



Built on health,
hope and healing.



Arkansas Methodist
Medical Center

2017 REPORT TO THE COMMUNITY

Arkansas Methodist Medical Center's beginning dates back to 1907, 110 years ago, when Dickson Memorial Hospital opened its doors. The facility served well for many years but as the area prospered and the population grew, it became apparent that a larger hospital was needed. That process started in 1941 and although the foundation was laid for a new hospital, the project did not become a reality until 1949 when Community Methodist Hospital was completed and officially opened. Time and time again, the hospital has grown to meet the needs of the community. From several major additions throughout the years and name changes in 1981 and 2005, what began as a small community hospital is now a medical center with services on multiple plots of property in three different communities.

Adding new doctors to the team, recruiting new doctors for the future, opening an additional ambulance base and discussing future plans for expansion were ever present during Fiscal Year 2017. Orthopaedic Surgeon Lloydine Jacobs, M.D., and Urologist Charles Steiger, M.D., joined the medical staff in 2016. Surgeon Jennifer Susoreny-Velgos, D.O., Family Practice Physician Tasha Starks, M.D., MPH, and Charles Cesare, Sr., M.D., are scheduled to open practices in 2017. Also, four new family practice doctors have been recruited to start in 2019. Adding quality, qualified physicians to its staff is not the only way AMMC continues to grow. Bricks and mortar are also being added to the landscape. For more than 37 years, AMMC has operated three ambulance bases, one in Paragould, one in Corning and one in Rector. Now, a fourth has been added in Greene County so that the fleet of trucks with state-of-the-art equipment and highly trained EMTs and paramedics can continue to serve people in need in times of emergencies.

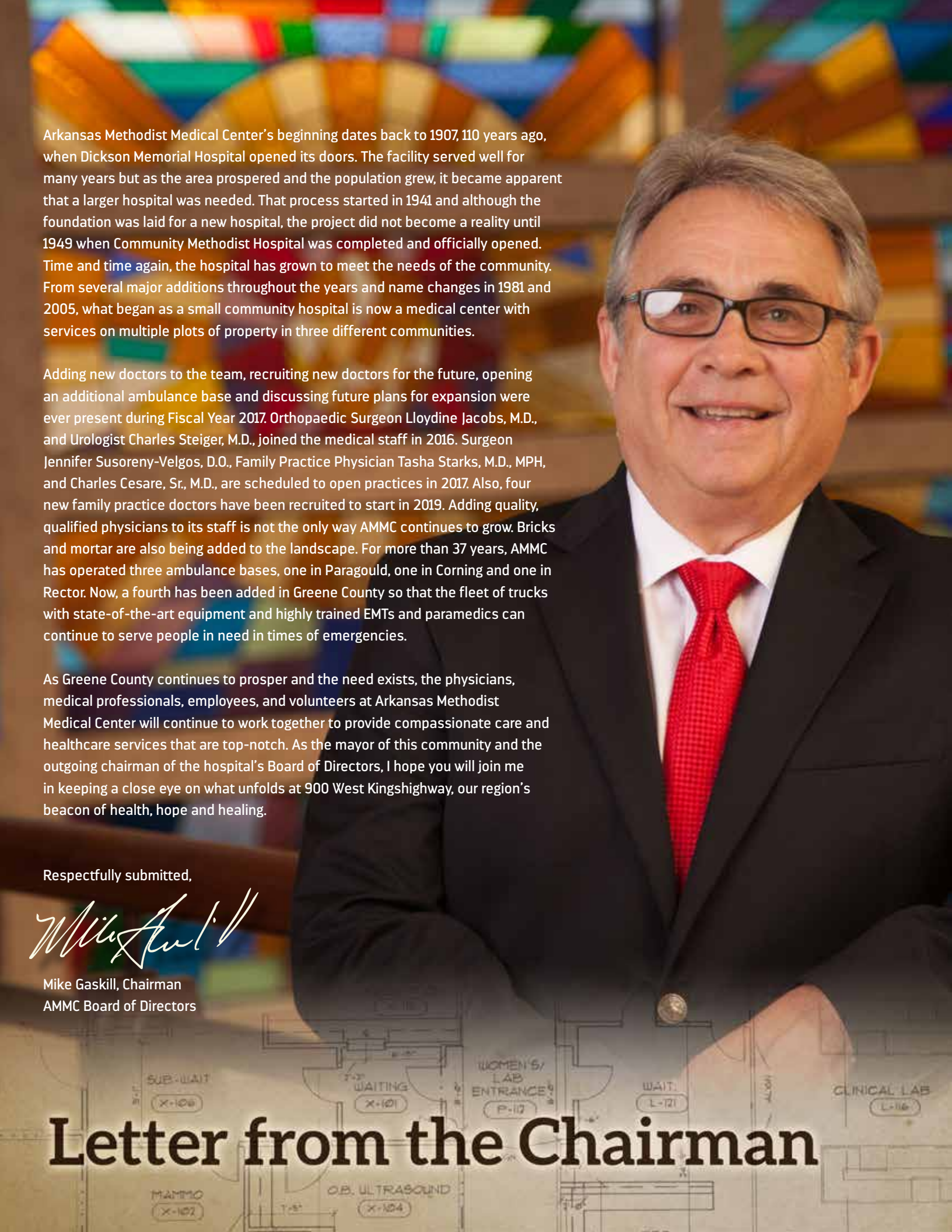
As Greene County continues to prosper and the need exists, the physicians, medical professionals, employees, and volunteers at Arkansas Methodist Medical Center will continue to work together to provide compassionate care and healthcare services that are top-notch. As the mayor of this community and the outgoing chairman of the hospital's Board of Directors, I hope you will join me in keeping a close eye on what unfolds at 900 West Kingshighway, our region's beacon of health, hope and healing.

