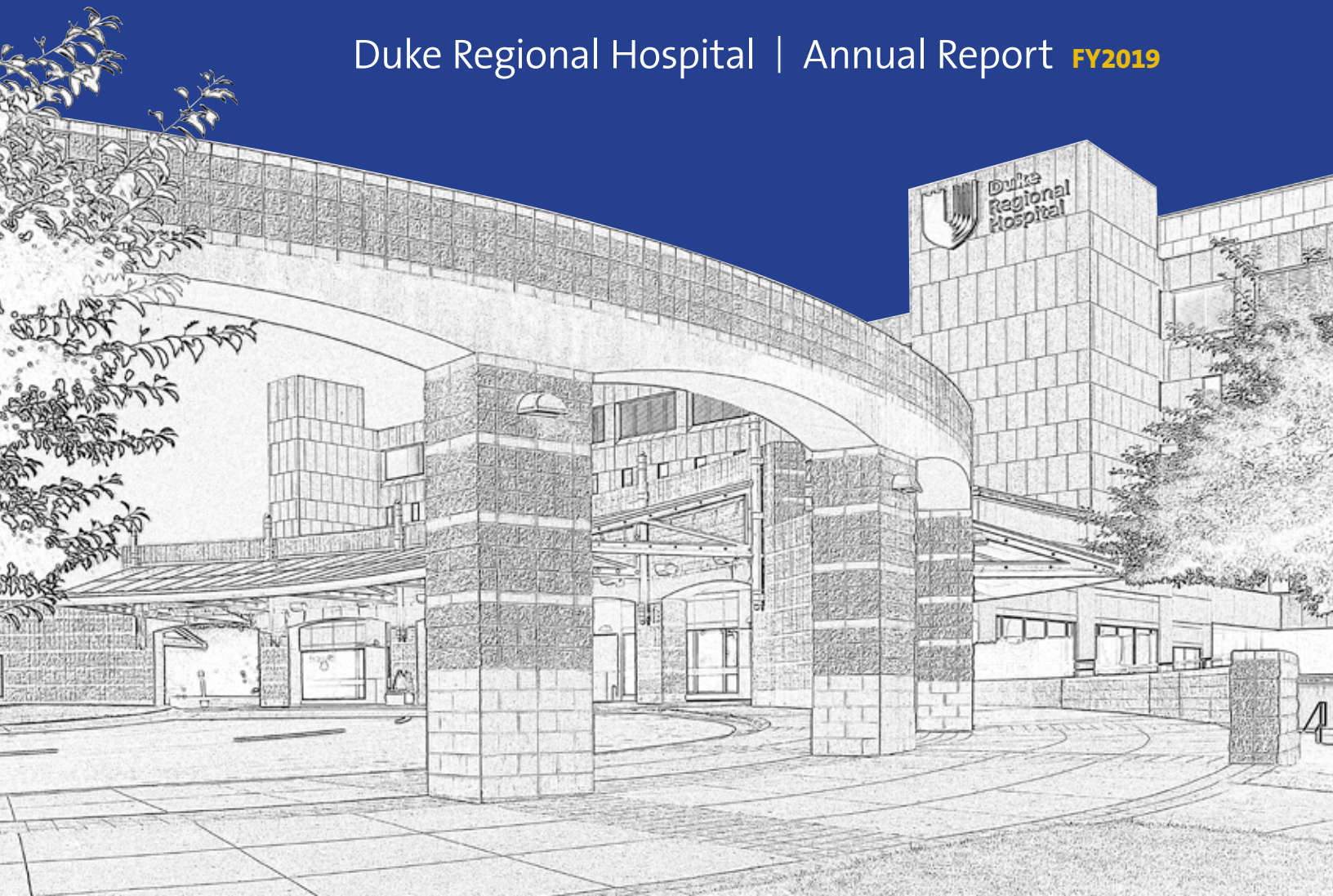




Duke Regional Hospital | Annual Report **FY2019**





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



Duke Regional Hospital | Annual Report **FY2019**

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	Rheumatology
Ear, Nose and Throat (ENT)	Gynecology	Spine Care and Back Pain
Endocrinology	Orthopaedic Care	Urology
Eye Care	Palliative Care	Weight Loss Surgery

Gastroenterology
Geriatric Medicine
Infectious Disease Care
Kidney Care/Nephrology
Lung Disease



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.

PLACED 11TH IN NORTH CAROLINA and fourth in the Raleigh-Durham metro area in U.S. News & World Report's 2019-20 Best Hospitals rankings.

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

RAMPED 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 EQUALITY" 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

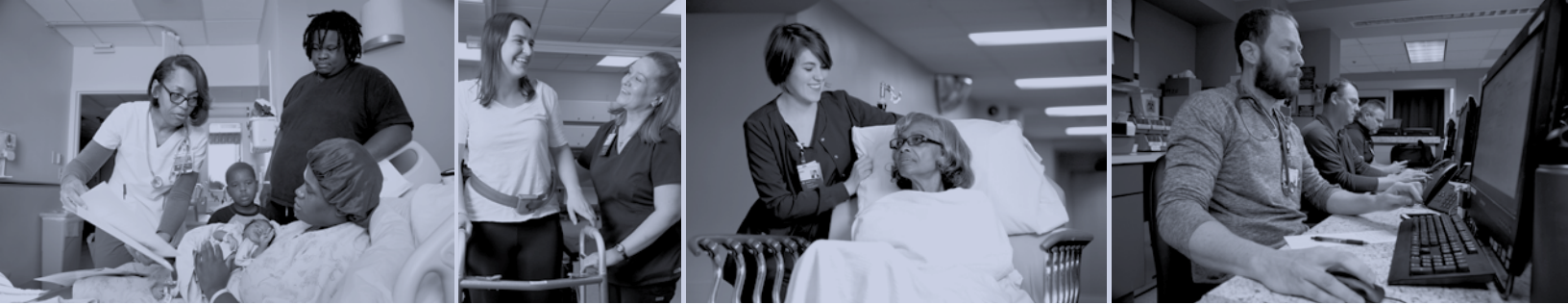
Bradley serves with Mount Bethel United Methodist Church's "Fish and Loaves" program, which provides food and clothes to community members in need, as well as makes "Open Table" meals for community members. She has also spent decades volunteering for the EMS, fire and safety programs at Bahama Fire Department 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

