

# 2023 Annual Report



 **CONWAY REGIONAL**  
**HEALTH SYSTEM**



# About Conway Regional

For more than 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 has grown into a thriving health system centered on a 180-bed medical center.

Today, Conway Regional Health System provides healthcare services to the 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 cardiology, orthopedics, endocrinology, women's health, gastroenterology, pain management, and surgical services.

Conway Regional is an economic driver 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.



## 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 team member assists in fulfilling our mission to our community.



## Letter from the President & CEO

Over the past year, Conway Regional has remained steadfast in its mission to provide high-quality, compassionate care to north central Arkansas and the River Valley communities. We have continued expanding our medical staff, welcoming new primary care, orthopedics, and endocrinology providers. In 2023, we introduced dermatology as an innovative service line, meeting the needs of patients with severe skin diseases who often struggle to find affordable medication—an offering uncommon in most hospitals. These additions reflect our dedication to meeting our community's evolving healthcare needs and ensuring access to advanced care closer to home.

In line with our commitment to accessibility, we have extended our reach through satellite clinics hosted at our primary care facilities across the region. These clinics serve as vital patient touchpoints, offering convenient access to specialized services and fostering stronger connections between our providers and the communities we serve. Conway Regional believes everyone deserves high-quality healthcare, regardless of their circumstances or geographic location.

At the heart of Conway Regional is our exceptional team of dedicated professionals who embody our core values of integrity, compassion, accountability, respect, and excellence. Their unwavering commitment to our mission drives our success and distinguishes Conway Regional as a healthcare leader in our region. We are immensely proud to have been recognized again as one of Modern Healthcare's National Best Places to Work in Healthcare and an Arkansas Business Best Place to Work. These accolades are a testament to the culture we have cultivated within our organization.

We remain committed to our mission of providing high-quality, compassionate healthcare to improve the lives 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.



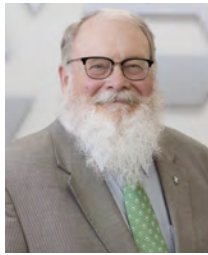
Matt Troup, President & Chief Executive Officer



## Board of Directors



**Andrew Cole, MD**  
Chair



**Wayne Cox**  
Chair-Elect



**Bryan Bruich**



**Gena Ester**



**Susan Gatto, PhD, RN**



**Thad Hardin, MD**



**Rev. Cornell Maltbia**  
Ex Officio



**Tom Poe**



**Jim Rankin Jr, JD**



**Jeff Standridge, EdD**



## Executive Leadership



**Matt Troup**  
President &  
Chief Executive Officer



**Bill Pack**  
Chief Financial  
Officer



**Rebekah Fincher**  
Chief Administrative  
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



**Maegan Dyson**  
Chief Development  
Officer



**Carter Dodd**  
Associate  
Administrator



# Service Statistics

## ADMISSIONS



Admissions to the medical center increased in 2023

**8,453**

## PRIMARY CARE



Primary care clinic visits in 2023

**104,637**

## ER VISITS



Emergency room visits increased in 2023

**34,412**

## DELIVERIES



Deliveries increased in 2023

**1,743**

## CALL CENTER



Inbound and outbound calls to the Patient Navigation Center

**135,110**

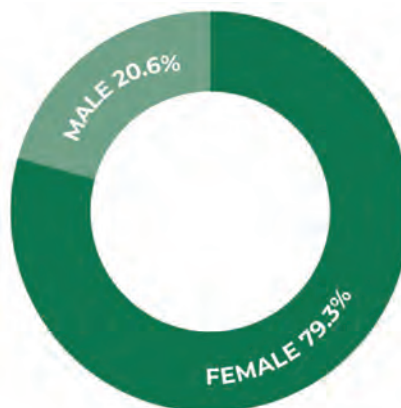


# Our Family

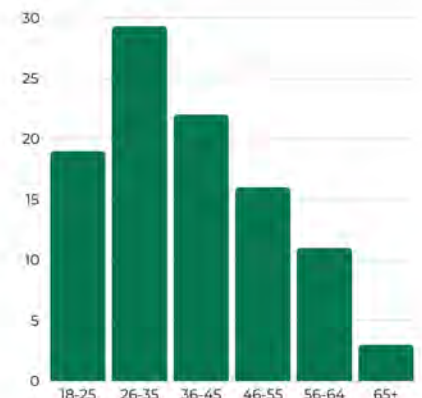
## ETHNICITY

White: 85.88%  
 African American: 9.22%  
 Hispanic/Latino: 2.48%  
 2+ Races: 1.21%  
 Asian: 1.10%  
 Pacific Islander 0.12%

