics.....	5

OUR COVID-19 RESPONSE

6

REPORT

Primary Care Clinic.....	7
Residency Program.....	7
New Services.....	7
Health & Heart Wellness Screenings.....	7
Grant Funding.....	7
Virtual Lunch & Learn Sessions.....	8
Centralized Scheduling.....	8
Web Presence.....	8
Community Events.....	9
Human Resources.....	10
Facility Improvements.....	10

About Dardanelle Regional

In June of 2019, Conway Regional Health System began to manage 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

It is my sincere pleasure to serve as president of Dardanelle Regional Medical Center. This report is designed to showcase the contributions our staff made to the community in 2021. 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 and other River Valley communities.

Dardanelle Regional staff helped the community thrive while COVID-19 continued to surge through the state. Our 35-bed, critical access hospital adapted operations to provide care for acute and non-acute patients, offered monoclonal antibody infusion, and provided drive-through testing to the community.

In 2021, Dardanelle Regional continued to expand services by adding new CT imaging capability, offering Heart and Health Wellness checks, and hosting virtual Lunch and Learn Sessions for area physicians' offices and long-term care providers. We also added a new family health provider to our clinic staff and continued to pursue a ground-breaking rural family physician residency program.

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 exemplified by each staff member.



Alan Finley

A handwritten signature in black ink that reads "Alan Finley". The signature is written in a cursive, flowing style.

President, Dardanelle Regional Medical Center



Our People

Board of Directors

- Matt Troup**, Chief Executive Officer, CRHS
- Alan Finley**, President, DRMC
- Troy Brooks**, Chief Financial Officer, CRHS
- Angie Longing, RN**, Chief Nursing Officer, CRHS
- Rebekah Fincher**, Chief Administrative Officer, CRHS
- 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
- Ron Merritt**
- Danny Bunting**
- David Merritt**
- Avis Cotton**
- Mark Thone**, Yell County Judge

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**, Dardenelle Regional Medical Clinic Manager
- Drew Chronister**, IOP Manager
- Amanda Davis**, Rx 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

2021 Statistics

ADMISSIONS



425

PRIMARY CARE



7,482

ER VISITS



5,078

EMPLOYEES

ETHNICITY

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

AGE

18-25:	6%
26-35:	26%
36-45:	21%
46-55:	27%
56-64:	14%
65+:	6%

GENDER

Female:	87.10%
Male:	12.90%

- Swing Bed patient days increased from 495 in 2020 to 1,148 in 2021.
- Senior Behavioral Health patient days increase from 1,952 in 2020 to 2,238 in 2021.
- ER visits grew from 3,928 in 2020 to 5,078 in 2021.
- IOP sessions grew from 2,675 in 2020 to 5,991 in 2021.
- Sleep Lab volume grew from 254 in 2020 to 344 in 2021.
- Pain procedures grew from 27 in 2020 (began in 10/20) to 194 in 2021.



Our COVID-19 Response

The COVID-19 pandemic continued to affect our communities throughout 2021. The staff at Dardanelle Regional responded to those in need with drive-through testing. Our staff performed 2,377 COVID tests and 52 infusions, including many monoclonal antibody infusions, in 2021.

Dardanelle Regional also provided inpatient care for moderate risk patients from throughout the River Valley, opening our senior health and sleep services to isolated care for those in need.

While we worked as a team to care for our community, we also supported our staff. Maintaining morale and employee engagement was crucial as COVID-19 continued to affect the workplace for the second year.



PRIMARY CARE CLINIC

Dardanelle Regional Medical Clinic had 7,482 primary care visits. In addition to the excellent care provided by Hailey Farris, MD, and Katerina DeVore, APRN, leadership was able to add a third provider, Maranda Moore, APRN, to accommodate the community's needs for primary care. Moore worked as a registered nurse in the Dardanelle area for more than 10 years prior to and becoming an advanced practice nurse. Dr. Farris was also voted the Best of the Best Family Practice Physician for the River Valley region in 2021.

