

2023 White River Health Executive Leaders

White River Health Executive Leaders

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Shawna Ives, EVP and Chief Financial Officer
Jennifer Sandage, EVP and Chief Nursing Officer
Jody Smotherman, EVP and Chief Community Affairs Officer
Jeff Reifsteck, VP and Chief Information Officer
Kathy Thomas, VP and Chief Operating Officer of SCMC
Robert Wright, VP and Chief Ambulatory Officer

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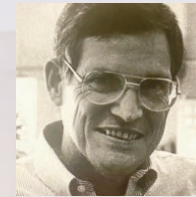
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WRMC Medical Complex Advisory Board

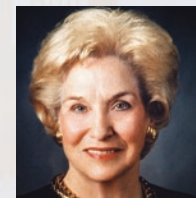
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In memory



Jim Kilgore

WRH Board of Directors
1984-2001



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WRH Foundation Board
of Trustees
1998-2023



White River HEALTH

Caring Beyond Healthcare

Forward Focused, Care Centered

2023 Annual Report



A Message to the Community

It's often said that change is the only constant, and White River Health (WRH) embodies this truth. Our organization has been in the healthcare business for more than 45 years, and one of the many things we do well is adjust to change to meet the growing healthcare needs of North Central Arkansas residents.

In 1976, we began as a single hospital. Over time, as our region's population expanded and healthcare needs evolved, so did we. Today, we are a comprehensive healthcare system providing inpatient, outpatient, and emergency medical care in two hospitals and more than 35 clinics.

We are a forward focused, care centered healthcare organization. This perspective allows our approach to shift from reactive to preventive care. Instead of solely treating patients when they are already ill or injured, we now emphasize proactive wellness screenings and check-ups with physicians or providers. Of course, if an unexpected illness or injury happens, we are always prepared to provide compassionate, high-quality medical care.

Advancing technology and rising costs present obstacles and challenges to healthcare organizations. However, we remain steadfast in our commitment to our mission of creating healthier communities and brighter futures through better healthcare. Adaptability is the key to our success as an organization and as the leading healthcare organization in the region.

WRH operates on three priorities: Employee Engagement, Business Fundamentals, and Innovation. We take great pride in honoring these priorities in our day-to-day operations. You will see throughout this report how we have upheld these priorities and remained true to our values.

People are the heart of White River Health. Our organization is not successful without the hard work and dedication of our employees, physicians, providers, volunteers, and community stakeholders. Our patients place their trust in our organization, and we go above and beyond to ensure that the quality care provided to our patients and their families is our top priority.

Despite continuing challenges in our industry, in 2023 we continued to invest in the growth of our organization. In the fall, we witnessed the grand opening of White River Health Orthopaedics and Sports Medicine at their new facility. The new facility creates more room for additional providers and patients. We look forward to the positive impact that this facility will provide to our patients for years to come.

As an organization, we welcomed 13 new providers this year. We are encouraged by their dedication to our patients as we continue to grow in the communities that we serve.

Additionally, we also launched our capital campaign to benefit the expansion of White River Health Oncology & Infusion Center. This expansion allows our cancer patients to receive treatment in a comfortable, calm, and state-of-the-art environment. This expansion allows those with life-altering diagnoses to find healing and comfort right here at home.

The accomplishments we made this year are no small feat. Healthcare is not immune to the challenges being felt in our economy, but our resolve to adapt as necessary to continue serving our communities in the future remains steadfast. I hope you see throughout this report the strides we made this year and our plans to continue improving healthcare for the patients we are privileged to serve.

Gary Paxson, FACHE | WRH President & CEO



Business Fundamentals

WRMC and SCMC Rural Health Awards

The Chartis Center for Rural Health named White River Medical Center one of the 2023 Top 100 Rural & Community Hospitals and Stone County Medical Center one of the Top 100 Critical Access Hospitals. Compiled by The Chartis Center for Rural Health, this annual recognition program honors outstanding performance among the nation's rural hospitals and critical access hospitals based on the results of the Chartis Rural Hospital Performance INDEX™.

Mission Lifeline: Gold

White River Health received the American Heart Association's Mission: Lifeline® STEMI accreditation, receiving Gold recognition for its commitment to offering rapid, research-based care to people experiencing a specific type of heart attack known as an ST elevation myocardial infarction (STEMI), which is more severe and dangerous than other types of heart attacks.