Respectfully submitted,



Mike Gaskill, Chairman
AMMC Board of Directors

Letter from the Chairman



Pillars of the Community

AMMC Board of Directors



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Robert Thompson



Dwight Williams, M.D.



John Hines, D.O.
Medical Staff Representative

Blueprint for the Future

AMMC works to continuously build for the future by adding new physicians to meet the community's needs. In Fiscal Year 2017, two new doctors were added to the medical team. Bringing the best and brightest talent to the greater Paragould area, AMMC is proud to welcome these two experienced and respected healthcare professionals to our staff.



A Passion for Medicine

Lloydine Jacobs, M.D., Orthopaedic Surgeon

Driven by personal events, Dr. Lloydine Jacobs knew at an early age that she wanted to pursue a career in medicine and specifically surgery. With a penchant for being ahead of her time, Jacobs began high school at age 12 and graduated with highest honors at 15. She immediately enrolled in the Sophie Davis School of Biomedical Education where she earned a bachelor's degree in Biomedical Science with honors. Shortly after, Jacobs transferred to Albany Medical College, where she completed her final two years of medical education. She received her doctorate in medicine at age 22.

Dr. Jacobs came to AMMC from The Children's Hospital of Philadelphia where she was a Clinical Fellow in the Department of Orthopaedic Surgery. Previously, Dr. Jacobs was Attending Physician, Clinician Scientist and Clinical Instructor at the Department of Orthopaedic Surgery at the University of Pittsburgh Medical Center. She is a member of the American Academy of Orthopaedic Surgeons, the American Orthopaedic Association and the Pediatric Orthopaedic Society of North America.

Innovative Thinking Leads to Healthier Patients

Charles Steiger, M.D., Urologist

With an eye for innovation and a heart for medicine, Dr. Charles Steiger discovered his path to medicine through research. After graduating from Yale with a bachelor's degree in Molecular Biophysics and Biochemistry, Steiger spent years researching and studying molecular cloning and site directed mutagenesis on digoxin antibodies at Boston's Massachusetts General Hospital. While completing graduate studies at Harvard, Steiger was inspired to follow his passion for medicine. He spent four years at the University of Wisconsin Medical School in Madison, earning his medical degree, followed by six years at the University of Massachusetts Medical School where he completed a residency in Urological Surgery and Renal Transplantation.

Certified by the American Board of Urology, Dr. Steiger came to AMMC from the University of Massachusetts Memorial Medical Center & Group Practice. At the University of Massachusetts Memorial Medical Center, Dr. Steiger was instrumental in developing innovative, multi-specialty approaches to prostate cancer treatment.



The Many Rewards of Teamwork

Outstanding Key Performance Indicator Award Winner

Out of 25 units in Kindred Rehabilitation Hospital Services Valley Region throughout Arkansas, Missouri, Tennessee, Ohio, Kentucky, and Illinois, the acute physical inpatient rehabilitation department at AMMC is the top performing. Outstanding scores in patient functional improvement and overall return-to-home rates after an injury or illness earned AMMC the designation. The award evaluates patient outcomes from across 15 different areas utilized to judge the overall effectiveness of any inpatient rehab program.



