Duke Regional Hospital

FY 2024 Impact Report












Duke Regional Hospital



The medical and nursing care was outstanding from pre-surgical through post-op. I experienced incredible care and support throughout the procedure. It made me feel very relaxed and confident in the quality of care I received, including patient teaching and follow-up."

Our Specialties

Anesthesiology
Bariatric Surgery
Cardiology
Colorectal Surgery
Diagnostic and Interventional Radiology
Emergency Medicine
Endocrinology
Family Medicine
Gastroenterology
Geriatrics
Infectious Diseases
Internal Medicine
Minimally Invasive and Acute Care Surgery
Neonatology
Nephrology
Neurology
Neurosurgery
Obstetrics and Gynecology
Oncology
Orthopedic Surgery
Ophthalmology
Otolaryngology - Head and Neck Surgery
Palliative Care
Pathology
Plastic Surgery
Podiatry
Psychiatry and Psychology
Pulmonology and Critical Care
Radiation Oncology
Rehabilitation
Urology
Vascular Surgery

Reflecting on Our Journey: President's Welcome Message



As I reflect on the past year, I am filled with a profound sense of pride for the exceptional patient care we continue to deliver. Duke Regional Hospital (DRH) stands unparalleled, offering world-class innovation and compassionate care within a close-knit community environment. It has been my privilege to lead this remarkable team over the last two years.

One of the most inspiring accolades we received was the #1 ranking on the Lown Institute Hospital Index for Social Responsibility, for the second consecutive year. This honor speaks volumes about our identity as a community hospital and is a testament to the dedicated efforts of our team members to provide equitable, safe, and effective patient care to all.

This report provides an at-a-glance overview of some of the highlights from the past year. We remain steadfast on our journey towards our True North, prioritizing our efforts around our key strategic pillars: quality and safety, people, access, and growth. Our teams have made tremendous progress in these areas, and I commend them for their diligent and focused efforts.

In response to the growing needs of our community, we have expanded several of our service lines, including oncology, vascular, behavioral health, and surgical services. Additionally, we have implemented various improvement initiatives to streamline our safety and quality processes, thereby enhancing access to care.

Recognizing that our people are our most valuable asset and essential to our continued success, we have invested significantly in team member engagement. This includes enhancing our workplace culture, listening to feedback, and supporting professional development.

Patient feedback is of utmost importance to us, and we actively monitor it to improve the care we provide. This year, in collaboration with the other Duke hospitals, we initiated a new patient experience partnership that helps elevate the experiences of patients in our care by ensuring that our clinical teams can receive and respond to their feedback more efficiently, addressing concerns promptly.

As we embark on the next chapter of our journey, I could not be prouder of our accomplishments over the past year. We have much to celebrate as we look back at 2024, and I am confident that we will continue to anticipate and respond to new challenges in 2025 with innovation, compassion, and agility.

Sincerely,

Devdutta Sangvai, MD, JD, MBA
President, Duke Regional Hospital

Our 5-Year Strategic Plan 2021-2026



Lead in Clinical Excellence for All

Enhance Our Role as a Community Partner

Build an Indispensable Network

Advance Health Equity

Recruit and Retain a Diverse and Engaged Team

FY 2024 In-Kind Donations and Support

$32 million No-cost or discounted urgent or emergent health care services

$12.9 million Monetary donations and in-kind services for Lincoln Community Health Center, Durham County Emergency Medical Services (EMS), and Durham Recovery Response Center

$5.9 million Training and teaching tomorrow's health care professionals

Community Partnership

- Collected 700 pounds of food for the **Food Bank of Central and Eastern NC**.
- We "Filled the Bus" with supplies for **Durham Public Schools**, "adopted" 100 children and seniors at our **21st Annual Angel Tree**, and collected hundreds of coats for the **Freedom House of Chapel Hill**.
- Hosted four blood drives to support the **American Red Cross.**
- Raised $11,450 for the **American Heart Association,** and participated in Duke's annual **Doing Good campaign**.
- Team members served at the **Diaper Bank of North Carolina, Duke's MLK Meal Packaging Event**, and packaged and distributed grocery bags to 125 employees who self-identify as being food insecure.
- Hosted **12th Project SEARCH class**, providing internships to students with intellectual disabilities.
- Through the generosity of the Durham County Hospital Corporation Board of Trustees, we continue to provide clothing and sheets to patients in need through our **Community Caring Closet program**.
- Supported the **Look Good, Feel Better program** for oncology patients.
- The Duke Regional Hospital team, in partnership with the **Pharmacy at the Lincoln Community Health Center**, processed 206,293 prescriptions for 16,463 unique patients in FY 2024.

