

Employment Engagement

Russell Staggs, 2021 Employee of the Year



White River Medical Center (WRMC) employees chose Security Officer Russell Staggs as the 2021 Employee of the Year! Staggs started working as a Security Officer for WRMC in 2016. He is often complimented by his co-workers for his prompt response time, dedication, and

willingness to help when and where he is needed. When Staggs is not at work, he enjoys spending time with his son, Rusty; daughter, Sydney; and his two grandsons, Cayden and Morgan. Congratulations to Russell Staggs on this outstanding recognition!



Employee Picnic for Hospital Week

In celebration of Hospital Week, we proudly host an employee picnic for all of our staff to enjoy a free meal and fellowship with other team members. We provide fun treats, games and door prizes for employees. This is also a great opportunity to deliver employee gifts. WRHS hosts events at WRMC, SCMC and the WRMC Medical Complex Cherokee Village in an attempt to reach all of our employees throughout our service area.



Information Systems' Growing Garden

Back in May, members of the Information Systems department worked together to plant zinnias in their garden space at the Batesville Community Garden. The zinnias they planted were donated to patients requiring an overnight stay at White River Medical Center and Stone County Medical Center. Thank you to the Information Systems department for your dedication to our organization!



FCB Delivering Snack Boxes for Employees

During November, our friends at First Community Bank delivered snack boxes to show their appreciation for WRHS employees. We can't thank them enough for this thoughtful gesture! We appreciate you.



SCMC Employee Retires

In July, we said goodbye to our long-term SCMC employee Betty Ward. Although this goodbye was bittersweet, we know her next chapter will be an exciting one! Her co-workers at SCMC honored her with a lunch on July 1 in recognition of her 50 years of service at SCMC. Ward is the first employee to date to have served 50 years with SCMC. Our sincerest thanks and gratitude go out to Ward for her dedication and service.



Enhanced Cafeteria

Our cafeteria is a main resource for employees for lunch and snacks throughout their workday. Our Executive Chef and Dietary staff worked throughout 2021 to enhance our cafeteria, providing options tailored to the employees' wants and needs. In addition to improvements within the cafeteria, Dietary staff began take-home dinners to make preparing meals at home easier after a long day at work. The cafeteria also started preparing food for night shift and weekend workers, something they were unable to receive in the past.



Food Truck Fridays

Just as in past years, we saw moments where COVID-19 hit peaks, bringing our hospital to full capacity. Our healthcare staff worked tirelessly, taking care of all our patients during this time. Our employees had little opportunity to leave the hospital for lunch; so, we brought options to them. Starting in the summer, every Friday, we had a selection of food trucks park at White River Medical Center. This was something for employees to look forward to during trying times.

Looking Towards a Brighter Future

At White River Health System



WHITE RIVER HEALTH SYSTEM

The Care You Need. Where You Need It.

2021 Annual Report

A Message to the Community

While COVID-19 continued to affect our communities in 2021, we strived to overcome the challenges it brought. Our world, nation, and community all worked to navigate through these hardships and towards new horizons. The introduction of vaccines opened the door to a possibility of a new normal. Our health system took this opportunity to re-evaluate our strategy for reaching our prospective goals. In doing so, we have shifted our vision from our previous pillars of: People, Service, Growth, Quality and Finance, instead transitioning toward three new ideals: Employee Engagement, Business Fundamentals, and Innovation and Growth.

Our original five pillars were built on the principle of people first! We continue to have this mindset with our new pillars. Our Employee Engagement segment is focused on providing a safe and trusting environment for our employees. Creating a great atmosphere allows our employees the best opportunity to work from their upper brain, which is responsible for analyzing, decision making, imagining, planning and problem solving. Ideally, this means that because our employees are now working in an environment where they feel safe, respected and heard, they will be able to work more creatively and out of passion for their job rather than necessity. Ultimately, this leads to the best care possible for our patients. It is important that our employees feel valued by our administration. White River Health System (WRHS) wants to provide encouragement for our staff and take time to highlight the wonderful things that they do to go above and beyond for those living in the communities we serve.

WRHS prides itself on being a health system that continuously searches for ways to improve the basis of our business principles. We want to evaluate our performance on a department level, taking ownership so each individual can provide better customer service and help our organization thrive. We consistently seek opportunities to enhance our services. What can we offer to benefit patients? How can we improve quality of care? Are we working efficiently? With these questions in mind, we encourage additional education for our staff and further certifications in areas of interest. We have also discovered areas of improvement in execution of our billing and collecting. We work to improve these areas to ease the frustration of the traditional billing process in healthcare.

The first two categories come together to bring innovation and growth. As mentioned previously, we hope to provide an engaging environment for employees. With the opportunity to feel more valued, they can find their passion for their work. This allows for us to feel comfortable sharing new ideas and innovating the way we care for our community. We can challenge traditional methods of operation and start thinking outside the box.

