ANNUAL REPORT
DUKE REGIONAL HOSPITAL  FISCAL YEAR 2018

OUR MISSION: To care for our patients and the health of our community

OUR VISION: To be the best community hospital

OUR VALUES: Caring for our patients, their loved ones and each other

EXCELLENCE | SAFETY | INTEGRITY | DIVERSITY | TEAMWORK
At a Glance

Here at Duke Regional Hospital, we’re the best of both worlds. We provide exceptional care as part of the innovative and world-class Duke Health system, and we offer the personal touch and convenience found at a community hospital.

**Patient Care**

- **236** average daily census
- **16,356** admissions
- **62,214** Emergency Department visits
- **83,234** individuals received care
- **15,317** surgeries
- **2,285** births

**Staff**

- **2,076** total employees
- **890** registered nurses
- **789** physicians
- **325** advanced practice providers, which include nurse practitioners and physician assistants

**Did you know?** Our workforce includes 27 case managers (social workers), 11 clinical dietitians, four electricians, 52 housekeepers, 44 clinical pharmacists and six language interpreters, to give you an idea of the different roles at Duke Regional. It takes a family of different talents and skill sets to care for our community 24/7/365.

Duke Regional Hospital employees deliver the highest quality care every day to patients and their loved ones.

**Services and treatments**

We provide comprehensive care in these specialties at Duke Regional Hospital and its hospital-based clinics and centers:

- Blood Disorders
- Cancer Care
- Cardiology and Heart Surgery
- Dermatology
- Ear, Nose and Throat (ENT)
- Endocrinology
- Eye Care
- Gastroenterology
- Geriatric Medicine
- Infectious Disease Care
- Kidney Care/Nephrology
- Lung Disease
- Neonatology
- Neurology
- Neurosurgery
- Obstetrics and Gynecology
- Orthopaedic Care
- Palliative Care
- Plastic Surgery
- Psychiatry
- Rehabilitation
- Rheumatology
- Spine Care and Back Pain
- Urology
- Weight Loss Surgery

“Working in the Intensive Care Unit has really helped me know I want to pursue a career as a nurse. I learn something new every day, and I work with awesome people.”

Brittany Lyons
Nursing Care Assistant II/Health Unit Coordinator, Intensive Care Unit
Seven months at Duke Regional Hospital

“I feel like this is a home away from home. All of the Duke Regional staff truly care about the patients, their families and each other.”

Keith Hogan
HVAC/Mechanical Trades Supervisor, Engineering Services
10 years at Duke Regional Hospital

“I love being a perioperative nurse at Duke Regional Hospital and working with staff that are so dedicated and committed to our patients and their loved ones and provide them with high-quality care.”

Linda Barnett
Charge Nurse, Surgical Services
27 years at Duke Regional Hospital
Our 2015-2020 Strategic Plan

Lead in the delivery of highest quality, patient-centered care
• Continuously enhance patient- and family-centered care
• Meet or exceed national standards in quality, safety and patient experience
• Provide an inclusive and culturally competent care delivery environment
• Strengthen the hospital/medical staff partnership
• Invest in and expand facilities and technology to implement the master facility plan
• Leverage information technology to improve patient care

Recruit, retain and develop a talented and engaged workforce
• Foster and promote an inclusive work culture
• Build a foundation for current and future leadership and employee development

Advance our performance excellence journey
• Measure progress and growth in innovation, best practices, learning cycles and knowledge management
• Achieve a site visit for the Malcolm Baldrige National Quality Award

Deliver on the promise of population health
• Partner with Duke University Health System and other entities to identify/fill service gaps and prepare for new care delivery and payment models
• Promote efficient, seamless care to meet the needs of the communities we serve

Maintain our community hospital role while leveraging the benefits of being part of Duke University Health System
• Enhance community engagement
• Integrate to optimize coordination of care
• Identify unique competencies to differentiate Duke Regional Hospital within Duke University Health System

