Duke Regional Hospital has served Durham, Orange, Person and Granville counties and the surrounding communities for more than 40 years. We provide outstanding health care with compassionate, personalized service in a comfortable community hospital setting. Duke Regional Hospital has 369 inpatient beds and offers a comprehensive range of medical, surgical and diagnostic services.

**BY THE NUMBERS**

- **247** Average daily census
- **17,291** Admissions
- **62,738** Emergency Department visits
- **24,286** Visits to the hospital’s Outpatient clinics
- **15,767** Surgeries
- **2,324** Births
- **2,194** Employees
- **873** Registered nurses
- **864** Physicians
- **272** Advanced practice providers, which include nurse practitioners and physician assistants
- **1,982** Radiation treatments for cancer patients
- **2,069** Infusion treatments for cancer patients
- **11,747** MRI (Magnetic Resonance Imaging) procedures
- **28,573** CT (Computed Tomography) procedures
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
SERVICES AND TREATMENTS
provided at Duke Regional Hospital and its hospital-affiliated clinics and centers:

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

Duke Regional Hospital is undergoing its biggest expansion since it opened its doors in 1976.

Construction to expand the hospital’s emergency department and build a behavioral health addition began in fall of 2018 and is expected to be completed in spring of 2021. The project will:

**INCREASE** private rooms in the emergency department from 36 to 49.

**DOUBLE** the Clinical Decision Unit (CDU) from six to 12 private rooms.

**JOIN** inpatient, outpatient and emergency behavioral health services as part of a 112,000 square foot centralized behavioral health center, consolidating services from Duke University and Duke Regional hospitals.
A snapshot of our many ACHIEVEMENTS

RECEIVED FIVE STARS, the highest rating, from the Centers for Medicare & Medicaid Services (CMS). Duke Regional is the only hospital in the Triangle and one of only seven hospitals in North Carolina to achieve this five-star rating. The ratings system takes into account up to 60 of the more than 100 measures reported on Hospital Compare, a quality-of-care database that includes more than 4,000 Medicare-certified hospitals.


STARTED CONSTRUCTION on a new, state-of-the-art ambulatory surgery location, Arringdon, off Page Road in Durham County. The center is expected to open in 2020 and will offer same-day surgical procedures.

RAMMED UP EFFORTS to promote breastfeeding for moms and babies. Installed a “Mamava” lactation pod on the second floor of the hospital to provide privacy for mothers who need to pump or breastfeed. Continued projects to become a Baby-Friendly designated hospital by Baby-Friendly USA in early 2021.

OFFICIALLY BROKE GROUND in March of 2019 on the $102-million, three-year construction project expanding the Emergency Department and building a new, centralized behavioral health center on Duke Regional’s campus.

WATTS SCHOOL OF NURSING, which is affiliated with Duke University Health System and Duke Regional Hospital, became Watts College of Nursing and will offer a Bachelor of Science in Nursing degree starting in 2020.

NAMED A “LEADER IN LGBTQ HEALTHCARE QUALITY” in the Human Rights Campaign Foundation’s Healthcare Equality Index for the eighth year in a row.

UPGRADED TECHNOLOGY throughout the hospital, to include:
- a new linear accelerator in Duke Cancer Center North Durham, which provides imaging and radiation treatment for the hospital’s Radiation Oncology patients, and delivers faster treatment and distributes a more accurate dose of radiation.
- a new 3-D biopsy machine in Mammography, allowing staff to offer both 3-D imaging and 3-D biopsies for patients.
- new MRI (magnetic resonance imaging) and CT (computed tomography) scanners that provide comfort to patients in Radiology.

STARTED WALKS OF HONOR for patients who donate their organs at the end of life. Staff throughout the hospital take a moment of silence to honor the patient and their loved ones.

RESPONDED QUICKLY as a team to community disasters, from taking care of patients affected by the Durham explosion in April 2019 to sending staff to a state-supported medical assistance shelter to help Hurricane Florence victims in September 2018.

