

The Regional

A BAXTER REGIONAL MEDICAL CENTER PUBLICATION

THRIVING TOGETHER

TO MAKE A HEALTHIER OZARKS

SPRING 2018

BRMC Recognized by Healthgrades®

Baxter Regional Medical Center is proud to have been recognized as the only hospital in Arkansas to be named One of Healthgrades® America's 50 Best Hospitals for Cardiac Surgery™ in 2018 and the only hospital in Arkansas to be named among the Top 5% in the Nation for Patient Safety in 2017! This announcement is according to an evaluation from Healthgrades, the leading online resource for comprehensive information about physicians and hospitals. Every year, Healthgrades evaluates hospital performance at nearly 4,500 hospitals nationwide for 34 of the most common inpatient procedures and conditions.



David Fox, BRMC VP/Chief Operating Officer; Ron Peterson, BRMC President & CEO; Garrett Spry, District Director of Quality Solutions, Healthgrades; Shannon Nachtigal, BRMC VP/Patient Care Services & Chief Nursing Officer; Dr. Louis Elkins, cardiovascular surgeon; and Barney Larry, BRMC VP/Business Development & Baxter Regional Hospital Foundation Executive Director.

Garrett Spry, District Director of Quality Solutions, Healthgrades, was on the BRMC campus to present the awards in December, stressing that these awards are based on actual patient outcomes of our hospital.

This is the fourth consecutive year that BRMC was named One of Healthgrades America's 50 Best Hospitals for Cardiac Surgery, as the only hospital in Arkansas to achieve this distinction.

"It is truly an honor to receive this designation, but the affirmation that we're reducing mortality and complications here in Mountain Home is extremely humbling. We as a team are honored to accept this award," said Ron Peterson, BRMC President

& CEO, while recognizing the physicians in attendance, Dr. Louis Elkins, cardiovascular surgeon, and Dr. Patrick Tobbia, cardiologist, as well as other members of the BRMC Heart Team.

The Healthgrades 2017 Patient Safety Excellence Award™ is a designation that recognizes superior performance in hospitals that have prevented the occurrence of serious, potentially avoidable complications for patients during hospital stays.

The distinction places BRMC among the top 5% of hospitals reporting patient safety data in the nation for its excellent performance as evaluated by Healthgrades.

Honors Earned as a Top Nurse Employer in Arkansas

Nurse.org, the web's leading career site for nurses, has recognized Baxter Regional Medical Center as one of the top hospitals for nurses to work for in Arkansas. Over the past two years, Nurse.org has collected 735 surveys of nurses from 72 hospitals in Arkansas about their workplace satisfaction. The data from the reviews from Arkansas state, revealed that BRMC has one of the highest levels of job satisfaction among its nurses.

Reviewers cited supportive coworkers, flexible scheduling, and competitive pay as the basis for the 4.2 star rating with 92% of the nurses surveyed recommending the hospital as an employer. Nurse.org provides a safe platform on which nurses leave honest

workplace reviews. Completely anonymous, nurses share their opinions about culture, nurse-to-patient ratios, and other matters important to them.

Making the list of top hospitals shows BRMC is focused on nurse satisfaction. Nurse recruitment – a challenge today – becomes easier when a hospital can demonstrate its commitment to nurses by pointing to an unbiased source.

To see all of the BRMC reviews, see our facility page on Nurse.org.



BRMC Named One of Top 20 Rural Community Hospitals

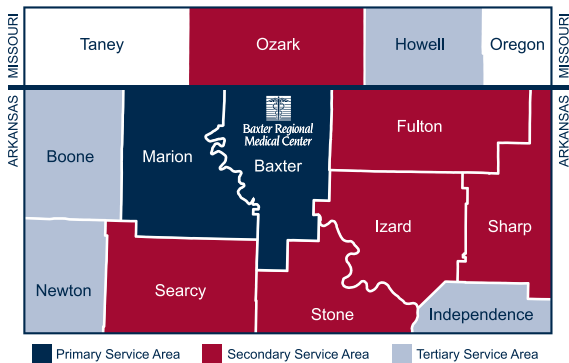
The National Rural Health Association (NRHA) recently named Baxter Regional Medical Center one of the Top 20 Rural Community Hospitals in the United States, based on an evaluation conducted by The Chartis Center for Rural Health using iVantage Health Analytics. BRMC has been named to the NRHA Top 100 Rural Community Hospitals the past two years and is the only hospital in Arkansas and Missouri to be named in the top 20. BRMC is one of five Arkansas and Missouri hospitals included in the top 100 for 2018.