## GENDER



## AGE





## New Medical Staff in 2023

- Dylan Cruz, DO
- Ross Lenzen, DO
- Hooman Motahari, MD
- Ron White, MD
- Elle Andrews, PA
- Christy Grihalva, PA
- Brittany Burris, APRN
- Stephannie Cawiezell, APRN
- Haylie Day, APRN
- Marina Gray, APRN
- Heather Killough, APRN
- Alex McCord, APRN
- Anne McVay, APRN
- Hannah Ray, APRN
- Scotty Spurlin, APRN
- Kate Vasquez, APRN
- Kelly Wright, APRN



## Expanding Access to Care

Our specialty providers hold outreach clinics, ensuring convenient access to specialized care for individuals outside Conway, Arkansas. Providers specializing in general surgery, cardiology, pain management, orthopedics, and gastroenterology regularly visit outlying primary care clinics.



**10,302**  
**OUTREACH**  
**VISITS &**  
**PROCEDURES**



## Community Involvement



**100+**  
Biketoberfest  
Participants



**1,295+**  
Toad Suck Daze 10K/5K  
Participants



**1,015+**  
Turkey Trot &  
Gobble Wobble  
Participants

**800+**  
Kids Run Arkansas  
Participants



**800+**  
Get Moving Arkansas  
Participants



## Invested over \$210,090 in the community



## Walk with a Doc



In 2023, Conway Regional joined the national movement Walk with a Doc. This doctor-led walking group is safe, fun, and a free community event where participants walk, learn about a health topic, and meet new friends.

### 2023 Events

Mary Burgess, MD, Infectious Disease  
Keith Cooper, MD, Family Medicine  
Michael Fahr, MD, Emergency Medicine  
Darren Freeman, MD, Hospitalist  
Tim Freyaldenhoven, MD, Neurology  
Thad Hardin, MD, Family Medicine

Kristy King, MD, Hospitalist  
Whitney Philamlee, MD, Hospitalist  
Tom Roberts, MD, Orthopedics  
Kala Slaton, MD, OB-GYN  
Priya Yadav, MD, Pediatrics

**1,285**  
UNIQUE DONORS



**769**  
EMPLOYEE  
DONORS



Total Dollars  
Raised  
**\$1,041,147**



Endowment  
Growth  
**\$638,260**

 **DUCK DERBY FUNDS RAISED \$608,714**


**GOLF CLASSIC FUNDS RAISED \$98,130** 

 **TRIBUTE TREE FUNDS RAISED \$53,950**

 **\$157,094**  
in Scholarships

 **\$45,000**  
Received in Grant Funds

 **\$59,642**  
for Community Programs

 **\$23,142**  
for Employee Programs

 **\$80,654**  
for Area of Greatest Need

 **\$110,221**  
for Capital Investments



# Graduate Medical Education

12 Family Medicine Residents  
10 Internal Medicine Residents  
2 Rural Training Track Residents



**9 Grand Rounds Hosted**

**150 Didactic Sessions**

*23 Family Medicine Assisted Deliveries*

*11 Family Medicine Research Projects*

**5 Internal Medicine Research Projects**

**803 FM Assisted Procedures**

*809 Internal Medicine Clinic Visits*

*8,235 Family Medicine Clinic Visits*

*205 Internal Medicine Assisted Procedures*



**34% US Medical School Applicants**

*48% Male Applicants*

**1,158 Applicants**

*66% Out of  
Country Applicants*

**52% Female Applicants**



# Awards

## 40 Nurse Leaders Under 40

Harley Emery, BSN, RN      Codi Hawkins, MSN, RN

## AHA Diamond Awards

2021 Annual Report  
Advertising – Special Visual – One History: Centennial Timeline  
Writing - Rock Steady Boxing

## AHA Certificates of Excellence

Advertising – Print/Digital – Best Team. Best Care.  
Advertising – TV/PSA – Don Steely, MD, Conway Corp Athletics Interview  
Foundation – Arkansas Duck Derby  
Social Media – The Rows: Employee Testimonial Video  
Special Events – Kids Run Arkansas