RECEIVED HEALTHGRADES’ “AMERICA’S 100 BEST HOSPITALS AWARD” for being in the top two percent in the nation for consistently delivering clinical quality year over year, as well as Healthgrades’ “Patient Safety Excellence Award” for providing excellence in patient safety.
SERVING OUR NEIGHBORS

To be the best community hospital, we truly believe in supporting our neighbors beyond our medical campus.

BY THE NUMBERS

9,445 Volunteer hours served
60 Adult volunteers
29 Junior volunteers (high school students)
70 Ambassadors (college students studying medicine/health care)

$27.5 million in no-cost or discounted urgent or emergent healthcare services was provided to patients who are unable to pay.

$13.8 million in Medicaid Care losses, or costs absorbed by the hospital when government reimbursements don’t fully meet the cost of treatment.

$10.9 million in monetary donations and in-kind services for Lincoln Community Health Center and Durham County Emergency Medical Services.

$4 million spent on the training and teaching of tomorrow’s healthcare professionals.

$25,395 raised for the American Heart Association Triangle Heart Walk.

$11,142 raised for Duke’s Doing Good in the Neighborhood campaign, which supports local schools, nonprofits and neighborhoods.

$2,154 raised for March of Dimes.

OTHER WAYS WE ENGAGE WITH THE COMMUNITY:

Prepared and delivered 1,500 sandwiches for Urban Ministries of Durham.
Boxed and labeled 500 books at a community event for Book Harvest.
Helped build one house in Durham with Habitat for Humanity of Durham.
Supported athletes at the Wake County Special Olympics.
Served as a host location for a Durham Salvation Army angel tree, from which staff purchased presents for 100 local children.

Held three blood drives for the American Red Cross.
Collected 600 pounds of nonperishable items for the Food Bank of Central & Eastern North Carolina.
Donated 41 bins of school supplies for Crayons2Calculators, which supports Durham Public Schools classrooms.

Opened a Community Caring Closet, funded by the Durham County Hospital Corporation Board of Trustees, to provide new clothing and footwear to patients in need.
Duke Regional Hospital

2019 COMMUNITY SERVICE AWARD RECIPIENTS

KELLY BRADLEY, RN, CNII
Anesthesia/Preoperative Clinic
Bradley serves with Mount Bethel United Methodist Church’s “Fish and Loaves” program, which provides food and clothes to community members in need, as well as makes “Open Table” meals for community members. She has also spent decades volunteering for the EMS, fire and safety programs at Bahama Fire Department and has served as longtime auxiliary president for the fire department.

MARGARET MUIR, DNP, RN, CNML
Patient Experience
Muir helps coordinate Duke Regional Hospital’s blood drives throughout the year and has donated more than nine gallons of her own blood to the American Red Cross. She led efforts to create Duke Regional’s Community Caring Closet, which stocks clothes for patients and visitors in need. She has participated in the hospital’s LGBTQIA+ advocacy efforts by marching in Durham’s Pride Parade every year as well as providing training workshops on transgender patient needs. She rang the bell over the 2018 holidays for The Salvation Army and raised more than $1,000 for the organization in one day. She has also volunteered to teach CPR for Durham Public Schools, participated in nonprofit races and fundraisers, and served on the Eno River Association Board.
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

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

Receit, 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

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

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
The 5 Star Program recognizes Duke Regional Hospital team members 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 all of these dedicated team members.

