

2022 Annual Report





Table of Contents

ABOUT CONWAY REGIONAL

2

OUR FAMILY

6

GROWING TOGETHER

8

GRADUATE MEDICAL EDUCATION

9

HEALTH FOUNDATION

10

CAMPUS UPDATES

11

COMMUNITY

12

AWARDS & RECOGNITIONS

13

About Conway Regional

For the past 100 years, Conway Regional Health System has provided high-quality, compassionate health care services to the communities we serve. What started in 1921 as a movement by local businessmen to provide healthcare in the local community grew into a thriving health system centered on a 180-bed medical center.

Today, Conway Regional Health System provides healthcare services to the growing communities of north central Arkansas and the river valley, including Faulkner, Conway, Perry, Pope, Yell, Van Buren, and Cleburne counties. Conway Regional proudly offers comprehensive healthcare services such as cardiac care, orthopedics, cancer care, women's health, gastroenterology, pain management, and surgical services.

Conway Regional is an economic force in our community, with more than 225 physicians on the medical staff, over 1,800 employees, and 100 community volunteers. These team members and their families make Conway Regional Conway's largest employer. Our dedicated team members uphold our mission by providing high-quality, compassionate care to those in our community, and they also work tirelessly to support their community outside of the hospital walls.

As our community and its needs expand, so does Conway Regional Health System. We're not just growing—we're growing together.



MISSION

Conway Regional Health System is accountable to the community to provide high-quality, compassionate health care services.



VISION

The vision of Conway Regional Health System is to be recognized as the regional leader in health care excellence.



VALUES

Integrity, Compassion, Accountability, Respect, Excellence



BRAND PROMISE

At Conway Regional, we are one team with one promise: to be bold, to be exceptional, and to answer the call. Regardless of role, each member of our team assists in fulfilling our mission to our community.

Letter from Matt Troup, President and CEO

As president and chief executive officer of Conway Regional Health System, I am pleased to present this report that showcases our contributions to the community in 2022. For more than 100 years, Conway Regional has been the community's hospital of north central Arkansas. It is our honor to provide high-quality, compassionate healthcare to the communities we serve.

As we entered 2022, COVID-19 still impacted our community and staff. Our health system held onto our faith as we continued to weather this storm. It was a great relief when the year concluded with significant decline in COVID-19 cases, and our hospital was able to lift the mask mandate. Innovations like telemedicine that began with COVID-19 remain in our health system today and has improved the patient experience.

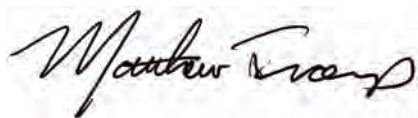
In 2022, we saw the completion of our new intensive care unit that expanded space by 28% and welcomed internal medicine residents to our graduate medical education program.

We continued to add to our growing medical staff with highly skilled providers in pulmonology, endocrinology, cardiology, and maternal-fetal medicine. These services are designed to accommodate the increasing demand for highly advanced care closer to home. Our providers are committed to expanding care access for patients by hosting outreach clinics at our primary care clinics throughout north central Arkansas and the River Valley.

Investing in our community is at the heart of what we do. This sentiment extends to the exceptional team we have at Conway Regional. We place a high degree of importance upon our values of integrity, compassion, accountability, respect, and excellence, and each staff member exemplifies this. We were honored to be named to Modern Healthcare's National Best Places to Work in Healthcare for the fifth consecutive year, and an Arkansas Business Best Place to Work for the sixth consecutive year.

While fighting through one of history's most complex healthcare crises, Conway Regional continued to serve our growing community. We remain committed to our mission of providing high-quality, compassionate healthcare for the betterment of all who live in the communities we serve. A growing community deserves a growing health system, and we look forward to increasing healthcare access in our region.

We're not just growing; we're growing together.