## American Heart Association

Get with the Guidelines – Heart Failure SILVER with Target : Type 2 Diabetes Honor Roll  
2023 Mission: Lifeline Gold Plus STEMI Award  
Get with the Guidelines Gold Plus for Target: Stroke Honor Roll Elite and Target: Type 2 Diabetes Honor Roll

## Arkansas Money and Politics' Best of 2023

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

## Arkansas Money and Politics' Champions of Healthcare

Rebekah Fincher – Healthcare Administrator	Rachel Neal, PA – Physician Assistant
Scott Smith, MD – Surgeon	Angela Foster, APRN – Nurse Practitioner
Gina McNew, MD – Physician	Christen Henson, RN – Registered Nurse

## Arkansas Money & Politics' Diversity, Equity, & Inclusion Workplace

Conway Regional Health System

## Arkansas Money & Politics' C-Suite Executives

Matt Troup, CEO      Bill Pack, CFO      James Reed, CIO

## Arkansas Money & Politics' Influencers of the Year

Matt Troup, President & CEO

## Arkansas Money & Politics' Most Admired Companies

Most Admired Hospital

## AY Intriguing Women

Keitha Holland, MD      Leslie Mann



## **AY Men of Distinction**

Keith Cooper, MD

Carter Dodd

## **AY's Best of 2023**

Best Hospital

Best Foot & Ankle Surgeon – James Head, MD

Best Gastroenterology Clinic

Best Place to Have a Baby

Best Hand Surgeon – Bryan Head, MD

Best Neurosurgeon – Regan Gallaher, MD

Best Pain Specialist – Mikio Ranahan, MD

Best OB-GYN Clinic – Renaissance Women's Center

Best Physical Therapist – Caleb Marsh

Best Sports Medicine Clinic – COSMC

Best Rehab Hospital – Conway Regional Rehabilitation Hospital

Best Lower Extremity Surgeon – James Head, MD

Best Upper Extremity Surgeon – Jay Howell, MD

## **BEE**

Jessica Bradley, Patient Care Tech, Conway Regional Medical Center

Paola Harvey, Lab Assistant II, Renaissance Women's Center

Lacy Knox, MS, CF-SLP, Speech Therapist, Conway Regional Therapy Center – Salem

Scout Nabholz, Conway Regional Therapy Center – Greenbrier

Angie Smithson, Physical Therapist, Conway Regional Home Health

## **Best of Faulkner County**

Best Home Health Care

Best Urgent Care

Best Hospital

Best Imaging Care

## **CareChex 2023 Medical Excellence Awards**

Top 10% in the Nation: Interventional Coronary Care

#1 in the Market: Heart Attack Treatment

#1 in the State: Interventional Coronary Care

#1 in the Market: Interventional Coronary Care

#1 in the Market: Stroke Care

## **Conway Area Healthcare Forum Awards**

Physician of the Year – David Naylor, MD

Administrator of the Year – Rebekah Fincher

Health Promotional Specialist of the Year – Amanda Castillo

Nurse of the Year – Lesia Green, BSN, RN

Community Impact Award – Thad Hardin, MD

## **DAISY**

Johnna Askins, RN – Case Management

Julie Jones, RN – Home Health

Collin Condit, BSN, RN – ICU

Becka Langford, RN – ICU

Brenda Garlington, BSN, RN – Imaging

Will DenHartog, BSN, RN – ICU

## **Great 100 Nurses**

Jessica Branham, BSN, RN – ED

Julie Jones, RN – Home Health

Rae Rhodes, BSN, RN – Education

Wiltrud Tollefson, BSN, RN – ICU

Colin Condit, BSN, RN – ICU

Shana Kersey, BSN, RN, CPHRM – Quality

Rhonda Roetzel, BSN, RN – Surgery

Eryn Zimmerebner, BSN, RN – SSOU

## **Strategic Healthcare Program**

Premier Performer Patient Satisfaction Award – Conway Regional Home Health