AMMC patient Becky Loyd with Physical Therapist James Park and Candace Sipes, RN.

“I wasn’t treated like a patient. I was treated like family,” beamed Loyd.



Growing to Meet the Needs of the Community

AMMC Opens Fourth Ambulance Base

To expand its service area and enhance call response time, AMMC opened a new ambulance base on Highway 412 West in Paragould. The new base is staffed with top EMT and paramedic professionals and a fleet of state-of-the-art ambulances equipped with the very latest technology. Thanks to charitable donations and a generous price from Bancorp South, AMMC now has two bases in both Clay and Greene Counties, allowing for emergency medical services to serve a greater population in the communities Arkansas Methodist serves.



Going the Extra Mile. Employee of the Year

A photograph of Lee Sisk, a woman with short white hair wearing a pink t-shirt, standing behind her son Jordan. Jordan is wearing a dark grey t-shirt and holding a gold medal with a red and white ribbon. They are outdoors on a grassy field.

Lee Sisk with her son Jordan.

Lee Sisk, MT/Blood Bank Supervisor, has worked in the Laboratory at AMMC since 2000. She states, "AMMC is a great place to work. I feel like it is one big family and I am proud to be a part." Her pride for her employer is obvious by her level of involvement in medical center and community events such as the Greene County Relay for Life. She is often referred to as the "cheerleader of the lab." She can also be seen supporting others outside the hospital. It is not uncommon for her to be at local and state competitions of the Special Olympics, standing on the sidelines cheering on her son, Jordan. Her enthusiasm, contagious energy and dedication are all traits deserving of the 2016 Employee of the Year recognition.

Hitting It Out of the Park. Manager of the Year

A photograph of Candice Wicker, a woman with long blonde hair wearing a dark blue polo shirt, standing next to her son Bryce. Bryce is wearing a red and white baseball jersey with "Rampage" and the number "96" on it, and a white baseball cap. They are outdoors on a grassy field.

Candice Wicker, RN, BSN, Director of Quality and Patient Safety,

has worked at AMMC for nearly a decade. She started out as a nurse in the CCU and Cath Lab. A few years ago, she stepped up to the plate and is now the driving force behind the hospital's quality initiatives. Often at work early for meetings and in the office late finishing tasks, Candice works diligently to make sure the hospital completes all of its reporting requirements. Candice's commitment and the quality of her work have saved AMMC nearly \$700,000. With an exceptional standard of excellence, it's no wonder her colleagues voted her as the 2016 Manager of the Year. On the job or after work, Candice is always ready to go to bat for others.

Candice Wicker with her son Bryce.



Measure of Excellence

Accolades and Achievements

AMMC is Proud Partner in Improving Quality

Over the course of an intensive twelve-month effort, 2,950 patient harms were prevented in 48 Arkansas hospitals participating in a national hospital quality improvement effort, with associated cost savings of nearly \$27 million (\$26,979,198). AMMC was a proud member of the hospital quality improvement team. According to Director of Quality and Patient Safety Candice Wicker, RN, BSN, "AMMC was able to demonstrate improvement and commitment to safe patient care by meeting performance criteria, and for that accomplishment, we are very proud."

AMMC Recognized With Six Awards by Arkansas Hospital Association

AMMC was honored by the Arkansas Hospital Association (AHA) for outstanding hospital advertising, marketing and public relations with six awards including one Diamond Award and five Certificates of Excellence.

AMMC Receives IQI Award

AMMC received a performance bonus payment from Arkansas Medicaid and the Arkansas Foundation for Medical Care as part of the annual Inpatient Quality Incentive (IQI) program. The award was presented during the annual Arkansas Medicaid Educational Conference.

AMMC Diabetes Education Program Merits ADA Recognition

The prestigious American Diabetes Association Education Recognition Certificate for a quality diabetes self-management education program was awarded to the AMMC Diabetes Care Clinic. The program was originally recognized in 2009. ADA believes that this program offers high-quality education that is an essential component of effective diabetes treatment.

Greene County Tech High School and AMMC Receive National Award

Greene County Tech High School in conjunction with the AMMC Certified Athletic Trainers program is a 1st Team National Athletic Trainers' Association Safe Sports School award winner. The award champions safety and recognizes secondary schools that provide safe environments for student athletes. The award reinforces the importance of providing the best level of care, injury prevention and treatment.