The 20 highest ranked prospective payment system (PPS) hospitals in the country were based on eight indices: inpatient market share, outpatient market share, quality, outcomes, patient perspectives, costs, charge and financial stability.

"BRMC is proud of the efforts of its physicians and staff who have contributed to our hospital achieving this designation," said Ron Peterson, BRMC President and CEO. "Our results as a top healthcare provider symbolize the commitment to our purpose of preserving BRMC as a comprehensive, independent, community-driven health system in order to optimize access to quality healthcare for patients in the communities we serve."



Baxter Regional Medical Center



Baxter Regional Service Area

Baxter Regional Medical Center (BRMC), located in Mountain Home, Arkansas, serves patients from a two-state, 14-county area throughout north-central Arkansas and south-central Missouri. In addition to the main hospital facility, BRMC operates fifteen area clinics.



CHECK OUT OUR VIDEOS

<https://www.youtube.com/user/BaxterRegional/videos>

STORIES, INTERVIEWS AND MORE!

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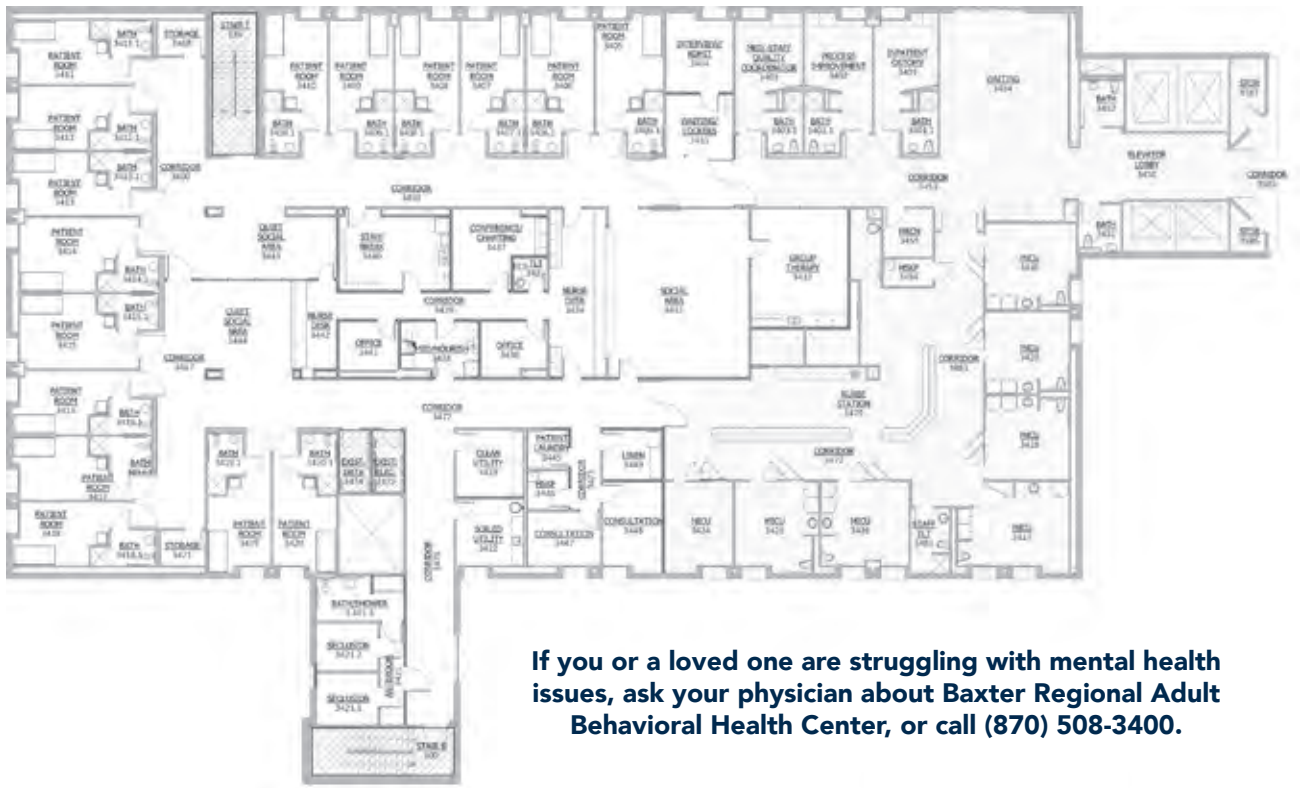