This past year, we have seen improvements based on these principles. Without the dedication of our nurses, providers, dietary staff, environmental services staff and so many more valuable departments within our system, we could not provide care to our patients. We would not be moving past the struggles that we have faced during this pandemic to look toward the future. Our employees are exceeding expectations in unimaginable ways. I am honored to lead the WRHS family and to witness the strength, compassion and endurance of each and every one of our employees. I am unable to fully express the magnitude of appreciation I have for our staff. I am eager to press toward new horizons alongside our amazing team, embracing our bright future building better care for our communities.

Gary Paxson | WRHS President & CEO



WRHS Received Commitment Award

During 2021, White River Medical Center was awarded an Arkansas Governor's Quality Award for Commitment, a level designed for organizations that have progressed to a point of demonstrating serious commitment to the use of quality principles to attain performance excellence. The Commitment Award is the second of four award levels in moving toward the fourth – and the highest level in the state – the Governor's Quality Award for Performance Excellence. The goal of the program is to encourage Arkansas organizations to engage in quality improvement, which leads to performance excellence.

White River Health System is proud to have received this honor.



COVID-19 Vaccinations Offered to Service Areas

White River Health System was proud to offer a number of COVID-19 Vaccination clinics in our service area. Over the course of six scheduled dates, we were able to provide vaccines in 18 separate locations. Vaccinations teach our immune system to recognize and fight a virus. The COVID-19 vaccine minimizes the risk of exposure to the virus. Providing opportunities where possible for our communities to get the vaccine assists in the fight against COVID-19.

WRMC Hosts In-Person 5K

We were eager to host our annual Highway to Health 5K Run/Walk in person for the first time since the beginning of COVID-19. The event drew 108 runners, walkers and virtual participants and raised \$10,000 to support the local schools' food pantries. Thank you to all who helped make this year's Highway to Health 5K a success.

Business Fundamentals

WRMC Named One of the Top 100 Rural and Community Hospitals for the 4th Year in a Row

Every year, The Chartis Center for Rural Health recognizes the nation's rural hospitals with outstanding performance based on the results of the Hospital Strength INDEX®. For the fourth year in a row, White River Medical Center (WRMC) was named one of the Top 100 Rural and Community Hospitals. Over the course of the last 11 years, the INDEX has grown to become the industry's most comprehensive and objective assessment of rural hospital performance. WRMC is one of only two Arkansas hospitals to receive this recognition this year.

SCMC Receives 5-Star Award

Stone County Medical Center (SCMC) received a five-star rating from the Centers for Medicare & Medicaid Services (CMS). This rating is re-evaluated quarterly. SCMC was the only facility in North Central Arkansas and only one of four hospitals in Arkansas to receive this rating during the most recent evaluations.

CMS provides ratings using five categories: mortality, patient experience, re-admission, safety of care and timely and effective care. Based on reported numbers in each category, CMS calculates a weighted average to combine the five group scores into a single hospital summary score. We are honored to have received a five-star rating.



WRMC Hosts Drive-Thru HealthFirst and Virtual Event

For the ninth year, White River Medical Center (WRMC) and First Community Bank (FCB) partnered to offer women in the community an event focused on women's health. This year, the event's theme was "Healthy Ever After" and provided a royal flair to the topic of encouraging women of all ages to value their health. With COVID-19 continuing to spread, WRHS hosted the event in a drive-thru setting to reduce exposure to the virus.

The primary purpose of the HealthFirst Women's Event was to raise awareness and provide practical tools for disease prevention and overall good health. HealthFirst included free screenings such as blood pressure, COVID-19 vaccinations, flu shots, glucose and cholesterol, heart health CT scheduling and mammography scheduling.



Community Benefit

by the Numbers

 WHITE RIVER MEDICAL CENTER

 WRHS CLINICS

 STONE COUNTY MEDICAL CENTER



Salaries, Wages, and Benefits

\$85,779,709

\$8,669,713

\$44,805,248



Purchased Services

\$12,393,447

\$112,580

\$1,929,986



Number of Employees

1,632

133



Births

693



Supplies

\$36,552,735

\$3,880,871

\$13,778,144



ER Visits

28,059

5,947



Surgeries

6,205

1,505



Inpatient Admissions

8,919

475

WRMC MEDICAL COMPLEX

ER Visits: **6,510**

WRHS FOUNDATION

Funds Raised: **\$318,147.92**

WRHS CLINICS

CareGivers Members: **394**

Funds Raised: **\$131,016.44**

WRMC Cheering Section Gift Shop

Sales in 2021: **\$393,551.51**

SCMC Birdcage Gift Shop Sales in 2021:

\$7,472.22



Charity Care

\$4,632,970

\$552,823

The White River Health System (WRHS) Foundation supports the healthcare mission of WRHS through charitable giving, grant writing and fundraising events. In 2021, Foundation proceeds were used to benefit nursing scholarships, WRHS cancer detection and treatment services and other areas of need at WRHS.