RESIDENCY PROGRAM

A rural residency program application was approved by ACGME in October as we moved forward with efforts to establish the Rural Family Medicine Residency Program. Dr. Farris will serve as the Associate Program Director for the Rural Training Track when the first residents are selected to receive their training beginning in 2023.

GRANT FUNDING

- The Health Resources & Services Administration granted Provider Relief Funds (PRF) in the amount of \$1.1 million that were approved for use by DRMC
- In August, the Arkansas Office of Rural Health approved a \$257,000 grant to fund new equipment for the clinical laboratory

ECHO PROCEDURES

The Imaging Department began offering ECHO procedures.



HEART & HEALTH WELLNESS CHECKS

In 2021, Dardanelle Regional began specialized wellness screenings designed to help detect cardiovascular disease. The screenings were provided through the imaging department, and were priced at a highly discounted rate to make them more affordable.

VIRTUAL LUNCH & LEARN SESSIONS

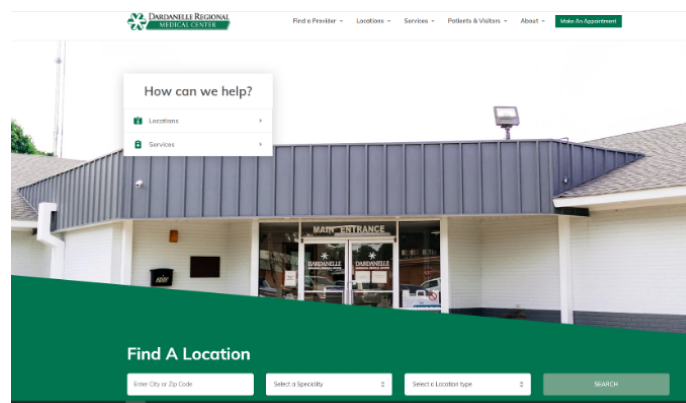
Virtual lunch and learn sessions were offered quarterly to physician clinics as well as long-term care facilities to educate these key stakeholders about services offered Dardanelle Regional Medical Center. The sessions were led by the Dardanelle Regional Senior Behavioral Health Department.

CENTRALIZED SCHEDULING

Centralized Scheduling was introduced in May to consolidate scheduling for imaging, therapy, heart and health wellness checks, cardiopulmonary rehab, IOP rehab, infusions and blood transfusions

WEB PRESENCE

The new DRMC Website update went live in August of 2021.



Introducing... **Centralized Scheduling** at DARDANELLE REGIONAL

At Dardanelle Regional, we provide centralized scheduling to assist patients and physician offices with scheduling services at Dardanelle Regional Medical Center. To utilize our centralized scheduling services, please call the number below Monday through Friday, 8:30 am-5:00 pm.

479-229-6181
Fax: 1-844-517-4268



COMMUNITY EVENTS

MT. NEBO CHICKEN FRY

The hospital provided bottled 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 seventh annual Chocolate Festival, a fundraiser for cancer patients that is sponsored by the Dardanelle Chamber of Commerce.



SAND LIZARD FOOTBALL TAILGATE

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

DARDANELLE CHRISTMAS PARADE

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



HUMAN RESOURCES

Through the partnership with Conway Regional Health System, Dardanelle Regional's leadership continued to strengthen the morale and services offered to staff in 2021.

- The first Employee Giving Campaign was completed in May raising funds for an Employee Benevolence Fund with 63% participation among employees.
- DRMC implemented a STAR Card Employee Recognition Program in August. By the end of the year, 72 STAR cards were awarded.
- DRMC also implemented a monthly Chef's Table featuring non-traditional cafeteria meals, such as shrimp and grits and street tacos, that have been popular with staff.

FACILITY IMPROVEMENTS

- Interior and exterior painting was completed creating a fresh, new look for Dardanelle Regional Medical Center.
- An emergency department renovation project added a fifth treatment bed and triage room.
- Exterior sidewalks were replaced on the north and west side of the campus and parking lots were resealed and striped in July.
- External landscaping was completed in the spring.