SCMC Stewardship Recognition



CMS (Medicare) watches how closely every critical access hospital (a hospital with 25 beds or fewer) participates in the use of antibiotics (formally referred to as antibiotic stewardship). Because of the exemplary work of our Pharmacist at Stone County Medical Center (SCMC), Mandy Langston, SCMC received a 100% rating, which is very rare for any critical access hospital! Well done, Mandy and team!



Dr. Moody Receives Dr. Tom Ed Townsend Award

Melody Moody, MD, of White River Health Children's Clinic was the recipient of Arkansas Children's Dr. Tom Ed Townsend Award. The Dr. Tom Ed Townsend Award is presented to an Arkansas community physician or practice that provides excellence in pediatric healthcare and consistently supports Arkansas Children's Hospital.

Governor's Quality Award

White River Medical Center (WRMC) was awarded with an Arkansas Governor's Quality Achievement Award during the 29th Annual Awards Celebration at the Clinton Presidential Center in Little Rock. Secretary of Commerce Hugh McDonald presented the awards. WRMC earned the highest level awarded this year. Achievement Award recipients have shown a commitment to, and practice, quality principles demonstrating systematic processes and favorable performance results.




GME Graduation and Facts

White River Health celebrated the graduation of the 2023 class of Internal Medicine Residents. Graduation was held on June 16, 2023, at the Meadow Event Center in Cave City, AR. This class showed passion for patient care as their training began at the start of the COVID-19 pandemic.



First class of residents began in 2017

 **8** classes of graduates since the program began

 **6** physicians retained from the program

 **14** graduates have gone on to participate in fellowship programs

Employee and Community Engagement

Employees of the Year

WRMC employees selected Tatyana Barber, 3rd Floor Patient Care Tech, as the 2023 Employee of the Year! SCMC employees selected Robert Lucy, Respiratory Tech, as the 2023 Employee of the Year! Congrats to both on their dedication. We appreciate you!



Tatyana Barber
Patient Care Tech



Robert Lucy
Respiratory Tech

National Hospital Week – WRMC & SCMC

During National Hospital Week, WRH leaders recognized the work of employees and volunteers with celebrations at WRMC, SCMC, and WRH clinics.



HealthFirst Women's Event 2023

First Community Bank (FCB) and White River Health (WRH) continued their 11-year partnership in hosting their annual women's health event, HealthFirst. The event took place on October 17, 2023, with over 500 in attendance. This year's theme was *Game Night*, to remind all women that good health is a game changer!



The Scrub Club at Cave City Schools

Cave City Scrub Club is a group of 8th grade students who have an interest in the healthcare field. This class is an immersive experience with hands-on learning. Students learn to take patient vitals, suture, change linens for a bed patient, provide care with Stop the Bleed® training, perform CPR, and much more.

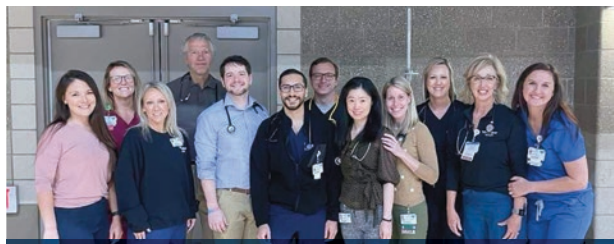
Stroke Awareness Event 2023

WRH Emergency and Education employees provided stroke awareness education at the Independence County Health Unit Community Outreach event. Departments recently participated in a community outreach program at the Independence County Health Department, informing the community on stroke awareness.



WRH Healthcare Camp

2023 was the inaugural year for WRH Healthcare Camp. This program allows students to participate in enlightening and engaging activities and discussions designed to foster social interaction, facilitate personal growth, and develop knowledge of healthcare-related fields.



Special Olympics Physicals

We had a great turnout at the Special Olympics physicals on October 24, 2023, with support from WRH Physicians, Advanced Practice Nurses (APRNs) and Registered Nurses (RNs)!

APRNs at Home Sporting Events

APRNs were on the sidelines at Cave City and Melbourne home football games in case of injury. This adds a layer of safety to the players and peace of mind for their families. Ambulances are sometimes called away and may not come back to the game.



Summer Bash

WRH invited employees and their families to end the summer with a fun-filled evening with games, food, and fun! The event was sponsored by Citizens Bank. The event was held on August 3 – 4, 2023



White River Health 5K

The WRH 5K was held on October 14, 2023, with 155 participants. The funds raised went to support local school districts' food pantries. Thank you to all who came out!