Matt Troup, President & Chief Executive Officer



Board of Directors



Tom Poe
Chair



Andrew Cole, MD
Chair-Elect



Bryan Bruich



Wayne Cox



Gena Ester



Susan Gatto, PhD



Thad Hardin, MD



Jim Rankin, Jr, JD
Past Chair



Jeff Standridge, EdD



Rev. Cornell Maltbia
Ex Officio

Executive Leadership Team



Matt Troup
President & Chief Executive Officer



Bill Pack
Chief Financial Officer



Rebekah Fincher
Chief Administrative Officer



April Kranz
Chief Nursing Officer



James Reed
Chief Information Officer



Richard Tyler
Chief Human Resources Officer



Alan Finley
President of Dardanelle Regional Medical Center



Bryan Gibbs
Chief Support Officer



Meagan Dyson
Chief Development Officer

Service Statistics

ADMISSIONS



Admissions to the hospital during 2022

8,247

PRIMARY CARE



Primary care clinic visits increased during 2022

110,134

ER VISITS



Emergency room visits increased during 2022

33,886

DELIVERIES



Deliveries during 2022

1,658

CALL CENTER



Physician referrals through the call center increased during 2022

68,523

Our Family

ETHNICITY

White: 86.03%
African American: 9.33%
Hispanic/Latino: 2.17%
2+ Races: 1.29%
Asian: 1.00%
Pacific Islander: 0.12%

AGE

18-25: 15.90%
26-35: 30.75%
36-45: 22.77%
46-55: 16.02%
56-64: 10.92%
65+ 3.64%

GENDER

Female: 79.34%
Male: 20.66%

New and Expanding Service Lines

NEW MEDICAL STAFF IN 2022:

- Amr Ismail, MD, Pulmonology
- Bryan Head, MD, Orthopedics
- Jamie Trapp, MD, Graduate Medical Education
- JD Bridgforth, MD, Hospitalist
- Keith Cooper, MD, Primary Care
- Maria Javid, MD, Endocrinology
- Dawn Hughes, MD, Maternal-Fetal Medicine
- Ronak Soni, MD, Cardiology

COVID-19

At Conway Regional, protecting the health and safety of our patients, employees, and community is our top priority. With the surge of the omicron variant in early 2022, Conway Regional expanded its drive-thru COVID-19 testing capabilities and prioritized telemedicine appointments to continue to care for our patients, sick and well.

As part of our ongoing efforts to connect, inform, and update the community, we shared our inpatient COVID-19 census and the rate of unvaccinated COVID-19 hospitalizations on a weekly basis. Conway Regional continued to fight COVID-19 and saw the lift of the mask mandate at the end of 2022 for hospitals across the nation. This gave hope to our staff that COVID-19 was truly no longer a pandemic.

5,845

patients utilized the COVID Call Center to assess needs and find the care they needed

27,470

COVID-19 tests during 2022

1,588

COVID-19 inpatients since the pandemic began in March of 2020

Enhancing Access to Care

Our specialty providers hold outreach clinics to meet patients' needs closer to their home. General surgery, cardiology, pain management, orthopedics, and gastroenterology visit primary care clinics outside of Conway, Arkansas, to see patients.



5,000+
**PATIENTS SEEN
AT OUTREACH
CLINICS**



Growing Together

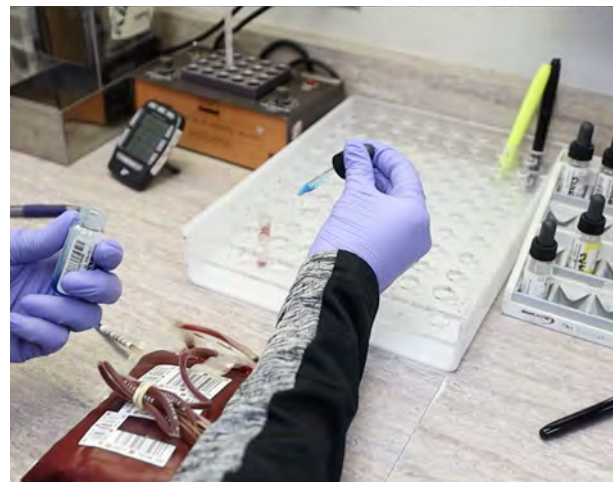
Intensive Care Unit

As the community grows, so does Conway Regional. Our new ICU, equipped with cutting-edge technology and thoughtfully designed facilities, is poised to transform the landscape of critical care. The new intensive care unit opened and saw its first patients in summer of 2022, expanding intensive care services to 24 critical care beds with room for future growth and expansion.

The atrium was constructed for patients, families, and staff to relax, meet, and eat. The atrium allows natural light to infiltrate the space, with live plants and nature sounds creating a calming environment.

Laboratory Expansion

From the moment the Capital Campaign was initiated, it became clear that the vision of an expanded lab and its transformative impact on Conway Regional had to be an integral part of this endeavor. The laboratory expansion made Conway Regional's chemistry track one of the most advanced in the state. The automation increased testing capacity from roughly 1,500 tests per hour to around 2,600 per hour (in total), or an increase of about 70%. Conway Regional Laboratory Services serves all our primary care clinics, specialty clinics, inpatients, and more.



