

2020 Community Report

TOTAL PATIENT ENCOUNTERS

• ER Patient Visits	65,500
• Inpatient Admissions	16,000
• Births	3,000
• Surgeries	22,500
• Outpatient Visits	341,000
Total:	448,000

HUMAN CAPITAL

• Physicians on medical staff	759
• Physician Recruitment	24

FINANCIAL BENEFITS

• Capital Projects	\$15,519,000
• Property & Sales Taxes	\$11,659,000
• Payroll	\$163,060,000

CARING FOR OUR COMMUNITY

• Charity & Uncompensated Care	\$115,953,000
• Dollars Spent Locally	\$24,276,000
• Donations & Outreach	\$207,000
• Professional Education	\$1,500,000
• Subsidized Health Services	\$17,000,000

Overall Community Benefit: \$349,174,000

CONVENIENT LOCATIONS

Northwest Medical Center – Bentonville

- 128 Beds

Northwest Medical Center – Springdale

- 222 Beds

Siloam Springs Regional Hospital

- 73 Beds

Northwest Health Physicians' Specialty Hospital

- 20 Beds

Willow Creek Women's Hospital

- 64 Beds

Northwest Health Emergency Department Fayetteville

- 10 Treatment Rooms

**Volumes and dollar amounts are approximate*

Taking care of you

and the place we
all call **home.**



Northwest Medical Center – Bentonville, Bentonville, AR



Northwest Medical Center – Springdale, Springdale, AR



Siloam Springs Regional Hospital, Siloam Springs, AR



Northwest Health Physicians' Specialty Hospital, Fayetteville, AR



Willow Creek Women's Hospital, Johnson, AR



ADDITIONAL LOCATIONS

- Primary Care Clinics: 16
- Specialty Care Clinics: 18
- Urgent Care Clinics: 3
- Walk-in Care Clinics: 3
- Standalone Emergency Department: 1
- Arkansas Medical Imaging centers: 2
- Hyperbaric and Wound Centers: 2

NATIONAL & STATE ACCREDITATIONS/CERTIFICATIONS**Northwest Health: 5 Hospitals**

- The Joint Commission, Gold Seal of Approval
- Governor's Quality Award (Northwest Health)
 - Challenge Level - 2018
 - Commitment Level - 2019
 - Achievement Level - 2020

Emergency Department

- Gold standard — Level I accreditation from the American College of Emergency Physicians' Geriatric Emergency Department Accreditation program, first in state to achieve this quality milestone and 12th in nation to earn Level I gold status (Springdale)
- Level III Trauma Centers (Bentonville, Springdale), Level IV Trauma Center (Siloam Springs)

Heart Disease and Stroke Care

- Nationally Accredited, Joint Commission Acute Stroke Ready (Siloam Springs)
- American College of Cardiology (ACC) Cycle 5 CPC (Siloam Springs)
- Nationally Accredited, Joint Commission Primary Stroke Center (Bentonville, Springdale)
- American College of Cardiology (ACC) Cycle 6 CPC w/Primary PCI Accreditation (Bentonville, Springdale)

Obstetrics/Maternity Services

- VBAC Center of Excellence (Willow Creek), First hospital in the nation to earn this recognition
- BCBS Blue Distinction+ (Willow Creek and Bentonville)
- National Safe Sleep Hospital Certification Program Accreditation, Silver Safe Sleep Leader (Bentonville, Siloam Springs, Willow Creek)
- First in state to open new low-intervention birthing suites and offer nitrous oxide for pain relief option (Bentonville, Willow Creek)
- First and second in Arkansas to earn Baby-Friendly designation by The United Nations Children's Fund (UNICEF) and the World Health Organization (WHO) (Bentonville, Willow Creek)
- First to open 24/7 OBGYN Emergency Department (Willow Creek)

NATIONAL & STATE ACCREDITATIONS/CERTIFICATIONS (cont.)

Orthopedics and Spine Surgery

- The Joint Commission, Gold Seal of Approval for Advanced Total Joint (Bentonville, Springdale and Physicians' Specialty)
- The Joint Commission, Gold Seal of Approval for Spine Disease (Bentonville – First in Arkansas; Springdale)

Bariatric (weight loss) surgery

- First in Arkansas, fifth in nation to be designated a Center of Excellence by Employers Centers of Excellence Network, which gives employees of participating businesses – including Walmart – access to the highest quality care and health plan innovation
- Accredited by Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP), a joint program of the American College of Surgeons and the American Society for Metabolic and Bariatric Surgery (Springdale, Physicians' Specialty)
- First in Arkansas to be accredited for adolescent bariatric surgery by MBSAQIP (Springdale)
- Designated as an Aetna Institute of Quality Bariatric Surgery Facility (Springdale, Physicians' Specialty)
- Designated as a Center of Excellence by Blue Cross/Blue Shield Association (Springdale, Physicians' Specialty)
- Designated as a Cigna Center of Excellence Bariatric Center (Springdale, Physicians' Specialty)
- Certified as a United Health Care OptumHealth Bariatric Center of Excellence (Springdale, Physicians' Specialty)