**SEPTEMBER 2018**
*Excellence:* Razu Khan  
General Medicine/Dialysis Unit 5 1
*Safety:* Stacy Michaelsen  
Emergency Department
*Integrity:* Rakeisha Guy  
Environmental Services
*Diversity:* Adianez Garcia Aguila  
Neurology/Oncology/Palliative Unit 5-3
*Teamwork:* Duke Regional Wedding Contributors for Unit 5 3

*Patient Wedding*

**DECEMBER 2018**
*Excellence:* Sharon Tobias  
Neurology/Oncology/Palliative Unit 5-3
*Safety:* Hannah Betancourt  
Op Services and Preoperative Clinic Administration
*Integrity:* Ryan Melton  
Corporate Administration  
Larry Holder  
Engineering Services
*Diversity:* Ludmila Crenshaw  
Orthopedics/Neurosurgery Unit 7 1
*Teamwork:* Ernest Febus  
Interpreter Services

**MARCH 2019**
*Excellence:* Zhiwen “Kevin” Wei  
EKG Support Unit
*Safety:* Brittany Champion  
Emergency Department
*Integrity:* Chance Smith  
Emergency Department
*Diversity:* Sarah “Beth” Munoz  
Physical Therapy
*Teamwork:* Faith Medrano  
Emergency Department

**JUNE 2019**
*Excellence:* Nancy Kraemer  
Occupational Therapy
*Safety:* Kellie Rybicki  
Telemetry Unit 5 2
*Integrity:* Richard Solomon  
Clinical Engineering  
Brandon Guy  
Engineering Services
*Diversity:* Maria Martinez Jimenez  
Lincoln Community Health Center Pharmacy
*Teamwork:* Audrey O’Briant  
Emergency Department

**FISCAL YEAR 2019 SUPER STARS**
*Excellence:* Nancy Kraemer  
Occupational Therapy
*Safety:* Brittany Champion  
Emergency Department
*Integrity:* Ryan Melton  
Corporate Administration  
Larry Holder  
Engineering Services
*Diversity:* Sarah “Beth” Munoz  
Physical Therapy
*Teamwork:* Duke Regional Wedding Contributors for Unit 5 3

*Patient Wedding*
EXECUTIVE LEADERSHIP TEAM

Katie Galbraith, MBA, FACHE
President

Mitch Babb, MBA/MHA, RN
Chief Operating Officer

Vacant
Chief Medical Officer

Jonathan Hoy, CPA
Chief Financial Officer

Paula Cates, MSN, RN, NE-BC, CPAN
Associate Chief Nursing Officer

Gloria McNeil, DNP, MBA, MA, RN, NEA-BC
Associate Chief Nursing Officer

Dexter Nolley, MEd, SPHR
Chief Human Resources Officer

Vicky Orto, DNP, RN, NEA-BC
Chief Nursing & Patient Care Services Officer

DURHAM COUNTY HOSPITAL
CORPORATION BOARD OF TRUSTEES

Gail Belvett, DDS
Chair

Barbara M. Hendrix
Vice Chair

Thomas C. Murphy, MBA, BSN
Secretary

Robert C. Newman
Treasurer

Pat Ashley, PhD
Katrina H. Avery, MD
Tara Blackley, MBA, MPH, MIA
William J. Fulkerson Jr., MD, MBA*

James Hill, County Commissioner
Rosemary Jackson, MD
J. Stewart Jones, DO*
Jay H. Kim, MD
D. Curtis Lawson
Eric S. Moore, MD, MBA, MPH
Devdutta Sangvai, MD, MBA
Cynthia Shortell, MD
Katherine Thomas, MBA/ MHA, CPA

* Denotes advisory non-voting member

MEDICAL STAFF LEADERSHIP

J. Stewart Jones, DO
President

David Boyte, MD
President-Elect

Joe Minchew, MD
Secretary-Treasurer

Earl S. Ransom Jr., MD
Immediate Past President

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.

Amy R. Csorba, MD
Family Medicine

Peter W. Gilmer, MD
Orthopedic Surgery

Paul E. Austin, MD
Family Medicine

Joan T. Roberts, MD
Surgery/Ophthalmology
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

DUKE REGIONAL HOSPITAL EMPLOYEE OCCUPATIONAL HEALTH & WELLNESS
308 Crutchfield Street
Suite C
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 COLLEGE OF NURSING
2828 Croasdaile Drive
Suite 200
Bachelor of Science in Nursing (BSN) program