National Safe Sleep Hospital Certification Program Recognizes AMMC

AMMC was recognized by the National Safe Sleep Hospital Certification Program as a Bronze Safe Sleep Hospital for their commitment to best practices and education on infant safe sleep. AMMC is one of the first hospitals in the state to receive this title.

Paragould High School and AMMC Receive National Award

Paragould High School in conjunction with the AMMC Certified Athletic Trainers program is a 2nd Team National Athletic Trainers' Association Safe Sports School award winner. The award champions safety and recognizes secondary schools that provide safe environments for student athletes. The award reinforces the importance of providing the best level of care, injury prevention and treatment.

A Foundation of Growth

Vital Stats

Number of People Served During Fiscal 2016: **113,000**

Admissions: **4,165**

Births: **594**

Emergency Room Visits: **24,472**

Number of Employees: **650**

Wages and Benefits: **\$30,000,000**

Uncompensated Patient Care Provided: **\$8,500,000**

**Includes charitable care and bad debt*

**Unaudited financial numbers*



**Newborn Tripp Murray
with mother Brittany**

Dedication From the Ground Up

Our Leaders

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Jon Collier, M.D., Secretary
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Kyle Harris
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Pat Quinn

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Loranne Atwill
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Kay Bland
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Jon Collier, M.D.
John Cook
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Jannie Distretti
David Dudley
Mike Gaskill
Jason Gazaway
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Ken Hoppe
Dean Inman
Bobby Kasserman
Tom Kirk
John Lane
Sue McGowan
Sam McHaney
Jerry McIntosh
Roy McSpadden
David Neighbors
Blaine Nunn
Melodie Philhours
Bill Phillips
Dan Quinn
Tim Rand
Charles Rhodes
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Joe Schreit
W.T. Shewmaker
Tori Thompson
Dwight Williams, M.D.

Administration

Arkansas Methodist Medical Center
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Leigh Ann Jones, Assistant to the CEO/
Physician Recruitment
Brad Bloemer, Vice President of Finance
Lana Williams, Chief Nursing Officer
Teresa Ervin, Nursing Secretary
Kevin Thielemier,
Director of Human Resources
Jason Masingale, Director of Clinical &
Support Services
Lena West, Administrative Assistant

AMMC Physician Services

Janette Iglehart, Director

Chateau on the Ridge Assisted Living

Deborah Farrell, Administrator

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Becky Jenkins, President-elect
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Phyllis Hamblen, Secretary
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Chief of Staff



Joel Epperson, M.D.
Vice Chief of Staff



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Secretary

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Frank Schefano, M.D.

Cardiology
Ammar Hallak, M.D.
Samuel Mortoti, M.D.

Dentistry
Alan Ainley, D.D.S.

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Michael Johnson, M.D.
John Wilson, M.D.

Family Medicine
Samuel Burchfield, M.D.
Roger Cagle, M.D.
David Diffine, M.D.
Barry Hendrix, M.D.
John Hines, D.O.
Roland Hollis, M.D.
Len Kemp, M.D.
Vincent Lee, M.D.
Lance Monroe, M.D.
Stacey Noel, M.D.
Walter Short, M.D.
Mack Shotts, M.D.
Aaron Thompson, M.D.
Dwight Williams, M.D.

Gastroenterology
Kenneth Rodgers, M.D.

Hospital Medicine
Churchill Akhigbe, M.D.
Viswanatha Chinta, M.D.
Albert Fonticiella, M.D.
Neeharika Mettupalli, M.D.

Internal Medicine
Albert Fonticiella, M.D.

Nephrology
Clinton Edwards, M.D.
James Maxwell, M.D.

Obstetrics/Gynecology
Rose Glynne, M.D.
Betty Orange, D.O.

Orthopaedic & Spinal Surgery
Lloydine Jacobs, M.D.
Travis Richardson, D.O.

Otolaryngology/Sleep Medicine
William Bulkley, M.D.

Pathology
Terri Green, M.D.

Pediatrics
Janet Crawford, M.D.
Vern Ann Shotts, M.D.
Kristina Wenger, M.D.

Plastic & Reconstructive Surgery
Joel Epperson, M.D.

Podiatry
Bryan Glenn, D.P.M.

Radiology
Jon Collier, M.D.
Barbara Rodrigues, M.D.

Surgery
Robert Warner, M.D.

Urology
Charles Steiger, M.D.

Wound Care
Bryan Glenn, DPM
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Anthony Lamkin, M.D.
Jason Paxton, M.D.
James Fletch, M.D.
Stacy Wilbanks, M.D.



**Arkansas Methodist
Medical Center**

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