Baxter Regional Adult Behavioral Health Center Opens

It's been said that a hospital doesn't have needs, a community does. So when the need arose for inpatient adult psychiatric care serving Mountain Home and surrounding communities, BRMC answered the call.

The Baxter Regional Adult Behavioral Health Center, a 16 bed inpatient facility located on the third floor in the south tower of BRMC, opened Monday, April 2 and provides mental health treatment for patients age 18 and older. Behavioral healthcare, medication management, and individualized treatment planning are provided on the confidential, secured unit to provide therapies and teach skills intended to help the individual overcome the specific problems each person faces.

Our interdisciplinary team of experienced nurses, techs, and therapists is led by board certified psychiatrist Dr. Tom Foster and a mental health nurse practitioner. They provide comprehensive treatment-oriented activities and serve as role models to help all patients develop interpersonal communication skills and healthy relationships. Discharge planning begins at admission and ensures continued success by providing all necessary outpatient treatment.



If you or a loved one are struggling with mental health issues, ask your physician about Baxter Regional Adult Behavioral Health Center, or call (870) 508-3400.

Honoring BRMC Staff - Heroes with Halos and The DAISY Award

Two programs that honor BRMC staff include Heroes with Halos and The DAISY Award

Heroes with Halos

After receiving care at BRMC, many of our patients and their families often tell us it is difficult to express the gratitude they feel for the caregivers who relieved their pain, listened to their needs, made them more comfortable or even saved their lives. While no thanks are necessary, gestures of appreciation fuel our staff's enthusiasm for providing compassionate, attentive care, and Baxter Regional Hospital Foundation's Heroes with Halos program gives them that kind of opportunity!



In 2017, a record 122 Heroes with Halos were honored at BRMC. Thank you to our community for honoring our physicians, staff members and volunteers in this unique way!

By making a tax-deductible gift to support BRMC, donors become a partner in our mission to improve the health of the people and communities we serve. A gift can be designated as a tribute to a doctor, nurse, volunteer or any other staff member who has touched a life in a special way. Heroes with Halos

will receive a personal visit from the BRMC Senior Leadership Team and be presented with a certificate of appreciation and special badge holder.

The DAISY Award - Recognizing Exceptional Nursing at BRMC

In December, Baxter Regional Medical Center honored Desiree Underwood, RN, and Beverly Crabb, RN, as its first recipients of The DAISY Award for Extraordinary Nurses. These awards are part of the DAISY Foundation's program to recognize the super-human efforts nurses perform every day. The kind of work the nurses at BRMC are called to do every day epitomizes the purpose of The DAISY Award. "We are proud to be among the healthcare organizations participating in the DAISY Award program," said Shannon Nachtigal, MSN, RN, VP/ Patient Care Services and Chief Nursing Officer. "Nurses are heroes every day. It's important that our nurses know their work is highly valued, and The DAISY Foundation provides a way for us to do that."



4 South team members Desiree Underwood and Beverly Crabb were the first BRMC nurses to receive The DAISY Award.

The not-for-profit DAISY Foundation is based in Glen Ellen, CA, and was established by family members in memory of J. Patrick Barnes. Patrick died at the age of 33 in late 1999 from complications of Idiopathic Thrombocytopenic Purpura (ITP), a little known but not uncommon auto-immune disease. The care Patrick and his family received from nurses while he was ill inspired this unique means of thanking nurses for making a profound difference in the lives of their patients and patient families.