Grow and extend our reach locally
• Optimize hospital capacity through service line development

A snapshot of our many achievements

[Image of Duke University Health System]

- Prepared and received approval for a $102 million, three-year construction project that will include an Emergency Department expansion and the creation of a new, centralized Behavioral Health center that brings together emergency, outpatient and inpatient behavioral health services.
- The Spine and Neurosciences Clinic became part of Duke Regional Hospital effective July 2017 and is based in the hospital’s Health Services Center on Crutchfield Street. Duke Cancer Center North Durham’s new Oncology Infusion clinic opened in the hospital in September of 2017.
- In fiscal year 2018, Duke Regional received 1,001 transfers from other hospitals and healthcare facilities. That number is up from 949 in fiscal year 2017.
- Received a 4-star rating (out of 5) from the Centers for Medicare & Medicaid Services. The rating measures Medicare beneficiaries’ experiences with the hospital’s health plans and the health system.
- Named a “Distinguished Hospital for Clinical Excellence” one of “America’s 100 Best Hospitals,” and a recipient of the “Patient Safety Excellence Award” in 2018 by Healthgrades, a provider information company.
- Received its recertification from The Joint Commission in Total Knee, Total Hip, Hip Fracture and Primary Stroke programs, as well as recertification of the Bariatric program as a Center of Excellence.
- Mother-Baby Unit 4-3 acquired two grants to support Duke Regional as a “Baby Friendly” hospital, meaning the hospital connects mothers with educational resources about the benefits of breastfeeding.
- Awarded a Platinum designation from the Workplace Partnership for Life Hospital Campaign, which recognizes intentional efforts the hospital made to promote organ, eye and tissue donation throughout the year.
- Staff enrolled in programs to obtain their advanced degrees and certifications. Sixty-three percent of Duke Regional’s nurses have a bachelor of science in nursing (BSN), master’s and/or doctoral degree.
- Continued our focus on performance excellence and submitted an application to NC State Industry Expansion Solutions for feedback based on the Baldrige Performance Excellence Program, a national model for performance excellence that identifies role models for product, process, customer, workforce, leadership and government, and financial and market outcomes.
- Led Duke Health’s “Geriatric Center of Excellence” initiative, which focuses on centralized geriatrics services at Duke Regional Hospital and identifies the future direction of geriatrics care.
- Implemented education and cultural competency training to more than 150 staff members about providing the best care for transgender patients.
- Duke Regional Hospital’s Pharmacy received six years of accreditation from the American Society of Health-System Pharmacists for its new Postgraduate Year 2 Internal Medicine program and the Postgraduate Year 1 Pharmacy Residency program.
- Watts School of Nursing received first-time national accreditation from the Accrediting Bureau of Health Education Schools.
- Generated a total of $9.2 million in operating income.
Every month, Duke Regional Hospital colleagues and volunteers dedicate their time to supporting local nonprofits, raising money for community causes, and participating in internal service projects that benefit the patients and families receiving care at the hospital. Employees have helped build Habitat for Humanity homes and crafted no-sew blankets for patients in the hospital’s Intensive Care Unit. Our amazing volunteers warmly greet our patients before their appointments and serve on our Patient and Family Advisory Council. To be the best community hospital, we truly believe in supporting our neighbors beyond our medical campus.

16,500 Volunteer hours served
55 Adult volunteers
29 Junior volunteers
70 Ambassadors (jail age students studying medicine/health care)
30 Adjunct chaplains

Giving Back to Our Region

$23.2 million in no-cost or discounted urgent or emergent healthcare services was provided to patients who are unable to pay

$14.7 million in Medicaid Care losses, or costs absorbed by the hospital when government reimbursements don’t fully meet the cost of treatment

$10.6 million in monetary donations and in-kind services for Lincoln Community Health Center, Durham County Emergency Medical Services and Durham Recovery Response Center

$3.4 million spent on the training and teaching of tomorrow’s healthcare professionals

$25,248 raised for the American Heart Association Triangle Heart Walk

$14,583 raised for Duke’s Doing Good in the Neighborhood campaign, which supports local schools, nonprofits and neighborhoods

$10,000 raised for March of Dimes

Other ways we engage with the community

• Duke Regional colleagues organized a Salvation Army Angel Tree and purchased toys and clothing for 100 children.