CAREGIVERS

WRHS employees generously support our organization through CareGivers, the WRHS employee giving program. Employees participating in the program donate a small percentage of their monthly earnings. In 2021, 394 employees helped raise over \$131,000 to support a variety of needs. CareGivers funds benefit the following Foundation priorities: Area of Greatest Need, Community Engagement, Mental Health, Nursing Scholarships, Patient Assistance, Ribbons of Hope, WRMC ER and WRMC Residency Program.

THE SCMC AND WRMC AUXILIARIES

The WRMC and SCMC Auxiliaries are composed of many volunteers who give their time and use their individual talents to serve patients and visitors. One of the many ways they serve is through the WRMC Cheering Section and the SCMC Birdcage gift shops. Every year, the auxiliaries donate a portion of the proceeds from the gift shops to provide funds for the organization's greatest needs. Beginning in 2020, the WRMC Auxiliary has pledged to donate \$500,000, over the next six years, making a significant impact in our hospital and communities. The funds will be instrumental in providing great quality care to the patients fighting cancer.

Fundraising

Each year, WRMC holds various fundraisers to help support our mission of providing quality care to our local community. This year, we hosted three fundraisers: a Cajun Occasion, Paint the Town Pink (PTTP) and a Take Aim at Cancer Trap Tournament. The *Cajun Occasion* was a drive-thru fundraising event featuring a delicious Cajun-themed meal. During the event, we were able to raise \$7,000 to benefit WRHS cancer detection and treatment services. Paint the Town Pink was also a fundraising event supporting WRHS's cancer detection and treatment services. Community members and businesses were able to participate by purchasing yard signs, T-shirts, window painting and by joining in Give Back Night. The event raised \$87,942, and we couldn't be more grateful for the generosity. Our inaugural Take Aim at Cancer Trap Tournament was an amazing event thanks to our sponsors. Because of their contribution and the participation of registered teams, we raised \$11,181 to benefit WRHS cancer detection and treatment services.



Donor Spotlight: Stanley Wood Chevrolet Buick GMC dealership and Scott Wood Chrysler Dodge Jeep Ram dealership have been strong advocates and supporters of our Foundation. Over the years, the Wood family of dealerships has strongly supported Breast Cancer Awareness projects including Paint the Town Pink (PTTP). All PTTP proceeds benefit WRHS cancer detection and treatment. We are thankful to them and the many other donors for their support.



Trap Tournament Volunteers

Leadership

White River Health System Executive Leaders

Gary Paxson, President & CEO
Lindsey Castleberry, EVP & Chief Legal Counsel
Shawna Ives, EVP & Chief Financial Officer
Jeff Reifsteck, VP & Chief Information Officer
Jennifer Sandage, VP & Chief Nursing Officer
Jody Smotherman, EVP & Chief Strategy Officer/
SCMC Chief Operating Officer
Robert Wright, VP of Physician Services

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Toi McMullin, Director of Volunteer Services
Carol Board
John Ed Smith
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Nancy Thompson
Charles Varela, MD
Fred Ward

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Leneil Taylor, Secretary
Carolyn Shipman, Gift Shop Treasurer
Teresa Linden, General Account Treasurer

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Johnny Carter
Nathan Criss
Cathy Johnson
Brandon Rayburn
Pamela Rowland

Innovation and Growth

New Clinics and Facilities

In order to better serve our community, over the past year we've continued to grow our clinics and facilities. Our **newest additions were the Hepatitis C Clinic in Batesville**, the **WRMC Detox Unit**, the **reopening of the WRMC Family Practice Clinic**, and the **reopening of Newark Medical Clinic**. Previously, Hepatitis C treatment was available at the WRMC Medical Complex Cherokee Village, and we were proud to begin offering treatments in the Batesville area as well. At the beginning of 2021, the Medical Detoxification Unit located inside WRMC opened. The Detox Unit is a three- to five-day program for adult patients voluntarily detoxing from prolonged substance or alcohol abuse, offering the advantages of constant medical care and supervision should complications from withdrawal arise. In September of 2021, we were eager to re-open the WRMC Family Practice Clinic featuring primary care provider Bobbi Tosh, APRN. Following the return of the WRMC Family Practice, we were excited to re-open the Newark Medical Clinic. The newly re-opened facility features primary care provider Kerstie Metzger, MSN, APRN, FNP-BC.

New Services and Procedures

WRHS continues to make strides in innovation and growth through new services and procedures that are available to our patients.