Nurses may be nominated by patients, families, and colleagues, and they are chosen by a committee at BRMC to receive The DAISY Award. Two awards are given quarterly in front of the nurse's colleagues, physicians, patients, and visitors.

For more information, or if you have been the recipient of extraordinary care by a nurse and would like to nominate him or her, visit www.baxterregional.org.



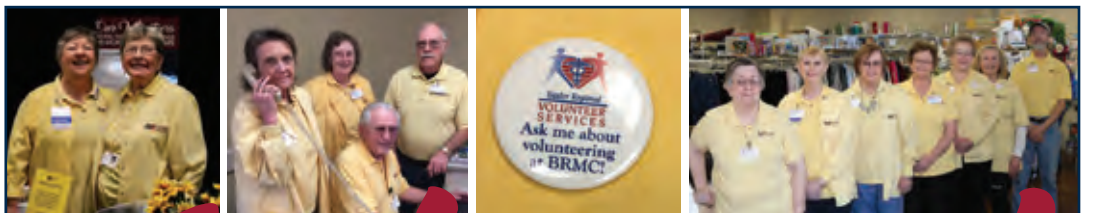
PRESENTED BY BAXTER REGIONAL MEDICAL CENTER, KTLO, CLASSIC HITS & THE BOOT

DON'T MISS THE 39TH ANNUAL Health Fair and Expo

Baxter County Fairgrounds, Mountain Home
WEDNESDAY, APRIL 25, 2017
 7:30 a.m. - 4 p.m.
THURSDAY, APRIL 26, 2017
 7:30 a.m. - noon

FREE Blood Sugar, Cholesterol, PSA and Hemoglobin A1c tests until 11 a.m.

HEALTH INFO • GIVEAWAYS • DEMONSTRATIONS • EXHIBITS
 For a complete list of vendors, visit www.baxterregional.org or www.ktlo.com



Join us!

April is National Volunteer Month and a great time to join our team of volunteers! Unique volunteer opportunities are now available at retail locations and in multiple hospital departments. In 2017, the Baxter Regional Medical Center Auxiliary donated 76,359 hours of service and \$367,846.72 to our hospital. THANK YOU, volunteers!

Apply online at www.baxterregional.org, or for more information, contact Baxter Regional Volunteer Services at (870) 508-1064 or volserv@baxterregional.org.





Baxter Regional Welcomes New Providers



Allan Gocio, MD - Board Certified Neurosurgeon

A native Arkansan, Dr. Allan Gocio is a board certified neurosurgeon and has practiced in Missouri, Illinois and Kentucky, and most recently returned to Little Rock as Assistant Clinical Professor of Neurosurgery at UAMS and Neurosurgery Section Chief of the Central Arkansas Veterans

Healthcare System Veterans Hospital. He will continue serving in these while working part-time at BRMC Neurosurgery & Spine Clinic. Dr. Gocio and his wife, Danette, have a home in Lakeview. Call (870) 508-7080 for more information or an appointment.



Lee Morisy, MD - Board Certified General Surgeon

Dr. Lee Morisy is a board certified general surgeon, fellow of the American College of Surgeons, a member of the American Medical Association, American Society of Colon and Rectal Surgeons and the Society of American Gastrointestinal Endoscopic Surgeons.

Dr. Morisy and his wife, Ailene, have relocated to Mountain Home from Memphis, Tennessee. He is in practice at Ozark Surgical Group. Call (870) 425-9120 for more information or an appointment.



Charles Grinder, APRN - Family Nurse Practitioner

Join us in welcoming Charles Grinder, APRN, to the practice of Dr. Eric Spann and his team at the Baxter Regional Health System Hometown Clinic at Mountain View! Charles is a nurse practitioner specializing

in family medicine and wound care management. He is accepting new patients of all ages. Call (870) 269-3447 for more information or an appointment.

Sold Out Crowd Attends Masquerade Ball

The 4th annual Masquerade Ball was Saturday, February 10 at the Vada Sheid Community Development Center.

The Mardi Gras themed event raised \$40,130 for the BRMC Community Health Education and Support Houses!