• 129 units of blood were collected during three Red Cross blood drives.

• 41 bins were collected for the Fill That Bus! campaign, a Crayons2Calculators initiative that provides Durham teachers with free school supplies.

• The “Look Good, Feel Better” program brought together female-identified cancer patients for evenings of pampering and camaraderie.

• Psychiatry Unit 6-1 pulled together a team, the Duke Stigma Stompers, and raised money for the 2018 National Alliance on Mental Illness (NAMI) Walk.

• Project SEARCH, a program for students from Durham Public Schools who are differently abled, brought six students to Duke Regional Hospital to learn workforce skills, and they graduated from the program in May of 2018. Duke Regional’s Project SEARCH program has graduated a total of 54 students since 2012.

• Duke Regional hosted a table at the Durham Pride Festival and staff handed out educational resources at the event.

• Rehabilitation Unit 7-3 holds community service events in Durham, from organizing a clothing drive for Urban Ministries of Durham to helping build Habitat for Humanity homes.

• For Martin Luther King Jr. Day, the hospital held a food drive for the Food Bank of Central & Eastern North Carolina that collected more than 466 pounds of food.

Duke Regional Hospital
2018 Community Service Award Recipients

Jean Hedrick, respiratory therapist
Hedrick volunteers at Masia Methodist Hospital in Kenya and provides medical education on topics such as basic life support, sanitation and best practices with equipment. She helped install hundreds of hand washing stations and improvised a new bubble continuous positive airway pressure (CPAP) system for newborns and infants who need extra oxygen.

Rickie Phillips, respiratory therapist supervisor
For nearly 20 years, Phillips has worked with local teens who are part of his Mr. Rick’s Ballerz Basketball Team. While playing both pickup and championship games, he teaches lessons of family, loyalty and commitment through basketball.

Pictured above: Carol Swanson, the hospital’s Director of Guest and Community Engagement; Rickie Phillips; Jean Hedrick; and Katie Galbraith, President of Duke Regional Hospital
Our Incredible Staff

The 5-Star Program recognizes Duke Regional Hospital colleagues who go above and beyond to live our values of Excellence, Safety, Integrity, Diversity and Teamwork. An award recipient is named every quarter, with annual “super stars” receiving acknowledgment during the hospital’s celebratory all-staff event in November. Congratulations to these amazing team members!

September 2017
- Tiffani Coleman, Finance
- Brian Barbour, Engineering Services
- Karin Winstead, Radiology
- Faith Medrano, Neurology/Oncology
- Unit 5-3
- Linda Martin, Neurology/Oncology
- Unit 5-3

December 2017
- Jennifer Medlyn, Cardiac Cath Lab
- Kathy Willis, Radiology
- Dr. Dennis College, Hospital Medicine
- Jamila Baker, Endoscopy
- Kellie Capes, Nursing Administration
- Devon Couch and Emily McCoy, Mother-Baby Unit 4-3
- Linda Martin, Neurology/Oncology
- Unit 5-3

March 2018
- Lori Brienzi, Neurology/Oncology
- Angela Bentley, General Medicine
- Unit 4-1
- Kellie Capes, Nursing Administration
- Devon Couch and Emily McCoy, Mother-Baby Unit 4-3
- Linda Martin, Neurology/Oncology
- Unit 5-3

June 2018
- Joanne Daise, Neurology/Oncology
- Jamila Baker, Endoscopy
- Kellie Capes, Nursing Administration
- Devon Couch and Emily McCoy, Mother-Baby Unit 4-3
- Linda Martin, Neurology/Oncology
- Unit 5-3

