

2023 Annual Report





Table of Contents

INTRODUCTION

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

REPORT

Primary Care Clinic.....	6
Residency Program.....	6
Lunch & Learn Sessions.....	6
Quality	7
Marketing	7
Facility Improvements.....	7
Community Events.....	8
Human Resources	9

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, 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

As President of Dardanelle Regional Medical Center, I am delighted to present the highlights of 2023 in this annual report. This year, we have grown significantly in our primary care clinic, expanding our team of providers to better serve the increasing demand for high-quality, compassionate healthcare in our community.

In 2023, we also introduced the Family Medicine Residency Rural Training Track, welcoming our first cohort of residents. After their initial year at Conway Regional Medical Center, these residents will join our Dardanelle Regional team in 2024. This new program reflects our dedication to advancing medical education and enhancing regional healthcare.

Our commitment to improving patient experience has been furthered by implementing the Hendrich Fall Scale, organizing community events to connect with our providers, and investing in art to enrich the environment for our inpatients.

Employee support remained robust through the Sharon Rogers Memorial Benevolence Fund Drive, which raised \$10,708 from 102 staff and providers. Of these contributions, \$8,589 was allocated to the Benevolence Fund, providing \$4,578 in assistance to employees in need, and \$2,119 was directed to areas of greatest need.

Our core values of integrity, compassion, accountability, respect, and excellence continue to guide us, reflected in the dedication and commitment of every member of our team.



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

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
- April Kranz**, 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
- Hannah Hogue**, 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
- Dusty Wantland**, Dietary Manager
- Matthew Pruitt**, Laboratory Manager
- Dusty Wantland**, Environmental Services Manager
- Chrissy Stutzman**, Purchasing Manager
- Brandy Talley**, Accounting Controller and Business Office Director
- Jamie Terrell**, Patient Access Manager
- Adriane Travis**, Imaging Manager

2023 Statistics

ADMISSIONS



575

PRIMARY CARE



10,446

ER VISITS



5,943

EMPLOYEES

ETHNICITY

White: 84%
African American: 4%
Hispanic or Latino: 10%
Asian: 1%
Two or more races: 1%

AGE

18-25: 7%
26-35: 25%
36-45: 21%
46-55: 27%
56-64: 16%
65+ 3%

GENDER

Female: 88%
Male: 12%

- Senior Behavioral Health saw 3,041 inpatient stays.
- Emergency Department reported 5,943 visits.
- Intensive Outpatient Program sessions grew from 9,348 individuals in 2022 to 10,579 in 2023.
- Pain procedures grew from 629 to 652 in 2023.
- Gastroenterology procedures grew from 266 patients to 517 in 2023.

PRIMARY CARE CLINIC

Dardanelle Regional Medical Clinic recorded 10,446 primary care visits, showcasing the exceptional care delivered by Hailey Farris, MD, Ross Lenzen, DO, Katerina DeVore, APRN, and Stephannie Cawiezell, 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.

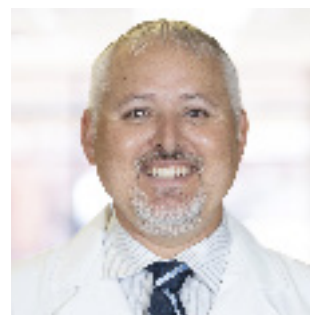


LUNCH & LEARN SESSIONS

In 2023, Dardanelle Regional held quarterly 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.

RESIDENCY PROGRAM

In 2023, Ben Bower, MD, and Adeola Taiwo, MD, became the first residents in the Family Medicine Residency Rural Training Track. They will arrive on the Dardanelle Regional campus in July of 2024. Hailey Farris, MD, serves as the associate program director for the rural training track.



Ben Bower, MD



Adeola Taiwo, MD

QUALITY

Dardanelle Regional maintains an accredited Level IV trauma program.

Dardanelle Regional Medical Center decreased its Report of Events (ROEs) from 231 in 2022 to 154 in 2023 after implementing the new Hendrich Fall Scale in conjunction with Conway Regional and making other quality improvements.

OPEN HOUSE

In September, Dardanelle Regional Medical Clinic celebrated the arrival of two new team members, Dr. Ross Lenzen and Stephannie Cawiezell, APRN, with a welcoming open house. Our new providers joined the team alongside Hailey Farris, MD, and Katerina DeVore, APRN.

Dr. Lenzen was a member of the first class of family medicine residents in the Conway Regional Graduate Medical Education Program. He received his Doctor of Osteopathic Medicine from NYIT College of Osteopathic Medicine in Jonesboro, Arkansas, in 2020.



FACILITY IMPROVEMENTS

In 2023, artist Madison Gainey, Arkansas Tech alumna, created a mural for Senior Behavioral Health. The mural is designed to help acclimate patients to their surroundings in the unit, which provides short-term care for senior adults with various forms of mental illness.



COMMUNITY EVENTS

MT. NEBO CHICKEN FRY

Dardanelle Regional provided 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 CHRISTMAS PARADE

Our staff finished first in the commercial division of the Dardanelle Christmas parade float contest.

EMPLOYEE GIVING

The Sharon Rogers Memorial Benevolence Fund Drive took place in October and November. The drive raised \$10,708 in contributions from 102 staff and providers. Those funds were contributed to the Sharon Rogers Benevolence Fund (\$8,589) and Area of Greatest Need (\$2,119). The benevolence fund provided \$4,578.15 in benefits to employees in need in 2023.



HUMAN RESOURCES

Through the partnership with Conway Regional Health System, Dardanelle Regional's leadership continued to enhance morale and services offered to staff in 2023.

- In October, employees completed the Press Ganey Employee Engagement Survey. The hospital ranked in the 91st percentile for employee engagement in 2023.
- 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.
- 251 STAR cards were awarded in 2023 as part of the STAR Card Employee Recognition Program implemented in 2021. Patients, visitors, and co-workers give STAR cards for outstanding employee service.