In 2017, more than 16,000 people passed through these community houses, where the majority of the services and programs are offered free of charge. The annual Lend-A-Hand campaign and fundraisers like this event ensure that the many free services of these community houses continue to be a mainstay in the Twin Lakes area.



Save the date for the 5th Annual Masquerade Ball on Saturday, February 9, 2019.



COMMUNITY NEWS & MORE

What to find out about upcoming BRMC events or current programs?

Visit www.baxterregional.org/events.

Journey Though Cancer, New Group Gatherings at PCSH



Each cancer diagnosis begins a unique experience, and the path through treatment is a unique journey. The Peitz Cancer Support House provides patients with personalized support and educational information. If you or someone you love is coping with cancer, you can find comfort and strength through meeting with others at the PCSH.

Journey Through Cancer gatherings provide beneficial information for anyone going through the cancer journey. Attendees discuss and share experiences with others who are facing or have faced common challenges and learn from others how they coped and worked through similar experiences in their treatment process. Groups meet on the second Tuesday of each month at 9 a.m., 1 p.m., or 3 p.m. at the Peitz Cancer Support House.

No one should go through the cancer journey alone. You and your loved ones are welcome to attend any and all gatherings at the PCSH. Please call (870) 508-CARE (2273) or email pcsh@baxterregional.org for more information.

Join Us for Coffee & Conversations with Dr. David



Renowned expert on aging David A. Lipschitz, MD, PhD, Medical Director of the Mruk Family Education Center on Aging and Fairlamb Senior Health Clinic, is hosting bi-monthly seminars in 2018, different from the Lunch & Learns in years' past. Coffee & Conversations with Dr. David is a series of preventative programs for senior adults ranging in topics – from the importance of exercising and eating right and living a stress free life, to the burden of caregiving and memory loss. His talks are educational, enlightening and motivating.

- **How to Promote Good Health & Prevent Disease:** Monday, June 4 at 11 a.m.
- **Caring for a Loved One with Dementia:** Monday, August 6 at 11 a.m.
- **Ask Dr. David: For Men Only:** Monday, September 10 from 4:30 to 5:30 p.m.
- **Faith & Health:** Monday, November 5 at noon

The Coffee & Conversations series is held in the Lagerborg Dining Room and free to attend. Call the MFECO at (870) 508-3880, email mfecoa@baxterregional.org, or visit the online calendar at www.baxterregional.org/events for more information or to register.

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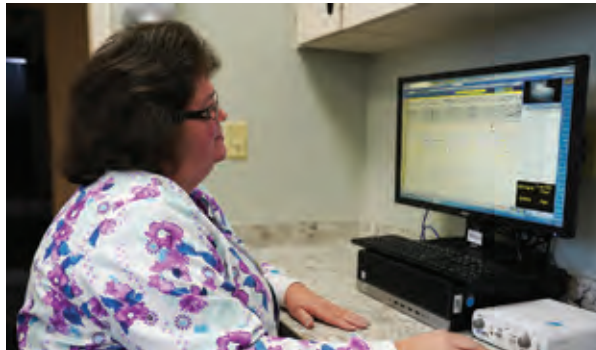


Sleep Disorder Center Unveils Expansion and Remodel

In celebration of World Sleep Day on Friday, March 16, a ribbon cutting and open house was held in the newly renovated BRMC Sleep Disorder Center. Located on the 6th floor of BRMC, the Sleep Disorder Center now has two more private testing rooms and expanded observation areas, allowing patient testing to be scheduled sooner. Tours of the remodeled unit were led by staff members, showing

visitors the expansion and updated, modern decor of the unit.

Accredited by the American Academy of Sleep Medicine, the Sleep Disorder Center is open Monday thru Friday, 8:30 a.m. to 4:30 p.m. and offers overnight and daytime testing under the medical direction of Board Certified Sleep Disorder Specialist, Dr. Paul Neis. For more information, call (870) 508-1599.



RN Residency Program Accepting Applications



The Baxter Regional Medical Center RN Residency Program is now accepting applications for the next cohort, set to begin this summer. The RN Residency provides a comprehensive onboarding experience to

transition newly graduated nurses from students to safe, competent professional practitioners. The program includes evidence-based curriculum, guided clinical experience with a preceptor, and a supportive component composed of professional growth opportunities and debriefing/self-care sessions.