FY2018 Super Stars
- Jennifer Medlyn, Cardiac Cath Lab
- Jamila Baker, Endoscopy
- Kellie Capes, Nursing Administration
- Devon Couch and Emily McCoy, Mother-Baby Unit 4-3
- Linda Martin, Neurology/Oncology
- Unit 5-3

Excellence
- Tiffani Coleman, Finance
- Jennifer Medlyn, Cardiac Cath Lab
- Dr. Dennis College, Hospital Medicine
- Angela Bentley, General Medicine
- Unit 4-1
- Joanne Daise, Neurology/Oncology
- Unit 5-3
- Jennifer Medlyn, Cardiac Cath Lab

Safety
- Brian Barbour, Engineering Services
- Kathy Willis, Radiology
- Dr. Dennis College, Hospital Medicine
- Kellie Capes, Nursing Administration
- Jamila Baker, Endoscopy

Integrity
- Debra Hosier, Clinical Decision Unit
- Dr. Dennis College, Hospital Medicine
- Kellie Capes, Nursing Administration
- Jamila Baker, Endoscopy

Diversity
- Karen Riches, Human Resources
- Kimberly Halker, Neurology/Oncology
- Unit 5-3
- Devon Couch and Emily McCoy, Mother-Baby Unit 4-3
- Devon Couch and Emily McCoy, Mother-Baby Unit 4-3

Teamwork
- Jose A. Correa Rodriguez, Interpreter Services
- Linda Byrom, Critical Care
- Cassandra Menendez, Cancer Services
- Linda Martin, Neurology/Oncology
- Unit 5-3

Emeritus Medical Staff

We celebrate the following physicians who have received emeritus status for their 20-plus years of caring for our patients, their loved ones and our community:

- Niall J. Buckley, MD, Urology
- Vivian E. Clark, MD, Obstetrics and Gynecology
- James R. Dingfelder, DO, Obstetrics and Gynecology
- Michael D. Fried, MD, Obstetrics and Gynecology
- Charles O. Harris, MD, Obstetrics and Gynecology
- Robert M. James Jr., PhD, Psychiatry
- Stephen N. Lang, MD, Orthopedic Surgery
- Colleen P. Ramsey, MD, Medicine/General Medicine
- Byron R. Randolph, MD, Medicine/General Medicine
- Hal D. Safrit, MD, Radiology
- Robert M. Steibley, MD, Medicine/General Medicine
- Robert B. Stifler, MD, Pediatrics/General Pediatrics
- Paul H. Wingard, MD, Emergency Medicine
- Paul H. Wright, MD, Orthopedic Surgery
Locations

**Duke Regional Hospital**
3643 North Roxboro Street
Duke Cancer Center North Durham
Duke Rehabilitation Institute
Emergency Services
Outpatient Services and Preoperative Clinic
The Birth Place

**Pre-employment exams**
**Treatment of work injuries**
**Evaluation and treatment of work-related illnesses**
**Fitness for duty evaluations**

**Health Services Center**
407 Crutchfield Street
Duke Center for Metabolic and Weight Loss Surgery
Duke Minimally Invasive General Surgery
Duke Regional Hospital Spine and Neurosciences
Duke Regional Hospital Vascular Access
Duke Regional Hospital Colorectal Surgery

**James E. Davis Ambulatory Surgical Center**
120 East Carver Street
Same-day surgical procedures in ophthalmology, pain management, otolaryngology, endoscopy, gynecology, plastic surgery, general surgery, urology, podiatry, vascular and orthopedics

**Watts School of Nursing**
2828 Croasdaile Drive, Suite 200
Diploma in Nursing
Associate of Science Degree in Health Science (through articulation agreement with University of Mount Olive)

To learn more about our services and treatments, find a physician, register for an event, and access patient resources, visit dukehealth.org/dukeregionalhospital.