Our new services in 2021 included **partnering with UACCB to provide free mental health services to students**; **offering Mental Health First Aid training** in order to give community members the skills to support someone who may be struggling with mental health, substance abuse problems or experiencing a crisis; and **Inspire Therapy**, **a breakthrough obstructive sleep apnea (OSA) treatment option** for those who cannot use Continuous Positive Airway Pressure (CPAP) therapy.

Our new procedures consisted of **performing the first total wrist replacement in Arkansas**, which treats patients with unbearable pain and disability due to rheumatoid arthritis or osteoarthritis; **providing complex coronary interventions and peripheral interventions** for the heart and legs to patients suffering from coronary artery disease (CAD); and **offering an MRI Fusion Prostate Biopsy procedure** that allows Urologists to accurately biopsy suspicious areas of the prostate.

News and Accomplishments

At WRHS, our team made headlines this year for a handful of accomplishments including earning national recognition for **winning the American Heart Association's Mission: Lifeline® EMS Silver Plus Achievement Award** for implementing specific quality improvement measures to treat heart attack patients; **performing 1,000 joint replacement surgeries using Stryker's MAKO robotic arm** assisted joint replacement system, making WRMC one of only three hospitals in the state to achieve this milestone; as well as **raising over \$130,000 for the installation of two 3D mammography machines**. A big thank you to everyone who made these amazing accomplishments possible.



Celebrating 1,000 MAKO procedures



Posing with a new mammography machine

New Providers

New Providers Join WRMC Medical Complex Southside

Providers Brandon Womack, APRN, and James Bridgeman, APRN, joined the WRMC Medical Complex Southside. As Family Nurse Practitioners, Bridgeman and Womack provide healthcare to patients of all ages. They are available for the treatment of acute illnesses, chronic conditions and wellness exams. They are dedicated to providing quality care to patients, as well as maintaining direct communication with patients and the healthcare community.



Brandon Womack, APRN



James Bridgeman, APRN

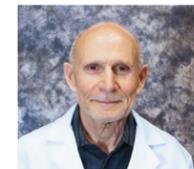
Dr. Varela Joins WRHS

Back in April, we welcomed Charles Varela, MD, Orthopaedic Surgeon, to the White River Health System (WRHS) team. Dr. Varela is a board-certified Orthopaedic Surgeon with added certification in surgery of the hand with an established patient base in Mountain View. Dr. Varela's areas of expertise include hand surgery, knee injuries, joint replacement, trauma surgery and foot surgery. He has been in practice as an Orthopaedic Surgeon for more than 25 years.



Dr. Nardella Joins WRMC Rheumatology Clinic

The WRMC Rheumatology Clinic was pleased to welcome Dr. Francis Nardella to the Rheumatology team. Dr. Nardella is a locums provider trained to treat patients with rheumatic diseases that cause pain, stiffness, and/or swelling of the joints, muscles, and bones. Dr. Nardella treats common rheumatic diseases such as rheumatoid arthritis, lupus, osteoarthritis, vasculitis, and many more.



Dr. Mahesh Anantha Welcomed to WRMC Cardiology

White River Health System was pleased to welcome Mahesh Anantha, MD, FACC, Interventional Cardiologist, to the WRMC Cardiology team. Interventional Cardiology focuses on providing treatment and care to patients with heart disease.



Dr. Anantha specializes in treating patients with heart attack or chest pain, leg pain, ulcers and patients at risk of losing limbs due to poor blood flow.

WRMC Works with Imagination Library

White River Health System (WRHS) is happy to be partnering with United Way of North Central Arkansas to provide free books to all children born at White River Medical Center (WRMC) through Dolly Parton's Imagination Library (DPIL). The Imagination Library program is dedicated to inspiring a love of reading by gifting books free of charge to children from birth to age five through a partnership with DPIL and local independent affiliates such as the United Way of North Central Arkansas.



Doreen Kamoga, MD



Michael Andryka, MD



Wyatt Lydolph, MD

Class of 2024 IM Residents Join WRMC

The Graduate Medical Education program is responsible for the Internal Medicine (IM) Residency program at White River Medical Center. In July, the program welcomed the IM class of 2024, the fifth class since the program's beginning.

The first class of residents graduated in 2021. From that group, three residents have become providers within the health system: Doreen Kamoga, MD, Internal Medicine provider; Michael Andryka, MD, Hospitalist; and Wyatt Lydolph, MD, Hospitalist.

White River Medical Center Welcomes New Hospitalists

In addition to three residents that we welcomed as physicians, White River Medical Center was eager to welcome two other hospitalists: Janani Baskaran, MD, and Kalyan Gonugunta, MD.



Janani Baskaran, MD
Hospitalist



Kalyan Gonugunta, MD
Provider/Hospitalist