White River Health Foundation supports the healthcare mission of WRH through charitable giving, grant writing, and fundraising events. In 2023, Foundation proceeds were used to benefit Cancer Detection and Treatment and other areas of need at WRH.

CareGivers

WRH employees generously support our organization through CareGivers, the WRH employee giving program. Employees participating in the program donate a portion of their monthly earnings. In 2023, 456 employees gave \$136,588.48 to support Foundation priorities: Area of Greatest Need, Cancer Detection and Treatment, Mental Health, Nursing Scholarships, Patient Assistance, Ribbons of Hope, WRMC ER, WRMC Residency Program, and Women and Children's Services.

Fundraising

Each year, the White River Health Foundation conducts fundraisers to help support our mission of providing quality care to our local community. Fundraising events generated a total of \$638,156 with \$421,948 going to support the Cancer Detection and Treatment fund. The 27th Annual WRH Foundation Golf Classic raised \$124,600, kicking off a Capital Campaign for the expansion of the Oncology & Infusion Center. First Community Bank (FCB) partnered with WRH as the lead donor on the project.



Scan to donate now!



Community Benefit by the Numbers

	Salaries, Wages, and Benefits	Purchased Services	Supplies	Charity Care
WHITE RIVER MEDICAL CENTER	\$101,142,519	\$8,704,769	\$41,863,284	\$3,354,133
STONE COUNTY MEDICAL CENTER	\$9,538,551	\$117,902	\$4,216,755	\$275,551
WRH Clinics	\$50,425,732	\$2,374,097	\$15,768,322	

Number of Employees	1,876	Inpatient Admissions	9,132	ER Visits	38,555	Surgeries	7,976	Births	766
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WRH Foundation

Funds Raised: \$638,156

CareGivers Members: 456
CareGivers Contributions: \$136,588.48

WRMC Cheering Section Gift Shop Sales in 2023: \$415,156.90

Grants

Health Resources and Services Administration Small Healthcare Provider Quality Improvement Grant
Purpose: Behavioral Health Integration and quality improvement measures in rural health clinics.
\$271,939

American Cancer Society Transportation Grant
Purpose: Provide transportation assistance to cancer patients who cannot afford travel for treatment
\$3,000

Delta Regional Authority Grant
Purpose: New parking lot for Oncology & Infusion Center expansion
\$256,000

Supplemental Funding by HRSA
Purpose: Rural community outreach and support
\$45,815



WRH Auxiliary

The WRMC and SCMC Auxiliaries are composed of many volunteers who give their time to serve patients and visitors. In 2023, the WRMC Auxiliary received the Arkansas Hospital Association's Five Star Award of Excellence. The Auxiliary presented gifts to the WRH Foundation for White River Health's Oncology and Infusion Center expansion and to update the signage on Volunteer Way at WRMC. Anyone interested in becoming a volunteer at WRMC can apply at WhiteRiverHealth.org or call (870) 262-1809.



Innovation and Growth

WRH Orthopaedics & Sports Medicine Grand Opening

WRH and the Batesville Chamber of Commerce conducted the grand opening of WRH Orthopaedics & Sports Medicine, previously known as WRMC Orthopaedics and Sports Medicine Clinic, on Friday, November 17, 2023. The new Orthopaedic facility is 15,000 square feet, more than doubling the size of the previous location. This expansion addresses the growing need for Orthopaedic care in the area by providing a comfortable environment for patients, allowing providers and their teams space to work efficiently, and anticipating future growth.



SCMC's Swing Bed Program

Our Transitional Care/Swing Bed program is a Medicare driven program that helps patients that have been admitted into an inpatient status for three consecutive days, either currently or within the last 30 days. Length of stay varies depending on the patient's skilled care needs and physician decisions. The Swing Bed program helps patients by shortening the distance between healing and home.



CertaScan – Women & Newborn Services

White River Medical Center (WRMC) installed a new and innovative Infant Safety System developed by CertaScan Technologies (www.certascantek.com). The proprietary system allows the hospital to capture high-resolution newborn footprints, which can be used for precise identification in situations like an abduction, lost baby, or natural disaster.



Stroke Intervention Record (Cherokee Village)

UAMS Institute for Digital Health and Innovation (IDHI) recognized White River Health Emergency Services – Cherokee Village for safely administering Tenecteplase (TNK) within a record-breaking 15 minutes of a patient's arrival at the ER. TNK is a clot-busting medication that can be given to patients having a stroke within the first four and a half hours of the onset of symptoms.