The program was designed for new RN graduates and RNs with 6 months or less experience. RNs with less than one year of acute care experience are also eligible. Applicants must be licensed or eligible for licensure in Arkansas. For complete details and to apply, visit www.brmccareers.com, or email Kim Beavers, Recruiter, BRMC Human Resources, at kbeavers@baxterregional.org.

New Hospital Foundation Board Members

BRMC recently welcomed four new members to the Baxter Regional Hospital Foundation Board of Directors: April Fowler, Steve Litty, Heather Knight Loftis, and Matthew Taylor, AuD.

April Fowler, an Arkansas native, moved to Mountain Home in 1990. She has been in the banking industry for the last 12 years, having served the past 8 years at US Bank. April also serves on the Schliemann Center for Women's Health Education Advisory Board.



home to serve as Director, Annual Giving, for Baxter Regional Hospital Foundation. She joined the family business, KTLO, Classic Hits and the Boot, in 2008 as Sales Manager. A member of Mountain Home Rotary Club, Heather also serves on Twin Lakes Community Foundation Board of Directors, ASUMH Development Council, and Baxter County Library Foundation Advisory Council.



Steve Litty works in the Mountain Home branch of West Plains Bank & Trust Company. He also co-owns 2L Cattle Company, and serves as a part-time Mountain Home police officer. Steve is on the ASUMH Business Advisory Council, has been a Rotarian for 27 years, and is a Paul Harris Fellow.



Matthew Taylor, AuD owns Taylor Hearing Centers in Arkansas and Tennessee. Dr. Taylor currently serves on the Mruk Family Education Center on Aging Advisory Board, Rotary Club of Mountain Home Board of Directors, Parish Council at St. Peter the Fisherman Catholic Church, and he is the Audiology Representative to the Arkansas Board of Hearing Instrument Dispensers.



A Mountain Home native, **Heather Knight Loftis** spent 10 years working in healthcare philanthropy, first for Arkansas Children's Hospital Foundation, before moving back



COMMUNITY NEWS & MORE

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FREE Diabetes Education Program

Reppell Diabetes Learning Center is taking diabetes education on the road with "Diabetes Head to Toe," a free seminar, featuring live cooking demonstrations with delicious low carb recipes and information on foot care and healthy foot screenings. Attendees will receive free recipes, giveaways and much more. A light, healthy meal will be provided. Visit www.baxterregional.org/events for complete details and more.

- **Mountain View** - Wednesday, May 2, 2018
- **Ash Flat** - Wednesday, May 16, 2018
- **West Plains, MO** - Wednesday, May 30, 2018
- **Calico Rock** - Thursday, June 21, 2018



From left: Cheri Smith, RN, BA, CDE; Kendall Simmons, Type 1 Diabetes Ambassador; and RLDC Coordinator Jodi Bodenhamer, RN, CDE.

Kendall Simmons, a former NFL player and Type 1 Diabetes Ambassador, was in Mountain Home on December 6 at Dunbar Auditorium sharing with students about his journey from Pittsburgh Steelers Rookie of the Year, to managing his Type 1 Diabetes throughout his football career and beyond. Kendall also spoke at a private Meet & Greet at the RDLC to encourage kids and adults dealing with T1D. For more information about upcoming T1D events, call the RDLC at (870) 508-1765.

Women's Health Forum May 10

The Schliemann Center for Women's Health Education is hosting the 2018 Women's Health Forum: A Toast to Women on Thursday, May 10, at the Baxter County Fairgrounds. Doors open at 9 a.m. for women to enjoy this free event, which is promised to be full of fun and fellowship – plus valuable health information, giveaways and great food! A panel of guest speakers will include professional women discussing modern healthcare and sharing secrets to achieving wellness goals and enhancing quality of life.

Reservations are required to attend, as seating is limited. For more information or to reserve your spot, call the Schliemann Center at (870) 508-2345, email StefanyIsham@baxterregional.org or register online at www.baxterregional.org/events.

a toast to women



Baxter Regional Medical Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-870-508-7770.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-1-870-508-7770.