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



LIVING OUR VALUES: 5-STAR PROGRAM

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 Michaelson
Emergency Department

Integrity: Rakeisha Guy
Environmental Services

Diversity: Adiane 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





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President

Mitch Babb, MBA/MHA, RN
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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

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Cynthia Shortell, MD

Katherine Thomas, MBA/MHA, CPA

** Denotes advisory non-voting member*

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President

David Boyte, MD
President-Elect

Joe Minchew, MD
Secretary-Treasurer

Earl S. Ransom Jr., MD
Immediate Past President

Produced by the Office of Corporate Communications
at Duke Regional Hospital

Editor: April Dudash

Designer: Cara Ragusa

Photographers: Les Todd, LKT Photography, Inc.;
Richard Barlow, Richard Barlow Photography, Inc.; April
Dudash, Duke Regional Hospital Office of Corporate
Communications; Ken Huth, Ken Huth Photography;
Carol Swanson, Duke Regional Hospital Guest and
Community Engagement; Margie Muir, Duke Regional
Hospital Patient Experience

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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

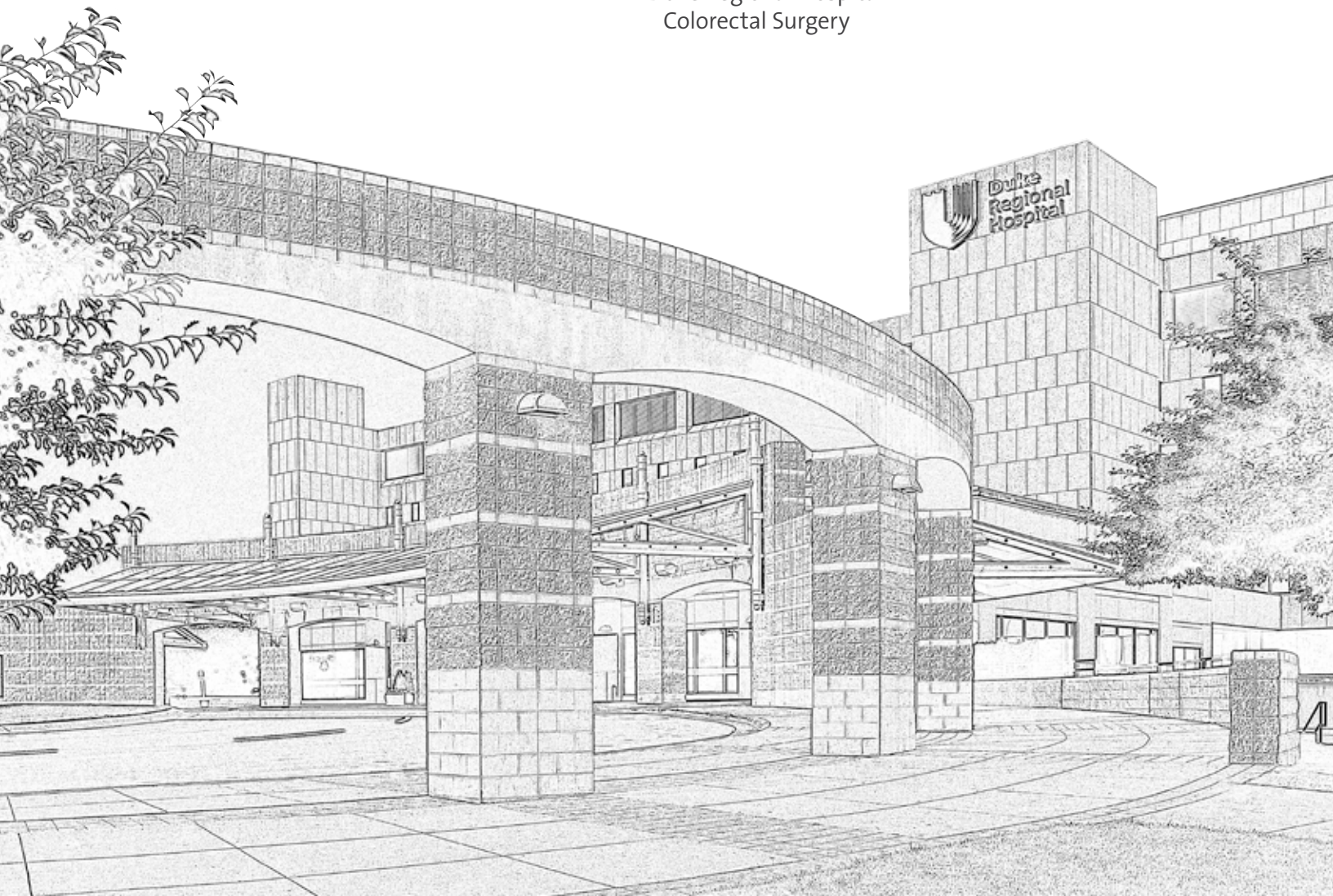
120 East Carver Street

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





Duke Regional Hospital

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dukehealth.org/dukeregionalhospital