Restructure of Stone County Family Care & Specialty Care Clinics

To better serve patients and create a more efficient workflow for caregivers, WRH restructured Stone County Family Medicine Clinic, creating the WRH Family Clinic located at 105 Case Common Drive in Mountain View, with Robin Murphy, APRN, joining the location as a provider. The clinic at 2202 East Main Street is White River Health Specialty Care, and is home to the practice of General Surgeon, John Lambert, MD, and Pain Management providers, Ron Tilley, MD, and Delana Meeler, APRN.



Robin Murphy, APRN



John Lambert, MD



Ronald Tilley, MD



Delana "Dee" Meeler, APRN

After-Hours Clinic

White River Health Family Care, located at 1215 Sidney Street, Suite 300, in Batesville, began offering after-hours care on January 3, 2023. The clinic extended hours Monday through Friday until 10 PM. No appointments are necessary, and walk-ins are welcome after 5 PM.

New Providers

Our new providers are dedicated to providing quality care to patients, as well as maintaining direct communication with patients and the healthcare community.

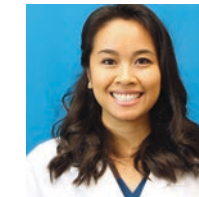


Dr. Ko Joins White River Health Radiation Oncology

Dr. Stephen Ko uses state-of-the-art technology to provide radiation therapy services for cancer treatment. Radiation therapy is one of many cancer treatment options. Dr. Ko works with individual patients to plan the best course of treatment depending on the type of cancer, stage of the disease, and overall health of the patient.

New Providers Join White River Health Rheumatology

Dr. Sarah Luebker and Stephanie Choi, PA-C, joined White River Health in 2023. As Rheumatology providers, Dr. Luebker and Choi focus on treating patients with



musculoskeletal disease and systemic autoimmune conditions, often referred to as rheumatic diseases. Both providers see patients at White River Health Rheumatology.



Pam Mize, APRN, Joins White River Health Cardiology

White River Health Cardiology in Batesville was pleased to welcome Pam Mize, APRN, to the Cardiology team. Mize focuses on providing treatment and care to patients with heart disease and other heart disorders.



Christina Creeden, DNP, APRN, FNP-C, AG/ACNP-BC Joins White River Medical Center

Creeden specializes in adult gerontology, working with adult patients by providing wellness exams, screenings, illness treatment, and other healthcare needs throughout adulthood and old age.

Madison Dover, APRN, FNP-BC, Joins White River Health Women's Clinic

Madison offers comprehensive Obstetrical and Gynecology services to women in Batesville and North Central Arkansas. The physicians and APRNs at WRH Women's Clinic see patients for annual gynecologic wellness exams, fertility counseling and family planning, management of high-risk pregnancies, prenatal care, vaginal and cesarean delivery, postpartum care, and treatment of conditions associated with menopause.



White River Health Family Care Welcomes New Nurse Practitioners

White River Health Family Care in Southside welcomed David Tanner Oliver, APRN, to the clinic in 2023. As a nurse practitioner, Oliver provides healthcare to patients of all ages for treatment of acute illness, chronic conditions, and wellness exams.



White River Health also welcomed APRNs Brooke Sitkowski and Jeanne Markowski to the team this year. Both providers serve in various Family Care clinics throughout the organization. Sitkowski and Markowski provide healthcare to patients of all ages for treatment of chronic conditions, acute illness, and wellness exams.



White River Health Behavioral Health Welcomes Nicole Smith, APRN, PMHNP-BC

Smith specializes in the treatment of various mental health disorders, including anxiety, depression, ADHD, and more. Smith works with patients of all ages.



White River Health Surgery Clinic Welcomes New Providers

White River Health Surgery Clinic welcomed Sarah Fuller, APRN, and Jessica Metcalf, APRN, to the team in



2023. Fuller practices general urology and specializes in treating women's urological disorders, such as incontinence, urinary leakage, and recurrent urinary tract infections. Metcalf specializes in



Otolaryngology (ENT) and the treatment of patients with conditions of the ears, nose, and throat.

Amanda Dunavant, APRN, Joins White River Health Internal Medicine

White River Health Internal Medicine in Cherokee Village welcomed Amanda Dunavant, APRN, to their team in 2023. As a nurse practitioner, Dunavant is available for treatment of acute illnesses, chronic conditions, and wellness exams for patients of all ages.