FY 2024 Year Review in Numbers

388 Licensed Beds

25,817 Outpatient Clinic Visits

17,432 Adult Inpatient Admissions

59,330 Emergency Department Visits

27,357 Behavioral Health Clinic Visits

2,699 Births

25,529 Surgeries Performed*

304 Average Daily Visits/Census (w/OBS)

2,776 Team Members

3,835 Radiation Treatments

2,249 Infusion Treatments

14,921 MRI Procedures

43,638 CT Procedures

1,347,129 Total Labs Completed

*DRH: 8,314 / DASC: 7,862 / AASC: 9,353

FY 2024 Highlights

Duke Regional Hospital

Quality and Safety

- Continued focus around reducing patient harms.
- Introduced Scorecards, using the Duke Quality System, to help drive local priorities.
- Decreased serious safety events by 13 percent.

Duke has the best medical staff that I have seen in my 36 years. Thank you Duke for helping me in this experience. With you it was easier."

People

- Created a new Staff Advisory Council to represent the collective voice of our diverse staff.
- Welcomed a Caring for Each Other Program Manager, dedicated to serving the health and well-being of Duke Regional Hospital team members.
- Onboarded 1,060 new team members.
- Expanded our Clinical Pastoral Education (CPE) program and became a CPE accredited institution.
- Established the Bee Award to recognize Duke Regional Hospital nursing support staff.

Access and Growth

- Welcomed new providers and team members.
- Grew our oncology service line.
- Grew outpatient behavioral health services.
- Established the Duke Regional Hospital Operations Center and Length of Stay Committee.
- Continued to significantly improve patient throughput in the emergency department.
- Made enhancements to central sterile processing and supply chain areas.

Davis Ambulatory Surgical Center

Ranked within the top 25 on Newsweek's America's Best Surgery Centers list for the past 4 consecutive years, including #1 in 2024.



Duke Ambulatory Surgery Center Arringdon

- Significant expansion of same day discharge joint replacement program.
- Patient satisfaction scores are consistently above 90%.
- Grew gynecology service line.

Watts College of Nursing

- Out of 71 total nursing graduates, 51 gained employment within Duke University Health System.
- WCON graduates hold a 97 percent average pass rate for the National Council Licensure Examination (NCLEX).

I've been in the hospital for several surgeries and this was my first time at Duke Regional. I honestly feel that this was the best day in the hospital that I've ever experienced. I had good doctors, nurses, CNAs. My experience was unbelievable. All my nurses and doctors seem to actually care about my treatment and surgery."

Duke Regional Hospital Leadership Team

Devdutta Sangvai, MD, JD, MBA
President, Duke Regional Hospital and Vice President for Population Health Management, DUHS

Leigh Bleecker, MBA, MHA
Chief Financial Officer, Duke Regional Hospital and Vice President of Finance, DUHS

Jason A. Carter, MBA
Chief Operating Officer
Duke Regional Hospital

Kristin Merritt, DNP, MBA, RN, NEA-BC, CCRN-K
Chief Nursing Officer
Duke Regional Hospital

Dexter Nolley, MEd, SPHR
Chief Human Resources Officer
Duke Regional Hospital

Culture Commitments

Becoming our best and showing up for our patients and one another takes every Duke Health team member in every role and at every level buying in, taking ownership, and creating change. We've adopted three Culture Commitments that are the foundation of our vision to become Better Together:



Put People First

Listening, supporting, trusting, and encouraging each other as equally valuable members of the team.

What we do:

- Ask questions, listen to understand, and seek out new and different perspectives.
- Acknowledge our teammates' needs and follow up on their concerns and ideas.
- Recognize our teammates for their contributions in ways that resonate with them.



Be Clear and Empower

Being transparent and consistent about expectations, decisions, and accountability – and trusting the perspectives of those closest to the work.

What we do:

- Share the "why" behind decisions.
- Enable and support decision-making.
- Set clear expectations and check for understanding.



Adapt to Improve

Working together to try creative ideas and adjust nimbly based on new information and feedback.

What we do:

- Share new learning and ideas and then plan, test, and act on next steps with agility.
- Collaborate with teammates to ask for help and address shared challenges.
- Encourage, graciously accept, and respectfully provide feedback.

Our Facilities and Locations

Duke Regional Hospital

3643 North Roxboro St, Durham

- Duke Rehabilitation Institute
- Duke Cancer Center North Durham
- Outpatient Services
- The Birth Place
- Emergency Department
- Brain and Spine Surgery
- Duke Behavioral Health Center North Durham (Inpatient Behavioral Health, Duke Behavioral Health North Durham – Outpatient Clinic, Electroconvulsive Therapy, Behavioral Health Emergency Department)

Duke Ambulatory Surgery Center Arringdon

5601 Arringdon Park Dr, Suite 500, Morrisville

Davis Ambulatory Surgical Center

120 East Carver St, Durham

Employee Occupational Health and Wellness Clinic

308 Crutchfield St, Suite C, Durham

Health Services Center

407 Crutchfield St, Durham

Watts College of Nursing

2828 Croasdaile Dr, Suite 200, Durham

Duke Regional Hospital

Durham County Hospital Corporation Board of Trustees

The Durham County Hospital Corporation Board of Trustees is a non-profit corporation that is responsible for Duke Regional Hospital, and is progressively responsible for planning a comprehensive and coordinated hospital and health care system.

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