Graduate Medical Education

In 2022, Conway Regional Health System welcomed four new family medicine residents and five internal medicine residents. Family medicine residents include Taylor Dilday, MD, Payton Hartman, DO, Gregory Kwon, DO, and Trey McClain, MD. The inaugural class of internal medicine residents includes Mallory Bagwell, DO, Alex He, DO, Ebrahim Karimjee, DO, Sohaib Rana, MD, and Nelson Tabe, MD. Graduate medical education at Conway Regional will help address the local physician shortage by training a generation of physicians who are critical thinkers, compassionate providers, skilled clinicians, and future leaders in medicine. Our dynamic education process encourages innovation while incorporating traditional family medicine, internal medicine, minor surgeries, obstetrical/gynecological care, and pediatrics.



Rural Training Residency Track

In 2022, Conway Regional Health System received accreditation for a Rural Training Residency Track. Residents in this program will spend 51% of their time in residency practicing, learning, and growing their skills at Dardanelle Regional Medical Center. These residents will be critical in expanding access to compassionate, high-quality health care to all communities. Under the leadership of program director Sarah Robertson, MD, associate program director Hailey Farris, MD, and multiple staff and faculty members, the residents will receive a well-rounded residency experience through a wide range of rotations and experiences.

\$10.1 MILLION RAISED DURING
CAMPAIGN

2 Projects fully
funded by
philanthropy

Medical Center Laboratory
Expansion
Adult Behavioral Health
Expansion

\$7,100,000
Support from the community

4X Funds raised than
the previous capital
campaign

\$907,600
TOTAL EMPLOYEE GIVING
IN MULTI-YEAR CAMPAIGN

 **1000+**

Employee and physician
gift commitments

 **\$580K**

Pledged by physicians

WE'RE GROWING
TOGETHER

Campus Updates



Campus Wide Monument Signage



Etched Glass Logos



Timeline Wall

Community

Sponsorships



300+
Biketoberfest
Participants



800+
Toad Suck Daze 10K/5K
Participants



760+
Turkey Trot &
Gobble Wobble
Participants



400+
City of Colleges
Half Marathon
Participants

Invested over \$249,191 in the community

Athletic Training

14

Athletic Trainers

1,475

Athletic Events Where
Medical Coverage was Provided

1,635

Injuries and Illnesses
Evaluated

5,601

Rehabilitation Sessions

2,644

Patient Education
Sessions

Awards

40 Nurse Leaders Under 40

Brittany Feazell, RN
Caitlyn Fee, RN
Mary E. Moix, BSN, RN

Arkansas Business Best of Biz

Top Hospital

Arkansas Business Best Place to Work

6th Consecutive Year

Arkansas Money and Politics' 40 in their 40s

Amanda Castillo, Marketing Coordinator,
Conway Regional Health & Fitness Center

Arkansas Money and Politics' Best of 2022

Best Exercise Facility / Fitness Center
Best Diverse Workplace
Best Health Care Provider
Best Hospital
Best Physician – Anthony Manning, MD, FACS
Best President or CEO of a Hospital – Matt Troup

Arkansas Money and Politics' Champions of Healthcare

Large Hospital: Conway Regional Health System
Nurse Practitioner: Angela Foster, APRN, Primary Care
Physician: Dawn Hughes, MD, Maternal-Fetal Medicine
Physician Assistant: Rachel Neal, PA, Primary Care
Registered Nurse: Valerie Lambe, BSN, RN
Surgeon: Jay Howell, MD, Orthopedics

Arkansas Money and Politics' Top Professionals of 2022

Dawn Hughes, MD, Maternal-Fetal Medicine
Matt Troup, President & CEO
Neelakanta Dadi, MD, Hematology-Oncology

American Heart Association

Lifeline-STEMI Receiving Center Gold Plus Award
Get with the Guidelines – Stroke GOLD PLUS with Target: Stroke Honor Roll
Target: Type 2 Diabetes Honor Roll



Arkansas Hospital Association Diamond Awards

Annual Report

“ER: Down the Hallway, Not the Highway”

“COVID-19 Testimonials”

AY Magazine’s Best of 2022

Chief Executive Officer – Matt Troup, President and CEO

Foot & Ankle Surgeon – James Head, MD

Gastroenterology Clinic – Conway Regional Gastroenterology Center

Hand Surgeon – Jay Howell, MD

Health Coach – Audrey Taylor, Conway Regional Health & Fitness Center

Hospital

Neurosurgeon – Regan Gallaher, MD, Conway Regional Neuroscience Center

Overall Company

Pain Specialist – Conway Regional Advanced Pain Management Center

Place to Have a Baby

Place to Work

Radiologist – Daniel Clark, MD

Rehabilitation Hospital – Conway Regional Rehabilitation Hospital

Sports Medicine Clinic – Conway Orthopedic & Sports Medicine Center

Surgeon (Upper Extremity) – Jay Howell, MD



AY Best Healthcare Professionals

Cardiologist – Don Steely, MD

Director of Nursing – Suzanne Harris, MS, BA, BSN, RN, NE-BC

Endocrinology – Maria Javaid, MD

Emergency Medicine – Michael Fahr, MD, Wade Gregory, MD, and Jason Skinner, MD

Foot and Ankle Surgery – James Head, MD

Gastroenterology – Martin Moix, MD

General – Anthony Manning, MD, FACS, Michael Stanton, MD, FACS

Geriatric – Annette Anderson, MD

Hand Surgery – James Howell, MD

Hematology-Oncology – Rachana Yendala, MD

Infectious Disease – Mary Burgess, MD, and Mallory Smith, MD

Internal Medicine – Blair Greenwood, MD, and Greg Kendrick, MD

Neurology – Tim Freyaldenhoven, MD, and Keith Schluterman, MD

Neurological Surgery – Regan Gallaher, MD

Nurse Practitioner – Lauren Blansett, APRN, Rhonda Dixon, APRN, Angela Foster, APRN,

Jarrold Jerry, APRN, Stacey Johnson, APRN, and Meghan Mallett, APRN

Obstetrics-Gynecology – Andrew Cole, MD, Lauren Nolen, MD, and Kala Slaton, MD



Orthopedic Surgery – Grant Bennett, MD, and Tom Roberts, MD

Pain Management – Chris Maranto, MD

Physician Assistant – Savannah Bradbury, PA

Physical Therapy – Beth Milligan, MS, PT

Radiology – Daniel Clark, MD

Rehabilitation – Roy Denton, MD

Rheumatology – Swetha Boddeda, MD

AY Magazine's Best Women in Health Care

Hailey Farris, MD

Rimsha Hasan, MD

Dawn Hughes, MD

Kala Slaton, MD

Emily Garza, PA

Rachel Neal, PA

Katie Deacon, APRN

Stacey Johnson, APRN

Jessica McNeese, APRN

Necie Reed, APRN

Crystal Stripling, APRN

Allison Wilson, APRN

Amanda Irby, BSN, RN

Eryn Zimmerebner, BSN, RN

Lindsey Rowe, RN

AY Magazine's Intriguing Women

Dawn Hughes, MD, Maternal-Fetal Medicine

Courtney Sick, MD, Conway Regional

Renaissance Women's Center

AY Magazine's Men of Distinction

Anthony Manning, MD, FACS

Don Steely, MD

BEE Awards

Bobby Carter, Environmental Services

Diehlon Cates, Patient Care Tech

Donna Davis, Patient Care Tech

Harper Myers, Physical Therapist

Madison Powers, Clinical Dietitian Assistant

Kelli Wilson, Conway Regional Ambulatory Surgery Center Receptionist



Conway Area Chamber of Commerce North Metro Healthcare Awards

COVID-19 Compliance – Conway Regional

Physician of the Year – Greg Kendrick, MD

Nurse of the Year – Suzanne Harris, MS, BA, BSN, RN, NE-BC

Conway Area Chamber of Commerce Women in Business

Gena Ester, Conway Regional Board of Directors

DAISY Awards

Tiffany Epperson, BSN, RN, FNP-BC

Christen Henson, RN

Johnnie Sue Peters, RN

Wiltrud Tollefson, BSN, RN

Brett Watts, RN

Faulkner Lifestyle Readers Favorite

Favorite Hospital

Great 100 Nurses

Ashley Brockman, BSN, RN

Angela Foster, MSN, NP-C, FAANO

Amanda Harmon, MSN, APRN, FNP-C

Shannon Walker, BSN, RN

Log Cabin Democrat's Best of Faulkner County

Best After Hours Clinic

Best Gym

Best Hospital

Best Imaging Center

Best Nurse – Lori Reynolds, BSN, RN, OCN

Best OB/GYN – Courtney Sick, MD

Best Orthopedic Care – Tod Ghormley, MD, Tom Roberts, MD,
and Scott Smith, MD

Best Overall Leadership

Best Physical Therapy

Modern Healthcare Best Place to Work

5th Consecutive Year



